

UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR ATTRACTIONS

1. On 22 April 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 attractions.
2. From 26 April 2022, the measures applicable to attractions include:

Operating Capacity and Safe Distancing Requirements

- a. The permissible operating capacities for attractions will be revised as such:
 - i. Removal of operating capacity limits for all settings and events;
 - ii. Removal of group size limits and safe distancing requirement between groups and individuals.

Mask-wearing requirements

- b. In indoor workplace settings, workers are allowed to remove their masks: (i) when they are not interacting physically with others and (ii) when they are not in customer-facing areas. Masks are optional for workers in outdoor workplace settings.

Vaccination-Differentiated SMMs (VDS)

- c. Removal of VDS checks and TraceTogether-only SafeEntry for attractions except for one-off events with more than 500 participants at any one time. For attractions that function in a similar way to an F&B establishment (e.g., serving of treats throughout the attraction experience) or has F&B outlets, VDS checks are not required, but the onus will be on individual guests to ensure that they are fully vaccinated prior to entering such attractions.

Workplace

- d. All workers may now return to the workplace.
3. The information in this circular (which includes its annexes) supersedes that in previous circulars, advisories or statements.

SUBMISSION OF INFORMATION AND ADHERENCE TO SMMS FOR OPENING

4. Attractions¹ typically involve large numbers of people interacting with one another, often in enclosed spaces, and over prolonged periods. STB has provided guidance within this circular on the SMMs that must be implemented and adhered to by attractions. Attractions may implement additional measures taking into consideration the nature of operations, and potential risks arising from aspects such as the attraction's physical premises, environment, scale and typical visitor behaviour.
5. Please refer to the **Safe Management Measures for Attractions** in **Annex A** for the detailed list of measures required. While the majority of these requirements are drawn from the Control Orders² and are summarised for the convenience of attractions, the Control Orders will prevail in case of any inconsistency. Attractions' SMMs implementation must adhere to the Control Orders, and STB will conduct regular enforcement checks on SMM implementation.
6. Prior to opening or re-opening, attractions must submit the following information to Singapore Tourism Board ("STB"): (i) name of attraction to be reopened, (ii) the maximum operating capacity in terms of pax and the approach that was used to determine this capacity and (iii) the proposed opening date. Information must be submitted to STB via **STB_Attractions@stb.gov.sg** at least 7 working days prior to attraction's opening date. STB reserves the right to suspend attractions if information is not submitted or there are gaps or inadequate implementation of SMMs.
7. Attractions are also required to submit their monthly visitorship figures to STB.

ENFORCEMENT OF MEASURES

8. Government agencies will step up enforcement to ensure that businesses comply with the required SMMs. Under the COVID-19 (Temporary Measures) Act, first-time offenders will face a fine of up to \$10,000, imprisonment of up to six months, or both. Repeat offenders will face a fine of up to \$20,000, imprisonment of 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 participants 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.

¹ This circular applies to gated Attractions (including pop-up attractions) with tourism value. Please refer to the list of approved attractions by STB at www.stb.gov.sg/content/stb/en/home-pages/approved-attractions.html.

² In this paragraph, "Control Orders" mean the prevailing COVID-19 (Temporary Measures)(Reopening – Control Order) Regulations 2022, COVID-19 (Temporary Measures) (Control Order) Regulations 2020 and the Infectious Diseases (COVID-19 Access Restrictions and Clearance) Regulations 2021.

9. Attractions are required to adhere to the SMMs outlined in this circular on an ongoing basis during operations. For any enquiries, please contact STB_Attractions@stb.gov.sg

