

CONDITIONS FOR APPOINTED FACILITIES UNDER THE CONNECT@SINGAPORE SCHEME

The Appointed Facility (the “AF”) must comply with the prevailing COVID-19 (Temporary Measures) (Control Order) Regulations 2020 (“Control Order”) in all applicable respects, including restrictions and conditions imposed by MTI in its permission to the AF. While conditions in this Annex are in addition to requirements under the Control Order, the prevailing Control Order will take precedence in case of any inconsistency. To avoid doubt, the AF shall bear all costs for compliance with the conditions in this Annex.

These conditions and the parameters of the Connect@Singapore scheme may be modified at any time, including but not limited to the countries from which travellers under this scheme (each a “traveller”) will be accepted and the number of travellers allowed from each country, for public policy reasons, including but not limited to safeguarding public health.

General

1. Without prejudice to Regulations 10B(1)(l) and (m) Control Order, the AF must develop and implement standard operating procedures to manage unwell, suspected and confirmed cases amongst travellers and staff.
2. The AF shall take all reasonably practicable steps to ensure every traveller complies with the specific requirements imposed on him/her pursuant to the Infectious Diseases Act and regulations thereunder at entry to Singapore, as well as all Safe Management Measures (SMMs) applicable during his/her stay within the AF.
3. The AF shall do all of the following:
 - a. Submit to the Singapore Tourism Board (STB) a set of weekly data before 10am every Friday at [go.gov.sg/covid19-hotelupdates](https://www.go.gov.sg/covid19-hotelupdates). Information collected will be used only as internal reference for public policy purposes, and will not be shared with other facilities;
 - b. Submit to STB daily situation reports of travellers in such form as STB may require;
 - c. Obtain contact details of each traveller, including the traveller’s mobile number and email address, and

submit the entry approval application for each such traveller to the Safe Travel Office (STO) of the Immigration & Checkpoints Authority (ICA) via <https://safetravel.ica.gov.sg>;

- d. Inform ICA of any cancellation or change of check-in date (beyond the permissible entry window) for a traveller who has received entry approval from STO;
 - e. Inform the Ministry of Health (MOH) immediately at go.gov.sg/covid19-positivecasehotelupdate in the event there is a positive or suspected positive COVID-19 case at the AF¹;
 - f. Inform ICA immediately at <https://go.gov.sg/connectsg-breach> in the event a traveller misses his/her scheduled PCR and does not turn up for the test by 9pm the same day.
4. Without prejudice to Paragraph 13, Part 2, First Schedule, Control Order, the AF must ensure a safe and sanitary “bubble-wrapped” environment for travellers, staff and external visitors, including through all of the following:
- a. Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements of the testing regime;
 - b. Ensure compliance with infection control protocols, contact tracing protocols, SMM requirements, sanitation and hygiene measures of the Singapore Government and its agencies, including those for the testing regimes;
 - c. Ensure staff don appropriate Personal Protective Equipment (PPE) based on the level of interaction with travellers, in line with MOH’s requirements; and
 - d. Prepare for any emergencies relating to COVID-19.
- Prior to Traveller’s Departure from**
5. The AF shall enter into and maintain a partnership with an MOH-accredited private healthcare provider to ensure adequate supply of appropriate test kits and appropriately trained manpower to administer post-arrival and pre-departure PCR tests for every traveller within the AF.

¹ Includes guests and visitors that have patronised or visited the facility, and staff.

**Home
Country**

The AF shall keep STB informed of any changes in appointment of their healthcare providers to administer the required testing regimes.

6. The AF shall designate and demarcate a dedicated zone (“Dedicated Zone”) within which travellers may be lodged and entertained, or dine, exercise, smoke and hold meetings², and set up the Dedicated Zone in accordance with guidelines issued by MOH and in such manner that there is no physical interaction between travellers and any individuals who are not travellers (except dedicated staff of the AF). The AF shall ensure that meetings between travellers and individuals who are not travellers (except dedicated staff of the AF) must be physically segregated by a barrier, such as floor-to-ceiling plexiglass.
7. The AF shall designate and demarcate an area with adequate space and facilities within the Dedicated Zone for PCR test administration, and set up the area(s) in accordance with guidelines issued by MOH. The AF shall identify and prepare a suitable back-up test area within the AF for PCR administration for immediate use in the event of a confirmed COVID-19 positive case.
8. The AF must not allocate accommodation to a traveller that does not have entry approval from STO.
9. Upon notice from STO of the entry approval for the traveller, the AF must arrange for its dedicated staff or dedicated transport provider to receive the traveller from the airport arrival hall and for the dedicated transport provider to transport the traveller between the airport and AF.
10. No later than 24 hours prior to every traveller’s departure to Singapore, the AF must send an information pack to the traveller and seek written acknowledgement from the traveller as to receipt of the information pack. The information pack must contain the following information:

² The permission to each traveller to leave his/her guestroom for these purposes follow the specific requirements imposed on him/her pursuant to the Infectious Diseases Act and regulations thereunder at entry to Singapore.

