

## UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR TOURS RE-OPENING

### Key Updates:

With effect from 15 March 2022:

- Tour operators and tourist guides are **not required** to submit an application to the Singapore Tourism Board (“STB”) for assessment and subsequently, receive an approval letter from the Ministry of Trade and Industry (“MTI”) in order to resume tour operations.
- Changes to the tour size limit and Safe Management Measures (SMMs) are summarised in the following table.

Types of Tours	Revised Tour Size Limit	At least 1-metre Safe Distancing (1M SD)
<b>Fully mask-on</b> activities throughout the tours  Examples: Conveyance-assisted tours and walking tours <b>without</b> F&B components	Nil	Not required
<b>Tours that involve mask-off activities (indoors)</b>  Examples: Tours which include F&B components	Max 30 participants	1M SD between groups of up to 5 pax is <b>required</b> when engaging in mask-off activities. No intermingling between groups is allowed when masks are off. Tour can resume without 1M SD after mask-off activities.
<b>Tours that involve mask-off activities (outdoors)</b>  Examples: Tours which involve sports and physical exercise e.g. cycling and kayaking tours	Max 50 participants	Participants wear their masks immediately after the mask-off activities have concluded.

- For tours that involve i) entry into settings with Vaccination-Differentiated Safe Management Measures (VDS), ii) F&B components<sup>1</sup>, or iii) indoor activities where masks are not worn, the maximum number of participants in each group within such tours remains capped at **5** pax, regardless of whether they are from the same household.
  - i. All individuals within such tours must be:
    - fully vaccinated<sup>2</sup>;
    - have recovered from Covid-19<sup>3</sup> (if applicable);

<sup>1</sup> This includes F&B at regular F&B establishments, hawker centres and coffee shops.

<sup>2</sup> This means they must have received the appropriate regimen of vaccines under the [World Health Organisation Emergency Use Listing](https://go.gov.sg/vax-status-query) (WHO EUL). Individuals may check whether they are considered “fully vaccinated” at <https://go.gov.sg/vax-status-query>.

<sup>3</sup> All recovered persons from COVID-19 who are not fully vaccinated will only be given a 180-day exemption after infection to enter settings where VDS is implemented, including F&B establishments.



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- children aged 12 years and below (i.e. born in or after 2010)<sup>4</sup>;
  - certified medically ineligible<sup>5</sup>.
- ii. For tours that involve F&B components at hawker centres and coffee shops that are not able to administer comprehensive VDS, the dine-in group size remains capped at 2. Participants must revert to their earlier groupings of up to 5 after leaving the hawker centre or coffee shop or else remain in the same groupings of 2.
- For tours that do not involve i) entry into settings with VDS, ii) any F&B components, or iii) indoor activities where masks are not worn, the maximum number of participants in a group within each such tour remains capped at 5 pax, regardless of vaccination status or whether they are from the same household.

1. On 11 March 2022, the Multi-Ministry Taskforce (MTF) announced it would resume our transition to resilience and proceed to simplify and streamline Safe Management Measures (SMMs). In line with this, STB has updated the SMMs applicable to tours.
2. These measures may be adjusted further, subject to the prevailing public health situation in Singapore. The information in this circular (which includes its annex) supersedes that in previous advisories or statements.
3. In line with the streamlining of SMMs, with effect from 15 March 2022, tour operators and tourist guides can resume tour operations without submitting an application to the Singapore Tourism Board ("STB") for assessment and subsequently, receive an approval letter from the Ministry of Trade and Industry ("MTI").
4. Tour operators and tourist guides must comply with the latest requirements for Safe Management Measures ("SMMs") found at <https://covid.gobusiness.gov.sg/safemanagement/general>, the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 found at <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020> and the COVID-19 (Temporary Measures) (Performances and Other Activities – Control Order) Regulations 2020 found at <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020> (collectively "Control Order"), and the sector-specific requirements for tour operations found in Annex A of this document.

## REQUIREMENTS FOR TOUR OPERATIONS

5. Tour operators and tourist guides must continue to address the following key outcomes in their tour operations:

<sup>4</sup> A grace period will be extended to children born in December 2009 to allow them sufficient time to get fully vaccinated. Children born in 2009 who will turn 13 in 2022 will need to be fully vaccinated to enter venues and participate in activities with VDS from 1 March 2022 (instead of 1 January 2022). From 1 March 2022, the concession for children will only be extended to those born in or after the year 2010. In addition, from 15 March 2022, unvaccinated children aged 12 years and below (i.e. born in 2010 or later) need not be from the same household to be included within a group entering premises or participating in activities with VDS.

<sup>5</sup> To be certified as medically ineligible, individuals may visit a doctor familiar with their medical condition, or alternatively, any clinic or hospital to obtain a hardcopy doctor-certified memo.



