

Company Name	Royal Opera House			Title	COVID-19 Safe Working Risk Assessment
Date of RA or Review	May 2021	New Assessment		Review	Monthly, or periodically following significant changes in guidance (review around government's 2021 roadmap)
		Review	X	Business Type/ Work Activities	Reopening to an audience (50% capacity in auditorium) for a programme of opera and ballet on the Main Stage and a virtual reality installation in the Linbury Theatre (please refer to separate Current Rising assessment for details).
Assessor / Reviewer	Dominique Perrissin-Fabert, H&S Manager (May 2021 – reviewed by Alexandra Lucas, Health and Safety Adviser)				
People Involved (Estimated numbers of people at risk)					
Employees (FOH)	30	Contractors	50+	Opening under 17 May 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 (please refer to separate Current Rising assessment for details).	
Employees (BOH)	600+	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">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 required 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	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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		<p>addition to tannoy announcements, website and email pre-visit messaging. Ushers, and Security team upon entry, to remind 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. Audience members will be required to move immediately to their pre-booked seat or table (if booked for hospitality) 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. 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 cloakroom is closed. Provide auditorium seating in a way which ensures social distancing between separate households/household bubbles. 							
Contact with high-touch areas, e.g. handrails, door handles, etc. when members of the public are	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. 	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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within the building		<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 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 to do this. 	1	4	4	Risk is considered to be low, providing control measures are adhered to.	1	4	4
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. 	2	3	6	SHOP IS CLOSED CURRENTLY.	1	3	3

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		<ul style="list-style-type: none"> Shop employees wear face coverings at all times. Hand sanitizer at entrance to shop. 							
Broadcasting	Potential for cross-contamination	<ul style="list-style-type: none"> Broadcasting will carry out their own risk assessment for their activities. 	-	-	-		-	-	-
L5 Amphitheatre Restaurant; Paul Hamlyn Hall	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 restaurants, pre-booking only 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. Lay out of tables to ensure at least 1-metre back-to-back distance between patrons when seated. Table service for ordering, serving food and drink, and payment. Cashless payment. 	2	3	6	A separate risk assessment has been carried out for the restaurant activities by our contractor, Company of Cooks.	1	3	3
Sales at usher points (water, ice cream) and Box Office counter	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. 	2	3	6		1	3	3

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		<ul style="list-style-type: none"> Managed socially distanced queues via floor markers and Team Leader assistance. 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 will be back at seats in the auditorium. 							
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"> A split queuing system has been put in 	2	3	6	<ul style="list-style-type: none"> ROH will ask every 	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>place for audience members, depending on the seating location to allow an efficient flow of people moving into the building during incoming and allow social distancing.</p> <ul style="list-style-type: none"> One-way flow at entry and exit points. Timed entry via ticketing. Signage and announcements are in place to ensure social distancing is maintained whilst queueing to access the venue. Members of staff managing queues. 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>customer or visitor (over the age of 16) to provide their name and contact details, which would be shared with NHS Test and Trace, if necessary to help us to deal with a cluster of infection if needed.</p> <ul style="list-style-type: none"> Displaying an official NHS QR code poster so that customers and visitors can 'check in' using the NHS COVID-19 app as an alternative to providing their contact details. <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. 	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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		<ul style="list-style-type: none"> 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. 							
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 their seating location. All audience members and visitors (aged 11+) are required to wear a face covering at all times whilst within the venue, unless exempt under the government COVID-19 guidance. 	1	4	4	Risk is considered to be low, providing control measures are adhered to.	1	4	4

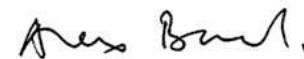
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		<ul style="list-style-type: none"> Only digital programmes, no paper programmes. QR code available before entering the auditorium. 							
Seating in the main auditorium	Proximity to others for an extended period of time could raise the risk of cross-infection	<ul style="list-style-type: none"> A comprehensive seating audit has been undertaken, allowing seating to be planned with a minimum 1 metre nose-to-nose separation between groups. Audience members are asked to remain in their allocated seats. 	2	3	6	Risk has been managed to a currently acceptable level, providing control measures are adhered to.	1	3	3
Exiting the auditorium or 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"> One-way systems to enter the auditorium will be reversed so patrons may safely exit the building. Staggered exits at the end of the performance. 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
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	<ul style="list-style-type: none"> Emergency evacuation process remains the same, with all fire exits remaining 	1	4	4	Risk is considered to be low, providing control measures are	1	4	4

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	well as the heightened potential for cross infection due to inevitable contact with others during the evacuation	open.				adhered to.			
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	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



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: $RR \text{ (Risk Rating)} = L \text{ (Likelihood)} \times S \text{ (Severity)}$

Likelihood (L)	Severity (S)					
		1	2	3	4	5
	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

