

**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

Strasbourg, 11 February 2020

T-RV (2020) 03

**Report of the consultative visit to Rome (Italy) -  
host city for UEFA EURO 2020**

**Rome, 6-7 December 2019**

**Report by the Consultative Team  
(Including the National Report provided by Italy)**

**DRAFT**



**DRAFT REPORT OF THE CONSULTATIVE VISIT TO ITALY**

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## **National report of Italy**

MINISTRY OF INTERIOR



# NATIONAL REPORT

in view of the consultative visit to Rome as  
hosting country for UEFA EURO 2020

*Legal framework*

*National structure*

*National  
situation*

vs Council of  
Europe's standards

*Incident review*

*Specific advice  
requested for  
UEFA EURO 2020*

PREPARED BY

Italian Ministry of Interior  
Public Security Department - Public Order Office

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October 2019

# Legal framework



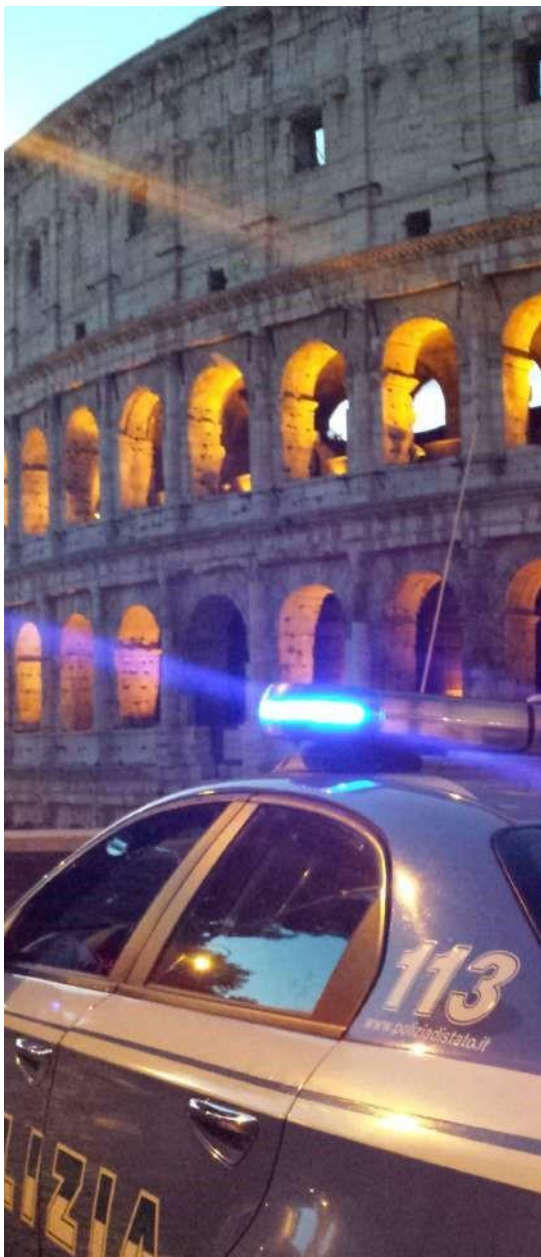
Italy has a strong, specific legislation for the management of football and other sports events at both national and international level.

## The main legislation (Laws)

- Act 13/12/1989 n.401 and subsequent laws: measures taken in the field of gambling and illegal betting and safeguard of the correct taking place of sports events;
- Act 25/06/1993 n.205: urgent measures on racial, ethnic and religious discrimination;
- Act 19/10/2001 n.377: urgent dispositions to fight violence in sporting events, new criminal offenses;
- Act 24/04/2003 n.88: urgent dispositions to fight violence in sporting events, new role of the event organizer and introduction of arrest in delayed flagrancy;
- Act 17/10/2005 n.210: urgent dispositions to fight violence in sporting events, National Observatory on Sports Events as a form of public/private partnership;
- Act 4/4/2007 n.41: urgent measures to prevent and suppress violent phenomena linked to football matches, as well as provisions to support promotion of sports and free participation of minors in sports events.

## The main legislation (Ministerial Decrees)

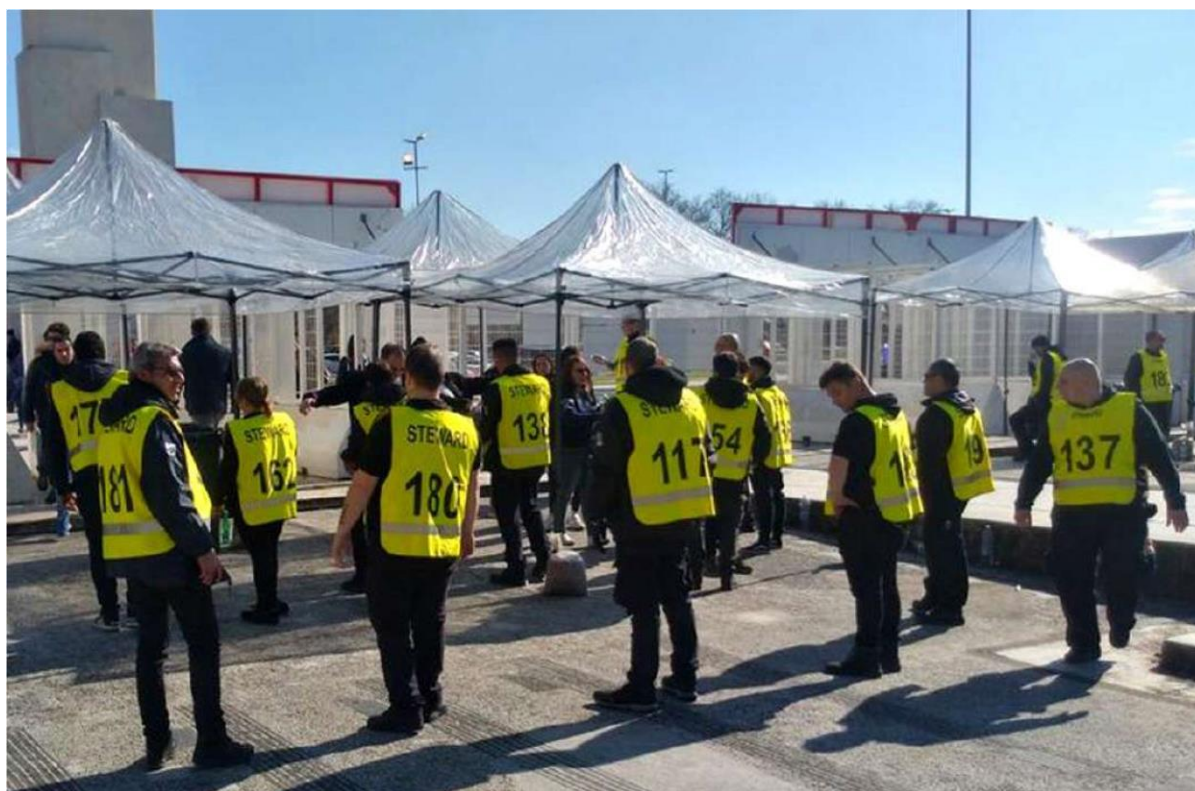
- Ministerial Decree 18/03/96: focus on structural and fire safety, definition of the criteria for exit routes, fences, attached security areas, protocol for sharing information and cooperation between the senior managers of the various forces, event management centre, Safety & Security manager, etc.



- Ministerial Decree 6/5/2005 on CCTV: requirements and criteria, direction inside event management centre;
- Ministerial Decree 6/5/2005 on ticketing: named ticket, background screening before ticket issue;
- New Ministerial Decree 13/8/2019, amending the decrees of 8/8/2007 and 28/7/2011, concerning "Organisation and service of stewards in sports facilities".

In recent years, the Ministry of the Interior has also introduced regulations for stadium use, regulations around banners, drums and megaphones and regulations on the sale of alcohol.

With reference to Council of Europe Convention on an Integrated Safety, Security and Service approach at football matches and other sport events (CETS No.218), the text of the law is at the last step in Italian Parliament for ratification.



# National structure

The Italian system for the management of Public Order is based on the activity of Public Security Authorities and their Consultable Organism with different roles and responsibilities



In this regard, specific tasks and responsibilities have been identified at both national and local level:

- The Ministry of the Interior is the National Public Security Authority and creates policy on public order and security
- The **Chief of Police** is the General Director of Public Security and issues directives to enforce public order and security policies;
- The **Prefetto** is the Provincial Public Security Authority with administrative responsibility, coordination and political guidance tasks. He ensures uniform guidance and coordination of tasks and activities carried out by territorial public security officials and promotes the relevant measures;
- The **Questore** (Police Commissioner) is the Provincial Public Security Authority with technical and operative responsibility, responsible for coordinating of public order and security services and of the deployment of the Police Forces involved in maintaining public order and security (Polizia di Stato, Carabinieri, Guardia di Finanza).

Italian system for the management of football matches is also based on analysis, research and proposal of strategies in order to ensure a shared safety, security and service concept and fight violence in sport events (football and other sports).

These activities are carried out by the **National Observatory on Sports Events**, as a technical - administrative advisory body in direct collaboration with the Minister of the Interior.

In particular the Observatory performs the following tasks:

- monitor phenomena of violence and intolerance occurred at sports events as well as control the safety level of sports facilities;
- evaluate problems relating to scheduled events and define the risk level of every event;
- approve guidelines for the regulations in force as to the safety of sports facilities;
- promote coordinated initiative to prevent violence and intolerance at sports events, collaborating also with associations, local, government and nongovernmental bodies;



- work out measures that can be adopted by sports clubs to guarantee a smooth carrying out of sports events and public safety;
- publish an annual report in the trend of violent and intolerant phenomena on the occasion of sports events.

Another structure that has the task to contrast violence in football matches is the **Committee for the Analysis of the Safety of Sports Events** chaired by the Head of the Secretariat of the Public Security Department.

The Committee carries out analysis and evaluation activities on sporting events, to allow the adoption of measures to guarantee public order and safety, giving to the Provincial Public Security Authorities the necessary directives, with particular reference to:

- scheduled competitions judged high risk by the National Observatory on Sports Events, or evaluated independently as such;
- the most violent supporters;
- any further information, even of a confidential nature, relating to serious phenomena of intolerance or violence in the sports context, which require the adoption of appropriate measures to guarantee public order and safety.

## Training system adopted in Italy for public order

In compliance with the Decree of the Chief of Police 24/10/2008, in Italy the Training Centre for the Protection of Public Order was established.

It's a school created to train Police Officers and operators specialized for public order with the following main tasks:

- strengthen and spread the "culture" of public order among the operators;
- consolidate the rules, conduct and operational techniques in public order services through the analysis of "good practices" and critical issues in public order services;
- increase operators' professionalism, focusing on the technical approach of dialogue and prevention which can help in avoiding incidents in situation of public order.



# National **situation**

## vs. Council of Europe's standards



Italian planning of public order and security arrangements for sport events sees the Provincial Authorities for Public Security and the competent units of the Interior Ministry's Department of Public Security work in different areas within the reference framework that is based on the pillars of Council of Europe Convention CETS 218 (Safety, Security and Service)

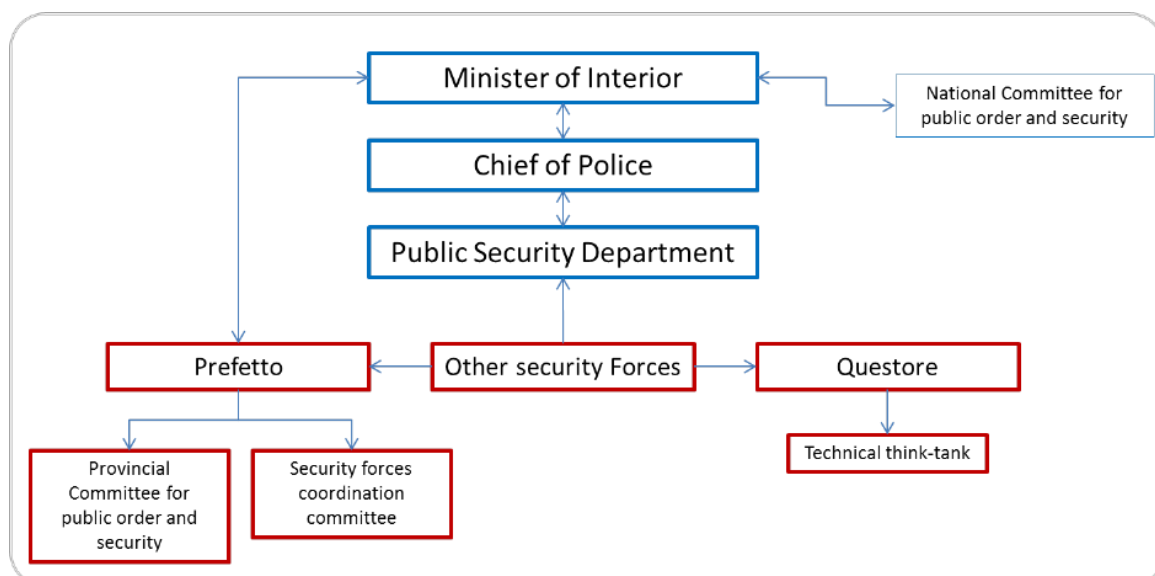
The National Security model – tested several times – aims to follow a line of management that adapts domestic requirements to the European standards.

Specifically, in planning and executing public order and security measures, the system is oriented towards “Police Ethics”, understood as the policy for the conduct of security forces, who must act in accordance with an appropriate level of visibility, tolerance and severity.

As such, the Italian model, also on the basis of direct experience, aims for mediation and dialogue between the parties, first and foremost by promoting partnership between public and private. Indeed, joint management ensures the best conditions for the event to take place within the bounds of legality and respecting the rules of civil coexistence.

An integrated command and control model is in place according with the existing governance structure.

Roles and responsibilities are defined and organised within the chain of command as follows



The Italian Safety, Security and Service concept is defined together with all the authorities responsible for the management of internationally significant events, in accordance with a public-private partnership approach.

A close cooperation between public and private stakeholders - Government, Ministry of the Interior (Public Security Department and National Observatory of Sports Events), Local Police Authorities, City of Rome, Italian Football Association, Airports and Mobility stakeholders - has been active to support the event and to define the organisational aspects, in compliance with the requirements of safety.

According to the Italian Safety and Security approach, ten key project areas have been identified, based on a plan that Italy has effectively adopted for major international events.

Pursuant to the regulations in force in Italy, national and provincial law enforcement authorities are responsible for managing said areas.

Each project area will have its own manager, who will be responsible for implementing the objectives set by the competent Authority for his or her area, as well as for meeting the requirements established by the event organiser.

Action plans will be coordinated centrally by the Ministry of the Interior, through the role of Questore of Rome, Local Public Security Authority, who will take care of the final responsibility in term of Public Order and Security.

Below are the 10 areas:

1. Welcome plan and Volunteers programme
2. Football Village and Public Viewing Area
3. Mobility plan and Free Public Transportation
4. Stadium and Venue Operations (incl. Medical)
5. Stewarding programme
6. Team Services and Accommodation
7. Ticketing and Accreditation
8. Rights Protection Programme
9. Collateral Events
10. Public Order and International Police Cooperation



# Incident **review**



During the 2018-2019 season, (July 1st – June 30th) 2.557 football matches (2.538 in the previous season) were monitored, of which 380 were of First Division, 354 of Second Division, 1.119 of Third Division, 451 of Not Professional Football Matches, 66 International Matches, 155 of National Tim Cup and Italy Cup of Third Division and 32 Friendly Matches.

Totally, 216.406 Police Force Units were deployed (211.691 in the last season).

The following is a comparison of the data with the same period of the previous season (we consider only the three Professional Divisions) from which, in detail, emerges that: **matches with injured persons** decreased by 32% (from 63 to 43)

- in First Divisions decreased by 45% (from 33 to 18); • in Second Division increased by 7% (from 14 to 15);
- in Third Division decreased by 37% (from 16 to 10). **injured civilians** decreased by 2% (from 46 to 45)

*The data also consider the supporter who died for injuries sustained during the match "Inter - Napoli" on December 26<sup>th</sup> 2018 due to a collision caused by opposing fans*

- in First Division decreased by 29% (from 31 to 22); • in Second Division increased by 133% (from 6 to 14);
- in Third Division remained the same (9).

**injured among Police Forces** decreased by 26% (from 58 to 43)

- in First Division decreased by 72% (from 18 to 5);
- in Second Division increased by 87% (from 16 to 30);
- in Third Division decreased by 67% (from 24 to 8).

**The total number of injured stewards** decreased from 17 to 13

- in First division increased from 4 to 7;
- in Second division decreased from 11 to 4;
- in Third Division remained the same (2).

**The number of reported** decreased by 35%, (from 1.173 to 757)

- in First Division decreased by 27% (from 439 to 321);
- in Second Division decreased by 41% (from 304 to 179);
- in Third Division decreased by 40% (from 430 to 257).

**The number of arrested persons** decreased by 61%, (from 100 to 39)

- in First Division decreased by 50 % (from 52 to 26);
- in Second division decreased by 64% (from 14 to 5);
- in Third Division decreased by 76% (from 34 to 8).

**The last championship** showed, in the professional championships First, Second and Third Division, a decrease in the employment of operators of the Police Forces, compared to last season. In particular, 169.457 Units were employed, compared to 177.341 in the previous season (-4.45%):

- in First Division decreased by 1,6% (from 80.721 to 79.425);
- in Second division decreased by 13,3% (from 48.581 to 42.128);
- in Third Division decreased by 0,3% (from 48.039 to 47.904).

### Stadium Bans

Nr. 6.803 stadium bans are still in force (6.567 relating to football), 3.452 of which were issued in the 2018/2019 season (3.392 for football).

### Restrictive Measures Towards Supporters

In the past season, some restrictive measures have been adopted following particular criticalities caused by some supporters:

- 72 travel bans;
- 8 matches without supporters.

Divisions and tournaments	Measures adopted		Travel bans		Matches without supporters	
	17/18	18/19	17/18	18/19	17/18	18/19
First Division	13	8	13	8	0	0
Second Division	7	4	6	4	1	0
Third Division	23	11	23	11	0	0
Not Professional matches	68	50	64	42	4	8
National Tim Cup	4	2	4	2	0	0
International matches	2	1	2	1	0	0
Other sports	9	4	9	4	0	0
<b>Total</b>	<b>126</b>	<b>80</b>	<b>121</b>	<b>72</b>	<b>5</b>	<b>8</b>



# Specific advice



## requested for UEFA EURO 2020

UEFA EURO 2020 represents a great and unique opportunity for Italy to increase knowledge and gain experience, in order to deliver a strong legacy in managing safe and secure events for the next generations and the future of the country.

An integrated national safety and security plan for the UEFA EURO 2020 tournament will be developed to ensure that football matches and related events are organised and held successfully. UEFA EURO 2020 will be a FESTIVAL for all teams, supporters, local residents, tourists, media, volunteers and people coming to Rome or attending matches at the “Olimpico” Stadium.

Every year, sometimes even several times a year, an organisational model similar to the one that we have implemented for UEFA EURO 2020 is developed and designed for the organisation of large events held at the Olimpico in Rome or elsewhere in the city.

Italian Safety and Security Concept for UEFA EURO 2020 develops together with the Government (i.e. Ministry of the Interior), the Local Police Authorities, the Host City, the Stadium Owner/Management, the competent public/private stakeholders (I.E. Roma Mobilità, Fire Brigade, Medical services).

