

03 November 2021

Dear Enterprises

FAST AND EASY TESTING FOR THE BUSINESS TO CONSUMER (B2C) LAST MILE DELIVERY (LMD) SECTOR

1. Since late-June 2021, the Fast and Easy Testing (“**FET**”) regime has been progressively rolled out for all higher risk sectors, including the **BUSINESS TO CONSUMER (B2C) LAST MILE DELIVERY (LMD)** sector for delivery personnel who deliver letters, parcels, goods, household supplies and prepared food to residential addresses. **With effect from 1 October 2021 onwards, all enterprises in the B2C Last Mile Delivery sector¹ (“Enterprises”) must comply with the mandatory requirements set out in this 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, subcontractors and self-employed persons) 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] Enterprises include self-employed persons, stall holders and hawker business owners. 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 COVID-19 vaccine (two doses if Sinovac or Sinopharm) that has been authorised under the Health Sciences Authority’s Pandemic Special Access Route or listed on the World Health Organisation’s Emergency Use Listing (WHO EUL) no earlier than 3 months 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 COVID-19 vaccine before being infected would need to receive their 2nd dose (3rd dose if Sinovac or Sinopharm) 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 their employees³ and persons⁴ who work under their direction that perform delivery, postal, courier or transportation services for letters, parcels, goods, household supplies or prepared food directly to residential addresses (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.moh.gov.sg/>. Enterprises shall not allow any Worker that has obtained an “AG+” test result to continue fulfilling delivery orders until he tests negative on an ART, after self-isolation for at least 72 hours.
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 8 to 15 below. The costs for the ART test kits that will be used for ESSS will be borne by the Government until 31 December 2021.

Requirements for Enterprises conducting ESSS

8. 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.
9. **[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;
 - (2) [Updated as of 8 November 2021] ensure that the Supervisor properly performs his supervisory role⁶;
 - (3) ensure that Workers comply with the steps set out in paragraph 13 below and properly perform the swabs on themselves;

³ This includes both full and part time employees who deliver letters, parcels, goods and household supplies to residential addresses.

⁴ This includes postal, courier and delivery services whose contractors, subcontractors, employees of contractors and subcontractors, self-employed personnel who deliver letters, parcels, goods, household supplies and prepared food to residential addresses.

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

- (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 14 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
- 9A. 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.moh.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

10. **[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 MOH⁷ and 14 days have passed from the time of the second dose⁸) before they can perform any supervisory role.
11. **[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.
12. **[Updated as of 8 November]** This paragraph is no longer applicable.

Conduct of ESSS by Workers

13. **[Mandatory]** Enterprises are required to ensure that their Workers shall:
 - (1) be supervised⁹ by a Supervisor whenever they carry out ESSS;
 - (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 ESSS¹⁰.

Uploading of Test Results onto SRS

14. **[Mandatory]** Enterprises are required to upload the test results obtained by their Workers from ESSS onto SRS in accordance with the following:

⁷ 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.

⁸ Enterprises can consider asking Supervisors to verify their vaccination status via TraceTogether.

⁹ This can be done in person or virtually.

¹⁰ Used test kits should be double-bagged and tied before disposing them in closed bins (e.g. pedal bins).

- (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**.

15. More details on the registration for an SRS account can be found in paragraph 19 below.

Support for Enterprises conducting ESSS

16. [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 using the form at <<https://go.gov.sg/fet-registration-b2clmd>> (“**Order Form**”). Enterprises that carry out their businesses across multiple premises (e.g. outlets) should submit a consolidated Order Form for all their premises¹¹. The ART test kits will be delivered to Enterprises on first-come-first-served basis. 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.
17. 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.
18. The information that is submitted on the Order Form will also be used by the relevant Government agencies 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

19. 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.
20. For more details on the FET regime, please visit <https://www.gobusiness.gov.sg/safemanagement/fast-and-easy-testing/>. You may also contact the lead agency¹² via cco_lmdp@edb.gov.sg or go.gov.sg/helloesg for further clarifications.

¹¹ For enterprises with multiple outlets under the same UEN, you may submit your request to create multiple SRS company accounts under the same UEN. However, there must be a unique mobile number and email address used for each account. Enterprises without a UEN can indicate their NRIC in the UEN field instead.

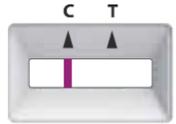
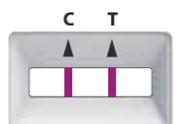
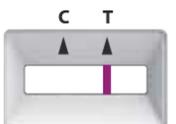
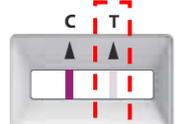
¹² Enterprises can approach the following Lead Agencies: Food Delivery: LTA and ESG, Parcel Delivery: EDB and ESG

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.moh.gov.sg/>

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