



Manchester United Limited

Annual Post Season Safety Report

2023-2024 Season

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REPORT OF THE STADIUM SAFETY OFFICER TO THE TRAFFORD METROPOLITAN BOROUGH COUNCIL SAFETY ADVISORY GROUP

1. PURPOSE OF REPORT

This report details the safety & security issues pertaining to the 2023 – 2024 season and is submitted in support of the General Safety Certificate (GSC) application for the 2024 – 2025 season.

The report identifies and highlights the relevant issues associated with all aspects of spectator safety within and under the control of Manchester United Safety Management throughout the 2023 – 2024 season, in accordance with Section 3.9.2 of the MUFC Operations Manual.

2. EXECUTIVE SUMMARY

The period under review runs from the 5th August 2023 until the 19th May 2024. These dates relate directly to the 2023 – 2024 season with the first event being the pre-season friendly fixture against RC Lens and the last event being the “VOICE” TV Production.

This has once again been a challenging season that incorporated a partial takeover of MUFC by Sir Jim Ratcliffe who acquired a 27.7% share in the club in February 2024.

There has been a total of 34 events/matches: 19 x Premier League: 1 x FA Cup: 2 x Carabao Cup: 3 x UEFA Champion’s League: 2 x Women’s Super League: 3 x U21, Premier League 2: 1 x U18 FA Youth Cup: 1 x Rugby Super League Grand Final: 1 x Pre-Season Friendly: 1 x TV Production.

There continues to be valuable assistance, co-operation, support, and guidance from our joint agency collaborative work with Greater Manchester Police (GMP), Greater Manchester Fire & Rescue Service (GMFRS), North West Ambulance Service (NWAS), St. John Ambulance Service, SHOWMED, Sports Ground Safety Authority (SGSA), and Trafford Metropolitan Borough Council (TMBC).

3. RECOMMENDATION(S)

This report is submitted to show how the requirements placed upon Manchester United Football Club Safety Management, by the General Safety Certificate (GSC) issued for the 2023 – 2024 season, have been successfully and professionally concluded.

It is intended that this documentation and data will support the Manchester United Football Club application made to Trafford Metropolitan Borough Council for the renewal of the GSC for the forthcoming 2024 – 2025 season.

4. SPECIFIC MATTERS ARISING

4.1 Safety Management:

██████████ continues in his role as the Head of Security, Protection and Stadium Safety and is supported by ██████████, Deputy Head of Stadium Safety and Security, Safety, and Security Managers ██████████, and ██████████ who all hold the NVQ Level 4 qualification in Spectator Safety Management. ██████████ continues to fulfil the role of Counter Terrorism Security Manager, supported by ██████████ in the role of Matchday Counter Terrorism Manager. ██████████, Security and Protection Manager, has the responsibility for Team Protection with ██████████, Security Manager, having responsibility for the Carrington Site and Protection Duties outside of the players. The team is completed by ██████████ in her role as Administration and Compliance Manager, and ██████████, Administrative Assistant.

Throughout the season the Safety Management Team (SMT) has continued to develop and adapt the safety and security operation at the stadium, taking into account observations from other agencies that include the “Premier League Safety and Security Observers”, who attend every Premier League fixture, in order to continually review and improve the Safety and Security Operation at Old Trafford, demonstrating their capabilities as an effective and efficient team.

Digital ticketing has continued to be used within home areas and this is continually being developed to reduce the potential for ticket touting and tickets being passed on or redistributed outside of the official channels. Away teams now have the option of either digital or paper tickets for their supporters.

The stadium has continued to be virtually cashless with purchases taking place via card or contactless payments. The only exception to this being the betting kiosks who still take cash payments.

An additional “Safe Standing” area was installed in part of the “Atmosphere Section” in Blocks W208 Gangway - W212 in the Stretford End for the start of the 2023-24 season providing an additional 2,150 positions and increasing the total positions across the four areas: S229: E230-232: N2401-2402: W208 Gangway - W212: to 6,065.

UEFA extended their “Safe Standing” trial for a further season with a UEFA Safe Standing Observer being appointed for each UEFA fixture.

The Premier League Safety and Security Observer program was extended as planned with a Safety and Security Observer attending at every Premier League fixture and a report produced for each fixture that is shared with the SMT. This program is to remain in place for the 2024-25 season.

Manchester United has continued to use three agencies to provide support to MUFC stewards on a matchday with the structure being amended for the 2023-24 season with two agencies utilised inside the stadium: one with responsibility for the away section, IPM, and the second supporting MUFC stewards in the home areas, We Are Stadium: and the third deployed outside the stadium on the customer engagement points, bag drops, and car park entrances, G4S.

This is in addition to the security company that provides security operatives at the stadium. Plans are in place to revise this structure further inside the stadium for the 2024-25 season with the responsibility for the West Stand being given to We Are Stadium, the away section remaining with IPM, and MUFC stewards responsible for stewarding the North, South, and East Stands.

The annual on-line refresher training for MUFC stewards continues to be delivered by the SMT, with steward supervisors provided with the opportunity to attain the NVQ Level 3 diploma in Spectator Safety as recommended in the “Guide to Safety at Sports Grounds (Green Guide 6th Edition)”.

For High Risk and European fixtures MUFC have continued to use the option of erecting reinforced screening lanes at the away turnstiles that access the away section in the East Stand to enable the away supporters to undergo a soft ticket check, followed by screening and accessing the stadium in a sterile area. For European fixtures the SMT also utilised the option of erecting screening lanes in the E2 away coach park to receive and filter large walk ups of away supporters from the city centre, and also the option of erecting netting in front of the away supporters located in the East Stand to prevent items thrown forward from reaching the playing area or the home supporters located in front of the away section.

The season began in August with a pre-season friendly against RC Lens the weekend prior to the start of the Premier League campaign, with the first Premier League fixture being against Wolverhampton Wanderers at Old Trafford.

The UK Football Policing Unit (UKFPU) has continued to take on the responsibility of the lead investigatory authority for on-line abuse of players assisted by MUFC and the Premier League. The Premier League has continued to carry out on-line investigations into discriminatory behaviour by supporters that has included “Tragedy Chanting” with the Premier League identifying those responsible for on-line abuse and passing the details onto the police and clubs so that criminal investigations can take place and/or sanctions imposed.

The Tactical Meetings involving Greater Manchester Police and the MUFC SMT have continued this season and have been invaluable in developing the efficiency and effectiveness of the safety and security operation at Old Trafford, ensuring that the security staff and police deployments and tactics complement each other.

For the policed fixtures at Old Trafford the Gold / Silver / Bronze (GSB) command structure has been utilised by GMP with GMP now having a Cadre of Silver Commanders who perform the Silver Role at Old Trafford. The SMT have participated in the Police Silver Meetings, where the agenda captured all aspects of the planning, resourcing, and delivery phases of the match day operation. The hot debriefs following each fixture have been invaluable in addressing any identified issues and continuing to develop the safety and security operation surrounding the fixtures at Old Trafford. The SMT have also attended supporter engagement meetings organised by GMP for High Risk domestic fixtures ensuring relevant information is passed onto both home and away supporter groups in a “no surprises” approach in relation to the stewarding and security operation they will encounter at the fixtures.

