

TOOLKIT DOCUMENT TK14

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UEFA comments

This document serves as a guide primarily for SLOs at clubs playing in one of the two European competitions but it may also be adapted for use in domestic competitions.

The checklist was prepared in response to the many requests for advice and assistance we have received from active SLOs all over Europe, in particular those who are new to the role and as yet unsure as to how to proceed. We therefore recommend that you distribute it to all your club SLOs and discuss it with them.

As with all the other documents in this toolkit series, the checklist is provided for guidance purposes only. It is not set in stone. Indeed, you and your club SLOs are encouraged to adapt and amend it to suit the local situation and needs of the club. We hope your SLOs will find it a useful tool that helps them to organise themselves and their work ahead of matches.

Checklist for SLOs in European competition

This is a general checklist for use primarily at UEFA competition matches but SLOs may also find it useful for their work in domestic competitions. It makes no claim to be definitive and is provided for guidance purposes only. It can and should be adapted according to the requirements of the club and the local situation. Always agree the items in this checklist with your line manager! Make sure everyone knows what you are doing! Avoid any duplication of tasks!

Before the start of the competition season

- Agree all internal procedures with the security, stewarding, marketing and customer relations departments, etc.
- In particular, clarify who is responsible for (i) liaising with internal and external stakeholders (ii) collecting information (iii) disseminating information to supporters/UEFA/other club staff etc. and (iv) who needs to be informed (e.g. cc on emails) etc.

After the draw has been made

- Immediately establish contact with your counterpart at the other club
- In accordance with the aforementioned internal procedures agreed for your club, you may be required to liaise with one or more of the following internal and external stakeholders:
 - Security officer, stewarding service, disability liaison officer, catering manager, other stakeholders as appropriate
 - The police
 - The public transport authority
 - The local consulate/embassy
- Gather and exchange all relevant information with your counterpart, as agreed, e.g.

- SLO contact details
 - Stadium information (address, map, opening times, stadium plan, size and configuration of visitors section, details of security checks, details of what can/cannot be taken inside the stadium, etc.)
 - Ticket information (contingent, prices, sections, etc.)
 - Number of travelling fans
 - Makeup of travelling support, including information specific to your fan base, special requests
 - Known issues with supporters
 - Stadium regulations
 - Transport information (directions, maps, public transport, parking, special buses, etc.)
 - Latest travel information (road works, road closures, diversions, bus/rail/air disruptions, etc.)
 - Information on hospitality events being staged for supporters, meeting points, etc.
 - Information on the city, tourism offerings
 - Information on local customs
 - General safety and security information (dos and don'ts, areas to avoid)
 - Information from the local consulate, embassy, (visa requirements, etc.
 - Emergency numbers (consulate, embassy, etc.)
 - Consult SLOs from other clubs who have experience at the respective opposition club or in the country of travel, if necessary
- Disseminate all relevant information (as agreed and gathered above) to your own fans via club website, newsletter, match programme, printed guide, message boards, text message, Twitter, Facebook, etc.

- In conjunction with the club security officer, you may be required to attend a site visit to the home club

In the run-up to the game

- Discuss and agree details of choreographies/tifos, fan material, etc. with all relevant stakeholders and coordinate their organisation in the stadium
- Ensure that such information is circulated within the club. If requested by the club, this information may be presented directly to the UEFA Venue Director on MD-1. In addition, communicate any problems/difficulties with the opposition club and any information of relevance provided by the away SLO (planned tifos etc.).
- (Matchday -1) attend any UEFA meetings if required
- Agree meeting time with your counterpart from the other team
- If an away section SLO is deployed (or SLO team volunteers), ensure this person/these persons have all the relevant information/accreditation
- Organise staff for home support information point (if applicable)

On matchday

- Ensure you can be reached at all times (mobile phone, spare battery, regular check of emails, text messages, mailbox, etc.)
- Attend the UEFA organisation meeting if required
- Liaise with the security officer and, if necessary, attend any additional meetings called
- As the home SLO, meet and welcome the away SLO
- Quick tour of the stadium with the away SLO, if necessary
- Quick visit to relevant points in town with the away SLO, if necessary
- Monitor admission of away fans to visitors section (both SLOs)
- Clarify/resolve any problems being experienced by the away fans

- Conflict management (mediation/de-escalation only - do not get involved in security tasks!)
- Presence among own fans during the game
- As the home SLO, goodbye contact with away SLO and other relevant contacts after the game

Post-game

- Internal follow-up and review with relevant club officials
- Follow-up/review with your counterpart at the other club
- If required by the club, attend UEFA debrief meetings
- Follow-up/review with the police, stewards and other stakeholders
- Completion of official post-match paperwork
- Update procedures, as necessary