

JOINT ADVISORY

MR No.: 005/21

Advisory for Phase 3 Re-opening of Food & Beverage Establishments

1. The Multi-Ministry Taskforce (MTF) announced on 14 December that Phase 3 will commence on 28 December 2020, where more activities in the community will resume.
2. To provide a safe environment for customers and workers, food and beverage (F&B) establishments currently in operation must implement [Safe Management Measures \(SMMs\)](#), as required by the Ministry of Manpower (MOM) and comply with the COVID-19 (Temporary Measures) (Control Order) Regulations.
3. In addition, F&B establishments are required to comply with the measures set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) in this document. The information in this document supersedes that in previous advisories or statements.

Phase 3 updates for F&B establishments

4. F&B establishments are to note the following:
 - 4.1. With effect from 28 December 2020, social gatherings are allowed to comprise up to 8 persons, an increase from 5 persons. F&B establishments are correspondingly permitted to seat dining groups of up to 8 persons.
 - 4.2. In the first half of 2021, TraceTogether-only SafeEntry will be introduced at F&B establishments. Before TraceTogether-only SafeEntry is introduced, F&B establishments should implement Token check-in mode which allows the scanning of TraceTogether Tokens for SafeEntry check-in (see paragraph 6.4 for details).

Resumption of food service operations

5. F&B establishments can provide dine-in services, with the exception of establishments with Pubs, Bars, Nightclubs and Discos SFA license categories or SSIC codes starting with 5613.
 - 5.1. Sale and consumption of alcohol in all F&B establishments are prohibited after 2230hrs daily. This includes consumption at any outdoor refreshment area and/or

tables/chairs¹ owned or managed by such establishment. As a best practice, by around 2200hrs, F&B operators should cease the sale of alcohol as a dine-in service and remind patrons to consume their alcohol by 2230hrs.

- 5.2. F&B establishments may provide their venue for wedding receptions and solemnisations, as well as work-related events by third parties; they are required to comply with the SMMs for these events². Whilst F&B establishments may host wedding solemnisations, no food or beverages may be served during the solemnisation. Any meal following the solemnisation involving more than 8 persons will be considered a reception. F&B establishments are reminded that a wedding couple is only allowed to hold one reception.

Work-related events

- 5.3. Business-focused work-related events (both non customer-facing and customer-facing³) can be held within the workplace premise and third-party venues. Existing guidelines on the respective event venues will apply.

5.3.1. Non customer-facing events:

- Events held in F&B establishments are subject to a cap of 50 persons or a lower number, depending on venue capacity and safe distancing requirements.
- At least one-metre spacing between individuals must be maintained at all times.
- Meals should not be the main feature. Food and drinks, if provided, must be served to seated diners individually. Meal durations should be kept short to minimise the period that individuals are unmasked.
- Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace⁴ continue to apply.

5.3.2. Customer-facing events:

- Events organised by F&B establishments within their own F&B premises are subject to the maximum number of individuals that the venue may accommodate after safe distancing measures are adhered to.
- Events organised by external parties at F&B establishments (where the F&B premises now function as a third-party venue) are subject to a cap of 50 persons (excluding service staff) or a lower number, depending on venue capacity and safe distancing requirements. Meals should not be the main feature. Food and drinks, if provided, must be served to seated diners individually. Meal durations should be kept short to minimise the period that individuals are unmasked.
- Each group must be limited to 8 or fewer persons, with at least one-metre spacing between groups.
- Food fairs are not permitted.

- 5.3.3. Such events are still not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.

¹ The furniture should be kept/secured after close of business in such manner to prevent use.

² Refer to the advisory at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

³ Non customer-facing events include conferences, seminars, corporate retreats, etc, while customer-facing events include product launches, F&B establishment openings, marketing/branding events, workshops etc. Events that are substantially recreational or social in nature (e.g. gala dinners, networking functions, company D&Ds) are not permitted.

⁴ Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

- 5.3.4. Events organised by F&B establishments within their own premises and by external organisations at F&B establishments, are only allowed for work-related reasons. Those that are social or recreational in nature (e.g. Dinner & Dance) are not allowed.

Safe Management Measures – Customer-facing Operations/Front-of-house

6. The following measures apply to all customer-facing operations of F&B establishments:

6.1. **Queue management**

- 6.1.1. F&B establishments are to clearly demarcate queue lines and must ensure at least one-metre spacing between customers at areas such as entrances and cashier counters (e.g. through floor markers). One-metre spacing must also be maintained between queues and seated diners.

