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## UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR HOTELS

1. On 24 March 2022, the Multi-Ministry Taskforce (MTF) announced it would ease Safe Management Measures (SMMs) and make further progress towards living with COVID-19. In line with this, the Singapore Tourism Board (STB) has updated the SMMs applicable to hotels.
2. We strongly urge hotels to continue surveillance and monitoring of potential non-compliance within their premises. STB takes a serious view on establishments who do not comply with the SMMs and will continue to take strict enforcement action against all establishments who breach them.
3. The information in this circular (which includes its annexes) supersedes that in previous advisories or statements.

### **Key Updates to SMMs (with effect from 29 March 2022 unless otherwise stated below):**

#### Group Sizes

1. The permissible group size for social gatherings will be increased to 10 individuals for mask-off activities.
2. Hotels must allow no more than 10 guests in any guest room or in any pair of adjoining guest rooms where the connected door(s) may be opened by guests during the stay (i.e. inter-accessible rooms), except where the individuals are from the same household (i.e. same address), and even then up to the maximum number of occupants for the room type, whichever is lower.
3. Hotels may also allow up to 10 visitors at any one time in any guest room or in any pair of adjoining guest rooms where the connecting door(s) may be opened by guests during the stay (i.e. inter-accessible rooms).

#### Mask-wearing

4. Mask wearing remains mandatory indoors, but not in outdoor settings<sup>1</sup> or where allowed at law (e.g. when a guest is in his or her guest room, when engaging in strenuous physical exercise, eating, drinking, etc.). Individuals may still choose to wear their masks outdoors for personal protection, e.g. if in crowded areas.

#### Workplace Requirements

5. Up to 75% of employees who can work from home can return to the workplace.
6. The rules for social gatherings in workplaces will be aligned with other social settings, so long as the general group size and masking rules are adhered to.

<sup>1</sup> Outdoor settings means any area that is not substantially enclosed in a manner that impedes natural lateral airflow to and from the area, including sheltered walkways, sheltered bus stops and areas under retractable canopies

4. The hotel industry plays a critical role in keeping Singapore safe, and it is imperative that the industry remains vigilant and disciplined in maintaining health and safety protocols.
5. Vaccination remains critical in our fight against the pandemic. Hotels should also strongly encourage any remaining un-vaccinated employees to get vaccinated.
6. Hotels which are serving as Government Isolation Facilities must observe split-team arrangements and staff from different teams must not inter-mingle with one another.
7. Hotels should review and reinforce current SMMs and remind employees to take all the prevailing measures seriously even if they have been vaccinated.

#### **A. Implementation of Safe Management Measures**

8. Hotels must comply with the prevailing COVID-19 (Temporary Measures)(Reopening – Control Order) Regulations 2022, COVID-19 (Temporary Measures) (Control Order) Regulations 2020<sup>2</sup>, the Infectious Diseases (COVID-19 Access Restrictions and Clearance) Regulations 2021 (collectively “Control Order”) and the SMMs found in **Annex A** and in the Sector Specific Requirements<sup>3</sup> of the relevant agencies.

8.1. Hotels must not carry-on business as Stay-Home-Notice Dedicated Facilities (SDFs), Government Quarantine Facilities (GQFs), Community Isolation Facilities (CIFs), COVID-19 Treatment Facilities (CTFs) and Swab Isolation Facilities (SIFs)<sup>4</sup> without contracting with the Government.

9. Hotels may resume operations for certain facilities on their premises, subject to compliance with Sector Specific Requirements<sup>5</sup> in addition to the Control Order. Activities that may continue are summarised below:

- 9.1. **F&B Dine-in** must comply with the prevailing Sector Specific Requirements by Enterprise Singapore (ESG) for F&B establishments<sup>6</sup>.
- 9.2. **Sports and exercise environments, including gyms and pools**, must comply with the prevailing Sector Specific Requirements by Sport Singapore’s (SportsSG) for sports facilities<sup>7</sup>.
- 9.3. **Spas and wellness services** must comply with the prevailing Sector Specific Requirements for massage establishments and by ESG for retail establishments<sup>8</sup>.

<sup>2</sup> <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020>

<sup>3</sup> <https://covid.gobusiness.gov.sg/safemanagement/sector>

<sup>4</sup> Hotels contracted for government uses for COVID-19 purposes i.e. SDFs, GQFs, CIFs and SIFs are to refer to table under Paragraph 14 for overview on types of business activities that may resume, subject to approval from relevant authorities.

<sup>5</sup> <https://covid.gobusiness.gov.sg/safemanagement/sector>

<sup>6</sup> For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on “F&B”)

<sup>7</sup> For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on “Sports sector enterprises, sports education, and premises with sports facilities”)

<sup>8</sup> For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on “Personal Care Services and Massage Establishments”)



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- 9.4. **Kids' Clubs / playgrounds** must comply with the prevailing Sector Specific Requirements by ESG for retail establishments<sup>9</sup>.
- 9.5. **Marriage solemnisations and wedding receptions** must comply with the prevailing capacity guidelines<sup>10</sup> and with SMMs in the Sector Specific Requirements<sup>11</sup>.
- 9.6. **Training and professional development classes** organised by a permitted enterprise conducting an education business must comply with the prevailing SMMs in the Sector Specific Requirements<sup>12</sup>. Class where participants are unmasked and require intentional expulsion of air (e.g. wind and brass instruments, singing) must adhere to prevailing SMMs on NAC's advisory<sup>13</sup>.
- 9.7. **Work-related events** held outside of workplaces/own premises (which include consumer-facing events (such as product launches / branding events) and work meetings (among colleagues or with external parties, training, board meetings, HR talks, townhalls, seminars, corporate retreats, conferences on business strategies, Annual/Extraordinary General Meetings, tender briefings to vendors and award ceremonies)) must comply with SMMs on MOM's<sup>14</sup> and ESG's<sup>15</sup> advisories.
- 9.8. **MICE Events<sup>16</sup> and live performances** held in hotels must comply with the prevailing capacity guidelines and must comply with the prevailing Sector Specific Requirements for Business Events and NAC for live performances. More details on requirements are available from STB<sup>17</sup> and NAC<sup>18</sup>.

