

Paras 3, 5 and Annex A updated on 15 March 2022

Paras 5, 11 and Annex A updated on 28 March 2022

Annex A updated on 1 April 2022

Safe Management Measures for Museum Stakeholders

1. The National Heritage Board (NHB) would like to inform museum stakeholders of safe management measures to be in place for museum operations as below.
2. On 9 October 2021, the Multi-Ministry Taskforce announced the expansion of vaccination-differentiated safe management measures (VDS) for entry into attractions from 13 October 2021. Following from this, all museums must also implement VDS.
3. From 1 January 2022, there will no longer be a concession for unvaccinated individuals to perform PET, to enter museums. Only fully vaccinated, recovered, or medically ineligible individuals, or children aged 12 years and below, will be allowed to enter museums. From 1 February 2022, entry will be only be granted to recovered individuals who are within 180 days of their first positive PCR test result if they are not fully vaccinated.
4. 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

5. The key safe management measures for museum stakeholders are as follows:
 - a) Refer to Singapore Tourism Board's (STB's) [Guidelines](#) for the operating capacity.
 - b) From 29 March 2022, ensure all visitors and employees wear face masks, while indoors.
 - c) From 15 March 2022, safe distancing is encouraged but will not be required for masked museum visitors.
 - d) Ensure visitors present an [Acceptable Document](#). Refuse entry if the visitor refuses to show proof of an Acceptable Document or if the identity in the Acceptable Document does not correspond with the identity of the visitor being checked for entry.
 - e) Encourage online ticket purchase and e-payment methods as far as possible.
 - f) If interactive or high-touch exhibitions are held, hand sanitisers and/or disposable gloves should be provided for visitors' use.

- g) If shared items such as headphones, audio guides or other common items are to be provided, they are to be cleaned and sanitised as frequently as possible.
- h) Public venues are no longer required to put in place temperature screening measures. Nonetheless, it is important to continue exercising good health seeking behaviour when one is unwell by seeking care as soon as possible, using a face mask and avoiding crowded places.
- 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.
- k) Guided tours need to follow the STB's [Guidelines](#).

6. Museum stakeholders should refer to the checklist at [Annex A](#) and ensure that these safe management measures are in place. If the museum stakeholder wishes to deviate from the safe management measures indicated in the checklist, NHB's approval must first be obtained.

7. 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

8. Museum premises can be used as workplaces from 19 June 2020, subject to the Ministry of Manpower's (MOM'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.

9. 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.

10. Paras 9a-9c should be conducted in line with the relevant safe management measures set out in the National Arts Council's (NAC's) safe management measures. Para 9d should be conducted in line with the MOM'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

11. The Ministry of Culture, Community and Youth had introduced the Venue Hire Subsidy (VHS) to encourage the resumption of arts and culture activities. The level of subsidy is 60% until 31 March 2022 and will be 30% from 1 April to 30 June 2022. This subsidy will be for arts and culture activities permitted to resume at venues as listed on [NAC's website](#). Please contact participating organisations directly for details.

12. Details on other forms of support for the arts and culture sector can be found at [Funding and Schemes | National Arts Council \(nac.gov.sg\)](#). 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

13. TraceTogether (TT) only SafeEntry, where SafeEntry check-in can only be done via the TT App or Token, has been rolled out from 17 May 2021. Museums are to ensure that they are able to accept TT Tokens for SafeEntry check-in¹ 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.

14. SafeEntry Gateway will be deployed as an additional mode of SafeEntry check-in to more public-facing venues where people are likely to be in contact for prolonged periods, in order to facilitate a more seamless check-in experience and to ensure that TT Tokens are working. The full list of venues required to deploy SafeEntry Gateway can be found on the SafeEntry website (go.gov.sg/gateway-overview).

Towards a Safe and Sustainable Re-opening

15. 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.

¹ Refer to <https://go.gov.sg/token-scanning> to find out how to implement Token check-in.

16. 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



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 while indoors and wash hands regularly. Please note that the wearing of face masks while indoors is mandatory.
- ☐ A face shield may be worn on top of a face 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 face mask;
 - (b) Persons with health conditions causing medical difficulties when face masks are worn.

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

- ☐ 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

- ☐ For museums and institutions with no mask off activities as part of its experience,
 - From 15 March 2022, safe distancing is encouraged but not required.
 - From 15 March 2022, if the maximum operating capacity is 1,000 pax or less, it may operate at 100% capacity.
 - From 29 March 2022, if the maximum operating capacity is more than 1,000 pax, it must reduce its operating capacity to 75% or 1,000 pax, whichever is higher.

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

Example 1: 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

Maximum operating capacity = Usable space/2 sqm/pax = 1,050/2 = 525 pax
Museum A can allow up to 525 visitors (ie. 100% capacity) into its premises at any point in time, as its maximum operating capacity is below 1,000 pax.

Example 2: Museum B has a total of 3,500 sqm of Gross Floor Area (GFA)

Usable space = 70% of 3,500 sqm GFA = 2,450 sqm

Maximum operating capacity = Usable space/2 sqm/pax = 2,450/2 = 1,225 pax

Operating capacity of 75% = 1,050 x 75% = 919 pax

Museum B can allow up to 1,000 visitors into its premises at any point in time, as its maximum operating capacity is above 1,000 pax, but its 75% capacity is lower than 1,000 pax.

