SG Clean Campaign – A nationwide response to COVID-19 and to make cleanliness a way of life in Singapore

- Launched on 16 Feb 2020 by Minister for the Environment and Water Resources, Mr. Masagos Zulkifli, the SG Clean campaign aims to **raise the hygiene standards** and **transform cleanliness level of public spaces** and **rally premises operators to take ownership by adopting the SG Clean Quality Mark**.

- With more reported cases of COVID-19 all around the world, Singapore's containment strategy including border controls measures may increasingly becomes less effective. Instead, **taking individual and social responsibility to maintain high cleanliness and public hygiene standards** will be Singapore's **first line of defence** to reduce the spread of public health diseases, and ensure the health and wellbeing of the community.

- It is envisioned that the SG Clean campaign will be a **national "keep clean culture"**, where keeping Singapore clean is an integral part of life. The practices and norms currently adopted to raise standards of personal hygiene, public hygiene and social responsibility **should continue even after the COVID-19 situation is resolved**, as adopting them also helps to reduce the spread of other public health diseases such as dengue.

SG Clean Campaign – A nationwide response to COVID-19 and to make cleanliness a way of life in Singapore

- Under the campaign, **the SG Clean quality mark is being rolled out to various sectors**, covering premises with high human traffic including hotels, tourist attractions, shopping malls and F&B outlets.

- The SG Clean Quality Mark is a **stamp of assurance** to the community on the **commitment and measures taken by the premises operators to upholding good sanitation and hygiene practices** which aims to minimise the spread of diseases.

- **More than 7,000 premises** have obtained the SG Clean Quality Mark since the launch of the campaign till date.

Various government agencies are leading the SG Clean campaign for the various sectors

S/N	Sector Lead	Premises
1	**Enterprise Singapore**	Food establishments, retail and shopping malls
2	**Singapore Food Association**	Canteens, coffeeshops, and hawker stalls
3	**Singapore Tourism Board**	Attractions, hotels, integrated resorts, MICE venues, arts venues, cruise terminals, and establishments on Sentosa
4	**Ministry of Education**	Schools
5	**Early Childhood Development Agency**	Early childhood facilities
6	**Ministry of Transport**	Transport nodes, airport, ferry terminals
7	**National Environment Agency**	Hawker centres, markets, government-occupied premises, other premises

STB and ESG launched SG Clean on 12 March

- Singapore Tourism Board (STB) and Enterprise Singapore (ESG) launched SG Clean on 12 March for the tourism and lifestyle sectors respectively.

- Over the next few months, STB and ESG will encourage **more than 37,000 businesses** within the tourism and lifestyle sectors to sign up for the SG Clean Quality Mark.
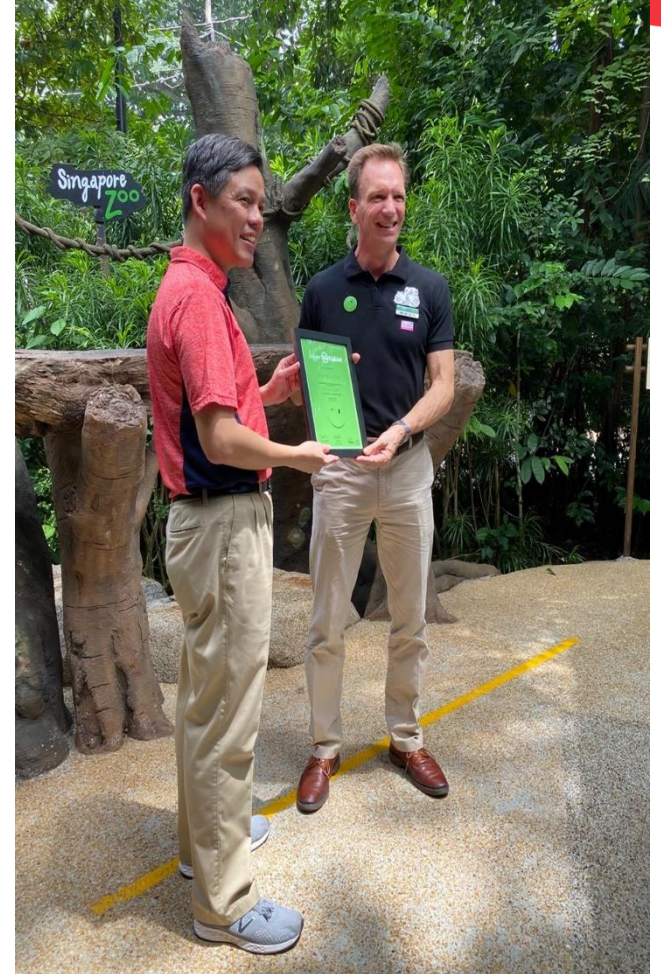
Note: Sector specific checklists are available on the SG Clean website www.sgclean.gov.sg

