



## SAFETY AND SECURITY GUIDELINES





## TABLE OF CONTENTS

<b>Glossary</b> .....	<b>3</b>
<b>1. GENERAL PROVISIONS</b> .....	<b>8</b>
<b>2. MATCH ORGANIZATIONS</b> .....	<b>8</b>
<b>3. HOME CLUB/HOST VENUE SECURITY OFFICER</b> .....	<b>9</b>
<b>4. SECURITY OUTSIDE OF STADIUMS</b> .....	<b>10</b>
<b>6. SAFETY &amp; SECURITY INSIDE THE STADIUMS</b> .....	<b>12</b>
<b>7. PROHIBITED ITEMS</b> .....	<b>14</b>
<b>8. STADIUM PUBLIC ADDRESS SYSTEM</b> .....	<b>15</b>
<b>9. STADIUM AND AMBULANCES EVACUATION</b> .....	<b>16</b>
<b>10. SECURITY GUIDELINES FOR CLUBS, MEMBER ASSOCIATIONS, EXECUTIVE MEMBERS, COMPETITION OFFICIALS, AND MATCH OFFICIALS</b> .....	<b>17</b>
<b>11. TICKETING</b> .....	<b>18</b>
<b>12. ACCREDITATIONS</b> .....	<b>21</b>
<b>13. HIGH-RISK MATCHES</b> .....	<b>22</b>
<b>14. COMPETENT AUTHORITY AGENCY AWARE OF INCIDENTS OCCURRED DURING THE MATCH AND ARRESTED PEOPLE</b> .....	<b>23</b>
<b>15. ORGANIZED SUPPORTERS' GROUPS</b> .....	<b>23</b>
<b>16. DISCRIMINATORY BEHAVIOR</b> .....	<b>25</b>
<b>17. GUIDELINES TO INTERRUPT A MATCH</b> .....	<b>25</b>
<b>18. CRISIS MANAGEMENT PROCEDURE</b> .....	<b>28</b>
<b>APPENDIX 1</b> .....	<b>29</b>

## Glossary

**Accreditation:** Any physical identification device item which is issued by Concacaf and/or the Host Venue which allows the recipient access to one or more controlled access area (or part thereof) where the controlled access areas are under the control of Concacaf or the Host Venue. The accreditation must be distributed only to people who are performing specific working functions or have specific roles assigned for the execution of a given function, match, or competition.

**Centralized Competitions:** All participating teams compete in one (or multiple) host venues, under the direct control of the Concacaf venue operations department. For Club Competitions, only the W Champions Cup Finals are conducted in a centralized format. For National Competitions, all are centralized except the Concacaf Nations League, W Qualifiers, and W Road to Gold Cup.

**Closed Circuit Cameras (CCTV):** Refers to closed-circuit television, or the use of fixed video cameras to transmit images to a specific limited number of televisions on the same network or circuit. These are used to monitor areas such as stadium proximities, entrances/exits, Viewing Areas, and attendees.

**Club:** An organization that is a participant of a Member Association and is officially recognized by Concacaf and/or FIFA to participate in Concacaf competitions. A Club is responsible for the management, registration, and conduct of its teams, players, officials, and supporters in accordance with the regulations of Concacaf, FIFA, and its Member Association.

**Club Competitions:** Refers to official tournaments organized by Concacaf in which professional Clubs participate, including but not limited to the Concacaf Champions Cup, Central American Cup, Caribbean Cup, and W Champions Cup.

**Command Center:** An easily accessible, private, and ample room where the Crisis Management Group can meet. The Command Center should have a general view of all the Stadium tribunes/stands, the Field of Play, and must have a connection with the Stadium sound system and closed-circuit cameras.

**Competent Authority Agency:** An entity, a person, or a group of people appointed by the Host Venues, Member Associations and/or Home Clubs with the awareness of all incidents that occurred during a match with the ability to sanction any detained people (also known as Local Safety and Security Lead).

**Competition Official:** An individual appointed by Concacaf to organize a Match in the competition in one of the following roles: Match Commissioner, Match Coordinator, Venue Coordinator/Match Director, Media Officer, and Security Officer.

**Concacaf:** The Confederation of North, Central America and Caribbean Association Football.

**Concacaf Event:** Subject to the provisions contained herein, any match or competition being played under the direct operational administration of Concacaf; this may be a Club Competition or a National Competition, as further detailed in this Glossary.

**Confederation:** A group of associations recognized by FIFA that belong to the same continent (or assimilable geographic region).

**Contingency Plan:** A contingency plan is prepared by the stadium management, the Host Member Association, and/or Home Clubs and sets out the actions to be taken in response to incidents occurring at the venue which might compromise public safety or security or disrupt normal operations of a Concacaf Event. Also referred to as a stadium contingency plan. The Crisis Management Group is tasked with executing the Contingency Plan.

**Crisis Management Group:** A task force with representatives of each local entity involved in the security of the Concacaf Event, including but not limited to civil protection, private security, public security, paramedics, fire department, inspectors, etc. On behalf of Concacaf, this group will include the Venue Manager/Venue Coordinator, the Security Officer and/or Venue Security Agent (if applicable).

**Decentralized Competition:** The matches of the competition are played in multiple locations, usually in the home stadiums of participating Clubs or National teams, rather than a single host venue, in a home-and-away format. All Club Competitions except W Champions Cup Finals are played in a decentralized format. For National Competitions, only Concacaf Nations League, W Qualifiers, and W Road to Gold Cup are considered decentralized competitions.

**DOT plan:** A detailed diagrammatic representation of a venue that uses dots to indicate the location of all security, safety, and operational personnel and resources during the match. The plan provides a clear visual layout of deployment points, including security officers, stewards, medical staff, fire response, law enforcement, and other key positions.

**Emergency Plan:** An emergency plan is prepared and owned by the Crisis Management Group for dealing with a major incident at the venue or in the vicinity. Also known as an emergency procedure plan or major incident plan.

**Exit:** A stairway, gangway, passageway, ramp, gateway, door, or any other means of passage used for attendees to leave the Stadium and its proximities.

**Exterior Perimeter:** The secured boundary outside the stadium, including plazas, queues, parking, and fan zones. It serves as the first layer of access control, regulating entry and providing a security buffer before the interior perimeter.

**Field of Play:** The area encompassing the natural or artificial playing surface within the stadium/host venue, including the auxiliary areas immediately behind the goal lines and touch lines

**FIFA:** The Fédération Internationale de Football Association.

**Force Majeure:** Any event affecting the performance of any provision of these guidelines arising from or attributable to acts, events, omissions, or accidents which are beyond the reasonable control of a party, and shall include but not be limited to abnormally inclement weather, floods, lightning, hail, storms, fires, explosions, earthquakes, structural damage, epidemic or other natural disasters, failure or shortage of power supplies, war, terrorist action, military operations, riot, crowd disorder, strikes, lock-outs or other industrial action, or civil commotion.

**Home Club:** The Club designated to host a Match at its home venue. The home Club bears primary responsibility for Match organization, safety, and security within the Stadium and its surrounding areas, including coordination with local authorities, implementation of Concacaf and FIFA regulations, and ensuring the safety of players, officials, attendees, and staff.

**Home Club/Host Venue Security Officer:** Responsible for all aspects of stadium safety & security (interior and exterior), in collaboration with the government authorities assigned for this task (public and private security, fire department, medical services, civil protection, etc.), as well as the Clubs or Concacaf, and the Security Officer and Venue Security Agent, if either one is assigned. Responsible for all aspects of stadium safety and security — both interior and exterior — in coordination with the relevant government authorities (including public and private security, fire department, medical services, civil protection, etc.), as well as the Venue Coordinator/Venue Manager or other individuals designated by the Member Associations, Clubs, or Concacaf.

**Host Member Association:** The Member Association in charge of hosting a Concacaf Event, either in their own country or in another country.

**Host Venue:** An organization or group that complements Concacaf locally and is responsible for delivering a Club/League/Member Association/Concacaf match and/or competition.

**Interior Perimeter:** The area within the stadium structure that comprises concourses, seating, suites, media zones, locker rooms, and technical areas. Access is limited to ticketed attendees and accredited personnel per access control procedures.

**Laws of the Game:** The Laws of Association Football issued by the International Football Association Board (IFAB).

**League:** An organized competition composed of Clubs that are recognized and sanctioned by a Member Association, operating under its authority and in accordance with Concacaf and FIFA regulations. A league is responsible for the governance, scheduling, and administration of its competition, and for ensuring that participating Clubs comply with applicable safety, security, and regulatory requirements.

**Local Safety and Security Lead:** An entity, a person, or a group of people appointed by the Host Venues, Host Member Associations, and/or Home Clubs with the awareness of all incidents that occurred during a Match with the ability to sanction any detained people (also known as Competent Authority Agency).

**Match:** Any football match in its entirety (including replays, extra time and penalty shoot-outs) that takes place as part of the competition. For clarity, a Match and all related events are considered to formally commence when the Stadium is officially opened to attendees and formally concludes when the Stadium is officially closed to attendees.

**Match Commissioner (MC):** Official representative at any Concacaf Event and the highest authority figure on-site. The MC shall be in constant communication with the Venue Coordinator or Match Director and aware of all preparations surrounding the delivery of a match or competition.

**Match Coordinator (MCD):** A person appointed by Concacaf to work in conjunction with the Venue Coordinator or Match Director in his/her duties throughout the match or competition. The focus of the MCD is dealing with the participating teams and competition-related matters, as well as match operations.

**Match Day (MD):** The day on which any match takes place.

**Match Director (MDIR), also referred to as Venue Coordinator for decentralized competitions:** The Match Director is the individual responsible for overseeing all competition-related activities at the venue. Their primary role is to ensure that the match is conducted smoothly and flawlessly, in compliance with relevant regulations and standards.

**Match Official:** An individual appointed by Concacaf to officiate a Match in the competition in one of the following roles: Referee, Assistant Referee, Fourth Official, and Referee Assessor.

**Maximum Safe Capacity:** The total number of attendees that can be safely accommodated in a Stadium or section of a Stadium.

