

Company Name	The Royal Opera House			Title	COVID-19 Safe Working Risk Assessment
RA Reference Nos	CV-19 RA – ROH01	New Assessment	X	Review	Annually, or periodically following significant changes in guidance
Date of RA / Review	September 2020	Review		Business Type/ Work Activities	Open House at the Royal Opera House
Assessor / Reviewer	RB Safety, Dominique Perrissin-Fabert, Alexandra Lucas				
People Involved (Estimated numbers of people at risk)					
Employees		Contractors	10+	Any other relevant information	
Visitors		Members of the Public	100+	This assessment is specifically for the actions and controls implemented at the Royal Opera House with reference to the Open House taking place from 17 to 20 <sup>th</sup> September 2020	
Clients Employees	10+	Others	Unknown		

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			L	S	RR		L	S	RR

**PRIMARY RISKS FROM COVID-19**

The primary risks are as listed below and include the three main transmission routes of the virus. The control measures are general and are addressed in detail throughout the main body of this assessment.

Airborne / Droplet Infection (e.g. through sneezing, coughing etc).	Risk of contracting COVID-19 through airborne droplet infection	<ul style="list-style-type: none"> <li>Minimal numbers of employees in any one area</li> <li>Distancing of employees from one another where possible</li> <li>PPE – Wearing of masks or face shields if in proximity to other members of staff or members of the public</li> <li>Signage – Reminders to cough or sneeze into your sleeve or a tissue and dispose of it immediately</li> <li>Members of the public aged 11 and over are currently required to wear masks at all times when in the venue</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Perspex droplet screens to be installed where face-to-face contact is regular and required (e.g. reception / customer service)</li> </ul>	1	3	3
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**COVID-19 – SAFE WORK RISK ASSESSMENT**

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Infection through person to person contact	Risk of contracting COVID-19 through contact with others	<ul style="list-style-type: none"> <li>No immediate person to person contact (e.g. shaking hands)</li> <li>Minimal numbers of employees in any one area</li> <li>Fixed teams and bubbles put in place to minimise the number of people each individual comes into contact with</li> <li>Social distancing is encouraged throughout the venue (1m+ with suitable mitigations in place)</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk assess all tasks that require employees to work in close proximity</li> <li>All staff, contractors and visitors are encouraged to fill in form for NHS Test and Trace service, it would help us to deal with a cluster of infection if needed</li> </ul>	1	3	3
Infection through person to object contact (e.g. door-handles, keypads etc)	Risk of contracting COVID-19 through cross-infection due to multiple people coming into contact with high-touch areas	<ul style="list-style-type: none"> <li>Regular disinfection regime for high-contact areas (e.g. door handles, computer equipment, keypads, kettles, washroom fittings etc.)</li> <li>PPE – Gloves can be worn if multiple contact with an item unavoidable (e.g. money, exterior door handles, keypads etc.)</li> <li>Personal Hygiene – Display correct handwashing procedure, and the importance of personal hygiene as an effective control against COVID-19</li> <li>Hand Sanitiser installed throughout venue</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk has been managed to a currently acceptable level, providing control measures are adhered to</li> </ul>	1	3	3
<b>FRONT OF HOUSE (FOH) and VISITORS</b>									
This section is for hazards and control measures specifically focused on the Front of House locations, staff and visitors.									
Contact with members of the public	Potential for spread of infection in the event of FOH staff coming into	<ul style="list-style-type: none"> <li>Any public audience aged 11 and over is required to wear face-coverings at all times whilst in the venue – signs are in place to</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk has been managed to a currently acceptable</li> </ul>	1	3	3

## COVID-19 – SAFE WORK RISK ASSESSMENT

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	contact with infected members of the public	<p>encourage them to keep wearing their face cover at all times.</p> <ul style="list-style-type: none"> <li>Security Staff undertaking bag checks etc will do so visually from behind a Perspex screen</li> <li>Audience members will be required to stay with their own party and keep to the designated route set up for the Open House experience to avoid crossing path with others.</li> <li>Visitors will undergo thermal fever screening upon entry</li> <li>Each group has one ticket limited to 6 visitors per party. It is booked in advance to minimize number of people in the building at any one point.</li> </ul>			6	<p>level, providing control measures are adhered to</p> <ul style="list-style-type: none"> <li>All staff, contractors and visitors are encouraged to fill in form for NHS Test and Trace service, it would help us to deal with a cluster of infection if needed</li> </ul>			6
Contact with high-touch areas (e.g. hand rails, door handles, etc) when members of the public are within the building	Potential for cross-contamination	<ul style="list-style-type: none"> <li>Regular disinfection regime for high-contact areas (e.g. door handles, computer equipment, keypads, kettles, washroom fittings etc.)</li> <li>Hand Sanitisers are to be installed at key points throughout the venue</li> <li>Signage encourages good hygiene practice, including regular handwashing and use of hand sanitiser</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk has been managed to a currently acceptable level, providing control measures are adhered to</li> </ul>	1	3	3
Security checks	Potential for cross-contamination during security/ bag checks	<ul style="list-style-type: none"> <li>Bag checks, where undertaken, will be done visually from behind a Perspex (or similar) screen</li> </ul>	1	4	4	<ul style="list-style-type: none"> <li>Risk is considered to be low, providing control measures are adhered to</li> </ul>	1	4	4

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		<ul style="list-style-type: none"> <li>If a member of security wishes for any items to be removed for inspection, the member of security staff will ask the patron to do this</li> </ul>			6			6	
Access to the Venue	Access / egress points can be areas that involve a high degree of person-to-person and person-to-object contact	<ul style="list-style-type: none"> <li>It is a ticketed event. Each group or ticket holder is being given a specific timing to attend the event to control the flow of visitors.</li> <li>Signage is in place to ensure social distancing is maintained whilst queueing to access the venue</li> <li>Audience are to undergo fever screening upon entry to identify any individuals with an elevated body temperature</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk has been managed to a currently acceptable level, providing control measures are adhered to</li> </ul>	1	3	3
Toilets	Toilets are common 'pinch points' and high-traffic areas.	<ul style="list-style-type: none"> <li>All toilet facilities in the venue have been arranged so as to support social distancing, with the removal of washbasins and urinals from use where required</li> <li>Where necessary, Front of House staff will monitor the entrances to certain facilities to manage queues and encourage social distancing whilst queueing</li> <li>Adequate supplies of handwash are available in all facilities</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk has been managed to a currently acceptable level, providing control measures are adhered to</li> </ul>	1	3	3
Use of Cloakrooms and bag/ coat storage	Cloakrooms and bag storage areas provide a potential for cross-contamination	<ul style="list-style-type: none"> <li>No cloakrooms will be available for use during the Open House event</li> </ul>	1	4	4	<ul style="list-style-type: none"> <li>Risk is considered to be low, providing control measures are adhered to</li> </ul>	1	4	4

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		<ul style="list-style-type: none"> <li>All audience members will be asked via the ticketing system to only bring essential items with them due to the above</li> </ul>							
Contact with ROH display materials i.e costumes	Potential for cross-contamination	<ul style="list-style-type: none"> <li>Collections staff handling costumes will wear a face covering throughout.</li> <li>Disposable gloves to be worn by collections staff handling items on display.</li> <li>Costumes to be located in a suitable area in MEF to prevent over crowding.</li> <li>Audience members will not be permitted to touch or handle ROH display materials.</li> <li>Audience members will be required to wear face coverings when interacting with collections staff.</li> <li>Only one bubble will be permitted to observe costumes at any one time to maintain social distancing.</li> <li>Two members of staff on hand with costumes at all times to ensure costumes are not handled by audience members.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk has been managed to a currently acceptable level, providing control measures are adhered to</li> </ul>	1	3	3
Participatory Activity (main stage)	Potential for cross-contamination.	<ul style="list-style-type: none"> <li>Session leader to wear face covering during session.</li> <li>Audience members will be required to wear face coverings.</li> <li>Audience members required to remain in their allotted bubble during the session to maintain social distancing.</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk has been managed to a currently acceptable level, providing control measures are adhered to</li> </ul>	1	3	3

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		<ul style="list-style-type: none"> <li>Floor markings in the space to ensure social distancing between bubbles.</li> </ul>							
Moving to their allotted seat(s) in Linbury studio	Potential for unnecessary contact whilst moving around the building	<ul style="list-style-type: none"> <li>Staffed one-way systems have been put in place for visitors from entrance to Linbury</li> <li>All audience members are required to wear face-covering at all times whilst within the venue</li> </ul>	1	4	4	<ul style="list-style-type: none"> <li>Risk is considered to be low, providing control measures are adhered to</li> </ul>	1	4	4
Seating in the Linbury auditorium	Proximity to others for an extended period of time could raise the risk of cross-infection	<ul style="list-style-type: none"> <li>A comprehensive seating audit has been undertaken, allowing seating to be planned with a minimum 1m face to face separation between groups</li> <li>Audience members are asked to remain in their allocated seats</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk has been managed to a currently acceptable level, providing control measures are adhered to</li> </ul>	1	3	3
Visiting the main stage auditorium	Potential for unnecessary contact whilst moving around the building	<ul style="list-style-type: none"> <li>Keep small group</li> <li>Wear face covering</li> <li>Do not share object outside the group (camera for photo opportunity on stage)</li> </ul>	1	4	4	<ul style="list-style-type: none"> <li>Clear instruction given to staff member how to carry out activity (taking a bow) whilst keeping safe distance</li> <li>Risk is considered to be low, providing control measures are adhered to</li> </ul>	1	4	4
Cafe	Potential for unnecessary contact whilst moving around the building	<ul style="list-style-type: none"> <li>Well indicated service area and protected by Perspex</li> <li>Contact less payment only</li> <li>Table lay out to encourage safe distance</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Company of Cooks provides their own risk assessment</li> </ul>	1	3	3

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Shop	Potential for unnecessary contact whilst moving around the building	<ul style="list-style-type: none"> <li>Well indicated entrance and exit of the shop area</li> <li>Till is protected by Perspex</li> <li>Contact less payment</li> <li>The shop layout has been arranged to natural flow of visitors</li> <li>Shop employee will ensure that it flows and not overcrowded. Maximum capacity agreed</li> </ul>	2	3	6		1	3	3
Exiting the auditorium and egress from the venue	Potential for unnecessary contact whilst moving around the building	<ul style="list-style-type: none"> <li>One way systems to exit the venue via the Piazza door.</li> <li>Front of House staff will be on hand to direct patrons to the Piazza door</li> </ul>	1	4	4	<ul style="list-style-type: none"> <li>Risk is considered to be low, providing control measures are adhered to</li> </ul>	1	4	4
Disabled / Special Access patrons	Disabled patrons may be at a higher risk of infection	<ul style="list-style-type: none"> <li>Socially distanced seating has been made available for patron with special requirements, and a member of Front of House staff will be on hand to assist.</li> </ul>	1	4	4	<ul style="list-style-type: none"> <li>Risk is considered to be low, providing control measures are adhered to</li> </ul>	1	4	4
Ventilation	Poor ventilation and airflow have been identified as a potential hazard, allowing contaminated air to 'stagnate' in certain areas	<ul style="list-style-type: none"> <li>Natural ventilation (i.e. open windows and doors – but not fire doors) to be used wherever possible, where this does not negatively impact security</li> <li>Where this is not possible, active ventilation or air condition must be used where it is installed (but not where air conditioning systems recirculate air to other areas of the building)</li> </ul>	2	3	6	<p>Risk has been managed to a currently acceptable level, providing control measures are adhered to</p>	1	3	3

### EMERGENCIES & FIRST AID

**COVID-19 – SAFE WORK RISK ASSESSMENT**

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			L	S	RR		L	S	RR
Emergency evacuations and situations calling for the use of First Aid will require a modified approach, within reason									
Emergency Evacuation	Potential for injury due to fire or other emergency event, as well as the heightened potential for cross infection due to inevitable contact with others during the evacuation	<ul style="list-style-type: none"> <li>Emergency evacuation process remains the same, with all fire exits remaining open</li> </ul>	1	4	4	<ul style="list-style-type: none"> <li>Risk is considered to be low, providing control measures are adhered to</li> </ul>	1	4	4
<b>Government Guidance indicates that an emergency evacuation is to be regarded as an extenuating circumstance (e.g. Social Distancing should not be regarded as a priority where this would impede a safe evacuation). However, where it is possible for control measures to be safely observed, they should be.</b>									
First Aid Situations	Increased potential for infection due to necessity for person-to-person contact	<ul style="list-style-type: none"> <li>Mouth-to-mouth discouraged, in favour of 'compression only' CPR</li> <li>PPE (such as aprons, gloves and masks) to be kept with every First Aid Kit to protect First Aiders if required</li> <li>All First Aid trained staff members have received COVID-specific top up training</li> </ul>	2	3	6	<ul style="list-style-type: none"> <li>Risk has been managed to a currently acceptable level, providing control measures are adhered to</li> <li>All our security staff is trained</li> </ul>	2	3	6



Risk Rating System

RR (Risk Rating) = L (Likelihood) x S (Severity)

		Severity (S)				
		1	2	3	4	5
Likelihood (L)	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5

	Risk Rating
1 - 4	Acceptable – No further controls required but ensure controls are maintained
5 - 9	Adequate – Monitor control measures to ensure they are being implemented
10 - 16	Tolerable – Look to improve control measures within specified time scale
17 - 25	Unacceptable – Task is deemed too high and urgent control measures are required

Important:



LIKELIHOOD

1	Improbable – very unlikely
2	Low – unlikely
3	Medium – Possibility
4	High – likely
5	Almost Certain – very likely

SEVERITY

1	Negligible – minor injuries, cuts, scratches
2	Minor – first aid treatment, sprains, bruises, cuts
3	Moderate – temporary disability, fracture
4	Serious – major injury, permanent disability, life-threatening illness
5	Major – fatality, serious loss or damage