Coronavirus (COVID-19) NMDC
Good Practice Guidelines for Reopening Museums

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Introduction

This document is to help employers, employees and the self-employed and volunteers in the museums sector in England understand how to work safely during the COVID-19 pandemic. It should provide the freedom within a practical framework to think about what is needed to continue, or restart, operations during the COVID-19 pandemic and to support the health and wellbeing of workers and visitors.

The following good practice guidelines were prepared by the National Museum Directors' Council (NMDC) Planning and Remobilisation Group, in line with guidance published by the Department for Digital, Culture, Media and Sport (DCMS), Public Health England (PHE) and the Health and Safety Executive (HSE), and with contributions from members of the Museums and Galleries working group.

The government has published the '[COVID-19 Response - Spring 2021](#)' setting out the roadmap out of the current coronavirus restrictions. This is a step-by-step plan to ease restrictions in England cautiously.

The government has published a review of social distancing and other long-term measures that have been put in place to cut transmission. This has informed decisions on the timing and circumstances under which the guidance on 1 metre plus, the rules on the wearing of face coverings and other measures may be lifted. This has will also informed guidance on working from home.

In Step 4, all remaining limits on social contact (currently 6 people or 2 households indoors, or 30 people outdoors) will be removed and there will be no more restrictions on how many people can meet in any setting, indoors or outdoors.

All settings will be able to open. Large events, such as music concerts and sporting events can resume without any limits on attendance or social distancing requirements.

Social distancing guidance (2 metres or 1 metre with additional mitigations) has been removed. You should continue to consider the risks of close contact with others, particularly for people who are clinically extremely vulnerable or not yet fully vaccinated.

You should continue to minimise the number of people you meet within a short period of time to limit the risk of spreading coronavirus (COVID-19).

Coronavirus COVID-19 NMDC Good Practice Guidelines for Reopening of Museums. Version 3.2, published 31st August, 2021

The guidelines set out the considerations relevant for making informed decisions about reopening museums to the public. It is a general guide which reflects the fact that every museum may take a different approach based on their needs. It should be read alongside other relevant Covid-19 guidelines published by HM Government, and is intended to enhance - not supplant - existing guidance and regulations. For example:

- BEIS – Offices and Contact Centres;
- BEIS – Labs and research facilities (for example, for specialist functions such as conservation and research functions where applicable);
- BEIS – Construction and other outdoor work (for example, for installation of exhibitions);
- BEIS – Shops and branches (for retail shops inside the museum, but also as an example of environment open to the public);
- DEFRA – Advice on accessing green spaces safely; and
- Department for Education – Covid-19 guidance for education settings.

Museums may also want to refer to other sector-led guidance, for example, the events and visitor attraction guidance published by BEIS and DCMS. We expect that this document will be updated over time.

This version is up to date as of the 31st of August 2021.

Where a premises delivers a mix of services, only those services that are permitted to be open should be available.

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This guidance does not supersede any legal obligations relating to health and safety, data protection, employment or equalities and it is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors, visitors and other people, as well as your employees.

To help you decide which actions to take, you need to carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. As part of this risk assessment, you should understand and take into account the particular circumstances of those with different protected characteristics. This risk assessment must be done in consultation with unions or workers.

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1. Principles for reopening

1.1. Considerations for reopening

NMDC members have identified that the following nine considerations will need to be in place before a museum is ready to reopen:

1. Government has clearly announced that museums and galleries can reopen

Now that museums are allowed to reopen, museums need to be confident that:

2. Security of workers, public and sites can be sufficiently maintained in light of any operational changes to account for COVID-19

3. Workforce* safety and wellbeing can be supported

4. Public safety can be assured**

5. Buildings and processes can be adapted to support reopening

6. The business case supports reopening

7. Museums are confident that visitors will return, and they can provide services in keeping with their public purpose

8. Transport systems can support museum visitors, workers' travel and supply chains while noting adaptations to normal practice may be required based on available guidance at the time of reopening

9. Local context, including location, museum offer, constitution and business model permit

*throughout the document where workforce or workers are mentioned, this is taken to include volunteers and other contract workers working in and around museum buildings

**indicating that museums feel confident that risks have reasonably been assessed and mitigated

We consider these to be appropriate general principles, but their application and relative importance will vary depending on factors such as a museum's size, location, type of collection, visitor demographic, and so on.

1.2. Museum considerations

Nine museum considerations have been identified:

- Thinking about risk and risk assessment

- Workers safety and wellbeing
- Public safety
- Personal Protective Equipment (PPE) and face coverings
- Building and process adaptation
- Visitors returning, fulfilling public purpose
- Supporting business case
- Transport
- Local contexts

This document provides key objectives and potential steps on each of these considerations to support museums as they think about how they can work safely during the COVID-19 pandemic.

