



## SLOVENSKI STANDARD

### SIST EN 13200-8:2017

01-julij-2017

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#### Prostori za gledalce - 8. del: Upravljanje varnosti

Spectator facilities - Part 8: Safety Management

Zuschaueranlagen - Teil 8: Sicherheitsmanagement

Installations pour spectateurs - Partie 8: Management de la sécurité

**Ta slovenski standard je istoveten z: EN 13200-8:2017**

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#### **ICS:**

91.040.10	Javne stavbe	Public buildings
97.200.10	Gledališka, odrska in studijska oprema ter delovne postaje	Theatre, stage and studio equipment
97.220.10	Športni objekti	Sports facilities

**SIST EN 13200-8:2017**

**en,fr,de**

English Version

## Spectator facilities - Part 8: Safety Management

Installations pour spectateurs - Partie 8: Management  
de la sécurité

Zuschaueranlagen - Teil 8: Sicherheitsmanagement

This European Standard was approved by CEN on 3 March 2017.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

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EUROPEAN COMMITTEE FOR STANDARDIZATION  
COMITÉ EUROPÉEN DE NORMALISATION  
EUROPÄISCHES KOMITEE FÜR NORMUNG

**CEN-CENELEC Management Centre: Avenue Marnix 17, B-1000 Brussels**

EUROPEAN STANDARD  
NORME EUROPÉENNE  
EUROPÄISCHE NORM

**EN 13200-8**

May 2017

ICS 91.040.10; 97.200.10; 97.220.10

English Version

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**EN 13200-8:2017 (E)****European foreword**

This document (EN 13200-8:2017) has been prepared by Technical Committee CEN/TC 315 "Spectator facilities", the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2017, and conflicting national standards shall be withdrawn at the latest by November 2017.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

EN 13200, *Spectator facilities*, consists of the following parts:

- Part 1: General characteristics for spectator viewing area;
- Part 2 <sup>1)</sup>: Characteristics;
- Part 3: Separating elements - Requirements;
- Part 4: Seats -Product characteristics;
- Part 5: Telescopic stands;
- Part 6: Demountable (temporary) stands;
- Part 7: Entry and exit elements and routes;
- Part 8: Safety Management;
- Part 9 <sup>2)</sup>: Communications systems in spectator facilities.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.

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<sup>1)</sup> Draft in preparation.

<sup>2)</sup> Draft in preparation.



## Introduction

This European Standard has been prepared in order to specify the general criteria for spectator safety management.

Attention is drawn to the fact that in certain Countries additional/different requirements may be applicable due to existing national regulations or equivalent.

This European Standard starts from the council of the European Union Resolution of 4 December 2006 and has been prepared in order to specify the technical general criteria for the planning and safety of the management in spectator facilities.

The fundamental principles contained in this document are appropriate to all events regardless of size, activity or audience profile.

The extent by which these details are adopted will vary and all of the processes and procedures will not be appropriate, dependent on the size of the event. However all events should strive to achieve the highest possible standards highlighted by this document.

**EN 13200-8:2017 (E)****1 Scope**

This European Standard specifies general characteristics of safety management in spectator facilities.

It specifies the layout and the planning of the management, the criteria to maintain this planning before, during and after any event.

It covers the following:

- the safety personnel;
- safety policy;
- safety procedures.

This European Standard does not apply for the roles and responsibilities of those who are part of the security system (police and security companies).

**2 Normative references**

Not applicable.

**3 Terms and definitions**

For the purposes of this document, the following terms and definitions apply.

**3.1****activity area**

area where the event takes place

[SOURCE: EN 13200-1:2012, 3.2]

**3.2****barrier**

any element of a spectator facility permanent or temporary, intended to prevent people from falling, and to retain, stop or guide people

Note 1 to entry: Types of barriers used at spectator facilities are further defined in EN 13200-3 *Spectator facilities - Part 3: Separating elements - Requirements*.

**3.3****circulation**

free movement of spectators within spectator facilities

**3.4****competent person**

person with sufficient training and experience to meet the national occupational standards relevant to the tasks within the identified role

**3.5****contingency plan**

organising document setting out the actions to be taken in response to incidents occurring at the venue which might prejudice public safety or disrupt normal operations (for example, the loss of power to CCTV or PA systems)

**3.6****control room**

designated room or area within the spectator facilities from which the safety management structure is controlled and operated

Note 1 to entry: Also known as an 'event control' 'match control', or 'venue control' room.

**3.7****capacity**

total number of spectators for which a spectator facility or some division of a spectator facility (block or sector) is designed

**3.8****event organiser**

person or organization responsible for the production of events from conception through to completion

**3.9****emergency plan**

plan prepared and owned by the emergency services and/or local authority for dealing with an incident at the spectator facilities or in the vicinity

**3.10****evacuation plan**

organising document which ensures that the spectator facilities can be evacuated in a case of an emergency according to the emergency plan

**3.11****external area**

place external to the activity area, viewing area and service area intended to be used as public road, parking and passages for spectators

[SOURCE: EN 13200-1:2012, 3.18]

**3.12****management plan**

document for maintaining before, during and after the event the optimum status of the spectator facility in compliance with security and safety certificate or licence, if required

**3.13****operations manual**

manual which sets out the way spectator facilities operate on a daily basis

**3.14****safety advisory group (SAG)**

forum within which the spectator facilities management and other agencies (local authorities, police, fire and medical ) provide specific safety advice

**3.15****safety officer**

person overseeing management of the event day safety operation including pre-event planning and post event evaluation



**EN 13200-8:2017 (E)****3.16****steward**

member of the safety management team, engaged to ensure the safety and welfare of all spectators

**3.17****facilities manager**

person responsible for managing the spectator facilities for the owner or the event organizer

**3.18****senior steward**

member of the safety management team who is previously worked as stewards before being promoted to a more senior and responsible role

**3.19****security**

freedom from unlawful entry or activity that may cause harm

**3.20****senior management**

board of directors, facility owner, chairman of a spectator facility, event organiser and safety officer

**3.21****supervisor**

member of the safety management team who is previously worked as stewards before being promoted to a supervisory role

**3.22****spectator facilities plan**

design characteristics of spectator's facilities and surroundings, in addition to safety/security strategy during the events

**3.23****turnstile**

access control system

**3.24****viewing area**

area from which the spectators view the event

Note 1 to entry: The viewing area includes stands for spectators seated, standing and with special needs, passageways and gangways necessary for circulation, vomitories for entry and exit.

[SOURCE: EN 13200-1:2012, 3.3]

**3.25****viewing slope**

a non-stepped sloping area providing standing accommodation for the spectator

[SOURCE: EN 13200-1:2012, 3.16]

**3.26****safety policy**

document developed, reviewed and monitored by the event organiser or senior management

**3.27****safety procedures**

operational and emergency plan, containing roles and responsibilities, staffing levels, risk assessments, medical provisions and contingencies

**4 General principles****4.1 General****4.1.1 Introduction**

The basic of efficient safety management shall be a safety culture that permeates through all levels of the ground management, including commercial and marketing departments, from the most senior level down to all the stewards.

Management shall formulate a detailed safety policy including safeguarding children, young people, and people with special needs.

**4.1.2 Safety personnel**

Event safety shall be managed by ensuring that there is in place a safety management team which has no other responsibilities, except to manage the safety of spectators during the event.

NOTE On the basis of the capacity of spectator facilities a specific organigram of stewarding may be applicable (see Annex C and Annex D).

The safety management team is composed of:

- a) senior management,
- b) safety officer,
- c) supervisor,
- d) senior steward,
- e) steward.

**4.1.3 Senior management**

Senior management shall establish a spectator safety policy which is an integral part of the management culture.

This policy shall set out the role of the board and its individual members in respect of spectator safety.

Senior Management shall ensure that spectator safety is adequately resourced and shall obtain competent advice to do so. It shall consider the safety implications of introducing any new arrangements affecting spectators.

Senior management shall ensure that information relating to spectator safety is reported (i.e. injuries to spectators, progress of training of stewards, near misses and maintenance programmes).

Senior management shall also insure that any information has been followed up and corrective actions have been taken.



**EN 13200-8:2017 (E)****4.1.4 Safety Officers**

A safety officer shall have sufficient training, experience and knowledge, to be able to implement the functions detailed in the job description. It is recommended that a safety officer shall have, as a minimum, a spectator safety qualification on the appropriate national relevant qualification framework.

