

COVID-19: Policy & Protocol

Singapore (April 25, 2022)

Quick Summary of the Outbreak

1. The novel Coronavirus disease was declared a pandemic on March 11, 2020.
2. Globally, as of April 22, 2022, there have been 505,817,953 confirmed cases of COVID-19, including 6,213,876 deaths reported to WHO.
3. For daily reports about the situation, please visit these links on the WHO website:
 - <https://covid19.who.int/>;
 - www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports

Symptoms of COVID-19

According to the CDC, people with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. Anyone can have mild to severe symptoms. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as it learns more about COVID-19. Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

(Source: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>)

The Current Situation in Singapore

1. Officially, as of April 22, 2022, there has been a total of 1,174,390 confirmed cases of COVID-19 with 1,322 deaths. As of 27 March 2022, a total of 13,825,593 vaccine doses have been administered.

2. Despite the opening of sectors of business and society throughout Singapore, the risk of contracting COVID-19 through community transmission remains elevated.

Current Entry and Exit Requirements

1. For full and updated guidance on the entry requirements, please refer to the website of the Singapore Immigration and Checkpoints Authority (ICA): <https://safetravel.ica.gov.sg/>
2. **Fully vaccinated** travelers entering Singapore **after 26 April 2022** will have to fill the below requirements:

Fully vaccinated and proof of vaccination	<p>Fully vaccinated status: To be considered fully vaccinated, travellers must have taken at least one dose of Janssen/J&J, or at least 2 doses of AstraZeneca, Covaxin, Moderna/Spikevax, Covishield, Novavax, Pfizer/BioNTech/COMIRNATY, Sinovac or Sinopharm. Mixtures and boosters of these WHO EUL vaccines, and recovery from COVID-19 with vaccination, are also acceptable. For full definition of acceptable vaccinations and dose intervals for entry to Singapore, refer to https://safetravel.ica.gov.sg/arriving/overview#vaccination</p> <p>Travelers who have been vaccinated outside of Singapore: If you have a recognised Digitally Verifiable Vaccination Certificate (DVC) https://safetravel.ica.gov.sg/files/acceptedvaccinationcertificate.pdf, use the Vaccination Check Portal (VCP) to verify that your DVC is recognised by the Singapore authorities. The VCP will issue a vaccination acceptance letter if the verification is successful, which you can use for boarding and immigration checks. If you are unable to get your DVC verified, troubleshoot your submission with the vaccination certificate FAQ. If still faced with uploading issues, refer to the instructions below for travellers without DVCs.</p> <p>If you do not have a DVC, or had difficulties verifying your vaccination certificate on the VCP, ensure you have a Vaccination Certificate (including certificate on a vaccination app) that is in English, or accompanied with notarised English Translation, with the following details:</p> <ol style="list-style-type: none">1. Name (per travel document used for entry)2. At least one other personal identifier, e.g. date of birth or passport number (per travel document used for entry)3. Country of vaccination4. Name of vaccine(s) administered, i.e. different names for different vaccine type5. Vaccination date(s)
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<p>Pre-trip declaration and vaccination checks</p>	<p>The SG arrival card (SGAC) is a simple and free arrival declaration of your travel and health details. Defer your travels if you have experienced the onset of any COVID-19 symptoms in the last 7 days before departure. This may include fever, cough, runny nose, sore throat, loss of taste or smell. Complete your SG Arrival Card (SGAC) https://eservices.ica.gov.sg/sgarrivalcard/ within 3 days before your arrival in Singapore. Upon the completion of your SGAC, you will receive an email acknowledgement which you can present for smoother pre-boarding and immigration checks.</p>
<p>COVID-19 pre-departure test (PDT)</p>	<p><u>Travelers arriving from 26 April 2022 : Pre-departure test is not required.</u></p> <p>If you are symptomatic on arrival, you may be directed to take a COVID-19 test or be subjected to other requirements as instructed by officers. Each Antigen Rapid Test (ART) administered will cost S\$30, while each COVID-19 Polymerase Chain Reaction Test (PCR Test) will cost S\$138.</p>
<p>Install and Activate TraceTogether</p>	<p>If you are a visitor and do not already have the TraceTogether contact tracing mobile application (https://www.tracetgether.gov.sg/), install it using this guide (https://support.tracetgether.gov.sg/hc/en-sg/articles/1500002071841-l-m-travelling-to-Singapore-How-do-l-set-up-the-TraceTogether-App-), and <u>only activate the app after clearing immigration</u>. Only travellers aged 6 or below this year are exempted from installing TraceTogether.</p> <p>If you encounter issues activating TraceTogether:</p> <ol style="list-style-type: none"> 1. Submit a request for assistance to support@tracetgether.gov.sg; OR 2. Collect a TraceTogether token after arrival for a one-time fee of S\$13