The match day ‘Traffic Management Plan’ continues to be co-ordinated through an external agency with associated support from MUFC and GMP where appropriate. The road closures associated with matchdays have been in place throughout the season at fixtures where the number of supporters in attendance has deemed it necessary.

Manchester United car park operations have been active with spectators continuing to access the car parks utilising digital tickets in line with the digital ticketing for accessing the stadium. Away coaches have continued to use the away coach park on E2 free of charge.

The Venue Aware¹ system has continued to be utilised throughout the season as a reliable and efficient system which accurately records match day incidents, maintenance issues, medical treatment data, arrests, ejections, and refusals. The information is subsequently used to compile the post-match report.

The SMT also provide a pre-match report associated with this data to the Operations and Maintenance Director as an additional method of safety and security positive affirmation.

The SMT have continued to work with both internal and external partners to ensure that risks associated with matchday operations are identified and control measures put in place in order to mitigate, reduce, or remove the risk. This has been displayed in the days of action that have taken place throughout the season targeting ticket touting, taxi licensing, and street traders on the East Forecourt.

On a match day, the SMT continue to use a 'Loggist' in the stadium control room. This is an individual who is dedicated to logging down decisions made by the SMT in response to activities and incidents that occur during the certified time. The recording of incidents, decisions, and the rationale for those decisions is now completed electronically rather than on paper as in previous seasons. The Joint Decision Making Model (JDMM) that is widely used by police and other emergency services in line with the Joint Emergency Services Interoperability Programme (JESIP), continues to be used by the SMT to support the decision making process.

Social media channels are continually monitored within the control room. This enables the Safety Officer to be made aware instantly of any developing news stories globally which may affect the safety and security operation on a match-day.

All SMT processes are supplemented with the use of the 'Steward Match Day Incident Reports'. This involves the completion, post-match, of incident forms by steward supervisors from all sections in relation to any pertinent issues that have occurred within their own areas, which they feel should be reported back to the SMT. These issues normally relate to a variety of issues including potential safety matters, equipment defects, security issues, ejections, damage, and medical scenarios. This process is fully auditable and ensures detailed reporting of a relevant and consistent nature. The reports can now be completed via on on-line form as well as on paper.

Extensive hardware & software work has continued with the Skidata² electronic turnstile and entrance access system with the continued use of digital ticketing for stadium wide access and also for access to car parks. This has ensured that the required data is continually and accurately captured and presented to evaluate match day capacities, flow rates, and entry trends to all sections of the stadium.

The annual ground inspection tests will again be carried out in the closed season, in order to ensure full compliance with the requirements of the 'Green Guide'. The resultant report and documents will be passed to the TMBC Licensing Officer for their attention.

¹ Venue Aware is a provider of facility management software for commercial and corporate real-estate properties, stadiums, healthcare facilities, offices and similar venues. It offers maintenance scheduling, maintenance of risk ledgers, recording insurance certificates, tracking incidents and escalating issues via appropriate channels.

² SKIDATA AG is a global company and a worldwide leader providing access solutions and visitor management. Please see <https://www.skidata.com/en/corporate/about-skidata/>

4.2 Security:

The security non-match day operations remain contracted to 'Controlled Solutions Group' (CSG) who also fulfil the majority of matchday security deployments with the exception of the customer engagement points, bag drops, and car park screening that are contracted to G4S. The SMT maintain a close working relationship with CSG with continual liaison, review, and de-brief to ensure that the security arrangements both complement and support all current intelligence, events, threat levels, safety policies, protocols, and deployments.

The Management Team from CSG continue to work with the SMT to evaluate and improve the effectiveness and efficiency of the security operation at MUFC. All security arrangements are continually assessed and re-evaluated, resulting in an appropriately managed and co-ordinated delivery, thereby ensuring robust security is maintained 24/7 in and around the stadium, satellite properties, and other complexes on both match days and non-match days.

Screening procedures and protocols together with the restricted bag policy that includes the availability of bag drop areas have remained in place throughout the season. Stadium entry involves "hands on" screening at the turnstiles supported by the use of handheld metal detectors (HHMD's) and walk through metal detectors (WTMD's) at the stadium entry points, and the use of dual purpose pyrotechnic/drug detection dogs at the away turnstiles.

The 'National Terrorist Threat Level' has remained at "Substantial"; a terrorist attack is likely, throughout the season and proportionate counter terrorism measures remain in place across the stadium footprint.

Our Counter Terrorism Security Manager continues to liaise with the GMP Counter Terrorism Security Advisors (CTSA's) and Counter Terrorism Security Co-ordinator (CTSecCo). Together they continually assess the current measures in place and implement additional measures where appropriate. The NaCTSO scoring matrix assesses our security provision against challenging nationally recognised standards and Old Trafford continues to score highly.

The online counter terrorist awareness course continues to be a mandatory annual requirement for all MUFC staff. There is also a requirement for all stewards to complete the online ACT counter terrorism package. Additional training is also continuing to be delivered to MUFC staff in relation to SCaN, See, Check, and Notify, and the ACT Awareness, Operational and Strategic Training.

The SMT continues to utilise explosive detection dogs to work in conjunction with search trained staff as part of the pre-match overnight stadium search process and also deploys the dogs in a screening capacity at the car park entrances and customer engagement points on an event day. Dual purpose detection dogs are also utilised at the away turnstiles to act as a deterrent and prevent pyrotechnics and drugs from being brought into the stadium. A report in relation to their activity is submitted following every fixture.

In conjunction with the police, the SMT explore and evaluate available intelligence and information in order to ensure the processes and procedures employed continue to provide a safe and secure environment. This is iterated to the security companies employed at Old Trafford stadium to ensure there is a full understanding of the policies and processes in place, and a full recognisance of national threat levels and terrorist attack methodology.

Behavioural Detection Officer's (BDO's) continue to be deployed around the stadium footprint in order to identify those individuals who are acting outside of the "Norm", using their training to take the necessary action in respect of those individuals when they feel it necessary to do so. A report relating to their activity is submitted following every fixture.

From the stadium control room, CSG operate and manage the extensive CCTV camera systems, in and around the stadium on a 24/7 basis, to skilfully detect, identify and react to any ongoing safety and security issues. The drone detection system is also monitored from the stadium control room with security staff deployed to any identified activations.

4.3 Governance:

The SMT continue to de-brief all events and then collate, compile, and distribute the electronic 'Post Match Report' to all departments and agencies where possible within two working days following any match or event. This process involves GMP, medical staff, security, and the Premier League Safety and Security Observer when in attendance, ensuring that pertinent safety and security matters relating to an event are expeditiously identified and communicated to relevant internal and external stakeholders. All aspects of the match day operation and related issues of note continue to be discussed and overseen within a formal 'post-match de-brief meeting' chaired by the Operations and Maintenance Director.