**Media Officer:** An individual appointed by Concacaf to act as the primary point of contact for all media-related activities during a match or competition. The Media Officer is responsible for coordinating press access, managing media facilities, ensuring compliance with Concacaf media regulations, and facilitating the safe and orderly interaction between media personnel, players, officials, and venue staff.

**Member Association:** Any association that has been admitted into membership of Concacaf and/or FIFA by the respective Congress.

**National Competitions:** Refers to official competitions organized by Concacaf in which national representative teams participate, including but not limited to Gold Cup, Nations League, W Championship, W Gold Cup, youth tournaments (U-15, U-17, U-20), as well as Beach Soccer and Futsal.

**National Teams:** A football team officially representing a Member Association in international competitions or friendly matches, composed of players selected in accordance with FIFA and Concacaf regulations. The national team is responsible for ensuring that its players, officials, and accompanying delegation comply with all applicable rules, safety, and security requirements while participating in matches and related activities.

**Mixed Zone:** The area designated located between the team dressing rooms and the dedicated team bus pick-up area, where players may be interviewed by media representatives.

**Official:** A board member, committee member, referee, assistant referee, coach, trainer or any other person responsible for technical, medical or administrative matters at FIFA, a Confederation, Member Association, League, or Club.

**Player:** Any football player licensed by an association.

**Public Address System:** An electronic system that allows for infotainment to communicate with attendees inside and outside the Stadium about Match facts and for maintaining public order and security at the Match.

**Safety Certificate:** A document that certifies a Stadium is fit and able to host Matches. The certification is defined according to national standards and should include provisions related to safety. If such law does not exist, the Match Organizer shall establish its content in close cooperation with the appropriate bodies (e.g. local security authorities, the local hospital, fire brigade, police, etc.).

**Security Officer (SO):** A person appointed by Concacaf, responsible for supervising and supporting the Home Club/Host Venue Security Officer in all aspects of stadium safety and security, both inside the stadium and in its surrounding areas. He/she is typically designated for high-risk Matches. This official shall assess, review, and support security arrangements with the Home Club/Host Venue Security Officer in the Stadium and, where applicable, at training sites—primarily around the competition areas and the Field of Play. The Security Officer shall also assist with and troubleshoot any matters related to team safety, security logistics, or transportation.

**Stadium:** Any facility at which a Match is played. This includes the entire premises (to the extent that an accreditation is required to gain access) of the facility inside the outer perimeter fence and (on Match Days and on any day on which any official team training session takes place within the Stadium) the aerial space above such Stadium premises. “Stadium” shall also include all parking facilities, VIP/VVIP and hospitality areas, media zones, concession areas, commercial display areas, buildings, the Field of Play, the pitch area, the broadcast compound, the Stadium media center, the stands, and the areas beneath the stands.

**Stadium Capacity:** Stadium Capacity is defined as the total number of attendees that the Stadium can accommodate for a Concacaf Event. This figure shall include all general admission seating, premium seating, and suites, as well as any other designated attendee areas approved for use. For clarity, Stadium Capacity must reflect the sum of all available attendee locations, regardless of category or seating type.

**Steward:** Any person employed, hired, contracted or volunteered, by the Host Venue at the Stadium, to assist in the management and delivery of a high level of customer service, safety and security of all people at the stadium, excluding those people solely responsible for the security of designated individuals and excluding members of the police services responsible for maintaining law and order.

**Supporters' Groups:** An organized group of two or more fans recognized by the Host Member Association and/or Home and Visiting Clubs.

**Ticket:** A pass providing access to a Stadium for the purpose of attending a Match.

**Ticketing:** All operational measures to provide Tickets to all attendees of any Match in each competition allowing them to enter the Stadium. Ticketing shall include the management of the operation necessary for the production, sale, distribution, delivery and payment of the Tickets of the competition.

**Ticket Terms & Conditions:** The terms and conditions established by the Host Venue, Host Member Association, and/or Home Club which apply to the use of Match Tickets, and which set forth the rules applicable to all holders of Match Tickets.

**Venue:** The Host City and the immediate surrounding area in which a Stadium is located.

**Venue Coordinator (VC), also referred to as Match Director for centralized competitions:** the individual responsible for overseeing all competition-related activities at the Venue. Their primary role is to ensure that the Match is conducted smoothly and flawlessly, in compliance with relevant regulations and standards

**Venue Manager (VM)** Concacaf's official representative in a Venue for a national competition that is centralized. He/she is responsible for the entire Venue administration and for ensuring that the Venue operates smoothly and in full compliance with all Concacaf guidelines. The VM is leading a Venue team of specialists and oversees the integration of all staff on-site to ensure successful implementation and perfect organization of the match or competition.

**Venue Security Agent (VSA):** Concacaf's agent that will work closely with the venue and training sites as well with the Security Officer, relating to security assessments and physical security, liaising where required with the other Host Venue departments and security providers. Each VSA will ensure that risk/threat Assessments from local police fusion centers are available to assess the situation continually throughout the competition.

**Viewing Area:** Seats, terraces, sky boxes and hospitality suites, etc. from which attendees can observe the Match.

**Visiting Club:** The Club designated as the away team for a Match. The Visiting Club is responsible for the conduct and safety of its delegation, including players, team officials, and supporters, while also complying with all applicable Concacaf, FIFA, and host country regulations. The Visiting Club must cooperate fully with the Home Club, local authorities, and Concacaf to ensure smooth and safe delivery of the Match.

For the purposes of this document, and provided the context so permits:

- (a) the singular applies to the plural and vice-versa.
- (b) the feminine gender shall include the masculine and vice-versa.
- (c) reference to natural persons shall include any legal person or corporation.

## **1. GENERAL PROVISIONS**

- 1.1. The purpose of these “Safety and Security Guidelines” is to outline the duties and tasks to be completed by the Member Associations and/or Home Clubs, before, during, and after each official or friendly match played in the territory of a Concacaf Member Association, as well as establishing any safety civil protection and security measures to be implemented, according to the rules stipulated by local authorities, Concacaf and FIFA.
- 1.2. These Safety and Security Guidelines are mandatory for all Member Associations and/or Home Clubs within the Concacaf region. Host Venues, Member Associations, and/or Clubs that fail to comply with the security rules, security provisions, any applicable Concacaf regulations and/or the FIFA Code of Ethics shall be subject to sanctions as stipulated in the Concacaf Disciplinary Code.
- 1.3. All Host Venues, Member Associations, and/or Clubs undertake the commitment to take all necessary organizational and service measures to prevent any risk or danger for the Stadium, fans, and the course of the Match, as well as take proper measures in case any incident occurs.
- 1.4. The Stadiums must meet the security criteria established by local authorities, Concacaf, and FIFA, as well as those included in the competition regulations.
- 1.5. These Safety and Security Guidelines are to be read in conjunction with other documents such as the Concacaf Host Venue and Stadium Technical Guide, and any other official document provided by Concacaf.

## **2. MATCH ORGANIZATIONS**

- 2.1 The Member Association and/or Home Club must comply with the following requirements:
  - 2.1.1 Have the relevant permits to host a football match, according to the applicable rules in each country.
  - 2.1.2 Inform public security, private security, and public authorities about all Match details, to ensure that they participate in the scope of its competition and take all the necessary measures to assure the safety & security of the attendees, at least ten (10) days prior to the start of the competition (Ex. local leagues, championships, etc.).
  - 2.1.3 Request from the relevant authorities to comply with the necessary safety precautions and establish all the safety & security operational requirements before, during, and after the match.
  - 2.1.4 Create a plan that guarantees the safety and security of all stakeholders.
  - 2.1.5 Have in place all the security measures to prevent any incidents in the stands, hallways, tunnels, and locker-rooms, as well as preventing fans from entering the pitch, before, during, and after the Match.
  - 2.1.6 Ensure a written Contingency Plan is created and consistently updated.

- 2.1.7 Have Emergency Plan updated and certified by the relevant authorities in the case of natural disasters such as fire, earthquakes, flooding, hurricanes, collapses, big rainstorms, snow, etc.
- 2.1.8 Define the logistics and security measures for the organized supporters' group, before, during, and after the Match.
- 2.1.9 All Host Venues, Member Associations, and/or Clubs should have a private security body, duly certified, whose members are duly trained to fulfill their tasks.
- 2.1.10 All Host Venues, Member Associations, and/or Clubs have the responsibility to ensure that all personnel, whether in-house or provided under a contract, are competent and, where not already qualified, have received sufficient training to carry out the duties and responsibilities assigned to them.
- 2.1.11 It is recommended that the Host Venue, Host Member Association, and/or Home Club have at least one (1) security element for every two hundred and fifty (250) attendees. For "high-risk Matches", it is recommended to have one (1) security element for everyone hundred (100) attendees.
- 2.1.12 All Host Venues are required to submit comprehensive security operational plans at least ten (10) days in advance, including a DOT Plan that clearly indicates the positioning of all security personnel and access control points.
- 2.1.13 All Host Venues must complete the safety and security form (Appendix 1), which must be signed by the representatives of both Clubs and the public and private security officers or such Clubs and delivered to Concacaf by the end of the "Match Coordination Meeting", at the latest.

### **3. HOME CLUB/HOST VENUE SECURITY OFFICER**

- 3.1 The Host Venue, Host Member Association, and/or Home Club should officially assign and register to Concacaf the Home Club/Host Venue Security Officer, who will need to have the necessary expertise to fulfill his/her tasks, and have the documentation supporting his/her academic studies and experience in security and match organization.
- 3.2 The Home Club/Host Venue Security Officer should perform the following functions:
  - 3.2.1 Be responsible for all aspects of stadium safety & security (interior and exterior), in collaboration with the government authorities assigned for this task (public and private security, fire department, medical services, civil protection, etc.), as well as the Venue Coordinator/Venue Manager or individual assigned by the Member Associations, Clubs, or Concacaf and the Security Officer and Venue Security Agent, if assigned. For the purposes of these Safety and Security Guidelines, "outside of the Stadium" will mean all the Stadium surrounding or adjacent areas, such as entrance/access doors, turnstiles, parking lots, ticket boxes, etc.

