

## Swiss National Museum

Covid-19

### SAFETY PLAN

for National Museum Zurich

11 May 2020 (last updated 10 September 2020)

### BASIS

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The emergency situation came to an end on 19 June 2020, and on 22 June 2020, the Federal Council put the 'Covid-19 Ordinance Special Situation' (Ordinance 3) into force. The Swiss National Museum (SNM) has drafted the present individual safety plan for the **National Museum Zurich** (NMZ) on this basis and on that of the general plan of the Swiss Museums Association (SMA), which was updated on 26 June 2020. It is also based on the Canton of Zurich's measures to contain the Covid-19 pandemic, which were updated on 27 August 2020 and it follows the resolution of the Zurich City Council of September 7, 2020, valid from September 10, 2020.

### BASIC RULES AND REQUIREMENTS

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The safety plan for the NMZ is designed to ensure compliance with the following requirements.

1. **Hand hygiene:** All individuals on NMZ premises must wash their hands regularly
2. **Social distancing and mandatory use of face masks:** Staff and other individuals must adhere to the distance rule. It is compulsory to wear a mask in publicly accessible rooms, on tours and events.
3. **Cleaning:** All surfaces and objects must be cleaned appropriately after use, particularly if they have been touched by multiple people
4. **Individuals at increased risk:** Suitable protection must be in place for individuals at increased risk
5. **Individuals suffering from COVID-19 at work:** Anyone who shows signs of illness on the NMZ premises must be sent home and told to (self-) isolate in accordance with FOPH guidance
6. **Specific circumstances in the workplace:** Any specific aspects of particular roles must be taken into account, and suitable precautions implemented to ensure staff safety

7. **Provision of information:** Staff and other relevant individuals must be kept fully informed of the requirements and measures in place
8. **Management:** Management must implement the provisions of this plan in order to ensure that protective measures are applied effectively and appropriately

The present document sets out a range of measures designed to meet each of these requirements. The Head of Museum Operations is responsible for the implementation of this safety plan and is the contact person for the responsible authorities.

## **LIST OF SAFETY MEASURES**

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### **1. Hand hygiene**

- 1.1. Hand sanitiser will be available in the workplace for the use of all staff. Washing facilities in the toilets will be equipped with soap and water. Disposable paper towels can be disposed of in sealable waste bins.
- 1.2. Hand sanitiser will be provided for visitors in front of the entrance, at the welcome desk (ticket office), in reception at the administrative offices, at the doors to the shop, library and cloakroom, and at the entrances to all exhibitions. Washing facilities in the toilets will be equipped with soap, water and hand sanitiser.
- 1.3. Cashless payment will be accepted at the welcome desk (ticket office), in the museum shop and in the bistro.
- 1.4. Media stations (such as touch-screens and iPads) can be operated using styluses, which will be issued to visitors and returned after use. Once they are returned, they must be thoroughly disinfected before being used again.
- 1.5. The NMZ has its own free app for audio guides, which users can download to their own devices. Therefore, there should not generally be any need to provide audio guide equipment to visitors.
- 1.6. The bistro at NMZ will operate in accordance with the safety plan drawn up by its leaseholder, Spunten AG, which also operates Spitz restaurant and the bar outside the perimeter of the museum premises.

### **2. Social distancing and mandatory use of face masks**

- 2.1. In publicly accessible rooms, on guided tours and events of the NMZ, it is compulsory to wear a mask.
- 2.2. The staff of the NMZ must ensure that all individuals adhere to the distance rule and that masks are worn where required.