A permanent working group was set up at the end of 2017 in order to define the plan for UEFA EURO 2020, including relevant stakeholders responsible for safety, security and service:

- Italian Ministry of the Interior (Public Order Department);
- The National Observatory for Sports Events;
- Local Police Authorities (Prefettura and Questura of Rome);
- Municipality of Rome (including Local Authorities, i.e. Local Police);
- Italian Football Association;
- Stadium Management (CONI and Sport e Salute SpA);
- Fire Brigade (for certification of safety aspects);
- Medical Services;
- Public transportation agencies (Airport and Train).

In any case, due to the fact that UEFA EURO 2020 represents a large-scale event, for Italian legislation only the central bodies of the Ministry of the Interior and its local agencies are responsible for public order and security before, during and after the event.

While aimed at ensuring the creation of a welcoming atmosphere across the city of Rome, the concept is oriented to meet the specific requirements of an international event that will involve the entire country.

The results obtained in the past must be consolidated in order to ensure the positive face of Sport and open the stadium doors to families.

The priority is also to ensure that fans have easy access to **information**, so that supporters know how to move around as soon as they arrive in Rome. Safe, clear mobility is a top priority, in order to give the fans the opportunity to enjoy the city without any restrictions.

The goal is to present Rome as the centre of the event (considering that the opening match) and to connect Rome with all the other venues, making UEFA EURO 2020 an immediately recognisable event where everyone feels at home and safe.

## International Police Cooperation

Italy complies with the “EU handbook for international police cooperation and measures to prevent and control violence and disturbances in connection with international football matches”. Italian Ministry of the Interior is currently involved in organizing an IPCC (International Police Cooperation Centre) to exchange information with other countries involved in UEFA EURO 2020.

The standard approach related to IPC in Italy includes the following points:

- Adoption of existing agreements, recommendations and international best practices relating to the organisation of international sporting events in order to ensure the best possible cooperation between Italy, the other host countries, the other participating countries and all bordering countries;
- Definition of responsibilities and duties, deployment of overseas delegations of Police Forces in accordance with tournament procedure and provisions set out in EU manuals;
- Optimisation of international cooperation to ensure exchange of intelligence between Police Forces through the existing National Football Information Point (NFIP-Italy). An international centre will be set up here and work in close collaboration with the general coordination centre;
- Preparation of measures and agreements designed to ensure the conformity of all relevant national and international bodies and entities, i.e. sharing intelligence;
- Organise pre-event visit with the aim of:
  - establishing personal contact between the senior police officers in charge of the respective football matches;
  - outlining and agreeing on the expected role of the hosted police officers;
  - explaining and discussing the police strategy and tactics adopted;
  - planning the accommodation, meals and transport of the hosted delegations;- providing for the presence, if necessary, of liaison officers and interpreters.



## “Olimpico” Stadium in Rome

The stadium will be the venue for the opening ceremony and inaugural match (June 12<sup>th</sup> 2020) in addition to other three matches of the upcoming EURO2020 football Championships, which will be attended by several thousand spectators.

The Olimpico Stadium Organizational Model for the safety and security of football matches allows to achieve some targets including the containment of violent events, the decongestion of traffic and irregular parking in the areas surrounding the stadium and greater liveability of the area in an "orderly" urban context, guaranteeing a prompt reaction capacity in the event of an emergency, considering also the persistent terrorist threat and the current international situation.

Specific welcoming services and collective transport of foreign fans will be organized in safety at the Olimpico Stadium with the arrangement of the usual "**Meeting Points**" and "**Fan Zone**".

The supporters' inflow system, which provides dedicated prefiltering and filtering areas, the structural improvement of the plant through the use of technology and the scrupulous use of stewards allow to increase the perception of safety by the spectators.

### **Stadium management**

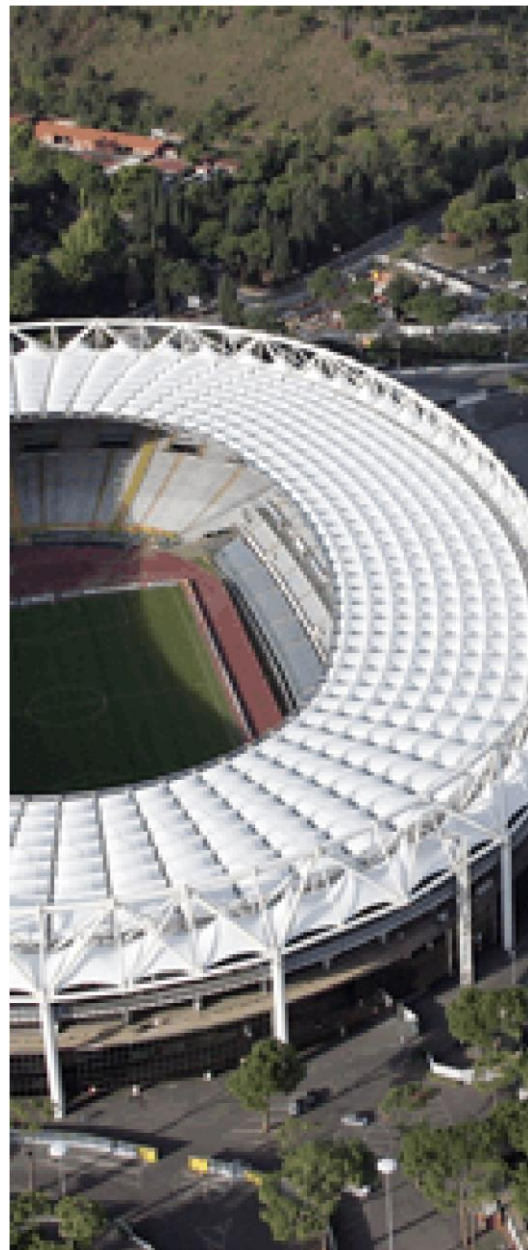
For the management of the stadium will be scrupulously respected all the instructions given by the "Plan to maintain the security conditions on football matches", compiled pursuant to the Ministerial Decree 18 March 1996 and subsequent amendments, updated to July 2019, by the "Regulation of use of the Olympic Stadium for football matches" and by the document issued by the Provincial Technical Commission for the Supervision of Public Entertainment Venues coordinated by the Prefetto of Rome.

### **Operational Areas**

As required by current Italian legislation, the Olimpico Stadium zone is divided into the following security areas, which correspond to different operating protocols:

#### **I. Maximum Security Area**

This area includes the stadium and the attached service area. There are access gates to the plant characterized by security checks at the highest levels ensured by stewards with the support of Police Forces. Only fans with tickets, Police Forces and all personnel employed in the services





can enter. Here, according to Italian law, the correspondence between name written on the ticket and ID occurs.

## **2. Reserved Area** (extended to remote parking areas);

This area precedes the Maximum Security Area. Only fans with tickets, Police Forces and all personnel employed in the services can enter. Here the stewards carry out a first security check (pre-filtering), with the support of Police Forces, in order to check the tickets and the compliance with the stadium's regulation.



## **3. Respect Area**

The surrounding public area close to the stadium, which allows the approach to the sport facility. The presence in this area is not bound by the possession of the ticket for the match. In this area there are services for directing spectators towards the respective sectors of the stadium.

### **Separation between sectors**

Each sector of the stadium dedicated to receiving the supporters cannot exceed the capacity of 10.000 supporters. The separation of sectors is realized to prevent contact between opposing supporters and the movements of spectators from one sector to another, also in compliance with safety regulations.

### **Sector configuration**

The following current configuration of the stadium is fixed for the football matches of the Roma and Lazio teams, or in the case of other sporting events that, on the indication of the Questore of Rome, require special security management measures.

Total capacity 68.530 seats, distributed as follows:

- “ Monte Mario” Sector - 14.266 seats, including 56 seats reserved to disabled with companions;
- “Tevere” Sector 16.351 seats including 320 reserved to disabled with companions; • “Curva Nord” and “Distinti Nord” Sectors 18.946 seats;
- “Curva Sud” and “Distinti Sud” Sectors 18.967 seats.

### **Separation between spectator area and playground**

The separation can be achieved with a parapet height 1,10 meters, extendable up to 2,20 meters. The parapets are equipped with separators made of incombustible transparent material suitable for viewing the sports area. The elevation of the separators is established by the Questore, considering the risk assessment of the sporting event.

In addition, the perimeter of the sports activity area can be arranged by stewards, at the rate of twenty units for every ten thousand spectators, in any case not less than thirty units in total, except for public order and safety needs. The staff must keep the area reserved for the public under constant observation.

### **Control room of the video surveillance system**

The Security Operational Group (G.O.S.) room, located in the upper part of the “Monte Mario” Sector, guarantees a complete view of the stadium. On the day of the event it is established as a Centre for the Management of Safety and Security; the video surveillance system control devices are located inside (20 monitors are used by Police Forces).

In particular, 5 video stations equipped with a Joystick keyboard are used by the staff of the Rome Police Headquarters, one of which is connected to the archive of recorded videos.

### **Security Operational Group (G.O.S.)**

It is the heart of sport event management in the stadium. It is directed by the Police Match Commander and is composed by officials of Police Forces, Fire Brigades, Health Service, Local Police and representatives of other bodies involved in the event.

### **The video surveillance system**

As required by current legislation, the stadium must be equipped with closed-circuit television and recording systems composed by 184 video cameras (+ 1 camera in case of the use of a helicopter equipped with a video recording device), some of which are of the "Digital Dome" type, Day & Night model.

### **Biometric recognition**

A biometric recognition system is active which allows interconnection of the data acquired by the cameras located at ticket check (stadium entrances), with that subsequently detected by the internal video surveillance system, in order to allow the prompt identification of any person responsible for illegal behaviour.





### **Police Station**

It is located inside the “Monte Mario” Sector, on the ground floor, in front of the entrances to the Press Room. Inside there is a Mobile Photo-Signalling Post for immediate activity and for the application of administrative or judicial measures.

### **First Aid Units**

In each sector there are fixed First Aid Units, easily visible, and the presence of ambulances. In “Monte Mario” Sector there is also a mobile centre to reanimate. The health service is integrated by 12 U.S.R. (Rapid Medical Aid Units) trained in first aid operations.



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COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

**PART 2**

**Report by the Consultative team  
Rome - 6/7 December 2019**

## **SECTION A - Executive Summary**

In the framework of the Action Plan of the Working Group on the Safety, Security and Service preparations for UEFA EURO 2020 and the formal request of the Italian delegation, the Council of Europe Standing Committee of the Spectator Violence Convention (T-RV) carried out a consultative visit to Rome (Italy), under the Compliance with Commitments (CwC) project, aimed at proposing recommendations in respect of the safety, security and service arrangements in connection with UEFA EURO 2020 matches and assess the status of the preparations for this event.

The visit also gave the opportunity to review the current safety, security and service policies of Italy regarding football matches and other sports events in order to assess the challenges that lie ahead of Italy to ratify the new Convention CETS No. 218.

This was the last of a set of four visits and two peer-review exercises that were scheduled for the period of 2018-2019, in the context of the preparations for UEFA EURO 2020. Rome is one of the 12 cities hosting the tournament and will be hosting the opening match plus three matches, one of them a quarter-final tie.

The visit was organised by the Italian National Football Information Point (National Police) and took place between 6 and 7 December 2019.

A main conclusion of this visit is that the Council of Europe team recognises that the different national and local public and private agencies are working with an integrated and multi-agency approach, in line with the ethos of the Saint-Denis Convention. It was demonstrated that both the National Observatory on Sports Events and the Committee for the Analysis of the Safety and Security of Sports Events ensure that relevant public and private stakeholders meet regularly to exchange information and agree on common policies and procedures, namely the drafting of legal and regulatory instruments and classifying the matches in terms of risk (currently on a scale of one to four).

The Council of Europe further acknowledges the significant improvements made in the Italian system since the consultative visit carried out in 2007 and which was complemented by a follow-up report in 2011, namely on the legal, regulatory and institutional frameworks, in particular the change from a “police-centred system” to a multi-agency integrated approach.

It was evident from the visit that the Rome local authorities are well advanced in their safety, security and service preparations for UEFA EURO 2020 matches, but caution must be exercised against complacency.

In respect of policing, it is a fact that the Italian internal security system is particularly complex. It is therefore key for the success of policing operations that the line of command and combination of all the different forces and services in the front line are clear, efficient and effective.

Transport and city-wide events management in such a vast, complex and tourist popular city like Rome is also a major challenge for the local and national safety and security authorities. Besides

managing the stadium operations, the authorities must also manage the flow of the two international airports – Fiumicino and Ciampino -, two main railway stations – Termini and Tiburtina -, the intricate road system inside and outside the capital, the fan village and the fan zone in the city centre squares, and the public viewing events in each of the 15 districts of the metropolitan area, while ensuring the continuity of the daily routine of the city. The delegation was also informed that Rome is Italy's top cultural destination, having attracted 15.2 million tourists and 36.6 million overnight stays in 2018. All of this adds to the complexity of planning and delivering a safe and secure tournament.

Coordination between local and national, public and private, stakeholders is the keyword for the success of the tournament in Rome. All officials appear to be fully committed to take this opportunity to reinforce the role of Rome and Italy as a city and country suited for hosting major international events. The Olympic Stadium in Rome has hosted many prestigious events since its opening and the city has also been the host of many cultural events. All of this experience should be drawn upon during the planning and implementation of the tournament.

Other points worthy of note are contained within the report and its 62 recommendations. These recommendations are set out in the form of a draft action plan which highlights, *inter alia*, the need for:

- strategic and operational coordination by local authorities with relevant national authorities;
- a review of policing football operations to ensure that strategic and tactical decisions reflect established European good practice with adequate resourcing of the NFIP structure;
- promotion of the dialogue policing concept in relation with the fans attending UEFA EURO 2020 matches, including the full use of fan embassies, SLO's of the participating teams and foreign language speaking personnel;
- an obligation for all stadia hosting professional football matches to have a designated, trained and assessed as competent stadium safety officer, tasked with responsibility for all in-stadia safety and security;
- understanding of the significance of planning within the external areas of the stadium.

With just six months to go before the start of the tournament the Council of Europe team acknowledges that Rome and the Italian authorities are well advanced and on the right track with its safety and security planning. The final draw held late November identified the three national teams that will play against Italy in Rome which are Turkey, Switzerland and Wales. This additional information enables the Italian authorities to further develop and refine the collection of information and detailed planning of operations.

The delegation fully recognises that the recommendations contained in this report represent a significant number of work streams and that it will take time to define, adopt and implement the necessary actions.

The delegation would therefore like to stress that the Standing Committee is wholly committed to provide the governmental and football authorities, and other competent agencies in Rome with further support to meet the challenges that lie ahead (including technical assistance and expertise),

recalling the list of training and other technical assistance tools that the Council of Europe and its partners can deliver (see Section E.3 of this report, on the tools currently available at the European-wide level).

It is important to recognise that the aim of the visit and subsequent report is not to criticise, but rather to support the authorities and other relevant stakeholders in Rome to develop and implement a strategy designed to demonstrate compliance with the Convention and provide a safe, secure and welcoming environment at football matches during UEFA EURO 2020 and beyond.

In conclusion, the delegation would like to put on record its gratitude for the willingness of all parties met during the visit to engage in open discussion and welcomes the commitment expressed to share experiences and expertise with their European counterparts.

The delegation would also like to thank all colleagues in Rome for their hospitality and much appreciated help and support throughout the visit.

## SECTION B - Visit Background and Explanation

### B.1 Purpose of the Visit

The Council of Europe Convention on an Integrated Safety, Security and Service Approach at Football Matches and Other Sports Events (hereafter described as the “Convention”) was opened for signature in Paris during the European Football Championships in July 2016.

For background, Italy as State Party to the T-RV Convention, had already hosted a consultative visit in November 2007, with the report complemented by a follow-up report adopted in 2011 by the Standing Committee. More recently, and after having signed the Saint-Denis Convention in September 2016, Italy will most probably ratify it during the first quarter of 2020, before UEFA EURO 2020 tournament. It is understood that the text has been adopted by the Chamber of Deputies and is now at the Senate.

Before ratifying the Convention, the Italian authorities should check if their current legislation specifies that all professional matches played in Italy are subject to the articles of the Convention as required by **Article 1 – Scope of the Convention**. Also that current legislation defines the different necessary terms according to the Convention.

**Recommendation 1 - Italian authorities should check if their current legislation defines the different necessary terms according to the Convention, before ratifying it.** (status: essential)

As regards the ratification process, Italian authorities were encouraged by the Council of Europe team to deposit the instrument of ratification before mid-April 2020, so as to ensure the participation of Italy in the first meeting of the T-S4 Committee, to be held on the 21<sup>st</sup> of April 2020, in Monaco.

The Rome local authorities followed this up with a request that the Standing Committee undertake the consultative visit in December 2019.

The visit was planned to meet the following two objectives:

- to evaluate the state of preparations of Rome and Italy for UEFA EURO 2020; and
- to review the current safety, security and service policies of Italy regarding football matches and other sports events in order to assess the challenges that lie ahead of Italy to ratify the new Convention CETS No. 218.

Since the opening for signature of the Convention, the Standing Committee decided to base its visits on the core articles of this new Convention (Articles 1 to Article 11), to help the visited country to prepare for its ratification and future implementation, even if they have yet to sign the Convention.

The delegation was aware from the outset that during such a short visit it would not be possible to conduct an in-depth assessment of every aspect of the safety, security and service arrangements in connection with football events in Rome.



The aim of the visit, i.e., the evaluation of the state of safety, security and service preparations of Rome for the tournament, was met due to the fact that the regional and local authorities delivered comprehensive presentations on the general and particular aspects of the organization and planning of the different strategies, both at regional and local levels: policing; mobility and traffic; medical emergency; civil protection and meteorological service; management and operation of the stadium and its vicinity and the role of the local community.

In recent times, Rome has accumulated much relevant experience in the organization of international major events, be it sporting or cultural ones. This experience will be of great importance for the planning and delivery of the tournament.

As a general statement, the Council of Europe team acknowledged that Rome and its local authorities are well advanced in the safety and security planning for the tournament with the benefit of knowing which nations will be playing in Rome to assist in the more detailed planning for a safe tournament.

As well as hearing presentations from key organisations during the two days of the visit, the delegation also visited the Olympic Stadium in Rome to watch a Serie A match between Lazio and Juventus. teams The delegation had the opportunity to carry out a general assessment of the dynamics of the stadium safety and security management and operations.

The delegation also recognises that as is normal during visits, some questions or remarks might be misconstrued due to misinterpretation. Allowances for this are made whenever possible, however the delegation can only comment on what it was told and on the field observations.

As pointed out earlier in this report the delegation wishes to stress that its purpose is not to criticise, but instead to be a critical friend to support the authorities and other relevant stakeholders in Rome through the provision of external and expert observation in respect of football safety, security and service.

This is important as safety, security and service arrangements are and must remain the preserve of each national State. This report and any subsequent advice are not intended to undermine that core principle.

Moreover, the delegation fully acknowledges the wide variations in the constitutional, judicial, policing, cultural and historical circumstances, and the equally varied character and severity of football-related incidents and risks, which exist among and within each national State. This precludes universal application of definitive models of good practice. The reality is that the wide range of established good practices set out in the Recommendation Rec (2015)1 invariably needs to be customised to meet national imperatives and circumstances.

## B.2 Visit Itinerary

The visit included two plenary meetings with all relevant stakeholders, a visit to the Headquarters of the Metropolitan Police of Rome (*Questura*) and a visit to the Olympic Stadium to attend the Serie A match between Lazio and Juventus teams in order to assess the safety, security and service operations management. However, despite requests the delegation was not able to meet with representatives of the organised groups of supporters.

The public and private authorities delivered detailed presentations to the delegation on the various aspects of its organisation and planning of its different strategies, both at national and local levels. Also on policing, counter-terrorism, transport, civil protection, management and operation of the stadium and its outer environment, management of public events in the city, international police cooperation, and role of the local community.

