



FIFA Stadium Safety and Security Regulations

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Fédération Internationale de Football Association

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FIFA Stadium
Safety and Security
Regulations

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All-seater stadium: A stadium that only has seating, or a stadium in which terraced (standing) areas are closed to spectators.

Association: A football association recognised by FIFA. It is a member of FIFA unless a different meaning is evident from the context.

Award ceremony: The ceremony immediately following the conclusion of the final match of the competition, during which the competition trophy and/or medals and/or other awards are presented to the players.

Chief steward: The senior steward responsible for the deployment and management of the other stewards.

Competent person: A person shall be regarded as occupationally competent if he has sufficient training and experience to meet the national occupational standards relevant to the tasks within their identified role.

Confederation: A group of associations recognised by FIFA that belong to the same continent (or assimilable geographic region).

Contingency plan: A contingency plan is prepared by the stadium management and sets out the action to be taken in response to incidents occurring at the venue which might prejudice public safety or security or disrupt normal operations. Also referred to as a stadium contingency plan.

Emergency plan: An emergency plan is prepared and owned by the emergency services for dealing with a major incident at the venue or in the vicinity. Also known as an emergency procedure plan or major incident plan.

Event: See "FIFA event".

Event organiser: The entity organising a FIFA event, such as the LOC, association, confederation or any other agency.

Exit: A stairway, gangway, passageway, ramp, gateway, door, or any other means of passage used to leave the stadium and its accommodation.

Field of play: The playing surface whose measurements comply with the Laws of the Game and upon which any match is played within a stadium, including any areas immediately behind the goal lines and touch lines.

FIFA: Fédération Internationale de Football Association.

FIFA event: Subject to the provisions contained herein, any match, tournament or competition being played under the direct operational administration of FIFA.

Host nation: The country in which a FIFA event is being held.

Inner perimeter: The perimeter that immediately surrounds the stadium building, which usually contains the turnstiles. This perimeter may comprise the stadium walls.

LOC: Local Organising Committee.

Match: Any football match in its entirety (including replays, extra time and penalty shoot-outs) that takes place as part of the competition.

Match day: The day on which any match takes place.

Match organiser: An organisation or group that is responsible for delivering a FIFA match (see “Event organiser”).

Maximum safe capacity: The total number of spectators that can be safely accommodated in a stadium or section of a stadium.

Member association: Any association that has been admitted into membership of FIFA by the Congress.

Mixed zone: The area designated by FIFA and/or the association which is to be located between the team dressing rooms and the dedicated team bus pick-up area, where players may be interviewed by media representatives.

National security officer: As defined in article 5.

Official: A board member, committee member, referee, assistant referee, coach, trainer or any other person responsible for technical, medical or administrative matters at FIFA, a confederation, association, league or club.

Official competition: A competition for representative teams organised by FIFA or any confederation.

Operations manual: A manual which sets out the way a stadium operates on a daily basis. It should include but not be limited to the stewarding plan, medical plan, planned preventative maintenance schedule, fire risk assessment, event day procedures, contingency plans, capacity calculations, site plans and details of safety equipment.

Opening ceremony: The ceremony immediately preceding the first match of the competition.

Organiser: See "Event organiser".

Outer perimeter: The perimeter outside the inner perimeter, beyond which only officially accredited personnel and match ticket holders are entitled to pass on match days.

Place of reasonable safety: A place within a building or structure that provides protection from the effects of fire and smoke for a limited period of time. This place, usually a corridor or stairway, will normally have a minimum of 30 minutes' fire resistance (unless otherwise stipulated under the host country's fire safety regulations) and allow people to continue their escape to a place of safety.

Place of safety: A place, away from the building, in which people are in no immediate danger from the effects of fire.

Player: Any football player licensed by an association.

Safety and security management team: As defined in article 3.

Senior national security advisor: As defined in article 5.

Spectator accommodation: The area of a ground or structure in the ground provided for the use of spectators, including all circulation areas, concourses and the viewing areas.

Sports hall: Usually a multipurpose building containing indoor football pitches used for FIFA Futsal World Cups. In these regulations, any reference to a stadium shall also mean sports halls used for FIFA Futsal World Cups.

Stadium: Any stadium at which a match is played. This includes the entire premises (to the extent that an accreditation card is required in order to gain access) of the stadium facility inside the outer perimeter fence and (on match days and on any day on which any official team training session takes place within the stadium) the aerial space above such stadium premises. "Stadium" shall also include all parking facilities, VIP/VVIP and hospitality areas, media zones, concession areas, commercial display areas, buildings, the field of play, the pitch area, the broadcast compound, the stadium media centre, the stands and the areas beneath the stands.

Stadium safety and security management team: As defined in article 3.

Stadium security officer: As defined in article 5. Also known as a stadium safety officer.

Stadium authority: The legal entity (whether a privately owned company or governmental entity) with the ultimate, ongoing, management and operational control of a stadium used for a particular event; the legal entity that grants the legal right to use the stadium for the particular event as identified in the lease agreement for that event.

Steward: As defined in article 13.

STC: Stadium ticketing centre.

TCP: Ticketing clearing point.

Temporary demountable structure: Any structure erected on a temporary basis at a stadium, including stands, standing terraces, hospitality areas, award ceremony platforms and media installations.

Ticket terms & conditions: The terms and conditions established by FIFA which apply to the use of match tickets and which set forth the rules applicable to all holders of match tickets.

Viewing area: Seats, terraces, sky boxes and hospitality suites etc., from which spectators can observe the match.

VOC: A venue operation centre (VOC) is a designated room or area within the stadium from which all safety and security operations are controlled and managed.

Vomitory: An access route built into a gradient of a stand which directly links spectator accommodation to concourses and/or routes for ingress, egress or emergency evacuation.

NB: Terms referring to natural persons are applicable to both genders. Any term in the singular applies to the plural and vice versa.

Preamble

These regulations are intended to make organisers of FIFA events aware of their duties and responsibilities before, during and after matches in relation to safety and security at the stadium.

These regulations contain the minimum safety and security measures that event organisers and stadium authorities must take to ensure safety, security and order at the stadium.

LOCs/event organisers, associations and clubs/stadium authorities must take all reasonable measures necessary to ensure safety and security at the stadium. LOCs/event organisers, associations and clubs/stadium authorities are responsible for the behaviour and competence of the persons entrusted with the organisation of a FIFA event.

1

Scope of application

- 1.** The host associations of FIFA events shall apply these regulations (including qualifying and final competition matches) when these events are under the direct administration of FIFA.
- 2.** Furthermore, FIFA recommends that these regulations be used as guidelines for all international matches in accordance with the FIFA Regulations Governing International Matches.
- 3.** If an association or confederation arranges an event that will be administrated and governed by its own competition regulations, the respective association's or confederation's own safety and security regulations shall apply and these regulations may only serve as guidelines.
- 4.** These regulations constitute the minimum requirements; however, when the respective association's or confederation's safety and security provisions are stricter or more exhaustive than some or all of the principles established hereinafter, those safety and security provisions shall prevail.

2 Basic principles

1. Successful stadium safety and security strikes the right balance between stadium design and stadium management. Guidance on new builds and stadium refurbishments can be found in the FIFA publication *Football Stadiums – Technical Recommendations and Requirements*, which should be used as a reference for all FIFA events together with the latest version of this document.
2. A stadium may only be used to host a FIFA event if the structural and technical condition of the stadium complies with the host nation's safety requirements and a safety certificate has been issued by the relevant authority.
3. The laws, regulations, ordinances and administrative directives in place for the construction and technical facilities of stadiums shall be respected.
4. The maximum number of spectators admitted into the stadium shall not exceed the stadium's agreed maximum safe capacity.

3

Definitions and requirements

1. For the purposes of these regulations, the safety and security management team is defined as those persons appointed by the association, event organiser and host nation who are responsible for all aspects of safety and security at a FIFA event. The exact composition of this group will depend on the size and type of the FIFA event, but its leading members will always be the national security officer and the senior national security advisor, as defined hereinafter. Further guidance and support should be sought from representatives of all relevant agencies and stakeholders such as the fire, emergency and medical services. A formal mandate should be established for this group, stating lines of communication, levels of responsibility and deliverables.
2. Furthermore, every stadium used during a FIFA event shall have a stadium safety and security management team, which will be headed by the stadium security officer, as defined hereinafter, and the senior local police commander responsible for police activities in and around the stadium.

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Responsibility

1. Associations are responsible for appointing an occupationally competent national security officer, as defined hereinafter.
2. The associations, through the national security officer and the stadium safety and security management team as defined hereinafter, are responsible for ensuring the safety and security of all spectators, players, officials, VIPs/VVIPs and any person present at a stadium hosting a FIFA event.
3. If the association, event organiser or stadium authority has no legal authority to arrange the necessary safety and security measures, it must cooperate with the relevant host nation authorities to ensure that they are in place. If any of the FIFA Stadium Safety and Security Regulations are not in place, the association must be informed immediately, who in turn must inform FIFA.

4. The association must ensure that the stadium safety and security management team is aware of and fully understands the obligations placed upon them, including:

- a)** The requirements of the stadium safety certificate to be issued by the relevant authority.
- b)** The requirements for a safety certificate for any temporary demountable structures.
- c)** The host nation's/confederation's/association's stadium safety and security regulations.
- d)** The FIFA Stadium Safety and Security Regulations.
- e)** The FIFA publication *Football Stadiums – Technical Recommendations and Requirements*.
- f)** FIFA Medical Assessment and Research Centre (F-MARC) – *Football Emergency Medicine Manual*.
- g)** The host nation's fire safety legislation.
- h)** The host nation's health and safety at work legislation.
- i)** The host nation's legislation relating to people with disabilities.
- j)** The host nation's civil contingencies legislation and/or guidelines.
- k)** Insurance requirements, where applicable.
- l)** Any other specific laws of the host nation that may have relevant safety or security implications.
- m)** Any other stadium regulations or policies that may have relevant safety or security implications.

5

Staffing

The following key appointments are required in order to ensure that both the safety and security management and stadium safety and security management teams are properly staffed. The details of the requirements, competences and status of the key appointments can be found in **Annexe A**.

a) National security officer

- i) Every member association shall appoint a national security officer. This person must have experience of working with public authorities and the police services, as well as prior knowledge of event organisation issues, spectator supervision and event safety and security matters.
- ii) The national security officer shall be responsible for developing, coordinating and delivering the safety and security concept across a FIFA event, including at training sites, official hotels, transport hubs, etc.
- iii) The national security officer shall assume responsibility for the ongoing education and training of all stadium security officers employed during events. He shall also conduct all briefings, devise a training and education programme and be available to provide guidance and advice to all stadium security officers.

b) Senior national security advisor

Every member association, in conjunction with its national authorities, shall appoint a senior national security advisor, who must be a serving senior police officer. Although not a full-time post, this role will serve as a vital link between the event organiser and the national and local authorities during the build-up to a FIFA event and through to its conclusion.

c) Stadium security officer

The event organiser, in consultation with the national security officer, is responsible for appointing an occupationally competent stadium security officer for each stadium to be used during the FIFA event. The stadium security officer shall be responsible for all safety and security matters at the designated stadium.

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Stadium safety and security planning

When preparing to host a FIFA event, the stadium safety and security management team shall:

- a)** Ensure that a spectator safety and security policy document for the stadium is created (see article 8).
- b)** Ensure that written and tested stadium contingency plans are created (see article 9).
- c)** Agree with local authorities on emergency procedures and major incident plans (see article 10).
- d)** Agree with authorities on the level of policing and support from other agencies.
- e)** Agree on procedures for accommodating all spectators, including those with disabilities, the elderly, families and children and, where appropriate, supporters of visiting teams.

7

Stadium risk assessments

- 1.** The stadium security officer is responsible for the production of risk assessments for all matches including any ancillary activities, such as opening or award ceremonies. Input should be provided by local and, when required, national authorities and all relevant emergency services, such as fire, civil emergency and ambulance services.

- 2.** The risk assessment should consist of the following steps, all of which should be documented:
 - a)** Identify the risks to which spectators, VIPs/VVIPs, players and/or officials or any other person present at the stadium may be exposed.

 - b)** Determine who may be affected and how.

 - c)** Evaluate the risks and decide on the precautions to be taken.

 - d)** Record the findings and implement risk reduction and/or risk mitigation measures.

 - e)** Continually assess and review the measures and revise them where necessary.

- 3.** The risk assessment should include consideration of the following factors:
 - a)** Political tensions at national, local or team supporter level.

 - b)** Terrorist threats – to be identified by national and local authorities.

 - c)** Historical enmity between teams or their supporters.

