

11 October 2021  
Updated on 29 November 2021

Dear Enterprises

## **VACCINATE OR REGULAR TEST REGIME FOR ENTERPRISES THAT PROVIDE CLEANING SERVICES FOR COMMON AREAS OF RETAIL MALLS**

- 1 To expand our vaccine coverage further and to mitigate the risk of transmission of COVID-19, all enterprises that provide cleaning services for the common areas (“**Mall Common Areas**”) of retail malls (including any mixed-use developments and HDB shopping centres) (“**Enterprises**”), are required to implement the Vaccinate or Regular Test (“**VoRT**”) regime with effect from 1 October 2021.
- 2 Enterprises implementing the VoRT regime must ensure that all their employees<sup>1</sup> and persons who work under their direction<sup>2</sup> (e.g. contractors and subcontractors) that are deployed to provide cleaning services at Mall Common Areas are “Fully Vaccinated” or undergo COVID-19 testing twice a week if they are not.
- 3 Please refer to the enclosed notification (“**VoRT Notice**”) for more details on the obligations of enterprises that are required to implement the VoRT regime.

### **Support for Enterprises**

- 4 Enterprises should conduct Employer Supervised Self Swab (“**ESSS**”) for persons who are required to undergo testing twice a week under the VoRT regime. ESSS involves having these persons use an Antigen Rapid Test (“**ART**”) kit to carry out a swab on themselves under the supervision of a supervisor. The enclosed VoRT Notice explains further details on how ESSS should be conducted. **Enterprises whose retail mall cleaners are already on mandatory Fast and Easy Testing – Rostered Routine Testing administered by NEA may continue to have their cleaners swabbed at the Quick Test Centres (QTCs) as arranged by NEA.**
- 5 The Government will also give further support for enterprises that conduct ESSS by providing ART test kits to enterprises for persons who have been certified by a medical practitioner in Singapore as medically ineligible to receive mRNA COVID-19 vaccines and are still required to undergo testing twice a week under the VoRT regime (“**Medically Ineligible Worker(s)**” or “**MIW(s)**”). Enterprises should verify a person’s status as a MIW by checking against the original certification or memo that was issued to that person by a medical practitioner in Singapore or the SMS notification sent to that person. The Government’s provision of ART test kits to enterprises for these MIWs will continue through 31 December 2021. For avoidance of doubt, all other persons who are

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<sup>1</sup> 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.

<sup>2</sup> This includes subcontractors providing mall common area cleaning services (i.e. sub-contracted cleaners).

not Fully Vaccinated are ineligible for these Government-provided ART test kits and enterprises should make arrangements to comply with the requirements set out in the VoRT Notice.

- 6 To place an order for ART test kits for MIWs, enterprises should submit the relevant information to NEA. Enterprises must not distribute, supply or sell the ART test kits provided by the Government to any third party.
- 7 The costs for the services and ART test kits that will be used at the Quick Test Centres will also be borne by the Government for MIWs through 31 December 2021.

### **Support from Enterprises**

- 8 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.
- 9 For more details on the VoRT regime, please visit [go.gov.sg/neafet](https://go.gov.sg/neafet). You may also You may also contact NEA at <https://www.nea.gov.sg/corporate-functions/feedback> for further clarifications.

## VACCINATE OR REGULAR TEST REGIME FOR ENTERPRISES THAT PROVIDE CLEANING SERVICES FOR COMMON AREAS OF RETAIL MALLS

1. With effect from 1 October 2021, enterprises that provide cleaning services for the common areas (“Mall Common Areas”) of retail malls (including any mixed-use developments and HDB shopping centres) (“Enterprises”) are required to implement the Vaccinate or Regular Test (“VoRT”) regime. Enterprises must comply with the mandatory requirements that are 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 VoRT regime is to increase the vaccination rate among the selected sectors and to empower Enterprises to detect possible infections among unvaccinated persons, so as to keep their workplaces and community safe.
3. Under the VoRT regime, Enterprises are required to ensure that all their employees<sup>3</sup> and persons who work under their direction<sup>4</sup> that are deployed to provide cleaning services at Mall Common Areas (“Workers”), are Fully Vaccinated or undergo regular testing if they are not. The VoRT regime will apply concurrently with any existing Polymerase Chain Reaction Rostered Routine Testing (“PCR RRT”) or Fast and Easy Testing Rostered Routine Testing (“FET RRT”) regime that these persons are currently subject to (see paragraph 7 below for more details).
4. The VoRT 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 operations. Checks will be conducted by enforcement teams to verify if Enterprises have complied with the mandatory requirements set out in this notice.