However, topics such as communication and media policy, and dialogue with supporters were not sufficiently addressed and need further development.

The delegation would like to thank the organisers of the visit for ensuring that the delegation was able to meet with, *inter alia*, several relevant national and local, public and private, stakeholders:

- i) Ministry of the Interior: the National Observatory on Sports Events (CNIMS) and its National Football Information Point (NFIP, National Police Force); Deputy Prefect of Rome; Rome Metropolitan Police (*Questura*); Police Forces - *Polizia di Stato*, *Arma dei Carabinieri* and *Guardia di Finanza* -, Counter-terrorism Central Office, Alien and Border Police, Road Police, Railway Police, Civil Protection and Firefighting Service;
- ii) Other public stakeholders: Ministry of Sports; Medical Emergency Service (118); and the Municipality of Rome: Local Police and EURO 2020 Rome Task Force; and
- iii) Private stakeholders: Italian National Olympic Committee (CONI); Football Federation (FIGC); Football League (Serie A); and Supporter liaison officers (SLOs) from Lazio and Juventus football teams.

The news of the consultative visit will be published in the sports website of the Council of Europe.

## B.3 Structure of the Report

This report comprises five sections and two appendices and includes an Executive Summary at SECTION A, which together provide the main observations and recommendations of the consultative visit (hereafter described as the “visit”) undertaken in December 2019 by a delegation of the Council of Europe Standing Committee of the Convention on Spectator Violence (hereafter described as the “delegation”).

SECTION B provides essential background to, and an explanation of the visit and its purpose.

SECTION C comments upon the current level of preparedness in Rome as regards the UEFA EURO 2020 matches when viewed against the core principles and outcomes enshrined in each of the policy articles contained in the Convention. Full account is also taken of the established good practices on safety, security and service contained in the Standing Committee Recommendation Rec (2015)1.

SECTION D sets out for reference Articles 1 to 11 of Council of Europe Convention on an Integrated Safety, Security and Service Approach at Football Matches and Other Sports Events – (CETS No 218) Compliance with Policy Articles.

SECTION E summarises the report’s key conclusions together with a draft Action Plan designed to assist, and to be completed and updated by the authorities in Rome and sent subsequently to the Secretariat of the Standing Committee, as well as giving a list of technical assistance tools that are available at the European-wide level and from which the hosting country can benefit when implementing the Action Plan.

This Action Plan highlights the 62 recommendations, each of which is allocated a priority status of "essential", "important" or "desirable". This terminology is used to indicate the relevance of each action in demonstrating compliance with the 2016 Council of Europe Convention on an integrated safety, security and service approach at football matches and other sports events (also called Saint-Denis convention and identified as CETS No. 218 in the Treaty Office Register) and established European good practices.

The recommendations also take account of the good practices on safety, security and service set out in the Recommendation Rec (2015)1 of the Council of Europe Standing Committee on the European Convention on Spectator Violence and Misbehaviour at Sports Events and in particular at Football Matches (hereafter described as the “Standing Committee”) and other complementary European good practices.

Whilst the report is “football” centric in its observations the delegation’s observations and findings can also, where appropriate, be applied to other major national and international sports events designated by the Rome authorities as falling within the scope of the Convention.

The fact that the Council of Europe invites its partners, namely UEFA and the supporters associations like SD Europe and FSE in such monitoring activities not only sends to the hosting countries a message of the importance of a multi-agency public-private integrated approach between these stakeholders at the pan-European level around common standards but also increases legitimacy and improves the quality and coherence of their deliveries so as to support the country to meet those standards in the follow-up.

#### **B.4 Standing Committee Delegation**

Besides the T-RV and T-S4 Secretariat members (Marie-Françoise Glatz and Paulo Gomes), the Council of Europe visiting team also included:

- Adrian Dinca, Chair of T-RV (Romania);
- Dubravko Perec, T-RV Bureau member (Croatia);
- Ingrida Lamanauskiene, T-RV Bureau member (Lithuania);
- Ken Scott, chief inspector of Sports Grounds Safety Authority, rapporteur for this visit (UK);
- Stephen Thomas, UEFA representative; and
- Ronan Evain, head of Football Supporters Europe (FSE).

## **B.5 Supporting Documentation**

Prior to the visit the hosts shared with the delegation a copy of the National Report of Italy prepared by the Ministry of Interior.

## **B.6 Status of Report**

The report is intended to support and assist the Rome authorities to help them create a safe, secure and welcoming environment at football matches.

All States that sign, and subsequently ratify, the Convention are obliged to ensure that their legal and operating arrangements comply with the content of the Convention's policy Articles. To assist States in achieving this obligation, and in recognition of the diversity of national imperatives and circumstances, the Articles are largely focused on key principles and outcomes.

To support States to adopt and demonstrate compliance with each Article, the Standing Committee has adopted a Recommendation Rec (2015)1 which provides a wide array of established good practices on designing and delivering an integrated approach to Safety, Security and Service in connection with football events, along with supplementary and detailed annexes on each of those three pillars.

This report, therefore, focuses on the extent to which the current legal and operating arrangements in Rome are in compliance with the content of both the Convention and the Recommendation.

In conclusion, this report should be seen as an ongoing commitment on the part of the Standing Committee to provide on request, further advice and support in respect of all aspects of this report and its recommendations and also to provide solutions for the adoption of the integrated approach model in Rome, especially taking into consideration its role as host city for the UEFA EURO 2020 Football Championship.

## **SECTION C - UEFA EURO 2020 – Safety, Security and Service Preparations**

### **C.1 Background Information**

Together with the World Cup and the Summer Olympic Games, the European Football Championships is one of the three major global sports events. Organizing such a tournament places major demands and responsibilities on all the authorities in the host country, notably in respect of ensuring the safety and security and welcoming of the participating teams and staff, visiting supporters and local communities.

UEFA EURO 2020 is the 16<sup>th</sup> edition of the European Championships and will take place from 12<sup>th</sup> June to 12<sup>th</sup> July 2020 in 12 host cities across Europe: London (United Kingdom), Munich (Germany), Baku (Azerbaijan), Saint Petersburg (Russian Federation), Rome (Italy), Copenhagen (Denmark), Bucharest (Romania), Amsterdam (Netherlands), Dublin (Republic of Ireland), Bilbao (Spain), Budapest (Hungary) and Glasgow (United Kingdom), involving the participation of 24 national teams and comprising 51 matches. The associated safety and security challenges are compounded by UEFA EURO 2020 being the largest ever European Championship. This format of the UEFA EURO 2020 is used for the first time in history, with major challenges as regards the international cooperation between all the stakeholders involved in delivering the safety, security and service for the fans attending.

Four matches of the UEFA EURO 2020 including one quarter final tie will be hosted at the Olympic Stadium Rome.

### **C.2 Integrated Approach to Safety, Security and Service**

Adopting an integrated, multi-agency approach to safety, security and service is imperative when hosting major tournaments and in organising the annual calendar of national and international football events. Extensive European experience and established good practice demonstrates that this approach is crucial in helping to reduce risks associated with sport events because all three pillars are inter-related and overlap. No one agency and no element of a wider strategy can prevent or tackle safety or security risks in isolation. It is imperative, therefore, that all agencies work together to ensure that the various operations are complementary.

It is recognised that in some European languages the terms "safety" and "security" share a common definition. As a consequence, attempting to explain the three pillars can pose difficulties. However, European good practice evidences the importance of distinguishing between the two concepts. For ease of reference therefore, the following outline definitions have been found to be useful:

- "safety" is generally interpreted as incorporating measures designed to protect the health and safety of individuals in their capacity as spectators at an event or members of the wider community;

- "security" is generally interpreted as incorporating measures intended to prevent or respond to criminal and anti-social behaviour inside and outside of stadia and other sports grounds; and
- "service" is generally interpreted as including a wide range of measures (services) designed to meet the needs of individuals in a manner that makes them feel comfortable, appreciated, welcome and active participants in an event - it also embraces a range of preventative measures like sports-related community projects and supporter engagement.

The above categories or pillars are only used for ease of reference and it is imperative to recognise that initiatives developed under one of the three headings are bound to overlap and/or impact on the other two given the extent to which they are inter-related.

The key to successful delivery of the integrated concept centres on the adoption of a strategic approach and the need for the integrated approach to be co-ordinated effectively at national and local level.

As a general finding, the Council of Europe team recognised that the different regional and local public agencies are working in the light of an integrated and multi-agency approach, in line with the spirit of the Saint-Denis Convention. The Government agencies, the City Council agencies and the stadium management seem to be cooperating and communicating on a regular basis, exchanging the relevant information required for drafting the different policy concepts and plans.

**Recommendation 2 - It is recommended that the working arrangements at local level are captured in a framework or Terms of Reference document so that complete clarity in terms of agencies involved, primacy, aims and objectives, roles and responsibilities, and ranking of personnel expected to participate in the group are clearly defined.** [status: essential].

It is felt that this document will help reinforce the importance of integrated safety management and the need to bring together the relevant parties to discuss and decide upon safety, security and service issues at all sporting venues. The frequency of the meetings should be determined and be structured to an agenda with minutes recording any decisions taken and giving transparency to the process. The joint working will hopefully help build trust and develop relationships between the relevant organisations which will help to reinforce the sharing of information and improvements in the communication links between. See <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1> - Annex A

However, notwithstanding the good work demonstrated, the delegation felt that there is still room for improvement as regards the participation of representatives of supporters' organisations in the national coordination and opportunities for the promotion of dialogue and communication between public authorities, sports authorities and supporters.

**Recommendation 3 - Italy should fully endorse the concept of a multi-agency and balanced approach towards safety, security and service by ensuring the participation of**

**representatives of supporters' organisations in national coordination. Also to take the opportunity to promote dialogue and communication between public authorities, sports authorities and supporters.** (status: essential)

**Recommendation 4 – Involve FSE in the work of the National Observatory on Sports Events and the Committee for the Analysis of the Safety and Security of Sports Events regarding UCL and UEL matches played in Italy and also explore the possibility of involving fan representatives from clubs in the discussion.** (status: desirable)

Coordination between local and regional, public and private and all stakeholders is the key for the success of the tournament in Rome.

### **C.3 Strategic Co-ordination**

In order to ensure that a coherent and integrated safety, security and service strategy is developed and implemented effectively at international, national and local level, government-led national co-ordination arrangements need to be in place and refined in the light of national experience, emerging trends and national and international good practice.

There was no evidence presented of a national strategy to consider the matters of *Safety*, *Security* and *Service* as set out in the Convention. A national coordination structure is in place though - National Monitoring Centre on Sports Events<sup>1</sup>, but its tasks are limited with monitoring phenomena of violence and intolerance occurred at sports events as well as control the safety level of sports facilities, determining the risk level for the football matches for the forthcoming week and identifying the problems and necessary solutions<sup>2</sup>. Much of the work whilst very impressive appeared to be happening at local level only.

This dynamic reinforces the need for co-ordination to be strategic and multi-agency in character and not just event specific. This is important as event arrangements should be based on the concepts, partnership ethos, infrastructure, strategy and operational arrangements established at a national level. Experience demonstrates that this can greatly assist in the application of the arrangements to a particular football (and where appropriate, other major sports) event.

The UEFA EURO 2020 matches should not be seen exclusively as a local event based in Rome, but rather in the wider national perspective as the visiting fans will travel across Italy to reach the host city. This requires an efficient co-ordination between the local and the national stakeholders in order to deliver a safe and secure environment for the participants and for the local communities.

**Recommendation 5 – Whilst the delegation was informed that the Italian authorities will shortly ratify the Convention, evidence of the adoption of the principles of the Convention at operational level is required.** (status: essential)

<sup>1</sup> Secretariat assured by CNIMS – Italian NFIP.

<sup>2</sup> [www.osservatoriosport.interno.it](http://www.osservatoriosport.interno.it)

**Recommendation 6 – Italian authorities should consider drafting a national strategy as regards safety, security and service at football and other sport events.** (status: important)

**Recommendation 7 – The Rome authorities should work in close partnership with the national authorities in order to ensure the strategic coordination for the UEFA EURO 2020 tournament.** (status: important)

#### **C.4 Operational Co-ordination**

At local level there appeared to be good working relationships involving all key agencies. The engagement process did appear to be more inclined towards security and did appear to be predominantly police led. However, mention was made on a number of occasions of the need to embrace both the safety and service elements of the Convention.

What was clear, however, was that there are a large number of agencies with responsibilities for the planning and delivery of an event. To avoid potential confusion and ensure that clear lines of responsibility are established Statements of Intent should be developed which would set out the boundaries of each organisations' responsibilities and avoid potentially confusing overlap.

**Recommendation 8 - The roles and responsibilities of the different national and local police and law enforcement agencies should be clarified, as well as their coordination, deployment and rules of engagement, namely in the context of the organisation of UEFA EURO 2020.** (status: important)

#### **C.5 Legislative and Regulatory Framework**

The foundation upon which the key building blocks in relation to safety at sports grounds is built lies in the existence of sports ground specific legislation, and within Italy there exists a Sports Law and Decree with supporting regulations developed by CONI.

Primary legislation is enshrined in the laws set out below:

- Act 13/12/1989 n. 401 and subsequent laws: measures taken in the field of gambling and illegal betting and safeguard of the correct taking place of sports events;
- Act 25/06/1993 n. 205: urgent measures on racial, ethnic and religious discrimination;
- Act 19/10/2001 n. 377: urgent dispositions to fight violence in sporting events, new criminal offences;
- Act 24/04/2003 n. 88: urgent dispositions to fight violence in sporting events, new role of the event organizer and introduction of arrest in delayed flagrancy;
- Act 17/10/2005 n. 210: urgent dispositions to fight violence in sporting events, National Observatory on Sports Events as a form of public/private partnership; and



- Act 4/4/2007 n. 41: urgent measures to prevent and suppress violent phenomena linked to football matches, as well as provisions to support promotion of sports and free participation of minors in sports events.

Ministerial Decrees support the laws and are set out below:

- Ministerial Decree 18/03/96: focuses on structural and fire safety, definition of the criteria for exit routes, fences, attached security areas, protocol for sharing information and cooperation between the senior managers of the various forces, event management centre, Safety & Security manager, etc.;
- Ministerial Decree 6/5/2005 on CCTV: requirements and criteria, direction inside event management centre;
- Ministerial Decree 6/5/2005 on ticketing: named ticket, background screening before ticket issue; and
- New Ministerial Decree 13/8/2019, amending the decrees of 8/8/2007 and 28/7/2011, concerning "Organisation and service of stewards in sports facilities".

In recent years, the Ministry of Interior has also introduced regulations for stadium use, regulations around banners, drums and megaphones and regulations on the sale of alcohol.

However, whilst processes in Rome appear to be well established there was no written evidence to demonstrate the connection between the overarching legislation and its application at organisational level. Whilst there is a need for a Safety Certificate to be in place at sports and the safety certification process carried out by CONI in respect of the Olympic Stadium appeared to be well developed, there was no evidence that this established process was in place for the rest of Italy. There were also slight concerns over the transparency of the process and lack of third-party accreditation of systems and procedures particularly in the area of the setting of a safe capacity and embedding of safety management principles.

It was also unclear as to what the safety certification process for sports grounds within Italy entailed. Questions arise around the capacity setting process, the level of detail required by the authorities at point of application or renewal of a certificate, and once granted the length of period of the safety certificate.

**Recommendation 9 – The role of CONI with its clear levels of skill and expertise should be capitalised and used as a model of good practice to support other regions of Italy and help to ensure uniform high levels of sports grounds safety. This may be a piece of work that could be done in collaboration with the National Observatory on Sports Events.** (status: desirable)

## C.6 Match observation

A visit was arranged to the Olympic Stadium in Rome to see the match day safety operation in place for the Serie A game between Lazio and Juventus teams.

The Olympic Stadium was built in 1953 but has undergone significant redevelopment since opening, most notably in 1990 for the FIFA World Cup tournament and more recently in 2009. The recorded safe capacity is 68,530 and it is the home venue of both Lazio and Roma clubs, as well as being the venue used regularly for the hosting of cup finals and matches played by the national team.

The owner of the venue is CONI who have very well established arrangements in place for the handover of the venue to the event organiser on the day of match. This handover involves the exchange of relevant certification.

The safe management of events at the Olympic Stadium includes the use of large areas of the external environs, some inside the ownership and control of the stadium management and some within the public realm. The arrangements work well for local Serie A fixtures but will need refinement to comply with UEFA requirements for the tournament.

The public areas outside of the stadium are subject to road closures to all vehicles other than those with necessary accreditation which helps to create a safer environment for pedestrian movement. This includes the closure to traffic of the main bridge across the river leading from a transport hub connecting the city centre to the stadium.

Pedestrian movement across the bridge is unhindered except for the positioning of a small number of vehicles selling food and match souvenirs.

**Recommendation 10 – As the intention for the tournament organisers is to carry out soft ticket checking at the point of entry to the bridge, it will be necessary to introduce a system of queuing lanes to create order amongst spectators at times of peak flow in an effort to prevent unsafe densities developing.** (status: important)

**Recommendation 11 – Highly visible signage at this point would help to ensure that spectators are confident that they are in the correct area for smooth passage forward to point of searching ahead of entry to the stadium.** (status: important)

**Recommendation 12 – To ensure smooth unimpeded passage of spectators across the bridge, the bridge should be free of all vehicles and concessions selling souvenirs. It is recommended that crowd modelling of the bridge and its entry and exit points for spectators is carried out as part of a wider understanding of crowd movement outside of the stadium. This will assist in understanding where increased levels of crowd pressures may occur and allow for safety management interventions.** (status: important)

On the day of the match visit a high level of searching was being carried out at all turnstiles. This had the effect of slowing entry to the stadium. For the tournament in 2020 the searching will also be carried out before reaching the turnstiles at prearranged points on the boundaries of the stadium site. The high levels of searching to be deployed will also have the effect of considerably slowing the rate of passage forward to turnstiles. It is essential that this issue is acknowledged and resolved ahead of the opening match.

**Recommendation 13 – The level of searching to be deployed and rate of flow through searching lanes should be calculated prior to the opening match. As the impact will be to**

**slow the normal speed of entry through a conventional turnstile, additional searching lanes should be provided, which exceed the number of turnstiles in a ratio which reflects the degree of slowdown by searching. Advice and guidance can be found in the guide to Safety at Sports Grounds (Green Guide) Edition 6.** (status: important)

The number and positioning of searching lanes should also reflect the potential for a late walk-up to the match and desire routes of spectators. e.g. from the bridge and main transport hubs.

The fact that the main route of approach will be concentrated from the city centre could place unbalanced pressure on points of entry.

It is important to understand the impact upon crowd movement patterns outside of the stadium to establish if undue pressures will be exerted as a consequence. This comment applies equally to any form of searching proposed outside of the stadium to get an understanding of the consequences of restricting the flow of spectators.

**Recommendation 14 - Reference should be made to the Guide to Safety at Sports Grounds (Green Guide) 6th edition for advice relating to the design and management of this Zone EX area. Engagement of a specialist crowd modelling consultant could provide the assurance needed to validate the proposed plan.** (status: important)

**Recommendation 15 - All searching lanes should be served with sufficient numbers of female stewards to reflect the expected demographic of the crowd to help ensure that any delays in the queuing at female or family screening and searching lanes are kept to a minimum.** (status: important)

To prevent hold ups at point of searching, efficient ticket checking should take place ahead of the search to ensure that only authorised spectators are presented for searching.

The stadium benefits from the provision of a well-equipped suite of rooms used as a match command and control centre, which was occupied during the event by representatives from all key agencies. The rooms contain CCTV cameras, PA system, turnstile monitoring and fire alarm repeater panel.

