

CHECKLIST OF SAFE MANAGEMENT MEASURES FOR HOTELS

Hotels must comply with all mandatory measures, and hotels granted permission to provide leisure bookings must comply with additional mandatory measures. Recommended measures are left to hotels' discretion to implement, but are strongly encouraged. While the majority of the SMMs mentioned in the circular (including its annexes) are drawn from the Control Order and are summarised for the convenience of hotels, this circular is not exhaustive and the prevailing Control Order will prevail in case of any inconsistency.

1. ENTRY TO HOTEL

<i>Reduce capacity and inter-mingling at lobby</i>
<p>Mandatory</p> <ul style="list-style-type: none">a. Screening¹ every individual (including each guest, visitor, delivery personnel, contractor and staff) for COVID-19 symptoms² before allowing him or her to enter the hotel premises and before he or she enters each guest facility, including F&B establishments.b. Refusing entry to any individual that refuses to comply with or fails the screening under para.(a), or if a visitor is subject to a quarantine order or stay-home-notice.c. Providing a mask to any guest or visitor who displays a symptom under para.(a) and requiring the guest or visitor to wear the mask (whether or not detected at screening), isolate the unwell guest or visitor from others in a room away from other guests, provide surgical masks, provide or cause the provision of medical treatment.d. Implementing SafeEntry for entry and exit information of every individual (including each guest, visitor, delivery personnel, contractor and staff) entering or leaving the hotel.e. Requiring every individual (including each guest, visitor, delivery personnel, contractor and staff) to wear a mask within the hotel, except where allowed under

¹ Screening for COVID-19 symptoms must comprise taking the temperature and a visual check (without physical contact) of the individual to see if the individual is coughing, sneezing, breathless, or has a runny nose.

² COVID-19 symptoms are fever, coughing, sneezing, breathlessness, a runny nose, or if an individual reports of a loss of the sense of smell.

the Control Order (e.g. where a guest is within his or her room, engaging in strenuous physical exercise, eating, drinking, etc.).

- f. Limiting entry to the hotel to individuals for the purpose of working for, supplying an authorised service to, procuring goods or services from or otherwise dealing with the hotel or a tenant within the hotel (e.g. asking loiterers to leave).

Recommended

- g. Encouraging every individual (including each guest, visitor, delivery personnel, contractor and staff) entering the hotel to download and use TraceTogether to enable efficient contact tracing.

2. FRONT OFFICE/ LOBBY

Reduce capacity and inter-mingling at lobby

Mandatory

- a. Requiring every guest, before providing them accommodation, to make a declaration as to his or her purpose in staying at the hotel and, where the guest is the holder of a work pass issued under the Employment of Foreign Manpower Act, to provide the name of the employer as specified in the work pass and the contact number or other contact particular of the employer³.
- b. Keeping the records under para.(a) for not less than 28 days after the end of the guest's stay in the hotel.
- c. Ensuring there is at least one staff or contractor (e.g. security guard) present and on duty at all times (i.e. 24/7) to ensure the hotel is compliant with the Control Order and the mandatory safe management measures.
- d. Staggering check-in and check-out timing for guests in different rooms.
- e. Disallowing more than 5 individuals in total gathering in any guest room or in any pair of adjoining guest rooms where the connecting door(s) may be opened by guests during the stay, except where the gathering consists wholly of individuals from the same household i.e. same address.

From 28 Dec 2020 onwards: Disallowing more than 8 individuals in total gathering in any guest room or in any pair of adjoining guest rooms where the

³ To avoid doubt, this requirement is imposed under the Control Order and is in addition to guest information required under the Hotels Licensing Regulations.



connecting door(s) may be opened by guests during the stay, except where the gathering consists wholly of individuals from the same household i.e. same address.

- f. Limiting the total occupancy in the Lobby area to no more than 1 individual per 10 square metres of space accessible to guests and visitors at any point in time⁴.

From 28 Dec 2020 onwards: Limiting the total occupancy in the Lobby area to no more than 1 individual per 8 square metres of space accessible to guests and visitors at any point in time⁵.

- g. Informing guests and attaining documented acknowledgment from them as to the maximum permissible group size under the Control Order for the purposes of leisure⁶ per room and the corresponding penalties in the event of any non-compliance via sending a pre-arrival email, acknowledgment at point of check-in, or such other means as may effectively communicate these.