In addition, museums will need to consider the legal implications of reopening and liability.
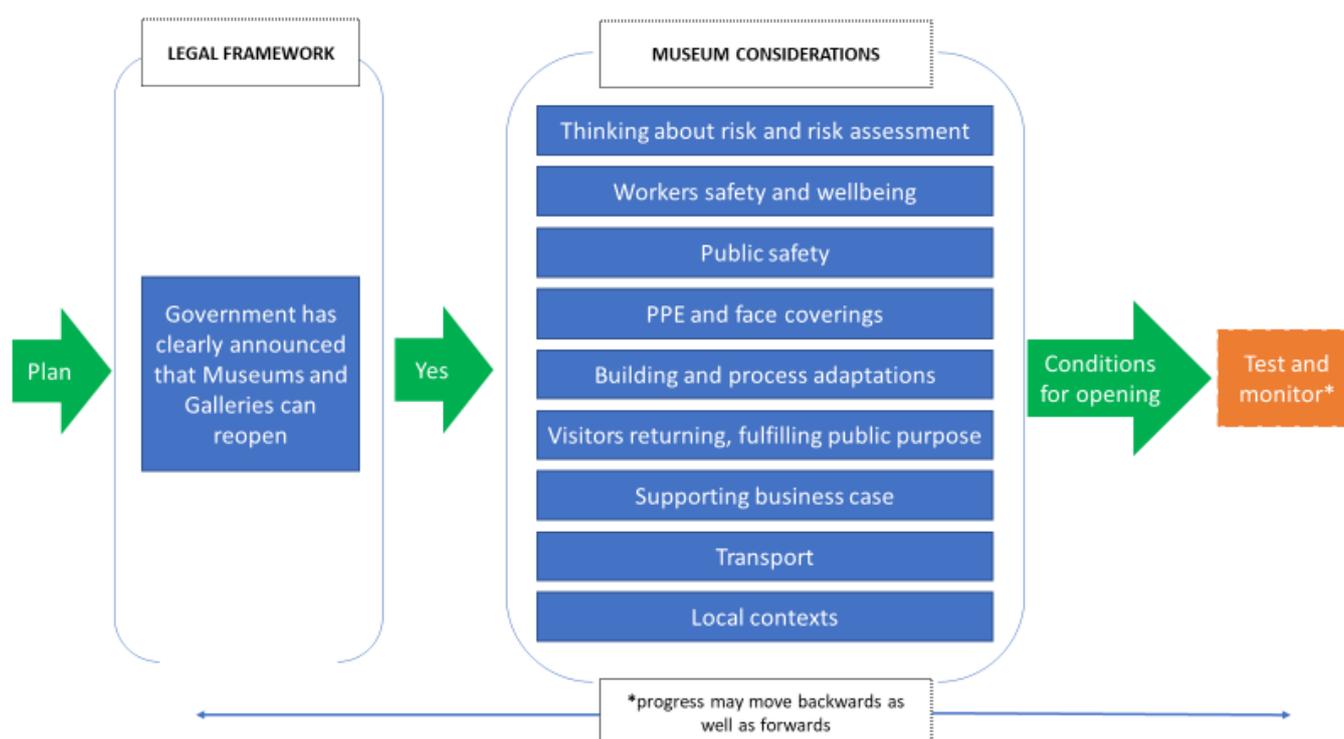
2. Risk assessment in the workplace

2.1. Thinking about risk

Objective: That all employers carry out a COVID-19 risk assessment.

Everyone needs to assess and manage the risks of COVID-19. As an employer, you also have a legal responsibility to protect workers and others

from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risks of COVID-19.

You should make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace. If you have fewer than five workers, or are self-employed, you don't have to write anything down as part of your risk assessment. Your risk assessment will help you decide whether you have done everything you need to. There are interactive tools available to support you from the Health and Safety Executive (HSE) at https://www.hse.gov.uk/risk/assessment.htm.

Consider the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations. Please remember that when a building or space is repurposed - when there is any change in use or type or use or other circumstance - there needs to be a fire risk assessment.

Employers have a duty to consult their workforce on health and safety. You can do this by listening and talking to them about the work and how you will manage the risks of COVID-19. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows that you take their health and safety seriously. You should consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps you can take.

Where the enforcing authority, such as the Health and Safety Executive (the HSE) or your local authority, identifies employers who are not taking action to

comply with the relevant public health legislation and guidance to control public health risks, they will consider taking a range of actions to improve control of workplace risks. For example, this would cover employers not taking

appropriate action to ensure social distancing, where possible.

Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law. The actions the enforcing authority can take include the provision of specific advice to employers to support them to achieve the required standard, through to issuing enforcement notices to help secure improvements. Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with serious fines and even imprisonment for up to two years. There is also a wider system of enforcement, which includes specific obligations and conditions for licensed premises.

Employers are expected to respond to any advice or notices issued by enforcing authorities rapidly and are required to do so within any timescales imposed by the enforcing authorities. The vast majority of employers are responsible and will join with the UK's fight against COVID-19 by working with the Government and their sector bodies to protect their workers and the public. However, inspectors are carrying out compliance checks nationwide to ensure that employers are taking the necessary steps.

The actions the HSE can take include the provision of specific advice to employers through to issuing enforcement notices to help secure improvements.

How to raise a concern:

- Contact your employee representative.

- Contact your trade union if you have one.

- Use the HSE form available at
  https://www.hse.gov.uk/contact/concerns.htm

- Contact the HSE by phone on 0300 003 1647

Collecting data for NHS Test and Trace

Consider displaying an NHS QR code poster so that visitors can check-in using the NHS COVID-19 app.

You are no longer required to collect visitor contact details, or keep a record of your workers.

However, you are advised to continue to display an NHS QR code for visitors wishing to check in using the app, as this will help to reduce the spread of the virus and protect your visitors and staff. You do not have to ask visitors to check in, or turn them away if they refuse.

If you display an NHS QR code, you should also have a system to collect (and securely store) names and contact details for those who ask to check-in but do not have access to a smartphone or prefer not to use the app.

You can find out more in the guidance on NHS Test and Trace. You may also wish to consider using the NHS COVID Pass to reduce the risk of transmission at your museum.

2.2. Managing risk

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers should work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected as far as possible. In the context of COVID-19 this means working through these steps in order:

- In every workplace, increasing the frequency of handwashing and surface cleaning
- Businesses and workplaces should make every reasonable effort to ensure their employees can work safely. Whilst the Government is no longer instructing people to work from home if they can, the Government would expect and recommend a gradual return over the summer.
- Those suffering from symptoms of COVID-19 or advised to self-isolate should not enter the workplace
- Further mitigating actions include:
  - Increasing the frequency of hand washing and surface cleaning

- Keeping the activity time involved as short as possible
- Using screens or barriers to separate people from each other
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)

Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

The recommendations in the rest of this document are ones you should consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make.

2.3. Sharing the results of your risk assessment

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so).

3. Workforce safety and wellbeing

3.1. Reducing Risk to your workers

Ensure you are aware of any relevant guidance for staff at higher risk.

Review the guidance for shielding and protecting people who are defined on medical grounds as extremely vulnerable and follow any relevant advice.

