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| 850Company Name | Royal Opera House | | | Title | COVID-19 Safe Working Risk Assessment - <i>Current Rising</i> |
| Date of RA or Review | 13 May 2021 | New Assessment | | Review | Annually, or periodically following significant changes in guidance |
| | | Review | x | Business Type/ Work Activities | Performance opened to public at the Royal Opera House |
| Assessor / Reviewer | Alexandra Lucas, H&S Adviser | | | | |
| People Involved (Estimated numbers of people at risk) | | | | | |
| Employees (FOH) | 2 | Contractors | 10 | 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 and Linbury Theatre for <i>Current Rising</i> (please refer to the separate assessment for more details of the COVID-19 assessment for the main auditorium). | |
| Employees (BOH) | 4 | Members of the Public | 200 | | |

| 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 |
| FRONT OF HOUSE | | | | | | | | | |
| This section is for hazards and control measures specifically focused on the Front of House locations and Teams. | | | | | | | | | |
| Contact with members of the public | Potential for spread of infection | <ul style="list-style-type: none">Both ROH staff and members of the public (aged 11+) are required to wear face-coverings at all times whilst in the venue – signs are in place to encourage visitors to keep wearing their face covering at all times.Security Staff undertaking bag checks, etc. at the main entrance will do so visually from behind a clear screen.Audience members will be taken to the waiting area in the Linbury Foyer upon entry to the venue, meaning that projected contact time between the public and ROH staff is minimal.Visitors will undergo thermal fever screening upon entry. | 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 |
| | | <ul style="list-style-type: none"> Only electronic tickets issued; no paper tickets available to reduce close contact. Maintaining social distancing as far as possible when checking tickets. The cloakroom is closed to reduce close contact. Ventilation in all public spaces, including auditorium, has been checked and is in good working order ensuring sufficient supply of fresh air. | | | | | | | |
| 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"> Regular disinfection regime for high-contact areas, e.g. door handles, computer equipment, keypads, kettles, washroom fittings etc. Hand sanitizers are installed at key points throughout the venue. Signage encourages good hygiene practice, including regular handwashing and use of hand sanitizer. All front house spaces, including auditorium, have been fogged, leaving a thin layer of antiviral products on soft furniture. Only electronic tickets issued; no paper tickets available to reduce contact points. The cloakroom is closed to reduce contact points. | 2 | 3 | 6 | Risk has been managed to a currently acceptable level, providing control measures are adhered to | 1 | 3 | 3 |
| Security checks | Potential for cross- | <ul style="list-style-type: none"> Bag checks, where undertaken, will be | 1 | 4 | 4 | Risk is considered to be low, | 1 | 4 | 4 |

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|--|---|---|--------------------------------|---|----|---|--------------------------|---|----|
| | | | L | S | RR | | L | S | RR |
| | contamination during security/ bag checks | <p>done visually from behind a Perspex screen.</p> <ul style="list-style-type: none"> 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. | | | | providing control measures are adhered to | | | |
| Contact between Back of House and Front House | Potential for spread of infection in the event of staff coming into contact with members of the public/other staff groups | <ul style="list-style-type: none"> Front of House and Back of House zones with people working exclusively within each zone, where possible operationally. Any roles that typically operate both Front of House and Back of House, minimizing these where possible, and using routes that will result in least mixing of teams. No visitors permitted backstage. | 2 | 3 | 6 | | 1 | 3 | 3 |
| AUDIENCE MEMBERS/CURRENT RISING HOSTS | | | | | | | | | |
| This section deals with the hazards faced and posed by audience members and event hosts, and controls put in place to mitigate them. | | | | | | | | | |
| 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"> Signage is in place to ensure social distancing is maintained whilst queueing to access the venue. Member of staff managing queue. One-way flow at entry and exit points. Audience undergoes fever screening upon entry to identify any individuals with an elevated body temperature, who will be refused entry. Limited seated groups to same household or support bubble. | 2 | 3 | 6 | <p>The ROH is supporting the NHS Test and trace system. NHS QR code will be available to guests. The ROH will also offer an alternative for those who choose or cannot use the NHS app.</p> <p>Risk has been managed to a currently acceptable level, providing control measures are adhered to</p> | 1 | 3 | 3 |

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|---|--|---|--------------------------------|---|----|--|--------------------------|---|----|
| | | | L | S | RR | | L | S | RR |
| | | <ul style="list-style-type: none"> Providing hand sanitizer at entry and exit points. Communicating ahead of arrival the guidance about who should self-isolate. | | | | | | | |
| Toilets | Toilets are common 'pinch points' and high-traffic areas. | <ul style="list-style-type: none"> 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. Where necessary, Front of House staff will monitor the entrances to certain facilities to 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. | 2 | 3 | 6 | Risk has been managed to a currently acceptable level, providing control measures are adhered to | 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"> No cloakrooms will be available for use. Personal lockers available for essential items. 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 |