The pre-match Police Silver meetings involving the lead planner from the SMT and GMP police commanders have continued to take place and have proved invaluable in evaluating the information and intelligence surrounding each fixture, setting resource levels, discussing police deployments, and ensuring that the police and security resources deployed, and tactics implemented, are aligned.

The SMT have been grateful for the continued support of Trafford Metropolitan Borough Council (TMBC) towards MUFC and their match day operations throughout the season. Their support, advice, and feedback has assisted greatly in ensuring that Old Trafford is a safe and secure environment for those working at, and visiting, Old Trafford on both matchdays and non-matchdays.

MUFC have hosted members of the TMBC Safety Advisory Group (SAG) during the 2023-24 season in a regulatory and auditing capacity. The SMT again see this as valuable support and assistance in identifying areas of the safety and security operation that may need reviewing and amending to ensure the safety of all those attending the Old Trafford stadium environment on matchdays and non-matchdays.

The Regional Inspector of the Sports Ground Safety Authority (SGSA) has been in regular liaison with the SMT to ensure that the safety policies and protocols involved in the match day operation are fully in place.

For Premier League fixtures a nominated Premier League Safety and Security Observer has been in attendance and has provided feedback to the Safety Management Team regarding the effectiveness of the Safety and Security Operation. The Observer then completes a report for the Premier League that is shared with the SMT.

4.4 Persistent Standing / Smoking & Vaping:

The SMT has continued to adopt the approach used in previous seasons in order to tackle issues of Persistent Standing:

- Review and implement the “Persistent Standing Policy” to meet the requirements of the SGSA licence, and to comply with Premier League Ground Regulations.
- Risk assess each fixture in relation to Persistent Standing and deploy additional resources as deemed necessary both in the planning stages and dynamically when issues are identified.
- Continue to adopt the SGSA guidance in key areas including: engaging with supporters in order to educate them on the risks associated with standing: ensuring that season ticket holders are aware of the requirement for spectators to remain seated in the areas of the stadium that are not licensed for “Safe Standing”: ensuring that the gangways and vomitories are kept clear – including limiting the number of stewards and other staff in vomitories to a maximum of two persons in order to reduce the risk of congestion: posting Ground Regulations throughout the stadium making them accessible to spectators so increasing their awareness.
- Ensure that stewards and security are briefed at every fixture on the actions expected of them when dealing with issues of persistent standing.
- Ensure customer complaints in relation to persistent standing are dealt with as per the MUFC Official Sanctioning Policy.

A large portion of the area occupied by the “Atmosphere Section”, W208 Gangway – W212 comprising of 2150 positions, was converted to Safe Standing prior to the start of the 2023-24 season leaving the rest of Block W208 and Block W207 as seating areas within this section. Although supporters have continued to stand in these two blocks security staff have been deployed on mobile patrols to ensure the gangways and vomitories are kept free from congestion both in the “Safe Standing” and seated areas.

The licensed “Safe Standing Areas” in Blocks N2401/2402 in the North East quadrant of the stadium, Block S229 in the South stand, and Blocks E230-232 in the East stand have continued to be used throughout the season with no issues identified.

In relation to smoking and vaping the default position continues to be that anyone found breaching the ground regulations in relation to smoking or vaping, is ejected from the stadium, and dealt with as per the MUFC Official Sanctioning Policy with the recommended sanction for a first offence being a written warning. Any retrospective complaints of smoking or vaping that were not reported at the time are also dealt with as per the MUFC Official Sanctioning Policy. In addition, information continues to be provided to supporters informing them that Old Trafford is a no smoking or vaping stadium.

In relation to both persistent standing and smoking / vaping issues real time action continues to be available via the anonymous ‘Virtual Steward’ system which is in operation on match/event days and is managed from the stadium control room to ensure issues are dealt with expeditiously in real time.

4.5 Medical Team:

The medical plan was revised for the 2023-24 season with the team now comprising of: a team of four doctors and four nurses, one located in each stand: dedicated paramedics strategically located around all areas of the stadium: supplemented by enthusiastic and highly skilled medical staff from the St. John Ambulance service and Showmed. This model

achieves an effective response to medical incidents that occur throughout the stadium footprint and contributes significantly to the MUFC safety policies.

The SMT work closely with the medical team in order to maximise the effectiveness and capabilities of its response and treatment of those attending the stadium both as spectators and in a working capacity on matchdays. Close liaison is maintained with the medical teams to ensure all stadium safety requirements and responsibilities are addressed and a post-match debrief ensures that all information is collated and evaluated to inform any necessary modifications to the medical plan.

Appendix E details the data relevant to specific spectator and staff medical treatments at each event during the 2023-24 season. MUFC work with NWS to understand the pressures placed upon the NHS and ensure the provision of the medical teams provides the best pre-hospital treatment for those persons attending at the events at Old Trafford and in doing so hopefully reduce the pressures that could be placed on local NHS establishments and resources.

As in previous seasons medical conditions presented varied from relatively minor illnesses and injuries including headaches and small cuts to more serious incidents including cardiac arrests and significant wounds. The commitment and dedication of the medical staff ensures that everyone receives the appropriate treatment. MUFC and the medical team continue to deliver the right care at the right time with early intervention being key to ensuring that those suffering serious illnesses or injuries, such as cardiac arrests, are given the best chance of survival. Unfortunately, during the season, we did have two incidents, a collapse and a cardiac arrest, that despite the intervention of medical staff resulted in the supporters passing away on route to, and shortly after arriving at, hospital.

The skill, expertise and diversity of our medical teams ensure that the MUFC Disability section is able to offer match day facilities to a diverse range of disabled supporters. This ensures the 'Ability' section continues to thrive with many more supporters able to enjoy the match day experience in the knowledge that specialised medical assistance is available at all times.

The Public Access Trauma (PACT) kits, which consist of a large bag containing medical supplies that in the event of an incident involving a large number of casualties would be deployed onto the concourse area to enable spectators to administer first aid to themselves or others, have continued to be available within the stadium although there has not been a necessity to deploy them.

In addition, Defibrillators have been deployed at kiosks and reception areas throughout the stadium with their locations included in the briefings to stewards and other staff so they can be utilised as and when required in medical emergencies.

The medical treatment data and patient feedback provides great reassurance to the SMT that the current model is working well and fit for purpose. However as is the norm the plan will be reviewed during the close season to ensure that MUFC continue to provide the most effective and efficient medical provision to those attending and working at Old Trafford on event/match days.

4.6 Police:

The SMT continue to support and work with internal and external partners in a multi-agency approach to spectator safety and security issues, working closely with GMP to ensure the

most effective and efficient use is made of police resources, ensuring that the police deployments and procedures are aligned to and complement the wider safety and security operation in place at Old Trafford.

Prior to the start of the 2023 – 2024 season, as in previous seasons, the SMT held discussions with the police in order to identify if any changes were required to the policing operation for the upcoming season. An assessment was made of the previous season's fixtures and the proposed categorisations of fixtures were agreed for the 2023-24 season based on intelligence available and previous seasons fixtures against the same opponents. This process has again taken place ahead of the 2024-25 season.

