

06 July 2021

Dear Hotel Stakeholders

Mandatory FET Regime as we move towards a Safe and Gradual Resumption of Hotel Activities

1. As announced by the Multi-Ministry Taskforce on 18 June 2021, a Fast and Easy Testing (FET) regime will be progressively rolled out for all employees who work in settings with unmasked clients/ patrons from 21 June 2021 onwards, and be made mandatory from mid-July 2021. This is to further reduce the risk of transmission such settings. These employees are required to be on a regular FET regime using tests such as the antigen rapid test (ART), regardless of their vaccination status.
2. This FET regime is being imposed under the COVID-19 (Temporary Measures) (Control Order) Regulations. Failure to comply with the requirements set out herein may result in prosecution and/or other enforcement action, including suspension/closure of operations¹.
3. **All hotels must ensure that employees working in a hotel premise (including hotel tenants) under settings outlined below undergo FET every 14 days. This includes all full time and part time employees, as well as third-party contracted employees (e.g. cleaners) who work within a hotel premise.**
 - a. Employees who work in hotel premise that require interaction with customers in mask-off settings e.g. pools, gyms, fitness centres, spas, and areas where F&B is consumed such as dine-in F&B outlets, function areas, club lounge, in-room dining, staff canteen, etc.;
 - b. Employees who work in Personal Care Services located within a hotel premise that require prolonged contact between individuals e.g. facial and nail services, spas/ saunas, massage establishments, hairdressing and make up services; and
 - c. Employees who work in Housekeeping (Laundry/ room and public area cleaning).
4. Hotels and Hotel Tenants are to conduct **Employer-Supervised Self-Swab (ESSS)**, where employees will swab themselves under the supervision of a trained staff ('supervisor'). Supervision can be done either on-site at the workplace or virtually using tools such as video conferencing. To conduct ESSS, establishments will need to undergo training provided by the Government to supervise employees' self-swabs.
5. For ESSS, ART kits will be provided. The costs for the kits and training for employees will be borne by the Government for 3 months, until 30 September 2021.

¹ Hotels and Hotel Tenants must comply with the COVID-19 (Temporary Measures) (Control Order) Regulations and implement Safe Management Measures (SMMs), as set out on the [COVID Gobusiness website](#). They are also required to comply with the [SMMs](#) set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA).

How to become a Trained Supervisor

6. Hotels and Hotel Tenants conducting ESSS are advised to nominate at least two employees per outlet to attend a 4-hour virtual Supervisory Training in ART Self-Swab conducted by the Ministry of Health's (MOH) appointed vendor, HMI Institute. Nominated employees above 50 years old must be fully vaccinated (i.e. have received two doses of the COVID-19 vaccination from our national vaccination programme).
7. The training will equip employees with the knowledge needed to supervise the conduct of ART operations. Employees who complete the 4-hour course can conduct ART Supervision Duties. A certificate of attendance will be issued. MOH/HPB has also issued a playbook to guide sectors on the conduct of supervised self-swabs.
8. Hotels and Hotel Tenants are to:
 - a. Book their training slot directly with HMI Institute at <https://hmi-ihs.com/supervisory-training-in-art-self-swab/>; and
 - b. Submit the List of Participants (through the excel sheet – refer to separate attachment) to swab@hmi.com.sg as soon as possible.
9. Timings for the training are from a) 8am-12pm, b) 2pm-6pm and c) 6pm-10pm. These will be available on a first-come-first-served basis.
10. Upon successful sign-up, a web link will be sent for employees to attend the virtual training session via Zoom.
11. Please visit HMI Institute's website at <https://hmi-ihs.com> (refer to COVID-19 Training) for latest details on the ESSS training details.

Registering for Self-Collection of Kits and Swab Registration System (SRS) account

12. To facilitate the collection of test kits and setup of SRS accounts, Hotels and Hotel Tenants should submit full details via <https://go.gov.sg/hotels-fet> prior to the mandatory start date of 15 July 2021². Enterprises with multiple outlets are encouraged to submit a form for each outlet or work area³. The Point-of-Contact⁴ (POC) indicated in the form must be the employee who will be responsible for both self-collection of the test kits, and managing the uploading of FET results to the SRS account. The kits will be provided on a monthly basis, for up to a maximum of 3 months funded by the Government till 30 September 2021.

