UPDATED ADVISORY ON SAFE MANAGEMENT MEASURES REQUIRED FOR ATTRACTIONS IN PHASE 3

1. The Multi-Ministry Taskforce ("MTF") announced on 19 May 2020 that Singapore would exit the Circuit Breaker from 2 June and resume activities in three phases.

2. In Phase 2, attractions that were able to comply with the latest requirements for Safe Management Measures ("SMMs") found at https://covid.gobusiness.gov.sg/safemanagement/general and the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 found at https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020 ("Control Order") were allowed to resume operations from **1 July 2020 onwards after receiving an approval from the Ministry of Trade and Industry (MTI)**.

3. With MTF's announcement on 14 December 2020 that Phase 3 would commence on 28 December 2020, there will be a further opening up of activities in the community. Subject to MTI's approval, all attractions will be permitted to increase their operating capacity to up to 65% and increase the capacity of their outdoor shows to up to 10 zones or the safe venue capacity with SMMs in place, whichever is lower.

SUBMISSION OF PROPOSAL FOR APPROVAL

4. Attractions are classified as higher-risk premises as they typically involve large numbers of people interacting with one another, often in enclosed spaces, and over prolonged periods. Prior to re-opening or an increase in capacity, attractions must submit their proposals to the Singapore Tourism Board (STB) for assessment. **Attractions may resume operations or increase their operating capacities only after receiving approval from MTI.**

5. STB has provided guidance within this advisory to help attractions develop their proposals and implement the necessary SMMs. The plans within these proposals will have to be tailored to the nature of operations in each attraction, and potential risk factors arising from aspects such as the attraction's physical premises, environment, scale and typical visitor behaviour.

6. Attractions must also show in their proposals how they will address specified key outcomes related to reducing potential transmission risks and supporting contact tracing. Risk factors for attractions to consider include proximity between visitors, propensity for crowds to form, level of activity and number of high-touch surfaces.

7. Each attraction's proposal must show how the attraction will achieve all the following outcomes:

Outcomes
A. **Meet density requirements**

	• Limit Capacity: Open at no more than 65% of operating capacity[1]. Attractions must submit their plans to show how they are able to implement the SMMs effectively and consistently in Phase 3. • Exceptions to the 65% cap can be made on a case-by-case basis by MTI if the attraction can demonstrate that the risk is inherently mitigated by the nature of activities and the way visitors and staff interact at the attraction.
B.	**Meet separation requirements** • Implement ≥1m distancing between visitors (except within a group of visitors from the same cohort)[2] • Where not feasible or practical to apply one metre distancing between individuals, to ensure one metre distancing between groups (of not more than 8 pax), and with no mixing between groups.
C.	**Disperse crowds and prevent bunching**
D.	**Facilitate contact tracing** • Mandatory implementation of SafeEntry, and ensure that TraceTogether mobile application or TraceTogether Token can be used for entry into attraction. • Attendees who do not have the TraceTogether app or the TraceTogether Token will still be allowed entry by using their NRIC/FIN/Passport details to check in SafeEntry before the full implementation of TraceTogether-only SafeEntry. When TraceTogether-only SafeEntry is fully implemented at a later date, only the TraceTogether app or TraceTogether Token may be used for SafeEntry check-in.
E.	**Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements**

8. The proposals must also contain detailed plans addressing operational issues such as SMMs for visitors and workplaces, cleaning and sanitisation, contingency response (to handle unwell visitors, suspected/confirmed cases), and marketing and communications.

9. Please refer to the **Assessment Checklist: Requirements for Re-opening Proposal** in **Annex A** for the list of operational areas to be addressed and measures required for each area. While the majority of these requirements are drawn from the Control Order and are summarised for the convenience of attractions, the Control Order will prevail in case of any inconsistency. Attractions' proposals must adhere to the Control Order in order to be considered for re-opening or an increase in capacity in Phase 3.

10. Attractions should submit their proposals to STB_Attractions@stb.gov.sg. STB and MTI will take up to 14 working days to assess each proposal.

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[1] Attractions eligible for SingapoRediscovers Vouchers (SRV) redemption must manage the sales of their SRV products to keep within the attraction's approved capacity limit.

