

**Retail Establishment**  
**Checklist for SG Clean Programme**

7-Points for SG Clean Programme	Clause number for Implementation Requirement
1. Appoint an “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 <b>employees</b> and ensure none are under an active Leave of Absence (LOA), Stay Home Notice (SHN) or Quarantine Order (QO)	2
3. Check temperature and screen for respiratory symptoms of <b>contractors, suppliers and visitors</b> , and ensure that none are under an active LOA, 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 COVID-19	7

## **Checklist for SG Clean Programme**

### **1 Appoint an “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 an SG Clean Manager to ensure compliance with the requirements of this Programme. The roles and responsibilities of an 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 Leave of Absence (LOA), 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 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 Retail establishment management monitor the effort,
- iii. Refer to template for Temperature log for employees.



Para 2 Template.docx

## **2.2 Ensure that no employee is under an active LOA, SHN or QO**

- 2.2.1 The Retail establishment should develop and implement processes to ensure no employee is under an active LOA, SHN or QO.
- 2.2.2 Employees returning from overseas must be placed on LOA or 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 Check temperature and screen for respiratory symptoms of contractors, suppliers and visitors<sup>1</sup>, and ensure that none are under an active LOA, 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, suppliers and visitors.
- 3.1.2 Such observations for contractors, suppliers and visitors, where feasible and applicable, should be recorded. Those who have a temperature of 38 degree Celsius or higher, and/or displaying respiratory symptoms shall be advised to 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<sup>2</sup>. Refer to travel declaration and contact tracing form template.



Para 3 Template.docx

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<sup>1</sup> Visitors may include customers, patrons, shoppers, business partners or government authorities.

<sup>2</sup> GovTech has made available a cloud-based visitor registration system. Details on the GovTech system can be found at <https://www.ndi-api.gov.sg/travel-health-declaration>

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

The Retail establishment should develop and implement processes to ensure no contractor, supplier and visitor is under an active LOA, 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.

**3.4 Practise appropriate safe distancing measures for visitors.**

The retail establishment should put in place necessary precautionary measures to ensure safe distancing as per INFECTIOUS DISEASES ACT (Chapter 137), Infectious Diseases (Measures to Prevent Spread of COVID-19) Regulations 2020, and all other government advisories, including:

- i. Crowd management<sup>3</sup> – To ensure that groups of visitors do not exceed ten persons and ensure a safe distance of more than one metre ( $\geq 1\text{m}$ ) spacing between one another within the Retail establishment,
- ii. Queue management<sup>4</sup> – To ensure visitors in queues are at least one metre away ( $\geq 1\text{m}$ ) from another in the queue,
- iii. Communication<sup>5</sup> – To ensure clear communication of safe distancing.

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<sup>3</sup> Examples can include but not limited to letting visitors progressively enter into the establishment or encouraging appointment/digital services.

<sup>4</sup> 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.

<sup>5</sup> 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 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.

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 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 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 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 COVID-19**

- 7.1 The Retail establishment should refer and comply to Measures to Prevent Spread of COVID-19 (Infectious Diseases Act)<sup>6</sup> and all other government orders and advisories issued by the various Ministries, including <https://www.enterprisesg.gov.sg/media-centre/media-releases/2020/march/implementing-safe-distancing-measures-at-retail-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 COVID-19 from government agencies<sup>7</sup> and ensure that this list is up-to-date<sup>8</sup>. This includes identifying relevant measures and determining how they should be implemented in the Retail establishment.
- 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>

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<sup>6</sup> Refer to Infectious Diseases Act (Chapter 137) Infectious Diseases (Measures to Prevent Spread of Covid-19) Regulations 2020, Government Gazette, Electronic Edition, on 26 March 2020.

<sup>7</sup> 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).

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