Self-Collection of Kits

13. For self-collection of test kits, details to be provided via the form include:
 - a. Name of POC
 - b. Business Address
 - c. Postal Code
 - d. POC Email (to receive confirmation email, if any)
 - e. POC Mobile Number (to receive confirmation SMS, if any)
 - f. Number of Employees (including all full-time, part time and third-party contracted employees)

² A lead time of up to 8 working days is required to process the delivery/ collection of test kits.

³ For businesses with multiple outlets under the same UEN, you may submit your request to create multiple SRS company accounts under the same UEN. However, there must be a unique mobile number and email address used for each account. Establishments without a UEN can indicate their NRIC/FIN in the UEN field instead.

⁴ Establishments are also able to nominate an alternate POC per outlet/ work area, if they wish to do so.

14. Late submissions could result in delayed delivery or self-collection after mid-July. After the submission of details, a confirmation email from a third-party vendor will be sent to your company POC with the collection location and date within a week. An SMS will subsequently be sent when the kits are ready for collection, and the kits must be collected within 3 days upon receipt of the SMS. Self-collection of test kits is expected to start from 1 July 2021.

Recording of Test Results on Swab Registration System (SRS)

15. Hotels and Hotel Tenants are to upload the ART results of their employees into SRS. The relevant agencies would assist to create SRS accounts for your company using the same information provided in the sign-up link in paragraph 13. The POCs nominated will receive an email notification after the accounts have been set up.
16. To track businesses' compliance to the mandatory FET, employers are required to upload the results of the employees' swab tests to the SRS on the same day as the tests are taken.

Management of Antigen Positive (AG+) or Double Invalid Result Cases

17. Employers must send all asymptomatic⁵ AG+ or Double Invalid result cases to a Swab and Send Home, Public Health Preparedness Clinic (SASH PHPC) for a government-funded confirmatory Polymerase Chain Reaction (PCR) test⁶. The employer must issue a referral note (refer to Annex A) and arrange for private transport to the SASH PHPC for AG+ cases. The AG+ cases must present their NRIC/ FIN and the referral note at the clinic for verification.
18. After the PCR test is conducted, the employee must self-isolate at home until the PCR results return. If the PCR result is negative, the employee can return to work. However, if the PCR result is positive, Public Health Actions (e.g. conveyance to the hospital, contact tracing etc) will commence. More details on the handling of AG+ and Double Invalid result cases are included in Annex A.

Support from Hotels and Hotel Tenants

19. The fight against COVID-19 requires the collective effort of everyone in the community. We seek the support and understanding of all Hotels and Hotel Tenants during this period. The FET regime complements existing SMMs to ensure a safe and smooth re-opening of the Hotel sector. We will continue to review and adjust the measures in line with the national posture for the health and well-being of the public and employees.
20. For more details on the FET regime, please visit www.enterprisesg.gov.sg/fast-easy-testing.

Annex A: Management of AG+ or Double Invalid Cases and Referral Note to be Issued by Employers to Employees with AG+ or Double Invalid Results

⁵ If the employees are symptomatic, and is AG+, then the employer should contact the Case Management Task Group (6435-4060) to arrange for conveyance of the individual to a Swab Isolation Facility for isolation and a confirmatory PCR test.

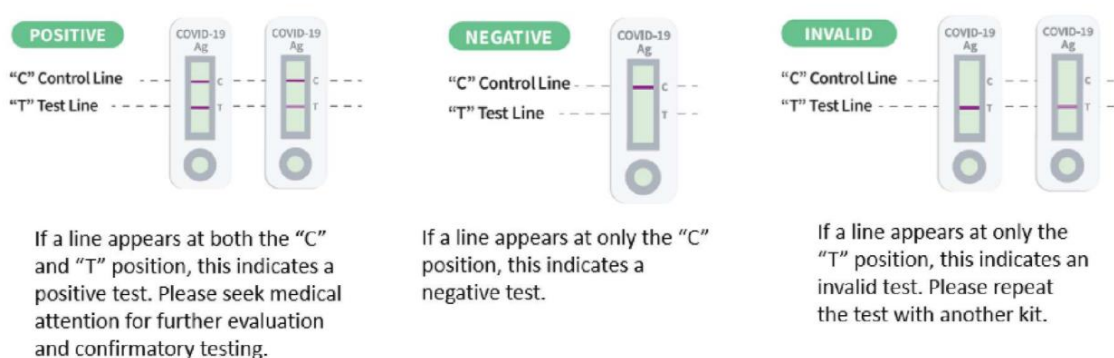
⁶ The list of SASH PHPCs can be found at <http://phpc.gov.sg>

