

STANDING COMMITTEE (T-RV)

**EUROPEAN CONVENTION ON SPECTATOR VIOLENCE
AND MISBEHAVIOUR AT SPORT EVENTS AND IN
PARTICULAR AT FOOTBALL MATCHES**



Strasbourg, 15 December 2013

T-RV (2013) 15 FINAL

**Consultative visit to Cyprus
on the implementation of the Convention
11-14 April 2013**

Report by the Consultative Team
(including the National report by Cyprus)

FINAL

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PART A – REPORT OF THE CONSULTATIVE TEAM

Introduction

From 11 to 13 April 2013, a consultative team (“the team”) delegated by the Standing Committee (“the Standing Committee”) of the European Convention on Spectator Violence and Misbehaviour at Sports Events and in particular at Football Matches (“the Convention”) carried out a consultative visit to Cyprus (“the visit”) under the programme for monitoring commitments on the implementation of the Convention.

The team consisted of the following persons:

- Jo Vanhecke, Chair of the Standing Committee, Delegate of Belgium and team leader,
- Ana Criado Contreras, Vice-Chair of the Standing Committee and Delegate of Spain,
- Dinca Adrian Gendarmerie NIFP and Delegate of Romania,
- Rick Riding, Sports Grounds Safety Authority (SGSA), United Kingdom,
- Kenny Scott, Consultant, UEFA,
- Marie-Françoise Glatz, Secretariat of the Standing Committee, Council of Europe
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The team met a large panel of key stakeholders: the authorities in charge of Sport, stadium owners, the Minister of Public Order and Justice, the police (including the NFIP), the Cyprus Football Federation, APOEL club representatives, supporters, etc. The detailed programme of the visit is at Appendix 3.

The team would like to thank all (its interlocutors) for meeting them and answering their detailed questions. They particularly wish to thank Costas Solomou for his practical help and his excellent organisation of the visits and meetings.

In a short visit, it was not possible to conduct an in-depth assessment of every aspect of the arrangements in Cyprus. It is also possible that some questions or remarks got lost in interpretation.

More significantly, the team can only comment on what it saw. It is aware that the structure and programme of the visit, which focused on Nicosia, should not in any way be taken as being indicative of the wider situation in Cyprus.

The consultative team acknowledges the political and financial issues over the last few months, as mentioned by (the) Government Ministers and stakeholders. There is a general appreciation of the changes the country face moving forward. The aim of this report is not to criticise, but to help and assist the Cypriot authorities and other relevant stakeholders in their learning process in the field of safety and security at sport events. This report and its recommendations should therefore not be seen as a stand alone document, but also as a further offer of support to develop and improve the existing system. The Council of Europe Standing Committee on Spectator Violence is ready, if deemed necessary, to cooperate with the Cypriot authorities to deliver expert advice in all possible fields in this area. The aim of such support is not to propose a copy paste of existing systems in other European countries, but to deliver expertise to look for customised solutions in accordance with the Cypriot constitutional, legal, cultural and historical background.

This report is structured on the 3 key pillars – Security, Safety and Service – of a multi-agency approach. It is based on:

- documentary sources the team and the Standing Committee has received, such as the national report, the country profile, the annual questionnaire and some open sources information;
- the English translation of the national law provided by the Cypriot authorities;
- the various meetings the team had during this visit with all key stakeholders;

- and the attendance at 2 matches in the GSP arena in Nicosia: Omonia Nicosia – AEL Limassol on 10 April and Apoel Nicosia-Anorthosis Famagousta on 13 April 2013.

The report may contain issues that appear to be reported twice. However the context of each part is different and it is to ensure each section may be read independently from a different perspective.

1 ENCOURAGING A MULTI-AGENCY APPROACH

1.1 At national level

European experience demonstrates that government-led national co-ordination arrangements need to be in place to ensure that a coherent and integrated safety, security and service strategy is developed, refined as necessary in the light of experience (good and bad) and implemented effectively at international, national and local level.

In Cyprus, the role of this national co-ordination body is currently performed by the National Committee Against Violence and for Fair Play, established in 1995. This Committee is embedded within the Cyprus Sports Organization (CSO), linked to the Ministry of Education and Culture. CSO is a semi-governmental non-profit organisation and has two main sectors, the Sport sector and the Technical Sector. CSO also plays an important role at financial level towards sports organisations (infrastructure, CCTV, etc.).

Looking at the main objectives and the composition of the National Committee Against Violence and for Fair Play, one could imagine this could be a good platform to act as a co-ordination body. However, from the national report, it became clear this Committee does not have any decisive powers. Its objectives are mainly to observe the situation and to discuss possible improvements in order to give advice to the competent authorities. Furthermore, although there have been changes introduced in its composition, some important partners seem not to be represented (in particular the police and the supporters).

On the other hand, the Commission established by article 3 of the so-called “Steward Rules of 2012” which is embedded within the Ministry of Justice and Public Order, seems to have a more relevant composition.

During the visit, this situation was confirmed. The final responsibility on safety and security at sport events lies within the Ministry of Justice and Public Order. However, they do not have a significant role within the National Committee Against Violence and for Fair Play.

Recommendation 1

- ❖ **The Cypriot authorities should evaluate the place, composition, role and function of this National Committee Against Violence and for Fair Play with all relevant stakeholders. Based on European good practice, the team recommends it should be embedded under the umbrella of the Ministry of Justice and Public Order. The composition of the so-called steward-commission could be taken as a starting point. Leadership from this Ministry in a reconstituted National Committee against Violence and for air Play is crucial.**

The team recommends taking into account the following guidelines during evaluation:

- It is important that the national co-ordination group comprises experienced and “influential” persons representing relevant government departments and agencies (notably the Ministry of Justice and Public Order and the Ministry of Education and Culture), prosecuting agencies, national football authorities, relevant policing and security agencies (including the NFIP), safety authorities and other agencies (like stadium owners) with responsibility for a range of logistical, safety, emergency, and service functions, and preventative initiatives/projects;
- It is highly desirable that the national coordination group should consult regularly with representatives of football supporter groups. It is recommended that in considering the

restructuring of the National Committee, the added value of supporter involvement in the organisation and process of change must be considered.

Although most partners involved, and the persons representing these agencies, all seem to know each other well, there is no common understanding, strategy or policy on safety and security at sports events, in particular football matches. Partner agencies when approached individually considered they already made enough efforts and it was up to other agencies to take up their responsibility. Even at the highest level, it was mentioned during the visit that *“there were a lot of talks over the last 20 years about the problems, but not about the implementation of the solutions”*. One of the only points of view which were shared between all stakeholders, including the supporter’s representatives, was the lack of efficient judicial follow-up against troublemakers.

Recommendation 2

- ❖ **The Cypriot authorities should ask the national coordination group to develop a common multi-agency strategy on safety, security and service at sports events, in particular football matches. This strategy should include provisions concerning the responsibilities of each agency on the implementation of its various aspects.**

The national co-ordination group should consider and resolve a range of crucial enabling imperatives, including:

- clarifying how good European practice can be adapted and applied;
- providing legal clarity on the exact roles and responsibilities of the various public and private agencies engaged in minimising football safety and security risks;
- identifying and recommending to the relevant government authority the legislative and regulatory framework necessary to facilitate delivery of key components of the safety, security and service strategy;
- monitoring the implementation of the existing legislative and regulatory framework;
- ensuring that effective local multi-agency co-ordination arrangements are in place;
- monitoring (national, multi-agency) preparations for high risk football matches and tournaments played at home or abroad involving national and club football teams representing Cyprus;
- monitoring and analysing incidents at football matches played in Cyprus or involving supporters from Cyprus at football matches played elsewhere in Europe;
- developing effective stadium licensing, safety certification and inspection arrangements;
- ensuring that key operational personnel (public and private) are trained and equipped to deliver their various tasks effectively and appropriately, arranging specialist joint training for police officers, safety officers and stewards employed on duties where they may be expected to interact either routinely or in high risk scenarios;
- stressing the importance of the service ("hospitality") component of the integrated approach in minimising safety and security risks;
- developing a multi-agency media and communications strategy designed to ensure that communities and supporters (resident and visiting) are kept pro-actively informed of the measures pursued in delivering an integrated multi-agency approach;
- ensuring consideration is given within this integrated approach to preventative projects and measures of social inclusion.

1.2 At local level

It is equally important that at local level multi-agency co-ordination arrangements are established. It seems such co-ordination arrangements are not really in place (at least not officially) in Cyprus. Local partners only come together to prepare for the next game. This is an important meeting, but focuses on the event. The team witnessed a local coordination meeting, but the core safety and security risks were not discussed, No risk assessment was carried out, nor was there an evaluation of the effectiveness of measures taken in the past.

Recommendation 3

- ❖ **The Cypriot authorities should establish a coordination mechanism at a local level, with representatives of the local authorities, the police, the club, the stadium owner (if different), medical services and fire brigade, supporters and agencies involved in preventative projects. This local committee should report to the national co-ordination group**

Such local committees should preferably ensure:

- local operational arrangements (inside and outside of stadia) take full account of the principles set out in the national multi-agency strategy on safety, security and service;
- preparation of safety, security and service arrangements for international and domestic league matches played in the locality are comprehensive;
- operational strategies of local stakeholders are complementary;
- local strategies are reviewed and updated (where necessary) to reflect any refinements to the national integrated approach and post-match analysis of events connected to previous matches;
- the respective roles and responsibilities of all personnel engaged in delivery of football related operations are clear, concise and widely understood;
- multi-agency preparations recognise operational primacy but embrace all aspects of the wider integrated approach that may impact on the match day dynamic, notably policing strategies, stadium licensing, ticketing, stewarding and other in-stadia operating arrangements, local hospitality and related activities (including community and supporter liaison), transport and other logistical factors, and crisis planning for emergency scenarios (inside and outside of stadia);
- football supporter groups and local communities and businesses, especially those located in the vicinity of football stadiums and city centre areas (where supporters are likely to gather before and after matches) are consulted and kept informed of operational strategies in public and private spaces (including in and around football stadia), and consideration is given to identifying and delivering any football-related community and wider social preventative projects and otherwise promoting the active engagement of local football clubs and partner agencies within local communities.

1.3 A crucial tool: legislation

A crucial tool to ensure a multi-agency strategy is an effective legislative framework with appropriate and clear provisions designed to provide legal clarity on roles and responsibilities and empower the relevant authorities to undertake their tasks effectively. European experience demonstrates that an appropriate legislative and regulatory infrastructure will encompass a diverse range of themes (including stadium licensing and safety certification, stadium regulations, enabling policing measures and exclusion of violent supporters through appropriate procedures).

The main tool in Cyprus in this regard is the 2008 Law on prevention and suppression of acts of violence at the sports grounds, as completed in 2012 by the so-called “steward rules of 2012”. The law focuses on all sport events, although it is widely recognised that problems mainly occur at football matches.

Recommendation 4

- ❖ **In order to be effective and treat problems in a proportionate way, the Cypriot authorities should evaluate whether measures stipulated in law should be solely targeted at major football matches. Key safety principles would then apply to all other sport events and football matches in lower divisions.**

Most of the people and agencies the team met, agreed the real problem is the implementation of law. It is important a multi-agency analysis is made of each of the articles of the law, determining:

- if the article is implemented in reality, and:
 - if yes, if this is of real added value in minimising safety and security risks at sports events;
 - if no, why not;
- if it is clear who is responsible to implement each article;
- how the implementation of the articles can be enforced;
- if the law needs any changes to make it more efficient.

Recommendation 5

- ❖ **The Cypriot authorities should make a critical evaluation, in co-operation with all stakeholders of each article between theory and practice (is each stipulation really implemented or possible to implement and is it each time clear who is responsible to do what). The team also recommends structuring the law in a clear and comprehensive way (multi-agency approach, safety, security, and service/prevention).**

If deemed necessary, the authorities can look for assistance of European wide experts to undertake this project. The Council of Europe Standing Committee can be contacted to assist in delivering such experts.

Whilst carrying out this evaluation of the 2008 Law, the Team would recommend taking into account the following issues:

- are all terms and conditions of the law clear for everyone, for example.
 - article 4.2.e and article 9: “all necessary facilities”
 - article 4.2.h: “adequate”, “suitable”
 - article 10: “all the safety rules”
 - article 15: “as best as possible”
 - article 19: “if it is deemed necessary” – “immediately”
 - article 29.2: how is this done?
 - Article 34.b.(i): is this understood in the same way by everyone?
 - Article 43: “enough experience”;
 - Article 64: “ a reasonable time”;
- Is it clear each time who is entitled to take which decision, for example:
 - Article 6.4: who takes the decision to forbid the event?
 - Article 8 and 18.2: to whom is this confirmed? How is this done (in writing)?
- Is it of added value to hold individual persons responsible in law, or is it an option to hold the club, stadium owner or another legal entity responsible (for example. article 19.2)?
- is the Law sufficiently clear on the conditions to become (and to stay) a safety officer, on their training, etc. (certainly compared to the extensive regulations on stewards)?
- is the Law sufficiently clear on the conditions of the obliged CCTV system (quality, number, persons to control the CCTV system, maintenance, etc.)?

At the same time, it is very important to state that the 2008 Law contains many excellent articles, which could serve as good practice around Europe, such as:

- article 15 on hospitality and services;
- article 16, introducing the concept of risk assessment in the law;
- article 31: monitoring of supporters;
- article 33: communication and dialogue with other stakeholders;
- section III of the law, on the role of the NFIP and the data protection.

The 2012 amendment on stewarding is dealt with in the chapter on safety (see page 21).

The law determines the role of each agency. In reality, during its visit, the consultative team noted the overarching role of the police, but also some difficulties in the division of powers, competences and responsibilities between the club (safety officer) and the stadium owner. Although it is possible this has not really posed any major problems, it is clear that the rather grey zone of division of responsibilities can create difficulties in case of contingencies or in case of disciplinary procedures within the Football Association (can a club be held accountable for decisions made by the police or the stadium owner, if these last ones are legally responsible?).

Recommendation 6

- ❖ **The team recommends the Cypriot authorities draw up a paper explaining clearly the role and responsibility of each individual partner agency, in particular who can make what decision under which circumstances**

One of the most frequently quoted examples of a lack of implementation of the law, related to the sanctions imposed on those persons in breach of the law. Looking at the total number of incidents and the persons involved in these incidents, it seems that only an extremely low percentage of troublemakers are really punished in case of misbehaviour (maybe 2 to 3 % was mentioned). This is confirmed by the number of current stadium bans. Supporters are well aware of this situation, as they mentioned during the visit (and confirmed in the national report). Besides the fact that in a large number of cases, it is not known who participated in the incidents (due to the lack of a spotter system or an evidence gathering strategy), it was alleged by the supporters on several occasions, that it was possible to avoid prosecution and sentencing by knowing the right people. There were also several allegations about some clubs protecting their risk fans, paying for their tickets, etc.

It is clear that such a situation influences the behaviour of potential troublemakers: a lack of sanctions constitutes in most cases a lack of incentive for them to change their behaviour. Furthermore, a lot of clubs are frustrated because they get punished by the Football Association because of the behavior of their fans, whilst the fans themselves are not sanctioned.

It is therefore important that the authorities in Cyprus develop, implement and monitor an effective sanctioning strategy against those who engage in sport related incidents. Such strategy needs to take into account the following principles:

- analysis of risk persons, risk places and risk moments;
- linking this risk assessment with evidence gathering resources (police officers, CCTV systems, etc.);
- ensuring follow-up by the competent sanctioning body;
- keeping a record and publishing regularly a statistical overview of the number of incidents, identifications, prosecutions and sanctions.

The law contains sanctions and procedures for people who misbehave. In reality, practically all of the “sanctions” are imposed by the police, and not by the courts (judicial sanctions) or the clubs (civil sanctions). The “sanction” applied by the police is moreover a security measure, denying entry for one game to someone who misbehaved, and this on the basis of concrete police intelligence. The team got the impression this system is (and has to be) used, because of the low number of troublemakers prosecuted in a court of law, and the delay in between the incident and the final sanction.

