

WE CARE ABOUT FOOTBALL



UEFA Safety and Security Regulations

Edition 2006

UEFA SAFETY AND SECURITY REGULATIONS

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Preamble

On the basis of Article 50(1) of the UEFA Statutes, the following regulations have been adopted:

I General provisions

Article 1 – Scope of application

- 1 These regulations apply whenever expressly referred to by specific regulations governing a competition to be played under the auspices of UEFA.
- 2 They govern the organisational measures intended to ensure safety and security in and around the stadium before, during and after every match in the competition concerned.
- 3 They do not constitute an exhaustive list of the organisational measures to be taken by the match organiser and participating associations or clubs, and do not affect the legal obligations arising from the applicable national legislation.

Article 2 – Purpose

The aim of these regulations is to make the match organiser and participating associations or clubs aware of their duties and responsibilities before, during and after a match in order to safeguard the safety and security of everyone present, as well as of the stadium and its installations.

Article 3 – Definition of terms

- 1 For the purpose of these regulations, the following definitions apply:
 1. Closed-circuit television system: fixed cameras with pan and tilt facilities for monitoring spectators, stadium approaches and entrances, and all viewing areas within the stadium.
 2. Control room: room reserved for the persons who have overall responsibility for all match-related safety and security matters, namely the chief police officer, the stadium security officer and their staff.
 3. Emergency lighting system: a system that ensures that lighting is maintained in the event of a power failure, including along all exit and evacuation routes, for the purposes of ensuring safety and guiding spectators.
 4. Match organiser: an association or club responsible for organising a match to be played at home or an association, club or other entity responsible for organising a match at a neutral venue, whether or not one of its teams is involved.

5. Police: the public authority responsible for maintaining public order and security at the match.
 6. Public address system: an electronic system of loudspeakers capable of communicating clear messages to all spectators instantaneously.
 7. Public authorities: all national or local authorities responsible for safety and security matters (police, first aid and medical services, fire services, travel authorities, etc.).
 8. Security personnel: police officers and/or stewards.
 9. Stewards: all private parties appointed by the match organiser to help ensure that the match takes place without incident.
- 2 In these regulations, the use of the masculine form refers equally to the feminine.

Article 4 – Appointment of a security coordinator

- 1 Each association and club must appoint a security coordinator to:
 - a) keep in close touch with supporters and familiarise himself with their customs and preferences;
 - b) endeavour to compile – in cooperation with the police authorities – a record of all known troublemakers to be used when liaising with fellow security coordinators of other associations or clubs, travel companies, supporters' clubs, other police authorities, etc. in connection with both home and away matches.
- 2 The security coordinator must have a sound background of experience in matters related to crowd control, safety and security at football venues, public order, ticketing, and match organisation.

Article 5 – Relationship with supporters' clubs

- 1 Associations and clubs must foster and encourage a good relationship with their supporters' clubs by:
 - a) encouraging them to develop and maintain close cooperation with the association or club in question;
 - b) encouraging them to appoint stewards from within their membership to help manage and inform spectators at matches and to accompany parties of supporters travelling to away fixtures;
 - c) acknowledging their existence as officially recognised supporters;
 - d) giving them preferential treatment in ticket allocation matters;
 - e) arranging stadium tours, meetings with players and officials, and other similar activities;

- f) offering assistance with foreign travel, including the appointment of emergency contact officers abroad;
 - g) generally keeping in touch with them by newsletter and any other suitable means of communication.
- 2 Supporters' clubs must be required by associations and clubs to insist upon good behavioural standards from their members and to cancel the membership of any person engaging in any form of hooliganism or anti-social behaviour .
 - 3 Associations and clubs must insist that their supporters' clubs make every effort to ensure that alcohol is not available on organised trips.

II Match preparation measures

Chapter 1: Cooperation

Article 6 – Duty to cooperate with the public authorities

- 1 Suitably in advance of the match, the match organiser must consult the public authorities concerned to ensure that the measures laid down in these regulations will be implemented.
- 2 The match organiser and the participating associations or clubs must do everything within their power to:
 - a) enable the public authorities (especially the police), in all the countries involved, to carry out an effective exchange of appropriate cross-border information;
 - b) prevent, in cooperation with the public authorities (especially the police and the travel authorities) and supporters' clubs, known and potential troublemakers from attending the match.
- 3 The participating associations or clubs and the match organiser must cooperate in full.

