



SAFETY AND SECURITY GUIDELINES



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Glossary

Accreditation: Any physical identification device item which is issued by Concacaf and/or the Local Organizing Committee which allows the recipient access to one or more Controlled Access Area (or part thereof) where the Controlled Access Areas/Zones are under the control of Concacaf or the Local Organizing Committee. The accreditation must be distributed only to people who are performing specific functions or have specific roles assigned for the execution of a given function, match, or tournament.

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 spectators.

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 Member Associations and/or Clubs with the awareness of all incidents that occurred during a match with the ability to sanction any detained people (also known as Qualifier Judge).

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

Concacaf Event: Subject to the provisions contained herein, any match, tournament, or competition being played under the direct operational administration of Concacaf.

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 Local Clubs, and sets out the action to be taken in response to incidents occurring at the venue which might compromise public safety or security or disrupt normal operations of an 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 event, including but not limited to Civil Protection, Private Security, Public Security, Paramedics, Fire Department, Fairtrade and Entertainment Inspectors, etc. This group will include the Match Commissioner or the individual in charge of the organization of the match on behalf of Concacaf and the International Security Officer (if applicable).

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.

Event: See "Concacaf event".

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

Exterior Perimeter: The perimeter outside the inner perimeter, beyond which only officially accredited personnel and match ticket holders are entitled to pass on match days.

Field of Play: The playing surface whose measurements comply with the Laws of the Game and upon which any match is played within a stadium, including any areas immediately behind the goal lines and touchlines.

FIFA: 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.

Host Member Association: The association in charge of hosting an event, either in their own country or in another country.

Interior Perimeter: The perimeter that immediately surrounds the stadium building, which usually contains the
International Security Officer: An International Security Officer is a person appointed by Concacaf and/or FIFA who is responsible for supervising and supporting the Local Security Officer in all aspects of stadium safety & security both inside the stadium and in its proximities. The International Security Officer is normally appointed for high-risk matches.

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

Local Organizing Committee (LOC): An organization or group that compliments Concacaf locally and is responsible for delivering a Club/League/Association/Concacaf match and or tournament (see “Event organizer”).

Local Safety and 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 Match Commissioner or individual assigned by the Member Associations, Clubs or Concacaf and the International Safety and Security Officer if they assign one.

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 spectators and formally concludes when the Stadium is officially closed to spectators.

Match Commissioner (MC): Official representative at any event and the highest authority figure on-site. The MC shall be in constant communication with the Venue Coordinator or person in charge of the organization of the match and aware of all preparations surrounding the delivery of a match or tournament.

Match Coordinator (MCD): A person appointed by Concacaf to work in conjunction with the Venue Coordinator in his/her duties throughout the match or tournament. The main 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 Official: An individual appointed by Concacaf to organize and officiate a Match in the Competition in one of the following roles: Match Commissioner, Match Coordinator, Venue Coordinator, Media Officer, Security Officer, Referee, Assistant Referee, Fourth Official, and Referee Assessor.

Maximum Safe Capacity: The total number of spectators that can be safely accommodated in a stadium or section of a stadium.

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

Mixed Zone: The area designated by which is to be 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, association, league or club.

Player: Any football player licensed by an association.

Public Address System (PA): An electronic system that allows for Match Officials to communicate with spectators inside and outside the stadium about match facts and for maintaining public order and security at the match.

Qualifier Judge: An entity, a person, or a group of people appointed by the Host Member Associations and/or 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).

Safety Certificate: A document that certifies a Stadium is fit and able to host matches. The certification is defined according to national standards and shall 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.).

Spectator Accommodation: The area of the ground or structure in the ground provided for the use of spectators, including all circulation areas, concourses and the viewing areas.

Stadium: Any facility at which a match is played. This includes the entire premises (to the extent that an accreditation is required in order 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.

Steward: Any person employed, hired, contracted or volunteered, by the Local Organizing Committee 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 Local Clubs.

Ticket: A pass providing access to a venue for the purpose of attending a match.

Ticketing: All operational measures to provide Tickets to all spectators of any match in a given 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 Local Organizing Committee, Host Member Association, and/or Local 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): Concacaf's official representative in a venue for an event. He/she is responsible for the entire venue administration and for ensuring that the venue operates smoothly and in full compliance with the Concacaf Guidelines. The VC 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 tournament.

Viewing area: Seats, terraces, sky boxes and hospitality suites, etc. from which spectators can observe 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 Local 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 Local Clubs within the Concacaf region. Member Associations and/or Clubs that fail to comply with the security rules, Security Provisions, Concacaf Regulations and/or the Code of Ethics in International Competitions will be subject to sanctions as stipulated on the FIFA Disciplinary Code and upon its entry into force, the Concacaf Disciplinary Code.
- 1.3. All Member Associations and/or Clubs undertake the commitment to take all necessary organizational and service measurements 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 guidelines are to be read in conjunction with other documents such as the Concacaf Stadium Guidelines, the Concacaf Covid-19 Return to Play Guidelines, and any other official document provided by Concacaf.

