

WE CARE ABOUT FOOTBALL



# **Binding Safety and Security Instructions**

**Edition 2004**

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## **Preamble**

**Binding instructions to the organisers of, and the associations and clubs participating in matches played in any of the UEFA competitions regarding precautionary measures to be taken to ensure safety and security in the stadium, and to prevent crowd disturbances.**

These instructions are not exhaustive and cannot be regarded as a conclusive and all-embracing stipulation of the security measures to be taken by, and the responsibilities of, match organisers and participating associations and clubs. It is the responsibility of the match organisers, be they associations, clubs or other entities, to do everything within their power to ensure that order and security are maintained in and around the stadium, before, during and after the match.

These instructions complement national and local legislation, as well as instructions issued by competent national administrative bodies.

## **Binding instructions**

### **1. MATCH CATEGORIES / SPECTATOR ACCOMMODATION**

#### **1.1 All-seated competitions**

The following UEFA competition matches must be played exclusively before seated spectators:

- All matches in the UEFA European Football Championship
- All matches in the UEFA Champions League
- All matches in the UEFA Cup
- UEFA Super Cup

#### **1.2 Standing terraces**

For all matches in the following UEFA competitions, the number of standing spectators admitted is determined by the competent public authority responsible for certifying the stadium but, in any case, must not exceed 20% of the permitted total stadium capacity:

- All matches in the final round of the European Under-21 Championship.
- All matches as from and including the third round of the UEFA Intertoto Cup.

#### **1.3 Use of standing terraces**

For all matches in the following competitions, standing spectators are permitted in accordance with the ratio/figure determined by the competent public authority responsible for certifying the stadium:

- All qualifying matches in the European Under-21 Championship

- The first two rounds of the UEFA Intertoto Cup
- European Under-19 Championship
- European Under-17 Championship
- European Women's Championship
- European Women's Under-19 Championship
- UEFA Women's Cup
- UEFA Regions' Cup

#### **1.4 All-seated stadium**

An all-seated stadium is one in which all viewing areas available to the public offer seated accommodation only, and/or from which spectators do not have access to any viewing area which is not seated. In other words, for UEFA's purposes, a stadium which consists of both seated areas and standing terraces will be considered an all-seated stadium, provided the standing terraces remain closed to spectators.

#### **1.5 Seats for spectators**

Seats must be fixed to the construction of the stadia (e.g. to the floor). They must be individually separated from one another, be shaped, be identified by a number, be made of unbreakable, non-flammable material and be equipped with a backrest, of a minimum height of 30 cm (measured from the back edge of the seat).

When existing seat facilities are renovated or new facilities constructed, seats, which correspond to the standards quoted, herein must be provided.

Bench seating of any description is not acceptable and will be regarded as standing accommodation.

#### **1.6 Temporary stands**

For the purpose of these instructions, temporary seating shall be defined as seating which, by its substance, design and construction, is clearly intended for use for a very limited period of time, and which could not in any sense be considered suitable for use over a lengthy period of time.

Such temporary stands are prohibited in all UEFA competition matches.

## **2. TICKETS**

### **2.1 Sale of tickets**

For all matches, the sale of tickets must be strictly controlled.

### **2.2 Staggered ticket allocation**

The UEFA administration is entitled to issue ticket allocations in a staggered manner, a portion at a time, with no subsequent portion being made available until the UEFA administration is satisfied that the previous portion has been distributed properly.

### **2.3 Distribution responsibility**

Each association or club is responsible for ensuring that its ticket allocation is distributed only among its own supporters, and that any tickets allocated to travel agents are only so allocated against production of documentary proof of identification of the supporters to whom the tickets have been sold. In other words, it must not be possible for such travel agents to pass on tickets in bulk to other sources over which the association or club has no control.

Similarly, the host association or club is responsible for ensuring that none of its ticket allocation is passed on to supporters of either of the competing teams.

All parties distributing tickets must keep detailed records of sales, including the names and addresses of all persons to whom tickets are allocated or sold.