6.2. **Table and seating management**

- 6.2.1. Each group must be limited to 8 or fewer persons, with at least one-metre spacing between groups⁵. Except for solemnisations, wedding receptions and work-related events, F&B establishments should not accept reservations or walk-ins for groups with more than 8 persons, even if they are split across multiple tables⁶. There must be no mixing or intermingling between groups.
- 6.2.2. Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 8, while ensuring at least one-metre spacing between groups.
- 6.2.3. Self-service buffet lines are not allowed⁷.

6.3. **Crowd management**

- 6.3.1. Live music, radio broadcasts, all forms of television/video screenings⁸ and other forms of public entertainment⁹ such as dancing and singing (by both employees and customers), darts, karaoke, billiard, pool and snooker in the F&B premises are not allowed. F&B operators should undertake measures to make clear to customers, for instance, that performing songs, including birthday songs, is not permitted. Operators that allow customers to perform risk enforcement action.
- 6.3.2. Recorded music, speech and sounds may be played, but only as soft background music. This must not be louder than 60 decibels. As a gauge, this would be the sound level of a regular conversation.

⁵ F&B establishments may use the bar counters to seat and serve meals to dine-in customers, but must ensure there is at least one-metre spacing between groups of diners.

⁶ Exceptions can only be made if all members of the group are from the same household, i.e. have the same place of residence (families living in different places of residence are not from the same household). However, they will need to be seated at multiple tables, with no more than 8 persons per table, and with at least one-metre spacing maintained between these groups. Establishments are required to verify diners' claims that they are from the same household, and can reject entry of diners at their discretion.

⁷ This also applies to catering companies providing meals on other premises. Catering companies should also take reference from the allowable settings for food consumption, i.e. MICE, weddings and work-related events.

⁸ Except for advisory videos related to safe management measures. Static images and a carousel of static images on a digital screen (e.g. of menus and promotional items) without sound are not considered to be TV/video screenings.

⁹ Public Entertainment activities are as defined under the Public Entertainments Act which includes singing or dancing by customers, game machines and any machine or device by the manipulation of which chances are given of obtaining prizes in money or kind.

- 6.3.3. Emphatic toasting with food or drinks is also disallowed, by both employees and customers. Operators should also ensure that their employees refrain from conduct that could encourage customers to make emphatic verbal toasts, as the latter would put operators at risk of enforcement action.
- 6.3.4. Operators of common play areas for children/toddlers/infants in F&B establishments¹⁰ must ensure at least one-metre spacing between groups of patrons.
- 6.4. **Contact tracing**
- 6.4.1. SafeEntry¹¹ check-in today can be done by the following modes, scanning of the SafeEntry QR code using a QR code scanner on a smartphone, using SingPass Mobile App, using the TraceTogether App or presenting the TraceTogether Token or NRIC/FIN for scanning. While all these modes of check-in are still acceptable, F&B establishments should implement Token check-in mode which allows the scanning of TraceTogether Tokens for SafeEntry check-in¹². Businesses that already accept NRIC/FIN for check-in will also be able to accept Token for check-in if they are already using the smartphone loaded with the SafeEntry (Business) App setup, or the laptop and scanner setup, if the scanner can scan barcode and QR code.
- 6.4.2. For avoidance of doubt, TraceTogether Token check-in mode is not the same as TraceTogether-only SafeEntry. The former refers to the mode of check-in¹³, while the latter refers to the overall programme which will permit only TraceTogether modes of check-in (for which either the TraceTogether App or Token will be valid). We have yet to implement TraceTogether-only SafeEntry for F&B establishments.
- 6.4.3. Those that only provide takeaway and/or delivery, with no dine-in services, are not required to do so.
- 6.5. **Health checks**
- 6.5.1. F&B establishments must conduct temperature screening¹⁴ and checks on visible symptoms¹⁵ for customers at entrances, and advise those with fever and/or who appear unwell to visit a doctor before turning them away. Those that only provide takeaway and/or delivery are not required to do so.

¹⁰ These play areas refer to the facilities provided free-of-charge in the establishments.

¹¹ A full list of places where SafeEntry must be deployed can be found at <https://www.safeentry.gov.sg/deployment>.

