

Welcome!

PERMANENT, SEASON & TEMPORARY EMPLOYEES



MALMÖ OPERA

Welcome to Malmö Opera!

We hope you will enjoy your stay and quickly get to feel at home here at Malmö Opera. At Malmö Opera, we believe that the highest artistic level is created in a safe and open work environment where all employees are equally important for the overall process.

This brochure contains information that you, as a newcomer, might need during your first few days at our theatre.



Bengt Hall

Interim Artistic & Managing Director

Some restrictions in the following information may occur depending on the type of employment, ask your manager for details.

1. Addresses and Phone Numbers

ADDRESS

Mailing address

Malmö Opera och Musikteater AB
Box 175 20
200 10 Malmö

Street address

Malmö Opera
Östra Rönneholmsvägen 20
211 47 Malmö

Website

malmoopera.se

Malmö Opera

Östra Rönneholmsvägen 20

Management, Administration,
Service center, Marketing, Press
Officer, Salaries Department,
Production Department, Vocal
Department, Orchestra Depart-
ment, Ensemble room, Rehearsal
rooms, Bengt Hallsalen, Make Up
Department, Operaverkstan,
The Canteen, Ballet Hall

Gulan, Klostergatan 7

Rehearsal rooms, Costume
Department

Dekorateljéer

Östra Varvsgatan 13c

Workshops, Coordinator of set
design, Rehearsal room Kranen

TELEFONNUMMER

Servicecenter	040-20 84 00	servicecenter@malmoopera.se
Salaries Dep	040-20 84 34	petra.ostberg@malmoopera.se
	040-20 84 36	betty.andovska@malmoopera.se
Orchestra Dep	040-20 84 59	
Vocal Dep	0721-55 25 31	
Box Office	040-20 85 00	bokning@malmoopera.se

2. Service center

Opening hours:

Weekdays 9 am – 4 pm or until 30 min after a performance is finished

Saturday – Sunday 4 h before start of performance until 30 min after a performance is finished

Opening hours for Service center can be changed if necessary, call 040–20 84 00 for correct information.

3. Key card

A key card can be obtained by the Service center. The key card gives you access to Gulan, Kranen and to the stage entrance at the Opera. At the Opera, all entries and exits are to be made via the stage entrance. Please don't touch the plastic lock cover, since this activates the alarm! Instead, use the button placed beside the door.

Your key card is a value document and must be blocked via Service center if lost.

4. Planning

MOPP- Planning- and Production System at Malmö Opera

Malmö Opera has a Planning system, MOPP, where the *Veckoplanering* (weekly information list) and information of the production (e.g. production phone list and plan of production)

Information screens with a general login to MOPP are available at the Service center, in the stage area, Bengt Hall-salen, the Ballet hall, Rehearsal room Kranen and at Gulan.

Weekly information list

The weekly information list contains rehearsal and performance schedules for 5 weeks ahead. All employees are expected to obtain this information.

Daily rehearsal schedules (Dagliglistan)

Daily rehearsal schedules are posted on the notice boards at the Service center and outside the Canteen. The schedule is also sent out by e-mail. The following day's rehearsal schedule will be posted around 3 pm. On Friday afternoon, the schedule for Saturday to Tuesday is posted. It is mandatory to read the daily rehearsal schedule.

Rehearsal rooms

Malmö Opera	<i>Bengt Hall-salen</i> (the orchestra hall), <i>The Ballet hall</i> and the <i>Ensemble room</i> — make a reservation at the planning department. Rehearsal rooms, in the basement under the Canteen and on the third floor, no reservation needed
Gulan	Rehearsal rooms and <i>Chorus rehearsal</i> — make a reservation at the planning department. See room and floor on the information board next to the entrance door
Kranen	Rehearsal room <i>Kranen</i> — make a reservation at the planning department

5. Information & Communication

Malmö Opera intranet

All employees have access to our intranet, where all information about Malmö Opera is gathered. All employees, according to Union agreement (TF §3.12), is obliged to every working day take part of information, messages and schedule on the intranet and notice boards. All information is published and communicated primarily via the intranet.

