

UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR TOURS RE-OPENING

Key Updates:

With effect from 22 November 2021:

- For tours that involve i) entry into settings with Vaccination-Differentiated Safe Management Measures (VDS), ii) F&B components¹, or iii) indoor activities where masks are not worn, the maximum number of participants in each group within such tours is capped at **5** pax, regardless of whether they are from the same household.
 - i. All individuals within such tours must be
 - fully vaccinated²;
 - children aged 12 years and below³; or
 - certified medically ineligible⁴ (from 1 December 2021).
 - ii. For tours that involve F&B components at hawker centres and coffee shops that are not able to administer comprehensive VDS, the dine-in group size is capped at 2. Participants must return into their earlier groupings of up to 5 after leaving the hawker centre or coffee shop or else remain in the same groupings of 2.
- For tours that do not involve i) entry into settings with VDS, ii) any F&B components, or iii) indoor activities where masks are not worn, ensure that the maximum number of participants in a group within each such tour is capped at **5** pax, regardless of vaccination status or whether they are from the same household.

¹ This includes F&B at regular F&B establishments, hawker centres and coffee shops.

² An individual is considered fully vaccinated if he/ she has been: a) fully vaccinated, i.e. has received the full regimen of Pfizer-BioNTech/Comirnaty, Moderna or WHO EUL vaccines, with an additional two weeks for the vaccine to be fully effective, b) fully recovered from COVID-19, or c) has obtained a negative result on a pre-event test taken in the past 24 hours before the expected end of the event.

³ Children who are 12 years and below do not need to do PET. Unvaccinated children aged 12 years and below may be included within the group of 5 pax as long as all the children are from the same household. Please refer to MOH's press release on 20 November 2021 for more details: <https://www.moh.gov.sg/news-highlights/details/resuming-our-transition-towards-covid-resilience>

⁴ Certified medically ineligible individuals will be issued with a standard paper memo, which should be presented along with a government-issued photo identification card to be exempted from VDS.

1. On 20 November 2021, the Multi-Ministry Taskforce (MTF) announced calibrated adjustments to Safe Management Measures (SMMs) for the Transition Phase. In line with this, the Singapore Tourism Board (“STB”) has updated the SMMs applicable to tours.
2. These measures may be adjusted further, subject to the prevailing public health situation in Singapore. The information in this circular (which includes its annexes) supersedes that in previous advisories or statements.
3. Tours offered by tour operators and tourist guides can resume operations, subject to application to the Singapore Tourism Board (“STB”) for assessment and approval from the Ministry of Trade and Industry (“MTI”). Tour operators and tourist guides must comply with the latest requirements for Safe Management Measures (“SMMs”) found at <https://covid.gobusiness.gov.sg/safemanagement/general>, the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 found at <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020> and the COVID-19 (Temporary Measures) (Performances and Other Activities – Control Order) Regulations 2020 found at <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020> (collectively “Control Order”), and the sector-specific requirements for tour operations found in Annex A of this document.

SUBMISSION OF TOUR ITINERARIES AND SCHEDULES FOR APPROVAL

4. Tour operators and tourist guides⁵ who have not resumed tour operations must submit the application form (Annex B) to STB for assessment. **Tour operators and tourist guides may resume tour operations only after receiving approval from MTI.**
5. STB has provided guidance within this circular to help tour operators and tourist guides develop and implement the necessary SMMs. A declaration to comply with the necessary SMMs and requirements (Annex C) is to be submitted together with the application form.
6. Tour operators and tourist guides who have previously received approval from MTI for at least one tour itinerary may resume operations of subsequent tour itineraries⁶ without the need to submit a new application. These subsequent tour itineraries can be different from the itinerary submitted for approval. However, the responsibility lies with the tour operators and tourist guides to ensure that all tours comply with the Control Order and all other applicable SMMs.

⁵ To avoid doubt, tour operators and tourist guides must still obtain the relevant licences under the Travel Agents Act (Cap.334) and Singapore Tourism Board Act (Cap.305B) respectively unless legislatively exempted.

⁶ Tour operators and tourist guides are still required to seek approvals from venues, relevant authorities (if applicable) to conduct tours within their premises.

