

**ESG-LTA JOINT ADVISORY****Tightening Safe Distancing Measures For  
Food & Beverage and Online Retail Delivery**

1. To reduce the risk of further local transmission of COVID-19, the Ministry of Health (MOH) announced that only essential services and related supply chains would be allowed to operate during the Circuit Breaker Period from 7 April to 4 May 2020 (inclusive). During this period, all Food & Beverage (F&B) establishments can only operate for takeaway and/or delivery. Dining-in is not permitted. In addition, only online retail and delivery are allowed for retail establishments not providing essential services<sup>2</sup>. These measures are to reduce interactions outside of the household.
  
2. In line with this, Enterprise Singapore (ESG) and the Land Transport Authority (LTA) are providing operational guidance on safe distancing measures for businesses providing delivery services for F&B and retail establishments. This includes in-house delivery operations, third-party delivery businesses, as well as taxis and private-hire cars, which can make grocery and food deliveries from 29 March to end June 2020. All such delivery personnel must comply with these measures.

**Food Delivery**

3. Companies providing food delivery services must comply with the following:

**For delivery personnel**

- a. Delivery personnel must wear masks at all times during their work.
- b. Delivery personnel must minimise contact and interactions with others at all times and not cluster together. This includes interactions with staff from F&B establishments, customers and other delivery personnel.
- c. Delivery personnel must comply with the one-metre distancing measure. If an F&B outlet is overcrowded, they should wait outside the establishment, maintain a safe distance from other delivery personnel or customers, and only enter the outlet when food is ready for collection.

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<sup>2</sup> F&B and retail establishments must comply with the measures outlined in the F&B and Retail joint statements. Visit [www.enterprisesg.gov.sg/covid-19](http://www.enterprisesg.gov.sg/covid-19) for more information.

#### For F&B establishments

- a. Encourage F&B establishments to opt for contactless pick-up, where food orders are placed by the F&B establishment at designated locations for pick-up by delivery personnel.

#### For customers

- a. Encourage customers to opt for contactless receiving of food, where food orders are left by delivery personnel at designated locations (e.g. at the doorstep) for pick-up by customers.

### **Online Retail Delivery**

4. Businesses providing online retail delivery services must comply with the following:

#### For delivery personnel

- a. Delivery personnel must wear masks at all times during their work.
- b. Delivery personnel must minimise contact and interactions with others at all times and not cluster together. This includes interactions with staff from retail establishments, customers and other delivery personnel.
- c. Delivery personnel must comply with the one-metre distancing measure. They should only enter the retail establishment when the retail item is ready for collection.

#### For retail establishments

- a. Encourage retail establishments to opt for contactless pick-up, where items are placed at designated locations for pick-up by delivery personnel.

#### For consumers

- a. Encourage customers to opt for contactless receiving of items, where items are left by delivery personnel at designated locations (e.g. at the doorstep) for pick-up by customers.
- b. For bulky items, delivery personnel must leave the premises once the items are put in place.

### **Sanitation and hygiene measures**

5. All delivery businesses must comply with the following:

- a. Carry out daily temperature screening and health declaration among employees, including delivery personnel before they start work. Those who are unwell cannot work and must go to the doctor.
  - b. Ensure adoption of cleanliness and hygiene practices and compliance with MOH health advisories.
  - c. Equip delivery personnel with hand sanitisers. Personnel must be reminded to wash their hands with soap and water regularly. In the event that they are unable to do so in between deliveries, they should keep their hands clean by using the hand sanitisers.
  - d. Delivery personnel must frequently clean carriers such as food carriers, food bags and food warmers for food delivery, and other forms of carriers and boxes for retail delivery. The frequency of cleaning and disinfection should be commensurate with increased usage.
  - e. Delivery personnel should not place their personal items (e.g. water bottles) in the same box, carrier, or insulated container, which are used to hold food ordered by customers.
  - f. Businesses can refer to NEA's guidelines of Interim List of Household Products and Active Ingredients for Disinfection of the COVID-19 Virus for information<sup>3</sup>. Businesses will need to ensure appropriate use of disinfectants and ensure they do not come into contact with food.
6. Employers, staff and delivery personnel must exercise social responsibility by observing good personal hygiene and monitoring their health conditions. Staff and delivery personnel must reduce physical interactions and not have meals in groups. Those who are unwell, even with mild flu-like symptoms, must see a doctor and stay at home to prevent spreading illness to others.

### **Communications**

7. All companies providing delivery services must provide clear communications and reminders to delivery personnel on the above safe distancing and baseline sanitation and hygiene measures to ensure compliance.

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<sup>3</sup> <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>

### **Enforcement of measures**

8. Government agencies will be stepping up enforcement of these safe distancing measures. **Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, first-time offenders will face a fine of up to S\$10,000, imprisonment of up to six months, or both. Subsequent offences may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both.**
  
9. Businesses that do not implement or comply with the government's safe distancing advisories may also be ineligible for government grants, loans, tax rebates and other assistance.

**Enterprise Singapore  
Land Transport Authority**

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