The Tactical Meetings held between GMP and the SMT have continued to take place and have proved invaluable in reviewing the resource levels, deployments, policies, and procedures surrounding the policing operation at Old Trafford and ensuring that the police operation supports and enhances the wider safety and security operation. Throughout the season there has been a strong emphasis on dealing with the offences of possession of Class A drugs, with the main focus being on away supporters with the use of detection dogs at the away turnstiles, and also "Tragedy Chanting" with positive action taken by the police when incidents are identified and MUFC supporting this by relaying messages onto the concourse areas every fifteen minutes in the hour prior to kick-off identifying that discriminatory behaviour, including "Tragedy Chanting", is unacceptable and that action including police intervention will be taken against any supporter engaging in any behaviour of this type.

The 'National Terrorist Threat Level' has remained at "Substantial"; a terrorist attack is likely, throughout the season and proportionate counter terrorism measures have been in place throughout the stadium footprint on both matchdays and non-matchdays.

Regular liaison and discussions were undertaken throughout the season with GMP in relation to fixture re-scheduling following requests from the various football governing bodies to ensure that the fixtures did not impact adversely on the wider community and that there were no significant clashes with other activities taking place in the Trafford / Manchester area that would impact on the public in general. In line with the national police lead for football there has been strong resistance from GMP to later kick-off times for high risk fixtures on a Saturday and Sunday. This has resulted in no High Risk fixtures kicking off later than 3pm on a Saturday or 3:30pm on a Sunday.

In summary, there were 4 x 'Police Free' events/fixtures, 11 Low Risk of Disorder fixtures, 15 Medium Risk of Disorder fixtures, and 4 High Risk of Disorder fixtures.

There is regular communication between the SMT and GMP, usually via the Dedicated Football Officer (DFO), and this is supplemented by a member of the SMT attending the Police Silver Meetings in relation to individual fixtures. A post-match de-brief is also facilitated with GMP to ensure full and detailed communication is continually maintained, pertinent information relevant to the event exchanged, and any valuable lessons are identified to inform the decision making process at future fixtures.

The match day operation also benefits from any available intelligence gleaned from other agencies. These not only include the police sources but also the Football Safety Officers Association (FSOA), which communicates specific post-match safety officer's reports on their own matches and previous incidents. Most importantly, the FSOA also provides information on the activities of visiting supporters to matches at most stadia in the UK throughout the season. This valuable information is procured from either direct contact with

other Safety Officers or via the restricted national website. This information is always evaluated, acted upon where necessary and also shared with the police. The SMT continue to be full members of the FSOA.

Manchester United is totally committed to equality, diversity and inclusion and the club has a zero tolerance approach to any discriminatory or offensive behaviour from any person. Any acts of discriminatory behaviour are dealt with robustly with the police being informed and becoming involved in the investigation and resolution of incidents at the earliest opportunity.

4.7 Children and Adults at Risk:

Prior to the start of the 2023-24 season there was a substantial recruitment of casual matchday safeguarding staff to ensure adequate expertise and resilience was in place to cover all event days at Old Trafford.

MUFC continues to employ the services of a full time Safeguarding Team with one of these staff fulfilling the role of Safeguarding Lead on a Matchday. The lead is responsible for attending the matchday briefing prior to briefing the matchday safeguarding staff. The on-line recording system, MY CONCERN, continues to be used for recording safeguarding incidents on both matchdays and non-matchdays ensuring that there is an audit trail of all actions taken in relation to incidents. The policy guidance provided on the safety / welfare of children and adults at risk is included in the 'Steward's Operational Guide' (Stewards Handbook) and is briefed out to stewards at every fixture with the emphasis being that if in doubt any incidents or concerns should be reported to the control room.

The Safeguarding team provide a proactive and reactive response in relation to the safeguarding of children and adults at risk that includes adults who may be vulnerable due to mental health issues, domestic abuse, or drug dependency. The match day Safeguarding Lead deploys the Safeguarding staff to strategic positions at different phases of the operation to monitor activity and will be requested by the Safety Officer to deploy staff to specific incidents when required.

In some instances, when deemed necessary, the safeguarding team will follow up any concerns that have arisen with partner agencies that include GMP, TMBC, Schools, and Colleges. The Safeguarding staff provide additional support to security staff and stewards and are key decision makers when deciding if any person under 18 years of age undergoes physical screening. The use of dual purpose drug/pyrotechnic detection dogs at the away turnstile entrances has significantly increased the number of requests for Safeguarding staff to oversee the screening of supporters under 18 years of age that the dogs have indicated on.

The safeguarding team have a regular cohort of trained staff working an event which provides the opportunity for both a professional and personal relationship with stewards and other staff that supports a consistent level of support across all events.

MUFC continually undertake the Disclosure and Barring Service (DBS) checks of all stewards under the management and coordination of the Safeguarding Officer. This is an ongoing process with the objective of all relevant staff checks being fully completed and renewed every three years, as per the identified guidance.

The dedicated Steward 'Ability Team' continue to be deployed and work closely with the Disability Liaison Officer (DLO) at fixtures.

Stadium Access Stewards continue to be deployed on match days with their role being to assist supporters with limited mobility in accessing, circulating, and egressing all areas of the stadium. The work of the Stadium Access Team is invaluable in ensuring that all spectators are in a location that is appropriate to their particular needs and ensures that they can safely evacuate the stadium if required. If a report is received that identifies that a spectator is located in an area of the stadium that causes concern, then this is passed to the DLO for an assessment to be made.

The MUFC "mobility buggy" has again been utilised during the 2023-24 season to transfer supporters with limited mobility from the remote car parks to the stadium.

4.8 Specific Event Day Issues:

- 03/10/23 MUFC v Galatasaray – This was the first home Champions League fixture of the season with the Champions Club located in a Marquee that had been constructed in the W2 car park adjacent to the Supporter Services Building.
The majority of Galatasaray supporters chose to gather in Manchester prior to the fixture. An organised walk up of about 1500 away supporters was facilitated by the police. Disorder occurred in the city centre prior to the walk up and along the route resulting in police officers drawing batons to quell the disorder. One police officer was assaulted whilst preventing fighting within the Galatasaray supporters. Numerous pyrotechnics were ignited along the route and on entry to the car park. To facilitate the safe arrival of the away supporters as they reached the stadium, the E2 car park operation was put in place. This consisted of eight welcome lanes staffed by security. As the supporters entered E2 car park, they were filtered into the coach lane prior to the welcome lanes, screened by security staff and dual purpose drug/ pyrotechnic dogs and given the opportunity to discard and pyrotechnics and prohibited items into an amnesty bin, before being pulsed across to the stadium where they arrived at the steel shield structure outside the away turnstiles at E30.
As the score line progressed in the game it became apparent that there were large numbers of away supporters located within home areas of the stadium with twenty eight away supporters ejected from home areas.
- 24/10/23 MUFC v FC Copenhagen – This was the first home fixture since the passing of Sir Bobby Charlton on the 21/10/2023. Extensive planning ahead of the match ensured supporters of both clubs could pay their respects at The Trinity Statue. A queuing lane and area to lay scarves and flowers was maintained throughout the day and evening with minimal impact on the match day operation and supporter circulation on the East Forecourt. Supporters could also show their respect by signing a book of condolence that was in place in The International Suite until 4pm.
On an emotional night at Old Trafford there were several activations inside the stadium, a wreath was placed on Sir Bobby Charlton's seat in the director's box. Erik ten Hag, accompanied by Alex Stepney and Dan Gore the youth team captain, led by a lone piper, laid a wreath in the centre circle. A minute's silence followed that was respectfully observed by every home and away supporter in the stadium. FC Copenhagen supporters unveiled a banner "Passion is what separates the good from the great, rest in peace Sir Bobby Charlton".

