

UPDATED ADVISORY ON SAFE MANAGEMENT MEASURES REQUIRED FOR TOURS RE-OPENING IN PHASE 2

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](#). On 15 June 2020, the MTF announced that [Phase 2 would commence on 19 June 2020](#). More businesses are allowed to re-open in Phase 2, subject to safe management measures being implemented to provide a safe environment for both customers and workers, so as [to minimise the risk of a COVID-19 resurgence](#).
2. Tours offered by tour operators and tourist guides may resume operations, subject to application to the Singapore Tourism Board (“STB”) for assessment and approval from the Ministry of Trade and Industry (“MTI”). STB will accept applications from 29 June 2020 onwards. Tour operators and tourist guides must comply with the latest requirements for Safe Management Measures (“SMMs”) found at <https://covid.qobusiness.gov.sg/safemanagement/general>, the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 found at <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020> (“Control Order”), and the sector-specific requirements for tour operations found at Annex A of this document.

SUBMISSION OF TOUR ITINERARIES AND SCHEDULES FOR APPROVAL

3. Prior to re-opening, tour operators and tourist guides¹ must submit their tour itineraries and schedules to the Singapore Tourism Board (“STB”) for assessment (Annex B). **Tour operators and tourist guides may resume tour operations only after receiving approval from the Ministry of Trade and Industry (“MTI”).**
4. STB has provided guidance within this advisory to help tour operators and tourist guides develop and implement the necessary SMMs. A declaration to comply with the necessary SMMs and requirements is to be submitted together with the proposed tour itineraries and schedules (Annex C).

¹ 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 exempted under such legislation.

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

Outcomes and key guidelines
<p>A. Reduce Transmission Risk</p> <ul style="list-style-type: none"> • For walking, cycling and kayaking tours, adhere to a maximum number of participants of 20 pax (excluding tourist guide). Participants must be split into groups, with maximum number of pax in each group capped at prevailing social gathering group size • For conveyance-assisted tours, capacity on board all conveyance to be capped at 50 pax or at the operating capacity of the conveyance after implementation of safe management measures, whichever is lower • For all tours, ensure maximum number of pax in a group is capped at prevailing social gathering group size and maintain at least 1m safe distance between groups. Ensure no intermingling between different groups at all times • Tours must not exceed 8 hours • Implement safe management measures throughout the tour and on conveyance used • Adopt good hygiene practices, for example, frequent sanitising of hands • Participants, tourist guides and drivers to wear masks at all times • Use portable audio tour guide system or equivalent
<p>B. Facilitate Contact Tracing</p> <ul style="list-style-type: none"> • Maintain records of detailed tour itinerary and tour schedule, participants' and tour partners' contact • Deploy SafeEntry where applicable • Ensure use of TraceTogether app or token by participants
<p>C. Reduce Surface Transmission Risk</p> <ul style="list-style-type: none"> • Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements such as tour equipment and conveyance

6. 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.
7. Tour operators and tourist guides should submit their application to STB (STB_TID@stb.gov.sg). STB and MTI will take up to 14 days to assess each application.
8. 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

9. 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 used against tour operators and tourist guides that are found to be non-compliant.

10. Tour operators and tourist guides who 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 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 1 November 2020

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 requirements² and MOM's requirements for SMMs at workplaces³, including but not limited to:

- 1) Developing and implementing a detailed monitoring plan to ensure compliance with SMMs and that issues (e.g. remedy of non-compliance, risk mitigation) are resolved in a timely manner.
- 2) Appointing Safe Management Officer(s) (SMO) to assist in the implementation, coordination and monitoring of the system of SMM at the premises. The duties of the SMOs include coordinating implementation of SMM; conducting inspections and checks; remedying non-compliance; keeping records of inspections and checks.
- 3) Cleaning and disinfecting the entire premises at the end of daily business, and before re-opening. Frequently cleaning and disinfecting offices, common spaces and consumer-facing retail premises, including high touch places and surfaces such as door knobs, hand rails, door handles, reception counters, and lift buttons.
- 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 staff who are unwell do not turn up for work, inform their supervisor and seek medical treatment.
- 6) Requiring every individual (including visitors, delivery personnel, contractors and staff) 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) Screening⁴ every individual for specified symptoms⁵ before allowing him or her to enter the premises. Refusing entry to any individual who refuses to comply with or fails the screening, or is known to be subject to a quarantine order or stay-home-notice.

