

Checklist for SG Clean Programme – Integrated Resorts (IRs)

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 engaged or deployed at the IR.	2
<p>3. Where feasible and applicable, have processes in place to check temperature, look out for respiratory symptoms of tenants, contractors, and suppliers and ensure those who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not engaged or deployed at the IR.</p> <p>Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of IR visitors.</p> <p>Implement appropriate safe distancing measures for visitors.</p>	3
4. Step up frequency of disinfection for all common facilities, 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 implement measures and ensure compliance to checklist of SG Clean Programme (Hereinafter referred to as “Programme”)

1.1 Management Commitment

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

1.2 SG Clean Manager

The IR management should appoint a SG Clean Manager to ensure compliance with the requirements of the SG Clean 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; and
- iii. Ensure that employees are familiar and comply with the requirements of the Programme.

1.3 Communication

1.3.1 The IR 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 of the Programme

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

- 2 Have process 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 restrictions¹ in place or are under an active Stay-Home Notice (SHN) or Quarantine Order (QO) are not engaged or deployed at the IR.**

2.1 Employees

- 2.1.1 The IR should conduct temperature checking and look out for respiratory symptoms such as cough or runny nose or shortness of breath of employees twice daily (for casino employees specifically, to ensure temperature is taken at start and mid of shift). Refer to Temperature Monitoring Log template (for reference only).



Temp Monitoring
Log COVID-19.docx

- 2.1.2 The IR 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 engaged or deployed at the IR.
- 2.1.3 Those who are unwell with temperature of 38 degree Celsius and higher, and/or display respiratory symptoms should be asked by the IR to seek immediate medical attention.

- 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 none has visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not engaged or deployed at the IR. Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of IR visitors. Implement appropriate safe distancing measures for visitors.**

3.1 Tenants, contractors and suppliers

- 3.1.1 Where feasible and applicable, the IR 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 IR 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 IR.
- 3.1.3 Those who are unwell with temperature of 38 degree Celsius and higher, and/or display respiratory symptoms should be asked by the IR to seek immediate medical attention.

¹ 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.

3.2 IR visitors

- 3.2.1 Where feasible and applicable, the IR should have processes in place to conduct temperature checking and look out for guests with respiratory symptoms such as cough or runny nose or shortness of breath.
- 3.2.2 Those who are unwell with temperature of 38 degree Celsius and higher, and/or display respiratory symptoms should be asked by the IR to seek immediate medical attention.

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

The IR should display adequate health advisories with necessary precautionary measures to encourage visitors to check their temperature daily, take note of respiratory symptoms such as cough or shortness of breath, and remain vigilant and practice good personal hygiene, such as washing their hands regularly and avoiding touching their faces.

3.4 Implement appropriate safe distancing measures for visitors.

- 3.4.1 The IR should put in place necessary precautionary measures to ensure safe distancing measures:
 - i. Queue management² – To limit the number of visitors gathering within or outside the establishment and ensure queues are fast-moving
 - ii. Seating management³ – To ensure a safe distance of at least one metre between tables, between seats and between different groups of visitors
 - iii. Capacity management⁴ – To manage visitor capacity within the establishment
 - iv. Communication⁵ – To ensure clear communication of safe distancing

² Examples can include but not limited to staggering visitors queueing at reception/information/ticket counters, and other common facilities, clearly demarcating queuing areas by using floor markers to guide queue distancing of at least one metre; encouraging online and mobile purchase of tickets; and adopting e-payment modes to minimise handling of cash.

³ Examples can include but not limited to seating arrangements are to adopt a minimum separation distance of one metre between visitors in common facilities such as waiting areas or rest areas; and spreading the layout of tables, chairs and benches in common facilities.

⁴ Examples can include but not limited to reducing operating capacity by limiting the number of visitors within the IR at any one time so that the visitor load does not exceed one person per sixteen square metres of usable space; groups must not exceed 10 persons; shows within the IR (indoor and outdoor) and organised tours in public venues (e.g. sightseeing or guided walking tours) should be suspended; identifying hotspots within the IR that result in bunching of visitors and put in place measures to disperse them that allows at least one metre physical spacing between visitors.

⁵ 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.

- 3.4.2 Specifically for the Casino, the IR should develop processes to minimise crowds and ensure safe distancing where applicable, with measures including but not limited to:
- i. Clearly demarcating queueing areas by using floor markers to guide distancing of at least one metre;
 - ii. Limiting contact between employees and visitors to 30 minutes;
 - iii. Implementing safe distancing measures between visitors, which may include the reduction of the number of visitors per gaming table / gaming pits / slot machine areas;
 - iv. Dispersing crowds at gaming tables / areas and suspending promotional activities (e.g. stage games) that draw crowds.

