

General Director's Instruction No. 18/2022
on the Issuance of the House Rules and Stage Order

Pursuant to in my internal regulatory power as defined in Sec. 32 of the Organisational and Operational Rules (hereinafter: **OOR**) of the Hungarian State Opera (hereinafter: **OPERA**), I hereby order the following:

1. By issuing this instruction, I hereby enact the “**House Rules and Stage Order (V3)**” policy that forms an annex to these Instructions.
2. The Instruction is announced by circular letter and published in OPERA'S IT system.
3. These Instructions enter into force as of **October 1, 2022** and the following regulations shall be repealed:
 - the **General Director's Instruction No. 5/2022 on the Issuance of the House Rules (V2)**,
 - the **Ballet Director's Instruction No. 1/2015. on the rules of ballet classes, and rehearsals**,
 - the **Chief Music Director's Instruction No. 1/2013. on operating of the Hungarian State Opera Orchestra**,
 - the **General Director's Instruction No. 1/2012. on protection of non-smokers**,
 - the **General Director's Instruction No. 6/2010. on stage rules**.

Budapest, “as per the timestamp”

The Hungarian State Opera
ÓKOVÁCS Szilveszter
General Director

Dr. FŐZŐ Virág
Deputy General Director

Annex:
“**House and Stage Rules (V3)**” policy

Table of Contents

| | |
|---|----|
| GENERAL PROVISIONS..... | 3 |
| 1. The Purpose of the House Rules..... | 3 |
| 2. Interpreting Provisions..... | 3 |
| 3. Essential Rules..... | 3 |
| DETAILED PROVISIONS..... | 4 |
| 4. Access Control..... | 4 |
| 5. Rules of Handling Keys..... | 5 |
| 6. The Use of Buildings..... | 6 |
| 7. Camera Surveillance System..... | 7 |
| 8. Lost and Found..... | 7 |
| 9. Fire Safety..... | 7 |
| 10. Vehicle Traffic..... | 8 |
| STAGE RULES..... | 9 |
| 11. General stage rules..... | 9 |
| 12. Rules of the Orchestra's activity..... | 11 |
| 13. Rules of the ballet activity..... | 12 |
| 14. Rules of the Hungarian National Ballet Institute..... | 13 |
| FINAL PROVISIONS..... | 14 |
| 15. Breaking the rules, legal consequences..... | 14 |
| 16. Reporting damages..... | 14 |
| FINAL PROVISIONS..... | 14 |
| 17. Transitional Provisions..... | 14 |
| 18. The Scope of the House Rules..... | 15 |
| 19. Commenting..... | 15 |

Appendices

Appendix 1 – Opening hours of buildings

Appendix 2 – The operation of the access system, the use of key cards

Appendix 3 – J ray Sports Hall House Rules

Appendix 4 – Traffic rules of Eiffel Art Studios

Appendix 5 – Smoking areas of Opera House

Appendix 6 – Smoking areas of Eiffel Art Studios

HOUSE RULES AND STAGE ORDER

Version number: V3¹

GENERAL PROVISIONS

1. The Purpose of the House Rules

- 1.1. The purpose of the Policy on the House Rules and Stage Order (hereinafter: **House Rules** or **Policy**) is:
 - a) to lay down the requirements pertaining to **the rules of conduct applicable** to the persons who enter or stay in the properties, areas, and rooms managed or used by the Hungarian State Opera (hereinafter: **OPERA**),
 - b) to ensure that the **activities performed in these locations remain uninterrupted**, to **preserve the bodily integrity and health** of the persons in such locations, and to ensure that the rooms and equipment are **used in accordance with their intended purpose**,
 - c) to lay down the requirements pertaining to the **safe operation of the building** and the protection of the condition thereof, as well as any other basic rules that are essential to the performance of the OPERA's activity in high quality.

2. Interpreting Provisions

- 2.1. **Security service:** the workgroup consisting of the members of the security service employed or contracted by the OPERA in the form of a contract under civil law, who are managed by the Director of Facility Management, supervised by the technical manager responsible for safe and directly instructed and coordinated by the security coordinator (group leader).
- 2.2. **Performance:** public presentation of prose, musical, dance theatrical works with personal performance, in the presence of an audience.

3. Essential Rules

- 3.1. Cultured behaviour is expected in the buildings in accordance with OPERA's public service, main activities, and spirit. Everyone is obliged to respect the fact that performance and artistic activities, as well as work supporting them take place in the buildings. Everyone is obliged to behave in such a way as not to harm or endanger the work, comfort, personal and property safety of those working there.
- 3.2. The buildings are open to OPERA's staff, employees, lessees as well as members of the public and interested parties in public areas, according to the current opening hours. Access authorization is checked by the security service according to the detailed rules of the House Rules.

The **Appendix 1.** to the House Rules contains the opening hours of the OPERA's buildings. Outside of their opening hours, the buildings remain closed; the security service shall be responsible for locking and unlocking buildings. No persons may stay in the buildings after they have been locked, except with the permission of a superior, or in exceptional, specially justified cases.
- 3.3. Smoking is prohibited in the entire area of the buildings and within **5 meters of them**. Smoking is only allowed in the designated area (**Appendix 5-6**). Smoking in costume is forbidden.
- 3.4. The consumption of drugs and psychotropic substances is prohibited in the entire area of the buildings, as well as entering the buildings under their influence.

¹ Changes are underlined.

- 3.5. Those who are staying in the buildings are obliged to behave in a way that does not disturb the safe work, especially rehearsals, performances, and events.
- 3.6. It is forbidden to use IT devices (e.g. mobile phones, tablets, etc.), cameras and video cameras during work related to performance and stage activities, unless the person concerned is working on the device or using the device. The use of devices that hinders or disturb the work is prohibited for everyone.
- 3.7. Everyone is obliged to take care of the cleanliness of the premises of the buildings. If a selective waste bin is placed, the garbage must be thrown into the selective waste bin provided for it.
- 3.8. For reasons of hygiene and property protection, eating is permitted only in the locations designated by the heads of the organisational units, kitchenettes and in the artists' buffet.
- 3.9. The OPERA shall not be liable for foreign items left or stored in the OPERA 's buildings or premises. Exceptions to this are items brought into the territory of the OPERA in connection with work, with the superior's knowledge, and items placed in the cloakroom, usually taken to similar institutions.
- 3.10. The person causing the damage is responsible for the damage caused to the OPERA's property and are accordingly required to provide indemnification for any damages caused thereto, in line with the provisions of relevant legislation. Employees are required to provide indemnification for the full amount of damages in case of intentional or grossly negligent damages in accordance with the Labour Code.
- 3.11. In the OPERA's buildings and areas employees may work only in a condition suitable for safe work, in compliance with occupational safety rules and instructions, and in accordance with occupational safety training. Everyone is obliged to cooperate with their colleagues and to perform their work in such a way that it does not endanger their own or others' health and body integrity. Otherwise, employees are governed by the occupational safety regulations and occupational safety training.

DETAILED PROVISIONS

4. Access Control

- 4.1. Generally, the OPERA employees may use the following entrances to the following buildings:
 - a) **Opera House:** Hajós utca backstage entrance;
 - b) **Erkel Theatre:** right-side backstage entrance;
 - c) **Eiffel Art Studios:** for building "A": backstage entrance I; backstage entrance II; for building "B" and "C": main entrance;
 - d) **Simándy Building:** during reconstruction changing rooms can be reached via a tunnel connecting the Opera House and the Simándy Building by elevator;
 - e) **Opera Sales Centre:** Hajós utca 13-15. ground floor main entrance;
 - f) **Hajós utca 13-15.** street front: main entrance;
 - g) **Révay utca 22.** street front: main entrance;
 - h) **Opera Orchestra Centre:** Jókai utca 4. main entrance.
- 4.2. As a general rule, the OPERA uses a card-based access system to provide access to its buildings. Where the appropriate system is installed, all persons in question are required to use the doors and gates equipped with card readers in accordance with their intended purpose in the interest of fulfilling their security function, and to close any doors behind them that are not equipped with automatic door closers.

