

Updated as at 16 July 2021

**Checklist for SG Clean Programme - Hotels**

<b>7-Points for SG Clean Programme</b>	<b>Clause number for Implementation Requirement</b>
1. Appoint a “SG Clean” Manager to implement measures and ensure compliance to checklist of SG Clean Programme.	1
2. Have processes in place to check temperature and look out for respiratory symptoms of <b>employees and tenants</b> and ensure that those who have travelled overseas monitor their health status and to alert the Hotel if they are not feeling well.  Use TraceTogether-only SafeEntry visitor management system to record entry of all personnel.	2
3. Have processes in place to check temperature and look out for respiratory symptoms of <b>contractors and suppliers</b> .  Have processes in place to check temperature and look out for respiratory symptoms of <b>hotel guests<sup>1</sup> and event guests</b> .  Use TraceTogether-only SafeEntry visitor management system to record entry of all personnel.	3
4. Step up frequency of disinfection for all common facilities, implement a pest control programme, and ensure that employees observe good personal hygiene.	4
5. Check that procedures are in place to manage unwell personnel who are displaying COVID-19 symptoms.	5
6. Check that there are documents and records of all preventive measures.	6
7. Ensure compliance to government orders, guidelines and advisories on COVID-19.	7

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<sup>1</sup> Hotels can accept guests on Stay-Home Notice.

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**Checklist for SG Clean Programme**

<b>1 Appoint a “SG Clean” Manager to implement measures and ensure compliance to checklist of “SG Clean” Programme (Hereinafter referred to as “Programme”).</b>
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**1.1 Management Commitment**

- 1.1.1 Hotel management should commit to develop, implement and, continually improve the effectiveness of the Programme.

**1.2 SG Clean Manager**

- 1.2.1 Hotel management should appoint a SG Clean Manager to ensure compliance with the requirements of the Programme. The roles and responsibilities of the SG Clean Manager should include, but are not limited to:
- 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,
  - iv. Conducting inspection and checks to ensure compliance at all times,
  - v. Keeping records of inspection and checks.

**1.3 Communication**

- 1.3.1 The Hotel should communicate 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 tenants, contractors and suppliers, guests and general public), where required.

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**2 Have processes in place to check temperature and look out for respiratory symptoms of employees and tenants and ensure that those who have travelled overseas monitor their health status and to alert the Hotel if they are not feeling well. Use TraceTogether-only SafeEntry visitor management system to record entry of all personnel<sup>2</sup>.**

## **2.1 Employees**

2.1.1 The Hotel should conduct temperature checking and look out for respiratory symptoms<sup>3</sup> of employees twice daily. Those who are unwell with temperature of 37.5 degree Celsius or higher, and/or display respiratory symptoms will be asked by the Hotel to seek immediate medical attention.

2.1.2 The Hotel should have processes in place to ensure employees who have travelled overseas monitor their health status and to alert the Hotel if they are not feeling well and should not be at work.

2.1.3 Use TraceTogether-only SafeEntry visitor management system to record entry of all personnel.

## **2.2 Tenants**

2.2.1 The Hotel/Tenant should have processes in place to check temperature and look out for respiratory symptoms<sup>4</sup> of all employees of Tenants. Those who are unwell with temperature of 37.5 degree Celsius or higher, and/or display respiratory symptoms will be asked by the Hotel/Tenant to seek immediate medical attention.

2.2.2 Where feasible and applicable, the Hotel/Tenant should have processes in place to ensure employees of Tenants who have travelled overseas monitor their health status and to alert the Hotel/Tenant if they are not feeling well and should not be at work.

2.2.3 Use TraceTogether-only SafeEntry visitor management system to record entry of all personnel.

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<sup>2</sup> The hotel should ensure that TraceTogether mobile application or TraceTogether Token can be used for SafeEntry check-in.

<sup>3</sup> Symptoms as per MOH advisory as at 16 May 2021 include fever, cough, runny nose, sore throat, loss of taste or smell.

<sup>4</sup> Symptoms as per MOH advisory as at 16 May 2021 include fever, cough, runny nose, sore throat, loss of taste or smell.

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**3 Have processes in place to check temperature and look out for respiratory symptoms of contractors and suppliers. Have processes in place to check temperature and look out for respiratory symptoms of hotel guests and event guests. Use TraceTogether-only SafeEntry visitor management system to record entry of all personnel.**

### **3.1 Contractors and Suppliers**

3.1.1 The Hotel should have processes in place to check temperature and look out for respiratory symptoms<sup>5</sup> of all contractors and suppliers. Those who are unwell with temperature of 37.5 degree Celsius or higher, and/or display respiratory symptoms will be asked by the Hotel to seek immediate medical attention.