From 28 Dec 2020 onwards: Informing guests and attaining documented acknowledgment from them as to the maximum permissible group size under the Control Order for the purposes of leisure⁷ per room and the corresponding penalties in the event of any non-compliance via sending a pre-arrival email, acknowledgment at point of check-in, or such other means as may effectively communicate these.

- h. Displaying signage at lift lobbies as to the maximum permissible group size under the Control Order for the purposes of leisure and the corresponding penalties incurred if guests and visitors do not comply.

- i. Ensuring that every visitor to a guest room is pre-registered by the guest prior to arrival and required to present themselves at the front desk for registration before being allowed entry to the guest room. Ensuring that the entry of every visitor to a guest room is monitored through effective means such as use of visitor passes, or staff stationed at lift lobbies. Records of pre-registration and monitoring of visitors must be kept for not less than 28 days after the day the record is made. If a guest room or pair of adjoining guest rooms where the connecting door(s) may

⁴ Computed by dividing the total square metres of space accessible by guests and visitors by 10. To avoid doubt, this limit on occupancy excludes staff, delivery personnel, contractors and other individuals who are not guests or visitors.

⁵ Computed by dividing the total square metres of space accessible by guests and visitors by 8. To avoid doubt, this limit on occupancy excludes staff, delivery personnel, contractors and other individuals who are not guests or visitors.

⁶ Not more than 5 individuals, unless the individuals are from the same household (i.e. same ordinary place of residence).

⁷ Not more than 8 individuals, unless the individuals are from the same household (i.e. same ordinary place of residence).

be opened by guests during the stay already has 5 persons⁸ in it, denying entry to the room to any other individual.

From 28 Dec 2020 onwards: Ensuring that every visitor to a guest room is pre-registered by the guest prior to arrival and required to present themselves at the front desk for registration before being allowed entry to the guest room. Ensuring that the entry of every visitor to a guest room is monitored through effective means such as use of visitor passes, or staff stationed at lift lobbies. Records of pre-registration and monitoring of visitors must be kept for not less than 28 days after the day the record is made. If a guest room or pair of adjoining guest rooms where the connecting door(s) may be opened by guests during the stay already has 8 persons⁹ in it, denying entry to the room to any other individual.

- j. Monitoring the movements and suspicious behaviour¹⁰ of every guest and visitor, in particular the movements to rooms and behaviour of guests who are celebrating special occasions.
- k. Implementing regular security patrols to perform regular checks and closed circuit television surveillance of lobby, lifts and corridors for suspicious behaviour.

Recommended

- l. Implementing online check-in for guests to minimise waiting time at the lobby. Hotels are encouraged to explore facial recognition solutions and utilise STB's E-Visitor Authentication (EVA) to comply with authentication requirements.
- m. Implementing key drop and express check-out options.
- n. Serving welcome drinks in guests' rooms instead of at the lobby¹¹.
- o. Prominently publishing a reminder message as to the maximum permissible group size under the Control Order for the purposes of leisure on the welcome letter to guests or on the IPTV of lobbies and guestrooms.

⁸ Not more than 5 individuals, unless the individuals are from the same household (i.e. same ordinary place of residence).

⁹ Not more than 8 individuals, unless the individuals are from the same household (i.e. same ordinary place of residence).

¹⁰ Suspicious behaviour includes large numbers of guests entering a guestroom, disproportionate excess luggage, large meal orders, requests for consumption of a high volume of amenities, excessive noise from guest rooms.

¹¹ Sales and consumption of alcohol in all F&B establishments is prohibited after 2230hrs daily. However, guests can continue consumption of alcohol in their own guestrooms.



Reduce physical interaction

Mandatory

- p. Implementing queue markers with at least 1 metre spacing between individuals where queues are expected.
- q. Spacing all seats at lobbies and other common areas that are not fixed to the floor at least 1 metre apart and demarcating alternate seats at lobbies and other common areas that are fixed to the floor as seats not to be occupied.
- r. Demarcating flooring in all lift lobbies and smoking areas to limit capacity to at least 1 metre spacing between individuals.
- s. Maintaining at least 1 metre spacing between terminals at the front desk.