To obtain the SG Clean Quality Mark, premises operators will have to pass audits that certify that their premises have adhered to sector-specific sanitation and hygiene checklists and advisories

- Premises operators will have to commit and adhere to **sector-specific sanitation and hygiene checklists and advisories**, covering areas such as management oversight, cleaning methodology, toilet cleanliness, and general public hygiene

- These checklists and advisories are **tailored to the requirements and operations** of the various businesses

- Premises operators will have their premises **audited by agencies or appointed third-party assessors** to ensure that they maintain a high level of cleanliness and public hygiene

- Premises operators have to fulfil all criteria stated in the checklists to pass the audit and be certified SG Clean.

- For establishments that are certified SG Clean, they will be given the **SG Clean certificate and relevant marketing collateral** to display at a prominent location within their premises

Areas of Compliance under the Attraction Audit Checklist (as an example)

1.	Appoint a "SG Clean" Manager to implement measures and ensure compliance to checklist of SG Clean Programme
2.	Have processes in place to check temperature and look out for respiratory symptoms of employees and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active Stay-Home Notice (SHN) or Quarantine Order (QO) are not at the attraction.
3.	Where feasible and applicable, have processes in place to check temperature, look out for respiratory symptoms of tenants, contractors, suppliers and visitors and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the attraction. Implement appropriate safe distancing measures for visitors.
4.	Step up frequency of disinfection for all common facilities, and ensure that employees observe good personal hygiene.
5.	Check that procedures are in place to manage COVID-19 suspect cases.
6.	Check that there are documents and records of all preventive measures.
7.	Ensure compliance to government orders, guidelines and health advisories on the COVID-19

Deep-diving into the Attraction Audit Checklist

1.	Appoint a "SG Clean" Manager to implement measures and ensure compliance to checklist of SG Clean Programme

Checklist for SG Clean Programme

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

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

1.2 SG Clean Manager

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, the following:

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.

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 contribution 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.

- Each point on the checklist has sub-criteria that the attraction will have to commit and fulfil to pass the audit

- For this point, the attraction will have to provide relevant documents to demonstrate proof of management's commitment to the SG Clean programme, formal appointment of an SG Clean manager, and how this information has been communicated to staff

Deep-diving into the Attraction Audit Checklist

2.	Have processes in place to check temperature and look out for respiratory symptoms of employees and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active Stay-Home Notice (SHN) or Quarantine Order (QO) are not at the attraction.

2 **Have processes in place to check temperature and look out for respiratory symptoms of employees, and ensure that those who have visited COVID-19 affected countries with travel restrictions[1] in place or are under an active Stay-Home Notice (SHN) or Quarantine Order (QO) are not at the attraction.**

2.1 **Employees**

2.1.1 The attraction should conduct temperature checking and screen for respiratory symptoms such as cough or runny nose or shortness of breath of employees twice daily. Refer to Temperature Monitoring Log template (for reference only).

Temp Monitoring Log COVID-19.docx

2.1.2 The attraction should have processes in place to ensure employees who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the attraction.