**NOTE** Guidance on training method are issued by Council of Europe: Recommendation Rec (2015) 1 of the Standing Committee on Safety, Security and Service at Football Matches and other Sports Events – Annex A on Safety – Recommended Good Practices (see Bibliography [1]).

The safety officer shall be recognised as being in overall control of operational safety management issues on an event day and shall be present. On non-event days, the safety officer shall be regarded as a principal adviser to the spectator facilities management on all spectator-related safety issues. The safety officer is in charge to define safety management procedure.

On event days, a safety officer shall have the authority to make safety-related decisions without having to refer to senior management or board members.

A safety officer shall be directly accountable to the person with ultimate responsibility to safety, to whom the right of direct access is essential.

On event days it is essential that the safety officer is easily identifiable, and can be contacted immediately at all times. If it is necessary during an event for the safety officer to leave the control room, a competent person shall be left on duty in the control point. The safety officer shall also remain in direct contact with that person, either by radio or telephone.

Where there has been a failure to appoint a competent safety officer, or the person appointed does not demonstrate the necessary level of competency or if the competent person is not available for an event, spectator facilities capacity shall be reduced.

Senior management may therefore appoint one or more competent deputy safety officers who may manage the event in the absence of the safety officer. A deputy safety officer shall, like the safety officer, be competent in all aspects of the safety officers duties and responsibility.

Deputies shall have worked alongside the safety officer for at least four events and then managed a number of events under the direct supervision of the safety officer, and demonstrated the necessary degree of competence, before they take charge on their own. When in charge they shall be vested with all the authority normally held by the safety officer.

The Safety Officers shall only delegate their responsibility to a competent replacement or deputy.

**4.1.5 Supervisors**

Supervisors and safety stewards shall be employed either directly by the venue management or by the event organizer or provided under contract by a stewarding or security company.

Supervisors are responsible for either a team of stewards or part of the spectator facilities. They need leadership qualities, interpersonal skills and the ability to control those working under their direction. It is also extremely important that they are good communicators, in order that briefings and instructions to staff are clearly understood.

They form the vital link between the safety officer and those in direct contact with the spectators, and as such shall always be in immediate contact with the safety officer.

Supervisors may ideally have worked for at least one year as a steward and shall already have achieved or be working towards an appropriate qualification.



#### 4.1.6 Senior Stewards

The senior steward is a person that shall have at least one year experience as a steward and shall be able to coordinate groups of stewards with specific tasks (like exit-stewards, vomitory stewards, gangway stewards etc.).

In addition to overseeing stewards, the senior steward is responsible for performing a range of specific and important functions that are crucial to providing spectators with a safe secure and welcoming environment.

To undertake these functions effectively, a senior steward will need to possess the necessary competences, knowledge and skills and receive the appropriate training.

#### 4.1.7 Stewards

Stewards shall receive information that they need regarding organization, infrastructure and rescue teams, check that spectator facilities regulations are observed, take all the appropriate measures while awaiting the intervention of the safety, security and emergency.

Basic duties for a steward are:

- to understand their general responsibilities towards the health and safety and welfare of all spectators, other stewards, spectator facilities staff and themselves;
- to carry out safety checks;
- to control or direct spectators who are entering or leaving the spectator facilities, to help achieve an even flow of people to and from the viewing area;
- to assist in the safe operation of the spectator facilities, not to view the activity taking place;
- to staff entrances, exits and other strategic points; for example, segregation, perimeter and exit doors or gates which are not continuously secured in the open position while the spectator facilities is in use;
- to recognise spectator conditions so as to ensure the safe dispersal of spectators and the prevention of overcrowding, particularly on terraces or viewing slopes;
- to assist the emergency services as required;
- to provide basic emergency first aid, with appropriate training;
- to respond to emergencies (such as the early stages of a fire); to raise the alarm and take the necessary immediate action;
- to undertake specific duties in an emergency or as directed by the safety officer or the appropriate emergency service officer.

**NOTE** It is recalled the attention to the fact that Council of Europe issued some Guidance on Training competences for stewarding (see Bibliography [1]).

Stewards shall be provided with high visibility jackets appropriate for the prevailing weather conditions. Each jacket colour or colour combination shall indicate the role to be undertaken by that steward (for example supervisor, general steward, safety officer, response team or fire steward). Where necessary, the particular role shall be printed on the jacket. It shall be ensured that the colour is easily identifiable, stands out from the general background of the spectator facilities and does not interfere

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with those taking part in the event. The jackets shall also carry a number by which each steward can easily be identified (see Annex E).

It is the responsibility of the safety officer to ensure that all stewards, whether employed in-house or under contract, are competent and trained to undertake both their normal duties and their roles under the emergency or contingency plans. It is essential in the training to gain the experience.

All stewards shall be made familiar with the spectator facilities in which they're deployed.

Stewards shall be provided with a pocket book containing the following:

- location of exits;
- first aids positions;
- spectator facilities regulation;
- police and fire brigade criteria of collaboration (see Annex F).

**4.2 Safety policy****4.2.1 General**

It is recommended that the safety management of every spectator facility-and/or event organizer shall produce a written spectator safety policy. This demonstrates that management has devoted thought and effort towards the safety and welfare of spectators. Putting the policy in writing helps focus the mind and shows whether it has been fully thought out in practical terms.

The owner of spectator facilities shall have a safety policy based on the following documents:

- a safety certificate issued by Authorities, that include license of local authorities, fires certificate, testing and certification of the structure equipment, technical devices and installations;
- documented procedure of the safety management that include territorial plan, spectator facilities plan, risk assessment, ordinary management plan and an emergency plan.

**4.2.2 Territorial plan**

The territorial plan shall be developed by spectator facilities manager in collaboration with local authorities and other interested parties.

It provides the information about mobility from and to the spectator facility during events with particular reference to the need to identify separate flow and evacuation routes for the different categories of spectators, as well as the information to minimize any interference with ordinary mobility (see Annex G).

The plan provides:

- identification of access and mobility systems from and to the spectator facilities before, during and after the event envisaging separate routes and parking areas for the different categories of spectators and, wherever possible, for the different sectors of the spectator facilities;
- implementation and improvement of the urban public transport services with respect to the arising mobility needs for the spectators of the event;
- identification, at the parking areas, of areas and facilities where spectators are welcomed, controlled and directed;



- general medical plan that considers the emergency routes and the hospital facilities alerted in normal circumstances and in emergency situations;
- identification of routes for local spectators, the spectators with special needs, visitors, athletes, media and emergency public safety and mobility to and from the spectator facilities before, during and after the event. Also identification of routes and parking facilities for separate rival groups of spectators (if required) and, where possible, for various areas of the spectator facilities. Particular attention is paid to the identification of routes and mobility outside the facility area.

The territorial plan is a commitment for the following entities within their relevant territorial competences:

- police headquarters (traffic, railway, airport police, etc.);
- municipality and mobility departments (which shall timely inform of any alteration);
- medical facilities (mobilization of Hospital);
- fire brigade (mobilization of the fire station);
- facility owner (in case of legal ownership and/or sub-concession of surrounding area);
- event organizer (routes for athlete's, guests, etc.).

#### **4.2.3 Spectator Facilities plan**

The spectator facilities plan (see Annex H), shall be developed by facilities manager in collaboration with the SAG and consists of but not be limited to :

- mobility and access in external area;
- circulation of spectators in each separate area or sector;
- tickets check point;
- exit's system;
- public's ways and services staff;
- the configuration of each area or sector with relative capacity;
- plans/drawings for the various levels with reference to, entrances, exit gates, dangerous sites, position for emergency and first aid and control rooms during the match, position for the connection and coordination of alarms, the position of the CCTV cameras and the respective control area.

#### **4.2.4 Risk assessment**

As a starting point, facilities manager and/or safety officer shall prepare suitable and sufficient assessments and plans in order to:

- identify the site and event specific hazards;
- quantify the risks associated with the hazards;
- identify the existing control measures;



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- identify additional controls or procedures.

The outcomes of the event risk assessment process, shall either limit the severity of the hazard(s) and/or lower the likelihood of the risk(s) occurring.