Involve and communicate appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them. You may also consider the following:

- Supporting staff who have been redeployed or seconded through change

- Monitoring wellbeing of staff in the workplace and putting robust processes in place in case members of staff become ill

- Supporting mental wellbeing; counselling training or support may be necessary

- Providing pre-returning to work materials and information well in advance so the new protocols are communicated in an accessible way to all staff so that they understand logistical changes and have access to emotional/wellbeing support

Museums will need to review volunteer capacity as volunteer availability may be essential for the safe operation of the museum; some volunteers may be clinically vulnerable, for example due to age:

- Many people are keen to return to or contribute to volunteering. Organisations have a duty of care to volunteers to ensure as far as reasonably practicable they are not exposed to risks to their health and safety. This guidance around working safely during COVID-19 should ensure that volunteers are afforded the same level of protection to their health and safety as employees and the self-employed

3.2. COVID-19 cases in the workplace

Ensure that you have an up-to-date plan setting out the steps to take if a case of COVID-19 is reported in your museum or gallery. This should be set out in your risk register, and should include the following actions:

- Ensure that any workers who have symptoms or who have tested positive leave the museum immediately to self-isolate.

- Immediately identify any close workplace contacts and ask them to self-isolate. You should not wait for NHS Test and Trace. This prompt action will help reduce the risk of a workplace outbreak.
- From 16 August, people who are fully vaccinated or aged under 18 and 6 months are no longer be legally required to self-isolate if they are identified as a close contact of a positive COVID-19 case.
    - o Double-vaccinated adults are no longer be required to self-isolate as long as they received their second vaccine in the UK vaccination programme at least 14 days prior to contact with a positive case.
    - o Anyone who tests positive following a PCR test will still be legally required to self-isolate, irrespective of vaccination status or age.
    - o Isolation guidance for individuals living with someone who has COVID-19 is available here, and guidance for potential close contacts is available here.
- If a visitor presents with symptoms, or you become aware of a case of suspected or confirmed COVID-19 on-site, they should not be admitted or should be asked to leave the museum, unless they need to be transported to hospital for treatment. The visitor should be advised to self-isolate in line with NHS guidelines and to take a PCR test.
- Inform your local authority public health team. Where possible, nominate a single point of contact to lead on contacting local public health teams.
- Ensure your facility is thoroughly cleaned. Follow the measures set out in the guidance for cleaning in non-healthcare settings.

If the local health protection team declares an outbreak:

- You will be asked to record details of staff with symptoms of COVID-19 and assist with identifying contacts. You should therefore ensure all employment records are up to date.
- You will be provided with information about the outbreak management process. This will help you to implement control measures, assist with communications to staff and reinforce prevention messages.

Clearly set out that workers who have symptoms or who are self-isolating should not come into the workplace.

- It is illegal to knowingly allow someone who is being required to self-isolate to come to work.
- You can enable workers to work from home while self-isolating, if this is appropriate and they are feeling well enough.

- Review guidance for employers and employees on statutory sick pay due to coronavirus.
- Ensure you and your staff are familiar with the symptoms of COVID-19 (a high temperature, new and persistent cough, or a loss of/change in sense of taste or smell). If a staff member (or someone in their household) or a visitor has coronavirus symptoms, they should self-isolate and get a test. Anyone with coronavirus symptoms can get a free NHS test.
- Staff members who are contacts of individuals who test positive should also self-isolate. Anyone who is informed by NHS Test and Trace that they are a close contact must follow the requirement to self-isolate. See the guidance for those who have been in contact with, but do not live with, a person who has tested positive for COVID-19.
- People who test positive but have no symptoms must also self-isolate. If they develop symptoms during their isolation period, they must restart their 10-day self-isolation period from the day after they develop symptoms. You can find more information in the guidance for households with possible or confirmed COVID-19 infections.
- From 16 August, individuals who are fully vaccinated, having had both jabs, and under 18s will no longer need to self-isolate if they are identified as a close contact of someone with covid-19.
- If someone gets their second dose just before, or after, the 16th of August, they'll need to wait until two weeks after they get the second jab to benefit from these new freedoms so the vaccine has time to build the maximum possible protection.

3.3. Equality in the workplace

Objective: To treat everyone in your workplace equally.

- In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.

- It is against the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as gender, race, disability, religion, nationality, sexual orientation or age. Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers

Steps that will usually be needed:

- Understanding and taking into account the particular circumstances of those with different protected characteristics

- Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them

- Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation

- Making reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers

- Museums should consider the concerns expressed by any staff who consider themselves to be at higher risk, which may include those from vulnerable groups or those from ethnic minorities, and continue to pay special attention to and support all with protected characteristics

Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example those with caring responsibilities or those with religious commitments.

3.4. Safe working

Objective: To enable people to work safely.

Steps that will usually be needed

- further increasing the frequency of hand washing and surface cleaning

- keeping the activity time involved as short as possible

- using screens or barriers to separate people from each other

- using back-to-back or side-to-side working (rather than face-to-face) whenever possible

- reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)

Consider other measures to adapt and encourage safe workspaces, for example:

- Installing extra handwashing and hand sanitizer points throughout the building

- Providing spaces to store bags /clothes, tools / equipment away from the workspace, reduce sharing of equipment e.g. in kitchens

- Clearing of workspaces and waste at the end of each shift or if necessary during shifts

- Using more entry routes to workspaces or one-way flow systems to reduce congestion, floor markings demarking spacing – while ensuring that any new arrangements are made known to those with visual impairments

- Reducing unnecessary movement around buildings, reducing job and location rotation, reduced hot-desking

- Shared workstations need to be cleaned between each use: workstations should be positioned to allow social distancing to be maintained

- Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible

- Making sure that people with disabilities are able to access lifts

- Maintaining use of security access devices, such as keypads or passes, and adjusting processes at entry/exit points to reduce risk of transmission. For example, cleaning pass readers regularly and asking staff to hold their passes next to pass readers rather than touching them

- Encouraging use of telephone and radio communication, or use of video conference in place of in person meetings

- Staggering break times to reduce pressure on shared spaces

- Installing Perspex screens may be considered in some areas of the building to shield workers in frequent contact with the public

- Consider accessibility in making these decisions, for example ensuring any changes to entries, exit, queue management and other onsite facilities take into account reasonable adjustments for those who need them, including disabled visitors

- Consider new working patterns such as remote working, shifts extended or reduced hours, teams working together

- First aiders should follow COVID-19 guidance for first responders. First aiders should undertake COVID-19 updates to their first aid training from an appropriate provider. Useful advice and guidance is published in the UK by the NHS and Public Health bodies in England, Northern Ireland, Scotland, Wales, the Channel Islands and the Isle of Man. Museums need to be aware that it is possible some first aiders may no longer wish to fulfil this role. If minimum numbers of first aiders cannot be met, it may be necessary to contract support from an external provider

3.5. Ventilation

Ventilation can be used as a control measure to reduce the risk of transmission of COVD-19. Tiny airborne particles can travel further than droplets, and in poorly ventilated spaces this can lead to viral particles spreading between people. Good ventilation can reduce this risk.