3.1.2 Use TraceTogether-only SafeEntry visitor management system to record entry of all personnel.

### **3.2 Hotel guests**

#### **3.2.1 In-house guests<sup>6</sup>**

3.2.1.1 The Hotel should have processes in place to check temperature and look out for in-house guests with respiratory symptoms<sup>7</sup> upon check in. Those who are unwell with temperature of 37.5 degree Celsius or higher, and/or display respiratory symptoms will be asked by the Hotel to seek immediate medical attention.

3.2.1.2 Where feasible and applicable, the observations for all hotel in-house guests should be recorded in declaration forms.



Travel and Health  
Declaration Form.doc

3.2.1.3 Use TraceTogether-only SafeEntry visitor management system to record entry of all personnel.

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<sup>5</sup> Symptoms as per MOH advisory as at 16 May 2021 include fever, cough, runny nose, sore throat, loss of taste or smell.

<sup>6</sup> For guests under SHN, hotels to refer to measures in MOH's Advisory for Individuals sharing residential spaces with persons issued stay-home notice. [https://www.moh.gov.sg/docs/librariesprovider5/advisories/moh-advisory-for-individuals-sharing-residential-spaces-with-people-issued-shn-\(160620\)\(cleaned\)-\(2\)e135d82d8a3c4e3ca4f62be67db635d6.pdf](https://www.moh.gov.sg/docs/librariesprovider5/advisories/moh-advisory-for-individuals-sharing-residential-spaces-with-people-issued-shn-(160620)(cleaned)-(2)e135d82d8a3c4e3ca4f62be67db635d6.pdf)

<sup>7</sup> Symptoms as per MOH advisory as at 16 May 2021 include fever, cough, runny nose, sore throat, loss of taste or smell.

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### **3.2.2 Event guests**

- 3.2.2.1 The Hotel should work with event organisers to conduct temperature checking and look out for respiratory symptoms<sup>8</sup> of event guests upon registration. Those who are unwell with temperature of 37.5 degree Celsius or higher, and/or display respiratory symptoms will be asked by the Hotel to seek immediate medical attention.
- 3.2.2.2 Use TraceTogether-only SafeEntry visitor management system to record entry of all personnel.

### **3.3 Where feasible and applicable, display updated health advisories for information.**

- 3.3.1 Where feasible and applicable, the Hotel should display updated health advisories indicating the necessary precautionary measures. This includes, but not limited to daily temperature screening, taking note of respiratory symptoms<sup>9</sup>, and to remain vigilant and practice good personal hygiene, such as wash their hands regularly and refrain from touching their face unnecessarily.

## **4 Step up frequency of disinfection for all common facilities, implement a pest control programme, and ensure that employees observe good personal hygiene.**

### **4.1 Disinfection of common facilities**

- 4.1.1 The Hotel should develop and implement processes to disinfect common facilities more frequently for premises/areas with high traffic flow, or high touch surfaces within the Hotel.
- 4.1.2 Common facilities include, but are not limited to:
- i. Hotel lobby
  - ii. Reception desks, where applicable
  - iii. Public areas
  - iv. Lifts including but not limited to buttons, railings and handles, where applicable
  - v. Doors including but not limited to doorknobs and handles
  - vi. Handrails of escalators and staircases, where applicable
  - vii. Toilets
  - viii. Function rooms, where applicable
  - ix. Swimming/spa pools, where applicable (to refer to National Environment Agency (NEA) General Sanitation and Hygiene Advisory for Hotel Operators);
  - x. Fitness centre, where applicable
  - xi. Business centre, where applicable
  - xii. Pantry or canteen
  - xiii. Other common areas

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#### **4.2 Disinfection of Guest Rooms**

4.2.1 The Hotel should develop and implement processes to disinfect guestrooms to ensure higher hygiene levels.

##### **4.2.1.1 Occupied rooms**

To have processes in place for cleaning for occupied rooms more frequently.

##### **4.2.1.2 Check-out rooms**

To have processes in place for more thorough cleaning of check-out rooms.

#### **4.3 The Hotel should develop and implement processes to protect employees and/or contractors performing disinfection work and ensure that employees observe good personal hygiene.**

4.3.1 The Hotel should develop and implement processes to protect employees and/or contractors performing disinfection work, such as wearing Personal Protective Equipment, where feasible and applicable.

4.3.2 The Hotel should develop processes and use relevant collaterals to educate employees on infection control and good personal hygiene.