In a large number of European countries, the existing structures do not stimulate quick and deterrent sanctions through the normal judicial process, nor make it possible to have an effective civil sanction system. A lot of European countries have therefore looked for other methods to ensure an effective sanctioning system for sport related incidents, as is the case within Cyprus. Although the system applied by the police is the one which is used in most cases, and seems therefore to be the most effective one, it is important to continuously evaluate the sanctioning system to ensure it is fit for purpose and not open to challenge under national or European law. The exclusion strategy must be

seen as tough and speedy but proportionate (otherwise it will alienate supporters and empower troublemakers). The approach needs to be ambitious and extend beyond stadium entry bans to embrace exclusion from the wider match day experience in order to undermine the sub-cultural allure of football violence.

As a quick and effective sanctioning system (together with an overall evidence gathering strategy) is one of the main pillars of the overall multi-agency strategy, great care should be taken to ensure this is done in a transparent and comprehensive way, ensuring all troublemakers get sanctioned (those who commit minor offences as well as those who commit serious crimes). The Minister of Justice and Public Order clearly stated he was in favour of a quicker sanctioning mechanism.

The European Commission for the Efficiency of Justice (CEPEJ) has undertaken a regular process for evaluating judicial systems of the Council of Europe's member states. The most recent report is the 2012 Edition which is based on figures from 2010. This reports highlights, among many subjects, the importance of not having excessive duration of judicial proceedings and about the non execution of judicial decisions, which remain significant problems and prevent efficiency and quality of the judicial system.

Recommendation 7

- ❖ **The Cypriot authorities should evaluate the effectiveness of existing legal provisions on sanctions, building on existing European experiences, for example, administrative sanctions imposed by an independent body, and develop an effective evidence gathering strategy.**

It has been mentioned also there is no real follow-up in case someone does not respect his/her stadium ban. **The consultative team also recommends it is crucial that each sanction is also effectively implemented and that a monitoring system is introduced to ensure this**

1.4 Media and communication strategy

Although this item was not a specific topic on the agenda, the role of the media was mentioned by some and that the media is extensively used to inform supporters about the measures in place for forthcoming matches.

European experience demonstrates the importance of developing an effective multi-agency communication and media handling strategy as a means of explaining the importance and content of an integrated multi-agency safety, security and service approach. The lack of a common understanding, strategy or policy on safety and security at sports events, in particular football matches, could possibly also be traced back (partially) to a lack of an effective communication strategy in Cyprus.

National and local experienced spokespersons from all key public and football agencies should work closely with media and supporter groups in the preparation and delivery of a comprehensive communications strategy.

In addition to explaining and providing reassurance to local communities and businesses via the media, an effective (multi-agency) media strategy can be crucial in terms of providing supporters with important information on relevant legislative and regulatory provisions (and associated safeguards and reassurances). It can also emphasise the importance which partner agencies (and the integrated approach) place on creating a safe and welcoming environment for all football supporters. This seems to be applied in Cyprus.

At a local level, local authorities, police and football club spokespersons have a key role in terms of communicating with host and, in particular, visiting supporters about designated/recommended areas for pre and post match recreation and policing tolerance levels (offering clear advice on what

constitutes unacceptable behaviour) highlighting any additional or exceptional measures planned for high risk matches.

The designated national and local experienced spokespersons should build a media network and proactively and continuously inform about measures put in place, incidents which have occurred and the follow-up. A proactive approach may avoid the media looking to other (less reliable) sources.

Recommendation 8

- ❖ **The Cypriot authorities should further develop an integrated and proactive media and communication strategy in the field of safety and security at sport events, in co-operation with all stakeholders involved.**

1.5 International co-operation

Cyprus signed the European Convention on Spectator Violence in December 1986 and ratified it in August 1987, which showed the national political will to be committed very early on with other European states to tackle violence in sports.

In the beginning, Cypriot authorities did not systematically provide national annual reports or regularly participate in Standing Committee meetings. More recently they have demonstrated that they want to take their responsibility under the Convention seriously:

- they used the main Council of Europe recommendations as a basis on which to draft their 2008 law on fighting against violence and the more recent regulation on stewarding from 2012;
- they asked for a consultative visit and sent a complete national report describing the organisation of sport, the legal framework for safety and security and highlighted a number of deficiencies at national level.

The team congratulates Cyprus for the progress made these last 5 years with the introduction of new legislation based on European standards, in particular on Council of Europe recommendations, and invites them to continue with the same commitment for the implementation of the law, taking into account all Council of Europe standards and good practices at international level .

Recommendation 9

- ❖ **The Cypriot authorities should:**
 - **further disseminate the Standing Committee recommendations to all stakeholders on a number of subjects, either to help draft future regulations or more simply for improving their work on safety and security and to better tackle violence at sport events (see Appendix 4);**
 - **reinforce their role at international level by taking an active part in the main international meetings (Standing Committee meetings, Think tank meetings) to gain experience from international co-operation ;**
 - **increase their expertise of best practices from all over Europe;**
 - **consider other Council of Europe mechanisms to help them achieve their goal (see paragraphs 3.1 and 4.2 below).**

2. SAFETY

2.1 GSP Arena

The Cyprus national team, APOEL, Omonia and Olympiakos football club play their home games at this Arena. It was built in 1999 and is owned and managed by GSP (Track & Field Club “PAGKIPRIA”) a nonprofit company. As well as the municipal authorities, the police, fire service and medical service were fully consulted during design and construction. With accommodation for

25,600 spectators it is the largest stadium in the country. However, the permitted capacity of the stadium is based on the number of seats, not with ingress and egress routes designed accordingly. Capacity is not considered alongside the Physical environment (P Factor) or Safety Management considerations (S Factor).

2.2 Infrastructure

The Arena has a good design with good sightlines throughout, adequate ingress and egress and wide radial gangways. The large concourse space is sufficient with good service layout.

Sixteen wheelchair spaces were available with acceptable access and egress, however only male disabled toilet facilities were observed.

The consultative team visited all areas inside and outside the stadium, both upper and lower tiers, concourses and the stadium control room.

There was adequate emergency evacuation signage however there was a lack of directional signage both outside and inside the stadium. Spectators enter the stadium up ramps and stairs onto an open external pedestrian route which runs around the rear of the seating deck. Although this is a pedestrian route there were occasions where motor cycles were allowed through crowded areas. Many motor cycles parked just outside the stadium terracing on an apron which blocked emergency vehicle access, and free flow for crowd dispersal. There is also a potential danger of fireworks being thrown from the terrace into this motorbike parking area which could cause a fire risk. In many areas of the arena the stairs on the outside do not have handrails, or tactile surfaces at the top and bottom to aid partially sighted spectators.

No ground regulations at the stadium entrances could be seen by the team members.

A considerable number of seats had been broken at previous events and not replaced. It was explained that the breakages had been caused by supporters standing on the seats. Such behaviour should be a cause of concern to the safety management team as spectators falling off the back of seats could lead to progressive crowd collapse or injury to individuals. It would be a normal recommendation that the capacities of these areas should be reduced as broken seats should not be sold.

The physical aspects of the ground that were observed appeared to be in good condition and were well designed in respect of spectator safety standards. However, there was evidence of some minor design issues, which although they may not present a significant risk, could be resolved. The issues identified were:

- Broken seats
- No handrails and balustrading to some stairs/steps outside the turnstiles
- No contrasting nosing's or tactile paving to top and bottom of external stairs or internal radial gangways
- It was noted that the overall signage concept around the external stadium environment requires review and improvement which is an important issue when audiences are unfamiliar with the venue.

2.3 Safety Management

One of the main principles of effective safety management is to set a capacity for the stadium at a level which the management can effectively facilitate a safe environment for all spectators.

Once the capacity has been set then control of these numbers and real time monitoring is essential to ensure this capacity is not exceeded.

There was no consideration given to ensuring that the permitted capacity for the event should reflect the risk associated with the crowd profile, the physical environment or the quality of safety management.

Risk levels are determined by the police which detail an action plan for the game. This action plan was a document which details the arrangements including the number of police and stewards, and searching and operational arrangements. The document is normally prepared over a 5 day period commencing with a meeting of all agencies. The police have the final decision on its content and arrangement. The risk assessment does not seem to consider the quality of safety management or the physical infrastructure. The main appreciation of risk appears to be attributed to public order.

The stadium control room contains 46 analogue CCTV cameras, a PA system, no turnstile monitoring, and fire alarm system all with backup power. The police were in command of the control room with the stadium safety officer in close proximity. The main difference between GSP and the majority of the stadiums (not all), was the lack of stadium safety officer. However, as of this season and most probably by the conclusion of the stewarding training (which also includes all the stadiums safety officers), the CCTV will be operated by certified personnel, whilst at the control room will be present the stadium safety officer and the police match commander. The safety/security officer is normally around the ground. The consultative team questioned the command and control of incidents with the stewards/security head. He explained that there were reserve stewards or a response team, but not all stewards had been trained to deal with a variety of incidents and the police would be called inside to deal with an incident if it escalated. The role of the head of security in the control room was to act as an observer of incidents on CCTV and liaise with the police to deploy when necessary. Within the control room there was an evacuation plan. There was no contingency plan with various scenarios.

There was a match log which was handwritten by someone also helping with the CCTV. The log was simply a list of events with no rationale of decision making.

During the event the Safety Officer appeared was fielding a lot of radio traffic that could be considered irrelevant to his role, e.g. lost property. There is no radio loggist or radio operator, a combined role which should be considered essential to support the Safety Officer.

No stewards or police were at either end of the stadium other than the emergency exit door stewards with a key for the locked exit gates.

It was noted that as spectators entered the stadium outer fence they were subjected to robust searching. The level of searching caused considerable queuing although all spectators were inside for kick off.

There was some indication of an integrated command and control system, but the team were informed this is not the case in other stadiums. Most stakeholders made it clear the final decision making process was done by the police, even in the case of safety incidents. Although the system as such is clear (one decision making body in case of any incident occurring), it is important to evaluate the system in accordance with European good practice of integrated command, and to make clear in writing who is responsible to do what under which circumstances.

Recommendation 10

- ❖ **The risk assessment for each event should consider the physical environment and quality of safety management as well as the risk associated with the crowd profile. in order to determine an acceptable capacity.**
- ❖ **The overall command and control system should be reviewed to ensure that there are arrangements in place for managing incidents and that there is an understanding of what issues should be reported to match control. A system of integrated command should be developed, determining in writing who is responsible to do what under which circumstances.**
- ❖ **A pre event check should be carried out to ensure that hazards such as broken seats, trip hazards, etc. are identified and rectified.**

- ❖ **Contingency plans should be developed, detailing various scenarios and actions to resolve occurrences, along with excersisises programme to test the operations and solutions.**
- ❖ **A radio logist should be provided in the control room to actively monitor and inform decision making in real time.**
- ❖ **An access appraisal should be undertaken together with consultation with any appropriate groups representing persons with disabilities to ensure that appropriate facilities are provided for people with special needs.**

2.4 Match preparations

The consultative team attended the police briefing where all emergency services and the club signed declarations in respect of safety for the event. Included in the briefing was a presentation of the Action Plan and Evacuation Plan.

The steward's briefing was observed. There were no stewards in the home end behind the goal despite the fact that the fans in this area were encouraged to create an atmosphere. There did not appear to be any attempt to manage the supporters in the home end nor in the stand for away supporters. The sole purpose of the steward/security personnel appeared to be to unlock the exit gates in case of evacuation. The consultative team did not ascertain whether there had been any discussions between the stadium management and this group about what they could and could not do or whether these "ultras" were tacitly allowed to behave as they wished. There appeared to be a lack of crowd management throughout as spectators in the home area stood on seat backs in precarious positions waving large flags. Nobody in these areas stayed seated.

The team did not have an opportunity to question the security personnel about either their tasks or their training. Their role appeared largely passive, though this may not necessarily be a true reflection of the situation. It would be interesting to test how they would react when faced either with a safety problem, or an incident of misbehaviour or with the need to evacuate the stadium.

There was no policy in respect of the fire safety of flags and banners.

Recommendation 11

- ❖ **Individual operational event day safety and security plans for low medium and high risk matches should be developed, including generic risk assessments, stewarding plans, medical plans, traffic management plans and contingency plans.**
- ❖ **The Safety Advisory meeting 5 days prior to the event should be structured to consider one of the pre-determined event day plans to discuss deviations from the plan. The meeting could also be split into transport, public order/security, safety risks, and commercial consideration that affect safety. Prior to the meeting police could prepare an operational brief on security; the stadium management an event specific risk assessment for safety, and the club a brief on commercial considerations such as ticketing that affect safety.**
- ❖ **A policy should be developed in respect of the fire resistance of flags and banners.**
- ❖ **A pre event safety check regime should be carried out and the outcome of the checks and any remedial action taken fully documented (See T-RV Rec (2008) 1 on the checklist of measures to be taken by the organisers of professional sporting events and by the public authorities).**

2.5 Inspections, safety certification and other safety procedures and systems

Section 4 "The 2008 Law On Prevention And Suppression Of Acts Of Violence At The Sports Grounds" states "The home town planning Authority issues a Safety Certificate being valid for one year to certify the infrastructure and safety management systems"

The consultative team could not determine the extent of the inspections undertaken by the town planning Authority and who exactly is responsible for checking stadiums to see if they are in accordance with all safety and security recommendations.

It would appear that venues had an operations manual setting out the inspections and tests to be carried out on buildings, structures, installations and entrance/exit equipment, however it was claimed that there were annual safety meetings where pPolice consider all the infrastructure and safety system checks. The consultative team was unable to obtain any information about their content, and it would have been expected that any such inspection would have detected problems such as trip hazards and poor maintenance or broken seats. The team was unable to establish if the local authorities require any inspection system, by the stadium management or the event organiser.

In the team's experience, such pre event check of operational records and certificates are an essential part of the safety management of spectators and should be included in the integrated approach referred to above. (See T-RV Rec (2008) 1 on the checklist of measures to be taken by the organisers of professional sporting events and by the public authorities

Recommendation 12

- ❖ **The law should make clear which independent agency is competent to annually check all stadiums on safety and security issues and who is responsible to deliver, on the basis of this report, a safety certificate for the stadium.**
- ❖ **The Cypriot authorities should consider how best to integrate formal annual inspections of the stadium into the approach to safety management mentioned above. Such inspections should be undertaken, by a competent person, appointed by the event organiser. A report of the inspection should be submitted to the permit/certificate-issuing authority, to assist that authority to ensure that the organiser is complying with the conditions of the permit/certificate.**

2.6 Stadium capacities

The team was unable to ascertain whether, and if so what account the local authority took of the safety management of the stadium, including matters such as the experience of the safety officer, in determining the safe capacity of the event. It would appear as though the stated capacity is based upon the holding capacity of the venue (i.e. the numbers of spectators that it can physically accommodate) and this is not reviewed in response to changes of circumstance or any assessment or observation from the relevant agencies.

Furthermore, it was mentioned to the team that there is no real control of the stadium capacity by the ticketing system, also because of a lack of access control at the stadiums.

Recommendation 13

- ❖ **The local authority (or such other body setting the maximum safe capacity of the stadium) should take account not merely of the number of spectators that it can physically hold, having regard to its design and condition, but also the numbers that can be safely managed, in other words the quality of the safety management. The local authority should also consider an alternative solution to determine the safe capacity of the stadium and each sector, based on the evacuation capacity of each sector and the quality of the safety management and any physical defects of the stadium.**
- ❖ **The Cypriot authorities should ensure that clubs only allow the maximum number of people (determined by the maximum safe capacity) in the stadium and each sector of the stadium, supported by an effective ticketing policy and effective checks at the stadium and sector entries.**

2.7 Risk management – dynamic risk assessment

All Football League 1 and international games are classed as high risk. However the inspection team obtained no explanation as to the reasons.

It would appear that other than considerations based on maintaining public order and risks of violence in the crowd, the Act 4 (2008) does not make provision for any safety risk assessment based on the dangers (hazards) spectators may encounter or on the probability of their occurrence.

The risk assessment process described in the Act 4 (2008) Sec 16 requires the event organiser and their security team to consult with the police at least two days prior to a match, for the submission of their opinions, in order to accomplish an assessment of the lurking risk. However, the inspection team formed the opinion that, in practice, only the police have authority in establishing risk, the assessment of which is largely and mainly based on public order considerations.

The team noted that good consultations take place through multidisciplinary safety/security group meetings including representatives of all bodies concerned.