Ventilation into any building should be optimised to ensure a fresh air supply is provided to all areas of the facility and increased wherever possible.

You should:

- Consider how best to maximise ventilation in your facility. There are different ways of providing ventilation, including mechanical ventilation using fans and ducts, natural ventilation which relies on passive flow through openings (doors, windows, vents) or a combination of the two. Open doors, windows and air vents where possible, to improve natural ventilation.

- Keep toilet, shower and changing facilities well-ventilated, for example by opening doors, windows and air vents where possible and ensuring extractor fans work effectively. The risk of transmission is greater in spaces that are poorly ventilated.

- Take additional steps to minimise risk. Ventilation will not reduce the risk of droplet or surface transmission, so other control measures such as

cleaning and social distancing are also required.

- If using mechanical ventilation, ensuring that your systems are set to maximise fresh air and minimise air recirculation. Maximising the amount of fresh or cleaned air the system draws in will help prevent the spread of COVID-19.

- Museums and galleries should take care to increase ventilation in a way which does not endanger collections. Doors and windows can be propped open if they do not cause an environmental, collection, safety, fire or security risk. The Arts Council has published guidance from the Government Indemnity Scheme which states that ventilation is just one of a range of measures used to control the spread of viruses, and its use should be balanced against other negative impacts such as increased pollution, energy, noise, security, health, well-being and environmental conditions.

- Identifying any poorly ventilated spaces and taking steps to improve fresh air flow in these areas. The priority for your risk assessment is to identify areas of your workplace that are usually occupied, and poorly ventilated. You should prioritise these areas for improvement to reduce the risk of aerosol transmission. A CO2 monitor could help you assess whether a space is poorly ventilated, and if you should use additional mechanical ventilation or open windows. If you can't improve ventilation in poorly ventilated spaces, consider whether it is safer to restrict the number of people in these spaces or stop using them if possible.

You can find more detailed advice on identifying poorly ventilated spaces, and further steps you can take to improve ventilation, in the Health and Safety Executive's guidance on ventilation and air conditioning.

3.6. Training and communication

Objective: to make sure all workers understand COVID-19 related safety procedures and are kept up to date with how safety measures are being implemented or updated.

Steps that will usually be needed:

- Ensure all members of the workforce have access to and are trained to use any health and safety equipment necessary to their role, to make them safe at work

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- Consider that the workforce will also need time to adapt to new arrangements, and effective communication systems need to be implemented

- Consider training needs for workers and volunteers:

  - To understand how any new measures work, to use any new equipment and to adapt to new arrangements

  - Retraining may be needed in other areas of work and operations

  - Specific training needs may need to be addressed for Front of House workers and those in audience facing roles who will have a role in managing visitors safely in the new operating conditions. Including how to manage different spaces such as parks, gardens and open spaces

  - To support the mental wellbeing of workers and visitors, including training for mental health first aid

- Consideration will need to be given to how collections and conservation, archive, library, learning, community and engagement and other specialist functions that are visitor focused can be carried out safely, applying existing best practice to the current context

- Best practice processes will need to be in place when receiving or delivering loans outside of the organisation to ensure standards from one museum are mirrored by partners

- New processes and training for roles where it may be difficult to maintain social distancing e.g. art handlers, guides or live/costumed interpretation

- For guides/costumed interpreters additional consideration will need to be given to how to maintain social distancing, especially where engagement may cause groups to gather around a focal point, and whether further adaptations can be made to provide alternative or additional interpretation such as take away guides, use of own devices or web content

- Training and support for effective remote working

- Action required to manage any potential COVID-related incidents

- Safety measures and communication with contractors, freelancers and other service providers who are outside of the museums' permanent workforce will need to be considered:

  - Museums will need to ensure that contractors are well briefed on the safety measures in place and that external individuals

or companies can meet the same standards. Evidence of compliance should be proportionate, with sole trader freelancers supported for example by the museum providing a template risk assessment to help the freelancer know what is expected and what they can do to comply with it

o Museums may need to update internal systems for Contractor Management on site, including to devise schedules for essential services and contractors that reduce interaction and overlap. Rotas may need to include a quarantine period of 72 hours after each use of rooms or storage of items that are difficult to clean, e.g. art materials in the learning space

3.7. Accidents, security and other incidents

- Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations

- Considering whether you have enough appropriately trained staff to keep people safe. For example, having dedicated staff to encourage social distancing or to manage security

- For organisations who conduct physical searches of people, considering how to ensure safety of those conducting searches while maintaining security standards

- Following [government guidance](#) on managing security risks

3.8. Testing and vaccinations

It's important that you continue to put measures in place to reduce the risk of COVID-19 transmission, including maintaining social distancing, frequent cleaning, good hygiene and adequate ventilation, even if your employees have:

- received a recent negative test result
- had the vaccine (either 1 or 2 doses)
- natural immunity. This is proof of a positive PCR test within 180 days (and after the 10 days isolation period).

Where you are providing testing on-site, you should ensure that workplace testing is carried out in a safe manner and in an appropriate setting where control measures are in place to manage the risk of COVID-19 transmission

during the testing process. These include maintaining social distancing where possible, frequent cleaning, good hygiene and adequate ventilation. You should also ensure that an appropriate setting is available for individuals to wait in while their test is processed.