 - d)** Likelihood of supporters arriving without tickets or expected numbers of counterfeit tickets.

- e) The need for spectator segregation and the numbers of groups requiring segregation.
- f) Supporters with a history of using pyrotechnics or any other dangerous objects, including laser pointers.
- g) The possibility of racist or aggressive language, banners or behaviour.
- h) The layout and size of the stadium including sponsor and concession activities.
- i) The expected attendance.
- j) The familiarity of the spectators with the stadium.
- k) Expected behaviour of spectators, including the likelihood of pitch invasion, violence or standing in seated areas.
- l) Expected flow rate through the controlled points of entry including search requirements.
- m) Auxiliary activities, such as opening, closing or award ceremonies.
- n) Hospitality facilities.
- o) Times and duration of the match(es).

8

Spectator safety and security policy document

1. The host association shall create common safety and security regulations or a safety and security manual, including counter-terrorism measures, in line with national laws and regulations.

2. In line with the above, the national security officer and stadium safety and security management team shall produce a spectator safety and security policy document for each stadium to be distributed to all stakeholders. The policy document should clearly state:
 - a) The event organiser's and host nation's philosophy on safety and security.

 - b) With whom ultimate responsibility lies for safety and security at the stadium.

 - c) To whom responsibility is delegated.

 - d) The chain of command and lines of reporting.

 - e) How the safety and security policy is to be implemented and communicated.

 - f) Who the key stakeholders are.

9

Stadium contingency plans

1. The stadium safety and security management team, in conjunction with relevant expert agencies and organisations, should assess the risk of any incident occurring at the stadium which might prejudice safety and security or disrupt normal operations. In conjunction with local authorities, contingency plans shall be developed to determine specific actions and/or the mobilisation of specialist or additional resources.

2. As a guideline, contingency plans should be established for the following:
 - a) Fire

 - b) Terrorist attack
 - i) bomb threat or actual bomb attack
 - ii) suspect package
 - iii) shooting
 - iv) airborne attack
 - v) suicide bombing
 - vi) chemical, biological, radiological or nuclear attacks

 - c) Buildings and services
 - i) damage to structures
 - ii) power cut or failure
 - iii) passenger lift or escalator failure (if applicable)
 - iv) gas leak or hazardous materials incident

 - d) Safety equipment failure
 - i) turnstile or spectator entry counting system
 - ii) automated turnstile mechanism (free flow of spectators or prevention of access)
 - iii) closed circuit television
 - iv) public address system
 - v) electronic video screens (giant screens)
 - vi) safety and security communication systems
 - vii) fire warning, detection and other fire safety systems

- e) Crowd control**
 - i) surging or crushing
 - ii) pitch incursion/invasion
 - iii) late arrivals or delayed start
 - iv) lockouts including progressive turnstile closure
 - v) disorder at the stadium
 - vi) ticket forgery and illegal ticket touting
 - vii) overcrowding of the stadium or a section of the stadium

- f) Emergency evacuation (by section or the entire stadium)**

- g) Severe adverse weather (such as lightning strikes, flash floods, high winds, hurricanes)**

- h) Natural disasters (such as earthquakes, volcanic eruptions)**

- i) Strategy if a match is abandoned, postponed or delayed**

10 Stadium emergency plans

- 1.** The local emergency services are required to prepare an emergency plan (also known as an emergency procedure plan or major incident plan) for dealing with any major incident occurring in or around the stadium. It is the responsibility of the senior national security advisor to ensure compliance with this requirement.

- 2.** There must be consultation between the stadium security officer, the police, fire and ambulance services, the local health authority, the local government authority and the event organiser, in order to produce an agreed plan of action for all potential emergencies.

- 3.** Although contingency plans are prepared by the stadium safety and security management team and emergency plans by the local emergency services, the two plans must be compatible.

11

Terrorism

1. FIFA events are exposed to greater threats than may normally be present in the host nation and this includes acts of terrorism. When preparing plans for FIFA events, specific attention must be given to this threat and the fullest support secured from competent local and national authorities. Expert advice should be provided by the appropriate national authorities and, where required, international agencies.
2. The stadium safety and security management team must implement basic countermeasures as part of their daily "housekeeping". As a minimum, stadiums (including areas within the outer perimeter) must be searched by trained personnel prior to it being handed over for event use. Once a stadium has been searched, it must be suitably guarded by security to prevent unauthorised access. Furthermore, all vehicles and personnel entering a secured stadium must be searched.
3. Advice and guidance shall be provided by the senior national security advisor on all matters relating to terrorism.
4. Guidelines on basic countermeasures and stadium searches are contained in **Annexe B**.

12 Record keeping

1. The stadium security officer is responsible for overseeing and retaining all safety and security records for each match. These should include:

- a) Details of all pre-event inspections and making note of any deficiencies or additional requirements along with an action plan to address these requirements.
- b) Details of any pre-event training given to stewards and other stadium staff or existing qualifications held.
- c) The attendance figures at each match. Ideally, these should be broken down by stadium and ticket categories.
- d) A record of the medical plan.
- e) If an accident or incident occurs during an event, a full written report must be produced detailing what happened, what action was taken and by whom, and any subsequent follow-up action required. This should include a record of any police intervention or instance whereby the police assumed control of the stadium.
- f) A record of all first aid or medical treatment provided, while preserving any medical confidentiality regarding the identity of those treated.
- g) Details of all emergency drills, evacuation exercises and contingency plan tests.
- h) Reports of any significant movement of a structure within the stadium, or of the stadium structure itself.
- i) Details of all fires and fire alarm activations.
- j) Details of all emergency or communication system failures.

k) Details of any ticket forgeries or illegal ticket sales on the day of the match and action taken.

l) Details of any arrests made at the stadium and/or evictions of spectators.

The above list is for guidance only and is not intended to be comprehensive.

2. All documents must be held for a minimum of two years after a match, or longer if mandated under the applicable laws of the host nation. Such records shall be made available for inspection by FIFA on reasonable request.

13

Stewards

- 1.** For the purpose of these regulations, a steward is defined as any person employed, hired, contracted or volunteering at the stadium to assist in the management of safety and security of spectators, VIPs/VVIPs, players, officials and any other person at the stadium, excluding those persons solely responsible for the security of designated individuals and members of the police services responsible for maintaining law and order.
- 2.** At some events, police or military personnel may be employed as stewards as defined above. In such circumstances, those personnel identified to perform the duties of stewards shall apply the principles contained in these regulations when performing said duties.
- 3.** Stewards must be fit and active and have sufficient maturity of character and temperament to carry out the duties required of them.
- 4.** Subject to the laws of the host nation, stewards must be at least 18 years old.
- 5.** All stewards must undergo formal training in their roles and responsibilities prior to the start of any FIFA event. Steward training, qualification and certification must meet the standards set by the host nation/association, subject to article 21.

14

Steward deployment plan

1. A steward deployment plan shall be produced by the chief steward and authorised by the stadium security officer, taking into consideration the results of the risk assessment. As a guide, the following steward categories should be provided for:

a) Supervisory staff:

Deputy security officer, chief steward(s) and supervisors.

b) Static posts:

Crowd monitoring points, exits, turnstiles, activity areas, perimeter gates, escalators/stairways, restricted zones (in accordance with the FIFA zoning plan) and other strategic points or areas.

c) Mobile posts:

As a guide, there should be a ratio of one steward per 250 of the anticipated attendance for a low-risk match. This ratio should be increased to up to one per 100 of the anticipated attendance where the risk assessment shows a need for a higher level of safety and security management.

d) Specialist stewards:

For areas used by children, spectators with disabilities and in hospitality facilities.

e) Additional stewards:

For specific events, such as opening and award ceremonies.

2. Other staff that should be included in the overall plan include:

- a) Car park attendants
- b) Turnstile operators
- c) Search personnel (people and vehicles)

NOTE: Consideration must be given to providing sufficient female search personnel for the expected attendance of female spectators.

15 Agreement on responsibilities of stewards

1. The responsibilities and authority of stewards must be agreed between the safety and security management team, the host association, the event organiser and the relevant authorities prior to the start of any FIFA event. This agreement shall include the following:

- a) Powers of arrest and/or detention of individuals.
- b) Powers of ejection from the stadium and procedures to be followed.
- c) Powers of confiscation of prohibited and any other dangerous items.
- d) Procedures for escorting spectators to stadium ticketing centres/ ticketing clearing points.
- e) Authority to search persons and vehicles entering the stadium and the procedures to be followed.
- f) Handling procedures for the sale or use of fraudulent tickets or for illegal ticket touts.
- g) Handling procedures for ambush marketing activities.

- h)** Handling procedures for unauthorised merchandising or sale of unauthorised items within the agreed exclusion zones.
 - i)** Illegal entry or unauthorised entry into restricted areas.
 - j)** Lines of communication.
 - k)** Chain of command.
 - l)** Training, certification and accreditation requirements.
- 2.** The powers bestowed upon stewards must comply with the laws and regulations of the host nation.

16 Stewards' duties

The stewards' basic duties should be to enforce the stadium's safety and security policy and the stadium regulations. These duties include:

- a)** Understanding their roles and responsibilities for the safety and security of all spectators, officials, players, VIPs/VVIPs, other stewards, stadium staff, themselves and any other person present at the stadium.
- b)** Assisting in the safe operation of the stadium, as opposed to watching the match or any other activity taking place.
- c)** Carrying out safety and security checks as directed by the stadium safety and security management team.
- d)** Controlling access into the stadium and directing spectators entering, leaving or moving around the stadium to help achieve an even flow to and from the spectator accommodation.

- e) Preventing unauthorised access to restricted areas by any person who does not have the correct accreditation and authorisation to do so and in particular from gaining access to zones 1 and 2 as defined hereinafter.
- f) Ensuring that spectators are accommodated in accordance with their ticket (i.e. they are sitting in the correct seat for the ticket they hold).
- g) Ensuring that all entry and exit points, including all emergency exit points and routes, remain unobstructed at all times.
- h) Unless otherwise stated, ensuring that all prohibited items are prevented from entering the stadium or are removed if found inside the stadium.
- i) Protecting players and officials when entering, leaving or on the field of play.
- j) Recognising and reporting crowd conditions to ensure the safe dispersal of spectators and prevent overcrowding.
- k) Assisting the emergency services as required.
- l) Providing basic emergency first aid as required.
- m) Responding to incidents and emergencies, raising the alarm and taking the necessary immediate action in line with the stadium's contingency and emergency plans.
- n) Undertaking specific duties in an emergency as directed by the venue operation centre (VOC).

o) In accordance with the requirements of local/national authorities and within the laws of the host nation, denying access to or removing any persons who cannot prove their right to be in the stadium, are committing an offence under the stadium code of conduct, present a risk due to consumption of alcohol and/or drugs, are subject to a banning order or refuse to give their consent to searches.

This list is for reference only and is not a substitute for formal training.

17 Stewards' code of conduct

During events, stewards are often the only interface with the public. It is therefore essential that a formal code of conduct for all stewards is established across all venues. The code of conduct shall include the following:

- a)** Stewards should be polite, courteous and helpful to all spectators at all times, regardless of their affiliation.
- b)** Stewards should be smartly dressed at all times. Their appearance should be clean and tidy.
- c)** Stewards are not employed, hired or contracted to watch the event. They should concentrate on their duties and responsibilities at all times.
- d)** Stewards should never:
 - i) Wear clothing that may appear to be partisan or cause offence while on duty.
 - ii) Celebrate the event or show an extreme reaction to it.
 - iii) Display any allegiance towards one team over another.
 - iv) Eat, drink or smoke in public view.
 - v) Consume alcohol before or during the event.
 - vi) Use obscene, offensive or intimidating language or gestures.

18 Identification of stewards

1. Stewards shall wear uniform clothing that is easily identifiable in all conditions. As a minimum, they shall be provided with appropriate high-visibility jackets or tabards bearing the word “STEWARD” that can be seen from a distance or in a crowd.
2. Stewards shall not wear sponsored or branded uniforms, in compliance with FIFA Marketing guidelines.
3. Care should be taken to ensure that tabards worn by pitchside stewards cannot be confused with FIFA bibs worn by players, ball boys, officials and other persons. Final agreement on the colour to be used will be made at the match coordination meeting, which must be attended by the stadium security officer.
4. All stewards shall be appropriately accredited and this shall be displayed at all times whilst on duty.

19 Pitchside stewards

In order to protect the players and officials as well as maintain public order, it may be necessary to deploy stewards and/or police around the perimeter of the field of play. When doing so, the following guidelines must be considered:

- a) Any steward or police officer deployed around the field of play is likely to be recorded on television, and as such their conduct and appearance must be of the highest standard at all times.
- b) No firearms or “crowd control gas” shall be carried or used.