A risk assessment shall always be undertaken by a competent person. The basic method of undertaking a risk assessment is set out as follows:

**STEP 1:** *Identify the hazards*

**STEP 2:** *Decide who might be harmed and how*

**STEP 3:** *Evaluate the risks and decide whether the existing precautions and control measures are adequate or whether more may be done*

**STEP 4:** *Record your findings*

**STEP 5:** *Review your assessment and revise it if necessary.*

When undertaking risk assessments the competent person shall use various control measures that may be considered in the spectator facilities to reduce the risk.

#### **4.2.5 Management plan**

The management plan, developed by the facilities manager, shall contain:

- plan for the maintenance of ordinary security conditions (monitoring, maintenance and the operating conditions);
- plan for maintaining the ordinary security and safety level during the event;
- medical plan and first aid devices, in exercise or in emergency;
- fire prevention and control plan;
- planned preventative maintenance.

### **4.3 Safety procedures for the event**

#### **4.3.1 General**

The operating procedure for the event shall be collated and developed by the safety officer or spectator facilities manager, in collaboration with SAG and shall contain the following:

- planning before the event (the event risk assessment, stewarding organization, operation manual, medical plan, traffic management plan, contingency plan, emergency plan, spectator facilities regulations, exercise planning, preventive briefing, checks and controls);
- checks and audits during the event;
- results of checks and audits after the event and follow up (applying the contingency plan, the briefing, post event inspections).

#### 4.3.2 Planning before the event

Due to the diversity and complexity of spectator facilities, it is not possible to provide a template for all the hazards that may be present for any event. However, consideration shall always be given to the following items:

- a) Fire safety:
  - sources of ignition;
  - fuel sources;
  - means of escape and exit routes;
  - evacuation plans;
  - fire-fighting equipment;
  - fire proof door.
- b) Electrical safety:
  - emergency power supply.
- c) Staffing levels:
  - safety stewards;
  - specialist stewards;
  - car park staff;
  - turnstile/entry point staff;
  - security personnel;
  - medical resources for the spectators;
  - police;
  - fire service;
  - contractors;
  - maintenance/engineering;
  - cleaning staff.

Senior management shall produce risks assessments for the usual activities, incidents, hazards and existing control measures expected to take place at the spectator facilities concerned. Each event or fixture held at the spectator facility shall be subjected to an event specific risk assessment; the risk assessment shall be recorded as part of the event day records and audit trail.

Risk assessments are only valid at the time the competent person undertakes them. Incidents and circumstances may arise during an event that may alter the previously identified hazards and risks. It is therefore important that the event safety officer is able to undertake (*or oversee*) a dynamic assessment



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of the situation as it arises and develops. Senior Management shall ensure the presence of a person who is competent to undertake a constant review of safety during the pre-event and event period.

Senior Management and/or safety officer shall liaise with the local police in order to determine if there is a specific threat assessment affecting the safety of the spectator facility and/or the event.

Where there is a perceived increase in threat or risk, the appropriate advice and guidance offered by the police and other relevant agencies shall be followed. The spectator facilities contingency plans and special operating procedures need to be implemented.

The risks associated with an increased threat assessment shall be fully examined and recorded by the safety officer.

The facilities management and/or safety officer shall provide a risk assessment of the hazards, where applicable, that the sporting activity may create in the areas in which spectators are accommodated.

Such hazards might include:

- balls striking spectators who are viewing the event or pre-event warm up;
- loose animals running into spectators accommodation;
- mechanical failure of vehicles causing flying debris;
- structural failure of safety barriers segregating motor sports or horses events from the spectators;
- failure of structures or equipment associated with the event;
- participants entering spectator areas;
- spectators entering the activity areas.

There are instances where some spectators are authorised to enter the activity area, pitch, course, field, stage or other non-public areas such as stables, kennels, back stage areas and paddocks as “visitors”. In all instances where authorised access is permitted, the spectator facilities management shall provide a suitable and sufficient risk assessment of the area for such persons.

#### **4.3.3 Safety Advisory Group (SAG)**

A Safety Advisory Group (SAG) shall be established for each spectator facilities to advise the appropriate authority responsible for issuing a safety certificate and the event organiser on spectator safety. This will provide an essential forum within which the spectator facilities management and other agencies (Police, Fire, and Medical) may develop an integrated approach to spectator safety.

The main role of the SAG is to provide specialist advice to the event organiser to help it discharge its functions under public events legislation. The group should also provide an overarching role to consider enhancing safety at sports grounds and public events by providing advice and assistance to certificate holders. The group should consider all matters within its remit and make recommendations to the event organiser.

The SAG should operate within a defined (recorded) role so that it effectively carries out this function. An agreed “terms of reference” will help in defining the role of each represented organisation.

The SAG shall consult Local Authorities representatives, the event organiser safety team and a recognised supporters’ organisation on a regular basis if they do not form part of the SAG. The advisory group’s terms of reference should encompass all matters concerned with crowd safety and should require regular visits to the ground and attendance at matches.



The SAG shall appoint a chairperson to provide effective governance of the meetings. Its resolutions shall be recorded and it should be required to produce regular reports for consideration by the appropriate authority and other concerned partners. It is important that the SAG members have the authority and status to act quickly where necessary.

#### **4.3.4 Operations manual**

The operations manual shall be collated and developed by the safety officer or facilities manager, in collaboration with SAG. It shall contain Safety Team Structure, safety and security supervisors for the event and emergency (composition, tasks, activities, regular briefings and emergency).

It shall 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 (see Annex A).

#### **4.3.5 Medical plan**

As part of its overall planning process, senior management shall be responsible for the preparation of a detailed medical plan for the spectator facilities and for each event that may be held there. The local authority that issues a safety certificate shall have regard to the provision of suitable medical resources when agreeing the capacity of the spectator facility.

The medical plan shall include details of the level of medical resources for the spectator facilities. It is the responsibility of the spectator facilities management/organizer to consider a number of factors that shall be included but they're not limited to:

- the risks and hazards of the event for the spectators;
- the risks and hazards of the location of the event;
- historical data of injuries, treatments and the location of the incident;
- medical team command structure, lines of responsibility;
- communication systems and procedures for members of the medical team within the spectator facilities and other external agencies;
- the size, location and number of permanent or temporary mobile medical treatment facilities;
- the size and suitability of medical provision for participants, where there is the potential for concurrent injury to a number of participants on the activity area to impinge on treatment facilities for spectators;
- the location and number of ambulances;
- medical;
- pre event inspections of facilities and equipment;
- size of the audience;
- audience profile , aged, young children, prevalence of alcohol or drugs;
- length of event;
- time of event;

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- weather conditions;
- travel times and distance to local accident and emergency hospitals;
- medical team response to a major incident;
- triage locations;
- arrangements for dealing with fatalities;
- catering and sanitary facilities for all medical service personnel;
- the proper briefing and debriefing of medical staff.

The responsible authority advised by the SAG shall agree or review the proposals presented by the spectator facilities management/organizer. The agreed level of cover shall be detailed within the general safety plan.

The sport's governing body may have specific requirements for medical support in order to permit the sports event to commence or to continue. The medical resources for the participants shall not be considered as part of the medical resources for the spectators, neither may the spectator medical services be used to treat the participants. This is of particular relevance to the use of doctors.

Spectator facilities management/organizer shall specify the level of equipment, capabilities, and competencies proper identification of all staff engaged to provide medical support to the event, details of which shall be contained in a formal specification.

**4.3.6 Traffic management plan**

Senior management is responsible for preparing an on-site traffic management plan. This will complement any travel plan required by the responsible authority or under any other legislation. The plan shall identify the hazards associated with vehicular movements within confined spaces where there are large numbers of pedestrians.

The plan shall include details of:

- authorised vehicle movements;
- vehicle parking arrangements and controls;
- access for the persons with special needs;
- pedestrian movements including the need to manage specific risks;
- emergency vehicle access routes.

The basic principles detailed below shall also be considered where necessary:

- identification of emergency services' rendezvous points (RVP's);
- identification and maintenance of emergency vehicle red routes;
- location and number of car parking spaces for persons with special needs;
- segregation arrangements;
- separation of pedestrians from vehicles;



- separation of the general public from performers, officials, VIP's accredited persons etc.;
- location of television outside broadcast vehicles and equipment compound;
- public coach/bus parking facilities;
- team/accredited persons coach/bus parking arrangements;
- access to site for authorised vehicles required to service the event – waste management, hygiene contractors, catering suppliers;
- access control;
- staff transport;
- training of car park staff;
- personal protective equipment;
- communications;
- egress from spectator facility;
- emergency egress from spectator facility;
- adequate and appropriate signage.

