

## **Advisory to Telecommunication, Media and Postal Licensees - Precautionary Measures for Dealing with COVID-19**

*Issued by IMDA to telecommunication, Media<sup>1</sup> and postal licensees that are operating workplace activities during COVID-19 situation until further notice.*

### **MOM's Safe Management Measures at Workplace for Compliance**

#### **(1) All Employers and Employees to Comply with Prevailing Safe Management Measures at Workplace issued by Relevant Authorities such as MOM**

- Review company's SOPs for workplace, to ensure compliance with prevailing safety measures as directed by relevant authorities including MOH and MOM
- Brief all employees on prevailing relevant Ministries' (e.g., MOH and MOM) COVID-19 guidelines and advisories regularly
- Create checklist, conduct checks and record to ensure employees adhere to the prevailing measures
- Refer to the latest copy of **MOM Safe Management Measures at Workplace** <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

### **Additional Advisories from IMDA for Compliance**

#### **General**

#### **(2) Additional Safe Management Measures for Compliance**

- Brief employees on prevailing IMDA advisories regularly
- Create checklist, conduct checks and record to ensure employees adhere to prevailing IMDA's advisories (e.g. wearing of masks etc.)
- Employers must exercise heightened vigilance at the workplace
- Working-from-Home (WFH) to be the default for those who are able to WFH. There should continue to be no cross-deployment of workers to multiple worksites.
- Brief employees that they should not report to work if they feel unwell and encourage employees not to report to work if any member in their household are unwell. Unwell employees should see a doctor immediately
- Ensure employees wear masks properly at all times. Additionally, face shields may be worn in accordance with MOH's prevailing advisories
- Step up the frequency of cleaning of workplace premises. Refer to NEA's cleaning guidelines for details at [www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines](http://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines)
- Log your employee's entry into and exit from workplaces via TraceTogether-only SafeEntry (ToS). For full list of venues/places where SafeEntry must be deployed, please refer to <https://www.safeentry.gov.sg/deployment/>
- Employees are to carry or have on themselves their TraceTogether token or the downloaded and activated TraceTogether app
- Defer all official overseas trips where possible

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<sup>1</sup> Additionally, Media licensees are required to comply to IMDA's Mandatory Safety Rules for the Resumption of Content Production

- Centralise overseas leave applications (e.g., with HR) during the period for ease of coordination and monitoring. For example, employees who need to make personal trips overseas during this period should write to their HR for approval before submitting their online leave application

### Specific Workplace Functions or Areas

Companies are to perform regular checks on SMM measures for their workplace and frontline operations in compliance to safe management measures required by the relevant government agencies specifically to below sections 3, 4, and 5 where relevant. The records and schedules for such checks are to be kept for the purpose of SMM audits.

#### **(3) Outfield Works<sup>2</sup> (performed by employees including contractor/vendor employees)**

- Brief employees on proper usage of masks and personal protective equipment (PPE)
- Brief employees on higher risk sites/locations so that employees can take extra precautions measures (e.g., hospitals, Government Quarantine Facilities (GQFs), foreign employees' dormitories)
- Maintain safe distancing from co-workers at workplace, including the staggering of mealtimes and breaks
- Keep records of locations and customers visited to support contact tracing if needed
- Maintain safe distancing in vehicles with marked seats
- Remind employees to observe good personal hygiene and issue hand sanitisers to frontline employees that may have contact with the general population

#### **(4) Indoor Works (Enter premise/homes for works) (performed by employees including contractor/vendor employees)**

- Check with premise owners/tenants if they wish to continue with their orders, and issue an advisory to them on good practices to adopt when the employees are in their premises, such as maintain safe distances (at least 1m) from the employees and minimise interaction time
- Homeowners are to be notified of how many technicians will enter the premises for home installations, so that the homeowners can plan and keep within the number of distinct visitors per day, based on MOH's COVID-19 guidelines
- Require the in-premise employees/contractors to wear gloves (where practical), face mask and face shield/eye goggles as an additional layer of protection
- Require the in-premise employees/contractors to sanitise their hands before entry into the premise, and after completing the job
- Clean-up and disinfect the worksite after the job is completed
- Implementation of electronic survey to premise owners/tenants is encouraged to solicit feedback on in-premise employees/contractors' adherence to safe management measures

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<sup>2</sup> This include works such as outside plant installation and maintenance, outdoor news and content production, and outdoor postal and newspaper delivery.

### **(5) Frontline and customer-facing operations**

- All retail establishment's customers-facing operations must adhere to the latest copy of joint advisory set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA).  
Refer to
  - <https://www.enterprisesg.gov.sg/covid-19/safe-distance>
- Employees must provide clear communication on safe distancing measures to customers. Put up simple signage to clearly communicate these practices to customers
- Put up visible signage to advise customers who are unwell or have flu-like symptoms to see a doctor and to reschedule their appointments, or be served via alternate means such as e-service, teleconferencing, etc to the extent that is operationally feasible based on company's operating context
- Encourage members of the public to send in their queries or sign up for services online
- All other retail stores not located within malls are strongly encouraged to conduct temperature screening and checks on visible symptoms where practicable.
- Ensure employees and customers have their masks on at all times
- Conduct more frequent cleaning of areas with high human contact, such as frontline counters where customers are served and rooms where customers are hosted
- Provide hand sanitisers to frontline employees who handle cash and other devices and unable to wash their hands frequently
- Frequently disinfect common spaces and increase frequency of cleaning for high-touch surfaces and interactive components within the premises, such as self-checkout kiosks
- Implement e-queueing system to prevent congregation at retail establishment and schedule booking of appointments for customers on service provisioning, repair or product collection where applicable