- c)** During the match, all stewards and/or police officers must maintain as low a profile as possible. This shall include:
- i) Being positioned between the advertising hoardings and the stands.
 - ii) Where practical, being seated on chairs so as not to stand out on television or to obstruct the view of spectators unless required through a pre-agreed escalation of stance that is in direct relation to crowd behaviour and an existing threat.
 - iii) Not wearing aggressive items (helmets, face masks, shields, etc.) unless required through a pre-agreed escalation of stance that is in direct relation to crowd behaviour and existing threat.
- d)** The number of pitchside stewards and/or police officers must be kept to a minimum and based on the match risk assessment, taking into consideration the expected crowd behaviour and likelihood of a pitch invasion.
- e)** If there is a high risk of pitch invasion or crowd disorder, consideration should be given to allow police officers and/or stewards to occupy the front rows of seats in the stadium if it is considered necessary to increase the overall presence and capability. If this approach is to be adopted, care should be taken to ensure that those seats occupied by police officers and/or stewards are not sold to the public.

20 Communication with stewards

1. The stewarding operation must be coordinated from the VOC, which should maintain an efficient and robust means of communication with the stewards at all times.
2. Radios are the most efficient means of communication. Earpieces should be provided to ensure that stewards can hear communications above the noise of the stadium. Care should also be taken to ensure that there are no radio “dead spots” around the stadium.

3. Back-up and alternative means of communication, such as intercoms, fixed land lines and/or “runners” to pass on messages, should be provided in case the primary means of communication fail.
4. Standard commercial mobile phones should not be considered as a primary or back-up means of communication, as the networks often become overloaded during an incident and therefore cannot be relied upon as a means of communication for safety and security.

21 Steward training

1. It is the event organiser’s responsibility to ensure that all stewards are appropriately trained and competent to undertake their normal duties and perform their roles under emergency and contingency plans.
2. Training must be conducted by occupationally competent persons or organisation(s), which must also assess the stewards’ competency to perform their duties. Courses should include the following subjects:
 - a) Roles and responsibilities of a steward.
 - b) Stewards’ code of conduct.
 - c) Stadium code of conduct and prohibited items.
 - d) The legal rights and powers of a steward.
 - e) Search techniques (subject to the laws and regulations of the host country).
 - f) Ticket and accreditation identification and anti-forgery checks (specific to a FIFA event).

- g)** Arrest and/or detention (subject to the laws and regulations of the host country).
 - h)** Stadium ejection procedures.
 - i)** Emergency first aid.
 - j)** Basic firefighting and response to a fire.
 - k)** Stadium zones (specific to a FIFA event).
 - l)** Crowd dynamics and management.
 - m)** Use of CCTV (CCTV operators and supervisors only).
 - n)** Communications.
 - o)** Stadium contingency plans and the role of stewards in an emergency.
- 3.** Supervisors should receive additional training that develops their skills and competencies, especially when responding to unplanned incidents.
- 4.** Any steward training must comply with the host nation's mandatory requirements.

22 Basic principles

1. Accurately assessing the maximum safe capacity of a stadium is crucial to establishing a safe and secure environment. Overcrowded stadiums continue to result in serious injuries and fatalities, which FIFA finds unacceptable.
2. Subject to the provisions of article 34, when calculating the maximum safe capacity of a stadium, each section of the stadium must be considered separately.

23 Calculating the maximum safe capacity

When calculating the maximum safe capacity of an all-seater stadium, the following calculations must be considered:

1. Holding capacity (A)

This is the number of people that can be safely accommodated within the stadium and is determined by the actual number of seats, less any that cannot be used as they:

- a) Have a restricted view or are obstructed by objects or people, such as camera positions, advertising boards or railings.
- b) Are damaged or missing.
- c) Are unavailable for use, for example because they are being used by security staff or form part of a segregation plan.
- d) Do not fulfil the specifications set out in the FIFA publication *Football Stadiums – Technical Recommendations and Requirements* for seating row depths, seat widths and/or clearways.

2. Entry capacity (B)

The entry capacity is the number of people that can pass through the turnstiles and/or other controlled entry points within a period of one hour. The main factors affecting the rate of entry are:

- a) The number and dispersal of turnstiles/entry points.
- b) The adequacy of directional information and communications and the familiarity of the spectators with the stadium layout.
- c) The division of entry categories, including special requirements such as disabled access.
- d) The design, type and condition of turnstiles/entry points.
- e) The level of searching required.

3. Exit capacity (C)

This is the number of people that can safely exit from the viewing area under normal conditions, within a reasonable timeframe, not to exceed ten minutes. The following factors will affect the exit capacity:

- a) The number, size and dispersal of exit gates.
- b) The adequacy of directional information and communications and the familiarity of the spectators with the stadium layout.
- c) The width and distribution of stairways, escalators, and gangways.
- d) Choke points.
- e) Obstructions.

4. Emergency evacuation capacity (D)

a) This is determined by the emergency evacuation time, which is in part based on the level of risk and the available emergency evacuation routes to places of safety and/or places of reasonable safety. Factors such as the type of construction and materials used in the stadium will have an impact on this calculation as fire will be one of the major risks to be considered. If, for example, the risk of fire is high due to the construction of the stadium, the evacuation time should be reduced.

b) The emergency evacuation capacity is the number of people that can safely negotiate the emergency evacuation routes and reach a place of safety or reasonable safety within the determined emergency evacuation time.

c) Note: The field of play can only be regarded as a place of reasonable safety and, as such, if one or more of the emergency evacuation routes includes access onto the field of play, further consideration must be given to subsequently moving spectators off the field of play to a place of safety.

5. Final maximum safe capacity

Having established all the above figures, the final maximum safe capacity of a section of a stadium will be determined by whichever is the lowest figure for A, B, C or D above. Once all the sections of the stadium have been considered, including sky boxes, hospitality suites and VIP/VVIP areas, the total maximum safe capacity of the stadium can be established.

24 Safety certificate

1. The relevant local or national authorities (depending on the host nation's laws and legislation) are responsible for agreeing the maximum safe capacity of a stadium to be used for a FIFA event. Having considered the above factors, they shall issue a formal safety certificate that clearly states the stadium's maximum safe capacity, detailing the constituent sections and categories and stating that the stadium is structurally fit for purpose.

- 2.** Once the maximum safe capacity of a section of a stadium has been determined, under no circumstances must a larger number of spectators be admitted without the prior written approval of the relevant authorities that issued the safety certificate.

- 3.** Subject to the relevant FIFA competition regulations, a safety certificate should not be more than two years old. In addition, it must be reviewed and reissued in the following circumstances:
 - a)** When any structural changes have been made to the stadium.

 - b)** When there has been any alteration in the stadium capacity.

 - c)** When any temporary structures have been constructed either inside the stadium or within the outer perimeter.

 - d)** If there has been an incident in the stadium resulting in serious injury to or death of any spectators.

25 Access control

- 1.** On match days, only persons in possession of a valid permit shall be granted entry to the stadium. Valid permits include:
 - a)** Match tickets.
 - b)** Accreditations and, when used, supplementary accreditation devices (SADs).
 - c)** Other permits as defined herein.
- 2.** During FIFA events, formal accreditation will be established and put into force before the start of the event as specified in the respective FIFA competition regulations. Once accreditation has been established, access to stadiums will only be permitted to those persons with a valid accreditation or permit (except on match days when tickets are in use).
- 3.** If a person cannot produce a valid permit, he shall be refused entry or escorted from the stadium.
- 4.** It is the responsibility of all stewards, stadium safety and security management staff and police officers to ensure that only those persons with authority to be inside the stadium, including members of the public, officials and staff, are permitted into the stadium.
- 5.** Where restricted access zones have been established (for example, players' areas, the field of play, the media, hospitality, etc.), stewards or other appropriate security staff must be in place to enforce and control access in accordance with the established accreditation and stadium zoning plan.

26 Match tickets

1. Match tickets shall display the following information:
 - a) The date, time and location of the match.
 - b) Where appropriate, the match number.
 - c) If possible, details of the teams playing.
 - d) The sector, block, row and seat number that the ticket is valid for.
 - e) The points of entry into the stadium (if applicable).
 - f) A plan of the stadium on the reverse side.
 - g) If possible, the name of the ticket holder/purchaser.
2. The sale of match tickets shall be subject to strict control. If segregation is required, the sale of match tickets shall be organised so that the fans of the two opposing teams are allocated distinctly separate areas of the stadium.
3. The FIFA organising committee for the respective FIFA event(s) shall pass decisions regarding the number of tickets to be allocated to the participating associations and host association.
4. Where applicable, each association shall take all reasonable measures to ensure that its allocation of tickets is only made available to its own supporters. It shall also ensure that specific details are recorded during the sales process, such as the name and address and contact details of persons who have been issued with tickets.
5. The tickets shall be protected against forgery by integrating security features as considered necessary. If there is the slightest suspicion that forged tickets may be in circulation, the police must be informed immediately.

6. On the day of the match, tickets may not be sold at the stadium. If tickets are to be sold on match days, a venue must be selected away from the stadium and well outside the established outer perimeter, so as not to cause congestion and crowd build-up at the stadium entry points and access routes. Furthermore, prior approval for match day ticket sale sites must be sought from FIFA, the police, the stadium safety and security management team and the relevant public authorities.
7. The number of tickets on sale cannot exceed the declared and approved maximum safe capacity of the stadium.
8. A system that records the number of spectators who have entered the stadium through each turnstile/entry point must be established and the rate of flow and numbers inside the stadium regularly updated to the VOC. Any entry counting system should also take into account the number of people afforded VIP/VVIP status and/or housed in hospitality facilities within the stadium.
9. The price of tickets for supporters of the visiting team shall not exceed the price of tickets for supporters of the home team in a similar ticket category.

27 Accreditation

1. Holders of accreditation are granted access to specified stadiums and locations within stadiums, including any restricted zones. Accreditation shall be issued by FIFA or the LOC to individuals with specific functions at a FIFA event.
2. Accreditation shall, as far as possible, be forgery-proof and provide protection against multiple use.
3. Accreditation is not transferable.
4. The permits shall restrict access to specific, clearly marked areas and specified stadiums.

5. The number of “access all areas” passes shall be kept to an absolute minimum and access rights must be based on working requirements.
6. Accreditation does not permit the holder to attend a match day as a spectator or to occupy any seat in the stadium that would normally be covered by a ticket.
7. A background/criminal check shall be performed by the host nation authorities as part of the accreditation process.
8. The host nation authorities may refuse the issue of an accreditation on the grounds of security without reference to the event organiser or FIFA.
9. Provision must be made for the withdrawal (on a temporary or permanent basis) of any person’s accreditation if the holder is acting in a manner that may prejudice the safety and security of others, a criminal act has been committed or suspected by the holder, the holder’s actions are prejudicing the smooth running of the event or the holder has breached the stadium code of conduct.

28 Access for police and other agencies

1. Subject to the agreed security concept and approved accreditation plans, identity cards held by members of the police and other official agencies (including fire and ambulance services) that allow them to carry out operational tasks at the stadium shall also be regarded as valid permits subject to articles 25 and 27, provided said members are in uniform and clearly identifiable.
2. Police officers and members of other security agencies wearing plain clothes must be issued with appropriate accreditation for the tasks they are performing.
3. Members of the police or other emergency services may not occupy seats in the stadium that would normally be covered by tickets.

29 Security checks

1. Security checks shall be carried out on persons and vehicles at the entry points of the outer and inner perimeters, as well as at entry points to areas that are not open to the general public. These security checks shall verify the following:

- a) That the person possesses a valid ticket, accreditation or other form of valid permit to gain access to the stadium.
- b) That the person is not in possession of any weapons or other prohibited items as set out in the stadium code of conduct (see **Annexe C**) that may not be taken into the stadium, unless required by accredited staff and authorities in order for them to perform their official duties.
- c) That the person is not in possession of any other dangerous objects that may not, for legal reasons, be taken into the stadium, including aggressive or racist banners and laser pointers.
- d) That the person is not in possession of any unauthorised alcoholic beverages or intoxicating substances or drugs as regulated by the stadium authority.
- e) That the person is not under the influence of alcohol or intoxicating substances or drugs.
- f) That the person has access rights to any restricted areas or controlled zones.
- g) That the person complies with the ticket terms and conditions, sales regulations and stadium code of conduct.

