

31 August 2021

Dear Enterprises

## **[UPDATED] FAST AND EASY TESTING – ROSTERED ROUTINE TESTING FOR CLEANERS DEPLOYED AT RETAIL MALLS**

1. Since late-June 2021, the Fast and Easy Testing (“**FET**”) regime has been progressively rolled out for all higher risk sectors, including cleaning businesses with cleaners deployed at Retail Malls (i.e. businesses providing cleaning services to common areas of retail malls, including mixed-use developments and HDB shopping centres). **With effect from 15 July 2021 onwards, all businesses deploying cleaners at Retail Malls<sup>1</sup> (“Enterprises”) must comply with the mandatory requirements set out in this updated notice. For avoidance of doubt, the mandatory requirements are specified in the paragraphs below prefaced with the words ‘[Mandatory]’.**

### **Background**

2. The purpose of the FET regime is to further reduce the risk of transmission of COVID-19 in settings with unmasked clients or where services are performed under prolonged and close contact with clients. Under the FET regime, enterprises are required to ensure that their employees and persons who work under their direction (e.g. contractors and subcontractors) undergo regular FET using the COVID-19 Antigen Rapid Test (“**ART**”), regardless of their vaccination status. Self-employed persons working in these settings should also ensure that they adhere to the FET regime.
3. The FET regime and the mandatory requirements set out in this notice are imposed on Enterprises under the COVID-19 (Temporary Measures) (Control Order) Regulations 2020. Failure to comply with the requirements set out herein may result in prosecution and/or other enforcement action, including suspension/closure of operations<sup>2</sup>.

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<sup>1</sup> Individuals who have recovered from a COVID-19 infection in the past 270 days are exempted from the FET Requirement.

<sup>2</sup> Enterprises are reminded to comply with the other requirements imposed under the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 and implement the Safe Management Measures (“**SMMs**”) as set out on the [COVID Gobusiness website](#). They are also reminded to comply with the relevant [SMMs](#) that have been set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Sport Singapore (SportSG), National Environment Agency (NEA), Ministry of Home Affairs (MHA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA).

## FET Requirements for Enterprises

4. **[Mandatory]** All Enterprises must ensure that their retail mall cleaners<sup>3</sup> and persons who work under their direction<sup>4</sup> (collectively, “**Workers**”) undergo FET at least once every 14 days (the “**FET Requirement**”).
5. **[Mandatory]** After their Workers undergo FET, Enterprises shall:
  - (1) verify<sup>5</sup> the test results obtained by their Workers;
  - (2) not allow any Worker that has obtained an “AG+” or “AG Invalid”, “Double Invalid” test result (please refer to **ANNEX A** on details of the various test results) to enter or remain at the workplace;
  - (3) direct any Worker that has obtained an “AG+” or “Double Invalid” test result to undergo a COVID-19 polymerase chain reaction (“**PCR**”) test and self-isolate at home; and
  - (4) only allow the Worker described in paragraph 5(3) to enter or remain in the workplace **if that Worker has subsequently** undergone a PCR test and the test result of that PCR test shows that he or she is **negative for COVID-19 infection**.
6. To meet the FET Requirement, Enterprises are encouraged to conduct **Employer-Supervised Self-Swab (“ESSS”)** for their Workers. Details on how to conduct ESSS are set out in paragraphs 8 to 16 below. The costs for the ART test kits that will be used for ESSS and the training required for Enterprises that wish to conduct ESSS will be borne by the Government until 30 September 2021.
7. Enterprises that operate small businesses such as hawkers, which are not able to organise supervised self-swabs on their own, may meet the FET Requirement by having their Workers undergo FET at one of the Quick Test Centres (“**QTC(s)**”) that are being set up across Singapore<sup>6</sup>. The relevant Government agencies will progressively reach out to Enterprises to provide more details on how their Workers can secure an appointment to undergo FET at a QTC. **For retail mall cleaning businesses, NEA has arranged for the retail mall cleaners to undergo FET at QTCs.** The costs for the services and ART test kits that will be used at the QTC will also be borne by the Government until 30 September 2021.

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<sup>3</sup> This includes both full and part time cleaners, except for those who are working in the office section of a mixed-use development, or those working within retail shops, or within F&B outlets (already under ESG’s/SFA’s RRT), or cleaners who are already on RRT under another agency.

<sup>4</sup> This includes subcontractors providing cleaning services at retail malls.

<sup>5</sup> Enterprises are required to inspect any physical test result slip, SMS or test kit evidencing the test result of the Worker. It would not be sufficient for Enterprises to rely on oral statements by Workers to fulfill this obligation.

