



WE CARE ABOUT FOOTBALL

# UEFA Safety and Security Regulations

## Edition 2019



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## Preamble

The following regulations have been adopted on the basis of Article 50(1) of the *UEFA Statutes*.

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## I – General provisions

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### Article 1 Scope of application

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- 1.01 These regulations apply whenever expressly referred to by specific regulations governing a competition to be played under the auspices of UEFA. Such regulations may contain further requirements that add to or supersede the provisions of these regulations.
- 1.02 They govern the organisational measures for safety and security in and around the stadium before, during and after every match in the competition concerned.
- 1.03 They do not constitute an exhaustive list of the organisational measures to be taken by the match organiser and participating associations or clubs, and do not affect the legal obligations arising from the applicable national legislation.

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### Article 2 Purpose

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- 2.01 The aim of these regulations is to make the match organiser and participating associations or clubs aware of their duties and responsibilities before, during and after a match to ensure a safe, secure and welcoming environment for everyone present.

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### Article 3 Definition of terms

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

- f. Private security: a trained individual (whether directly employed or contracted) assessed as competent to undertake their designated safety and security functions in and around a stadium. This role differs from that of a steward insofar as private security may have additional roles requiring a specific licence under national legislation.
- g. Public address system: an electronic system of loudspeakers capable of communicating clear messages to all spectators instantaneously.
- h. Public authorities: any national or local authority with any responsibility in the preparation and implementation of safety, security or service measures in connection with a football match, e.g. police, first-aid, medical services and fire services.
- i. Safety: any measure designed to protect the health and well-being of individuals and groups who attend, work or take part in the match.
- j. Security: any measure designed to prevent, reduce the risk and respond to criminal activity or disorder committed in connection with the match.
- k. Security personnel: police officers, private security and stewards.
- l. Service: any measure designed to make individuals or groups feel welcome and comfortable when attending the match.
- m. Steward: a trained individual (whether directly employed or contracted) assessed as competent to undertake designated safety and security functions in and around a stadium.
- n. Supporter liaison officer: person acting as the key contact point for supporters of a national association or club.

**3.02** In these regulations, the use of the masculine form refers equally to the feminine.

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## **Article 4 Appointment of a safety and security officer**

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**4.01** Each association and club must appoint a competent person as a safety and security officer to carry out the following functions:

- a. develop, implement and review safety and security policy and procedures, including risk management and planning;
- b. be the main point of contact between the public authorities and the association or club in respect of safety and security organisation for UEFA matches;
- c. manage the match safety and security operations including resourcing, briefing, deployment and debriefing;
- d. ensure that the stadium infrastructure, systems and equipment are certified as fit for purpose.

The safety and security officer must be qualified in accordance with the relevant national legal framework.

**4.02** The safety and security officer should be trained and experienced in matters of crowd control and safety and security at football venues.



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## Article 5 Cooperation and communication with supporters

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- 5.01 Associations and clubs are encouraged to develop and maintain proactive and regular communication with supporters and their representatives in order to generate a partnership as well as resolve problems.
- 5.02 Associations and clubs should consider preparing a supporters' charter outlining mutual expectations and obligations.
- 5.03 Associations and clubs should appoint a supporter liaison officer to act as the key contact point for supporters.

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## II – Cooperation

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### Article 6 Duty to cooperate with public authorities

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- 6.01 Participating associations or clubs must ensure an effective and efficient exchange of information, including cross-border information, to guarantee a safe, secure and welcoming event.
- 6.02 Associations and clubs must ensure that local, national and international coordination arrangements are established to ensure an integrated approach to safety, security and service. This includes implementing measures in cooperation with public authorities to prevent the attendance of persons excluded by either administrative or judicial orders from attending matches.
- 6.03 The match organiser is responsible for liaison with public authorities in the host country/city to ensure that they work towards implementation of the measures contained in these regulations.
- 6.04 In conjunction with the public authorities, the match organiser must incorporate clear policies and procedures on matters that might impact on crowd management and safety and security risks, in particular, the use of pyrotechnics, violent behaviour and racist or discriminatory behaviour. As regards pyrotechnics, the match organiser and participating associations or clubs are reminded of the following UEFA guidance:
- a. no safe use of pyrotechnics is possible in spectator areas within football stadiums;
  - b. when pyrotechnics are thrown onto the pitch, players and officials must move away from the pyrotechnics;
  - c. the referee may need to suspend play until pyrotechnics thrown onto the pitch have burned out;
  - d. pyrotechnics must not be handled by anybody until they have burned out and even then they must be handled only by trained and equipped staff.
- 6.05 In respect of cooperation between police forces involved in a match, the match organiser should encourage the host police force to request attendance of a visiting police delegation where the level of risk renders this advisable.