- 2.** A person may be subjected to a full search of their person and/or possessions at the security checkpoints.
- 3.** All vehicles entering the outer perimeter of the stadium must undergo security screening and a search. It is recommended that this occurs at a remote search facility located at a suitable safe distance from the stadium. The location and positioning of any remote search facilities shall be identified by a risk assessment conducted by the police/appropriate authority.
- 4.** The identity of a person entering the stadium with accreditation will be checked against the photograph on his badge. The stadium and zoning privileges will also be checked. Accreditation is not proof of identity and accredited persons may be asked to provide an acceptable alternative proof of identity before access is granted.
- 5.** While stewards may not enforce compulsory searches at the stadium points of entry, any person who resists searches shall be refused entry into the stadium.
- 6.** If prohibited or any other dangerous items are found during the search, they shall be handed to the police or stored in a suitable facility until such time as they can be properly disposed of.
- 7.** If a person surrenders his right of ownership to and possession of an object that is banned from the stadium and is not liable to be taken into police custody as no criminal offence has been committed, the confiscated object shall be held in a secure place until such time as it can be properly disposed of.
- 8.** If it is established during security checks that a person is under the influence of alcohol or any other intoxicating substances or drugs, that person shall be refused access to the stadium.

30 Stadium zones

1. For FIFA events, all stadiums shall be allocated specific zones, which shall be secured with appropriate access control measures through the use of accreditation. This is to ensure that restricted areas are kept secure and that only persons with valid permits will be allowed access. Stewards and/or police or other appropriate security staff will be required to control access to specific zones and areas to prevent unauthorised access.
2. It is essential that the stadium security officer contributes to, and if possible takes the lead in, developing the stadium zoning plan. Basic guidance on stadium zones and areas at FIFA events is contained in **Annexe D**.

31 Stadium perimeters, turnstiles and checkpoints

1. A wall or fence shall enclose the outer perimeter of the stadium. It shall be at least 2.5 metres in height and shall not be easy to scale, penetrate, pull down or remove. Its purpose shall be to deter and delay any unauthorised intruder(s). Perimeter fences shall be protected by CCTV or security posts or a combination of the two.
2. Entry and exit points into and out of the stadium shall be staffed at all times during a match and designed in such a way as to facilitate the flow of people and vehicles in and around the stadium, taking into consideration the special requirements contained hereinafter for VIPs/VVIPs, players and officials and the requirements of the emergency services.
3. All access gates must be able to be opened or closed quickly without causing any danger or hazard. The gates shall be designed to withstand pressure from large crowds of people. When open, the gates must be firmly secured. The gates must also be equipped with fireproof locks.

4. All turnstiles and entry points must be able to accurately check the validity of tickets and/or accreditation and count the number of spectators entering the stadium.
5. Turnstiles and checkpoint facilities may be incorporated within the inner perimeter. They must be able to withstand extreme pressure and be fireproof.
6. Entry points must be equipped with facilities for searching persons and for temporarily storing prohibited items securely.
7. The stadium perimeters must be kept secure at all times for the duration of a FIFA event, including on non-match days.

32 Field of play

1. While the removal of all perimeter fences and screens from football stadiums is desirable and FIFA is opposed to insurmountable fences and screens, it is acknowledged that there are places where local authorities insist upon the provision of such barriers.
2. The field of play must be protected against intrusion by unauthorised persons. Where unauthorised access cannot be controlled by stewards and/or police officers, stadium management may erect a fence, a suitable moat that prevents intrusion, or a combination of the two. Barbed or razor wire shall not be used. Where a physical barrier or fence is used, spectator lines of sight must be taken into consideration. The decision as to whether to have a physical barrier and if so, what type of barrier, shall be considered in a formal risk assessment and the use of such barriers must not present a risk or danger to spectators or players.
3. If a perimeter fence surrounds the field of play, there must be emergency access points/gates onto it. If the spectator areas are separated from the field of play by a moat, crossing points (bridges) must be provided at the emergency gates. Exceptions to the above are permitted if the local authority has granted prior approval in the safety certificate, provided there are suitable alternative

exit routes for spectators that take into account all emergency contingencies. All access points onto the field of play must be staffed by stewards and/or police officers.

4. All emergency gates must be able to be opened quickly and easily towards the field of play. They should be positioned directly in line with the stairways in the respective spectator areas. The emergency evacuation routes to the field of play must not be obstructed by advertising boards or any other objects. Advertising boards must be designed in such a way as to avoid creating an obstacle.

5. The emergency exit gates shall have one door and be at least two metres wide. They shall be a different colour from their surroundings and easily identifiable. When spectators are in the stadium, all emergency exits shall be staffed at all times and not secured by locks.

6. If there is a remote-controlled opening mechanism on the gates, each gate must also have a manual override facility so that it can be opened by hand in an emergency.

7. On entering and leaving the field of play, including during the match, players and officials must be protected from spectators.

33

Special security provisions for teams, officials and VIPs/VVIPs

1. Approach roads and entry/exit points for teams, officials and VIPs/VVIPs shall be kept separate from those for spectators.

2. Drop-off and pick-up points for teams, officials and VIPs/VVIPs as well as the parking facilities for their vehicles shall be kept secure at all times and access denied to the public and unauthorised persons.

3. Working with the local and national police authorities, the event organiser must guarantee the safety and security of the participating teams, their officials, VIPs/VVIPs and FIFA match officials at all times.

34

Spectator areas

1. General

- a) Guidance on spectator accommodation specifications can be found in the FIFA publication *Football Stadiums – Technical Recommendations and Requirements*.
- b) The three major FIFA tournaments (the FIFA World Cup™ (including qualifying matches), the FIFA Confederations Cup and the FIFA Club World Cup) may only be played in all-seater stadiums. Subject to the respective FIFA competition regulations, other FIFA events may admit standing spectators or permit the use of seated accommodation that does not meet the requirements specified in the FIFA publication *Football Stadiums – Technical Recommendations and Requirements*, provided prior written approval is obtained from the relevant local authorities and FIFA, following a detailed inspection.
- c) The spectator areas shall be divided into sectors that are easily identifiable by spectators and stadium staff alike.
- d) There shall be adequate diagrammatic signage to help spectators and stadium staff navigate their way around the stadium and locate facilities and seating areas.
- e) There should be easy access to public conveniences and refreshment stalls in all sectors of the stadium.

2. Viewing areas for persons with disabilities

Stadiums shall provide accessible viewing areas to spectators with disabilities. Such areas must have suitable access and evacuation routes, taking into consideration the specific needs of the spectators concerned.

3. Viewing standards

The provision of adequate viewing standards is important in ensuring that seated accommodation is both safe and serves its intended purpose. Spectators should have a clear, unrestricted view of the whole of the pitch. Any seats with restricted views must be noted and the stadium security officer, in consultation with FIFA, will need to assess whether or not the seat in question is to be included in the holding capacity of the stadium. Causes of restricted views may include:

- a) Inadequate sight lines.
- b) Roof supports or roof structures.
- c) Flanking walls, screens or overhanging upper tiers of stands.
- d) Barriers serving gangways.
- e) Segregation barriers or fences (temporary or permanent).
- f) Structures such as floodlights, scoreboards or camera platforms.
- g) Advertising hoardings.
- h) Media personnel (such as photographers and camera operators), stewards and any other personnel.
- i) Substitute/team benches and match officials.

35

Temporary demountable structures

- 1.** Temporary demountable structures, such as temporary stands and award ceremony platforms, should be avoided as far as possible. The use of temporary stands should only be considered if there are no other options available and the local authorities have previously inspected the construction in question and subsequently issued a safety certificate approving its use, on which basis FIFA may carry out its own inspection.
- 2.** All temporary demountable structures must be issued with a safety certificate and a full risk assessment of their use shall be completed.
- 3.** Temporary structures should be constructed in a robust, stable, three-dimensional form and designed to support maximum loads for the required period and use with an adequate margin of safety. The following main points should also be considered:
 - a)** Temporary demountable structures are exposed to the threat of accidental damage, unauthorised removal and alteration and general misuse. Stewards should monitor the circulation and behaviour of spectators around the structure to ensure that no one is allowed to climb up or underneath any part of it, or behave in such a way that may cause damage or affect the stability of the structure.
 - b)** The robustness of temporary structures should be such that the effects of accidental damage are not disproportionate, and thus do not lead to progressive collapse.
 - c)** Having assessed the structure's overall stability, ballast and/or anchorage to the ground should be provided where necessary to ensure adequate resistance to overturning or excessive lateral movement.
 - d)** Walkways must have non-slip surfaces and be free from trip hazards.

- e) Handrails must be fitted on walkways, stairs and stages, be one metre high and of a design that is sufficient to prevent a person falling from the structure.
- f) If the structure contains flammable material such as wood, additional fire safety precautions must be put in place.
- g) Adverse weather conditions – especially high winds – should be monitored. If these conditions affect the safety or stability of the structure, it should be immediately taken out of use.
- h) The construction of any temporary demountable structure should not obstruct existing exits or walkways.
- i) The positioning of the structure should take into consideration sight lines of other spectator accommodation.

36 Venue operation centre (VOC)

1. Purpose and design

- a) Each stadium must have a venue operation centre (VOC), which is the room from which those persons responsible for safety and security operations at the stadium can monitor, control, and direct resources in response to any given situation before, during, and after a match. Its main functions include:
 - i) To allow the stadium safety and security management team to monitor the safety and security of people attending the stadium and in its immediate vicinity.
 - ii) To coordinate responses to specific incidents.
 - iii) To provide, if required, a monitoring facility for the emergency services.
 - iv) To monitor public order.
 - v) To assist the stadium management in staging the match.

b) The VOC should be located in a secure area of the stadium and have an overall view of the inside of the stadium. The size, configuration, and furnishings of the VOC should be designed to accommodate all equipment and personnel necessary to manage stadium safety and security efficiently. When designing a VOC, the stadium authority should consult with local police, fire and other relevant civil authorities.

c) The VOC and all safety and security equipment must have an uninterruptible power supply.

2. Staffing

a) The exact staffing of the VOC will vary depending on local factors such as the structures of civil authorities and the police. As a minimum requirement, the following posts must be provided for:

- i) Stadium security officer.
- ii) Police commander responsible for all police activity at the stadium and in its vicinity (more than one police commander may be needed, depending on the structure).
- iii) A representative of the medical services.
- iv) Fire service commander responsible for all firefighting capabilities at the stadium and in its vicinity.
- v) Chief steward.
- vi) CCTV operators.
- vii) Communications operators and log keepers.
- viii) Ticketing coordinator.

b) If any of the above-listed commanders are not positioned in the VOC for any reason, a suitable deputy must be present who has direct contact with the commander at all times.

c) The VOC must be fully operational and fully staffed prior to the gates being opened to the public and must remain operational until the stadium has been cleared and returned to normal non-match operations.

3. Stadium plans, maps and paperwork

Copies of the following must be held as a minimum in the VOC:

- a)** All contingency plans.
- b)** Emergency plans.
- c)** Steward deployment plans.
- d)** Security personnel deployment plans.
- e)** Medical plans.
- f)** Egress and ingress plans.
- g)** Large-scale stadium maps, including detailed stadium plans (showing key facilities) as well as maps of the surrounding areas.
- h)** CCTV camera positions.
- i)** Stadium code of conduct.
- j)** All relevant regulations and legislation in place.
- k)** Contact details of all stakeholders.

37

VOC systems

The following systems should be fully integrated into the VOC:

1. Public address system override

Although the public address announcer should not be located in the VOC, he should be situated close by to allow safety and security messages to be passed across the system. The VOC should have a PA override facility to allow safety and security staff to use the PA system in an emergency that has priority control over that of other operators.

2. Fire alarm control panel

The fire alarm control panel is an electronic panel that is the controlling component of the stadium's fire alarm detection and monitoring system. This equipment will need to be staffed by an appropriately trained and qualified person, with direct communication to the commander of the fire services.

3. Pitch lighting control panel

The lighting control panel controls pitch lighting. If the pitch lighting unexpectedly loses power, the control panel allows the VOC to remotely toggle power (on-off) to restore the pitch lighting.

4. Electronic video screen (giant screen) control system (where installed)

The giant screen control system consists of a control panel and monitoring screens that allow a user to manage the time, score, video replays and other entertainment functions on the giant screen. It should also be able to display written messages in case of an emergency, so that instructions and information can be provided to spectators and stadium staff. As with the public address announcer, the main operator of the giant screen should not be located in the VOC but in a separate room near it, so that messages can be passed from the VOC to the operator. Management should consider having an override facility in the VOC to allow safety and security staff to use the giant screen for sending messages when required.

5. CCTV monitors

Sufficient CCTV surveillance monitors and control systems shall be installed in the VOC to properly undertake proactive and reactive surveillance monitoring and control of the cameras. Furthermore, the system shall contain digital video recorders (DVRs) of sufficient capacity to record and store images for a minimum of 60 days.