2. MATCH ORGANIZATIONS

- 2.1 The Member Association and/or Local 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 Informed Public Security, Private Security, and Civil Protection 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 spectators, at least 10 days before a single match or before the start of the tournament (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 field of play, before, during, and after the game.
- 2.1.6 Ensure a written stadium contingency plan is created and consistently updated.
- 2.1.7 Have emergency plans updated and certified by the relevant authority 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 Member Associations and/or Clubs should have a Private Security body, duly certified, whose members are dully trained to fulfill their tasks.
- 2.1.10 All 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 Member Associations and/or Local Clubs have at least one (1) security element for every 250 spectators. For high-risk matches, it is recommended to have one (1) security element every 100 people.

3. SAFETY & SECURITY OFFICER

- 3.1 The Member Association and/or Club should officially assign and register to Concacaf a Safety and Security Officer (Local Safety and 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 the area of security and match organization.
- 3.2 The Safety and 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 Match Commissioner or individual assigned by the Member Associations, Clubs or Concacaf and the International Safety and Security Officer if they assign one. For the purposes of these guidelines, "outside 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 activities hired by Member Associations and/or Clubs, having for such purpose a space to be used as Command Center. This Command Center will be used by representatives of each entity involved in the security of the event, including but not limited to, Civil Protection, Private Security, Public Security, Paramedics, Fire Department, Fairtrade and Entertainment Inspectors, etc., which could be part of the crisis management group. This group will include the Match Commissioner, or the individual in charge of the organization of the match and the International Security Officer (if applicable).
- 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 scheduled game 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 Match Commissioner or the individual of the Member Association, Local Club or Concacaf in charge of the organization of the match and the International Safety and Security Officer (if applicable), should attend this meeting. The meeting will take place at least two days before the game.
- 3.2.5 It is recommended to meet with the match commissioner or person in charge, the International Security Officer, and the representatives of each team before the match, and at the end of the match, in order 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.

4. SECURITY OUTSIDE OF STADIUMS

- 4.1 The Local Safety and Security Officer, together with Public Security representatives, will establish control and surveillance points in order to assure the fans will enter the stadium in an organized way.
- 4.2 For International or high-risk matches, all venues must have at least three (3) security rings with the following features:
 - 4.2.1 First Security ring at least 100 meters from 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 spectators and the field of play.
- 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 are

open at least two (2) hours before the start of the match, to avoid big crowds trying to enter the stadium all at the same time or near the kick-off of the match.

- 4.4 Stadiums should have proper signage clearly indicating all the access points to it.
 - 4.4.1 Stadiums should have enough number of gates according to the seating capacity to avoid build-ups of crowds/overcrowding.
 - 4.4.1.1 The maximum seating capacity should not exceed the maximum safe capacity approved for such a stadium. It is recommended to reduce the maximum capacity of the stadium by 10% to avoid overcrowding.
 - 4.4.2 All-access gates must open and close quickly, with no risk of spectators, should open towards the field of play and should resist the crowd pressure. Open gates should be surveilled at all times 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 is recommended that the zones of public access and ticket boxes have public announcement 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 in order 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.

5. SAFETY & SECURITY INSIDE THE STADIUMS

- 5.1 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.
- 5.2 The Stadium staff should have the equipment required to detect counterfeit tickets, as well as implement the relevant security measures on tickets.
- 5.3 Member Associations and/or Clubs should include in the tickets the caption “Not for Resale”, in case the local authorities stipulate such restriction.
- 5.4 The designated areas for the general public inside the stadium should have the relevant signage in visible places for audiences to see, in particular the security signs, in order to guide all the attendees appropriately.
- 5.5 Member Associations and/or Clubs that host matches, reserve the right to refuse admission to people whose behavior may obstruct or put at risk the correct order, security of the match and individuals inside the stadium, due to the effects of alcoholic beverages, narcotic or psychotropic substances, stimulants or other similar substances.

- 5.6 Member Associations and/or Clubs that host matches, reserve the right to refuse admission to people who have committed any serious violation during the course of any match organized by Concacaf, the National Member Association and/or its affiliates.
- 5.7 Tunnels must be put in place to ensure the protection of players accessing the field of play. It is recommended that the protective material made from fabric, plastic, or something similar, that is removable, is located in the areas where the players and match officials transfer from their respective locker rooms into the field of play and vice versa. Its use shall be optional depending on the live security conditions.
- 5.8 Sales areas should be positioned so that they do not obstruct the movement/flow of fans in stairs, hallways, emergency exits, or stadium access doors.
- 5.9 In an emergency, all available options should be used to inform people in the stadium of what action to take. This includes the public announcements system, giant screen, and appropriate messages provided to those following the match on television or radio.

6. PROHIBITED ITEMS

- 6.1 It is strictly prohibited for spectators to enter the stadium with the following:
 - 6.1.1 Alcoholic beverages, glass containers or similar materials, nor ice cubes.
 - 6.1.2 Weapons, pocket- knives, knives, sharp objects, or similar items.
 - 6.1.3 Gunpowder, flares, smoke bombs, pyrotechnics & fireworks, smoke machines, fire, or similar objects.
 - 6.1.4 Flammable materials, such as; gas, gasoline, oils, lubricants, acids, spray products or similar substances, except the food sale stations/kiosks which should be located in independent areas, separate from the fans' areas, and should be duly certified by the relevant authorities of each country.
 - 6.1.5 Umbrellas, any type of balloons, masts, poles and sticks made out of materials such as; wood, iron, aluminum, or another material that can be sharp, which is why the only acceptable material to be used is PVC with the dimensions of 1.00 meter in length by 3 centimeters in diameter.
 - 6.1.6 Helmets, masks, shields, swords, laser pointers, etc.
 - 6.1.7 Cardboard, paperboards, blankets, and monumental flags, the introduction and display of banners, symbols, emblems, or legends that could incite violence, politics, racism, or discrimination.
 - 6.1.8 It is only permitted to introduce into the stadium flags of 2.00 meters long by 1.00 meter wide.
- 6.2 The introduction into the stadium of musical instruments by supporters' groups or fans will be the exclusive responsibility of the Member Associations and/or Clubs; the introduction of cymbals and whistles is strictly prohibited.