- 3.2.2 Coordinate all the private security elements hired by Member Associations, Host Venues, and/or Clubs, and have for such purpose a space to be used as Command Center. This Command Center will be used by the Crisis Management Group.
- 3.2.3 Assure that the Command Center has a general view of all the Stadium tribunes/stands, the Field of Play, and must have a connection with the Stadium sound system and close circuit cameras.
- 3.2.4 Arrange, before the Match and together with his/her collaborators, a meeting with the public security authorities, to prepare an integrated and fully coordinated safety & security operation for the Match. The Venue Coordinator/Venue Manager or the individual of Home Club/Host Venue Security Officer, and the Security Officer and Venue Security Agent (if applicable), should attend this meeting. The meeting will take place at least two (2) days prior to the Match.
- 3.2.5 It is recommended to meet with the Venue Manager or Venue Coordinator and the Security Officer, at the end of the Match, to report all incidents that occurred, if any.
- 3.2.6 Determine a meeting point for the Crisis Management Group, in case of any emergency.
- 3.2.7 For every Match, Host Venues must submit a post-match debrief report to the Venue Security Agent, summarizing all safety and security incidents no later than two (2) hours after the conclusion of the Match. The report should include the number of ejections, medical incidents, arrests, pitch invasions, and any other relevant disruptions. Where possible, the report must also provide brief details of each incident.

#### **4. SECURITY OUTSIDE OF STADIUMS**

- 4.1 The Home Club/Host Venue Security Officer, together with public security representatives, will establish control and surveillance points to assure the fans will enter the Stadium in an organized way.
- 4.2 For international or “high-risk Matches”, all Host Venues must have at least three (3) security rings with the following features:
  - 4.2.1 First, security ring at least one hundred (100) meter radius around the Stadium, to monitor the entrance of supporters’ groups or any other person with no Tickets who could cause issues.
  - 4.2.2 Second security ring at the Stadium entrances, to perform the final check of fans and supporters’ groups.
  - 4.2.3 Third security ring in the perimeter between attendees and the pitch.
- 4.3 Opening of Stadium gates:
  - 4.3.1 It is recommended to establish and inform the time when Stadium gates will be open to the public, allowing a quick and safe access flow for fans. It is recommended that Stadium gates open at least two (2) hours, and no earlier than three (3) hours, prior to kick-off of the Match, to avoid big crowds trying to enter the Stadium all at the same time or close to kick-off of the Match. Stadium gate times must be approved by Concacaf.



- 4.4 Stadiums should have proper signage clearly indicating all access points.
  - 4.4.1 Stadiums should have enough gates according to the seating capacity, to avoid any overcrowding issues.
    - 4.4.1.1 The Stadium Capacity shall not exceed the Maximum Safe Capacity approved for such a Stadium. It is recommended to reduce the Maximum Safe Capacity of the Stadium by ten percent (10%) to avoid overcrowding.
  - 4.4.2 All-access gates must open and close quickly, with no risk of attendees, should open towards the Field of Play, and should resist the crowd pressure. Open gates should be always surveilled and should have fire protection.
- 4.5 All Stadium entrances and exits should be illuminated and free of any items obstructing its correct operation. Additionally, designated lanes to purchase Tickets should be clearly indicated and the auxiliary entrances should be easily opened in case of any emergency. It's recommended that the zones of public access and ticket boxes have Public Address Systems to be used in the case of access issues.
  - 4.5.1 Upon entering the Stadium, people should show their valid Tickets for the Match. Authorized staff will be assigned to check every person accessing the Stadium to prevent firearms or any other dangerous or prohibited item inside the Stadium.
- 4.6 Outside the Stadium and in the ticket booths, and preferably in the areas of most pedestrian movements, there should be signs of high visual impact, indicating bans or restrictions for the public entrance and prohibited objects inside the stadium.
- 4.7 A crowd surge prevention protocol must be implemented, including restrictions on the number of attendees per access gate, especially for "high-risk matches".

## **5. SAFETY & SECURITY FOR HOTELS AND OFFICIAL TRAINING SITES**

- 5.1 Host Venues, Host Member Associations, and/or Home Clubs need to guarantee the physical safety, privacy, and well-being of all teams, Match Officials, officials, and VIPs staying in Concacaf-designated accommodations through robust and standardized security protocols. Among these, include the following:
  - 5.2 Guest Conduct and Hotel Coordination
    - 5.2.1 Share a code of conduct with hotel staff and other guests to prevent disturbances.
    - 5.2.2 Maintain a zero-tolerance policy for harassment, media intrusion, or fan interference.
    - 5.2.3 Daily security briefings between Concacaf security, hotel management, and local police.
  - 5.3 Team Privacy and Movement Control
    - 5.3.1 Entire team floors or wings should be exclusively reserved.
    - 5.3.2 Install temporary security barriers or ropes in hallways if needed.

5.3.3 Maintain a confidential schedule for team movements (training, meals, departures).

5.3.4 Escort teams during all transitions (e.g., to and from training or stadium).

5.4 Training Site Safety and Security: Host Venues, Host Member Associations, and/or Home Clubs need to ensure the safety, privacy, and security of teams, officials, and staff at all official training venues through structured planning, controlled access, and proactive risk management.

5.5 Training Site Selection Criteria

5.5.1 Secure and enclosed perimeters (fencing/walls).

5.5.2 Controlled access points for personnel and vehicles.

5.5.3 Suitable infrastructure (pitch quality, lighting, locker rooms, restrooms).

5.5.4 On-site medical facilities or nearby access.

5.5.5 Capacity for security surveillance and emergency response.

5.6 Access Protocols for Training Sites

5.6.1 Only accredited personnel are allowed inside the training site.

5.6.2 Separate zones for teams, staff, media (if permitted), and security.

5.6.3 Use physical barriers and credential checks at all entry points.

5.6.4 Secure the outer perimeter using fences or barriers.

5.6.5 Deploy security guards at all entrances and key points along the perimeter.

5.6.6 Ensure all surrounding areas (parking lots, adjacent fields, etc.) are monitored.

## 6. **SAFETY & SECURITY INSIDE THE STADIUMS**

6.1 A Stadium will be approved to host a Match only if its structure and technical facilities meet the local safety criteria and if it has a safety certificate issued by the relevant authority.

6.2 The Stadium staff should have the equipment required to detect counterfeit tickets, as well as implement the relevant security measures on Tickets.

6.3 Host Venues, Host Member Associations, and/or Home Clubs should include in the Tickets the caption, "Not for Resale", if the local authorities stipulate such restriction.

6.4 The designated areas for the general public inside the Stadium should have the relevant signage in visible places for attendees to see, the security signs, to guide all the attendees appropriately.

- 6.5 Host Venues, Host Member Associations, and/or Home Clubs that host Matches, reserve the right to refuse admission to people whose behavior may obstruct or put at risk the correct order or security of the Match or individuals inside the Stadium, because of alcoholic beverages, narcotics or psychotropic substances, stimulants, or other similar substances.
- 6.6 Host Venues, Host Member Associations, and/or Home Clubs need to provide a plan of the cutoff time for alcohol sales for attendees at the Stadium. Concacaf strongly recommends that time be at the seventy-fifth (75<sup>th</sup>) minute of the Match. The specific cutoff time can be adjusted according to crowd behavior and with Concacaf's approval,
  - 6.6.1 If there is a doubleheader Match, the alcohol cutoff time shall be halftime of the second Match.
- 6.7 Host Venues, Host Member Associations, and/or Home Clubs that host Matches, reserve the right to refuse admission to people who have committed any serious violation during any Concacaf Event, the Member Association, and/or its affiliates.
- 6.8 All Host Venues must conduct K-9 explosives sweeps at least four (4) hours prior to gates opening, including the inspection of all team equipment. When feasible, team equipment sweeps may be carried out by conducting K-9 inspections of team vehicles at the hotel. All official vehicles must undergo K-9 sweeps prior to entering the Stadium loading dock. A designated inspection area must be established, and clearance confirmed before entry is permitted.
- 6.9 Unauthorized drones or unmanned aerial systems (UAS) are strictly prohibited over and around Stadium premises on Match Day and official trainings. Host Venues must coordinate with local aviation and law enforcement authorities to request airspace restrictions and ensure detection protocols are in place. Only Concacaf-authorized drones operated by licensed personnel for broadcasting or security may be used, subject to written pre-approval and inclusion in the event safety plan.
- 6.10 Where permitted by local law, Host Venues are encouraged to implement facial recognition systems and AI-powered surveillance tools to identify threats, monitor crowd flow, and support real-time response coordination.
- 6.11 All Host Venues should ensure cybersecurity protections are in place to defend ticketing systems, Match Day communications infrastructure, and any competition technology (e.g., VAR, goal-line technology) from digital disruption or intrusion.
- 6.12 Tunnels must be put in place to ensure the protection of players accessing the pitch. It is recommended that the protective material made from fabric, plastic, or something similar, that is removable, is in the areas where the players and Match Officials transfer from their respective locker rooms onto the pitch and vice versa. Its use shall be optional depending on the live security conditions.
- 6.13 Roaming concession vendors at the Stadium should be identified by wearing colored vests and must be assigned a unique number for better personnel control.
- 6.14 Stadium Music Policy: Amplified music and sound effects are not permitted during the match. Music may only be played before kick-off, during goal celebrations, at half-time, and after the final whistle.

6.15 Sales areas should be positioned so that they do not obstruct the movement/flow of attendees in stairs, hallways, emergency exits, or Stadium access doors.

6.16 In an emergency, all available options should be used to inform people in the Stadium of what action to take. This includes, but is not limited to, the Public Address System, giant screen, and appropriate messages provided to those following the Match on television or radio.