¹² TraceTogether-only SafeEntry will only be implemented after everyone has had the chance to collect a Token in their constituencies, and a reasonable period of national distribution is achieved. When TraceTogether-only SafeEntry is implemented, individuals entering premises on TraceTogether-only SafeEntry will have to use either their TraceTogether App or TraceTogether Token to check in. Foreigners who are pass holders can register for the TT app using their FIN and/or collect their TT tokens from designated collection points.

¹³ TraceTogether Token check-in is done by premises scanning the QR codes on the TraceTogether Tokens of customers, vendors and visitors. Refer to <https://go.gov.sg/token-scanning> to find out how to implement Token check-in mode.

¹⁴ Individuals with temperatures above 38 degrees Celsius are considered to be having a fever. F&B establishments with seated diners in malls need not conduct temperature screening and checks on visible symptoms for customers if the mall is already doing so. They should however do so, if they operate outside the mall hours.

¹⁵ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

6.6. Cleanliness and hygiene

- 6.6.1. F&B establishments must ensure that all employees, customers, delivery personnel and other onsite personnel put on their masks properly at all times, except when eating and drinking. F&B establishments must also ensure that on-site diners do so before food is served and immediately after their meals, as well as when diners move around the establishment.
 - 6.6.2. F&B establishments must ensure that common spaces and items, high-touch surfaces (e.g. counters, menus), interactive components (e.g. iPads, smart kiosks), as well as play areas for children/toddlers/infants are frequently cleaned/disinfected.
 - 6.6.3. Any communal amenities (e.g. drink dispensers and common condiments) must not be used. Self-service food samples must not be provided.
7. F&B establishments should put up clear signages to remind customers to comply with safe distancing requirements where applicable, and train and deploy service personnel to provide clear communication to customers on safe distancing measures.
 8. Refer to **Annex A** for other recommended guidelines.

Safe Management Measures – Workplace Premises¹⁶/Back of House/Kitchen

9. To ensure COVID-safe workplaces, F&B establishments should take care of their workers, workplaces and those who may become unwell at their workplaces, as outlined in [MOM's Requirements for Safe Management Measures at the workplace](#).
10. For non customer-facing work-related events, food and drinks should preferably not be served or consumed. If deemed necessary for food and drinks to be provided, attendees must be seated one metre apart, served individually, and should minimise contact with one another while unmasked. Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace¹⁷ continue to apply.

Enforcement of measures

11. Government agencies will be conducting inspections to check on the proper implementation of the 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. Subsequent offences may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both.**
12. Businesses that do not implement or comply with the government's requirements on SMMs may be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

Annex A – Other recommended guidelines for customer-facing operations

Annex B – Business-related activities during Chinese New Year (CNY)

Annex C – Checklist of Safe Management Measures (customer-facing operations)

¹⁶ Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

¹⁷ Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

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Singapore Food Agency
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Other recommended guidelines for customer-facing operations

(Note: Additional suggestions for F&B establishments to put in place, where practicable)

A. Reduce physical interaction

- Implement mobile ordering, pre-ordering and electronic payment solutions where possible, to minimise physical contact between customers and employees.

B. Queue Management

- Where practicable, manage queues using electronic reservation systems or take down diner details and call them when there are seats available.
- Where practicable, separate the queues and waiting areas for dine-in customers, takeaway customers and delivery personnel.
- Queueing in groups should be discouraged.

C. Crowd Management

- To minimise socialising/mingling, F&B establishments should take additional steps to manage higher-risk areas (e.g. bar counters or standing tables) where there is a greater likelihood of customers mixing between groups. This may be done by seating customers on stools or clearly demarcating the boundaries for each dining area to ensure separation of at least one metre between groups at all times.
- Operators should take additional steps to manage the capacity within common play areas for children/toddlers/infants (e.g. deploying an employee to man the area), where practicable.

D. Encourage takeaways and home delivery

- F&B establishments should avoid activities that would attract large crowds inside and outside of their premises (e.g. celebrity appearances, aggressive hourly deals).
- Where practicable, collection and delivery from store should be spaced out and contactless¹⁸.
- Take reasonable steps to ensure that delivery personnel observe at least one-metre spacing at all times and do not cluster together.
- Refer to the [Advisory for Delivery Businesses](#) for guidelines on delivery requirements.

