

JOINT MEDIA RELEASE

Ensuring Adherence to Safe Distancing Measures Amongst Food Delivery Personnel

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Singapore, Wednesday, 15 April 2020

1. With the increasing demand for food delivery services during the Circuit Breaker period (7 April to 4 May), Enterprise Singapore (ESG), the Land Transport Authority (LTA) and Singapore Food Agency (SFA) are working with food delivery companies to step up efforts to ensure delivery personnel adhere to the elevated safe distancing measures. This is to safeguard the health of delivery personnel, staff of Food & Beverage (F&B) establishments, customers and others who they may interact with during their work.
2. Delivery platforms and their delivery personnel play an important role, especially during the Circuit Breaker period, to help F&B businesses expand their reach and offer convenience to customers. Following the ban on dining-in¹ since 7 April 2020, the demand for food delivery services has also increased by about 20% to 30%, and this strong demand is expected to sustain for a period of time.
3. Given the frequent interactions food delivery personnel have with F&B establishments and customers, it is crucial that they comply with the operational guidance on safe distancing measures for businesses providing delivery services (refer to **Annex**) to safeguard their own well-being and that of others. Delivery platforms, delivery personnel and F&B establishments have an equal role to play in ensuring this.

Additional measures to safeguard well-being of delivery personnel and others

¹ On 3 April, MOH issued a press release on "[Circuit Breaker to Minimise Further Spread of COVID-19](#)", which outlined elevated safe distancing measures, including the closure of non-essential services and ban on dining-in at F&B establishments from 7 April 2020.

4. For a start, Deliveroo, foodpanda and GrabFood will put in place more measures, and work with their delivery personnel to ensure that safe distancing measures are observed.
 - a. **Increased communications:** The platforms will work with their delivery personnel to ensure awareness of and adherence to the key safe distancing and precautionary measures. These include:
 - i. Observing strict safe distancing from others (including fellow delivery personnel) at all times, at F&B establishments or even when away from the premises. Delivery personnel must not cluster together.
 - ii. Wearing of masks at all times during their work.
 - iii. Mandating contactless delivery (e.g. dropping off deliveries at doorsteps or lobbies), where possible.
 - iv. Keeping hands clean by regularly washing them with soap and water or using hand sanitisers.
 - v. Frequent cleaning of food carriers and warmers used for food delivery.
 - b. **Stiffer Penalties:** The three companies will also suspend errant delivery personnel, who have been caught and fined for not meeting the COVID regulations in the course of their work, from participating in delivery jobs across all three platforms for 12 months. This will be in addition to existing penalties on safe distancing regulations meted out by the government.
5. We will also be working with other delivery companies on the actions they can take to ensure their delivery personnel comply with the stricter safe distancing measures. Food delivery companies must take reasonable steps to ensure their delivery personnel adhere to the latest safe distancing measures.
6. Errant F&B establishments found allowing delivery personnel or customers to cluster together at their outlets can also be fined or ordered to suspend operations for failing to comply with safe distancing measures. F&B establishments should cater for contactless pickup, where possible, to minimise interaction between outlet and delivery personnel.

Cooperation is crucial to ensure safe environment for all

7. The Government takes a serious view of any infringement of safe distancing measures and will not hesitate to take immediate action against those who fail to comply. 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.

8. We urge businesses and delivery personnel to be socially responsible and fully cooperate with the safe distancing measures that have been put in place for everyone's safety. The Government will continue to deploy safe distancing ambassadors and enforcement officers island-wide, to ensure compliance by businesses and delivery personnel.
9. Users of the delivery services can similarly play a part by supporting contactless delivery, and reporting delivery personnel who do not follow safe distancing or good personal hygiene practices to their companies.
10. If members of the public come across any businesses or individuals that have infringed safe distancing measures, they can report to Covid_GoBusiness@mti.gov.sg, along with details such as the name of the establishment/ individual, location and relevant evidence of the infringement (e.g. photographs).

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About Enterprise Singapore

Enterprise Singapore (ESG) is the government agency championing enterprise development. We work with committed companies to build capabilities, innovate and internationalise.

We also support the growth of Singapore as a hub for global trading and startups, and build trust in Singapore's products and services through quality and standards.

Visit www.enterprisesg.gov.sg for more information.

About Land Transport Authority

The Land Transport Authority (LTA) spearheads land transport developments in Singapore. We plan, design, build and maintain Singapore's land transport infrastructure and systems. We aspire to strengthen Singapore's land transport connectivity and integrate a greener and more inclusive public transport system complemented by walk and cycle options. We harness technology to strengthen our rail and bus infrastructure and develop exciting options for future land transport.

The land transport network has transformed significantly since the inception of LTA in 1995, with more than 160km of expressways spanning the island, an MRT network of more than 200 km, 120 km of cycling paths, and increasingly varied commuting options.

About Singapore Food Agency

The Singapore Food Agency (SFA) was formed as a new statutory board under the Ministry of the Environment and Water Resources on 1 April 2019. The SFA brings together food-related functions carried out by the former Agri-Food & Veterinary Authority of Singapore, the National Environment Agency and the Health Sciences Authority.

As the lead agency for food-related matters, SFA's mission is to ensure and secure a supply of safe food for Singapore. SFA works hand-in-hand with the industry and consumers to grow our three "food baskets" – Diversify import sources, Grow local, and Grow overseas, as well as ensure food safety from farm-to-fork. SFA also partners food businesses to strengthen capabilities, tap on technologies to raise productivity, undertake research to develop new lines of business, and catalyse industry transformation to ensure food security.

For more information on SFA, visit www.sfa.gov.sg.

Frequently Asked Questions (FAQs)

1. What actions will be taken against delivery personnel and F&B establishments that flout safe distancing measures?

The relevant agencies² have been deploying enforcement personnel on the ground, to ensure that businesses and individuals comply with the elevated safe distancing measures.

Individuals, including delivery personnel, who do not comply with safe distancing measures will be issued a composition fine of S\$300. Repeat offenders will face higher fines or prosecution. For Deliveroo, foodpanda and GrabFood, they will also suspend their delivery personnel from participating in delivery jobs for 12 months.

F&B establishments that fail to enforce safe distancing measures at their outlets and allow delivery personnel or customers to cluster together, will be issued a composition fine of S\$1,000 or ordered to suspend operations. Repeat offenders will face higher fines or prosecution.

2. Are there any guidelines/measures from SFA to minimise the potential spread of COVID-19 via food delivery personnel?

There is currently no evidence that COVID-19 is spread through food. Although food delivery personnel are not directly involved in the preparation of food, they should observe good personal hygiene, and consult a doctor promptly if unwell or suffering from respiratory symptoms.

All providers of food delivery services are also responsible for ensuring that the food they deliver is transported in a manner that does not compromise food safety. This includes maintaining the cleanliness of the vehicles, receptacles and equipment used for the transportation of food to prevent food contamination, as well as storing food at the correct temperature. Failure to do so would be an offence under the Sale of Food Act and the Environmental Public Health Act.

² These include ESG, HDB, LTA, NEA, SFA, STB, URA, etc.

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 services³. 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.

³ 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 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 information⁴. 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.

⁴ <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**

Updated as of 15 April 2020

Frequently Asked Questions (FAQs)

1. **For the delivery of goods that require on-site installation, can the installation be allowed to proceed under the Circuit Breaker measures?**

If items require on-site installation, businesses should ensure that staff responsible for delivery and installation comply with stringent hygiene and safe distancing practices as set out in para 5, and leave the premises once installation is completed. The number of staff involved in the installation should be kept to a minimum.