

Workers

Q1: What additional precautionary measures can employers take at the workplace to safeguard the workplace from COVID-19?

Employers could consider the following additional measures:

- Encourage employees to take temperature regularly (twice daily) and monitor for respiratory symptoms;
- Increase frequency of cleaning of areas with high human contact, e.g. countertops used in serving customers, common spaces used for meetings, toilets, lifts, refuse bins and handrails;
- Provide additional guidance on handling customers who are unwell, e.g. frontline staff can encourage customers who are unwell to see a doctor and to return another day, or advise the customer to put on a mask;
- Obtain travel declaration from employees on travel history / upcoming plans to mainland China; and
- Encourage employees to observe good personal hygiene by reminding them to wash their hands regularly, cover mouth if coughing or sneezing and to avoid touching their faces.

You may refer to <https://www.mom.gov.sg/covid-19/frequently-asked-questions>

Q2: What should I do if my worker has flu-like symptoms or is suspected to be infected with COVID-19?

If you suspect that your worker may be infected with COVID-19, please advise him/her to consult a doctor as soon as possible. If the doctor has reason to suspect COVID-19 infection, the worker will be referred for further test and deemed to be a suspect case.

As employers, if you are aware that your worker is a suspect case, you should immediately identify and engage other workers who may have come into close physical contact with the suspect case recently. You should request your affected worker to:

- a. Monitor their health, including doing temperature checks twice daily;
- b. Adopt good personal hygiene; and
- c. See a doctor immediately if they are unwell and inform their supervisor or HR department immediately. They should stay at home on sick leave even if they feel that their symptoms are mild.

¹ Food industry comprise farms, abattoir, slaughterhouses, importers, food wholesale centres, food manufacturers, food cold stores/warehouses, food services and food retail outlets.

You may refer to MOM's general advisory for employers if a confirmed or suspect case of COVID-19 is detected at the workplace. This is available at <https://www.mom.gov.sg/covid-19/general-advisory-for-confirmed-or-suspect-case>

Q3: If my worker is found infected with COVID-19 or showing flu-like symptoms, must I dispose of the food the worker has touched?

There is currently no evidence to support the transmission of COVID-19 associated with food and food packaging that may have been exposed to an infected person. This means that there is a very low risk of spread from food, product and packaging that may have been exposed to an infected person. Hence, there is no need to dispose of food and the food is safe to eat.

What is more important is for you to must ensure that your workers who are sick should stay at home. They should not handle or prepare food.

Q4: If my worker is found infected with COVID-19, what must I do about my premises?

You should follow the NEA guidelines to disinfect your premises.

NEA has developed guidelines to assist owners and occupants of non-healthcare premises and residential units to carry out cleaning and disinfection of areas which may have been exposed to the novel coronavirus. These guidelines are developed and tailored according to the type of premises, such that you will be able to carry out cleaning and disinfection operations on your own. These guidelines outline the approach to cleaning and disinfection of frequently touched surfaces, the use of appropriate disinfectants, the proper use of personal protective equipment (PPE) such as surgical masks and gloves, and the appropriate disposal of waste after clean-up, amongst others.

These guidelines are available at: <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidelines-for-environmental-cleaning-and-disinfection>

Hygiene

Q5: What are the measures that the food industry can take to minimize the transmission of the COVID 19 virus in my food establishment?

Operators of food establishments are advised to maintain high standards of hygiene and cleanliness to safeguard public health and instill confidence in customers to dine at the premises. This will also provide assurance to the general public, knowing that the operators and its staff uphold good hygiene and cleanliness standards.

SFA and NEA have issued the Sanitation and Hygiene Advisory for Food Establishments, covering areas such as personal hygiene, food hygiene, house-keeping, refuse management, toilet cleanliness and pest control. This is available at: https://www.sfa.gov.sg/docs/default-source/default-document-library/advisory-to-food-establishments_final.pdf.

Other MOM-related issues

Q6: What should I do if my employee is returning from China?

With effect from 2359 hours on 18 February 2020, returning employees from mainland China (outside Hubei) will be issued a mandatory 14-day Stay Home Notice (SHN) from the day of their return. Under SHN, returnees will have to remain in their place of residence at all times during the 14-day period.

With the introduction of the SHN, no new Leaves of Absence (LOA) will be issued. Employees who are currently on LOA at the point of implementation of the SHN will continue serving out the LOA.

The full list of MOM FAQs are available at:
<https://www.mom.gov.sg/2019-ncov/frequently-asked-questions>

Q7: Do employers need to provide suitable quarantine facilities for foreign workers? What should the employer do if dormitories do not have enough capacity to house a quarantined foreign worker?