Recommendation 14

- ❖ **The Cypriot authorities should - under Law 4 (2008) article 7 – expand the preliminary risk level of a sport event –in order to introduce a risk assessment system covering all types of danger (hazards) constituting a potential threat to the safety and security of spectators, as well as their dynamic assessment, on the basis of a multidisciplinary security agency mechanism including all the representatives concerned at the local level.**
- ❖ **The team recommends to further introduce the system of dynamic risk assessment instead of predetermining risk on the basis of the category of games.**

For the recommendations 12, 13 and 14, the team invites the Cypriot authorities to use the Standing Committee Recommendation T-RV Rec (2008) 1 on the checklist of measures to be taken by the organisers of professional sporting events and by the public authorities.

(See http://www.coe.int/t/dg4/sport/Resources/texts/Rec_2008_01_EN_Checklist.pdf)

2.8 Safety Officers

The role and responsibility of the Safety Officer is key to an integrated approach to safety management.

The owner of the stadium and the owner of the football club call upon the security service and appoint the person responsible for ensuring safety during the football match (security / safety officer). This officer, who, in particular, directs the stewards and the employees responsible for the protection of persons, co-operates directly with the police, and fire brigade commanders.

The Football Federation explained that each club has a safety officer who takes charge of all safety and stewarding issues. There is also a stadium safety officer. However, the consultative visiting team was unclear as to the operational responsibilities, powers, training and qualifications of the safety officer's, who appears to be subordinated to the police. The team considers that further thought should be given to the position and status of the safety officer. It suggests that, in the long term, one safety officer should have prime responsibility for all safety issues, including both the maintenance of the stadium and the crowd management on match days. This should form part of a co-ordinated management system at local level to match that at the national level.

In order to discharge properly their responsibilities, a safety officer must be given a detailed job description which clearly sets out the functions of their post and should meet the following requirements:

Competence

The person appointed should be a skilled and experienced safety professional who has demonstrated his/her occupational competency for the role.

A person will be regarded as occupationally competent for the role of safety officer when he or she has sufficient training, experience and knowledge, to be able to implement the functions detailed in the job description.

Whatever their background, it is essential that safety officers have the necessary character to be able to quickly assess and deal with developing situations in a calm manner and the ability to communicate clearly to their staff

Status

The safety officer should be recognised as being in overall control of operational safety management issues on an event day. On non-event days, the safety officer should be regarded as a principal adviser to the ground management on all spectator related safety issues.

Authority

On event days, the safety officer must have the authority to make immediate decisions on spectator safety without having to refer to senior management, board members or event organisers.

No decision which could have implications for safety should be taken without the agreement of the safety officer

The safety officer must be able, and be permitted, to commit sufficient time to all events to enable thorough preparation and planning to be undertaken.

The specific responsibilities of the safety officer could include but are not limited to:

- pre-event planning and risk assessments;
- pre-event inspections;
- developing safety management systems;
- preparing, monitoring and reviewing safety documentation and safety management systems;
- contributing to the safe capacity assessments;
- recruiting and organising the training of sufficient stewards;
- interacting with external agencies including the local authority, the police and other emergency services;
- maintaining safety records;
- investigation and reporting of incidents and accidents.

Recommendation 15

- ❖ **The Cypriot authorities should guarantee that the safety officer is provided with a detailed job description which clearly sets out the functions of their post. The T-RV (2011)1 and its accompanying manual may be used to compile a checklist of functions necessary for the role. (See http://www.coe.int/t/dg4/sport/Resources/texts/T-RV_2011_16_FINAL_Manual_safety_officer.pdf)**

Recommendation 16

- ❖ **The Cypriot authorities should lay down the minimum areas of competence to be demonstrated by such safety officers, but also supervisors and safety stewards, taking into account both the core functions of each group and the variety of roles that they may perform, having regard to the check lists in the Standing Committee's Manual of good practice on this subject (See http://www.coe.int/t/dg4/sport/Resources/texts/Rec_2011_01_EN_Rec_safety_officers.pdf and http://www.coe.int/t/dg4/sport/Resources/texts/T-RV_2011_16_FINAL_Manual_safety_officer.pdf)**

Recommendation 17

- ❖ **The authorities should identify and implement systems for ensuring the provision of adequate and appropriate training, at both the theoretical and practical level, for such safety officers, supervisors and safety stewards, and should establish, document and monitor procedures for ensuring that those who have been trained are then assessed as being competent to perform their allocated tasks.**

Recommendation 18

- ❖ **Safety officers should nationally develop a network to share information and intelligence of spectator behaviour and issues along with sharing expertise and good practises. (based on the experience of ESSMA, the European Stadium & Safety Management Association which is the European network for this practice <http://www.essma.eu/>.)**

2.9 Stewards

Different views were expressed by the various stakeholders at the meeting with the team about the role and competence of the “stewards”. Some were generally complimentary; others were highly critical. It was noticeable however that most appeared to regard the stewards, normally described as private security personnel, as primarily responsible for the prevention of misbehaviour, with rather less emphasis on spectator safety.

There was some disagreement by the various stakeholders over the extent to which the private security companies were sufficiently regulated. The perception was that the private security services were not equipped to ensure safety in its entirety.

The team considers that it is essential to specify clearly and in writing the respective responsibilities of the police and the security companies, but also of the match commander, the safety officer and the head of stewards. It was not clear if the action plan covers this. This should preferably be in the form of a management document (not a formal legal agreement) that covers their functions and powers both inside and outside the venue. Thus, if the stewarding companies are to be responsible for “security” inside the venue, this needs to be recorded in detail, along with their powers. The document should also identify who is to be responsible for spectator safety and what they may do.

Recommendation 19

- ❖ **The Cypriot authorities should ensure that the action plan for each event contain the respective responsibilities of the police, stadium management, clubs and the security companies.**

2.10 Steward training

The absence of a trained stewarding workforce impacts on the standard of stadium safety management and this was mentioned by the police. During the consultative visit to Cyprus much comment was made about the proposed UEFA steward training programme which will take place in the country in July 2013. This programme will address significantly the defects in stewarding standards if it is properly implemented and monitored but it is not a panacea to the issues of safety and security management in football stadia. In order to develop a truly integrated approach to stadium safety management there must be development of further joint training programmes for stadium safety managers and police. Experience elsewhere has shown that training police and stadium managers together is more beneficial than training both target groups separately. In Cyprus, the consultative team was only able to visit the GSP stadium in Nicosia which is generally recognised as achieving an overall standard well in excess of all other venues. Despite the professionalism of the stadium manager and his staff at this venue it was openly admitted that there is currently no training in place for safety managers in Cyprus.

Similarly, it would seem that there is no bespoke training for police officers in respect of organisation of safety and security at football matches. The consultative visit was informed that 3 officers had taken part in the EU/UEFA Pan European Police Training programme in 2012/13. Whilst this is encouraging it is not sufficient to address the deficiencies in training.

During the consultative visit the team visited an APOEL home match at the GSP stadium. In summary the observations on interaction between police and stewarding at this match evidenced the fact that there is limited integration between these entities. This imbalance could be addressed to a great degree by joint training between police and stadium managers. The classification of this match by police as high risk seemed not to be borne out by intelligence but simply based on historical precedent. It is suggested that training of police and stadium management involves theory and practice in risk assessment. At present the police, despite being involved in the planning phase for a seemingly integrated operation, in fact operate with an operational independence and with an undoubted security focus.

Observations made in respect of stewarding at the GSP stadium can be summarised as follows;

- Stewards report to a stewards' room in the stadium where their names, jacket numbers and mobile phone numbers are recorded;
- There is an appropriate procedure for issue of radios and equipment;
- The standard of appearance was good overall with new jackets for all groups of stewards including medical;
- There is a cascaded briefing process;
- Screening and searching are primarily police tasks pending the training of stewards and implementation of the new regulations;
- Ticket checks were carried out by stewards;
- There is a lack of stewards deployed in the areas of the stadium occupied by Ultra supporters – this is a major deficiency in safety management;

The overall performance of the stewards and their visibility was adequate. It remains to be seen how they would react in case of an emergency. The acknowledged lack of training is an issue which will be addressed.

Recommendation 20

- ❖ **The Cypriot authorities should ensure that the issue of training for all target groups is addressed by the appropriate authorities in Cyprus. Whilst the proposed training by UEFA in respect of stewards is a welcome initiative, it must be supported by training for police and stadium management which includes training on risk assessment.**

Consideration should therefore be given by the relevant authorities as to what systems could be put into place to ensure that all stewards are suitably and equally trained and qualified, and the training is delivered by an experienced and competent person.

Recommendation 21

- ❖ **The event organiser should detail a level of service and training expected of stewards supplied by the steward/security company. A contract to this effect such as a service level agreement specifying the numbers, and quality of stewards should be signed.**

2.11 Facilities for people with special needs

Section 4 “The 2008 Law On Prevention And Suppression Of Acts Of Violence At The Sports Grounds” states “The home town planning Authority issue a Safety Certificate being valid for one year to certify provision for seats and facilities in favour of persons with special needs”.

Also 'Model of Planning' Buildings (Modification) Law 2010, article 8 (3) "Safety in the use", provides simultaneously safety in use and circulation of persons with reduced mobility and persons with disabilities.

Observation of the stadium in Nicosia and a report carried out by the Ombudsman states that while wheelchair users were accommodated within some stadiums, access and facilities for all people with special needs were lacking. There also appeared to be no access appraisal or dialogue with disabled supporters to help determine acceptable standards.

Recommendation 22

- ❖ **The Cypriot authorities should consider setting standards for people with special needs at sporting events. The layout criteria for viewing areas for spectators with special needs contained within the European standard 'CEN/TR 15913:2009 Spectator facilities' may be an appropriate level.**
- ❖ **The football authorities and supporter organisations should consider engaging with (international) organisations which encourage and support people with special needs. (For example Centre for Access to Football in Europe - CAFE <http://www.cafefootball.eu/> to benefit from wider European practice in these fields).**

3. SECURITY

3.1 Police structure for sport/football events

The Cypriot police is charged to secure football matches in Cyprus. They are the overall main player in the area of safety and security at sports events in Cyprus.

Police personnel (*approximately 5000 people*) are posted to the seven Departments which make up Police Headquarters, as well as seven Units and six Police Divisions. The Fire Service is also an integral part of the Police.

Police work is divided into four principal areas, each administered by an Assistant Chief of Police. These four are: Administration, Operations, Training and Support Services.

In Cyprus, the police force is a part of the Ministry of Justice and Public Order and not of the Ministry of Internal Affairs as in most EU countries.

Law no. 4/2008 is covering the following fields in relation with police work at sport events: preventative measures, international cooperation, banning orders and safety rules enhancement

The Cypriot NFIP is a part of the Cyprus Police Headquarters and is composed of 2 police officers, who are charged with data and information exchange in order to ensure national and international co-operation regarding sports events. NFIP personnel also fulfill the role of spotters at international matches played abroad by Cypriot football clubs and the national team.

The NFIP functions in accordance with EU provisions and good practices, but the structure's operational capability can not be fully reached, due to the lack of a major element within the operational (policing football) landscape: spotters. This category of police personnel which is used in most European countries is one of the key pillars of a dynamic risk assessment system and of a solid evidence gathering strategy. The lack of a spotting system is therefore a key element to be addressed in Cyprus!!!

Currently the operational deployment of the single NFIP officer into situations at match day where he has no accompanying officer or back-up represents even a potential threat to the safety of this officer. Although at a local police unit's level, police officers are appointed to perform the duties of football intelligence officers and contact representatives of supporters groups, their work cannot replace the

spotter's expertise. An effective dialogue with the fan groups from the police perspective, and in accordance with European best practice, can only be achieved by using spotters. They are the link between uniformed police officers and groups of fans, helping both parties to solve common problems (a "win-win" situation), thus leading to a decrease of violent incidents in connection with football fixtures.

One of the main problems identified by the leaders of the ultras group of APOEL Nicosia whom the team met, was a lack of dialogue with the police and the way of policing football matches, perceived as inappropriate and disproportionate by fans. The perception of absence of trust and dialogue could be resolved by a professional spotting system.

Recommendation 23

❖ The Cypriot authorities should:

- **Implement the spotter concept within the national police force in order to facilitate dialogue and communication with supporters and gather the information needed to create a proper risk assessment regarding football fixtures. This concept must involve training the officers concerned in the competencies required to carry out their role, and in accordance with existing European good practice.**
- **Create communication structures between clubs, police and supporters' organisations making full use of the Recommendation of the Standing Committee (Rec (2012) 1) on dialogue and interaction with fans.**

3.2 Match observation and police strategy

The team had the opportunity to visit the first league game between APOEL Nicosia and Anorthosis Famagusta hosted in the GSP Stadium in Nicosia. This arena opened in 1999, is rated by UEFA as a 4 star stadium, has an all seated capacity of 22.859 seats and it has been the only in Cyprus that hosted international fixtures. The stadium is not equipped with turnstiles or an electronic control access system.

At this game, approximately 12.000 fans were present. It was qualified as a high risk match, as APOEL Nicosia were 6 points from the top of the championship, with only 4 matches left.

The security meeting before the match, hosted by the police unit responsible for the stadium area, gathered all the relevant stakeholders (representatives of the 2 clubs, match commander, fire brigade, ambulance etc.). Despite this fact, discussions during the meeting were focused on complementary issues (especially ticketing) that could have been easily dealt with between the 2 clubs, and not on safety and security issues and solutions related to these problems. The team refers to the recommendation 18 mentioned above.

It was noted by the team that before the match NFIP personnel acting as spotters were present at the gathering place of the APOEL Nicosia ultras fans bar in Nicosia. It was not clear if the match commander was aware of this and if information passed by the NFIP personnel was considered during the police operation. It is understandable that, due to the absence of spotters and accurate information regarding home fans, the NFIP feels the need to fill that gap, but in the light of European provisions, NFIP structures should act as a central point within the police headquarters and have their main focus on their responsibility for exchanging and analyzing relevant information and for facilitating national/international police cooperation in connection with football matches.

Another point the team observed is that the barriers at the gate of the home ultras were not properly set up, causing queues that involved spectators who wanted to reach other sectors of the stadium. The discomfort factor can influence the attitude of (risk) fans, creating an environment for violent behaviour, most probably by trying to force their way into the stadium (as happened in previous fixtures).

1400 away fans travelled by their own means to the match. The infrastructure of the stadium allows an easy separation. The police was highly visible and equipped in riot gear at critical points (main entrance of the ultras of the home team, guest entrance). This approach was adopted due to the historical rivalry between the fans of the two clubs involved, without a pre match intelligence assessment. Although history can be a first indicator of risk associated problems, it has to be linked with other pieces of intelligence, usually gathered by spotters, in order to properly assess the risk level of the match, and consequently the deployment of police forces.

According to statements of the Cyprus Police more than 230 police officers and 170 stewards were deployed for this fixture. In view of the lack of a proper risk assessment and the audience of only 12.000 fans, that number of police officers appears particularly high in the light of a European wide recommended low profile and risk related approach.

It is important to maintain an appropriate balance between maintaining order, spectator safety and providing an enjoyable experience for the fans. Policing should wherever possible be conducted with a light touch, taking crowd management as a priority over crowd control. A low-profile strategy for policing sports events based on the following principles could bring improvement: information gathering, dynamic risk assessment, interaction and dialogue, targeted intervention and evidence gathering.

Policing of sports events is a highly professional operation which requires all participating officers to receive proper, updated training. It was noted that despite the fact that 3 Cypriot police officers attended the EU/UEFA Pan European Police Training programme, the best practices that were disseminated to them during this course were not used in the policing operations of sport events in Cyprus, because “the situation in Cyprus is too specific”. It seems crucial that there would be regular training sessions with all match commanders, organized for example by the NFIP.

The police deployment should, as far as possible, be organised in a non-provocative manner in order to underline the festive nature of a sport event. Police officers are often the first people that fans come into contact with and to whom they may ask their questions, as they are highly visible and easy to identify. It is therefore desirable that all police officers are aware of their role and of the importance of presenting a friendly, calm and respectful response; police units unnecessarily deployed in full protective equipment may not prevent incidents, indeed there is a risk that they may provoke them; sufficient police with the necessary equipment should, however, be available for deployment when needed (but not in sight). Crowd management should prevail over crowd control.

Recommendation 24

❖ Cypriot authorities should:

- **Balance the police operational profile on the basis of a dynamic risk analysis and low-profile intelligence-led policing: “public relations” police officers to welcome spectators and to communicate and interact with them, riot police for public order interventions (not visible or with low visibility) and specific police officers for evidence gathering;**
- **Organize regular training sessions for match commanders, based on existing European good practice;**
- **Develop the concept of dynamic risk assessment in order to ensure a police deployment which is in line with the expected risk.**

A body search of fans was performed by the police on entry into the stadium. The new stewarding law adopted in Cyprus, which will be implemented from the beginning of the new football season, states that stewards will be responsible for this function.