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Outcomes and key guidelines
<ul style="list-style-type: none"><li>• <b>Reduce Transmission Risk</b><ul style="list-style-type: none"><li>• For tours with activities which are mask-on throughout, there is no tour size limit imposed.</li><li>• For tours that involve mask-off activities (indoors), the maximum number of participants must be capped at 30 (excluding the tourist guide, tour leader and driver).</li><li>• For tours that involve mask-off activities (outdoors), the maximum number of participants must be capped at 50 (excluding the tourist guide, tour leader and driver).</li><li>• Ensuring that the maximum number of individuals in a group within each tour is capped at the prevailing permissible group size.</li><li>• At least 1 metre safe distancing between each group is required while mask-off activities are being conducted during the tour, with no intermingling between groups when masks are off.</li><li>• Implement safe management measures throughout the tour and on the conveyance used.</li><li>• Adopt good hygiene practices; for example, frequent sanitising of hands.</li><li>• Ensure participants and service providers, such as tourist guides and drivers, are wearing masks at all times.</li><li>• Use a portable audio tour guide system or equivalent.</li></ul></li></ul>
<ul style="list-style-type: none"><li>• <b>Facilitate Contact Tracing</b><ul style="list-style-type: none"><li>• Maintain records of detailed tour itinerary and tour schedule, as well as participants' and tour partners' contact details.</li><li>• Deploy SafeEntry where applicable.</li><li>• Ensure participants' use of the TraceTogether app or token.</li></ul></li></ul>
<ul style="list-style-type: none"><li>• <b>Reduce Surface Transmission Risk</b><ul style="list-style-type: none"><li>• Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements such as tour equipment and conveyance.</li></ul></li></ul>

6. Please refer to the **Requirements for Tour Operations** in Annex A for the list of requirements for each phase of a tour. While the majority of these requirements are drawn from the Control Order and are summarised for the convenience of tour operators and tourist guides, the Control Order will prevail in case of any inconsistency.
7. Tour operators and tourist guides must continue to submit a set of required data every Monday before 2pm. Submissions are to be made at [go.gov.sg/covid19-touroperationsupdates](https://go.gov.sg/covid19-touroperationsupdates). Information collected will be used only as internal reference for public policy purposes, and will not be shared with other tour operators and tourist guides.

## ENFORCEMENT OF MEASURES

8. Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, first-time offenders will face a fine of up to \$10,000, imprisonment of up to six months, or both. Repeat offenders may face a fine of up to \$20,000, imprisonment of up to twelve months, or both. Further, other powers under the Act, such as closure of the premises and suspension or revocation of licences, may be exercised against tour operators and



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tourist guides that are found to be non-compliant. Tour operators and tourist guides that are non-compliant may also be ineligible for grants, loans, tax rebates and other Government assistance.

## **Annex A – Requirements for Tour Operations**

**SINGAPORE TOURISM BOARD**

**Updated as of 18 March 2022**



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## **ANNEX A**

### **REQUIREMENTS FOR TOUR OPERATIONS**

#### **A. Checklist for Managing Office Spaces, Consumer-facing Retail Outlets and Shared Equipment**

\*This section applies only to tour operators and tourist guides with premises listed above and/or shared equipment.

##### **Mandatory Conditions**

Tour operators and tourist guides must comply with prevailing SMM requirements<sup>6</sup> and MOM's requirements for SMMs at workplaces<sup>7</sup>, including but not limited to:

- 1) Developing and implementing appropriate internal policies, procedures and adequate controls to monitor and ensure compliance with SMMs. Remediating any non-compliance without delay. Regularly conducting risk assessments on the transmission of COVID-19 arising from all activities or work on relevant premises and implementing processes to mitigate the risks identified.
- 2) Appointing at least one Safe Management Officer (SMO) to perform the above, including coordinating the implementation of SMMs, conducting inspections and checks, remediating non-compliance and keeping records of inspections and checks.
- 3) Ensuring that staff who are unwell do not turn up for work, immediately inform their supervisor and seek medical treatment.
- 4) Requiring every individual (including customers, staff and visitors such as delivery personnel and contractors) to wear a mask within the premises, except where allowed under the Control Order (e.g. where eating, drinking or taking medication, where carrying out, in the course of employment, an activity that requires that no mask may be worn, or that it must be removed in order that other equipment may be worn or used etc.).
- 5) Providing any individual subsequently found on the premises to have developed the specified symptoms with a mask if he or she does not have one. Requiring the individual to immediately leave the premises to seek medical treatment. If this is not possible, the individual must be isolated from others until the individual is able to leave for medical treatment. Immediately wiping down and disinfecting potentially contaminated surfaces after the individual has left.
- 6) Implementing SafeEntry to facilitate contact tracing of every customer, visitor and staff entering the premises.
- 7) Dispersing individuals quickly if they are found to be gathered in larger than the prevailing maximum permissible group size of 5 persons.
- 8) At least 1 metre safe distancing is required for all mask-off settings.