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### Article 7 Identification of persons responsible

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- 7.01 The match organiser must identify:
- a. the police commander and/or safety and security officer with overall responsibility for safety and security relating to the match;
  - b. all other individuals responsible for safety/security, medical services and fire services.

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## Article 8 Security personnel

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- 8.01** The match organiser and relevant police force must agree on the structure of command and control for the event and ensure that this is clearly documented outlining the circumstances, if any, when control of the stadium transfers from stadium management to the police.
- 8.02** In cooperation with the public authorities, the match organiser must ensure that there are stewards and private security to ensure the safety of the general public and the match participants within the stadium and its immediate environs. Where required, police should be available to support stewards and private security to counter any outbreaks of violence or disorder.

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## Article 9 Liaison group

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- 9.01** The match organiser must establish a liaison group which includes:
- a. a senior official acting on behalf of the match organiser;
  - b. a senior representative of:
    - i. each of the public authorities concerned;
    - ii. the stewards;
    - iii. the stadium owner;
    - iv. the participating teams;
  - c. national association or club safety and security officer;
  - d. the UEFA match delegate;
  - e. the UEFA security officer, if any.
- 9.02** The match organiser must identify a suitable meeting place within the stadium where the group should meet in the event of a serious emergency.
- 9.03** The members of the liaison group must be given a short, coded call sign which will be broadcast over the public address system for the purpose of summoning them to the agreed meeting place.
- 9.04** Members of the liaison group must go to the agreed meeting place without unnecessary delay. The match organiser must ensure that the members of the liaison group are able to communicate freely by telephone or radio with the stadium control room or other place where the liaison group meeting takes place.

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## Article 10 Spectator segregation and crowd dispersal strategy

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

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## **Article 11 Stadium inspection**

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- 11.01** The match organiser must ensure that the match stadium has been thoroughly inspected, issued and in full compliance with a stadium safety certificate from the designated public authority.
- 11.02** This safety certificate must have been valid for no more than one year prior to the date of the match and must be made available to UEFA upon request.

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## **Article 12 First-aid for spectators**

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

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## **Article 13 Emergency services**

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

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## III – Ticketing

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### Article 14 Ticket sales

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- 14.01** Ticket sales must be strictly controlled.
- 14.02** The away association or club should consider adopting a system for distributing tickets to their travelling supporters in the city where the match is to be played. Tickets should be distributed only after production of documentary proof of identification by the spectators to whom the tickets have been sold.
- 14.03** In all cases, tickets may be sold at the stadium or anywhere else in the same town/city on the day of the match only with the approval of the police and/or other competent authorities and after consultation with the participating associations or clubs.

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### Article 15 Ticket allocation

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

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### Article 16 Ticket holder details

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- 16.01** Participating associations or clubs should keep detailed records of those persons to whom tickets are sold or supplied. This should include the names, addresses and date of birth of all such persons.
- 16.02** All such personal information must be made available, on request, to UEFA, the match organiser and local or national police in countries where the match is being staged subject to compliance with applicable laws. If required, it should also be provided to police in countries through which supporters will pass en route to the final destination where the match is taking place.
- 16.03** Where tickets are allocated to third parties, including supporters clubs, for distribution, the match organiser, association or club concerned must ensure that such third parties do not pass tickets to recipients who have not provided documentary proof of identification.

- 16.04** Where a visiting association or club does not fulfil the requirements regarding recording of ticketholder details and making such information available, then a partial or total reduction in the 5% ticket allocation for the future match(es) involving the relevant association or club may be imposed as a disciplinary measure.
- 16.05** The visiting association or club must provide all possible information on the number of persons believed to be travelling to an away match without tickets. Information should also be provided on potential demand for tickets from supporters of the away club residing in the host country or city.

