

MANCHESTER UNITED PLC

SAFETY POLICY IN RESPECT OF SPECTATORS

- 1 Manchester United PLC and in particular those employed by Manchester United Football Club with specific responsibilities for safety, undertake to ensure, as far as is practicable, that all activities taking place within the stadium are conducted in a manner that places spectator safety above all other considerations.
- 2 The principles of safety policy within the stadium are based upon what is known as `The Four Stand Principle` which has ensured, since the redevelopment of the ground, that each of the `Four Stands` within the stadium contain, proportionately, the same specifications and requirements in respect of build, equipment and safety management.
- 3 The Club`s primary responsibility, through its safety policies, will be to ensure the reasonable safety of all persons attending the stadium.
- 4 The Club has appointed a Stadium Safety Officer who will be responsible for ensuring the implementation of `The Four Stand Principle` and maintaining `The Manchester United Safety Procedures Manual` and for the implementation of any conditions therein or any such specified by the Trafford Metropolitan Borough Council Safety of Sports Grounds Advisory Group in the General Safety Certificate.
- 5 The Stadium Safety Officer will report directly to the Club Secretary on any matter affecting public safety.
- 6 It will be the responsibility of the Stadium Safety Officer to liaise, on behalf of the Club, with Trafford Metropolitan Borough Council, Greater Manchester Police, Greater Manchester County Fire Service, Greater Manchester Ambulance Service and all other agencies in relation to safety at the Stadium.
- 7 He will ensure that all representatives of the Club engaged in safety operations are aware of the Club`s safety policy as outlined in this document.
- 8 The Stadium Safety Officer will attend all `specified activities` held at the stadium and be responsible for the operational safety management within the stadium.
- 9 The Stadium Safety Officer will liaise and agree with the police on the methods and control mechanism for the admission of spectators and identify those areas within the stadium to which spectators will be admitted, together with those strategic gates that should be manned so as to ensure the safety of spectators.
- 10 The Safety Policy will ensure that an effective system for counting spectators into the stadium is in operation.
- 11 The Safety Policy will ensure, through the Safety Management, that spectators entering or leaving the stadium, are controlled and directed to achieve an even flow of people.

- 12 Prior to any match/event checks will be made to ensure that no accessible items, that could be used as missiles, are present in the stadium, that there is no accumulation of combustible waste or hazardous materials present in the stadium that could be a possible source of danger, that all entry and exit routes are clear from obstruction, free from trip hazards and that surfaces can be safely and effectively used and that directional signage is in place, illuminated where necessary and unobstructed.
- 13 Before each match/event held in the stadium, checks will be made to ensure that all exit gates and perimeter exit gates are functioning correctly, that the fire detection and alarm system, emergency lighting systems, public address system, closed circuit television system and MUFC communications systems are tested and operative before any spectators are allowed into the stadium. The turnstiles and turnstile monitoring equipment will be checked before admission of spectators into the stadium.
- 14 The Safety Management will ensure that all passageways and exits are kept clear and all exit gates and perimeter exit gates are manned throughout a match/event to enable a controlled and safe evacuation in the event of an emergency.
- 15 Safety personnel will patrol the stadium in order to identify any possible dangers to spectators, eg - potential fire risks, trip hazards etc.
- 16 All safety personnel, whether general stewards, safety stewards, fire safety stewards or security staff will be properly trained and aware of their respective roles and responsibilities.
- 17 All safety personnel will be issued with a copy of the MUFC Stewards` Handbook, which contains the Stewards Code of Conduct, Emergency Procedures, Ejection Policy and Ground Regulations.
- 18 All staff will be required to observe the club`s Customer Relations Standards as set out in Appendix `A`
- 19 All safety personnel will be required to attend regular training classes.
- 20 Following each match/event, a visual inspection of the stadium will take place for signs of damage, or any matter whatsoever which might have some impact on spectator safety.
- 21 Incident reports will be submitted by safety personnel on all safety related incidents requiring attention.
- 22 Remedial action will be taken as thought necessary.
- 23 All litter will be cleared from the stadium, prior to, during and after the match/event in order to eliminate the accumulation of combustible waste.
- 24 All relevant information on each match/event will be contained in a Match/Event Report and circulated to designated persons and agencies.

- 25 The Club will liaise with the police and other agencies to ensure maintenance of their respective equipment within the stadium.
- 26 The Club will ensure the attendance of suitably qualified medical personnel to attend any match/event held in the stadium in accordance with the requirements of the Guide to Safety at Sports Grounds.
- 27 Liaison will be maintained between MUFC Safety Management, MUFC crowd doctors and additional medical personnel, Greater Manchester Ambulance Service and St John Ambulance Brigade to ensure that all first aid rooms in the stadium are fully equipped and of the required standard.
- 28 The `MUFC Medical Personnel Code of Practice` is issued to all MUFC medical personnel and deals with the roles and responsibilities of the medical personnel on duty at a match/event in the stadium.
- 29 The Club will liaise with the emergency services and other relevant agencies to keep updated the `MUFC Emergency Procedures and Contingency Plans`.
- 30 Records will be maintained by the Club of spectators attendance at all designated matches/events, including incidents occurring, inspection tests and any measures taken to rectify any safety defects reported.
- 31 Throughout the year a detailed annual inspection of the stadium will take place conducted by the Club`s Structural Engineer, who will submit a full report on the findings to the Club Secretary and Group Property Services (Manchester United maintenance).
- 32 A detailed `Annual Post Season Safety Report` will be prepared at the completion of each season by the Stadium Safety Officer. The report will be based upon, as well as other things, statistics contained in the match/event reports.
- 33 The `Annual Post Season Safety Report` will be circulated to Trafford Metropolitan Borough Council, the emergency services and other relevant agencies and form the basis of a formal Post Season Debrief Meeting between MUFC Safety Management, Trafford Metropolitan Borough Council, the emergency Services and other invited agencies.
- 34 Full records will be maintained by the Club of all safety meetings, safety personnel records, showing match/event attendance and allocated positions, training classes and attendance and other relevant safety information requested by the Trafford Metropolitan Borough Council Safety of Sports Grounds Advisory Group.
- 35 These records will be made available for inspection, at all reasonable times, to the local authority, emergency services and other authorised agencies.

APPENDIX A

CUSTOMER RELATIONS STANDARDS

NOTICE TO ALL SAFETY PERSONNEL

Always maintain a positive and friendly attitude.

Customers should always be treated with the highest degree of courtesy and respect.

You should always be visible and available to customers at all times. Customers who are having problems should be able to find you for assistance.

Personal appearance is important. You must present a professional, neat, clean and well groomed appearance. You must create a good impression.

You must keep in mind that you are in view of the public during events. Professional bearing and demeanour are, therefore, important at all times.

When you approach a customer, eye contact should be made, with an appropriate greeting or explanation as to why you are speaking to them.

Always approach customers in a non-threatening manner. When enforcing the Ground Regulations or other relevant legislation the first approach should always be to seek the customer's co-operation. A firm but polite approach must be used at all times. "Please" and "thank you" should be the words most used in this regard.

Persons who seem lost or confused should be approached and asked if they need assistance.

If a difficulty arises with a customer contact your supervisor of the Stadium Control Room. Never argue with the customer.

Ensure everything is done to make their visit to the stadium pleasant and enjoyable.

At all times maintain the `Stewards Code of Conduct`.

