

**THE ROYAL ALBERT HALL**  
**EMERGENCY PROCEDURES**

**Evacuation of Performers / Production Staff**

**Emergency Information for Performers / Production Staff**

Please note that within the Royal Albert Hall's Emergency Procedures you have the following responsibilities:

- Liaise with the Promoter and Hall's Duty Manager (DM) with regards to stopping or cancellation of an event.
- Liaise with all event staff and contractors to assist where possible in an incident.
- Ensure all performers, contractors and event staff are aware of the emergency and evacuation procedures
- Ensure suitable welfare arrangements are planned, should an evacuation occur, for the performers, contractors and event staff.
- Liaise with the Promoter, following an evacuation, at the Production Assembly Point.
- Have a plan for the evacuation of all vulnerable artists, performers, staff or contractors for your event.
- Agree to participate in any emergency procedures training being conducted within the RAH during your event. Impact on your event will be minimised as far as possible.

**To assist you**

- On your arrival at the Royal Albert Hall, make yourself familiar with the various exit routes from your work location.
- Do not use lifts in an evacuation, these are designated for the evacuation of staff or patrons with mobility impairments or disabilities, as well as the Fire Brigade.
- Do not prop open fire doors or misuse fire equipment, they are there to save lives.
- Either the Promoter or RAH Event Manager should brief you on any changes to these procedures prior to commencement of any rehearsals.

**What to do in an emergency?**

- Evacuation of the building will be announced over the public address system. Listen carefully to the announcement which will tell you if any exit routes are not available.
- Make your way to your designated Assembly Area as directed by the Promoter. The standard location is behind the monument statue on the flat area of the Queen Elizabeth II Steps
- Follow any directions given to you by the RAH Staff, Police or other emergency service, even if it means you can't go directly to the Assembly Point.

- Establish that all your performers, crew and staff are safely out of the building. Tell the RAH Event Manager, who will meet you at your assembly point
- In the event of an evacuation / other emergency please ensure that your staff and contractors do not talk to the public or media.



## Emergency Exits

Evacuate via the **nearest available fire exit route**. Follow the exit route signs.

Note at **Door 6 on the ground floor** the exits are located directly at the bottom of the staircases not via the outer porch which is only open during main event periods.

- When public Doors are stewarded they are fully accessible for evacuation.
- When doors are not stewarded the emergency exit is identified by the green 'emergency exit only' sign, below hanging on the door, lift this off and push the door open to exit.

Please note these doors should only be used in an emergency and are alarmed and monitored by CCTV at other times.



**Stage Door** is not an emergency exit route. Please do not use Stage Door as your exit route unless there are no other safe routes available to you.

## **Emergency Contact / 999**

The emergency contact is always Stage Door. Do not call 999 (Emergency Services).

Stage Door will communicate with the Duty Manager and call the Emergency Services if required.

Stage Door, which is staffed 24 hours a day, will be the initial Control Point in any incident or emergency. Internal Telephone numbers are as follows: Ext 2413, 2414, and 1234.

- The Hall's Emergency Telephone Number is "88"

## **Code Words**

On the telephone or radio the code words must be used to indicate the type of incident, please contact your RAH Event Manager for further details. Discretion should be used if transmitting a message within a public area so as not to cause alarm.

- If the Fire Alarm is activated and during investigation time there will be intermittently flashing red lights within the auditorium and around the Hall. Your artists or staff do not need to react to this, it is for the benefit of the Hall's Staff and Stewards.
- If an evacuation is required during an event the DM will, if time allows it is safe to do so, inform you through your Event Manager.
- Evacuation will be announced by the PA system.
- An announcement will be made from the Stage Bull Run's or Stage Door informing every one of the evacuation. Prior to this announcement a blue light beacon will activate on your Sound Desk. Your Sound Engineer is required and will have been briefed, immediately to turn off all sound to allow the announcement to take place.
- Where possible, all lighting will be raised to allow for a safe evacuation of the public.
- Your Artists, staff and Contractors should immediately make their way to your designated assembly point on the Queen Elizabeth II Steps.