6. Communications

There shall be a robust and comprehensive communications system for all aspects of stadium safety and security. Standard commercial mobile phone networks often become overloaded during an incident and therefore cannot be relied upon as a means of communication for the purposes of safety and security. As such, the following systems shall be in place in the VOC:

- a) External fixed landline, direct dial (i.e. not through a switchboard)
- b) Intercom or internal fixed landlines between key locations around the stadium and the VOC to include:
 - i) PA system announcer
 - ii) Giant screen operator
 - iii) Entry points
 - iv) First aid rooms
 - v) Police detention rooms
 - vi) Team and referees' dressing rooms
 - vii) FIFA General Coordinator's office
- c) Radio network for all safety and security functions*
- d) Internet/data facilities

*Experience has shown that when using radios at a stadium, earpieces are required to counteract the noise levels during a match and to ensure that messages can be effectively transmitted.

7. Spectator entry counting system

Stadium entry points must have a system for counting spectators. Ideally, this should be automated, but whichever system is adopted, the information must be collated in the VOC at regular intervals of 15 minutes from the time the gates are open until kick-off plus 30 minutes, so that the safety and security management team can assess the entry flow and capacity of the stadium. For venues that have more than one match being played on the same day, entry monitoring must be maintained until kick-off plus 30 minutes of the last game.

8. Uninterruptible power supply (UPS)

a) All electrical systems listed above should have an uninterruptible power supply (UPS), which consists of an electrical apparatus that provides emergency power to a load when the input power source, typically the utility mains, fails. A UPS differs from an auxiliary or emergency power system or standby generator in that it will provide instantaneous or near-instantaneous protection from input power interruptions by means of one or more attached batteries and associated electronic circuitry for low power users. The on-battery runtime of most uninterruptible power sources is relatively short, with 15 minutes being typical for smaller units but sufficient to allow time to bring an auxiliary power source on line, or to properly shut down the protected equipment.

b) If any or all of the above are not integrated into the VOC, appropriate measures must be put in place to ensure that there is direct and immediate communication between the VOC and system user.

38 Rooms for stewards and police officers

1. Police officers and stewards should be provided with meeting, briefing and storage facilities as well as sufficient space for any vehicles that may be required for their operational tasks.
2. Police detention facilities should be provided and located in a secure and suitable area.
3. All of these facilities shall be easily accessible and have controlled access.

39 Safety and emergency lighting and power supply

1. The safety and emergency lighting shall:
 - a) Provide sufficient levels of illumination to allow people to see hazards and obstacles.
 - b) Provide sufficient levels of illumination to ensure effective CCTV operations.
 - c) Avoid issues such as glare or flicker that could mask or cause a risk.
 - d) Avoid reflections which could impact adversely on safety.
 - e) Be suitable for the environment (indoors/outdoors).
 - f) Be positioned so that it does not cause a fire risk.
 - g) Avoid presenting a risk to users such as burns.
 - h) Be properly positioned to allow for maintenance and repair.

2. For matches played when there is insufficient natural light, the following areas must be illuminated:

- a) All entry and exit points in the outer and inner perimeters, turnstile areas and approaches to the entry and exit points as well as parking areas and paths leading from public transport facilities to the stadium.
- b) Paths/areas between the outer and inner perimeters and the spectator accommodation.
- c) Spectator and media areas.
- d) Stairwells, concourses and vomitories around the stadium.
- e) Toilets.
- f) Areas containing concession stalls and refreshment facilities.

3. A careful evaluation of the available utility service is crucial to ensuring that all safety and emergency lighting equipment remains operational. Redundant services and on-site power sources will be necessary to provide back-up and ride-through in the event of utility outages. This is essential for all life safety equipment.

4. For more guidance on lighting and emergency power supply, the stadium management should refer to the FIFA publication *Football Stadiums – Technical Recommendations and Requirements*.

40 Electronic video screen (giant screen)

1. Where installed, the stadium's electronic video screen may be used before, during and after the match, provided that the relevant FIFA regulations and instructions are strictly observed.

2. Under the direction of the VOC, safety, security or emergency messages may be transmitted via the electronic video screen. When using the electronic video screen to transmit safety, security and emergency messages, it is recommended that only pre-prepared messages are used.

41 Closed circuit television (CCTV)

1. All stadiums shall be fitted with adequate and effective closed circuit television (CCTV) systems, with monitor screens and control consoles located in the VOC. They should be positioned so as to include coverage of the following areas:

- a) All entry and exit points.
- b) Approaches to the stadium grounds.
- c) Spectator accommodation inside the stadium.
- d) Stairways and passageways.
- e) Concession/refreshment areas.
- f) Broadcast/TV compound.
- g) Player and officials drop-off and pick-up points.
- h) Corridors leading to players' and officials' dressing rooms.
- i) Player entrance onto the field of play.
- j) Other key facilities including on-site power generators.

2. The primary function of the CCTV system is to allow personnel in the VOC to identify incidents, or potential problems, assist with the situational assessment and inform courses of action and responses. It is not a substitute for stewarding or safety and security management.
3. The secondary function of the CCTV system is to make recordings that can be used for investigations following an incident or for the purposes of evidence.
4. Personnel operating the system should be suitably trained and, where appropriate, qualified in the operation of CCTV systems. They should also be trained in the interpretation, use and storage of the data.
5. An uninterruptible power supply (UPS) must be provided to ensure continued operation of the CCTV system even in the event of a power failure. Any back-up power supply should be sufficient to enable the CCTV system to continue to function at full load in an emergency, such as a fire or a failure of the mains supply, for up to three hours.
6. CCTV recordings shall be securely stored for a period of 60 days following a match. If there is an incident or accident occurring during a match, recordings shall be securely stored for a period of two years in a format that can be reviewed as required.

42 Public address system

1. The public address (PA) system is the main form of direct communication between the stadium management team and spectators. It can also be used as a form of communication between stadium management and stadium staff during an incident or where mass notification is required.

2. As a guideline, the public address system should meet the following requirements:

a) Intelligibility

The system should be intelligible, so that broadcast messages can be heard under reasonable conditions (including emergencies) by all persons of normal hearing in any part of the stadium to which the public has access, including those people waiting to gain entry.

b) Zoning

Ideally, the PA system should be designed to allow broadcasts to be made to specified individual areas both inside and outside the stadium, including the pitch.

c) Override facility

- i) Whilst it is not recommended that the PA system is operated in normal use from the VOC, it is essential that the VOC can override the PA system for safety, security and emergency messages.
- ii) Predetermined messages (including any coded messages) should be established and detailed in the stadium's contingency and emergency plans. All such messages must be known by all stadium staff who are required to take action.
- iii) If there are areas of the ground which have the facility to turn down the output from the public address system (such as hospitality boxes or lounges), the system should be designed to override these volume controls automatically when emergency messages are broadcast.

d) Back-up power supply

The back-up power supply to the public address system should be sufficient to enable the system to continue to function at full load in an emergency, such as a fire or a failure of the mains supply, for up to three hours.

e) Back-up loudhailers

If the public address system fails, for whatever reason, loudhailers should be available for the use of stewards and police in all parts of the ground, for directing or instructing spectators.

f) Inspections and tests

The PA system must undergo a full system check two weeks before the start of a FIFA event and within 24 hours of kick-off on match days to ensure that the system is fully functional.

43 Public address system – operation

It is important that the operation of the PA system is conducted by a competent and trained individual. The following considerations should be taken into account:

a) Provision of a separate booth

- i) It is strongly recommended that the public address announcer is not stationed within the VOC, although, as previously stated, it must be possible for staff in the VOC to override the system during an emergency.
- ii) The operating booth for the PA announcer should have a good view of the pitch and be linked to the VOC by telephone or intercom (landline). Ideally, this link should also include the provision of a clearly visible red light, so that the general announcer can see instantly when someone in the VOC is trying to make contact with him.
- iii) The ideal location of the PA announcer's booth is directly adjacent to the VOC, with an interconnecting window or door between the two rooms.
- iv) Whichever arrangement is provided, it is vital that public address announcements can be heard clearly in the VOC.

b) Pre-announcement signal

Important announcements relating to crowd safety should be preceded by a loud, distinct signal, in order to catch the attention of the crowd.

c) Tone and content of announcements

During an emergency, it is essential that clear, accurate information is given to spectators and staff at the earliest possible time. Messages should be positive, leaving those to whom they are addressed in no doubt as to what is required of them. The messages should be scripted in advance in consultation with the police, fire services, medical teams and stadium security officer.

d) Languages

All emergency public announcements are to be made in the participating teams' native language plus the language of the host nation (if different).

For all predetermined safety announcements, it is recommended that these translations are pre-recorded to ensure that there is no confusion.

44 Stadium announcer

1. The stadium announcer shall be trained accordingly and provided with texts written in advance for broadcasting over the public address system.
2. Texts covering the following eventualities shall be drafted and readily available to both the public announcer and the police:
 - a) Congestion in spectator area in front of entry gates.
 - b) Spectators still outside the entry gates at kick-off.
 - c) Decision to postpone match.
 - d) Clashes between violent groups of supporters.

- e) Penetration of perimeter fence by one or more spectators.
- f) Discovery of potentially explosive/inflammable device.
- g) Threat of attacks with explosive/inflammable devices.
- h) Possible danger caused by poor weather or stadium construction faults.
- i) Danger posed by panic among spectators.

45

Crowd build-up

- 1.** Dangerous overcrowding can arise if spectators are able to force their way into a stadium that is already full or nearly full, for example by scaling or breaking through perimeter fences, gates or turnstiles. To avoid this risk, boundary walls, fences and gates should be of the appropriate height and strength, should not provide the opportunity for climbing, and should be monitored by CCTV and/or stewards and/or police officers.
- 2.** Turnstile areas must always be controlled by stewards and/or police officers. For matches where crowd build-up is expected, additional resources may be required.
- 3.** Contingency plans should be drawn up in order to deal with situations where unduly large crowds gather outside the stadium's outer perimeter. Local knowledge of the stadium and crowd patterns should be taken into account in drawing up such contingency plans.
- 4.** It should be stressed that the opening of additional or under-used entrances could lead to sudden uncontrolled movement and possible crushing. If the stadium contingency plans dealing with large crowds outside include the opening of additional entrances, the plan must also contain sufficient measures to prevent uncontrolled crowd movements. It should also ensure that spectators who enter in such situations can still be accurately counted, and that adequate stewarding arrangements are in place for their dispersal once inside the stadium.
- 5.** Under no circumstances should there be uncontrolled admission into the ground.

46 Stadium code of conduct

1. A stadium code of conduct that meets the legal requirements of the host nation and FIFA shall be prepared for all stadiums in consultation with the local authorities and the stadium authority and shall be displayed throughout the stadium.
2. The stadium code of conduct should be made available to spectators in as many forms as required to ensure that they are known. This may include booklets, websites, public announcements, etc.
3. The stadium code of conduct shall contain provisions that help to reduce the risk of spectator behaviour that may threaten safety, security or good order. If these provisions are violated, the offenders shall be punished in accordance with the host nation's laws, which may include eviction from the stadium.
4. Guidance on stadium codes of conduct can be found in **Annexe C**.

47 Safety signs

1. Safety signs appear in five different categories, and should follow the host nation's standardised formatting for signs. The five categories are:
 - a) **Prohibition signs:** for example, "No smoking".
 - b) **Warning signs:** for example, "Low headroom" or "Uneven steps".
 - c) **Mandatory signs:** for example, "Spectators must have a valid ticket".
 - d) **Emergency signs:** for example, escape routes or first aid stations.
 - e) **Firefighting equipment signs:** for example, hose reels, extinguishers.

2. All signs in these categories should be easily seen and understood. In conditions of poor natural light, it may be necessary to provide either artificial illumination and/or to ensure the signs use reflective material.
3. Where possible, signs should be pictorial in design to assist those who cannot read or understand the language in which the sign is written.

48 Information signs

1. These are signs communicating information relative to the stadium or event or to specific restrictions. Such signs include:
 - a) **Stadium plans:** simplified ground plans shall be displayed at suitable locations, such as by main entrances, and, where appropriate, in places where they might benefit spectators. The ground plans should display any colour-coded information relating to ticketing and entry requirements.
 - b) **Stadium regulations/stadium code of conduct:** including information on prohibited items.
 - c) **Directional signs:** both outside and inside the ground.
 - d) **Block, row and seat indicators.**
2. Signs in these categories should not use predominant colouring which could lead to their being confused with safety signs.

