

Checklist for SG Clean Programme - Hotels

7-Points for SG Clean Programme	Clause number for Implementation Requirement
1. Appoint a “SG Clean” Manager to implement measures and ensure compliance to checklist of SG Clean Programme.	1
2. Have processes in place to check temperature and look out for respiratory symptoms of employees , and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active Stay-Home Notice (SHN) or Quarantine Order (QO) are not at the hotel.	2
<p>3. Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of tenants, contractors and suppliers, and ensure that tenants, contractors and suppliers who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the hotel.</p> <p>Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of hotel guests¹ and event guests.</p> <p>Implement appropriate safe distancing measures for guests.</p>	3
4. Step up frequency of disinfection for all common facilities, and ensure that employees observe good personal hygiene.	4
5. Check that procedures are in place to manage COVID-19 suspect cases.	5
6. Check there are documents and records of all preventive measures.	6
7. Ensure compliance to government orders, guidelines and health advisories on the COVID-19.	7

¹ Hotels can accept guests on Stay-Home Notice.

Checklist for SG Clean Programme

1 Appoint a “SG Clean” Manager to implement measures and ensure compliance to checklist of “SG Clean” Programme (Hereinafter referred to as “Programme”)

1.1 Management Commitment

Hotel management should commit to develop, implement and, continually improve the effectiveness of the Programme.

1.2 SG Clean Manager

Hotel management should appoint a SG Clean Manager to ensure compliance with the requirements of the Programme. The roles and responsibilities of the *SG Clean* Manager should include, but are not limited to, the following:

- i. Develop and implement the measures identified in the Programme,
- ii. Take appropriate corrective and preventive actions and continually improve the effectiveness of the Programme,
- iii. Ensure that employees are familiar and comply with the requirements of the Programme.

1.3 Communication

1.3.1 The Hotel should communicate to its employees the following:

- i. Details, measures and requirements of the Programme,
- ii. Roles, responsibilities and how they can contribute to the effectiveness of the Programme,
- iii. Implications and potential consequences of not following the measures and processes of the Programme,

1.3.2 The measures and requirements of the Programme should be made available to external stakeholders (such as tenants, contractors and suppliers, guests and general public), where required.

- 2 Have processes in place to check temperature and look out for respiratory symptoms of employees, and ensure that those who have visited COVID-19 affected countries with travel restrictions² in place or are under an active Stay-Home Notice (SHN) or Quarantine Order (QO) are not at the hotel.**

2.1 Employees

- 2.1.1 The Hotel should conduct temperature checking and look out for respiratory symptoms such as cough or runny nose or shortness of breath of employees twice daily. Refer to Temperature Monitoring Log template (for reference only).



Temp Monitoring
Log COVID-19.docx

- 2.1.2 The Hotel should have processes in place to ensure employees who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the hotel.
- 2.1.3 Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

² To refer to MOH's website (www.moh.gov.sg) for updated information on COVID-19 situation and Public Health travel Advisory. Countries as at 15 March include: Mainland China, France, Germany, Iran, Italy, Japan, Republic of Korea (South Korea), Spain, ASEAN countries, Switzerland and United Kingdom.

- 3 Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of tenants, contractors and suppliers and ensure that tenants, contractors and suppliers who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the hotel. Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of hotel guests and event guests. Implement appropriate safe distancing measures for guests.**

3.1 Tenants, contractors and suppliers

- 3.1.1 Where feasible and applicable, the hotel should have processes in place to check temperature and look out for respiratory symptoms such as cough or runny nose or shortness of breath of all tenants, contractors and suppliers.
- 3.1.2 Where feasible and applicable, the hotel should have processes in place to ensure tenants, contractors and suppliers who have visited COVID-19 affected countries with travel restrictions in place, or are under an active SHN or QO are not performing work at the hotel.
- 3.1.3 The observations for tenants, contractors and suppliers, where feasible and applicable, should be recorded in declaration forms. Refer to travel declaration and contact tracing form template or the hotel may use the Govtech produced apps [<https://www.ndi-api.gov.sg/travel-health-declaration>] and [<https://www.tracetogether.gov.sg>] for this purpose.



