



FAQs for Safe Management Measures at the workplace after circuit breaker period

Issued on 9 May 2020

General Questions	
S/N	Q&A
1	Who does the requirements apply to, and when does it come in force? From 12 May 2020 onwards, all businesses allowed to operate will be required to have implemented Safe Management Measures, including those already operating during the circuit breaker period. For companies resuming operations after the circuit breaker period, all Safe Management Measures should be in place before operations can be resumed at the workplace.
2	Do I have to apply to resume operations at my company's workplace premises? The Multi-Ministry Task Force has announced that selected activities and services will be allowed to gradually resume operations from 12 May 2020. Companies that fall under the list of activities and services do not need to apply before resuming operations. Please go to https://covid.gobusiness.gov.sg for more details. As we bring down the number of new COVID-19 cases, we will progressively reopen businesses. The Ministry of Trade and Industry (MTI) will announce more details in due course. Employees who are able to telecommute should still continue to do so.
3	Is it possible for my business to resume operations earlier if I have implemented all Safe Management Measures at the workplace? To prevent the re-emergence of community cases, we will need to open up the economy gradually, and not all at once. In general, sectors that allow us to trade with the world and access critical supplies will start first. Sectors that attract high traffic and social interactions will have to wait, and also put in place additional safe measures before restarting progressively. You may resume business operations only if your firm falls under MTI's list of activities and services that are allowed to resume operations, and your company has implemented all required Safe Management Measures at the workplace.
4	Are the requirements mandatory, and what enforcement actions will MOM take against businesses that do not implement Safe Management Measures?

	<p>MOM and sector agencies will take calibrated enforcement actions based on the areas of non-compliance found. For workplaces which severely lack Safe Management Measures, we will direct employers to stop operations at the workplace. Employers will have to take steps to ensure that Safe Management Measures are in place before operations can resume.</p> <p>Under the COVID-19 (Temporary Measures) Act, failure to comply with Safe Management Measures shall be punishable with a fine not exceeding \$10,000 or jail term of up to 6 months or both. Repeated non-compliance shall be punishable with a fine not exceeding \$20,000 or jail term of up to 12 months or both.</p>
5	Where can I find more guidance on implementing Safe Management Measures in the workplace?
	<p>You may refer to Annex C of the Safe Management Measures requirements, Checklist of Safe Management Measures at the Workplace for Resumption of Business Activities, for an overview of the requirements that must be fulfilled prior to resuming business activities at the workplace.</p> <p>Unionised companies are also encouraged to engage their unions on such arrangements.</p>
6	Is it compulsory to fill in and maintain the checklist provided in Annex C?
	<p>The checklist sets out the requirements needed for employers to resume operations. Employers must ensure that the documents listed in the checklist (or equivalent) are available upon request by officials.</p> <p>When inspected by any government agency, businesses must be prepared to show that they have fulfilled the requirements listed.</p>
Section A: Implementing a system of Safe Management Measures at workplaces	
S/N	Q&A
7	What should be included in my monitoring plan?
	<p>The monitoring plan should at minimum, include details on the steps taken to ensure the requirements are communicated and adhered to, and how any anomalies or non-compliance will be identified. The plan should also highlight risk mitigation strategies and proposed steps to remedy and document any non-compliance found.</p> <p>You may refer to Annex C of the Safe Management Measures requirements, Checklist of Safe Management Measures at the Workplace for Resumption of Business Activities, for guidance on what should be included in the monitoring plan.</p>

Section B: Reducing physical interaction and ensuring safe distancing at workplaces	
S/N	Q&A
8	<p>Is there a minimum % or number of workers that employers must place on work from home arrangements?</p> <p>The overarching objective of the requirements is to reduce physical interactions in the workplace in order to minimise spread of COVID-19. Employers should focus on providing the facilities necessary and directing every worker to work from home, as far as reasonably practicable. The proportion of employees that can do so will vary in different workplaces and sectors due to differing operational requirements.</p> <p>The onus is on employers to show that they have made a reasonable effort to facilitate working from home for all days and at all times, including reviewing and transforming business processes through technology to support remote working e.g. e-payment, e-invoicing, e-signatures. Annex B of the Safe Management Measures requirements provides a list of resources such as technology solutions and grants available to assist companies.</p>
9	<p>As most of my employees are either doing frontline work or fieldwork operations, it is not feasible for me to rearrange the work such that they can work from home. Will I be penalised for not providing such work arrangements?</p> <p>For employees who are still working in the workplace, employers must demonstrate the business or operational reasons why the workers are unable to work from home despite review and redesign of work processes. Our inspectors will assess the efforts put in by companies to implement work from home arrangements based on the practicality of whether the workers can work from home given the nature of the job.</p> <p>At the same time, employers should put in place other Safe Management Measures at the workplace (e.g. ensuring safe distancing, ensuring use of SafeEntry, etc) to provide a safe working environment and minimise risk of further outbreaks.</p> <p>Special attention should also be paid to vulnerable employees to enable them to work from home, including temporarily redeploying these employees to another role within the company that is suitable for working from home.</p>
10	<p>Are there any available resources to help my business review work processes to enable employees to work from home?</p> <p>Yes, the Infocomm Media Development Authority (IMDA) provides a list of digital solutions and resources that aims to make business continuity essential more accessible to businesses.</p> <p>Eligible businesses can also apply for the Productivity Solutions Grant (PSG) or Work-Life Grant (WLG) for flexible work arrangements to support business transformation and put in place flexible work arrangements to minimise spread of COVID-19 (e.g. work-from-home, staggered hours).</p>