Before the match, at the entrance of the guest sector a difficult situation was created due to the decision of the home club not to sell tickets for children (*ticket value - 1 euro*). A lack of communication by the away team to their own supporters (seemingly done because they did not agree with the decision of the home club) led the away fans to believe that they could buy tickets for

children at the stadium. A large number of children arrived at the gates without tickets and were refused entry. Some started crying, causing the adults to become very vocal and tense. A small problem, but it could have escalated. It was solved by a police commander who contacted the representatives of the home club and arranged for tickets to be provided for the children. Things like this can strongly influence the behaviour of even good fans at a sport event.

During the match no severe incidents occurred. Two provocative banners towards the away fans were deployed by the home Ultra fans, without any steward intervention.

After the match, it was clear that a traffic management plan was not enforced. Queues of spectators were formed both at the exit from the stadium gates and at the outside perimeter. One of the causes was the motorcycles parked just in front of the stadium gates.

The team visited the control room within the GSP stadium where the police and stadium management are co-located. The CCTV system (BOSCH analogue) is operated from here, it provides good quality images, but it doesn't have a printing option in order to have a quick response in the case of a violent incident (identification of the offender). The team was told that for the night fixtures, the quality of the system is very poor and doesn't offer the possibility to clearly identify violent fans.

Recommendation 25

- ❖ **Ask each stadium management, as part of its general operational plan, to prepare a traffic management plan to ensure the suitable separation of vehicles/motorcycles and pedestrians on foot before and after the match;**
- ❖ **Invest in improved communication between the police, clubs and supporters. Lines of communication should be established between them and the local and national security and safety co-ordination structures, with a view to actively involving them in the prevention, hospitality and public relations policies (among others).**

4. SERVICE

4.1 Prevention of violence

In the national report prepared by the Cypriot authorities for the consultative visit, two bodies, the Cyprus Sports Organization (CSO) and the National Committee Against Violence and for Fair Play are mentioned, as well as their role and objectives. Moreover, the content of the 2008 Law on Prevention and Tackle of Violence in Sports Venues is explained. It covers most of the necessary elements that need to be implemented to prevent sport related violence. However, a reading of this text shows that educational and social preventative measures are missing in the Law. At the same time, "*inadequate educational programmes for fans*" is seen as one of the general causes of deficiencies in preventing violence in sports, according to the aforementioned report.

Taking into account that legislation is crucial in a country, as it establishes the guidelines that have to be respected, it would be relevant that educational and social measures were introduced, as part of an integrated strategy, in the text of the Law of 2008. The existing Standing Committee recommendations can be used as a basis to do so.

Educational measures are one of the pillars of the whole concept of prevention of sport related violence. In fact, no model of prevention could succeed if it does not embrace a multiagency approach. If some measures, such as policing, have an immediate effect, educational preventive measures are indispensable if a solid long term prevention of sport related violence is to be achieved. If these measures are focused on the youngest, it will help to have peaceful, well-behaved and tolerant supporters in the future. That is the reason why it is essential that these measures are fully implemented, as they are equally as important.

There is a wide range of educative and social programmes that can begin with educational activities within clubs, schools, high schools, etc. up to campaigns in stadia on match days, posters, videos, etc.. It is important to mention that their development does not necessarily require the spending of a huge amount of money. In fact, there are examples of low budget but high return and good successful practices throughout Europe that could be taken into account. Regardless of whether the educational system introduces these measures within a formal education system, it is important that sport entities (and players), such as clubs and federations take a relevant role on this issue.

Recommendation Rec (2003) 1 of the Standing Committee on the role of social and educational measures in the prevention of violence in sport and the handbook on the prevention of violence in sport, suggests some activities on this field, e.g.:

- setting-up a fan coaching policy, developing fan embassies and the use of accompanying persons, etc;
- enabling national and local authorities, and also other relevant bodies, to play a major role in developing policy measures for preventing violence

Recommendation 26

❖ **Given the competences of the CSO, this body should consider:**

- **to envisage the added value of introducing educational and social preventive measures in the 2008 Law as part of the integrated safety, security and service measures, as well as to watch over the implementation of these measures to ensure they become a reality.**
- **to identify the educational and social programmes, especially for junior school age, to be undertaken by involved stakeholders (Ministry of Education, National Committee against Violence and for Fair Play,...) and encourage their development;**
- **to encourage sport entities and players to be involved in these social and educational campaigns and projects;**
- **to translate the Recommendation Rec (2003) 1 of the Standing Committee on the role of social and educational measures in the prevention of violence in sport and the handbook on the prevention of violence in sport into the Cypriot overall integrated approach.**

4.2 Fight against racism

In the national report prepared by the CSO for the consultative visit, racism is not mentioned as a cause of violence in sports.

The team was told during the visit by several stakeholders that there are not many racist incidents, and by the Ombudsman Institution that they have had 3 or 4 racist cases in football. This institution stated that racism at sport events does exist in Cyprus even though authorities are hesitant to recognise and act. From the discussion which took place it was clear that this Ombudsman institution has a very reactive approach to incident investigation. The members of the consultative team were for example surprised to learn that there is no independent monitoring of incidents by the Ombudsman and that the first consultation meeting with the Cyprus FA only occurred one month previously. There is not an accurate system to collect data to compile racist incidents in the country. The main source of information seems to be the media. It was also surprising given the remit of this Ombudsman institution in respect of racism and disability that there is no liaison with recognised European bodies in this field such as CAFÉ (Disabled) or FARE (Anti-Racism). It was also surprising to hear of the low number of cases being investigated and indeed the historic nature of most cases referred to.

Taking this into account, it is not easy for the team to judge if racism is a sport related problem in Cyprus.

The team was informed of the intention of the Ombudsman institution to prepare an Action Plan with the Football Federation that raises awareness of the problem and covers different issues such as racial issues, anti-semitism, Islamophobia, etc. This would involve all the stakeholders: educational authorities, clubs, police, judges, referees, trainers, etc. and an annual progress report would be published.

In this context, the importance of educative prevention was highlighted and the team cannot but share this opinion. In fact, all the reflections made above regarding the necessity of educative measures can be translated here so as to counteract racism. Moreover, due to the extreme serious character of such acts whenever they would occur, special attention should be paid to detect and counteract any incident of this type.

It is therefore essential to establish a system, via an independent body, that enables authorities to be accurately informed of racist incidents occurring at sport events in Cyprus, so actions can be taken on the basis of a good and realistic view of the actual situation and problem.

Regarding this, it should be mentioned that in its fourth report on Cyprus in 2011, ECRI¹ made a number of recommendations to the Cypriot authorities, one of them which required priority implementation was *“to develop further the Crime Report System to ensure that accurate data and statistics are collected and published on the number of racist and xenophobic incidents and offences that are reported to the police, on the number of cases that are prosecuted, on the reasons for not prosecuting and on the outcome of cases prosecuted. It encourages the authorities to improve the court archiving system so that cases are classified also by subject matter and clearly indicate racist elements”*.

It must be noted that much valuable work has already been achieved by either the Council of Europe and other organizations such as FARE (Football Against Racism in Europe) that have been tackling racism for years, and many good practices have been identified, which could be of help to the bodies charged with introducing measures in this field in Cyprus. For example, Recommendation Rec (2001)6 of the Committee of Ministers of the Council of Europe to member states on the prevention of racism, xenophobia and racial intolerance in sport, recommends governments to adopt effective policies and measures aimed at preventing and combating racist, xenophobic, discriminatory and intolerant behaviour in all sports and in particular football, drawing inspiration from the guidelines in the appendix to this Recommendation.

It must be said that in the 2008 Law, some aspects related to racism are foreseen and that in the GSP Stadium Ground Regulations it is strictly forbidden *“The use of racist and /or foul or abusive language”*. However, legal provisions should be complemented with educative and social measures to combat racism.

Recommendation 27

- ❖ **develop a report system, in order to ensure that accurate data and statistics are collected and published on the number and type of racist and xenophobic incidents at sport events.**
- ❖ **implement the Rec (2001) 6 of the Committee of Ministers on the prevention of racism, xenophobia and racial intolerance in sport;**

¹ECRI is a human rights body of the Council of Europe, composed of independent experts, which monitors problems of racism, discrimination on grounds of ethnic origin, citizenship, religion and language, as well as xenophobia, antisemitism and intolerance and prepares reports and issues recommendations to member States.

- ❖ **pay special attention to the issue of racism and xenophobia in the identification and development of educative and social measures, as part of the overall integrated approach on safety, security and services at sport events;**
- ❖ **make sure that the Anti-Racism and Discrimination body makes contact with recognised agencies such as CAFÉ and FARE to benefit from wider European practice in these fields.**

4.3 Dialogue with fans

The absence of dialogue with supporters groups in Cyprus has led to a polarization of positions and a lack of trust between supporters, police and clubs. This lack of trust largely contributes to the problem of implementing sustainable solutions in respect of football violence in Cyprus. It is clear that any solution must involve commitment from all sides.

During the visit, the team met club representatives and fan representatives. From these meetings, as well as from the information the team obtained during the entire visit, it can be deduced that there is much progress to make in the field of dialogue with fans. In this area (as on others), the team clearly felt resistance to change. It was repeatedly stated that the situation in Cyprus was too specific and could not be changed. So, for example, the size of the country, or the fact that “everybody” knows each other, politicisation of football, lack of impartiality of referees, etc. seem to the different stakeholders involved insuperable barriers to change. However, according to what we observed, there is no evidence that the situation in Cyprus presents insurmountable characteristics. On the contrary, the situation presents some positive aspects of which advantage should be taken. From the conversation with fan representatives, they told us that they are willing to cooperate and look for common solutions, as they feel part of the game and would like to be involved in the prevention strategy. They were open for dialogue and discussion.

In summary the discussions revealed a deep seated mistrust on the part of both parties towards each other and indeed, the Ultras also reflected mistrust of the police whom they viewed as heavy handed and not not always trustworthy.

The outcome of the breakdown in relationships and absence of communication can seriously risk continued deterioration in supporter behaviour and resultant problems for stadium safety management and police.

Although the team observed that a representative of the fans was invited to a pre-match meeting and that the Football Federation has a liaison officer to communicate with fans, it cannot be said that fans are involved in the overall integrated policy.

Fans should be seen as part of the solution. In order to achieve this, they should be given the opportunity to participate in the relevant bodies such as the National and Local Coordination Committee (even if this would only be for part of the agenda). This would facilitate a close and regular relationship and dialogue among authorities, police, clubs and fans, by providing a scenario in which mutual needs could be discussed. This can then stimulate self-policing amongst fans.

It is also important that fans improve their own internal organization, so that they can speak and are heard with a single voice. At present, there is just one official structured fan club, the rest of the fans are not organised, nor do they have they an umbrella organisation for all fans clubs in Cyprus. This is perceived by themselves as impossible at the moment due to political differences among the fans. In this situation, the contact with organisations, such as Football Supporters Europe (FSE), would probably help them to learn about how fans are organised throughout Europe and would provide them with good practices in this field.

On the other hand, the role of the clubs is essential in this field. Maintaining a regular dialogue and a direct relation between club and fans through permanent channels, are essential aspects to look for

common solutions, and help to prevent unacceptable behavior. This requires lasting engagements from both sides to work together.

Recommendation 28

- ❖ **Cypriot authorities should make self-policing amongst fans as an important strategic goal in their long term policy;**
- ❖ **Fans should look for a solid umbrella organisation strategy that enables them to resolve their differences. Fans could built upon existing experience (for example through the FSE network).**
- ❖ **Authorities should consider enhancing the number of members of the CSO and/or National/Local coordinating Committee by adding at least one representative of the fan clubs.**
- ❖ **Cyprus clubs are encouraged to develop closer relations with their supporters, to value the official supporters' clubs, to stimulate their setting up and to develop ongoing dialogue with the fan groups.**

There is a perception which has to be challenged and addressed in Cyprus where all parties must realise that whilst there may be contextual differences between the main issues facing safety and security in football in Cyprus, the strategic issues involved are the same as those which have been faced by other countries.

4.4 Hospitality

Hospitality issues are closely linked to the interaction with fans. Although the team observed some action in the field of welcoming fans such as the revision, care and cleanliness of the GSP Stadium before the match, it must be pointed out that preparations to receive supporters were lacking. On the day of the match, this was reflected in some issues, such as the absence of bins, which encourages litter; the disarray in the parking lots, where motorbikes and cars were parked without any order blocking escape routes and the above mentioned discussion about the tickets for children at the away end. Another point would be the lack of staff and signs to help the public orientate their way around the stadium (where their seats are, toilets, first aid, what can or cannot be done within the stadium, etc.). This contrasted with the sometimes high number of fully equipped police officers deployed on the area.

Predictably this will change as soon as the use of stewards is implemented. The fan representatives were supportive of this change provided they are well trained.

In the end, a better organised hospitality policy will also encourage more families to attend.

Regarding disabled supporters, within the Nicosia stadium there is a disabled area which is equipped with 51 seats for assistants plus 20 wheelchairs. However during the visit the team was informed that most stadiums are not accessible to disabled spectators as there are architectural limitations.

Recommendation 29

- ❖ **The Cypriot authorities should stimulate that services become an integral part of the overall integrated strategy on safety and security at sport events. They should work together with all partner agencies in order to have a large diversity of people at the stadium, including women, children, disabled, etc.**
- ❖ **Clubs should ensure that a safe and welcoming environment is provided to public. This includes organised and safe parking lots, regular cleaning of the stadium, clean and sufficient toilets, etc.**
- ❖ **A ticketing system needs to be developed so as to guarantee a safe assignment of seats and separation of rival supporters.**

- ❖ **The Cypriot authorities should take into account the Standing Committee Recommendation Rec (2010) 2 on hospitality principles when organising sports events.**

5. CONCLUSION AND SUMMARY OF RECOMMENDATIONS

5.1. General conclusions

The findings of the team are based on the national report, the consultative visit itself, a study of the law and some open sources, like research of the Internet. The report and recommendations mainly focus on the general framework (multi-agency approach, safety, security and service) without going into too much detail. The team recognizes that some of these recommendations cannot be implemented immediately as they will need to go through a parliamentary process (for example any changes to the existing legislative framework). Nevertheless, during the visit, the team was very happy to learn that at political level, there is a real engagement and willingness to move forward.

It has to be recognized that it is impossible for a team coming from abroad to have a complete and detailed picture of the situation in a country on the basis of a number of reports and meetings, regardless of the quality of these reports and meetings. This is not an excuse, but an important element to be taken into consideration whilst reading this report and these recommendations. Safety and security at sport events, in particular at football matches, is a complex area and there are no stand-alone solutions. It would be of little use to propose copy and paste answers coming from other countries. Recommendations can only be made, if they can fit within the historical, political, legal and cultural framework of a given country.

However there was a perception explained to the team that the situation in Cyprus is so specific and unique, problems could not be solved, caused by the financial crisis, political background (right/left, city rivalry), everyone knows each other, etc.. It is the experience of the team that these issues are not so unique as to eliminate any strategy for change.

The situation in Cyprus is however not so different to other European countries. The small size of the country, the strong historical political roots of football, which were often mentioned as “specific to Cyprus” or as “a handicap”, should not be seen as a unique case in Europe nor as a pretext to prevent any improvements.

Since there is common agreement that football violence constitutes a serious social phenomenon in Cyprus, then the responsibility for it lies on everyone’s shoulders. The states authorities, police, the judicial system, clubs, stadium owners, supporters, media etc, should realize blaming each other for this won’t solve the overall problem, but will only complicate it. The starting point is very simple: enhanced dialogue and a joint effort by all the parties involved will certainly change the situation and force the violence level to decrease in the years to come. The fact that everyone knows each other, and that fans consider football as kind of a religion, can also be used as positive driving forces to create the right circumstances for a real change. Willingness to change is, according to the team, maybe one of the crucial factors if progress is to be made. The team has been informed by several stakeholders that there were already numerous reports made in the past by a large number of experts from abroad in this matter, but that nothing changed on the basis of these reports. This also explained why a number of persons the team has met, expressed doubts about the added value of this consultative visit.