49 Commercial signs and hoardings

1. Care should be taken to ensure that signs and hoardings in this category are located in such a way that they do not obscure or detract from safety or information signs, for example, by being too close, by blocking the line of vision, or by the overuse of predominant colours utilised in the safety or information signs.
2. Commercial signs must not restrict movement of spectators or block entrances and exits.

50 Alcoholic beverages

1. FIFA recognises that the regulation of the consumption of alcohol is critical. If the possession, sale, distribution or consumption of alcohol is to be permitted at a match, the event organiser must take all reasonable measures to ensure that the consumption of alcohol does not interfere with the spectators' safe enjoyment of the match. Unless otherwise regulated by the law of the country where the FIFA event takes place, the following minimum measures shall be applied:
 - a) Restrict the sale and distribution of alcohol to that by authorised personnel only.
 - b) Prohibit the possession and distribution of alcohol at the stadium premises (outer security perimeter) or in the stadium itself by any unauthorised individuals.
 - c) Prohibit the admission of any individual who appears to be drunk.
 - d) Prohibit the possession and distribution of glass, cans or any closed portable containers that may be thrown and cause injury.

2. FIFA, the confederations and associations reserve the right to further restrict the possession, sale, distribution or consumption of alcohol at matches, including the type of beverages that may be sold, where alcoholic beverages may be consumed, or to ban alcohol, as deemed appropriate under the circumstances.

51 Fire services

1. The stadium safety and security management team shall plan, organise, control, monitor and review the necessary preventative and protective fire safety measures and record these arrangements in writing.
2. The host nation's fire safety legislation shall be referred to and adhered to within all stadiums.
3. It is a requirement that a competent person or authority produce a fire risk assessment. If the risk of fire at a stadium or a section of the stadium is deemed as medium to high, the capacity of the section should be limited to the number of spectators who can safely exit within the appropriate time.

52 Minimising fire risks

The following measures and practices should be considered when seeking to minimise the fire risk:

a) Sources of ignition

The fire risk assessment should identify all potential sources of ignition at the stadium. Where possible, those sources should be removed or replaced. Where this cannot be done, the ignition source should be kept well away from combustible materials, be adequately guarded or made the subject of management controls. Ignition sources may include:

- i) Cooking appliances.
- ii) Central heating boilers.
- iii) Room heaters.
- iv) Light fittings.
- v) Certain electrical apparatus, especially if not maintained.
- vi) Smoking areas.

b) Smoking

- i) The stadium safety and security management team must ensure that if smoking is permitted inside the stadium perimeter, it does not increase the risk of fire. This can be achieved by designating smoking areas at controlled points that are equipped with suitable ashtrays and extinguishers.
- ii) The stadium safety and security management team should adopt and enforce a clear policy on smoking for both staff and spectators. The policy should be supported by suitable signs and use of the public address system to inform spectators.
- iii) In areas which are constructed of, or contain, combustible or flammable items or materials, smoking should be strictly prohibited in that vicinity.

c) Flares and fireworks

- i) The stadium safety and security management team must adopt and enforce a clear policy prohibiting spectators from bringing flares, fireworks or other forms of pyrotechnics into the stadium. This should be clearly stated in the stadium code of conduct.
- ii) Any event activities which include pyrotechnic displays must be included in the fire risk assessment and a formal plan prepared, which must be approved by the fire services and local authorities.

d) Voids

Voids under seating areas, or under the flooring itself, are often used for the unauthorised storage of combustible materials. They may also accumulate waste or litter. All voids should be inspected prior to an event as part of the risk assessment and made safe.

e) Waste and litter

The accumulation of waste and litter (such as programmes and food and drink packaging) should be avoided. Sufficient waste and litter bins must be provided throughout the stadium and arrangements made for their frequent emptying throughout the match.

f) High-risk fire areas

High-risk fire areas should be separated from any other parts of spectator accommodation by a construction having a fire resistance of at least 30 minutes. Such areas may include:

- i) Kitchens.
- ii) Catering outlets.
- iii) Hospitality areas.
- iv) Boiler rooms, oil fuel stores and general stores.
- v) Enclosed or underground car parks.

Adequate firefighting equipment must be positioned in these areas, taking into consideration the types of extinguisher required, such as CO₂, water, etc.

g) Catering facilities

Wherever possible, all catering facilities should be located in permanent structures. Any temporary or mobile catering facility must be included in the fire risk assessment.

h) Fuel or power supply

Special care should be taken to ensure that any fuel or power supply used for cooking or heating, in particular liquefied petroleum gas (LPG) cylinders, is stored safely.

i) Hazardous materials

If it is necessary to utilise hazardous materials, such as fuels (whether in containers or within fuel tanks and machinery), fertilisers, weed killers, paints or gas cylinders used for medical purposes, they should, if held within or near to spectator facilities, be stored in fire-resistant facilities that have appropriate access control.

j) Temporary structures and ancillary activities

Any temporary accommodation or facility must be included within the fire safety risk assessment. Any ancillary activity not included in the overall fire safety risk assessment must be the subject of a site-specific risk assessment.

53 Fire warning and detection systems

1. Consideration should be given to the installation of an automatic fire detection (AFD) system in all high-risk fire areas and also in any unoccupied areas that contain a normal fire risk. This system should:

- a) Give an automatic indication of the fire warning and its location.
- b) If the fire warning panel is located in a part of the stadium other than the VOC, there should be a repeater panel sited in the VOC.
- c) Be designed, installed, commissioned, maintained and tested by professionally competent persons.

2. Whichever warning or detection system is in place, the fire services must be informed immediately of any warning.

3. The procedures for notifying the fire services must form part of the stadium's contingency plans and staff must be trained accordingly.

54 Firefighting facilities and equipment

All stadiums must be provided with adequate firefighting equipment. Advice on the type, level of provision and positioning of firefighting equipment should be sought from the fire services or authority responsible for enforcing fire legislation. When providing such equipment, the following should be considered:

- a) Where appropriate, hose reels should provide adequate protection to the whole floor area and be installed in a suitable position by entrances, exits and stairways.

- b)** Where hose reels are not provided, sufficient portable fire extinguishers should be installed to give adequate cover. The number and type will depend upon the structure's size, layout, fire separation and risk.
- c)** Fire blankets and appropriate fire extinguishers should be provided in all catering facilities and outlets.
- d)** Portable firefighting equipment should be located so that it cannot be vandalised but is readily accessible to staff when needed.
- e)** All firefighting equipment must be regularly inspected to ensure that it is in full working order.

55 Staff fire awareness and training

It is the event organiser's responsibility to ensure that all staff working at the stadium are aware of the need to guard against fire, including the possibility of arson. Staff should be trained in how to respond as follows:

- a)** To raise the alarm and inform the VOC immediately.
- b)** To save life and prevent injury to others, without becoming a casualty themselves.
- c)** Provided it is safe to do so, to attempt to put out the fire and/or prevent it from spreading.
- d)** To assist in the safe evacuation of the section/stadium/area concerned.

56

Emergency evacuation and places of safety

- 1.** The emergency evacuation time is a calculation which, together with the appropriate rate of passage, is used to determine the capacity of the emergency exit system from the viewing accommodation to a place of safety or reasonable safety, during an emergency.
- 2.** The fire risk assessment should take into account the availability and location of one or more places of safety or reasonable safety.
- 3.** A place of safety may be a road, walkway or open space adjacent to, or even within, the boundaries of the stadium.
- 4.** Within a large stadium, there may also be a need to designate a place or places of "reasonable safety", where people can be safe from the effects of fire for 30 minutes or more (unless otherwise stated by the host nation's laws and legislation), thus allowing extra time for them to move directly to a place of safety. A place of reasonable safety may include:
 - a)** An exit route that is protected throughout its length by a construction having a fire resistance of 30 minutes, unless otherwise stated by the host nation's laws and legislation.
 - b)** A stairway that is in the open air and protected from fire breaking out onto or below it.
 - c)** The field of play.
- 5.** Emergency evacuation routes, one inside and one outside of the stadium, must be agreed upon with the police, stewards, fire service, first aid and emergency services. The external evacuation route shall have two lanes and be negotiable by vehicle and must be kept unobstructed at all times.

6. The field of play within the stadium must be accessible by at least one vehicle entry point.

7. If it is determined that the field of play is to be used as a place of reasonable safety, there must be a method of subsequently moving evacuated spectators from the field of play to a place of safety outside the stadium.

57 Emergency evacuation of spectators with disabilities

Contingency plans for emergency evacuation must take into account the special needs of spectators with disabilities.

58 Medical

1. Every stadium must ensure that appropriate and qualified medical and first aid provisions are available for all spectators, including VIPs/VVIPs, in addition to the medical facilities set aside for players and officials.

2. In order to assess the level of requirement, the event organiser should commission a medical risk assessment from a competent person(s) or organisation.

3. Medical provisions must comply with the relevant national legislation for the provision of medical services at large public gatherings/sporting events. For further advice and guidance, stadium management should refer to the following FIFA publications:

a) Medical Assessment and Research Centre (F-MARC) – *Football Emergency Medicine Manual*.

b) *Football Stadiums – Technical Recommendations and Requirements*.

59 TV and media

1. General

- a) The stadium security officer is responsible for ensuring that TV and media activities do not interfere with the safety and security operations of the stadium.
- b) Media and TV companies, in conjunction with the host broadcaster, must provide the stadium security officer with a risk assessment for their installations. In addition, the stadium security officer shall ensure that all media and TV facilities, whether permanent or temporary, are included within the overall stadium risk assessment.
- c) The stadium security officer is responsible for ensuring that appropriate security is in place to prevent unauthorised access to TV broadcast compounds and other TV and media facilities, in agreement with the host broadcaster. He must further ensure that all TV and media equipment inside the stadium grounds is not stolen, vandalised or interfered with in any way. The following provides guidance on the levels of security required and principles to be applied:
- i) **Level A:** From the time that broadcast installation starts at a stadium (e.g. cabling, temporary buildings, etc.), suitable monitoring must be in place to prevent the accidental or deliberate tampering with the facilities at any time.
 - ii) **Level B:** From the time that full technical or office installation starts at a stadium, 24-hour security must be provided for the broadcast compound. In addition, broadcast areas within the stadium must be included within the overall stadium security plan.
 - iii) **Level C:** On match day and match day -1 (or on days when team training sessions or similar activities take place), full security must be in place to ensure that all broadcast areas are free from accidental or deliberate interference by unauthorised personnel.

d) TV and media parking and broadcast compounds must be segregated from the public and be provided with appropriate levels of lighting.

2. TV and media pre-event planning

a) Pre-event planning and briefings should include proposed arrangements for pre-match, half-time or post-match entertainment or ceremonies. Consideration should be given to appointing a safety and security liaison officer for media and TV activities.

b) If any TV or media provision results in restricted views for any areas of spectator accommodation, tickets for those areas should not be sold, and access to them not permitted for spectators during the event.

c) TV and media personnel unfamiliar with emergency procedures at the stadium should be fully briefed by the stadium security officer. This is particularly important with regard to any pitchside operators or remote camera positions.

3. TV and media pre-event inspections

The stadium security officer should consider the following:

- i) TV and media vehicles should not be parked in such a manner as to obstruct ingress and egress to the stadium.
- ii) Cables should not run along or across gangways or passageways, or otherwise obstruct the movement of spectators. Where laid in front of pitch perimeter exits, cables should be buried or installed in a cable duct.
- iii) Where camera platforms are located above spectator areas, protective measures, such as netting, should be provided to guard against falling objects.
- iv) Where cameras or camera gantries are located in spectator areas, or where sight lines are restricted as a result of their location, seat kills must be factored into the overall capacity of that section of the stadium. Stadium management should also ensure that tickets for the affected areas are not sold.

- v) The precautions listed above apply also to loudspeaker systems and other media installations, such as video screens, stages, etc.
- vi) The output from loudspeaker systems should not drown out police and stewards' radios, or the public address system. Provision should be made for an override switch (normally in the VOC), so that the loudspeaker output can be interrupted if necessary.

4. TV and media personnel – identification

a) All TV and media personnel, in particular everyone whose function requires them to operate around the field of play or have access to other restricted areas, should be clearly identified, but in such a way that their clothing cannot be confused with that of the stewards or other safety and security personnel.

b) Regardless of role and location, all media and TV personnel must be properly accredited.

