

Shopping Mall¹

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 tenants, 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 Not including Ministry of Health (MOH) registered/licensed clinics and Early Childhood Development Agency (ECDA) registered/licensed childcare centres.

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

1.1 Management Commitment

Shopping mall or shopping centre (herein known as Mall) management should commit to develop, implement, and, continually improve the effectiveness of the Programme.

1.2 SG Clean Manager

Mall 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 Mall 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 tenants, 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 Mall should conduct temperature checking and screen for respiratory symptoms such as cough and 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 mall 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 Mall 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 Mall 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 tenants, contractors, suppliers and, visitors², 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 tenants, contractors, suppliers and visitors

- 3.1.1 Where feasible and applicable, the F&B 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 contact tracing form template.

² Visitors may include customers, patrons, shoppers, business partners or government authorities.

3.2 Where feasible and applicable, ensure that no tenant, contractor, supplier and, visitor is under an active SHN or QO

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

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

Where feasible and applicable, the Mall 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 necessary precautionary measures to ensure safe distancing:

- i. Crowd management³ – To limit the number of visitors in establishment by ensuring a safe distance of approximately one metre (>1m) spacing between them,
- ii. Queue management⁴ – To limit the number of visitors gathering in close proximity within or outside the establishment and ensure queues are fast-moving,
- iii. Communication⁵ – To ensure clear communication of safe distancing.

³ Examples can include but not limited to letting visitors progressively enter into the establishment.

⁴ Examples can include but not limited to spacing out (at least a metre apart) queueing positions for visitors for fitting rooms and cashiers by using floor markers, encouraging the use of self-checkouts, and having cashless or contactless payment..

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.

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 Mall 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. Reception/Information counter and or similar counters used to provide customers information, and conduct activities such as lucky draws etc.,
- ii. Lobby,
- iii. Lifts including but not limited to buttons, railings and handles, where applicable,
- iv. Doors including but not limited to doorknobs and handles,
 - i. Handrails of escalators and staircases, where applicable,
 - ii. Toilets,
 - iii. Meeting rooms,
 - iv. Pantry or canteen,
 - v. Other common areas.

4.1.3 The Mall should develop processes to protect employees doing disinfection work.

4.2 Employee good personal hygiene

4.2.1 The Mall should develop processes or use relevant collaterals to educate its employees on infection control and good personal hygiene.

4.2.2 Comply and implement with the National Environment Agency (NEA) and Singapore Food Agency (SFA) Sanitation and Hygiene Advisory for Food Establishments.

Refer www.sfa.gov.sg/docs/default-source/default-document-library/advisory-to-food-establishments_final.pdf to
or
<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 Mall 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, 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, tenants, 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 Mall 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 Mall should consider appropriate identification and description (e.g. title, date, author, reference number).
- 6.1.2 The Mall 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 Mall should comply with all government orders such as SHN and QO issued by the various Ministries.

7.2 The Mall 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 Mall should maintain and comply with list of relevant guidelines and health advisories on the COVID-19 from government agencies⁶ and ensure that this list is up-to-date⁷. This includes identifying relevant measures and determining how they should be implemented in the organisation.

7.4 The Mall 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>

⁶ 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).

⁷ Refer and comply to the latest updates on the health advisories from MOH <https://www.moh.gov.sg/covid-19/advisories-for-various-sectors>