Information occurs in some cases via e-mail, information screens and notice boards as a complement to intranet. All employees who have an e-mail account through Malmö Opera thus have an obligation to

read a letter sent to his/her e-mail address. Read more in the Internal information policy on the intranet:

[Vårt Malmö Opera — Styrdokument — Policy och riktlinjer](#)

The intranet can also be accessed outside the theatre by logging in with your personal user account login details (*your e-mail address + password*).

The intranet's address is malmoopera.sharepoint.com

Our IT policy describes the overall rules that are applied for the use of IT within Malmö Opera. The policy can be found on the intranet: [Vårt Malmö Opera – Styrdokument – Policy och riktlinjer](#)

Shared computers

You will find shared computers e.g. at the Service center, by the rehearsal rooms and at Gulan which can be used by all employees.

E-mail

For communication via e-mail we use the program Outlook. In Outlook you will find the e-mail addresses of all employees. Read more in the internal information policy on the intranet:

[Vårt Malmö Opera – Styrdokument – Policy och riktlinjer](#)

Mailbox

Mailboxes are located in Service center where both external and internal mails are administered. We use special brown envelopes for our internal mail. Check your mailbox regularly.

Notice Boards

You will find notice boards at the Service center, by the stage area, at Gulan and at Dekorateljéen.

Photography & recording

Please note that all photography, and audio- or film recording, is prohibited during performance. This applies to both external audiences and internal staff.

During rehearsals we encourage the use of social media. It is an important information channel for disseminating Malmö Opera's activities. However, it is important that the right-holders' work is respected. The producers obtain permission from the right-holders before each production and inform the participants of the production about any limitations.

Respect your co-workers. Always ask permission before publishing a picture or video of a co-worker. Do not post images or videos that may be hurtful or offensive. Always tag @malmoopera so that it becomes part of the marketing of the production. Then Malmö Opera's official account can share it further.

Read more at the intranet:

[Vårt Malmö Opera – Styrdokument – Policy och riktlinjer](#)

6. A safe, open and good workplace for everyone

All employees are equally important for the overall process, and collaboration within Malmö Opera will be characterized by consideration, trust and respect. We must jointly promote the same attitude towards women and men. Any form of discrimination or harassment related to gender, gender identity or expression, ethnicity, religion or other belief, disability, sexual orientation, age or other degrading treatment is unacceptable within our workplace.

Our Ethics Policy describes our preventive work and the procedures that apply to the occurrence of harassment or other offensive treatment. Our Child Safeguarding Policy describes how we create a safe environment for children participating in our productions. As an employee, it is important that you read these policies.

7. Tickets

Free tickets for performances and dress rehearsal are governed by special policies. Overall rule for free tickets is that they are not valid at the premiere, performances or concerts by external organizers. The following describes the guidelines for tickets in brief.

Free tickets

The free card, which applies to 2 free tickets and 2 reduced tickets (100 SEK) to each production at Malmö Opera, Malmö Stadsteater and Skåne Dansteater and all Malmö Symphony Orchestra's regular concerts, applies subject to availability on the day when the performance /concert takes place. Please note that paying customers always have priority. Therefore, tickets can be denied when there is reason to believe that the tickets will be sold out during the day.

Tickets can be booked and collected in two ways; at the box office by entering your name or by creating an account with your @malmoopera.se address in the ticket system via the website malmoopera.se.

For digital booking, see detailed manual at the intranet:

[Min anställning – Lön & Förmåner – Biljetter](#)

Discounts

- Children & youth (up to age 26) and students (against presentation of CSN or Mecenat cards) 50%
- Retirees (retirement age or sick pension) 10%
- Groups (minimum of 10 tickets to the same show) 15%
- Employee discount (maximum of 4 tickets per production, only productions at Malmö Opera) 30%

On tour

Regarding tickets for productions out on tour, you are entitled to 2 free tickets. The possibility to use the free card depends on seat availability. Book your tickets by contacting: Helena.JohanssonStrassle@malmoopera.se

Tickets to dress rehearsals

Each employee has the opportunity to see the dress rehearsal subject to availability. Information about the dress rehearsal tickets are posted on the intranet.

For more information and policies regarding free tickets, tickets and tickets to dressed rehearsals see the intranet:

[Min anställning – Lön & Förmåner – Biljetter](#)

Program book of each production

All employees can receive a program from the Service center, starting from opening night and onwards. The programs are also published on malmoopera.se.

