

# Building and Facilities

Our goal is to maintain and enhance the iconic status of the Sydney Opera House as a cultural landmark, performing arts centre and architectural masterpiece.

A framework was put in place for the upgrading and long-term management of our venue to meet the master architect's original design and vision. Plans and designs for the implementation of our Venue Improvement Programme were developed. Construction began on the first stage of new facilities in the Box Office Foyer. Numerous projects were also undertaken to ensure that our technical services and information technology keeps pace with the 21st century.

## Venue Improvement Programme

**Consolidating our renewed relationship with the Master Architect**, this year Jørn Utzon collaborated with Sydney Opera House on the practical realisation of the Venue Improvement Programme. He hosted on separate occasions our Consultant Architect, Richard Johnson and CEO Norman Gillespie in Majorca and he was represented in Sydney by his son Jan.

**Pritzker Prize jury cited Sydney Opera House as one of the 20<sup>th</sup> century's greatest buildings** when they awarded Jørn Utzon architecture's 'Nobel Prize'.

**Towards creating the first interior to realise the architect's vision**, designs for the Reception Hall were developed, which will provide a multi-purpose space for performances and functions and feature first ever Utzon designed wall tapestry.

**To enhance the orchestra experience**, we undertook the first comprehensive study of the Opera Theatre that will increase the size of the orchestra pit and enhance overall performer experience.

**To transform the Western Broadwalk and realise the Utzon vision of situating all venues within the Harbour setting**, design concepts were completed that will bring the Western Foyers to life.

**To increase quality, accessibility and quantity**, construction began on new Box Office toilet facilities which will double female facilities.

## Building and Maintenance

**Better levels of internal customer service** for all users of Sydney Opera House was the reason for creation of an operations centre, providing one central point for all maintenance and support requests.

**Resolving challenges, improving energy efficiency, increasing capacity and safety**, these were the focus of a number of building services projects this year (*Bennelong Kitchen exhaust filtration systems; improvement to heating, ventilation and air conditioning systems; commencement of overhaul of all electrical switchboards*).

## Performing Arts

**Sound for the Forecourt, better sound for the Concert Hall** was the result of the commissioning of a new sound system for performances.

**Concert style lighting for all indoor and outdoor venues** was achieved through the commissioning of new high-tech lighting and lighting control systems.

**First step to state-of-the-art digital broadcasting and recording** was taken with the completion of the cabling for a new fibre optic network.

**New performance opportunities** opened up with the purchase of a new concert piano and improvements to the Grand Organ in the Concert Hall.

**Rare opportunity for a substantial makeover** of the dressing rooms and Foyer, winch overhaul and evaluation of the smoke management system, was provided by a 2 week dark period in the Drama Theatre.

## I.T.

**Reliable and secure network services to meet our current and future customer needs** resulted from the improvements and standardisation of server technology and the network operating system.

**Better analysis of customer requirements and more customer friendly online ticketing** were the primary benefits from upgraded box office software and reduced transaction steps.

**Increased productivity, improved access and integration** was the result of a total desk-top upgrade to Microsoft Office XP and redeveloped intranet, both supported by user training.

**Valuable technology advice and support, new skill sets and assistance in critical areas** of our business were some of the benefits of the primary business partnership with Hewlett-Packard.