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## **Article 17 Ticket allocation strategy**

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- 17.01** In consultation with the police and/or other public authorities, the match organiser must ensure that, if deemed necessary, tickets are allocated in such a way as to ensure optimum segregation of the different groups of supporters, bearing in mind that, for a match played at a neutral venue, there could be three groups of spectators, i.e. supporters of each of the two participating teams and local, neutral spectators.
- 17.02** As part of the segregation arrangements, prospective spectators must be informed:
- a. of the stadium sectors for which they are allowed to purchase tickets;
  - b. that if they are found in the wrong sector, among opposing supporters, they may be removed from the stadium, as decided by the police and/or other public authorities.
- 17.03** Once the ticket allocation strategy has been agreed with the police and/or other public authorities and tickets have been distributed accordingly, no considerations of any kind will be taken into account to alter that strategy, unless the segregation of supporters requires some tickets to be withheld from sale for a given sector.

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

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

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## Article 19 Ticket quotas

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- 19.01** The associations or clubs concerned must agree on ticket quotas, unless the relevant competition regulations stipulate that the UEFA administration is responsible for taking this decision.
- 19.02** The visiting association or club must be allocated 5% of the total stadium capacity as tickets for their supporters in a dedicated sector of the stadium. This sector of the stadium must be capable of being segregated from other sectors. The location of away supporters within this sector must be agreed in advance by police and public authorities.
- 19.03** Even if the segregated area of the stadium for visiting supporters constitutes more than 5 percent of the total stadium capacity, all places in the segregated area must be made available to the visiting association or club.

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## Article 20 Ticket prices

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- 20.01** Unless the associations or clubs concerned agree otherwise, the price of tickets for supporters of the visiting team must not exceed the price paid for tickets of a comparable category that are sold to supporters of the home team, excluding tickets available to season tickets holders, persons who are members of a supporters' club or tickets sold as part of a promotional package.
- 20.02** Unless the participating associations or clubs agree otherwise in writing, 200 category 1 tickets are to be exchanged on a reciprocal basis.

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## Article 21 Information on tickets

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- 21.01** Tickets must provide holders with all the information they may need, i.e. the name of the competition, the names of the participating teams, the name of the stadium, the date and kick-off time and a clear seat location indication (sector, row, seat number).

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## Article 22 Information for all supporters

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- 22.01** The match organiser must provide the following information to all supporters:
- stadium opening time;
  - stadium map, including approach roads, car parks, public transport stops (bus, underground, railway), location of viewing sectors (A, B, C or as appropriate);
  - stadium regulations, including the prohibition from entering stadiums in possession of alcohol, possession and use of pyrotechnics and offensive articles, as well as the procedure for searching spectators.

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## IV – Visiting team and supporters

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### Article 23 Safety of the visiting team

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- 23.01** The match organiser must seek the cooperation of the local police to ensure the safety of the visiting team and officials at their hotel and when travelling to and from training and to and from the match.
- 23.02** The match organiser must undertake an appropriate risk assessment in conjunction with police and, whenever police escorts are not to be provided for movements of teams and officials, the reasons should be recorded in this risk assessment and provided to UEFA at the matchday organisational meeting.

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### Article 24 Travel of visiting supporters

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- 24.01** When UEFA's risk assessment renders it inadvisable for supporters to travel to an away match, the match organiser and participating associations or clubs must do their utmost to prevent supporters from travelling.
- 24.02** In respect of all matches to be attended by supporters of a visiting association or club, stewards must be provided by that visiting association or club to accompany and assist the travelling supporters. These stewards provide a liaison point for the match organisers, public authorities and supporters and assist supporters during their journeys to and from the venue and at the match. They are not intended to replace stewards from the home association or club in any of their duties. The number of home stewards deployed must not be reduced due to the presence of travelling stewards.
- 24.03** The number of travelling stewards should be proportionate to the number of travelling supporters. Two travelling stewards must be provided for each 500 supporters up to a total of 1000. A further four travelling stewards must be provided for each additional thousand or part of one thousand travelling supporters. Supporter liaison officers can be included in the total number of travelling stewards.
- 24.04** Where the visiting association or club does not meet the foregoing requirements to provide travelling stewards, a partial or total reduction in the 5% ticket allocation for future match(es) involving the relevant association or club may be imposed as a disciplinary measure.