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| <p>Contact between audience/participants, hosts, ROH staff</p> | <p>Potential for spread of infection</p> | <ul style="list-style-type: none"> • Separate viewing area for creative team. Video conference/previews recorded where possible. • Social distancing between all other staff onsite – 2m, where possible and 1m+ in specific assessed activities. • Radios provided for easier communication between Figment, hosts and ROH ushers. • ROH staff should enter through Stage Door entrance for fever screening and exit through the ROH designated exit point at Ground Level. • ROH Front of House staff and Current, Rising hosts should enter via the main entrance on Bow Street for fever screening. • As much as possible, the hosts will be scheduled to work shifts in 3's to minimize any cross-contamination. • A dressing room space will be designated for the hosts to take breaks in (maximum occupancy of 4 people in the room at any one time), which will be secure and not available for use by anyone other than the host team. • A separate dressing room will also be available for Figment staff onsite to ensure the two teams remain separate. • ROH staff (ushers) have separate break facilities to Back of House ROH staff, Current, Rising staff and hosts to keep teams separate. • Public received pre-information and instructions on scenarios when they should not attend the event, e.g. not to attend if | <p>2</p> | <p>3</p> | <p>6</p> | <p>Risk is considered to be low, providing control measures are adhered to</p> | <p>1</p> | <p>3</p> | <p>3</p> |
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| | | <p>they show any COVID-19 symptoms.</p> <ul style="list-style-type: none"> Limited numbers of public for the experience (maximum 4 at a time) to ensure social distancing can be maintained throughout. Waiting areas and performance space allows audience to remain socially distanced at 1m+. Separate audience entrance and exit for Royal Opera House. Separate entrance/exit to Linbury theatre/experience via two staircases for groups of 4 participants. Face covering to be worn by audience, ROH staff and Current, Rising hosts at all times. Lockers are provided for personal belongings to be securely stored during the experience. These are socially distanced for each participant. Lockers and keys are fully sanitised after each use. Hand sanitiser stations installed at entrances/exits to the Royal Opera House, Linbury theatre/experience. | | | | | | | |
| Exiting the Linbury 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. | 1 | 4 | 4 | Risk is considered to be low, providing control measures are adhered to | 1 | 4 | 4 |
| Mental health | Panic or mental health issues | <ul style="list-style-type: none"> Information on experience available with booking details. Hosts brief participants before experience about what to expect and how to get help during performance. | 3 | 3 | 9 | Risk is considered to be low, providing control measures are adhered to | 1 | 3 | 3 |

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| Contact through contact with VR equipment, lockers and touchpoints | Potential for cross-contamination | <ul style="list-style-type: none"> The host team will be briefed at the staff training day and then reminded each day regarding COVID-19 safety. Wearing a mask at all times while in the Royal Opera Housebuilding. VR equipment is cleaned between each use with clinical grade wipes and UVC wands. Lockers are provided for personal belongings to be securely stored by participants during the experience. These are disinfected in between users. Sanitizing hands regularly throughout the day, but as a minimum: before welcoming a new group, after assisting guests with their VR equipment, after accompanying the guests around the experience, before cleaning the VR equipment and after cleaning the VR equipment. Experience designed to reduce touchpoints, where possible. Hosts will open and close doors for participants, as necessary. ROH cleaning contractor (DOC Cleaning) cleaning spaces before opening and during break, including touchpoints. | 2 | 3 | 6 | Risk is considered to be low, providing control measures are adhered to | 1 | 3 | 3 |
| Slips and trips, manual handling, sound | Risk of physical injury during experience | <ul style="list-style-type: none"> Public advised in advance on website of weight of backpack (6kg) and advised by host how to put on equipment when in the experience. Public advised in advance of sound level of experience (85.9dB A-weighted average, 109.7dB C-weighted peak). Performance space is clear of obstructions and floor is clean and even underfoot. | 3 | 3 | 9 | Risk is considered to be low, providing control measures are adhered to | 1 | 3 | 3 |

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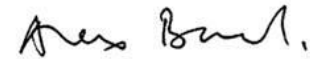
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| | | <p>Hosts present to ensure participants do not clash or accidentally move out of performance space during experience.</p> <ul style="list-style-type: none"> Stairs from Linbury foyer into Linbury theatre remain lit at 98% of brightness. Lockers are weighted to ensure stability. | | | | | | | |
| Disabled / Special Access patrons | Disabled patrons may be at a higher risk of infection | <ul style="list-style-type: none"> Socially distanced seating has been made available for patrons with access requirements, and a member of Front of House staff will be on hand to assist. | 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"> The public will always be escorted in presence of ROH employees or Current, Rising/Figment staff. Emergency evacuation process remains the same, with all fire exits remaining open. Social distancing takes secondary importance to need to evacuate. | 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 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 | <p>Risk has been managed to a currently acceptable level, providing control measures are adhered to</p> <p>All our security staff is trained</p> | 2 | 3 | 6 |

The manager responsible

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Name and Role:

Alex Beard, Chief Executive



Heather Walker, Director of Operations



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

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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 | | SEVERITY |
|------------|------------------------------|--|
| 1 | Improbable – very unlikely | Negligible – minor injuries, cuts, scratches |
| 2 | Low – unlikely | Minor – first aid treatment, sprains, bruises, cuts |
| 3 | Medium – Possibility | Moderate – temporary disability, fracture |
| 4 | High – likely | Serious – major injury, permanent disability, life-threatening illness |
| 5 | Almost Certain – very likely | Major – fatality, serious loss or damage |