8. Health and Exercise

Company health service

The company health service is reserved for work-related issues and your department manager authorizes a requisition for your visit.

Throat specialist

All chorists and soloists have, when necessary, access to a throat specialist. These doctor's calls will be paid by the employee. Appointment via the Vocal department. In case of acute illness that might affect a performance, contact Stage manager or Producer.

Massage therapist, naprapath, chiropractor and physiotherapist

All employees are entitled to book a massage therapist, naprapath, chiropractor or physiotherapist. The cost is subsidized by the theatre and the treatment will be deducted from your salary.

Note! Missed appointment will be charged.

Requisition for massage therapist, naprapath, chiropractor or physiotherapist. will be organized by your manager. You will find information about prices at the intranet:

[Min anställning — Hälsa & Friskvård](#)

Occupational health care

In our ambition to create a healthier work environment and as an incentive to increase health conscious decisions overall, all employees are offered compensation for costs related to health and fitness.

Malmö Opera compensate for costs up to 1 350 SEK per calendar year (112 SEK per month). The level of compensation is regulated by your type and length of employment.

For hourly employees, an estimate is made based on how many hours you have worked in recent months. Receipts and compensation can be submitted no more than two occasions per calendar year

This offer also includes colleagues who are on parental leave or sick leave.

Please use the template *Ansökan om friskvårdsersättning*, and attach all original receipts for endorsement from your manager. The application will then be handled by the payroll administration and added to your salary.

Discount on wellness facilities

You can buy a yearly membership at certain training facilities at a subsidized price. For more information see the intranet:

[Min anställning — Hälsa & Friskvård – Träning](#)

Malmö Opera gym

In the basement of the Opera is a small gym where you can work out. This gym is free of charge and you book online via outlook or on the wall screen outside the gym.

More information at the intranet:

[Min anställning — Hälsa & Friskvård – Träning](#)

9. Other Facts and Useful Information

Visitors

All visitors must enter, register and leave through the Service center. All visitors must carry a badge, visible during the full stay. Staff expecting a visitor must meet the visitor at the Service center and follow her/him back.

Private visitors

Within the stage area, within the dressing room area, or in any space Many of us would like to show their workplace and our fantastic house. When it comes to private visits, it must be done in such a way

that it does not disrupt our work. Our guidelines apply based on our safety and insurance regulations but are also important for the work environment and artistic reasons.

No admittance for unauthorized people during rehearsals and performances
Visitors (e.g., family and friends) are not allowed when we have ongoing rehearsals or performances on the main stage.

This applies:

- within the stage area
- within the dressing room area
- in any space used as dressing room
- in the Canteen

It is *not* allowed to let unauthorized people (friends, family etc.), before or after a performance, to use the door in the Canteen that leads to the Foyer.

Visit at other times

However, it is possible to have short visits from friends and family when rehearsals and performances are not in progress. If you want to make a visit to a particular department or the stage, you must first ask the person in charge (e.g. Technical Stage Manager).

Keep in mind that:

- the visits must take place on weekends/Mondays as far as possible
- whoever invites visitors is responsible for register visitors at the Service Center
- all visitors must use a visitor badge (from the Service Center)

Cell phones are not allowed during performance and rehearsal

The theatre management has decided that the use of cell phones before and during performance and rehearsal is not allowed in the stage area and orchestra pit. Every employee should be given the opportunity for optimal concentration on their work.

Malmö Stadsteater's premises

Intiman's premises belong to Malmö Town Theater. Malmö Opera's employees have not access to these premises and passage via the Intiman corridor (between the Service Center and Bengt Hall-salen) are only for Malmö Stadsteater's employees.

Unions

Malmö Opera has local or central agreements with:

LEDARNA

SYMF avd 7

SYMF avd 12

SCEN & FILM avd 21

You find information about Unions at the intranet:

[Min anställning — Anställningen — Samverkan & Fack](#)

Clubs – athletics and art

Art club, K2

Malmö Opera has an art club in cooperation with Malmö Stadsteater and Skånes Dansteater. There is a raffle twice a year. The membership fee is SEK 70 per month. For more information e-mail: k2.konstklubb@malmooopera.se

Sports club

The sports club is run by employees of Malmö Opera. Through the sports club a variety of fun activities are arranged, and you can apply for grants for participation in sporting events.