- 19/11/23 MUFC Women v Manchester City – This was the first Women’s Manchester Derby to take place at Old Trafford and attracted an attendance of over 43,500 supporters.
- 06/12/23 MUFC v Chelsea – This match formed part of The Premier League’s support to Stonewall Rainbow Laces campaign demonstrating their ongoing support for LGBTQ+ inclusion in football. On the eve of the fixture MUFC’s LGBTQ+ supporter’s club Rainbow Devils and Adidas delivered a live One Love event to show support for the Rainbow Laces campaign and highlight inclusion in football and educate supporters on the impact of homophobic abuse.
- 24/02/24 MUFC v Fulham – This fixture was designated as a day of action by the local authority with joint operations running with; GMP, Licensing and Manchester United brand protection with a focus on illegal parking /plying for hire and street trading on the east forecourt.
- 09/03/24 MUFC v Everton – In the week leading up to the fixture an external company attended the stadium forecourt and excavated in front of the EX14 exit gate whilst looking for a suspected gas leak. Due to the ongoing gas investigation the excavation could not be filled in for the fixture and so had to remain in place rendering EX14 unusable. Significant planning was undertaken by the SMT to develop a contingency plan that would allow the supporters located in East Tier 2 to safely egress the stadium under both normal and emergency situations. This plan was presented to TMBC and Emergency service partners prior to the fixture and additional resources were allocated to manage the contingency plan which was executed without incident.
- 17/03/24 MUFC v Liverpool FA Cup Q/Final – Liverpool took an increased FA Cup allocation of 9,200 tickets for this fixture and were located in the East Stand in blocks E230-235 in Tier One and blocks E331-336 in Tier Two, with away wheelchair users located on the AE8 platform at the rear of Blocks E230-232.
A group of approximately 200 away supporters were escorted to the stadium from Manchester City Centre, via Salford, by GMP and there was some minor disorder with MUFC supporters on the way to the stadium that was swiftly dealt with by the police. The MUFC Red Army Supporter group, TRA, met up outside Old Trafford Cricket Ground at approximately 2:30pm and walked to the stadium via Warwick Road, Sir Matt Busby Way South, and Railway Road, accessing the stadium footprint via the Railway Road Footbridge. They ignited several pyrotechnics on route to the stadium but due to the timing of the walk up it was difficult to identify the numbers involved with this route to the stadium being used by thousands of other supporters at this time.
The fixture was extremely busy with numerous pyrotechnic activations in both home and away areas, incidents of items being thrown across segregation lines and towards the pitch, and several reports of “Tragedy Chanting” from both sets of supporters that resulted in a number of arrests both on the day and following investigations after the fixture.
The Liverpool supporters were contained within the stadium following extra time for 26 minutes in order to prevent incidents of disorder occurring on the east forecourt during egress.
A debrief took place post-match chaired by GMP with supporter groups from both teams in attendance, and the Liverpool supporter groups thanked both MUFC and GMP for the quality of the Safety and Security operation that was put in place for the fixture.
- 07/04/24 MUFC v Liverpool - In the run up to the fixture, a joint education programme run by MUFC and LFC Foundations aimed at educating young supporters on the impacts of tragedy chanting took place. GMP also publicised the arrests of supporters for tragedy chanting from the previous MUFC v LFC FA Cup fixture.

The Liverpool supporters were again contained within the stadium following the final whistle for 26 minutes in order to prevent incidents of disorder occurring on the east forecourt during egress.

- 12/05/24 MUFC v Arsenal – Adverse weather conditions saw a change from a hot sunny day to a torrential thunderstorm and significant rainfall during a very short period of time. The timing of the storm was just prior to the end of the fixture and supporters had already left their seats to exit the stadium. Whilst some supporters remained in the seating area at full time the vast majority of supporters attempted to leave the stadium but then remained within the stair towers and under crofts sheltering from the extreme weather. This change in egress behaviour caused by natural events resulted in a delayed exit from the stadium footprint. PA messages were broadcast across all areas at regular intervals requesting supporters to leave the area as quickly as possible. The congestion started to ease at 19:00. The rainfall required significant attention from the stadium facilities team to ensure any related issues were quickly rectified. The delay to egress caused no safety issues. Testing took place prior to the next fixture to ensure that all safety systems remained unaffected by the extreme weather that was encountered. The Manchester United Women’s team were playing in the FA Cup final at Wembley kicking off at 2:30pm, as the turnstiles opened for the Arsenal fixture at Old Trafford. The Women’s FA Cup Final was shown on the television screens on the concourses. Crowd densities and movements were monitored on CCTV, with no issues or concerns identified.
- 18/05/24 MUFC Women v Chelsea – This was the Final Women’s Super League (WSL) fixture of the season with the result securing Chelsea the WSL Title for the fifth season in a row. At the final whistle, MUWFC players carried out a lap of appreciation parading the FA Cup trophy and thanking the supporters for their support for the season. This was followed by the WSL Champions Trophy lift for Chelsea. A stage was erected on the pitch in front of the away supporters where the players received their winners’ medals, and the captain raised the WSL trophy. The players remained on the pitch for about 30 minutes after the ceremony to celebrate and thank their supporters.

4.9 Charter Complaints:

The SMT continues to work with the Customer Care Team to ensure all complaints and enquiries are thoroughly investigated and responded to expeditiously with the Customer Care Team providing the conduit between the customers and MUFC.

The ‘Virtual Steward’ texting service is available on match days and continues to assist in identifying issues or incidents in real time so enabling the immediate and effective response to any unacceptable behaviour or other issues within the stadium during a fixture.

The benefits of the texting service are displayed within the stadium and are regularly broadcast over the stadium public address system in a proactive effort to ensure all supporters are aware of the facility.