² 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/)

³ Refer to MOM's complete and latest list at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

⁴ Screening for symptoms must 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.

⁵ Specified symptoms are fever, coughing, sneezing, breathlessness, a runny nose, or if an individual reports of a loss of sense of smell.



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- 8) Requiring any individual subsequently found on the premises to have developed the specified symptoms to immediately leave the premises to seek medical treatment or, if the individual is not able to leave the premises to seek medical treatment, isolating the individual from others, providing surgical masks, maintaining safe distance and arranging for the individual to obtain medical treatment. Wiping down and disinfecting potentially contaminated surfaces when the individual leaves the premise.
- 9) Deploying SafeEntry to log check-in and check-out information of every individual entering or leaving the premises, where applicable.
- 10) Dispersing individuals quickly if they are found to be in groups of more than what is allowed under prevailing social gathering group size.
- 11) Spacing reception counter terminals in a way that ensures that users would be at least 1m apart, and ensuring individuals distance themselves at least 1m apart. Installing queue markers with at least 1m 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 1m apart, and demarcating all seats at lobbies and other common areas that are fixed to the floor as seats not to be occupied. Demarcating flooring in all lift lobbies, lifts and smoking areas to limit capacity to at least 1m spacing between individuals.
- 12) 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.
- 13) Minimising physical interaction between staff by staggering work hours and break times.

Recommended Best Practices

- 1) Minimising customer interaction time, and arranging for any physical meetings with customers to be spaced out via appointments. Limiting and controlling the number of visitors allowed to enter the premises to ensure safe distancing can be observed at all times. As a guide, operating capacity should be 10sqm 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) Taking temperature of all participants before the start of each tour and disallowing any participant who is febrile (i.e. feverish) and/or appear to be unwell with the specified symptoms from participating in the tour.
- 5) Ensuring participants wash their hands with water and soap, or use hand sanitisers if water and soap is unavailable, before the start of tour.
- 6) Taking and keeping the contact particulars of participants for contact tracing purposes for at least 30 days.
- 7) Conducting a pre-tour briefing and to ensure that all SMMs relevant to participants are conveyed to them.
- 8) Ensure use of TraceTogether app or token by participants.

Recommended Best Practices

- 1) Explaining to potentially vulnerable participants (e.g. aged ≥ 60 years or 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 wellbeing⁶.

⁶ 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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C. During-Tour Checklist

Mandatory Conditions

- 1) Providing and using 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 during the tour, except where allowed under the Control Order (e.g. where eating, drinking or taking medication, etc.).
- 3) Ensuring participants and staff maintain at least 1m spacing. Ensure no intermingling between different groups at all times.
- 4) Ensuring that participants and staff use the SafeEntry, where available, at each place of interest in the tour.
- 5) 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.
- 6) For tours with conveyance, requiring participants keep to the same seats through the journey, including between destinations, and to board and disembark from the conveyance in an orderly manner that minimises close interaction.
- 7) Complying 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 outlets⁷. 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.

⁷ For the complete safe management requirements, please refer to the advisories issued by MTI and MOM, including: [Safe Management Requirements](https://covid.gobusiness.gov.sg/safemanagement/general/) and [General Guidelines](https://covid.gobusiness.gov.sg/safemanagement/sector/) 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 to support contact tracing efforts even after the tour.
- 2) Cleaning and disinfecting all tour equipment such as 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 after the participant has finished using them.
- 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 ~