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### Article 25 Information to visiting supporters

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- 25.01** Host associations and clubs must provide visiting associations and clubs with as much information as possible about the country concerned to pass on to the visiting supporters, for example on their website, including:
- a. visa requirements, if any;
  - b. customs import restrictions and limitations;
  - c. currency units and equivalent values;



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- d. distances from various arrival points (airport, station, port) to the town/city centre and stadium;
  - e. address of the emergency contact point and name of the match organiser contact abroad;
  - f. address and telephone number of the local embassy or consulate;
  - g. map of the stadium showing the various sectors, access routes from the town/city and the location of designated parking areas;
  - h. details of public transport services from the town/city centre to the stadium;
  - i. specific legal provisions regarding misbehaviour at football matches in the host country;
  - j. forbidden items inside the stadium;
  - k. information on known police tolerance levels;
  - l. indication of average food prices, taxi and public transport fares;
  - m. local health warnings, if any.

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## V – Stadium control and admission

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### Article 26 Checking and guarding of the stadium

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- 26.01 The match organiser must ensure that:
- a. the stadium is guarded against unauthorised intrusion for an adequate period before the day of the match. This period should be defined in line with the generic risk assessment undertaken for the match by the match organiser and public authorities;
  - b. a comprehensive security search of the stadium for unauthorised persons or prohibited objects/substances is carried out before spectators are admitted. This search should include the stadium roof.

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### Article 27 Segregation of spectators

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- 27.01 If the circumstances so require, the segregation of the different groups of spectators must begin as far from the stadium as possible, to safeguard against the undesirable mixing of the various groups in the stadium approaches or turnstile areas.
- 27.02 Separate car and bus parks, preferably on different sides of the stadium and as near as possible to their respective viewing sectors, must be provided for the various groups of supporters.

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### Article 28 Information for spectators

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

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### Article 29 Presence of safety and security personnel

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

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## Article 30 Opening of stadium gates to spectators

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- 30.01** The match organiser, in conjunction with the police commander for the match and the safety and security officer, must decide at what time the stadium gates should be opened to spectators, taking account of the following criteria:
- a. the entry capacity, which is determined by the maximum number of spectators that can safely enter the stadium in a one-hour period, based on access or turnstile flow rates, for the stadium as a whole and each sector of the stadium;
  - b. the anticipated number of spectators and the overall maximum safe capacity of the stadium;
  - c. the segregation strategy outside the stadium;
  - d. any circumstances for a particular match that require a more exhaustive search regime.

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## Article 31 Signposting

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

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## Article 32 Security personnel

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- 32.01** Turnstiles and entry or exit doors or gates must be operational and manned by properly trained security personnel.
- 32.02** Adequate security personnel must be available at all approaches to the stadium, at the turnstiles, and throughout the interior of the stadium, at the discretion of the police commander for the match and/or the safety and security officer.
- 32.03** Sufficient and properly trained stewards must be on duty within the stadium to ensure that spectators are directed to their seats efficiently and smoothly without delay and confusion.
- 32.04** All security personnel should be familiar with the layout of the stadium and with its safety, emergency and evacuation procedures.

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## Article 33 Screening and searching of spectators

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- 33.01** Spectators will be screened initially by security personnel at the outer perimeter fence if there is one, or at the outer cordon created by security personnel in the case of venues which do not have an outer perimeter fence, to ensure that only ticket holders approach the turnstiles, and to make the first checks to prevent the introduction of prohibited objects/substances into the stadium.
- 33.02** Final screening and searches must be carried out by security personnel outside the turnstile entrances to ensure that:
- a. spectators enter the correct part of the stadium;

- b. spectators do not bring into the stadium any alcohol, fireworks of any kind, or any objects/substances that are likely to be used in acts of violence;
- c. access is forbidden to known or potential troublemakers, or persons who are under the influence of alcohol or drugs.

**33.03** Screening and searches must be carried out sensibly and effectively to ensure that spectators are not searched more than once and that the searches themselves do not become the cause of undue delay or create unnecessary tension.

**33.04** Each spectator must be screened and searched by a member of the security personnel of the same sex.

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## **Article 34 Refusal of entry or expulsion**

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**34.01** The match organiser must cooperate with the police to ensure that any person refused entry to the stadium for any reason, or who has been expelled from the stadium, is not admitted or re-admitted thereafter, and that the person in question is kept well away from the stadium during the match, at least until all spectators have dispersed.

