

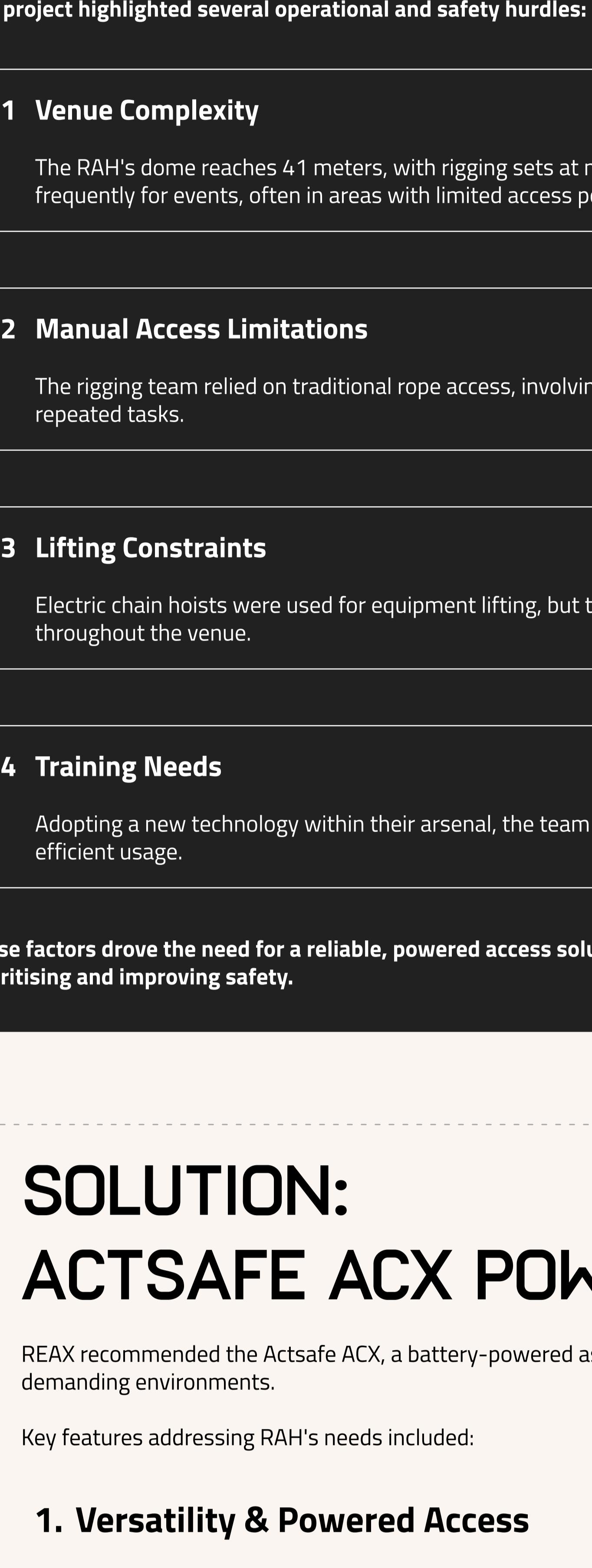
CASE STUDY

Royal Albert Hall

Sector: Theatre Rigging

REAX

REAX Actsafe ACX Training & Support Package



In 2025, the Royal Albert Hall (RAH), an iconic London venue known for its diverse events and productions, partnered with REAX to acquire and implement two Actsafe ACX powered ascenders.

RAH's in-house rigging team, responsible for maintaining lighting, sound, and staging infrastructure, sought to replace manual rope access methods with powered solutions to improve efficiency and safety at heights up to 41 meters.

REAX provided the specialist equipment and an accredited on-site training course with ongoing servicing support. The result was faster access to rigging points, reduced fatigue, enhanced rescue capabilities, and more versatile lifting options, transforming high-access operations in a historic venue.

PROJECT REQUIREMENTS AND CHALLENGES

The project highlighted several operational and safety hurdles:

01 Venue Complexity

The RAH's dome reaches 41 meters, with rigging sets at multiple levels. Technical equipment must be lifted and maintained frequently for events, often in areas with limited access points.

02 Manual Access Limitations

The rigging team relied on traditional rope access, involving time-consuming manual ascents that led to fatigue, especially during repeated tasks.

03 Lifting Constraints

Electric chain hoists were used for equipment lifting, but they required strong structural anchors, limiting options in certain areas throughout the venue.

04 Training Needs

Adopting a new technology within their arsenal, the team required accredited training delivered on-site by REAX to ensure safe and efficient usage.

These factors drove the need for a reliable, powered access solution that could handle both personnel and equipment lifting while prioritising and improving safety.