4. Public safety

Objective: Support public safety and be confident that they have put in place appropriate adaptations for visitors returning to the museum

Steps that will usually be needed:

- Managing visitor capacity:

  o Museums need to create the conditions where visitors can stay alert, practice social distancing etiquette, and follow good personal hygiene guidance, such as handwashing

  o There are no capacity caps on the number of people permitted to attend visitor attractions or events within them. However, you may wish to take steps to ensure visitors can attend as safely as possible, for example by introducing or retaining one-way systems and other measures previously adopted to manage capacity and to reassure visitors.

  o Identify areas of crowding and consider what steps can be taken to avoid congestion, if they present a higher risk of COVID-19 transmission. For example, historic buildings often have constrained spaces such as small rooms, narrow staircases and limited entrance or exit points. Measures such as limiting the number of people entering the space or staggering entrance and exit times will help to avoid overcrowding.

  o Clear communication to customers, visitors, guests and audiences is important, to ensure that they take all reasonable measures to comply with social distancing and hygiene measures throughout their visit.

  o In some settings, there will be specific guidance that you will need to follow even when you are with friends and family. This is important to reduce the risk of spreading COVID-19 to other people such as staff and other members of the public.

- o Individual businesses or venues should consider the cumulative impact of many venues re-opening in a small area. This means working with local authorities, neighbouring businesses and travel operators to assess this risk and applying additional mitigations. These could include:
  - ▪ Staggering entry times with other venues and taking steps to avoid queues building up in surrounding areas
  - ▪ Arranging one-way travel routes between transport hubs and venues
  - ▪ Advising patrons to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue

- o Under the Health Protection (Coronavirus, Restrictions) (England) (No. 3) Regulations 2020, local authorities continue to have the power to place public health restrictions on businesses in cases where there is a serious and imminent threat to public health posed by COVID-19. However, Coronavirus legislation does not impose any restrictions on the types of events which can take place in Step 4, and local authorities may only exercise those powers by issuing a direction where that is necessary in public health terms, and any prohibitions, requirements or conditions imposed by the Direction are proportionate to the risk. Further information is available in Government guidance on [working safely during coronavirus (COVID-19): events and attractions.](#)

- Making changes to visitor experience. For example:

  - o Specific invigilation to encourage safety measures

  - o Spaced queuing systems

  - o Timed ticketing, pre-booking

  - o One-way systems

  - o Some spaces limited in the number of people moving in and out at one time

  - o Using 'wait' or 'stop' signs in busy areas

  - o Use of foyers and assembly areas for queuing and circulation will need to be considered

  - o Whether there is access to a café or restaurant on site

  - o Reducing or preventing use of interactives may be necessary, or adapting if possible, e.g. including a robust cleaning regime aligned with visitor use, using a personal stylus or other

technology to interact with digital interactives, or quarantining handling collections could be an option

- o Different use of outdoor spaces and new rules may be needed for accessing them and activities permitted within them

- Talking to other local organisations or similar institutions about the approach, in order to provide a degree of consistency for visitors

- Clearly communicating with audiences, setting out what they are doing to manage risk, and what advice they are giving to individuals to do likewise. For example:

  - o Museums may want to publish details of how they plan to re-open safely and the steps they are taking to avoid confusion

  - o Museums should communicate clearly opening times and how people can safely access a facility, if relevant, for example through a booking or queuing system

  - o Very clear and accessible signage should be used to communicate new operations

  - o It is more important than ever to consider inclusive guidance for people who need support and organisations should consider this as part of their work to encourage people to return

  - o Museums will need to consider other languages including BSL to ensure communication is clear and accessible to all

  - o If implementing new systems, and communicating this via websites, museums need to ensure they are providing reasonable adjustments so disabled people aren't put under a disadvantage in comparison to non-disabled people, and to meet wider requirements of the Equality Act 2010 where applicable

  - o Reviewing external messaging to visitors and customers to make sure it does not provide information that may present a security risk, such as the location of queues or the number of people permitted in a queue, and wet weather arrangements

  - o Museums should develop a checklist of essential information that needs to be provided to visitors e.g. about pre-booking, spacing, what visitors might experience, facilities available, the use of cashless transactions, spaced queuing, etiquette, one way systems and lack or alteration to visitor experience such as cafés, whether visitors are allowed to bring in their own food and drink

- Managing visitor facing facilities differently and monitor or minimise their use, while ensuring that any visitors with accessibility needs are supported. This may include:

    o Restricting use of lifts to those with mobility issues / pushchairs

    o Monitoring use of stairs and escalators to avoid crowding

    o Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible; for example, by limiting the number of people entering toilet facilities at one time

    o Accessible toilet facilities should remain open to relevant members of the public, with access ensured for individuals and their carers or people they visit with, as required

    o Consider social distance marking for common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form

    o Managing outside queues to ensure they do not cause a risk to individuals, other businesses or additional security risks, for example by introducing queuing systems, having staff direct customers and protecting queues from traffic by routing them behind permanent physical structures such as street furniture, bike racks, bollards or putting up barriers

- Some educational activities will be able to be delivered, but some may be complicated to deliver in early stages of opening, thinking innovatively with audiences about how to deliver and work with schools, families and community groups, including:

    o Using alternative spaces and blended learning

    o Outdoor activities where possible

    o A mix of on-site and distance learning

    o Off-site activities or supplies / handling objects provided to schools or groups with appropriate cleaning regimes. Ensuring risk assessments are readily available to schools and groups

    o Smaller groups, or bookable activities

- Learning spaces should be assessed in line with standards and guidance outlined for social distancing and cleaned in accordance with relevant guidance and in discussion with the relevant stakeholders, e.g. the Department for Education guidance for schools

5. Personal Protective Equipment and Face Covering

Encourage visitors to wear face coverings, for example through signage, if your museum is likely to include enclosed and crowded spaces.