<sup>6</sup> For the complete safe management requirements, please refer to the advisories issued by MTI and MOM, including: Safe Management Requirements General Guidelines (<https://covid.gobusiness.gov.sg/safemanagement/general/>)

<sup>7</sup> Refer to MOM's complete and latest list at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>



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#### **Recommended Best Practices**

- 1) Cleaning and disinfecting the entire premise at the end of daily business, and before re-opening after any closure of business. Frequently cleaning and disinfecting all high touch places and surfaces such as door knobs, hand rails, door handles, reception counters, and lift buttons, and shared devices or equipment, such as interactive devices for customer/staff use.
- 2) Ensuring that sufficient cleaning equipment (e.g. detergent, waste buckets) is made available for cleaning staff and that they change cleaning solution mixtures frequently.





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## **B. Pre-Tour Checklist**

### **Mandatory Conditions**

- 1) Keeping details of the tour itinerary and schedule for at least 30 days for contact tracing purposes. The details should include the date, time, and contact details of retail or F&B shops and other places of interest visited.
- 2) Ensuring that staff in charge of the participants are familiar with the specified symptoms and are well-briefed on all relevant safe management measures.
- 3) Obtaining and keeping the contact particulars of participants for contact tracing purposes for at least 30 days.
- 4) Conducting a pre-tour briefing and to ensure that all SMMs relevant to participants are conveyed to them.
- 5) Ensuring participants' use of the TraceTogether app or token.
- 6) For tours that involve F&B components<sup>8</sup>, entry into shopping malls or attractions, or indoor activities where masks are not worn, tour operators and tourist guides are to take reference from the sector-specific requirements<sup>9</sup> and verify the VDS status of the participants going for the tour, such as vaccination status and household address (if applicable). The establishments that the tour will visit must also have systems in place to check the VDS status of the individuals. This will help in planning logistics and ensuring group sizes adhere to the prevailing SMMs.
- 7) Tour operators and tourist guides must not market or promote their tours as having a tour size greater than the permissible maximum tour size and group size.

### **Recommended Best Practices**

- 1) Explaining to potentially vulnerable participants (e.g. those aged ≥60 years or who have pre-existing medical conditions) that they are of higher risk of developing serious health complications if infected with COVID-19 and that they should take additional precautions to safeguard their health and wellbeing<sup>10</sup>.
- 2) Tourist guides who are actively guiding are strongly encouraged to conduct their own Antigen Rapid Tests (ART) to safeguard their health and that of their participants. ART self-tests kits are available over the counter at pharmacies.

<sup>8</sup> This includes F&B at regular F&B establishments, hawker centres and coffee shops that are able to administer comprehensive VDS.

<sup>9</sup> Refer to sector-specific requirements at <https://www.gobusiness.gov.sg/safemanagement/sector/>

<sup>10</sup> Refer to MOH's press release <https://www.moh.gov.sg/news-highlights/details/support-measures-for-seniors-during-COVID-19>



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### C. During-Tour Checklist

#### Mandatory Conditions

- 1) Providing and using a portable audio tour guide system, or equivalent, with individual headsets/ear-pieces to be worn throughout the conduct of the tour.
- 2) Requiring every participant and staff to wear a mask throughout the duration of the tour, except where allowed under the Control Order (e.g. taking medication, etc.).
- 3) Ensuring participants and staff maintain a single safe distance of at least 1 metre between groups of up to 5 pax for all mask-off settings (e.g. tours during F&B components).
- 4) Ensuring that the maximum number of individuals in a group within each tour is capped at the prevailing permissible group size.
- 5) Ensuring that the maximum tour size limit is adhered to for the following types of tours as indicated below:

#### With effect from 15 March 2022:

Types of Tours	Revised Tour Size Limit	At least 1-metre Safe Distancing (1M SD)
<b>Fully mask-on</b> activities throughout the tours  Examples: Conveyance-assisted tours and walking tours <b>without</b> F&B components	Nil	Not required
<b>Tours that involve mask-off activities (indoors)</b>  Examples: Tours which include F&B components	Max 30 participants	1M SD between groups of up to 5 pax is <b>required</b> when engaging in mask-off activities. No intermingling between groups is allowed when masks are off.
<b>Tours that involve mask-off activities (outdoors)</b>  Examples: Tours which involve sports and physical exercise e.g. cycling and kayaking tours	Max 50 participants	Tour can resume without 1M SD after mask-off activities.  Participants wear their masks immediately after the mask-off activities have concluded.