Contact Tracing Form
COVID-19 (001).docx

- 3.1.4 Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

3.2 Hotel guests

3.2.1 In-house guests³

- 3.2.1.1 Where feasible and applicable, the hotel should have processes in place to check temperature and look out for guests with respiratory symptoms such as cough or runny nose or shortness of breath upon check in.
- 3.2.1.2 Where feasible and applicable, the observations for all hotel guests should be recorded in declaration forms. Refer to travel declaration and contact tracing form template or the hotel may use the Govtech produced apps [<https://www.ndi-api.gov.sg/travel-health-declaration>] and [<https://www.tracetogether.gov.sg>] for this purpose.



Contact Tracing Form
COVID-19 (001).docx

³ For guests under SHN, hotels to refer to measures in MOH's Advisory for Individuals sharing residential spaces with persons issued stay-home notice. [https://www.moh.gov.sg/docs/librariesprovider5/default-document-library/moh-advisory-individuals-sharing-residential-spaces-with-persons-issued-stay-home-notice-\(18-feb-2020\).pdf](https://www.moh.gov.sg/docs/librariesprovider5/default-document-library/moh-advisory-individuals-sharing-residential-spaces-with-persons-issued-stay-home-notice-(18-feb-2020).pdf)

- 3.2.1.3 Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

3.2.2 Event guests

- 3.2.2.1 Where feasible and applicable, the hotel should work with event organisers to conduct temperature checking and look out for guests with respiratory symptoms such as cough or runny nose or shortness of breath of event guests upon registration.
- 3.2.2.2 Where feasible and applicable, the observations for all event guests should be recorded in declaration forms. Refer to travel declaration and contact tracing form template or the hotel may use the Govtech produced apps [<https://www.ndi-api.gov.sg/travel-health-declaration> and <https://www.tracetogether.gov.sg>] for this purpose.



Contact Tracing Form
COVID-19 (001).docx

- 3.2.2.3 Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

3.3 Where feasible and applicable, display updated health advisories for information.

- 3.3.1 Where feasible and applicable, the hotel should display updated health advisories indicating the necessary precautionary measures. This includes, but not limited to daily temperature screening, taking note of respiratory symptoms such as cough or runny nose or shortness of breath, and to remain vigilant and practice good personal hygiene, such as wash their hands regularly and refrain from touching their face unnecessarily.

3.4 Implement appropriate safe distancing measures for hotel guests.

- 3.4.1 The hotel should put in place necessary precautionary measures to ensure safe distancing:
- Queue management⁴ – To limit the number of guests gathering within or outside the establishment and ensure queues are fast-moving
 - Seating management⁵ – To ensure a safe distance of at least one metre between tables and between seats. Individuals and family members who wish to seat together should continue to do so, but there should be a safe distance maintained between different groups of guests

⁴ Examples can include but not limited to staggering guests queueing at reception/information/check-in counters and other common facilities such as function rooms etc; and clearly demarcating queuing areas by using floor markers to guide queue distancing of at least one metre.

⁵ Examples can include but not limited to spreading out the assignment of tables and seats, to increase space between individual tables and seats; and spreading the layout of tables, chairs and benches with at least one metre spacing in common facilities such as function rooms, waiting areas, lounge areas, business centres, pool area, gyms etc. For event guests, examples can include but not limited to leaving one or two vacant seats between guests or implementing chequerboard seating; spreading the layout of tables and seats to ensure a safe distance of at least one metre between guests.

- iii. Capacity management for events⁶ – To manage event guests capacity within the establishment
- iv. Communication⁷ – To ensure clear communication of safe distancing

4 Step up frequency of disinfection for all common facilities, and ensure that employees observe good personal hygiene

4.1 Disinfection of common facilities

- 4.1.1 Develop and implement processes to disinfect common facilities more frequently for premises/areas with high traffic flow.

Common facilities include, but are not limited to, the following:

- i. Hotel lobby
- ii. Reception desks, where applicable
- iii. Public areas
- iv. Lifts including but not limited to buttons, railings and handles, where applicable
- v. Doors including but not limited to doorknobs and handles
- vi. Handrails of escalators and staircases, where applicable
- vii. Toilets
- viii. Function rooms, where applicable
- ix. Swimming/spa pools, where applicable (to refer to National Environment Agency (NEA) Sanitation and Hygiene Advisory for Hotel Operators);
- x. Fitness centre, where applicable
- xi. Business centre, where applicable
- xii. Pantry or canteen
- xiii. Other common areas

4.2 Disinfection of Guest Rooms

- 4.2.1 Develop and implement processes to disinfect guestrooms to ensure higher hygiene levels.