On the other hand, the team was very pleased that the majority of stakeholders showed real willingness to move forward. They have realized that there are serious problems related to football in Cyprus and that the situation must be improved and their objective is now a common one: football violence and disorder constitute a problem and has to be reduced.

In conclusion, it should be said that during the consultative visit many positive aspects were noted by the consultative team. In particular, the willingness to accept that there are serious problems related to football in Cyprus was encouraging. In this respect it is clear that without such honesty there can be

no progress. It is however necessary that a sea-change takes place in the strategic approach to these problems and that appropriate organisational structures are put in place, capable of driving forward change but with adequate accountability measures put in place to ensure that every agency fulfils its responsibilities. This means that there is in a first instance a need of real commitment to this change (and improvement) at the highest level of both the authorities as the umbrella sports organizations, like the Football Association.

In general, the team would like to congratulate Cyprus on the progress which has been made over the last few years. Cyprus has put in place, at several levels, a structure which is based on recognized European good practice and which is in line with the Convention and most importantly, the Standing Committee recommendations. There is a specific legal framework, there is a specific police structure (including an NFIP) and there will be a system in place of safety officers and stewards as from the autumn 2013. It is normal that some of the changes take time, and the aim of our recommendations is to help and support Cyprus to focus on some key elements in order to further improve the system.

Some of our recommendations can, according to us, be classified as a priority, others can be implemented in a later phase. It is however important to realize that all of these recommendations are interlinked and cannot be seen in isolation. An overall multi-agency strategy depends on a good balance between all of its components, and if one element fails, another organization or agency has to compensate for this.

Therefore all stakeholders should take responsibility and fix a common action plan. As all recommendations are interlinked and should not be handled in isolation, dialogue and co-operation are essential for success. In order to move forward together, a mediator may be necessary to help and find common agreements in order to take action on these recommendations. In this respect, Cyprus can count on advice, support and help of the Council of Europe Standing Committee.

On the other hand, the Standing Committee would also welcome a periodical feedback on the progress made by Cyprus concerning the implementation of the recommendations in this report. Finally, the team would like to thank once again all Cypriot colleagues who have helped and supported us during our visit.

5.2. Summary of recommendations

The following recommendations are made in response to the information provided to the team via formal presentations, question and answer sessions, informal discussion and observation at the match on 14 March 2013. They are also based on an extensive study of the existing legal framework and other documents provided by the Cypriot authorities. The recommendations are intended not to criticize but to assist the Cyprus authorities developing an integrated approach of safety, security and services within Cyprus at sports events, in particular football matches.

Following its consultative visit to Cyprus
Having regard to its general conclusions listed above,
The Standing Committee's delegation recommends:

ON A MULTI AGENCY STRATEGY:

Recommendation 1

- ❖ The Cypriot authorities should evaluate the place, composition, role and function of this National Committee Against Violence and for Fair Play with all relevant stakeholders. Based on European good practice, the team recommends it should be embedded under the umbrella of the Ministry of Justice and Public Order. The composition of the so-called steward-commission could be taken as a starting point. Leadership from this Ministry in a reconstituted National Committee against Violence and for air Play is crucial.

Recommendation 2

- ❖ The Cypriot authorities should ask the national coordination group to develop a common multi-agency strategy on safety, security and service at sports events, in particular football matches. This strategy should include provisions concerning the responsibilities of each agency on the implementation of its various aspects.

Recommendation 3

- ❖ The Cypriot authorities should establish a coordination mechanism at a local level, with representatives of the local authorities, the police, the club, the stadium owner (if different), medical services and fire brigade, supporters and agencies involved in preventative projects. This local committee should report to the national co-ordination group

Recommendation 4

- ❖ In order to be effective and treat problems in a proportionate way, the Cypriot authorities should evaluate whether measures stipulated in law should be solely targeted at major football matches. Key safety principles would then apply to all other sport events and football matches in lower divisions.

Recommendation 5

- ❖ The Cypriot authorities should make a critical evaluation, in co-operation with all stakeholders of each article between theory and practice (is each stipulation really implemented or possible to implement and is it each time clear who is responsible to do what). The team also recommends structuring the law in a clear and comprehensive way (multi-agency approach, safety, security, and service/prevention).

Recommendation 6

- ❖ The team recommends the Cypriot authorities draw up a paper explaining clearly the role and responsibility of each individual partner agency, in particular who can make what decision under which circumstances

Recommendation 7

- ❖ The Cypriot authorities should evaluate the effectiveness of existing legal provisions on sanctions, building on existing European experiences, for example, administrative sanctions imposed by an independent body, and develop an effective evidence gathering strategy.

Recommendation 8

- ❖ The Cypriot authorities should further develop an integrated and proactive media and communication strategy in the field of safety and security at sport events, in co-operation with all stakeholders involved.

Recommendation 9

- ❖ The Cypriot authorities should:
 - further disseminate the Standing Committee recommendations to all stakeholders on a number of subjects, either to help draft future regulations or more simply for improving their work on safety and security and to better tackle violence at sport events (see Appendix 4);
 - reinforce their role at international level by taking an active part in the main international meetings (Standing Committee meetings, Think tank meetings) to gain experience from international co-operation ;
 - increase their expertise of best practices from all over Europe;
 - consider other Council of Europe mechanisms to help them achieve their goal (see paragraphs 3.1 and 4.2 below).

ON SAFETY:

Recommendation 10

- ❖ The risk assessment for each event should consider the physical environment and quality of safety management as well as the risk associated with the crowd profile. in order to determine an acceptable capacity.
- ❖ The overall command and control system should be reviewed to ensure that there are arrangements in place for managing incidents and that there is an understanding of what issues should be reported to match control. A system of integrated command should be developed, determining in writing who is responsible to do what under which circumstances.
- ❖ A pre event check should be carried out to ensure that hazards such as broken seats, trip hazards, etc. are identified and rectified.
- ❖ Contingency plans should be developed, detailing various scenarios and actions to resolve occurrences, along with excersisises programme to test the operations and solutions.
- ❖ A radio logist should be provided in the control room to actively monitor and inform decision making in real time.
- ❖ An access appraisal should be undertaken together with consultation with any appropriate groups representing persons with disabilities to ensure that appropriate facilities are provided for people with special needs.

Recommendation 11

- ❖ Individual operational event day safety and security plans for low medium and high risk matches should be developed, including generic risk assessments, stewarding plans, medical plans, traffic management plans and contingency plans.
- ❖ The Safety Advisory meeting 5 days prior to the event should be structured to consider one of the pre-determined event day plans to discuss deviations from the plan. The meeting could also be split into transport, public order/security, safety risks, and commercial consideration that affect safety. Prior to the meeting police could prepare an operational brief on security; the stadium management an event specific risk assessment for safety, and the club a brief on commercial considerations such as ticketing that affect safety.
- ❖ A policy should be developed in respect of the fire resistance of flags and banners.
- ❖ A pre event safety check regime should be carried out and the outcome of the checks and any remedial action taken fully documented (See T-RV Rec (2008) 1 on the checklist of measures to be taken by the organisers of professional sporting events and by the public authorities).

Recommendation 12

- ❖ The law should make clear which independent agency is competent to annually check all stadiums on safety and security issues and who is responsible to deliver, on the basis of this report, a safety certificate for the stadium.
- ❖ The Cypriot authorities should consider how best to integrate formal annual inspections of the stadium into the approach to safety management mentioned above. Such inspections should be undertaken, by a competent person, appointed by the event organiser. A report of the inspection should be submitted to the permit/certificate-issuing authority, to assist that authority to ensure that the organiser is complying with the conditions of the permit/certificate.

Recommendation 13

- ❖ The local authority (or such other body setting the maximum safe capacity of the stadium) should take account not merely of the number of spectators that it can physically hold, having regard to its design and condition, but also the numbers that can be safely managed, in other words the quality of the safety management. The local authority should also consider an alternative solution to determine the safe capacity of the stadium and each sector, based on the evacuation capacity of each sector and the quality of the safety management and any physical defects of the stadium.

- ❖ The Cypriot authorities should ensure that clubs only allow the maximum number of people (determined by the maximum safe capacity) in the stadium and each sector of the stadium, supported by an effective ticketing policy and effective checks at the stadium and sector entries.

Recommendation 14

- ❖ The Cypriot authorities should - under Law 4 (2008) article 7 – expand the preliminary risk level of a sport event –in order to introduce a risk assessment system covering all types of danger (hazards) constituting a potential threat to the safety and security of spectators, as well as their dynamic assessment, on the basis of a multidisciplinary security agency mechanism including all the representatives concerned at the local level.
- ❖ The team recommends to further introduce the system of dynamic risk assessment instead of predetermining risk on the basis of the category of games.

Recommendation 15

- ❖ The Cypriot authorities should guarantee that the safety officer is provided with a detailed job description which clearly sets out the functions of their post. The T-RV (2011)¹ and its accompanying manual may be used to compile a checklist of functions necessary for the role. (See http://www.coe.int/t/dg4/sport/Resources/texts/T-RV_2011_16_FINAL_Manual_safety_officer.pdf)

Recommendation 16

- ❖ The Cypriot authorities should lay down the minimum areas of competence to be demonstrated by such safety officers, but also supervisors and safety stewards, taking into account both the core functions of each group and the variety of roles that they may perform, having regard to the check lists in the Standing Committee's Manual of good practice on this subject (See http://www.coe.int/t/dg4/sport/Resources/texts/Rec_2011_01_EN_Rec_safety_officers.pdf and http://www.coe.int/t/dg4/sport/Resources/texts/T-RV_2011_16_FINAL_Manual_safety_officer.pdf)

Recommendation 17

- ❖ The authorities should identify and implement systems for ensuring the provision of adequate and appropriate training, at both the theoretical and practical level, for such safety officers, supervisors and safety stewards, and should establish, document and monitor procedures for ensuring that those who have been trained are then assessed as being competent to perform their allocated tasks.

Recommendation 18

- ❖ Safety officers should nationally develop a network to share information and intelligence of spectator behaviour and issues along with sharing expertise and good practises. (based on the experience of ESSMA, the European Stadium & Safety Management Association which is the European network for this practice <http://www.essma.eu/>.)

Recommendation 19

- ❖ The Cypriot authorities should ensure that the action plan for each event contain the respective responsibilities of the police, stadium management, clubs and the security companies.

Recommendation 20

- ❖ The Cypriot authorities should ensure that the issue of training for all target groups is addressed by the appropriate authorities in Cyprus. Whilst the proposed training by UEFA in respect of stewards is a welcome initiative, it must be supported by training for police and stadium management which includes training on risk assessment.

Recommendation 21

- ❖ The event organiser should detail a level of service and training expected of stewards supplied by the steward/security company. A contract to this effect such as a service level agreement specifying the numbers, and quality of stewards should be signed.

Recommendation 22

- ❖ The Cypriot authorities should consider setting standards for people with special needs at sporting events. The layout criteria for viewing areas for spectators with special needs contained within the European standard ‘CEN/TR 15913:2009 Spectator facilities’ may be an appropriate level.
- ❖ The football authorities and supporter organisations should consider engaging with (international) organisations which encourage and support people with special needs. (For example Centre for Access to Football in Europe - CAFE <http://www.cafefootball.eu/> to benefit from wider European practice in these fields).

ON SECURITY:

Recommendation 23

- ❖ The Cypriot authorities should:
 - Implement the spotter concept within the national police force in order to facilitate dialogue and communication with supporters and gather the information needed to create a proper risk assessment regarding football fixtures. This concept must involve training the officers concerned in the competencies required to carry out their role, and in accordance with existing European good practice.
 - Create communication structures between clubs, police and supporters’ organisations making full use of the Recommendation of the Standing Committee (Rec (2012) 1) on dialogue and interaction with fans.

Recommendation 24

- ❖ Cypriot authorities should:
 - Balance the police operational profile on the basis of a dynamic risk analysis and low-profile intelligence-led policing: “public relations” police officers to welcome spectators and to communicate and interact with them, riot police for public order interventions (not visible or with low visibility) and specific police officers for evidence gathering;
 - Organize regular training sessions for match commanders, based on existing European good practice;
 - Develop the concept of dynamic risk assessment in order to ensure a police deployment which is in line with the expected risk.

Recommendation 25

- ❖ Ask each stadium management, as part of its general operational plan, to prepare a traffic management plan to ensure the suitable separation of vehicles/motorcycles and pedestrians on foot before and after the match;
- ❖ Invest in improved communication between the police, clubs and supporters. Lines of communication should be established between them and the local and national security and safety co-ordination structures, with a view to actively involving them in the prevention, hospitality and public relations policies (among others).

ON SERVICE:

Recommendation 26

- ❖ Given the competences of the CSO, this body should consider:
 - to envisage the added value of introducing educational and social preventive measures in the 2008 Law as part of the integrated safety, security and service measures, as well as to watch over the implementation of these measures to ensure they become a reality.
 - to identify the educational and social programmes, especially for junior school age, to be undertaken by involved stakeholders (Ministry of Education, National Committee against Violence and for Fair Play,...) and encourage their development;
 - to encourage sport entities and players to be involved in these social and educational campaigns and projects;
 - to translate the Recommendation Rec (2003) 1 of the Standing Committee on the role of social and educational measures in the prevention of violence in sport and the handbook on the prevention of violence in sport into the Cypriot overall integrated approach.

Recommendation 27

- ❖ develop a report system, in order to ensure that accurate data and statistics are collected and published on the number and type of racist and xenophobic incidents at sport events.
- ❖ implement the Rec (2001) 6 of the Committee of Ministers on the prevention of racism, xenophobia and racial intolerance in sport;
- ❖ pay special attention to the issue of racism and xenophobia in the identification and development of educative and social measures, as part of the overall integrated approach on safety, security and services at sport events;
- ❖ make sure that the Anti-Racism and Discrimination body makes contact with recognised agencies such as CAFÉ and FARE to benefit from wider European practice in these fields.

Recommendation 28

- ❖ Cypriot authorities should make self-policing amongst fans as an important strategic goal in their long term policy;
- ❖ Fans should look for a solid umbrella organisation strategy that enables them to resolve their differences. Fans could built upon existing experience (for example through the FSE network).
- ❖ Authorities should consider enhancing the number of members of the CSO and/or National/Local coordinating Committee by adding at least one representative of the fan clubs.
- ❖ Cyprus clubs are encouraged to develop closer relations with their supporters, to value the official supporters' clubs, to stimulate their setting up and to develop ongoing dialogue with the fan groups.

Recommendation 29

- ❖ The Cypriot authorities should stimulate that services become an integral part of the overall integrated strategy on safety and security at sport events. They should work together with all partner agencies in order to have a large diversity of people at the stadium, including women, children, disabled, etc.
- ❖ Clubs should ensure that a safe and welcoming environment is provided to public. This includes organised and safe parking lots, regular cleaning of the stadium, clean and sufficient toilets, etc.
- ❖ A ticketing system needs to be developed so as to guarantee a safe assignment of seats and separation of rival supporters.
- ❖ The Cypriot authorities should take into account the Standing Committee Recommendation Rec (2010) 2 on hospitality principles when organizing sports events.