E. Cleanliness and hygiene

- Where possible, place hand sanitisers in close proximity to high-touch surfaces and common spaces/items for employees and customers to sanitise their hands. Employees should wash their hands or use hand sanitisers after handling cash and high touch surfaces and devices, and between serving different tables or groups of customers.
- Where possible, F&B establishments should ensure that tables and chairs are thoroughly cleaned with disinfecting agents¹⁹ after each diner vacates the table.

¹⁸ Where contactless collection is done, F&B establishments must label the orders clearly for easy pick-up and have arrangements in place such that customers do not handle containers or bags except for their own orders.

¹⁹ List of suggested cleaning products and disinfecting agents can be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19>

- Serving cutlery should be provided for customers who are sharing food.
- The provision of condiments (e.g. soy sauce, salt and pepper, chilli sauce) and cutleries at self-serve common stations should not be allowed, unless these are individually packed and sealed.
- Condiments and cutleries should be provided to diners only after they are seated or upon request²⁰.

F. Use of F&B establishments as a third-party venue for work-related events

- If an F&B outlet is used as a third-party event space, as a best practice, only one event should be held in the outlet at a time. If not feasible, each third-party event should be clearly demarcated from the others, as well as from the main consumer dine-in area. Each area should be completely separate by either a solid partition (at least 1.8-metre high, from wall to wall); or a minimum three-metre spacing demarcated by continuous physical barriers (e.g. plexiglass screens, barricade tape, queue poles). There must be no mixing or intermingling of guests from separate events.

²⁰ Food stalls and kiosks are allowed to place condiments and cutleries at their stall counters (e.g. in covered containers), as long as these are within sight of and managed directly by the staff.

Business-related activities during Chinese New Year (CNY)

In line with the overall posture and approach for CNY festivities shared by the Multi-Ministry Taskforce (MTF) on 22 January 2021, the following applies to F&B establishments:

A. *Lohei* at F&B establishments

To reduce the risk of COVID-19 transmission:

- *Lohei* should be done without any verbalisation of the usual auspicious phrases. Operators should ensure that their employees do not explain the ingredients in *yusheng* or verbalise the usual auspicious phrases when serving it. Operators and their employees should refrain from conduct that could encourage customers to engage in emphatic toasting or loud enthusiastic exclamations of wishes with their food or drinks, as such conduct would put operators at risk of enforcement action. As reflected in para 6.3.3, emphatic toasting with food or drinks is disallowed, by both employees and customers.
- Employees must minimise interaction with customers.
- Every customer must remain masked when not eating, e.g. during the act of tossing ingredients upwards.
- Provide a fresh set of clean cutlery for diners to *lohei*.
- Discourage eating directly from the communal plate.
- Provide a clean serving spoon or chopsticks for serving the dish into individual portions.

B. Reunion Dinners in F&B Establishments

Reunion dinners in F&B establishments must adhere to the prevailing social gathering size limit of up to 8 persons (refer to paragraph 4.1). Except for solemnisations, wedding receptions and work-related events, restaurants should not accept reservations or walk-ins for groups with more than 8 persons, even if they are split across multiple tables.

Exceptions can only be made if all members of the group are from the same household²¹. However, they will need to be seated at multiple tables, with no more than 8 persons per table, and with at least one-metre spacing maintained between these groups. Groups at different tables should not intermingle, even if they are from the same household. Establishments are required to verify diners' claims that they are from the same household, and can reject entry of diners at their discretion.

²¹ Families living in different places of residence are not from the same household. Persons from the same household must have the same place of residence.

F&B ESTABLISHMENTS**Checklist of Safe Management Measures Required for Resumption of Business Activities – Customer-facing Operations**

Requirement	Useful Evidence to Demonstrate Compliance
<p>To resume business activities, all companies must fulfil these requirements below.</p> <p><i>Note: The Government will take action against errant employers, including the cessation of operations and enforcement.</i></p>	<p>Companies can prepare the following to show that they have fulfilled the requirements:</p> <p><i>Documentation of processes/data, demonstration of practices and sharing of understanding through interviews</i></p>
<p>A. Restriction on sale and consumption of alcohol</p>	
<p>1. Sale and consumption of alcohol in all F&B establishments is prohibited after 2230hrs daily. This includes consumption at any outdoor refreshment area and/or tables/chairs²² owned or managed by such establishment.</p> <p>As a best practice, by around 2200hrs, F&B operators should cease the sale of alcohol as a dine-in service and remind patrons on the need to finish up their alcohol by 2230hrs.</p>	<p><i>Share practices and adherence to the restrictions</i></p>
<p>B. Implement table and seating arrangement</p>	
<p>2. Each table or group must be limited to 8 or fewer persons, with at least one-metre spacing between groups. Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 8, while ensuring at least one-metre spacing between groups.</p> <p>Where F&B establishment is used as a third-party venue for non-customer facing work-related events, individuals must be spaced one metre apart at all times.</p> <p>Self-service buffet lines are not allowed²³.</p>	<p><i>Show seating arrangement / configuration.</i></p>

