

Introduction

The purpose of the Saint-Denis Convention is to ensure that football matches and other sporting events¹ take place in a safe, secure and welcoming environment for all participants, through the implementation of an integrated approach to safety, security and service. This approach is based on partnership and co-operation between a variety of stakeholders.

Definitions of the Convention

■ Article 3 of the Saint-Denis Convention gives a precise definition of what the "integrated approach" and the "multi-agency integrated approach" should be.

■ The "integrated approach" refers to the recognition that, irrespective of their primary purpose, safety, security and service measures at football matches and other sports events invariably overlap, are interrelated in terms of impact, need to be balanced and cannot be designed or implemented in isolation.

■ The "multi-agency integrated approach" refers to the recognition that the roles and actions of the various agencies involved in the planning and delivery of football-related activities should be co-ordinated, complementary and proportionate. They must also be designed and implemented within the framework of an overall safety, security and service strategy.

■ Article 2 of the Convention explains the importance of this integrated approach by stating that Parties must ensure "that all public and private bodies, and other stakeholders, are aware that safety, security and service provision cannot be considered in isolation and can have a direct influence on delivery of the other two components."

■ The Parties shall take "account of good practices in developing an integrated approach to safety, security and service".

Three interdependent pillars: Safety, Security and Service²

Safety

The concept of safety covers all measures aimed at preventing people from being injured or exposed to risks to their health or well-being at sporting events. These measures relate to the infrastructure and certification of stadiums, emergency response plans and rules on the consumption of alcohol. Safety measures also serve to protect people when they travel to the event and in public viewing areas outside sports venues.

Security

The concept of security includes all measures designed to prevent, deter and punish violence and disorder at football matches, both inside and outside the stadium. These measures include risk assessment, co-operation between the police and other relevant agencies and the introduction of sanctions.

Service

The concept of service encompasses measures to make football matches enjoyable and welcoming for all, not only in the sports venues but also in the public areas where spectators and groups of supporters gather before, during and after the matches. This includes physical elements such as catering and sanitary facilities, but focuses on the way spectators are welcomed and treated throughout the event.

1. The text of this factsheet refers specifically to football matches but may, where appropriate, also be applied in relation to other sporting events where the national authorities consider it necessary or appropriate.

2. For more information on these three concepts, please refer to factsheets Nos. 5, 6, 7, 8 and 9.

Key principles of the integrated approach: involvement and co-ordination

■ The integrated approach is based on the representation and joint participation of all following stakeholders in the process of preparing and managing a sports event³:

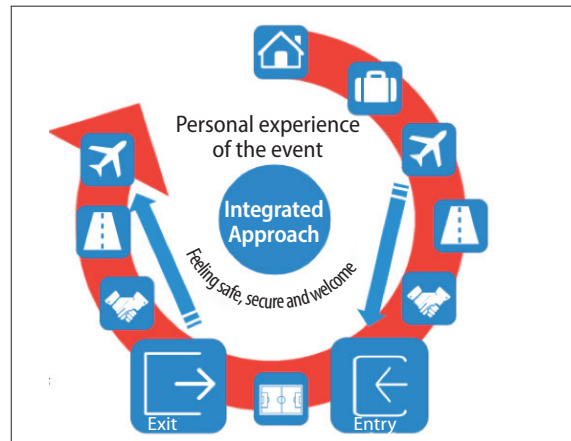
- ▶ Relevant government departments, including the Ministries of Interior (or Justice, in some countries) and Sports
- ▶ The judicial authorities
- ▶ National football authorities
- ▶ Police and law enforcement agencies involved
- ▶ Municipalities
- ▶ Local people
- ▶ Safety officers
- ▶ Contingency and emergency services
- ▶ The departments responsible for the entire range of logistical, security, emergency and service areas.

■ At the international level, all stakeholders must be involved, both public organisations - notably the Council of Europe, the European Union and INTERPOL – and private organisations – UEFA, FIFA, supporters' organisations, national federations and leagues, etc. This **close co-ordination** between stakeholders is necessary in order to develop an integrated and effective approach.

■ The notion of an integrated approach must also **encompass the entire football experience**: it cannot be limited to the planning and implementation of preventive and operational measures. The integrated approach is therefore based on all stages of the sporting experience, i.e., pre-event and post-event operations, in addition to those implemented during the sports event.

