

First published on 19 June 2020

Para 4e updated as of 6 July 2020

Paras 4, 8, 9 and Annex updated as of 11 November 2020

Paras 4, 10, 12 and Annex updated as of 28 December 2020

Phase Three of Re-opening for Museum Stakeholders

1. On 14 December 2020, the Ministry of Health announced that Singapore would start Phase Three of Re-opening from 28 December 2020.

2. Museums have been allowed to reopen to the public from 26 June 2020 subject to safe management measures to ensure the safety of employees and visitors. Through this advisory, the National Heritage Board (NHB) would like to inform museum stakeholders of safe management measures to be in place for museum operations from Phase Three.

3. Museum stakeholders should also log onto MTI's [Go Business portal](#) with your CorpPass to confirm the activities you are permitted to resume. Queries can be addressed to NHB at NHB_MR_Secretariat@nhb.gov.sg with your organisation's Unique Entity Number (UEN).

Museum Re-opening

4. The key safe management measures are as follows:

- a) **[Updated]** Manage visitor volume and density by reducing operating capacity to not more than 65% of entire venue.
- b) **[Updated]** Limit group size to no more than 8 persons per group, and maintain a safe distance of at least 1 metre between groups. There should be no mingling across groups.
- c) Ensure all visitors and employees wear masks as a default.
- d) Encourage online ticket purchase and e-payment methods as far as possible.
- e) **[Updated]** Tours within museum premises¹ may be conducted for a maximum group size of 20 pax (excluding guide), with maximum of 8 pax allowed in any one sub-group². The following measures should also be in place:
 - i. Details of tour itinerary (including date, time and participants) should be kept for at least 30 days for contact-tracing purposes;
 - ii. Participants and guides to use hand sanitisers or wash their hands with soap and water prior to start of tour;

¹ Tours conducted outside museum premises, including those by tour operators or tourist guides engaged by museum stakeholders, are subject to the [Singapore Tourism Board's advisory](#).

² Tour participants of the same sub-group are allowed to interact with one another. Tour participants from different sub-groups should maintain at least 1-metre safe distance, with no intermingling.

- iii. Participants and guides to wear masks at all times;
- iv. Guide to conduct a pre-tour briefing to remind participants to adhere to safe management measures;
- v. Guide should maintain a 1-metre spacing from participants. One guide can lead multiple sub-groups in the same tour session but must ensure that a 1-metre spacing is maintained between the different sub-groups and with no intermingling between the sub-groups at all times;
- vi. The group should also maintain a 1-metre spacing from other groups, with no intermingling;
- vii. Guide is strongly encouraged to use a microphone, or should refrain from speaking loudly to reduce risk of transmission through aerosol;
- viii. Participants should also refrain from speaking loudly; and
- ix. Any shared equipment, including mics, should be sanitised after each use.

f) Interactive exhibitions should be kept to a minimum. If exhibitions are interactive or high-touch in nature, the following measures should be in place:

- i. Issuance of disposable gloves to visitors or having visitors sanitise their hands before and after each use of the interactives;
- ii. Display cleaning/disinfection timetable at prominent location(s); and
- iii. Placement of a staff nearby to ensure the above is observed.

g) No shared headphones, audio guides or other common items are to be provided.

h) Put in place temperature screening measures. Persons who are unwell should be turned away and encouraged to seek medical attention.

i) Adopt SG Clean standards as the new norm for sanitisation and hygiene, which includes regular cleaning of common and high-touch surfaces (e.g. handrails, handles, knobs).

j) Put up notices to remind visitors and employees of prevailing safe management measures, practice social responsibility and encourage the observance of social norms such as:

- i. Observing good personal hygiene (e.g. regular hand washing, refrain from touching face);
- ii. Avoiding handshakes and greet with a smile; and
- iii. Avoiding speaking loudly to reduce risk of transmission through aerosol.

