

Company Name	Royal Opera House			Title	COVID-19 Safe Working Risk Assessment
Date of RA or Review	October 2021	New Assessment		Review	Monthly, or periodically following significant changes in guidance
		Review	X		
Assessor / Reviewer	Dominique Perrissin-Fabert, H&S Manager (October 2021 – reviewed by Alexandra Lucas, Health and Safety Adviser)			Business Type/ Work Activities	Reopening to a full audience for a programme of opera and ballet on the Main Stage or in the Linbury or activities in the Clore Studio and other public spaces
People Involved (Estimated numbers of people at risk)					
Employees (FOH)	100	Contractors	250+	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)	800+	Members of the Public	2300+		

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		1	3	3

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		<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. • Electronic tickets, no paper tickets. • Only digital cast sheets, but physical programmes (at a cost so unlikely to be shared). • Staff placed in positions that maintain social distancing as far as possible when checking tickets and directing the public. • The cloakrooms are closed. (Planned reopening later in Autumn 2021) • 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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		<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
Contact with/between members of the public when in 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"> 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. Removal of face coverings only once seated is advised. Layout of tables to ensure some space between patrons when seated Table service for ordering, serving food and drink, and payment is still encouraged. 	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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		<ul style="list-style-type: none"> Bar service is available, with contactless payment only and a limited menu for quick service. Screens have been removed to speed up service and prevent large groups congregating in close proximity. Audience members are encouraged to wear face coverings while queueing. Bar staff wearing face coverings. 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 usher sales points are behind Perspex screens. (except for roving sales) 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 ice creams and bottled water can 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 and roving (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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		<ul style="list-style-type: none"> • 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. • 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. • Roving sales to minimize queuing: ushers wear face coverings. 							
Sales and interactions in the Shop	Potential for cross-contamination and Potential for spread of infection in the event of staff coming into contact with members of the public	<ul style="list-style-type: none"> • Shop floor staff taking part in weekly PCR testing. • Contactless payment only, no cash. • The shop layout has been arranged to natural flow of visitors. • Shop employee will ensure that it flows and not overcrowded. No maximum capacity however if the shop gets overcrowded shop staff will create a queue along the ramp. • Shop employees wear face coverings. • Hand sanitizer at entrance and throughout the shop, especially near card payment devices. 							

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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"> All entrances open to prevent congestion. 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"> Adequate supplies of handwash are available in all facilities. Signage in place to build awareness of the requirement for hand washing. 	2	3	6	<p>Risk is considered to be low, providing control measures are adhered to.</p>	1	3	3
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 (opening later in autumn). All audience members will be asked via the ticketing system to only bring essential items with them due to the above. 	1	4	4	<p>Risk is considered to be low, providing control measures are adhered to.</p>	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). 	1	4	4	<p>Risk is considered to be low, providing control measures are adhered to.</p>	1	4	4

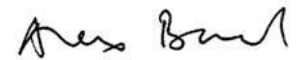
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		<ul style="list-style-type: none"> All audience members and visitors (aged 11+) are strongly encouraged to wear a face covering at all times whilst within the venue, unless exempt under the government COVID-19 guidance. 							
Seating in the main auditorium	Proximity to others for an extended period of time could raise the risk of cross-infection	<ul style="list-style-type: none"> Audience members are strongly encouraged to keep wearing their face covering 	2	3	6	Risk is considered to be low, providing control measures are adhered to.	1	3	3
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
<p>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.</p>									

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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	<p>Risk has been managed to a currently acceptable level, providing control measures are adhered to.</p> <p>All our security staff are trained.</p>	2	3	6

The manager responsible

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.

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