Foreign workers who are issued with quarantine orders may be quarantined at home or within their dormitory. They will first have their existing housing assessed by the Quarantine Order Agent for home quarantine, for whether the housing is suitable for quarantine.

If their housing is assessed to be unsuitable, foreign workers will then be sent to a suitable quarantine facility, which is centrally managed by the Government. There is no need for employers to provide suitable quarantine facilities for foreign workers.

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Services by SFA

Q8: Where will exporters go to pick up wet signature export certificates (e.g. vet health cert) in the event of social distancing measures and/or ENV building closure?

In the event of social distancing measure, SFA will carry out documentary assessment, in lieu of physical inspections, for the issuance of export certificates.

The following supporting documents will be required for the specific export certificates below:

| Certificates | Documents required |
|-------------------------------|--|
| Free Sale Certificates (food) | sales invoice/import permit (for imported food products) or establishment licence (for locally manufactured food products) |
| Food Export Certificate | supporting documents (i.e. details of export consignment (i.e. product description, quantity, brand, production date, lot/batch code, production records, packing list), photograph of export consignment and test report (if applicable)) |
| Health Certificate (food) | |

The supporting documents can be sent to LicenceOne for application of Free Sale Certificates and Food Export Certificates. For application of Health Certificate (Food), the documents can be sent to SFA's certification team via email to: TOH_Wee_Chi@sfa.gov.sg

Should operations at the Customer Service Centre at ENV building be affected, SFA will courier the export certificates to exporters.

PPWC, JFP, SFP

Q9: Would SFA be providing an alternative site for wholesale trade if there is a confirmed case?

In the event of a confirmed case in our facilities, SFA will instruct our cleaning contractor to carry out cleaning and disinfection based on NEA's guidelines. The area to undergo cleaning and disinfection would depend on where the person had visited and would not necessarily result in the closure of the entire facility. There is unlikely to be a need to close down the wholesale centre.

Companies are encouraged to put in place Business Continuity Planning (BCP), including informing staff to stay at home and not to go to work when they have mild flu-like symptoms, the need for staff to maintain good personal hygiene, and to ensure that common areas are disinfected daily.

Q10: As there could be possible cross contamination between both fishery ports, would both ports need to be shut down if there is a confirmed case?

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Q11: What are the measures that SFA is putting in place to mitigate risk at the wholesale centres?

SFA will be implementing temperature screening at the Pasir Panjang Wholesale Centre, Jurong Fishery Port and Senoko Fishery Port from 22 Feb 2020, as a precautionary measure to manage and prevent the spread of COVID-19.

Prior to this, we are conducting temperature screening exercises at these 3 facilities from 15 – 21 Feb to:

- familiarise personnel with the temperature screening process, and
- test the efficiency and effectiveness of the process.

Other Assistance

Q12: How will SFA help if manufacturers are unable to get raw material for production due to supply disruption from China?

SFA encourages the industry to diversify their sources as part of their business continuity plans. Doing so helps to enhance business resilience and mitigate the impact of food supply disruptions.

For meat and eggs, the industry can refer to the list of accredited overseas establishments for approved sources other than China:

<https://www.sfa.gov.sg/food-import-export/commercial-food-imports>. The industry can also consider alternative products such as liquid eggs, instead of traditional hen shell eggs.

Q13: Will the government be providing any financial assistance to the food industry?

At the Budget 2020, the \$4 billion Stabilisation and Support Package was announced to provide assurance and support to workers and enterprises in this time of economic uncertainty. In addition to providing cash flow support, the Package supports firms to retain and retrain workers, and share productivity gains with them.

More details can be found at https://www.singaporebudget.gov.sg/budget_2020/budget-measures/stabilisation-and-support-package.

For enquiries on specific schemes, please find contact details below.

| Scheme | Contact Details |
|---------------------|---|
| Jobs Support Scheme | Hotline: 1800-352-4728 |
| Wage Credit Scheme | Website: https://www.iras.gov.sg/irasHome/wcs.aspx Email: wcs@iras.gov.sg Hotline: 1800-352-4727 |



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| Enterprise Financing Scheme – SME Working Capital Loan | Email: enquiry@enterprisesg.gov.sg |
| Adapt and Grow | Website: www.ssg-wsq.gov.sg/about/contact-us.html |

For businesses affected by the Leave of Absence (LOA) or Stay-Home Notice (SHN) requirements due to COVID-19, Ministry of Manpower (MOM) will provide support through the Leave of Absence Support Programme (LOASP). Under the LOASP, eligible employers can apply for a \$100 daily per affected worker for the required duration of paid LOA/SHN granted to the employee. Eligible employers will also qualify for levy waiver for affected foreign workers for the LOA/SHN period.

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