



## CHECKLIST OF SAFE MANAGEMENT MEASURES FOR MUSEUM STAKEHOLDERS

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.

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]** From 22 July 2021, limit visitorship to 25% of operating capacity. **From 19 August 2021, limit visitorship to 50% 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 50%  
 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 50% = (1,050/2) x 50% = 525 x 50% = 262 pax  
 Museum A can allow up to 262 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

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- 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

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- [Updated] Communicate that tours are kept to maximum of 20 persons and below (excluding 1 guide).<sup>1</sup>** For tours with more than 5 pax, participants should be divided into groups, with a maximum of 5 pax in any one group with no inter-mingling between these 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.**
- For Museum-based Learning programmes, please refer to [Guidelines for School Visits](#).

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<sup>1</sup> Note: Updated to remove time limit of 1.5 hours for guided tours.

## VISITOR MANAGEMENT

### 1. PRE-ARRIVAL

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- [Updated] From 10 August 2021, ensure that there are no groups of more than 5 persons<sup>2</sup>**
- Provide pre-arrival information on Safe Management Measures (e.g. make the information available on website, social media platforms, etc.).
- Inform visitors that no 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

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- 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 5 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.

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

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- 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.**

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<sup>2</sup> 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

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- 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. EVENTS INCLUDING PUBLIC PROGRAMMES

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- Limit the number of guests to the event at any given time to a maximum of 50 pax.**
- 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 5 persons.**
- 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.
- 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

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- Limit group size and the number of people who can enter at any given time based on Enterprise Singapore's prevailing requirements 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**

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- 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 requirements 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**

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- 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**

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- 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**

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- 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.



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## 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.

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## 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.

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## 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.



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## SECTOR SPECIFIC SAFE MANAGEMENT MEASURES

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Ministry of Health: [Going back to Phase 2 Heightened Alert](#)

Ministry of Manpower: [Safe Management Measures at the workplace](#)

National Arts Council: [Safe Management Measures for the Arts and Culture](#)

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

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

Singapore Tourism Board: [Safe Management Measures for Tours](#)

For the re-opening of food and beverage establishments, please refer to Enterprise Singapore: <https://www.enterprisesg.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>

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## RESOURCES FROM INTERNATIONAL ORGANISATIONS

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[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](#)

[Oklahoma Museums Association](#)

[UNESCO](#)