SOLUTION: ACTSAFE ACX POWERED ASCENDERS

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REAX recommended the Actsafe ACX, a battery-powered ascender optimised for rope access, rescue, and lifting in demanding environments.

Key features addressing RAH's needs included:

1. Versatility & Powered Access

Supports ascending/descending at 24 meters per minute, equipment hoisting with 11mm kernmantle ropes, and pulley/deviation systems for flexible setups in anchor-limited spaces.

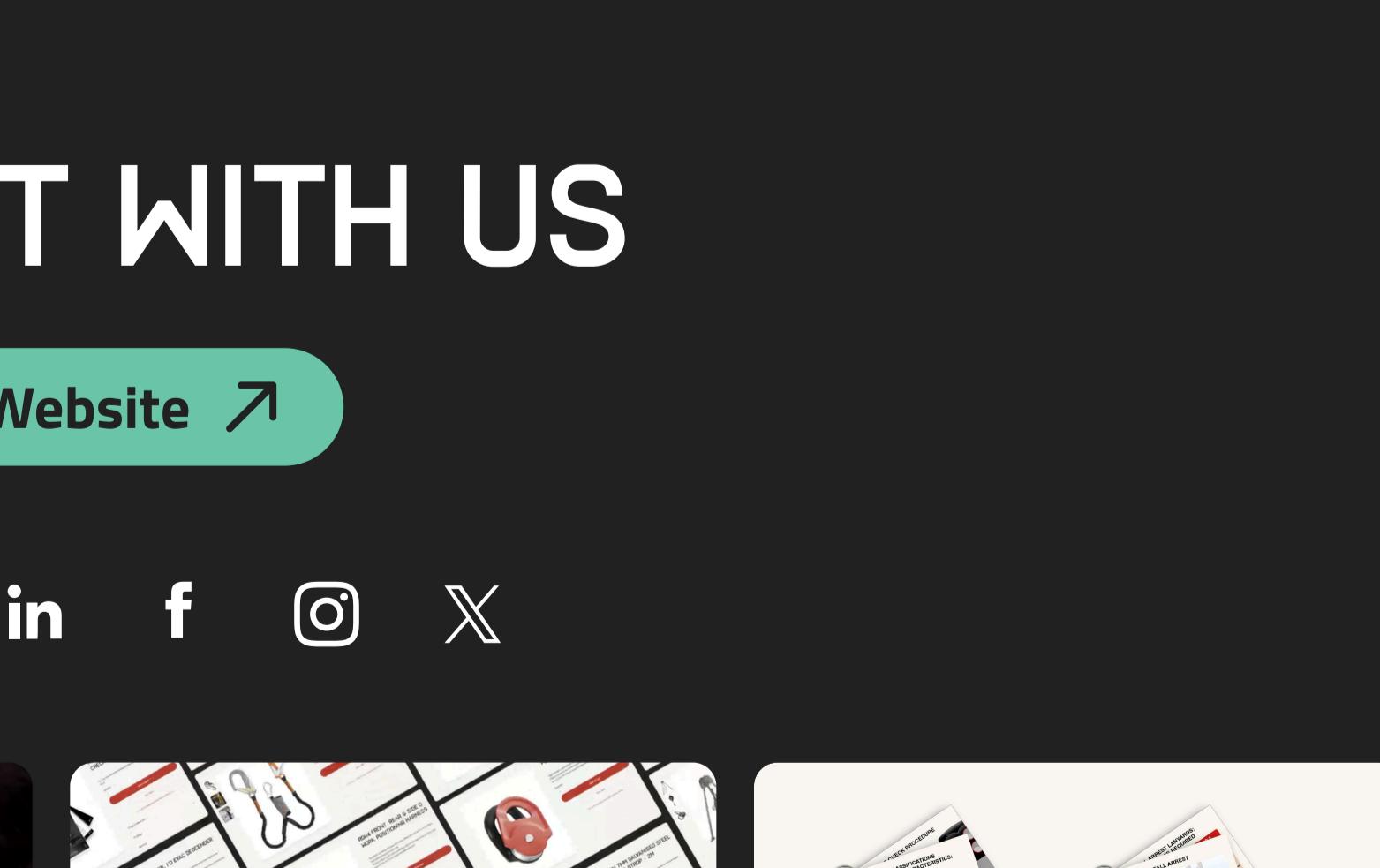
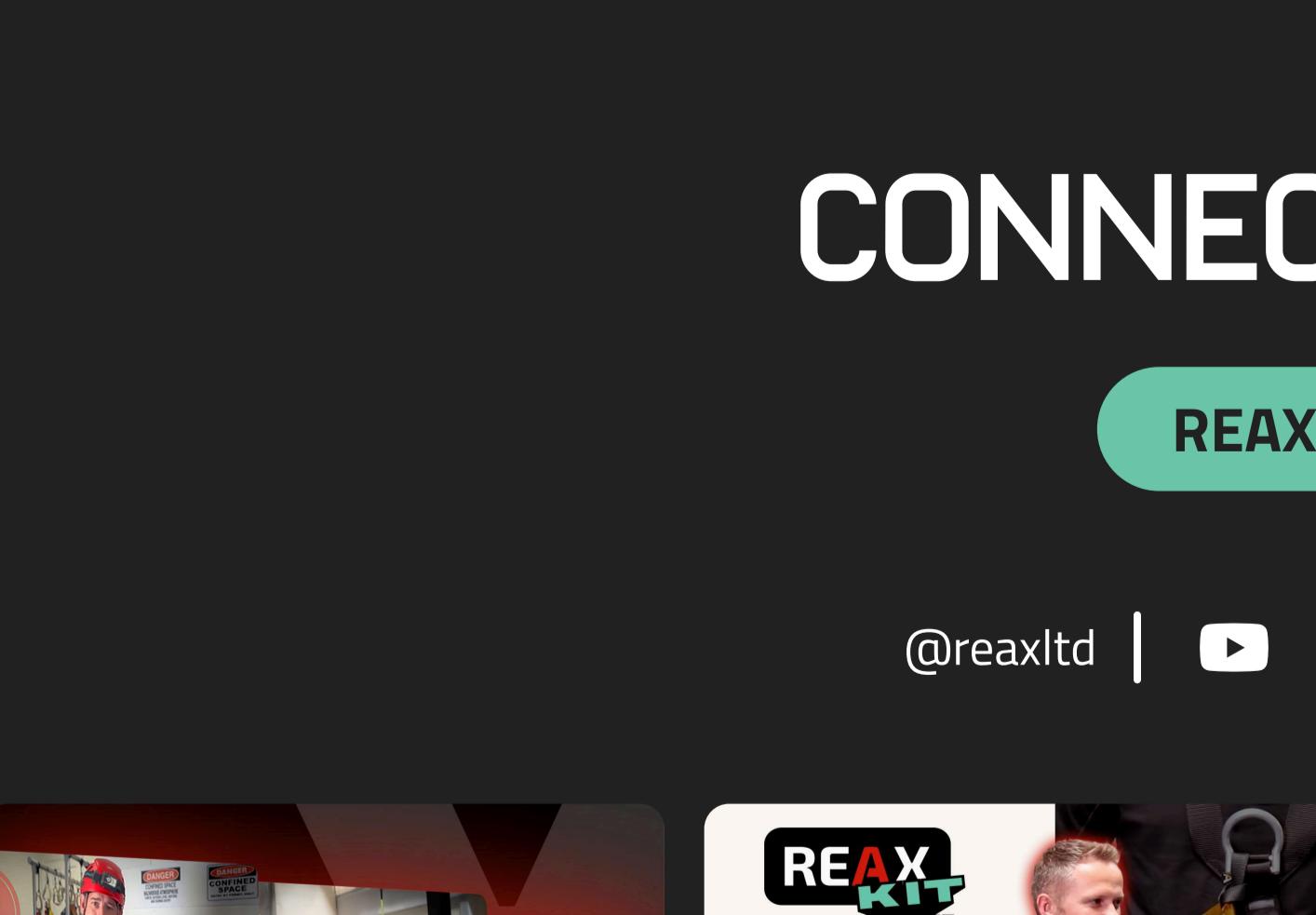
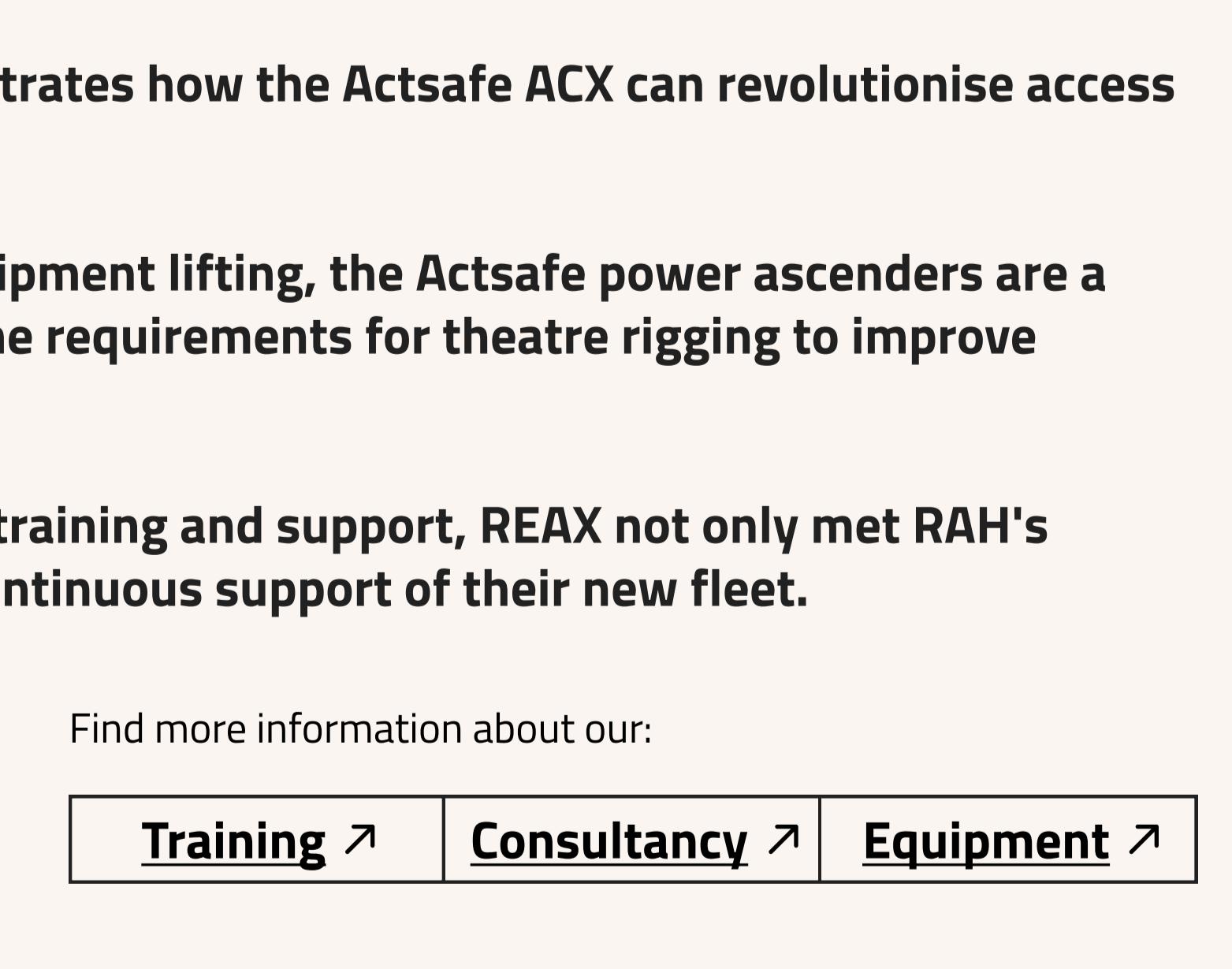
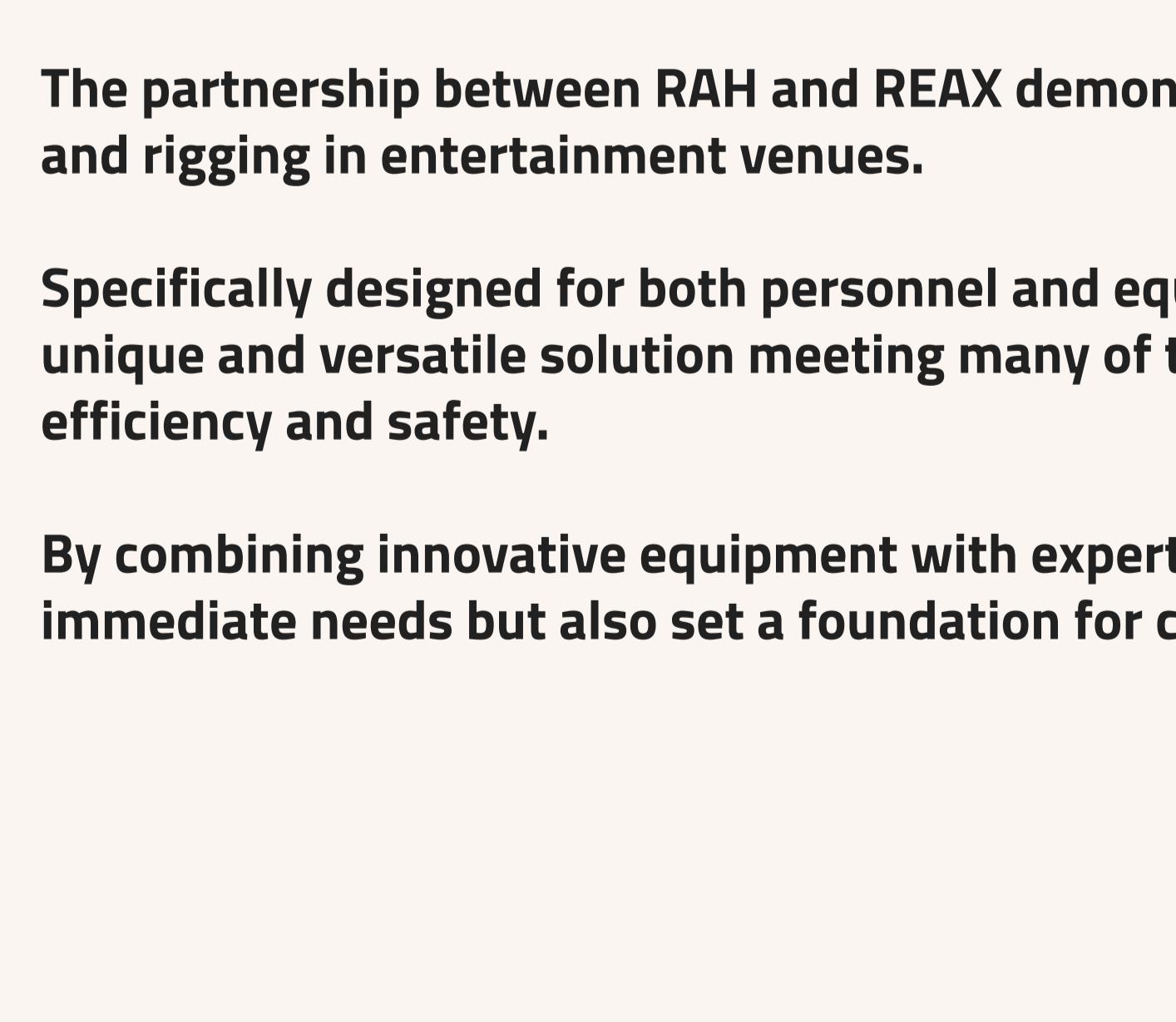
2. Ease of Use