- Face coverings are no longer required by law in England, but the government expects and recommends that people should continue to wear them in crowded and enclosed settings, to protect themselves and others. Where worn correctly, this can reduce the risk of transmission.
- The situation is different in Northern Ireland, Scotland and Wales.
- Your workers may choose to wear a face covering in the workplace. You should support them in doing so, and ensure they are aware of guidance on using face coverings safely.
- Consider recommending the use of face coverings by workers and visitors as a safety measure in enclosed and crowded spaces where they may come into contact with people they don't normally meet. When deciding whether you will ask workers or visitors to wear face coverings:
  - You need to consider the reasonable adjustments needed for workers and visitors with disabilities. You also need to carefully consider how this fits with other obligations to workers and visitors arising from the law on employment rights, health and safety and equality legislation.
  - You should not ask people to wear face coverings while taking part in any strenuous activity or sport.
  - Remember that some people are not able to wear face coverings, and the reasons for this may not be visible to others. Please be mindful and respectful of such circumstances. Be aware that face coverings may make it harder to communicate with people who rely on lip reading, facial expressions and clear sound.

Specific requirements in Northern Ireland, Scotland and Wales are available on the websites of the devolved administrations.

A face covering can be very simple and just needs to safely cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

The best available scientific evidence is that, when used correctly, wearing a face covering may reduce the spread of COVID-19 droplets in certain circumstances, helping to protect others. Because face coverings are mainly intended to protect others, not the wearer, they are not a replacement for the other ways of managing risk, including social distancing, minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. The government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

When wearing a face covering, it is important to wash your hands before putting them on and taking them off. Museums could include signage at the entry and exit to shops and make hand sanitiser available at these locations. Visitors should be prepared to remove face coverings if asked to do so by police officers and workers for the purposes of identification.

Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it

- When wearing a face covering avoid touching your face or face covering as you could contaminate them with germs from your hands

- Change your face covering if it becomes damp or if you've touched it

- Continue to wash your hands regularly

- Change and wash your face covering daily

- If the material is washable, wash in line with Manufacturer's instructions. If it's not washable, dispose of it carefully (see below)

- Please be mindful that the wearing of a face covering may inhibit communication with people who rely on lip reading, facial expressions and clear sound and should support members of staff who rely on lip reading to communicate

When disposing of face coverings and PPE, people should do so in a 'black bag' waste bin or litter bin. Face coverings or PPE should not be put in a recycling bin or dropped as litter. Businesses should provide extra bins for staff and customers to dispose of single-use face coverings and PPE, and should ensure that staff and customers do not use a recycling bin. Full details on how to dispose of your personal or business waste during the COVID-19 pandemic can be found on GOV.UK.

You can make face-coverings at home and can find guidance on how to do this and use them safely on [GOV.UK](#).

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

The start of this document describes the steps you need to take to manage COVID-19 risk in the workplace. When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through the measures set out above, not through the use of PPE.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided should fit properly.

6. Adapting buildings and processes

Objective: ensure that museum buildings and business processes can be adapted appropriately to work effectively within the new conditions. Visitors will expect to be presented with well-maintained buildings and environments with necessary enabling of social distancing.

Steps that will usually be needed:

- As part of this planning process, museums should consider any changes in the security risks associated with their venue and the current national threat context. This should include consideration of the venue's security risk assessment and appropriate security and safety mitigation measures for workers and visitors, venues and collection

- Museums will need to consider a schedule of work to reach a sensible opening date, including consideration of:

  o Building works or modifications to complete before reopening, particular care will be needed where heritage buildings have confined or complicated layouts

- o Establishing new cleaning regimes for the property and determining how they can be delivered effectively with the planned hours of operation, e.g. on a daily basis, with some surfaces cleaned regularly throughout

- o Determining how to create and manage space despite restrictions

- o Handling maintenance issues that may have built up

- o Implementing new visitor experience and operations, and testing before opening to avoid issues

- o Carrying out essential machinery testing

- o Consideration of when 'switch on' can begin in advance of opening and the time it will take to reboot the museum and staffing requirements for this, and how to safely manage

- o Availability of necessary equipment, such as ticket scanners, contactless payment machines

- o Some buildings may have been repurposed during lockdown, bringing these back into their original function may take time

- o For multi-site museums, some may be more suited to opening earlier than others, local contexts will influence this

- o Considering the impact of workers redeployment or secondment that may delay reopening; some workers may remain seconded to other organisations or parts of the museum or parent body, meaning activities cannot be resumed immediately

- o If workers and volunteer availability are likely to be impacted on a continual basis, identifying measures to ensure smooth running of operations

- o It may not be possible to adapt all sites within a family of museums or all parts of a single museum simultaneously: museums will need to consider whether parts of a building or buildings need to remain shut while others open that are more easily adapted

- Alterations to the fabric or the flow of the building may be needed to enable social distancing:

  - o use of barriers, banners, signage or use of alternative entrances/exits

  - o Calculation of capacities and flow rates of visitors

- o Modifications to office spaces

- o Appropriate mobility and accessibility measures, and ensuring that any changes are communicated effectively to those with visual impairments

- Museums will need to review whether and how they operate cloakrooms:

  - o Considering very carefully whether cloakrooms should be open, given the challenges in operating them safely

  - o Cleaning them very frequently

  - o Considering using no contact procedures where applicable e.g. lockers

  - o Recommending to visitors that they limit the items brought with them when visiting the museum

  - o Considering what easing of restrictions around carrying of backpacks, bringing in buggies and prams will be required.

- Museums will need to review whether and how they use handling collections and interpretation materials e.g. large print labels, ear defenders

  - o Considering if it is practical to quarantine resources for 72 hours between uses

  - o Considering a robust cleaning regime aligned with visitor use

  - o Considering other methods of sharing information or delivering activities

- Museums will need to review whether and how they operate audioguides:

  - o Considering very carefully whether audioguides should be offered and how widely, given the challenges in operating them safely, taking into considerations visitors for whom they are the primary way of experiencing and interpreting the museum

  - o Considering ways to limit contact e.g. apps, use your own headphones, etc

  - o Considering having a 72 hours quarantine period post usage if the audioguides cannot be wiped down with alcohol-based wipes between users

  - o Providing hand washing options and cleaning the device before each usage

- Museums will need to review how café and retail areas can be adapted and whether an adapted offer is required:
  - Museums will need to work in close coordination with contracting companies if these offers are outsourced;
  - Guidance that should be followed for food businesses
  - Guidance that should be followed for shops and branches