- 4.3. In absence of a card reader, or if the system has broken down, employees are required to present their cards as proof of their authorization to enter and are required to provide identification and inform the security guard of the purpose of entry upon request.
- 4.4. The security service, using the photographic database of OPERA during the entry, uses photographic identification if the person entitled to enter is unable to present the entry card.
- 4.5. Entry cards must be worn by those in the OPERA area on their clothing in a clearly visible place, to which the security service warns, informing the employee's immediate superior if necessary.
- 4.6. Upon the arrival of guests who do not have key cards, the security service shall inform the OPERA employee named by the guest of the arrival of the guest. Guests may enter the OPERA's buildings or rooms only if they have been identified by the employee. The security service shall keep records of guests who have been granted access, with the exception of prescheduled priority guests arriving to see executives; they shall be received in line with separate instructions. The employee is obliged to accompany and escort the guest inside the OPERA buildings.
- 4.7. Persons may access the areas for which they have authorization, as programmed on their key cards. Entering an unauthorized area qualifies a serious violation of the House Rules, which may result in termination or the cancelation of the contractual relationship. Access to areas not required for the purposes of performing work may be provided only with the written permission of the head of the organizational unit or if ordered to do so, in which case the head of the receiving organizational unit shall provide for entry and escorting.
- 4.8. The **Appendix 2** contains the detailed rules on the use of key cards and the operation of the system.

5. Rules of Handling Keys

- 5.1. There is a master key system in the buildings of the Opera House and the Eiffel Art Studios.
- 5.2. OPERA employees are entitled to pick up keys to OPERA rooms for which they do not have their own keys. Employees may only pick up the keys to the rooms they use; exceptions are opening a room for which they have been given special permission by a manager and picking up keys for ancillary services (cleaning, maintenance).
- 5.3. Keys may only be used by those employees or entitled persons to whom they have been issued. More than one key may be issued for the same room at the same time.

5.4. The Rules for Picking Up and Returning Keys

- 5.4.1. Employees may pick up keys to locked rooms from the security service or from automatic key cabinet, by recording the identification number of the key. The locations where keys are kept:
 - a) Opera House, Simándy Building, for Hajós utca 13-15. and Révay utca 22. buildings: at the Opera House's artist entrance; or in the automatic key cabinet opposite the service elevator;
 - b) Erkel Theatre: right-side backstage entrance;
 - c) Eiffel Art Studios: backstage entrance;
 - d) Opera Orchestra Centre (Jókai utca 4.): reception.
- 5.4.2. The building of the Opera House has a master key system and an automatic key cabinet, which is part of the card access system. The keys are issued using the card according to the given authorization. The special keys are issued in a logbook by the security guards at the backstage entrance, other keys are issued from the automatic key cabinet using a card - in accordance with the given authorization. The fact that the key was issued and replaced is archived electronically.

- 5.4.3. Order of key collection and delivery at the Eiffel Art Studios and, in the event of a technical failure, at the Opera House: The security service records the issuance of the key in the key logbook at the time of its issuance, including the key number, the exact time of issuance, and the name of the person the key was issued to. The recipient has to sign the entry. After the key is returned, the security service returns the key to its storage location and records the name of the person returning the key and the exact time. The recipient has to sign the entry.
- 5.4.4. In the Opera House and the Eiffel Art Studios, keys that provide access to the places under their authority may be permanently issued to persons specified by head of organizational unit. The handover and receipt shall be recorded.
- 5.4.5. The employee to whom the key is issued is responsible for its return. If a key is lost, the person collecting the key is fully responsible for the replacement of the lock and the keys.
- 5.4.6. When the building is locked, the security service checks whether the keys have been returned; if any are missing, they shall personally check the room which the key opens. If the security service is unable to locate the key and the person to whom it was issued, they shall inform the Security Coordinator by e-mail immediately, providing the information recorded at the time of the key's issuance and any other available information.
- 5.4.7. Regarding the master key system in the Opera House and the Eiffel Art Studios, the master key may be picked up only in justified cases, with the permission of the Director of Facility Management, the Security Technical Manager or the security coordinator, with the exception of cases endangering the safety of life, property and proper operation (accident, imminent danger or endangerment, etc.).

6. The Use of Buildings

- 6.1. The proper use of OPERA 's properties, equipment and facilities, and the maintenance of cleanliness and order with energy-saving approach and due care are the responsibility of all persons present.

In the Simándy building, only the women's and men's changing rooms on the ground floor and the back tract of the 1st floor currently operate. The rest of the building is a work area, so staying there is forbidden and life-threatening.

- 6.2. It is **strictly forbidden for employees to enter the construction site** designated in the area of OPERA's properties without the permission of the security coordinator. The OPERA shall not be liable for any injury or other damage to such persons who enter the construction site without a special permit. Violation of this rule is considered a serious violation of the House Rules, which may result in termination of the legal relationship of the affected person.
- 6.3. Any alterations to any parts or rooms of the OPERA's properties and areas may be made only with the prior written permission of the Director of Facility Management or the Technical Manager.
- 6.4. It is forbidden to store furniture, musical instruments and instrument cases, any kind of equipment, containers on traffic routes, in public areas. The furniture may only be removed from the intended room with the permission of the head of the organizational unit, who is also responsible for returning the furniture.
- 6.5. Children under the age of 14 must be supervised at all times while in the OPERA's buildings and areas.
- 6.6. The OPERA may set additional ad hoc and unique house rules for its own events.

- 6.7. In accordance with law, only the assistance dogs, guide dogs and police dogs, as well as the animals included in the performances may enter the area of the Opera House, Erkel Theatre, and the Eiffel Art Studios.

In addition to these animals, only domestic animals that are gentle in the general public perception and do not endanger the life, health or physical integrity of others, that can be driven on a leash or otherwise controlled in their movement, may enter other areas of the OPERA, and only by their owners, exclusively during the opening hours of the day, while maintaining the general norms.

Pets are not allowed in work areas where pets may have an allergic reaction to nearby staff. The employee is obliged to ensure that the pet brought into the territory of the OPERA does not obstruct the work.

- 6.8. Playgrounds and indoor playground of Eiffel Art Studios can be used only under parental supervision and at your own risk.
- 6.9. The **Appendix 3** contains the house rules applicable to special purpose rooms.

7. Camera Surveillance System

- 7.1. In the interest of protecting property and persons, the HSO operates a closed-circuit surveillance system in the following properties and areas:
- The **Opera House** and its external and internal environment,
 - Erkel Theatre** hall and artistic entrance,
 - Eiffel Art Studios** and its external and internal environment.
- 7.2. The surveillance system operates 24 hours a day and continuously makes and stores recordings. The OPERA processes the recordings in accordance with the provisions of its **privacy policy**. The Director of Facility Management, the Security Technical Manager and the security coordinator are obligated to ensure that information is posted in line with data protection requirements at the appropriate locations.
- 7.3. The camera recordings may only be viewed by the Security Technical Manager, the security coordinator and the shift manager of the security service, as well as by the person concerned.