- 6.3 Cardboard, paperboard, blankets, or any other object(s) to build monumental mosaics can be used, as long as they are authorized by local authorities and approved by the Member Associations and/or Clubs.
- 6.4 Sponsors are prohibited to give 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 field of play, before, during, or after the game, at the stadium entrances, public areas and in the field of play during the half time.
- 6.5 All prohibitions and/or restrictions related to introducing objects and materials by the public should be standardized for all the stadiums nationwide, in order to build a prevention culture and the public can quickly adapt to these measures.
- 6.6 In special cases that are fully justified, such as grand openings and anniversaries, Member Associations and/or Clubs will be permitted, under certain terms, to introduce some of the materials and objects mentioned in previous paragraphs; this must be requested in writing.
- 6.7 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, or glass containers that could cause any damage is prohibited.
- 6.8 In places where beverages and beers are sold, the necessary security measures must be implemented to prevent the public has access to containers or ice, in order 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.
- 6.9 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.

7. STADIUM PUBLIC ADDRESS SYSTEM

- 7.1 All stadiums should have a PA system and a sound cabin to send clear and audible messages. A trained public announcer will be required to deliver scripted safety & security messages to spectators and others in the stadium and to encourage positive behavior. Ideally, emergency messages should be pre-recorded.
- 7.2 The PA system will be used at:
 - 7.2.1 During the game time exclusively for public announcements related to:
 - Team Line-ups
 - Substitutions
 - Cautions
 - Expulsions
 - Safety & Security Issues
 - Civil protection announcements
 - Other
 - 7.2.2 For commercial advertising, exclusively when the ball is not in play.

- 7.2.3 To reproduce partially animation sounds: if the public announcement only lasts five seconds maximum, and exclusively when the ball is not in play.
- 7.2.4 Using the PA system for purposes other than the ones specified in previous paragraphs or to incite the audience against the visiting Club and/or the Refereeing Team/Arbitral Body is strictly prohibited.
- 7.3 The PA system should cover the following areas (either with an individual system or a collective one):
 - 7.3.1 Tribunes, public services and common areas inside the stadium.
 - 7.3.2 Field of play.
 - 7.3.3 It is recommended to have some type of public announcement system at the entrance and exit doors, and in some areas in the interior and exterior perimeter of the stadium.
- 7.4 It is recommended that all messages for international games are provided in the participant teams' language or languages.

8. STADIUM AND AMBULANCES EVACUATION

- 8.1 All the stadium ramps, exits, hallways, and stairs should be free of any obstruction (boxes, ice containers, public, etc.) and remain unlocked.
- 8.2 Tunnels, ramps, hallways, and stairs should be free of fans at any time during the match.
- 8.3 Member Associations and/or Local Clubs will be responsible for overseeing that tribunes are not overcrowded, according to the authorized stadium capacity. Ensuring the capacity of each area of the stadium is respected and that emergency routes are clear of spectators at all times.
- 8.4 In the case of an emergency evacuation, there should be access to the field of play. For these purposes, there should be escape gates in the perimeters of the field of play 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 is not necessary to evacuate fans to the field of play.
- 8.5 Escape gates should be open quickly and easily towards the field of play, should be aligned with the emergency stairs in all sectors, and should have clear signage painted in bright colors.
- 8.6 The evacuation paths towards the field of play should be free of advertising panels or any other installation (inflatable advertising, TV cameras, etc.) that could obstruct the crowds' flow towards the field of play, in case of an emergency.
- 8.7 Stadiums should have emergency lights in the locker room, tunnels, hallways and any other inner areas in case of an emergency.

- 8.8 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. Also, there should be an oxygen tank and a defibrillator.
- 8.9 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 located in the field of play zone with an unobstructed exit to the street.
- 8.10 The Member Associations or Clubs should inform the Match Commissioner and/or local security officer, as well as the visitor team, the name, location, and travel time to the hospital in case of emergencies.