The responsible authority and the SAG shall have considered the external traffic arrangements. Where the arrival of the emergency services may be delayed or prevented by foreseeable traffic-related incidents, it would not be unreasonable for the capacity of the spectator facilities to be reduced or postpone the event (see Annex G).

Having prepared detailed risk assessments for the activities that take place in the spectator facilities, senior management shall draw contingency plans in conjunction with any other agencies in particular police that will enable it, together with any other agencies present, to respond to an unplanned incident. Copies of the plans shall be sent to the other agencies that need to be aware of them, in particular the local authority, police, fire and ambulance services and any voluntary agency or commercial supplier, medical support at the spectator facilities.

Abbreviated versions of the plans may be included in any safety handbook or aide memoire cards issued to the stewards. It is also recommended that the event officials are briefed before the event on specific arrangements which could apply to them in the event of postponement or abandonment.

The SAG shall be invited to comment on the plans for any spectator facilities to which the responsible authority has issued a safety certificate before these are promulgated.

#### **4.3.7 Emergency plan**

Although contingency plans are prepared by the facilities manager and/or safety officer, the emergency plan is prepared by the emergency services, the two plans shall be compatible.

Consultation shall therefore take place between facilities manager and/or safety officer, the police, fire and ambulance services, the local medical authority and local authority, in order to produce an agreed plan of action, including access for emergency vehicles, for all foreseeable incidents.

The categories identified in the emergency plan are:



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- persons who shall perform specific tasks in the emergency plan, such as Fire Brigade, Police, Medical Service, stewards and persons in charge of the facilities and of video and audio communication.

These persons shall know the specific tasks they have to perform, shall be able to perform such tasks, and shall know how to behave in the different emergency situations, including bringing people to safety (spectators, insiders, athletes, people with special needs, etc.).

The actions to be taken and their coordination, which are decided so as to be proportionate to the specific sports facility depending on the typology of assumed accident, are encoded in an emergency plan containing:

- the organization of the emergency system;
- the procedures for alert activation;
- the procedures for the mobilization of resources external to the body envisaged by the plan;
- the operational procedures by those being responsible for the management of emergencies;
- the procedures aimed to interconnect the safety of plans, facilities, etc.;
- the procedures to activate protection systems and equipment;
- the procedures for partial or total evacuation;
- the particular procedures for people with special needs;
- the restoration of ordinary condition, if possible;
- the location in order to pinpoint the action to be taken which include, the access and the manoeuvre of emergency vehicle, the external area to as to facilitate quick evacuation, any parking areas and the areas of concentration of public transport so as not to obstruct the evacuation of the people.

The emergency plans shall take into consideration adjacent sites covered and how they may impact upon the safety of spectators.

**4.3.8 Contingency plan**

Contingency plans may cover all foreseeable incidents, whether large or small. These will vary according to the configuration of the spectator facility and the sports that it hosts. While this list is not comprehensive, the following shall be included but not limited to:

- a) Structural failure such as wind damage, subsidence, erosion, lightning strike, impact of spectator movement and dynamics, failure of temporary demountable structures, any new spectator facilities developments or alterations, seismic activity /earthquake.
- b) Adverse weather conditions such as rain, snow, frost, wind, flooding, high temperatures, lightening, ice hail.
- c) Equipment failure such as lift failure, floodlights, turnstile counting system, fire detection and alarm systems, emergency lighting, door release system.

- d) Loss of services or utilities such as electricity, gas, water supply, sewage, local emergency power generation or Uninterruptible Power Supplies (UPS), inadequate or disrupted provision of food and refreshments.
- e) Loss or failure of communication systems such as external telecommunications systems, Internal telecommunications systems, mobile communications, public address system, electronic display board, safety radio system.
- f) Safety management failure such as non-attendance of key personnel like safety officer and staff, insufficient numbers of properly trained, assessed and qualified safety stewards.
- g) Transport difficulties such as delayed arrival of participants, delayed arrival of stewards and other spectator facilities staff, delayed arrival of spectators, lack of access for emergency services.
- h) Revised time of event such as availability of sufficient staff and their welfare, arrival and dispersal of supporters.
- i) Mass media such as cable routes, exit routes, revised egress and evacuation routes.
- j) Fire or excessive smoke.
- k) Bomb threat/suspect package.
- l) Gas leak or chemical incident.
- m) Spectator related incidents such as spectator surging or crushing, incursion onto the sports activity area, standing in seated areas, standing in exit routes and gangways, spectator migration causing an increase in spectator density, late arrivals or delayed start, lock-outs when capacity is reached, disorder inside the spectator facilities, racist or homophobic comments, assaults on stewards, non-compliance with any spectator facilities regulations, large-scale ticket forgery or ticket duplication, smoke, bomb, fireworks.
- n) Medical incidents such as treatments of spectators, treatment of participants where this may impinge on treatment of spectator, treatment for CS or incapacitate spray.
- o) Emergency evacuation.
- p) Abandoned event.
- q) Post incident recovery.

The success of any contingency plan depends on safety management having a clear command and control structure. A pre-determined communications strategy and lines of responsibility shall be prepared so that any action taken by safety management can be communicated to all relevant staff, agencies and organisations. This shall include details of any action plans for use by the switchboard operator, public address announcer and steward controller.

A continual programme and process of planning, testing, analysing, reviewing shall be implemented.

#### **4.3.9 Spectator facilities regulation**

Depending on the nature of the event, spectator facilities regulation shall include some of the following:

- non transferability of the ticket;



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- list of the prohibitions (structure damages, ways obstruction, racism, and introduction of the banners, flags with political, religious and violent messages, fireworks, drones);
- access and stop entering the spectator's facilities under the influence of a drug and/or alcohol.

**4.3.10 Safety briefing**

The briefing of the safety personnel plays a key part in ensuring that senior management is able to ensure the reasonable safety of spectators. Briefing is not a substitute for suitable training and assessment. Rather, it is intended to provide the safety personnel with whatever specific information and instructions they may require in order to perform their functions (see Annex B).

The spectator facilities management shall consider all staff who need to be briefed prior to the event, including stewards, medical staff, ticket office staff, catering staff, turnstile operators, car park staff, etc.

Safety officers therefore need to have systems and procedures in place to ensure that:

- the strategies and tactics for the safe management of the spectator facility are understood and be carried out by its safety personnel at all levels;
- policies with regard to customer care and well-being, plus those for combating racist or offensive behaviour and dealing with any contravention of spectator facility regulation, are understood and are being enforced;
- clear and comprehensive explanations are provided of the particular features of the event concerned, of the overall expectations and approach to that event and of any new or specific tasks to be performed by various safety personnel;
- each individual correctly understands what has been said and can demonstrate what is required;
- the system would be capable of withstanding close scrutiny in the event of a serious incident.

**NOTE** There could be two possible briefing procedures dependent upon the number of people to be briefed and the facilities available. Smaller groups may be briefed at a single central point whereas larger groups would normally benefit from a 'cascade' style of briefing.

A single briefing brings everyone into direct contact with the senior safety management team and ensures that they are all given the same message. However, it may be more difficult to communicate effectively with a larger group, to ensure that everyone can hear, is paying attention, and has understood correctly. Individuals may be deterred from asking questions or raising concerns.

Conversely, a cascaded briefing may be more intimate and personal but there is a risk of inconsistency or gaps in the briefing. This can be reduced to a minimum through the use of a scripted briefing. Senior safety management may therefore attend the occasional briefing of groups by various supervisors as a quality control measure.

Briefings shall be sufficiently detailed to cover all the necessary points but not so overloaded with information to prevent a full understanding of what is required. In order to assess whether the briefing has been properly understood, supervisors shall periodically question personnel on its contents, for instance by asking them to identify and repeat the key points.

The safety officer shall identify suitable locations for the briefing(s), having regard to the space available and the configuration of the spectator facilities. In many cases there are no alternatives to use the spectator seated accommodation. It shall be necessary to ensure that the briefing is audible.

In the same manner, the safety officer shall give thought to the timing of the briefing. Some staff, such as car park attendants shall need to be briefed earlier than others. In every case, however, sufficient time



shall be allowed for the briefing and deployment of safety personnel before spectators are admitted to the spectator facilities.