### VoRT Requirements for Enterprises

5. **[Mandatory]** All Enterprises must ensure that all their Workers (as defined in paragraph 3 above) are (A) Fully Vaccinated (as defined in paragraph 8 below) **or** (B) undergo a COVID-19 Polymerase Chain Reaction Test (“PCR”) or COVID-19 Antigen Rapid Test (“ART”)<sup>5</sup> twice a week (“VoRT Requirement”) and on separate days within that week.

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<sup>3</sup> 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.

<sup>4</sup> This includes subcontractors providing mall common area cleaning services (i.e. sub-contracted cleaners).

<sup>5</sup> The ART test **must** be carried out (1) by an approved test provider under the Infectious Diseases (Antigen Rapid Test Providers); (2) via ESSS (refer to paragraphs 14 to 20 below); or (3) by a QTC (refer to paragraph 13 below). For avoidance of doubt, unsupervised self-swabs by Workers are not recognised.

For the avoidance of doubt, if an Enterprise consists of only one self-employed person, he or she has to comply with the VoRT Requirement as well.

6. Enterprises should guide their Workers who are not Fully Vaccinated to maintain a 3 to 4 day interval between their weekly tests (e.g. if a Worker’s first test of the week is carried out on Tuesday, his or her second test of the week should be carried out on Saturday or Sunday).
7. Enterprises whose Workers are subject to existing PCR RRT or FET RRT regimes can recognise any PCR test or ART undergone by those Workers under those regimes during a given week as counting towards the Enterprises’ testing requirement for those Workers (if they are not Fully Vaccinated) under the VoRT Requirement for that same week. For example, if an Enterprise has a Worker who is not Fully Vaccinated that underwent a PCR test as part of the RRT regime once during a week, the Enterprise is allowed to recognise that Worker’s PCR test as satisfying one of the two weekly testing requirements for that Worker under the VoRT Requirement.
8. For the purposes of the VoRT Requirement and this notice, a Worker is considered to be **“Fully Vaccinated”** for the periods set out in the third column of Table 1 below if he or she fulfils the relevant requirements for those periods as set out in the corresponding second columns.

**Table 1 Fully Vaccinated**

Category	Requirement(s)	Period
(1) Vaccinated with no prior history of COVID-19 infection	<p>(a) Individual must not have had a history of COVID-19 infection;</p> <p>(b) Individual must have been vaccinated against a COVID-19 infection by the administration of the appropriate regimen of any approved vaccine<sup>6</sup>; and</p> <p>(c) 14 days or more have elapsed after the day the individual was so vaccinated.</p>	Starting 14 days after the day the individual was so vaccinated and ending 365 days later.
(2) Recovered from COVID-19 infection without prior vaccination	<p>(a) Individual must not have been vaccinated against COVID-19 infection; and</p> <p>(b) Individual must have recovered from COVID-19 infection.</p>	Starting the day the individual first tested positive for SARS-CoV-2 via a PCR test and ending 270 days later.
	<p>(a) Individual must not have been vaccinated against COVID-19 infection; and</p> <p>(b) Individual must have recovered from COVID-19 infection; and</p>	Starting the day the individual first tested positive for SARS-CoV-2 upon via a PCR test for

<sup>6</sup> These are limited to: (1) Tozinameran (Pfizer-BioNTech COVID-19 vaccine or Comirnaty COVID-19 vaccine); (2) Moderna COVID-19 vaccine; (3) Vaxzevria (AstraZeneca COVID-19 vaccine); (4) Covishield COVID-19 vaccine; (5) Johnson & Johnson’s (J&J) Janssen COVID-19 vaccine; (6) Sinopharm COVID-19 vaccine; (7) Sinovac-CoronaVac COVID-19 vaccine; or (8) any other vaccine regimen as approved by the Ministry of Health (“MOH”). Where the individual is vaccinated under (3) to (8), their vaccination records must have been ingested into MOH’s national IT systems before they will be recognised. 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.