- In preparing the building for opening, systems will need to be tested, spaces prepared, and safety assured. This may include:
  - Fire system testing
  - Legionella testing for air conditioning
  - Health and Safety Executive guidance on air conditioning and ventilation is available here.
  - Drill/testing to ensure capacities work and the building functions effectively with the modifications

- A review of supplies and supply chains will be needed e.g. for new or increased supplies of cleaning products and plexiglass, ropes, barriers, ticket scanners for timed entry if needed, and of existing supply needs

- Rigorous cleaning schedules will need to be developed, including:
  - Thorough cleaning of visitor spaces every day
  - Frequent cleaning of some areas, such as those more frequently used or common areas such as toilets
  - Regular deep cleans where appropriate

- To ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities. Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19. Steps that will usually be needed:

  - Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available

  - Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks)

- o To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available

- o Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces

- o Keep the facilities well ventilated, for example by fixing doors open where appropriate

- o Special care should be taken for cleaning of portable toilets and larger toilet blocks

- o Putting up a visible cleaning schedule can keep it up to date and visible

- o Providing more waste facilities and more frequent rubbish collection

- Collections care and management should continue, working within existing rigorous collections care standards

- Museums will need to consider exhibition and loan schedules and content:

  - o Exhibitions and interpretation may need to be adapted to prepare for visitors

  - o Extra time may be needed to prepare exhibitions, especially if some loans are due to move on as timing issues mean exhibitions are now out of sync

  - o Some exhibitions may no longer be viable and alternatives may need to be developed

  - o Delays may impact the repatriation or availability of loans for exhibitions

- Museums should refer to up to date information on the Government Indemnity Scheme

- Information and IT systems may need to be adapted to the circumstances, for example:

  o If remote working is extended and increased as a standard business practice

  o Where timed ticket systems need to be introduced

- Museums will need to and monitor the implementation of new processes and procedures, and learn from the experiences of other similar institutions

- There will be opportunities to learn from other businesses that have already opened, other museums and international experiences

- Museums may want to test visitor experience with select groups initially, such as members or season ticket holders, and continue to review measures, including through asking visitors about the experience to ensure appropriate measures are in place and different accessibility needs are catered for

- Reopening may not be a linear process; museums may need to move backwards as well as forwards as they adapt to the new conditions

7. Business Case

Objectives: Museums need to be confident that reopening is supported by their business case, based on each individual set of circumstances.

Steps that will usually be needed:

Financial modelling will be needed to understand the costs of reopening, and early identification of what is needed will be essential to informing decisions, considerations could include:

- Impact of reduced visitor numbers on direct income and secondary spend – many museums are working to an assumption of reduced initial visitor numbers

- Assessment of whether it will be possible to open before full 'normal' operations can return without additional support

- Other considerations for reopening such as supporting audiences and local communities, in some cases where financial stability may not be guaranteed in the short term but there are other imperatives

- Potential to reduce opening hours or reduced days of operation

- The limited opportunities for generating commercial income which may impact finances for the foreseeable future

- Other sources of finance aside from commercial income may fall, for example, philanthropy will be severely diminished for many

- For those using it, determining when to exit the Job Retention Scheme, and whether a phased approach may be sensible to bring workers back

- The impact of: ongoing worker or volunteer sickness/isolation, those who are in vulnerable categories, with caring responsibilities, childcare or other conditions, meaning they are unable to return to work

- Shipping and transport costs, availability and capacity, and impact of new logistical challenges

- Additional spend on equipment, such as contactless payment methods and health and safety measures, including where specific safety wear or protection is needed for essential workers working in the museum before reopening

- Reflect on and strategically address potential new ways of working, i.e. if more remote working becomes the norm:

  - investment in more equipment such as computer equipment, home office furniture, software, mobile phones needed to extend and support this

  - Undertaking remote working workplace assessments

  - whether remote working may further enable cost reduction and reduce environmental impacts

  - Additional costs for workforce, such as electricity, heating and broadband

- Additional cost of training needs to manage new processes

- Cost of invigilation if more members of workers are needed to support the new building and environmental adaptations

- Offering key facilities and visitor services (i.e. toilets; lifts; cafés; shops; cloakrooms; audio guides; first aid etc.) whilst maintaining social distancing, with highly uncertain demand

- Content and scope of exhibitions may be affected and incur costs

- Content and scope of learning, community and engagement activities which may be affected and incur further costs

- Production of digital content to ensure continued visitor engagement and associated costs

- Extending hours for popular exhibitions may mitigate some lost income, though income would need to be offset against operating costs

- Member benefits will be reduced while the museum offer is basic, so alternatives may need to be developed

- Marketing spend may increase in the short to medium term

- Assessment of ongoing or planned capital projects and feasibility of delivery

- Museums may want to consider other partners to work with to collectively make purchases in order to make savings

8. Fulfilling public purpose

Objective: Museums should be confident that their visitors will return to reopen. Museums should also be confident that they can provide the services and charitable objectives in keeping with their public purpose.

Museums and sector bodies indicate that the current working assumptions are being used in planning processes:

- Capacities will be reduced significantly, on average down to 25-30% initially, though there will be differences across museums

- Audiences cultural appetites and 'intent to visit' will be altered, some research shows that many visitors are likely to 'wait and see' how organisations handle reopening

- Dwell times and museum flow may need to be altered, providing a different experience of the museum

- Visitors may meet a visibly different experience of the museum with measures such as more prominent invigilation, ropes, partitions and hand sanitising stations in place

Steps that will usually be needed:

- Review whether the museum can meet its public purpose with new measures in place:

  - Discussions with workers and trustees may be needed to identify how the museum will deliver its objectives

- o Museums will want to consider how they continue to offer sanctuary to vulnerable people or groups, space for enjoyment and contemplation and education

  - o Museums will want to consider how any new measures support people with protected characteristics to ensure there are no unfair impacts

- Consider the visitor experience and how adaptations will alter this:

  - o Different opening hours may suit different museums, such as reducing core hours for general public in order to accommodate special groups (families with children who are not going to school, elderly/more at risk, donors, etc) outside of these hours