4.10 Projects:

During the close season there will be the usual ongoing general maintenance throughout the stadium along with the annual pitch renovations and general refurbishment of existing

suites and facilities. In addition to this the following projects are to be completed prior to the 2024-25 season:

- North West Quadrant Safe Standing Area – Barrier Seating is to be installed in Blocks N2412/2413 in the NW Quadrant consisting of 1367 positions.
- North West Quadrant Level 2 Hospitality Areas – Two new Hospitality areas are to be created in spaces already in existence in the North West Quadrant that will mirror what is currently in place in the North East Quadrant. Each area will have a capacity of 220 making 440 spaces in total with the seats being located in Tier 2 in the North West Quadrant.
- North East Quadrant Tier 2 Gangway Infill - The original stadium expansion quadrant development was designed for traditional access to the seating bowl via vomitories. In 2008 the Sports Bars were provided access by new gangways located between the existing gangways which resulted in a reduction in capacity. These access gangways will be reverted to their original design and format creating an additional 199 seats.
- North East Quadrant Vomitory Reversion Works - In 2017 Vomitory N1403 and E138 were modified to enable disabled access to future wheelchair platforms. Both are now being reverted to their original positions. This will create a total of 163 seats, 83 in E138 and 80 in N1403.
- Stretford End, West Stand, Tier 1 Bowl Seating and Concourse Alterations - The redevelopment of the Stretford End was completed in 1993 and included a section of hospitality seats (W205) which were accessed via the International Suite on the ground floor. Seating block W205 is now going to be included in the conventional General Admission (GA) area. This requires the replacement of the 862 padded seats with plastic seating and the removal of the separation barriers between the existing GA and Hospitality seating blocks. The concourse will also require modifications to enable access from the turnstiles.

These areas are to be evaluated at a reduced capacity initially with other mitigation in place, including additional staff. There will be a monitoring and management plan for each area with a debrief session taking place post event to collate observations and recommendations. Discussions are still in place as to whether a specific “Test Event” will be utilised for the evaluation.

5. APPENDICES

Appendix A Stadium Seating Capacity

| | |
|-------------------|---|
| Appendix B | Safety Personnel – Staffing Figures |
| Appendix C | Arrests / Ejections |
| Appendix D | Persistent Standing & Smoking |
| Appendix E | Spectators Treated by Medical Staff |
| Appendix F | Fire Detections & Alarm System Activations |
| Appendix G | Match Day Attendance |
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6. CONCLUSION

This report demonstrates how the requirements placed on Manchester United Football Club Safety Management Team by the General Safety Certificate issued for the 2023 – 24 season have been fully adhered to.

Intensive planning, multi-agency collaboration, and strong partnership working have ensured that the infrastructure and resources put in place, the deployment of those resources, and the tactics used has resulted in successful, effective, safety and security operations being planned and implemented throughout the season.

Manchester United would like to take this opportunity to thank its partners for their valuable assistance, guidance, and support throughout the 2023–24 season, with specific reference to Greater Manchester Police, Greater Manchester Fire & Rescue Service, North West Ambulance Service, St. John Ambulance Service, Showmed, the Sports Ground Safety Authority, and Trafford Metropolitan Borough Council and its Safety Advisory Group.

The SMT at Manchester United now look forward to the 2024-25 season that will commence with the Community Shield at Wembley on the 10th August 2024 followed by the start of the Premier League Season on Friday the 16th August 2024 when MUFC will entertain Fulham at Old Trafford with an 8pm kick-off.

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APPENDIX 'A'

STADIUM SEATING CAPACITY

| Stand | Standard Seating | Executive Seating | Totals |
|---------------------|-------------------------|--------------------------|---------------|
| <u>North</u> | | | |
| Tier 1 | 12,189 | 1,514 | |
| Tier 2 | 5,236 | 1,814 | |
| NE Tier 2 | 2,341 | 1,513 | |
| Wheelchair Spaces | 16 (8 + 8 Helpers) | - | |
| NW Tier 2 | 1,952 | 1,649 | |
| Wheelchair Spaces | 54 (27 + 27 Helpers) | - | |
| Tier 3 | 4,084 | - | |
| Executive Boxes | - | 704 | |
| Totals | 25,872 | 7,194 | 33,066 |

| | | | |
|----------------------------|----------------------|--------------|--------------|
| <u>South</u> | | | |
| Tier 1 | 7,395 | 1,508 | |
| Disabled Platform | 36 (18 + 18 Helpers) | | |
| Directors Box | - | 220 | |
| Press Area | - | 126 | |
| Executive Boxes and Tables | - | 64 | |
| Totals | 7,431 | 1,918 | 9,349 |

| | | | |
|--------------------|-------------------------|------------|---------------|
| <u>East</u> | | | |
| Tier 1 Lower | 8,353 | - | |
| Disabled Platform | 288 (144 + 144 Helpers) | - | |
| Tier 2 | 6,456 | - | |
| Executive Boxes | - | 208 | |
| Totals | 15,097 | 208 | 15,305 |

| | | | |
|----------------------|----------------------|------------|---------------|
| <u>West</u> | | | |
| Tier 1 | 9,026 | 862 | |
| Disabled Platform T1 | 28 (14 + 14 Helpers) | - | |
| Tier 2 | 6,064 | - | |
| Disabled Platform T2 | 102(51 + 51 Helpers) | - | |
| Executive Boxes | - | 122 | |
| Totals | 15,220 | 984 | 16,204 |

| | | | |
|-------------------|---------------|---------------|---------------|
| Sub Totals | 63,620 | 10,180 | 73,924 |
|-------------------|---------------|---------------|---------------|

| | |
|---|---------------|
| Total Stadium Capacity Season 2023/24: | 73,924 |
|---|---------------|

APPENDIX 'B'

SAFETY PERSONNEL STAFFING FIGURES

| Safety Section | Description | 23/24 | 22/23 | 20/21 | 20/21 | 19/20 | 18/19 |
|---|--------------------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Head Steward | | 001 | 001 | 001 | 001 | 001 | 001 |
| General Stewards | Head Steward | 001 | 001 | 001 | 001 | 001 | 001 |
| | Deputy Head Steward | 002 | 002 | 002 | 002 | 002 | 002 |
| | Referee Liaison Officer | 001 | 001 | 001 | 001 | 001 | 001 |
| | Training Liaison Officer | 000 | 000 | 000 | 000 | 000 | 000 |
| | Supervisors | 027 | 027 | 027 | 027 | 027 | 027 |
| | General Stewards | 265 | 265 | 265 | 265 | 265 | 265 |
| | | 297 | 297 | 297 | 297 | 297 | 297 |
| Safety Steward | Head Steward | 001 | 001 | 001 | 001 | 001 | 001 |
| | Deputy Head Steward | 002 | 002 | 002 | 002 | 002 | 002 |
| | Supervisors | 027 | 027 | 027 | 027 | 027 | 027 |
| | Safety Stewards | 260 | 260 | 260 | 260 | 260 | 260 |
| | | 290 | 290 | 290 | 290 | 290 | 290 |
| Fire Stewards | Head Steward | 001 | 001 | 001 | 001 | 001 | 001 |
| | Deputy Head Steward | 001 | 001 | 001 | 001 | 001 | 001 |
| | Fire Safety Stewards | 008 | 008 | 008 | 008 | 008 | 008 |
| | | 010 | 010 | 010 | 010 | 010 | 010 |
| Security <small>(**Number varies according to match category therefore lowest numbers used)</small> | Chief Security Officer | 001 | 001 | 001 | 001 | 001 | 001 |
| | Deputy Chief Officer | 002 | 002 | 002 | 002 | 002 | 002 |
| | Supervisors | 028 | 028 | 028 | 028 | 028 | 028 |
| | Security Officers | 619 | 619 | 619 | 619 | 619 | 619 |
| | | **650 | **650 | **650 | **650 | **650 | **650 |
| Gate Stewards | Head Steward | 001 | 001 | 001 | 001 | 001 | 001 |
| | Deputy Head Steward | 002 | 002 | 002 | 002 | 002 | 002 |
| | Supervisors | 012 | 012 | 012 | 012 | 012 | 012 |
| | Gate Stewards | 177 | 177 | 177 | 177 | 177 | 177 |
| | | 192 | 192 | 192 | 192 | 192 | 192 |
| Car Park Stewards | Car Park Manager | 001 | 001 | 001 | 001 | 001 | 001 |
| | Car Park Supervisors | 004 | 004 | 004 | 004 | 004 | 004 |
| | Car Park Stewards | 050 | 050 | 050 | 050 | 050 | 050 |
| | | 055 | 055 | 055 | 055 | 055 | 055 |
| Medical Personnel | Crowd Doctors | 007 | 007 | 007 | 007 | 007 | 007 |
| | Registered Nurses | 005 | 005 | 005 | 005 | 005 | 005 |
| | Stretcher Team | 006 | 006 | 006 | 006 | 006 | 006 |
| | North West Ambulance | 022 | 022 | 022 | 022 | 022 | 022 |
| | St. John Ambulance | 030 | 030 | 030 | 030 | 030 | 030 |
| | | 070 | 070 | 070 | 070 | 070 | 070 |
| Stadium Control Room | | 007 | 007 | 007 | 007 | 007 | 007 |
| Total Match Day Safety Personnel | | **1546 | **1546 | **1546 | **1546 | **1546 | **1546 |