	(c)	Individual had a second COVID-19 infection and recovered from it.	the second COVID-19 infection and ending 270 days later.
(3)	Recovered from COVID-19 infection and subsequently vaccinated	(a) Individual must have recovered from COVID-19 infection (b) Individual must have been vaccinated against a COVID-19 infection by the administration of one dose of any approved vaccine <sup>7</sup> ; and (c) 14 days or more have elapsed after the day the individual was so vaccinated.	Starting 14 days after the day the individual was so vaccinated and ending 365 days later.

9. **[Mandatory]** When verifying if a Worker is Fully Vaccinated, Enterprises shall:
- (1) only recognise the proofs of vaccination as set out in **Annex A**; and
  - (2) regard Workers who decline or are unable to produce the proofs of vaccination as set out in **Annex A** as being **not** Fully Vaccinated for the purposes of the VoRT Requirement and this notice.
10. **[Mandatory]** If a Worker is not Fully Vaccinated and has undergone PCR/ART as part of the Enterprises' VoRT Requirement, Enterprises shall verify<sup>8</sup> that Worker's PCR/ART test result.
11. 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 MOH's website at <https://www.covid.gov.sg>.
12. To meet the twice weekly testing requirements for Workers that are not Fully Vaccinated under the VoRT Requirement, Enterprises should conduct **Employer-Supervised Self-Swab ("ESSS")** for their Workers. Details on how to conduct ESSS are set out in paragraphs 14 to 20 below.
13. For small businesses and freelancers who are not able to organise their own ESSS, they may work with their appointed Sector Lead to go to the Quick Test Centres ("QTC(s)") for their tests. **Enterprises whose retail mall cleaners are already on mandatory FET-RRT administered by NEA may continue to have their cleaners swabbed at the QTCs as arranged by NEA to meet the twice weekly testing requirements for cleaners who are not fully vaccinated.**

### Requirements for Enterprises that conduct ESSS

14. 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 digital tools such as video conferencing.

<sup>7</sup> Please refer to footnote S/N. 6. <Note: this refers to the preceding footnote which lists the approved vaccines>

<sup>8</sup> 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.

15. **[Mandatory]** 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 role<sup>9</sup>;
  - (3) ensure that Workers comply with the steps set out in paragraph 19 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 20 below;
  - (5) 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](https://www.hsa.gov.sg/consumer-safety/articles/covid19_ARTselftests)
- 15A. Where Workers have obtained ‘AG+’ test results 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>.

#### *Requirements for Supervisors*

16. **[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<sup>10</sup> (refer to paragraph 8 for the definition of Fully Vaccinated) before they can perform any supervisory role.
17. **[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.
18. **[Updated as of 8 November 2021]** *This paragraph is no longer applicable.*

#### *Conduct of ESSS by Workers*

19. **[Mandatory]** Enterprises are required to ensure that their Workers shall:
- (1) be supervised<sup>11</sup> by a Supervisor whenever they carry out ESSS;
  - (2) use new ART test kits whenever they carry out ESSS; and

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<sup>9</sup> This includes wearing adequate personal protective equipment and maintaining appropriate infection prevention control procedures while conducting supervision, and being familiar with how ART kits are to be correctly used.

<sup>10</sup> Enterprises can consider asking Supervisors to verify their vaccination status via TraceTogether.

<sup>11</sup> This can be done in person or virtually.

(3) properly dispose of used ART test kits after they have carried out ESS<sup>12</sup>.

19A. Where Workers have obtained an “AG+” test result while conducting ESS, Enterprises are recommended to strongly encourage them to undertake a follow-up ART test and to abide by the prevailing management postures for such cases that are set out on MOH’s website at <https://www.covid.gov.sg>.

*Uploading of Test Results onto the Swab Registration System (“SRS”)*

20. **[Mandatory]** Enterprises are required to upload the test results obtained by their Workers from ESS 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 ESS 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 ESS for that specific Worker is completed; and
- (3) the requirements set out under paragraphs 4 to 6 of **Annex B**.

21. More details on how enterprises can register for an SRS account can be found in the cover letter to this notice or at [go.gov.sg/neafet](https://go.gov.sg/neafet).

