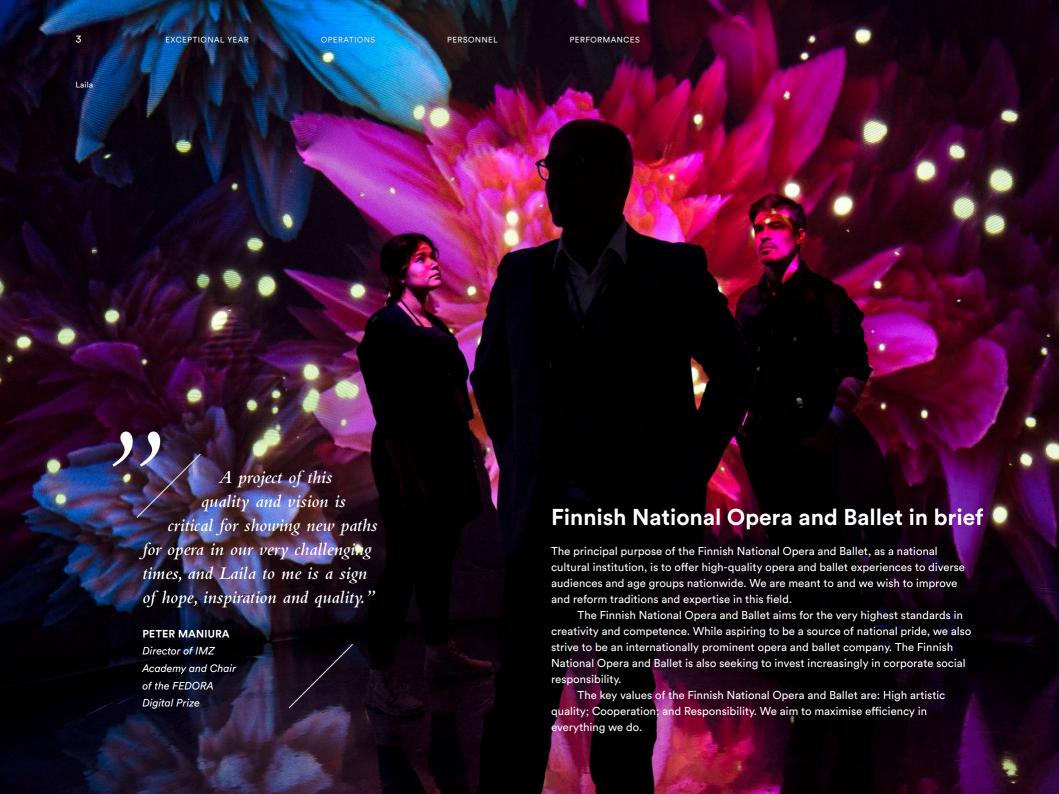


This is a shortened version of the Annual Report 2020.





## **EXCEPTIONAL YEAR**

**EXCEPTIONAL YEAR** 

## **Operations continued** through the year of the coronavirus

The year 2020 began favourably for the Finnish National Opera and Ballet. We were performing repertoire that interested audiences, and in late February we even raised the prognosis of our box office revenue for the year.

All this came crashing down in March with the escalation of the coronavirus crisis, and on 12 March we were obliged to cancel all performances for the remainder of the spring. We began performances again in the autumn, only to have to suspend them again because of the second wave of the pandemic. These disruptions naturally resulted in a flurry of repertoire changes and postponements.

We immediately began to devise ways of working that would allow us to continue operations safely in these extraordinary circumstances. We performed risk assessments for every one of our functions and undertook safety precautions accordingly. Our overriding concerns in this planning were to ensure that everyone stayed safe, that rehearsals could continue and that we would be able to stage premieres. We attained all these goals.

In addition to the performance hiatuses in 2020, our box office revenue was severely affected by the fact that when performances resumed in the autumn, we were only able to fill the auditorium to half capacity for safety reasons.