9. SECURITY GUIDELINES FOR CLUBS, MEMBER ASSOCIATIONS, EXECUTIVE MEMBERS, REFEREES, AND MATCH OFFICIALS

- 9.1 The entrance and exit paths, as well as the access of players, match officials, and referees to the locker rooms and field of play areas, will be totally separated from the access paths of the general public.
- 9.2 Member Associations and/or Clubs must ensure that people without accreditation for a task around the field of play are prevented from entering the field of play.
- 9.3 Local Member Associations and/or Clubs should provide security for the referees, match commissioner, security officer, players, team executive members, technical staff, officials or any team member dully 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 125-meter action radius from the access doors.
- 9.4 For international matches, any Member Association and/or Club acting as the visitor should send to the local Member Association and/or Club a copy of the travel itinerary at least seven (7) days before the game. Once such information was received, the local Member Association and/or Club should coordinate police escorts to welcome the visiting team from its arrival at the venue. Police escorts should protect the visiting team on their route to the airport – hotel – stadium – hotel -or airport.
- 9.5 There should be dedicated parking spaces for team buses and referees, officials, and executive members' vehicles.
 - 9.5.1 These parking spaces should be supervised by the stadium security staff which will have to prohibit the entrance of any not accredited person.
 - 9.5.2 Local Member Associations and/or Clubs should assure the safety and security of both teams' buses and match officials' vehicles.
- 9.6 Depending on the circumstance of the match and its category, local Member Associations and/or 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.

- 9.7 In the case a Member Association, the local 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 field of play, the competition area, nor the press conference area.
- 9.8 No person is allowed, under any circumstances, to enter the referees' locker room upon arrival; only the match delegates will be allowed to do so.

10. TICKETING

10.1 Tickets for sale:

- 10.1.1 The Member Associations and/or local Clubs must ensure that the distribution of tickets does not exceed the number of the maximum safe capacity of the stadium. Spectators may enter the stadium only if they present a valid ticket. Under these safety & security guidelines, spectators are prohibited from entering the stadium without a ticket.
- 10.1.2 For international matches, it is highly recommended that tickets are not sold around the stadium perimeter or in the ticket booths on match day. The sale of tickets in the surroundings of the stadium on game day should be prohibited.

10.2 Tickets Distribution:

- 10.2.1 Each Member Association or club participating in a tournament or match, who receives tickets for that specific tournament or match, is responsible for its distribution and for guaranteeing those are supplied to their own supporters.
- 10.2.2 When a match is played in a neutral venue, the Member Associations and/or local clubs responsible for the organization of the match, must ensure that spectators from both teams are sold tickets in different areas of the stadium, to ensure safety and order.
- 10.2.3 The Member Associations and/or local Clubs that organize 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.

10.3 Indication for the ticket holder:

- 10.3.1 Member Associations/Local Clubs hosting matches and participating teams must ensure when distributing tickets that:
- 10.3.1.1 It is recommended to request the personal identification of the spectators when purchasing the tickets for the match.
- 10.3.1.2 Tickets must not be provided to other sources, that do not have a control system over their distribution.
- 10.3.2 Member Associations and/or Local Clubs that organize matches in which tickets are distributed must keep records of sales, distribution of tickets, and the number of spectators who attended the match.

10.3.3 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 venue (Subject to applicable data protection regulations and human rights considerations in each country).

10.4 Reselling and anti-counterfeiting measures:

10.4.1 Member Associations and/or Local Clubs that organize matches will consult with local police and/or other public security agencies what measures to take to prevent ticket resellers, taking into account that such activities may jeopardize the segregation arrangements in the stadium and create safety or security risks.

10.4.2 To avoid unauthorized, resell of tickets or black market, the number of tickets that can be sold to each person may be limited.

10.4.3 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.

10.4.4 As soon as Member Associations and/or Local 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 solution to the problem.

10.5 Value and Quantity of Tickets:

10.5.1 The number of tickets for the participating teams or clubs will be distributed following the provisions of the competition regulations.

10.5.2 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.

10.5.3 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.

10.6 Information on the Ticket:

10.6.1 If possible, tickets should display with 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 time of the kick-off. They should also include or refer to the terms and conditions, prohibited items, the responsibilities of ticket holders, and/or where to find this information.

10.6.2 It is also recommended that tickets include the access door number, stadium sector, seat number, serial number, door opening hours, etc.

10.7 Dissemination of Match Information:

10.7.1 The following match information will be distributed and disseminated to fans by Member Associations and/or local Clubs that organize matches at the stadium's information points,

through local media, social networks, the official website of the Member Association and Club, etc.:

10.7.1.1 Opening hours of doors for spectators to enter the stadium;

10.7.1.2 Map of the stadium and location of the sectors (A, B, C or as appropriate);

10.7.1.3 Stadium rules or code of conduct, including the list of prohibited items and offensive items, as well as the procedure to reunited with a missing spectator.

10.8 Ticket Counting System:

10.8.1 Member Associations and/or Local Clubs that organize matches will establish a system that records the number of spectators who have entered the stadium and are present in the stadium.

10.8.2 Information regarding the match attendance will be provided to the match commissioner or person in charge of the organization, and the international safety and security officer (if applicable) to be included in post-match reports.

10.8.3 If multiple matches are played on the same day, the monitoring of tickets must be maintained until the last game, and the number of spectators who attended throughout the day must be informed.

10.8.4 The counting system will also take into account spectators located in the hospitality area of the stadium.

11. ACCREDITATIONS

11.1 Accreditations are an identification device with which people can access determined areas of the stadium on matchdays, limiting and restricting access to different zones. The accreditations must be distributed and given only to people who are performing specific functions for the execution of a given tournament or match.

11.2 Accreditations must meet the following guidelines:

11.2.1 Establish an adequate time period in which to comply with the process of requesting, verifying, approving, printing, and distribution.

