

Retail Establishment
Checklist for SG Clean Programme

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. Check temperature and screen for respiratory symptoms of employees and ensure none are under an active Stay Home Notice (SHN) or Quarantine Order (QO)	2
3. Where feasible and applicable, check temperature and screen for respiratory symptoms of contractors, suppliers and visitors , is under an active SHN or QO. Practise appropriate safe distancing measures for visitors.	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 that 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

Checklist for SG Clean Programme

1 Appoint a “SG Clean” Manager to develop and ensure compliance to SG Clean Programme. (Hereinafter referred to as “Programme”)

1.1 Management Commitment

Retail store or outlet or stall (herein known as Retail establishment) management should commit to develop, implement, and, continually improve the effectiveness of the Programme.

1.2 SG Clean Manager

Retail establishment management should appoint a SG Clean Manager to ensure compliance with the requirements of this Programme. The roles and responsibilities of a 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 Retail establishment should communicate and make aware 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 contractors and suppliers, customers and general public), where required

2 Check temperature and screen for respiratory symptoms of employees and ensure none are under an active Stay Home Notice (SHN) or Quarantine Order (QO)

2.1 Check temperature and screen for respiratory symptoms of employees

The Retail establishment should conduct temperature checking and screen for respiratory symptoms such as cough shortness of breath of employees twice daily.

2.1.1 The observations on temperature checks and screening for respiratory symptoms on employees should be recorded in temperature log:

- i. Maintain temperature log records up to for at least 3 months,
- ii. Document how the temperature logs are maintained, monitored and stored and how does the Retail establishment management monitor the effort,
- iii. Refer to template for Temperature log for employees.

2.2 Ensure that no employee is under an active SHN or QO

- 2.2.1 The Retail establishment should develop and implement processes to ensure no employee is under an active SHN or QO.
- 2.2.2 Employees returning from overseas must be placed on SHN.
- 2.2.3 The Retail establishment should obtain prior approval from MOM before the foreign employee (returning workers on work passes) travels back to Singapore.

<https://form.gov.sg/#!/5e3cbabee41f590012014e91>

3 Where feasible and applicable, check temperature and screen for respiratory symptoms of contractors, suppliers and, visitors¹, and ensure that none are under an active SHN or QO. Practise appropriate safe distancing measures for visitors.

3.1 Check temperature and screen for respiratory symptoms of contractors, suppliers and visitors

- 3.1.1 Where feasible and applicable, the Retail establishment should conduct temperature checking and screen for respiratory symptoms such as cough or shortness of breath of contractors and suppliers, and visitors.
- 3.1.2 The observations for contractors and suppliers and visitors, where feasible and applicable, should be recorded. Those who have a temperature of 38 degree Celsius or higher and unwell displaying respiratory symptoms shall seek immediate medical attention.
- 3.1.3 In addition, they should consider putting in place practices that would enable them to facilitate contact tracing if needed. Refer to travel declaration and contract tracing form template.

¹ Visitors may include customers, patrons, shoppers, business partners or government authorities.

3.2 Where feasible and applicable, ensure that no contractor, supplier and, visitor has visited COVID-19 affected areas or is under an active SHN or QO

The Retail establishment should develop and implement processes to ensure no contractor, supplier and visitor is under an active SHN or QO when performing work for the Retail establishment.

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

Where feasible and applicable, the Retail establishment 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 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 Practise appropriate safe distancing measures for visitors.

The organisation should put in place safe distancing measures including:

- i. Crowd management² –,
- ii. Queue management³ – To limit the number of visitors gathering in close proximity within or outside the establishment ,

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

4.1 Disinfection of premises

4.1.1 The Retail establishment should develop and implement processes to disinfect common facilities more frequently for premises/areas with high traffic flow.

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

- i. Fitting rooms, chairs and related accessories,
- ii. Trolleys, shopping baskets/bags,
- iii. Counter (registration, payment etc)
- iv. Communal facilities/items (gym equipment, toys, furniture etc)
- v. Lifts, stairways, including buttons, handrails, railings and handles,
- vi. Doors including doorknobs and handles,
- vii. Common walkways,
- viii. Other common areas.