5. Museum stakeholders should refer to the checklist at [Annex A](#) and ensure that these safe management measures are in place. **Museum stakeholders are to submit their updated safe management plan (SMP) to NHB at NHB_MR_Secretariat@nhb.gov.sg, at least three days prior to implementation or re-opening.** However, NHB reserves the right to suspend activities if there are gaps in the SMP submitted or inadequate implementation, until the necessary rectifications are made. If the museum stakeholder wishes to deviate from the safe management measures indicated in the checklist, NHB's approval must first be obtained.

6. Museum stakeholders located in tenanted spaces (e.g. commercial malls) must comply with the requirements above, as well as any other requirements that the Government may impose through landlords on tenants. Museum stakeholders who are also landlords must ensure their tenants comply with any such requirements.

Workplaces and Other Activities

7. Museum premises can be used as workplaces from 19 June 2020, subject to the Ministry of Manpower's Requirements for Safe Management Measures at the Workplace. Access to the premises should be restricted to employees and authorised visitors only. Museums premises should remain closed as workplaces if they are unable to adhere to MOM's requirements.

8. From 11 November 2020, museum premises can also be used for the following:

- a) Training classes, and professional and public workshops;
- b) Digital productions/recordings;
- c) Indoor live performances; and
- d) Work-related events.

9. Paras 8a-8c should be conducted in line with the relevant safe management measures set out in the National Arts Council's (NAC's) advisories. Para 8d should be conducted in line with the Ministry of Manpower's Requirements for Safe Management Measures at the Workplace. The owners/managers of museum premises are responsible for ensuring that this is done.

Venue Hire Subsidy

10. **[Updated]** The Ministry of Culture, Community and Youth will extend its existing 80% subsidy for venue hire and in-house production costs (where applicable) for the remainder of FY20 (i.e. until 31 March 2021), and will review any potential further extensions. This subsidy will be for arts and culture activities at venues in the Esplanade, National Gallery Singapore, National Heritage Board museums and heritage institutions, STPI Creative Workshop & Gallery, Singapore Chinese Cultural Centre, Singapore Conference Hall, as well as those managed by Arts House Limited. It has also been extended to select arts centres with shared facilities under NAC. Please contact participating organisations directly for details.

11. Details on other forms of support for the arts and culture sector can be found at <https://www.nac.gov.sg/whatwedo/support/sustaining-the-arts-during-covid-19/acrp.html>. Self-Employed Persons and freelancers can also subscribe online to NAC's Arts Resource Hub for access to shared resources, services and advice.

TraceTogether only SafeEntry Implementation

12. TraceTogether (TT) only SafeEntry, where SafeEntry check-in can only be done via the TT App or Token, will be implemented in early 2021 after everyone who wants a Token has

had a chance to collect one at a Community Club or Centre in their constituency. In preparation, museums are to ensure that they are able to accept TT Tokens for SafeEntry check-in³ at their venues as soon as possible if not already done. Once TT only SafeEntry is implemented, venue operators should allow only individuals who have successfully checked into SafeEntry using their TT App or TT Token to enter the venues.

Towards a Safe and Sustainable Re-opening

13. NHB will monitor the situation closely and take action against any non-compliance with required safe management measures. Museum stakeholders who do not implement or comply with requirements may be closed down, ineligible for government grants and assistance, and subject to penalties under the COVID-19 (Temporary Measures) Act 2020. Additional penalties may be imposed on museum stakeholders whose premises are found to have been a place of transmission of COVID-19, if they have not adhered to these requirements.

14. A safe and sustainable re-opening requires all of us, including museum stakeholders, to play our part. It is critical that we continue to exercise caution, adhere to safe management measures, and practice social responsibility. Collectively, we can progressively re-open our economy and society while remaining safe.

NATIONAL HERITAGE BOARD

³ Refer to <https://go.gov.sg/token-scanning> to find out how to implement Token check-in.

Please note that mandatory safe management measures have been highlighted in bold.