Management of AG+ or Double Invalid Cases and Referral Note to be Issued by Employers to Employees with AG+ or Double Invalid Results

The ART will return three results: negative (AG-), positive (AG+) or invalid (AG Invalid). Employees who obtain two AG Invalid results will be treated as having obtained a AG+ result.

The following screenshots illustrates the how the different results will be shown. Please note that the lines on the test cassette will appear in 15 – 30 minutes after the specimen buffer has been added to the test well. Please do not read the results after 30 minutes.

Interpreting the results using an SD Bio Sensor



Employers should manage their workers depending on the results obtained:

- Employees that obtain an AG- result may proceed to continue working / going about their daily lives.
- Employees that obtain an AG Invalid result must perform another swab and wait for the result. If the second test returns an AG- result, the employee may proceed to continue working / going about his or her daily life.
- If the second test returns an AG Invalid result or AG+ result, the employee will be treated as having obtained an AG+ result.

Employees that obtain an AG+ result should consult a doctor at a Swab and Send Home Public Health Preparedness Clinic (SASH PHPC) or be conveyed to a Swab Isolation Facility immediately.


Managing AG+ cases (FET at the workplace)

Employees who obtain AG+ results should be checked again for ARI symptoms.

- If ARI symptoms are detected, the employer should contact the Case Management Task Group (6435-4060) to arrange for conveyance of the individual to a Swab Isolation Facility for isolation and a confirmatory PCR test.
- If no ARI symptoms are detected, the employer should arrange for the employee to be sent to a SASH PHPC for a confirmatory Polymerase Chain Reaction (PCR) test. More details on this are as follows:

The employer must call the SASH PHPC in advance to make an appointment. The employer must also confirm that the worker is able to obtain a confirmatory PCR test during their visit prior to sending the worker down. The list of SASH PHPCs can be found at <http://phpc.gov.sg>.

The employer must issue a referral note (sample as appended below). The worker must bring this referral note (signed by the employer) and his or her NRIC/ FIN for subsequent verification at the PHPC.



MINISTRY OF HEALTH
SINGAPORE

REFERRAL FOR CONFIRMATORY PCR TEST

Full Name: ABCDEF
(as per NRIC/FIN/ Passport)

NRIC/FIN/Passport Number: S1234567A

Date & Time of Test: 22/10/2020, 16:45

Type of COVID-19 Test: Antigen Rapid Test

Brand of COVID-19 Test: BD Veritor/ SD Biosensor/ Standard Q/ Panbio

COVID-19 Test Result: ANTIGEN POSITIVE / INVALID¹

To whom it may concern,

The abovementioned is required to obtain a Government-funded COVID-19 polymerase chain reaction (PCR) test* to confirm if he/she is infected with COVID-19.

2. For further details, please contact:

- [Name of employer/contractor (and branch if applicable), email, phone number]; and/or
- [Name of Antigen Rapid Test Provider (and branch if applicable), email, phone number]

Stamp/Signature/Date

Name and Designation of Swab Supervisor/Trained Swabber: _____

Name of Antigen Rapid Test ("ART") Provider/Worksite (including branch if applicable): _____

Name of Employer/Contractor (including branch if applicable): _____

*Confirmatory COVID-19 PCR tests for ART-positive and ART-invalid results are available at Swab-and-Send-Home (SASH) Public Health Preparedness Clinics (PHPCs), fully subsidised by the Government. A list of SASH PHPCs can be found at <http://phpc.gov.sg>. Individuals must call the clinic to make an appointment and confirm that they are able to obtain a confirmatory COVID-19 PCR test during their visit. Confirmatory COVID-19 PCR tests can also be obtained from non-SASH PCR test providers at the individual's own expense. Individuals must self-isolate at home until notification of a negative COVID-19 test result.