## 7. **PROHIBITED ITEMS**

7.1 It is strictly prohibited for attendees to enter the Stadium with the following:

- 7.1.1 General liquids, alcoholic beverages, glass, cans, plastic, and/or cardboard containers, or similar materials, or ice cubes.
- 7.1.2 Weapons, pocket- knives, knives, sharp objects, or similar items.
- 7.1.3 Gunpowder, flares, smoke bombs, pyrotechnics & fireworks, smoke machines, fire, or similar objects.
- 7.1.4 Flammable materials, such as gas, gasoline, oils, lubricants, acids, spray products or similar substances, except the food sale stations/kiosks which should be in independent areas, separate from the fan areas, and should be duly certified by the relevant authorities of each country.
- 7.1.5 Umbrellas, any type of balloons, masts, poles and sticks made from materials such as wood, iron, aluminum, or another material that can be sharp. The only acceptable material to be used is PVC with the dimensions of 1.00 meter in length by 3 centimeters in diameter.
- 7.1.6 Helmets, masks, shields, swords, laser pointers, etc.
- 7.1.7 Cardboard, paperboards, blankets, and monumental flags, the introduction and display of banners, symbols, emblems, or legends that could incite violence, politics, racism, or discrimination.
- 7.1.8 All beverage containers, regardless of their material.
- 7.1.9 Flags, banners, and other materials larger than 2.00 meters long by 1.00 meters wide.
- 7.1.10 Flags, banners and other materials that are approved must be installed on the upper or lower perimeter, subject to indication from the Venue Coordinator/Security Officer/Venue Security Agent, depending on the Stadium layout by avoiding covering the Stadium's perimeter mesh and without blocking emergency doors or routes. Every flag, banner, or other material will be inspected by the Venue Coordinator/Security Officer/Venue Security Agent prior to entering the Stadium. The dimensions of the banners will depend on the available space and the authorization of the Venue Coordinator/Security Officer/Venue Security Agent.
- 7.1.11 Items with offensive, religious, racist, and/or discriminatory messages.

- 7.2 Musical instruments or a mascot activation by supporter groups or fans will be the exclusive responsibility of the Host Venue, Host Member Association, and/or Home Club, and subject to Concacaf approval; and megaphones, speakers, microphones, vuvuzelas, and whistles are strictly prohibited since these items can be considered a disturbance to the Match.
- 7.3 Capo stands or similar elevated platforms used by supporter groups are permitted only if they are securely affixed and stabilized and have received prior approval from Concacaf and the Host Venue.
- 7.4 Cardboard, paperboard, blankets, or any other object(s) to build monumental mosaics can be used, as long as they're authorized by local authorities and approved by Concacaf.
- 7.5 Sponsors are prohibited from giving gifts to fans, such as lighters, plastic horns, balls or balloons -inflated or not-, keychains, and/or any other promotional products that could be thrown as projectiles to the pitch, before, during, or after the game, at the Stadium entrances, public areas, and in the Field of Play.
- 7.6 All prohibitions and restrictions regarding the introduction of objects and materials by the public shall be standardized across all Stadiums region-wide, fostering a culture of prevention and enabling the public to quickly adapt to these measures. For this purpose, the Venue Coordinator/Security Officer/Venue Security Agent shall have full authority to confirm or deny the entry of objects into the Stadiums, in accordance with the specific circumstances.
- 7.7 Articles or products sold inside the Stadium must not be made of any dangerous material; therefore, the sale of any beverage or food in aluminum containers/cans, plastic bottles, or glass containers that could cause any damage is prohibited and must be poured into plastic cups. Hospitality suite areas may be exempted from this prohibition, subject to Concacaf's prior written approval.
- 7.8 If a Stadium has existing safety policies, such as allowing factory-sealed water beverages or locally adapted beverage restrictions, these policies must either be modified to align with these Safety and Security Guidelines or require prior written approval by Concacaf. Venue authorities are required to ensure consistency across all Matches.
- 7.9 Where beverages and beers are sold, the necessary security measures must be implemented to prevent the public from having access to containers/bottles or ice, to avoid these items being used as projectiles. The use of ice blocks in the sales areas is prohibited; only the use of chipped or crushed ice is permitted.
- 7.10 Stadiums will apply restrictions related to the sale of alcoholic beverages, according to the state and municipal authorities, taking into consideration the type of Match in question.

## **8. STADIUM PUBLIC ADDRESS SYSTEM**

- 8.1 All Stadiums should have a Public Address System and a sound cabin to send clear and audible messages. A trained public announcer will be required to deliver scripted safety & security messages provided by Concacaf to attendees and others in the Stadium and to encourage positive behavior. Ideally, emergency messages should be pre-recorded.
- 8.2 The Public Address System will be used at:

8.2.1 During the Match exclusively for public announcements related to:

- Team line-ups
- Substitutions
- Cautions
- Expulsions
- Safety and security issues
- Civil protection announcements
- Any other reasonable and appropriate announcement

8.2.2 For commercial advertising, exclusively when the ball is not in play.

8.2.3 To reproduce partially animated sounds, solely if the public announcement only lasts five seconds maximum and exclusively when the ball is not in play.

8.2.4 For clarity, using the Public Address System for purposes other than the ones specified in previous paragraphs or to incite the audience against the Visiting Club and/or the Match Officials is strictly prohibited.

8.3 The Public Address System should cover the following areas (either with an individual system or a collective one):

8.3.1 Tribunes, public services, and common areas inside the Stadium

8.3.2 Field of Play

8.3.3 It is recommended to have some type of public address system at the entrance and exit doors, and in some areas in the interior and exterior perimeter of the Stadium.

8.4 It is recommended that all messages for international Matches are provided in the participant teams' language(s).

## **9. STADIUM AND AMBULANCES EVACUATION**

9.1 All the Stadium ramps, exits, hallways, and stairs should be free of any obstruction (boxes, ice containers, public, etc.) and remain unlocked.

9.2 A fully equipped ambulance needs to be present on MD-1 at the Stadium or training site for both teams' official training, unless otherwise noted by Concacaf.

9.3 Tunnels, ramps, hallways, and stairs should be free of attendees at any time during the Match.

9.4 Host Venues, Host Member Associations, and/or Home Clubs will responsible for overseeing the fact that tribunes are not overcrowded, according to the Maximum Safe Capacity. Ensuring the capacity of each area of the stadium is respected and that emergency routes are always clear of attendees.

- 9.5 In the case of an emergency evacuation, there should be access to the pitch. For these purposes, there should be escape gates in the perimeters of the pitch with the stands. If the public zone is separate from the play zone by a pit, it will be necessary to install connection bridges at the height of such emergency gates. Exceptions will be accepted in the case that there are enough evacuation paths for the public or if it's not necessary to evacuate attendees to the pitch.
- 9.6 Escape gates should open quickly and easily towards the pitch, should be aligned with the emergency stairs in all sectors, and should have clear signage painted in bright colors.
- 9.7 The evacuation paths towards the pitch should be free of advertising panels or any other installation (inflatable advertising, TV cameras, etc.) that could obstruct the crowds' flow towards the pitch, in case of an emergency.
- 9.8 Stadiums should have emergency lights in the locker room, tunnels, hallways, and any other inner areas, in case of an emergency.
- 9.9 Stadiums should have the presence of properly equipped ambulances, from the moment the Stadiums open its doors, as well as a nurse station or medical room for emergencies, with a first aid kit containing at least medicines and medical equipment normally required for Matches, including, but no limited to, an oxygen tank and a defibrillator.
- 9.10 Additionally, there should be an equipped ambulance (with an oxygen tank and a defibrillator) dedicated to players and Match Officials. Such ambulance should be available ninety (90) minutes before the Match and until teams leave the Stadium and should be in the Field of Play with an unobstructed exit to the street.
- 9.11 The Host Venues, Host Member Associations, and/or Home Clubs should inform the Venue Coordinator/Venue Manager, as well as the visiting team, the name, location, and travel time to the hospital, in case of emergencies.

## **10. SECURITY GUIDELINES FOR CLUBS, MEMBER ASSOCIATIONS, EXECUTIVE MEMBERS, COMPETITION OFFICIALS, AND MATCH OFFICIALS**

- 10.1 The entrance and exit paths, as well as the access of players, Competition Officials, and Match Officials to the locker rooms and the pitch, will be separate from the access paths of the general public.
- 10.2 Host Venues, Host Member Associations and/or Home Clubs must ensure that people without accreditation for a working function in and around the pitch are prevented from entering the pitch.
- 10.3 Host Venues, Host Member Associations and/or Home Clubs should provide security for the Competition Officials, Match Officials, players, team executive members, technical staff, officials, or any team member duly accredited, from their arrival to the Host Venue, and/or any official movement of the pertinent Match, in hallways, tunnels, locker rooms areas or outside the Stadium in a one hundred and twenty-five (125)-meter action radius from the access doors.

- 10.4 For Club Competitions, the Home Club must provide security escorts for the Visiting Clubs upon their arrival to the hotel and their departure from the hotel to the airport, as well as for the official training (hotel–Stadium–hotel) and on Match Day for both Clubs and the Competition Officials.
- 10.5 For National Competitions, the Host Venue/Host Member Association must provide security escorts on Match Day for the teams and Match Officials from their hotel to the Stadium (hotel–Stadium–hotel) and back.
- 10.6 There should be dedicated parking spaces for team buses and Competition Officials, Match Officials, and executive members' vehicles.
  - 10.6.1 These parking spaces should be supervised by the Stadium security staff, which will have to prohibit the entrance of any not accredited person.
  - 10.6.2 Local Host Venues, Host Member Associations, and/or Home Clubs should ensure the safety and security of both teams' buses and Match Officials' vehicles.
- 10.7 Depending on the circumstance of the Match and its category, local Host Venues, Host Member Associations, and/or Home Clubs should provide security to the team executive members of the visiting team in their assigned VIP boxes, as well as during the journey to such VIP boxes.
- 10.8 In the case of a Member Association, the home team and/or the visiting team bringing their own private security to the Stadium, the non-accredited security staff will not be allowed to enter the pitch, the competition area, nor the press conference area.
- 10.9 No person is allowed, under any circumstances, to enter the Match Officials' locker room upon arrival; only the Competition Officials will be allowed to do so.

## 11. TICKETING

- 11.1 Tickets for sale:

- 11.1.1 The Host Venues, Host Member Associations, and/or Home Clubs must ensure that the distribution of Tickets does not exceed the number of the Maximum Safe Capacity of the Stadium. Attendees may enter the Stadium only if they present a valid Ticket. Under these safety & security guidelines, attendees are prohibited from entering the Stadium without a Ticket.

- 11.2 Ticket Distribution:

- 11.2.1 Each Member Association or Club participating in a competition or Match, who receives Tickets for that specific competition or Match, is responsible for its distribution and for guaranteeing those are supplied to their own supporters.
  - 11.2.2 When a Match is played in a neutral venue, the Host Member Association and/or Home Club responsible for the organization of the Match, must ensure that attendees from both teams are sold Tickets in different areas of the Stadium, to ensure safety and order.