11.2.2 The accreditations must have a mechanism with which to prevent falsification or multiplication.

11.2.3 The accreditations must be individual and non-transferable.

11.2.4 An accreditation must limit access to different and specific working zones.

11.2.5 The accreditation does not equal a ticket, nor does it award the right to occupy a seat.

11.2.6 The distributed accreditations must only contain the required zones where the accredited person will be working.

- 11.2.7 In the case anyone misuses their accreditation, it will be taken by the Member Association and/or Club, the security personnel in the stadium, or any other local or international sporting authority.

12. HIGH-RISK MATCHES

- 12.1 Following Concacaf's instructions, Member Associations or Local Clubs will create a risk assessment criterion, for high-risk matches, according to the expected number of spectators and the specific characteristics of each match, in order to apply the security protocols according to the risk level of each match.
- 12.2 This classification will have to take into account 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.
- 12.3 If necessary, the team executive and directors will meet previously with the Match Commissioner and/or the safety and security officer to deal with the aspects and specifics of each game.
- 12.4 For high-risk matches, the following security measures should be applied:
- 12.4.1 The supporters' groups of each team will be located in different areas of the tribune.
 - 12.4.2 Generate a sterile zone (free of fans), around the area where the visitor supporters' group is located.
 - 12.4.3 Reinforced security service, at the tribune entrances and exits, around the field of play, and in the areas between fan groups.
 - 12.4.4 Set in place plans and designate staff in charge of keeping free stairs and entrance access.
 - 12.4.5 Stadium surveillance, starting at least 5 hours before the match.
 - 12.4.6 Inform the audience in a timely manner when tickets are sold out.
 - 12.4.7 It is prohibited to sell tickets at the stadium ticket boxes or near the stadium, on match day.
 - 12.4.8 Based on the risk assessment, visiting supporter fans should be accompanied by security agents from some location near the stadium.
 - 12.4.9 Strengthen the communication between teams and match organizers, to be aware of visiting fans arrival, the number of people traveling, the purchase and sales tickets, transportation, arrival time, and, if possible, the name of all executive guests and their contact details, all this in order to stipulate the necessary security operations at their arrival at the venue.
 - 12.4.10 Based on the risk assessment, retain the local or visiting supporters' groups for about 45 minutes inside the stadium, until the surroundings of the installations are secured, unless otherwise stipulated by the police for special situations.
 - 12.4.11 Inform well in advance, via PA system and giant screens (if available), about the security measures applied to evacuate fans and animation groups.

12.4.12 While fans are retained, they need to have access to the stadium services (meals, beverages, restrooms, etc.)

13. COMPETENT AUTHORITY AGENCY AWARE OF INCIDENTS OCCURRED DURING THE MATCH AND ARRESTED PEOPLE

- 13.1 In the case of official matches, it is recommended to have a Competent Authority Agency or a Qualifier Judge, capable to know all incidents that occurred during the match and able to sanction any halted people.
- 13.2 Member Associations and/or Clubs should make the necessary arrangements with the relevant authority for the installations of such Agencies.
- 13.3 Member Associations and/or Clubs should keep a record of all cases taken care of by the Competent Authority Agency or the Qualifier Judge in order to identify dangerous people attempting against the order at stadiums.
- 13.4 The relevant Match Commissioner and/or Security Officer will meet with the Competent Authority agent, in order to know all the registered incidents and incorporate them into their report and follow it up.
- 13.5 Local Member Associations and/or Clubs will be responsible for the presentation and follow-up, until the last consequences all and each one of the reported complaints.

14. ORGANIZED SUPPORTERS' GROUPS

- 14.1 Member Associations and/or Clubs should submit a location map and establish a surveillance control for the animation 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.
- 14.2 Member Associations and/or Clubs should fulfill, prior to the match, the following tasks:
- 14.2.1 Provide the match organization entity (3 days prior to the match) and hand it to the person in charge, commissioner, and/or security officer, a copy of the logistic plan to be followed for the arrival, entrance, location and segregation of the local and visitor animation groups.
- 14.2.2 Ultimately establish the locations for the animation groups in the stadium. If the stadium has two levels, the animation groups should be located in the upper section of the building.
- 14.2.3 Member Associations and/or Clubs must designate a safe and segregated sector of the stadium for the visiting team supporters. The maximum safe capacity of this sector is defined by the number of tickets sold and the maximum safe capacity of the stadium.
- 14.3 Prior to a match, establish the appropriate communication lines with the leaders of the organized supporters' groups" or animation groups, in order to search for 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 game, to make their arrival to the venue (to be located at the tribune) and exit from the stadium easier.