Article 7 – Identification of persons responsible for safety/security

The match organiser must identify:

- a) the chief police officer and/or stadium security officer with overall responsibility for safety and security relating to the match;
- b) all other individuals responsible for safety/security, medical services and fire services.

Article 8 – Security personnel

In cooperation with the public authorities, the match organiser must ensure that there are sufficient police officers, assisted where appropriate by stewards, to counter any possible outbreaks of violence or public disorder and to ensure the safety of the general public and the match participants within the stadium, in its surrounding environs and along the routes leading to and from the stadium.

Article 9 – Liaison group

- 1 The match organiser must establish a liaison group which includes:
 - a) a senior official acting on behalf of the match organiser;
 - b) a senior representative of:
 - each of the public authorities concerned;
 - the stewards;
 - the stadium owner;
 - the participating teams;
 - c) the UEFA delegate.
- 2 The match organiser must identify a suitable meeting place within the stadium where the group should meet in the event of a serious emergency.
- 3 The members of the liaison group must be given a short, coded call sign which will be broadcast over the public address system for the purpose of summoning them to the agreed meeting place.
- 4 The match organiser must ensure that the members of the liaison group are able to communicate freely with each other via a radio-telephone link.

Article 10 – Spectator segregation and crowd dispersal strategy

- 1 For a match where spectators are segregated, a segregation strategy must be drawn up by the match organiser in conjunction with the chief police officer and/or stadium security officer. If necessary, this strategy will also include a parking strategy for the different groups of supporters.
- 2 The end-of-match crowd dispersal strategy must be discussed at the organisational meeting on the morning of the match.

Article 11 – Stadium inspection

- 1 The match organiser must ensure that the match stadium has been thoroughly inspected throughout by the public authorities concerned and issued with a safety certificate.
- 2 This safety certificate must have been valid for no more than one year prior to the date of the match.

Article 12 – First aid for spectators

- 1 The number and qualifications of the first-aiders appointed to provide first-aid treatment to spectators must be approved by the public authorities concerned, which will also determine the number of ambulances to be stationed on site during the match.
- 2 The first-aiders must be easily identifiable.

Article 13 – Emergency services

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

Chapter 2: Ticketing

Article 14 – Ticket sales

- 1 Ticket sales must be strictly controlled.
- 2 Tickets may be sold at the stadium or anywhere else in the same town/city on the day of the match only with the approval of the police and/or other competent authorities and in consultation with the participating associations or clubs.

Article 15 – Ticket allocation

- 1 Each participating association or club to which match tickets are allocated is responsible for ensuring that these tickets are allocated only among its own supporters.
- 2 When the match is played at a neutral venue, the match organiser is responsible for ensuring that none of its ticket allocation is passed on to supporters of the participating teams.
- 3 Match organisers and associations or clubs to which tickets have been allocated will be held entirely responsible if any tickets are found on the black market or in the hands of unauthorised individuals or agencies.

Article 16 – Ticket-holder details

- 1 When allocating match tickets to travel agents, the match organiser and the participating associations or clubs are responsible for ensuring that:
 - a) tickets are allocated only against production of documentary proof of identification of the spectators to whom tickets have been sold;
 - b) such travel agents do not pass on tickets in bulk to other sources over which the match organiser, associations or clubs have no control.
- 2 Where required by the circumstances, match organisers and participating associations or clubs that distribute tickets must keep detailed records of sales, including the names and addresses of all ticket-holders. For matches played abroad and if the circumstances so require, tickets must be provided only to those supporters who supply the match organiser or association or club with their names, addresses, passport numbers and, if possible, with travel details for their outward and return journeys plus details of their accommodation abroad.
- 3 All such personal information, as well as any information gathered regarding supporters travelling without match tickets or believed to be doing so, must be made available, if required, to the public authorities in the country where the match is being staged or in countries through which supporters will travel en route to the match, as well as to the UEFA administration.