[2] Where specific activities or zones within attractions are subjected to physical distancing requirements of more than 1m e.g. sports-related activities, the stricter requirement will apply.

11. Attractions must be subjected to an inspection scheduled and conducted by STB as part of the assessment process.

ENFORCEMENT OF MEASURES

12. Government agencies will step up enforcement to ensure that businesses comply with the required SMMs. Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, first-time offenders will face a fine of up to S$10,000, imprisonment of up to six months, or both. Repeat offenders may face a fine of up to S$20,000, imprisonment of up to twelve months, or both. Further, other levers under the Act, such as closure of the premises, may be used against attractions that are found to be non-compliant.

13. Attractions that do not comply with the Government's required SMMs may also be ineligible for government grants, loans, tax rebates and other assistance.

Annex A – Assessment Checklist: Requirements for Attractions Re-opening Proposal

SINGAPORE TOURISM BOARD

Updated as of 30 December 2020

ASSESSMENT CHECKLIST: REQUIREMENTS FOR ATTRACTIONS RE-OPENING PROPOSAL

A. Preparing Facilities

Operational Area	Requirement
Attraction Set Up	1. Develop and implement detailed physical layout plans, including reconfiguration of spaces if applicable, at entry and exit points to achieve safe circulation with at least 1m distancing between visitors who are not from the same group, ensuring groups do not have more than 8 pax, and with at least 1m separation between groups throughout the attraction 2. Clearly mark out queue lines for safe distancing where queues are likely to form, including at F&B and retail outlets 3. Show plan for signs reminding visitors to practice safe distancing 4. Close off components/ areas within attraction where safe distancing cannot be implemented 5. Implement contactless payment for all payment functions within the attraction (e.g. ticketing, F&B and retail outlets) 6. Install hygiene screens at human touch points (e.g. glass or plastic dividers/barriers at ticketing booths separating the ticket staff from visitors), if reasonably practicable 7. Set up one-way traffic flow for visitors to enter and exit the attraction, if reasonably practicable

	Rides, Shows and Tours (where applicable)
	1. Develop and implement detailed plans for attendance management, crowd control and cleaning frequency for rides and shows:
	   • Seating plan for rides and all seating within the attraction. Where seating is provided that is not fixed to the floor, ensure seats are spaced at least 1m apart. Where seating is provided that is fixed to the floor, demarcate alternate seats or seating spaces that should not be occupied unless the visitor is from the same group as those in the adjacent seats).
	   • Additional seating plan for shows. Ensure groups are seated at least 1m apart
	   • Entry queue management system with markers placed at least 1m apart throughout the attraction.
	   • Cleaning protocols for rides and show equipment and surfaces
	
	2. For indoor shows:
	   • Adhere to IMDA's prevailing advisory for Cinemas[3] for indoor screenings

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[3] Refer to the latest advisory for cinemas from IMDA at https://www.imda.gov.sg/-/media/Imda/Files/News-and-Events/Media-Room/Advisories-on-COVID-19-Situation/Mandatory-SMM-for-Cinemas.pdf

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o Venues with capacity of ≤300 seats: Ensure show has a maximum capacity of 50 pax or up to 50% of original capacity. Ensure 1m safe distancing between groups

o Venues with capacity of >300 seats: Ensure show has a maximum capacity of 150 people, split into 3 zones of 50 pax, with 3m distance between zones and 1m distance between groups

3. For outdoor shows (e.g. animal shows):
   • Reconfigure the seating area into zones with a maximum capacity of 50 people per zone, up to a maximum of 10 zones, or the safe venue capacity with SMMs in place, whichever is lower.
   • Zones should be clearly demarcated and there should be a separation of at least 3m between zones, demarcated by continuous physical barriers (e.g. different levels, rope barriers)
   • Each zone should provide sufficient space for at least 1m distancing between individuals who are not from the same group, and between groups of no more than 8 pax.
   • Ensure no mingling between zones
   • There must be at least a 3m separation between the stage/performers and audience
   • Implement SafeEntry check-in for each zone at the show and ensure that the TraceTogether mobile application and TraceTogether Token can be used for SafeEntry check-in.

