

11 October 2021
Updated on 29 November 2021

Dear Enterprises

[UPDATED] FAST AND EASY TESTING FOR ENTERPRISES THAT PROVIDE CLEANING SERVICES FOR COMMON AREAS OF RETAIL MALLS

1. Since late-June 2021, the Fast and Easy Testing (“**FET**”) regime has been progressively rolled out for all higher risk sectors, including the enterprises that provide cleaning services for the common areas (“**Mall Common Areas**”) of retail malls, (including mixed-use developments and HDB shopping centres) (“**Enterprises**”). **With effect from 15 July 2021 onwards, Enterprises must comply with the mandatory requirements set out in this updated notice. For avoidance of doubt, the mandatory requirements are specified in the paragraphs below prefaced with the words ‘[Mandatory]’**

Background

2. The purpose of the FET regime is to further reduce the risk of transmission of COVID-19 in settings with unmasked clients, or where services are performed under prolonged and close contact with clients, or where there are frequent interactions with the community. Under the FET regime, enterprises are required to ensure that their employees and persons who work under their direction (e.g. contractors and subcontractors) that are deployed to provide cleaning services at Mall Common Areas¹, undergo regular FET using the COVID-19 Antigen Rapid Test (“**ART**”), regardless of their vaccination status. Self-employed persons working in these settings should also ensure that they adhere to the FET regime.
3. The FET regime and the mandatory requirements set out in this notice are imposed on Enterprises under the COVID-19 (Temporary Measures) (Control Order) Regulations 2020. Failure to comply with the requirements set out herein may result in prosecution and/or other enforcement action, including suspension/closure of operations². Checks will be conducted by enforcement teams to verify if Enterprises have complied with the mandatory requirements set out in this notice.

¹ **[Updated as of 1 November 2021]** Individuals who have recovered from a COVID-19 infection in the past 270 days are exempted from the FET Requirement. If the infection was more than 270 days ago, they can be exempted from the FET Requirement only if they are fully vaccinated. This includes persons who a) recovered from a COVID-19 infection and subsequently receives at least one dose of vaccine no earlier than 3 months (minimally 28 days) after date of positive PCR, and b) are fully vaccinated before being infected with COVID-19 and subsequently recovering from it. Persons who received one dose of vaccine before being infected would need to receive their 2nd dose to be exempted. For individuals who are re-infected, the 270 days exemption starts from the date of the first C+ result of the re-infection.

² **[Updated as of 1 November 2021]** Enterprises are reminded to comply with the other requirements imposed under the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 and implement the Safe Management Measures (“**SMMs**”) as set out on the [COVID Gobusiness website](#). They are also reminded to comply with the relevant [SMMs](#) that have been set out by Government Agencies.

FET Requirements for Enterprises

4. **[Mandatory]** All Enterprises must ensure that Mall Common Area cleaners³ and persons who work under their direction⁴ (collectively, “**Workers**”) undergo FET once every 7 days (the “**FET Requirement**”).
5. **[Mandatory]** After their Workers undergo FET, Enterprises shall verify⁵ that Worker’s test results.
6. Where the Worker has obtained an “AG+” test result, Enterprises are strongly recommended to guide the Worker to abide by the prevailing management postures for such cases that are set out on the Ministry of Health’s (“**MOH**”) website at <https://www.covid.gov.sg>.
7. **[Updated as of 1 November 2021]** To meet the FET Requirement, Enterprises are to conduct **Employer-Supervised Self-Swab (“ESSS”)** for their Workers. Details on how to conduct ESSS are set out in paragraphs 9 to 16 below. The costs for the ART test kits that will be used for ESSS will be borne by the Government until 31 December 2021.
8. Enterprises that operate small businesses which are not able to organise supervised self-swabs on their own, may meet the FET Requirement by having their Workers undergo FET at one of the Quick Test Centres (“**QTC(s)**”). **For retail mall cleaning businesses, NEA has arranged for the retail mall cleaners to undergo FET at **QTCs**⁶.** For this group, the costs for the services and ART test kits that will be used at the QTC will also be borne by the Government until 31 December 2021. Other groups which are able to conduct ESSS but prefer to have their Workers undergo FET at the QTCs will need to pay for the services and test kits.

