

STANDING COMMITTEE (T-RV)

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



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

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**Ad Hoc Working Group on Safety, Security and
Service preparations for UEFA EURO 2020**

2nd peer-review exercise with match commanders

Qualifying match: The Netherlands - Estonia

Johan Cruijff Arena, Amsterdam (NL)

19 November 2019

Draft report

(Adopted by written procedure)

REPORT

I. General introduction

Established by the Council of Europe's Standing Committee of the European Convention on Spectator Violence (T-RV), the Ad Hoc Working Group on the Safety, Security and Service Preparations for UEFA EURO 2020 (hereinafter referred to as «the Working Group») adopted at its 1st meeting, in 2017, an Action Plan which comprises the delivery of several consultative visits and peer-review exercises across some of the hosting countries of the tournament, with the aim to promote the sharing of their experience, skills and knowledge in reaching a common goal: ensure a safe, secure and welcoming tournament.

Following the discussions at the previous meetings of the Working Group, in June 2019 the Dutch delegation offered to host the first peer-review exercise on the occasion of the last qualifying match of the Dutch national team vs. Estonia, scheduled for 19 November 2019.

The above-mentioned Action Plan of the Working Group comprises visits and exercises in six out of 12 organising countries: after three consultative visits – Azerbaijan, Hungary and Bilbao (Spain) - and the first peer-review exercise in London, Amsterdam hosted the second peer-review exercise. The Action Plan was completed with the consultative visit to Italy, on 6-7 December 2019.

While the consultative visits are aimed at monitoring, in the context of the UEFA EURO 2020 tournament, the compliance with commitments under the 1985 Convention and the 2015 Recommendation, the peer-review exercises are specifically addressed to promote cooperation and communication between police strategists and match police commanders of the 12 hosting cities.

This report aims at, on one side, updating on the concept and state of preparations of Amsterdam as hosting city of the tournament and, on the other side, sharing the impressions of the visiting team with the Dutch hosts and with the Working Group and the T-RV delegations.

II. Visit background

As planned, the second peer-review exercise was held in Johan Crujff Arena, Amsterdam, on the occasion of the final qualifying match of The Netherlands for UEFA EURO 2020, on the evening of 19th November 2019.

The Council of Europe visiting delegation comprised representatives from four organising countries (Denmark, Hungary, Italy and Romania), the T-RV Chair (Romania) and Vice-Chair (Germany), a Bureau member (Austria) and the T-RV Secretariat. Azerbaijan, England, Ireland, Russian Federation, Scotland and Spain did not participate in the visit.

The visiting delegation met officials from Dutch National Police, the Ministry of Justice, the Amsterdam Police Gold Commanders, the Dutch National Football Information Point (NFIP), the City Council of Amsterdam and the safety management of Johan Crujff Arena.

The programme of the visit and the list of participants are respectively Annexes 1 and 2 of this report.

Prior to the peer-review exercise, the T-RV Secretariat drafted and circulated among the visiting team a structure of the report (Annex 3) that each match commander should fill in with his/her impressions of the visit, and which is the basis of this report (Chapter IV).

III. General findings

Amsterdam is one of the 12 hosting cities of UEFA EURO 2020 and Johan Crujff Arena will be hosting four matches during June 2020: three group stage matches and one match in the round of 16 of the tournament.

The scenario chosen by the Dutch hosts for this second peer review-exercise was the last qualifying match of the Dutch national team, playing with Estonia.

Around 54,000 spectators attended this match (sold out). The Johan Crujff Arena has a capacity of 54,990 spectators (football matches) and 68,000 (concerts). The stadium is owned by a company in which the municipality and Ajax have an important share. It is not only the home of the football club Ajax but it is also used by the Dutch National Team for international matches. The events calendar includes concerts and dance festivals, in a total of around 37 major events per year.

The Dutch Police, the Amsterdam Police, the Amsterdam City Council and the Johan Crujff Arena safety management were all fully committed to share their experience and challenges with the visiting team. Besides walking through the inside and outside and observing the ingress of spectators to the stadium, the visiting team was briefed about the overall safety, security and service issues, both from the public and private perspectives. Briefings covered both the qualifying match of the national team and the plans for UEFA EURO 2020.