<sup>6</sup> As of 27 Aug 2021, the nine QTCs where retail mall cleaners may undergo FET at are: Yishun Bus Interchange, Tekka Bus Terminal, Jurong West Active Sports CP, Pasir Ris Sports Hall CP, Blk 75 Marine Drive, Blk 2 Toa Payoh Lor 7, Blk 814 Hougang Avenue 10, Punggol Town Square, Blk 506 Tampines Central 1.

## Requirements for Enterprises conducting ESSS

8. ESSS involves Workers using an ART kit and performing a swab on themselves under the supervision of a trained supervisor (“**Supervisor**”). The swabbing and supervision can be done either at the workplace or virtually using tools such as video conferencing.
9. **[Mandatory]** To satisfy the FET Requirement, Enterprises conducting ESSS for their Workers are required to ensure that:
  - (1) they have appointed an adequate number of Supervisors to ensure that each and every Worker is supervised by a Supervisor whenever they carry out ESSS;
  - (2) the Supervisor has satisfied the training requirements set out under paragraph 10 below and properly performs his supervisory role<sup>7</sup>;
  - (3) Workers comply with the steps set out in paragraph 13 below and properly perform the swabs on themselves;
  - (4) the test results obtained by Workers from ESSS are uploaded on the Swab Registration System (“**SRS**”) in accordance with the requirements set out under paragraph 14 below; and
  - (5) Workers that obtain ‘AG+’ or ‘Double Invalid’ test results while conducting ESSS are managed by the Enterprise in accordance with the requirements set out under paragraph 16 below.

### *Training for Supervisors*

10. **[Mandatory]** Enterprises conducting ESSS shall ensure that their Supervisors have attended the 4-hour virtual Supervisory Training in ART Self-Swab that is conducted by the Ministry of Health’s (“**MOH**”) appointed training provider, HMI Institute of Health Sciences Pte. Ltd. (“**HMI**”) before they perform their supervisory role. If a Supervisor is above 50-years-old, Enterprises must ensure that he or she is fully vaccinated against COVID-19 (i.e. they received two doses of the COVID-19 vaccination under Singapore’s national vaccination programme and 14 days have passed from the time of the second dose<sup>8</sup>) before they can perform any supervisory role.
11. Enterprises conducting ESSS are advised to nominate at least two employees to undergo training to be a Supervisor. The training provided by HMI will equip Supervisors with the knowledge needed to supervise the conduct ESSS and a certificate of attendance will be issued to those who have completed it. The training provided by HMI is carried out daily from (a) 8am to 12pm, (b) 2pm to 6pm and (c) 6pm to 10pm on a first-come-first-served basis. Enterprises are advised to book their training slot directly with

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<sup>7</sup> This includes wearing adequate personal protective equipment and maintaining appropriate infection prevention control procedures while conducting supervision.

<sup>8</sup> Enterprises can consider asking Supervisors to verify their vaccination status via TraceTogether.

HMI at <https://hmi-ihs.com/supervisory-training-in-art-self-swab/> and to do so as soon as possible.

12. Upon successful booking, HMI will send a web link for supervisors 1-2 days before the actual training day, to attend the virtual training session. Please visit HMI's website at <https://hmi-ihs.com> (refer to "COVID-19 Training") for latest details on the ESSS training details.

#### *Conduct of ESSS by Workers*

13. **[Mandatory]** Enterprises are required to ensure that their Workers comply with the following when carrying out ESSS:
  - (1) Workers are to be supervised<sup>9</sup> by a Supervisor whenever they carry out ESSS;
  - (2) Workers who obtained an "AG Invalid" test result are to undertake a follow-up ART test;
  - (3) Workers who obtained an "AG+" or "Double Invalid" test result are to undertake a follow-up PCR test;
  - (4) Workers are to use new ART test kits whenever they carry out ESSS; and
  - (5) Workers are to properly dispose of used ART test kits after they have carried out ESSS<sup>10</sup>.

#### *Uploading of Test Results onto SRS*

14. **[Mandatory]** Enterprises are required to upload the test results obtained by their Workers from ESSS onto SRS<sup>11</sup> in accordance with the following:
  - (1) if the test result is "AG+" or "Double Invalid", Enterprises are to upload the test result of that Worker onto SRS **no later than 30 minutes** after the ESSS for that specific Worker is completed;
  - (2) if the test result is "AG-", Enterprises are to upload the test result of that Worker **no later than 24 hours** after the ESSS for that specific Worker is completed; and
  - (3) the requirements set out under paragraphs 4 and 5 of **Annex A**.
15. More details on the registration for an SRS account can be found in paragraph 21 below.