Where there has been agreement that police officers are deployed inside the spectator facilities, it is recommended that there are pre-event meetings between the police commander for the event and the safety officer to ensure their strategies and tactics are agreed and understood. Joint briefings, or at least the attendance of identified personnel at either party's briefing shall also be considered.

#### **4.3.11 Checks and controls before the events**

Checks and controls consist of:

- removing any dangerous objects, substances or materials from the area, checking that they are not concealed;
- checking the functionality of the facilities that light up, even on a temporary basis, the boundaries of the area, including entrance and exit gates arranged along the boundary;
- checking surfaces;
- checking the other installations located inside, such as signs, marking, the boundaries of open spaces, etc.;
- checking the condition of the roads leading to the area, restoring whenever possible their functionality and safety;
- checking that there are no risks of slipping and/or collapses;
- checking the functionality of directional and safety signs, as well as of those showing the facility regulations;
- checking that periodical maintenance has taken place (a record listing the works done shall be kept);
- checking the functionality of the ordinary and of the emergency lighting system;
- video surveillance systems provided in the area;
- a stewarding service near the entrances to the area and to its own car parks before the opening of the gates to the public;
- a service for the removal of any vehicles left inside the area or of unauthorized vehicles (such as those for the sale of food and beverages, gadgets, merchandise, etc.);
- areas or equipment for the temporary storage of objects that cannot be taken into the facility, (such as motorcycle crash helmets, video cameras, large umbrellas, belts with buckles considered to be dangerous, alcoholic drinks, etc.);
- checking of the condition of any plantation of trees;
- checking of the condition of any temporary installation.

**EN 13200-8:2017 (E)****4.3.12 Checks and controls during the events****4.3.12.1 General**

Checks and controls during the event shall be collated and developed by the safety officer or facilities manager, in collaboration with the SAG (if required) and shall contain procedures, records, audit trails, testing and inspections.

**4.3.12.2 Procedures, records and audit trails**

Conditions for safety or certificates issued by the local authority shall require the spectator facilities management to maintain detailed records. Experience has shown that a full audit trail of the safety management systems and of the decisions taken at each event is a key element of the safety management of all spectator facilities. Even where this is not required by a safety certificate, management shall maintain such records.

**NOTE** Failure to do so may increase its vulnerability to civil or criminal action in the event of an incident.

**4.3.12.3 Testing and inspection**

Every spectator facility needs a detailed regime of testing and inspection. Where it has been issued with a safety certificate, this normally contains specific conditions on the testing and inspections of structures, fittings or equipment. These shall be undertaken by competent persons by or on behalf of the spectator facilities management. They shall be recorded together with any significant findings or additional control measures that have been identified.

**NOTE** Copies may be provided to the responsible authority as part of the annual inspection process.

The following indicative list outlines items requiring testing or assessment:

- electrical installation;
- emergency lightings;
- emergency power systems, local generator or uninterrupted power supply (UPS);
- fire detection and alarm systems;
- fixed and hand held fire-fighting equipment;
- fixed fire suppression or sprinkler systems;
- turnstile monitoring system;
- turnstiles;
- door release system;
- CCTV system;
- public address system;
- key point telephone/emergency telephone systems;
- radio communications system(s);
- gas supplies and distribution;



- passenger lifts;
- carbon monoxide detection system;
- methane detection system;
- HVAC (heating, ventilating and cooling) systems and water systems;
- structure inspection lightning.

These routine tests or inspections tests and any action taken to remedy any defects identified shall be considered as effective control measures.

The results of check and audits after the event and follow up shall include consideration on applying the contingency plan.

#### **4.3.12.4 Debriefing**

Thorough debriefing enables the safety officer to assess the effectiveness of the safety management operation and to respond to any issues which may be identified (see Annex B).

The procedure shall:

- require all safety personnel to report to their supervisor or the safety officer while the facts are still current in their minds and/or to complete an incident report;
- provide for all relevant information to be recorded and retained;
- identify any faults to be remedied prior to the next event;
- inform the safety officer's planning of future events and assist the promulgation of good practice;
- assist the safety officer and/or facilities management respond to any criticisms or complaints regarding the event;
- inform personnel of any action arising out of the debriefing.

There are a variety of ways obtaining information as part of the de-brief process including:

- de-briefing the stewards all together or by sector, plus the submission of incident reports, the event log, questionnaires to staff, other reports, correspondence from the public, feedback from or meetings with other agencies.

A record shall be kept of any follow up action. Where the spectator facilities is covered by a safety certificate, all matters of substance shall be reported to the responsibly authority that issued it for discussion where appropriate by the SAG.

#### **4.3.12.5 Post event inspection**

Spectator facilities management has a responsibility to devise, implement and record a series of post event inspections, some of which shall be required and specified in the safety certificate if issued. Furthermore an effective inspection regime shall also assist spectator facilities management to limit a number of the risks.



## **Annex A** **(informative)**

### **Content of an operations manual**

#### **A.1 Introduction**

The operations manual should be specific for each spectator facility. Detailed below are the key safety management issues which may be addressed in the manual. The list is not intended to be exhaustive but seeks to illustrate the range of issues that a local authority would expect facilities management to include in any operations manual. This may be required under the conditions of a safety licenses/certificates.

The manual may be a series of folders and documents that combine to create a complete document. Indeed it is recommended that the manual is in modular form to ease any subsequent review and amendment.

#### **A.2 Current plans/layout drawings of the facilities**

All layout drawings which explain and illustrate structures and installations, (capacity calculation, medical plan, ingress and egress plan, fire safety plan and safety systems, etc.) shall be part of the operations manual.

#### **A.3 Spectator Facility Management documents**

##### **A.3.1 General**

- Arrangements for liaising with the local authority and emergency services before each event.
- Statement of intent and arrangement for handover of responsibility.
- The arrangements for determining if an event may be all ticket, including ticket sales policy.
- The information to be included on the tickets.
- The methods to be used to segregate home and away supporters.
- The entry arrangements – number of turnstiles, rate of entry, how spectators will be able to identify correct turnstile.
- Arrangements for monitoring numbers entering the spectator facilities, including the control of turnstile/electronic entrance systems.
- The coverage and use to be made of the PA system.
- Provision and use of CCTV (policy under the Data Protection Act and Freedom of Information Act).
- Arrangements for the sale of drinks.
- Arrangements for controlling entry to prevent people entering with bottles or cans.
- Positioning of broadcasting equipment.

- Parking controls within the spectator facilities.
- Information on how spectators will be made aware of spectator facilities regulations.
- Handling events where a high percentage of children are present.
- Equalities/inclusive assessment.
- Child Protection Policy.
- No-smoking policy.
- Copy of the S factor assessment which shall be signed and dated.

### **A.3.2 Recruitment and training policies and procedures – job descriptions of safety personnel**

#### **A.3.2.1 Spectator safety policy statement**

- A general policy statement by management at the most senior level.
- An explanation of how management allocates responsibility for safety.
- An explanation of how management will meet the commitments made in the general policy statement.

#### **A.3.2.2 Safety management structure**

- The safety officer's responsibilities.
- The facilities manager responsibilities.
- The competencies of the safety officer and deputy safety officer. (If the deputy does not have similar competences to the safety officer how this will affect safety management.
- The deputy safety officer's responsibilities on match days.
- An explanation of how the identity of the safety officer for a particular event will be made known.

#### **A.3.2.3 Capacity calculations**

- Entry capacity for each section of the spectator facilities.
- Holding capacity for each section of the sports ground.
- Exit capacity for each section of the sports ground.
- Emergency evacuation capacity for each section of the sports ground.
- Final capacity for each section of the sports ground.
- The risk associated with the quality of safety management and infrastructure.
- Total capacity of sports ground.

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- The number of stewards to be provided and their deployment.
- The command structure for the stewarding operation.
- The equipment/clothing to be provided to stewards, senior stewards and the Chief Steward.
- The training to be provided to stewards.
- Stewards' responsibilities.
- Briefing of stewards.
- Procedures for briefing and familiarising non-club stewards with policies and procedures before an event.
- Procedure to be adopted if a steward has to leave their place of duty.
- Arrangements for staffing and opening of exit gates.
- Any special arrangements for assisting people with special needs.