Based on a dynamic risk assessment carried out by the Police in co-operation with the organiser, this match was considered as a low-risk one. Therefore, the safety and security were mostly ensured by the private security structure.

IV. Impressions of match commanders

The following is a summary of the impressions provided by the four national delegations during this peer-review exercise, as regards public and private policing operations, both inside and outside of the stadium, as well as national good practices that can be replicated, in accordance with the previously agreed structure:

1. Policing inside the stadium

1.1. What works

- The CCTV is very thoughtful and allows a very comprehensive but detailed overview inside and outside of the area. The system also gives the possibility to add relevant data which are helpful to steer the safety and security measures for the police and the security staff. Crowd monitoring as well as body worn cams with 5G, linked with the surveillance system, provide very modern options for that purpose.
- The constant investment in the stadium safety and security facilities can be easily observed, especially in the case of the CCTV system, which is of the highest quality. The team was informed that the system is the same as the one used by other stakeholders (railway operator, city etc.) – Genitech, which facilitates the interoperability and sharing of information between all those mentioned.
- At risk matches, there is a “Triangle of responsibilities” in place, which means that representatives of the city of Amsterdam, the prosecutor and the gold commander work as a team for making relevant decisions.
- The Amsterdam Police has currently 8 gold commanders. Half of them are football experienced, so that one of them is fulfilling his tasks as match commander. This same system exists at the silver commander level and brings the advantage that everybody of the relevant stakeholders knows them personally.
- There is an excellent cooperation between the stadium safety department and the police and other public authorities. The integrated management of the events including the surrounding area (Ziggo Dome and AFAS) and the mobility concept are essential for the effective delivery of the safety and security concept. The operational mobility center located in the stadium provides reassurance that an integrated model was adopted by the authorities and the private partners.
- The security work inside the stadium is carried out by private security staff. Police officers are only on duty at the central command level, as well in the role as spotters or at the police station where the arrested people are subject to the preliminary investigations, plus in the public area outside of the stadium. In case of any serious incident, police officers are also called inside the stadium to support the private security or to solve the incident. Anyway, in exceptional cases, the gold commander also can overtake the full responsibility and the command inside the stadium.

- At non risk matches, the number of police officers is around 70. This number increases up to 800 if the analysis predicts a risk match. Police officers in general are paid by public taxes, which means that the club will not be charged for any costs regarding the police deployment.
- The stadium has different options to extend / minimize the number of entries (5-12) which allows very well steered flow of the crowd. In case of emergency, 750-800 people per minute can leave the stadium.
- There is the possibility of redirecting supporters queuing up before the gates to other less busy gates, which is a good solution to manage the crowd and prevent panic.
- From 40.000 supporters upwards, the mobility centre inside the stadium is in place to support the traffic and public transport. During the UEFA EURO 2020, this system will work together with the UEFA Mobility App, which results in a big advantage for everyone.
- The work of the Amsterdam police spotters is vital, as all the deployments staffing are made in close connection with the risk assessment provided by the intelligence unit.
- The separate access route for away fans it is very important as the outer perimeter of the stadium is very limited and makes the segregation of home and away fans very difficult.

1.2. What can be improved

- The Stadium has a maximum capacity of 54.000. Despite the measures taken for the welcoming of everyone, the space at the seats seems not enough for a pleasant feeling for tall or stout people. In case of an emergency it seems very difficult to intervene.
- In The Netherlands, sometimes it can be allowed to use professional pyrotechnics inside the stadium under special conditions (e.g. special pyrotechnics, no risk match, professional pyro company), at the pitch. Although it is strongly forbidden to use pyrotechnic outside of the Arena and due to the fact that pyros could not be used in a guaranteed safe way, there is still a possibility to use it inside a stadium even under a roof, as it exists in the Johan Crujff Arena. This practice seems to be in contradiction with the reasonable rules regarding the use of pyrotechnics outside of the stadium.
- The Gold Commanders have no special training to fulfil their tasks as match commanders. Even if the Gold Commanders are very experienced and the system seems to work every time with the same leaders of the Police, it might be a positive step to deliver them a special training on an international level, as offered by the European Union – Council of Europe joint project ProS4+.
- The management of the crowd in public areas around the stadium seemed lacking the necessary anti-terrorism attention and measures.
- The command and control room could be placed in a more central area rather than under the sector reserved for host fans, in order to provide a larger visual control over the stands.