8. Lost and Found

- 8.1. Objects left on the stage must be collected in a box at the stage manager's desk. Objects found in the ballet rooms of the Opera House must be placed in the designated collection box of the Ballet Directorate. Items that have not been collected from the collection points in 8 days, or other items found in OPERA properties or on the premises, shall be handed over to the security service.
- 8.2. The security service employee in question shall draw up a record of the found object and the circumstances of its handover, signed by both the submitting and the receiving party. If the owner of the object can be determined on the basis of the object in question (e.g. documents in a wallet), the security service will promptly inform the owner.
- 8.3. Objects where the owner cannot be clearly determined and thus notified will be placed in the locked room or safe at the reception desk; after two days of handover, they shall be handed over to the Finance Director, who shall proceed in line with the provisions of relevant legislation (Sections 5:54-5:64 of the Civil Code).

9. Fire Safety

- 9.1. All employees are required to keep the requirements set out in the applicable fire safety policy.
- 9.2. It is forbidden to prop up the internal doors and windows of buildings to comply with the fire protection rules and to preserve the technical condition of the door structure suitable for its intended use. In case of transport these doors and windows can be propped up during the transport. Violation of this provision is considered a serious violation of the House Rules, which may result in the termination of the legal relationship of the affected person, with the obligation to compensate for the damage caused.
- 9.3. From the aspect of fire safety, the Opera House, the Eiffel Art Studios and the Erkel Theatre are classified as medium risk ("KK"). Accordingly:
 - a) smoking is permitted in the designated areas only;
 - b) open flame is permitted only after a permit has been issued for the occasional fire hazard activity, in line with the institution's fire safety regulations;
 - c) in case of fire, all persons involved are required to use the designated escape routes and follow the fire safety rules in force at the given location;
 - d) fire extinguishing equipment should be used if the health and safety of the user is not endangered and if use does not violate or threaten the principle of the protection of life.
- 9.4. All employees must comply with the regulations laid down in the relevant fire protection regulations.

10. Vehicle Traffic

- 10.1. With the exception of the issued service vehicles and special permissions, vehicles may not enter the buildings. Parking for bicycles is provided at the bicycle parking points.
- 10.2. Scooters - especially electric scooters - can only be brought into buildings folded, where they can only be stored in a place where they do not disturb daily activities and traffic. In special cases, the security service may refuse to bring the vehicle in (on the occasion of a special performance or event, as well as in cases where, due to the condition of the scooter, it pollutes or damages the interior spaces).
- 10.3. **Opera House**
 - 10.3.1. At the driveways and economic entrances of the Opera House, only the General Director and in justified cases occasionally the senior managers of the institution may park, as well as the passenger and freight vehicles based on the registration numbers sent in advance to the security coordinator. In individual cases, the parking permit may be issued by the Security Coordinator with the approval of the Director of Facility Management or the Technical Security Manager.
 - 10.3.2. At the driveways and economic entrances of the Opera House, the Opera House's own transport vehicles can stop during unloading and loading.
- 10.4. **Eiffel Art Studios**
 - 10.4.1. The Hungarian traffic code (KRESZ) shall apply to all vehicles at Eiffel Art Studios.
 - 10.4.2. A speed limit of 10 km/h is in force at the site.
 - 10.4.3. On working days, OPERA employees and contractual partners can use the parking lots of the Eiffel Art Studios and they can enter the area through the main gate II. They can leave the area at the main gate I, using the Tóth Aladár, Lukács Miklós and Fricsay roads for driving,

interpreted together with the site plan according to the appendix to these regulations. The gate can be opened with their access cards.

- 10.4.4. If there are no more parking spaces available, parking is available on the service road in a manner that does not obstruct freight traffic or access to the bicycle parking area.
- 10.4.5. Guest and service providers may enter the area with a parking ticket (after installation). When leaving, parking tickets can be validated by the security service at the Locomotive Hall reception desk, as approved by the head of the reception area.
- 10.4.6. In the case of other vehicles entering the area and parked in the paid guest car park, the parking fee can be paid at the parking lot vending machine after the installation of the parking system.
- 10.4.7. On performance days, main gate I is opened one hour before the performance.
- 10.4.8. The executive parking lot in front of the main façade of the building is only for authorized persons and can be used by their guests on special instructions.
- 10.4.9. Vehicles may remain in Eiffel Art Studios after closing only with the permission of the Technical Security Manager, the security coordinator or Technical Manager.
- 10.4.10. The OPERA does not assume liability for the vehicles in the car park.
- 10.4.11. The OPERA reserves the right to remove vehicles parked from the area at the expense of the owner.

STAGE RULES

11. General stage rules

- 11.1. In order to conduct the rehearsals and performances, and to maintain order and discipline on the stage, all persons employed by the OPERA in any legal relationship are obliged to comply with the calls of the stage manager, orders and instructions issued during rehearsals and performances.
- 11.2. During rehearsals and performances on the stage (including, in terms of these regulations, the back stage, the orchestra pit, the orchestra spaces and the side areas of the stage, as well as the auditorium during rehearsals) only performers, contributors, invited by the stage manager and technical workers may stay. In addition, the following persons are entitled to be on stage:
 - a) senior managers and managers of the OPERA;
 - b) those persons who have permission to be on stage from a senior manager of the OPERA;
 - c) the persons whose presence on the stage is given by occasional permission issued by the stage manager.
- 11.3. During rehearsals and performances, the actors and contributors called to the stage by the stage manager and the orchestra supervisor are obliged to go on stage or into the orchestra pit immediately after the call, without disturbing the rehearsal or performance, and they can leave after to complete the performance of their scene or task. The stage manager checks the presence of the contributors before the start of the rehearsal/performance. Actors and contributors may only enter the stage when called by the stage manager, and in the event of a short break, they may only stay on stage with the permission of the stage manager, in any case without disturbing the work of the technical staff. The actors and contributors are obliged to leave the stage 15 minutes after the end of the performance.

- 11.4. It is the right and duty of the stage manager to ask those to leave the stage who are on there without reason. During the construction and deconstruction of the set, the Stage Technical Director and the stage master are also entitled and obliged to do so.
- 11.5. During rehearsals and performances, the performers and contributors are obliged to stay in rooms where they can hear the call of the stage manager and from where they can go to the stage or the orchestra pit without delay.
- 11.6. During rehearsals and performances, any behaviour that hinders or disturbs the artistic or technical work or the performance experience of the audience is prohibited on the stage and in the orchestra pit and in the rooms directly or indirectly connected to the stage and the pit (e.g. loud conversation, singing, making noise, or expressing dislike, etc.).
- 11.7. It is forbidden to consume food and drink or smoke on the stage, except in the case of director's instructions to this effect. Another exception is the rehydration of performing artists, for the purpose of which only sugar-free drinks stored in closable plastic bottles can be stored and consumed in a designated place behind the scenes.

Contributors and performers on the stage and in the orchestra pit are obliged to remove the food and drink they brought to the stage and orchestra pit, as well as other garbage produced during their activities, at the same time as they leave the pit and stage.
- 11.8. It is forbidden to appear at the workplace and perform work in a state unfit for work, so especially to consume alcohol and drugs, and to perform work while intoxicated or under the influence of drugs.
- 11.9. Rehearsals and performances may only be attended in a state of health that does not endanger the performance or rehearsal, as well as the body integrity and health of the participants.
- 11.10. It is forbidden to enter and stay on the stage or in coats, jackets, hats, caps, umbrellas, bags or other luggage, excluding costumes and props used on stage.
- 11.11. Only senior managers, the director and the medical staff on duty may stay under the stage lighting towers or on them, apart from the stage managers and stage masters on duty. The performers performing from there and the stage workers assigned to work there can only stay there for the time necessary to complete the task.
- 11.12. During rehearsals and performances - in the absence of special instructions - it is only possible to use the trapdoors, and it is forbidden to stay on the stairs leading to the stage. During rehearsals and performances, it is forbidden to walk past or stay in front of the lights that illuminate the set and scenery from outside or back, and from the side.
- 11.13. It is forbidden for all participants to use the stage elevators during the performances (except with prior, written, ad hoc or permanent Stage Technical Director's permission).
- 11.14. The leading stage manager is obliged to ensure that the rehearsals and performances start and end according to the schedule, as well as that the breaks between performances take place in accordance with the rules for working, and that the side doors are closed.
- 11.15. It is forbidden to use telecommunications and IT devices (e.g. mobile phones, tablets, smart watches) on the stage, in the orchestra pit, in any rehearsal room and in the auditorium during the rehearsal and performance, except for the use of devices that are absolutely necessary for the work of the employees during the rehearsal and performance. During the rehearsals, the creators, assistants, and stage managers are an exception, who can keep their phones on silent mode, but cannot carry on a conversation on stage in the event of a call.