**A.3.2.5 Medical plan**

- Medical risk assessment.
- The duties, number and location of crowd doctors, nurses, paramedics and first-aid personnel.
- The role, number and location of ambulances and the capabilities and competencies of their crews.
- The communication links to the members of the medical team inside the spectator facilities and with other agencies.
- Procedure for the investigation and management of incidents.
- Number and size of first-aid rooms.
- Fittings and facilities to be provided in or adjacent to first-aid room(s).
- Accessibility and signage.
- Medical equipment and materials.
- Procedure for maintaining facilities in a clean and hygienic condition.
- Location of casualty clearing station/triage area.
- Procedure for the proper recording and reporting of incidences and/or accidents.

**A.3.2.6 Fire safety plan**

- Fire safety risk assessment.
- Procedures to be followed in the case of a fire.



- Procedures for alerting the fire service and briefing them on their arrival.
- Provision of emergency instructions.
- Strategy for an emergency evacuation including the use of refuge areas.
- The type of system of fire warning.
- The required staff to ensure the fire warning system works.
- Location of any specifically trained fire safety stewards.
- An explanation of how the fire warning system will be maintained.
- Provisions for fire drills.
- Procedures for ensuring self-closing doors are not secured open, unless by an approved mechanism linked to the fire alarm.
- Identification of areas to be kept completely free of storage, goods, litter, combustible or flammable materials.
- Storage of gas cylinders.
- Use of LPG (Liquid Petroleum Gas).
- A description of the fire-fighting equipment that is to be provided and its location.
- Provision for replacement or repair of fire -fighting equipment.
- A description of the training that is to be given to staff and stewards.
- The location of the records of that training.

#### **A.3.2.7 Contingency plans**

- Structured and graduated response to be taken to any incidents at the sports ground which may compromise spectator safety.

#### **A.3.2.8 Generic risk assessment for activities**

- Identification of the site and event-specific hazards.
- Quantification of the risks associated with the hazards.
- Identification of the existing control measures.
- Identification of additional controls or procedures.

#### **A.3.2.9 Ticketing strategy/segregation policy**

- The arrangements for determining if an event may be all ticket, including the ticket sales policy.
- The information to be included on the tickets.

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- The methods to be used to segregate home and away supporters or different categories of spectators.

**A.3.2.10 Traffic management plan**

- Identification of emergency services rendezvous points.
- Identification and maintenance of emergency vehicle routes.
- Location and number of disabled car parking spaces.
- Arrangement for segregating pedestrians from vehicles on ingress and egress.
- Location of outside broadcast vehicles.
- Arrangements for the arrival and parking of players/competitors, officials and VIP vehicles.
- Access to the site of vehicles required to service the event – waste management, caterers, etc.
- Training and equipping of car park staff.

**A.4 Event management plan****A.4.1 General**

- Arrangements for liaising with the local authority and emergency services before each event.
- Procedures for drawing up a statement of intent.

**A.4.2 Ingress and egress**

- The entry arrangements – number of entrances/turnstiles, rate of entry, how spectators will be able to identify correct entrance.
- Arrangements for monitoring numbers entering the spectator facilities, including the control of turnstile/electronic entrance systems.
- Provision of well-maintained and unobstructed ingress and egress throughout the spectator facilities.
- Identification of exit gates available for egress during the event.
- Provision for exit gates forming part of an escape route to be kept unlocked and unobstructed.
- Provision for all exit gates to be staffed unless fastened in the open position.
- Identification of exit gates in any radial or activity area perimeter walls or fences.
- Design and/or positioning of advertising boards so as not to impede access to the activity area in an emergency.
- Identification and preservation of staircases and corridors which need to be maintained enclosed with a fire-resisting construction.



- Maintenance of unobstructed means of access for emergency vehicles and the identification of those means of access.

#### **A.4.3 Structures and installations**

- The coverage and use to be made of the PA system.
- Provision and use of CCTV (policy under the Data Protection Act and Freedom of Information Act).
- Siting and protection of cables and conductors of wiring systems to make them inaccessible to the public.
- Positioning of broadcasting equipment.
- Procedures for the use of maintained normal lighting, any approved non-maintained escape lighting and any approved maintained escape lighting together with the level of illumination, to be provided to enable the free movement of spectators and the functioning of the CCTV system.
- The provision of an alternative electricity supply, details of the equipment it is to power the start up time, for the alternative supply and the minimum length of time for which it may provide power.
- Provision of an electrician during events.
- Use of temporary sales kiosks.
- Storage of hazardous materials.
- Procedures for maintaining seating.
- Installation of temporary demountable structures and conditions of use.

#### **A.4.4 Spectators**

- How spectators will be made aware of spectator facilities regulations.
- Consideration of spectators with special needs.
- Arrangements for controlling entry to prevent people entering with bottles or cans.
- Arrangements for the sale of drinks (bottles with their tops removed, plastic glasses, etc.).
- Handling events where a high percentage of children are present.
- Maintenance of a near miss log.

#### **A.4.5 Planned preventative maintenance/tests/inspections**

- Who is responsible for carrying out briefings, tests and inspections.
- To whom defects will be reported.
- What tests and inspections will be carried out before every activity.
- What tests and inspections will be carried out every month.

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- What tests and inspections will be carried out every three months.
- What tests and inspections will be carried out every 6 months.
- What tests and inspections will be carried out every year.
- What other tests and inspection will be carried out and at what frequency.
- What records of inspections, tests and remedial works will be kept.
- What information will be on those records.
- How long the records will be kept.
- Distribution of the list of records.
- Maintenance of stair treads with slip resistance and even surfaces.
- Provision of conspicuous nosings to stepped gangways in seated areas.
- The standard to which the electrical installation will be maintained.
- Provision of a schematic diagram of the main electrical distribution arrangements in a fixed position accessible to technical staff.
- Labelling of all switch and control gear.
- Procedures for the operation and maintenance of any mechanical ventilation, and frequency of inspection.
- Procedures for maintaining heating installations and frequency of inspection.

**A.4.6 Exercises or simulations**

- Frequency of exercises.
- Liaison with local authority and emergency services.
- Maintenance of a record of outcomes.

**A.4.7 Specific risk assessments**

- Standing in seated areas.
- Attendance of TV/media.
- Special effects/pyrotechnic displays.

**A.4.8 Event specific risk assessments**

- Procedure for identifying these risks and undertaking assessments as required.
- Assessment of suitability of venue structure for proposed event.
- Crowd segregation.



**A.4.9 Communication strategy**

- Equipment/facilities provided.
- Chain of command.
- How information is disseminated internally (staff/police/responsible professionals).

## **Annex B** (informative)

### **Briefing and de-briefing**

#### **B.1 Points to be considered when preparing a scripted briefing**

##### Information

- nature and characteristics of the event;
- anticipated attendance (including visiting supporters where relevant);
- details of previous events such as attendance, arrests, ejections, other problems, including incidents of racism and disorder, and contravention of the spectator facilities regulations such as persistent standing in seated areas and the need to keep gangways clear in standing terraces;
- the venue management policies in relation to racism and disorder;
- particular problems anticipated in or at the spectator facilities;
- any planned specific activity such as pre-event entertainment, parachute jumps etc.;
- any TV coverage, including the locations of vehicles and equipment;
- possible adverse weather conditions;
- method of travel of spectators;
- segregation arrangements (if applicable);
- any specific police intelligence (if relevant);
- any police presence;
- any banning orders on home or visiting spectators (football only);
- medical/first aid arrangements for spectators;
- any health and safety at work issues relating to the particular event;
- lessons learned from the debrief of previous events;
- any official visitors or VIPs.

##### Intention

- care, comfort, well-being and safety of spectators;
- ensuring that spectators enjoy their visit to the spectator facilities;
- combating racist or offensive behaviour;



- what is expected of staff, including their responsibilities towards spectators, themselves and their colleagues.

#### Actions

- control structure;
- tactics to be used in event of any disorder, racism or contravention of spectator facilities regulations or spectator facilities policies;
- deployment of safety personnel;
- supervision arrangements;
- safety equipment checks;
- ticketing arrangements;
- points of entry;
- lock out procedures;
- procedures on prohibited articles;
- evacuation arrangements and code words;
- de-briefing arrangements.

#### Administration

- use of forms to notify incidents;
- incident log;
- catering or refreshment arrangements for safety personnel;
- issue and return of clothing and equipment;
- payment.