Recommended

- t. Suspending valet services.
- u. Propping open entry doors or activating automated doors to minimise contact with door handles.
- v. Offering virtual key cards for enablement on mobile phones of guests.
- w. Implementing cash-free contactless payment methods with soft-copy receipts sent via emails.

Cleaning/disinfection measures

Mandatory

- x. Keeping the front office, lobby and similar areas in a safe and sanitary condition, including implementing National Environment Agency (“NEA”) and SG Clean measures.
- y. Cleaning and disinfecting commons areas frequently, including high-touch areas such as handrails, door handles, reception counters, and lift buttons.
- z. Inspecting common areas frequently for cleanliness.

- aa. After cleaning, discarding all used masks/gloves/waste immediately in a tightly sealed bag.
- bb. Providing at all times adequate toilet paper, soap or liquid detergent, litter bins, and clean towels or hand dryers in common area and staff toilets.
- cc. Providing at all times easily accessible disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes for the free use of guests, visitors and staff at common areas, including near high-touch surfaces such as handrails, door handles, reception counters, and lift buttons.
- dd. Sanitising keys and key cards before handing over to guests.

3. IN-ROOM ENVIRONMENT, ROOM CORRIDORS AND SERVICES RENDERED

Reduce physical interaction

Mandatory

- a. Controlling access by guests to shared facilities to minimise physical interaction between guests staying in different rooms.
- b. Disabling all common ice machines and water coolers provided for guests and visitors.

Recommended

- c. Serving in-room dining through packaged delivery of the food, drink, crockery and utensils left outside the guest room or via autonomous delivery technology. Encouraging guests to leave the dining crockery, utensils and waste outside the room after the meal or return via autonomous delivery technology.
- d. Providing mini-bar items only on request via packaged delivery left outside the guest room or via autonomous delivery technology.
- e. Avoiding re-usables such as cloth napkins and placemats. Utilising single use items (e.g. single pack ketchup, etc.) for in-room dining.
- f. Implementing opt-in housekeeping services.



- g. Providing bags for laundry and soiled towels and bedding for housekeeping to pick up without entering the guest room. Clean linen can also be left at the door for guests to self-help in changing out the linen.
- h. Adopting and encouraging use of digital solutions such as chatbots for guest interaction to reduce the need for guests to physically approach the front desk or concierge for information or requests.

Cleaning/disinfection measures

Mandatory

- i. Keeping the guest rooms, and corridors and similar common areas in a safe and sanitary condition, including implementing NEA and SG Clean measures.
- j. Washing and treating bed linen at high temperature between changes
- k. Deep cleaning carpets and upholstery between different guests occupying the room.
- l. Sanitising room service equipment before and after each use.
- m. Providing adequate disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes in guest rooms at all times.
- n. Using hospital-grade disinfectants when cleaning the most frequently touched guest room areas and equipment, including light switches, door handles, TV remotes, thermostats, etc.

Mandatory for Leisure Bookings

- o. Reviewing and maintaining Heating, Ventilation and Air-Conditioning controls (HVAC) and air quality to ensure high functioning ventilation and air exchange.

4. FUNCTION AREAS

<i>General</i>
<p>Mandatory</p> <p>a. Gatherings must be limited to no more than 5 individuals except as permitted in paragraphs (b) to (e).</p> <p><u>From 28 Dec 2020 onwards:</u> Gatherings must be limited to no more than 8 individuals except as permitted in paragraphs (b) to (e).</p> <p>b. Marriage Solemnisations and Wedding Receptions capped at a group size that does not exceed 100 persons (subject to premise capacity)¹², spilt across multiple zones of up to 50 persons each or spilt by staggered timings with up to 50 persons in each slot. There should be at least 30 minutes between slots for cleaning and disinfection of the event space. Vendors and premise staff should be kept to the minimum required. No F&B reception is allowed during solemnisations.</p> <p>c. Classes and training by permitted enterprises conducting an education business¹³ must be limited to no more than 50 individuals including the trainer(s). Safe management measures must be implemented, including ensuring at least 1 metre safe distance between all individuals, or if individuals must be less than 1 metre apart, they should be in groups of no more than 5, with at least 1 metre distance between groups. A record of the groups of 5 should be kept.</p> <p><u>From 28 Dec 2020 onwards:</u> Classes and training by permitted enterprises conducting an education business¹⁴ must be limited to no more than 50 individuals</p>

¹² With effect only from 3 October 2020. Excluding the Solemniser (for solemnisation), vendors and premise staff.