APPENDIX 1 - Action Plan to be completed by the Cyprus authorities

Recommendations	Organisation/body in charge of the implementation of the recommendations	Time schedule and deadline for the implementation of the recommendations	Description of the action(s) taken and achieved results
ON A MULTI AGENCY STRATEGY			
<p>Recommendation 1</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should evaluate the place, composition, role and function of this National Committee Against Violence and for Fair Play with all relevant stakeholders. Based on European good practice, the team recommends it should be embedded under the umbrella of the Ministry of Justice and Public Order. The composition of the so-called steward-commission could be taken as a starting point. Leadership from this Ministry in a reconstituted National Committee against Violence and for air Play is crucial. <p>Recommendation 2</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should ask the national coordination group to develop a common multi-agency strategy on safety, security and service at sports events, in particular football matches. This strategy should include provisions concerning the responsibilities of each agency on the implementation of its various aspects. <p>Recommendation 3</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should establish a coordination mechanism at a local level, with representatives of the local authorities, the 	<p style="text-align: center;">x</p> <p>-National Committee Against Violence and for Fair Play OR National Coordination Group</p> <p>-National Committee Against</p>	<p style="text-align: center;">x</p> <p style="text-align: center;">2 years</p> <p style="text-align: center;">2 years</p>	

<p>police, the club, the stadium owner (if different), medical services and fire brigade, supporters and agencies involved in preventative projects. This local committee should report to the national co-ordination group</p> <p>Recommendation 4</p> <ul style="list-style-type: none"> ❖ In order to be effective and treat problems in a proportionate way, the Cypriot authorities should evaluate whether measures stipulated in law should be solely targeted at major football matches. Key safety principles would then apply to all other sport events and football matches in lower divisions. <p>Recommendation 5</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should make a critical evaluation, in co-operation with all stakeholders of each article between theory and practice (is each stipulation really implemented or possible to implement and is it each time clear who is responsible to do what). The team also recommends structuring the law in a clear and comprehensive way (multi-agency approach, safety, security, and service/prevention). <p>Recommendation 6</p> <ul style="list-style-type: none"> ❖ The team recommends the Cypriot authorities draw up a paper explaining clearly the role and responsibility of each individual partner agency, in particular who can make what decision under which circumstances <p>Recommendation 7</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should evaluate the effectiveness of existing legal provisions on sanctions, building on existing European experiences, for example, administrative sanctions imposed by an independent body, and develop an effective evidence gathering strategy. 	<p>Violence and for Fair Play OR National Coordination Group</p> <p>-National Committee Against Violence and for Fair Play OR National Coordination Group</p> <p>-National Committee Against Violence and for Fair Play OR National Coordination Group</p> <p>-National Committee Against Violence and for Fair Play OR National Coordination Group</p> <p>-National Committee Against Violence and for Fair Play OR National Coordination Group</p>	<p>2 years</p> <p>2 years</p> <p>1 year</p> <p>2 years</p>	
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<p>Recommendation 8</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should further develop an integrated and proactive media and communication strategy in the field of safety and security at sport events, in co-operation with all stakeholders involved. <p>Recommendation 9</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should: <ul style="list-style-type: none"> • further disseminate the Standing Committee recommendations to all stakeholders on a number of subjects, either to help draft future regulations or more simply for improving their work on safety and security and to better tackle violence at sport events (see Appendix 4); • reinforce their role at international level by taking an active part in the main international meetings (Standing Committee meetings, Think tank meetings) to gain experience from international co-operation ; • increase their expertise of best practices from all over Europe; • consider other Council of Europe mechanisms to help them achieve their goal (see paragraphs 3.1 and 4.2 below). 	<p>-National Committee Against Violence and for Fair Play OR National Coordination Group</p> <p>- National Committee Against Violence and for Fair Play -Steward commission</p>	<p>2 years</p> <p>immediate</p>	
<p>ON SAFETY</p> <p>Recommendation 10</p> <ul style="list-style-type: none"> ❖ The risk assessment for each event should consider the physical environment and quality of safety management as well as the risk associated with the crowd profile. in order to determine an acceptable capacity. ❖ The overall command and control system should be reviewed to ensure that there are arrangements in place for managing incidents and that there is an understanding of what issues should be reported to match control. A system of integrated command should be developed, determining in writing who is responsible to do what under which circumstances. 	<p>-National Committee Against Violence and for Fair Play OR National Coordination Group -Local authorities</p> <p>-Stadium owner</p>	<p>immediate</p> <p>immediate</p>	

<ul style="list-style-type: none"> ❖ A pre event check should be carried out to ensure that hazards such as broken seats, trip hazards, etc. are identified and rectified. ❖ Contingency plans should be developed, detailing various scenarios and actions to resolve occurrences, along with excersisises programme to test the operations and solutions. ❖ A radio logist should be provided in the control room to actively monitor and inform decision making in real time. ❖ An access appraisal should be undertaken together with consultation with any appropriate groups representing persons with disabilities to ensure that appropriate facilities are provided for people with special needs. 		<p>immediate</p> <p>immediate</p> <p>exists</p> <p>underway</p>	
<p>Recommendation 11</p> <ul style="list-style-type: none"> ❖ Individual operational event day safety and security plans for low medium and high risk matches should be developed, including generic risk assessments, stewarding plans, medical plans, traffic management plans and contingency plans. ❖ The Safety Advisory meeting 5 days prior to the event should be structured to consider one of the pre-determined event day plans to discuss deviations from the plan. The meeting could also be split into transport, public order/security, safety risks, and commercial consideration that affect safety. Prior to the meeting police could prepare an operational brief on security; the stadium management an event specific risk assessment for safety, and the club a brief on commercial considerations such as ticketing that affect safety. ❖ A policy should be developed in respect of the fire resistance of flags and banners. ❖ A pre event safety check regime should be carried out and the outcome of the checks and any remedial action taken fully documented (See T-RV Rec (2008) 1 on the checklist of measures to be taken by the organisers of professional sporting events and by the public authorities). 	<p>-Stadium owner/Safety office -Police -Steward commission -Paramedics</p> <p>-Police</p> <p>-Fire department</p> <p>-Stadium owner/Safety Officer -Stewards Supervisor</p>	<p>exists – requires further improvement</p> <p>exists</p> <p>1 year</p> <p>Immediate</p>	

<p>Recommendation 12</p> <ul style="list-style-type: none"> ❖ The law should make clear which independent agency is competent to annually check all stadiums on safety and security issues and who is responsible to deliver, on the basis of this report, a safety certificate for the stadium. ❖ The Cypriot authorities should consider how best to integrate formal annual inspections of the stadium into the approach to safety management mentioned above. Such inspections should be undertaken, by a competent person, appointed by the event organiser. A report of the inspection should be submitted to the permit/certificate-issuing authority, to assist that authority to ensure that the organiser is complying with the conditions of the permit/certificate. 	<p>-Public authorities -Federations safety officer</p>	<p>exists</p>	
<p>Recommendation 13</p> <ul style="list-style-type: none"> ❖ The local authority (or such other body setting the maximum safe capacity of the stadium) should take account not merely of the number of spectators that it can physically hold, having regard to its design and condition, but also the numbers that can be safely managed, in other words the quality of the safety management. The local authority should also consider an alternative solution to determine the safe capacity of the stadium and each sector, based on the evacuation capacity of each sector and the quality of the safety management and any physical defects of the stadium. ❖ The Cypriot authorities should ensure that clubs only allow the maximum number of people (determined by the maximum safe capacity) in the stadium and each sector of the stadium, supported by an effective ticketing policy and effective checks at the stadium and sector entries. 	<p>-Cyprus Sport Organization</p>	<p>exists</p>	
<p>Recommendation 14</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should - under Law 4 (2008) article 7 – expand the preliminary risk level of a sport event –in order to introduce a risk assessment system covering all types of danger 	<p>-Stadium owner/safety officer</p>	<p>immediate (stewards) 3 years (stadium owners)</p>	

<p>(hazards) constituting a potential threat to the safety and security of spectators, as well as their dynamic assessment, on the basis of a multidisciplinary security agency mechanism including all the representatives concerned at the local level.</p> <ul style="list-style-type: none"> ❖ The team recommends to further introduce the system of dynamic risk assessment instead of predetermining risk on the basis of the category of games. <p>Recommendation 15</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should guarantee that the safety officer is provided with a detailed job description which clearly sets out the functions of their post. The T-RV (2011)1 and its accompanying manual may be used to compile a checklist of functions necessary for the role. (See http://www.coe.int/t/dg4/sport/Resources/texts/T-RV_2011_16_FINAL_Manual_safety_officer.pdf) <p>Recommendation 16</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should lay down the minimum areas of competence to be demonstrated by such safety officers, but also supervisors and safety stewards, taking into account both the core functions of each group and the variety of roles that they may perform, having regard to the check lists in the Standing Committee's Manual of good practice on this subject (See http://www.coe.int/t/dg4/sport/Resources/texts/Rec_2011_01_EN_Rec_safety_officers.pdf and http://www.coe.int/t/dg4/sport/Resources/texts/T-RV_2011_16_FINAL_Manual_safety_officer.pdf) <p>Recommendation 17</p> <ul style="list-style-type: none"> ❖ The authorities should identify and implement systems for ensuring the provision of adequate and appropriate training, at both the theoretical and practical level, for such safety officers, supervisors and safety stewards, and should establish, document and monitor procedures for ensuring that those who have been trained are then 	<p>-Stadium owner/safety officer</p> <p>-National Committee Against Violence and for Fair Play OR National Coordination Group</p> <p>-National Committee Against Violence and for Fair Play OR National Coordination Group</p> <p>-Stewards commission</p>	<p>1 year</p> <p>1 year</p> <p>1 year</p> <p>exists</p>	
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<p>assessed as being competent to perform their allocated tasks.</p> <p>Recommendation 18</p> <ul style="list-style-type: none"> ❖ Safety officers should nationally develop a network to share information and intelligence of spectator behaviour and issues along with sharing expertise and good practises. (based on the experience of ESSMA, the European Stadium & Safety Management Association which is the European network for this practice http://www.essma.eu/.) <p>Recommendation 19</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should ensure that the action plan for each event contain the respective responsibilities of the police, stadium management, clubs and the security companies. <p>Recommendation 20</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should ensure that the issue of training for all target groups is addressed by the appropriate authorities in Cyprus. Whilst the proposed training by UEFA in respect of stewards is a welcome initiative, it must be supported by training for police and stadium management which includes training on risk assessment. <p>Recommendation 21</p> <ul style="list-style-type: none"> ❖ The event organiser should detail a level of service and training expected of stewards supplied by the steward/security company. A contract to this effect such as a service level agreement specifying the numbers, and quality of stewards should be signed. <p>Recommendation 22</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should consider setting standards for people with special needs at sporting events. The layout criteria for viewing areas for spectators with special needs contained within the European standard ‘CEN/TR 15913:2009 Spectator facilities’ 	<p>-Safety officers</p> <p>-Public authorities</p> <p>-Stewards commission</p> <p>-Stewards commission</p> <p>-Public authorities -Ombudsman office</p>	<p>5 years</p> <p>1 year</p> <p>Exists</p> <p>2 year</p> <p>1 year</p>	
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<p>may be an appropriate level.</p> <ul style="list-style-type: none"> ❖ The football authorities and supporter organisations should consider engaging with (international) organisations which encourage and support people with special needs. (For example Centre for Access to Football in Europe - CAFE http://www.cafefootball.eu/ to benefit from wider European practice in these fields). 	<p>Cyprus football association</p>	<p>2 years</p>	
<p>ON SECURITY</p> <p>Recommendation 23</p> <ul style="list-style-type: none"> ❖ The Cypriot authorities should: <ul style="list-style-type: none"> ➤ Implement the spotter concept within the national police force in order to facilitate dialogue and communication with supporters and gather the information needed to create a proper risk assessment regarding football fixtures. This concept must involve training the officers concerned in the competencies required to carry out their role, and in accordance with existing European good practice. ➤ Create communication structures between clubs, police and supporters' organizations making full use of the Recommendation of the Standing Committee (Rec (2012) 1) on dialogue and interaction with fans. <p>Recommendation 24</p> <ul style="list-style-type: none"> ❖ Cypriot authorities should: <ul style="list-style-type: none"> ➤ Balance the police operational profile on the basis of a dynamic risk analysis and low-profile intelligence-led policing: “public relations” police officers to welcome spectators and to communicate and interact with them, riot police for public order interventions (not visible or with low visibility) and specific police officers for evidence gathering; ➤ Organize regular training sessions for match commanders, based on existing European good practice; 	<p>-Police</p> <p>-Police -CFA -Clubs -Fan clubs</p> <p>-Police</p>	<p>1 year</p> <p>2 years</p> <p>on process</p>	

<p>➤ Develop the concept of dynamic risk assessment in order to ensure a police deployment which is in line with the expected risk.</p> <p>Recommendation 25</p> <ul style="list-style-type: none"> ❖ Ask each stadium management, as part of its general operational plan, to prepare a traffic management plan to ensure the suitable separation of vehicles/motorcycles and pedestrians on foot before and after the match; ❖ Invest in improved communication between the police, clubs and supporters. Lines of communication should be established between them and the local and national security and safety co-ordination structures, with a view to actively involving them in the prevention, hospitality and public relations policies (among others). 	<p>-Stadium owner</p> <p>-CFA -Clubs -Police</p>	<p>1 year</p> <p>1 year</p>	
<p>ON SERVICES</p> <p>Recommendation 26</p> <ul style="list-style-type: none"> ❖ Given the competences of the CSO, this body should consider: <ul style="list-style-type: none"> ➤ to envisage the added value of introducing educational and social preventive measures in the 2008 Law as part of the integrated safety, security and service measures, as well as to watch over the implementation of these measures to ensure they become a reality. ➤ to identify the educational and social programmes, especially for junior school age, to be undertaken by involved stakeholders (Ministry of Education, National Committee against Violence and for Fair Play,...) and encourage their development; ➤ to encourage sport entities and players to be involved in these social and educational campaigns and projects; ➤ to translate the Recommendation Rec (2003) 1 of the Standing Committee on the role of social and educational measures in the prevention of violence in sport and the 	<p>- -National Committee Against Violence and for Fair Play OR National Coordination Group</p>	<p>2 years</p> <p>2 year</p> <p>exists</p> <p>1 year</p>	

<p>agencies in order to have a large diversity of people at the stadium, including women, children, disabled, etc.</p> <ul style="list-style-type: none"> ❖ Clubs should ensure that a safe and welcoming environment is provided to public. This includes organized and safe parking lots, regular cleaning of the stadium, clean and sufficient toilets, etc. ❖ A ticketing system needs to be developed so as to guarantee a safe assignment of seats and separation of rival supporters. ❖ The Cypriot authorities should take into account the Standing Committee Recommendation Rec (2010) 2 on hospitality principles when organizing sports events. 	<p>-CFA</p> <p>-Stadium owner</p> <p>-Clubs</p> <p>-National Committee Against Violence and for Fair Play OR National Coordination Group</p>	<p>4 years</p> <p>1 year</p>	
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APPENDIX 2 - National report by Cyprus

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CHAPTER 1: Structure and organization of sports in Cyprus

The highest sport authority in the country is the Cyprus Sports Organization. It is a semi-governmental nonprofit organization established back in 1969 by law and its main objectives according to the C.S.O. establishment law, section III, (1996) are among others:

- The development of sports outside schools
- The coordination of the sport life in the country
- The cultivation of the Olympic ideas
- The promotion of Cyprus sports on the international sport scene

The structure of the Organization consists by two sectors, the Sport sector, which deals with issues related to sports federations and their associated clubs and the Technical sector, which deals with the operation and administration of sports facilities and venues, as well as for their maintenance and the planning for new constructions.

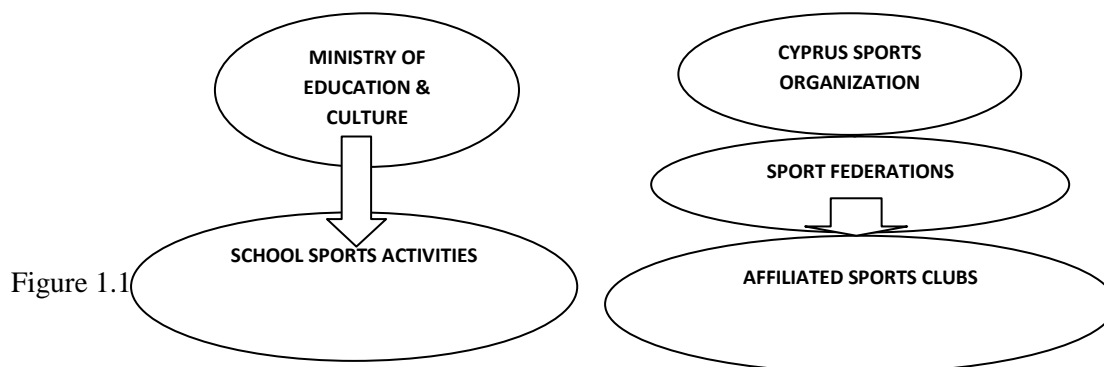
In order to achieve its objectives, the C.S.O. acts as an umbrella for sports federations, see figure 1.1, providing them with high-level sports facilities and venues and in extend to their affiliated clubs and participants.

In addition, CSO allocates them a yearly financial assistance through the annual budget of the Organization. The financial assistance is allocated to all sports federations (recognized by the International Olympic Committee), according to certain criteria.

In that framework the sports federations are entitled to promote their sport, whilst obliged to organize yearly leagues and competitions.