Requirements for Enterprises conducting ESSS

9. ESSS involves Workers using an ART kit and performing a swab on themselves under the supervision of a supervisor (“**Supervisor**”). The swabbing and supervision can be done either at the workplace or virtually using tools such as video conferencing.
10. **[Mandatory]** To satisfy the FET Requirement, Enterprises conducting ESSS for their Workers shall:
 - (1) appoint an adequate number of Supervisors to supervise every Worker whenever they carry out the swabs on themselves;

³ This includes both full and part time employees, except for those who are working in the office section of a mixed-use development, or those working within retail shops, or within F&B outlets (already under ESG’s/SFA’s RRT), or cleaners who are already on RRT under another agency.

⁴ This includes subcontractors providing mall common area cleaning services.

⁵ Enterprises are required to inspect any physical test result slip, SMS or test kit evidencing the test result of the Worker. It would not be sufficient for Enterprises to rely on oral statements by Workers to fulfill this obligation.

⁶ As of 5 Oct 2021, the nine QTCs where retail mall cleaners may undergo FET at are: Yishun Bus Interchange, Tekka Bus Terminal, Jurong West Active Sports CP, Pasir Ris Sports Hall CP, Blk 75 Marine Drive, Blk 2 Toa Payoh Lor 7, Blk 814 Hougang Avenue 10, Punggol Town Square, Blk 506 Tampines Central 1.

- (2) **[Updated as of 8 November 2021]** ensure that the Supervisor properly performs his supervisory role⁷;
- (3) ensure that Workers comply with the steps set out in paragraph 14 below and properly perform the swabs on themselves;
- (4) ensure that the test results obtained by Workers from ESSS are uploaded on the Swab Registration System (“**SRS**”) in accordance with the requirements set out under paragraph 15 below; and
- (5) Ensure that the ART test kits used for ESSS are those that are set out on the Health Sciences Authority’s website at https://www.hsa.gov.sg/consumer-safety/articles/covid19_ARTselftests

10A. Where the Workers have obtained an “AG+” test result while conducting ESSS, Enterprises are recommended to strongly encourage them to abide by the prevailing management postures for such cases that are set out on MOH’s website at <https://www.covid.gov.sg>. The follow-up ART under Protocol 2 does not need to be carried out under supervision and the results do not need to be uploaded to SRS. Enterprises are to use self-sourced ART test kits for the follow-up ART test and not those that have been supplied by the Government under the FET regime.

Requirements for Supervisors

11. **[Updated as of 8 November 2021] [Mandatory]** If a Supervisor is above 50-years-old, Enterprises must ensure that he or she is fully vaccinated against COVID-19 (i.e. they received two doses of the COVID-19 vaccination under Singapore’s national vaccination programme or any other vaccine regimen as approved by MOH⁸ and 14 days have passed from the time of the second dose⁹) before he or she can perform any supervisory role.
12. **[Updated as of 8 November 2021]** Enterprises that are conducting ESSS are advised to nominate at least two Workers per outlet to perform the role of the Supervisor.
13. **[Updated as of 8 November 2021]** *This paragraph is no longer applicable.*

Conduct of ESSS by Workers

14. **[Mandatory]** Enterprises are required to ensure that their Workers shall:
 - (1) be supervised¹⁰ by a Supervisor whenever they carry out ESSS;

⁷ This includes wearing adequate personal protective equipment and maintaining appropriate infection prevention control procedures while conducting supervision.

⁸ Please refer to the First Schedule of the Infectious Diseases (Mass Gathering Testing for Coronavirus Disease 2019 Regulations 2021) for the most updated information on the vaccination regimen and approved vaccines.

⁹ Enterprises can consider asking Supervisors to verify their vaccination status via TraceTogether.

¹⁰ This can be done in person or virtually.

- (2) use new ART test kits whenever they carry out ESSS; and
- (3) properly dispose of used ART test kits after they have carried out ESSS¹¹.

Uploading of Test Results onto SRS

15. **[Mandatory]** Enterprises are required to upload the test results obtained by their Workers from ESSS onto SRS in accordance with the following:
 - (1) **[Updated as of 1 November 2021]** if the test result is “AG+”, Enterprises are to upload the test result of that Worker onto SRS **no later than 12 hours** after the ESSS for that specific Worker is completed;
 - (2) if the test result is “AG-”, Enterprises are to upload the test result of that Worker **no later than 24 hours** after the ESSS for that specific Worker is completed; and
 - (3) the requirements set out under paragraphs 4 and 6 of **Annex A**.
16. More details on the registration for an SRS account can be found in paragraph 19 below or at go.gov.sg/neafet.