10. While the majority of the SMMs mentioned in this circular (including its annexes) are drawn from the Control Order and are summarised for the convenience of hotels, this circular is not exhaustive, and the prevailing Control Order will prevail in case of any inconsistency.

11. The details in this circular are provided to help hotels develop their plans and implement the necessary SMMs for providing accommodation safely. These plans will have to be tailored to the specific nature of operations in each hotel, and potential risk factors arising from localised factors such as the physical premises and layout, environment, scale of operations, and typical guest behaviour.

<sup>9</sup> For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on "Retail and lifestyle-related services")

<sup>10</sup> Capacity guidelines excludes the Solemniser (for solemnisation), vendors and hotel staff. Vendors and hotel staff should be kept to the minimum required. Please refer to MOH's guidelines at <https://www.moh.gov.sg/covid-19/statistics/pet> for more information on pre-event testing.

<sup>11</sup> <https://covid.gobusiness.gov.sg/safemanagement/sector> (See "Marriage Solemnisations and Weddings Receptions")

<sup>12</sup> [https://www.moe.gov.sg/-/media/files/covid-faqs/17feb2022\\_advisory\\_private\\_tuition\\_enrichment.pdf?la=en&hash=4A52AF006B4F5A834B7F345CCC6AF92B7661C3F7](https://www.moe.gov.sg/-/media/files/covid-faqs/17feb2022_advisory_private_tuition_enrichment.pdf?la=en&hash=4A52AF006B4F5A834B7F345CCC6AF92B7661C3F7)

<sup>13</sup> <https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")

<sup>14</sup> <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

<sup>15</sup> [https://www.enterprisesg.gov.sg/-/media/esg/files/covid-19/safe-distance/fb\\_smm\\_annexb.pdf?la=en](https://www.enterprisesg.gov.sg/-/media/esg/files/covid-19/safe-distance/fb_smm_annexb.pdf?la=en)

<sup>16</sup> "MICE events" refer to business-oriented events such as meetings, conferences and exhibitions arranged or with more than 50 participants (which are not held for individual consumers to attend) to (a) discuss or negotiate matters relating to trade, commerce or finance, professional practice or matters, health, arts, science, technology, industry, economics, industrial relations, security, international affairs, the environment or any other cause or matter, whether or not of a similar kind; (b) temporarily exhibit or display goods of any kind for the purposes of sale or supply; or (c) promote the trading of goods or the provision of services.

<sup>17</sup> <https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents>

<sup>18</sup> <https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")



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12. Hotels shall submit a set of required data as required by STB (e.g. quarterly). Submissions are to be made at <https://go.gov.sg/covid19-hotelupdates>. Information collected will be used only as internal reference for public policy purposes and will not be shared with other hotels.
13. Hotels are required to inform STB immediately whenever there are a total of 20 or more positive COVID-19 hotel staff over 3 consecutive days at the hotel, providing such particulars of the case as may be requested by STB, via <https://form.gov.sg/615dc38cd1067600122e5c3a>.

#### **B. Resumption of Operations for Certain Facilities of SDFs, CIFs, CTFs, GQFs and SIFs**

14. For hotels that are currently serving as SDFs, CIFs, CTFs, GQFs and SIFs, please refer to the table below for an overview as to what facilities may operate.

<b>Business activities</b>	<b>Assessments and approval required</b>
F&B dine-in, takeaway, delivery	Subject to assessment and approval by the relevant authorities. Hotels to submit requests and the following plans to the respective officer from <b>SLA</b> that your hotel has been liaising with: <ul style="list-style-type: none"><li>• Physical premises segregation and security plans</li><li>• Other safe management measures to provide a safe environment for customers and workers</li></ul>
Ballrooms/ Function rooms/ other amenities (Spa/ Gym/ Swimming pool etc.)	

#### **C. Enforcement of Safe Management Measures**

15. Under the COVID-19 (Temporary Measures) Act 2020, first-time offenders may be fined up to \$10,000, imprisoned up to six months, or both. Repeat offenders may be fined up to \$20,000, imprisoned up to twelve months, or both. Businesses that are not compliant may be ordered to cease business activities or close altogether. Under the Infectious Diseases (COVID-19 Access Restrictions and Clearance) Regulations 2021, businesses that fail to comply with requirements thereunder will face a fine not exceeding \$10,000 and attendees that fail to comply will face a fine not exceeding \$5,000 or to imprisonment for a term not exceeding 6 months or to both. Businesses that are not compliant may also be ineligible for government grants, loans, tax rebates and other assistance.
16. For any enquiries, please contact STB.

#### **[Annex A – Safe Management Measures and Protocols for Accommodation Providers \(Hotels\)](#)**

**SINGAPORE TOURISM BOARD**  
Updated as of 28 March 2022