2. Policing outside the stadium

2.1. What works

- The stadium was built in an open area south of the city centre. Later on, this area became a business and leisure area, and it includes many possibilities for the public before and after the match, like shopping centres and concert and sports arenas. This represents the ideal situation for a welcoming atmosphere. Additionally, the connection to the public transport system is perfect to reach the bus, train and metro networks, namely into the city centre and the Schipol international airport. Moreover, the segregation of supporters is an important option around this stadium.
- During the UEFA EURO 2020 the public transport on match days will be for free for ticket holders.
- Outside of the stadium, the customer service approach is recognizable at the fan zone, close to the Arena (capacity 2.000 people). The fan zone during the UEFA EURO 2020 has a maximum capacity of 25.000-30.000 people and is also supported by many volunteers (during the UEFA EURO 2020 there will be 1.100 volunteers in this area) who shall be proactively working to inform and help the spectators. During the tournament, the fan zone will be situated in the inner city (Museum Square). The distance between the fan zone and the stadium is more than 7 km. This means that a fan walk will end at a metro/train station in order to transport these supporters to the stadium.
- Volunteers and steward's activity is very effective in facilitating the flow of persons.
- Very good signage arrangements around the stadium.

2.2. What can be improved

- The so-called triangle system (City of Amsterdam, Prosecutor and Gold Commander) seems to work very well. Just in case of any area-changing of supporters there are some competence difficulties. Besides the logical change of responsibilities by leaving an area, it is strongly recommended to follow the same treatment and rules for the fans in a way that they don't even realise that there was a changing process in the leadership. Especially in tense situations, recognizable changes can be manifested in a confusion and loss of leadership. This would relieve misbehaving of risk supporters. For that reason, every change of responsibilities should be bespoken before the football season as well before a tournament or every relevant single match.
- More information in order to identify the access areas inside the stadium would be helpful.
- The area surrounding the stadium is a very busy residential and business area, and it is still growing. This may affect in the future the fans movement and implicitly the policing operations.

3. Dutch good practices that could be replicated

3.1. Inside the stadium

- The access of the host fans, arriving by train directly to the stadium, to their proper sector through a roofed tunnel.
- Very good practice to display before the end of the match on the big screen the available train connections for the fans.

3.2. Outside the stadium

- Innovation projects in the field of police technologies are very interesting initiatives, which, if proved to be effective, can be adopted by many police forces across Europe and the world. The investment into research and the involvement of Dutch universities are examples of good practice for all the police forces concerned.
- “Social Network Department” is a good opportunity to facilitate the dialogue with the fans. As mentioned by the hosts, this can positively impact the risks associated with the football policing.
- The Task Force of the City of Amsterdam was built as an organizational mirror to the UEFA EURO 2020 system. This results in a perfect bridge of quick communication amongst the relevant “key-partners” from the City Government to the international level of the organisation.
- Large parkings are reserved for the fans in the areas surrounding the stadium, including buses.

4. Good practices in other countries that could be replicated

4.1. Inside the stadium

- i) Austria:
 - The Stadium is being used actually in an average for every 10th day. Around 35 events are planned for every year for different purposes (e.g., concerts) to use the stadium in an economically sustainable way.
- ii) Germany:
 - Police Presence is more visible (but still in a deescalating sense);
 - Dialogue/Communication with the supporters.
- iii) Italy:
 - Turnstiles provided with CCTV cameras, which can be used for identification through a biometric system.
- iv) Romania:
 - Very effective use of spotters;

- Targeted exclusion of troublemakers.

4.2. Outside the stadium

i) Italy:

- A delimited pre-filtering area allocated to carrying out an extensive checking on people and their tickets.

ii) Romania:

- Good segregation of rival fans on the route to and from the stadium;
- The existence of a banning order system that allows the Gendarmerie and Police officers to apply bans directly to the fans for minor offences up to 1 year.

5. Final comments

The Police of Amsterdam is linked to the City Council and to the local University to develop several projects with an extraordinary foresight to the upcoming future - e.g., face recognition, as well a very sensitive system to find chemical traces of pyrotechnic, and a blue force tracking system.