7. Tour operators and tourist guides must also address the following key outcomes in their tour operations:

| Outcomes and key guidelines |
|--|
| <ul style="list-style-type: none"> ● Reduce Transmission Risk <ul style="list-style-type: none"> ● For walking, cycling and kayaking tours, the maximum number of participants must be capped at 20 (excluding tourist guide). ● For conveyance-assisted tours, capacity on board every conveyance must be capped at 50 participants or at the operating capacity of the conveyance, whichever is lower. ● Ensuring that the maximum number of individuals in a group within each tour is capped at the prevailing permissible group size. ● A safe distance of at least one metre between each group must be maintained (including on the conveyance), with no intermingling between different groups at all times. ● Implement safe management measures throughout the tour and on the conveyance used. ● Adopt good hygiene practices; for example, frequent sanitising of hands. ● Ensure participants and service providers, such as tourist guides and drivers, are wearing masks at all times. ● Use a portable audio tour guide system or equivalent. |
| <ul style="list-style-type: none"> ● Facilitate Contact Tracing <ul style="list-style-type: none"> ● Maintain records of detailed tour itinerary and tour schedule, as well as participants' and tour partners' contact details. ● Deploy SafeEntry where applicable. ● Ensure participants' use of the TraceTogether app or token. |
| <ul style="list-style-type: none"> ● Reduce Surface Transmission Risk <ul style="list-style-type: none"> ● Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements such as tour equipment and conveyance. |

8. Please refer to the **Assessment Checklist: Requirements for Re-opening of Tours** in [Annex A](#) for the list of requirements for each phase of a tour. While the majority of these requirements are drawn from the Control Order and are summarised for the convenience of tour operators and tourist guides, the Control Order will prevail in case of any inconsistency.
9. Tour operators and tourist guides seeking MTI's approval to resume tour operations should submit their application to STB (STB_TID@stb.gov.sg). STB and MTI will take up to 14 days to assess each application.
10. Tour operators and tourist guides whose applications are approved must submit a set of required data every Monday before 2pm. Submissions are to be made at go.gov.sg/covid19-touroperationsupdates. Information collected will be used only as internal reference for public policy purposes, and will not be shared with other tour operators and tourist guides.



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ENFORCEMENT OF MEASURES

11. Government agencies are stepping 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 powers under the Act, such as closure of the premises and suspension or revocation of licences, may be exercised against tour operators and tourist guides that are found to be non-compliant. Tour operators and tourist guides that are non-compliant may also be ineligible for grants, loans, tax rebates and other Government assistance.

Annex A – Assessment Checklist: Requirements for Re-opening of Tours

Annex B – Application Form for Re-opening of Tour Operations

Annex C – Declaration Form for Re-opening of Tour Operations

SINGAPORE TOURISM BOARD

Updated as of 23 November 2021

ANNEX A**ASSESSMENT CHECKLIST: REQUIREMENTS FOR RE-OPENING OF TOURS****A. Checklist for Managing Office Spaces, Consumer-facing Retail Outlets and Shared Equipment**

*This section applies only to tour operators and tourist guides with premises listed above and/or shared equipment.

Mandatory Conditions

Tour operators and tourist guides must comply with prevailing SMM requirements⁷ and MOM's requirements for SMMs at workplaces⁸, including but not limited to:

- 1) Developing and implementing appropriate internal policies, procedures and adequate controls to monitor and ensure compliance with SMMs. Remedying any non-compliance without delay. Regularly conducting risk assessments on the transmission of COVID-19 arising from all activities or work on relevant premises and implementing processes to mitigate the risks identified.
- 2) Appointing at least one Safe Management Officer (SMO) to perform the above, including coordinating the implementation of SMMs, conducting inspections and checks, remedying non-compliance and keeping records of inspections and checks.
- 3) Cleaning and disinfecting the entire premise at the end of daily business, and before re-opening after any closure of business. Frequently cleaning and disinfecting all high touch places and surfaces such as door knobs, hand rails, door handles, reception counters, and lift buttons, and shared devices or equipment, such as interactive devices for customer/staff use.
- 4) Ensuring that sufficient cleaning equipment (e.g. detergent, waste buckets) is made available for cleaning staff and that they change cleaning solution mixtures frequently.
- 5) Ensuring that staff who are unwell do not turn up for work, immediately inform their supervisor and seek medical treatment.
- 6) Requiring every individual (including customers, staff and visitors such as delivery personnel and contractors) to wear a mask within the premises, except where allowed under the Control Order (e.g. where eating, drinking or taking medication, where carrying out, in the course of employment, an activity that requires that no mask may be worn, or that it must be removed in order that other equipment may be worn or used etc.).
- 7) Providing any individual subsequently found on the premises to have developed the specified symptoms with a mask if he or she does not have one. Requiring the individual to immediately leave the premises to seek medical treatment. If this is not possible, the individual must be isolated from others until the individual is able to leave for medical treatment. Immediately wiping down and disinfecting potentially contaminated surfaces after the individual has left.