11.2.3 The Host Member Association and/or Home Club that organizes Matches and the participating teams should make the best efforts to avoid that the Tickets assigned for the Match are free from any black-market activity and that they are not used by outsiders nor unauthorized agencies.

11.3 Indication for the Ticket holder:

11.3.1 Host Member Associations/Home Clubs hosting Matches and participating teams must ensure when distributing Tickets that:

11.3.1.1 It is recommended to request personal identification of the attendees when purchasing the Tickets for the Match.

11.3.1.2 Tickets must not be provided to sources that do not have a control system over their distribution.

11.3.2 Host Member Associations and/or Home Clubs that organize Matches in which Tickets are distributed must keep records of sales, distribution of Tickets, and the number of attendees who attended the Match.

11.3.3 All personal information, as well as any information collected regarding followers who travel without Tickets to a Match or are believed to be doing so, will be made available, if necessary, to the public authorities of the country where the Match is taking place, as well as the risk management team assigned at the Stadium; subject to applicable data protection regulations and human rights considerations in each applicable country.

11.4 Reselling and anti-counterfeiting measures:

11.4.1 Host Member Associations and/or Home Clubs that organize Matches will consult with local police and/or other public security agencies what measures to take to prevent Ticket resellers, considering that such activities may jeopardize the segregation arrangements in the Stadium and create safety or security risks.

11.4.2 To avoid unauthorized, resale of Tickets or black market, the number of Tickets that can be sold to each person may be limited.

11.4.3 It is recommended that anti-counterfeiting measures be incorporated into Match Tickets. All security personnel in and around the Stadium, especially those in the entrance areas, should be familiar with these measures, to quickly identify counterfeit tickets.

11.4.4 As soon as Host Member Associations and/or Home Clubs hosting Matches realize that counterfeit tickets may be in circulation, they should alert the police and/or other authorities to define a strategy and seek a quick resolution to the problem.

11.4.5 Host Venues, Host Member Associations, and/or Home Clubs should implement protocols to ensure that resellers are at least two hundred (200) meters away from the Stadium entrance.

11.5 Value and Quantity of Tickets:

11.5.1 The number of Tickets for the participating teams or Clubs will be distributed following the provisions of the competition regulations.

11.5.2 Even if the Stadium area designated for visiting fans has more seats than the number of Tickets awarded to the visiting team, all available space in this assigned area will be made available to the visiting team to serve as a buffer zone and fan segregation area.

11.5.3 It is recommended that the price of Tickets for fans of the visiting team does not exceed the price paid for a similar category that is sold to fans of the local participating team or Club.

#### 11.6 Information on the Ticket:

11.6.1 If possible, Tickets should display all the necessary information: the name of the competition, the participating teams, the name of the Stadium, the date, the price of the Ticket, and the kick-off time. The Tickets should also include or refer to the terms and conditions, prohibited items, the responsibilities of Ticket holders, and/or where to find this information.

11.6.2 It is also recommended that Tickets include the access door number, Stadium sector, seat number, serial number, door opening hours, etc.

#### 11.7 Dissemination of Match Information:

11.7.1 The following Match information will be distributed and disseminated to fans by Host Member Associations and/or Home Clubs that organize Matches at the Stadium's information points, through local media, social networks, the official website of the Member Association and/or Club, etc.

11.7.1.1 Opening hours of doors for attendees to enter the Stadium.

11.7.2 Map of the Stadium and location of the sectors (A, B, C or as appropriate).

11.7.3 Stadium rules or code of conduct, including the list of prohibited items and offensive items, as well as the procedure to reunite with a missing attendee.

#### 11.8 Ticket Counting System:

11.8.1 Host Member Associations and/or Home Clubs that organize Matches will establish a system that records the number of attendees who have entered the Stadium and are present in the Stadium.

11.8.2 Information regarding the Match attendance will be provided to the Venue Coordinator/Match Director by the seventieth (70<sup>th</sup>) minute of the Match, and the Security Officer/Venue Security Agent (if applicable) to be included in post-Match reports.

11.8.3 If multiple Matches are played on the same day, the monitoring of Tickets must be maintained until the last Match of such day, and the number of attendees who attended throughout the entire day must be reported.

11.8.4 The counting system will also account for attendees located in the hospitality area of the Stadium.

## **12. ACCREDITATIONS**

Accreditations are an identification device with which people can access determined areas of the Stadium on Match Day, limiting and restricting access to different zones. The Accreditations must be distributed and given only to people who are performing specific working functions for the execution of a given competition or Match.

12.1 Accreditations must meet the following guidelines:

- 12.1.1 Establish an adequate time in which to comply with the process of requesting, verifying, approving, printing, and distribution.
- 12.1.2 The Accreditations must have a mechanism with which to prevent falsification or multiplication.
- 12.1.3 The Accreditations must be individual and non-transferable.
- 12.1.4 An Accreditation must limit access to different and specific working zones. Accreditations can be assigned per Stadium, per Match or per competition, according to the specifications outlined by Concacaf for that competition.
- 12.1.5 The Accreditation does not equal a Ticket, nor does it award the right to occupy a seat.
- 12.1.6 The distributed Accreditations must only contain the required zones where such accredited person will be working.
- 12.1.7 Prior to every competition, Concacaf produces an accreditation board. This displays the look of the accreditation badge for the Concacaf Event, along with all the possible Match passes which will be used. Examples of an Accreditation board are in Appendix 2 attached hereto.
- 12.1.8 A Match pass (or “SAD”) is a secondary access device that will be required to access certain controlled areas (pitch and locker rooms) per a designated cut-off time. Concacaf will let the Host Venue, Host Member Association, and/or Home Club know in advance which SAD is in effect.
- 12.1.9 Operational bibs alone (Media, Photographers, Broadcast, etc.) are only used to identify a specific role. Bib wearers are required to have an accreditation in addition to the bib.
- 12.1.10 For non-Accredited individuals for a specific zone/Stadium (generally one-time access), day passes can be issued. Examples are concession delivery personnel and approved visitors. Day passes are only valid for one day and shall only be issued upon providing a valid government issued ID for distribution. Only Venue Managers can approve of the issuance of day passes.
- 12.1.11 The following accredited individuals do not need to use a SAD on Match Days as their uniform/kit will suffice: players, Match Officials, security and emergency medical personnel, police, ball retrievers (provided that, they move in a group with their chaperone; no individual movement allowed and chaperones must have an Accreditation and SAD), and youth program (provided that, they move in a group with their chaperone; no individual movement allowed and chaperones must have an Accreditation and SAD).
- 12.1.12 In the event anyone misuses their Accreditation, it will be taken by the Host Member Association and/or Home Club, the security personnel in the Stadium, or any other local or international authority.

### **13. HIGH-RISK MATCHES**

- 13.1 Following Concacaf's instructions, Host Member Associations or Home Clubs will create a risk assessment criterion, for high-risk Matches, according to the expected number of attendees and the specific characteristics of each Match, to apply the security protocols according to the risk level of each Match.
- 13.2 This classification will have to consider different aspects such as rivalry between the participant teams, Match previous history and Match relevance, the supporters' groups' behavior in and outside the Stadiums, and the number of members of such groups.
- 13.3 If necessary, the team executive and directors will meet with the Venue Coordinator/Venue Manager and/or the Security Officer to deal with the aspects and specifics of each Match.
- 13.4 For high-risk Matches, the following security measures should be applied:
  - 13.4.1 The supporters' groups of each team will be in different areas of the tribune.
  - 13.4.2 A buffer zone (free of fans) shall be generated around the area where the visiting team supporters' group is located.
  - 13.4.3 Security service should be reinforced at the tribune entrances and exits, around the pitch, and in the areas between fan groups.
  - 13.4.4 Plans should be set in place, with designated staff in charge of keeping free stairs and entrance access.
  - 13.4.5 Stadium surveillance, starting at least five (5) hours prior to Match kick-off time.
  - 13.4.6 The attendees shall be informed in a timely manner when Tickets are sold out.
  - 13.4.7 Based on the risk assessment, the visiting team supporter fans should be accompanied by security agents from a designated location near the Stadium.
  - 13.4.8 There should be strong communication between teams and match organizers, to be aware of visiting fan arrivals, the number of people traveling, the purchase and sale of Tickets, transportation, arrival time, and, if possible, the name of all executive guests and their contact details, in order to stipulate the necessary security operations at their arrival at the Stadium.
  - 13.4.9 Based on the risk assessment, retention of the local or visiting team supporter fans for about forty-five (45) minutes inside the Stadium, until the surroundings of the installations are secured, unless otherwise stipulated by the police for special situations.
  - 13.4.10 Inform well in advance, via Public Address System and giant screens (if available), about the security measures applied to evacuate fans and supporter groups.
  - 13.4.11 While fans are retained, they need to have access to the Stadium services (meals, beverages, restrooms, etc.)

13.4.12 If the Host Venue, Host Member Association, and/or Home Club wish to have additional security layers to enhance security in the Stadium, this must be included in the security plan and is subject to approval by Concacaf.

#### **14. COMPETENT AUTHORITY AGENCY AWARE OF INCIDENTS OCCURRED DURING THE MATCH AND ARRESTED PEOPLE**

- 14.1 In the case of official Matches, it is recommended to have a Competent Authority Agency or a Local Safety and Security Lead, capable of knowing all incidents that occurred during the Match and able to sanction any halted people.
- 14.2 Host Venues, Host Member Associations, and/or Home Clubs should make the necessary arrangements with the relevant authority for the installation of such agencies.
- 14.3 Host Venues, Host Member Associations, and/or Home Clubs should keep a record of all cases handled by the Competent Authority Agency or the Local Safety and Security Lead to identify dangerous people attempting against the order at Stadiums and/or other Matches.
- 14.4 The relevant Venue Coordinator/Venue Manager and/or Security Officer will meet with the Competent Authority Agency to know all the registered incidents and incorporate them into their report and conduct the necessary follow-up.
- 14.5 Host Venues, Host Member Associations, and/or Home Clubs will be responsible for the presentation and follow-up, until the last consequences all and each one of the reported complaints.

