

FAQ: How to Handle Vapers on Premises

1. What should I do if I encounter an individual vaping in my premises?

- a. Inform the individual that vaping is prohibited by law in Singapore and request that they dispose the item immediately.
- b. If the individual refuses to do so, to refuse service and escort him out of your premises
- c. If the patron becomes aggressive and confrontational, to handle as per current practice.

2. Who do I contact at HSA for assistance on vaping, and how can I report an incident online?

- a. **HSA Tobacco Regulation Branch Hotline:** 6684 2036 / 2037 (available 24/7)
- b. **Online Reporting Form:** www.go.gov.sg/reportvape

3. What will HSA do after receiving my call or report?

- a. An enforcement officer will assess the call/report and depending on the volume of calls and resources available, may dispatch a team to the venue to manage the incident within 30-45mins. If the vaper is still at the premises, premises staff will direct HSA officers to the vaper where the device will be confiscated, and particulars will be recorded for follow up action.
- b. If a team is unable to be deployed on the same night, arrangements will be made for checks on another date if vaping is observed to be frequent.