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Checklist for SG Clean Programme - Hotels

7-Points for SG Clean Programme	Clause number for Implementation Requirement
1. Appoint a "SG Clean" Manager to implement measures and ensure compliance to checklist of SG Clean Programme.	1
2. Have processes in place for unwell **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.	2
3. Have processes in place for unwell **contractors and suppliers**. Have processes in place for unwell **hotel guests[1] and event guests.**	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 personnel and travellers residing in hotels who test positive for COVID-19.	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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[1] Hotels can accept guests on Stay-Home Notice.

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Checklist for SG Clean Programme

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1 Appoint a "SG Clean" Manager to implement measures and ensure compliance to checklist of "SG Clean" Programme (Hereinafter referred to as "Programme").

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 for unwell 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.

2.1   **Employees**

2.1.1   The Hotel should have processes in place for unwell employees, such as advising them to adopt the appropriate protocol in accordance with the prevailing guidelines[2].

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.

2.2   **Tenants**

2.2.1   The Hotel/Tenant should have processes in place for unwell employees of tenants, such as advising them to adopt the appropriate protocol in accordance with the prevailing guidelines[3].

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.

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[2] https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-hotels.html

[3] https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-hotels.html

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3   Have processes in place for unwell contractors and suppliers. Have processes in place for unwell hotel guests and event guests.

3.1   **Contractors and Suppliers**

3.1.1   The Hotel should have processes in place for all unwell contractors and suppliers, such as advising them to adopt the appropriate protocol in accordance with the prevailing guidelines[4].

3.2   **Hotel guests**

3.2.1   In-house guests[5]

3.2.1.1   The Hotel should have processes in place for all unwell in-house guests such as advising them to adopt the appropriate protocol in accordance with the prevailing guidelines[6].

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

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[4] https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-hotels.html

[5] 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

[6] https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-hotels.html

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3.2.2 **Event guests**

3.2.2.1 The Hotel should work with event organisers for all unwell event guests upon registration such as advising them to adopt the appropriate protocol in accordance with the prevailing guidelines[7].

3.2.2.2 Use TraceTogether-only SafeEntry visitor management system for vaccination-differentiated SMMs (VDS) checks at entry to events with >500 participants at any one time and nightlife establishments where dancing among patrons is one of the intended activities.

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 remaining vigilant and practice good personal hygiene, such as wash their hands regularly and refrain from touching their face unnecessarily.

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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/default-document-library/advisory-for-hotel-operators_191121.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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5 Check that procedures are in place to manage personnel and travellers residing in hotels who test positive for COVID-19.

5.1 Handling COVID-19 confirmed cases

5.1.1 Have process in place for recovery and isolation aligned with prevailing protocols[8] for guests who test positive for COVID-19.

5.1.2 Follow STB's procedures for managing staff who tested for COVID-19 such as arrange for self-isolation and contact tracing of close contacts.

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

5.1.4 Refer to NEA's List of Household disinfectants and self-disinfecting surface coating products against COVID-19 Virus.

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

5.1.5 Where a confirmed case has been present at the Hotel's premises or public spaces, refer to NEA's Guidelines for In-House Cleaning and Disinfection of Areas Exposed to COVID-19 Cases in Non-Healthcare Premises.

https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidelines-for-in-house-cleaning-and-disinfection-of-areas-exposed-to-covid-19-cases-in-non-healthcare-premises

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[8] https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-hotels.html

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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 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[9] and ensure that this list is up-to-date[10]. These include the SMMs for Hotels and Hostels, General Sanitation and Hygiene Advisory for Hotel Operators, prevailing Safe Management Measures[11] 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

https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-food-and-beverage-establishments.html#F&B

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[9] 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).

[10] 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

[11] Examples of Safe Management Measures include but are not limited to Vaccinated-Differentiated SMMs for events with more than 500 participants at one time, nightlife establishments where dancing among patrons is one of the intended activities and food and beverage (F&B) establishments

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      https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-retail-establishments.html#Retail

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