

Safe Management Measures for Massage Establishments
(Effective from 25 February 2022)

To continue providing a safe environment for your employees and customers, all massage establishments (MEs) must **adhere to the requirements as prescribed in the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 and Workplace Safety and Health (COVID-19 Safe Workplace) Regulations 2021**. In addition, all MEs must **comply with the Safe Management Measures (SMMs) listed below**, which can also be found on the GoBusiness website at <https://covid.gobusiness.gov.sg/safemanagement/sector/>. These measures are meant to keep the number of severe COVID-19 cases low and ensure that our healthcare capacity available to treat the severely ill currently remains sufficient.

Safe Management Measures for MEs

Use of TraceTogether-only SafeEntry for Visitor Management

- a. Control access and use SafeEntry (SE) visitor management system to record the entry of all personnel (including staff and customers) entering the premises.¹ Only the following modes of SE check-ins shall be accepted:
 - i. Using TraceTogether (TT) mobile application to scan the venue's QR code;
 - ii. Displaying one's TT Token so that an ME's staff can scan the TT Token's QR code; and
 - iii. Tapping a TT App or TT Token at a SafeEntry Gateway device.
- b. All MEs are required to deploy the SafeEntry Gateway (SEGW), in the App or Box version.

The deployment of the SafeEntry visitor management system should be done in addition to the requirement for ME licensees to maintain a register of clients, as specified under Rule 14 of the ME Rules 2018.

Safe Distancing and Mask-Wearing

- c. All onsite staff (including suppliers and contractors) must wear a mask at all times, including during the provision of massage services.
- d. All customers must wear a mask at all times (including before, during and after the provision of massage services), except when partaking in the following mask-off activities:
 - i. Receiving facial treatments and make-up services;
 - ii. Using the baths or saunas; and
 - iii. Consuming food and beverages.

¹ More information on SafeEntry and a full list of places where SafeEntry must be deployed can be found at <https://www.safeentry.gov.sg/deployment>.

For MEs Providing Mask-Off Services

- e. MEs providing mask-off services and activities (i.e. paragraphs (d)(i) – (iii) above) are required to ensure only customers that meet any of the following requirements are allowed entry into the ME:
 - i. Fully-vaccinated;
 - ii. Recovered from COVID-19. (Non-fully vaccinated persons who had recovered from COVID-19 infection will be allowed entry only if within 180 days of infection);
 - iii. Medically ineligible for all COVID-19 vaccines under the National Vaccination Programme; or
 - iv. Children aged 12 years and below (i.e. born in or after 2010).
- f. The number of customers within the premises should be strictly limited to ensure adherence to the 1 metre spacing requirement between them at all times.
- g. Where there are multiple massage chairs or beds in a common space, they should be placed at least 1 metre apart. Alternatively, only alternate seats or beds should be occupied at any one time such that a minimum of 1 metre distance between customers is maintained at all times.

Deployment of Staff

- h. Staff should not socialise or congregate at the workplace premises (including during break times) in groups larger than 5 persons.

Cleanliness and Hygiene

- i. Conduct regular cleaning and disinfection of the premises and items, particularly areas with high human contact. Common spaces such as waiting areas, counters, toilets and staff pantries should be thoroughly cleaned and disinfected regularly. Items such as towels should be changed and washed, and massage beds and chairs should be cleaned and disinfected after each use. More information can be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines>.
- j. Ventilate the room for at least 15 minutes after the end of each massage session.

Management of Unwell Staff

- k. Ensure that all staff who had visited a clinic submit records of their MCs (if applicable), and diagnoses provided (only for COVID-19-related symptoms, including acute respiratory infection), and inform the ME operators if they had been tested for COVID-19 and the results of their tests. All ME operators are to ensure that staff have completed their MC and do not show any COVID-19-related symptoms before allowing them to return to work.

Management of C+ Case(s)

- l. In the event of a **COVID-positive (“C+”) case (i.e. PCR-positive and AG-positive)** among the staff, the ME operator must inform Police Licensing & Regulatory Department (PLRD) immediately and implement a follow-up plan, including immediately vacating the premises where the C+ case had worked; and thorough cleaning and disinfecting of all relevant on-site areas and assets that were exposed to C+ cases, in accordance with NEA’s guidelines which can be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines>.
 - m. In the event of 10 C+ cases detected among the staff within a period of 3 consecutive days, the ME operator must temporarily suspend operations; and carry out thorough cleaning and disinfecting of the premises, based on NEA’s guidelines. Upon completion of cleaning and prior to resuming operations, all staff eligible to return to work (i.e. staff who have not been issued with any form of isolation order from MOH to self-isolate) must be subject to a test using Antigen Rapid Test (ART) and be tested negative. Test results must be submitted to PLRD’s email, SPF_ART_PLRD_GLD@spf.gov.sg.
 - n. The ME operator must not resume operations unless PLRD’s approval is granted for business to resume.
 - o. Any staff who is C+ must not be allowed to enter or remain at the workplace. The C+ staff who subsequently recovers may be allowed to return to work.
2. ME operators must put up clear signages to remind staff and customers of the above measures (in Para. 1).
3. In addition to the measures prescribed in the **COVID-19 (Temporary Measures) (Control Order) Regulations 2020 and Workplace Safety and Health (COVID-19 Safe Workplace) Regulations 2021**, as well as the SMMs for MEs listed above, all ME operators are **strongly encouraged to put in place additional measures (see document labelled ‘Additional Measures for MEs’)**, to further reduce the risk of outbreak of COVID-19 at your premises.
4. All ME operators must continue to ensure that the above SMMs are implemented, communicated and explained to all staff.
5. ME operators who do not comply with the above requirements may be liable to be punished under the COVID-19 (Temporary Measures) Act 2020 and/or Workplace Safety and Health Act 2006, with a fine not exceeding \$10,000 or imprisonment for a term not exceeding 6 months, or both, for first time offenders. Higher penalties of a fine of up to \$20,000, imprisonment of up to twelve months, or both, may apply for subsequent offences. Failure to comply with these requirements may also result in ineligibility for any Government support, such as rental rebates and wage support. Operators should also ensure that the requirements under the Massage Establishments Act are strictly complied with. Any non-compliance with the relevant laws may result in regulatory action, including but not limited to prosecution and revocation of the ME licences.