3. Singapore does not currently allow entrance to **unvaccinated travelers for short term visits** unless under exceptional reasons. More information can be found at <https://safetravel.ica.gov.sg/arriving/general-travel/non-fully-vaccinated>
4. Travelers who are required by their destination country/region to take a pre-departure COVID-19 test must book an appointment with any of the clinics on this list: <https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers> . Travelers should check with the clinics on the expected turnaround time for their test report and allocate sufficient lead time when scheduling a test appointment. On the day of the test, travelers should bring the following documents to the clinic their passport and flight booking details showing the departure timing

For more information, please visit these websites:

- <https://safetravel.ica.gov.sg/>
- Ministry of Health in Singapore: <https://www.moh.gov.sg/covid-19>
- U.S. Embassy in Singapore: <https://sg.usembassy.gov/covid-19-information/#:~:text=A%20negative%20test%20result%20from,countries%2C%20including%20the%20United%20States.>
- US Department of State: <https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Singapore.html>
- CDC page on COVID-19: www.cdc.gov/coronavirus/2019-ncov/travelers/index.html

GEI Global Policy

1. We take daily updates from core, factual, reliable sites:
 - www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public
 - www.cdc.gov/coronavirus/2019-nCoV/summary.html
 - www.worldometers.info/coronavirus
 - Further local in-country sites for Singapore
2. We immediately address and action any amendments required to the Company Protocol (see below) arising out of the updates.
3. We follow country-specific guidelines and protocols, and those may supersede our Company guidelines and protocols.
4. We disseminate the Company Protocol to all in-country staff (including all program managers and guides), and we train and update them before the start of every program.
5. We assess program managers and guides prior to each program of their up-to-date knowledge of the available information and their comfort with the Company Protocol.
6. We also have an internal written document of our Company Protocol for all in-country staff on how to operate programs during the global COVID-19 spread.

GEI Protocol

1. Our staff members are all fully vaccinated. We will as much as possible only work with tourism personnel who have been vaccinated and who have submitted a vaccination certificate to us.
2. We have identified medical facilities/clinics/hospitals in Singapore. These are:

Hospitals

- Singapore General Hospital, 31 Third Hospital Ave, Singapore 168753, +65 (0) 6222 3322
- Gleneagles Hospital, 6A Napier Rd, Singapore 258500, +65 (0) 6473 7222
- National University Hospital, 5 Lower Kent Ridge Rd, Singapore 119074, +65 (0) 6779 5555

Private Health Care

- Shenton Medical Group - Toa Payoh, Lor 1 Toa Payoh, #01-561 Block 126, Singapore 310126, +65 (0) 6259 0991
- Raffles Hospital, 585 North Bridge Road Raffles Hospital, Singapore 188770, +65 (0) 6311 2222