More generally, a steady decline in national lottery funding in recent years has added uncertainty to the continuity of our government grant. In 2020, the Ministry of Education and Culture appointed a working group to discuss the legal and financial status of national cultural institutions. We have a representative in that working group and are hoping to have our status and our funding enshrined in law.



Surprisingly, we achieved a great deal in this exceptional year, being one of the few opera houses worldwide to do so."

The past year will go down in history as a period of uncertainty and difficulties because of the coronavirus pandemic. For us, however, it was also a year of team spirit, creative solutions and successes. When the pandemic brought all our performances to a halt in March 2020, we were not paralysed; instead, we decided to keep on going as far as the restrictions would allow us.

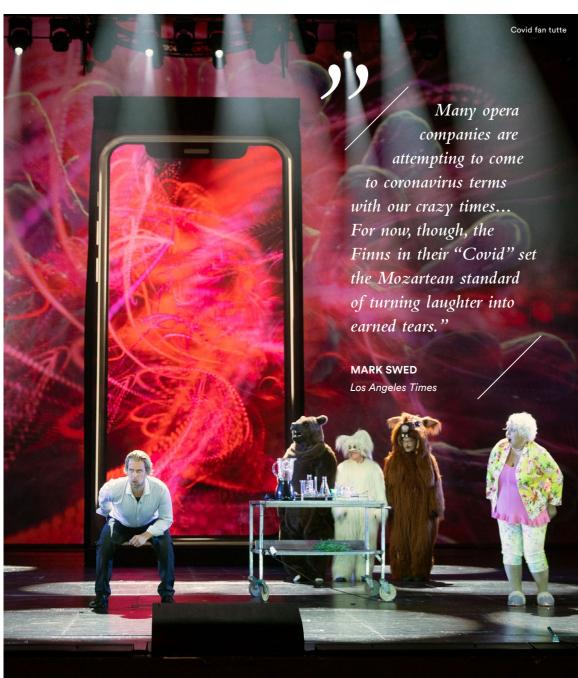
Despite the discontinuations of performances, we managed to produce a wide variety of high-quality repertoire in the course of the year. This was made possible by the commitment of our personnel to keep things going and by the new, safe work procedures that we adopted.

We also received strong public support, which motivated and obliged us to continue our work. In addition to our annual grants, the Ministry of Education and Culture awarded us a grant of EUR 1.5 million as part of the coronavirus aid package for arts and culture. We are extremely grateful for this aid to our field.

I am really proud of how we managed to adapt to the extreme challenges that the past year brought us. I would like to extend my warm thanks to all our employees, who were pushed to the limit. I would also like to thank our faithful audiences and our Board of Directors and Supervisory Board, who supported us through these troubling times.

Although the impacts of the coronavirus crisis will continue to be felt for years. I am sure that the flexibility and creativity that we discovered will help us to weather future challenges too.

Gita Kadambi, General Director



**265** 

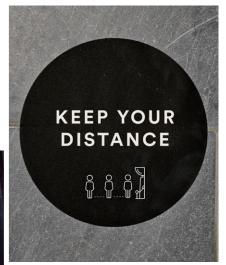
cancelled performances

We aim to safeguard continuing performances, for instance, by dividing technical personnel into separate opera and ballet teams, by introducing arrangements for smaller orchestras in opera and ballet productions and, failing all else, by performing ballets principally with recorded music.



Our operations were governed by scenarios that were always kept updated with the most recent information. This allowed us to quickly identify the best practices to ensure the safety of our personnel and our audiences amidst shifting circumstances.

In keeping with our values, we highlighted responsibility in our relations with all our stakeholders in the year of the coronavirus. We harnessed all of the expertise in our organisation for the planning of continued, safe operations.



We were an initiator and a key participant in the performing arts network that devised national recommendations for safety practices during the pandemic; these were published in the summer. All our employees were trained to comply with these practices.