- 14.4 Host Member Associations and/or Clubs should coordinate the logistics of arrival and departure of the animation group(s) to prevent them from overlapping with each other, or with team arrival at the stadium.
- 14.5 If necessary, define the logistical evacuation of the animation 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 animation groups may stay in the stadium at least 45 minutes after the end of the game, unless otherwise stipulated by the police for special circumstances.
- 14.6 The recognized supporters' groups should enter the stadium via specific doors that have been assigned previously, using a ticket that corresponds to such a stadium section.
- 14.7 The host team, following guidance from the public security authorities, should advise anyone seeking to purchase tickets in this area of the presence of organized supporters' 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.
- 14.8 Team mascots and leaders of supporters' groups may not -under any circumstances- incite to violent acts, before, during, or after the course of a match.
- 14.9 With the purpose of taking all the necessary measures as deemed as convenient, the representatives of supporters' groups should provide the stadium security officers five days in advance of the match, the following information for every match:
 - 14.9.1 The number of animation group members who will attend the match.
 - 14.9.2 Arrival day and time.
 - 14.9.3 Meeting place.
 - 14.9.4 Means of transportation.
 - 14.9.5 Contact details of the group's leader.
 - 14.9.6 Any other required additional information.
- 14.10 Teams will not be allowed to give tickets as a gift to the supporters' groups and or animation groups; there should be ticket boxes specially designed for the purchase of such tickets. Also, it is prohibited for teams to give support and preferred treatment to the animation groups, such as transportation, lodging, etc. The tickets sale to animation groups will be up to/not exceeding the 300 tickets, and tickets will be sold only to animation groups duly identified.

15. DISCRIMINATORY BEHAVIOR

- 15.1 Discriminatory behavior includes expressions or conduct against a country, person or group based on gender, race, color of skin, ethnic, national or social background, birth, wealth and any other status, disability, language, religion, political persuasions, sexual orientation or on any other grounds.
- 15.2 Host Member Associations and/or Clubs should be responsible for preventing that during the course of any match- the fans of any team loudly exclaim or display banners including captions or inscriptions of a discriminatory nature.
- 15.3 In any case of discriminatory behavior, the Concacaf Anti-discrimination Protocol should be applied.

16. GUIDELINES TO INTERRUPT A MATCH

- 16.1 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 in order to prevent risks that could endanger the fans, players, match officials and all the people involved in a football match.
- 16.2 Responsibility
- 16.2.1 Only the following people and/or bodies are authorized to interrupt a match or prevent its kick-off:
- 16.2.1.1 Referees: the referee group is authorized to interrupt a match if the field is not playable or if there is any violation of the Laws of the Game. In such cases, the procedure named “Crisis Management” will be followed.
- 16.2.1.2 The match commissioner or the person in charge of the match organization, are both 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.
- 16.2.2 It should be noted that the Match Commissioner, the Local and International Safety and Security Officer (if applicable), the referee assessor or the referees will have to follow the “Crisis Management” procedure.
- 16.2.3 Depending on the origin of the interruption, the individuals responsible to make the decision will be as follows:
- Natural (heavy rain, thunderstorms) – Referees
 - Structural failures at the stadium – Crisis Management Group
 - Riots or manifestations outside the stadium – Crisis Management Group
 - Riots or manifestation inside the stadium – Crisis Management Group / Referees
 - Pitch invasion – Authorities in charge of the organization of the match / Referees
 - Projectiles or items thrown into the field of play – Authorities in charge of the organization of the match / Referees

16.3 Match Interruption

- 16.3.1 If the Referees, the Match Commissioner, or the person in charge of the organization, decides to interrupt a match before the end of the regular time or during extra time due to force majeure or any other incident, such as: the field 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:
- 16.3.1.1 If the interruption lasts 15 minutes or less: teams must remain in the field of play, as long as the nature of the interruption allows it.
 - 16.3.1.2 If the interruption lasts between 15 and 30 minutes: teams should return to their locker rooms. Before the match restarts, the teams will be allowed to warm up for 10 minutes. The match commissioner, the person in charge of the match organization, or the referees should inform 10 minutes in advance to all the parties involved (teams, referees, spectators, TV, media) that the match will be restarted.
 - 16.3.1.3 If the interruption lasts more than 30 minutes: teams should go back to their locker rooms. Before the match restarts, teams will be allowed to warm up for 20 minutes. The commissioner, the person in charge of the match organization, or the referees should inform 10 minutes in advance to all the parties involved (teams, referees, spectators, TV, media) that the match will be restarted.
 - 16.3.1.4 If the interruption lasts more than 2 hours: It will be possible to reschedule the match, according to the Competition/Tournament Regulations.
- 16.3.2 A match will be restarted at the same minute it was interrupted and under the same conditions the match was until its interruption.

16.4 Scenarios

16.4.1 Artificial Floodlights malfunction

- 16.4.1.1 The match commissioner, the person in charge of the match organization, or the referees should collect all the relevant information regarding any failure in order to continue with the “Crisis Management” procedure.
- 16.4.1.2 Depending on the duration of the interruption, there must be an announcement approximately 15 minutes before the restart of the match directed to all the parties involved, following the procedure mentioned in the previous paragraph.

16.4.2 Rain

- 16.4.2.1 If the referees must interrupt the match due to heavy rain, the teams should be sent to their locker rooms.
- 16.4.2.2 Once the rain has stopped, immediate measures should be taken to clear the field of play. As soon as the field is suitable for restarting the match, the commissioner, the person in charge of the organization, and/or the referees should inform all parties

involved about the restart of the match, according to the procedure described in the previous section.

- 16.4.2.3 If the field of play is not suitable to play and the match cannot be restarted, the match should be rescheduled according to the procedure described in the Competitions Regulations.

16.4.3 Lightning Storm (Procedure 30-30)

- 16.4.3.1 The match commissioner, the person in charge of the organization, and/or the referees should stop the match according to the laws of each 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 up to 30 seconds between the lightning and the sound, to determine the distance between the storm and the stadium.