Annex A – Safe Management Measures for Attractions

SINGAPORE TOURISM BOARD

Updated as of 26 April 2022



ANNEX A

SAFE MANAGEMENT MEASURES FOR ATTRACTIONS

A. Preparing Facilities

Operational Area	Requirement
Operating Capacity	<ol style="list-style-type: none"> All attractions can now operate at 100% operating capacity with no group size limits and no safe distancing requirements between groups and individuals. Attractions must ensure mask wearing remains mandatory indoors, but not in outdoor settings³ or where allowed at law (e.g. where 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.
Attraction Set Up	<ol style="list-style-type: none"> Regularly assess and identify the risks of transmission of COVID 19 that may arise in relation to all activities engaged in by visitors and attraction staff present in the attraction, and establish and apply appropriate internal policies, procedures and controls to mitigate that risk F&B and retail outlets must adhere to prevailing SMM advisories by ESG⁴, where applicable. Sports and high-intensity activities must adhere to prevailing SMM advisories by Sport Singapore⁵, where applicable. <p><u>Recommended best practices</u></p> <ol style="list-style-type: none"> Develop and implement signs reminding on the applicable SMMs visitors (e.g. mask wearing for indoor settings) Encourage use of contactless payment as far as possible (e.g. for ticketing, F&B and retail outlets) Install hygiene screens at human touch points (e.g. glass or plastic dividers/barriers at ticketing booths separating the ticket staff from visitors), if reasonably practicable

³ 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 Refer to the latest advisories for F&B and Retail establishments from ESG at www.enterprisesg.gov.sg/media-centre/media-releases?page=1

⁵ Refer to the latest advisories for sports facilities and activities from Sport Singapore at www.sportsingapore.gov.sg/Newsroom/Media-Releases/2021/August/Safe-Management-Measures-for-Sport-and-Physical-Exercise--a--Activity.

	<p><u>Shows, Live Performances and Tours (where applicable)</u></p> <ol style="list-style-type: none"> For shows: <ul style="list-style-type: none"> Adhere to IMDA's prevailing advisory for Cinemas⁶ for indoor screenings For live performances: <ul style="list-style-type: none"> Adhere to NAC's prevailing advisory for Live Performances⁷, and any additional requirements imposed by MTI For tours: <ul style="list-style-type: none"> Adhere to STB's prevailing circular for Tours⁸ where relevant, and any additional requirements imposed by MTI. <hr/> <p><u>Social Events, Work-Related Events and MICE Events (where applicable)</u></p> <ol style="list-style-type: none"> Social events⁹, work-related events and MICE events have been allowed to resume at workplace premises and third-party venues provided they follow prevailing SMMs. Adhere to MOM's prevailing advisory for non-consumer facing work-related events¹⁰ Adhere to ESG's prevailing advisory for consumer-facing work-related events¹¹ Adhere to STB's prevailing circular for MICE events¹²
Management of Proximity and Touched Surfaces	<p><u>Recommended best practices</u></p> <ol style="list-style-type: none"> Eliminate or else minimise sharing of equipment and tools where reasonably practical Provide easily accessible and free-to-use disinfecting agents like hand sanitisers, disinfecting sprays and wipes at high-touch areas as far as possible

⁶ Refer to the latest advisory for cinemas from IMDA at www.imda.gov.sg/news-and-events/Media-Room/Media-Releases/2020/Advisories-on-COVID-19-Situation

⁷ Refer to the latest advisory for live performances from NAC at www.nac.gov.sg/support/covid-19/safe-management-measures-smms/updated-resumption-of-live-performances

⁸ Refer to the latest circular for tours from STB at www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html

⁹ Example of social events include gala dinners, corporate dinner-and-dance events, birthday celebrations and anniversaries.

¹⁰ Defined as business-oriented events within workplace premises which primarily involve employees or stakeholders (e.g. conferences, seminars, corporate retreats, staff training sessions, Annual General Meetings and Extraordinary General Meetings). Refer to the latest advisory for work-related events from MOM at www.mom.gov.sg/covid-19/requirements-for-safe-management-measures

¹¹ Examples include product launches, marketing & branding events, roadshows, fairs, consumer activations and exhibitions. Refer to the latest advisory from ESG at www.enterprisesg.gov.sg/media-centre/media-releases?page=1

¹² Refer to the latest circular for MICE events from STB at www.stb.gov.sg/content/stb/en/home-pages/advisory-for-MICE.html



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B. Managing Arrival

Operational Area	Requirement
Contact Tracing	1. For attractions which function like an F&B establishment (e.g., serving of treats throughout the attraction experience), VDS checks are not required, but the onus will be on individual guests to ensure that they are fully vaccinated prior to entering such attractions.
Managing Entry	<u>Recommended best practices</u> 1. Develop and implement detailed plan to manage entry and exit (e.g. timed entry or pre-booking of sessions). Encourage prebooking of tickets and online ticket purchase as far as possible. 2. Ensure, where reasonably practicable, that all visitors wear masks for the duration of their visit, except as allowed (e.g. outdoor settings).