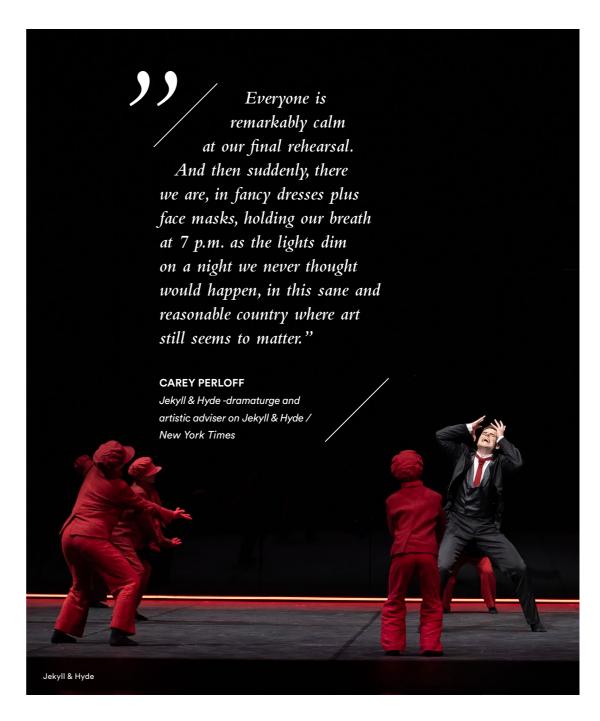
## Digital offering increased in importance

The Finnish National Opera is a national arts institution and an opera and ballet company of high international calibre. As the only professional opera and ballet company in Finland, it is our purpose to reach out to diverse audiences and to serve society at large. Although performances at the Opera House form the core of our operations, it is important to us that we reach audiences of all ages beyond the Opera House through our outreach work, maintaining a nationwide presence.

Even though our performances were suspended for several months in 2020, we managed to produce 3 opera premieres and 4 ballet premieres, and a great deal of other high-quality programming. We had 136 ticketed performances with a total attendance of 68,170. Also, *Laila* was performed 339 times to groups of six people at a time. In the previous year, we had 271 performances with an attendance of 221,095.

We invested heavily in our digital offering in order to cater to our audiences while the Opera House was closed to the public. Our virtual stage, Stage24, reached a record number of viewers for live streams and recordings. The performances on the platform logged more than 1.5 million views, about seven times more than in the previous year. Also, the live stream of our opera production about the coronavirus spring, *Covid fan tutte*, attracted our largest audience ever for a single streaming event, more than 62,000 viewers on Stage24 and YLE Areena.

For information about the repertoire in 2020, see encore.opera.fi/en.



**OPERATIONS** 



84%

**Opera House capacity** relative to seats available\*

We were able to maintain our operating capacity throughout the crisis. Although we were obliged to suspend performances periodically, our workshops continued to work nonstop.

\* 100% capacity available only until mid-March. After that, only 50% of the auditorium was available due to safety precautions.



Because of restrictions on performances at the Opera House, we invested heavily in our digital offering in 2020.



3.5

million people reached digitally



Despite the numerous repertoire changes and cancellations caused by suspended operations, we managed to produce two world premieres during the year under review: the ballet Jekyll & Hyde and the interactive work Laila.

**Our Audience Outreach Department** prepared online learning materials to support remote schooling in comprehensive and upper secondary schools. The materials for comprehensive schools were based on the ballet Pippi Longstocking, while the materials for upper secondary schools were based on the opera La Bohème.



## Prioritising personnel safety

The Finnish National Opera and Ballet is a community of many cultures and top professionals in multiple fields.

In keeping with our strategic goal of offering meaningful experiences and unforgettable artistic performances, our employees must be enthusiastic, motivated and committed to our common goals. Our HR policy is intended to foster such an atmosphere by ensuring the wellbeing of our employees and providing them with opportunities for professional development.

In 2020, our HR efforts naturally focused on ensuring the safety of our employees through guidelines and through special arrangements such as remote work, separation of teams and rehearsing at home.