The Police commander took on the role of match commander in overall charge of the match day safety. It is however crucial that the Police Commander be present in the Control Room during the match operations, together with the other key decision makers, since this has a major impact on the integrated working during the match operations. The main room was extremely busy on the night and it could be suggested that too many personal were involved in the overall command centre (control room). However, if all personnel are essential for the match day operation, it may be beneficial to seek to extend the area to create more comfortable working environment for all.

**Recommendation 16 – A detailed command and control structure should be documented to provide details of the role of each party within the safety management operation and their specific responsibilities. This is considered to be essential to develop a clear hierarchical structure for clarity of who is in overall command of the event. See <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety->**

[security/168072b9a1 - Annex A](#). **All key decision makers should be located together in the same room** (status: important)

The delegation was informed that the event organiser takes control of the running of the stadium and the police take control of policing the event. It wasn't made clear how this arrangement works and if interaction between all agencies is carried out prior to the match. It was pointed out by CONI that different safety management teams are in place at the stadium for matches played by Roma, Lazio and national team.

It was clear from the visit that police take the lead on all matters relating to security and safety. Whilst there is clarity in respect of lead responsibility, it is important to evaluate and set out the hierarchical structure to define divisions and limits of responsibility in accordance with European good practice of integrated command.

It was not made clear if this match day safety process is consistent with other large public sporting events across Italy. Clarity of the organisers role and responsibilities should be detailed in legislation.

No use of pyrotechnics was observed inside the stadium before or during the match visit, but the use of pyrotechnic devices is widespread across Europe and so plans should be developed to both educate fans of the dangers of use, and also to respond in the event of any discharges.

**Recommendation 17 – The local authorities should consider developing and delivery preventative campaigns in order to raise the awareness of the fans about the risks associated to the use of pyrotechnics at football matches, in accordance with the recent scientific studies on this matter**

([https://www.uefa.com/MultimediaFiles/Download/uefaorg/Stadium&Security/02/48/11/68/2481168\\_DOWNLOAD.pdf](https://www.uefa.com/MultimediaFiles/Download/uefaorg/Stadium&Security/02/48/11/68/2481168_DOWNLOAD.pdf)) [status: important]

## UEFA EURO 2020 - Security

### C.7 Policing Strategies and Operations

#### ARTICLE 9 - *Policing Strategies and operations*

**Intent - Paragraph 1.** *The Parties shall ensure that policing strategies are developed, regularly evaluated and refined in the light of national and international experience and good practices, and are consistent with the wider, integrated approach to safety, security and service.*

**Compliance** – In Italy a national security model is in place with the lead taken by the Ministry of Interior, supported by the chief of police. At local level, the implementation of this model is the task of the Questore (technical coordination of the public order forces) and Prefetto (local representative of the government – policy). Main security forces involved are Polizia di Stato, Carabinieri and Guardia di Finanza. Although there are a high number of stakeholders, a good coordination is in place, demonstrated by consultations and briefings delivered both before and during the match. GOS (Gruppo Operativo di Sicurezza) is composed of all the safety and security stakeholders and is functional during the match under the supervision of the match commander (Polizia di Stato).

As regards the UEFA EURO 2020, a similar model will be put in place, in which the Polizia di Stato will be in charge of the implementation. Visiting police delegations from the countries who will play in Rome should be an integral part of the local police operation, as they can ensure the dialogue and interaction with foreign fans and also identify the troublemakers and issue risk assessments in connection with them.

**Intent - Paragraph 2.** *The Parties shall ensure that policing strategies take account of good practices including, in particular: intelligence gathering, continuous risk assessment, risk-based deployment, proportionate intervention to prevent the escalation of risk or disorder, effective dialogue with supporters and the wider community, and evidence gathering of criminal activity as well as the sharing of such evidence with the competent authorities responsible for prosecution.*

**Compliance** – Police strategies and operations in Italy are based on two kinds of risk assessments, terrorism and public order. Terrorism assessments are issued on regular and ad-hoc basis by the Committee for Strategic Counterterrorism Analysis (CASA) which was established by the Ministry of Interior in November 2003 after a terrorist attack against the Italian contingent in Nassiriya (Iraq), for the use of the police forces involved in policing football matches.

As regards the public order, the main input is provided by DIGOS, which is a national network of intelligence officers dedicated to serious and organized crime which include also the football spotters specialized units. The intelligence briefing provided for the match visited by the CoE delegation by the DIGOS representative was very detailed and informative and offered the match commander a very good overview of the risks to be approached during the match.

For Italy in particular this seems to be a very good model well adapted to the national circumstances as the links between the risk fans groups and organized crime networks are very close.

This approach has led to good results lately, one example being the arrest of 12 Juventus risk groups leaders on suspicion of criminal association, money laundering, violence and aggravated extortion in connection with ticket sales<sup>3</sup>.

**Recommendation 18 – The Italian authorities should continue their efforts in dismantling the serious and organized networks linked with the football risk fans and by doing so ensuring that they don’t assert the power in the ultras stands.** (status: important)

*Intent – Paragraph 3 - The Parties shall ensure that the police work in partnership with organisers, supporters, local communities and other stakeholders in making football matches and other sports events safe, secure and welcoming for all concerned.*

**Compliance** – During the visit, the delegation was able to observe that the provisions of Paragraph 3 are fully implemented by the Italian police and extensive consultation is realised with all stakeholders in the style of the integrated approach model.

**Recommendation 19 - In accordance with European good practice, during UEFA EURO 2020, policing tactics, profile and uniform should be determined on the basis of: ongoing dynamic risk analyses; graded deployment, with protective equipment used only where necessary; and early targeted and proportionate interventions to prevent the escalation of risk** [status: important]

Continuing this theme, the importance of the police liaising with supporters cannot be underestimated. Extensive European experiences at a series of major football tournaments over the last decade has established that encouraging police personnel to adopt a welcoming and friendly approach towards supporters can be an extremely effective policing tactic. It is recognised that adopting such a policy can pose challenges and frustrations for the personnel concerned, especially if this is not routine procedure, especially when having to manage a diverse assortment of visiting supporters with different cultures and speaking a variety of languages. In order to have a successful operation, the authorities should invest in the training of the police personnel in the basic usage of foreign languages, in particular English which is widely used and understood by European supporters, and that multi-lingual police officers are being identified for crowd management activities.

**Recommendation 20 - Police units deployed during UEFA EURO 2020 should be encouraged to proactively interact with and adopt a welcoming and friendly manner towards supporters. The police officers to be deployed for UEFA EURO 2020 should be trained in the use of English language to facilitate the dialogue with the fans.** [status: important].

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<sup>3</sup> <https://www.theguardian.com/football/2019/sep/16/juventus-ultras-leaders-arrested-over-alleged-ticketing-racket>

## C.8 Prevention and sanctioning of offending behaviour

### ARTICLE 10 – *Prevention and sanctioning of offending behaviour*

*Intent – Paragraph 1 - The Parties shall take all possible measures to reduce the risk of individuals or groups participating in, or organising incidents of violence or disorder.*

*Intent - Paragraph 2 - The Parties shall, in accordance with national and international law, ensure that effective exclusion arrangements, appropriate to the character and location of risk, are in place to deter and prevent incidents of violence or disorder.*

**Compliance** – A well-established exclusion system has been put in place by the Italian authorities, which can determine a person to be banned from football or sport events for a period ranging from 1 to 10 years. The bans are issued by the Questore who can also condition by exclusion order the obligation to report to a police station during the football matches. The bans can be challenged in a court of law. The monitoring of the banning orders imposed is the task of CNIMS – Italian NFIP.

Currently, 6803 bans are in force, with 3452 being applied in season 2018/2019, of which 3392 were football related. However, only limited data was presented to the delegation during the visit, with no breakdown between administrative and judicial exclusions, nor the numbers of appeals lodged against administrative exclusions and the success rates of these appeals. The delegation would have welcomed more opportunity to explore the exclusion measures in place in Italy, through the provision of more detailed data and the time to discuss the current situation.

*Intent - Paragraph 3 - The Parties shall, in accordance with national and international law, cooperate in seeking to ensure that individuals committing offences abroad receive appropriate sanctions, either in the country where the offence is committed or in their country of residence or citizenship.*

*Intent - Paragraph 4 - Where appropriate, and in accordance with national and international law, the Parties shall consider empowering the judicial or administrative authorities responsible to impose sanctions on individuals who have caused or contributed to incidents of football-related violence and/or disorder, with the possibility of imposing restrictions on travel to football events held in another country.*

**Compliance** - Italian law allows for Italian police officers deployed abroad supporting local police forces for international football matches to file a report after returning home with details about any persons involved in an incident, which can lead to the issue of a banning order for those persons, without the need for further details from the police force or judicial authorities from the country where the incident took place.

**Recommendation 21 - The fact that Italian police officers have the legal power to collect evidence on criminal acts committed outside of the country by their nationals in order to prosecute them at national level could be promoted as a European good practice.** (status: desirable)

## C.9 International Police Co-operation

### ARTICLE 11 - *International Police Co-operation*

**Intent – Paragraph 1** - *The Parties shall co-operate closely on all matters covered by this Convention and related matters, in order to maximise collaboration in respect of international events, share experiences and participate in the development of good practices.*

**Intent - Paragraph 2** - *The Parties shall, without prejudice to existing national provisions, in particular the allocation of powers among the different services and authorities, set up or designate a national football information point within the police force (NFIP). The NFIP shall:*

- a) act as the direct and single contact point for exchanging general (strategic, operational and tactical) information in connection with a football match with an international dimension;*
- b) exchange personal data in accordance with the applicable domestic and international rules;*
- c) facilitate, co-ordinate or organise the implementation of international police co-operation in connection with football matches with an international dimension;*
- d) be capable of fulfilling efficiently and promptly the tasks assigned to it.*

**Compliance** – The Italian NFIP (CNIMS) was set up in 2002 in very close correlation with the adoption of the EU Council Decision 2002/348/JHA, of 25 April 2002, concerning security in connection with football matches with an international dimension, which imposed the obligation on the EU MS to set up this type of international police cooperation structure. It is included in the Ministry of Interior, Public Security Department - Public Order Office, and it plays a central role in Italy as regards the national and international police cooperation in connection with football matches and other sport events.

CNIMS is heavily involved both at a strategic level (National Observatory of Sports Events) and operational level by ensuring the coordination of the information flow provided by DIGOS.

As regards UEFA EURO 2020, the CNIMS has already started the cooperation with the similar structures from the countries which have qualified for the group stage matches to be played in Stadio Olimpico in Rome (Turkey, Wales and Switzerland). Rome is paired with Baku, so a close cooperation between the two NFIP's should be in place both before and during the final tournament.

However, as the NFIP is required to lead on three core issues, namely national co-ordination of spotters, deploying and receiving operational support and the secondment of two liaison officers in the IPCC operating from Europol HQ in The Hague during the tournament, it is suggested that the relevant authorities may wish to consider if the current resources will be sufficient to meet expected demand and whether further reinforcement is needed.

**Recommendation 22** – **The relevant authorities should consider further investment in the NFIP. The Italian NFIP could be further resourced and equipped for the tournament and beyond, with the aim to provide a national source of expertise regarding football policing operations, supporter dynamics and associated safety and security risks.** (status: desirable)

During UEFA EURO 2020, an International Police Co-ordination Centre (IPCC) will be set up in The Hague at EUROPOL headquarters and managed by experienced NFIP operatives. The IPCC will be tasked to gather all the necessary information regarding the tournament and disseminate it to European policing agencies, via the European NFIP network, and other stakeholders. Two



liaison officers from each participating country will be deployed in the IPCC along with other host policing partner agencies. This is a standard practice which has proven to be highly effective at previous tournaments.

During discussions, the delegation informed the Italian authorities about this policing cooperation structure and suggested that it will be very useful for the local police representatives to be a part of this, which will facilitate the interaction and exchange of information with all the States involved in this tournament.

**Recommendation 23 – The relevant authorities should consider the deployment of two Italian police liaison officers in the IPCC of UEFA EURO 2020.** (status: desirable)

*Intent – Paragraph 3 - The Parties shall further ensure that the NFIP provides a national source of expertise regarding football policing operations, supporter dynamics and associated safety and security risks.*

*Intent - Paragraph 4 - Each State Party shall notify the Committee on Safety and Security at Sports Events, created by this Convention, in writing, of the name and contact details of its NFIP, and any subsequent changes with regard to it.*

*Intent - Paragraph 5 - The Parties shall co-operate at international level in respect of sharing good practices and information on preventative, educational and informative projects and the establishment of partnerships with all agencies involved in the delivery of national and local initiatives, focused on or driven by the local community or supporters.*

**Compliance** – CNIMS is a valuable contributor to the European efforts in preventing and tackling sport related violence, by attending and providing input to all the relevant meetings of the Standing Committee of the T-RV Convention, European Group of Safety and Security Experts (Think Tank), EU Council Working Group on Major Sports Events (MSE), etc.

## **C.10 Counter Terrorism**

The tragic terrorist attacks affecting sport arenas in recent years has added to the challenges confronting UEFA EURO 2020 preparations, not least in terms of the logistical and resource demands associated with minimising the risk of terrorist incidents during the tournament.

Guidance on this matter is included in the Recommendation Rec (2015) 1 of the Standing Committee, which was adopted at the 40<sup>th</sup> meeting of the Standing Committee on 18 June 2015 and which revised version was adopted by the Standing Committee at its 49<sup>th</sup> meeting on 3-4 December 2019.

The authorities are fully aware that the fundamental position is centred on the need for stadium security officers and sports event organisers to consult their national Intelligence Centre for Counter-Terrorism and Organized Crime (CITCO) whenever seeking advice or assistance in respect of all counter terrorism matters.

## UEFA EURO 2020 - Safety

### C.11 Stadium Safety Arrangements

#### ARTICLE 4 – *Domestic co-ordination arrangements*

**Intent - Paragraph 1.** *The Parties shall ensure that national and local co-ordination arrangements are established for the purpose of developing and implementing a multi-agency integrated approach to safety, security and service at national and local level.*

**Compliance** – The delegation was informed that the National Security model which has been tested several times follows a line of management that adapts domestic requirements to the European standards.

The delegation was informed of the shift away from a heavily police focussed and narrow application of a security based application to a more inclusive partner collaboration embracing all 3 key tenets of *Safety, Security and Service*. The fully integrated approach to safety management was witnessed on several occasions. The involvement from Government level through the Ministries of Interior and Sport, the National Observatory on Sports Events, the various policing agencies, CONI, the Italian Football Federation, fire and medical teams and also the Football League governing bodies who all presented to the delegation was evidence of how these individual organisations will contribute to a safe and welcoming tournament in 2020.

The National Observatory on Sports Events is a strategic level multiagency coordination and advisory body. It meets on a weekly basis to analyse and address the risk level of matches. The risk level is established according to four criteria, two objective and two subjective: the condition of the stadium, the capacity of the club to organise its own safety management and operation; its capacity to cooperate with the police; and the risk of the supporters' groups.

The composition of the National Observatory reflects the balance between private and public stakeholders, safety and security. It also includes the National Olympic Committee (CONI), which represents all sports federations. Moreover, the Observatory may invite guests to discuss specific topics, as in the case of the National Association of Municipalities, as in Italy 99% of stadia are owned by municipalities.

The work and involvement of Roma Capitale further reinforces the fully integrated city-wide approach to the tournament helped by the setting up of a Co-ordination Centre throughout the tournament period.

A confidence was displayed in the presentations due to the fact that the system of working in Rome is a well-established system and although there will be modification for the tournament it is long established and importantly it is tried and tested.

At an operational level, it could be perceived that the range of policing forces involved could be slightly confusing in terms of roles and responsibilities due to the numbers involved. The system, however, whilst highly resource intensive, is proven and has much experience gained from many high-profile events held within the Olympic Stadium.

The significant role of CONI both locally as the owner of the Olympic stadium and also as a standards setting agency for sports grounds nationally was explained as was the role of the wide-ranging role of the Observatory. The skills and competence of CONI was displayed during the meeting on day 2 and also during the visit to the Olympic Stadium.

**Recommendation 24 – Ensure that Statements of Intent exist between the various policing agencies and those responsible for safety management at the tournament to ensure that roles and responsibilities are clearly defined.** (status: important)

*Intent – Paragraph 2. The Parties shall ensure that co-ordination arrangements are established to identify, analyse and evaluate the risks pertaining to safety, security and service, and to allow the sharing of updated information on risk assessment.*

**Compliance** – It was noted that good consultation takes place at local level through multidisciplinary safety/security group meetings which include representatives of all the key parties. The event organiser should recognise that risk for an event is not only that determined in relation to security but also includes consideration of other local venue specific risks to the event and to spectator safety. It is therefore recommended that a risk assessment register covering all risks constituting a potential threat to the safety and security of spectators is developed to ensure that appropriate safety and security arrangements are in place.

No detailed discussion was held in relation to the consideration of external factors affecting the safety of spectators within the sports ground. Clearly the risk of terrorist activity is high on the agenda and the stadium and its safety management team should look to develop contingency plans for such occurrence which could invoke “invacuation” of spectators or indeed lockdown of the stadium.

**Recommendation 25 – A risk register highlighting all perceived risks relating to the tournament should be developed. The register should clearly set out all identifiable risks, their causes, impact, mitigation. The register should also identify the ownership of all risks.** (status: important)

**Recommendation 26 – The stadium safety management team should develop a contingency plan for the situation where normal routes of egress cannot be used due to an external event. Such plan should look towards developing safe internal movement routes to alternative exit points and also identify places of reasonable safety within the venue where fans can be moved in transition to a place of safety outside of the stadium.** (status: important)

*Intent – Paragraph 3. The Parties shall ensure that the co-ordination arrangements involve all key public and private agencies responsible for safety, security and service matters connected with the event, both inside and outside of the venue where the event is taking place.*

**Compliance** – see note at **Article 4 Paragraph 1** above as demonstration of the recognition and employment of the principles of Integrated Safety Management (ISM).

*Intent – Paragraph 4. The Parties shall ensure that the co-ordination arrangements take full account of the safety, security and service principles set out in this Convention and that national*

*and local strategies are developed, regularly evaluated and refined in the light of national and international experience and good practice.*

**Compliance** – The delegation was able to hear of the work of CONI and its development of National standards within Italy. Further, the work of the Observatory appeared to be complimentary in helping to deliver uniform safe standards nationally.

***Intent - Paragraph 5.** The Parties shall ensure that national legal, regulatory or administrative frameworks clarify the respective roles and responsibilities of the relevant agencies and that these roles are complementary, consistent with an integrated approach and widely understood at strategic and operational levels.*

**Compliance** – The visit demonstrated a huge commitment by many partner organisations. Commitment is founded upon established national legislation and decrees. At local level there is slight concern over the number of agencies involved in the hosting of an event and for this reason the **Recommendation 1** above is considered to be necessary.

The promotion of Integrated Safety Management further demonstrates compliance with this paragraph.

The Convention states clearly that the event organiser should provide a safe, secure and welcoming environment in the stadium, which in the case of Rome refers to the Olympic Stadium.

## **C.12 Stadium Safety Management**

### **ARTICLE 5 – Safety, security and service in sports stadiums**

***Intent – Paragraph 1.** The Parties shall ensure that national legal, regulatory or administrative frameworks require event organisers, in consultation with all partner agencies, to provide a safe and secure environment for all participants and spectators.*

**Compliance** – see C.5

***Intent – Paragraph 2.** The Parties shall ensure that the competent public authorities put in place regulations or arrangements to guarantee the effectiveness of stadium licensing procedures, certification arrangements and safety regulations in general and ensure their application, monitoring and enforcement.*

**Compliance** – Despite the existence of a safety certification framework, an effective and efficient third-party accredited safety certification scheme is not in place in Italy which would help to demonstrate compliance with Article 5, paragraphs 2 and 3.