### **(6) Safe Management Measures for Door-to-Door Sales**

*(Note: Door-to-door sales are currently permitted under Phase 3 (Heightened Alert) as at mid-June 2021. The following measures for such sales are applicable, unless the prevailing national COVID-19 safe management measures get tightened.)*

- Brief sales employees on prevailing IMDA advisories regularly
- Sales employees must exercise heightened vigilance when conducting door-to-door sales and should keep their interactions with residents brief
- Sales employees are to abide by the 1 metre social distancing rule at all times
- Ensure sales employees wear masks properly at all times
- Sales employees conducting door-to-door sales should refrain from entering homes and should exercise transient contact. If sales employees are required to enter the resident's house, they will be counted towards the household's visitor cap for that day
- Groups doing door-to-door visits should be kept small
- Sales employees are to carry or have on themselves their TraceTogether token or the downloaded and activated TraceTogether app

- Remind sales employees to observe good personal hygiene and prepare hand sanitisers for the sales employees that may have contact with the general population
- Door-to-door sales must not proceed in areas/locations that have active COVID cases

#### **(7) Accommodation for Foreign Employees**

- Split accommodation across function groups with segregation by floors. Employees performing the same function should be split up at different residences and segregated at different floors at the same accommodation. This is to minimise the risk of all employees performing the same function to be issued Quarantine Orders or Stay Home Notices (QOs/SHNs) at the same time if there is a confirmed COVID-19 positive case
- Remind employees to practice safe distancing at their accommodation place. Strict instructions should be sent to remind employees not to mingle beyond the permissible group size
- Instructions should be sent to remind and encourage employees of different shifts not to meet each other at the accommodation place and for social gatherings

#### **(8) Transiting between Accommodation and Workplace**

- Stagger group transportation to avoid interaction at common housing areas, arrival and departure
- Review the maximum seating capacity for each vehicle to maintain safe distancing in vehicles on any modes of transportation provided by company
- Communicate to employees and drivers to ensure effective implementation of these safe distancing measures
- Provide hand sanitisers on vehicles for employees to disinfect their hands
- Ensure employees wear masks at all times and observe safe distancing
- Employers are advised to provide transportation to and from their respective workplaces and in doing so, avoid making intermediate stops in between the workplace and housing location
- Ensure that dedicated transportation is provided if employees are moving from their existing housing locations to alternative accommodations and avoid using public transport
- Refer to the latest advisory on Safe Management Measures for workers on employer-provided transportation  
<https://www.mom.gov.sg/covid-19/advisory-on-safe-management-measures-for-workers-on-transportation>

#### **(9) Hosting of Public Events/Performances**

- For hosting events and performances, please seek the relevant authorities (e.g. STB, NAC, IMDA) for approval and adhere to the latest advisory:
  - <https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-MICE.html>
  - <https://www.nac.gov.sg/whatwedo/support/sustaining-the-arts-during-covid-19/Sustaining-the-arts-during-COVID-19.html>

- Event organiser to issue advisory and conduct briefing on good practices to adopt such as maintaining safe distance (at least 1 metre) and ensuring no intermingling between zones
- Ensure event staff are briefed on crowd control and safe distancing of attendees while queuing for restrooms
- Schedule staggered arrival and departure timings of attendees to reduce crowding situations at the entry and exit doors
- Put up signages reminding attendees to have masks on at all times, and no singing or cheering for the entire duration of the event

**(10) Public Communications Preparedness**

- Ensure drawer public statements are prepared and ready for issuance, to plan for situations if your company has confirmed COVID-19 case(s)

**Advisories by various Government bodies, SafeEntry user guide and MOH Hotline**

- Please refer to the following for the latest COVID-19 advisories and updates.

[www.moh.gov.sg/covid-19](http://www.moh.gov.sg/covid-19)

[www.mom.gov.sg/covid-19#latest-advisories](http://www.mom.gov.sg/covid-19#latest-advisories)

[www.mom.gov.sg/covid-19/advisory-on-safe-management-measures-for-workers-on-transportation](http://www.mom.gov.sg/covid-19/advisory-on-safe-management-measures-for-workers-on-transportation)

[www.mom.gov.sg/covid-19/requirements-for-safe-management-measures](http://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures)

[covid.gobusiness.gov.sg/safemanagement/general](http://covid.gobusiness.gov.sg/safemanagement/general)

[covid.gobusiness.gov.sg/safemanagement/sector/](http://covid.gobusiness.gov.sg/safemanagement/sector/)

[www.enterprisesg.gov.sg/covid-19](http://www.enterprisesg.gov.sg/covid-19)

[www.enterprisesg.gov.sg/covid-19/safe-distance](http://www.enterprisesg.gov.sg/covid-19/safe-distance)

[www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines](http://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines)

<https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-MICE.html>

<https://www.nac.gov.sg/whatwedo/support/sustaining-the-arts-during-covid-19/Sustaining-the-arts-during-COVID-19.html>

[www.safeentry.gov.sg/deployment/](http://www.safeentry.gov.sg/deployment/)

- For information on TraceTogether-only SafeEntry, please refer to “Quick Start Guide to scan TraceTogether Token at your venue” at [www.safeentry.gov.sg](http://www.safeentry.gov.sg)
- MOH Hotline at 1800-333-9999
- Report breaches or poor practices via SnapSAFE app  
[www.mom.gov.sg/eservices/snapsafe](http://www.mom.gov.sg/eservices/snapsafe)