- For tours that involve i) entry into settings with Vaccination-Differentiated Safe Management Measures (VDS), ii) F&B components<sup>11</sup>, or iii) indoor activities where masks are not worn, the maximum number of participants in each group within such tours remains capped at 5 pax, regardless of whether they are from the same household.

i. All individuals within such tours must be:

<sup>11</sup> This includes F&B at regular F&B establishments, hawker centres and coffee shops.





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- fully vaccinated<sup>12</sup>;
  - have recovered from Covid-19<sup>13</sup> (if applicable);
  - children aged 12 years and below (i.e. born in or after 2010)<sup>14</sup>;
  - certified medically ineligible<sup>15</sup>.
- ii. For tours that involve F&B components at hawker centres and coffee shops that are not able to administer comprehensive VDS, the dine-in group size remains capped at 2. Participants must revert to their earlier groupings of up to 5 after leaving the hawker centre or coffee shop or else remain in the same groupings of 2.
- For tours that do not involve i) entry into settings with VDS, ii) any F&B components, or iii) indoor activities where masks are not worn, the maximum number of participants in a group within each such tour remains capped at 5 pax, regardless of vaccination status or whether they are from the same household.
- 6) Ensuring that participants and staff use SafeEntry, where available, at each place of interest in the tour.
- 7) For tours with conveyance, requiring participants keep to the same seats throughout the journey, including between destinations, and to board and disembark from the conveyance in an orderly manner that minimises close interaction.
- 8) Ensuring compliance with all other prevailing Sector Specific Requirements that will apply to the Points of Interest visited as part of the tour, for example, attractions, retail shops and F&B outlets<sup>16</sup>. Avoiding peak periods at attractions, retail shops, F&B outlets or any other place of interest and ensure that there is a contingency plan for alternative itinerary, in the event that there is insufficient occupancy capacity at any attraction, retail shop, F&B outlet or other place of interest.

### Recommended Best Practices

- 1) Encouraging participants to follow the tour itinerary and discouraging them from leaving the group.

<sup>12</sup> This means they must have received the appropriate regimen of vaccines under the [World Health Organisation Emergency Use Listing](#) (WHO EUL). Individuals may check whether they are considered “fully vaccinated” at <https://go.gov.sg/vax-status-query>.

<sup>13</sup> All recovered persons from COVID-19 who are not fully vaccinated will only be given a 180-day exemption after infection to enter settings where VDS is implemented, including F&B establishments.

<sup>14</sup> A grace period will be extended to children born in December 2009 to allow them sufficient time to get fully vaccinated. Children born in 2009 who will turn 13 in 2022 will need to be fully vaccinated to enter venues and participate in activities with VDS from 1 March 2022 (instead of 1 January 2022). From 1 March 2022, the concession for children will only be extended to those born in or after the year 2010. In addition, from 15 March 2022, unvaccinated children aged 12 years and below (i.e. born in 2010 or later) need not be from the same household to be included within a group entering premises or participating in activities with VDS.

<sup>15</sup> To be certified as medically ineligible, individuals may visit a doctor familiar with their medical condition, or alternatively, any clinic or hospital to obtain a hardcopy doctor-certified memo.

<sup>16</sup> For the complete safe management requirements, please refer to the advisories issued by MTI and MOM, including: [Safe Management Requirements](https://covid.gobusiness.gov.sg/safemanagement/general/) General Guidelines (<https://covid.gobusiness.gov.sg/safemanagement/general/>) and Sector Specific Requirements (<https://covid.gobusiness.gov.sg/safemanagement/sector/>)



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- 2) Safe distancing is encouraged between individuals or groups even in mask-on settings.
- 3) Tour operators and tourist guides should ensure that there is not more than one tour run of the same itinerary at any one time, and that there is no crowding or congregation of people at any one stop including the start or meeting point of the tour.
- 4) Looking out for participants that may display the specified symptoms during the tour. Requiring any individual subsequently found during the tour to have developed the specified symptoms to immediately leave the tour to seek medical treatment or, if the individual is not able to leave the tour to seek medical treatment, isolating the individual from others, providing surgical masks, maintaining safe distance, and arranging for the individual to obtain medical treatment



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#### **D. Post-Tour Checklist**

##### **Mandatory Conditions**

- 1) Advising participants to retain the TraceTogether app on their mobile phones or continue to bring the TraceTogether Token wherever they go to support contact tracing efforts even after the tour.

##### **Recommended Best Practices**

- 1) Cleaning and disinfecting all tour equipment such as the portable audio tour guide system periodically within each day, including after every tour run. Where reasonably practicable, disposable earpieces should be used for portable audio tour guide system and disposed of after each use.
- 2) Cleaning and disinfecting conveyance used such as tour buses, trishaws, yachts, river boats, etc. at least 3 times a day or more depending on frequency of usage.
- 3) Ensuring that sufficient cleaning equipment (e.g. detergent, waste buckets) is made available for cleaning staff and that they do not reuse cleaning solution mixtures between tour runs.

~ END ~