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## VI – Spectator control at the stadium

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### Article 35 Presence of safety and security personnel

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

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### Article 36 Distribution of alcohol

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- 36.01** The match organiser:
- a. may only sell or distribute alcohol within the stadium or its private environs if and within the limits permitted under the national and local law as applicable from time to time;
  - b. must ensure that all alcohol and alcohol-free drinks which are sold or distributed are dispensed in paper or open plastic containers which cannot be used in a dangerous manner.

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### Article 37 Limitation of spectator movement

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

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### Article 38 Public passageways

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

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### Article 39 Doors and gates

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- 39.01** The match organiser must take measures to ensure that:
- a. all exit doors and gates in the stadium, and all gates leading from the spectator areas into the playing area, remain unlocked while spectators are in the stadium;
  - b. each of these doors and gates is attended at all times by a specially appointed steward, to guard against abuse and ensure immediate escape routes in the event of an emergency evacuation;

- c. none of these doors or gates may be locked with a key under any circumstances;
- d. in the case of exit doors and perimeter gates that are controlled and opened remotely by electronic or magnetic means, the control of the functioning of such mechanism must be located in the stadium control room. The remote opening system must be tested before each match in the stadium.

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## Article 40 Protection of the playing area

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- 40.01** The match organiser must ensure that players and match officials are protected against the intrusion of spectators into the playing area. This may be accomplished in various ways, including, for example, the use of one or more of the following measures, depending on the individual circumstances:
- a. the presence of security personnel in or near the playing area;
  - b. moats of a sufficient width and depth;
  - c. a seating configuration which situates front-row spectators at a height above the arena which would render intrusion into the playing area improbable, if not impossible;
  - d. insurmountable transparent screens or fences, which may either be mounted permanently or affixed in such a way that they may be removed whenever it is felt that their use is not necessary for any particular match.
- 40.02** Whichever form of protection against intrusion is used, it must incorporate adequate means for spectators to escape into the playing area in an emergency, unless, in the certified opinion of the public authorities, adequate means of emergency evacuation backwards and/or sideways out of the stands exist, which would be sufficient to render the use of the playing area unnecessary for such a purpose.
- 40.03** The type of protection adopted against intrusion must be approved by the public authorities and must not represent a danger to spectators in the event of panic or an emergency evacuation.

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## Article 41 Stadium control room

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- 41.01** The organiser should ensure an integrated approach to safety, security and service activities by means of a stadium control room, closed-circuit television system, and monitoring and communication systems.
- 41.02** The safety and security officer, the police commander for the match and representatives of other emergency services should be located in the control room to manage the response to incidents in the stadium and its environs.
- 41.03** The stadium's closed-circuit television system should be used by the police commander for the match and the safety and security officer to monitor spectators, all the stadium's approaches and entrances, and all viewing areas within the stadium.

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- 41.04** The system should be managed and controlled from the control room by the police commander for the match, the safety and security officer and their staff.
- 41.05** For category 2, 3 and 4 stadiums as defined in the *2018 UEFA Stadium Infrastructure Regulations*, copies of the following must be held in the stadium control room and must be available for inspection by UEFA:
- a. all emergency plans for dealing with a major incident at the stadium or in its vicinity;
  - b. all contingency plans prepared by the safety and security officer in conjunction with the emergency services and other agencies to deal with incidents at the stadium that may be prejudicial to public safety and security or disrupt normal stadium operations. Such plans must detail the specific actions to be taken and the responsibilities of emergency and other services;
  - c. the emergency stadium evacuation plan detailing the procedures for ensuring that in an emergency all at-risk spectators and participants can reach a place of safety or reasonable safety within the time specified by national legislation. If no such time is specified in national legislation, the maximum emergency evacuation time should vary between two and a half minutes and eight minutes, depending on the level of fire risk. While, in practice, spectators may evacuate onto the pitch in an emergency, this should not form part of the calculation of the emergency evacuation time;
  - d. as part of the wider stadium contingency planning, the safety and security officer, in cooperation with stadium management and the national agency responsible for counter terrorism, should prepare a stadium counter terrorist plan which should be reviewed and tested through multi-agency exercises. The stadium counter terrorism plan should be compatible with existing emergency and contingency plans and evacuation arrangements.

In the case of category 1 stadiums, where there is no control room, the plans should be readily available at a pre-determined location within the stadium.

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## **Article 42   Replays on giant screens**

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- 42.01** The match organiser must ensure that images of the match on the stadium's giant screen are not likely to encourage or incite any form of crowd disorder. Images displayed must respect the principles of fair play and must not be accompanied by sound.

