

850Company Name	Royal Opera House			Title	COVID-19 Safe Working Risk Assessment
Date of RA or Review	2 December 2020	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	Dominique Perrissin-Fabert, H&S Manager				
People Involved (Estimated numbers of people at risk)					
Employees (FOH)	26	Contractors	50+	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, Clore Studio and Linbury Theatre	
Employees (BOH)	200+	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
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"> Any public audience is required to wear face-coverings at all times whilst in the venue – signs are in place to encourage them to keep wearing their face cover at all times. Security Staff undertaking bag checks, etc. will do so visually from behind a clear screen. Audience members will be required to move immediately to their seat upon entry to the venue, meaning that projected contact time is minimal. Visitors will undergo thermal fever screening upon entry. Only electronic tickets, no paper tickets. Maintaining social distancing as far as 	2	3	6	Risk has been managed to a currently acceptable level, providing control measures are adhered to ROH staff check in with in-house Test & Trace system	1	3	3

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		<p>possible when checking tickets.</p> <ul style="list-style-type: none"> The cloakroom is closed. Provided seating in a way which ensures social distancing between individuals of same household or support bubble 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. 	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-contamination 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 	1	4	4	Risk is considered to be low, providing control measures are adhered to	1	4	4

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		to do this.							
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"> Well indicated entrance and exit of the shop area. Till is protected by Perspex screen. Contactless payment only, no cash handling. The shop layout has been arranged to encourage a natural flow of visitors. Shop employees will ensure that it flows and does not become overcrowded. Maximum capacity agreed. Shop employees wear face coverings at all times. Hand sanitizer at entrance to shop. 	2	3	6		1	3	3
Broadcasting	Potential for cross-contamination	<ul style="list-style-type: none"> Broadcasting will carry out their own risk assessment for their activities. 	-	-	-		-	-	-
Restaurant	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"> One-way system for accessing tables. Signs – entrance, exit, arrows for circulation. At the restaurant, pre-booking only for ticket holders- Information shared with visitors in advance of their visit to encourage compliance Hand sanitizer at entrance 	2	3	6	A separate risk assessment is carried out for the restaurant activities	1	3	3

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		<ul style="list-style-type: none"> Removing face covering only once seated Lay out of tables to ensure 2 metres between tables 							
Sales at usher points (water, ice cream)	Potential for spread of infection in the event of staff coming into contact with members of the public	<ul style="list-style-type: none"> The sales point is behind a Perspex screen. Cashless payment. Usher present to ask patrons to keep safe distance. Consumption of ice cream and water will be back at their seats in the auditorium. 	2	3	6		1	3	3
Separation Back of House and Front House	Potential for spread of infection in the event of staff coming into contact with members of the public	<ul style="list-style-type: none"> Created front of house and back of house zones with people operating exclusively within each zone, where possible. Identified 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. Not permitting visitors backstage. Not permitting autograph signing or photographs with performers. 	2	3	6		1	3	3
AUDIENCE MEMBERS									
This section deals with the hazards faced and posed by audience members, and controls put in place to mitigate them.									
Access to the Venue	Access / egress points	<ul style="list-style-type: none"> Signage is in place to ensure social 	2	3	6	The ROH is supporting the	1	3	3

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	can be areas that involve a high degree of person-to-person and person-to-object contact	<p>distancing is maintained whilst queueing to access the venue. Member of staff managing queue.</p> <ul style="list-style-type: none"> • 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. • Providing hand sanitizer at entry and exit points. • Communicating ahead of arrival the guidance about who should self-isolate. 				<p>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>			
Toilets	Toilets are common 'pinch points' and high-traffic areas.	<ul style="list-style-type: none"> • Interval has been extended to 30 minutes to enable time for audience to use facilities safely. • 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 	2	3	6	<p>Risk has been managed to a currently acceptable level, providing control measures are adhered to</p>	1	3	3

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		<ul style="list-style-type: none"> 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 cross-contamination	<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"> Reducing maximum occupancy for lifts, providing 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 maintain social distancing (part of ushers' role). Staffed one-way systems have been put in place for audience members, depending on the seating location. All audience members are required to wear face-covering at all times whilst within the venue. 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, Linbury or Clore	Proximity to others for an extended period of time could raise the risk of cross-infection	<ul style="list-style-type: none"> A comprehensive seating audit has been undertaken, allowing seating to be planned with a minimum 1m face to face separation between groups. Audience members are asked to remain in 	2	3	6	Risk has been managed to a currently acceptable level, providing control measures are adhered to	1	3	3

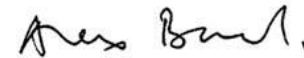
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		their allocated seats.							
Exiting the auditorium, Linbury, Clore and egress from the venue at the end of the performance	Potential for unnecessary contact whilst moving around the building	<ul style="list-style-type: none"> One-way systems to enter the auditorium will be reversed so patrons may safely exit the building. Front of House staff will be on hand to direct patrons to the nearest exit point. The Porte Cochere 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
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"> 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 due to necessity for person-to-	<ul style="list-style-type: none"> Mouth-to-mouth discouraged, in favour of 'compression only' CPR 	2	3	6	Risk has been managed to a currently acceptable level, providing control measures are	2	3	6

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	person contact	<ul style="list-style-type: none"> 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. 				<p>adhered to</p> <p>All our security staff is trained</p>			

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