- 16.4.3.2 If there are less than 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 10-kilometer radius from the stadium and it is mandatory to take safety measures to protect the safety of participants and fans. If it is possible to count 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 in a radius greater than 10 kilometers from the stadium.

- 16.4.3.3 After the last lightning, it is necessary to wait for 30 minutes to assure that the storm is far away from the zone and be able to restart the match, following the procedure to restart a match described in section 16.3 of these guidelines.

16.4.4 Field Invasion of spectators

- 16.4.4.1 The referee must stop the match as soon as an invasion of the field of play is identified.
- 16.4.4.2 The referee will contact the match commissioner or person in charge of the organization about the situation.
- 16.4.4.3 Private or public security shall intercept the spectator/s and then escort them in a peaceful manner outside the field of play.
- 16.4.4.4 Before restarting the match, the referee and the match coordinator, match commissioner, or person in charge of the match organization must confirm that all safety and security personnel have returned to their position and the match can continue.
- 16.4.4.5 In the event of a massive field invasion occurs, teams and players should head to the locker room.
- 16.4.4.6 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.

17. CRISIS MANAGEMENT PROCEDURE

17.1 If before the end of the regulatory time or the extra time, a match is interrupted or postponed by the Match Commissioner, the Safety & Local or International Safety and Security Officer (if applicable), the person in charge of the match organization and/or the referees, due to a force majeure cause or any other incident, the following guidelines should be respected/ followed:

17.1.1 Identify the crisis

17.1.2 The Match Commissioner or the person in charge of the match organization shall call the crisis management group/s, which will include the following individuals:

- Representatives of both teams
- Match Commissioner and/or the person in charge of the match organization
- Local or International Safety & Security Officer (if applicable)
- Stadium Authorities
- Manager of the event's Private Security
- Manager of Municipal and/or State Public Security
- Manager of Civil Protection
- Medical Bodies
- Referee (if necessary)

17.1.3 Once the crisis management group has concluded its meeting, the match commissioner or the person in charge of the match organization should inform FIFA, Concacaf, Member Association or Local League, about the recommendations made by the crisis group, so they can make the final decision on the matter.

17.1.4 Once the final decision is received by the relevant Competitions Department, the commissioner or person in charge of the match organization should inform the teams, the referees, and other people involved in the match.

17.1.5 Additionally, the corresponding Competitions Department will officially notify the resolution electronically or digitally.

17.1.6 Finally, the departments of Communications and Media should elaborate the official press release which will be made public through the official platforms.

APPENDIX

Every Member Association or Local Club must present a written proactive and preventive safety & security plan or a safety & security compliance document, acceptable to the match commissioner, person in charge of the organization, or international security officer (if applicable) days prior to the match or the beginning of the competition.

The safety & security plan must be presented seven (7) calendar days prior to the start of the match, unless agreed otherwise with Concacaf, and 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:

- Before the match - proactive and preventive safety & security plan
- Before, during and after the 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/associations;

- Known far-right and other xenophobic groups, including their football-related activities and supporter links in the countries of the participating teams/associations;
- Tendency to commit acts of homophobia or sexist abuse based on traditional chants or previous history;
- The historical context of the participating teams/associations in terms of tension or even violence (including specific sensitive events or days);
- Troublesome relationships between the participating teams'/associations' countries;
- Any religious tension relating to the national identities of the participating teams/associations;
- Current geopolitical crises in the countries of the participating teams/associations and in their region that could affect spectators' 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 spectators
- Removal of prohibited items
- Forced expulsion of an individual from the stadium

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 Disciplinary Committee in case of any violation committed by the Member Association or Local Clubs.

The Member Associations or Local 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 Member Associations or Local Clubs must make during warm-ups and halftime to inform spectators 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 country 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 Member Association or 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 match officials or the referee (through the fourth official) and shall only be requested by the match officials.

The announcement will be repeated until the match officials or referee confirms 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 country 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 referees should be applied with the operational support of the Member Associations or Clubs.

Based on the three-step procedure, referees 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 commissioner or person in charge of the match organization, and the second one, by request of the referee. Please refer to the following processes to stop the match:

(a) Request from the match official to referee (through the fourth official)

The match official informs the referee about the incident.

The referee informs the match official about his/her decision to stop or not stop the match. If the match will be stopped:

- The match official ensures the stadium announcement is read out immediately.
- The match official shall inform the Referee whether the discriminatory incident has ceased.

(b) Request of the referee to the match official (through the fourth official).

The referee 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 match official to initiate a public announcement.

The match official shall assist the referee 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 country and in English:

«Attention please! This is an important announcement:

The Referee has indicated that he/she may have to suspend the match because of discriminatory behavior amongst spectators.

Discrimination in football stadiums will not be tolerated. If this continues, the game will be suspended, and may be abandoned.

Thank you.»

2. Suspend the match

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

The referee shall inform the match 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 country and in English:

«Attention please! This is an important announcement:

Because of continuing discriminatory behavior amongst spectators, the match has been suspended and the teams will now go back to their dressing rooms.

We remind you, once again, that discrimination in football stadiums will not be tolerated. If discriminatory behavior amongst the crowd continues, the match will be abandoned. We repeat that this match will be abandoned if there is continuing discriminatory behavior amongst spectators.