Annex A: Recognised Proofs of Vaccination

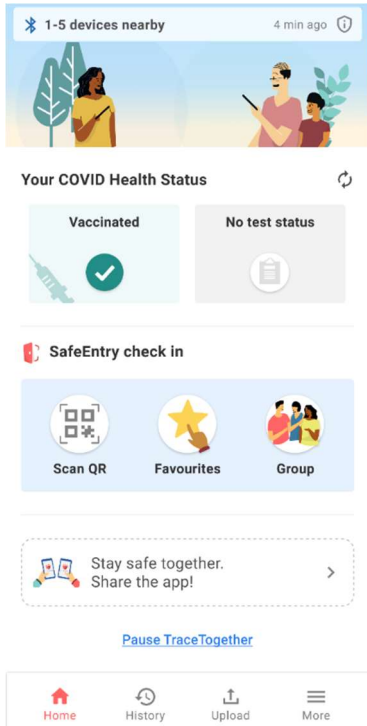
Annex B: ART Test Results and the Management of Workers after ESS

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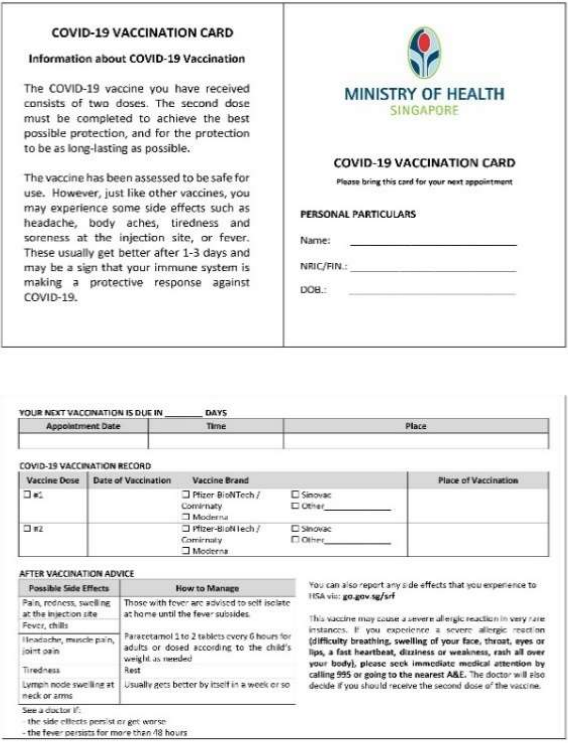
<sup>12</sup> Used test kits should be double-bagged and tied before disposing them in closed bins (e.g. pedal bins).

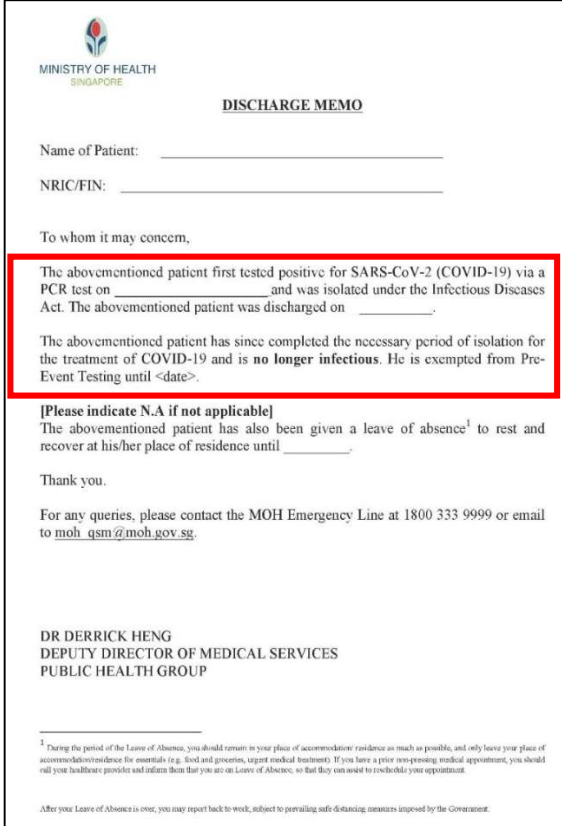
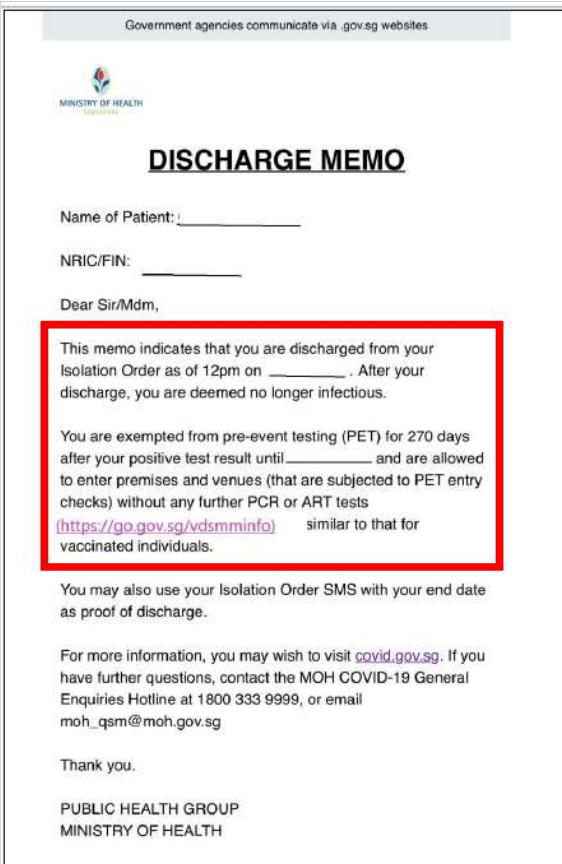
### Recognised Proofs of Vaccination