Article 17 – Ticket allocation strategy

- 1 In consultation with the police and/or other public authorities, the match organiser must ensure that, if deemed necessary, tickets are allocated in such a way as to ensure optimum segregation of the different groups of supporters, bearing in mind that, for a match played at a neutral venue, there could be three groups of spectators, i.e. supporters of each of the two participating teams and local, neutral spectators.

- 2 As part of the segregation arrangements, prospective spectators must be informed:
 - a) of the stadium sectors for which they are allowed to purchase tickets;
 - b) that if they are found in the wrong sector, among opposing supporters, they may be moved to a preferred sector or removed from the stadium, as decided by the police and/or other public authorities.
- 3 Once the ticket allocation strategy has been agreed with the police and/or other public authorities and tickets have been distributed accordingly, no considerations of any kind will be taken into account to alter that strategy, unless the segregation of supporters requires some tickets to be withheld from sale for a given sector.

Article 18 – *Black market and anti-counterfeit measures*

- 1 The match organiser shall, if necessary, discuss with the police and/or other public authorities what action to take against black-market ticket-sellers around the stadium, particularly bearing in mind that such activities can jeopardise the segregation strategy.
- 2 Such action can consist in limiting the number of tickets sold per person.
- 3 The most sophisticated anti-counterfeit measures must be incorporated into match tickets, and all security personnel on duty in and around the stadium must be familiar with these measures, to facilitate the rapid identification of counterfeit tickets.
- 4 As soon as the match organiser becomes aware that counterfeit tickets may be in circulation, it must contact the police and/or other public authorities to agree on a strategy for dealing with the problem.

Article 19 – *Ticket quotas and prices*

- 1 The associations or clubs concerned must agree on ticket quotas, unless the relevant competition regulations stipulate that the UEFA administration is responsible for taking this decision.
- 2 Even if the segregated area of the stadium for visiting supporters constitutes more than 5 percent of the total stadium capacity, all places in the segregated area must be made available to the visiting association or club.
- 3 Unless the associations or clubs concerned agree 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.

Article 20 – Stamping of tickets

When the match organiser allocates 10 percent or more of the total number of purchase tickets to any party, e.g. the participating associations or clubs, he must stamp the name of the party in question on the face of the tickets to facilitate the quick identification of the distributor and to assist the segregation process.

Article 21 – Information on tickets

Tickets must provide holders with all the information they may 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).

Article 22 – Match factsheet

A match factsheet containing the following information must be produced and distributed with the ticket:

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

Chapter 3: Visiting team and supporters

Article 23 – Safety of the visiting team

The match organiser must seek the cooperation of the local police 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.

Article 24 – Travel of visiting supporters

- 1 When security reasons render it inadvisable for supporters to travel to an away match, the match organiser and participating associations or clubs must do everything possible to prevent supporters from travelling.
- 2 If more than 500 supporters are expected to travel to an away match, the visiting association or club concerned is required to appoint an adequate number of stewards to accompany and assist supporters during their journeys to and from the venue and at the match, and to liaise between the public authorities and the supporters.

Article 25 – Information to visiting supporters

Visiting associations and clubs must provide their supporters intending to travel abroad with as much useful information as possible about the country concerned, including its local customs and peculiarities, e.g.:

- a) visa requirements, if any;
- b) customs import restrictions and limitations;
- c) currency units and equivalent values;
- d) distances from various arrival points (airport, station, port) to the town/city centre and stadium;
- e) address of the emergency contact point and name of the match organiser contact abroad;
- f) address and telephone number of the local embassy or consulate;
- g) map of the stadium showing the various sectors, access routes from the town/city and the location of designated parking areas;
- h) details of public transport services from the town/city centre to the stadium;
- i) indication of average food prices, taxi and public transport fares;
- j) local health warnings regarding drinking water, if any.

III Admission of spectators to the stadium

Article 26 – Checking and guarding of the stadium

The match organiser must ensure that:

- a) the stadium is guarded against unauthorised intrusion for an adequate period before the day of the match;
- b) an efficient security sweep of the stadium – to search for unauthorised persons or prohibited objects/substances – is carried out before spectators are admitted.

Article 27 – Segregation of spectators

- 1 If the circumstances so require, the segregation of the different groups of supporters must 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.
- 2 Separate car and bus parks, preferably on different sides of the stadium and as near as possible to their respective viewing sectors, must be provided for the various groups of supporters.

