

**COMMITTEE ON SAFETY AND SECURITY
AT SPORTS EVENTS (T-S4)**

COUNCIL OF EUROPE CONVENTION ON AN INTEGRATED
SAFETY, SECURITY AND SERVICE APPROACH AT
FOOTBALL MATCHES AND OTHER SPORTS EVENTS



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**Safety, security and service at UEFA EURO 2020™
Good practices and lessons learned**



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EXECUTIVE SUMMARY

The safety, security and service framework during the 16th UEFA European Championship (held in 2021) faced a double challenge. For the first time in history, the competition was held across 10 different host countries across Europe, in the context of the COVID-19 pandemic.

These circumstances represented a test to the multi-agency integrated approach enshrined in the Council of Europe Saint-Denis Convention, and the reconfigured instruments implemented during the event, such as the International Police Cooperation Centre (IPCC) at the EUROPOL headquarters. To build-up on the experience and prepare possible recommendations for future international sport events, a tour de table was conducted by the Saint-Denis Committee to collect experiences and views from all relevant stakeholders.

The testimonies largely validate the main tenets of the multi-agency integrated approach, and in particular the nurturing of international cooperation structures, a long-term dialogue and on-site communication with supporters, interconnexion between medical, security and safety considerations and the need to further engage with the visitors at large, and the fans in particular. The feedback received underlines the low-number of reported serious incidents, with some exceptions like the disorder in and outside the London Wembley Stadium the day of the final match of the tournament. The feedback also mentions the reduced international travels of spectators due to the pandemic context, along with the adaptability of the framework. The stakeholders in particular highlight the success of the IPCC in fostering international cooperation, as well as the mobile police spotter teams that helped prevent tensions and violence in the host cities. Feedbacks also praise the quality of the preparatory work and the flexibility allowed to local authorities to adapt to national medical and safety and security regulations related to the pandemic.

Despite the overall success of operations, three organisational difficulties are reported: the unreliability and inexperience of the steward teams, due to the pandemic disruptions; the complexity of the immediate accreditation process; and some issues related to the sharing of information linked to ticketing. Specific shortcomings were related to the situation during the Final match day in London, such as the lack of appropriate risk-assessment, the absence of fan zones, or unsuitable police deployment and anti-alcohol measures.

For future tournaments, the safety, security and service framework should retain the consolidated good practices and lessons learned of the IPCC and visiting spotters delegations, which are hallmarked as good practices from this 2020 UEFA EURO, and ever fine tune the preparatory phase. Specific recommendations regarding the adaptation to a pandemic context are also expressed.