The importance cannot be over emphasised as confirmation that effective stadium management principles and arrangements are in place and applied.

The precise details of the safety certification scheme were not outlined but the onus should be placed on the principles of best practice and recognise stadia design, construction and crowd management arrangements in line with national and international standards and international best practice.

It was not demonstrated whether the skills and competencies of the stadium safety management team including matters such as the experience of the Safety Officer/representative, are factored into the determination of the safe capacity of the event. It was not made clear whether the safe capacity was reviewed in response to changes of circumstance or any assessment or observation from the relevant agencies.

**Recommendation 27 – An independent safety certification authority to be set up primarily to determine the maximum safe capacity of a stadium, taking account not only of the number of spectators that the stadium 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.**

See T-RV Recommendation on the checklist of measures to be taken by the organiser (Recommendation Rec (2015) 1 of the Standing Committee on Safety, Security and Service at Football Matches and other Sports Events see <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168073d177> - Annex D

and <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1> – Annex A (status: important)

**Recommendation 28 - In line with Article 5 paragraph 2, develop the safety certification process led by the safety certification authority but with the buy in of all other organisations to add input to the various parts of the process. For clarity, a documented framework with roles and responsibilities, terms of reference, guidance, model checklists or templates to ensure that the process is consistent and comprehensive should support the arrangements.**  
(status: important)

*Intent - Paragraph 3. The Parties shall require the relevant agencies to ensure that stadium design, infrastructure and associated crowd management arrangements comply with national and international standards and good practices.*

**Compliance – see C.5 above**

### **Stadium Safety representatives**

The role and responsibilities of the safety/security representatives is key to an integrated approach to safety management and delivery of a safe event.

It is understood that both football clubs who currently play at the Olympic Stadium appoint a safety officer/representative but that overall responsibility for safety during football matches lies with the police. The club safety officer directs the stewards/security staff and the employees, co-operates directly with the police and other authorities and also has customer care responsibilities.

For the UEFA EURO 2020 matches the delegation was informed that the Italian Football Federation will take complete control of the venue, which will include the introduction of its own safety officer and safety/security personnel. The importance of local knowledge and venue familiarisation was however recognised. As the level of competence of the safety management

team is a material consideration in the setting of the venues safe capacity it is seen as a major safety consideration.

Despite the Ministerial Decree of September 2019 on stewarding, it was also unclear as to the operational responsibilities, powers, training and qualifications of the Safety Officer. The role of the Safety Officer should include non-match day involvement and interaction with all agencies and importantly the fans which would help to develop a fully co-ordinated safety management system. This would be further supported by a detailed job description for the Safety Officer setting out the functions of the post.

**Recommendation 29 – It is recommended that the Safety Officer or representative is provided with a detailed job description which clearly sets out the functions of the post. The T-RV Recommendation Rec (2015)1, in its Annex A – Safety, and its recommendations may be used to compile a checklist of functions necessary for the role. (status: essential)**

**Recommendation 30 – It is recommended that the Italian authorities set the minimum levels of competence to be demonstrated by Safety Officers, 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 <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1> - Annex A**

**and <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168073d177> - Annex D (status: important)**

## Stewarding

The role and authority of security professionals is covered by decree within Italian law. The security professionals take up the key role of supporting sports grounds safety and security. Clubs are obliged by law to have contracts with recognised security companies to deliver the security element at sports grounds. Security personnel are required by law to be licensed to practice.

The Italian Football Federation will launch a training and information programme to raise awareness for the general public, public and private sector operators. The programme will cover 1500 stewards, 1000 local police officers and national police forces.

The Federation will also recruit and train 1000 volunteers, of which 79% will be Italian and the others from 90 different nationalities. This programme will continue for future events, both football and other sports events.

Stewards are used in a supporting role but are limited in power and deliver more of the service elements and customer care required at sporting events.

There was a welcome message of zero tolerance towards anti-social behaviour, racism, and crime and disorder and the linkage between *Safety*, *Security* and *Service* and the benefits of “managing” crowds as opposed to “controlling”.

**Recommendation 31 – It is recommended that a document or security/stewarding plan is developed for each event which contains the respective roles, responsibilities and primacy of the police, stewards, volunteers, security companies along with the competence expected of each practitioner. See <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1> Annex A** (status: important)

### **Steward training**

Policing and security services training is more in the area of public order. It is hugely important to recognise the importance of customer service in training for UEFA EURO 2020.

The delegation was informed that security/safety steward training had been undertaken and a structured training package was now in place which will deliver the number of stewards identified as being required to deliver a safe and secure tournament. These stewards will be supported by over 1000 volunteers who will help deliver the *Service* element of the Convention.

Key is in the role of the various agencies in ensuring that this knowledge is cascaded by experienced and competent persons and that all stewards are eventually suitably and equally trained and qualified.

The key modules of steward/security staff training were not fully explored during the visit, so the delegation was unable to assess whether training provided covered all areas expected of stadium security and stewarding staff in relation to the 3 key areas of *Safety*, *Security* and *Service*.

In a similar vein due to lack of time, the discussion around qualifications needed to work within the stadium were not explored. Having a clearly defined qualification pathway is important in the safe management of a sports ground.

**Recommendation 32 – It is recommended that all police/security services training includes elements of customer service to ensure that any contact with fans recognises the importance of the *Service* element of the Convention.** (status: important)

**Recommendation 33 – It is recommended that the event organiser develops and sets out a level of service and training expected of personnel supplied by the security company. A contract to this effect such as a service level agreement specifying the numbers and quality of security staff should be in place. See <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1> Annex A** (status: important)

**Recommendation 34 - It is recommended that Italian authorities confirm that the level of training already delivered to Safety Officers, supervisors and safety and security stewards is adequate and sufficient. Also to establish, document and monitor procedures for ensuring that those who have been trained are then assessed as being competent to perform their allocated tasks. See <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1> - Annex A** (status: important)

**Recommendation 35** - It is recommended that Safety Officers nationally develop a network to share information and intelligence of spectator behaviour and issues along with sharing expertise and good practises. (ESSMA, the European Stadium & Safety Management Association is the European network for this practice <http://www.essma.eu/>). (status: desirable)

### C.13 Accessibility

*Intent - Paragraph 4.* The Parties shall encourage the relevant agencies to ensure that stadiums provide an inclusive and welcoming environment for all sections of society, including children, the elderly and those with disabilities, and incorporate, in particular, the provision of appropriate sanitary and refreshment facilities and good viewing conditions for all spectators.

**Compliance** - Whilst from 2020 the role of Disability Access Officer will be mandatory in all professional leagues in Italy it was pleasing to note that the Olympic Stadium does already employ a disabled Access Officer. Also of the proposal to appoint a Disability Manager for the tournament. It wasn't however apparent from the match visit what facilities exist in the Olympic Stadium. The CAFE website indicates that stadium has only 160 wheelchair spaces including 40 for visiting supporters. It is not known if the figure quoted is correct but if it is validated, the number would fall well short of current standards. The location of the designated spaces is also not clear from the information on the CAFE website but clearly all parts of the stadium should be fully accessible to all.

(<http://www.cafefootball.eu/en/country/italy>)

**Recommendation 36** - Consideration should be given to adoption of UEFA/CAFE and the IPC standards listed below and that all existing sporting venues carry out an accessibility audit to enable development of an action plan for improvements to increase diversity and equality.

a) UEFA/CAFÉ Standard

<https://www.cafefootball.eu/en/access-all>

b) IPC Standard

[https://www.paralympic.org/sites/default/files/document/130902143349868\\_IPC+Accessibility+Guide\\_2nd+EDITION\\_FINAL.pdf](https://www.paralympic.org/sites/default/files/document/130902143349868_IPC+Accessibility+Guide_2nd+EDITION_FINAL.pdf) (status: important)

**Recommendation 37** – CONI as owners of the stadium should carry out a full access audit of the Olympic Stadium to compare accessibility provision against current European standards. (status: important)

### C.14 Pyrotechnics

*Intent - Paragraph 5.* The Parties shall ensure that stadiums' operating arrangements are comprehensive; make provision for effective liaison with the police, emergency services and partner agencies; and incorporate clear policies and procedures on matters that might impact on crowd management and associated safety and security risks, in particular;  
- the use of pyrotechnics



- *any violent or other prohibited behaviour; and*
- *any racist or other discriminatory behaviour.*

**Compliance** – The delegation was informed that the use of pyrotechnics within the stadium is not a normal occurrence for Serie A matches. Thorough searching of fans was witnessed during the match visit. However, the UEFA EURO 2020 matches present a different challenge and plans should be made to look particularly at the possibility and to prepare for a different audience.

The evidence in terms of large number of banning orders currently in force, whilst not being identified as related to pyrotechnic offences, does indicate a level of sanction which can be applied in the event of unlawful activity within a sports ground.

For UEFA EURO 2020, and indeed for all UEFA matches played in Italy, the UEFA policy and guidance on dealing with pyrotechnics must be followed.

This guidance makes it clear that it is not safe for pyrotechnics to be used in spectator areas or other public places at football stadia. It also sets out procedures to be followed by referees, players, team management, coaches and staff, fire officers, police officers, stewards, private security, staff of the stadium authorities and all other persons working at the stadium if pyrotechnic incidents occur in the stands and other public areas or are thrown or fired onto the pitch.

The UEFA policy and guidance makes it clear that if pyrotechnic incidents do occur, then all persons – including referees, players and fire officers – should:

1. **Move Away** from the pyrotechnic.
2. **Leave it Alone.**
3. **Let it Burn Out**, and only then should it be removed by trained fire officers or other trained staff, using safety and personal protection equipment.

**Recommendation 38 - For UEFA EURO 2020 matches, all referees, players, team management, coaches and team support staff, should be briefed on the UEFA pyrotechnic policy and guidelines and the action required to be taken by them to ensure their safety if pyrotechnics are thrown or fired onto the pitch during UEFA EURO 2020 matches.** (status: important)

**Recommendation 39 - For UEFA EURO 2020 matches, all fire officers, police officers, stewards, private security, staff of the stadium authorities and all other persons working at the stadium, especially the key decision makers, should be briefed and trained on the UEFA pyrotechnic policy and guidelines and the action required to be taken by them to ensure that the proper procedures are used and the proper action taken to ensure the safety of all persons if pyrotechnics incidents occur in UEFA EURO 2020 matches.** (status: important)

**Recommendation 40 – The Parties should develop clear policies and procedures on matters of particular impact for the crowd management such as violent behaviour and racist or other discriminatory behaviour. In particular, the policies should aim to ensure an effective liaison between the police, emergency services, and the other partner agencies involved. It should**

**be noted that the risks identified are not comprehensive and measures should be taken to ensure that strategies are developed for dealing with other relevant stadium risks.** (status: important)

### **C.15 Racist or other discriminatory behaviour**

The delegation was informed of the good work currently being carried out by clubs in Serie A to limit the possibility of racist or discriminatory behaviour inside sports stadia in Italy.

During the visit, the Italian Football Federation informed us that they had recently introduced revised procedures for dealing with incidents of racism arising in their domestic matches ('Article 62 OGS'). This is a two phase procedure:

**Phase 1** – Temporary suspension of the match by the Referee.

**Phase 2** – The match is abandoned.

However, for UEFA EURO 2020, and indeed for all UEFA matches played in Italy, the UEFA 'Guidelines for Match Officials in cases of Racist Behaviour in Football Stadiums (Article 45.05b)' will be used.

This guidance arises from the 'European Football United Against Racism' resolution adopted unanimously by the UEFA Congress on 24 May 2013 and also includes a 'UEFA Ten-Point Plan on Racism' that match organisers and participating associations or clubs must implement and apply.

All of this is set out in the 'UEFA Safety and Security Regulations (Edition 2019)' at 'Article 45 - Provocative action and racism' and within its 'Appendices A, B and C'.

The UEFA 'Three Step' procedure is:

**Step 1** - Stop the match and announcements to be made over the public address system.

**Step 2** - Suspend the match.

**Step 3** – Abandon the match.

The fact that the Italian Football Federation uses a 'Two Phase' procedure within its domestic matches to deal with incidents of racism and discrimination and are required to use the UEFA 'Three Step' procedure to deal with these incidents for UEFA matches and the UEFA EURO 2020 matches played in Italy, means that key decision makers, police officers, stewards, private security and staff of the stadium authorities could become confused about which guidance they should follow during UEFA EURO 2020 matches. Therefore, all of these staff, especially the key decision makers, involved in the UEFA EURO 2020 matches should be briefed and trained on the UEFA guidelines and the action required to ensure that the proper procedures are used and the proper action taken if any incidents of racism or discrimination occur in UEFA EURO 2020 matches in Rome.

**Recommendation 41 - For UEFA EURO 2020 matches, all police officers, stewards, private security and staff of the stadium authorities deployed or likely to be deployed within the stadium footprint, especially the key decision makers, should be briefed and trained on the UEFA guidelines and the action required to ensure that the proper procedures are used and the proper action taken if any incidents of racism or discrimination occur in UEFA EURO 2020 matches.** (status: important)

NB - Several incidents of racist behaviour were reported by media in the previous months of the visit, both at international level (Lazio Rome fans making Nazi salutes on the streets of Glasgow<sup>4</sup>) and national level (against Mario Balotelli and Romelu Lukaku<sup>5</sup>).

Just prior to visit, a major sport Italian newspaper published on its front page a very controversial headline – Black Friday linked with a picture of 2 black players, which triggered reactions and accusations of racism. [https://www.corrieredellosport.it/news/calcio/2019/12/05-64182385/evviva\\_il\\_black\\_friday\\_del\\_corriere\\_dello\\_sport/](https://www.corrieredellosport.it/news/calcio/2019/12/05-64182385/evviva_il_black_friday_del_corriere_dello_sport/)

Following the visit of the Council of Europe delegation, a media campaign against racism due to be launched by Serie A in December 2019 (<https://www.bbc.com/sport/football/50831337>) in which images of monkeys were used by the designer was heavily criticised by clubs in the first league and international organizations, which led to public apologies from the CEO of Serie A and redesign of the campaign.

**Recommendation 42 – Italian governmental and football authorities should enhance their efforts in preventing and tackling racism and discrimination. External guidance and assistance should be sought from international organisations who are experienced in drafting and delivering such programmes (FARE, CoE).** (status: important)

*Intent - Paragraph 6. The Parties shall require the relevant agencies to ensure that all personnel, from the public or private sectors, involved in making football matches and other sports events safe, secure and welcoming are equipped and trained to fulfil their functions effectively and in an appropriate manner.*

*Intent – Paragraph 7. The Parties shall encourage their competent agencies to highlight the needs for players, coaches or other representatives of participating teams to act in accordance with key sporting principles, such as tolerance, respect and fair play, and recognise that acting in a violent, racist or other provocative manner can have a negative impact on spectator behaviour.*

**Compliance** – Persistent standing of spectators in seated areas is a common occurrence at matches played within Europe. This practice carries with it significant safety risks which in some countries have been addressed by the introduction of safety rails or seats incorporating rails. As the Olympic Stadium does not benefit from such safety features thought should be given to limit one of the potential outcomes arising from persistent standing, that is a progressive crowd collapse. One of the key factors in invoking a crowd collapse is excitation on the pitch, the level of which can be heightened by the actions of players following goals scored or at the end of a match.

<sup>4</sup> <https://www.euronews.com/2019/10/25/lazio-fans-filmed-making-nazi-salutes-on-streets-of-glasgow>

<sup>5</sup> <https://www.euronews.com/2019/11/09/racism-in-football-are-italy-s-ultras-the-problem-or-the-solution>

**Recommendation 43 – An instruction should be given to players informing them of the potential risks arising from their actions on the pitch, particularly from goal celebrations which see players run towards the crowd, and the impact upon safety and security inside the stadium.** (status: important)

### **C.16 Entry and Searching Arrangements**

For the tournament, the Italian Football Federation described the system of entry, screening and search plans for UEFA EURO 2020 and used plans to illustrate which identified 60 additional screening / search lanes to be created.

It was made clear that the current entry, screening and search regime used for domestic matches would not be used for UEFA EURO 2020.

For UEFA EURO 2020 there will be an outer perimeter with four entrances (A, B, C and D). The original proposal was that a visual ticket check and a visual scan of supporters and their bags would take place here.

Thereafter, there is an inner perimeter again with four entrances (A, B, C and D). The original proposal was that an electronic ticket check (using hand-held ticket scanners) and body / bag search would take place here.

Finally, the supporter would pass through the stadium turnstiles so that their entry would be recorded upon the stadium entry and capacity systems.

The Police Commander has subsequently asked that the electronic ticket check take place at the outer perimeter. This was being discussed and remained undecided at the time of our visit.

It should be ensured that an adequate number of entry and exit points are provided at the outer cordon to more than meet the flow of spectators expected to pass through that point. Widths should be related to the capacity of the stadium and similar principles used for the design of the stadium should be employed. Entry and exit points should be clearly signed and evenly distributed around the venue. The structure forming the outer cordon should also be of robust construction and be able to withstand expected crowd pressures. To ease pressure at the outer cordon, adequate, well-lit signage, in appropriate languages for the event should be located en-route to the stadia setting out prohibited items and stadium rules.

It should be recognised that flow rates of entry to the stadium will be significantly impaired by any significant outer cordon searching process. This should be recognised in evaluating the maximum safe capacity. It should also be recognised that entry delays caused by the imposition of strict searching regimes can generate frustration and anger among spectators and increase safety and security risks.

In these circumstances, it will be essential to make clear to all visiting supporters in advance of the tournament that the stringent searching regime on entry into stadia is designed to protect the safety of spectators and reduce the risk of a terrorist incident. Such messages are likely to be understood

by most supporters in the light of the recent terrorist attacks in Europe. Similarly, in view of security risks it should be made clear that there will be no weakening of the searching regime to ensure entry before kick-off.

Notwithstanding the provision of appropriate security measures a major safety risk cannot be ruled out and contingency arrangements should cover such a scenario and make clear who has lead responsibility in such circumstances.

**Recommendation 44 - The relevant authorities should decide upon and adopt an appropriate entry, search and screen procedure to be applied during the tournament and the measures required to mitigate entry delays (e.g., effective signage en-route to the stadia, explanatory communications to visiting supporters, pre-match entertainment, etc.)** [status: important].

## C.17 Zone EX

### ARTICLE 6 – *Safety, security and service in public places*

*Intent – Paragraph 1. The Parties shall encourage all agencies and stakeholders involved in organising football matches and other sports events in public places, including the municipal authorities, police, local communities and businesses, supporter representatives, football clubs and national associations, to work together, notably in respect of:*

- a. assessing risk and preparing appropriate preventative measures designed to minimize disruption and provide reassurances to the local community and businesses, in particular those located in the vicinity of where the event is taking place or public viewing areas;*
- b. creating a safe, secure and welcoming environment in public spaces that are designated for supporters to gather before and after the event, or locations in which supporters can be expected to frequent of their own volition, and along transit routes to and from the city and/or to and from the stadium.*

**Compliance** – Throughout the visit, the delegation witnessed many instances of good collaboration between partner agencies with examples of delivery through the principles of Integrated Safety Management. This working arrangement is pivotal to the success and delivery of a safe and secure event and where both fans and the local community receive high levels of customer service and so that a “business as usual” approach can be adopted for local businesses and residents.

The appreciation and significance of the “spectator journey” was promoted throughout the visit. Important was the recognition that the planning for the event spreads much wider than the stadium and its immediate environs.