#### Communications

- methods of control;
- allocation of radios;
- radio discipline;
- use of radio channels;
- emergency telephone system;
- loud hailers.

## **B.2 Points to consider when conducting a de-brief**

The de-briefing may take place as soon as possible after the event and cover any incident or other matter actually or potentially affecting the safety, comfort or well-being of spectators.

This may include, but not be limited to:

- any problems observed with the structure, fabric or fittings of the spectator facilities;
- any issues arising from the movement, location or conduct of spectators;
- any incidents of racism or disorder;
- any breaches of the spectator facilities regulations, including persistent standing in seated areas and standing in gangways;
- any feedback from staff or spectators on the operation of the safety management policies or procedures;
- any new factor likely to affect the identification of hazards or the result of a risk assessment.



## Annex C (informative)

### Safety personnel provisions

**Table C.1 — Connection between safety personnel provision and capacity of viewing area**

Capacity	Stewards	Senior Steward	Supervisor	Safety Officer
400 Spectators	2	<b>1 of 2 stewards</b> with functions of the safety officer	-	-
800 Spectators	4 which 1 first aid and fire-fighting qualified	<b>1 of 2 stewards</b> with functions of the safety officer	-	-
1600 Spectators	8 which 2 first aid and fire-fighting qualified	<b>1</b>	-	<b>1</b>
2400 Spectators	12 which 3 first aid and fire-fighting qualified +doctor +1 ambulance	<b>2</b>	1	<b>1</b>
5000 Spectators	25 which 6 with functions of safety officer	<b>5</b>	2 which 1 with the functions of deputy safety officer	<b>1</b>
10000 Spectators	50 which 12 first aid and fire-fighting qualified +2 doctors +2 ambulances	<b>10</b>	4	1 + deputy
20000 Spectators more 20000 with the same method but with only 1 safety officer	100 which 24 first aid and fire-fighting qualified +4 doctors +4 ambulances	<b>20</b>	8	1 + 2 deputy
NOTE The above mentioned values are indicative, as an appropriate risk assessment may change stewarding plan.				

## Annex D (informative)

### Safety operating organigram

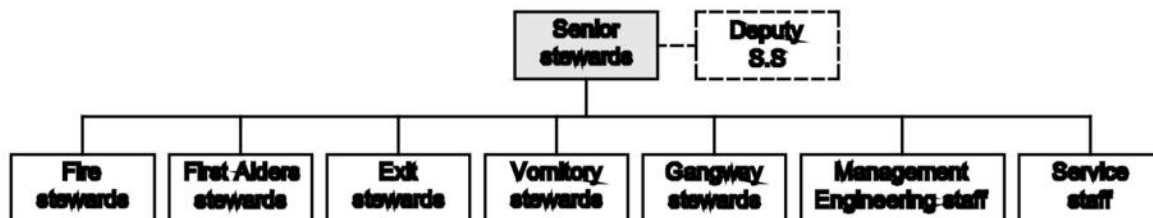


Figure D.1a) - Example of facilities with capacity of 800 spectators

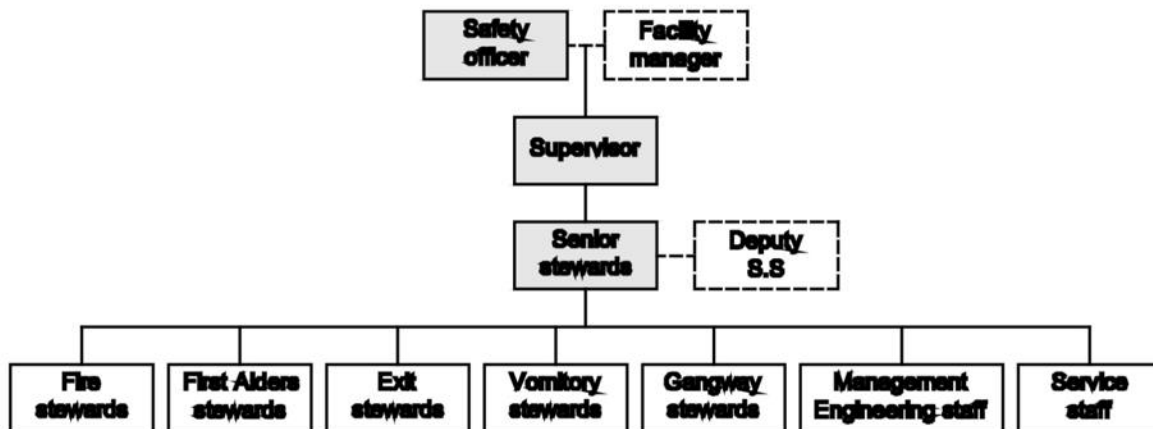


Figure D.1.b) - Example of facilities with capacity of 2400 spectators

NOTE The above mentioned organigrams are indicative, as an appropriate risk assessment may change the structure.

Figure D.1 — Examples of operating organigram



## Annex E (informative)

### Steward equipment

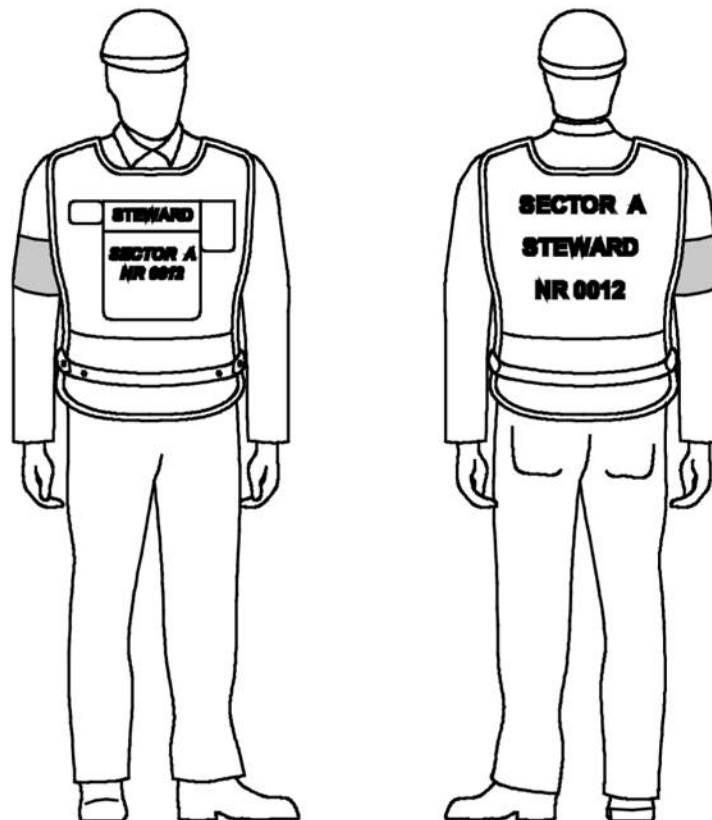
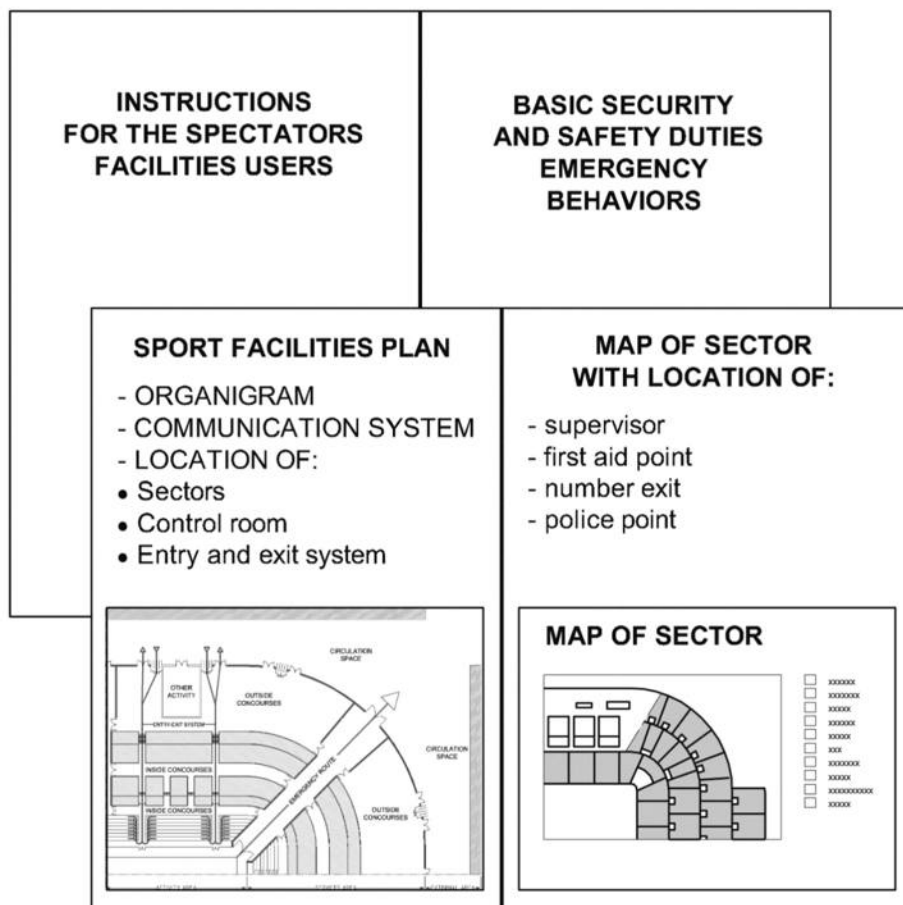