² Examples can include but not limited to having a fixed maximum number of visitors allow in establishment at any point in time enter .

³ Examples can include but not limited to spacing out (at least a metre apart) queueing positions for visitors for fitting rooms , encouraging the use of self-checkouts, and having cashless or contactless payment, having a fixed maximum number of visitors allow in establishment at any point in time.

- 4.1.3 The Retail establishment should develop processes to protect employees doing disinfection work.

4.2 Employee good personal hygiene

- 4.2.1 The Retail establishment should develop processes or use relevant collaterals to educate its employees on infection control and good personal hygiene.
- 4.2.2 Refer to National Environment Agency (NEA) General Sanitation and Hygiene Advisory for Premises Owners and Operators.

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/advisories/general-sanitation-and-hygiene-advisory-for-premises-owners-and-operators>

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

5.1 Handling COVID-19 suspect cases

The Retail establishment should develop processes to identify and manage unwell personnel. These include, but are not limited to, the following:

- 5.1.1 Procedure(s) for managing an unwell employee, contractors and suppliers and visitors as identified in para 2 and 3, including:
 - i. Arrangement of quarantine area(s) for unwell or suspected case(s),
 - ii. Designating an isolation route to the quarantine area(s) and transport pickup area,
 - iii. Arrangement of transport to designated flu clinic or hospital, where applicable,
 - iv. Evacuation plan of the remaining employees, contractors, suppliers and visitors.
- 5.1.2 Procedure(s) for assisting with contact tracing.
- 5.1.3 Procedure(s) for cleaning and disinfecting premises exposed to suspected case(s) of the COVID-19.

5.2 Post- handling COVID-19 suspect/confirmed cases

- 5.2.1 The Retail establishment should disinfect quarantine area(s) and isolation route immediately after handling COVID-19 suspect cases.
- 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, the Retail establishment should consider appropriate identification and description (e.g. title, date, author, reference number).
- 6.1.2 The Retail establishment should ensure that documents and records be retained for at least 3 months for traceability.

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

- 7.1 The Retail establishment should comply with all government orders such as SHN and QO issued by the various Ministries.

Refer to orders, guidelines and advisories on safe distancing, and in place appropriate safe distancing measures, where possible⁴. Refer to Joint Advisory on Safe Distancing Measures at Food & Beverage Establishments.

- 7.2 The Retail establishment should comply with relevant precautionary measures when considering holding roadshows, exhibitions, or any other events within its premise. Refer to MOH Advisory for Large-Scale Events Amidst the Novel Coronavirus Situation.

[https://www.moh.gov.sg/docs/librariesprovider5/default-document-library/advisory-for-large-scale-events-amidst-the-novel-coronavirus-situation-\(8-feb-2020\)93cc0bb1c8964f7a8a97d3202056bcdd.pdf?sfvrsn=9343eaa7_0](https://www.moh.gov.sg/docs/librariesprovider5/default-document-library/advisory-for-large-scale-events-amidst-the-novel-coronavirus-situation-(8-feb-2020)93cc0bb1c8964f7a8a97d3202056bcdd.pdf?sfvrsn=9343eaa7_0)

- 7.3 The Retail establishment should maintain and comply with list of relevant guidelines and health advisories on the COVID-19 from government agencies⁵ and ensure that this list is up-to-date⁶. This includes identifying relevant measures and determining how they should be implemented in the organisation.

- 7.4 The Retail establishment should comply with government circular on collection/use of personal data during the event of an emergency. Refer to PDPC Advisory on Collection of Personal Data for 2019-nCoV Contact Tracing.

<https://www.pdpc.gov.sg/Advisory-on-CUD-for-COVID-19>

⁴ Refer to safe distancing measure from MOH <https://www.moh.gov.sg/news-highlights/details/additional-precautionary-measures-to-prevent-further-importation-and-spread-of-covid-19-cases>

⁵ The health advisories can include, but 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).

⁶ Refer and comply to the latest updates on the health advisories from MOH <https://www.moh.gov.sg/covid-19/advisories-for-various-sectors>