- 11.16. The specific - different - arrival times for all contributors participating in stage and rehearsal work, its control and the procedure for reporting lateness and absence are contained in the job description, internal regulations, instructions, and other individual or group contracts.
- 11.17. During rehearsals and performances, those employed by the OPERA on the stage and in the auditorium can only communicate with each other in a cultured manner, in a manner and tone that does not violate human dignity and respects personal rights.
- 11.18. During performances, technical workers working on stage are required to wear closed clothing: closed (work safety) shoes, long black pants, black t-shirt provided by OPERA, if applicable, and a black long-sleeved top if needed.
- 11.19. OPERA employees are obliged to use the costume given to them as intended, to preserve its condition during rehearsals, performances, and during the break between work, and to take care of the protection of the costumes. Any use that is not closely related to the artistic activity (e.g. smoking, eating at a buffet/café, eating, street wear, etc.) is considered improper use. The person concerned is liable for damages resulting from improper use of the costume and formal wear.

SPECIAL RULES FOR CERTAIN ACTIVITIES

12. Rules of the Orchestra's activity

- 12.1. Orchestral service (hereinafter: service) begins at the time indicated in the orchestra's rehearsal schedule. The orchestra member assigned to service shall appear for service or report his/her absence at the latest according to the orchestra's special provision.
- 12.2. The orchestra member can leave the place designated for service with the permission of the conductor or concert master. For medical reason, the service can be interrupted, in which case it is mandatory to contact the doctor on duty or specialist assistant. A medical reason shall be reported to the orchestra supervisor, who, in consultation with the conductor or Orchestra Director, will take measures to cancel the service and, if possible, arrange for a replacement.
- 12.3. Until the start of the service, the orchestra member can report any technical problems (e.g. temperature, draft, lighting, counters, sheet music, etc.) to the sheet music and instruments manager. The sheet music and instruments manager shall try to solve the problem (with the involvement of those responsible for the measure). If the sheet music and instruments manager cannot solve the problem within his own authority, he will immediately notify the Orchestra Director.
- 12.4. The beginning of the service is starting with tuning, which is conducted by the concertmaster at the signal of the orchestra supervisor with the presence of all members of the orchestra, no later than the time of the beginning of the service. All assigned orchestra member shall attend the tuning, failure to do so will be considered late, except for piano, harp and those voices who are not involved in the first part of the service.
- 12.5. Breaks are issued in the manner specified in the work legislation and in the HR Manual. The orchestra supervisor is entitled and obliged to take care of issuing the break in consultation with the conductor. In the case of a stage rehearsal, the stage master or the stage manager, failing this, the orchestra supervisor, has the right to decide whether to issue a break and is obliged to stop the rehearsal and issue a break after due consideration. By the end of the break, the orchestra members shall appear at their place, ready to continue the rehearsal.
- 12.6. In order to ensure a unified image of the orchestra, the orchestra member shall wear uniforms at the performances requested and assigned to them in accordance with the internal regulations.

- 12.7. It is forbidden to bring any other items into the orchestra pit (e.g. mobile phones, tablets, bags, digital book readers, etc.) and food except for the musical instruments and tools necessary for the performance. During rehearsals in the orchestra pit, sugar-free drinks can be brought in and consumed in containers of up to 0.5 liters. For health reasons, drinks can be consumed during the performance with prior permission. Drinks are not allowed on stage during a performance.
- 12.8. It is forbidden to store musical instruments in the orchestra pit during performances, except by the wall of the Miklós Bánffy Hall towards the auditorium.
- 12.9. During rehearsals and performances, all orchestra members are obliged to pay attention to the work, thus behaviour that disturbs the work and hinders concentration (e.g. reading outside of the sheet music, talking, etc.) is prohibited.
- 12.10. During rehearsals and performances, leaving the orchestra pit is only possible with the prior agreement of the Orchestra Director.
- 12.11. At the end of the performances, after the applause and the lights have been turned off, it is only possible to leave the place designated for the performance, to pack instruments and to leave the orchestra pit, only at the signal of the concert master.
- 12.12. The orchestra supervisor checks that the rules are followed by the orchestra members and the **repetiteur**. The stage manager checks that the rules are followed by other contributors (including the conductor, soloists, guest orchestra and **repetiteur**. In case of violation of the rules, the orchestra supervisor or the stage manager shall report it in writing to the Orchestra Director. The Orchestra Director is obliged to examine the submitted reports within 8 days and, if he detects a wrongful violation of employment regulations, he is obliged to report this fact to the Labor and Recruitment Working Group of the Legal and HR Department.

13. Rules of the ballet activity

- 13.1. The head of ballet classes and rehearsals is the designated ballet master, so during ballet classes and rehearsals, ballet artists are obliged to follow the instructions of the ballet master. The instructions given during ballet classes and rehearsals shall be carried out according to the schedule, the studio can be left only with the notice and permission of the ballet master (e.g. using the bathroom, changing clothes, health problems, etc.).
- 13.2. In the case of optional ballet class, the appearance of the ballet artists is not mandatory, but with their voluntary participation in the ballet class, they undertake to comply with the ballet master's instructions.
- 13.3. All ballet artists must participate in ballet classes and rehearsals in a disciplined manner, in cooperation with their colleagues, and show the respect expected in the profession towards the ballet master. It is forbidden to disturb or obstruct the work of the ballet master and the staff by any kind of disturbance (e.g. loud and disturbing conversation).
- 13.4. Massages cannot be used during compulsory ballet classes unless the Ballet Director gives special permission.
- 13.5. It is forbidden to enter the studios with street shoes. One can enter the studios with appropriate shoe protectors.
- 13.6. It is forbidden to bring food into the studios. Refreshing drinks can only be brought in a closable water bottle.
- 13.7. "Rehearsal" means both the rehearsal held in the studio and on stage.