All competing associations or clubs and host associations or clubs, which receive bulk ticket allocations, will be held entirely responsible for any untoward consequences arising from their distribution. Should any tickets be found on the black market or in the hands of unauthorised individuals or agencies, the association or club responsible for distribution will be held accountable.

### **2.4 Segregation of supporters in the stadium**

In consultation with the police and/or the competent public authorities, the match organisers must ensure that, if considered necessary, tickets are distributed in a manner which provides the optimum segregation of the different groups of supporters, bearing in mind that, for matches played at neutral venues, there could be three groups of spectators, i.e. supporters of each of the two competing teams and local, neutral supporters. As part of the segregation arrangements, prospective spectators should be informed of the stadium sectors for which they must purchase tickets. It should also be publicised that spectators found in the wrong sector, among opposing supporters, will be removed from the stadium. At the discretion of the police and/or the competent public authorities, such spectators may, instead, be moved to a preferred sector. Wherever possible, these spectators should be kept separate from the segregated area reserved for the official group of travelling supporters.

Once the segregation strategy has been agreed with the police and/or the competent public authorities, and tickets have been distributed accordingly, no considerations of any kind will be taken into account to alter that strategy, notwithstanding that it may be necessary, from time to time, to withhold some tickets for a given sector from sale, if to sell them would jeopardise the segregation strategy.

## **2.5 Black market**

The match organisers should discuss with the police and/or the competent public authorities what action should be taken against black-market ticket-sellers around the stadium, bearing in mind, in particular, that such activities could endanger the integrity of the segregation strategy.

## **2.6 Stamping of tickets**

When 10% or more of the total number of tickets on sale are allocated to any organisation, e.g. the competing associations or clubs, the name of the organisation in question should be stamped on the face of the tickets, to facilitate the quick identification of the distributor and to assist the segregation process.

## **2.7 Match-day sales**

Only with the approval of the police and/or the competent public authorities and in consultation with the visiting association or club may tickets be sold at the stadium or anywhere else in the city of the venue on the day of the match, and any limitation on the number of tickets to be sold per purchaser must be determined in consultation with the police and/or the competent public authorities.

## **2.8 Anti-counterfeit measures**

The most sophisticated anti-counterfeit measures must be incorporated into match tickets, and all police, security forces and stewards on duty in and around the stadium must be familiarised with these measures, to facilitate the rapid identification of counterfeit tickets.

## **2.9 Counterfeit tickets**

Immediately the match organisers become aware that counterfeit tickets may be in circulation, they should contact the police and/or the competent public authorities, to agree on a strategy for dealing with the problem.

## **2.10 Ticket prices**

Unless the two associations or clubs concerned have agreed otherwise, the price of tickets for supporters of the visiting team must not exceed the price paid for tickets of a comparable category that are sold to supporters of the home team.

## **2.11 Information on tickets**

A ticket should provide ticket-holders with all the relevant information they might need, i.e. the name of the competition, the names of the participating teams, the name of the stadium, the date and kick-off time and a clear seat location indication (sector, row, seat number). It is helpful to spectators if the ticket is colour coded to match the sector layout.

In addition, a match factsheet containing the following details must be produced and distributed with the ticket:

- opening time of stadium gates;
- stadium map, including approach roads, car parks, public transport stations (bus, underground, railway), location of viewing sectors (A, B, C or as appropriate);
- stadium regulations, including prohibition of alcohol and offensive articles, procedure for searching spectators, etc.

## **2.12 Final rounds and finals**

At all matches in European Championship final rounds, at all UEFA Champions League and UEFA Cup final ties, as well as for the UEFA Super Cup, the number of tickets allocated to the competing associations or clubs, and to the respective host associations, will be determined in each case by the UEFA administration. These allocations need not be equal, but will be calculated under consideration of the likely sizes of the various contingents of supporters concerned, the behavioural record of supporters at previous away matches, and the circumstances surrounding previous ticket allocations for away matches to these associations and clubs. Decisions of the UEFA administration are final and binding.