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<sup>9</sup> This can be done in person or virtually.

<sup>10</sup> Used test kits should be double-bagged and tied before disposing them in closed bins (e.g. pedal bins).

<sup>11</sup> Details on how to register for an SRS account can be found at paragraph 21 below.

### *Management of Workers with 'AG+' or 'Double Invalid' Test Result*

16. **[Mandatory]** If any Worker obtains an 'AG+' or 'Double Invalid' test result from ESSS, the Enterprise shall comply with all the requirements set out under paragraphs 6 to 7 of **Annex A**.

### **Support for Enterprises conducting ESSS**

17. The Government will be supplying ART test kits to Enterprises until 30 September 2021. To order the ART test kits, Enterprises are required to submit the relevant information to NEA. The ART test kits will be delivered to Enterprises or scheduled for self-collection on first-come-first-served basis. Enterprises shall only use the ART test kits that are supplied by the Government for ESSS and shall not distribute, supply or sell them to any third-party. ART Test Kits must be used with prudence and companies need to ensure that one employee only use one test kit for one cycle of RRT, unless the test result is AG invalid.
18. The Point-of-Contact<sup>12</sup> ("**POC**") stipulated in the Order Form must be the Worker who will be responsible for both the self-collection of the ART test kits and the uploading of test results onto SRS.
19. Enterprises that will be self-collecting the ART test kits are required to also provide the following information in the Order Form:
  - a. Name of POC;
  - b. Full business address (street name, floor & unit number, postal code);
  - c. POC's email address (to receive confirmation email);
  - d. POC's local mobile number (to receive confirmation SMS);
  - e. Number of Workers.
20. After submission of the Order Form, a confirmation email and SMS from a third-party vendor will be sent to your POC with the collection location and date within a week. A further SMS will be sent when the ART kits are ready for collection, and the ART kits must be collected within 3 days upon receipt of this SMS. If the ART kits are not collected within 3 days from stipulated date of collection, it will be returned to the warehouse, and an email will be sent to your POC to rearrange for a new delivery date, at a fee. For subsequent replenishment, the ART Kits will be delivered directly to the company. Information on the replenishment process will be provided to you.
21. The information that is submitted on the Order Form will also be used by the relevant Government agencies to help Enterprises set up an SRS account. Once the SRS

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<sup>12</sup> Enterprises are also able to nominate an alternate POC per outlet, if they wish to do so.

account has been set up, your POC will receive an email notification informing them about the creation of the SRS account and how to upload test results onto it.

### **Support from Enterprises**

22. The fight against COVID-19 requires the collective effort of everyone in the community. We seek the support and understanding of all Enterprises during this period. We will continue to review and adjust the measures in line with the national posture for the health and well-being of the public and employees.
23. For more details on the FET regime, contact the NEA at <https://www.nea.gov.sg/corporate-functions/feedback>.


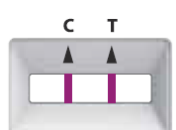

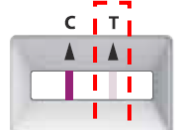

Annex A: FET Test Results and the Management of Workers after ESS

**FET Test Results and the Management of Workers after ESSS**

A. FET Test Results

1. Workers will be required to undergo ART to satisfy the FET Requirement. ART test kits will return one of three possible test results:
  - (1) negative or “**AG-**”;
  - (2) positive or “**AG+**”; or
  - (3) invalid or “**AG Invalid**”.
2. Workers that obtain an “**AG Invalid**” test result are required to immediately undergo a follow-up ART. Workers that obtain a second “**AG Invalid**” test result from this follow-up ART will be regarded as having a “**Double Invalid**” test result.
3. If a Worker undergoes ART at a QTC, they may be issued with a test result slip or sent an SMS stating the test result that they have obtained. Alternatively, the test results of these Workers can also be found on their TraceTogether or HealthHub phone applications.
4. If a Worker undergoes ART as part of ESSS, Image 1 below illustrates how the different test results will be shown on the SD Bio Sensor ART test kit (which will be the ART test kit distributed to Enterprises). Please note that the lines on the test kit cassette will appear in 15 – 30 minutes (“**Checking Window**”) after the specimen buffer has been added to the test well. Enterprises shall only upload the test results that are shown on the test kit cassette during the Checking Window onto SRS.