Emergency number: 995

3. PCR testing labs are widely available in Singapore and the list can be found on the Ministry of Health's website <https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers>
4. We provide our clients with available local COVID-19 related information for pre-departure dissemination.
5. **We require that all our guests be fully vaccinated for COVID-19 at least 14 days before travelling to one of our destinations.** Guests who cannot get vaccinated because of a health condition could be exempt upon submission of a medical certificate attesting of the condition. We will review the medical certificate and take a decision on a case-by-case basis. Any further requirements that will be in place such as the submission of negative COVID-19 tests prior to departure and upon arrival will be communicated. **Please note that Singapore does not allow entry to unvaccinated travelers.**
6. We request that our clients ensure that all program participants have **adequate travel and medical insurance**, including medical evacuation insurance.
7. Hotels and lodges require that we submit scanned passport copies for each program participant in advance.
8. Every GEI Program Manager/Guide ("Guide") is individually briefed about key health and safety measures for each program. This includes the following:
 - On arrival, all guests are requested to alert the Guide immediately if they have any symptoms typical of a cold or flu at any time during the program. For this purpose, he/she ensures that all guests have access to his/her mobile phone/WhatsApp number and email address.
 - The Guide will also proactively approach any guest who shows symptoms (cough, fever, etc.). Such guest is asked to stay at the hotel, to wear a mask, and to avoid contact with other people as much as possible.
 - During the arrival briefing session, the Guide informs all guests about hand washing: www.cdc.gov/healthywater/hygiene/hand/handwashing.html.
 - In case of any concern at any time during the program, the Guide organizes an evaluation by a medical practitioner as soon as possible and follows said practitioner's instructions. He/she will also immediately alert the GEI local office and GEI's global head office.
 - If the guest is suspected of having, or is diagnosed with, COVID-19, the Guide shall follow the GEI policies and also follow the instructions of the local authorities and health facilities. He/she shall also keep GEI's global head office informed at all times so that head office staff can alert and communicate with the client and any emergency contacts.
9. **A COVID-19 Safety Officer will be assigned to each program.** The Safety Officer will be responsible for ensuring best practice is followed throughout the program by monitoring behavior, environment, and adherence to agreed hygiene measures. **For groups with up to 20 participants, the Program Manager or Guide will play this role and will be supported by other team members who will be on standby in case of an emergency.** For larger groups, the Program Manager or Guide will play this role as well as a second member of our team who will be appointed to be with the group.

10. Specific preventive measures will be put in place and include the following:

- Although this is no longer required by the authorities in Singapore, we encourage participants to keep a social distance of 1.5 meters as much as possible.
- Regular use of hand sanitizer.
- Participants must wear a mask when indoor (meetings, shopping malls, bus, trains etc.) or when requested by the Safety Officer.
- Masks should meet the following requirements:
 - Have two or more layers of washable, breathable fabric
 - Must completely cover the nose and mouth
 - Fit snugly against the sides of your face and don't have gaps
 - Have a nose wire to prevent air from leaking out of the top of the mask
- It is important to change face masks that cannot be washed or reused at least every day and to dispose safely of any used face masks in a bin bag that is then closed tightly
- If masks are taken off to eat or drink, it is important to place them somewhere safe to keep them clean, such as in the pocket, purse, or in a paper bag

We strongly recommend that participants use N95 masks (if those are available in their country) or surgical masks. We do not recommend that participants use cloth masks as those do not offer sufficient protection. Please note that it is important that participants bring enough masks for the entire program duration.

- Vehicle configuration and utilization limits will be applied as per industry protocols and per agreement with client.
- Participants will be encouraged to occupy the same seat for the day, if not the whole program.
- Number of occupants on game drive vehicles will be limited.
- Accommodation: **Single rooms will be reserved for all participants unless otherwise instructed. If rooms are to be shared, rooming lists are to be adhered to and not changed during the course of the program.**

11. Personal protective equipment (PPE):

- No PPE (including facemasks) or cleaning/sanitizing supplies will be provided for travelers unless specifically requested and travelers will be expected to bring their own.
- **Hand sanitizers should be carried by participants at all times .**
- GEI will have on hand a limited emergency supply of face masks should guests need to buy some for themselves. It will be a small supply and guests are generally expected to have enough masks for the duration of the trip.
- GEI will supply face masks and sanitizer for all ground staff and drivers.