For instance, if compared with the Danish system, Amsterdam police and Copenhagen police have a very similar approach to football policing. Policing methods, strategy, operational guidelines and “way of thinking” seem very alike. Also, the close and positive cooperation with clubs, stadium, health and fire department as well as other government agencies and NGO’s seem very close to the Danish way off “thinking” regarding football and policing.

In this sense, it is particularly impressive to hear about the cooperation between the stadium management and the national police officials regarding innovation and a common goal towards improving smoothness, security, and flow for crowds and spectators.

Moreover, the Mayors of the cities of Copenhagen and Amsterdam share challenges – although different legislations and structures of government regarding police and higher authority - in their cooperation with UEFA and the overall planning of the tournament.

Particularly in the case of Bucharest, this hosting city is paired with Amsterdam for the group stage matches and there is a specific need for an effective cooperation between the public authorities in the two cities – this peer-review exercise was an important step towards achieving this aim.

V. Conclusion

The Council of Europe and its visiting team would like to warmly thank all the Dutch hosts and, in particular, Mr. Wieger van Dijk, from Amsterdam Police, and Mr. Joost Arentsen, Head of the Dutch NFIP, for planning and holding this peer-review exercise in a very professional, effective and welcoming way.

The visiting team estimates that this peer-review exercise was an excellent opportunity for police decision-makers, strategists and match commanders to exchange between them and with the Dutch Police, the Amsterdam Police, the Amsterdam City Council and the Johan Crujff Arena safety management their good practices and challenges in the context of the organization of the last qualifying match of the Dutch national team and in an outstanding venue like the Johan Crujff Arena.

Even if the level of participation in this visit was again below what the Secretariat initially expected, the six national delegations – Austria, Denmark, Germany, Hungary, Italy and Romania - and T-RV members present had an excellent opportunity to realise how the Dutch football policing system works in theory and in practice, notably how the private and public safety authorities share roles and responsibilities inside and outside of the sports venue and how the Police implements a friendly and low-profile approach.

A news of this second peer-review exercise was published on the Council of Europe sports website (Annex 4).

This was the second and last peer-review exercise organised under the action plan of the Ad Hoc Working Group on the safety, security and service preparations for UEFA EURO 2020, which also included four consultative visits to host countries.

The team sincerely hopes that this and previous reports can be of use for the strategists and practitioners responsible for planning and executing the safety, security and service measures for UEFA EURO 2020.

The lesson learned from this set of four consultative visits and peer-review exercises is that they help promoting knowledge, commitment, transparency, common trust and networking between the public and private actors from the different organizing cities and countries.

Annex 1 - Programme

Monday/Tuesday, 18-19 November 2019		
Evening/ morning	Arrival of the Council of Europe delegation to Amsterdam. Transfer to hotel and check-in	
Tuesday, 19 November 2019		
12.45 - 13.00	Meeting at the entrance of the Johan Cruijff Arena	
13.00 – 13.45	Stadium tour, organised by Willem Heegen, head of security in the Johan Cruijff Arena	
13:45 - 14:45	<p style="text-align: center;">Presentation by Willem Heegen (JC-Arena) and Mark Wiebes (innovation manager Dutch National Police). Place: Innovation centre JC Arena.</p> <p style="text-align: center;">Willem Heegen: safety, security and service inside the stadium and in the outer security perimeter during UEFA EURO 2020.</p> <p style="text-align: center;">Mark Wiebes: Innovation in security (police) measures during UEFA EURO 2020</p>	
14:45 - 15:45	<p style="text-align: center;">By car: Visit to training ground Ajax and home of Ajax supporters, North-South connection Bijlmer Arena train and subway station.</p> <p style="text-align: center;">East-West connection Duivensrecht train and subway station.</p> <p style="text-align: center;">Guides: Wieger van Dijk (Amsterdam Police), Joost Arentsen (NFIP) and Cora de Rijk (Amsterdam Police)</p>	<p style="text-align: center;">Venue: Johan Cruijff Arena</p> <p style="text-align: center;">Address: Arena Boulevard 1, 1100 DL Amsterdam</p>
15:45 - 16:00	Transport by car to police station Flierbosdreef	
16:00 - 17:00	<p style="text-align: center;">Presentations by Akkelien Zuiderhof and Daniel Motman (city of Amsterdam).</p> <p style="text-align: center;">Host City Concept and Mobility Concept during UEFA EURO 2020.</p>	
17:00 - 17.45	Presentation by commissioner Roy Tjin Tham Sjin. Information led police work. Risk assessment and scenarios to be worked out. Preparation for day match between Holland and Estonia.	
17.45	<p style="text-align: center;">Transport to Borchland for dinner. Mr Frank Paauw (chief of police Amsterdam will join)</p> <p style="text-align: center;">After dinner, walk around the stadium to see the ingress.</p>	
20:45 - 22:30	Possibility to attend the match between Holland and Estonia	
22:30	Short feedback from participants. End of the exercise	
23:00	Return travel to hotels	