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## **Article 43   Public address system**

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- 43.01** The stadium's public address system must be capable of being heard clearly both inside and outside the stadium in all circumstances, taking particular account of excessive crowd noise.
- 43.02** Trained announcers who are capable of addressing visiting foreign spectators in their own language must be available when required. If possible, an announcer shall be used whose voice is familiar to visiting supporters from their own stadium at home.

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- 43.03** Announcements over the public address system must be of a strictly neutral character. The public address system must not be used:
- a. for the dissemination of political messages;
  - b. to support the home team;
  - c. for any form of discrimination against the visiting team.
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#### **Article 44 Political action**

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- 44.01** The promotion or announcement, by any means, of political messages or of any other political actions inside or in the immediate vicinity of the stadium is strictly prohibited before, during and after the match.
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#### **Article 45 Provocative action and racism**

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- 45.01** The match organiser, together with the police commander for the match and the safety and security officer, must prevent any provocative action being taken by spectators inside or in the immediate vicinity of the stadium (unacceptable levels of verbal provocation from spectators towards players or opposing fans, racist behaviour, provocative banners or flags, etc.).
- 45.02** Should such action arise, the match organiser, the police commander for the match and the safety and security officer must intervene over the public address system or remove any offensive material.
- 45.03** Stewards must draw the attention of the police to any serious acts of misconduct, including racist insults, so that offenders may be removed from the stadium should the police so decide.
- 45.04** The match organiser and participating associations or clubs must implement and apply UEFA's ten-point plan on racism (see Annex A).
- 45.05** In this regard, the match organiser and participating associations or clubs are reminded of:
- a. the *European Football United Against Racism* resolution, unanimously adopted by the UEFA Congress on 24 May 2013 (see Annex B);
  - b. the *Guidelines for match officials in cases of racist behaviour in football stadiums*, approved by the UEFA Executive Committee at its meeting on 1/2 July 2009 (see Annex C).
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#### **Article 46 Retention of supporters in the stadium**

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- 46.01** If the police commander for the match or the safety and security officer decides that, for security reasons, a group of supporters should be retained within the stadium while other supporters disperse, whenever possible this decision should be communicated to the visiting association or club in advance so that the information can be conveyed to their supporters. In any case:
- a. the decision to retain a group of supporters must be announced over the public address system in the language of the supporter group concerned;
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- b. the announcement must be repeated shortly before the end of the match;
  - c. the match organiser must ensure that, during this period of retention, the retained supporters have access to refreshments and sanitary facilities;
  - d. if possible, the retained supporters shall be entertained (music, video scoreboard, etc.), to help the waiting time pass more quickly and keep them calm;
  - e. they must be informed regularly of how much longer they may have to wait before being allowed to leave the stadium.

# VII – Closing Provisions

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## Article 47 Non-compliance

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

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## Article 48 Annexes

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48.01 All annexes form an integral part of these regulations.

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## Article 49 Authoritative version

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

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## Article 50 Adoption, abrogation and entry into force

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50.01 These regulations were adopted by the UEFA Executive Committee at its meeting on 29 May 2019.

50.02 They replace the *2006 UEFA Safety and Security Regulations*.

50.03 They come into force on 15 June 2019.

For the UEFA Executive Committee:

Aleksander Čeferin  
President

Theodore Theodoridis  
General Secretary

Baku, 29 May 2019

## Annex A – UEFA's Ten-Point Plan on Racism

### (Article 45.04)

1. Issue a statement saying the club will not tolerate racism, spelling out the action it will take against those engaged in racist chanting. The statement should be printed in all match programmes and displayed permanently and prominently around the ground.
2. Make public address announcements condemning racist chanting at matches.
3. Make it a condition for season ticket holders that they do not take part in racist abuse.
4. Take action to prevent the sale of racist literature inside and around the ground.
5. Take disciplinary action against players who engage in racial abuse.
6. Contact other clubs to make sure they understand the club's policy on racism.
7. Encourage a common strategy between stewards and police for dealing with racist abuse.
8. Remove all racist graffiti from the ground as a matter of urgency.
9. Adopt an equal opportunities policy in relation to employment and service provision.
10. Work with all other groups and agencies, such as the players union, supporters, schools, voluntary organisations, youth clubs, sponsors, local authorities, local businesses and police, to develop pro-active programmes and make progress to raise awareness of campaigning to eliminate racial abuse and discrimination.

