

Welcome!

PRODUCTION & SHORT TERM 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.

A handwritten signature in black ink, appearing to read 'Bengt Hall', with a large, sweeping flourish extending upwards and to the right.

Bengt Hall
Interim Artistic & Managing Director

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
Responsible apartments		
	0703-58 90 87	charlotte.lundqvist@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.

Responsible apartments 0703–58 90 87 charlotte.lundqvist@malmoopera.se

3. Key card

A key card can be obtained by the Service center at your first day and must be returned on your last workday. 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. When you are logged into the webpage you can find information such as:

- Production phone list
- Information of the production
- Plan of production

Your Producer/Department Manager will give you more information about how to log in to MOPP.

Touch 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.

Plan of production

The plan of production is provided at the start of the rehearsal, where you can find all the production schedule.

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. Communication & Information

Computers

All employees may use the computers at the Service center, in the basement under the Canteen and at Gulan. The computers are designed for business use and gives you access to the Internet.

The comprehensive rules are described in our IT-Security policy. Read more at: malmoopera.se/newemployee

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](#)

Mail

If you expect to receive mail, please contact the Service center

If you will receive parcel by post, use the following address:

Your name
c/o Malmö Opera
Box 175 20
200 10 Malmö

If you use delivery service e.g. DB Schenker, UPS or DHL, for delivery to the door, use the following address:

Malmö Opera
Your name
Östra Rönneholmsvägen 20
211 47 Malmö

Notice boards

You will find notice boards at the Service center, in the stage area, at Gulan and at Rehearsal room Kranen/Dekorateljéerna.

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 a production employee at Malmö Opera, it is important that you read these policies.

7. Apartments for production employees

Request of apartments:

Servicecenter 040– 20 85 00 servicecenter@malmoopera.se

Please notice that smoking and pets are not allowed in any of the theatre's apartments.

8. Tickets

Free tickets

Production-bound and hourly-employed staff are entitled to 2 complimentary tickets and 2 tickets at a reduced price (SEK 100). This applies during your working period at Malmö Opera and for the performances produced by the Malmö Opera (N B not applicable to Malmö Stadsteater, Skånes Dansteater or Malmö Symphony Orchestra.) The

complimentary tickets can be booked only on the day of the performance. Note that the paying customer always has priority. Therefore, you may be denied tickets when there is reason to believe that the tickets will be sold out during the day. Tickets can be booked, by phone or at the ticket office, subject to availability after 12.00 am on the day of the performance/concert. You can download the tickets on our website. You can also pick up the tickets at the box office by providing your contact details.

How to download tickets on the website

An account is created on the website with the email address you provided to us at the start of your employment. To get access to the account you need to reset your password for the email address here: <https://biljetter.malmoopera.se/login> For help and questions, please contact the sales department at: bokning@malmoopera.se (we respond within 24 hours Monday to Friday)

Access to an account on the website depends on how long your contract is. Contact your manager/producer for information if you have access to an account.

Discounts

- Children & youth (up to 26 years) and students (on presentation of CSN or Mecenat card) 50%
- Retirees (retirement, age or sick pension) 10%
- Groups (minimum of 10 tickets to the same show) 15%
- Additional discounts may be available for those who have a contract with Malmö Opera that is longer than 6 months. Contact the sales department for more info, at bokning@malmoopera.se

Tour tickets

For performances on tour, there are just a few free tickets available. Production employees participating in the performance have the opportunity for a total of 2 free tickets, subject to availability. Book your tickets by contacting: Helena.JohanssonStrassle@malmoopera.se no later than one week before performance day.

Tickets to dress rehearsals

All employees are offered to see the dress rehearsal subject to availability. (Employees participating in the production are offered two tickets to one of the dress rehearsals.) Your Producer, Production Coordinator or Manager will inform you about the dress rehearsal tickets.

Premiere tickets

Soloists in each production are offered 2 premiere tickets. The sales department sends an invitation to the premiere via E-mail. To receive premiere tickets, the email must be answered via the Reply to invitation link, this must be done before the last RSVP date specified in the email.

Box office and phone booking opening hours

For current opening hours — box office and phone booking (040-20 85 00) – go to malmoopera.se/kontrakt

Performance book of each production

From the premiere evening, all employees can get a program in the Service Center. Programs are also published on malmoopera.se

9. Health and exercise

All employees have access to a chiropractor, a masseur, a naprapath or a physiotherapist. Soloists have access to an ear-, nose- and throat specialist. If in need, contact Charlotte Lundqvist, in charge of the Service center and the apartments.

Wellness

In the basement of the Opera is a small gym where you can work out. This gym is free of charge and can be booked on the wall screen outside the room. For more information, please contact the Service center.

Those interested in going to another gym or attending other wellness activities should contact the Production Coordinator or Charlotte Lundqvist, in charge of the Service center and the apartments, for information about discount alternatives.

10. Incidents / Accidents

If an accident or other situation should occur, it is important to know what assistance is to be implemented and who is responsible. In case of a serious incident/accident on or behind stage, it is the responsibility of the Technical stage manager to take care of the person concerned and inform the Stage manager of ongoing situation. For production employees, you can contact your Stage manager or Assistant director for more information.

11. 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. At Malmö Opera we work with internal fire safety audits and at the start of all productions the Stage manager will hold a safety briefing on stage where relevant information is provided.

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.

12. Other facts and useful information

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

Insurance

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

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 at the notice board in the stage area.

Payday

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.

Private belongings

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

Sustainable transport

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

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.

In case of illness

Please contact the assistant director or the stage manager in charge.

Stage managers:

Carina Utzon	+ 46 721 55 25 60
Sasja Ekenberg	+ 46 703 58 90 98
Peter Tyllgren	+ 46 703 50 47 09

Assistant directors:

Johanna Hybinette	+ 46 703 58 44 90
Katarina Sörenson	+ 46 705 44 90 26
Melker Sörensen	+46 708 69 07 09

If you are employed by Malmö Opera (not company contract), you must always and as soon as possible be reported to Malmö Opera's e-mail address:

sjukanmalan.vab@malmoopera.se

For hourly/temporary employees – in addition to above e-mail, please also notify your Manager.

You will receive an automatic reply with important information, such as routines for notification of recovery. When you recover and come back to work, please fill in the form »*Försäkrän om sjuklön*«. This form is available via the intranet, the Service center or the payroll office. The completed form must immediately be submitted to the payroll office.