#### **15. ORGANIZED SUPPORTERS' GROUPS**

- 15.1 Host Venues, Host Member Associations, and/or Home Clubs should submit a location map and establish a surveillance control for the supporter groups, to take them to the designated area. For this purpose, the Security Officer should indicate the area where they will be located and, in that case, the parking lots for their respective vehicles/transportation.
- 15.2 Host Venues, Host Member Associations, and/or Home Clubs should fulfill, prior to the Match, the following tasks:
  - 15.2.1 Provide the Match organization entity (at least three (3) days prior to the Match) via the Venue Coordinator/Venue Manager, and/or Security Officer, with a copy of the logistic plan to be followed for the arrival, entrance, location and segregation of the local and visiting supporter groups.
  - 15.2.2 Designate the locations for the supporter groups in the Stadium.
  - 15.2.3 Host Venues, Host Member Associations, and/or Home Clubs must designate a safe and segregated section of the Stadium for the visiting team supporters. The Maximum Safe Capacity of this section is five percent (5%) of the Stadium Capacity

- 15.3 Prior to a Match, establish the appropriate communication lines with the leaders of the organized supporter groups, in order to arrange mutually respectful agreements, taking into account the needs of all other fans, and coordinate with each other to respect the regulations, showing good behavior before, during, and after the Match, and to make their arrival to the Stadium (to be located at the tribune) and exit from the Stadium easier.
- 15.4 Host Venues, Host Member Associations, and/or Home Clubs should coordinate the logistics of arrival and departure of the supporter groups to prevent them from overlapping with each other, or with team arrival at the Stadium.
- 15.5 If necessary, define the logistical evacuation of the supporter groups. In some cases, it is recommended that the visiting team fans should leave the Stadium upon the final whistle at the end of the Match, while the local supporter group(s) may stay in the Stadium for at least forty-five (45) minutes after the end of the Match, unless otherwise stipulated by the police for special circumstances.
- 15.6 The organized supporter groups should enter the Stadium via specific doors that have been assigned previously, using a Ticket that corresponds to such a Stadium section.
- 15.7 The physical dimensions of the area or section that will be designated for the visiting supporters must be submitted to Concacaf by the Host Venue. This space will be taken into consideration for the approval of banners, instruments, and other materials to be used by the visiting supporter groups, ensuring that, for security reasons, these items do not exceed or overcrowd the designated area.
- 15.8 The Host Venue, Host Member Association, and/or Home Club, following guidance from the public security authorities, should advise anyone seeking to purchase Tickets in this area of the presence of organized supporter groups and offer alternative seats. Additional safety arrangements such as prohibiting the sale of alcohol in this area should also be considered based on a risk assessment.
- 15.9 Team mascots and leaders of supporter groups may not -under any circumstances- incite violent acts, before, during, or after the course of a Match.
- 15.10 The representatives of supporter groups should provide the Security Officer with at least ten (10) days prior to the Match, the following information for such Match:
  - 15.10.1 The number of supporter group members who will attend the Match.
  - 15.10.2 Arrival day and time.
  - 15.10.3 Meeting place.
  - 15.10.4 Means of transportation.
  - 15.10.5 Contact details of the group's leader.
  - 15.10.6 The Host Venue must submit the supporters' activations request through the "Clubs and Supporters Activations Form", at least ten (10) days prior to the Match to request approval for the materials they wish to bring inside the Stadium, and they must include photographs.
  - 15.10.7 Any other required additional information.

15.11 Teams are not allowed to provide Tickets as gifts to supporter groups. Instead, dedicated Ticket boxes must be set up specifically for the purchase of such Tickets. Additionally, teams are prohibited from offering support or preferential treatment to these supporter groups, including transportation, lodging, or similar benefits. Ticket sales to supporter groups must not exceed five percent (5%) of the total Stadium Capacity and may only be made to supporter groups that are properly identified and recognized.

## **16. DISCRIMINATORY BEHAVIOR**

16.1 Discriminatory behavior includes expressions or conducts against a country, person, or group based on gender, race, color of skin, ethnic, national or social background, birth, wealth or any other status, disability, language, religion, political persuasions, sexual orientation, or on any other similar grounds.

16.2 Host Venues, Host Member Associations, and/or Home Clubs should be responsible for preventing that during the course of any Match, especially if the fans of any team loudly exclaim or display banners including captions or inscriptions of a discriminatory nature.

16.3 In any case of discriminatory behavior, the “Concacaf Anti-discrimination Protocol” should be applied.

## **17. GUIDELINES TO INTERRUPT A MATCH**

17.1 When a Match has to be interrupted because of reasons beyond human control or force majeure, the guidelines from the relevant authorities must be followed; these guidelines should be respected to prevent risks that could endanger the fans, players, Competition Officials, and all the people involved in a Match.

17.2 Responsibility

17.2.1 Only the following people and/or bodies are authorized to interrupt a Match or prevent its kick-off:

17.2.1.1 Match Officials: the referee group is authorized to interrupt a Match if the pitch is not playable or if there is any violation of the Laws of the Game. In such cases, the “Crisis Management” procedure will be followed.

17.2.1.2 The Match Director/Venue Coordinator/Venue Manager, with prior approval from Concacaf HQ, are authorized to suspend the Match after receiving the relevant authorities’ recommendation, in cases where the safety or security of the stadium cannot be guaranteed and teams and fans are in potential danger.

17.2.2 It should be noted that the Venue Coordinator/Venue Manager, the Security Officer, and Venue Security Agent (if applicable), or the Match Officials will have to follow the “Crisis Management” procedure. Host Venues, Host Member Associations, and/or Home Clubs are not authorized to interrupt or delay a match without prior approval from Concacaf.

Depending on the origin of the interruption, the individuals responsible for making the decision will be as follows:

- Natural (heavy rain, thunderstorms) – Venue Manager or Venue Coordinator
- Playability of the Match due to pitch conditions – Match Official
- Structural failures at the Stadium – Crisis Management Group
- Riots or protests outside the Stadium – Crisis Management Group
- Riots or protests inside the Stadium – Crisis Management Group
- Pitch invasion – Venue Manager, Venue Coordinator, or Match Official Projectiles or items thrown onto the pitch – Venue Manager, Venue Coordinator, or Match Official

### 17.3 Match Interruption

17.3.1 If the Match Official, the Venue Coordinator, or the Venue Manager, decide to interrupt a Match prior to the end of the regular time or during extra time due to force majeure or any other incident; such as: the pitch is not playable, weather conditions, lack of floodlights, breach of the security protocol, among others, the following considerations should be taken into account, depending on the reason of the suspension/interruption:

- 17.3.1.1 If the interruption lasts fifteen (15) minutes or less: teams must remain on the pitch, if the nature of the interruption allows it.
- 17.3.1.2 If the interruption lasts between fifteen (15) and thirty (30) minutes: teams should return to their locker rooms. Prior to the Match restarting, the teams will be allowed to warm up for ten (10) minutes. The Venue Coordinator/Match Director, or the Match Officials should inform, at least ten (10) minutes in advance, all the parties involved (teams, Match Officials, attendees, TV, media) that the Match will restart.
- 17.3.1.3 If the interruption lasts more than thirty (30) minutes: teams should go back to their locker rooms. Before the Match restarts, teams will be allowed to warm up for twenty (20) minutes. The Venue Coordinator/Match Director, or the Match Officials should inform, at least ten (10) minutes in advance, all the parties involved (teams, Match Officials, attendees, TV, media) that the Match will restart.
- 17.3.1.4 If the interruption lasts more than two (2) hours: It will be possible to reschedule the Match, according to the applicable competition regulations.

Note: A Match will restart at the same minute it is interrupted and under the same conditions.

### 17.4 Scenarios

#### 17.4.1 Artificial Floodlights malfunction

- 17.4.1.1 The Venue Coordinator/Venue Manager, or the Match Officials should collect all the relevant information regarding any failure to continue with the “Crisis Management” procedure.
- 17.4.1.2 Depending on the duration of the interruption, there must be an announcement approximately ten (10) minutes before the restart of the Match directed at all the parties involved, following the procedure mentioned in the previous paragraph.

#### 17.4.2 Rain

- 17.4.2.1 If the Match Officials must interrupt the Match due to heavy rain, the teams should be sent to their locker rooms.
- 17.4.2.2 Once the rain has stopped, immediate measures should be taken to clear the pitch. As soon as the field is suitable for restarting the Match, the Match Director/Venue Coordinator/Venue Manager, and/or the Match Officials should inform all parties involved about the restart of the Match, according to the procedure described in the previous section.
- 17.4.2.3 If the pitch is not suitable to play and the Match cannot be restarted, the Match should be rescheduled according to the procedure described in the applicable competition regulations.

#### 17.4.3 Lightning Storm (Procedure 30-30)

- 17.4.3.1 The Venue Coordinator/Match Director, and/or the Match Officials should stop the Match according to the laws of the applicable country in the case of lightning storms. When there is no local regulation, the procedure 30/30 can be applied. This procedure consists of counting to thirty (30) seconds between the lightning and the sound, to determine the distance between the storm and the Stadium.
- 17.4.3.2 If there are less than thirty (30) seconds between the light and the sound, it will be necessary to look for a safeguard zone, because it means that the storm is located within a ten (10)-kilometer radius from the Stadium and it is mandatory to take safety measures to protect the safety of participants and fans. If it's possible to count at least thirty (30) seconds between the light and the sound of the lightning, it will be possible to continue with the Match, because it means that the storm is located further than a ten (10) kilometer-radius from the Stadium.
- 17.4.3.3 After the last lightning, it's necessary to wait thirty (30) minutes to assure that the storm is far away from the Stadium to restart the Match, following the procedure to restart a Match described in section 16.3 of these Safety and Security Guidelines.
- 17.4.3.4 In addition to lightning safety procedures, Host Venues, Host Member Associations, and/or Home Clubs must prepare for extreme weather scenarios such as heat waves, hurricanes, wildfires, and tornados. These plans should include shade structures, hydration stations, and clear thresholds for Match delay/postponement. Emergency water distribution must be considered when temperatures pose health risks to fans.