11	Will I be penalized if I am unable to fully implement shift or split team arrangements or avoid cross-deployment in the workplace due to the nature of my business?
	<p>If shift or split team arrangements or cross-deployment cannot be avoided due to the nature of the job, additional safeguards must be taken to minimise the risk of cross infection (e.g. systems are in place to ensure no direct contact with the cross-deployed personnel).</p> <p>Other Safe Management Measures should still be adhered to in order to ensure a safe working environment and minimize outbreaks.</p>
12	Are there specific Safe Management Measures for each sector (e.g. construction, F&B, retail)?
	The requirements on Safe Management Measures at the workplace released by MOM is for general workplace settings. For specific workplace settings or sector requirements, please refer to guidelines issued by the respective sector agencies. Annex A of the Safe Management Measures requirements provides links to the guidelines provided for the manufacturing, retail and F&B sectors.
13	How do I ensure that my employees adhere to Safe Management Measures?
	Employers are responsible for ensuring that Safe Management Measures are in place, communicated and explained to employees prior to resuming work. Signs should also be put up to remind employers and visitors to observe all measures in place.
Section C: Supporting contact tracing requirements	
S/N	Q&A
14	Can I use an alternative visitor management system instead of SafeEntry?
	<p>From 12 May onwards, businesses are required to use SafeEntry to collect entry information of employees and visitors on their premises. Businesses that need to retain the use of their current system for the collection of data that are not required in the SafeEntry system (e.g. purpose of visit, employee's ID number) are required to implement SafeEntry on top of their existing system.</p> <p>The use of SafeEntry is mandatory because a common system used by all establishments would allow data to be made available to MOH quickly, so as to facilitate contact tracing. SafeEntry allows the data of visitors and employee data to be sent the authorities in an automated manner. Contact data collected by SafeEntry is only used by authorised personnel for contact tracing purposes, and stringent measures are in place to safeguard the data in accordance with the Government's data security standards.</p>
15	SafeEntry is already implemented for my building, do tenants within the building have to implement SafeEntry as well?
	For workplaces in office buildings, SafeEntry can support access to different tenants in each building via a single building QR code or unique tenant QR codes.

	<p>Workplaces within malls (e.g. supermarkets, hairdressers) must still implement SafeEntry for employees in addition to the SafeEntry check-in point at mall entrances. See https://www.safeentry.gov.sg/deployment for the full list of places where SafeEntry is required to be implemented.</p> <p>Please go to https://www.safeentry.zendesk.com/hc/en-us for more details.</p>
16	Who will be liable if an employee or visitor has not recorded their entry and exit using SafeEntry?
	<p>Businesses whose operations fall under the list provided at https://www.safeentry.gov.sg/deployment are required to ensure use of SafeEntry for all employees and visitors entering premises.</p> <p>For SafeEntry requirements pertaining to specific workplace settings such as production facilities, F&B or retail, please refer to Annex A.</p>
17	Where can I find more information on SafeEntry?
	You may go to https://www.safeentry.gov.sg/ for more information on the implementation and usage of SafeEntry.
Section D: Requiring personal protective equipment and observing good personal hygiene	
S/N	Q&A
18	Are employees and visitors required to wear a mask at all times at the workplace?
	<p>For general office workplaces, employers must ensure that employees and visitors wear a mask at all times at the workplace, except during activities that require masks to be removed. Supplementary personal protective equipment is encouraged, whenever relevant (more guidelines can be found in sector-specific guidelines). This is in addition to other safe management measures (e.g. safe distancing) that must be in place at the workplace.</p> <p>Some examples of activities where the requirement for masks to be worn can be waived include mealtimes, or where other equipment must be worn during the course of work (e.g. motorcycle helmets).</p> <p>Where possible, employers should consider improving the working environment for employees to enable them to wear their masks.</p>
Section E: Ensuring cleanliness of workplace premises	
S/N	Q&A
19	How frequently should I clean my workplace, i.e. what is considered regular cleaning?
	As the recommended frequency and intensity may differ by sector, businesses should refer to the sanitation and hygiene advisories disseminated by the National

	Environmental Agency (NEA) here . For requirements specific to various workplace settings, please refer to Annex A.
Section F: Implementing health checks and protocols to manage potential cases	
S/N	Q&A
20	Do employees who are working from home need to undergo regular temperature screening and declarations?
	Employees who are offsite (e.g. working from home) do not need to submit their temperatures or declarations. However, they should continue to monitor their health conditions and see a doctor if needed.