12. Temperature checks and symptoms scanning:

- **Participants should check their temperature on a daily basis and monitor their health. If unwell, they should immediately inform the Safety Officer/guide.**

- **Visual assessment of any COVID-19 related symptoms will be conducted by the GEI Safety Officer/guide on a daily basis.**
- If a participant has fever, the participant will be sent to his/ her room, and the temperature check will be repeated an hour later by the Safety Officer or by a GEI member of staff. If the temperature is still high an hour later, the GEI Safety officer or GEI member of staff will call the nurse on duty. If the group is out in the field, the participant will be requested to wear a face mask and will be seated on the back seat of the bus, until the temperature check can be repeated an hour later. If the temperature is still high an hour later, the participant will have to follow the protocols in place in Singapore.
- If a participant does not have a temperature but is showing other symptoms which may be symptomatic of COVID-19 during the program, he/she will be asked to self-isolate until a health check-up can be conducted. If the group is out in the field, the participant will be requested to wear a face mask at all times and will be seated on the back seat of the bus or be taken to the nearest hospital for a check-up and medication. The medical costs and testing will be at the participant’s own costs.
- **Reminder: Temperature screening will not identify a person who has COVID-19 who is asymptomatic (not showing any symptoms), does not have an elevated temperature as one of their symptoms, or is on medication that reduces their temperature. A person may also have an elevated temperature for other reasons, including a medical condition not related to COVID-19.**

13. Hotels usually screen their guests daily, upon entering reception & restaurant area(s) and bar(s). In case any person has a high temperature (confirmed 37.5 or higher), he/ she has to go to an isolation room at the hotel until a doctor or nurse can be dispatched to perform the COVID-19 test. The isolation room and COVID-19 test will be for the guest’s own account. The GEI Safety Officer will arrange this together with the hotel as conveniently and economically as possible.

Singapore protocols (<https://www.gov.sg/article/updates-to-health-protocols>)

<p><u>Protocol 1:</u></p> <p>If you are unwell</p>	<p><u>High-risk individuals or those with severe significant symptoms</u></p> <ul style="list-style-type: none"> • To undergo both ART and polymerase chain reaction (PCR) test. • Those with severe symptoms: the doctor will convey you to hospital for further assessment. • For the rest: the doctor will advise you to immediately return home and self-isolate in a room while waiting for your test result. <ul style="list-style-type: none"> ○ If you test positive, MOH will contact you on your recovery journey. If assessed suitable you may recover under MOH’s Home Recovery Programme. Otherwise, you will be conveyed to a care facility. <p><u>Low-risk individuals with mild symptoms:</u></p> <ul style="list-style-type: none"> • Primary care doctors to administer healthcare ART.
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	<u>If positive, refer to Protocol 2.</u>
<u>Protocol 2</u> If you are well and test positive, or your condition assessed to be mild by a doctor	<ul style="list-style-type: none"> • Self-isolate at home for at least 72 hours. • If well, may exit self-isolation and resume normal activities upon a negative self-administered ART result. • Those who continue to test ART positive to continue to self-isolate and self-test daily until: <ul style="list-style-type: none"> ○ they obtain a negative ART result; or ○ until 12PM on Day 7 (for vaccinated individuals and children below 12 years old) or Day 14 (for unvaccinated/ partially vaccinated individuals aged 12 years old and above). • No Medical Certificate (MC) from a doctor if no symptoms. If doctor has assessed you to have a mild condition, will be issued a MC. • Return to the doctor or call 995 in emergency situations if symptoms worsen or do not improve with time.
<u>Protocol 3</u> If you are identified by the Ministry of health as a close contact of an infected person	<ul style="list-style-type: none"> • You should take an ART self-test over the next 5 days. • Be socially responsible and only leave your place of residence if ART result is negative. If your ART result is positive, see Protocol 2. • If ART result is negative on Day 5, no further test needed.

For more information, please refer to <https://www.covid.gov.sg/>

14. **Non-compliance with Singapore rules and regulations may result in heavy fines. GEI will not be held responsible in case a traveler is fined for non-compliance to any rules and/or regulations. Clients shall pay any fines arising.**
15. **Any travelers who contract COVID-19 while in the destination country will be required to self-isolate or quarantine in line with government regulations at that time. Their participation in their program will be suspended and any costs incurred are to be covered by participants and/or their institution. Travel and medical insurance are compulsory and expected to be in place.**
16. Furthermore, GEI’s global head office will decide together with the client and the local health authorities whether to proceed with or cancel the program.

IMPORTANT NOTICE: The information and prices provided in this document have been researched carefully but due to the current situation, they change regularly so we cannot guarantee their accuracy. We invite our guests to always check the travel updates and restrictions both in their home country and Singapore before traveling.