Appendix C - Arrest & Ejections (incl. Visitors Attendance)

| Date | Match | Event Type | Match Risk Category | Visitor Attendance | Arrests | | | Ejections | | | Refusal | | |
|------------|------------------------|--------------------------|---------------------|--------------------|---------|------|---------|-----------|------|---------|---------|------|---------|
| | | | | | Home | Away | Neutral | Home | Away | Neutral | Home | Away | Neutral |
| 05/08/2023 | MUFC v RC Lens | Pre-Season Friendly | Low | 665 | 0 | 0 | 0 | 3 | 6 | 0 | 0 | 1 | 0 |
| 14/08/2023 | MUFC v Wolves | Premier League | Medium | 2,970 | 2 | 0 | 0 | 19 | 1 | 0 | 0 | 1 | 0 |
| 18/08/2023 | MUFC v Leeds | Youth Game | Low | 2,511 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/08/2023 | MUFC v Notts Forest | Premier League | Medium | 3,017 | 0 | 0 | 0 | 11 | 3 | 0 | 0 | 0 | 0 |
| 16/09/2023 | MUFC v Brighton & Hove | Premier League | Low | 2,881 | 4 | 1 | 0 | 5 | 0 | 0 | 1 | 0 | 0 |
| 26/09/2023 | MUFC v Crystal Palace | Carabao Cup 3 | Low | 590 | 1 | 0 | 0 | 10 | 1 | 0 | 0 | 0 | 0 |
| 30/09/2023 | MUFC v Crystal Palace | Premier League | Low | 1,549 | 0 | 0 | 0 | 6 | 0 | 0 | 5 | 1 | 0 |
| 03/10/2023 | MUFC v Galatasaray | UEFA Champions League | High | 2,388 | 0 | 3 | 0 | 6 | 41 | 0 | 0 | 10 | 0 |
| 07/10/2023 | MUFC v Brentford | Premier League | Low | 2,111 | 2 | 2 | 0 | 10 | 1 | 0 | 0 | 0 | 0 |
| 14/10/2023 | Rugby | Super League Grand Final | Medium | N/A | 0 | 0 | 3 | 0 | 0 | 85 | 0 | 0 | 0 |
| 25/10/2023 | MUFC v FC Copenhagen | UEFA Champions League | Medium | 2,385 | 0 | 0 | 0 | 9 | 4 | 0 | 1 | 4 | 0 |
| 28/10/2023 | MUFC v Manchester City | Premier League | High | 2,967 | 9 | 2 | 0 | 14 | 1 | 0 | 3 | 0 | 0 |
| 01/11/2023 | MUFC v Newcastle | Carabao Cup 4 | Medium | 6,939 | 0 | 6 | 0 | 5 | 45 | 0 | 1 | 5 | 0 |
| 11/11/2023 | MUFC v Luton | Premier League | Medium | 3,038 | 1 | 1 | 0 | 8 | 1 | 0 | 2 | 2 | 0 |
| 19/11/2023 | MUFC v Manchester City | Women's Super League | Low | 1,494 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 |
| 06/12/2023 | MUFC v Chelsea | Premier League | Medium | 2,721 | 1 | 3 | 0 | 9 | 4 | 0 | 2 | 3 | 0 |
| 09/12/2023 | MUFC v Bournemouth | Premier League | Low | 1,574 | 0 | 0 | 0 | 14 | 4 | 0 | 0 | 1 | 0 |
| 12/12/2023 | MUFC v Bayern Munich | UEFA Champions Leagues | Medium | 3,636 | 1 | 0 | 0 | 16 | 18 | 0 | 0 | 2 | 0 |
| 19/12/2023 | MUFC v Derby County | Youth FA Cup | Police Free | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 26/12/2023 | MUFC v Aston Villa | Premier League | Medium | 2,868 | 2 | 3 | 0 | 15 | 13 | 0 | 3 | 3 | 0 |
| 14/01/2024 | MUFC v Tottenham | Premier League | Medium | 2,894 | 1 | 2 | 0 | 5 | 10 | 0 | 1 | 5 | 0 |
| 27/01/2024 | MUFC v Norwich City | Youth Game | Police Free | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/02/2024 | MUFC v West Ham | Premier League | Medium | 2,706 | 0 | 2 | 0 | 2 | 1 | 0 | 0 | 2 | 0 |
| 24/02/2024 | MUFC v Fulham | Premier League | Low | 2,041 | 1 | 2 | 0 | 9 | 1 | 0 | 2 | 0 | 0 |
| 09/03/2024 | MUFC v Everton | Premier League | Medium | 2,990 | 3 | 5 | 0 | 14 | 2 | 0 | 0 | 3 | 0 |
| 17/03/2024 | MUFC v Liverpool | FA Cup | High | 9,061 | 4 | 5 | 0 | 12 | 14 | 0 | 0 | 5 | 0 |
| 07/04/2024 | MUFC v Liverpool | Premier League | High | 2,943 | 2 | 1 | 0 | 11 | 14 | 0 | 1 | 1 | 0 |
| 12/04/2024 | MUFC v Liverpool | Youth Game | Police Free | 559 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| 24/04/2024 | MUFC v Sheffield | Premier League | Medium | 2,926 | 2 | 1 | 0 | 7 | 15 | 0 | 0 | 3 | 0 |
| 27/04/2024 | MUFC v Burnley | Premier League | Low | 1,673 | 3 | 2 | 0 | 3 | 3 | 0 | 0 | 0 | 0 |
| 12/05/2024 | MUFC v Arsenal | Premier League | Medium | 3,035 | 1 | 1 | 2 | 10 | 19 | 0 | 0 | 5 | 0 |
| 15/05/2024 | MUFC v Newcastle | Premier League | Medium | 2,898 | 1 | 2 | 0 | 2 | 9 | 0 | 2 | 0 | 0 |
| 18/05/2024 | MUFC v Chelsea | Women's Super League | Low | 2,369 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/05/2024 | The Voice | TV Production | Police Free | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Appendix D - Persistent Standing & Smoking Ejections