## **2.13 Other matches**

For all matches other than those detailed in paragraph 2.2 above, the associations or clubs must agree on ticket quantities. However, the following principles must be observed:

- All clubs in the UEFA club competitions must make at least 5% of the total capacity of their stadium available exclusively to visiting supporters, in a segregated, safe area, providing an acceptable standard of spectator facilities
- Each season, before the competitions start, each club must advise UEFA administration of the number of places available for visiting supporters and of the location of the segregated area.
- If the segregated area provides more than 5% of the total capacity, this greater number of places must be made available to the visiting club.
- Visiting clubs must advise home clubs of the number of tickets required at least 10 days before the date of the match, unless the timing of the draw makes this impossible, in which case such notification must be given within 48 hours of the draw.
- Visiting clubs which have requested an allocation of tickets in respect of the whole or part of the segregated area may return any unused tickets to the home club without payment. However, if the allocation initially requested includes a proportion of tickets outside the segregated area, then payment for the whole allocation must be made, irrespective of whether all the tickets are sold by the visiting club.



- In addition, visiting clubs are entitled to purchase up to 200 top or second-category tickets, or a mixture thereof, for their VIP supporters, sponsors, etc. Arrangements for the payment of these tickets, or the possible return of unsold tickets, must be agreed in writing before the allocation is made.
- Any reduction in the quantity of tickets guaranteed to a visiting club (see above), for whatever reason, must be subject to the agreement with the UEFA administration, to whom application must be made within 72 hours of the draw.

### **3. MEASURES AT THE STADIUM**

#### **3.1 Consultation with authorities**

Suitably in advance of a match, the organisers must consult the competent authorities to ensure that the measures described in this booklet will be taken in the interests of safety and security.

#### **3.2 Inspection of the stadium**

The stadium in question must have been thoroughly inspected throughout by the competent safety authorities, and the local safety certificate testifying to its suitability issued by those authorities. Furthermore the UEFA safety certificate form must have been issued no earlier than one year prior to the date of the match.

#### **3.3 Persons in charge**

The police officer or stadium security officer who will be in overall command of all safety and security matters related to the match must be identified, and the persons individually in charge of safety/security, medical and fire services must be similarly identified.

#### **3.4 Liaison group**

For all matches, a Liaison Group, headed by the police commander, and including a senior representative of each of the safety, security, medical and fire services, the competing teams, the stadium authorities, the match organisers and the UEFA delegate, must be established, a suitable meeting place within the stadium where the group should meet in the event of a serious emergency identified, and the group members familiarised with an appropriate brief, coded call sign which would be broadcast over the public address system, for the purpose of summoning the members to the agreed place.

#### **3.5 Checking and guarding of the stadium**

The stadium must be guarded against unauthorised intrusion for an adequate period before the day of the match, and an efficient security sweep of the stadium, to search for unauthorised persons or prohibited objects/substances, must be carried out before spectators are admitted.

### **3.6 Duration of presence**

Police, safety, security, stewarding, medical and fire-fighting personnel and the public address announcer(s) must be in their allotted positions in and around the stadium before the stadium is opened to the public, and their presence must be maintained for the entire period that the public is in the stadium and until the crowd has dispersed, in accordance with the instructions of the police commander and/or the stadium security officer.

### **3.7 Signposting**

Approaches to the stadium must be adequately signposted, to guide spectators to their appropriate sectors, and all turnstiles, entry and exit gates and doors must be similarly clearly indicated by signs which are universally understood. Where the ticketing system is colour coded, the appropriate colours should be displayed on all signs.

### **3.8 Screening of spectators**

Spectators will be screened initially by the security forces at the outer perimeter fence if there is one, or at the outer cordon created by the security forces in the case of venues which do not have an outer perimeter fence, to ensure that only ticket-holders approach the turnstiles, and to make the first checks to prevent the introduction of prohibited objects/substances into the stadium.

Final screening and search procedures must be carried out by the security services, consisting of both sexes, outside the turnstile entrances to ensure that:

- spectators enter the correct part of the stadium;
- spectators do not bring any objects/substances into the stadium that are likely to be used in acts of violence, nor alcohol or fireworks of any kind;
- access is forbidden to known or potential troublemakers, or persons who are under the influence of alcohol or drugs.

