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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 22528-2023

Replacing GB/T 22528-2008

Specification for the open service of officially protected sites

文物保护单位开放服务规范

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1. Structure and Drafting Rules of Standardization Documents" Drafting. This document replaces GB/T 22528-2008 "Open Service Specifications for Cultural Relics Protection Units". Compared with GB/T 22528-2008, except for In addition to structural adjustments and editorial changes, the main technical changes are as follows:

- a) Added a chapter of "General Principles" (see Chapter 4);
- b) Change "conditions for opening management institutions" to "opening conditions", and include the relevant content from the.2008 version after changes (see Chapter 5, 5.1, 5.2, 5.3, 5.4 of the.2008 edition);
- c) Describe "open areas", "open content" and "open methods" separately by chapter, and list the elements and relevant requirements of each chapter. Request that the relevant contents of the.2008 edition be changed and incorporated (see Chapter 6, Chapter 7, Chapter 8, 6.1.1, 6.3.2, 7.4.2, 7.4.3, 7.4.4);
- d) Added a chapter of "Service Content" (see Chapter 9);
- e) Change "open service personnel" to "service personnel" and expand it into a chapter, listing relevant elements and clarifying the definition of service personnel The categories

and work requirements of the.2008 version have been changed and included (see Chapter 10, 7.1.1, 7.1.2,.2008 version). 7.1.4, 7.1.6);

f) Change "safety" to "safety guarantee", add safety guarantee requirements, and modify safety precautions, fire safety, tourist safety, Contingency plans for emergencies and other related content (see Chapter 11, Chapter 8 of the.2008 edition);

g) Changed the "Guarantee, Evaluation and Supervision of Open Service Quality" and improved the relevant content into an independent chapter (see Chapter 12,.2008 version 7.5.1, 7.5.2). Please note that some content in this document may be subject to patents. The publisher of this document assumes no responsibility for identifying patents. This document is proposed by the State Administration of Cultural Heritage of the People's Republic of China. This document is under the jurisdiction of the National Cultural Relics Protection Standardization Technical Committee (SAC/TC289). This document was drafted by: Dunhuang Academy. The main drafters of this document. Su Bomin, Luo Huaqing, Li Ping, Lei Zhengguang, Zhang Shijun, and Zhang Shuai. The previous versions of this document and the documents it replaces are as follows:

---First published as GB/T 22528-2008 in.2008;

---This is the first revision. Open service specifications for cultural relics protection units

1 Scope

GB/T 22528-2023 is the Chinese national standard on specification for the open service of officially protected sites, in the field of services and company organization. The /T suffix marks it as a recommended standard: it is not compulsory by itself, but it becomes binding as soon as a contract, a tender or a customer specification calls it up - which in practice is how most foreign buyers meet it. It was issued on 7 September 2023 by the State Administration for Market Regulation; Standardization Administration of China, and has been in force since 7 September 2023. Classification: ICS 03.080.99, CCS A16. This page is published from the official record of the standard held by the Chinese standards administration: the identification, the dates, the classification and the issuing body are taken from there. The clause text, the tables and the numeric limits are in the document itself, which is delivered complete in English translation.

This document establishes the overall principles for opening services of cultural relics protection units, and stipulates opening conditions, opening areas, opening content, and opening methods. style, service content, service personnel, safety guarantee, evaluation and improvement requirements. This document is applicable to the management, service and evaluation of open service work of cultural relics protection units with opening conditions, and other cultural relics protection units. Refer to use.

2 Normative reference documents

The contents of the following documents constitute essential provisions of this document through normative references in the text. Among them, the dated quotations For undated referenced documents, only the version corresponding to that date applies to this document; for undated referenced documents, the latest version (including all amendments) applies to this document.

GB/T 10001 (all parts) Public information graphic symbols

GB/T 18973 Quality requirements and assessment of tourist toilets

GB/T 20501 (all parts) Design principles and requirements for guidance elements of public information guidance systems

GB/T 26359 Tourist bus facilities and service specifications

GB/T 26361 Classification of tourist restaurant facilities and service levels

GB/T 26365 Tour boat service quality requirements

GB 37487 Hygiene Management Code for Public Places WW/T 0083 Standards for assessing tourist carrying capacity of cultural relics protection units

3 Terms and definitions

The following terms and definitions apply to this document.

3.1 open visiting area The scope of space designated by cultural relic protection units for tourists to visit and rest.

3.2 openserviceopenservice Services and guarantees provided by cultural relics protection units for open activities.

3.3 On the premise of ensuring the cultural relics themselves, tourist safety and visiting quality, the open area of the cultural relics protection unit can accommodate within a unit time Maximum number of visitors.

3.4 Appointment system Cultural relics protection units implement a pre-agreed open system for tourists' visit plans.