For more information see the intranet:

[Min anställning — Anställningen — Personalföreningar](#)

Sustainable transport

Transportations often have a negative impact on the climate and environment. Malmö Opera encourage all employees, as far as possible, to choose a transport that have the least climate impact.

Insurance

AFA-insurance, among other things covering work related injuries, includes all staff. Contact the HR department for more information.

Payment of salary

We apply monthly salary and payday is on the 25th every month. If the 25th occurs on a holiday, the payment will be issued on the preceding workday.

In order to see your payslip, please login to: lon.malmoopera.se. Additional information and login data is handed out through the payroll office.

Malmö Opera uses the bank Swedbank. If you don't have an account there, you have to connect your bank account to Swedbank's register. This is done electronically: swedbank.se/kontoregister, click the link [Anmäl konto till Swedbanks kontoregister](#) and follow the instructions.

The Canteen

The Canteen is KRAV-certified, which includes recycling of all the waste, using organic raw ingredients and work for the long term reducing our impact on the environment. Only payment by card. Cash payment is not possible.

The Canteen serves lunch and dinner:

Weekdays 11.15 am – 1.45 pm

When performance at main stage:

Tue–Fri 4.30 – 6.45 pm

Sat 3.30 – 5.45 pm

Sun 1.30 – 3.45 pm

Warm food can usually be bought in the Canteen two hours before a performance at the main stage.

Opening hours may be changed if required, as posted on the intranet under *Intern service*.

Private belongings

Note that Malmö Opera is not responsible for any private belongings!

Smoking prohibited

The theatre is, according to Swedish law, a non-smoking area. There is however an outside smoking area, located by behind the recycling shed close to the stage entrance.

Notification of illness

Absence due to illness or caring for a sick child (VAB) must always and as soon as possible be reported to Malmö Opera's e-mail address and to the immediate manager. Use the following address:
sjukanmalan.vab@malmoopera.se

E-mail address for notification of illness is found at Malmö Opera's Outlook, under adressbok. You will receive an automatic reply with important information, such as routines for notification of recovery. From the 8th day of illness a medical certificate is required. The medical certificate is submitted to the payroll office. If you choose to send the certificate by post, state »*medical certificate*« on the envelope.

Address: Lönekontoret, Malmö Opera, Box 175 20, 200 10 Malmö.

Note! Illness during vacation must be verified through medical certificate from day 1.

Notification of recovery

When you recover and come back to work, please fill in the form *Försäkran om sjuklön*. This form is available via the intranet, your immediate manager, the Service center or the payroll office. The completed form must immediately be submitted to the payroll office. If the payroll office do not receive this form you risk having a leave deduction for the absent days as well as for when you are back at work again.

The orchestra's notification of illness/recovery

In addition to notifying illness or VAB via the above e-mail address, you must also report to the Orchestra Department, telephone 040-20 84 59 and e-mail: kristian.svensson@malmoopera.se. When returning to work notify to both the phone and E-mail addresses.

The chorus notification of illness/recovery

In addition to notifying illness or VAB via the above e-mail address, you must also report, via text message, to the Vocal department telephone 0721-55 25 31.

10. In Case of Emergency

General rule

All employees of Malmö Opera are responsible to keep updated of the evacuation plan and where the nearest fire equipment is available. All staff must leave the building. Section and department managers ensure that new employees receive an introduction and information about our fire safety procedures.

Waiting area

As soon as the audibly automatic alarm is activated, all staff should go to the waiting area according to evacuation plans. Wait for a clear call from the evacuation leader at the waiting area before re-entering. The waiting area is the park outside the stage entrance. For staff working in the restaurant, auditorium and foyer, the waiting area is the Piazza.

Quiet alarm

30 minutes before start of performances a »quiet alarm« is activated. This means that an alarm occurs via a red rotating light in the corridors, and the audio signal is disconnected in the fire section 1. The Stage manager informs the Service center when »quiet alarm« is activated. Stage manager informs the staff via the call system during the performance if evacuation of the building is needed, this then applies to all employees and audiences.