⁷ For the complete safe management requirements, please refer to the advisories issued by MTI and MOM, including: Safe Management Requirements General Guidelines (<https://covid.gobusiness.gov.sg/safemanagement/general/>)

⁸ Refer to MOM's complete and latest list at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>



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- 8) Implementing SafeEntry to facilitate contact tracing of every customer, visitor and staff entering the premises.
- 9) Dispersing individuals quickly if they are found to be in groups larger than the prevailing maximum permissible group size, and ensuring at least one metre spacing between groups of individuals.
- 10) Spacing reception counter terminals in a way that ensures that staff will be at least one metre apart. Installing queue markers with at least one metre spacing between individuals where queues are expected, including at reception counters. Spacing all seats at lobbies and other common areas that are not fixed to the floor such that individuals using the seats would be at least one metre apart, and demarcating seats at lobbies and other common areas that are fixed to the floor as seats not to be occupied where they are less than one metre distant from another seat available for occupation (e.g. demarcate alternate seats as not to be occupied). Demarcating flooring in all smoking areas to limit capacity, to allow for at least one metre spacing between individuals.
- 11) Providing at all times easily accessible disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes for the free use of all individuals on the premises.
- 12) Minimising physical interaction between staff such as by staggering work hours and break times, and minimising physical interactions with customers.
- 13) Limiting the number of visitors allowed to enter the relevant premises to ensure safe distancing of at least one metre between groups of individuals can be observed at all times.

Recommended Best Practices

- 1) Minimising the duration of interactions with customers, and arranging for any physical meetings with customers to be spaced out via appointments. As a guide, operating capacity should be 10 sqm of customer-accessible space per individual (excluding staff).

B. Pre-Tour Checklist

Mandatory Conditions

- 1) Keeping details of the tour itinerary and schedule for at least 30 days for contact tracing purposes. The details should include the date, time, and contact details of retail or F&B shops and other places of interest visited.
- 2) Providing at all times easily accessible disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes for the free use of participants and staff during the tour and on coaches (e.g. sufficient stock of hand sanitisers on coaches) as well as adequate handheld thermometers and masks on coaches.
- 3) Ensuring that staff in charge of the participants are familiar with the specified symptoms and are well-briefed on all relevant safe management measures.
- 4) Ensuring participants wash their hands with water and soap, or use hand sanitisers if water and soap is unavailable, before the start of the tour.
- 5) Obtaining and keeping the contact particulars of participants for contact tracing purposes for at least 30 days.
- 6) Conducting a pre-tour briefing and to ensure that all SMMs relevant to participants are conveyed to them.
- 7) Ensuring participants' use of the TraceTogether app or token.
- 8) For tours that involve F&B components⁹, entry into shopping malls or attractions, or indoor activities where masks are not worn, tour operators and tourist guides are to take reference from the sector-specific requirements¹⁰ and verify the VDS status of the participants going for the tour, such as vaccination status and household address (if applicable). The establishments that the tour will visit must also have systems in place to check the VDS status of the individuals. This will help in planning logistics and ensuring group sizes adhere to the prevailing SMMs.

Recommended Best Practices

- 1) Explaining to potentially vulnerable participants (e.g. those aged ≥ 60 years or who have pre-existing medical conditions) that they are of higher risk of developing serious health complications if infected with COVID-19 and that they should take additional precautions to safeguard their health and wellbeing¹¹.
- 2) Tourist guides who are actively guiding are strongly encouraged to conduct their own Antigen Rapid Tests (ART) once every two weeks to safeguard their health and that of their participants. ART self-tests kits are available over the counter at pharmacies.

⁹ This includes F&B at regular F&B establishments, hawker centres and coffee shops that are able to administer comprehensive VDS.

¹⁰ Refer to sector-specific requirements at <https://www.gobusiness.gov.sg/safemanagement/sector/>

¹¹ Refer to MOH's press release <https://www.moh.gov.sg/news-highlights/details/support-measures-for-seniors-during-COVID-19>



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- 3) Screening¹² every individual for specified symptoms¹³ before the tour and refusing the participation in the tour of any individual who fails the screening.
- 4) Ensuring all travellers (including returning citizens and residents) joining their tours have tested negative for their on-arrival tests¹⁴.

¹² Screening for symptoms may 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.

¹³ Specified symptoms can refer to fever, coughing, sneezing, breathlessness, a runny nose, or if an individual reports losing sense of smell.

¹⁴ Except for children aged 2 and below in the calendar year (i.e. in the year 2021, those who are born in or after 2019), all short-term visitors entering Singapore via Vaccinated Travel Lanes, Air Travel Pass and Reciprocal Green Lane are required to undergo a COVID-19 PCR test at the airport upon arrival in Singapore. The results of the on-arrival COVID-19 PCR test will likely be available within 24 hours, and visitors will be notified (e.g., via email). Once visitors have been notified that they have tested negative for COVID-19, they can leave their declared accommodation and go about their activities in Singapore. Tour operators or tourist guides may request for proof of negative COVID-19 PCR test results before the start of tour activities. For more information, please refer to <https://safetravel.ica.gov.sg/arriving/overview#social>.