Figure E.1 — Example of steward equipment

## Annex F (informative)

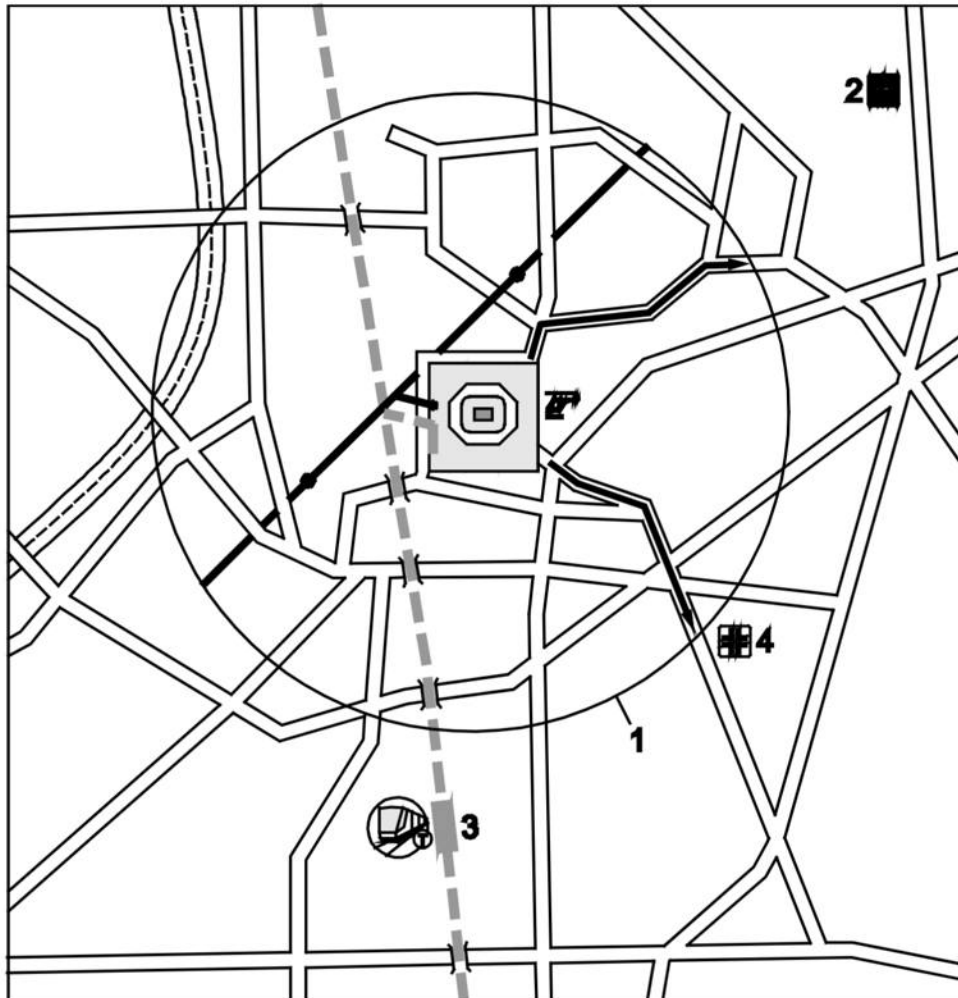
### Safety personnel pocket book



**Figure F.1 — Example of safety personnel pocket book**

## Annex G (informative)

### Territorial Plan



#### Key

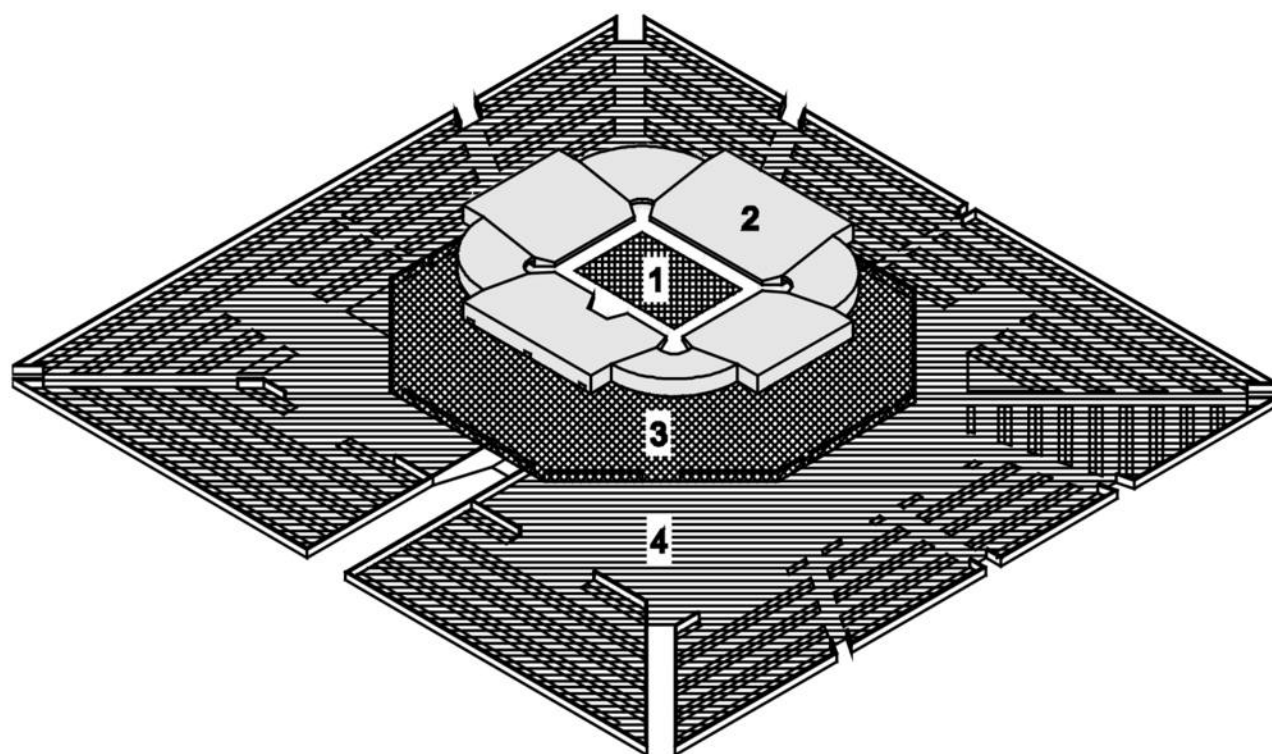
- 1 stadium area
- 2 airport
- 3 railway station
- 4 hospital

Figure G.1 — Example of territorial plan



## Annex H (informative)

### Spectator Facilities Plan



#### Key

- 1 activity area
- 2 viewing area
- 3 spectator service area
- 4 external area

Figure H.1 — Example of spectator facilities plan

## Bibliography

- [1] Council of Europe: Recommendation Rec (2015) 1 of the Standing Committee on Safety, Security and Service at Football Matches and other Sports Events – Annex A on Safety – Recommended Good Practices
- [2] EN 13200-1:2012, *Spectator facilities — Part 1: General characteristics for spectator viewing area*
- [3] EN 13200-3:2005, *Spectator facilities — Part 3: Separating elements — Requirements*