4.3.3 The Hotel should comply with and implement the good practices on maintaining high standards of sanitation and personal hygiene to minimise the transmission of the COVID-19 virus outlined in NEA's General Sanitation and Hygiene Advisory for Hotel Operators.

<https://www.nea.gov.sg/docs/default-source/our-services/public-cleanliness/advisory-for-hotel-operators.pdf>

#### **4.4 Pest Control Programme**

4.4.1 The Hotel should engage a NEA-registered vector control operator to implement a pest control programme for the premise.

4.4.2 Check the premise daily and remove all potential vector breeding sites.

4.4.3 Look out for signs of pest infestation such as rat droppings or burrows, cockroach droppings, lizard droppings and bed bugs.

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<b>5 Check that procedures are in place to manage unwell personnel who are displaying COVID-19 symptoms.</b>
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**5.1 Handling unwell personnel who are displaying COVID-19 symptoms<sup>10</sup>**

5.1.1 The Hotel should develop processes to identify and manage unwell personnel. Procedures for managing unwell employees, tenants, contractors, suppliers and hotel guests including:

- i. Arrangement of quarantine areas for unwell personnel,
- ii. Designation of an isolation route to the quarantine areas and transport pickup area,
- iii. Arrangement of transport to designated Public Health Preparedness Clinics (PHPCs) or hospital, where applicable,
- iv. Having an evacuation plan of the remaining employees, tenants, contractors, suppliers and hotel guests.

5.1.2 Procedures for assisting with contact tracing.

5.1.3 Procedures for cleaning and disinfecting premises exposed to unwell personnel.

**5.2 Post-handling COVID-19 confirmed cases**

5.2.1 The Hotel should disinfect quarantine area(s) and isolation route immediately after handling a COVID-19 confirmed case.

5.2.2 Refer to NEA's Interim List of Household Products and Active Ingredients for Surface Disinfection of the COVID-19 Virus.

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19>

5.2.3 Where a confirmed case has been present at the Hotel's premises or public spaces, refer to NEA's Interim Guidelines for Environmental Cleaning and Disinfection of Areas Exposed to Confirmed Case(s) of COVID-19 in Non-Healthcare Premises.

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/cleaning-and-disinfection/guidelines/guidelines-for-environmental-cleaning-and-disinfection>

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<sup>10</sup> Symptoms as per MOH advisory as at 16 May 2021 include fever, cough, runny nose, sore throat, loss of taste or smell.

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## **6 Check that there are documents and records of all preventive measures.**

### **6.1 Documents and records**

- 6.1.1 When creating and updating the COVID-19 related documents, the Hotel should consider appropriate identification and description (e.g. title, date, author, reference number). Examples of documents include Hotel's COVID-19 response protocols, cleaning logs, staff advisories and notices etc.
- 6.1.2 The Hotel should ensure that documents and records are retained for at least 3 months for traceability.

## **7 Ensure compliance to government orders, guidelines and advisories on the COVID-19.**

- 7.1 The Hotel should comply with all government orders such as Stay-Home Notice (SHN) and Quarantine Order (QO) issued by the various Ministries.
- 7.2 Refer to MOM's Requirements for Safe Management Measures at the workplace after Circuit Breaker and put in place the appropriate measures.

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

- 7.3 The Hotel should maintain and comply with the prevailing list of relevant guidelines and advisories on COVID-19 from government agencies<sup>11</sup> and ensure that this list is up-to-date<sup>12</sup>. These include the SMMs for Hotels and Hostels, General Sanitation and Hygiene Advisory for Hotel Operators, prevailing Safe Management Measures<sup>13</sup> and any other advisories and circulars for hotels and hostels issued by STB and other government agencies. This includes identifying relevant measures and determining how they should be implemented in the premises.

<https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-hotels.html#Hotels>

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/advisories/general-sanitation-and-hygiene-advisory-for-premises-owners-and-operators>

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<sup>11</sup> The advisories can include, but are 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>12</sup> Refer and comply to the latest updates on the health advisories from MOH <https://www.moh.gov.sg/covid-19/phase-3-sector-related-advisories>

<sup>13</sup> Examples of Safe Management Measures include but are not limited to queue management, seating arrangement, capacity management.



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- 7.4 The Hotel should comply with the government circular on collection/use of personal data. Refer to PDPC Advisory on Collection of Personal Data for COVID-19 Contact Tracing and Use of SafeEntry.

<https://www.pdpc.gov.sg/Help-and-Resources/2021/05/Advisory-on-Collection-of-Personal-Data-for-COVID-19-Contact-Tracing>