14. Rules of the Hungarian National Ballet Institute

- 14.1. All students, ballet masters, instructors and other stakeholders participating in the training are obliged to behave in a manner that respects the human dignity of the other person. In particular, it is forbidden to physically or verbally abuse, humiliate, endanger or violate the health or body integrity of others.
- 14.2. The student must
- a) to be in the studio ready for the start of the lesson, to participate in the lesson and promote the effectiveness of the education with disciplined behaviour;
 - b) to greet the teachers and the guests present during the lesson with a bow;
 - c) to wear the prescribed clothing during lessons;
 - d) to refrain from using any object that disturbs the education (e.g. mobile phone) during lessons;
 - e) comply with basic hygiene regulations;
 - f) follow the instructions of the instructors;
 - g) to maintain the order and cleanliness of the training rooms (changing rooms, corridors, halls, etc.); to use the properties according to their intended purpose, to reimburse the damages;
 - h) if there is a break between two classes, the student must stay in the place designated for him, and cannot disturb the class in other rooms by making noise. During this period, the institution provides supervision for the students;
 - i) to notify the instructor immediately if she or he is injured or feels unwell;
 - j) to notify the instructor or school secretaries of absence in advance.
- 14.3. It is forbidden for students
- a) to bring all objects and materials that may be dangerous to life, health and body integrity, to the location of the lessons, or to organized activities or events outside its territory including tools suitable for starting a fire;
 - b) leave the room without the instructor's approval;
 - c) leave his/her group during the lesson without the instructor's permission;
 - d) intentionally disobeying the instructor's instructions;
 - e) to endanger the body integrity of the other students. Fighting, violating the human dignity and body integrity of another person is considered a serious offense and may result in the student's calling him or her to account for the case;
 - f) intentionally hindering other students from enjoying the training or learning;
 - g) wearing jewellery, dyed hair, piercings, and tattoos in class.
- 14.4. Health protection rules
- a) the OPERA does not provide medical services during the classes.
 - b) If the instructor notices or suspects symptoms of illness during class, he or she immediately informs the legal representative, who is obliged to take the student to a doctor immediately.
- 14.5. No one may take pictures and/or sound recordings in the classes without special permission. Recordings made with permission can only be published on social media sites with special permission.
- 14.6. During lessons, the instructor can touch the student to illustrate the movement sequences or to adjust the student's posture, if the adjustment of the poses and postures that form the basis of classical ballet makes it necessary to touch certain parts of the body. The instructor's physical contact must not exceed the framework and extent specifically necessary for education, so it cannot include the use of any force or means.
- 14.7. Parents and guardians may enter the training rooms only for reception hours, parent meetings, presentations, performances, and the like, at a time agreed in advance with the Ballet Director

and instructor. Relatives may not participate in classes, exams, or admissions. Other persons not participating in the training may stay at the training location with the permission of the Ballet Director.

- 14.8. The school secretary is obliged to ensure that the students are familiar with the House Rules.

FINAL PROVISIONS

15. Breaking the rules, legal consequences

- 15.1. Compliance with the regulations contained in the policy is the obligation of all employees, regardless of the type of legal relationship with the OPERA. Failure to comply with the regulations will result in the employee being held responsible and legal consequences due to the breach of contract being enforced.

Failure to comply with the essential regulations may result the immediate termination of the legal relationship. Such irregularities are violation of the rules of access, fire, or occupational safety rules, as well as behaviour that endangers or offends the life or body integrity of others.

In case of serious non-compliance, persons employed under a contract other than the employment contract may be expelled or excluded from the OPERA'S properties and territory, in addition to termination of the contract.

- 15.2. It is the duty and responsibility of all managers, stage managers, ballet masters, members of the security service, and other employees of the OPERA, entrusted with this, to check compliance with the regulations contained in the policy.

If the non-compliance or disorder constitutes a crime or an administrative offence, or if it is suspected, the person who experiences it shall notify the security service or the police.

- 15.3. Violations of the policy shall be reported to the immediate superior. Non-compliance experienced by the stage manager shall be recorded in the stage manager's report. Failure to report or negligent handling of the stage manager's report will result in the stage manager being held responsible.

16. Reporting damages

- 16.1. Any persons who detect damages are required to notify their direct superiors, who shall report to the Technical Security Manager and/or to the Security Coordinator, who in turn shall take the measures necessary for investigating the circumstances of the damages. The Security Coordinator shall inform the Director of Facility Management, the Finance Director, and, if necessary, the Legal and HR Department of the results of the investigation in writing, and to hand over the data and information available or collected by the investigation.

FINAL PROVISIONS

17. Transitional Provisions

- 17.1. Within 3 days of the entry into effect of the Policy, the Director of Facility Management shall be obligated to ensure that the security services fully familiarize themselves with the House Rules. As part thereof, the Technical Director shall be required to obtain a statement from the business association providing security services on having familiarized themselves with the House Rules and on applying those in practice.

- 17.2. The Director of Facility Management is obliged to ensure that the printed version and extract of the House Rules are placed at the entry points of the OPERA areas.
- 17.3. All managers are obliged to ensure that employees are familiar with the House Rules.

18. The Scope of the House Rules

- 18.1. The House Rules shall be binding for all employees, contractual partners, service providers, and guests in any of the OPERA's areas.

19. Commenting

- 19.1. This policy has been made available for commenting, and was subsequently submitted and approved, in line with the Policy on the rules for developing and maintaining internal rules, published by way of General Director's Instructions No. 5/2017.

OPENING HOURS OF BUILDINGS

THE HUNGARIAN STATE OPERA

(1061 Budapest, Andrásy út 22.)

Opening hours: Monday to Sunday from 5:45 to 22:00, and the building closes after the end of rehearsals, performances and other events recorded in the rehearsal schedule ("cetli"), assembly and disassembly on stage, assembly and disassembly for events, and event settlement and moving out.

Opening of the main entrance: it opens 1 hour before the performances and closes 1 hour after the performances and is also open during the opening hours of OperaShop and the Ticket Office.

OperaShop and the Ticket Office will be open from 10:00 to 19:00 on non-performance days, from 10:00 to the end of the first break on performance days, and OperaShop will be open until the end of the last break.

The security service will be in the building of the Hungarian State Opera House from 0 to 24 hours.

SIMÁNDY BUILDING

(1065 Budapest, Hajós utca 11.)

Opening hours: Monday to Sunday from 5:45 to 22:00, and the building closes after the end of rehearsals, performances and other events recorded in the rehearsal schedule ("cetli"), assembly and disassembly on stage, assembly and disassembly for events, and event settlement and moving out.

ERKEL THEATRE

(1087 Budapest, II. János Pál pápa tér 30.)

Opening hours: Monday to Sunday from 5:45 to 22:00, and the building closes after the end of rehearsals, performances and other events recorded in the rehearsal schedule ("cetli"), assembly and disassembly on stage, assembly and disassembly for events, and event settlement and moving out.

Opening of the main entrance: it opens 1 hour before the performances and closes 1 hour after the performances, and is also open during the opening hours of ErkelShop and the Ticket Office.

Ticket Office will be open from 10:00 to 17:00 on non-performance days.

The security service will be in the building of the Erkel Theatre from 0 to 24 hours.

EIFFEL ART STUDIOS

(1101 Budapest, Kőbányai út 30.)

Opening hours: Monday to Sunday from 5:45 to 22:00, and the building closes after the end of rehearsals, performances and other events recorded in the rehearsal schedule ("cetli"), assembly and disassembly on stage, assembly and disassembly for events, and event settlement and moving out..
The Eiffel Art Studios main gates are open during opening hours.

The opening hours of the entrances to the main building at Eiffel Art Studios:

Main entrance 1: closed, except for performances and for the opening hours of Ticket Office

Main entrance 2: closed, except for performances and for the opening hours of Ticket Office

Backstage entrance 1: open during opening hours

Backstage entrance 2: locked, except for performances

EiffelShop will be open during the performances. Ticket Office will be open from 10:00 to 19:00 on Thursdays, from 10 am to the end of the first break on performance days.

The security service will be in the building of the Eiffel Art Studios from 0 to 24 hours.

RÉVAY U. 22, HAJÓS U. 11-15. BUILDINGS

Opening hours: will be established after the transfer of the real estate, depending on the individual work schedule of the employees.

OPERA SALES CENTRE

(1061 Budapest, Hajós utca 11-15.)

Opening hours: Monday to Thursday from 10:00 to 17:00, Friday from 10:00 to 14:00.

THE OPERATION OF THE ACCESS SYSTEM, THE USE OF KEY CARDS

The purpose of the security access system is to provide for the safety of property and persons, and to ensure that the work performed at the Hungarian State Opera (hereinafter: **OPERA**) remains uninterrupted.

The provisions of the House Rules and this Appendix shall apply to all persons who wish to enter the OPERA's properties and areas (hereinafter: **property**) and to their entry and exit, excluding members of the public arriving for performances or OperaTours, and customers of the OperaShop.