In order to safeguard the financial resources needed to ensure that we can resume performances once the pandemic situation eases up, we were obliged to undergo codetermination negotiations and to lay off personnel on two occasions in the course of the year.

548

**30** 



100

employees

nationalities

job titles











We made use of technology in the design and rehearsals of productions, so that things happening at the Opera House could even be managed remotely from abroad.



We aim to ensure employee safety, for instance, by implementing safety guidelines and related communications and orientation, by reducing the size of teams working at the Opera House, by encouraging as many employees as possible to work from home and by performing safety audits.

Employees wore face masks and visors in duties where it was considered necessary in joint consultation between employees, occupational health care and occupational safety and health officers. Occupancy restrictions were defined for workspaces.

Technology also allowed most of our customer service employees to work from home. The number of employees on site was reduced to half, and safety was ensured with the use of appropriate personal protective equipment and safety measures. A variety of risk management measures were introduced in job duties that could not be performed remotely. An example of this was that a partition was installed to divide the costume workshop into two cubicles. EXCEPTIONAL YEAR OPERATIONS

PERSONNEL













EXCEPTIONAL YEAR OPERATIONS

PERSONNEL

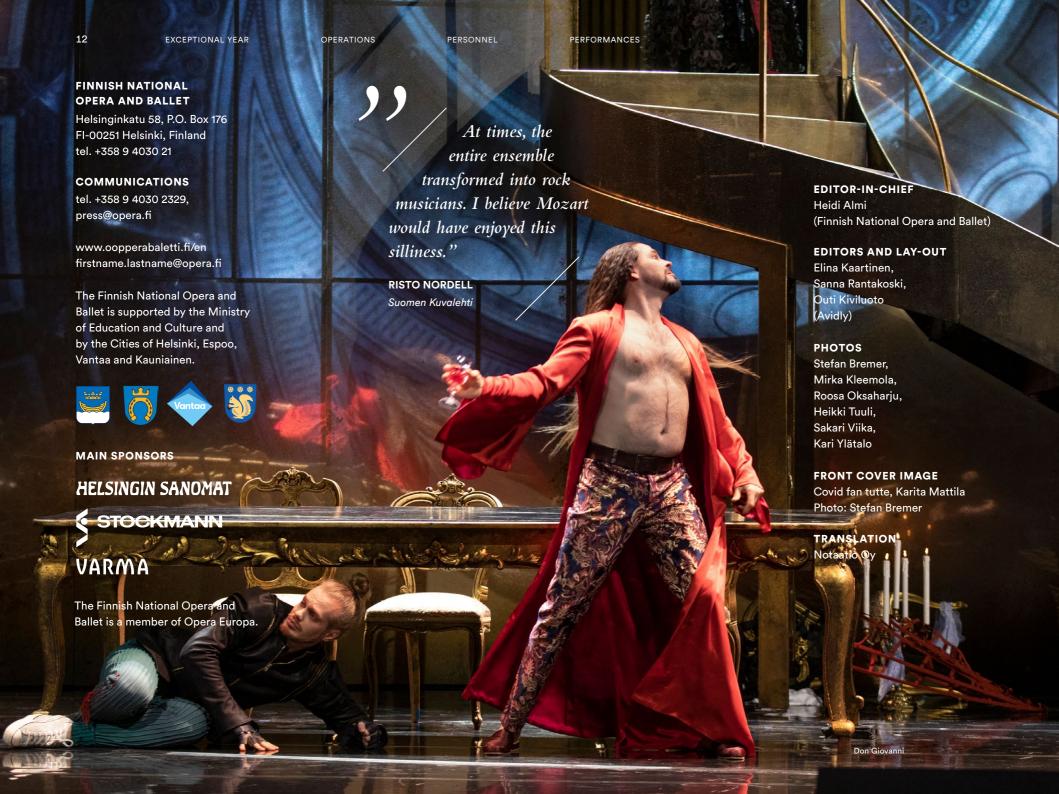














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