

| S/N | Question                                                                                                                                                                                              | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 1   | Where we can get some training material to prevent STF?                                                                                                                                               | Please navigate to <a href="http://www.wshc.sg/preventstf">http://www.wshc.sg/preventstf</a> download related training materials.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2   | Would dining in an air-conditioned indoor environment be ideal for employees?                                                                                                                         | As studies have shown, it is always better to be in an outdoor environment as opposed to staying indoor. Therefore, air-conditioned indoor environment will be of a lesser preference. This is largely due to the natural air exchange as well as its ventilation in an outdoor setting. However, this does not equate to zero infection in an outdoor settings. A myriad of attributing factors comes into play such as good personal hygiene, safe social distancing, wearing of mask, types of activity, etc.                                                                                        |
| 3   | As cooking involves hot temperature and steam, are there any advice to encourage chefs to don their mask properly during cooking?                                                                     | On top of providing comfortable and suitable mask for workers, we recommend to allow and encourage them to regular changing of their mask, as once moisture is collected on the mask it will be very uncomfortable to wear and breathe.                                                                                                                                                                                                                                                                                                                                                                 |
| 4   | Some chefs are unable to wear cut proof gloves due to hygiene issues. Are there any ways to alleviate this issue?                                                                                     | <p>The hygiene issue may be resolved by the management through looking into the SOP of the cleaning of the cut proof gloves, and obtaining advice from the seller on the cleaning and maintenance of the cut proof glove.</p> <p>An example of such SOP would be how to ensure that the glove is cleaned properly and are there steps to sanitise the glove after each task or end of each shift.</p> <p>If the management allow the sharing of the cut proof glove, then the management will need to enforce on the cleaning process to give confidence to the staff that it is safe to be shared.</p> |
| 5   | Neo Group is a large catering group, what advice would you have for smaller SME catering operators if they too wish to automate their processes?                                                      | <p>When Neo Group started automating our processes back in 1990s, we were a small company as well and there was no similar support like the current grants.</p> <p>SME catering operators can approach the government bodies such as Enterprise Singapore whereby there are several grants available just for SMEs to automate their processes.</p>                                                                                                                                                                                                                                                     |
| 6   | For the Kaizan approach, did Neo Group engage a professional consultant to implement the full suite of the system and how do we go about doing that? We are looking to implement the same system too. | <p>No consultants were engaged in the implementation of our system. As mentioned, the mindset of the management is imperative to the success of the system and how such mindset is conveyed to the other ranks.</p> <p>For a start, policies have to be clearly written and conveyed to everyone. It is important to ensure that all rules and regulations are to be adhered to and the reasons for the implementation of such rules and regulations be clearly communicated to everyone. We wish you success in your execution and implementation.</p>                                                 |