Screening and search procedures must be carried out sensibly and effectively to ensure that spectators are not searched more than once and that the searches themselves do not become the cause of undue delay or create unnecessary tension.

A sufficient number of entry gates and turnstiles should be provided in order to avoid congestion and ensure a proper flow of the crowd.

### **3.9 Security forces**

Turnstiles and entry or exit doors or gates must be operational and manned by properly trained personnel.

Adequate security forces and stewards must be available at all approaches to the stadium, at the turnstiles, and throughout the interior of the stadium, at the discretion of the police commander and/or the stadium security

officer. All safety, security and stewarding personnel should be familiar with the layout of the stadium and with its safety, crisis and evacuation procedures.

### **3.10 Stewards**

Sufficient and properly trained stewards must be on duty within the stadium to ensure that spectators are directed to their seats efficiently and smoothly without delay and confusion.

### **3.11 Segregation**

For those matches, where a system of spectator segregation is to be operated, the segregation strategy should be drawn up jointly by the match organisers and the police commander in charge of the match.

### **3.12 Separate access and parking areas**

So far as circumstances permit, the segregation of the different groups of supporters should begin as far from the stadium as possible, to safeguard against the undesirable mixing of the various groups in the stadium approaches or turnstile areas.

Separate car and bus parks, preferably on different sides of the stadium and as near as possible to their respective viewing sectors, should be provided for the groups of supporters. A parking strategy should be established in co-operation with the police commander.

### **3.13 Limitation of spectator movement**

Within the stadium, it should not be possible for spectators to move from one sector to another. If it is necessary to have more than one group of spectators in a particular sector, a division should be maintained between them by means of an insurmountable barrier or fence controlled by the security forces, or by the creation of a "no-go area" kept free of spectators and occupied only by security personnel.

### **3.14 Individual sector facilities**

The individual sectors of the stadium must be equipped with their own appropriate toilet areas (ladies and gents) and their own first-aid facilities, public refreshment bars, etc.

### **3.15 Protection of the playing area**

It is essential to protect players and match officials against intrusion of the playing area by spectators. This may be accomplished in any number of ways, including, for example, the use of any one of the following measures, or the use of a combination thereof, depending on the individual circumstances:

- The presence of police and/or security personnel in or near the playing area.
- Moats of a sufficient width and depth.

- A seating configuration which situates front-row spectators at a height above the arena which would render intrusion into the playing area improbable, if not impossible.
- Insurmountable transparent screens or fences, which may either be mounted permanently or affixed in such a way that they may be removed whenever it is felt that their use is not necessary for any particular match. It has to be recognised that, where it is safe to do so, a more civilised and pleasant atmosphere can be generated in a stadium which does not have screens or fences.
- At venues which have perimeter fences, the owners should consider moving towards the provision of a fence-free playing area, provided that to do so would in no way endanger the match participants. It might be that a step-by-step change of policy could be introduced, with fences being removed first of all, for example, from family areas and then from those areas of the ground where the more mature and less fanatical type of spectators congregate. Whatever steps are taken, they should be introduced only after consultation with the competent police and public authorities.
- Whichever form of protection against intrusion is used, it must incorporate, for spectators, adequate means of emergency escape into the playing area, unless, in the certified opinion of the local safety authorities, adequate means of emergency evacuation, backwards and/or sideways, out of the grandstands exist, which would be sufficient to render the use of the playing area unnecessary for such a purpose.
- The type of protection adopted against intrusion must be approved by the competent local authorities and not represent a danger to spectators in the event of panic or an emergency evacuation.

### **3.16 Coloured markings**

All public passageways and stairways in the spectator areas should be painted bright colour (e.g. yellow), as should all gates leading from the spectator areas into the playing area, and all exit doors and gates leading out of the stadium.

### **3.17 Public passageways**

All public passageways, corridors, stairs, doors, gates, etc. must be kept free of any obstructions, which could impede the free flow of spectators.