Furthermore, the body which is responsible to promote school sports is the Ministry of Education and Culture. The Ministry is responsible to promote the school sport activities through interschool competitions.

Concerning the obligation for the international representation of the country in mega sports events such as the Olympic Games, the Commonwealth Games, the Mediterranean Games as well as the Small States Games, rely on the Cyprus Olympic Committee.



CHAPTER 2: the legal frame of prevention of violence in sports

Even though the outbreak of violent behavior in sports in Cyprus during domestic or international matches do not constitute a real threat to its society, from time to time violent incidents arise inside and outside sports venues, mainly at football matches. Significantly fewer incidents took place in basketball and/or volleyball games.

The State, in an effort to deal with sport violence phenomenon has established in 1995 the National Committee Against Violence and for Fair Play, through its highest sports authority, the Cyprus Sports Organization.

Among the main objectives of the committee are:

- the constant study of the phenomenon of violence in sports
- to recognize the factors that cause violence in sports

- to suggest certain measures to the involved stakeholders to tackle sport violence
 - the observation, coordination and examination of the implementation of the principles to fight violence in sports
 - to ensure the safety and security of spectators and athletes in sports venues
 - to safeguard the implementation of the recommendations of the Council of Europe
 - to organize and give lectures and educational seminars and/or school visits for lectures
 - to sponsor third parties for the organization of events for anti hooliganism campaigns
 - to act as an advisory body
- Initially the Committee consisted by representatives of:
- the CSO
 - the Cyprus Police Force
 - the four team sports Federations (football, basketball, volleyball and handball)
 - the Cyprus Referee Association (football)
 - the Cyprus Footballers Association
 - the Cyprus Football Coaching Association
 - the Football Stadium owners
 - the Cyprus Sportswriters Association
 - the Ambassador of Fair Play

However, in 2012 the CSO in an effort to reorganize and make this Committee more flexible, has limited the number of its members to five and appointed only three members of its current board of directors and one representative from the Cyprus Football Association and one from the Football Stadium owners. The rest of the stakeholders are invited to the Committee accordingly.

Regulatory acts

In 2008, the House of Representatives passed a legislation named “For the Prevention & Tackle of Violence in Sports Venues, Law of 2008”, (Appendix 1). Through this law issues such as the following are defined:

1. Safety and security issues of stadia
2. Access control and ticketing
3. CCTV systems
4. The responsibilities, obligations and duties of all the involved stakeholders in the organization of a sporting event and particularly a team sport event such as:
 - the club
 - the stadium owner
 - the federation
 - the municipal
 - the police
 - other public authorities departments such as the fire department
5. Establishment of a NFIPs
6. Misbehavior and/or violent acts by spectators, while identifies certain penalties/fines and even jail sentences accordingly

It must be noted that this law was based on the following Recommendation of the Council of Europe:

- Recommendation on measures to be taken by organizers of 5 football matches and public authorities (93/1)
- Recommendations on measures to be taken by organizers and public authorities concerning high- risk indoor sports events (94/1)

In December of 2012, the House of Representatives passed legislation named “The Stewards Rules of 2012”, (Appendix 2) and are considered as part of the Law of 2008.

These rules were prepared bearing in mind the Recommendation on Stewarding (99/1).

Legal entities implied in preventing violence during sports events

Legal entities which are implied in preventing violent acts during sport events are the following:

- Home club
- Stadium owner
- Federation of the affiliated sport
- Police
- Fire department
- Municipal

How the violence prevention system works

Beyond the pre-game meeting at the police precinct between representatives of the participating clubs, the stadium owner (if different), the Cyprus Referee Association and the fan clubs, which takes place 3 or 4 days prior to the game, in case of a high risk match, a police assessment and a meeting takes place at the stadium prior to the game for better coordination between all parties.

In addition, during the day of the game the police arrive at the stadium 8 hours before and proceed with its inspection and then seal all of its entrances. The gates of the stadium open 2 or 3 hours prior to the game accordingly, and the police remain there until the end of the game and the evacuation of it.

CHAPTER 3: General causes of deficiencies in preventing violence in sports

The general causes of deficiencies in preventing violence in sports are the following:

Inadequate infrastructure

Due to the fact that the majority of the stadiums used for division one football games were constructed before the implementation of safety and security criteria, some of them do not function/operate in the most appropriate manner.

Despite their reconstruction, renovation and or additions made to them, the majority of the stadiums present operational/functional deficiencies. In that respect, both clubs and police are not able to implement the best possible practices regarding safety and security.

Lack of access control and ticket system

None of the division one football stadiums have been installed with an access control system despite the fact that a number of stadiums make use of some sort of access control system.

Concerning the ticketing system, it is used by the majority of the division one football clubs mainly for printing the tickets, while some of them use electronic readers at the entrances in order to avoid ticket counterfeit.

However, it must be noted that in most of the cases the tickets do not display seat number or row since there is no complete system used in parallel with it such as the access control system and the stewarding. Furthermore, a number of stadiums do not have yet the necessary stadium signs including seats, rows, sectors etc.

Stewards

No stewarding system is in effect during the games at present. However, some division one football clubs recruit personnel from security companies and they assign them with stewarding duties, even though they are not officially trained to provide such services, while the legislation does not cover them in case of contact incident.

As it was already been mentioned above, the House of Representatives passed legislation named "The Stewards Rules of 2012" as part of the Law of 2008, last December.

As a result of the new legislation, it is expected that a Committee will be established in the coming weeks as part of the Stewarding system. The main objectives of that committee will be the

implementation of the “Rules” including the recruitment and training of the candidate stewards. It is estimated that the stewarding system will be put in operation at the beginning of the next football season (2013-2014).

Poor performance by referees

It is generally accepted in the sports community of the country that the performance of the division one referees is very poor and well under the level of the athletic performance of the participants. Such a poor performance consequently leads to violent acts by spectators affecting negatively the sport, the participating clubs and the society. Furthermore, this conclusion is supported by a statistical research which took place a few years ago and indicated that football referees are the number one factor that causes the violent behavior of spectators in Cyprus.

Inadequate educational programs for fans

Beyond the legislation passed through the Parliament in 2008 there is not any solid educational program or activity implemented for that purpose. However, certain types of activities such as seminars are taking place in order to educate youths towards sports violence. Such initiatives are promoted and sponsored mainly by the National Committee Against Violence and for Fair Play.

Police

The level of policing sports events and particularly football matches is adequate, however not perfect. From time to time police practices used for policing sports events and particularly football matches are getting under severe criticism from all the involved parties such as the football clubs, the federation, the stadium owner, the fan clubs, the media and the general public.

CHAPTER 4: Preventive measures

The preventive measures that usually are taken by the involved parties such as the police, the home and away club and the stadium owners, if different, are:

- A security meeting involving representatives of the participating clubs, the federation, the facility owner (if different) and the referees association takes place at police precinct before a sporting event or at the venue
- Inspection of the stadium before the game by the police
- Segregation of the routes of arriving and departing of the fans of home and away teams
- Policing the arriving and departing routes of the fans
- Segregation of the stands of the home and away team fans
- Policing of the stands
- Body search at the entrances of the stadium
- At the end of the game and according to the result, the home or away fans are held in the stadium for a reasonable amount of time

CHAPTER 5: Current situation in Cyprus

The current situation in the country regarding the implementation of the European Convention on Spectator Violence and Misbehavior at Sport Events and in particular at Football Matches is described below:

Legislations regulating safety and security of sport events

The law of 2008 “**For the Prevention & Tackle of Violence in Sports Venues, Law of 2008**”, regulates the minimum requirements for the operation of sports facilities and venues, the responsibilities of the involved stakeholders in the organization of any sport event, while also regulates the level of authority of each interested party.

Domestic co-ordination

The body responsible for the implementation of the Convention is the Cyprus Sports Organization and in extent the National Committee Against Violence and for Fair Play. CSO prepared the recommendations to the Parliament which were based on the recommendations of the Council of Europe. In accordance, the Cyprus Police Department in cooperation with the home club, the facility owner (if different) and the Federation, are undertaking the responsibility to comply with the law while at the same time to ensure safety and security of spectators during the sport event.

Policing of sport events

A security meeting involving representatives of the participating clubs, the federation, the facility owner, if different, and the referees association takes place at a police precinct before a sporting event. During the meeting the police describe the policing plan which will be undertaken. Concurrently the involved parties undertake certain responsibilities and measures in order to ensure the safety of the event. Occasionally, and if it is necessary the fire department as well as the fan clubs and the municipal authorities attend the meeting.

Due to the fact that the majority of violent incidents occur outside the sport facilities and mostly after the end of the event, the police forces are deployed outside of the premises in order to prevent contact between the opponent fan.

Sanctions

In Cyprus we have two kinds of sanctions, the sanctions that are imposed by the civil courts to fans or venue authorities for breaking the law or cautions of the law, and the sanctions imposed by the sport federation to clubs due to violent incidents by their fans or for breaking safety and security rules within the sport facility, before, during and after the end of a game.

Stadiums and equipments

At the beginning of each season, all first division stadiums or indoor halls should be approved by the affiliated federation, the police, the fire department and the municipal authorities, in order to get the fitness certificate. Only the approved sports facilities and venues can be used for division one football, basketball, volleyball and handball competitions.

In addition, on a weekly basis, home clubs should present a safety certificate of the venue during the police meeting which takes place usually 3 or 4 days before the game.

At the moment all of the first division football stadiums have been installed with a permanent CCTV system, as well as a public address system, while only a couple of them have a ticketing system and turnstiles.

Stewarding and hospitality

Concerning the stewarding system, the CSO has prepared a stewarding system plan (including visiting stewards), and forward it to the House of Parliament in order to be approved as a legislation. The Act has been voted last December and it is expected to be implemented for the next football season 2013-2014.

At the moment, as it has already been mentioned above, most of the big clubs are recruiting personnel from private companies and assign them with stewarding duties. However, the personnel of these private companies (according to Cyprus law) are not eligible to perform body search or even to arrest a fan within a stadium.

Preventive measures

Preventive measures are taken mainly by the clubs themselves and include meetings or seminars with their fan clubs. Respectively, the National Committee Against Violence and for Fair Play, organize seminars addressed to various bodies including elementary and high schools, in order for role model athletes to talk and educate youths for violent behavior in sport events, fair play, ethics in sports and Olympism. Furthermore, the Ministry of Education promotes education of youths concerning racism, discrimination and xenophobia in general.

However, none of the above practices have been implemented on a regular basis as a result of a long term plan.

Safety and security related to other sports

Violent incidents occur rarely in basketball, while almost no such incidents occur in volleyball and/or handball. In high risk basketball games the same safety and security procedures are adapted by the police and the other involved stakeholders.

UEFA competitions in 2010/2011/2012

No major violent incidents took place during any UEFA competition match the last three football seasons.

However, acts like throwing smoke gases and pyrotechnics did appear in some matches.

It must be noted that policing of that level matches is at the highest point on behalf of the police, while home club concern regarding the safety, security as well as public order inside and outside the stadium is considerable higher than any other domestic competition. This extra concern by the home club might be attributed to the severe sanctions imposed by UEFA in case of violent incidents during UEFA games.

High risk groups

At the moment as high risk groups in the country are considered the fan clubs of the five most popular clubs, as well as youth groups involved in drug and/or alcohol abuse.

CHAPTER 6: Directions of action

During the evaluation visit in Cyprus by the evaluation team we would like them to focus in the following issues:

1. Evaluate stadiums safety and security procedures
2. Evaluate the action plan adapted by police, participating clubs, stadium owner and other involved parties before, during and after a football game and/or a sporting event
3. Overview and analysis of the necessity of the installment of access control and ticketing system in sport venues
4. Evaluate current situation regarding the stewarding system
5. Evaluate educational programs for junior school age and identify the necessity of such programs

At the end of the visit we would like to have the recommendations of the team regarding the improvement of the above issues and/or practices.

APPENDIX 3 - Programme of the Consultative visit

Wednesday 10 April 2013

- 16:00 Match at GSP Stadium: Cup Semi final (first league)
Omonia Nicosia – AEL Limassol Kick-off 17:00
- 20:45 Meeting at the reception of the Hilton Park hotel
- 21:00 Welcoming dinner offered by the Cyprus Sports Organization

Thursday 11 April 2013

- 8:30 – 9:30 Preliminary meeting of the consultative team members to fine-tune the preparation of the consultative visit
- 10:00 - 10:30 Police Headquarters
Meeting with the Deputy Chief Andreas Kiriakou, Chief Inspector Simos Papadopoulos and Head of NFIP, Michalis Herodotou
- 11:00 - 12:00 Ministry of Justice
Meeting with the Minister Mr Ionas Nicolaou, General Manager Dr Stelios Chimonas
- 12:00 - 13:00 Police Precinct
Pre-Game meeting Apoel Nicosia – Anorthosis Famagusta
- 13:00 - 15:00 GSP Stadium Tour and lunch offered by the Cyprus Sports Organization
- 15:30 - 17:00 Cyprus Sports Organization
Meeting with the President Mr Pambos Stylianou and National Committee Against Violence & for Fair Play
- 17:00 - 18:30 Cyprus Football Federation
Meeting with the Security Officer, Mr Stavros Stavrou

Friday 12 April 2013

- 09:30 - 10:30 Follow-up of the meeting with the police at the Police Headquarters
Meeting with the Head of NFIP Mr Michalis Herodotou
- 11:00 - 12:00 Ombudsman Institution
Meeting with Mr Aristos Tsiartas, Head of the Cyprus Antiracism & Antidiscrimination Body, National Human Rights Institution, National Mechanism Against Maltreatment & Torture
- 12:30 - 14:00 National Committee for Stewarding
- 14:00 - 16:00 Lunch offered by the Cyprus Sports Organization
- 16:00 - 18:00 Meetings with 2 Fan Clubs Omonia Nicosia & Apoel Nicosia

Saturday 13 April 2013

- 13:30 Inspection of the empty stadium, attendance of the pre-match briefings
- 14:30 Opening of the gates
- 16:30 Kick off of the match Apoel Nicosia – Anorthosis Famagusta (considered as high risk match)

Sunday 14 April 2013

- Morning Debriefing among the team members

APPENDIX 4 - List of resources which could be of particular interest for the Cypriot authorities

1 - Recommendations adopted by the Standing Committee

In terms of SAFETY

- **Rec (2011) 1 on safety officer, supervisor and safety steward training and its manual** which gives recommendations on how to establish the core functions of safety officers, supervisors and safety stewards, how to lay down the minimum areas of competence to be demonstrated by them ensure an appropriate training.
- **Rec(2008)2 on the use of visiting stewards**, which recommends to governments that they encourage clubs, stadium owners and/or other appropriate bodies in football and other sports to use a system of visiting stewards at sporting events, based upon the principles developed in the recommendation.
- **Rec(1999)1 on stewarding** which recommends to governments that they encourage clubs, stadium owners and/or other appropriate bodies in football and other sports to develop a system of stewarding at sporting events with large attendances, based upon the principles detailed in the recommendation.
- **Rec 91/1 on the promotion of safety at stadia**, which encourages and actively promote safety in all sports stadia.

In terms of SECURITY

- **Rec(2008)3 on the use of pyrotechnical devices at sports events** which recommends to governments that they forbid the use of pyrotechnical devices at sporting events.
- **Rec 99/3 on the identification and treatment of offenders and the exchange of intelligence** at the European Football Championships (EURO 2000)
- **Rec 88/1 on police co-operation** which recommends the use of advisory police "spotters",

In terms of SERVICE

- **Rec (2012) 1 on dialogue and interaction with fans** which recommends to ensure an open and transparent dialogue between fans, clubs, police and authorities and gives examples on how to foster good behaviour, how to set up a thorough engagement with fans, create opportunities for discussions, etc.
- **Rec (2010) 1 on Supporters' Charters** which recommends to encourage sports associations, clubs, fan clubs and associations and all appropriate bodies in football and other sports to draft joint supporters' charters based upon agreed principles.
- **Rec (2010)2 on hospitality principles when organising sports events**, which gives major principles, which are valid in all States Parties to the Convention, notwithstanding their different background, history, culture and legal systems;
- **Rec(2003)1 on the role of social and educational measures in the prevention of violence in sport** which recommends that the government takes preventive social and educative measures aiming at improving the welcoming and coaching of supporters, with regard to their national circumstances,

drawing inspiration from the principles and initiatives presented in the *Handbook on prevention of violence in sport* appended to the recommendation.