GENERAL OPERATIONAL GUIDELINES

1. PREPARING STAFF

- Adhere to MOM's safe management measures of workplaces for all NHB staff and vendors.**
- Staff to wear face masks at all times and wash hands regularly. Please note that the wearing of face mask is mandatory.**
- A face shield may be worn on top of a mask to provide additional protection. The wearing of face shields without face masks are allowed for the following exempt groups only:
 - (a) Children 12 years and below who may have difficulty wearing a mask;
 - (b) Persons with health conditions causing medical difficulties when masks are worn; and/or
 - (c) Persons speaking in classroom/lecture-style settings.

Please refer to MOH guidelines for further details on the [use of face masks and face shields](#).

- Museum staff and vendors to wear "I'm Ok" stickers after temperature-taking.
- Staff to use SafeEntry for checking in and out of premises.**
- Prior to re-opening, all staff are to be briefed and trained on SOPs.
- Conduct daily briefing and check-in with staff (including vendors) on duty on safe management SOPs, personal responsibilities, and SOP for management of unwell and noncompliant visitors if necessary.

2. PREPARING FACILITIES: SAFE MANAGEMENT

- [Updated] Limit visitorship to 65% of operating capacity.**

For all museums and institutions, apply the following formula to calculate visitorship capacity: Usable space (70% of GFA)/2 sqm/pax x 65%

For example, Museum A has a total of 1,500 sqm of Gross Floor Area (GFA)

Usable space = 70% of 1,500 sqm GFA = 1,050 sqm

Visitor limit = (Usable space/2 sqm/pax) x 65% = (1,050/2) x 65% = 525 x 65% = 341 pax
Museum A can allow up to 341 visitors into its premises at any point in time.

- Where possible, interactive installations are to be kept to a minimum. For interactives which are open, adopt the following practices:
 - Sanitise the interactives frequently (5 times daily).

- Place hand sanitisers near the interactives with notices requesting visitors to sanitise their hands before and after touching interactives or provide disposable gloves. Staff on duty to remind visitors of the same.
- If possible, apply the SDST (self-disinfecting) coating.
- Put up notices in both front and back of premises to remind visitors and employees of prevailing safe management measures and encourage them to observe social norms such as:**
 - **Observe good personal hygiene (e.g. regular hand washing, refrain from touching face, etc);**
 - **Avoid handshakes; and**
 - **Avoid speaking vigorously to reduce risk of transmission through aerosol.**
- Limit entry and exit to one entrance.
- Establish appropriate cleaning protocols for shared work areas and equipment (e.g. front desks, computers, phones, handrails, door handles, elevator buttons, bathrooms, etc.).
- Determine which galleries/spaces/elevators will be off-limits to the public and define no-go zones where safe distancing is not practicable.
- Define and indicate direction of foot traffic in corridors, galleries and stairways where possible.
- Review hours of operation to ensure adequate time to clean and disinfect premises.
- Establish protocols in the event a visitor becomes sick on site, or if an infected visitor is confirmed to have been on site (please refer to the attached “SOP and Checklist Guide for Management of Confirmed COVID-19 Staff Cases”).
- Establish protocols for handling noncompliance incidents (e.g. visitors refusing to wear masks, etc.).

3. PREPARING FACILITIES: SANITISATION AND HYGIENE

- Ensure SG Clean standards for sanitisation and hygiene standards, such as:**
 - Frequent disinfection of common surfaces and communal areas.
 - Place hand sanitisers at key area/high touch-point areas.
 - Provide cleaning agents (e.g. toilet paper, soap, etc.) at all toilets.

4. CONDUCTING GUIDED TOURS WITHIN MUSEUM PREMISES

- [Updated] Communicate that tours are kept to maximum of 20 persons and below (excluding 1 guide).⁴** For tour groups larger than 8 pax, participants should be divided into sub-groups, with a maximum of 8 pax in any one sub-group with no inter-mingling between sub-groups.
- Keep a record of tour itinerary (including date, time and participants) for at least 30 days for contact-tracing purposes.**
- Ensure participants and guides use hand sanitisers or wash their hands with soap and water prior to start of tour.**
- Participants and guides to wear masks at all times**
- Guide/Museum Staff to conduct a pre-tour briefing to remind participants to adhere to safe management measures.**

⁴ Note: Updated to remove time limit of 1.5 hours for guided tours.