Support for Enterprises conducting ESSS

17. **[Updated as of 1 November 2021]** The Government will be supplying ART test kits to Enterprises until 31 December 2021. To place an order for the ART test kits, Enterprises are required to submit the relevant information to NEA. Enterprises shall only use the ART test kits that are supplied by the Government for ESSS and shall not distribute, supply or sell them to any third-party. ART Test Kits must be used with prudence and companies need to ensure that one employee only use one test kit for one cycle of RRT, unless the test result is AG invalid.
18. After submission of the Order Form, a confirmation email and SMS from a third-party vendor will be sent to your POC with the delivery date within a week.
19. The information that is submitted on the Order Form will also be used by NEA to help Enterprises set up an SRS account. Once the SRS account has been set up, your POC will receive an email notification informing them about the creation of the SRS account and how to upload test results onto it.

Support from Enterprises

20. The fight against COVID-19 requires the collective effort of everyone in the community. We seek the support and understanding of all Enterprises during this period. We will continue to review and adjust the measures in line with the national posture for the health and well-being of the public and employees.

¹¹ Used test kits should be double-bagged and tied before disposing them in closed bins (e.g. pedal bins).

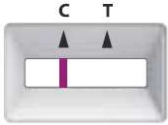

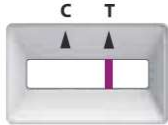
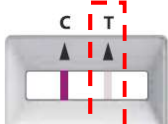
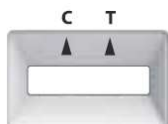
21. For more details on the FET regime, please visit go.gov.sg/neafet. You may also contact the NEA at <https://www.nea.gov.sg/corporate-functions/feedback> for further clarifications.

Annex A: FET Test Results and the Management of Workers after ESSS

FET Test Results and the Management of Workers after ESSS

1. Workers will be required to undergo ART to satisfy the FET Requirement. ART test kits will return one of three possible test results:
 - (1) negative or “**AG-**”;
 - (2) positive or “**AG+**”; or
 - (3) invalid or “**AG Invalid**”.
2. Workers that obtain an “**AG Invalid**” test result are required to immediately undergo a follow-up ART until they obtain an “**AG+**” or “**AG-**” test result.
3. If a Worker undergoes ART at a QTC, they will receive an SMS stating the test result that they have obtained. Alternatively, the test results of these Workers can also be found on their TraceTogether or HealthHub phone applications.
4. If a Worker undergoes ART as part of ESSS, Image 1 below illustrates how the different test results will be shown on the SD Bio Sensor ART test kit (which will be the ART test kit distributed to Enterprises). Please note that the lines on the test kit cassette will appear in 15 – 30 minutes (“**Checking Window**”) after the specimen buffer has been added to the test well. Enterprises shall only upload the test results that are shown on the test kit cassette during the Checking Window onto SRS.

Image 1: Test results on SD Bio Sensor

Negative Test Result (‘AG-’)	Positive Test Result (‘AG+’)	Invalid Test Result (‘AG Invalid’)
 <p><u>Bold</u> marking at ‘C’ and <u>No</u> marking at ‘T’</p>	 <p><u>Bold</u> marking at ‘C’ and <u>Bold</u> marking at ‘T’</p>	 <p><u>No</u> marking at ‘C’ and <u>Bold</u> marking at ‘T’</p>
	 <p><u>Bold</u> marking at ‘C’ and <u>Faint</u> marking at ‘T’</p>	 <p><u>No</u> marking at ‘C’ and <u>No</u> marking at ‘T’</p>

5. If a Worker undergoes ART as part of ESSS and uses an ART kit other than the SD Bio Sensor ART test kit, Enterprises are to refer to the manufacturer’s instructions on how to interpret the test results obtained by their Workers and only upload the test results that are obtained pursuant to these instructions onto SRS.

6. **[Updated as of 1 November 2021]** If the Enterprise had incorrectly submitted an “AG- /AG+” result for a Worker on SRS, Enterprises are to email to AskSRS@hpb.gov.sg with the below information:
 - a. NRIC
 - b. Name
 - c. Date of FET test affected by erroneous result
 - d. Company/ Employer for FET RRT
 - e. Client's email address
 - f. Final result to be displayed (AG+,AG- or Remove Test)
 - g. Screenshot of the SMS received (Optional)

7. Enterprises are strongly recommended to guide Workers that obtain “AG+” test results from ESSS to abide by the prevailing management postures for such cases that are set out on MOH's website at <https://www.covid.gov.sg>

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