Image 1: Test results on SD Bio Sensor

Negative Test Result (‘AG-’)	Positive Test Result (‘AG+’)	Invalid Test Result (‘AG Invalid’)
 <p><u>Bold</u> marking at ‘C’ and <u>No</u> marking at ‘T’</p>	 <p><u>Bold</u> marking at ‘C’ and <u>Bold</u> marking at ‘T’</p>	 <p><u>No</u> marking at ‘C’ and <u>Bold</u> marking at ‘T’</p>
	 <p><u>Bold</u> marking at ‘C’ and <u>Faint</u> marking at ‘T’</p>	 <p><u>No</u> marking at ‘C’ and <u>No</u> marking at ‘T’</p>

5. If a Worker undergoes ART as part of ESSS and uses an ART kit other than the SD Bio Sensor ART test kit, Enterprises are to refer to the manufacturer's instructions on how to interpret the test results obtained by their Workers and only upload the test results that are obtained pursuant to these instructions onto SRS.

B. Management of Workers after ESSS

6. If a Worker obtains an "AG+" or "Double Invalid" test result from ESSS **AND** shows signs of acute respiratory infection ("**ARI**") (e.g. cough, sore throat, runny nose, loss of sense of smell), Enterprises are required to, as soon as possible:
  - (1) contact the Ministry of Health's Case Management Task Group (CMTG) at 6435-4060<sup>13</sup> to arrange for conveyance of that Worker to a Swab Isolation Facility (SIF) for further isolation and confirmatory PCR tests; and
  - (2) notify that Worker that he will be conveyed to a Swab Isolation Facility for the purposes stated in (1) above and to self-isolate in the interim.
7. If a Worker obtains an "AG+" or "Double Invalid" test result from ESSS **AND** does not show signs of ARI, Enterprises are required to, as soon as possible:
  - (1) contact and make an appointment for that Worker to visit a doctor for a confirmatory PCR test at a Swab and Send Home Public Health Preparedness Clinic ("**SASH PHPC**")<sup>14</sup>;
  - (2) fill in the referral note set out in **Appendix I** ("**Referral Note**") in accordance with the requirements set out in Image 2 below and hand a copy of the Referral Note to that Worker;

[This part is intentionally left blank]

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<sup>13</sup> Please note that this is NOT a general enquiry hotline and is to be used ONLY for its intended purpose to activate conveyance for an AG+ or double invalid individual with ARI symptoms,

<sup>14</sup> The list of SASH PHPCs can be found at <http://phpc.gov.sg>



Image 2: Information to be stated by Enterprises on Referral Note

**MINISTRY OF HEALTH SINGAPORE**

**REFERRAL FOR CONFIRMATORY PCR TEST**

Full Name: ABCDEF  
(as per NRIC/FIN/ Passport)

NRIC/FIN/Passport Number: S1234567A

Date & Time of Test: 22/10/2020, 16:45

Type of COVID-19 Test: Antigen Rapid Test

Brand of COVID-19 Test: BD Veritor/ SD Biosensor/ Standard Q/ Panbio

COVID-19 Test Result: ANTIGEN POSITIVE / INVALID\*

To whom it may concern,

The abovementioned is required to obtain a Government-funded COVID-19 polymerase chain reaction (PCR) test\* to confirm if he/she is infected with COVID-19.

2. For further details, please contact:

i. [Name of employer/contractor (and branch if applicable), email, phone number]; and/or

ii. [Name of Antigen Rapid Test Provider (and branch if applicable), email, phone number]

Stamp/Signature/Date

Name and Designation of Swab Supervisor/Trained Swabber: \_\_\_\_\_

Name of Antigen Rapid Test ("ART") Provider/Worksite (including branch if applicable): \_\_\_\_\_

Name of Employer/Contractor (including branch if applicable): \_\_\_\_\_

\*Confirmatory COVID-19 PCR tests for ART-positive and ART-invalid results are available at Swab-and-Send-Home (SASH) Public Health Preparedness Clinics (PHPCs), fully subsidised by the Government. A list of SASH PHPCs can be found at <https://phpc.gov.sg>. Individuals must call the clinic to make an appointment and confirm that they are able to obtain a confirmatory COVID-19 PCR test during their visit. Confirmatory COVID-19 PCR tests can also be obtained from non-SASH PCR test providers at the individual's own expense. Individuals must self-isolate at home until notification of a negative COVID-19 test result.