” The integrated multi-institutional approach is the cornerstone of the Saint-Denis Convention

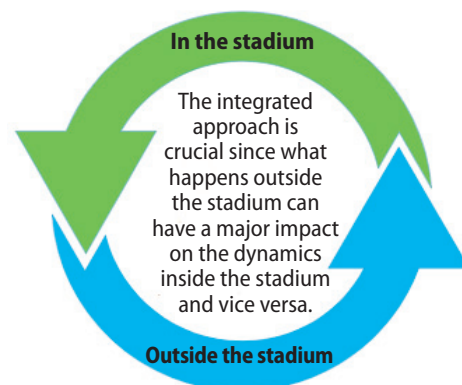
3. For more information on the roles of these stakeholders, please refer to Factsheet 5: *Stakeholders in charge of safety and their roles*.



The integrated approach and the entire sports experience: from the fans' departure point, through transport, arrival at the stadium, after the event and return home

■ The integrated approach must be based on a **comprehensive culture of dynamic risk assessment**⁴, in order to identify the measures to be taken to ensure the safety, security and good atmosphere of any sporting event.

■ The integrated approach also means **harmonising fan management** inside and outside stadiums. It has been shown that fan experiences at any stage of a sporting event can have a significant effect on fan behaviour. A negative experience outside a stadium can have an impact on behaviour inside, and vice versa...



■ There is a need for co-operation between the Stadium Security Officer and the Police Commander and a comprehensive multi-agency approach in which crowd management strategies are harmonised. These strategies are in turn built around dynamic risk assessment, proportionate operations and effective communication. This is the core of the multi-agency approach to safety, security and service.

4. For more information on risk assessment, see Factsheet 6: *Safety: Risk assessment, identification and management at sports events*.

An integrated approach based on European experience

■ The European experience shows the need to plan and manage football matches with an integrated approach that takes into account the overlap between safety, security and service measures.

■ The European experience also shows that national co-ordination mechanisms, overseen by public authorities, are needed to ensure the effective implementation of a multi-agency integrated safety, security and service strategy at local and national levels.

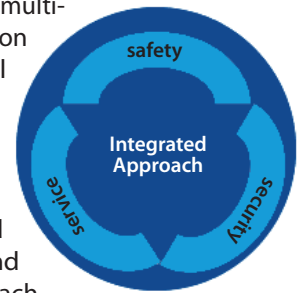
Integrated approach: event flow model

■ In order to better explain and highlight the need for a truly integrated event experience, a diagram of the event process is attached to the T-S4 Recommendation Rec(2021)1. It shows both how the event unfolds from the perspective of a supporter and how this affects the multi-agency approach to event management in its various phases.

Communicating and promoting the "integrated approach"

■ There is a need to develop a multi-agency media and communication strategy to ensure that local communities and supporters (residents and visitors) are actively informed of the measures taken in preparation for major sporting events, and to explain the importance and content of this integrated approach.