### **3.18 Doors, gates**

All exit doors and gates in the stadium, and all gates leading from the spectator areas into the playing area, must open outwards away from the spectators and must remain unlocked while spectators are in the stadium. Each and every such door and gate must be attended at all times by a specially appointed steward, to guard against abuse and ensure immediate escape routes in the event of any emergency evacuation. In order to guard

against illegal entry or intrusion, these doors and gates must be fitted with a locking device which may be operated simply and quickly by anyone from either side, in the case of gates leading into the playing area, or from the inside in the case of exit doors and gates. Under no circumstances must any of these doors or gates be locked with a key.

### **3.19 Distribution of alcohol**

No public sale or distribution of alcohol is permitted within the stadium or its private environs. All alcohol-free drinks which are sold or distributed must be dispensed in paper or open plastic containers which could not be used in any dangerous manner.

### **3.20 Stadium control room**

Every venue must have a stadium control room, which provides the police commander, the stadium security officer and their staffs with a clear view of all areas of the stadium.

### **3.21 Television surveillance system**

A permanent television surveillance system must be available, inside and outside in all stadia used for:

- matches in the final round of the European Championship
- matches from the group stage of the UEFA Champions League
- matches from the 3rd round of the UEFA Cup
- UEFA Super Cup.

Such systems must be used by the police and/or the stadium security officer for the purpose of spectator control and the surveillance of all the stadium's approaches and entrances, as well as of all viewing areas within the stadium. The system must have the in-built facility to take still pictures and have colour monitors in the stadium control room. The system should be managed and controlled by the security authorities from their control room.

### **3.22 Public address system**

Every stadium must have a public address system which is capable of being heard clearly both inside and outside the stadium, above the crowd noise, even in the case of a sudden upsurge in spectator noise levels. The system should also be capable of being directed to the various sectors of the stadium individually. The police authorities and/or the stadium security officer should be able to override the public address system to make emergency announcements from their own microphone within the stadium control room. The public address control point should be within, or immediately adjacent to the stadium control room.

### **3.23 Announcers**

Announcers who are trained and capable of addressing visiting foreign spectators in their own language should be available when required. It is

recommended that the actual announcer whose voice is familiar to visiting supporters, from their own stadium at home, should be used.

### **3.24 Announcements**

Announcements over the public address system must be of a strictly neutral character. The public address system must not be used for the dissemination of political messages, nor to support the home team, nor should it be used for any form of discrimination against the visiting team.

### **3.25 Electronic video screen**

If the stadium has an electronic video screen system, it may be used before, during and after the match, provided that UEFA's regulations and instructions are observed. In this respect, a code of conduct has been produced, which is available from the UEFA Administration.

### **3.26 Crowd dispersal strategy**

The end-of-match crowd dispersal strategy should be discussed at the organisational meeting on the morning of the match. If the police commander decides that, for security reasons, a group of supporters should be retained within the stadium for a period of time while other supporters disperse, the following principles should be observed:

- As soon as it has been decided that supporters will be detained, an announcement to this effect should be made over the public address system in the language of the supporter group concerned. This announcement should be repeated shortly before the end of the match.
- The match organisers must ensure that, during this period of retention, the visiting spectators have access to refreshments and sanitary facilities. If possible, they should be entertained (music, video scoreboard, etc.), in order to help the waiting time pass more quickly and to keep them calm. They should also be regularly informed of the remaining time they may have to wait before being allowed to leave the stadium.

### **3.27 First aid**

The stadium must have adequate and fully-equipped first-aid treatment facilities for the public. These facilities, together with the number and qualifications of the assistants who will administer treatment, must be approved by the public authorities concerned, who will also determine the number of ambulances to be stationed on site during the match.

These rooms must be clearly identified and access to them sign-posted.

The first-aid assistants must be easily identifiable.

### **3.28 Adequate facilities for emergency services**

Adequate rooms and facilities within and around the stadium must be provided for the police, medical and fire services, in accordance with the requirements of the public authorities concerned.

### **3.29 Emergency power supply**

Each stadium must be equipped with an independent emergency electrical power supply which could be used in the event of a power failure, to ensure a degree of lighting which is sufficient to prevent any danger to the public. The public lighting system and the emergency back-up system must be approved by the competent local authorities and regularly tested.