#### 17.4.4 Field Invasion of attendees

- 17.4.4.1 The Match Official must stop the match as soon as an invasion of the pitch is identified.
- 17.4.4.2 The Match Official will contact the Venue Coordinator/Match Director about the situation.
- 17.4.4.3 Private or public security shall intercept the attendee(s) and then escort them in a peaceful manner outside of the pitch.

17.4.4.4 Before restarting the Match, the Match Official and the Venue Coordinator/Match Director must confirm that all safety and security personnel have returned to their position, and the Match can continue.

17.4.4.5 In the event of a massive field invasion occurs, teams and players should head to the locker room.

17.4.4.6 The Crisis Management Group will assess the situation to decide on the possible continuation of the Match, depending on the severity of the invasion and possibility.

## **18. CRISIS MANAGEMENT PROCEDURE**

18.1 If before the end of the regulatory time or the extra time, a Match is interrupted or postponed by the Venue Coordinator/Venue Manager, the Security Officer, Venue Security Agent (if applicable), and/or the Match Officials, due to a force majeure cause or any other incident, the following guidelines should be respected/followed:

18.1.1 Identify the crisis

18.1.2 The Venue Coordinator/Venue Manager shall call the Crisis Management Group, which will include the following individuals:

- Representatives of both teams
- Venue Coordinator/Venue Manager
- Security Officer
- Venue Security Agent (if applicable)
- Stadium authorities
- Manager of the Concacaf Event's private security
- Manager of municipal and/or state public security
- Manager of civil protection
- medical bodies
- Referee (if necessary)

18.1.3 Once the Crisis Management Group has concluded its meeting, the Venue Coordinator/Venue Manager should inform FIFA, Concacaf, Member Association or the local League, about the recommendations made by the Crisis Management Group, so they can make the final decision on the matter.

18.1.4 Once the final decision is received by Concacaf HQ, the Venue Coordinator/Venue Manager/Match Director should inform the teams, the Match Officials, and the other individuals involved in the Match.

18.1.5 Additionally, the corresponding venue operations/competitions department will officially notify the resolution electronically or digitally.

18.1.6 Finally, the departments of communications and media should prepare an official press release which will be made public through the official platforms.

## APPENDIX 1

An example of the Safety and Security Form is attached:

---

**Concacaf Safety and Security Matters Form**

Match No



Team A	Team B
City, Country	Date
Stadium	Time

**Safety/Security matters**

Note: Except for the items marked by a \*, all others must be submitted by the LOC authorities in written form before the Match Coordination Meeting (MCM)

Capacity of the stadium (number of seats): \_\_\_\_\_

Estimated total crowd: \_\_\_\_\_

\*Estimated no. of supporters for Team A: \_\_\_\_\_

\*Estimated no. of supporters for Team B: \_\_\_\_\_

Position of supporters in stadium? (segregation, police protection, etc.)

\*Do the teams' representatives expect an element of known troublemakers among their supporters? \_\_\_\_\_

Cordons (perimeters) in place around the stadium (e.g. soft/hard ticket check, pedestrian screening etc.): \_\_\_\_\_

Safety and security precautions taken in and outside the stadium: \_\_\_\_\_

Assessment of the police force (including the match risk rating): \_\_\_\_\_

Inspection of supporters (search and screening procedures to be implemented): \_\_\_\_\_

Management of the sale of any remaining tickets: \_\_\_\_\_

Risk of counterfeit tickets coming into circulation? (Any countermeasures taken) \_\_\_\_\_

Fire precautions and stadium certification (are the authorities satisfied?): \_\_\_\_\_

Emergency evacuation arrangements (are the authorities satisfied?): \_\_\_\_\_



Drinks inside the stadium (e.g. Is alcohol on sale? In paper/plastic cups etc.?):

Public address announcers (e.g. location, mode of contact, role in emergencies, languages):

Dispersal arrangements for supporters after the match:

A small crisis management group will convene in case of a major incident. The group will meet immediately upon communication/instruction from the Venue Coordinator in the following location (usually the Venue Coordinator's office).

Designation of the Safety & Security representatives (maximum 2) that should attend the crisis management group:

Name	Function/Role	Radio call	Phone number

#### Essential final question on safety and security matters:

Are the safety and security authorities satisfied with the match preparations or is there anything that the Event Organizers host, Concacaf, the stadium authorities, the LOC and/or the representatives of the teams should do which has not already been done? This question must be asked, and the responses noted.

---

---

Does anyone present have any other matters for discussion, or any questions?

---

---

We acknowledge that the above Information is correct to the best of our knowledge:

Date: \_\_\_\_\_ Place: \_\_\_\_\_

LOC Stadium Safety & Security responsible: \_\_\_\_\_

Public/State Safety and Security responsible: \_\_\_\_\_

## APPENDIX 2

Every Host Member Association or Home Club must present a written proactive and preventive safety & security plan or a safety & security compliance document, acceptable to the Security Officer/Venue Security Agent or Venue Manager, at least ten (10) days prior to the first Match of the competition, unless otherwise agreed with Concacaf.

The plan must include an identification of possible risks, and details of the safety & security measures in place to prevent incidents. Identified risks must be assessed and mitigation measures put in place and contingency plans also prepared, setting out what will be done if one of the risks occurs.

The identification of possible risks must be detailed as follows:

- Prior to the Match - proactive and preventive safety & security plan
- Prior to, during, and post-Match - security at the gates and in the Stadium

The identification of risks means considering all forms of discrimination as mentioned in the FIFA Statutes and the following Match-specific evaluation criteria such as:

- Previous discriminatory incidents at or after Matches involving the participating teams/Member Associations.
- Known far-right and other xenophobic groups, including their football-related activities and supporter links in the countries of the participating teams/Member Associations.
- Tendency to commit acts of homophobia or sexist abuse based on traditional chants or previous history.
- The historical context of the participating teams/Member Associations in terms of tension or even violence (including specific sensitive events or days).
- Troublesome relationships between the participating teams'/Member Associations' countries.
- Any religious tension relating to the national identities of the participating teams/Member Associations.
- Current geopolitical crises in the countries of the participating teams/Member Associations and in their region that could affect attendees' attitudes.
- Possible crowd dynamics during the Match.
- The importance of the Match in the context of the competition and the dynamics that could result from it.

The safety & security measures must be detailed including plans for:

- Verbal orders to attendees
- Removal of prohibited items
- Forced expulsion of an individual from the Stadium
- If it is an opening Match or a final Match, the security deployment for the opening or the awards ceremony, as well as DOT Plan and Host Venue requirements for on field elements.

The safety & security personnel responsible for home Matches must be informed of the measures in place to ensure respect for diversity and anti-discrimination.

## PRE-MATCH ANTI-DISCRIMINATION CAMPAIGN

Per FIFA guidance, the correct use of an anti-discrimination campaign and educational efforts may be considered as mitigation elements by the Concacaf Disciplinary Committee in case of any violation committed by the Host Member Association or Home Clubs.

The Host Member Associations or Home Clubs must work to provide an educational campaign against discrimination to be used in all official Matches.

The anti-discrimination campaign may include elements appearing in:

- a) Match advertisement
- b) Match Tickets
- c) Official documents and communications about the Match

## PROACTIVE AND REACTIVE STADIUM ANNOUNCEMENTS AND VIDEOS

a) Proactive Stadium announcements: these are mandatory announcements that the Host Member Associations or Home Clubs must make during warm-ups and halftime to inform attendees and as a preventive measure before and during each Match.

The following message must be used as the proactive Stadium announcement (in the languages of the teams contesting, of the Host Venue, and in English):

*«Fair play and mutual respect are fundamental to football.*

*Discriminatory behavior is not permitted. We ask you to uphold the principles of fair play and to take part in football in a spirit of unity, respect, and equality.*

b) Reactive Stadium announcements: these allow the Host Member Association or Home Clubs to respond directly to discriminatory incidents during a Match in the Stadium, without interrupting the Match.

This kind of announcement shall be initiated by the Competition Officials or the Match Officials (through the fourth official) and shall only be requested by the Competition Officials.

The announcement will be repeated until the Competition Officials or the Match Officials confirm the behavior or incident has ceased.

The following message must be used as the reactive Stadium announcement, (in the languages of the teams contesting, of the Host Venue, and in English):



*«Attention please! This is an important announcement:*

*We urge you to stop all discriminatory chants and gestures. We ask all to uphold the principles of fair play and to take part in football in a spirit of unity, respect, and equality.*

*Thank you.»*

Please note Concacaf also welcomes the use of event-related announcements or video clips responding to discriminatory incidents.

#### IV. THREE-STEP PROCEDURE

If the above measures prove to be unsuccessful or, if a sudden serious discriminatory incident occurs without any prior incident, the three-step procedure for Match Officials should be applied with the operational support of the Member Associations or Clubs.

Based on the three-step procedure, Match Officials may, in the event of serious discriminatory incidents in the Stadium:

##### 1. Stop the Match

The Match might be stopped through two different processes. The first one by request of the Match Director/Match Coordinator and the second, by request of a Match Official. Please refer to the following processes to stop the Match:

(a) Request from the Competition Official to Match Official (through the fourth official)

The Competition Official informs the Match Official about the incident.

The Match Official informs the Competition Official about his/her decision to stop or not stop the Match. If the Match is stopped:

- The Competition Official ensures the Stadium announcement is read out immediately.
- The Competition Official shall inform the Match Official whether the discriminatory incident has ceased.

(b) Request of the Match Official to the Competition Official (through the fourth official).

The Match Official may, at any time, if he/she becomes aware of a discriminatory activity of a strong magnitude and intensity, stop the Match and ask the Competition Official to initiate a public announcement.

The Competition Official shall assist the Match Official regarding whether the discriminatory incident has ceased.

Please see below the wording of the Stadium announcement for step 1, “Stop the Match” of the three-step procedure. This announcement shall be made in the languages of the teams contesting, of the Host Venue, and in English:

#### *Step 1*

*The referee has stopped the Match due to discriminatory chanting. If this behavior continues, you will be ejected from the Stadium, the Match could be suspended or abandoned and there will be no refunds.*

*Discrimination has no place in Football*

#### 2. Suspend the Match

If the discriminatory behavior does not cease once the Match has restarted, the Referee shall suspend the Match for a reasonable time (for five (5) to ten (10) minutes) by sending the players back to the locker room.