Notes on the right side of the form:

- Pls indicate "name of employer and contact details" and "name of ART provider and contact details" (if applicable)
- To be signed off by employer
- Indicate "Name of trained supervisor"
- Pls indicate name of worksite (e.g. JEM Shopping Mall, XXX Shipyard,
- Pls indicate company name

- (3) arrange for that Worker to be conveyed to the SASH PHPC that he or she will be taking his confirmatory PCR test at in accordance with **Appendix II**;
  - (4) notify that Worker that he is required to consult with a doctor at a SASH PHPC for a confirmatory PCR test, to bring his NRIC, Employment Pass, S Pass or Work Permits (whichever is relevant) for verification at that SASH PHPC, and to self-isolate in the interim; and
  - (5) notify that Worker that he or she has to self-isolate at home until the PCR test result has returned.
8. Enterprises should remind Workers who have obtained an "AG+" or "Double Invalid" test result to go for their confirmatory PCR swab on a daily basis. After 72 hours have elapsed from the time of their ART, Enterprises must check if these individuals have gone for their confirmatory PCR swabs and report those who have yet to do so within the same day via <https://go.gov.sg/artpositivenoncompliance>



MINISTRY OF HEALTH  
SINGAPORE

## REFERRAL FOR CONFIRMATORY PCR TEST

**Full Name:** ABCDEF  
(as per NRIC/FIN/ Passport)

**NRIC/FIN/Passport Number:** S1234567A

**Date & Time of Test:** 22/10/2020, 16:45

**Type of COVID-19 Test:** Antigen Rapid Test

**Brand of COVID-19 Test:** BD Veritor/ SD Biosensor/ Standard Q/ Panbio

**COVID-19 Test Result:** ANTIGEN POSITIVE / INVALID<sup>1</sup>

To whom it may concern,

The abovementioned is required to obtain a Government-funded COVID-19 polymerase chain reaction (PCR) test\* to confirm if he/she is infected with COVID-19.

2. For further details, please contact:
  - i. [Name of employer/contractor (and branch if applicable), email, phone number]; and/or
  - ii. [Name of Antigen Rapid Test Provider (and branch if applicable), email, phone number]

Stamp/Signature/Date

**Name and Designation of Swab Supervisor/Trained Swabber:**

**Name of Antigen Rapid Test ("ART") Provider/Worksite (including branch if applicable):**

**Name of Employer/Contractor (including branch if applicable):**

*\*Confirmatory COVID-19 PCR tests for ART-positive and ART-invalid results are available at Swab-and-Send-Home (SASH) Public Health Preparedness Clinics (PHPCs), fully subsidised by the Government. A list of SASH PHPCs can be found at <http://phpc.gov.sg>. Individuals **must** call the clinic to make an appointment and confirm that they are able to obtain a confirmatory COVID-19 PCR test during their visit. Confirmatory COVID-19 PCR tests can also be obtained from non-SASH PCR test providers at the individual's own expense. Individuals **must** self-isolate at home until notification of a negative COVID-19 test result.*

<sup>1</sup> An 'ART-invalid' test result means that the sample(s) has been tested twice and in both instances, there was no conclusive finding as to whether the individual is tested positive or negative. An individual who tests ART-invalid is subject to the same requirements as the individual who tests ART-positive.

**Conveyance of Workers to SASH PHPC for Confirmatory PCR Test**

1. Enterprises must arrange for private transport (e.g. car or taxi with windows wound down and air conditioning switched off) for the Worker to be sent to a SASH PHPC. The conveyed Worker should be reminded to wear a surgical mask and sit alone in the back seat (on the other side from driver).
2. Enterprises may wish to consider the following private transport service providers that are available for booking. The transport cost is to be borne by Enterprises.

<b>S/N</b>	<b>Service Provider</b>	<b>Contact Number / Mobile Application</b>
<b>1</b>	ComfortDelGro Taxi (Comfort & CityCab taxis)	6333 1133 or via ComfortDelGro app
<b>2</b>	Trans-cab	6213 0997
<b>3</b>	SMRT	6477 5971
<b>4</b>	Prime	6776 7553
<b>5</b>	Premier	6681 9462
<b>6</b>	GrabSHN, Go-Jek, Ryde, MVL(TADA)	Via respective providers' app

3. When arranging for private transport to convey Workers to SASH PHPCs, the Enterprise must inform the private transport hotline operator that the said worker is going to a SASH PHPC for his or her confirmatory PCR test. For booking through mobile apps, Enterprises must key in "SHN" in the chat / note / comment box or check the SHN checkbox (if provided within the app) to notify the private transport provider of the same.