VISITOR MANAGEMENT

1. PRE-ARRIVAL

- [Updated] Ensure that there are no groups of more than 8 persons⁵**
- Provide pre-arrival information on Safe Management Measures (e.g. make the information available on website, social media platforms, etc.).
- Inform visitors that no and programmes are available until further notice and to check museum website or social media channel(s) for updates.
- Encourage online ticketing with timed entry where possible.
- Public communications:
 - Publish and explain new entry procedures and safe distancing protocols on all media channels to manage visitor expectations.
 - Clearly state museum policy regarding acceptable group size and hours of operation.

2. AT MUSEUM ENTRANCE

- Conduct temperature screening for all visitors, and anyone with temp above 38°C should be screened again or refused entry**
- [Updated] Do not allow groups of more than 8 persons.**
- Demarcate 1-metre spacing with visual indicators or physical barriers.**
- Ensure all visitors wear masks.** The wearing of face shields instead of face masks are allowed for the following exempt groups only:
 - (a) Children 12 years and below who may have difficulty wearing a mask;
 - (b) Persons with health conditions causing medical difficulties when masks are worn; and/or
 - (c) Persons speaking in classroom/lecture-style settings.

Please refer to MOH guidelines for further details on the use of face masks and face shield

- Provide onsite information such as:**
 - **Information on arrival procedures, such as TraceTogether, temperature-taking, safe distancing, etc.**
 - **“How we are keeping you safe” signages (e.g. on cleaning/disinfecting, safe-distancing measures & management of confirmed case, etc.).**
 - **“What you need to do” signages on public responsibility, such as hygiene and social responsibility.**
 - **All visitors (except for children below the age of 6 years old) must wear a mask.**
- Request visitors to use TraceTogether SafeEntry prior to entry to museum and/or F&B outlet.** Temperature screener/security guards to ensure that all visitors use TraceTogether SafeEntry to check-in.
- Limit entry to one entrance.

3. AT ADMISSION COUNTER

- Demarcate 1-metre spacing with visual indicators or physical barriers in common and/or high traffic areas and areas where there is queuing/designated seating.**

⁵ Except for tours, for which museums should refer to the section on “Conducting Guided Tours Within Museum Premises” of this check list.

- Inform visitors (e.g. via signage) that no programmes (e.g. workshops) are allowed until further notice.
- Promote the use of contactless payment where possible. If cash payments are necessary, wear gloves and/or sanitise hands after handling cash.

4. IN THE GALLERIES

- Gallery sitters/security to gently remind visitors not to congregate and keep 1-metre spacing between groups.**
- Demarcate 1-metre spacing with visual indicators or physical barriers in common and/or high traffic areas and areas where there is queuing/designated seating.**
- Increase frequency of cleaning of common surface areas.**
- Remove shared headphones/audio guides, reusable translation text guides, and where possible, make available online versions.**
- Make hand sanitisers available in high touch-point and high traffic areas.
- Provide online versions of gallery text and/or captions where possible.

5. (UPDATED) EVENTS INCLUDING PUBLIC PROGRAMMES

- Limit the number of guests and staff to the event at any given time to a maximum of 50 pax.** This includes any staff/vendors/photographers etc who are assisting at the event.
- Maintain a list of participants for all events for at least 30 days for contact-tracing purposes.**
- Ensure that all attendees keep at least 1-metre space distance between persons at all times.**
- [Updated] Ensure that attendees do not gather in groups of more than 8-5 pax.**
- Demarcate 1-metre spacing with visual indicators or physical barriers in common and/or high traffic areas and areas where there is queuing/designated seating.**
- Congregations of attendees should be managed accordingly.
 - Where possible, a one-way traffic flow at the event space should be implemented, including exclusive entry and exit points.
 - Hotspots for potential bunching (e.g. entry/exit points, washrooms) should be identified.
 - There should be a control mechanism to prevent/disperse crowds if necessary. (e.g. frequent reminders over public announcement system, staff to manually disperse crowds, provision of visual markers for safe distancing)
- Where possible, there should not be sharing of materials.
- Food and drinks should not be served unless it is deemed essential for the event. Any drinks served should be bottled and guests should not be mingling with each other. Any food served should be pre-packed in individual portions and guests are to consume it only at their designated seats.
- Speeches are allowed but individual microphones should be provided for each speaker. There should be no sharing of microphones among speakers.
- Review scheduling of events to ensure adequate time for post-event cleaning and disinfection of premises.