Thank you.»

Once the match suspension is announced, a Crisis Management Meeting must take place in order to consult and assess the possible next steps, in particular, 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 game has restarted or the game was not able to be restarted, the referee might decide to abandon the game. However, any decision by the referee 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 referees, players and the public must have been assessed during step 2 (Crisis Safety & Security Meeting) having involved one member from each team, the Venue Coordinator, Match Commissioner, Local or International Safety and Security Officer (if applicable), the person in charge of the match organization, 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 country and in English:

«Attention please! This is an important security announcement:

We regret to inform you that, because of continuing discriminatory behavior amongst spectators, which is interfering with the game, the referee has decided to abandon the match. We repeat: this match has been abandoned.

All spectators are now requested to leave the stadium in an orderly fashion.

In the interests of safety, all spectators are also asked to take their time when leaving the ground and to follow the instructions of the stewards and security personnel.

Further statements on the consequences of the abandonment of the match will be

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 Match Commissioner or person in charge 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 spectators.

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 referee 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 Match Commissioner, Venue Coordinator, or person in charge of the match, should, after consulting with the Local and International 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 spectators.

During the Match Coordination Meeting (ideally the day before the match or on matchday 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 Match Commissioner, the Venue Coordinator, the Local and International 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 Match Commissioner or person in charge of the organization of the match, must collect the names, location during the match, and mobile number of those persons who will form part of this crisis management meeting.

This person should ensure that in an emergency, a “Security meeting” will be called over the stadium PA system and on the giant screen. The location of the meeting must be clearly known by all parties and communicated at the MCM. The access route must be defined to ease all stakeholders to join 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 referee or Match Commissioner before the completion of normal playing time or extra time because of any force majeure or any other incidents the following steps must be taken:

- Identify the crisis
- Consult with the organization in charge of the match
- Meet the crisis group consisting of:
 - Security officer (local or international)
 - Venue coordinator or person in charge of the stadium
 - The person in charge of the match organization
 - The person in charge of safety & security (and police commander if appropriate)
 - Match Commissioner
- 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 Referees, TV Producer, Press Officer, transportation, protocol. Etc.

MATCH INTERRUPTION

Interruption time	Action
Approx. up to 15 minutes	- The teams should stay on the field of play depending on the nature of the interruption.

15-30 Minutes	<ul style="list-style-type: none"> - The teams should go to the dressing rooms; they should be allowed to have 10 minutes warm-up before the restart of the match. - Ten-minute warning to restart the match to all the parties involved (teams, match officials, spectators, the organization in charge of the match, TV, media).
More than 30 minutes	<ul style="list-style-type: none"> - Teams should go to the dressing rooms, they should be allowed to have a 20-minute warm-up before the restart of the match. - 20-minute warning to restart the match to all the parties involved.
More than 1 1/2 -2 hours	<ul style="list-style-type: none"> - 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, local league). - After the final decision is made, the Venue Coordinator, match commissioner or person in charge should inform the teams/referees and TV Producer first.

If a match is interrupted by the referee 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.
- In the event that a match is suspended as a result 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 Local Club);
- Any matters requiring further decision shall be taken by the organization in charge of the match (FIFA, Concacaf, Member Association or Local Club);

- Information regarding the validity of tickets and reschedule of the match needs to be provided to the fans attending the match.

ESCALATION PROCESS AND REPORTING

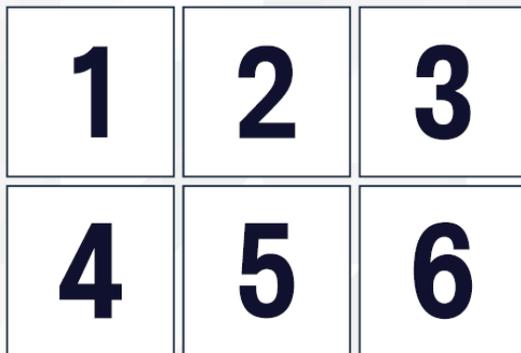
It is recommended to create daily reports of the venue coordinator, person in charge of the organization or match commissioner in which you are allowed to raise the specific problems of the venue, any urgent matter should be addressed immediately to the authority in charge of the tournament/match (FIFA, Concacaf, Federation, Local League).

This includes any problems that:

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

CONCACAF ACCREDITATION ZONING EXAMPLE

ACCREDITATION BADGE ZONES



- 1: FIELD OF PLAY**
- 2: COMPETITIONS AREA** (LOCKER ROOM, TECHNICAL SEATS, PLAYERS TUNNEL, ETC.)
- 3: OPERATIONAL AREA** (CONCACAF & LOC OFFICES)
- 4: VIP/HOSPITALITY AREA**
- 5: MEDIA AREA** (PRESS CONFERENCE, MIXED ZONE, MEDIA TRIBUNE, PHOTO WORK ROOM)
- 6: BROADCAST AREA** (TV COMPOUND, CAMERA POSITION, BUS DROP-OFF AREA)

WRISTBANDS



MEDIA, DOPING CONTROL & MEDICAL BIBS



SECONDARY ACCESS DEVICE SAD'S



ALL STADIUMS VENUE CODE



Concacaf