

Checklist for SG Clean Programme – Singapore Visitor Centre

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 visitor centre.	2
3. Where feasible and applicable, have processes in place to check temperature, look out for respiratory symptoms of tenants, contractors, suppliers and visitors and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the visitor centre. Implement 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 implement measures and ensure compliance to checklist of SG Clean Programme (Hereinafter referred to as “Programme”)

1.1 Management Commitment

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

1.2 SG Clean Manager

Visitor Centre 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 Visitor Centre 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 SG Clean Programme

1.3.2 The measures and requirements of the Programme should be made available to external stakeholders (such as tenants, contractors and suppliers, visitors 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 restrictions¹ in place or are under an active Stay-Home Notice (SHN) or Quarantine Order (QO) are not at the visitor centre.**

2.1 Employees

The visitor centre should conduct temperature checking and screen 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

- 2.1.1 The visitor centre 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 visitor centre.
- 2.1.2 Those who are unwell with temperature of 38 degree Celsius or higher, and/or displaying respiratory symptoms will be asked by the organisation 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, suppliers and visitors and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the visitor centre. Practise appropriate safe distancing measures for visitors.**

3.1 Tenants, contractors, suppliers and visitors

- 3.1.1 Where feasible and applicable, the visitor centre 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, suppliers and visitors.
- 3.1.2 Where feasible and applicable, the visitor centre should have processes in place to ensure tenants, contractors, suppliers and visitors who have visited COVID-19 affected countries with travel restrictions in place, or are under an active SHN or QO are not at the visitor centre.
- 3.1.3 The observations for tenants, contractors, suppliers and visitors, where feasible and applicable, should be recorded in declaration form. Refer to travel declaration and contact tracing form template or the visitor centre may use the Govtech produced apps [\[https://www.ndi-api.gov.sg/travel-health-declaration\]](https://www.ndi-api.gov.sg/travel-health-declaration) and [https://www.tracetoegether.gov.sg\]](https://www.tracetoegether.gov.sg) for this purpose.

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.



Contact Tracing Form
COVID-19 (001).docx

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

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

Where feasible and applicable, the visitor centre 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 Implement appropriate safe distancing measures for visitors.

3.4.1 The visitor centre 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 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 guests queueing at reception/information 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 spreading the assignment of visitors to service counters; spreading the layout of tables, chairs and benches, where possible.

⁴ Examples can include but not limited to reducing operating capacity by limiting the number of visitors within the SVC at any one time, identifying hotspots within the SVC that result in bunching of visitors and putting in place measures to disperse them, addressing visitor queries through telephone / online channels.

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 common facilities

4.1.1 Develop and implement processes to disinfect common facilities more frequently for premises/areas with high traffic flow or high touch surfaces, and interactive components within the visitor centre.

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, payment and ticketing counters, touchscreens, shared maps, display areas, interactive areas, where applicable
- iii. Doors including but not limited to doorknobs and handles
- iv. Handrails of escalators and staircases, where applicable
- v. Toilets, where applicable
- vi. Back-of-house areas, offices, staff rest areas
- vii. Auditoriums, amphitheatres, meeting rooms and show areas, where applicable
- viii. Other common areas such as chairs/benches and tables, common walkways, where applicable

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

4.3 Ensuring good personal hygiene of employees

4.3.1 The visitor centre should develop processes or use relevant collaterals to educate employees on infection control and good personal hygiene.

4.3.2 The visitor centre should comply with and implement 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 of COVID-19 suspect cases

- 5.1.1 The visitor centre should develop processes to identify and manage unwell personnel. These include, but are not limited to, the following: Procedures for managing unwell employees, tenants, contractors and suppliers, and where applicable, visitors, including:
- i. Arrangement of isolation/quarantine areas for unwell or suspected cases
 - ii. Designating an isolation route to the quarantine areas and transport pickup area, where applicable
 - iii. Arrangement of transport to designated Public Health Preparedness Clinics (PHPCs) or polyclinics, where applicable
 - iv. Evacuation plan of 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 case(s) of the COVID-19.

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

- 5.2.1 The visitor centre 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 Attraction's 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 visitor centre should consider appropriate identification and description (e.g. title, date, author, reference number).
- 6.1.2 The visitor centre 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 visitor centre should 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 The visitor centre should 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 attraction.
- 7.4 The visitor centre 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 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/stricter-safe-distancing-measures-to-prevent-further-spread-of-covid-19-cases>.

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>