4.2.1.1 Occupied rooms

To have processes in place for cleaning for occupied rooms more frequently.

4.2.1.2 Check-out rooms

To have processes in place for more thorough cleaning of check-out rooms.

⁶ Examples can include but not limited to staggering entry and exit timings and increasing the number of entry and exit points where possible.

⁷ Examples can include but not limited to having signage or posters to clearly communicate safe distancing measures, and training employees to convey the principles behind safe distancing to visitors when queried.

4.3 Develop processes to protect employees and/or contractors performing disinfection work.

4.4 Ensuring good personal hygiene of employees

4.4.1 Develop processes or use relevant collaterals to educate employees on infection control and good personal hygiene.

4.4.2 Refer to NEA Sanitation and Hygiene Advisory for Hotel Operators

<https://www.nea.gov.sg/admin.cwp.sg/docs/default-source/our-services/public-cleanliness/advisory-for-hotel-operators.pdf>

5 Check that procedures are in place to manage COVID-19 suspect cases
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5.1 Handling COVID-19 suspect cases

5.1.1 Develop processes to identify and manage unwell personnel. Procedures for managing unwell employees, tenants, contractors, suppliers and hotel guests including:

- i. Arrangement of quarantine areas for unwell or suspected cases,
- ii. Designation of an isolation route to the quarantine areas and transport pickup area,
- iii. Arrangement of transport to designated Public Health Preparedness Clinics (PHPCs) or hospital, where applicable,
- iv. Having an evacuation plan of the remaining employees, tenants, contractors, suppliers and hotel guests.

5.1.2 Procedures for assisting with contact tracing.

5.1.3 Procedures for cleaning and disinfecting the premises exposed to suspected cases of the COVID-19.

5.2 Post-handling COVID-19 suspect/confirmed cases

5.2.1 Disinfect quarantine areas and isolation route immediately after handling a COVID-19 suspect case.

5.2.2 Refer to NEA Interim List of Household products and Active Ingredients for Disinfection of COVID-19.

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-novel-navirus>

5.2.3 Where a confirmed case has been present at the premises or public space, refer to NEA Interim Guidelines for Environmental Cleaning and Disinfection of Premises with Transient Exposure to Confirmed Case(s) of the COVID-19.

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-guidelines-for-environmental-cleaning-and-disinfection-of-premises-with-transient-exposure-to-confirmed-cases-of-the-novel-coronavirus>

6 Check that there are documents and records of all preventive measures

6.1 Documents and records

- 6.1.1 When creating and updating the COVID-19 related documents, consider appropriate identification and description (e.g. title, date, author, reference number).
- 6.1.2 Ensure that documents and records are retained for at least 3 months for traceability.

7 Ensure compliance to government orders, guidelines and health advisories on the COVID-19

- 7.1 Comply with all government orders such as Stay-Home Notice (SHN) and Quarantine Order (QO) issued by the various Ministries.
- 7.2 Refer to orders, guidelines and advisories on safe distancing and put in place appropriate safe distancing measures, where possible⁸. Refer to the Advisory on Safe Distancing Measures for Tourism Stakeholders.
https://www.stb.gov.sg/content/dam/stb/documents/pages/STB%20Tourism%20Industry%20Advisory_safe%20distancing.pdf
- 7.3 Maintain and comply with the list of relevant guidelines and health advisories on COVID-19 from government agencies⁹ and ensure that this list is up-to-date¹⁰. This includes identifying relevant measures and determining how they should be implemented in the hotel.
- 7.4 Comply with the government circular on collection/use of personal data during the event of an emergency. Refer to PDPC Advisory on Collection of Personal Data for COVID-19 Contact Tracing.
<https://www.pdpc.gov.sg/Advisory-on-CUD-for-COVID-19>

⁸ Refer to safe distancing measure from MOH, <https://www.moh.gov.sg/news-highlights/details/stricter-safe-distancing-measures-to-prevent-further-spread-of-covid-19-cases>.

⁹ The health advisories can include, but are not limited to, Ministry of Health (MOH), Early Childhood Development Agency (ECDA), Enterprise Singapore (ESG), Ministry of Education (MOE), Ministry of Manpower (MOM), National Environment Agency (NEA), Singapore Food Agency (SFA), and Singapore Tourism Board (STB).

¹⁰ Refer and comply to the latest updates on the health advisories from MOH <https://www.moh.gov.sg/covid-19/advisories-for-various-sectors>