### **3.30 Political action**

The promotion or announcement, by any means, of political messages or any other political actions inside or in the immediate vicinity of the stadium are strictly prohibited before, during and after UEFA competition matches.

### **3.31 Provocative action, racism**

The match organisers, together with the security authorities, must prevent any provocative action being taken by spectators inside or in the immediate vicinity of the stadium (unacceptable levels of verbal provocation from spectators towards players or opposing fans, racist behaviour, provocative banners or flags, etc.). Should such action arise, the match organisers or security authorities must intervene over the public address system or remove any offensive material. Stewards must draw the attention of the police to serious acts of misbehaviour, including racist insults, so that offenders may be removed from the stadium should the police so decide.

Associations, clubs and match organisers must implement and apply UEFA's 10-point plan on racism (Annexe).

### **3.32 Opening of the stadium gates to spectators**

The security authorities, in consultation with the match organisers, decide at what time the stadium gates should be opened to spectators. In this respect, the following criteria should be taken into account:

- anticipated number of spectators;
- expected time of arrival at the stadium of the different groups of spectators;
- entertainment of spectators in the stadium (entertainment on the playing field, refreshment possibilities, etc.);
- space available outside the stadium;
- possibility for entertainment outside the stadium;
- segregation strategy outside the stadium.

## **4. SUPPORTER-RELATED MEASURES**

### **4.1 Security officer**

Each association and/or club must appoint a security officer who will keep in close touch with supporters and familiarise himself with their customs and preferences. Additionally, in co-operation with the police authorities, he or she should compile a record of all known troublemakers. All this information should be used when liaising with fellow security officers of other associations or clubs, travel companies, supporters' clubs, police authorities, etc. in connection with matches played at home and away.

Great care should be exercised when appointing a security officer. The appointed person must have a sound background of experience in matters related to crowd control, safety and security at football venues, public order, ticketing, match organisation, etc. To appoint someone who has no such background is pointless and puts the association or club concerned at risk.

### **4.2 Co-operation with public authorities**

The most strenuous efforts must be applied in co-operation with the public and travel authorities and organised supporters' clubs to prevent known and potential troublemakers from attending matches, whether at home or away.

### **4.3 Personal data on ticket purchaser**

For matches played abroad, associations and clubs should provide match tickets only to those supporters who supply them with their names, addresses, passport numbers, travel details for the outward and return journeys, and details of their accommodation abroad. All such information should be made available, as required, to the public authorities in the host country or in countries through which supporters will travel en route to the match, as well as to the UEFA Administration if it so requests.

Similarly, these sources should be provided with whatever information may be gathered regarding supporters who may be travelling without match tickets.

### **4.4 Supporters' clubs**

Supporters' clubs should be encouraged to build up and maintain close co-operation with the association or club in question and to appoint stewards from within their membership to help manage and inform spectators at matches, and to accompany parties of supporters travelling abroad.

Additionally, associations and clubs should require supporters' clubs to insist upon good behavioural standards from their members, including the expulsion from membership of any person indulging in any form of hooligan conduct or anti-social behaviour.



Associations and clubs should foster and encourage a good relationship with their supporters' clubs by acknowledging their existence as officially recognised supporters, dealing preferentially with them in ticket allocation matters, arranging visits to tour the stadium as well as to meet players and officials, etc., offering assistance with foreign travel, including emergency contact officers abroad, and generally keeping in touch with them by newsletters and any other effective means of communication which may be suitable.

Associations and clubs must insist that their supporters' clubs ensure that alcohol is not available on their organised trips.

#### **4.5 Away matches**

When circumstances render it advisable, for security reasons, for supporters not to travel to away matches, associations and clubs should do everything possible to achieve this end. If more than 500 spectators are expected to travel to an away match, visiting associations or clubs are required to appoint an adequate number of supervisory representatives to accompany and assist supporters during the journeys to and from the venue and at the match, and to liaise between the local security authorities and the supporters.

