



SFL Committee Guidelines on the Role and Duties of Supporter Liaison Officers of Swiss Football League clubs dated 17 January 2005 (amended version dated 1 July 2011)

Based on section 20 of the SFL Security Regulations (SiRegl).

Chapter I: General provisions

Section 1 – Appointment of the supporter liaison officer

Each SFL club shall appoint a person responsible for supporter matters (hereinafter: supporter liaison officer) and a stand-in who shall assume the role and duties of the supporter liaison officer in full in the former's absence. Below the term "supporter liaison officer" shall refer to both the supporter liaison officer and his stand-in.

Section 1a – Qualification requirements

From the 2013/14 season the supporter liaison officer of a Super League club must hold the Swiss Olympic supporter liaison officer certificate or a comparable qualification. An exception may be granted for supporter liaison officers who have commenced a Swiss Olympic certificate course or comparable training course.

Section 2 – Role at the club

The supporter liaison officer reports directly to the club management. The supporter liaison officer shall be granted the necessary powers for the performance of his duties by the club management.

The supporter liaison officer is on the same hierarchy level as the club safety and security officer.

The safety and security officer has sole decision-making powers in safety and security matters.

The supporter liaison officer may not be employed by or hold a position on a board or committee of a supporter organisation close to the club.

The supporter liaison officer may not have a safety or security role within a club, the league or the association or work at an institution appointed by the club to carry out safety or security tasks.

The supporter liaison officers shall be compensated by the clubs.

Section 3 – Representation of the club vis-à-vis third parties

The supporter liaison officer represents the club in supporter matters vis-à-vis third parties. Third parties are:

- a) The Swiss Football Association (SFV) and the SFL and its clubs.
- b) Official and unofficial club supporter organisations.
- c) Supporter groups and individual supporters of the club.



In consultation with the club safety and security officer he can also represent the club in supporter matters vis-à-vis the following third parties:

- d) State agencies (e.g. police, fire service, law enforcement agencies, public transport companies).
- e) Private security companies appointed by the club to carry out safety and security tasks.

Chapter II: Duties

Section 4 – Basic principle

The supporter liaison officer is responsible for ensuring that every supporter of the club has the opportunity to contact an authorised club representative with regard to supporter matters and raise any concerns he or she may have.

Section 5 – Informing the club management

The supporter liaison officer shall inform the club management with regard to supporter issues and concerns and is at the club management's disposal as an expert consultant. He shall inform the club management if the staff, material and financial resources required to carry out fan work in a manner that is appropriate for the size of the fan base are insufficient.

Section 6 – Contact with the club's supporters

The supporter liaison officer shall ensure regular contact and communication is maintained between the club and its supporters and encourage the fostering of this relationship.

Section 7 – Deployment of staff

The supporter liaison officer shall be responsible for the recruitment and training of supporter liaison workers and oversee their deployment.

Section 8 – Support for fan matters

If required, the supporter liaison officer shall support matters raised by official and unofficial fan organisations, fan groups and individual supporters of the club.

Section 9 – Coordination with the safety and security officer

The supporter liaison officer shall work in close consultation with the club's safety and security officer.

Section 10 – Cooperation with the ice hockey supporter delegate

At clubs where this is appropriate, the supporter liaison officer shall strive to work in close cooperation with the ice hockey supporter delegate.

Section 11 – Role as a mediator

If necessary, the supporter liaison officer shall intervene in a mediatory role; e.g. in disputes between club supporter groups and between the police and fans.



Chapter III: Reporting duties and training

Section 12 – Reporting duties of clubs

The personal details of the supporter liaison officer and his stand-in must be communicated in writing to the SFL safety and security officer no later than 30 days before the start of the season. Any changes during the season must be reported to the SFL without delay.

Section 13 – Training

The clubs are responsible for training the supporter liaison officer and his stand-in.

The SFL shall organise and stage one training course per year for supporter liaison officers and their stand-ins. These training courses are mandatory for the supporter liaison officer and his stand-in; the clubs are responsible for sending their participants.

Chapter IV: Demarcation and requirements specification

Section 14 – Demarcation from social work with fans

The duties of the supporter liaison officer do not include social work with fans. By social work with fans we mean the offerings of public and private institutions that carry out fan work in the educational, socio-cultural and social fields.

The clubs shall promote social work with fans to the extent their financial and staff resources permit.

Section 15 – Supporter liaison officer requirements specification

To aid the introduction of supporter liaison officers, the SFL has prepared a sample requirements specification that can be obtained from the SFL.

Chapter V: Final provisions

These guidelines were adopted by the SFL committee at its meeting on 17.1.2005. They enter into force with immediate effect. The amendments of Section 1 to Section 15 were approved by the committee on 9 May 2008. The amendments of Section 1a (new) and Section 13 were approved by the committee on 1 July 2011.