- **Rec(2001)6 of the Committee of Ministers to member states on the prevention of racism, xenophobia and racial intolerance in sport** which recommends the governments to adopt effective policies and measures aimed at preventing and combating racist, xenophobic, discriminatory and intolerant behaviour in all sports and in particular football, drawing inspiration from the guidelines in the appendix to this recommendation.

For any further information, look at the Council of Europe website: www.coe.int/sport

2 – Standing Committee Publications

International Conference on Ultras, Good practices in dealing with new developments in supporters' behaviour, Final Executive Summary, T-RV (2010) 16 FINAL

Overview of the Ultra culture phenomenon in the Council of Europe member states in 2009, Study by Prof. Dr. Gunter A. Pilz and Franciska Wölki-Schumacher, M.A.

Conference on Sports, violence and racism in Europe, Rennes (France), 2-5 April 2007, Summary of the conference, Proceedings available on request: sport@coe.int

Handbook on developing and establishing supporters' charters in Europe, 2006, T-RV (2006) 7 rev (available in English, French, German, Italian and Spanish)

Prevention of Violence in Sport, 2005, T-RV (2005) 8

Portuguese Report on Lessons Learnt from EURO 2004, T-RV (2005) INF4

Final Declaration of the Conference on the role of local and regional authorities in preventing violence at sport events, in particular football matches, Lisbon (Portugal), 23-24 June 2003, available in French, German, Italian and Russian

The prevention of violence in sport, in particular at football matches: the role of local and regional authorities, 11th Plenary Session of the Congress of Local and Regional Authorities, Strasbourg, 25-27 May 2004, CG (11) 11, Part II

For all publications, consult: http://www.coe.int/t/dg4/sport/resources/ref_text_violence_EN.asp?

3– Other Council of Europe mechanisms

ECRI General Policy Recommendation No. 1 on combating racism, xenophobia, antisemitism and intolerance: www.coe.int/ecri

ECRI Report on Cyprus, (fourth monitoring cycle), adopted on 23 March 2011, published on 31 May 2011
<http://www.coe.int/t/dghl/monitoring/ecri/Country-by-country/Cyprus/CYP-CbC-IV-2011-020-ENG.pdf>

GRECO (Group of States against corruption)

GRECO was established in 1999 by the Council of Europe to monitor States' compliance with the organisation's anti-corruption standards. GRECO's objective is to improve the capacity of its

members to fight corruption by monitoring their compliance with Council of Europe anti-corruption standards through a dynamic process of mutual evaluation and peer pressure. It helps to identify deficiencies in national anti-corruption policies, prompting the necessary legislative, institutional and practical reforms. GRECO also provides a platform for the sharing of best practice in the prevention and detection of corruption.

GRECO Report on Cyprus

http://www.coe.int/t/dghl/monitoring/greco/default_en.asp

http://www.coe.int/t/dghl/monitoring/greco/evaluations/round3/ReportsRound3_en.asp

The European Commission for the Efficiency of Justice (CEPEJ)

The aim of the CEPEJ is the improvement of the efficiency and functioning of justice in the member States, and the development of the implementation of the instruments adopted by the Council of Europe to this end.

http://www.coe.int/t/dghl/cooperation/cepej/presentation/cepej_EN.asp?

Evaluation of European Judicial Systems

http://www.coe.int/t/dghl/cooperation/cepej/evaluation/2012/Rapport_en.pdf

Overview of the evaluation report of European judicial systems

http://www.coe.int/T/dghl/cooperation/cepej/evaluation/2012/Synthese_Version_finale_en.pdf

4 - International partner NGOs

The **Football Supporters Europe** network (FSE) is an independent, representative and democratically organised grass-roots network of football fans' in Europe with members in currently 42 countries across the continent. <http://www.footballsupporterseurope.org/en/>

Supporters Direct promotes the value of supporter and community engagement and helps supporter groups to secure influence and become a constructive voice in how their club is run. <http://www.supporters-direct.org/>

Football against racism in Europe (FARE) is a group of organisations from several European countries, created in 1999. FARE works through co-ordinated action and common efforts, at local, national and international level, to bring together all those interested in combating discrimination in football. <http://www.farenet.org/>

CAFÉ is working with supporters, clubs and governing bodies towards one clear aim - a more accessible and inclusive match day experience for disabled supporters across Europe. <http://www.cafefootball.eu/>

PART B

COMMENTS BY CYPRUS

ENCOURAGING A MULTI-AGENCY APPROACH

Recommendation 1

- ❖ **The Cypriot authorities should evaluate the place, composition, role and function of this National Committee Against Violence and for Fair Play with all relevant stakeholders. Based on European good practice, the team recommends it should be embedded under the umbrella of the Ministry of Justice and Public Order. The composition of the so-called steward-commission could be taken as a starting point. Leadership from this Ministry in a reconstituted National Committee against Violence and for air Play is crucial.**

We do agree that the National Committee Against Violence & for Fair Play should be reevaluated regarding its place, composition, role and function with all relevant stakeholders. In addition, the role of the Committee should be extended beyond its consultative role and assert executive duties.

Regarding the recommendation that the Committee should be embedded under the umbrella of the Ministry of Justice and Public Order, does not find us consistent since the Cyprus Sports Organization is the highest sport authority in the country and one of its main role is to deal with sports issues and sport violence is one of them. Furthermore, policing the football games is certainly an issue which lies on the Ministry of Justice and Public Order; however it is only one of the many issues related with sports violence. For example, the CSO is the authority which brought forward the **“Rules for Stewards”** back in 2004, based on the recommendations of the Council of Europe, while is one of the main stakeholders for a successful implementation of stewarding since the legislation passed by the Parliament in December 2012. We feel that we have the knowledge, knowhow, as well as the appropriate personnel to fulfill our obligation towards sports violence. In addition, the CSO was the authority who forwarded the Recommendations 1/93 and 1/94 of the Council of Europe to the Parliament in 2003 for preparing **THE 2008 LAW ON PREVENTION & SUPPRESSION OF ACTS OF VIOLENCE AT THE SPORTS GROUNDS.**

Certainly the suggestion for the composition of the National Committee Against Violence & for Fair Play is an issue that the CSO might consider it positively, since the steward-commission performance so far is excellent due to its size, flexibility and expertise.

Recommendation 2

- ❖ **The Cypriot authorities should ask the national coordination group to develop a common multi-agency strategy on safety, security and service at sports events, in particular football matches. This strategy should include provisions concerning the responsibilities of each agency on the implementation of its various aspects.**

We do agree that the national coordination group should develop a common multi-agency strategy on safety, security and service at sports events, in particular football matches, even though **THE 2008 LAW** contains and describes the responsibilities of each agency concerning safety and security issues.

This task could be undertaken by the national coordination group which will be emerged by the National Committee Against Violence & for Fair Play.

Recommendation 3

- ❖ **The Cypriot authorities should establish a coordination mechanism at a local level, with representatives of the local authorities, the police, the club, the stadium owner (if different), medical services and fire brigade, supporters and agencies involved in preventative projects. This local committee should report to the national co-ordination group.**

The positive part of the recommendation is that the needs, specificities, and particular characteristics of each stadium and its surrounding areas are well known by the local authorities and definitely they can establish preventative projects much easier than a central authority. In that respect a coordination mechanism is welcomed.

However, the negative part is that the local coordination mechanisms might adapt different or even negative approaches, others than those been established by the national co-ordination group.

SAFETY

Recommendation 11

- ❖ **Individual operational event day safety and security plans for low medium and high risk matches should be developed, including generic risk assessments, stewarding plans, medical plans, traffic management plans and contingency plans.**
- ❖ **The Safety Advisory meeting 5 days prior to the event should be structured to consider one of the pre-determined event day plans to discuss deviations from the plan. The meeting could also be split into transport, public order/security, safety risks, and commercial consideration that affect safety. Prior to the meeting police could prepare an operational brief on security; the stadium management an event specific risk assessment for safety, and the club a brief on commercial considerations such as ticketing that affect safety.**
- ❖ **A policy should be developed in respect of the fire resistance of flags and**

banners.

- ❖ **A pre event safety check regime should be carried out and the outcome of the checks and any remedial action taken fully documented (See T-RV Rec (2008) 1 on the checklist of measures to be taken by the organisers of professional sporting events and by the public authorities).**

We do agree with the above recommendations since we believe that all the involved stakeholders such as the stadium owner, police, fire department and Ministry of Health should develop and implement certain plans for every single venue.

Recommendation 13

- ❖ **The local authority (or such other body setting the maximum safe capacity of the stadium) should take account not merely of the number of spectators that it can physically hold, having regard to its design and condition, but also the numbers that can be safely managed, in other words the quality of the safety management. The local authority should also consider an alternative solution to determine the safe capacity of the stadium and each sector, based on the evacuation capacity of each sector and the quality of the safety management and any physical defects of the stadium.**
- ❖ **The Cypriot authorities should ensure that clubs only allow the maximum number of people (determined by the maximum safe capacity) in the stadium and each sector of the stadium, supported by an effective ticketing policy and effective checks at the stadium and sector entries.**

We agree that the local authority or even the CSO, which specifies the total capacity of each venue, should also specify the maximum safe capacity of the stadium which might be less than the total capacity of it.

In addition, the authority should have an adequate control over the stadiums and/or clubs, regarding the number of tickets they issue, as well as to whether the fans enter the stands of the stadium that their ticket indicates, since at the moment this is not the case in most of the stadiums in Cyprus.

All the above will be safeguarded only when all stadiums and/or clubs use the ticketing system for issuing their tickets and combine it with the installation of turnstiles for an adequate crowd control.

Recommendation 15

- ❖ **The Cypriot authorities should guarantee that the safety officer is provided with a detailed job description which clearly sets out the functions of their post. The T-RV (2011)1 and its accompanying manual may be used to compile a checklist of functions necessary for the role. (See http://www.coe.int/t/dg4/sport/Resources/texts/T-RV_2011_16_FINAL_Manual_safety_officer.pdf)**

It is a fact that in **THE 2008 LAW ON PREVENTION & SUPPRESSION OF ACTS OF VIOLENCE AT THE SPORTS GROUNDS**, there is no detailed job description for the safety officer. This lack might cause misunderstanding and confusion between the safety officer and the police commander during an event. Furthermore, in case of an incident, duties and responsibilities will not be clearly stated and that will cause

problems to the investigator.

The above task might be assigned to the national coordination group to prepare a detailed job description and a manual.

Recommendation 19

- ❖ **The Cypriot authorities should ensure that the action plan for each event contain the respective responsibilities of the police, stadium management, clubs and the security companies.**

This task will be assign to the national coordination group. Furthermore, we must clarify that according to the **2008 LAW** and the **“Rules for Stewards”** the security companies are excluded from performing duties of stewarding in sporting events.

Recommendation 22

- ❖ **The Cypriot authorities should consider setting standards for people with special needs at sporting events. The layout criteria for viewing areas for spectators with special needs contained within the European standard ‘CEN/TR 15913:2009 Spectator facilities’ may be an appropriate level.**
- ❖ **The football authorities and supporter organisations should consider engaging with (international) organisations which encourage and support people with special needs. (For example Centre for Access to Football in Europe - CAFE <http://www.cafefootball.eu/> to benefit from wider European practice in these fields).**

Beyond the criteria set by UEFA regarding people with special needs at sporting events, various laws of the Cyprus legislation protects their rights. However, the current situation in the vast majority of our stadiums requires further developments and installations on behalf of the stadiums owners.

SECURITY

Recommendation 23

- ❖ **The Cypriot authorities should:**
 - **Implement the spotter concept within the national police force in order to facilitate dialogue and communication with supporters and gather the information needed to create a proper risk assessment regarding football fixtures. This concept must involve training the officers concerned in the competencies required to carry out their role, and in accordance with existing European good practice.**
 - **Create communication structures between clubs, police and supporters’ organisations making full use of the Recommendation of the Standing Committee (Rec (2012) 1) on dialogue and interaction with fans.**

We agree with this recommendation, while it must be noted that this concept has already been discussed within the police and is expected to be implemented at a point.

Recommendation 24❖ **Cypriot authorities should:**

- **Balance the police operational profile on the basis of a dynamic risk analysis and low-profile intelligence-led policing: “public relations” police officers to welcome spectators and to communicate and interact with them, riot police for public order interventions (not visible or with low visibility) and specific police officers for evidence gathering;**
- **Organize regular training sessions for match commanders, based on existing European good practice;**
- **Develop the concept of dynamic risk assessment in order to ensure a police deployment which is in line with the expected risk.**

The police is working on this recommendation; however the development of better relations and understanding between the police and fan clubs depends upon the implementation of the spotter concept.

SERVICES**Recommendation 26**❖ **Given the competences of the CSO, this body should consider:**

- **to envisage the added value of introducing educational and social preventive measures in the 2008 Law as part of the integrated safety, security and service measures, as well as to watch over the implementation of these measures to ensure they become a reality.**
- **to identify the educational and social programmes, especially for junior school age, to be undertaken by involved stakeholders (Ministry of Education, National Committee against Violence and for Fair Play,...) and encourage their development;**
- **to encourage sport entities and players to be involved in these social and educational campaigns and projects;**
- **to translate the Recommendation Rec (2003) 1 of the Standing Committee on the role of social and educational measures in the prevention of violence in sport and the handbook on the prevention of violence in sport into the Cypriot overall integrated approach.**

For all of the above, the CSO has prepared specific proposal in order to implement certain educational programs for youths within educational institutions and not only. However and since we need the cooperation and the permission of the Ministry of Education to proceed the whole campaign is delaying.

Recommendation 27

- ❖ **develop a report system, in order to ensure that accurate data and statistics are collected and published on the number and type of racist and xenophobic incidents at sport events.**
- ❖ **implement the Rec (2001) 6 of the Committee of Ministers on the prevention of racism, xenophobia and racial intolerance in sport;**
- ❖ **pay special attention to the issue of racism and xenophobia in the identification and development of educative and social measures, as part of the overall integrated approach on safety, security and services at sport events;**
- ❖ **make sure that the Anti-Racism and Discrimination body makes contact with**

recognised agencies such as CAFÉ and FARE to benefit from wider European practice in these fields.

We agree with the above recommendation and we believe that this task should be undertaken by the Ombudsman Office.

Recommendation 28

- ❖ **Cypriot authorities should make self-policing amongst fans as an important strategic goal in their long term policy;**
- ❖ **Fans should look for a solid umbrella organization strategy that enables them to resolve their differences. Fans could build upon existing experience (for example through the FSE network).**
- ❖ **Authorities should consider enhancing the number of members of the CSO and/or National/Local coordinating Committee by adding at least one representative of the fan clubs.**
- ❖ **Cyprus clubs are encouraged to develop closer relations with their supporters, to value the official supporters' clubs, to stimulate their setting up and to develop ongoing dialogue with the fan groups.**

We believe that a certain legislation should be established in order to regulate fan clubs which at the moment are operated more or less without any supervision by the law.

Furthermore, the clubs and in extent the Cyprus Football Association, should establish programs similar to the Supporters Chapter in order to develop relations among clubs and their fans, as well as between fan clubs. I remind you that the Omonia Nicosia Fan Club participated in the Supporters Chapter program of the Council of Europe a few years ago, however the whole scheme got weaker after a while and the relations between the club and their fan club deteriorated at a point.

Recommendation 29

- ❖ **The Cypriot authorities should stimulate that services become an integral part of the overall integrated strategy on safety and security at sport events. They should work together with all partner agencies in order to have a large diversity of people at the stadium, including women, children, disabled, etc.**
- ❖ **Clubs should ensure that a safe and welcoming environment is provided to public. This includes organised and safe parking lots, regular cleaning of the stadium, clean and sufficient toilets, etc.**
- ❖ **A ticketing system needs to be developed so as to guarantee a safe assignment of seats and separation of rival supporters.**
- ❖ **The Cypriot authorities should take into account the Standing Committee Recommendation Rec (2010) 2 on hospitality principles when organizing sports events.**

Most of the above issues will be solved only by combining the following parameters:

1. installation of turnstiles
2. implementing by law the ticketing system to those stadiums and/or clubs they do not comply
3. numbering of all stadium seats

4. implementation of the stewarding system

At the moment and due to the economic situation of the State it is quite difficult to implement parameter number 1 and 2, however parameter 3 is already in effect while parameter 4 will be implemented by next January.