Much thought has gone into the development of a Zone EX plan. This is the area outside of the stadium and, therefore, generally outside of the control of the event organiser, often falling within the public realm, but an area crucial in the planning for the safe running of an event. The

presentation informed of areas of extensive road closures to create a traffic free safer environment for spectator movement.

The creation of this zone also allows for enhanced security measures and for the filtering of fans through ticketing and security checks in areas away from the stadium.

The location of the Olympic Stadium lends itself well to planning and additional levels of overlay in Zone EX due to the wide, open expanses of land which surround the stadium.

As much of the work in this area impacts upon local businesses and the local community, it is important that communication between all parties is clear and well informed so that those impacted upon can make any necessary alterations to their normal modes of operation.

**Recommendation 45 – It is recommended that communication channels are opened and developed with both local community and businesses affected within the vicinity of the stadium, but those channels are widened to take account of any city wide impact arising from the fan zones, fan village and fan movement from those areas to the stadium.** (status: important)

## C.18 Contingency and emergency planning

### ARTICLE 7 – *Contingency and emergency planning*

*Intent – Paragraph 1. The Parties shall ensure that multi-agency contingency and emergency plans are developed, and that those plans are tested and refined in regular joint exercises. National legal, regulatory or administrative frameworks shall make clear which agency is responsible for initiating, supervising and certifying the exercises.*

**Compliance** – As regards the competent authority for establishing the safe capacity, the legal framework assigns this competence to different municipal bodies for safety and security checking, including the fire and civil protection.

Within Rome, from evidence produced during the visit, a sound working relationship between the various agencies appears to exist. What was not evidenced due to lack of available time was the quality of match day planning as set out in operational orders and contingency plans. Also whether the plans were subjected to scrutiny and challenge by way of table-top exercises.

The planning covers several areas of operation, namely the stadium, the fan zones, the city, hotels and airports. The arrangements for predictable risks include the inside and outside of the stadium, the security of the national teams, the other operational areas and the city.

**Recommendation 46 - Safety and medical emergency structures should be co-ordinated and resourced for UEFA EURO 2020, at national, regional and local levels.** (status: important)

**Recommendation 47 – It is recommended that a series of table-top exercises are developed and carried out ahead of the tournament to test the preparedness and response of all**

**agencies. Further, that this model be adopted throughout Italy as a model of best practice for all football stadia.** (status: important)

## **UEFA EURO 2020 - Service**

European experience evidences that adopting a service ethos can play an essential role in reducing safety and security risks in connection with football tournaments. Providing visiting supporters and local communities with a respectful, friendly and welcoming atmosphere can have a major and positive impact on risk levels through marginalising the influence of any supporters seeking confrontation, or acting in an unacceptably provocative or anti-social manner, and generating a high degree of self-management of behaviour among supporters.

It is considered imperative, therefore, for a service-focused approach to be adopted by all agencies involved in providing a safe and secure environment inside and outside of stadia. It can also help foster enhanced co-operation between public and private authorities responsible for managing football-related events.

In essence, a service approach is complementary to effective crowd management, implementation of an effective exclusion strategy, and, as such, is integral to the development of a wider integrated, multi-agency approach to football safety, security and service. This applies equally to routine national and international football events and major tournaments like UEFA EURO 2020.

### **C.19 Engagement with supporters and local communities**

#### **ARTICLE 8 – *Engagement with supporters and local communities***

***Intent - Paragraph 1.*** *The Parties shall encourage all agencies to develop and pursue a policy of proactive and regular communication with key stakeholders, including supporter representatives and local communities, based on the principle of dialogue, and with the aim of generating a partnership ethos and positive co-operation as well as identifying solutions to potential problems.*

**Compliance** - The overarching key principles of the Convention centre on the need to adopt an integrated, multi-agency approach towards the three pillars namely *Safety, Security* and *Service*. Also of the need to develop a partnership ethos between all agencies and stakeholders involved in making football and other sports events safe, secure and welcoming for all.

The best outcomes in delivery of a safe, secure and spectator friendly environment are generally through a multi-agency approach with the involvement of all parties involved in the running of events. This would include obvious organisations such as event organiser, police, fire authority, medical service provider and local authority, but should also look to include others who may add value to the outcome, e.g. local access groups, supporters' representatives and local community groups.

It is important that a safety culture and spectator experience mentality is embedded in the planning for a safe sporting environment which should be integral in the management process. The best and

most efficient outcomes are achieved where good quality safety management and customer service are dominant.

It was clear during the visit that this process has been adopted at local level in Rome and there was much evidence of the process working well which was clearly based upon both the good working relationships between the organisations involved and also between the individuals representing those organisations. There were many examples of integrated safety management at local level.

However, there is a slight concern that, whilst successful at local or operational level, it was not possible to determine during the visit if there was buy in at national level.

In terms of encouraging host supporters to attend public events in fan zones, it is anticipated that the appeal to residents will fluctuate in accordance with the participating teams. However, it is to be hoped that local communities will make full use of the facilities and otherwise embrace the tournament.

**Recommendation 48 - The relevant authorities should ensure that the needs of local communities are taken fully into account in the organisation and delivery of the tournament with associated events and initiatives designed and delivered to provide all local communities with reassurance and to encourage participation in the festivities.** [status: desirable].

In relation to supporter engagement it was felt that, whilst good work is carried out at Supporter Liaison Officer (SLO) level, more work could be done to engage with local supporter group representatives. This need will become more acute during the tournament in 2020. The two SLOs from Lazio and Juventus presented to the delegation during the visit primarily only perform club centric administrative duties and didn't demonstrate legitimacy with their own clubs supporters.

It is felt that the process could be improved by setting out the basis of the relationships in terms of responsibilities of SLOs and outlining how the relationships work at operational level and interact with others.

**Recommendation 49 - The role of the Supporter Liaison Officers (SLOs) should be clarified to make clear the need for legitimacy amongst supporter groups. Also to consider the good practices in Recommendation Rec (2015)1** (status :important)

**Recommendation 50 - In line with an integrated approach, the *Service* pillar should be reinforced, notably by inviting governing bodies and football clubs to engage with supporters' groups to improve dialogue and develop preventative, social and educational projects related with football or other sports events.** (status: important)

It is felt that a Terms of Reference document will help reinforce the importance of the partnership ethos and the need to bring together the relevant parties to discuss and decide upon safety, security and service issues at all sporting venues. The frequency of the meetings should be determined and be structured to an agenda with minutes recording any decisions taken and giving transparency to the process. The joint working will hopefully help build trust and develop relationships between the relevant organisations, which will help to reinforce the sharing of information and



improvements in the communication links between. See <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1> - Annex A

**Recommendation 51 - It is recommended that the working arrangements at local level are captured in a framework or Terms of Reference document so that complete clarity in terms of agencies involved, primacy, aims and objectives, roles and responsibilities, and ranking of personnel expected to participate in the group are clearly defined.** (status: important)

*Intent – Paragraph 2. The Parties shall encourage all public and private agencies and other stakeholders, including local communities and supporter representatives, to initiate or participate in multi-agency social, educational, crime-prevention and other community projects designed to foster mutual respect and understanding, especially among supporters, sports clubs and associations as well as agencies responsible for safety and security.*

**Compliance** – see above. Issues such as listed can be added as agenda items at planned meetings.

**Recommendation 52 – The police and local authorities should commit to supporting the provision of fan embassies and SLO’s of the participating teams.** [status: important].

**Recommendation 53 – For the UEFA EURO 2020 tournament, the Rome police and other local agencies should commit to opening communication channels with national team SLOs and supporters in line with the guidance set out in the Recommendation Rec (2015) 1 <https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168073d176> - Appendix M and the EU Handbook on Police Liaison with Supporters (12792/16).** [status: important].

**Recommendation 54 - Supporter feedback should be considered in the risk assessment process before each game.** [status: important]

## **C.20 Fan zones (Organised and Spontaneous)**

### **ARTICLE 6 – Safety, security and service in public places**

*Intent – Paragraph 1. The Parties shall encourage all agencies and stakeholders involved in organising football matches and other sports events in public places, including the municipal authorities, police, local communities and businesses, supporter representatives, football clubs and national associations, to work together, notably in respect of;*

- a. assessing risk and preparing appropriate preventative measures designed to minimize disruption and provide reassurances to the local community and businesses, in particular those located in the vicinity of where the event is taking place or public viewing areas;*
- b. creating a safe, secure and welcoming environment in public spaces that are designated for supporters to gather before and after the event, or locations in which supporters can be*

*expected to frequent of their own volition, and along transit routes to and from the city and/or to and from the stadium.*

**Compliance** - The creation of satellite spectator areas in the form of fan zones and fan villages are commonplace at all major sporting events. These areas act as a meeting point or central hub for spectators both on match days and non-matchdays and are often of a scale and magnitude which surpass the capacity of the venue hosting the key event.

During the visit, it was reported that the establishment of a fan zone is envisaged in Piazza del Popolo, in the city centre, in order to generate a welcoming and participatory environment for resident and visiting supporters alike. A decision on this matter is pending, whilst budgetary options and organisational issues are to be considered by the local authorities.

As bespoke, guidance on the design and management of these areas is not available, it is important that in the design of such areas, recognition is made of other published guidance available and is used to help design safe and secure areas.

**Recommendation 55 - The relevant authorities should take account of the good practice contained in the Recommendation Rec (2015) 1 of the Standing Committee in finalising their preparations for organised and spontaneous fan areas and public viewing fan zones.** [status: important].

CONI informed that, for the calculation of the safe capacities of the city centre fan zones, the design principles relating to the safety of sports grounds were adopted, which, once determined, will allow for the planning of resources to deliver safe events within those areas.

Having once established the safe maximum capacity, it is important to protect the site with such measures as will prevent the unauthorised entry to the site when approaching maximum capacity.

It should be noted that ticketless visiting and local fans will have a tendency to converge towards the fan zone shortly before kick-off time. As is the experience from previous competitions, this can lead to serious congestion in the streets leading to the fan zone, especially in cases where the maximum capacity of the fan zone is reached and the gates are temporarily closed.

People still queuing to enter the fan zone around kick-off time are likely to leave and look for another location to watch the game, potentially causing problems in and around the entrances.

A large number of football supporters in Italy are in receipt of banning orders preventing them from entering football stadia. Clarity should be given as to whether the banning order would also extend to fan zones to ensure that levels of safety and security in these areas are also of the highest order.

**Recommendation 56 – Whilst every confidence is placed in CONI to determine the safe capacities of fan zones using established static mathematical formulae, the impact of those figures could be reinforced by the modelling of the numbers through computerised crowd simulation and modelling. Whilst the modelling should never be used to replace the static calculations, it is a very useful additional tool which can reflect crowd movements and help**

**to identify potential areas of crowd pressures. It is therefore recommended that modelling is undertaken of the key city centre areas.** (status: desirable)

**Recommendation 57 - At the entrances of the fan zone, provide a visual display showing the expected time of entry (queuing + security controls), similar to what can be found in airports. Also to inform fans when the fan zone reaches full capacity in order to avoid large queues and associated problems.** (status: important)

**Recommendation 58 - Crowd management should be given special attention in the city centre of Rome and in the vicinity of the Olympic Stadium with possible segregation of rival groups of high risk supporters in these areas, whilst at the same time still ensuring local residents, workers and tourists are still able to go about their business.** (status: important)

Notwithstanding the provision of official fan zones, European experience evidences that visiting supporters in particular may prefer to gather spontaneously in town or city centres rather than attend official fan zones. Such areas can usually be predicted with a high degree of certainty and it is good practice for the authorities to make safety and security preparations for such an eventuality. Supporters cannot be compelled to attend official fan zones, nor should they be deprived of enjoying the venue cities like any other tourist. It should not be assumed that supporters who prefer not to take advantage of the official fan zones are acting in a risk or provocative manner.

Nevertheless, it is good practice to engage and work closely with and to provide reassurance to resident and business communities located in the areas in which supporters may be expected to gather.

The local police should be trained to provide a welcoming and friendly reception, but must remain vigilant to the possible need to intervene in the event of any emerging risks or increased tensions. The role of visiting police delegations will provide an expert and experienced source of advice and support local police.

In addition to visiting police delegations, the deployment of fan embassies in venue cities can provide a highly valuable channel for use by police to communicate information to visiting supporters.

**Recommendation 59 – A contingency plan should be developed between all agencies to determine the response to any spontaneous gathering of fans and include measures to limit potential impact on local businesses and communities. The plan should be tested before the event by table-top exercise.** (status: important)

*Intent – Paragraph 2. The Parties shall ensure that risk assessment and safety and security measures take account of the journey to and from the stadium.*

**Compliance** – A draft transport plan has been submitted to UEFA and the general principles were presented to the delegation. Spectators will be provided with sufficient car and bus parks outside the city and can use metro or buses to reach the vicinity of the stadium.

Whilst police expressed a preference for fans to avoid marches from the city centre to the stadium, it is quite possible that this will happen and therefore adequate planning should take place both to deliver the necessary levels of safety and security to spectators taking part in the march, but also to local residents and businesses on route to ensure that “normal service” is maintained. This planning should be linked to the developed transport and mobility plan. Arrangements out of necessity will have to be fluid to deal with late changing circumstances and reflect the fact that the marches may involve fans of both teams. Free transport on day of match to ticket holders will help to limit the number who potentially could be involved in any planned march.

**Recommendation 60 – Examine the feasibility of supporting fan marches when there is a demand from the fan base and engage support from all relevant stakeholders. The fan embassies have proved to be an efficient tool during previous major sport tournaments and could provide both intelligence to police and also communication to visiting fans. For that purpose, the Rome local authorities should liaise closely with FSE (Football Supporters Europe) and take note of the UEFA social responsibility project “Respect Fan Culture – Fans Embassies at UEFA EURO 2020. [status: important].**

## **C.21 Media and Communications Strategy**

European experience evidences that hosting international football tournaments is usually accompanied by a widespread tendency of the national and international media to focus on negative stories (real or imagined) and remain silent on preventative and other positive events and initiatives.

All of the authorities met during the visit recognised that the tournament will be a global event and that any negative publicity would impact on international perceptions of the event and the host country. However, the importance of developing and implementing a multi-agency media handling strategy, in which spokespersons from all the main agencies share common lines and relay consistent messages, did not appear to be fully recognised during the visit. The importance of such an initiative cannot be over-emphasised and work on this matter should commence before the tournament gets underway.

**Recommendation 61 - The relevant authorities should commence work on developing a government-led multi-agency media handling strategy involving spokespersons from all public and private agencies involved in the tournament. [status: important].**

In terms of the foreign audience, European experience demonstrates the importance of relaying a range of information to visiting supporters, including information on venue cities, fan zones, stadia rules and regulations, and, importantly, policing tolerance levels. Such communications can be presented in a friendly style to generate a positive impression of the welcome that visiting

supporters will receive during UEFA EURO 2020. It is important that such information and associated publications and leaflets are disseminated in the languages of participating countries.

**Recommendation 62 – The relevant authorities should ensure that all visiting supporters are provided with essential and useful information in their own language regarding the arrangements for UEFA EURO 2020.** [status: desirable].

## **SECTION D - Council of Europe Convention on an Integrated Safety, Security and Service Approach at Football Matches and Other Sports Events – (CETS No 218) - Compliance with Policy Articles**

### **ARTICLE 1 – Scope**

1. The Parties shall, within the limits of their respective constitutional provisions, take the necessary steps to give effect to the provisions of this Convention in respect of football matches or tournaments played in their territory by professional football clubs and national teams.
2. The Parties may apply the provisions of this Convention to other sports or sports events hosted in their territory, including non-professional football matches, especially in circumstances where safety or security risks are involved.

### **ARTICLE 2 – Aim**

The aim of this Convention is to provide a safe, secure and welcoming environment at football matches and other sports events. To that end, the Parties shall:

- a. adopt an integrated, multi-agency and balanced approach towards safety, security and service, based upon an ethos of effective local, national and international partnerships and co-operation;
- b. ensure that all public and private agencies, and other stakeholders, recognise that safety, security and service provision cannot be considered in isolation, and can have a direct influence on delivery of the other two components; and
- c. take account of good practices in developing an integrated approach to safety, security and service.

### **ARTICLE 3 – Definitions**

For the purposes of this Convention, the terms:

- a. “safety measures” shall mean any measure designed and implemented with the primary aim of protecting the health and wellbeing of individuals and groups who attend, or participate in, a football or other sports related event, inside or outside of stadia, or who reside or work in the vicinity of the event;
- b. “security measures” shall mean any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any violence or other criminal activity or disorder committed in connection with a football or other sports related event, inside or outside of stadia;
- c. “service measures” shall mean any measure designed and implemented with the primary aim of making individuals and groups feel comfortable, appreciated, and welcome in connection with a football or other sports related event, inside or outside of stadia;
- d. "agency" shall mean any public or private body with a constitutional, legislative, regulatory or other responsibility in respect of the preparation and implementation of any safety, security or service measure in connection with a football or other sports related event, inside or outside of stadia;
- e. "stakeholder" shall mean spectators, local communities or other interested parties who do not have legislative or regulatory responsibilities but who can play an important role in helping to make football or other sports events safe, secure and welcoming, inside and outside of stadia;

- f. "integrated approach" shall mean recognition that, irrespective of their primary purpose, football and other sports related safety, security and service measures invariably overlap, are inter-related in terms of impact, need to be balanced, and cannot be designed or implemented in isolation;
- g. "multi-agency integrated approach" shall mean recognition that the roles and actions of each agency involved in football or other sports related planning and operational activity should be co-ordinated, complementary, proportionate, and designed and implemented as part of a comprehensive safety, security and service strategy;
- h. "good practices" shall mean measures applied in one or more countries that have proven to be very effective in meeting the stated aim or objective;
- i. "relevant agency" shall mean a body (public or private) involved in the organisation and/or management of a football or other sports related event held inside or outside of sports stadia.

#### **ARTICLE 4 – Domestic co-ordination arrangements**

1. The Parties shall ensure that national and local co-ordination arrangements are established for the purpose of developing and implementing a multi-agency integrated approach to safety, security and service at national and local level.
2. The Parties shall ensure that co-ordination arrangements are established to identify, analyse and evaluate the risks pertaining to safety, security and service, and allow the sharing of updated information on risk assessment.
3. The Parties shall ensure that the co-ordination arrangements involve the participation of all key public and private agencies engaged in safety, security and service matters connected with the event, both inside and outside of the venue where the event is taking place.
4. The Parties shall ensure that the co-ordination arrangements take full account of the safety, security and service principles set out in this Convention and that national and local strategies are developed, regularly evaluated and refined in the light of national and international experience and good practice.
5. The Parties shall ensure that national legal, regulatory or administrative frameworks clarify the respective roles and responsibilities of the relevant agencies and that these roles are complementary, consistent with an integrated approach, and widely understood at a strategic and operational level.

#### **ARTICLE 5 – Safety, security and service in stadiums**

1. The Parties shall ensure that national legal, regulatory or administrative frameworks require event organisers, in consultation with all partner agencies, to provide a safe and secure environment for all participants and spectators.
2. The Parties shall ensure that the competent public authorities put in place regulations or arrangements to guarantee the effectiveness of stadium licensing procedures, certification arrangements and safety regulations in general and ensure their application, monitoring and enforcement.
3. The Parties shall require the relevant agencies to ensure that stadium design, infrastructure and associated crowd management arrangements comply with national and international standards and good practices.
4. The Parties shall encourage the relevant agencies to ensure that stadiums provide an inclusive and welcoming environment for all sections of society, including children, the elderly and those with disabilities, and incorporate, in particular, the provision of appropriate sanitary and refreshment facilities and good viewing conditions for all spectators.