- 2.3. Staff working at the welcome desk, in the shop, in the library and the reception are be separated from visitors by a protective plexiglass screen and are therefore exempt from the obligation to wear a mask.
- 2.4. The bistro at NMZ will operate in accordance with the safety plan drawn up by its leaseholder, Spunten AG, which also operates Spitz restaurant and the bar outside the perimeter of the museum premises.
- 2.5. Compliance with the social distancing rules should not pose any problems in the NMZ back offices, given the size of the office spaces and the fact that some staff work in individual offices. The situation at our Konradstrasse offices is very similar (separate office building outside the museum, staff have no interaction with customers).
- 2.6. The number of tables and chairs in the staffroom for supervisory staff will be reduced to ensure compliance with social distancing.
- 2.7. Supervisors are requested to come to work in their team uniforms wherever possible. This will help to ensure that the changing rooms are used by only one person at a time and make it easier to comply with social distancing.
- 2.8. The number of tables and chairs in the multi-function room will be reduced to ensure compliance with social distancing rules. The same also applies to the Conference Room.
- 2.9. The Courtyard, Auditorium, Pixel Auditorium, Foyer and Conference Room can be booked for events. However, the individuals making the booking will have to have a safety plan for their event and comply with the relevant safety measures (restrictions on gatherings, social distancing, hygiene regulations, wearing of masks, recording of contact details, etc.). The Events Department will monitor compliance with the regulations.
- 2.10. Events may take place with a maximum of 1,000 people. Events with more than 300 attendees will be divided into sectors with a maximum of 300 people.
- 2.11. For events and guided tours of the NMZ, contact details of all visitors must be recorded. In the case of families or other groups where people know each other, it is sufficient to collect the contact details of one person per group.

### **3. Cleaning**

- 3.1. Staff cleaning the premises must wear single-use gloves.
- 3.2. Toilet facilities must be cleaned and disinfected regularly. Cleaning must be recorded as appropriate in a cleaning log.
- 3.3. Surfaces that are touched frequently must be regularly cleaned and disinfected: lift buttons, door handles, handrails, display cases, touch-screens, iPads, office materials, telephones, computer keyboards, payment terminals, etc.

- 3.4. NMZ must be fed with a constant supply of fresh air.
- 3.5. All waste must be disposed of hygienically and in accordance with accepted practice.
- 3.6. All bins must be emptied regularly.
- 3.7. Rubbish bags must not be over-filled, i.e. filled to the point they have to be squashed down.

## **4. Individuals at increased risk**

- 4.1. Staff in high-risk groups will work from home or in individual offices where possible.

## **5. Individuals suffering from COVID-19 at work**

- 5.1. Staff who show signs of illness will be sent home. They will be told to (self-) isolate in accordance with FOPH guidance, and to consult their GP.
- 5.2. All employees will be advised via intranet message to install the Swiss Covid App.
- 5.3. Any visitors showing suspected symptoms of COVID-19 should be sent home immediately.

## **6. Specific circumstances in the workplace**

- 6.1. Staff will be provided with regular training in the use of protective equipment.

## **7. Provision of information**

- 7.1. Visitors will be informed of the safety measures in place and the behaviour expected of them via <https://www.landesmuseum.ch/> and on the museum site. It will be made clear to visitors that supervisors have the power to intervene to address any behaviour that might represent a risk.
- 7.2. Appropriate measures in accordance with guidance from the FOPH will be in place at the entrance, at the welcome desk (ticket office), on information screens, in the shop, in the bistro, at the reception for the administrative offices, in the library study centre, at the entrances to exhibitions and in the cloakroom and toilets.
- 7.3. Visitors will be reminded of social distancing rules via the public address system.
- 7.4. Visitors will also be asked to pay by card wherever possible.

## **8. Management**

- 8.1.** The present safety plan will be made available to visitors on <https://www.landesmuseum.ch/>. Staff can find the safety plan and additional information on the coronavirus situation on the NMZ intranet system.
- 8.2.** The Head of Museum Operations will train nominated individuals to ensure compliance with the measures set out in the safety plan.
- 8.3.** Supervisors and estates staff will ensure that sufficient quantities of hand sanitiser and cleaning materials for surfaces and objects are available at all times.
- 8.4.** The individuals nominated by the Head of Museum Operations will be responsible for ensuring that there are sufficient stocks of relevant items (soap, hand sanitiser, disposable towels).

## SUMMARY

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All of the measures set out above will be applied at the NMZ. This document was last updated on 10 September 2020. A copy of the latest version has been provided to all NMZ staff, and its provisions have been explained as necessary.



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