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C. During-Tour Checklist

Mandatory Conditions

- 1) Providing and using a portable audio tour guide system, or equivalent, with individual headsets/ear-pieces to be worn throughout the conduct of the tour.
- 2) Requiring every participant and staff to wear a mask throughout the duration of the tour, except where allowed under the Control Order (e.g. taking medication, etc.).
- 3) Ensuring participants and staff maintain at least one metre spacing.
- 4) Ensuring that the maximum number of individuals in a group within each tour is capped at the prevailing permissible group size, indicated as follows:
 - a. For tours that involve i) entry into settings with Vaccination-Differentiated Safe Management Measures (VDS), ii) F&B components¹⁵, or iii) indoor activities where masks are not worn, the maximum number of participants in each group within such tours is capped at 5 pax, regardless of whether they are from the same household.
 - i. All individuals within such tours must be
 - fully vaccinated¹⁶;
 - children aged 12 years and below¹⁷; or
 - certified medically ineligible¹⁸ (from 1 December 2021).
 - ii. For tours that involve F&B components at hawker centres and coffee shops that are not able to administer comprehensive VDS, the dine-in group size is capped at 2. Participants must return into their earlier groupings of up to 5 after leaving the hawker centre or coffee shop or else remain in the same groupings of 2.
 - b. For tours that do not involve i) entry into settings with VDS, ii) any F&B components, or iii) indoor activities where masks are not worn, ensure that the maximum number of participants in a group within each such tour is capped at 5 pax, regardless of vaccination status or whether they are from the same household.
- 5) Ensuring that there is no intermingling between different groups at any times.
- 6) Ensuring that participants and staff use SafeEntry, where available, at each place of interest in the tour.

¹⁵ This includes F&B at regular F&B establishments, hawker centres and coffee shops that are able to administer comprehensive VDS.

¹⁶ An individual is considered fully vaccinated if he/ she has been: a) fully vaccinated, i.e. has received the full regimen of Pfizer-BioNTech/Comirnaty, Moderna or WHO EUL vaccines, with an additional two weeks for the vaccine to be fully effective, b) fully recovered from COVID-19, or c) has obtained a negative result on a pre-event test taken in the past 24 hours before the expected end of the event.

¹⁷ Children who are 12 years and below do not need to do PET. Unvaccinated children aged 12 years and below may be included within the group of 5 pax as long as all the children are from the same household. Please refer to MOH's press release on 20 November 2021 for more details: <https://www.moh.gov.sg/news-highlights/details/resuming-our-transition-towards-covid-resilience>

¹⁸ Certified medically ineligible individuals will be issued with a standard paper memo, which should be presented along with a government-issued photo identification card to be exempted from VDS.



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- 7) Looking out for participants that may display the specified symptoms during the tour. Requiring any individual subsequently found during the tour to have developed the specified symptoms to immediately leave the tour to seek medical treatment or, if the individual is not able to leave the tour to seek medical treatment, isolating the individual from others, providing surgical masks, maintaining safe distance, and arranging for the individual to obtain medical treatment.
- 8) For tours with conveyance, requiring participants keep to the same seats throughout the journey, including between destinations, and to board and disembark from the conveyance in an orderly manner that minimises close interaction.
- 9) Ensuring compliance with all other prevailing Sector Specific Requirements that will apply to the Points of Interest visited as part of the tour, for example, attractions, retail shops and F&B outlets¹⁹. Avoiding peak periods at attractions, retail shops, F&B outlets or any other place of interest and ensure that there is a contingency plan for alternative itinerary, in the event that there is insufficient occupancy capacity at any attraction, retail shop, F&B outlet or other place of interest.

Recommended Best Practices

- 1) Encouraging participants to follow the tour itinerary and discouraging them from leaving the group.

¹⁹ For the complete safe management requirements, please refer to the advisories issued by MTI and MOM, including: Safe Management Requirements General Guidelines (<https://covid.gobusiness.gov.sg/safemanagement/general/>) and Sector Specific Requirements (<https://covid.gobusiness.gov.sg/safemanagement/sector/>)



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D. Post-Tour Checklist

Mandatory Conditions

- 1) Advising participants to retain the TraceTogether app on their mobile phones or continue to bring the TraceTogether Token wherever they go to support contact tracing efforts even after the tour.
- 2) Cleaning and disinfecting all tour equipment such as the portable audio tour guide system periodically within each day, including after every tour run. Where reasonably practicable, disposable earpieces should be used for portable audio tour guide system and disposed of after each use.
- 3) Cleaning and disinfecting conveyance used such as tour buses, trishaws, yachts, river boats, etc. at least 3 times a day or more depending on frequency of usage.
- 4) Ensuring that sufficient cleaning equipment (e.g. detergent, waste buckets) is made available for cleaning staff and that they do not reuse cleaning solution mixtures between tour runs.

~ END ~