60 Prevention of provocative and aggressive actions

1. Political action

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

2. Provocative and aggressive action and racism

a) The event organiser must guarantee in cooperation with the local security authorities that, in the stadium or its immediate vicinity, supporters do not act in a provocative or aggressive manner. This includes, for example, unacceptable levels of verbal provocation or aggression towards players, match officials or opposing fans, racist behaviour and banners

and flags that bear provocative or aggressive slogans. If such actions arise, the event organiser and/or security forces must intervene over the public address system and immediately 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.

b) Furthermore, all associations and clubs shall observe the relevant FIFA regulations and implement all available measures to prevent such misconduct.

c) Any serious acts of misbehaviour, including racist insults, shall result in the offender being removed from the stadium, in line with the stadium code of conduct. If a civil or criminal offence is committed, the police shall be informed immediately so that appropriate action can be taken.

3. Supporter liaison officer

a) All associations shall employ a supporter liaison officer.

b) The supporter liaison officer shall be responsible for ensuring that all measures are taken to ensure that the association's supporters are prevented from engaging in any behaviour that may threaten safety or security inside or outside the stadium. The supporter liaison officer shall also make special efforts to identify and eliminate any violent tendencies and to eradicate or at least reduce existing prejudices.

c) The supporter liaison officer shall take the following measures in particular to meet the above objectives:

- i) Engage in dialogue with spectators and disseminate information.
- ii) Mix with spectators and encourage sensible behaviour.
- iii) Assist stadium stewards and police in dealing with unruly fans.

61 Stadium bans

1. The relevant authorities retain the right to impose a stadium ban or other sanctions on and take necessary legal action against any identified person(s) whose behaviour either inside the stadium or outside the stadium affects or poses a threat to the safety and security of the event or to other people.
2. The relevant authorities retain the right to impose sanctions and take legal action against any identified person(s) who is in breach of the stadium code of conduct or whose behaviour is in breach of local laws.
3. The relevant authorities must collaborate and exchange and verify information at their disposal before every event, thus ensuring the smooth application of stadium bans in the area of jurisdiction of the organiser.
4. Only the body that imposed the ban or other sanction may rescind it.

62 High-risk matches

1. It is primarily the responsibility of the host association to classify the matches and to determine whether a match is to be regarded as high-risk. This decision shall be taken as soon as possible after consultation with the relevant stakeholders, and in particular, with the senior national security advisor. The association shall inform the FIFA general secretariat of its decision immediately. In exceptional circumstances, the FIFA general secretariat or the respective confederation may, on the basis of its own information, designate the match as high-risk.

2. The following measures shall be implemented for matches classified as high-risk:

- a)** Strict segregation of fans by allocating sectors other than those indicated on the match ticket (enforced segregation).
- b)** Creating and reserving empty stadium sectors between “dangerous” spectator sectors.
- c)** Increasing the number of stewards and/or police officers, particularly at entry and exit points in spectator sectors, around the field of play and between groups of rival supporters.
- d)** Assigning stewards to the visiting association/club to accompany the fans from the airport, railway station, port or bus/tram station and back. Where appropriate, police services may also be required.
- e)** Employing a stadium announcer from the visiting association/club.
- f)** Keeping spectators in the stadium at the end of the match until order can be guaranteed outside the stadium. In such cases, the following principles shall be observed:
 - i) Shortly before the end of the match, the decision to retain a group of supporters shall be announced over the public address system in the language of the supporter group concerned.
 - ii) The match organiser shall ensure that, during the period of retention, the retained supporters have access to refreshments and sanitary facilities.
 - iii) If possible, the retained supporters shall be entertained (music, giant screen, etc.) to help the waiting time pass more quickly and keep them calm.
 - iv) The retained supporters should be informed regularly of how much longer they may have to wait before being allowed to leave the stadium.

3. Whilst FIFA may decide at any time to appoint a FIFA security officer for its matches, a FIFA security officer will be appointed for all high-risk matches.

4. Associations, confederations and event organisers shall report to the FIFA Security Division any information that may be relevant to illegal activity, illegal gambling or match-fixing. The FIFA Security Division retains the right to appoint an investigator or investigators to any match or event that is under suspicion of illegal activities, illegal gambling or match-fixing without prior communication with the association, confederation or event organiser. Associations shall cooperate fully with FIFA with regard to the above and, where requested, facilitate the investigator(s) attending the match and conduct interviews as required.

63 FIFA Beach Soccer World Cup

1. The articles contained within these regulations shall also apply to FIFA Beach Soccer World Cups, with the exception of those articles or parts of articles as defined in **Annexe E**.
2. It is recognised that certain aspects of safety and security are specific to the requirements of FIFA Beach Soccer World Cups. Further guidance on the additional and/or minimum requirements is provided in **Annexe E**.

64 FIFA Futsal World Cup

1. The articles contained within these regulations shall also apply to FIFA Futsal World Cups, with the exception of those articles or parts of articles as defined in **Annexe F**.
2. It is recognised that certain aspects of safety and security are specific to the requirements of FIFA Futsal World Cups. Further guidance on the additional and/or minimum requirements is provided in **Annexe F**.

65 Administrative rules

If a stadium does not meet the structural, technical, organisational and operational requirements specified in these regulations, and severe safety, security or disorder problems are to be expected as a result, a stadium may be prohibited from hosting FIFA events.

66 Violations

Violations of these regulations may be subject to disciplinary measures in accordance with the FIFA Disciplinary Code, provided these regulations are applicable in accordance with article 1.

67 Matters not provided for

Any matters that are not provided for in the present regulations shall be dealt with by the relevant FIFA bodies. Such decisions are final.

68 Diverging texts

The regulations exist in the four official languages of FIFA (English, French, German and Spanish).

If there is any discrepancy between the four texts, the English version shall be authoritative.

69 **Effective date**

The FIFA Executive Committee adopted these regulations on 14 December 2012. These Stadium Safety and Security Regulations shall come into force on 1 January 2013.

Tokyo, 14 December 2012

For the FIFA Executive Committee

President:
Joseph S. Blatter

Secretary General:
Jérôme Valcke

Annexe A	Requirements of the national security officer, the senior national security advisor and the stadium security officer
Annexe B	Counter-terrorism
Annexe C	Recommended content of the stadium code of conduct
Annexe D	Stadium areas and zones
Annexe E	Guidance for FIFA Beach Soccer World Cups
Annexe F	Guidance for FIFA Futsal World Cups

Acknowledgements

FIFA acknowledges the support provided by the Sports Grounds Safety Authority and its agreement to the reproduction, where appropriate, of advice contained in the *Guide to Safety at Sports Grounds*.

Requirements of the national security officer

In order to discharge his duties properly, the national security officer should meet the following requirements:

Competence

A person will be regarded as occupationally competent for the role of national security officer when he has sufficient training, experience and knowledge to be able to fully perform his roles and responsibilities.

Status

During FIFA events, the national security officer should be recognised as being in overall control of operational safety and security management issues relating to the event in conjunction with the senior police commander/senior national security advisor. On non-match days, he should be regarded as the principal advisor to the member association on all safety and security issues in relation to football stadiums and hosting FIFA events.

The national security officer will be responsible for ensuring that all stadium security officers appointed for FIFA events are properly trained and competent. He will provide guidance and advice to ensure that any stadium used for a FIFA event meets FIFA's minimum safety and security standards.

Requirements of the senior national security advisor

In order to discharge his duties properly, the senior national security advisor should meet the following requirements:

Competence

The senior national security advisor shall be a serving senior police officer who has experience and knowledge of sporting events.

Status

The senior national security advisor should not be a full-time position but should involve regular contact with the national security officer. During events, he will be in overall control of all security matters involving the police and/or other relevant agencies and will work with the national security officer to ensure constant liaison between authorities and event organisers.

The senior national security advisor shall be instrumental in assisting with the planning and preparation of a FIFA event and with the delivery of resources to provide the security infrastructure together with the relevant authorities. He shall also oversee the production of major incident plans.

Requirements of the stadium security officer

In order to discharge his duties properly, the stadium security officer should meet the following requirements:

Competence

A person will be regarded as occupationally competent for the role of stadium security officer when he has sufficient training, experience and knowledge to be able to fully perform his roles and responsibilities.

Status

The stadium security officer should be recognised as being in overall control of operational safety and security management issues on a match day in conjunction with the senior police commander at the stadium. On non-match days, the stadium security officer should be regarded as the principal advisor to the stadium management on all safety and security issues.

Although the stadium security officer may be appointed on a part-time basis, he must not be deployed on the day of a match in which they have had no input into the safety and security planning at that stadium.

Counter-terrorism

FIFA events are targets for terrorist groups or individuals, regardless of whether the host nation possesses an intrinsic capability. Terrorism can come in many forms, not just physical, and can include threats or hoaxes designed to frighten and intimidate.

All counter-terrorism matters should be addressed by the relevant national authorities as part of an overall national security strategy, and specific advice relating to terrorist threats must be obtained from the relevant national authorities prior to the start of any FIFA event. Counter-terrorism measures should be integrated into stadium contingency plans wherever possible.

As a basic measure, the stadium safety and security management team should establish low-level search and awareness policies. The vigilance of all staff (including cleaning, maintenance and ground staff and contract staff) is an essential means of deterrence and detection. As they know their own work areas, stadium staff should be encouraged to be alert to unusual behaviour or items that are out of place.

Basic searches of the stadium should be conducted as part of a daily routine, especially on match days. As a guideline, stadium searches should be conducted on the following occasions:

- a)** Prior to a stadium being handed over for a FIFA event and accreditation being enforced.
- b)** Prior to any official training taking place at the stadium.
- c)** Prior to any match.

Detailed searches utilising professional resources should be conducted in response to any specific threat or on the discovery of a suspicious item.

All staff must have the confidence to report anything suspicious in the knowledge that reports, including false alarms, will be taken seriously and regarded as a contribution to the safety and security of the event. Under the direction of the senior national security advisor, training and briefings should be conducted at all stadiums for all staff, not only safety and security employees. Staff should be briefed to look out for packages, bags or other items in odd places, carefully placed (rather than dropped) items in rubbish bins and unusual interest shown by strangers.

If there is an increased risk of terrorist activity at a particular stadium or across the whole event, it may be necessary to conduct more thorough searches of people and vehicles entering the stadium. This may require additional resources on the approaches to the turnstiles or entry points, which in turn may reduce the rate at which spectators can enter on match days. If this is the case, it may be necessary to inform spectators in advance and open the gates earlier than usual to compensate for the time it will take spectators to pass through security.

Search plans

The stadium security officer and the local police commander are responsible for developing a stadium search plan.

- a)** Search plans should be prepared in advance of the event and all staff should receive training and perform rehearsals for them.
- b)** The overall objective of the plan is to make sure that the entire stadium area is searched in a systematic and thorough manner so that no part is left unchecked.
- c)** Those best placed to search a stadium are those who work there on a regular basis. Police and other agencies can conduct searches, but they may not be familiar with the layout or be aware of what should be there or is out of place, and as such cannot search as quickly or as thoroughly as stadium staff.

d) The member(s) of staff nominated to carry out the search do not need to have expertise in explosives or other types of device, but they must be familiar with the place they are searching. They are looking for any items that should not be there, that cannot be accounted for or are out of place.

e) Ideally, those conducting searches should do so in pairs.

Recommended action

Consider dividing the stadium into sections that are of a manageable size and easily understood.

The search plan should have a written checklist, to be signed when completed by the stadium security officer. A copy should be held in the VOC.

Remember to include any stairs, fire escapes, corridors, toilets and lifts in the search plan, as well as car parks, service yards and other areas outside that fall within the outer perimeter of the stadium.

If evacuation is considered or implemented, then a search of the assembly areas, the routes to them and the surrounding area should also be made prior to evacuation.

Consider the most effective method of initiating the search, for example by sending a message to the search teams over a public address system (the messages should be coded to avoid unnecessary disruption and alarm to the public).

Search plans should incorporate the following key instructions:

- a)** Do not touch or attempt to move any suspect items.
- b)** Move everyone away to a safe distance and out of line of sight.
- c)** Notify the VOC immediately.
- d)** Prevent others from approaching the suspect item.

- e) Communicate safely and calmly to staff, officials, players, VIPs/VVIPs and spectators who are in the area.
- f) Only use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover.
- g) Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.

Searching of persons entering a venue

Subject to the threat assessment, once a stadium search is complete all persons entering the stadium should be subjected to a search regime.

Consider the following:

- a) Anyone refusing to be searched will not be permitted access into the stadium.
- b) The search regime is for everyone entering the stadium, including all staff, goods deliverers, volunteers and members of the public.
- c) Consider advising spectators that searches will be carried out. They should arrive early and be encouraged not to bring bags. This can be achieved via tickets, websites or pre-event advertising. A list of banned items should also be included in the information.
- d) Ensure that the search staff are properly briefed and trained on their powers and what they are searching for.
- e) If detection equipment such as metal detectors and scanners is used, ensure that those operating the equipment fully understand how they work and their limitations.
- f) Ensure that the search areas have sufficient space.