6. AT THE MUSEUM RETAIL SHOP

- Limit group size and the number of people who can enter at any given time based on Enterprise Singapore's prevailing advisory for retail establishments.**
- Demarcate 1-metre spacing with visual indicators or physical barriers in common and/or high traffic areas and areas where there is queuing/designated seating.**
- Implement a touch-free gift store except for purchase transactions.
- Promote the use of contactless payment where possible. If cash payments are necessary, wear gloves and/or sanitize hands after handling cash.
- Remove excess merchandise on display, and install signage saying, "Please let us know if you wish to view or purchase a merchandise."

7. AT FOOD & BEVERAGE OUTLETS

- All F&B outlets to abide by prevailing guidelines by Enterprise Singapore.**
- TraceTogether SafeEntry to be in place.**
- Limit group size and the number of people who can enter at any given time based on Enterprise Singapore's prevailing advisory for F&B establishments.**
- Demarcate 1-metre spacing with visual indicators or physical barriers in common and/or high traffic areas and areas where there is queuing/designated seating.**
- Remove or cordon off tables and chairs to allow for safe distancing.
- Promote the use of contactless payment where possible. If cash payments are necessary, wear gloves and/or sanitise hands after handling cash.

8. AT THE LIFTS/ESCALATORS/CORRIDORS/COMMON SPACES

- Demarcate 1-metre spacing with visual indicators, where possible.**
- Increase frequency of cleaning of common surface areas.**
- Close all water fountains and make sure they are not in operation.

9. IN THE RESTROOM/TOILETS

- Increase frequency of cleaning of common surface areas.**
- Demarcate 1-metre spacing with visual indicators, where possible.**
- Uninstall all air-dryers and provide paper towels instead.

10. AT EXIT OF MUSEUM

- Provide onsite information, such as information on TraceTogether-only SafeEntry check out procedures.
- Visitors can use QR code or barcode scanner method to check-out. Temperature screeners to assist visitors to manually key-in details, if required.
- Temperature screener/security guards to ensure that all visitors use TraceTogether-only SafeEntry to check-out.
- Limit exit to one entrance.
- After the visit, consider sending a thank you email to visitors to invite them to continue their visit through online offerings.

Upon receiving MOH notification of a confirmed case:

1. Gather information on movement of confirmed staff prior to exhibiting symptoms.
2. Immediately inform staff who have been in contact with the confirmed case to stay at home and self-isolate within their homes and render any support to MOH for contact tracing.
3. Provide interim update via calls/Whatsapp to museum management.
4. Immediately vacate and cordon-off the immediate section of the premises where the confirmed case has visited.
5. Museum management to consider whether there is a need for closure of museum facility (if work office is in museum). (Some factors for consideration: To err on the side of caution, to instil public confidence, to provide assurance to staff.)
6. Carry out a thorough cleaning and disinfection of all relevant on-site areas and assets exposed to confirmed cases, in accordance with NEA guidelines. Document the process such as the equipment and cleaning agents used and what PPEs were donned.
7. Checks on upcoming events, venue bookings etc which may be affected.
8. Identify immediate stakeholders to be updated (eg. Board, tenants/landlord, external partners, etc)
9. Submit incident report to museum management within initial hours.
10. Prepare public comms statements (Proactive or reactive comms depend on incident). Dissemination in terms of website messages, on social media platforms, press releases, etc.
11. Provide timely internal communications to staff.
12. Actively monitor the health of staff who have been in contact with the infected staff.
13. Arrange for HR to check on staff who may be hospitalised or quarantined at home and to render necessary support.
14. Continue with enhanced cleaning and disinfection regime.
15. Conduct review on case management. Document and file it for future reference and knowledge management.
16. Re-engagement with media, if required.