¹³ "Education business" means providing, in the course of any business and whether involving the provision of care or otherwise —

(a) lessons or coaching in, or for participation in, a cultural, recreational or sporting activity;

(b) private tutoring;

(c) full-time education for the purpose of preparing students for any examination that leads to a qualification awarded by any person other than the person which provides the full-time education or that entitles the students to be admitted to an education institution;

(d) a course of instruction, training or teaching leading to the award of a diploma, degree, certificate or other qualification;

(e) post-secondary education and training which is directed towards the development or upgrading of skills and knowledge in relation to work in commerce or industry; or

(f) a post-secondary education program that leads to the development of knowledge and skills that are not specific to any particular occupation.

¹⁴ "Education business" means providing, in the course of any business and whether involving the provision of care or otherwise —

(a) lessons or coaching in, or for participation in, a cultural, recreational or sporting activity;

(b) private tutoring;

(c) full-time education for the purpose of preparing students for any examination that leads to a qualification awarded by any person other than the person which provides the full-time education or that entitles the students to be admitted to an education institution;



including the trainer(s). Safe management measures must be implemented, including ensuring at least 1 metre safe distance between all individuals, or if individuals must be less than 1 metre apart, they should be in groups of no more than 8, with at least 1 metre distance between groups. A record of the groups of 8 must be kept for not less than 28 days after the day the record is made.

- d. With effect from 22 October 2020, work-related events are permitted to be held outside of workplaces/own premises, with up to 50 persons at any time or the maximum number of individuals which the room or venue may accommodate if there is a distance of at least 1 metre between any 2 individuals, whichever is lower; and at least 1 metre spacing between individuals at all times. Work-related events include consumer-facing events (such as product launches / branding events) and work meetings (among colleagues or with external parties, training, board meetings, HR talks, townhalls, seminars, corporate retreats, conferences on business strategies, Annual/Extraordinary General Meetings, tender briefings to vendors and award ceremonies). F&B must not be the main feature of the event. More details on MTF's announcement are available at <https://www.moh.gov.sg/news-highlights/details/roadmap-to-phase-three> and <https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents>. FAQs on Ministry of Manpower's Workplace SMMs are available at <https://www.mom.gov.sg/covid-19/frequently-asked-questions/safe-management-measures>.
- e. Live performances with up to 250 audience members in zones of up to 50 persons each. Please refer to NAC's website for more information, <https://www.nac.gov.sg/whatwedo/support/sustaining-the-arts-during-covid-19/Arts-and-Culture-Sector-Advisories.html>.
- f. Implementing SafeEntry for entry and exit information of every individual (including each guest, visitor, delivery personnel, contractor and staff) entering or leaving a function room.
- g. To implement a capacity limit of 10sqm/pax ratio for facility that is larger than 930sqm in overall GFA.¹⁵
- h. Ensure all personnel wear masks at all times, except when masks could be removed in accordance with MOH guidelines i.e. consumption of F&B.

(d) a course of instruction, training or teaching leading to the award of a diploma, degree, certificate or other qualification;

(e) post-secondary education and training which is directed towards the development or upgrading of skills and knowledge in relation to work in commerce or industry; or

(f) a post-secondary education program that leads to the development of knowledge and skills that are not specific to any particular occupation.

¹⁵ Capacity limit will be based on a defined/demarcated function area which must be cordoned off with controlled access points.



Reduce physical interaction

Mandatory

- i. Spacing all seats at function spaces that are not fixed to the floor at least 1 metre apart, and demarcating all alternate seats at function spaces that are fixed to the floor as seats not to be occupied.
- j. To identify hotspots (e.g. entry/exit points, washrooms, corridors) for potential bunching and implement a control mechanism to prevent/disperse crowd. This could include deployment of Safety Ambassadors to remind attendees against clustering and loitering in common areas.
- k. All function activities must be contained within respective function halls/rooms/area with no intermingling of attendees.
- l. Venue should also have clear floor markings and signages at hot spot areas to remind attendees to abide by SMM. Limit opportunities for intermingling between individuals.
- m. Display updated health advisories/ SMM notices in prominent areas and have regular public communications at common areas to remind attendees to comply with safety prevention and control measures.