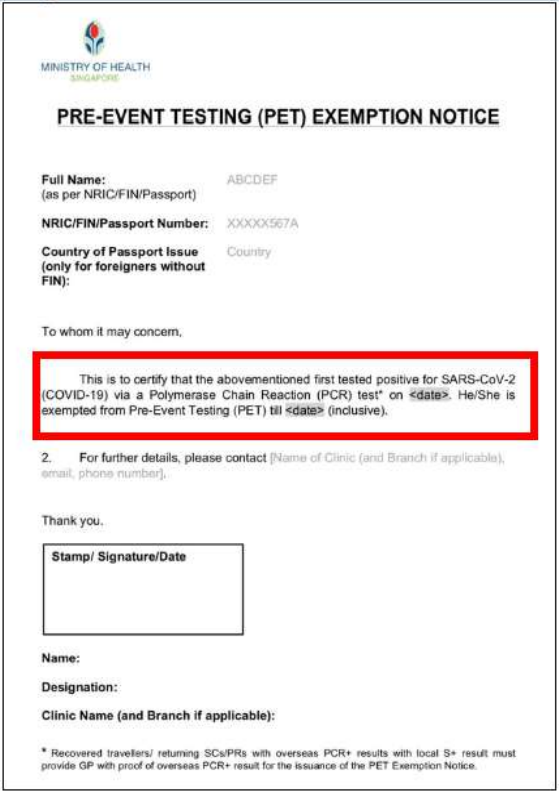
Enterprises can establish how many workers are Fully Vaccinated by checking their vaccination status using the most updated methods as set out on <https://go.gov.sg/acceptabledocs> (refer to the “For fully vaccinated individuals” and “For individuals who have recovered from COVID-19” sections).

Category of Fully Vaccinated (see Paragraph 8)	Description	Reference Image(s)
(1) and (3)	<p><b><u>Vaccination Status on TraceTogether application</u></b></p> <p>Enterprises are to ensure that the ‘Vaccinated’ icon appears as shown in the picture on the right.</p> <p>Enterprises are to ensure it is not a screenshot by asking the individual to click on other icons or refresh button within the app.</p>	 <p>The screenshot shows the TraceTogether app interface. At the top, it displays '1-5 devices nearby' and '4 min ago'. Below this is an illustration of three people. The main section is titled 'Your COVID Health Status' and features two buttons: 'Vaccinated' (with a green checkmark icon) and 'No test status' (with a grey document icon). Below this is a 'SafeEntry check in' section with three icons: 'Scan QR', 'Favourites', and 'Group'. At the bottom, there is a 'Stay safe together. Share the app!' banner and a 'Pause TraceTogether' link. The bottom navigation bar includes 'Home', 'History', 'Upload', and 'More'.</p>