2.1.3 Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

- The attraction will have to provide relevant documents such as temperature, health and travel declaration records (e.g. travel history) of employees, as well as evidence of the attraction's efforts to limit the entry and exit points to areas where screening has been setup for employees

- The attraction should also ensure that employees who are unwell do not turn up for work and seek immediate medical attention

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3.	Where feasible and applicable, have processes in place to check temperature, look out for respiratory symptoms of tenants, contractors, suppliers and visitors and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the attraction. Implement appropriate safe distancing measures for visitors.

3 Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of tenants, contractors, suppliers and visitors and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the attraction. Implement appropriate safe distancing measures for visitors.

3.1 Tenants, contractors and suppliers

3.1.1 Where feasible and applicable, the attraction should have processes in place to check temperature and look out for respiratory symptoms such as cough or runny nose or shortness of breath of tenants, contractors and suppliers.

3.1.2 Where feasible and applicable, the attraction should have processes in place to ensure tenants, contractors and suppliers who have visited COVID-19 affected countries with travel restrictions in place, or are under an active SHN or QO are not performing work at the attraction.

3.1.3 The observations for tenants, contractors and suppliers, where feasible and applicable, should be recorded in declaration form. Refer to travel declaration and contact tracing form template or the attraction may use the Govtech produced apps [https://www.ndi-api.gov.sg/travel-health-declaration and https://www.tracetogether.gov.sg] for this purpose.

Contact Tracing Form COVID-19 (001).docx

3.1.4 Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

- The attraction will have to demonstrate that it conducts temperature screening, health and travel declaration for tenants, contractors and suppliers and has processes in place to ensure that the aforementioned who have visited COVID-19 affected countries or are under an active Stay-Home Notice (SHN) or Quarantine Order (QO) are not performing work at the attraction

- The attraction should also ensure that tenants, contractors and suppliers who are unwell (i.e. temperature reading of 38 degree Celsius or displaying respiratory symptoms) do not enter the premises, and to seek immediate medical attention

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3.	Where feasible and applicable, have processes in place to check temperature, look out for respiratory symptoms of tenants, contractors, suppliers and visitors and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the attraction. Implement appropriate safe distancing measures for visitors.

3.2 Visitors

3.2.1 Where feasible and applicable, the attraction should have processes in place to check temperature and look out for respiratory symptoms such as cough and shortness of breath of visitors.

3.2.2 Where feasible and applicable, the attraction should have processes in place to ensure visitors who have visited COVID-19 affected countries with travel restrictions in place, or are under an active SHN or QO are not at the attraction.

3.2.3 The observations for visitors, where feasible and applicable, should be recorded in declaration form. Refer to travel declaration and contact tracing form template or the attraction may use the Govtech produced apps [https://www.ndi-api.gov.sg/travel-health-declaration and https://www.tracetogether.gov.sg] for this purpose.

📄 Contact Tracing Form COVID-19 (001).docx

3.2.4 Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the attraction to seek immediate medical attention.

- The attraction will have to demonstrate that it conducts temperature screening, health and travel declaration for visitors and has processes in place to ensure that the aforementioned who have visited COVID-19 affected countries or are under an active Stay-Home Notice (SHN) or Quarantine Order (QO) are not at the attraction

- The attraction should also ensure that visitors who are unwell (i.e. temperature reading of 38 degree Celsius or displaying respiratory symptoms) do not enter the premises, and to seek immediate medical attention

Deep-diving into the Attraction Audit Checklist

3.	Where feasible and applicable, have processes in place to check temperature, look out for respiratory symptoms of tenants, contractors, suppliers and visitors and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the attraction. Implement appropriate safe distancing measures for visitors.

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

3.3.1 Where feasible and applicable, the attraction should display updated health advisories indicating the necessary precautionary measures. This includes, but not limited to daily temperature screening, taking note of respiratory symptoms such as cough or running nose or shortness of breath, and to remain vigilant and practice good personal hygiene, such as wash their hands regularly and refrain from touching their face unnecessarily.