Cleaning/disinfection measures

Mandatory

- n. Keeping function spaces in a safe and sanitary condition, including implementing NEA and SG Clean measures.
- o. Providing at all times easily accessible disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes for the free use of guests, visitors and staff at function spaces, including near high-touch surfaces such as handrails, door handles, landing tables, and lift buttons.
- p. Cleaning and disinfecting function spaces before and after use, including high-touch areas such as handrails, door handles, landing tables, and lift buttons.
- q. Inspecting function spaces before use for cleanliness.



5. STAFF-STAFF INTERACTIONS AND WORKPLACE

Please refer to and ensure adherence to MOM's latest guidelines for SMMs for workplaces at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

6. RESPONSE PLANS FOR SUSPECTED/ CONFIRMED INFECTED CASES

General
<p>Mandatory</p> <p>a. Map out response plans to situations such as handling individuals with COVID-19 symptoms, unwell guests (e.g. medical facilities onsite) and confirmed COVID-19 cases.</p> <p>i. Measures for unwell individuals with COVID-19 symptoms include:</p> <ul style="list-style-type: none"> • Advise the individual to don a mask and proceed to the nearest polyclinic/ public health preparedness clinic (PHPC) for medical assessment. • If the individual takes a taxi/ private hire car to the clinic, advise them to keep their mask on and ask the driver to wind down the windows. • Individuals who fit MOH criteria for COVID-19 testing will be swabbed and issued with a MC to rest and recover. They should return and isolate themselves in their room while awaiting their swab results. • If they test positive for COVID-19, the clinic will inform them and arrange for a dedicated ambulance to convey them to hospital. <p>ii. Measures for confirmed COVID-19 cases include:</p> <ul style="list-style-type: none"> • Isolate confirmed cases from all other guests and staff in an individual room with en-suite toilet or dedicated toilet only for their use. • Seal off areas where confirmed case has visited to prevent unsuspecting persons from being exposed to the virus. • Engage a deep cleaning vendor (refer to NEA's list of vendors), and not enter the room. If staff needs to enter the room, staff must wear N95 mask, disposable gloves, disposable gown and eye protection or face shield. • Verify level of risk exposure of staff to confirmed cases. Risk is present if (1) there was sustained interaction more than 30 minutes, and (2) Interaction was less than 2 metres between the staff and the infected person.



- Implement follow-up steps e.g., reassure affected staff, obtain staff's personal info (full name, NRIC/FIN), inform affected staff to immediately self-quarantine, convey details of affected staff to MOH's contact tracers, wait for MOH to follow up with issuing a QO (QO will be served by Certis).
- b. Ensuring staff are familiar with the procedures and appropriately equipped with PPE to wear to handle unwell and/ or uncooperative guests and require the staff to wear PPE.

7. ADDITIONAL REQUIREMENTS FOR GOVERNMENT CONTRACTED FACILITIES FOR COVID-19 PURPOSES E.G., STAY-HOME-NOTICE (“SHN”) DEDICATED FACILITIES (“SDFs”)

General
<p>Mandatory</p> <ul style="list-style-type: none">a. Ensuring that any individual not subject to a movement control measure (e.g. SHN) must not at any time be allocated accommodation or permitted to enter a guest room occupied by a guest subject to a movement control measure (“PSHN”), unless the individual is a caregiver for the guest.b. Allocating all PSHN guest rooms at dedicated floors or, where possible, dedicated wings or tower blocks that are segregated from guests that are not PSHN.c. Bringing every PSHN to his or her allocated guest room in a manner that will ensure that the PSHN does not at all times come within 1 metre from any other guest or visitor.d. Implementing safeguards to better ensure PSHN do not leave their guest rooms and implementing surveillance to detect PSHN leaving their guest rooms.e. Displaying notices that the hotel is providing COVID-19 related accommodation and ensure that such notices are visible to visitors (e.g. patrons of F&B establishments), and non-SHN hotel guests.

END