The Match Official shall inform the Competition Official to initiate a public announcement, including the duration of the suspension.

Please see below the wording of the Stadium announcement for step 2, “Suspend the Match” of the three-step procedure. This announcement shall be made in the languages of the teams contesting, of the Host Venue, and in English:



### Step 2

*The referee has suspended the Match due to discriminatory chanting.*

*If this behavior continues, you will be ejected from the Stadium, the Match could be abandoned, and there will be no refunds.*

*Discrimination has no place in Football.*

Once the Match suspension is announced, a Crisis Management Group must meet to consult and assess the possible next steps, particularly the possibility of abandoning the Match.

The Media Officer will attend the meeting to take note of its outcome. The Match Official is responsible for coordinating the participants in this discussion.

### 3. Abandon the Match

If the discriminatory behavior does not cease once the Match has restarted or the Match was not able to be restarted, the Match Official might decide to abandon the Match. However, any decision by the Match Official to abandon the Match shall only be taken as a very last resort and after all other possible measures have been implemented.

The impact of abandoning the Match on the safety of the Match Officials, players, and the public must have been assessed during step 2 (the meeting of the Crisis Management Group) having involved one member from each team, the Venue Coordinator/Venue Manager, r Security Officer and Venue Security Agent (if applicable), the relevant police, and stadium authorities, etc.

In principle, the abandoning of the Match shall be subject to the agreement of all parties involved.

Please see below the wording of the Stadium announcement for step 3, "Abandon the Match" of the three-step procedure. This announcement shall be made in the languages of the teams contesting, of the Host Venue, and in English:



### Step 3

*The referee has abandoned the Match due to discriminatory chanting. The Match has concluded, all fans must exit the Stadium in an orderly manner.*

*Discrimination has no place in Football*

## Crisis Management Group

For Concacaf, and their Member Associations, it is a priority that all Matches are delivered successfully and completed to the final whistle. The Venue Coordinator/Venue Manager should work with this as a priority and spread the same mindset to the venue team. Abandoning a Match should be a last resort and only happens in case of a safety or security issue to the players and/or attendees.

It is of extreme importance that the crisis management procedure described below is followed to the letter in the event of a delayed, interrupted, or abandoned Match. The decision-makers should all be involved and adhere to the procedure.

The Match Official has to interrupt a Match if the pitch is not fit for play or for any other issues which are not compliant with the Laws of the Game. The Venue Coordinator/Venue Manager should, after consulting with the Security Officer (if applicable), interrupt a Match in the case that safety and security are not guaranteed anymore in the Stadium and a potential danger is caused to the teams and/or attendees.

During the “Match Coordination Meeting” (ideally the day before the Match or on Match Day in some cases), the composition of a Crisis Management Group must be agreed upon. It must include all relevant parties, including (but not limited to) the Venue Coordinator/Venue Manager, the Venue Coordinator, the Security Officer (if applicable), a representative from each Participant Member Association or Club, a senior representative from the security entity who has authority over safety and security matters in the Stadium, the police, fire, and medical services. The Venue Coordinator/Venue Manager must collect the names, location during the Match, and mobile numbers of those individuals who will form part of the Crisis Management Group.

This person should ensure that in an emergency, a “Security meeting” will be called over the Stadium Public Address System and on the giant screen. The location of the meeting must be clearly known by all parties and communicated at the “Match Coordination Meeting”. The access route must be defined to ease all stakeholders attending the meeting immediately after the call. Preferably, the crisis management meeting should be held at the Stadium Command Center or in a quiet room adjacent to or close to the competitions area.

### CRISIS MANAGEMENT PROCEDURE

If a Match is interrupted by the Match Official or Venue Coordinator/Venue Manager before the completion of normal playing time or extra time because of any force majeure or any other incidents the following steps have to be taken:

- Identify the crisis
- Consult with the organization in charge of the Match
- Meet the Crisis Management Group, consisting of:
  - Security officer
  - Venue Security Agent
  - Venue Coordinator/Venue Manager
- Inform FIFA, Concacaf, Member Association, or League about the result of the meeting for their final proposal.
- Inform all other parties involved at venue level: (Teams, Concacaf Match Officials, TV producer, Media Officer, transportation, protocol, etc.)

## Match interruption

Interruption time	Action
<b>Approx. up to 15 minutes</b>	<ul style="list-style-type: none"> <li>- The teams should stay on the pitch depending on the nature of the interruption.</li> </ul>
<b>15-30 Minutes</b>	<ul style="list-style-type: none"> <li>- The teams should go to the locker rooms; they should be allowed to have a ten (10)-minute warm-up before the restart of the Match.</li> <li>- Ten (10)-minute warning to restart the Match to all the parties involved (teams, Match Officials, attendees, the organization in charge of the Match, TV, media).</li> </ul>
<b>More than 30 minutes</b>	<ul style="list-style-type: none"> <li>- The teams should go to the locker rooms; they should be allowed to have a twenty (20)-minute warm-up before the restart of the Match.</li> <li>- Twenty (20)-minute warning to restart the Match to all the parties involved (teams, Match Officials, attendees, the organization in charge of the Match, TV, media).</li> </ul>
<b>More than 1.5 -2 hours</b>	<ul style="list-style-type: none"> <li>- Match may be considered as abandoned depending on the situation. Confirmation is required by the organization in charge of the Match (FIFA, Concacaf, Member Association, League).</li> <li>- After the final decision is made, the Venue Coordinator should inform the teams/Match Officials and TV producer first.</li> </ul>

If a Match is interrupted by the Match Official or Venue Coordinator before the completion of normal playing time or extra time because of any force majeure or any other incidents, such as field not fit for play, weather conditions, floodlight failure, lack of security, etc., the following recommendations are to be considered depending on the incident:

In cases when it is decided to interrupt or suspend a Match, the behavior of the fans and/or the attendance in the Stadium must always be considered, as well as any other circumstance that may cause an adverse reaction at the time the decision is communicated. The people responsible for safety & security in the Stadium must be consulted about any decision to interrupt or suspend a Match before communicating the decision to fans.

If a Match is suspended because of a case of force majeure for any reason after it has already started, the Match shall be resumed with the same conditions in which it was suspended instead of replaying the Match in full.

The following principles shall apply to the restart of the Match:

- The Match shall restart with the same players on the pitch and substitutes available as to when the Match was initially abandoned.
- No additional substitutes may be added to the list of players on the team sheet.
- The teams can make only the number of substitutions to which they were still entitled when the Match was abandoned.
- Players sent off during the abandoned Match cannot be replaced.
- Any sanctions imposed before the Match was abandoned remain valid for the remainder of the Match.

- The kick-off time, date (foreseen for the following day) and location shall be decided by the organization in charge of the Match (FIFA, Concacaf, Member Association, or Home Club)
- Any matters requiring further decision shall be taken by the organization in charge of the Match (FIFA, Concacaf, Member Association, or Home Club)
- Information regarding the validity of Tickets and rescheduling of the Match needs to be provided to the fans attending the Match.

#### ESCALATION PROCESS AND REPORTING

It is recommended to create daily reports of the Venue Coordinator, in which you are allowed to raise the specific problems of the venue. Any urgent matter should be addressed immediately to the authority in charge of the competition/Match (FIFA, Concacaf, Member Association, or League)

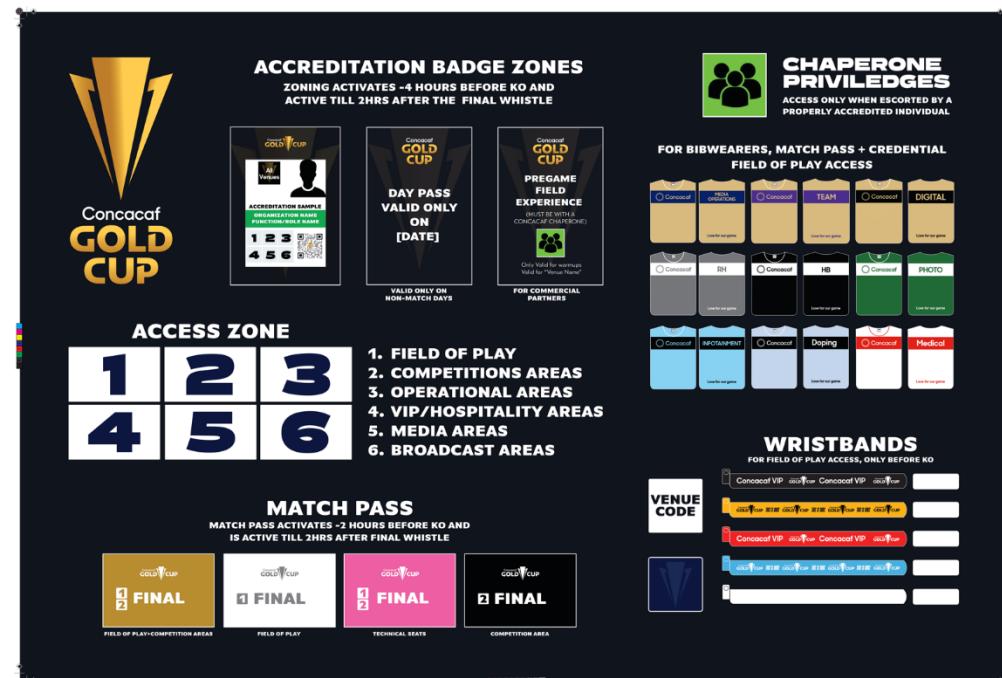
This includes any problems that:

- Be of utmost urgency.
- That has an impact on the financial cost of the Concacaf Event.
- It cannot be resolved during the daily meeting between the people in charge
- Does not correspond to the guidelines and principles that have been provided.



## ACCESS CONTROL.

CONCACAF ACCREDITATION ZONING EXAMPLE. Individual accreditation board will be provided by Concacaf for the specific competition.





VS. HON ◆

Concacaf  
GOLD CUP

◆ MEX VS. HON ◆

Concacaf  
GOLD CUP

◆ MEX VS. HON ◆

N ◆

Concacaf  
GOLD CUP

◆ MEX VS. HON ◆

Concacaf  
GOLD CUP

◆ DELTA DENTAL

verizon

Levi's STADIUM

Shriners Children's