Intuitive controls taught during the course ensure correct use of embedded safety features to prevent misloading or device failure.

3. Remote Operation & Lifting Capabilities

Enables precise control from up to 150 meters, offering multiple rescue options for active and remote scenarios and more accuracy when lifting equipment into place.

REAX also bundled a two-day accredited training course and a six-month servicing schedule, positioning themselves as a fully rounded specialist provider.



IMPLEMENTATION

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RAH integrated the two Actsafe ACX units following REAX's structured support:

1. Pre-Purchase Consultation

REAX collaborated with the Senior Rigging Supervisor, providing detailed product information and technical advice to confirm suitability.

2. Training Phase

As one of few accredited providers, REAX delivered a two-day on-site course (after verifying venue compatibility), covering rigging configurations for equipment lifting, rescue techniques and device maintenance.

Some feedback from RAH on our ACX course:

"Just a quick note to say training with Andy was great. He really knows his stuff and understood our industry well."

3. Operational Rollout

The devices were deployed for routine rigging tasks, enabling rapid ascents to high points and versatile lifting systems via ropes and pulleys.

4. Ongoing Support

REAX outlined a six-month servicing plan, carrying out Level 1 inspections to maintain compliance, reliability and performance.

RESULT AND BENEFITS

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The Actsafe ACX delivered tangible improvements:

1. Time Savings:

Ascent speed of 24 meters per minute reduced access times significantly, streamlining event setups and minimising downtime.

2. Reduced Physical Stress:

Powered operation eliminated manual climbing fatigue, allowing the team to focus on rigging tasks with lighter energy.

3. Enhanced Safety:

Built-in features and remote control minimised associated risks with rope access and working at height, providing robust access and rescue capabilities for the team.

4. Improved Lifting Efficiency:

Rope-based systems with pulleys offered greater flexibility than chain hoists, especially in anchor-constrained areas.

5. Compliance and Value:

Accredited training and servicing ensured long-term reliability, adding peace of mind.

CONCLUSION AND RECOMMENDATIONS

The partnership between RAH and REAX demonstrates how the Actsafe ACX can revolutionise access and rigging in entertainment venues.

Specifically designed for both personnel and equipment lifting, the Actsafe power ascenders are a unique and versatile solution meeting many of the requirements for theatre rigging to improve efficiency and safety.

By combining innovative equipment with expert training and support, REAX not only met RAH's immediate needs but also set a foundation for continuous support of their new fleet.

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