- a. Information and requirements for the traveller's participation in the Connect@Singapore scheme found at <https://safetravel.ica.gov.sg>;
 - b. Prevailing applicable SMMs in Singapore;
 - c. PCR test location in the AF and the appointment schedule structure;
 - d. Costs associated with the testing regime including PCR tests, as well as Pre-Departure PCR Test; and
 - e. Any other relevant information.
11. The AF shall schedule PCR test timings with each traveller for Days 3, 7, and 14, insofar as the traveller remains accommodated in the AF.

Arrival in Singapore

12. The AF shall ensure that every traveller has completed his On-arrival PCR test before leaving the airport.
13. The AF shall ensure that every traveller remains self-isolated in his/her guestroom until his/her On-arrival PCR test results are out. To avoid doubt, the AF may allow the traveller to leave his/her guestroom for purposes for which permission has been given³ if his/her On-arrival PCR test results are negative. The AF shall inform ICA immediately at <https://go.gov.sg/connectsg-breach> in the event a traveller leaves his/her guestroom for a purpose for which no permission has been given or before his/her On-arrival PCR negative test results are out.
14. The AF shall ensure that there is no intermingling between travellers and any other individuals at all times (including during transportation to and from the airport), except between travellers within the same travel cohort⁴ and between travellers and the dedicated staff/dedicated transport provider of the AF. This may include adopting measures such as assigning staff to accompany and guide travellers at all times outside of their assigned

³ See Condition 6.

⁴ "Travel cohort" refers to a group of up to five individuals approved by STO under Connect@Singapore. The travel cohort may comprise members outside of your family, such as colleagues, business partners, suppliers or customers, even if arriving from different flights and/or countries. Individuals of the travel cohort should arrive from countries of the same risk category and be pre-declared to the Appointed Facility.

guestrooms. The AF shall record the movement of all travellers outside of their guestrooms (e.g. surveillance footage, photos, itinerary, etc.) and provide such records for audit by the MOH, ICA and STB.

15. The AF shall ensure that every traveller stays within the Designated Zone of the AF.
16. Where meetings are conducted between travellers and visitors to the AF, records of such visitors must be kept by the AF for not less than 28 days after the day the record is made, including records of the individual's name, contact number, purpose of visit, body temperature and the individual's respective times of entering and leaving the AF. The AF shall ensure that there is no physical interaction between any traveller and a visitor.
17. The AF shall develop and implement a system for scheduling and reminding every traveller of his/her PCR tests on the required days (Days 3, 7 and 14), and take all reasonable measures to ensure every traveller takes his/her test. The AF shall procure that the healthcare provider of the AF verifies each traveller's identity before performing the swab. If a traveller misses his/her PCR test, the AF must take all reasonable measures to contact the traveller and schedule the next available timing for the test as soon as possible.
18. The AF shall procure that the healthcare provider of the AF administers all PCR tests by 7pm of each day. To avoid doubt, the day that the traveller clears immigration upon arrival in Singapore will be counted as Day 1.
19. The AF shall keep the PCR test results of every traveller confidential to the traveller, except for disclosure to MOH, ICA and STB.
20. The AF shall immediately report to ICA at <https://go.gov.sg/connectsg-breach> any non-compliance by a traveller in respect of testing requirements⁵.

Testing Regime

⁵ The testing requirement of each traveller follow the specific requirements imposed on him/her pursuant to the Infectious Diseases Act and regulations thereunder at entry to Singapore.

21. The AF shall ensure the traveller takes his/her PCR tests on the required days (Days 3, 7 and 14), save that if one of the PCR tests on Days 3, 7 or 14 falls on the traveller's date of departure, the traveller may instead take the test the day before departure. If the traveller is assessed to be a COVID-19 suspect case or confirmed to be COVID-19 positive, the AF shall inform MOH immediately at [go.gov.sg/covid19-positivecasehotelupdate](https://www.go.gov.sg/covid19-positivecasehotelupdate) and must take all reasonable measures for managing confirmed COVID-19 case in accordance with the Control Order and MOH's guidelines.

Check out

22. The AF must arrange for the dedicated transport provider to transport the traveller between the AF and the airport, and for its dedicated staff or dedicated transport provider to see off the traveller at the airport departure hall.

Staff

23. The AF shall assign dedicated staff whose role shall be solely to manage and serve the travellers. The AF shall develop and implement all workplace SMMs necessary to reduce the risk of infection between the dedicated staff from other staff of the AF.

24. The AF shall ensure staff are trained in the use of Personal Protection Equipment (PPE) and don appropriate PPE in accordance with MOH's guidelines.

25. The AF shall ensure all dedicated staff managing and serving travellers undergo Regular Routine Testing (RRT) every 14 days.