Article 28 – Information for spectators

- 1 The match organiser must ensure that spectators are made aware before the match – by public address system announcements or any other appropriate means – of all prohibitive measures and controls related to the match.
- 2 The match organiser must remind spectators of the importance of not attempting to take prohibited items or substances into the stadium, of the need to behave in a sporting and reasonably restrained manner, and of the potentially serious consequences any breach of these obligations could have for the players and teams they support, including disqualification from competitions.

Article 29 – Presence of safety and security personnel

Security personnel, first-aiders, medical service and fire service personnel, and also the public address announcer(s), must be in their allotted positions in and around the stadium before the stadium is opened to the public.

Article 30 – Opening of the stadium gates to spectators

The match organiser, together with the chief police officer and/or stadium security officer, decides at what time the stadium gates should be opened to spectators, taking into account the following criteria:

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

Article 31 – Signposting

Where the ticketing system is colour-coded to match the sector layout, the appropriate colours must be displayed on all signs guiding the spectators to the various sectors of the stadium.

Article 32 – Security personnel

- 1 Turnstiles and entry or exit doors or gates must be operational and manned by properly trained security personnel.
- 2 Adequate security personnel must be available at all approaches to the stadium, at the turnstiles, and throughout the interior of the stadium, at the discretion of the chief police officer and/or stadium security officer.
- 3 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.
- 4 All security personnel should be familiar with the layout of the stadium and with its safety, emergency and evacuation procedures.

Article 33 – Screening and searching of spectators

- 1 Spectators will be screened initially by security personnel at the outer perimeter fence if there is one, or at the outer cordon created by security personnel 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.
- 2 Final screening and searches must be carried out by security personnel outside the turnstile entrances to ensure that:
 - a) spectators enter the correct part of the stadium;
 - b) spectators do not bring any objects/substances into the stadium that are likely to be used in acts of violence, or alcohol or fireworks of any kind;
 - c) access is forbidden to known or potential troublemakers, or persons who are under the influence of alcohol or drugs.
- 3 Screening and searches 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.
- 4 Each spectator shall be screened and searched by a member of the security personnel of the same sex.

Article 34 – Expulsion or refusal of entry

The match organiser must cooperate with the police to ensure that any person refused entry to the stadium for any reason, or who has been expelled from the stadium, 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.

IV Spectator control at the stadium

Article 35 – Presence of safety and security personnel

Security personnel, first-aiders, medical and fire service personnel, and also the public address announcer(s), must remain in their allotted positions in and around the stadium for the entire time that the public is in the stadium and until the crowd has dispersed, in accordance with the instructions of the chief police officer or stadium security officer.

Article 36 – Distribution of alcohol

The match organiser must ensure that:

- a) no public sale or distribution of alcohol is permitted within the stadium or its private environs;
- b) all alcohol-free drinks which are sold or distributed are dispensed in paper or open plastic containers which cannot be used in a dangerous manner.

Article 37 – Limitation of spectator movement

- 1 The match organiser must take measures to ensure that spectators cannot move from one sector to another.
- 2 If it is necessary to have more than one group of spectators in a particular sector, a division must be maintained between them by means of an insurmountable barrier or fence controlled by security personnel, or by the creation of a «no-go area» kept free of spectators and occupied only by security personnel.

Article 38 – Public passageways

The match organiser must take measures to ensure that all public passageways, corridors, stairs, doors, gates and emergency exit routes are kept free of any obstructions, which could impede the free flow of spectators.

Article 39 – Doors and gates

The match organiser must take measures to ensure that:

- a) all exit doors and gates in the stadium, and all gates leading from the spectator areas into the playing area, remain unlocked while spectators are in the stadium;
- b) each of these doors and gates is attended at all times by a specially appointed steward, to guard against abuse and ensure immediate escape routes in the event of an emergency evacuation;
- c) none of these doors or gates may be locked with a key under any circumstances.