²² The furniture should be kept/secured after close of business in such manner to prevent use.

²³ This also applies to catering companies providing meals on other premises. Catering companies should also take reference from the allowable settings for food consumption (MICE, weddings, work-related events). They must not offer self-service buffet lines, but may offer individually packed options instead.

C. Implement queue management	
3. F&B establishments are to clearly demarcate queue lines, and must ensure at least one-metre spacing between customers at areas such as entrances and cashier counters (e.g. through floor markers). One-metre spacing must also be maintained between queues and seated diners.	<i>Show demarcation of queue lines.</i>
D. Implement crowd management	
4. Live music, radio broadcasts, all forms of television/video screenings ²⁴ and other forms of public entertainment such as such as dancing and singing (by both employees and customers), darts, karaoke, billiard, pool and snooker in the F&B premises are not allowed. Recorded music, speech and sounds are only limited to soft background music in order to prevent customers from speaking loudly and risk droplet transmission. Ensure at least one-metre safe distancing between groups of patrons at common play areas for children/toddlers/infants within their premises.	<i>Share practices and adherence to the restrictions</i>
E. Contact tracing and Health checks	
5. In the first half of 2021, contact tracing procedures will be further strengthened through the introduction of TraceTogether-only SafeEntry. All F&B establishments will be required to deploy TraceTogether-only SafeEntry to log the check-in of employees, vendors and visitors to their premises, as well as for customers who dine in on their premises ²⁵ . Before TraceTogether-only SafeEntry is introduced, F&B establishments should implement Token check-in mode which allows the scanning of TraceTogether Tokens for SafeEntry check-in.	<i>Show how SafeEntry and temperature declarations are communicated to customers.</i> <i>Show or describe how to deal with diners who are unwell.</i>

²⁴ Except for advisory videos related to safe management measures. Static images and a carousel of static images on a digital screen (e.g. of menus and promotional items) without sound are not considered to be TV/video screenings.

²⁵ TraceTogether-only SafeEntry will only be implemented after everyone has had the chance to collect a Token in their constituencies, and a reasonable period of national distribution is achieved. When TraceTogether-only SafeEntry is implemented, individuals entering premises on TraceTogether-only SafeEntry will have to use either their TraceTogether App or TraceTogether Token to check in. Foreigners who are pass holders can register for the TT app using their FIN and/or collect their TT tokens from designated collection points.

<p>Those that only provide takeaway and/or delivery, with no dine-in, are not required to do so.</p> <p>F&B establishments must conduct temperature screening and checks on visible symptoms²⁶ for customers at entrances²⁷, and turn away those with fever and/or who appear unwell.</p>	
F. Cleanliness and Hygiene	
<p>6. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times, except when eating and drinking. On-site diners should do so before food is served and immediately after their meals, or when moving around the establishment.</p> <p>F&B establishments must ensure that common spaces and items (e.g. utensils placed in common spaces), high-touch surfaces (e.g. counters, menus) and interactive components (e.g. iPads, smart kiosks), as well as any common play areas for children/toddlers/infants within their premises, are frequently cleaned/disinfected. This includes cleaning tables after customers have vacated. Employees should wash their hands or use hand sanitisers after handling cash and high touch surfaces and devices, and between serving different tables or groups of customers.</p> <p>Any communal amenities (e.g. drinks dispensers and common condiments) must not be used. Self-service food samples must not be provided.</p>	<p><i>Show or describe cleaning frequency and steps to upkeep hygiene.</i></p>

²⁶ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

²⁷ Individuals with temperatures above 38 degrees Celsius are considered to be having a fever. F&B establishments with seated diners in malls need not conduct temperature screening and checks on visible symptoms for customers if the mall is already doing so. They should however do so, if they operate outside the mall hours.