1. Interpreting provisions

- 1.1. ID card: a unit consisting of a proximity (electronic access) card and a colour-coded personal identification card, which are placed in a plastic pouch together (with identical serial numbers);
- 1.2. Employee ID card (**COLLEAGUE**): an ID card issued to employees of OPERA;
- 1.3. Partner ID card (**PERIODIC**): a card providing entry to OPERA property for persons not entitled to employee ID cards, not in a public servant or employment relationship with the OPERA, and who are generally entitled to enter on the basis of a contract concluded with the OPERA (e.g. performs work under an agency agreement or contracting agreement), until the withdrawal thereof;
- 1.4. Guest ID card (**VISITOR**): an ID card used for guests without employee or partner ID cards as proof of authorisation to access the property, which, after prior consultation and registration, the security service issues to the bearer upon entry and takes back upon exit. Persons using the card are generally escorted;
- 1.5. Service provider ID card (**SERVICE**): an ID card used for external service providers without employee or partner ID cards as proof of authorisation to access the property, which, after prior consultation and registration, the security service issues to the bearer upon entry and takes back upon exit. Persons using the card are generally escorted;
- 1.6. Group access (**VISITOR**): groups of more than 5 people who are not members of the audience are granted access with guest ID cards on the basis of a roster, personal invitations, or other identification, after the identities of the members of the group are checked. The OPERA employee is responsible for receiving and supervising such groups;
- 1.7. Security guard ID (**GUARD**): an ID card that provides access to security guards in the given area, issued to members of the security service, and handed over and returned upon shift changes on the basis of the guards' names.
- 1.8. Host / Hostess (**HOST**): the movement of the support staff in the given area is ensured by the ID card given by name.

2. General Rules

- 2.1. The ID cards are programmed with the various levels of authorisation specified by the OPERA Director of Facility Management. It is prohibited to circumvent or abuse these access rights. Any requests for changes to authorisations shall be submitted to the Security Coordinator, who, if the request is justified, shall obtain the necessary permission from the Deputy General Director and take the appropriate measures. **The figure attached to the appendix** of this Policy contains the areas of access for each card type.

- 2.2. The OPERA security service performs the tasks related to entry and exit, checks, and logging.
- 2.3. Even in case of the entry of groups, all persons are required to use the ID cards individually at the points of entry; the only exception is groups of guests who are granted entry. Doors and gates have to be kept closed and may not be propped open, except for transporting items, loading, and unloading.
- 2.4. Issued cards may not be transferred or exchanged. Damaged or lost cards have to be promptly reported to the Security Coordinator.
- 2.5. The issued ID cards include the access authorisations necessary for accessing the respective parts of the property. It is therefore prohibited to enter any areas that cannot be accessed with the issued card. If the right of access cannot be unequivocally determined with the use of the ID card, the person in question may access only the room clearly justified and necessary for the purposes of performing work.
- 2.6. Access to the rooms and areas of the property used for special purposes (workshops, server rooms, machinery rooms, cash rooms, other technical rooms used for performances) may be granted only at the initiative of the organisational units responsible for those and only to the persons with the special access permits issued by the Technical Security Manager or the Security Coordinator.
- 2.7. The provided ID cards also control the parking system at Eiffel Art Studios.
- 2.8. A fee is payable for lost or damaged ID cards, equal to HUF 4,000 as at the entry into force of this Policy.

3. The Tasks of the Security Service in Connection with the Access Control System

- 3.1. In the interest of ensuring smooth access, the security service:
 - a) informs persons with guest and service provider ID cards about the rules pertaining to access;
 - b) logs entry and exit with the use of guest and service provider ID cards in the access log (electronical records system);
 - c) checks and supervises the entry and exit of other ID card holders;
 - d) in case of any non-functional cards, informs the supervisor named by the person requesting access, who may identify the person in question. If identification is denied, access will not be permitted;
 - e) enforces the rules of access in the area and takes measures to maintain order;
 - f) supervises the entire entry and exit system in case of access control system errors or power outages.
 - g) in the absence of the presentation of an identification card, identifies the employees entitled to enter and collect key based on the photographic employment register.
- 3.2. The ID cards issued to members of the security service are handed over as part of a strict handover-takeover procedure at every shift change. If the security service is unable to account for any cards, it shall bear full financial liability for the incurred damages.

4. Access Control

- 4.1. Persons who enter the property are required to report to the reception desk (backstage entrance). Prescheduled priority guests arriving to see executives are exceptions to this rule, who are received on the basis of separate instructions.
- 4.2. Authorised persons are required to pass through the system's access points with their proximity cards. The use of the cards is required for entry and may not be handed over to others or used

to grant other entry. An exception is allowing access to persons in the course of workflows that physically prevent the person(s) in question from using their own cards. In these cases, it is sufficient to use only one card (for example, when transporting large or heavy items).

- 4.3. Persons and groups who have not been issued permanent (employee or partner) ID cards and persons with service provider ID cards are required to report to the security service, which will
 - a) notify the person named or the assumed contact person (employee), who, at the request of the security service, is required to receive the person requesting entry;
 - b) if the person requesting entry has been identified by the employee and there is no obstacle to entry, record the name(s) of the person(s) requesting entry in the log, including the serial number and type of ID card issued and the name of the employee contacted;
 - c) has the log book signed in certification of receipt of the card, and instructs the entrant to affix the ID card in a visible location on his/her person.

- 4.4. The security service will deny entry if
 - a) the receiving party refuses entry to the person requesting entry;
 - b) the person with an employee or partner ID card is in a state unsuitable for performing work (in which case the direct supervisor or contact person in question has to be notified);
 - c) the person requesting entry has an object in his/her position that is specified in the security instructions as excluding or requiring special permit for entry (with the exception of members of the government, police, and national security bodies, in official cases).

- 4.5. Persons and groups who have not been issued permanent (employee or partner) ID cards are required to report to the security service when exiting, at which time the security service will
 - a) check the serial number and type of the ID card issued with the data in the log;
 - b) certify with his/her signature the fact of the ID card having been returned;
 - c) in case of any non-compliance (loss of or damage to the ID card, or a part thereof), immediately notify the contact person specified previously;
 - d) promptly inform the Security Coordinator within 24 hours at the latest about any ID cards not returned by the end-of-day closing;
 - e) find any persons who have not exited by the end-of-day closing and, if they can be found, request them to leave.

- 4.6. The closed-circuit surveillance system may be used to monitor the correct use of key cards, and entry and exit data may be entered in the computer system. Privacy protection information has to be published regarding the use of the surveillance system, in line with data privacy legislation. The HSO is entitled to compare the data recorded by the computer system with the data on the photographic employment register, on the attendance sheet and on work schedules.