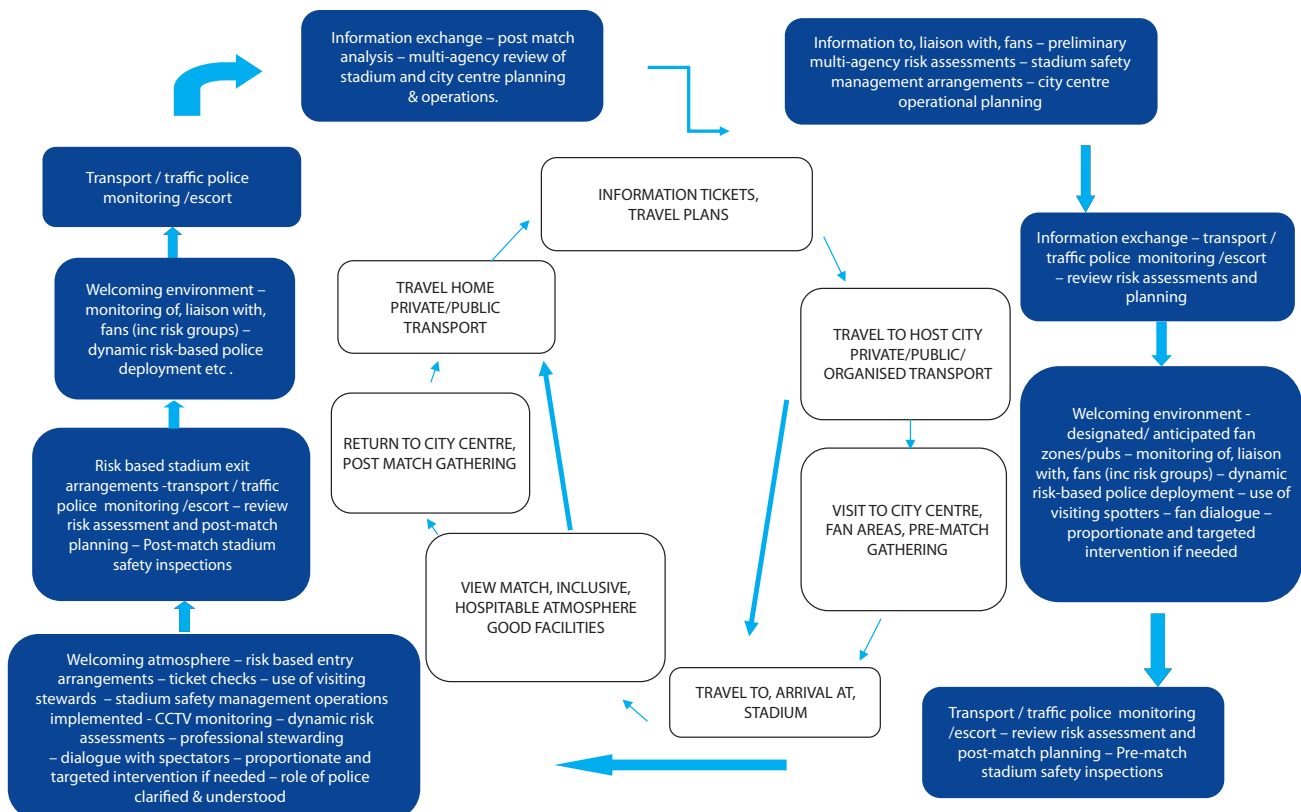
■ The integrated approach set out in the Convention should be promoted as a fundamental principle for the management and organisation of major sporting events.



” The principles and standards of the Saint-Denis Convention are the result of decades of accumulated experience in the organisation of sports events

Event flow model Multi-agency integrated planning & operations Creating a safe, secure & welcoming event

(source: T-S4 Recommendation Rec(2021)1)





” The Saint-Denis Convention is the only legally-binding international instrument on safety, security and service at sports events

The Saint-Denis Convention

The Council of Europe Convention on an integrated approach to safety, security and service at football matches and other sports events was opened for signature on 3 July 2016 in Saint-Denis (France), on the occasion of the UEFA EURO 2016 championship. It entered into force on 1st November 2017 after 3 ratifications – France, Monaco and Poland – and now has a large number of [States Parties](#).

It promotes an integrated multi-agency approach, covering three complementary and interdependent pillars: safety, security and service. It is the only legally-binding international instrument establishing institutional co-operation between all relevant stakeholders to make football matches and other sports events safer, more secure and more welcoming.

Useful links

1. [Saint-Denis Convention](https://www.coe.int/en/web/sport/safety-security-and-service-approach-convention)
<https://www.coe.int/en/web/sport/safety-security-and-service-approach-convention>
2. Recommendations T-S4:
 - i. Rec(2021)1: Recommended good practices on safety, security and service
 - ii. Rec(2022)1: Model structure of a national strategy on safety, security and service
 - iii. Rec(2022)2: Model national legislative and regulatory framework on safety, security and service<https://www.coe.int/en/web/sport/t-s4-recommendations>
3. To learn more about the Convention and Recommendation Rec(2021)1, you can register for the following open online courses:
 - i. MOOC on Human Rights in Sport (available in English, Russian, Slovak and Spanish)
<http://help.elearning.ext.coe.int/course/index.php?categoryid=590>
 - ii. MOOC on Safety, Security and Service at Sports Events (available in English, Polish and Portuguese)
<https://pjp-eu.coe.int/en/web/security-safety-sport/pros4-e-learning-enrolment-form>