  - o Alternatively museums may want to extend opening hours to enable more visits while enabling distancing measures, but this will impact on costs

- Museums will need to consider potential audiences, review evidence where available, work with local stakeholders and consult audiences and communities:

  - o There may be opportunities to engage more diverse audiences or those who have not traditionally visited in the past

  - o Increased visits from the local community may be a focus

- If it is not possible to provide the usual museum offer, experience or 'day out' with cafés and other amenities closed, alternatives may need to be considered such as:

  - o alternative offers to a sit-down café

  - o spaces in the museum where visitors can bring picnics

  - o working with other local organisations to expand visitor offer

- Museums will need to manage expectations so visits are not affected by lack of advance information

- Museums will need to ensure that physical changes to the environment and experience support a wide range of visitors, paying particular attention to those with accessibility needs or visual impairment to ensure new routes, signs etc are understood and manageable

- Museums will also need to consider how changes are communicated to visitors in relation to pricing. For example if the museum admission price remains the same with a reduced offer this will need to be clear

- For museums where the visitor experience is predominantly guided, or where live / costumed elements are essential and expected, consideration will need to be given to how these can be adapted

- For museums offering public access to stored collections for research purposes, particularly those funded by Research England, consideration will need to be given to how to provide this, and whether changes to access will be needed

- Consider how to effectively manage events and activities in future, some continuation of digital activities may be adopted into delivery models, such as use of virtual events and tours

- Museums may want to work with partners to encourage inbound tourism and local audiences as national travel and international tourism will be slower to return

9. Transport, workers travel, supply chains and international travel

Objective: Museums are reliant on transport links to support visitors, workers travel to work and supply chains. Museums need to be confident that transport links and infrastructure will support reopening.

Based on the current Government guidance on international travel, many museums are working to the following assumptions:

- Large scale international travel will be slow to return

- Museums will need to work within the limits of local infrastructure

- Many visits may be local rather than national until transport system capacities are greatly increased

Steps that will usually be needed:

- Museums may need to consider the health risks associated with travel for workers, volunteers and visitors and communicate appropriate information or advice.

- Museums need to review transport links and potential ongoing disruptions

- Museums may need to engage with local stakeholders and transport providers to understand the capacity available for public transport

- Workers may be restricted in their ability to reach the workplace, alternatives should be discussed, and home-working may need to be extended.

- Museums should continue to refer to Government guidance on safer travel. If using public transport is necessary, wearing a face covering is reccomended, unless you are exempt for health, disability or other reasons. More information is available in the [Safer Travel Guidance for Passengers](#) on the gov.uk website

- Later or earlier opening of buildings may need to be considered to enable workers to travel outside of peak hours

- Museums will need to review any business disruption or financial implications for supply chains and shipping from restricted travel

- Exhibition schedules are likely to be affected by ongoing travel reductions, these will need to be monitored and planned for

The rules on international travel to the UK have changed. What you must do when you arrive in England from abroad depends on where you have been in the 10 days before you arrive. You can find more information in the guidance on the [red, amber and green list rules](#) for entering England.

10. Local Contexts

Objectives: All museums operate within a unique set of circumstances based on their location, offer, constitution and business model. Museums will need to respond to local contexts and work in coordination with others to support local economies and communities.

Steps that will usually be needed:

- Museums should discuss reopening plans with funder/s and parent bodies as there may be certain circumstances in which the museum can or cannot open, for example:

  - University museums may open with campus, or in line with those elsewhere in the museum sector where possible

  - Local authority museums will need to work together with and respond to the authority's wider plans for other services

- Many museums, particularly civic museums, are intrinsically linked to local and tourist economies so may want to work together with local councils, Local Enterprise Partnerships, Business Improvement Districts, schools, transport providers and tourist bodies to take a coordinated approach:

  - A unified approach to reopening local areas or high streets may provide confidence and certainty to communities and visitors

  - Where museums are concentrated in one area or district, coordination or a staggered approach may be required

to prevent exceeding transport capacities or distancing requirements

- o Due to transport restrictions, engagement of local audiences may increase and be a primary focus for short term

- o Museums may want to work in together with local schools to support learning

- o Museums will want to engage local communities in their plans as well as other community partners

- Museum plans may look very different regionally dependent on transport links and local context

Appendix - Definition and links

Common Areas	The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store rooms, laundry facilities.
Clinically extremely vulnerable	Clinically extremely vulnerable people will have received a letter telling them they are in this group, or they will have been told by their GP. Guidance on who is in this group can be found here: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding- and-protecting-extremely-vulnerable-persons-from-covid-19

Links to other organisations producing relevant guidance and resources, for:

Scottish Government Guidance for museums, galleries and heritage attractions

Wales

Northern Ireland

The National Archives

Libraries

Association for Independent Museums

Museums Association

Museum Development South East Toolkit

Ireland, reopening of arts centres

NaCTSO advice General Security advice

Space for Learning: Covid Secure guidance for museums and galleries

nmdc

Coronavirus COVID-19 NMDC Good Practice Guidelines for Reopening of Museums. Version 3.2, published 31st August, 2021

NMDC Planning and Remobilisation Group members:

Chair: Maria Balshaw, Director, Tate

Bryan Robertson, Chief Operating Officer, National Galleries Scotland

Colin Catney, Chief Operating Officer, National Museums Northern Ireland

Tony Park / Stephanie Donaldson, Executive Director, National Museums Liverpool

Jonathan Newby, Managing Director, Science Museum Group

Vicky Cheetham, Chief Operating Officer, Tate

Carol King, Director of Programmes, Black Country Living Museum

Amanda Wallace, Deputy Director, Manchester Art Gallery

Caroline McDonald, Executive Manager, Great North Museum

Janine Derbyshire, Head of Visitor Experience, Derby Museums Trust

Museums and Galleries working group

National Museum Directors' Council

Association of Independent Museums

Museums Association

Arts Council England

University Museums Group

English Civic Museums Network

Local Government Association

Yorkshire Sculpture Park

Tate Gallery

ICOM UK

Art UK

PCS

Prospect

nmdc

national
museum
directors'
council

nmdc