

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

Updated on 25 April 2022

Safe Management Measures for Museum Stakeholders

1. On 22 April 2022, the Multi-Ministry Taskforce announced the further easing of community safe management measures (SMMs). From 26 April 2022, the key safe management measures for museum stakeholders are as follows:

- a) No operating capacity limits for museums.
- b) No limits on tour group sizes.
- c) Ensure all visitors and employees wear face masks, while indoors.
- d) Safe distancing will not be required between individuals or groups, in mask-on and mask-off settings.
- 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) 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).
- i) If museums conduct events with more than 500 attendees, organisers must ensure that the attendees are fully vaccinated or exempted from VDS*.

**Individuals who have recovered from a COVID-19 infection, medically ineligible for COVID-19 vaccination and children aged 12 and below are exempted from VDS.*

Venue Hire Subsidy

2. The Ministry of Culture, Community and Youth has earlier announced an extension of its subsidy for venue hire and in-house production costs (where applicable). The subsidy level will be in place until 30 June 2022 at a level of 30%, and will be sunset thereafter. 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.

3. 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.

Towards a Safe and Sustainable Re-opening

4. 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 required to cease operations, disqualified 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.
5. 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.



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](#).

- Conduct briefings and check-ins with staff (including vendors) on safe management SOPs, personal responsibilities, and SOP for management of unwell and noncompliant visitors if necessary.

2. PREPARING FACILITIES: SAFE MANAGEMENT

- Adopt the following practices for interactive exhibitions:
 - Sanitise interactives frequently.
 - Place hand sanitisers near interactives with notices requesting visitors to sanitise their hands before and after touching interactives or provide disposable gloves. 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.).

- Review hours of operation to ensure adequate time to clean and disinfect premises.
- 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 purchases.
- 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](#).

3. AT ADMISSION COUNTER

- Promote the use of contactless payment. 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.

5. EVENTS INCLUDING PUBLIC PROGRAMMES

- For events¹ including public programmes, refer to [MOM's guidelines](#).

6. AT THE MUSEUM RETAIL SHOP

- All retail shops to abide by prevailing guidelines by [Enterprise Singapore](#).**
- Promote the use of contactless payment. If cash payments are necessary, wear gloves and/or sanitise hands after handling cash.

¹ 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.

7. AT FOOD & BEVERAGE OUTLETS

- All F&B outlets to abide by prevailing guidelines by [Enterprise Singapore](#).
- Promote the use of contactless payment. 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.



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>