C. Infection Control

Operational Area	Requirement
Cleaning and Sanitisation	<ol style="list-style-type: none"> 1. Adhere to the sanitisation and hygiene advisories disseminated by the National Environmental Agency (NEA)¹³ and SG Clean sanitisation and hygiene measures 2. Adhere to the guidance note from NEA on improving ventilation and indoor air quality in buildings¹⁴ <p><u>Recommended best practices</u></p> <ol style="list-style-type: none"> 3. Develop and implement a detailed cleaning/disinfecting plan and schedule, with increased cleaning frequencies for common areas (e.g. toilets) and high touch surfaces (e.g. lift buttons, interactive kiosks and turnstiles) 4. Ensure all equipment (e.g. audio guides, VR headsets, harnesses, seats in rides/ shows) used by multiple visitors is cleaned and disinfected after use
Response Plan for Infected Cases	<ol style="list-style-type: none"> 1. Regularly assess and identify the risks of transmission of COVID 19 that may arise in relation to all activities engaged in by visitors and attraction staff present in the attraction, and establish and apply appropriate internal policies, procedures and controls to mitigate that risk. <p><u>Recommended best practices</u></p> <ol style="list-style-type: none"> 2. Develop and implement detailed procedures on handling visitors that are febrile, or appear to be coughing, sneezing, breathless or having a runny nose. 3. Identify and allocate holding area(s) to isolate such visitors where they are unable to immediately leave the attraction. 4. Develop and implement detailed procedures to handle uncompliant or uncooperative visitors (e.g. visitors without masks for indoor settings, unwell visitors who insist on entry, visitors who refuse to comply with vaccination checks and/or contact tracing), including refusal of entry. 5. Develop and implement detailed procedures to handle confirmed COVID-19 cases within the attraction (e.g. close off affected sections/ areas, ensure thorough cleaning and disinfection before re-opening, alert STB and coordinate communications with relevant authorities, alert public).

¹³ Refer to latest advisory from NEA at www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines

¹⁴ Refer to the guidance note from NEA at www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/advisories/guidance-on-improving-ventilation-and-indoor-air-quality-in-buildings-amid-the-covid-19-situation



D. Safe Workplace

Operational Area	Requirement
Workplace and Manpower	<ol style="list-style-type: none">1. Comply with MOM's prevailing requirements for SMMs at workplaces¹⁵, including but not limited to:<ul style="list-style-type: none">• All employees who can work from home may be at the workplace at any point in time.2. In indoor workplace settings, workers are allowed to remove their masks at the workplace: (i) when they are not interacting physically with others and (ii) when they are not in customer-facing areas. While for outdoor workplace settings, masks are optional for workers.3. Alert STB immediately whenever there are 10 or more COVID-19 positive cases over 3 consecutive days at the attraction.

E. Marketing and Communications

Operational Area	Requirement
Marketing and Communications	<p><u>Recommended best practice</u></p> <ol style="list-style-type: none">1. Develop and implement a communications plan to engage visitors<ul style="list-style-type: none">• Plans should clearly communicate and explain precautions that attraction has put in place, new measures that visitors are to comply with (e.g. mask-wearing for indoor settings) to build consumer confidence, and encourage visitors to practice personal responsibility and hygiene.• Attraction must remind all visitors, where reasonably practical, that they are required to wear masks for indoor settings throughout the duration of their visit.

~ END ~

¹⁵ Refer to MOM's complete and latest list at www.mom.gov.sg/covid-19/requirements-for-safe-management-measures