Article 40 – Protection of the playing area

- 1 The match organiser must ensure that players and match officials are protected against the intrusion of spectators into the playing area. This may be accomplished in various ways, including, for example, the use of one or more of the following measures, depending on the individual circumstances:
 - a) the presence of security personnel in or near the playing area;
 - b) moats of a sufficient width and depth;
 - c) 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;
 - d) 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.
- 2 Whichever form of protection against intrusion is used, it must incorporate adequate means for spectators to escape into the playing area in an emergency, unless, in the certified opinion of the public authorities, adequate means of emergency evacuation backwards and/or sideways out of the stands exist, which would be sufficient to render the use of the playing area unnecessary for such a purpose.
- 3 The type of protection adopted against intrusion must be approved by the public authorities and must not represent a danger to spectators in the event of panic or an emergency evacuation.

Article 41 – Closed-circuit television system

- 1 The stadium's closed-circuit television system must be used by the chief police officer or stadium security officer to monitor spectators and all the stadium's approaches and entrances, as well as all viewing areas within the stadium.
- 2 The system must be managed and controlled from the control room by the chief police officer or stadium security officer and his staff.

Article 42 – Replays on giant screen

The match organiser may only show replays of the match on a giant screen inside the stadium if the following conditions are observed:

- a) they may be shown only when the ball is out of play, during the half-time interval or during the break before extra time;
- b) they must not consist of any action that would highlight, directly or indirectly, a potential mistake by the referee or any behaviour which is against the principles of fair play;
- c) they must not be accompanied by sound.

Article 43 – Public address system, announcers and announcements

- 1 The stadium's public address system must be 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.
- 2 Trained announcers who are capable of addressing visiting foreign spectators in their own language must be available when required. If possible, an announcer whose voice is familiar to visiting supporters from their own stadium at home shall be used.
- 3 Announcements over the public address system must be of a strictly neutral character. The public address system must not be used:
 - a) for the dissemination of political messages;
 - b) to support the home team;
 - c) for any form of discrimination against the visiting team.

Article 44 – Political action

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

Article 45 – Provocative action and racism

- 1 The match organiser, together with the chief police officer or stadium security officer, 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.).
- 2 Should such action arise, the match organiser, chief police officer or stadium security officer must intervene over the public address system or remove any offensive material.
- 3 Stewards must draw the attention of the police to any serious acts of misconduct, including racist insults, so that offenders may be removed from the stadium should the police so decide.
- 4 The match organiser and participating associations or clubs must implement and apply UEFA's 10-point plan on racism (see Annex).

Article 46 – Retention of supporters within the stadium

- 1 If the chief police officer or stadium security officer 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 must be observed:
 - a) the decision to retain a group of supporters must be announced over the public address system in the language of the supporter group concerned;
 - b) the announcement must be repeated shortly before the end of the match;
 - c) the match organiser must ensure that, during this period of retention, the retained supporters have access to refreshments and sanitary facilities;
 - d) if possible, the retained supporters shall be entertained (music, video scoreboard, etc.), to help the waiting time pass more quickly and keep them calm;
 - e) they must be informed regularly of how much longer they may have to wait before being allowed to leave the stadium.

V Final provisions

Article 47 – Authoritative text

If there is any discrepancy in the interpretation of the English, French or German versions of these regulations, the English version shall prevail.

Article 48 – Annex

The annex to these regulations forms an integral part thereof.

Article 49 – Disciplinary procedures

Any breach of these regulations may be penalised by UEFA in accordance with the UEFA Disciplinary Regulations.

Article 50 – Adoption and entry into force

- 1 These regulations were adopted by the UEFA Executive Committee at its meeting on 5 October 2006.
- 2 They come into force on 1 June 2007.

Article 51 – Abrogation and transitional provision

- 1 These regulations replace the Binding Safety and Security Instructions (edition 2004).
- 2 However, the Binding Safety and Security Instructions (edition 2004) apply after the present regulations have come into force whenever UEFA competition regulations expressly refer to them.

For the UEFA Executive Committee:

Lennart Johansson President
Lars-Christer Olsson Chief Executive

Nyon, October 2006

ANNEX: UEFA's 10-point plan on racism (Article 45(4))

1. Issue a statement saying that racism or any other kind of discrimination will not be tolerated, spelling out the action that will be taken 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 associations or clubs to make sure they understand the association's or club's policy on racism.
7. Encourage a common strategy for stewards and police to deal 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 businesses, police and other public authorities, to develop proactive programmes and make progress to raise awareness of campaigning to eliminate racial abuse and discrimination.

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