3.4 **Implement appropriate safe distancing measures for visitors.**

3.4.1 The attraction should put in place necessary precautionary measures to ensure safe distancing:

i. Queue management[2] – To limit the number of visitors gathering within or outside the establishment and ensure queues are fast-moving

ii. Seating management[3] – To ensure a safe distance of at least one metre between different groups of visitors

iii. Capacity management[4] – To manage visitor capacity within the establishment and ensure groups do not exceed 10 persons

iv. Communication[5] – To ensure clear communication of safe distancing

- The attraction will have to provide relevant documents to show that it has displayed updated health advisories for information

- The attraction must implement and communicate safe distancing measures such as

i) Queue management: Examples can include but not limited to staggering visitors queueing at reception/information counters and other common facilities

ii) Seating Management: Examples can include but not limited to seating arrangements for rides and shows are to adopt a minimum separation distance of one metre between visitors

iii) Capacity Management: Examples can include but not limited to reducing operating capacity by limiting the number of visitors within the attraction at any one time so that the visitor load does not exceed one person per sixteen square metres of usable space

4.	Step up frequency of disinfection for all common facilities, and ensure that employees observe good personal hygiene.

4 Step up frequency of disinfection for all common facilities, and that employees observe good personal hygiene

4.1 Disinfection of common facilities

4.1.1 Develop and implement processes to disinfect common facilities more frequently for premises/areas with high traffic flow, or high touch surfaces and interactive components within the attraction.

4.1.2 Common facilities include, but are not limited to, the following:

   i. Lifts, escalators, staircases, turnstiles and corresponding areas including but not limited to buttons, railings and handles, where applicable

   ii. Information booths, payment and ticketing counters including shared maps and menus where applicable

   iii. Doors including but not limited to doorknobs and handles

   iv. Handrails of escalators and staircases, where applicable

   v. Toilets, where applicable

   vi. Queue areas

   vii. Transportation within attraction such as trams, people-moving system, where applicable

   viii. Back-of-house areas, offices, staff rest areas

   ix. Auditoriums, amphitheatres, meeting rooms and show areas, where applicable

   x. Display or exhibition spaces, where applicable

   xi. Other common areas such as chairs/benches and tables, common walkways, where applicable

- The attraction will have to provide relevant documents such as disinfection SOPs, schedules and logs, relating to the common facilities that are frequently disinfected, and the disinfection frequency

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4.	Step up frequency of disinfection for all common facilities, and ensure that employees observe good personal hygiene.

4.2 **The Attraction should develop processes to protect employees and/or contractors performing disinfection work.**

4.3 **Ensuring good personal hygiene of employees**

4.3.1 The Attraction should develop processes or use relevant collaterals to educate employees on infection control and good personal hygiene.

4.3.2 The Attraction should comply with and implement National Environment Agency (NEA) General Sanitation and Hygiene Advisory For Premises Owners and Operators.

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

- The attraction will have to provide documents to show their efforts to educate their employees on infection control and good personal hygiene, including the communication of NEA's advisory on public cleanliness to their employees

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5.	Check that procedures are in place to manage COVID-19 suspect cases.

5   Check that procedures are in place to manage COVID-19 suspect cases

5.1   **Handling of COVID-19 suspect cases**

5.1.1   The Attraction should develop processes to identify and manage unwell personnel. Procedures for managing unwell employees, tenants, contractors and suppliers, and where applicable, visitors, including:

    i.   Arrangement of isolation/quarantine areas for unwell or suspected cases

    ii.   Designating an isolation route to the quarantine areas and transport pickup area, where applicable

    iii.   Arrangement of transport to designated Public Health Preparedness Clinics (PHPCs) or polyclinics, where applicable

    iv.   Evacuation plan of the remaining employees, tenants, contractors, suppliers and visitors where applicable

5.1.2   Procedures for assisting with contact tracing.

5.1.3   Procedures for cleaning and disinfecting premises exposed to suspected case(s) of the COVID-19.

- The attraction will have to provide documents on the SOPs in the handling of COVID-19 suspect cases relating to identification and management of these cases, contact tracing and cleaning/disinfecting premises

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5.	Check that procedures are in place to manage COVID-19 suspect cases.

