



## **GENERAL ADVISORY FOR WORKPLACES AND FRONTLINE WORKERS IN RESPONSE TO CONFIRMED CASES OF LOCAL TRANSMISSION OF NOVEL CORONAVIRUS IN SINGAPORE**

1. On 4 February 2020, MOH confirmed the first human-to-human transmission cases of 2019 Novel Coronavirus (2019-nCoV) in Singapore.
2. While there is as yet no evidence of widespread sustained community transmission in Singapore, MTI, MOM, NTUC and SNEF would like to advise employers and employees to take additional precautionary measures as they continue their business operations.

### **General Precautions for Employers and Employees**

3. With the onset of the 2019-nCoV cases in Singapore, MTI, MOM, NTUC and SNEF have worked together to put place measures for workplaces:
  - a. Precautionary measures such as obtaining a health and travel declaration from their employees on whether they have travelled to mainland China recently, or if they have any upcoming travel plans to mainland China.
  - b. Complying with Leave of Absence (LOA) –Employees with recent travel history to mainland China will be required to go on a 14-day LOA, where they have to stay at home and avoid social contact. Employers and employees must ensure that employees behave responsibly during the LOA. MOM may take action against the employer or employee if they do not discharge their responsibility.
4. Given the latest situation, employers and employees should adopt the following additional precautions, particularly for businesses which have frontline workers serving customers:

#### **Step up cleaning of workplace premises**

- a. More frequent cleaning of areas with high human contact, such as counters where customers are served and rooms where visitors are hosted
- b. More frequent cleaning of general public access areas such as lifts, pantries, toilets, and bin areas
- c. Adopt sanitation and hygiene advisories disseminated by the National Environmental Agency (NEA). NEA has also developed and released [interim guidelines](#) for cleaning and disinfecting areas exposed to confirmed cases of 2019-nCoV, and provided a list of companies that can carry out disinfection works. These [advisories](#) have been disseminated to hotels, public and private transport operators, and F&B outlets, including hawker centres.

#### **Serving customers who are unwell or have flu-like symptoms**

- a. Employers should establish clear guidance to frontline staff on how to handle customers who are unwell. For example, frontline workers can advise customers who are visibly unwell to see a doctor. Customers could also be asked to reschedule their appointments, or be served via alternate means<sup>1</sup>

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<sup>1</sup> Such as tele-conferencing.

- b. If it is necessary to provide urgent services to customers who are unwell, employers should also establish proper procedures to safeguard staff and premises. For example, having frontline workers wear a surgical mask, and serving these customers separate from other customers if possible.

**Precautionary measures that workers can take**

Employees can also play an important role in taking precautionary measures at the workplace:

- a. Observing good personal hygiene, such as monitoring their temperature regularly and washing hands frequently with soap
- b. Avoiding close contact with people who are unwell
- c. Consulting a doctor promptly if unwell or suffering from respiratory symptoms. Employees who are unwell should stay away from the workplace, and wear a mask so that they do not spread infection to others. Employees who are well do not need to wear a mask

5. Employers and employees are strongly urged to exercise necessary precautions at the workplace to prevent spread of 2019-nCoV. Please refer to the latest advisories put out by MOH and other public agencies.

6. For further queries, please contact:

**a. Ministry of Manpower**

MOM Contact Centre, Tel: (65) 6438 5122

Online Enquiry via this link: [www.mom.gov.sg/feedback](http://www.mom.gov.sg/feedback)

Website: [www.mom.gov.sg](http://www.mom.gov.sg)

**b. Ministry of Health**

MOH General Hotline, Tel: (65) 6325 9220

Online Enquiry via this link: [www.crms.moh.gov.sg/modfeedback.aspx](http://www.crms.moh.gov.sg/modfeedback.aspx)

Website: [www.moh.gov.sg](http://www.moh.gov.sg)