4. For live performances:
   • Adhere to NAC's prevailing advisory for Live Performances[4], and additional conditions of approval from MTI (where applicable)

5. For tours:
   • Adhere to STB's advisory for Tours[5] where relevant
   • Limit group sizes of walking, cycling and kayaking tours to no more than 20 pax (excluding tourist guide), with maximum 8 pax allowed in any one sub-group
   • Limit group sizes of conveyance-assisted tours to no more than 50 pax on board all conveyance or at the operating capacity of the conveyance after implementation of SMMs, whichever is lower

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[4] Refer to the latest advisory for live performances from NAC at
https://www.nac.gov.sg/whatwedo/support/sustaining-the-arts-during-covid-19/Arts-and-Culture-Sector-Advisories.html#ResumptionofLivePerformances
[5] Refer to the latest advisory for tours from STB at https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html

	Events (where applicable)[6]
	1. From 22 October 2020, workplace events were allowed to resume at workplace premises and third-party venues.
	2. For work-related events[7]:
	• Such events organised by attractions are allowed to resume within the attractions' workplace premises
	• Attractions (including F&B outlets) can be hired as a function centre for the purpose of the event and attractions can accept corporate bookings from external parties for such work-related events.
	• Attraction Operators are to ensure the event has a maximum capacity of 50 pax or the safe venue capacity with SMMs in place, whichever is lower
	• Ensure at least 1m spacing between individuals at all times
	• Food and drink should preferably not be served; if deemed necessary, individuals must be seated and served individually. Meal durations should be kept short to minimize the period that individuals are unmasked, and the meal should not be the main feature of the event.
	3. For consumer-facing events[8]:
	• Such events organised by attractions within its premises are subject to SMMs for attractions
	• Attractions can accept event bookings from external parties. The maximum capacity for such events by external parties is capped at 50 pax or the safe venue capacity with SMMs in place, whichever is lower.
	• Ensure at least 1m spacing between individuals or groups of not more than 8 at all times
	• Food and meals should not be the main feature of the event.
Operating Capacity	1. Operate at no more than 65% of total capacity at any one time, until otherwise notified by MTI, and show how the maximum capacity of attraction is derived
	2. Implement solutions to monitor, control and enforce the operating capacity (e.g. manual counting, automated people counting or tracking systems)
Management of Proximity and Touched Surfaces	1. Ensure that physical interaction between visitors and staff (including volunteers) is minimised where reasonably practicable
	2. Eliminate sharing of equipment and tools, where possible

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[6] Refer to STB's compilation of Frequently Asked Questions (FAQ) on permissible events at
https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents
[7] Defined as business-oriented events within workplace premises which primarily involve employees or stakeholders (e.g. conferences, seminars, corporate retreats, staff training sessions, Annual General Meetings and Extraordinary General Meetings). Events which are substantially recreational or social in nature are not permitted (e.g. Dinner and Dance, team bonding activities).
[8] Examples include product launches, marketing & branding events, roadshows, fairs, consumer activations, and exhibitions.

	3. Provide easily accessible and free-to-use disinfecting agents like hand sanitisers, disinfecting sprays and wipes at high-touch areas

B. Managing Arrival

Operational Area	Requirement
Health Checks and Contact Tracing	1. Implement screening at points of entry to determine whether each visitor is febrile (i.e. temperature of 38 degrees and above) or appears to be coughing, sneezing, breathless, or has a runny nose 2. Implement SafeEntry system to record the entry and collect personal details (including identification numbers and mobile numbers) of all personnel (including staff and contractors) into the attraction to enable or facilitate contact tracing. Ensure that the TraceTogether mobile application or TraceTogether Token can be used for SafeEntry check-in. Visitors below the age of 7 are not required to use TraceTogether and do not have to check into SafeEntry. 3. Attendees who do not have the TraceTogether app or the TraceTogether Token will still be allowed entry by using their NRIC/FIN/Passport details to check in SafeEntry before the full implementation of TraceTogether-only SafeEntry. When TraceTogether-only SafeEntry is fully implemented at a later date, only the TraceTogether app or TraceTogether Token may be used for SafeEntry check-in.
Managing Entry	1. Provide detailed plan to manage entry and exit (e.g. timed entry or pre-booking of sessions). On-site or walk-in ticketing is not allowed for first 2 weeks from the date that the attraction first resumes operations 2. Ensure all staff wear masks and any other necessary personal protective equipment (PPE) at all times, except during activities which require masks to be removed 3. Ensure that groups of visitors entering together must not exceed 8 pax. 4. Ensure, where reasonably practical, that all visitors wear masks for the duration of their visit