Annex 2 - List of participants

DENMARK	Mr Steen HARPSOE	Match Commander, Copenhagen
GERMANY	Mr Christoph LIPP	Federal Ministry of the Interior
HUNGARY	Mr Károly KRETZ	Colonel of the Riot Police
HUNGARY	Mr Adam BALOGH	Budapest Police Department
ITALY	Mr Filiberto MASTRAPASQUA	Superintendent, State Police
ITALY	Mr Massimiliano CONTU	Chief Inspector, State Police
ROMANIA	Colonel Alin MASTAN	Deputy Match Commander, Bucharest Gendarmerie
T-RV STANDING COMMITTEE	Mr Adrian DINCA	T-RV Chairman, Deputy head of NFIP Romania
T-RV STANDING COMMITTEE	Mr Martin SCHLOSSER	T-RV Bureau member, Head of NFIP Austria
COUNCIL OF EUROPE SECRETARIAT	Mrs Marie-Françoise GLATZ	Senior programme manager, Sport Conventions
COUNCIL OF EUROPE SECRETARIAT	Mr Paulo GOMES	Senior programme manager, Sport Conventions

Annex 3 - Structure of the report

Based on your impressions during this peer-review exercise at Johan Crujff Arena, and as regards overall policing operations, both inside and outside of the stadium, please draft a brief report based on the following structure:

1. Identify up to three aspects per question:

- 1.1. What works (inside the stadium)?
- 1.2. What can be improved (inside the stadium)?
- 1.3. What works (outside the stadium)?
- 1.4. What can be improved (outside the stadium)?

2. Identify up to three policing innovative good practices adopted in Johan Crujff Arena that could be replicated in your national context:

- 2.1. Inside the stadium
- 2.2. Outside the stadium

3. Identify up to three policing good practices in your country that could be a reference for your counterparts of the other organising countries:

- 3.1. Inside the stadium
- 3.2. Outside the stadium

4. Final comments

Note: After collecting your replies, a final report will be drafted by the Secretariat, shared with the Dutch hosts and later circulated to all T-RV delegations, respecting the anonymity of the national respondents.

Annex 4 - News on the Council of Europe website

Peer-review exercise in Amsterdam, in the run-up to UEFA EURO 2020

AMSTERDAM 19 NOVEMBER 2019



A team of the [Standing Committee of the European Convention on Spectator Violence](#) held a peer-review exercise at the Johan Cruijff Arena of Amsterdam, on 19 November 2019, during a qualifying match of the Dutch national team.

This is the fifth of six planned consultative visits and peer-review exercises of the UEFA EURO 2020 hosting countries.

The aim of this exercise was to promote dialogue between police match commanders of the hosting cities of the tournament, in the light of the good practices enshrined in the [Saint-Denis Convention](#) and the [2015 Recommendation of the Standing Committee](#).

A team of police match commanders from Denmark, Hungary, Italy and Romania, accompanied by the Chair of the Standing Committee (Romania), the Vice-Chair (Germany), a Bureau member (Austria) and the Secretariat of the Council of Europe, met with officials from the Dutch National Police, the Ministry of Justice, the Amsterdam Police Gold Commanders, the Dutch National Football Information Point (NFIP), the City Council of Amsterdam and the Johan Cruijff Arena safety management, to discuss national policies and practices in the field of safety, security and service at sports events.

The last consultative visit is planned for early December 2019, in Rome, Italy.

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