1. An "ART invalid" test may mean that the employee has been tested twice, and in both instances, there was no

- Pls indicate "name of employer and contact details" and "name of ART provider and contact details" (if applicable)
- To be signed off by employer
- Indicate "Name of trained supervisor"
- Pls indicate name of worksite (e.g. JEM Shopping Mall, XXX Shipyard, etc.)
- Pls indicate company name



REFERRAL FOR CONFIRMATORY PCR TEST

Full Name: ABCDEF
(as per NRIC/FIN/ Passport)

NRIC/FIN/Passport Number: S1234567A

Date & Time of Test: 22/10/2020, 16:45

Type of COVID-19 Test: Antigen Rapid Test

Brand of COVID-19 Test: BD Veritor/ SD Biosensor/ Standard Q/ Panbio

COVID-19 Test Result: ANTIGEN POSITIVE / INVALID¹

To whom it may concern,

The abovementioned is required to obtain a Government-funded COVID-19 polymerase chain reaction (PCR) test* to confirm if he/she is infected with COVID-19.

2. For further details, please contact:
- [Name of employer/contractor (and branch if applicable), email, phone number]; and/or
 - [Name of Antigen Rapid Test Provider (and branch if applicable), email, phone number]

Stamp/Signature/Date

**Name and Designation of Swab
Supervisor/Trained Swabber:**

**Name of Antigen Rapid Test
("ART") Provider/Worksite
(including branch if applicable):**

**Name of Employer/Contractor
(including branch if applicable):**

Confirmatory COVID-19 PCR tests for ART-positive and ART-invalid results are available at Swab-and-Send-Home (SASH) Public Health Preparedness Clinics (PHPCs), fully subsidised by the Government. A list of SASH PHPCs can be found at <http://phpc.gov.sg>. Individuals **must call the clinic to make an appointment and confirm that they are able to obtain a confirmatory COVID-19 PCR test during their visit. Confirmatory COVID-19 PCR tests can also be obtained from non-SASH PCR test providers at the individual's own expense. Individuals **must** self-isolate at home until notification of a negative COVID-19 test result.*

¹ An 'ART-invalid' test result means that the sample(s) has been tested twice and in both instances, there was no conclusive finding as to whether the individual is tested positive or negative. An individual who tests ART-invalid is subject to the same requirements as the individual who tests ART-positive.

The employer must arrange for private transport (e.g. car or taxi with windows wound down and air conditioning switched off) for the employee to be sent to a SASH PHPC. The employee should be reminded to wear a surgical mask and sit alone in the back seat (on the other side from driver). Seats should be wiped down at the end of the trip.

The following list of private transport service providers are available for booking. The transport cost will be borne by the client/employer.

| S/N | Service Provider | Contact Number / Mobile Application |
|-----|---|-------------------------------------|
| 1 | ComfortDelGro Taxi (Comfort & CityCab taxis) | 6333 1133 or via ComfortDelGro app |
| 2 | Trans-cab | 6213 0997 |
| 3 | SMRT | 6477 5971 |
| 4 | Prime | 6776 7553 |
| 5 | Premier | 6681 9462 |
| 6 | GrabSHN, Go-Jek, Ryde, MVL(TADA) | Via respective providers' app |

When booking private transport, the employer / worker must inform the hotline operator that the worker is going to a SASH PHPC for his or her swab test. For booking through mobile apps, the employer / worker must key "SHN" in the chat / note / comment box or check the SHN checkbox (if provided within the app).

Following the PCR test, the worker must self-isolate at home until the PCR results are returned. If the worker is unable to self-isolate at his/her own place of residence, the SASH PHPC will help arrange for conveyance to a Swab Isolation Facility.

- If the PCR test returns a negative result, the worker can return to work / go about his or her daily life.
- If the PCR test returns a positive result. Public Health Actions (conveyance to the hospital, contact tracing etc.) will commence.