C. In-Attraction Plans

Operational Area	Requirement

Managing Crowds	1. Take reasonable steps to ensure that there is a distance of at least 1m between individuals not from the same group (whether visitors or staff)
	2. Identify hotspots for potential bunching and implement a control mechanism to prevent/disperse crowds (e.g. frequent reminders over public announcement system, staff to manually disperse crowds, provide visual markers for safe distancing)
	3. Implement one-way traffic flow, if reasonably practicable
	4. Demonstrate that set-up and operations protocol for F&B and retail outlets adhere to prevailing SMM advisories by relevant authorities[9] and implement these

D. Infection Control

Operational Area	Requirement
Cleaning and Sanitisation	1. Adhere to the sanitisation and hygiene advisories disseminated by the National Environmental Agency (NEA)[10] and SG Clean sanitisation and hygiene measures
	2. Develop and implement a detailed cleaning/disinfecting plan and schedule, with increased cleaning frequencies for common areas (e.g. toilets) and high touch surfaces (e.g. lift buttons, interactive kiosks and turnstiles)
	3. Demonstrate how all equipment (e.g. audio guides, VR headsets, harnesses, seats in rides/ shows) used by multiple visitors is cleaned and disinfected after use and implement these
	4. Encourage staff and visitors to wash hands regularly
Response Plan for Infected Cases	1. Develop and implement detailed procedures on handling visitors that are febrile, or appear to be coughing, sneezing, breathless or having a runny nose.
	2. Identify and allocate holding area(s) to isolate such visitors where they are unable to immediately leave the attraction
	3. Develop and implement detailed procedures to handle uncompliant or uncooperative visitors (e.g. visitors without masks, visitors who walk-in without pre-booking, unwell visitors who insist on entry, visitors who refuse to comply with health checks and/or contact tracing), including refusal of entry
	4. Develop and implement detailed procedures to handle confirmed COVID-19 cases within the attraction (e.g. close off affected sections/ areas, ensure thorough cleaning and disinfection before re-opening, coordinate communications with relevant authorities, alert public)

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[9] Refer to the latest advisory for F&B and Retail establishments from Enterprise Singapore (ESG) at https://www.enterprisesg.gov.sg/esghome/media-centre/media-releases/2020/october/advisory-for-phase-2-re-opening-of-food-and-beverage-establishments

[10] Refer to latest advisory from NEA at https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines

	5. Ensure staff are familiar with the procedures and appropriately equipped with PPE to wear to handle unwell and/or uncooperative visitors and require the staff to wear PPE

E. Safe Workplace

Operational Area	Requirement
Workplace and Manpower	1. Comply with MOM's requirements for SMMs at workplaces[11], including but not limited to: • Implement a detailed monitoring plan and appoint a Safe Management Officer (SMO) to assist with implementation and compliance of all SMMs at workplace and attraction premises • Indicate number of employees and contractors on site, and their job functions • Implement safe distancing (e.g. reconfiguration of workspaces), reduce physical interactions (e.g. staggered work and lunch hours) and touch points (e.g. common laptop/ iPad); and business continuity plan (team A/B arrangement if practicable) • Provide PPE to all staff. • Ensure staff are kept updated on the latest measures and SOPs

F. Marketing and Communications

Operational Area	Requirement
Marketing and Communications	1. Develop and implement a communications plan to engage visitors on reopening • Plans should clearly communicate and explain precautions that attraction has put in place, new measures that visitors are to comply with (e.g. pre-booking of tickets, 1m safe distancing, use of SafeEntry) to build consumer confidence, and encourage visitors to practice personal responsibility and hygiene • Attraction must remind all visitors, where reasonably practical, that they are required to wear masks and stay in groups of not more than 8 in order to enter, and throughout the duration of the visit

~ END ~

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[11] Refer to MOM's complete and latest list at https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures