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|---|--|-----------------------|------|--|---|
| Company Name | Royal Opera House | | | Title | COVID-19 Safe Working Risk Assessment |
| Date of RA or Review | July 2021 | New Assessment | | Review | Monthly, or periodically following significant changes in guidance |
| | | Review | X | | |
| Assessor / Reviewer | Dominique Perrissin-Fabert, H&S Manager (July 2021 – reviewed by Alexandra Lucas, Health and Safety Adviser) | | | Business Type/ Work Activities | Reopening to an audience (limited capacity in auditorium) for a programme of opera and ballet on the Main Stage |
| People Involved (Estimated numbers of people at risk) | | | | | |
| Employees (FOH) | 30 | Contractors | 50+ | Opening under Step 4 (19 July 2021) roadmap and guidance. This assessment is specifically for the actions and controls implemented at the Royal Opera House in relation to the public and the opening of the Front of House spaces, main auditorium, and Linbury Theatre | |
| Employees (BOH) | 300+ | Members of the Public | 850+ | | |

| Hazard | Risk | What control measures are currently in place? | Risk Rating (RR) L x S = RR | | | Actions / Next Steps (If nothing extra is required, please write "Nothing Required in Further control column) | Revised RR L x S = RR | | |
|--|--|---|--------------------------------|---|----|--|--------------------------|---|----|
| | | | L | S | RR | | L | S | RR |
| Contact with/between members of the public | Potential for spread of infection via aerosol and droplet transmission and/or surface transmission | <ul style="list-style-type: none"> An independent ventilation survey has been carried out and spaces have been checked for supply of fresh air and air flow. Spaces achieved a good ventilation standard. Front of house ventilation is run for at least two hours prior to public incoming, during performances and at least two hours after closure of front of house. Any public audience or visitor (aged 11+) is strongly encouraged to wear face coverings at all times whilst in the venue, including whilst seated in the auditoriums – signs are in place to remind/encourage them to keep wearing their face covering at all times, in addition to tannoy announcements, visitor screens, website, automated box office messaging and email pre-visit messaging. Signage to encourage | 2 | 3 | 6 | Risk has been managed to a currently acceptable level, providing control measures are adhered to. | 1 | 3 | 3 |

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| | | | L | S | RR | | L | S | RR |
| | | <p>audience members to wear their face covering, unless exempt.</p> <ul style="list-style-type: none"> • Security staff undertaking bag checks, etc. at the main entrance will do so visually from behind a clear screen (contact-free). • Audience members will be encouraged to move to their pre-booked table (if booked for hospitality) upon entry to the venue to minimise contact time. • Only electronic tickets, no paper tickets. Only digital cast sheets, no physical programmes. • Staff placed in positions that maintain social distancing as far as possible when checking tickets and directing the public. • The cloakrooms are closed. • Provide auditorium seating in a way which maintains space between groups of seating. Limited capacity in auditorium. • No visitors backstage. • Not permitting autograph signing or photographs with performers within premises. | | | | | | | |
| Contact with high-touch areas, e.g. handrails, door handles, etc. when members of the public are within the building | Potential for spread of infection via surface transmission | <ul style="list-style-type: none"> • Regular disinfection regime for high-contact areas, e.g. door handles, computer equipment, keypads, kettles, washroom fittings etc. | 2 | 3 | 6 | Risk is considered to be low, providing control measures are adhered to. | 1 | 3 | 3 |

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| | | | L | S | RR | | L | S | RR |
| | | <ul style="list-style-type: none"> Hand sanitizers are installed at key points throughout the venue, including staff changing. Signage encourages good hygiene practice, including regular handwashing and use of hand sanitizer. All front of house spaces, including auditorium, have been fogged, leaving a thin layer of antiviral products on soft furniture. | | | | | | | |
| Security checks | Potential for spread of infection via surface transmission during security/ bag checks | <ul style="list-style-type: none"> Bag checks, where undertaken, will be done visually from behind a Perspex screen. 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. | 1 | 4 | 4 | Risk is considered to be low, providing control measures are adhered to. | 1 | 4 | 4 |
| L5 Amphitheatre Restaurant; Paul Hamlyn Hall | Potential for spread of infection via aerosol and droplet transmission if contact with/between members of the public | <ul style="list-style-type: none"> Signs – entrance, exit, arrows for circulation in pinch point areas. At the restaurants, pre-booking highly encouraged for ticket holders- Information shared with visitors in advance of their visit to encourage compliance. Hand sanitizer at entrances. Remove face coverings only once seated is advised. Lay out of tables to ensure some space between patrons when seated. | 2 | 3 | 6 | <p>Risk is considered to be low, providing control measures are adhered to.</p> <p>A separate risk assessment has been carried out for the restaurant activities by our contractor, Company of Cooks.</p> | 1 | 3 | 3 |

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| | | | L | S | RR | | L | S | RR |
| | | <ul style="list-style-type: none"> Table service for ordering, serving food and drink, and payment is still encouraged. Bar service is available. Staff are behind screens, with contactless payment only and a limited menu for quick service. Mask wearing for audience members are encouraged while queueing. Contactless payment. | | | | | | | |
| Sales at L5 Amphitheatre bars and Paul Hamlyn Hall | Potential for spread of infection via aerosol and droplet and surface transmission if contact with/between members of the public | <ul style="list-style-type: none"> The sales points are behind Perspex screens. Contactless payments only. Minimum number of products on sale with clear signage to speed up service and keep contact minimal. Encourage customer to self-serve items instead of handing over to them, where possible, e.g. bottled water. Hand sanitizer available next to PDQ machines and all encouraged to use. Consumption of drinks can now be made inside the auditorium to alleviate pinch points in bar areas | 2 | 3 | 6 | Risk is considered to be low, providing control measures are adhered to. | 1 | 3 | 3 |
| Sales at usher points (water, ice cream) and Box Office counter | Potential for spread of infection via aerosol and droplet and surface transmission if contact with/between members of the public | <ul style="list-style-type: none"> The sales points are behind Perspex screens. Contactless payments only. | 2 | 3 | 6 | Risk is considered to be low, providing control measures are adhered to. | 1 | 3 | 3 |

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| | | | L | S | RR | | L | S | RR |
| | | <ul style="list-style-type: none"> Minimum number of products on sale with clear signage to speed up service and keep contact minimal. Encourage customer to self-serve items instead of handing over to them, where possible, e.g. bottled water. Hand sanitizer available next to PDQ machines and all encouraged to use. Consumption of ice cream and water can now be made inside the auditorium to alleviate pinch points in bar areas | | | | | | | |
| Access to the Venue | Access/egress points can be areas that involve a high risk of aerosol and droplet transmission person-to-person and surface transmission through person-to-object contact | <ul style="list-style-type: none"> A split queuing system has been put in place for audience members, depending on the seating location to allow an efficient flow of people moving into the building during incoming and reduce congestion at the entrances. Timed entry via ticketing for some events. Members of staff managing queues to reduce congestion. Providing hand sanitizer at entry and exit points. Communicating ahead of arrival the guidance about who should self-isolate and not attend the performance. | 2 | 3 | 6 | <ul style="list-style-type: none"> Displaying an official NHS QR code poster so that customers and visitors (over the age of 16) can 'check in' using the NHS COVID-19 app as an alternative to providing their contact details during booking. <p>Risk is considered to be low, providing control measures are adhered to.</p> | 1 | 3 | 3 |
| Toilets | Toilets are common 'pinch points' and high-traffic areas. | <ul style="list-style-type: none"> Where necessary, Front of House staff will monitor the entrances to certain facilities to | 2 | 3 | 6 | Risk is considered to be low, providing control measures are adhered to. | 1 | 3 | 3 |

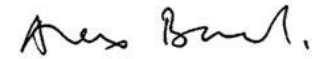
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| | | | L | S | RR | | L | S | RR |
| | | <ul style="list-style-type: none"> manage queues and encourage social distancing whilst queueing. Adequate supplies of handwash are available in all facilities. Signage in place to build awareness of good handwashing technique. | | | | | | | |
| Use of Cloakrooms and bag/ coat storage | Cloakrooms and bag storage areas provide a potential for infection by surface transmission | <ul style="list-style-type: none"> No cloakrooms will be available for use. All audience members will be asked via the ticketing system to only bring essential items with them due to the above. | 1 | 4 | 4 | Risk is considered to be low, providing control measures are adhered to. | 1 | 4 | 4 |
| Moving to their allotted seat(s) | Potential for unnecessary contact whilst moving around the building | <ul style="list-style-type: none"> Hand sanitizer for the operation of lifts and encouraging use of stairs wherever possible. Regulating use of high traffic areas including corridors, lifts, and stairs to prevent congestion (part of ushers' role). All audience members and visitors (aged 11+) are strongly encouraged to wear a face covering at all times whilst within the venue, unless exempt under the government COVID-19 guidance. Only digital programmes, no paper programmes. QR code available before entering the auditorium. | 1 | 4 | 4 | Risk is considered to be low, providing control measures are adhered to. | 1 | 4 | 4 |
| Seating in the main auditorium | Proximity to others for an extended period of time could raise the risk of cross-infection | <ul style="list-style-type: none"> Seating capacity is being increased in stages, still allowing for some space between groups. | 2 | 3 | 6 | Risk is considered to be low, providing control measures are adhered to. | 1 | 3 | 3 |

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| | | | L | S | RR | | L | S | RR |
| | | <ul style="list-style-type: none"> Audience members are asked to remain in their allocated seats. | | | | | | | |
| Exiting the main auditorium or Linbury auditorium and egress from the venue at the end of the performance | Potential for unnecessary contact whilst moving around the building | <ul style="list-style-type: none"> Front of House staff will be on hand to direct patrons to the nearest exit point. The Porte Cochère will be opened to provide an additional means of egress. | 1 | 4 | 4 | Risk is considered to be low, providing control measures are adhered to. | 1 | 4 | 4 |
| EMERGENCIES & FIRST AID | | | | | | | | | |
| 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"> Emergency evacuation process remains the same, with all fire exits remaining open. | 1 | 4 | 4 | Risk is considered to be low, providing control measures are adhered to. | 1 | 4 | 4 |
| 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. | | | | | | | | | |
| First Aid Situations | Increased potential for infection by aerosol and droplet transmission due to necessity for person-to-person contact | <ul style="list-style-type: none"> Mouth-to-mouth discouraged, in favour of 'compression only' CPR. PPE (such as aprons, gloves and masks) to be kept with every First Aid Kit to protect First Aiders if required. All First Aid trained staff members have received COVID-specific top-up training. | 2 | 3 | 6 | Risk has been managed to a currently acceptable level, providing control measures are adhered to. All our security staff are trained. | 2 | 3 | 6 |

The manager responsible

Name and Role:

Alex Beard, Chief Executive

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Heather Walker, Director of Operations

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I will ensure that the controls are implemented and, as a result, the above task/show under my control can proceed.

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 |

| 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 |