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## **Annex B – European Football United Against Racism Resolution (Article 45.05a)**

- 1 The UEFA Statutes provide that a key objective is to promote football throughout Europe in a spirit of peace, understanding, fair play and without discrimination of any kind.
- 2 Similarly, UEFA's 11 key values contain a pledge that UEFA will adopt a zero-tolerance approach towards racism.
- 3 These same 11 values declare that football must set an example. Football unites people and transcends differences. Respect is therefore a key principle of the game.
- 4 Against this background, European football is united in its firm belief that racism and other forms of discrimination must be kicked out of football, once and for all.
- 5 UEFA and its member associations hereby resolve to re-double their efforts to eradicate racism from football. Stricter sanctions must be imposed for any form of racist behaviour affecting the game.
- 6 Referees should stop, suspend or even abandon a match if racist incidents occur. Following UEFA's three-step guidelines, a match will first be stopped and a public warning given. Second, the match will be suspended for a period of time. Third, and after coordination with security officers, the match will be abandoned if racist behaviour has not ceased. In such a case the responsible team forfeits the tie.
- 7 Any player or team official found guilty of racist conduct must be suspended for at least ten matches (or a corresponding period of time for club representatives).
- 8 If supporters of a club or national team engage in racist behaviour this must be sanctioned (for a first offence) with a partial stadium closure concerning the section where the racist incident occurred. For a second offence, this must be sanctioned with a full stadium closure, as well as a financial penalty. In addition, supporters found guilty of racist behaviour should be banned from attending matches in future by the state authorities.
- 9 Clubs and national associations are required to run awareness programmes to tackle racism. Furthermore, disciplinary sanctions for any racist behaviour should be accompanied by such awareness programmes, which anti-racism organisations could helpfully assist with. Education will help to address the problem, both in football and in wider society.
- 10 Players and coaches must also be leaders in the fight against racism. Speak out against it – it's part of your duty to football.
- 11 UEFA is fully committed to these strong sanctioning and awareness policies and all national associations support the implementation of similar policies, having regard to their own domestic circumstances. Football is about leadership, both on and off the field. European football is united against racism. Let's put a stop to racism. Now.

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## **Annex C – Guidelines for Match Officials in cases of Racist Behaviour in Football Stadiums (Article 45.05b)**

### **1 - Stop the match in case of serious racist incidents**

- a. When the referee becomes aware (in particular if he is informed by the UEFA match delegate through the fourth official) of racist behaviour (especially racist chants, insults and screams, banners, etc.) and if, in his opinion, this racist behaviour is of a strong magnitude and intensity, he shall, in application of Law 5 of the Game, stop the match and ask for an announcement to be made over the public address system (in the languages of both teams) requesting the public to immediately stop such racist behaviour.
- b. The match may resume only after the announcement has been made.

### **2 - Suspend the match in case of serious racist incidents**

- a. If the racist behaviour does not cease once the game has restarted (i.e. step 1 was ineffective), the referee shall suspend the match for a reasonable time period (for example 5 to 10 minutes) and request the teams to go to the dressing rooms. The UEFA match delegate shall, through the fourth official, assist the referee in determining whether the racist behaviour has ceased following step 1.
- b. During this time period, the referee shall again ask for an announcement to be made over the public address system requesting the public to immediately stop such racist behaviour and warning them that this may even result in the match being abandoned.
- c. During this suspension, the referee shall consult with the UEFA match delegate, the UEFA security officer and the relevant police and stadium and security authorities on the possible next steps, in particular the possibility to abandon the match.

### **3 - Abandon the match in case of serious racist incidents**

- a. If the racist behaviour does not cease after the game has restarted (i.e. step 2 was ineffective), the referee shall, as a very last resort, definitively abandon the match. The UEFA match delegate shall, through the fourth official, assist the referee in determining whether the racist behaviour has ceased following step 2.
- b. However, any decision by the referee to abandon a match in such circumstances shall only be taken after all other possible measures have been implemented and the impact of abandoning the match on the security of the players and the public has been assessed by means of a full and extensive consultation with the UEFA match delegate, the UEFA security officer and the relevant police and stadium security authorities. In principle, abandoning the match is subject to the agreement of all parties involved.







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