5. The Parties shall ensure that stadia operating arrangements are comprehensive; make provision for effective liaison with the police, emergency services, and partner agencies; and incorporate clear policies and procedures on matters that might impact on crowd management and associated safety and security risks, including:

- use of pyrotechnics;
- any violent or other prohibited behaviour; and
- any racist or other discriminatory behaviour.

6. The Parties shall require the relevant agencies to ensure that all public and private personnel involved in making football and other sports events safe, secure and welcoming are equipped and trained to deliver their functions effectively and in an appropriate manner.

7. The Parties shall encourage their competent agencies to highlight the need for players, trainers or other representatives of participating teams to act in accordance with key sports principles, like tolerance, respect and fair play, and recognise the negative impact which acting in a violent, racist or other provocative manner can have on spectator behaviour.

#### **ARTICLE 6 – Safety, security and service in public places**

1. The Parties shall encourage all agencies and stakeholders involved in organising football and other sports related events in public spaces, including the municipal authorities, police, local communities and businesses, supporter representatives, football clubs and national associations, to work together, notably in respect of:

- a. assessing risk and preparing appropriate preventative measures designed to minimise disruption and provide reassurance to local communities and businesses, in particular those located in the vicinity of where the event is taking place or public viewing areas; and
- b. creating a safe, secure and welcoming environment in public spaces that are designated for supporters to gather before and after the event, or locations in which supporters can be expected to frequent of their own volition, and along transit routes to and from the city and/or to and from the stadium.

2. The Parties shall ensure that risk assessment and safety and security measures take account of the journey to and from the stadium.

#### **ARTICLE 7 – Contingency and emergency planning**

The Parties shall ensure that multi-agency contingency and emergency plans are developed, and that those plans are tested and refined in regular joint exercises. National legal, regulatory or administrative frameworks should make clear which agency is responsible for initiating, supervising and certifying the exercises.

#### **ARTICLE 8 – Engagement with supporters and local communities**

1. The Parties shall encourage all agencies to develop and pursue a policy of pro-active and regular communication with key stakeholders, including supporter representatives and local communities, based on the principles of dialogue, and with aim of generating a partnership ethos and positive co-operation as well as identifying solutions to potential problems.

2. The Parties shall encourage all public and private agencies and other stakeholders, including local communities and supporter representatives, to initiate or participate in multi-agency social, educational, crime prevention and other community projects designed to foster mutual respect and understanding, especially amongst supporters, sports clubs and associations as well as agencies responsible for safety and security..



## **ARTICLE 9 – Police strategies and operations**

1. The Parties shall ensure that policing strategies are developed, regularly evaluated and refined in the light of national and international experience and good practice, and are consistent with the wider, integrated approach to safety, security and service.
2. The Parties shall ensure that policing strategies take account of good practice including, inter-alia: intelligence gathering; ongoing risk assessment; risk-based deployment; proportionate intervention to prevent escalation of risk or disorder; effective dialogue with supporters and the wider community; and evidence gathering of criminal activity as well as the sharing of such evidence with the competent authorities responsible for prosecution.
3. The Parties shall ensure that the police work in partnership with organisers, supporters, local communities and other stakeholders in making football and other sports events safe, secure and welcoming for all concerned.

## **ARTICLE 10 – Prevention and sanctioning of offending behaviour**

1. The Parties shall take all possible measures to reduce the risk of individuals or groups participating in or organising incidents of violence or disorder.
2. The Parties shall, in accordance with national and international law, ensure that effective exclusion arrangements, appropriate to the character and location of risk, are in place to deter and prevent incidents of violence or disorder.
3. The Parties shall, in accordance with national and international law, co-operate in seeking to ensure that individuals committing offences abroad receive appropriate sanctions, either in the country where the offence is committed or in their country of residence or of citizenship.
4. Where appropriate, and in accordance with national and international law, the Parties shall consider empowering the judicial or administrative authorities responsible for imposing sanctions on individuals who have caused or contributed to incidents of football-related violence and/or disorder, with the possibility of imposing restrictions on travel to football events held in another country.

## **ARTICLE 11 – International co-operation**

1. The Parties shall co-operate closely on all, and associated, matters covered by this Convention in order to maximise collaboration in respect of international events, share experiences and participate in the development of good practices.
2. The Parties shall, without prejudice to existing national provisions, in particular the allocation of powers among the different services and authorities, set up or designate a national football information point of a police nature (NFIP). The NFIP shall:
  - a) act as the direct and single contact point for exchanging general (strategic, operational and tactical) information in connection with a football match with an international dimension;
  - b) exchange personal data in accordance with the domestic and international rules;
  - c) facilitate, coordinate or organise the implementation of international police cooperation in connection with football matches with an international dimension.
  - d) be capable of fulfilling efficiently and promptly the tasks assigned to it.
3. The Parties shall further ensure that the NFIP provides a national source of expertise regarding football policing operations, supporter dynamics and associated safety and security risks.

4. Each State Party shall notify the Committee on Safety and Security at Sports Events, created by this Convention, in writing, of the name and contact details of its NFIP, and any subsequent changes with regard to it.
5. The Parties shall co-operate at international level in respect of sharing good practices and information on preventative, educational and informative projects and the establishment of partnerships with all agencies involved in the delivery of national and local initiatives, focused on or driven by the local community or supporters.

## **SECTION E - Concluding remarks and proposed Action Plan**

### **E.1 Concluding remarks**

The delegation would like to stress that the Standing Committee is committed to providing the governmental and football authorities and other competent agencies in Italy with further support in meeting the challenges that lie ahead.

The Standing Committee would in particular welcome periodic feedback on the progress made by the authorities in Italy concerning implementation of the recommendations included in this report. The proposed draft Action Plan should preferably be completed by the Italian authorities before the tournament, and not later than three years from receipt.

Having in mind the fact that the UEFA EURO 2020 matches are only weeks away some of the recommendations should be prioritized in order to contribute to the overall safety and security measures adopted for this major event.

Finally, the delegation would like to thank, once again, all of the colleagues in Italy who provided much appreciated help and support and demonstrated impressive levels of patience throughout the visit.

**E.2 Draft Action Plan****Council of Europe Convention on an Integrated Safety, Security and Service Approach  
at Football Matches and other Sports Events (CETS No. 218)****DRAFT ACTION PLAN (January 2020)**

This draft Action Plan forms part of the report of the Council of Europe Standing Committee consultative visit on 6/7 December 2019.

The Action Plan has been prepared with the aim of enabling the authorities in Rome to:

- demonstrate compliance with the principles and outcomes enshrined in the Convention;
- reflect the established good practices on safety, security and service contained in Standing Committee Recommendation Rec (2015) 1;
- ensure that football stadia (and other sports venues) provide a safe, secure and welcoming experience for all spectators during UEFA EURO 2020 matches

To further assist this process, each of the various actions has been allocated a status of "*essential*", "*important*" or "*desirable*". This terminology is used to indicate the relevance of each action in terms of demonstrating preparedness for UEFA EURO 2020 and also for compliance with the Convention and established European good practices. For ease of access, the recommended actions are presented under the relevant Convention Article.

In recognition of the need to adopt an integrated approach, it is stressed that the actions overlap and are inter-related and should be considered and implemented in that light.

The text of this action plan refers specifically to football matches but can, where appropriate, also be applied in connection with other sports events where considered necessary or appropriate by the national authorities.

It is recognised that the recommended actions need to be considered in the light of national circumstances and imperatives and that the adoption of established good practices will need to be customised accordingly.

The delegation stands ready to provide, on request, support and assistance in taking forward the actions recommended in this plan.

**UEFA EURO 2020 – Safety, Security and Service Preparations**

**Recommendation 1** - [status: essential]

**Italian authorities should check if their current legislation defines the different necessary terms according to the Convention, before ratifying it.**

Milestones	Timing	Lead Agency	Progress

**Recommendation 2** - [status: essential]

**It is recommended that the working arrangements at local level are captured in a framework or Terms of Reference document so that complete clarity in terms of agencies involved, primacy, aims and objectives, roles and responsibilities, and ranking of personnel expected to participate in the group are clearly defined.**

Milestones	Timing	Lead Agency	Progress

**Recommendation 3** - [status: essential]

**Italy should fully endorse the concept of a multi-agency and balanced approach towards safety, security and service by ensuring the participation of representatives of supporters' organisations in national coordination. Also to take the opportunity to promote dialogue and communication between public authorities, sports authorities and supporters.**

Milestones	Timing	Lead Agency	Progress

**Recommendation 4** -[status: desirable]

**Involve FSE in the work of the National Observatory on Sports Events and the Committee for the Analysis of the Safety and Security of Sports Events regarding UCL and UEL matches played in Italy and also explore the possibility of involving fan representatives from clubs in the discussion.**

Milestones	Timing	Lead Agency	Progress

#### **UEFA EURO 2020 - Security**

**Recommendation 5** - [status: essential]

**Whilst the delegation was informed that the Italian authorities will shortly ratify the Convention, evidence of the adoption of the principles of the Convention at operational level is required.**

Milestones	Timing	Lead Agency	Progress

**Recommendation 6** - [status: important]

**Italian authorities should consider drafting a national strategy as regards safety, security and service at football and other sport events**

Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation 7 –</b> [status: important ]</p> <p><b>The Rome authorities should work in close partnership with the national authorities in order to ensure the strategic coordination for the UEFA EURO 2020 tournament.</b></p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation 8 –</b> [status: important]</p> <p><b>The roles and responsibilities of the different national and local police and law enforcement agencies should be clarified, as well as their coordination, deployment and rules of engagement, namely in the context of the organisation of UEFA EURO 2020.</b></p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation 9 –</b>[status: desirable]</p> <p><b>The role of CONI with its clear levels of skill and expertise should be capitalised and used as a model of good practice to support other regions of Italy and help to ensure uniform high levels of sports grounds safety. This may be a piece of work that could be done in collaboration with the National Observatory on Sports Events.</b></p>			
Milestones	Timing	Lead Agency	Progress

<b>Recommendation 10</b> – [status: important]			
As the intention for the tournament organisers is to carry out soft ticket checking at the point of entry to the bridge it will be necessary to introduce a system of queuing lanes to create order amongst spectators at times of peak flow in an effort to prevent unsafe densities developing.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>UEFA EURO 2020 - Safety</b>			
<b>Recommendation 11</b> – [status: important]			
Highly visible signage at this point would help to ensure that spectators are confident that they are in the correct area for smooth passage forward to point of searching ahead of entry to the stadium.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation 12</b> [status: important]			
To ensure smooth unimpeded passage of spectators across the bridge, the bridge should be free of all vehicles and concessions selling souvenirs. It is recommended that crowd modelling of the bridge and its entry and exit points for spectators is carried out as part of a wider understanding of crowd movement outside of the stadium. This will assist in understanding where increased levels of crowd pressures may occur and allow for safety management interventions.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation 13</b> [status: important]			
The level of searching to be deployed and rate of flow through searching lanes should be calculated prior to the opening match. As the impact will be to slow the normal speed of entry through a conventional turnstile, additional searching lanes should be provided, which exceed the			



**number of turnstiles in a ratio which reflects the degree of slowdown by searching. Advice and guidance can be found in the guide to Safety at Sports Grounds (Green Guide) Edition 6.**

Milestones	Timing	Lead Agency	Progress

**Recommendation 14 – [status: important]**

**Reference should be made to the Guide to Safety at Sports Grounds (Green Guide) 6th edition for advice relating to the design and management of this Zone EX area. Engagement of a specialist crowd modelling consultant could provide the assurance needed to validate the proposed plan.**

Milestones	Timing	Lead Agency	Progress

**Recommendation 15 - [status: important]**

**All searching lanes should be served with sufficient numbers of female stewards to reflect the expected demographic of the crowd to help ensure that any delays in the queuing at female or family screening and searching lanes are kept to a minimum.**

Milestones	Timing	Lead Agency	Progress

**UEFA EURO 2020 - Service**

**Recommendation 16 – [status: important]**

**A detailed command and control structure should be documented to provide details of the role of each party within the safety management operation and their specific responsibilities. This is considered to be essential to develop a clear hierarchical structure for clarity of who is in overall command of the event. See [https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1 - Annex A](https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1-Annex A). All key decision makers should be located together in the same room.**

Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation 17</b> - [status: important]</p> <p>The local authorities should consider developing and delivery preventative campaigns in order to raise the awareness of the fans about the risks associated to the use of pyrotechnics at football matches, in accordance with the recent scientific studies on this matter (<a href="https://www.uefa.com/MultimediaFiles/Download/uefaorg/Stadium&amp;Security/02/48/11/68/2481168_DOWNLOAD.pdf">https://www.uefa.com/MultimediaFiles/Download/uefaorg/Stadium&amp;Security/02/48/11/68/2481168_DOWNLOAD.pdf</a>)</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation 18</b> - [status: important]</p> <p>The Italian authorities should continue their efforts in dismantling the serious and organized networks linked with the football risk fans and by doing so ensuring that they don't assert the power in the ultras stands.</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation 19</b> - [status: important]</p> <p>In accordance with European good practice, during UEFA EURO 2020, policing tactics, profile and uniform should be determined on the basis of: ongoing dynamic risk analyses; graded deployment, with protective equipment used only where necessary; and early targeted and proportionate interventions to prevent the escalation of risk.</p>			
Milestones	Timing	Lead Agency	Progress

<b>Recommendation 20</b> – [status: important]			
<b>Police units deployed during UEFA EURO 2020 should be encouraged to proactively interact with and adopt a welcoming and friendly manner towards supporters. The police officers to be deployed for the UEFA EURO 2020 should be trained in the use of English language to facilitate the dialogue with the fans.</b>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation 21</b> – [status: desirable]			
<b>The fact that Italian police officers have the legal power to collect evidence on criminal acts committed outside of the country by their nationals in order to prosecute them at national level could be promoted as a European good practice.</b>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation 22</b> – [status: important]			
<b>The relevant authorities should consider further investment in the NFIP. The Italian NFIP could be further resourced and equipped for the tournament and beyond, with the aim to provide a national source of expertise regarding football policing operations, supporter dynamics and associated safety and security risks.</b>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>

<b>Recommendation 23</b> - [status: desirable]			
<b>The relevant authorities should consider the deployment of two Italian police liaison officers in the IPCC of UEFA EURO 2020.</b>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation 24</b> - [status: important]			
<b>Ensure that Statements of Intent exist between the various policing agencies and those responsible for safety management at the tournament to ensure that roles and responsibilities are clearly defined.</b>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation 25</b> - [status: important]			
<b>A risk register highlighting all perceived risks relating to the tournament should be developed. The register should clearly set out all identifiable risks, their causes, impact, mitigation. The register should also identify the ownership of all risks.</b>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation 26</b> – [status: important]			
<b>The stadium safety management team should develop a contingency plan for the situation where normal routes of egress cannot be used due to an external event. Such plan should look towards developing safe internal movement routes to alternative exit points and also identify places of reasonable safety within the venue where fans can be moved in transition to a place of safety outside of the stadium.</b>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>

<p><b>Recommendation 27</b> - [status: important]</p> <p><b>An independent safety certification authority to be set up primarily to determine the maximum safe capacity of a stadium, taking account not only of the number of spectators that the stadium 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.</b></p> <p>See T-RV Recommendation on the checklist of measures to be taken by the organiser (Recommendation Rec (2015) 1 of the Standing Committee on Safety, Security and Service at Football Matches and other Sports Events see <a href="https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168073d177">https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168073d177</a> - Annex D and <a href="https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1">https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1</a> – Annex A .</p>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<p><b>Recommendation 28</b> - [status: important]</p> <p><b>In line with Article 5 paragraph 2, develop the safety certification process led by the safety certification authority but with the buy in of all other organisations to add input to the various parts of the process. For clarity a documented framework with roles and responsibilities, terms of reference, guidance, model checklists or templates to ensure that the process is consistent and comprehensive should support the arrangements.</b></p>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<p><b>Recommendation 29</b> – (status: essential)</p> <p><b>It is recommended that the Safety Officer or representative is provided with a detailed job description which clearly sets out the functions of the post. The T-RV Recommendation Rec (2015)1, in its Annex A – Safety, and its recommendations may be used to compile a checklist of functions necessary for the role.</b></p>			

Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation 30</b> - (status: important)</p> <p>It is recommended that the Italian authorities set the minimum levels of competence to be demonstrated by Safety Officers, 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 <a href="https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1">https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1</a> - Annex A</p> <p>and <a href="https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168073d177">https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168073d177</a> - Annex D</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation 31</b> – (status: important)</p> <p>It is recommended that a document or security/stewarding plan is developed for each event, which contains the respective roles, responsibilities and primacy of the police, stewards, volunteers, security companies along with the competence expected of each practitioner. See <a href="https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1">https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1</a> Annex A</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation 32</b> – (status: important)</p>			

<b>It is recommended that all police/security services training includes elements of customer service to ensure that any contact with fans recognises the importance of the <i>Service</i> element of the Convention.</b>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 33</b> (status: important)			
It is recommended that the event organiser develops and sets out a level of service and training expected of personnel supplied by the security company. A contract to this effect such as a service level agreement specifying the numbers, and quality of security staff should be in place. See <a href="https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1">https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1</a> Annex A.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 34</b> (status: important)			
It is recommended that Italian authorities confirm that the level of training already delivered to Safety Officers, supervisors and safety and security stewards is adequate and sufficient. Also to establish, document and monitor procedures for ensuring that those who have been trained are then assessed as being competent to perform their allocated tasks. See <a href="https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1">https://rm.coe.int/recommendation-rec-2015-1-of-the-standing-committee-on-safety-security/168072b9a1</a> - Annex A			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 35</b> (status: desirable)			
It is recommended that Safety Officers nationally develop a network to share information and intelligence of spectator behaviour and issues along with sharing expertise and good practises. (ESSMA, the European Stadium & Safety Management Association is the European network for this practice <a href="http://www.essma.eu/">http://www.essma.eu/</a> .)			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>

<p><b>Recommendation – 36</b> (status: important)</p> <p>Consideration should be given to adoption of UEFA/CAFE and the IPC standards listed below and that all existing sporting venues carry out an accessibility audit to enable development of an action plan for improvements to increase diversity and equality.</p> <p>a) UEFA/CAFÉ Standard  <a href="https://www.cafefootball.eu/en/access-all">https://www.cafefootball.eu/en/access-all</a></p> <p>b)IPC Standard  <a href="https://www.paralympic.org/sites/default/files/document/130902143349868_IPC+Accessibility+Guide_2nd+EDITION_FINAL.pdf">https://www.paralympic.org/sites/default/files/document/130902143349868_IPC+Accessibility+Guide_2nd+EDITION_FINAL.pdf</a></p>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<p><b>Recommendation – 37</b> (status: important)</p> <p>– CONI as owners of the stadium should carry out a full access audit of the Olympic Stadium to compare accessibility provision against current European standards.</p>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<p><b>Recommendation - 38</b> (status: important)</p> <p>For UEFA EURO 2020 matches, all referees, players, team management, coaches and team support staff, should be briefed on the UEFA pyrotechnic policy and guidelines and the action required to be taken by them to ensure their safety if pyrotechnics are thrown or fired onto the pitch during UEFA EURO 2020 matches.</p>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>



<b>Recommendation - 39</b> (status: important)			
<p>For UEFA EURO 2020 matches, all fire officers, police officers, stewards, private security, staff of the stadium authorities and all other persons working at the stadium, especially the key decision makers, should be briefed and trained on the UEFA pyrotechnic policy and guidelines and the action required to be taken by them to ensure that the proper procedures are used and the proper action taken to ensure the safety of all persons if pyrotechnics incidents occur in UEFA EURO 2020 matches.</p>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 40</b> (status: important)			
<p>The Parties should develop clear policies and procedures on matters of particular impact for the crowd management such as the use of pyrotechnics, violent behaviour, and racist or other discriminatory behaviour. In particular, the policies should aim to ensure an effective liaison between the police, emergency services, and the other partner agencies involved. It should be noted that the risks identified are not comprehensive and measures should be taken to ensure that strategies are developed for dealing with other relevant stadium risks. In relation to pyrotechnics guidance contained in publications by both UEFA and SGSA is available from the websites of both organisations.</p>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 41</b> (status: important)			
<p>For UEFA EURO 2020 matches, all police officers, stewards, private security and staff of the stadium authorities deployed or likely to be deployed within the stadium footprint, especially the key decision makers, should be briefed and trained on the UEFA guidelines and the action required to ensure that the proper procedures are used and the proper action taken if any incidents of racism or discrimination occur in UEFA EURO 2020 matches.</p>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>

<b>Recommendation – 42</b> (status: important)			
Italian governmental and football authorities should enhance their efforts in preventing and tackling racism and discrimination. External guidance and assistance should be sought from international organizations who are experienced in drafting and delivering such programmes (FARE, CoE).			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 43</b> (status: important)			
An instruction should be given to players informing them of the potential risks arising from their actions on the pitch, particularly from goal celebrations which see players run towards the crowd, and the impact upon safety and security inside the stadium.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 44</b> [status: important].			
The relevant authorities should decide upon and adopt an appropriate entry, search and screen procedure to be applied during the tournament and the measures required to mitigate entry delays (e.g., effective signage en-route to the stadia, explanatory communications to visiting supporters, pre-match entertainment, etc.)			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 45</b> (status: important)			
It is recommended that communication channels are opened and developed with both local community and businesses affected within the vicinity of the stadium, but those channels are widened to take account of any city wide impact arising from the fan zones, fan village and fan movement from those areas to the stadium.			

Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation – 46</b> (status: important)</p> <p>Safety and medical emergency structures should be co-ordinated and resourced for UEFA EURO 2020, at national, regional and local levels.</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation – 47</b> (status: important)</p> <p>It is recommended that a series of table-top exercises are developed and carried out ahead of the tournament to test the preparedness and response of all agencies. Further, that this model be adopted throughout Italy as a model of best practice for all football stadia.</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation – 48</b> [status: desirable]</p> <p>The relevant authorities should ensure that the needs of local communities are taken fully into account in the organisation and delivery of the tournament with associated events and initiatives designed and delivered to provide all local communities with reassurance and to encourage participation in the festivities.</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation – 49</b> (status: important)</p> <p>The role of the Supporter Liaison Officers (SLOs) should be clarified to make clear the need for legitimacy amongst supporter groups. Also to consider the good practices in Recommendation Rec (2015)1.</p>			

Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation – 50</b> (status: important)</p> <p>In line with an integrated approach, the <i>Service</i> pillar should be reinforced, notably by inviting governing bodies and football clubs to engage with supporters’ groups to improve dialogue and develop preventative, social and educational projects related with football or other sports events.</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation – 51</b> (status: important)</p> <p>It is recommended that the working arrangements at local level are captured in a framework or Terms of Reference document so that complete clarity in terms of agencies involved, primacy, aims and objectives, roles and responsibilities, and ranking of personnel expected to participate in the group are clearly defined.</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation – 52</b> [status: important].</p> <p>The police and local authorities should commit to supporting the provision of fan embassies and SLO’s of the participating teams.</p>			
Milestones	Timing	Lead Agency	Progress
<p><b>Recommendation – 53</b> [status: important]</p> <p>For the UEFA EURO 2020 tournament the Rome police and other local agencies should commit to opening communication channels with national team SLOs and supporters in line with the guidance set out in the Recommendation Rec (2015) 1. <a href="https://rm.coe.int/recommendation-">https://rm.coe.int/recommendation-</a></p>			

[rec-2015-1-of-the-standing-committee-on-safety-security/168073d176](#) - Appendix M and the EU Handbook on Police Liaison with Supporters (12792/16).

Milestones	Timing	Lead Agency	Progress

**Recommendation – 54** [status: important]  
**Supporter feedback should be considered in the risk assessment process before each game.**

Milestones	Timing	Lead Agency	Progress

**Recommendation – 55** [status: important]  
**The relevant authorities should take account of the good practice contained in the Recommendation Rec (2015) 1 of the Standing Committee in finalising their preparations for organised and spontaneous fan areas and public viewing fan zones.**

Milestones	Timing	Lead Agency	Progress

**Recommendation – 56** (status: desirable)  
**Whilst every confidence is placed in CONI to determine the safe capacities of fan zones using established static mathematical formulae, the impact of those figures could be reinforced by the modelling of the numbers through computerised crowd simulation and modelling. Whilst the modelling should never be used to replace the static calculations it is a very useful additional tool which can reflect crowd movements and help to identify potential areas of crowd pressures. It is therefore recommended that modelling is undertaken of the key city centre areas.**

Milestones	Timing	Lead Agency	Progress

**Recommendation – 57** (status: important)

<b>At the entrances of the fan zone provide a visual display showing the expected time of entry (queuing + security controls), similar to what can be found in airports. Also to inform fans when the fan zone reaches full capacity in order to avoid large queues and associated problems.</b>			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 58</b> (status: important)			
Crowd management should be given special attention in the city centre of Rome and in the vicinity of the Olympic Stadium with possible segregation of rival groups of high risk supporters in these areas, whilst at the same time still ensuring local residents, workers and tourists are still able to go about their business.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 59</b> (status: important)			
A contingency plan should be developed between all agencies to determine the response to any spontaneous gathering of fans and include measures to limit potential impact on local businesses and communities. The plan should be tested before the event by table-top exercise.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 60</b> [status: important]			
Examine the feasibility of supporting fan marches when there is a demand from the fan base and engage support from all relevant stakeholders. The fan embassies have proved to be an efficient tool during previous major sport tournaments and could provide both intelligence to police and also communication to visiting fans. For that purpose, the Rome local authorities should liaise closely with FSE (Football Supporters Europe) and take note of the UEFA social responsibility project “Respect Fan Culture – Fans Embassies at UEFA EURO 2020.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>

<b>Recommendation – 61</b> [status: important]			
The relevant authorities should commence work on developing a government-led multi-agency media handling strategy involving spokespersons from all public and private agencies involved in the tournament.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>
<b>Recommendation – 62</b> [status: desirable]			
The relevant authorities should ensure that all visiting supporters are provided with essential and useful information in their own language regarding the arrangements for UEFA EURO 2020.			
<b>Milestones</b>	<b>Timing</b>	<b>Lead Agency</b>	<b>Progress</b>

## STANDING COMMITTEE (T-RV)

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



### E.3 Follow-up of visit: Tools available at the European-wide level

With a view to supporting the Italian Government in implementing the above mentioned Action Plan, we recommend and encourage national public and private authorities to make use of the support programmes and tools available at the pan-European level, be they from the Council of Europe, the European Union, UEFA or the European supporters associations.

In the context of the strategic partnership between the main pan-European partners of the Council of Europe (UEFA, the “European Think Tank” and the two European supporters associations), a whole range of training and technical assistance tools are available for countries in need of assistance to improve their standards. The following list is a non-exhaustive one:

#### 1. Council of Europe

Under the Council of Europe/European Union Joint Project on Promoting and Strengthening safety, security and service at football matches and other sports events (ProS4+), the following training schemes are available:

- Promotion of the Convention: Country-model training programmes on the Convention;
- Online Course on the Convention and T-RV Recommendation Rec (2015) 1. The target audience for this course is wide and includes NFIPs, Ministries (MoS, MoI), Safety officers and match commanders, security officers of Football and other Sports Federations, supporters, supporters’ organisations. Training methods and materials include: text materials, interviews, video lectures, presentations, animations, open-ended questions, self-assessment quiz and certificate;
- National Football Policing Training Programme (NFPTP), to develop and deliver customised “country-made” training event.

Further to the above list of training schemes, the Council of Europe can also provide legal and other technical assistance with a view to improve the national legal framework and the domestic coordination arrangements, amongst others.

#### 2. UEFA

- Under the UEFA stadium and security strategy for 2017-2021, UEFA can provide:
  - UEFA National Associations Strategy Summits;
  - UEFA National Associations Stadium and Security Expert Programme (SSEP)
  - UEFA National Associations Masterclasses, on the following topics: terrorism; pyrotechnics; and certification, licensing and inspection;
  - UEFA Pan-European Expert Seminars, on the following topics: pyrotechnics; counter-terrorism; certification, licensing and inspection;
  - UEFA Stewards “Train the Trainer” and joint training for match commanders and safety officers.



### 3. European Union

Under the European Union Agency for Law Enforcement Training (CEPOL) education and training activities calendar, on the topic of «Public order - policing of major events»:

- Pan-European football security;
- Public order - security during major events - PPP (HOUSE-EUSEC);
- Public order and crowd management (HOUSE-EUSEC);
- Webinar on Public order: security during major sports events.

### 4. European supporters' associations

#### a. Football Supporters Europe

The English version of the Fans' Embassies handbook is available on the FSE website: <http://www.fansembassy.org/en/library.html>

#### b. Supporters Direct Europe

SD Europe can provide a range of training offerings based on the SLO topic, ranging from individual presentations to targeted multi-day training programmes developed in-house. These trainings can be tailored to the specific audience, e.g. club and association officials, club SLOs, police, and other stakeholders.

SD Europe website contains a library of general SLO resources which is regularly updated. The library can be found here: <http://www.sdeurope.eu/knowledge-base/uefa-supporter-liaison-officer-handbook-2011>

A few SLO videos are also available on SD Europe YouTube channel: <https://www.youtube.com/user/SDEuropeTV/playlists>

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This rich menu of different and complementary deliveries that are currently available at the pan-European level to support the hosting country is another striking example on how a strategic public-private multi-agency and integrated approach between European-wide partners can bring increased synergies, complementarities and a coherent and robust message to all beneficiaries of training and technical assistance – national authorities, football authorities, supporters' associations and local communities.

The above mentioned list of training schemes that can be delivered in a multi-agency approach by the Council of Europe and its strategic partners to the hosting country is of utmost importance to ensure the follow-up of the monitoring visits and to support the country to better comply with the Council of Europe Convention and the European-wide best practices enshrined in the T-RV Recommendation Rec (2015) 1.

At the same time, they are passing to the countries a tangible example of the importance of a public-private multi-agency balanced and integrated approach in addressing the complex and multi-faceted issue of safety, security and service at football and other sports events.

## **APPENDIX A**

### **Draft Model of Memorandum of Understanding on Bilateral Police Cooperation for the UEFA EURO 2020**

**Prepared by the Working Group of the Standing Committee  
on UEFA EURO 2020 (document T-RV (2017)15 rev1)**

#### **DRAFT MODEL OF MEMORANDUM OF UNDERSTANDING**

on the bilateral arrangements of policing co-operation between the host, participating and transit countries in connection with the UEFA EURO 2020 Football Championship

Recognizing the special challenge of the first time having a Final Phase of the European Football Championship (hereafter UEFA EURO 2020) played in 13 different cities in 12 different countries, hosting 24 national teams,

supporters travelling all over Europe, having an impact on EU- and non-EU Member States as well as Schengen and non-Schengen States,

being aware of the competence of various national, multinational and pan European police and law enforcement agencies,

under recognition of the respective national law and especial acknowledgement of

(Quotation of applicable legislation of the EU and CoE)

under recognition of the EU-Handbook<sup>6</sup>

The host, participating- and transit countries (singularly named) acknowledge the exceptional international importance of the UEFA EURO 2020 organised in (fill in host countries), and declare their intention to jointly co-operate in respect of the police cooperation set out in this bilateral agreement.

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<sup>6</sup> Council Resolution concerning an updated handbook with recommendations for international police cooperation and measures to prevent and control violence and disturbances in connection with football matches with an international dimension, in which at least one Member State is involved ("EU Football Handbook") 2016/C 444/01.

## I. Human Resource Support

*The visiting State* declares its willingness to support the police of the hosting State during the UEFA EURO 2020 by deploying a police delegation to provide advisory and support activities, including the exchange of information and advice on the behaviour of visiting supporters regarding any threat to public safety and public order posed by them, in particular by performing the following functions: (*provide details of the composition and role of the visiting police delegation and the specific tasks which will be performed by them*).

The hosting State should provide the *visiting State* with:

- Accreditation to all venues where supporters of the visiting State may gather
- police accompanying officers (cicerones)
- an overview of the operational plans and integration into the local policing operations
- appropriate measures to ensure the safety of members of the visiting police delegation

The visiting police may be deployed in uniform but not possess or carry firearms or other protective equipment during their deployment in the host State. The host State will define the size of the visiting police delegation. The number of deployed officers can be adapted during the tournament in accordance with the risk assessment. Special arrangements can be set out bilaterally.

The police *of the visiting State* can be in possession of hand held cameras to gather evidence, if relevant, on supporters throughout the period of their deployment. Any materials obtained will be shared with the *host State* police.

The police *of the host State of the group phase of the tournament* shall arrange for representatives of the possible visiting police delegation to visit host cities and venues event sites no later than six weeks before the start of the event in order to prepare for their deployment.

The police *of the host State* shall pay for accommodation, meals (or subsistence), internal travel costs and other facilities/necessary equipment made available locally, whilst the visiting State shall pay for travel and salaries of the delegation members involved in the territory of *the host State*. The travel expenses for a visiting police delegation travelling directly between two host States, being not the origin of the police delegation, should be paid by the police delegation.

The *visiting State* will provide medical insurance for its police officers during their deployment in *the host State*.

The *visiting State* will ensure all its police officers against personal or property damage during their deployment in *the host State*.

## II. Information exchange

The *visiting State* will provide the *host State* with regular risk assessment focusing in particular on the number of supporters, the routes and the destinations, as well as the likely behaviour in connection with the event.

The assessment will be sent:

- at least once a week, starting from the fourth week before the commencement of the event until the deployment of the visiting police delegation;
- daily, starting from the time of the deployment of the visiting police delegation.

The police of the *visiting State* shall provide (*where possible under national law*) the following information regarding supporters who are subject of a stadium ban (*or comparable banning measures*), and who are considered by the police in (*name of visiting State*) to pose a risk to public order in connection with (*name of event*):

- full name;
- date of birth;
- gender;
- citizenship;
- type of banning measure
- expiry date of the stadium ban or other banning measure.

This information shall be provided to *the host State* after the entry into force of this bilateral agreement.

..... *name of the host State* that will ensure that the data on such persons:

- will be solely used for the purpose of ensuring the safety of the event
- will not constitute the sole legal basis for action undertaken by the law enforcement forces of the *host State*
- will be removed from any data base, and not used for any purpose after, (*date of deleting the data*). *Proposal : one week after the end of the tournament*

The exchange of information, including personal data, will take place in accordance with national laws of the countries under special recognition of the European data protection legislation.

The police of the *host State* will regularly communicate to the police of the *visiting State* any relevant information related to the event, in particular information concerning the behaviour of (*name of the visiting State*) supporters and actions performed by them.

The police of the *host State* will inform the police of the *visiting State* about any (*name of the visiting State*) supporters who have been subject to measures to ensure public safety and public order in the territory of the *host State* in connection with the *name of the event*. This will include details of the offences committed and the actions taken by the competent authorities in the *host State*.

EUROPOL will host a Coordination Centre for information exchange of the NFIP Network in The Hague for gathering and delivering any football-related relevant information in connection with UEFA EURO 2020. EUROPOL will provide the infrastructure but not run the Coordination Centre. The hosting, visiting and transit countries are requested to deploy members of the NFIPs to that Coordination Centre. Non-EU Member States and/or countries without a NFIP shall also deploy adequate personnel. (Discussion about the costs should be led)

The respective national NFIP of the hosting State is responsible for the information exchange in the sense of this agreement with the competent police service at the event site.

### **III. Movement of Supporters**

The safe movement of *the visiting State* supporters whilst in the territory of *the host State* will be within the competence of the police in the *host State*.

The police or other designated authority in *the visiting State* shall conduct observation and, when needed, ensure the safe movement of the *visiting State* supporters as well as supporters from other countries circulating through their territory in connection with travel to UEFA EURO 2020 event sites.

Information about (*name of the visiting State*) supporters who are refused entry into the territory of (*name of the host State*) shall be exchanged with the police of the *visiting State*.

Host, visiting and transit countries can agree on a special cooperation in connection with supporters' movement:

- deployment of liaison officers at airports, railway stations/systems and borders;
- the cross-border escort of supporter groups; and
- deployment of any other police force on demand of the hosting or transit State

The deployment of the above mentioned police forces can be dealt with by a separate agreement.

### **IV. Measures to control the entry of supporters in the territory of the host State**

The *visiting State* shall collect and exchange information with the police in the *host State* regarding persons who reside in a Third State and who travel through the territory of the visiting State en-route to the *event sites* and who are assessed by the competent police authority in the State in which they reside as posing a threat to public order in connection with the UEFA EURO 2020.

The *visiting State* shall undertake all possible measures, in accordance with national law, to prevent the departure from the territory of *the visiting State* of any persons who have previously caused or

contributed to violence or disorder in connection with a football event and who are assessed by the police of the *visiting State* as posing a threat to public safety or public order during the UEFA EURO 2020.

The host *State* shall provide *the visiting State* with all relevant information regarding supporters of third countries who plan to travel, or are known to have travelled, through the territory of *the visiting State*.

## **V. Co-operation with the media**

The press officers of the delegations shall communicate directly in order to ensure co-operation with the media.

The visiting, hosting or transit countries shall inform each other regarding designated media contact points.

The press officers of the *visiting State*, if appropriate, will be available for press and media briefings and will liaise closely with the competent authorities of the *host State*.

## **VI. Final provisions**

This bilateral agreement is not an international agreement and neither creates any new international legal commitments between the countries, nor violates any existing international commitments between the *host and visiting States* and other countries.

States intend to apply this bilateral agreement starting from the date of it coming into force and concluding on (*with an agreed date after the event*).

The competent police and law enforcement authorities of Parties will make direct detailed agreements as necessary for the fulfilment of any matter not specified in this bilateral agreement.

## APPENDIX B Draft programme

### Consultative visit by the experts of the Standing Committee of the European Convention on Spectator Violence

#### Convention on an integrated safety, security and service approach at football matches and other sports events

#### 6 DECEMBER 2019

- h.09.30 - Cimarra Palace, “Sala Europa” - via Panisperna, 200 - meeting with representatives of Institutional Authorities of Ministry of Interior and other central coordination bodies (Municipality of Rome - Task Group for Euro 2020, sanitary emergency)
- h.11.00 - coffee break
- h.12.00 - forum
- h.13.00 - lunch at Roof Garden - Esposizioni Palace - via Nazionale, 194
- h.17.00 - Rome Police Headquarter - via San Vitale, 15 - visit to the Event Management Center and meeting with Local Public Order Authorities
- h.20.00 - dinner at San Marco Restaurant - via Sardegna, 38

#### 7 DECEMBER 2019

- h.10:00 - Ministry of Interior - “Sala Manganelli” - meeting with Sports Authorities and supporter representatives (CONI Italian National Olympic Committee , Italian Football Federation, National Football League, representatives of supporters)
- h.11.30 - coffee break
- h.12.00 - forum
- h.13.00 - lunch at “Rhinoceros” Palace - via del Velabro, 9
- h.16.30 - Rome Olympic Stadium - guided tour and meeting with Police Match Commander and other coordination bodies
- h. 20.45 - football match “SS Lazio—FC Juventus”  
dinner at Vip Area Olympic Stadium





## **PART 3**

# **Comments by Italian Government**

Please insert here your official comment