

Safe Management Measures for Massage Establishments
(Updated as of 6 October 2021)

To continue providing a safe environment for your employees and customers, all massage establishments (MEs) must **adhere to the requirements as prescribed in the COVID-19 (Temporary Measures) (Control Order) Regulations 2020**. In addition, **all MEs must comply with the Safe Management Measures (SMMs) listed below**, which can also be found on the GoBusiness website at <https://covid.gobusiness.gov.sg/safemanagement/sector/>. These measures are meant to minimise the risk of re-emergence and transmission of COVID-19 in the community.

Safe Management Measures for MEs

Use of TraceTogether-only SafeEntry for Visitor Management

- i. Control access and use SafeEntry (SE) visitor management system to record the entry of all personnel (including staff and customers) entering the premises.¹ From 17 May 2021 onwards, only the following modes of SE check-ins would be accepted:
 - a. using TraceTogether (TT) mobile application to scan the venue's QR code;
 - b. displaying one's TT Token so that an ME's staff can scan the TT Token's QR code; and
 - c. tapping a TT App or TT Token at a SafeEntry Gateway device.
- ii. From 15 June 2021, all MEs are required to deploy the SafeEntry Gateway (SEGW), in the App or Box version.

The deployment of the SafeEntry visitor management system should be done in addition to the requirement for ME licensees to maintain a register of clients, as specified under Rule 14 of the ME Rules 2018.

Safe Distancing

- iii. All onsite personnel, including customers, staff, suppliers, and contractors should **wear a mask at all times, including during the provision of massage services**.
- iv. The number of customers within the premises should be strictly limited to ensure adherence to the 1 metre spacing requirement between them at all times. However, this will not apply to the masseuse during the provision of the massage service to the customer.
- v. If a customer arrives earlier, he or she shall not be allowed entry into the premises until 10 minutes prior to the start of the session.
- vi. Customers within the premises shall not be allowed to mingle with other customers or staff.

¹ More information on SafeEntry and a full list of places where SafeEntry must be deployed can be found at <https://www.safeentry.gov.sg/deployment>.

- vii. Where there are multiple massage chairs or beds in a common space, they should be placed at least 1 metre apart. Alternatively, only alternate seats or beds should be occupied at any one time such that a minimum of 1 metre distance between customers is maintained at all times.
- viii. Retail, serving and consumption of food and drinks (including alcohol) to/by customers is prohibited.

Deployment of Staff

- ix. There should be strictly no cross-deployment of staff across different ME outlets, even if the outlets belong to the same company. Each staff should only work at one specific outlet / location.
- x. **Staff should not socialise or congregate** at the workplace premises (including during break times).

Cleanliness and Hygiene

- xi. **Conduct regular cleaning and disinfection of the premises and items**, particularly areas with high human contact. Common spaces such as waiting areas, counters, toilets and staff pantries should be thoroughly cleaned and disinfected regularly. Items such as towels should be changed and washed, and massage beds and chairs should be cleaned and disinfected after each use. More information can be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines>.
- xii. Ventilate the room for at least 15 minutes after the end of each massage session.

Management of Unwell Staff

- xiii. Ensure that all staff who had visited a clinic submit records of their MCs, and diagnoses provided (only for COVID-19-related symptoms, including acute respiratory infection), and inform the ME operators if they had been tested for COVID-19 and the results of their tests. All ME operators are to ensure that staff have completed their MC and do not show any COVID-19-related symptoms before allowing them to return to work.

Management of C+ Case(s)

- xiv. **In the event of a COVID-positive (“C+”) case among the staff or customer, ME operator must inform Police Licensing & Regulatory Department (PLRD) immediately and temporarily suspend operations.**
- xv. Implement a follow-up plan with precautionary measures in the event of a C+ case, including immediately vacating the premises where the C+ case had worked and thorough cleaning and disinfecting of all relevant on-site areas and assets that were exposed to C+ cases, in accordance with NEA’s guidelines which can be found at

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines>.

- xvi. In the event of **3 C+ cases detected among the staff within a period of 7 consecutive days, ME operator must temporarily suspend operations and carry out thorough disinfection and cleaning of the premises**, based on NEA's guidelines. Upon completion of cleaning and prior to resuming operations, **all staff eligible to return to work (i.e. staff who have not been issued with any form of isolation order from MOH to self-isolate) must be subject to a test using Antigen Rapid Test (ART)**. Test results must be submitted to PLRDs' email, SPF_ART_PLRD_GLD@spf.gov.sg.
- xvii. **ME operator must not resume operations, unless with PLRD's approval for business to resume.**
- xviii. Any staff who is C+ must not be allowed to enter or remain at the workplace. **The C+ staff who had recovered may subsequently be allowed to return to work, upon PLRD' approval.**

Monitoring the Implementation of SMMs

- xix. Implement a detailed monitoring plan to ensure compliance with SMMs and that issues are resolved in a timely manner (e.g. remedy of non-compliance, risk mitigation).
 - xx. Appoint Safe Management Officer(s) (SMO) to assist in the implementation, coordination and monitoring of the system of SMMs at the premises. Duties of the SMO include conducting inspections and checks to ensure that SMMs are complied with at all times and keeping records of the checks which may be requested by the authorities. Where non-compliance of SMMs are found during the inspections, the SMO will also remedy the non-compliance with immediate action.
2. ME operators must put up clear signages to remind staff and customers of the above measures (in Para 1).
 3. In addition to the measures prescribed in the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 as well as the SMMs for MEs listed above, all ME operators are **strongly encouraged to put in place additional measures**, to further reduce the risk of outbreak of COVID-19 at your premises.
 4. **All ME operators must continue to ensure that the above SMMs are implemented, communicated and explained to all staff.**
 5. ME operators who do not comply with the above requirements may be liable for an offence under the COVID-19 (Temporary Measures) Act 2020, with a fine not exceeding \$10,000 or imprisonment for a term not exceeding 6 months, or both, for first time offenders. Higher penalties of a fine of up to \$20,000, imprisonment of up to twelve months, or both, may apply for subsequent offences. Operators should also ensure that the requirements under the Massage Establishments Act are strictly complied with. Any non-compliance with the relevant laws may result in regulatory action, including but not limited to prosecution and revocation of the ME licences.