Category of Fully Vaccinated (see Paragraph 8)	Description	Reference Image(s)
(1) and (3)	<p><a href="#">Vaccination Status on HealthHub application</a></p> <p>Enterprises are to ensure that the 'Vaccinated' icon as shown in the picture on the right.</p> <p>Enterprises are to ensure it is not a screenshot by asking the individual to click on other icons within the app.</p>	
(1) and (3)	<p><a href="#">Physical Vaccination Card/Slip</a></p> <p>Enterprises are to only accept the original hardcopy card/slip.</p> <p>Enterprises are to ensure that the card/slip belongs to the individual by checking against the his/her Government-issued photo identification.</p> <p>Enterprises are to ensure that more than 2 weeks have passed since the final dose of the vaccine (e.g. if your final dose was on 1 July 2021 (Day 1), you would be considered to be fully vaccinated from 15 July 2021 (Day 15)).</p> <p><i>Note. Hard-copy and digital overseas vaccination certs are not recognised.</i></p>	

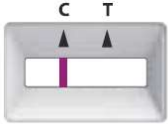
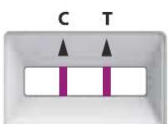
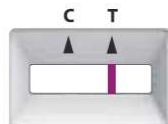
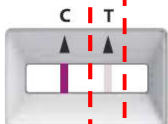

Category of Fully Vaccinated (see Paragraph 8)	Description	Reference Image(s)
(2)	<p><b><u>Discharge Memo</u></b></p> <p>Enterprises are to only accept the original hardcopy memo.</p> <p>Enterprises are to ensure that the memo belongs to the individual by checking against his/ her Government-issued photo identification.</p> <p>To ensure that the duration of the activity is within the 270 days exemption period calculated from the date of the 1<sup>st</sup> PCR test.</p> <p>Older versions of memo that do not indicate the exemption period or the date of the PCR positive test result will not be accepted.</p>	
(2)	<p><b><u>e-Discharge Memo</u></b></p> <p>The unique link to the e-Discharge Memo will be sent via SMS.</p> <p>Ensure it is not a screenshot by asking the individual to click on other links within the memo.</p> <p>Enterprises are to ensure that the duration of the activity is within the 270 days exemption period.</p>	

Category of Fully Vaccinated (see Paragraph 8)	Description	Reference Image(s)
(2)	<p><b><u>PET Exemption Notice</u></b></p> <p>Enterprises are to only accept the original hardcopy memo.</p> <p>Enterprises are to ensure that the memo belongs to the individual by checking against his/ her Government-issued photo identification.</p>	 <p><b>MINISTRY OF HEALTH SINGAPORE</b></p> <p><b>PRE-EVENT TESTING (PET) EXEMPTION NOTICE</b></p> <p>Full Name: ABCDEF (as per NRIC/FIN/Passport)</p> <p>NRIC/FIN/Passport Number: XXXXX567A</p> <p>Country of Passport Issue: Country (only for foreigners without FIN):</p> <p>To whom it may concern,</p> <p>This is to certify that the abovementioned first tested positive for SARS-CoV-2 (COVID-19) via a Polymerase Chain Reaction (PCR) test* on &lt;date&gt;. He/She is exempted from Pre-Event Testing (PET) till &lt;date&gt; (inclusive).</p> <p>2. For further details, please contact [Name of Clinic (and Branch if applicable), email, phone number].</p> <p>Thank you.</p> <p>Stamp/ Signature/Date</p> <p>Name:</p> <p>Designation:</p> <p>Clinic Name (and Branch if applicable):</p> <p>* Recovered travellers/ returning SCs/PRTs with overseas PCR+ results with local S+ result must provide GP with proof of overseas PCR+ result for the issuance of the PET Exemption Notice.</p>

**ART Test Results and the Management of Workers after ESSS**

1. ART test kits will return one of three possible test results:
  - (1) negative or “**AG-**”;
  - (2) positive or “**AG+**”;
  - (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 their test result within 1-2 hours. 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 Abbott Panbio and SD Bio Sensor ART test kits (which are the ART test kits that is distributed to Enterprises for MIWs). Please note that the lines on the test kit cassette will appear in 15 – 20 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 the Abbott Panbio and SD Bio Sensor ART test kit

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 test kit other than the SD Bio Sensor and Abbott Panbio 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](mailto:AskSRS@hpb.gov.sg) with the information below:
  - a. NRIC
  - b. Name
  - c. Date of VoRT test affected by erroneous result
  - d. Company/ Employer for VoRT
  - e. Company/ Employer’s email address
  - f. Final result to be displayed (AG+ or AG-)
  
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>