OPERA
MAGYAR ÁLLAMI OPERAHÁZ
HUNGARIAN STATE OPERA

MUNKATÁRS
COLLEAGUE



OPERA
MAGYAR ÁLLAMI OPERAHÁZ
HUNGARIAN STATE OPERA

IDEIGLENES
TEMPORARY



OPERA
MAGYAR ÁLLAMI OPERAHÁZ
HUNGARIAN STATE OPERA

SZERVIZ
SERVICE



OPERA
MAGYAR ÁLLAMI OPERAHÁZ
HUNGARIAN STATE OPERA

VENDÉG
VISITOR



OPERA
MAGYAR ÁLLAMI OPERAHÁZ
HUNGARIAN STATE OPERA

ŐR
GUARD



OPERA
MAGYAR ÁLLAMI OPERAHÁZ
HUNGARIAN STATE OPERA

HOST/HOSTESS



EIFFEL ART STUDIOS JÁRAY SPORTS HALL HOUSE RULES

1. The sports hall was fundamentally built in the spirit of teaching a healthy lifestyle, and that is the spirit in which its operation is planned. The sport hall is operated by the Hungarian State Opera. Reservations pertaining to the use of the sports hall have to be made by email to the Event Management Department (rendezvenyszervezes@opera.hu).
2. By entering the area of the sports hall, its users accept the House Rules and the safety rules, and acknowledge that they may be required to leave the sports hall in case of any violations thereof. Repeated offences may lead to permanent bans. In the case of users who are employees of the HSO, the employer may apply additional measures.
3. The sports hall may be used at the risk and liability of users. Users shall be solely liable for use and activities in line with their state of health. Escorts shall be responsible for the health and safety of users under the age of 18. The respective lessee or team captain shall be responsible for the conduct and possible damages of team members and fans. The operator shall bear no liability for the sports equipment brought to the sports hall. After use, all sports equipment have to be returned to their places and the sports hall to the same state as it was prior to use.
4. Third persons may not enter Eiffel Art Studios' operational areas when using the sports hall. Athletic activities (e.g. ball games) may not be played in hallways.
5. **SMOKING:** Smoking is prohibited in the sports hall and inside Eiffel Art Studios. Smoking is permitted only for adults at the designated locations.
6. **BANS AND REMOVALS:** The use of the sports hall may be denied or interrupted, and the person in question may be ordered to stop the sports activity or to leave the area if (s)he
 - a) fails to follow epidemiological measures, is in a visibly unsuitable state of health, has a fever, or suffers from an infectious disease;
 - b) is under the influence of alcohol or any other drugs or intoxicating substances;
 - c) qualifies as a person with a restricted legal capacity (under the age of 18) and is unaccompanied by an adult;
 - d) has caused damage to the sports hall, until such time as compensation has been provided for damages;
 - e) disturbs or prevents others from their sports activities, or uses the sports hall or equipment in a manner other than intended;
 - f) spits in the sports shall;
 - g) commits any unlawful activities in the sports hall, until the arrival of the competent authorities.
7. **PROHIBITED ITEMS:** Food, intoxicating substances, tools suitable for hitting, cutting, or stabbing, weapons, items that resemble weapons, explosives, and other dangerous items are prohibited from the sports hall. Glass, fragile items, stabbing and cutting tools, and flammable items are also prohibited. It is forbidden to throw or stick gum anywhere. The consumption of food and alcohol is prohibited.
8. **RECORDINGS:** Recordings may be made of others only with the permission of the subjects. The making of permitted recordings may not disturb or prevent the use and operations of the sports hall. By entering the sports hall, users acknowledge that the operator may make audio and video recordings, which may be published on its website, social networking sites, and in promotion materials.

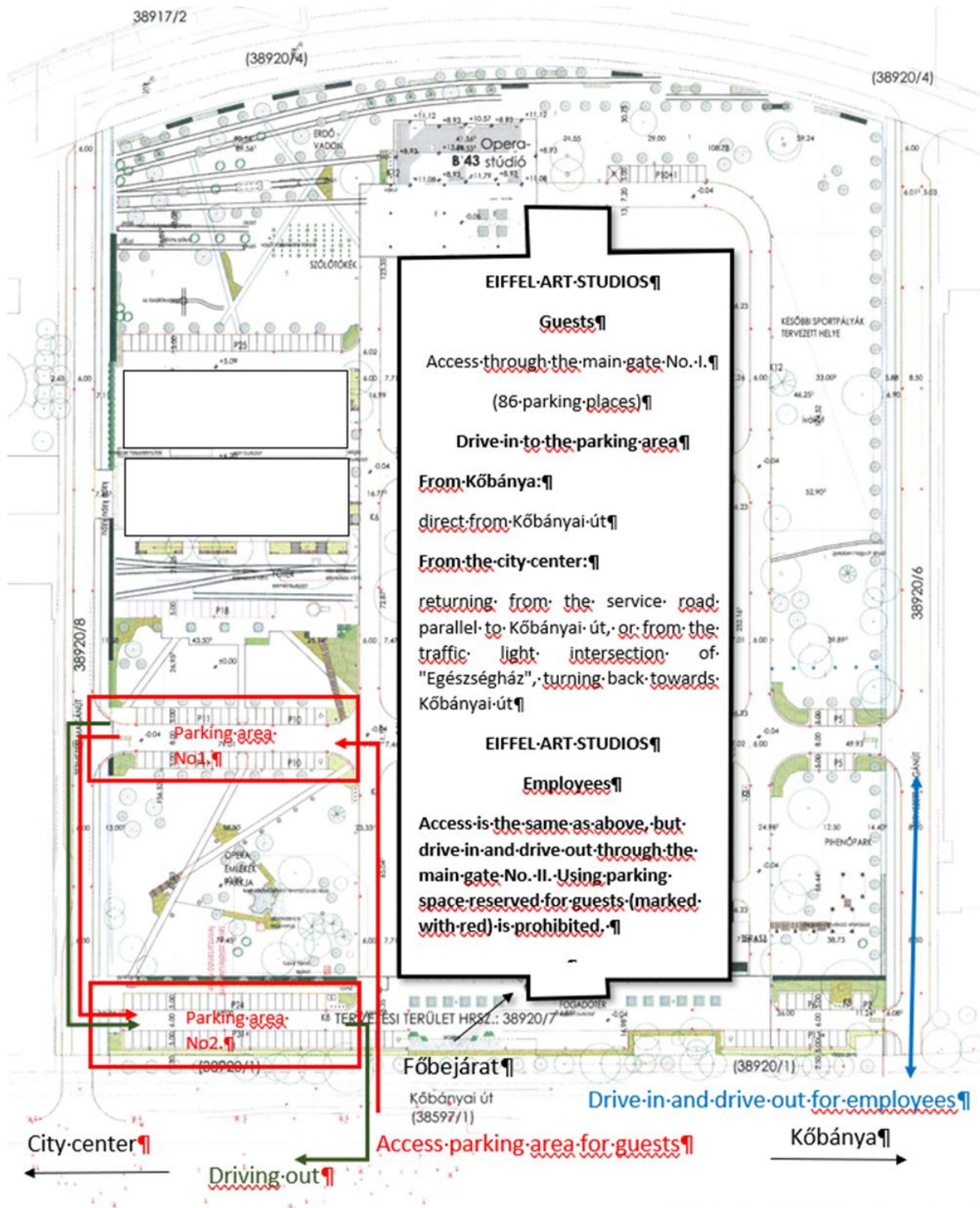
9. **MEASURES AGAINST DISORDERLY CONDUCT AND DAMAGES:** The operator, the Technical Security Manager or the Security Coordinator, and the security service are entitled to take the appropriate measures in the entire area of the sports hall against violations of law, the House Rules, and the generally accepted norms of conduct, and may request the assistance of the police or other authorities. Persons responsible for damages or vandalism will be held accountable and will be prosecuted.

10. Dressing rooms are locked. Keys are issued to individual person or team leaders, who are requested to return the keys to the designated person at the designated location. Locker keys can be picked up at the reception and must be handed in on departure. It is forbidden to take the locker key, in the absence of a key the locked lockers can be opened by the security service. Between the time of the key being issued and returned, the team leaders are responsible for locking any valuables kept in dressing rooms. The person to whom the key has been issued is responsible for lost or damaged keys.