- g)** Ensure that there are sufficient staff to carry out the searches.
- h)** Ensure that there are sufficient search facilities to handle the expected attendance within the available time.
- i)** If there is a car park within the outer perimeter of the stadium being used, all cars entering the car park must be searched.
- j)** The vehicles of VIPs/VVIPs, players and officials should be searched daily and, where possible, guarded to prevent any interference. When transporting VIPs/VVIPs, players and officials to the stadium, vehicles should be fully searched prior to passengers alighting from the vehicle and escorted to the stadium by police so as to avoid them having to be searched on entry to the stadium.

Recommended content of the stadium code of conduct

For all FIFA events, a formal stadium code of conduct shall be established between FIFA, the host nation, the relevant local authority and the stadium authority.

The stadium code of conduct shall contain provisions that help to reduce the risk of any spectator behaviour that may threaten safety, security or good order. If these provisions are violated, the offender(s) shall be punished in accordance with the host nation's laws and subject to eviction and/or banning from stadiums.

When drawing up the stadium code of conduct, the following should be considered:

1. Entry to the stadium

This section describes the conditions of entry into the stadium by visitors and accredited persons. It should include the requirements of producing a valid ticket or accreditation and, where requested, proof of identity. Furthermore, stadium visitors and accredited persons must submit to searches and agree that access is limited to those areas of the stadium as specified on the ticket or accreditation.

2. Prohibited items

This section deals with all items that stadium visitors and accredited persons are not permitted to use, possess, hold or bring into the stadium. Prohibited items are loosely grouped into the following categories:

- a) Any item that could be used as a weapon, cause damage and/or injury or be used as a projectile.
- b) Illegal substances, not just limited to narcotics.
- c) Items of a racist, xenophobic, charitable or ideological nature or items that could detract from the sporting focus.

- d)** Items that increase the risk of fire or are harmful to health, not solely pyrotechnics.
- e)** Animals, except those used for the purpose of assisting people with disabilities or impairments.
- f)** Large, unwieldy objects that cannot be stowed under a seat.
- g)** Any item that could distract the players and/or officials, including laser pointers and items that produce excessive volumes of noise.
- h)** Promotional or commercial materials.
- i)** Recording devices or cameras of any kind other than those for personal use.
- j)** Any other object that could compromise public safety and security and/or harm the reputation of the event.
- k)** Any items that could restrict the view of other spectators.

3. Common sense conduct inside the stadium

This section sets out the required standard of behaviour of stadium visitors and accredited persons whilst inside the stadium. It should include, but not be restricted to, such provisions as:

Stadium visitors and accredited persons shall:

- a)** Conduct themselves in a manner that is not offensive to, endangers the safety of, hinders or harasses others.
- b)** Only occupy seats and hospitality facilities as indicated on the ticket.
- c)** Not cause obstructions or restrict the circulation of people or vehicles.
- d)** Not drop litter.

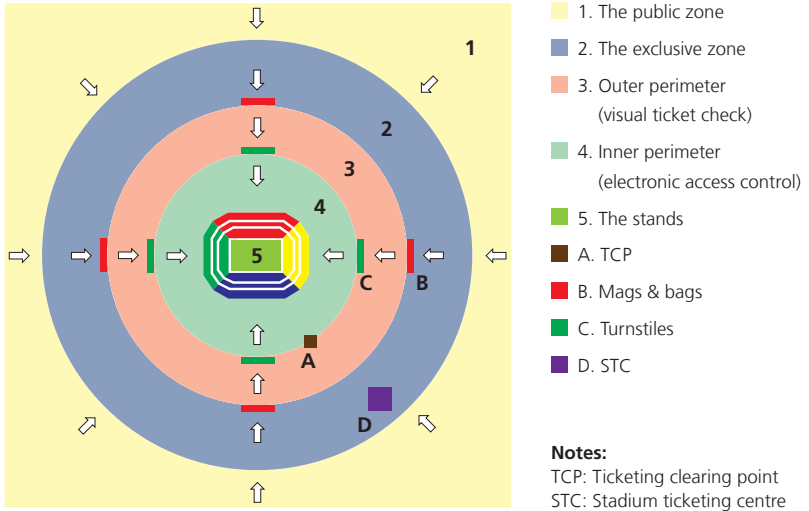
- e)** Smoke only in designated areas.
- f)** Not enter the field of play or other restricted areas, unless authorised.
- g)** Not obstruct the view of others.
- h)** Not throw any objects or substances at others or on to the field of play.
- i)** Not cause fire or the risk of fire or use pyrotechnics of any kind.
- j)** Not act in a manner that could cause offence to others, including but not restricted to acts of racism.
- k)** Not act in a manner that could detract from the sporting event.
- l)** Not sell goods or tickets to others unless authorised to do so.
- m)** Not create any threat to safety or life, or harm themselves or others.
- n)** Not climb on or over any structures not intended for general use.
- o)** Unless authorised to do so, not record, photograph, transmit or disseminate any sound, image, description or result of any activity within the stadium for commercial use.
- p)** Not act in a manner that could distract or harm the players or officials.
- q)** Not engage in any activity that could compromise the safety, security or reputation of the event.

When drawing up the stadium code of conduct, the local laws, customs and past spectator behaviour will need to be considered.

Stadium areas and zones

Stadium perimeters and areas

Stadiums used during FIFA events are divided into five distinct perimeters, as follows:



1. Public zone

This area includes the city and surrounding outskirts of the stadium precinct and is outside of stadium control.

2. Exclusive zone

This is the exclusive commercial zone, which is strictly monitored according to the Rights Protection Programme (RPP) rules and regulations for the FIFA event.

3. Outer perimeter (visual ticket check)

The first visual check of a pass and search are carried out at this perimeter. Access to this area requires a valid accreditation badge or match ticket.

4. Inner perimeter (electronic access control)

This is where the turnstiles are located and also includes the public access areas and hospitality suites.

5. Stands

These are the seating areas and playing field.

Stadium zones

Stadiums used during FIFA events are designated nine further zones, which are designed to control access to restricted areas and areas of work for those with accreditation. The designated zones will be indicated on accreditation passes. Only persons with the correct accreditation showing the zone number may enter that zone.

On match days, supplementary accreditation devices (SADs) may be deployed to further restrict access to key zones such as zones 1 and 2.

It is recommended that signs be put up at all entry points into the various stadium zones showing which passes are valid for entry.

Zone	Area	Details
1	Field of play	<ul style="list-style-type: none"> • Pitch • Substitutes' benches • Fourth official's bench • Photographers' positions • Pitch access and tunnel
2	Competition areas	<ul style="list-style-type: none"> • Dressing rooms, players • Dressing rooms, referees • Medical examination room • FIFA delegation room • Doping control room • Corridors (with access to these areas) • Teams' and officials' drop-off and pick-up points

Zone	Area	Details
3	Public areas	<ul style="list-style-type: none"> • General public entrance and areas • Public toilet facilities • Public concession stands • Public first aid facilities • Commercial and host city displays • Spectator accommodation
4	Operations areas (offices)	<ul style="list-style-type: none"> • FIFA and LOC office • VOC • Stadium announcer, giant screen and sound rooms • Medical facilities • IT room • FIFA and LOC storage rooms • Police and security facilities
5	VIP areas	<ul style="list-style-type: none"> • VIP reception room • VIP stand • VIP interview area • VVIP area
6	Media tribune	<ul style="list-style-type: none"> • Print media seats • Seats for radio and TV commentators and observers • Mixed zone • Press conference room
7	Media centre	<ul style="list-style-type: none"> • Media work area • Media catering area • Media briefing area • Photographers' area • Development and service centres
8	Broadcast area	<ul style="list-style-type: none"> • TV compound • TV and radio studios
9	Hospitality area	<ul style="list-style-type: none"> • Commercial affiliates' village • Commercial hospitality • Hospitality lounges • Sky boxes

FIFA Beach Soccer World Cups

General

1. The articles contained in these regulations shall be referred to, taking into consideration the deletions and insertions detailed below.

2. It is recognised that certain aspects of safety and security are specific to the requirements of FIFA Beach Soccer World Cups. This Annexe provides further guidance, highlighting the additional and/or minimum requirements.

Article	Delete	Insert	Further guidance/comments
7	3. d)		Full risk assessments must be completed, paying particular attention to the construction and type of materials used to construct the stadium site, including back of house areas.
9	2. e) vi)		
11			If car parks are contained within the outer perimeter of the stadium site or within 500 metres of the stadium, they must be included in the risk assessment and stadium security plan.
12	1. k)		
14			Some matches are likely to attract greater spectator demand than the capacity of the stadium and this must be factored into the steward deployment plan, and where required additional police support secured.
15	1. d) 1. f)		
16	f)		

Article	Delete	Insert	Further guidance/comments
21			Of particular importance, stewards must be able to clearly identify when the stadium has reached maximum capacity, and take appropriate action to prevent overcrowding and subsequent overloading of the stadium structure.
24			The construction of the stadium must be robust enough to support the calculated weight loading, in line with article 35. This must be included in the safety certificate.
25	1. a)	Public admittance is permitted without tickets free of charge on a first-come, first-served basis, subject to the maximum safe capacity of the stadium.	Spectators are expected to come and go throughout the day, with anticipated surges for popular matches, such as those involving the host nation's team. As such, there must be a robust access control mechanism in place to ensure that the stadium never exceeds its maximum safe capacity. The following points are to be considered: <ul style="list-style-type: none"> • There must be a counting system to count entries into and exits from the spectator viewing areas. • The stadium security officer must monitor the crowd at all times to ensure that no sections of the stadium become overcrowded. • Entrances into the spectator viewing areas must be able to be closed once the stadium has reached its maximum safe capacity, whilst leaving suitable separate exit routes for spectators leaving the stadium under normal conditions or in an emergency. • Access into the spectator viewing areas must be controlled at all times.

Article	Delete	Insert	Further guidance/comments
26	Art. 26		
29	1. a) 1. g)	That the person possesses a valid permit to gain access to restricted areas of the stadium. That the person complies with the stadium code of conduct.	
31			The stadium site must have appropriate levels of full-time security from the moment construction of the site starts. This shall include the TV broadcast compound and media facilities.
32	3. 4. 5. 6.		Due to the construction of beach soccer stadiums, the field of play should at no time be considered as a suitable evacuation route, place of safety or reasonable place of safety. As such there must be sufficient emergency exit routes from the stadium to a place of safety for spectators as well as officials and players.
36	2. a) viii)		
45			It is essential that the spectators entering the stadium site are aware at all times of the number of available seats in the viewing area, so that expectation management can be handled away from the entry points into the spectator viewing areas to avoid congestion, overcrowding and surges.

Article	Delete	Insert	Further guidance/comments
56	4. 6. 7.		Due to the construction of beach soccer stadiums, the field of play should at no time be considered as a suitable evacuation route, place of safety or reasonable place of safety.
62	2.		

FIFA Futsal World Cups

General

1. The articles contained in these regulations are to be referred to, taking into consideration the deletions and insertions detailed below.
2. It is recognised that certain aspects of safety and security are specific to the requirements of FIFA Futsal World Cups. This Annexe provides further guidance, highlighting the additional and/or minimum requirements.
3. When these regulations refer to a stadium, it shall also mean a sports hall.

Article	Delete	Insert	Further guidance/comments
7		p) Areas of the sports hall not being used for the FIFA event.	
11			If car parks are contained within the outer perimeter of the stadium site, or within 500 metres of the stadium, they must be included in the risk assessment and stadium security plan.
24			The safety certificate must incorporate all areas within the sports hall, whether they are used or not during the FIFA event.
32			The field of play should at no time be considered as a place of safety.
34			FIFA Futsal World Cups are to be played in all-seater stadiums.
36			A single VOC must be established for the sports hall. While it may not be possible for the VOC to have a physical overview of the football pitch and viewing areas, it must have sufficient CCTV coverage to allow monitoring of crowd conditions.

Article	Delete	Insert	Further guidance/comments
39			All lighting inside the sports hall must have an uninterruptable power supply to ensure that there are no periods of blackout, either on the field of play, or within the stairways, vomitories and entry/exit routes.
41			CCTV coverage should also include areas within the sports hall that are not in use for the FIFA event.
51		1. Fire risk assessments must include all areas of the sports hall, whether they are in use or not during the FIFA event.	
53			Consideration should be given to including fire detection and warning systems in all areas of the sports hall, whether they are in use or not during the FIFA event.
54		f) Suitable fire precautions that meet the host nation's regulations shall be implemented in all areas of the sports hall, whether they are in use or not for the FIFA event.	
56			The field of play should at no time be considered as a place of safety.