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

- 4.1.1 The IR 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. Lifts, escalators, staircases, turnstiles and corresponding areas including but not limited to buttons, railings and handles, where applicable;
 - ii. Information booths, concierge desks, guest lounges, payment and ticketing counters and kiosks, including but not limited to shared maps and menus where applicable;
 - iii. Walls, doors and windows including but not limited to doorknobs and handles;
 - iv. Toilets and litter bins;
 - v. Pantry or canteen, kitchens and food preparation areas;
 - vi. Back-of-house areas, offices, staff rest areas, prayer rooms, nursing rooms etc.;
 - vii. Queue areas, show/event areas, common corridors/walkways and carpeted areas, including chairs/benches and tables;
 - viii. Equipment and interactive components, including but not limited to multi-media /audio systems, telephones, electronic devices and touch screens, where applicable; and
 - ix. Transportation such as trams and people-moving systems, and related ancillary spaces such as taxi stands, coach bays, where applicable.

4.1.3 Specifically for the Casino, all common facilities and equipment, including but not limited to the following, are also to be disinfected:

- i. Gaming pits, including gaming tables and chairs (to maximise cleaning frequency within operationally feasible limits);
- ii. Slot machines and gaming machines (to maximise cleaning frequency within operationally feasible limits);
- iii. Entry-levy kiosks and membership kiosks (to maximise cleaning frequency within operationally feasible limits);
- iv. Cashier cages and ancillary areas (to maximise cleaning frequency within operationally feasible limits);
- v. Gaming chips, floats and layouts (to maximise cleaning frequency within operationally feasible limits);
- vi. Playing cards (especially those handled by visitors, to dispose of after each use; otherwise to minimise the number of times the cards are reused); and
- vii. Dice and other gaming tools (especially those handled directly by visitors, to dispose of after each use or disinfected as often as possible).

4.2 The IR should develop processes to protect employees and/or contractors performing disinfection work.

4.3 Ensuring good personal hygiene of employees

4.3.1 The IR should develop processes or use relevant collaterals to educate its employees, tenants, contractors, suppliers and visitors on infection control, good personal hygiene.

- i. Specifically for the casino, the IR should also ensure that all staff sanitise their hands before and after shifts at gaming tables / pits.

4.3.2 Refer to the NEA 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 of COVID-19 suspect cases

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

- 5.1.1 Procedures for managing unwell employees, tenants, contractors and suppliers, and visitors, including:
 - i. Arrangement of isolation/ quarantine areas for unwell or suspected cases;
 - ii. Designating an isolation route to the quarantine area(s) and transport pickup area, where applicable;
 - iii. Arranging transport to designated Public Health Preparedness Clinics (PHPCs) or polyclinics, where applicable; and
 - iv. Having an evacuation plan for the remaining employees, tenants, contractors, suppliers and visitors, where applicable.
- 5.1.2 Procedures for assisting with contact tracing.
- 5.1.3 Procedures for cleaning and disinfecting premises exposed to suspected cases of the COVID-19.

5.2 Post- handling of COVID-19 suspect/confirmed cases

- 5.2.1 The IR should disinfect quarantine areas and isolation route immediately after handling COVID-19 suspect cases, where applicable.
- 5.2.2 Refer to NEA Interim List of Household products and Active Ingredients for Disinfection of Novel Coronavirus (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 in the IR premises or public spaces, refer to NEA Interim Guidelines for Environmental Cleaning and Disinfection of Premises with Transient Exposure to Confirmed Case(s) of the Novel Coronavirus (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 IR should 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 possible⁶. 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 the COVID-19 from government agencies⁷ and ensure that this list is up-to-date⁸. This includes identifying relevant measures and determining how they should be implemented in the organisation.
- 7.4 Comply with government circulars on the collection/use of personal data during the event of an emergency. Refer to the PDPC Advisory on Collection of Personal Data for COVID-19 Contact Tracing.
<https://www.pdpc.gov.sg/Advisory-on-CUD-for-COVID-19>

⁶ Refer to safe distancing measure from MOH, <https://www.moh.gov.sg/news-highlights/details/tighter-measures-to-minimise-further-spread-of-covid-19>.

⁷ 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).

⁸ Refer and comply to the latest updates on the health advisories from MOH <https://www.moh.gov.sg/covid-19/advisories-for-various-sectors>