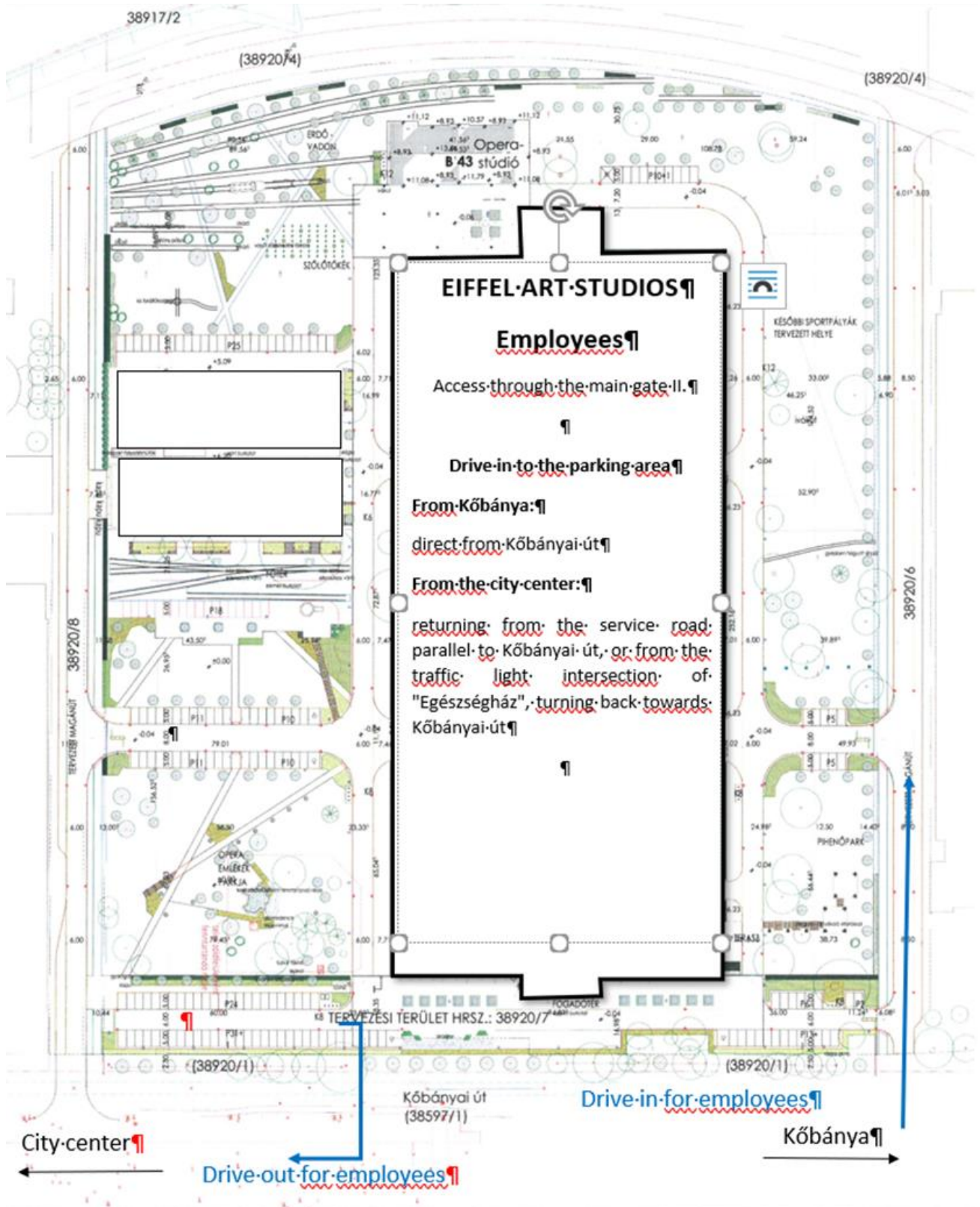
The Hungarian State Opera wishes you a good time! Have fun!

PARKING ORDER AT THE EIFFEL ART STUDIOS (FIGURE)

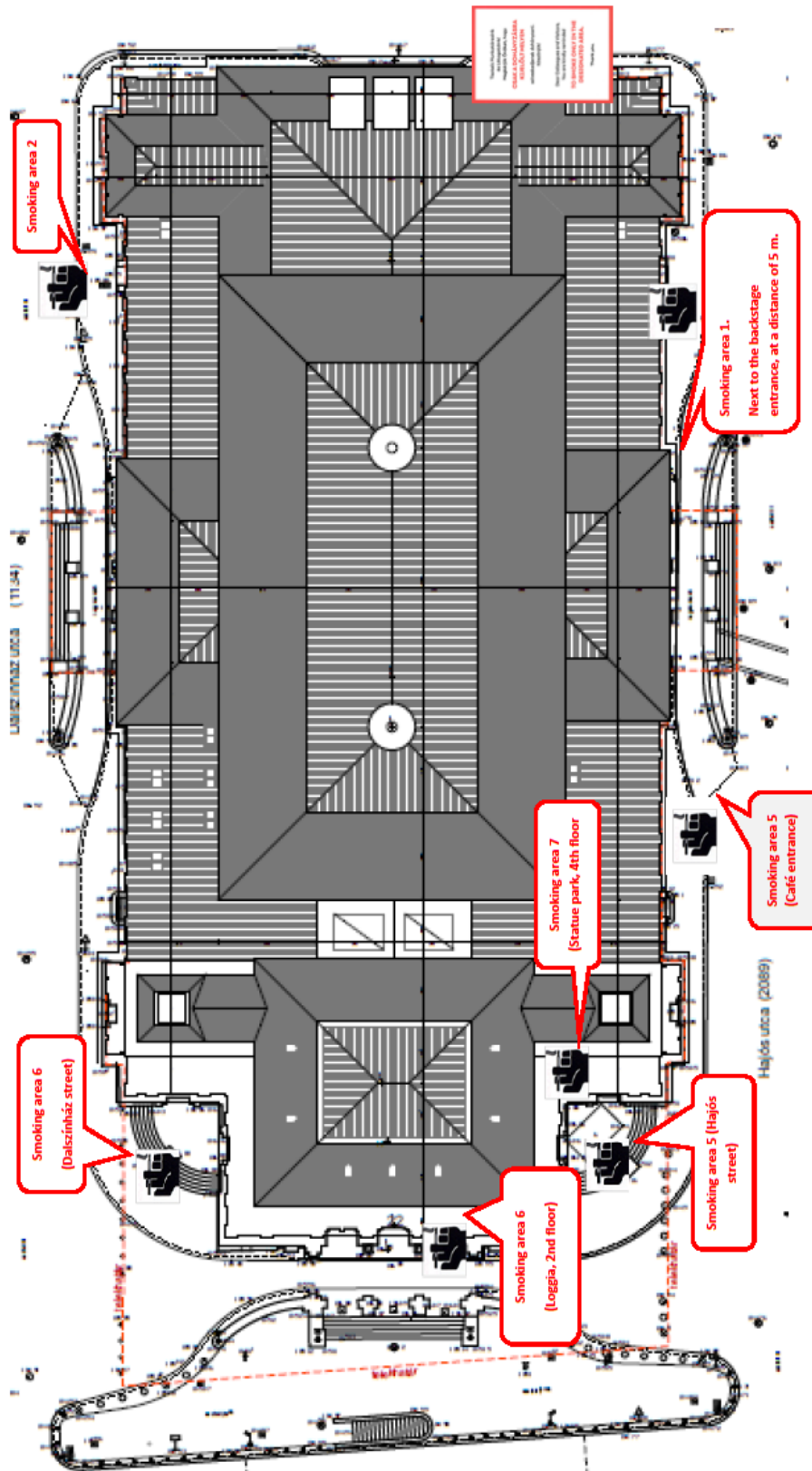
Parking on performance days



Non-performance day



SMOKING AREA AT OPERA HOUSE



Around Opera House in public space the general rules shall apply.

Smoking is forbidden next to Lázár street gates!

SMOKING AREA AT EIFFEL ART STUDIOS

Eiffel Műhelyház