Example 3: Museum C has a total of 5,500 sqm of Gross Floor Area (GFA)

Usable space = 70% of 5,500 sqm GFA = 3,850 sqm

Maximum operating capacity = Usable space/2 sqm/pax = 3,850/2 = 1,925 pax

Operating capacity of 75% = 1,925 x 75% = 1,444 pax

Museum C can allow up to 1,444 visitors into its premises at any point in time, as its maximum operating capacity is above 1,000 pax, and its 75% capacity is also higher than 1,000 pax.

- ☐ Adopt the following practices for interactive exhibitions:
 - 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 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.**
- ☐ Establish appropriate cleaning protocols for shared work areas and equipment (e.g. front desks, computers, phones, handrails, door handles, elevator buttons, bathrooms, etc.).
- ☐ 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 face 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

- ☐ **For guided tours, refer to [STB's Guidelines](#).**
- ☐ For Museum-based Learning programmes, refer to [Guidelines for School Visits](#).

VISITOR MANAGEMENT

1. PRE-ARRIVAL

- ☐ Provide pre-arrival information on Safe Management Measures (e.g. make the information available on website, social media platforms, etc.).
- ☐ Encourage online ticketing with timed entry where possible.
- ☐ Publish and explain new entry procedures on all media channels to manage visitor expectations.

2. AT MUSEUM ENTRANCE

- ☐ **Ensure all visitors wear face masks while indoors.** 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's guidelines for further details on the use of face masks and face shields.

- ☐ **Provide onsite information such as:**
 - Information on arrival procedures, such as TraceTogether, 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 face mask while indoors.
 - Vaccination-differentiated safe management measures requirements e.g. that all visitors to the museum must be fully vaccinated, recovered individuals, or children aged 12 years and below.
- ☐ **Request visitors to use TraceTogether SafeEntry prior to entry to museum and/or F&B outlet.** Staff to ensure that all visitors use TraceTogether SafeEntry to check-in.
- ☐ **Request visitors to show their vaccination status.**

3. AT ADMISSION COUNTER

- ☐ 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

- ☐ **Increase frequency of cleaning of common surface areas.**
- ☐ Make hand sanitisers available in high touch-point and high traffic areas.
- ☐ **If shared headphones/audio guides and reusable translation text guides are required, the items are to be cleaned and sanitised as frequently as possible.**
- ☐ Collaterals can be displayed for visitors to pick up.
- ☐ Provide online versions of gallery text and/or captions where possible.

5. EVENTS INCLUDING PUBLIC PROGRAMMES

- ☐ **[Updated]** For events² including public programmes, refer to [MOM's guidelines](#).
- ☐ **Maintain a list of participants for all events for at least 30 days for contact-tracing purposes.**
- ☐ Where possible, there should not be sharing of materials. If such shared items are to be provided, they are to be cleaned and sanitised as frequently as possible.
- ☐ Speeches are allowed but individual microphones should be provided for each speaker. There should be no sharing of microphones among speakers. Unmasking is allowed for up to 10 people engaged in public speaking at any time. Speakers are to maintain a safe distance of 1 metre from the audience whilst speaking unmasked.
- ☐ Review scheduling of events to ensure adequate time for post-event cleaning and disinfection of premises.

6. AT THE MUSEUM RETAIL SHOP

- ☐ **All retail shops to abide by prevailing guidelines by [Enterprise Singapore](#).**
- ☐ 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.**
- ☐ 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

- ☐ **Increase frequency of cleaning of common surface areas.**
- ☐ Water fountains can be operated for refilling water bottles only.

9. IN THE RESTROOM/TOILETS

- ☐ **Increase frequency of cleaning of common surface areas.**
- ☐ Uninstall all air-dryers and provide paper towels instead.

² For MICE events or wedding solemnisations and receptions that are held in museum venues, refer to Safe Management Measures for MICE Events | STB or <http://www.gobusiness.gov.sg/images/guides/WeddingAdvisoryv2.pdf> respectively for further specific guidelines that apply.

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. Staff to assist visitors to manually key-in details, if required.
- ☐ Staff to ensure that all visitors use TraceTogether-only SafeEntry to check-out.
- ☐ After the visit, consider sending a thank you email to visitors to invite them to continue their visit through online offerings.



Upon receiving 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 monitor their health, including self-testing and to follow the necessary SOPs if test results are positive.
3. Carry out thorough cleaning and disinfection of all relevant on-site areas and assets exposed to confirmed cases, in accordance with NEA guidelines.
4. Checks on upcoming events, venue bookings etc which may be affected.
5. Identify immediate stakeholders to be updated if necessary (eg. Board, management, tenants/landlord, external partners, etc).
6. Prepare internal comms and public comms statements if necessary.
7. Continue with enhanced cleaning and disinfection regime.



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 result, speak to confirmed staff to verify details, and gather his/her movements prior to exhibiting symptoms.
- ☐ Identify staff who have been in close contact with confirmed staff case. Identified staff should be asked to perform a self-administered ART test. If test result is positive, staff is to adhere to prevailing MOH's Guidelines. All staff are to continue to monitor their health.
- ☐ Carry out cleaning and disinfection regime.
- ☐ Check upcoming events, venue bookings, etc. which may be affected.
- ☐ If necessary, update immediate stakeholders (e.g. Board, management, tenants/landlord, external partners, etc.)
- ☐ If necessary, prepare internal comms and public comms statements.
- ☐ 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.



SECTOR SPECIFIC SAFE MANAGEMENT MEASURES

Ministry of Health: [COVID-19 Phase Advisory](#)

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](#)

Enterprise Singapore: [Updated Advisory for Safe Management Measures at Food & Beverage Establishments](#)

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