- The attraction will have to provide relevant documents to show how they are disinfecting quarantine areas/isolation route based on NEA's guidelines and using the list of household products and active ingredients for disinfection (as recommended by NEA)

5.2 **Post- handling of COVID-19 suspect/confirmed cases**

5.2.1 The Attraction should disinfect quarantine areas and isolation route immediately after handling COVID-19 suspect cases, where applicable.

5.2.2 Refer to NEA Interim List of Household products and Active Ingredients for Disinfection of Novel Coronavirus (COVID-19).

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

5.2.3 Where a confirmed case has been present in the Attraction's premises or public spaces, refer to NEA Interim Guidelines for Environmental Cleaning and Disinfection of Premises with Transient Exposure to Confirmed Case(s) of the Novel Coronavirus (COVID-19).

https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-guidelines-for-environmental-cleaning-and-disinfection-of-premises-with-transient-exposure-to-confirmed-cases-of-the-novel-coronavirus

Table 1. Active Ingredients and Their Working Concentrations Effective Against Coronaviruses

S/N	Active Ingredient (A.I.)	Contact Time (min)
1	Accelerated hydrogen peroxide[#] (0.5%)[a]	1
2	Benzalkonium chloride* (0.05%)[b]	10
3	Chloroxylenol (0.12%)[c]	10
4	Ethyl alcohol (70%)[d]	10
5	Iodine in iodophor (50 ppm)[b]	10
6	Isopropanol (50%)[b]	10
7	Povidone-iodine (1% iodine)[d]	1
8	Sodium hypochlorite (0.05 – 0.5%)[d, e]	5
9	Sodium chlorite (0.23%)[b]	10

Table taken from NEA website

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

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 Attraction should consider appropriate identification and description (e.g. title, date, author, reference number).

6.1.2 Ensure that documents and records be retained for at least 3 months for traceability.

- The attraction will have to provide relevant documents such as Document Retention Policy by management and samples (where applicable) of temperature logs, health declarations, travel declarations, training records, disinfection records etc for at least 3 months.

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

7 Ensure compliance to government orders, guidelines and health advisories on the COVID-19

7.1 Comply with all government orders such as Stay-Home Notice (SHN) and Quarantine Order (QO) issued by the various Ministries.

7.2 Refer to orders, guidelines and advisories on safe distancing and put in place appropriate safe distancing measures, where possible[6]. Refer to the Advisory on Safe Distancing Measures for Tourism Stakeholders.
https://www.stb.gov.sg/content/dam/stb/documents/pages/STB%20Tourism%20Industry%20Advisory_safe%20distancing.pdf

7.3 Maintain and comply with the list of relevant guidelines and health advisories on the COVID-19 from government agencies[7] and ensure that this list is up-to-date[8]. This includes identifying relevant measures and determining how they should be implemented in the attraction.

7.4 Comply with government circular on collection/use of personal data during the event of an emergency. Refer to PDPC Advisory on Collection of Personal Data for COVID-19 Contact Tracing.
https://www.pdpc.gov.sg/Advisory-on-CUD-for-COVID-19

- The attraction will have to demonstrate that it has complied with SHN and QO issued by the government

- The attraction will have to provide relevant documents to show that it has maintained and is in compliance with up-to-date guidelines and health advisories on COVID-19 as issued by the government

- The attraction will have to provide relevant documents to demonstrate that it has implemented safe distancing measures and SOPs in place to collect and ensure the security of personal data

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SG Clean certified tourism establishments can be identified by the certificate, posters, decals and badges

SG Clean Certificate

Posters, decals and badges to communicate that the establishment is SG Clean