

## UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR TOURS RE-OPENING IN PHASE 2 (HEIGHTENED ALERT)

### Key Updates:

1. With effect from 16 May 2021 through 13 Jun 2021:
  - For all tours, the tour capacity is maintained at 20 participants, but the maximum number of pax in a group within each such tour is capped at 2 pax, and a safe distance of at least one metre between each such groups must be maintained at all times with no intermingling between different groups at all times
  - Tours with food and drink components that require the removal of masks, including dine-in F&B, food sampling/tasting, are not allowed

1. On 14 May 2021, the Multi-Ministry Taskforce (MTF) announced the need to tighten more measures, to decisively arrest the increasing number of locally transmitted COVID-19 cases and unlinked community cases in Singapore.
2. The new measures will take effect from Sunday, 16 May 2021 through Sunday, 13 June 2021 (unless otherwise stated), 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. During this time, tours offered by tour operators and tourist guides may continue to 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 at Annex A of this document.

### SUBMISSION OF TOUR ITINERARIES AND SCHEDULES FOR APPROVAL

4. Tour operators and tourist guides<sup>1</sup> 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.**

<sup>1</sup> 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.

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 itineraries<sup>2</sup> 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.
7. Tour operators and tourist guides must also address the following key outcomes in their tour operations:

<b>Outcomes and key guidelines</b>
<p><b>A. Reduce Transmission Risk</b></p> <ul style="list-style-type: none"> <li>• 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 the maximum number of pax in each group capped at 2 pax</li> <li>• For conveyance-assisted tours, capacity on board all conveyance must be capped at 20 pax or at the operating capacity of the conveyance after implementation of safe management measures, whichever is lower</li> <li>• <b>Tours with food and drink components that require the removal of masks, including dine-in F&amp;B, food sampling/tasting, are not allowed</b></li> <li>• For all tours, ensure that the maximum number of pax in a group is capped at 2 pax and maintain a safe distance of at least one metre between groups at all times. Ensure no intermingling between different groups at all times</li> <li>• Implement safe management measures throughout the tour and on the conveyance used</li> <li>• Adopt good hygiene practices; for example, frequent sanitising of hands</li> <li>• Ensure participants and service providers, such as tourist guides and drivers, are wearing masks at all times.</li> <li>• Use a portable audio tour guide system or equivalent</li> </ul>
<p><b>B. Facilitate Contact Tracing</b></p> <ul style="list-style-type: none"> <li>• Maintain records of detailed tour itinerary and tour schedule, as well as participants' and tour partners' contact details</li> <li>• Deploy SafeEntry where applicable</li> <li>• Ensure participants' use of the TraceTogether app or token</li> </ul>
<p><b>C. Reduce Surface Transmission Risk</b></p> <ul style="list-style-type: none"> <li>• Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements such as tour equipment and conveyance</li> </ul>

<sup>2</sup> Tour operators and tourist guides are still required to seek approvals from venues, relevant authorities (if applicable) to conduct tours within their premises.

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](mailto: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](http://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.

## **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 14 May 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 requirements<sup>3</sup> and MOM's requirements for SMMs at workplaces<sup>4</sup>, 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.).

<sup>3</sup> 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/) (<https://covid.gobusiness.gov.sg/safemanagement/general/>)

<sup>4</sup> Refer to MOM's complete and latest list at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

- 7) Screening<sup>5</sup> every individual for specified symptoms<sup>6</sup> 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.
- 8) 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.
- 9) Implementing SafeEntry to facilitate contact tracing of every customer, visitor and staff entering the premises.
- 10) 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.
- 11) 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.
- 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 such as by staggering work hours and break times, and minimising physical interactions with customers.
- 14) 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 16sqm of customer-accessible space per individual (excluding staff).

<sup>5</sup> 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.

<sup>6</sup> Specified symptoms are fever, coughing, sneezing, breathlessness, a runny nose, or if an individual reports losing sense of smell.



Passion  
Made  
Possible



## 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 the tour.
- 6) Obtaining 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) Ensuring participants' use of the TraceTogether app or token.

### Recommended Best Practices

- 1) Explaining to potentially vulnerable participants (e.g. those aged  $\geq 60$  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 wellbeing<sup>7</sup>.

<sup>7</sup> Refer to MOH's press release <https://www.moh.gov.sg/news-highlights/details/support-measures-for-seniors-during-COVID-19>

## 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. Ensuring no intermingling between different groups at all times.
- 4) Ensuring that participants and staff use 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 throughout the journey, including between destinations, and to board and disembark from the conveyance in an orderly manner that minimises close interaction.
- 7) 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 outlets<sup>8</sup>. 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.

<sup>8</sup> 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/)



Passion  
Made  
Possible



#### 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 ~