#### **4.6 Information to supporters**

Supporters intending to travel abroad should be provided by associations and clubs with as much useful information as possible about the country to be visited, including its local customs and peculiarities, e.g.:

- visa requirements, if any;
- customs import restrictions and limitations;
- currency units and equivalent values;
- distances from various arrival points (airport, station, port) to the city centre and stadium;
- address of the association or club emergency contact point abroad and the name of a contact person;
- address and telephone number of the local embassy or consulate;
- a map of the stadium with the various sectors defined, showing access routes from the city and the location of designated parking areas;
- details of public transport services from the city centre to the stadium;
- an indication of average food prices, taxi and public transport charges;
- local health warnings regarding drinking water, etc.

#### **4.7 Co-operation with match organisers**

In the interests of safety and security, associations and clubs must co-operate in full with the match organisers, irrespective of whether the match is to be played at home or abroad, and with the public authorities

concerned. Similarly, the match organisers must do everything possible in their dealings with visiting associations and clubs, and all other authorities involved, to ensure that the event passes off without disturbance.

The match organisers should ensure that spectators are made aware, before a match, by mass-media announcements and all other appropriate means, of all prohibitive measures and controls regarding the match.

Additionally, supporters should be reminded of the importance of not attempting to take prohibited items or substances into the stadium, of behaving in a sporting and reasonably restrained manner, and of how serious an effect breaches of this code of conduct could have upon the teams and players they support, including disqualification from competitions.

## **5. CO-OPERATION WITH PUBLIC AUTHORITIES**

### **5.1 Close liaison**

In co-operation with the public authorities, the match organisers must ensure that there will be sufficient police forces, assisted where appropriate by security personnel, to counter any possible outbreaks of violence or public misbehaviour, and to preserve the safety of the general public and the match participants, within the stadium, in its surrounding environs and along the access and transit routes leading to and from the stadium.

### **5.2 Exchange of information**

All parties involved in a football match must do everything within their power to enable the public and police authorities, in whatever countries may be involved, to carry out an effective exchange of appropriate cross-border information.

### **5.3 Refusal of entry**

The match organisers must co-operate with the police authorities to ensure that any person refused entry to the stadium for any reason, or who has been expelled from the stadium for any reason, is not admitted or re-admitted thereafter, and that the person in question is kept well away from the stadium during the match, at least until all spectators have dispersed.

### **5.4 Radio-telephone link**

The match organisers must ensure that they, the police, security, fire and medical commanders and senior personnel are able to communicate freely with one another via a radio-telephone link.

### **5.5 Safety of the visiting team**

The match organisers must seek the co-operation of the local police authorities to ensure the safety of the visiting team and officials at their hotel, and when travelling to and from training and to and from the match.

## **6. SCOPE OF APPLICATION**

### **6.1 FIFA matches in Europe**

The instructions in this brochure apply equally to FIFA competition matches played in Europe, which are delegated to UEFA.

### **6.2 Effective date**

These provisions were approved by the UEFA Executive Committee on 11 December 2003, and come into immediate effect. They fully replace the version approved on April 2000.

For the UEFA Executive Committee:

Lennart Johansson  
President

Gerhard Aigner  
Chief Executive

Nyon, December 2003

## **Annexe I : UEFA's Ten-point Plan of Action for Professional Football Clubs**

1. Issue a statement saying that the club will not tolerate racism, spelling out the action it will take against those who engage in racist chanting. The statement should be printed in all match programmes and displayed permanently and prominently around the ground.
2. Make public address announcements condemning racist chanting at matches.
3. Make it a condition for season-ticket holders that they do not take part in racist abuse.
4. Take action to prevent the sale of racist literature inside and around the ground.
5. Take disciplinary action against players who engage in racial abuse.
6. Contact other clubs to make sure they understand the club's policy on racism.
7. Encourage a common strategy between stewards and police for dealing with racist abuse.
8. Remove all racist graffiti from the ground as a matter of urgency.
9. Adopt an equal opportunities policy in relation to employment and service provision.
10. Work with all other groups and agencies, such as the players' union, supporters, schools, voluntary organisations, youth clubs, sponsors, local authorities, local businesses and police, to develop pro-active programmes and make progress to raise awareness of campaigning to eliminate racial abuse and discrimination.

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