BEFORE

- Ensure a pandemic plan is in place for prompt execution.
- Prepare comms templates in advance – for internal and external communications.
- Prepare a list of NEA-approved contractors to be ready on hand for ease of activation; good to already engage them prior to any case happening.
- Ensure internal comms to staff, that they should report to HR and their direct supervisor once they have been confirmed.

DURING

- Once staff has informed HR and direct supervisor of his/her positive test, speak to confirmed staff to verify details, and gather his/her movements prior to exhibiting symptoms.
- Upon knowing of such a case, provide interim update via calls/Whatsapp to museum management.
- Identify staff who have been in close contact with confirmed staff case. Identified staff should be asked to work from home, monitor their health and personal hygiene, and not wander about.
- Carry out cleaning and disinfection regime. Document the process such as the equipment and cleaning agents used and what PPEs were donned.
- Museum management to decide whether there is a need for closure of facility (if work office is within public-facing facility). (Some factors for consideration: To err on the side of caution, to instill public confidence, to provide assurance to staff).
- Check upcoming events, venue bookings, etc. which may be affected.
- Identify immediate stakeholders to be updated (e.g. Board, tenants/landlord, external partners, etc.)
- Submit incident report to museum management within initial hours.
- Prepare public comms statements (Proactive or reactive comms depend on incident). Consider format of dissemination (e.g. website messages, on social media platforms, press releases, etc).
- Internal communication lines to staff to calm the ground and provide assurance (It could also be in the form of Townhall or briefing to staff to address queries. Staff should be reminded on the confidentiality of information).
- Regular check-ins with confirmed staff case and affected staff to ensure their well-being.
- Continue to support MOH on contact tracing follow-up actions, if any.

AFTER

- Continue with enhanced cleaning and disinfection regime.
- Conduct review on case management. Document and file it for future reference and knowledge management.
- Re-engagement with media, if required.

ADVISORIES AND GUIDELINES

Ministry of Health: [Advisories for Various Sectors](#)

Ministry of Manpower: [Safe Management Measures at the workplace](#) (Latest update) 1 June 2020

National Arts Council: [Advisories for the Arts and Culture](#)

National Environment Agency: [Guidelines on Environmental Cleaning](#)

National Heritage Board: [Advisory for Museum Stakeholders](#)
[COVID-19 Related Materials](#)
[Insights into Re-opening Museums Post COVID-19](#)

Singapore Tourism Board: [Advisories for Tours](#)

For the advisory on re-opening of food and beverage establishments, please refer to Enterprise Singapore: <https://www.enterprisessg.gov.sg/media-centre/media-releases/2020/june/advisory-for-phase-2-re-opening-of-food-and-beverage-establishments>

For guidelines on the use of masks and faceshields, please refer to:
<https://www.moh.gov.sg/news-highlights/details/guidance-for-use-of-masks-and-face-shields>

Gov.sg: [Advisory on Phase 3 re-opening](#)

RESOURCES FROM INTERNATIONAL ORGANISATIONS

[American Alliance of Museums \(AAM\)](#)

[Australia Museums and Galleries Association \(AmaGA\)](#)

[Canadian Museums Association](#)

[International Committee for Museums and Collections of Modern Art \(CiMAM\)](#)

[International Association of Amusement Parks and Attractions \(IAAPA\)](#)

[International Council of Museums \(ICOM\)](#)

[International Committee for Museums and Collections of Modern Art](#)

[Network of European Museum Organisations \(NEMO\)](#)

[Museums and Galleries of New South Wales](#)

[UNESCO](#)