

24 Sep 2021

Dear Sir/Madam,

Sanitation and Hygiene Advisory for Markets & Hawker Centres

1 In view of the ongoing Coronavirus Disease 2019 (COVID-19) situation, the National Environment Agency (NEA) strongly urges all stakeholders to take precautionary measures to continue to maintain high standards of sanitation and personal hygiene to minimise the transmission of the COVID-19 virus.

2 Operators, managing agents, contractors and their staff of markets and hawker centres are expected to maintain high standards of hygiene and cleanliness to safeguard public health and instill confidence in customers to dine at the centres.

3 The NEA requires the following **good practices to be implemented immediately**:

a) Personal Hygiene

Operators, managing agents, contractors and their staff should be regularly reminded to:

- Monitor their health.
- Report to their supervisors, see a doctor and stay away from fellow colleagues if they are unwell.
- Wear a mask in accordance with prevailing regulations.
- Cover their mouths with tissue paper when coughing or sneezing and dispose of the soiled tissue paper into the rubbish bin immediately. Wash hands thoroughly with soap and water.
- Practise good toilet habits (e.g. flush toilets after use).
- Practise good personal hygiene (e.g. wash hands with soap and water after using the toilet, after clean-up is carried out, after handling refuse or other dirty items, and before and after meals).
- Use gloves when carrying out cleaning works and when handling waste.
- Use gloves when clearing items discarded on tables such as used tissue papers and toothpicks.
- Sanitise their hands after contact with frequently touched areas.
- Refrain from touching their exposed body parts such as eyes, nose, face and arms with soiled gloves or unwashed/unsanitised hands.

b) Housekeeping

- Periodically review the cleaning regime and step-up on cleaning and disinfection of frequently touched areas.

- Assign a team of staff to carry out enhanced cleaning and housekeeping daily. Disinfect with disinfectant, frequently touched areas such as handrails, lift surfaces and buttons, doorknobs/ handles, tabletops, and seats.
- Provide hand sanitisers at high human traffic points.

Managing agents and contractors are expected to:

- Soak cleaning cloths in household bleach at the proper concentration according to manufacturer's instructions and wash the cloth after use and before reuse
- Clean and disinfect all cleaning equipment immediately after use.

Table cleaning contractors are reminded to:

- Check conditions of cleaning tools and equipment on cleaner trolleys regularly.
- Replenish cleaning solution and sanitisers when required.
- Use two cloths of different colours (for easy identification) for cleaning and sanitising. Do not mix the use of the cloths.
- Clear any liquid spillage on the table using squeegee.
- Wipe tabletops to remove stain and grease and clean the tabletops with sanitiser.

c) Refuse Management

- Ensure common areas such as walkways, lifts, floors and walls are clean and litter-free.
- Ensure refuse bins are covered at all times and cleared daily. Tie refuse contained in plastic bags properly before disposal at bin centres.
- Clean up immediately any refuse spillage.
- Wash and disinfect all refuse bins and litter bins at the end of each business day.
- Engage licensed waste contractors to remove refuse daily.

d) Toilets

- Disinfect with disinfectant regularly, frequently touched areas such as water taps, door/towel/cistern handles, seats and cover flaps, wash basins, doorknobs, buttons and switches.
- Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times. Where feasible, provide disinfectant, preferably dispensed through a no-touch mechanism for each toilet cubicle for users to clean toilet seats before and after use.
- Ensure toilet-flushing apparatus is functioning at all times.
- Ensure all sanitary pipes and fittings are in good working condition, and water seal are not dried-out.
- Ensure that contact information for toilet users to give feedback is easily accessible.
- Keep exhaust fans running for longer operating hours at full capacity.
- Use floor blowers to dry the toilet floors only when the toilets are closed from public usage.
- Allow tap water to run longer to minimise the need for users to press on the tap multiple times.
- Ensure adequate ventilation in toilets or use air purifier, if possible. Please refer to the 'Guidance Note on Building Air-Conditioning and Mechanical Ventilation (AMCV) Operations Amid COVID-19 Situation' on BCA's website at <https://go.gov.sg/bca-nea-moh-guidance-bldg-aircon-acmv-ops>.

- Install one way valve lid over gully traps, if possible.

e) Pest Control Programme

- Keep the premises free of food scraps to keep pests away.
- Check the site daily and remove all potential vector breeding sites.
- Look for signs of pest infestation such as rat droppings or burrows and cockroach droppings.
- Engage a registered vector control operator to implement a pest control programme for the site.

4 We seek your cooperation in implementing the above practices.

NATIONAL ENVIRONMENT AGENCY

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