| Date | Match | Event Type | Match Risk Category | Standing - Ejections | | | Smoking - Ejections | | |
|------------|------------------------|--------------------------|---------------------|----------------------|------|---------|---------------------|------|---------|
| | | | | Home | Away | Neutral | Home | Away | Neutral |
| 05/08/2023 | MUFC v RC Lens | Pre-Season Friendly | Low | 0 | 0 | 0 | 0 | 0 | 0 |
| 14/08/2023 | MUFC v Wolves | Premier League | Medium | 0 | 0 | 0 | 3 | 0 | 0 |
| 18/08/2023 | MUFC v Leeds | Youth Game | Low | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/08/2024 | MUFC v Notts Forest | Premier League | Medium | 0 | 0 | 0 | 1 | 0 | 0 |
| 16/09/2023 | MUFC v Brighton & Hove | Premier League | Low | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/09/2023 | MUFC v Crystal Palace | Carabao Cup 3 | Low | 0 | 0 | 0 | 2 | 0 | 0 |
| 30/09/2023 | MUFC v Crystal Palace | Premier League | Low | 0 | 0 | 0 | 4 | 0 | 0 |
| 03/10/2023 | MUFC v Galatasaray | UEFA Champions League | High | 2 | 0 | 0 | 0 | 0 | 0 |
| 07/10/2023 | MUFC v Brentford | Premier League | Low | 0 | 0 | 0 | 2 | 0 | 0 |
| 14/10/2023 | Rugby | Super League Grand Final | Medium | 0 | 0 | 0 | 0 | 0 | 16 |
| 25/10/2023 | MUFC v FC Copenhagen | UEFA Champions League | Medium | | 0 | 0 | 3 | 0 | 0 |
| 28/10/2023 | MUFC v Manchester City | Premier League | High | 0 | 0 | 0 | 2 | 0 | 0 |
| 01/11/2023 | MUFC v Newcastle | Carabao Cup 4 | Medium | 0 | 0 | 0 | 1 | 0 | 0 |
| 11/11/2023 | MUFC v Luton | Premier League | Medium | 0 | 0 | 0 | 2 | 0 | 0 |
| 19/11/2023 | MUFC v Manchester City | Women's Super League | Low | 0 | 0 | 0 | 1 | 0 | 0 |
| 06/12/2023 | MUFC v Chelsea | Premier League | Medium | 0 | 0 | 0 | 2 | 2 | 0 |
| 09/12/2023 | MUFC v Bournemouth | Premier League | Low | 0 | 0 | 0 | 5 | 0 | 0 |
| 12/12/2024 | MUFC v Bayern Munich | UEFA Champions Leagues | Medium | 0 | 0 | 0 | 5 | 3 | 0 |
| 19/12/2023 | MUFC v Derby County | Youth FA Cup | Police Free | 0 | 0 | 0 | 0 | 0 | 0 |
| 26/12/2023 | MUFC v Aston Villa | Premier League | Medium | 0 | 0 | 0 | 9 | 0 | 0 |
| 14/01/2024 | MUFC v Tottenham | Premier League | Medium | 0 | 0 | 0 | 3 | 5 | 0 |
| 27/01/2024 | MUFC v Norwich City | Youth Game | Police Free | 0 | 0 | 0 | 0 | 0 | 0 |
| 04/02/2024 | MUFC v West Ham | Premier League | Medium | 0 | 0 | 0 | 1 | 0 | 0 |
| 24/02/2024 | MUFC v Fulham | Premier League | Low | 0 | 0 | 0 | 0 | 0 | 0 |
| 09/03/2024 | MUFC v Everton | Premier League | Medium | 0 | 0 | 0 | 0 | 1 | 0 |
| 17/03/2024 | MUFC v Liverpool | FA Cup | High | 0 | 0 | 0 | 1 | 0 | 0 |
| 07/04/2024 | MUFC v Liverpool | Premier League | High | 0 | 0 | 0 | 0 | 0 | 0 |
| 12/04/2024 | MUFC v Liverpool | Youth Game | Police Free | 0 | 0 | 0 | 0 | 0 | 0 |
| 24/04/2024 | MUFC v Sheffield | Premier League | Medium | 0 | 0 | 0 | 0 | 0 | 0 |
| 27/04/2024 | MUFC v Burnley | Premier League | Low | 0 | 0 | 0 | 1 | 2 | 0 |
| 12/05/2024 | MUFC v Arsenal | Premier League | Medium | 0 | 0 | 0 | 0 | 0 | 0 |
| 15/05/2024 | MUFC v Newcastle | Premier League | Medium | 0 | 0 | 0 | 0 | 0 | 0 |
| 18/05/2024 | MUFC v Chelsea | Women's Super League | Low | 0 | 0 | 0 | 0 | 0 | 0 |
| 19/05/2024 | The Voice | TV Production | Police Free | 0 | 0 | 0 | 0 | 0 | 0 |

Appendix E - Spectator's Treated by Medical Staff

| Date | Match | Event Type | Match Category | No. Persons Treated | No. of Staff Treated | No. Persons Hospitalised | No. Of Children 8yrs & Under |
|------------|------------------------|--------------------------|----------------|---------------------|----------------------|--------------------------|------------------------------|
| 05/08/2023 | MUFC v RC Lens | Pre-Season Friendly | Low | 6 | 2 | 0 | 2 |
| 14/08/2023 | MUFC v Wolves | Premier League | Medium | 22 | 6 | 4 | 1 |
| 18/08/2023 | MUFC v Leeds | Youth Game | Low | 0 | 0 | 0 | 0 |
| 26/08/2024 | MUFC v Notts Forest | Premier League | Medium | 19 | 4 | 3 | 1 |
| 16/09/2023 | MUFC v Brighton & Hove | Premier League | Low | 22 | 6 | 2 | 1 |
| 26/09/2023 | MUFC v Crystal Palace | Carabao Cup 3 | Low | 5 | 1 | 1 | 0 |
| 30/09/2023 | MUFC v Crystal Palace | Premier League | Low | 11 | 4 | 2 | 0 |
| 03/10/2023 | MUFC v Galatasaray | UEFA Champions League | High | 25 | 5 | 2 | 0 |
| 07/10/2023 | MUFC v Brentford | Premier League | Low | 13 | 1 | 1 | 0 |
| 14/10/2023 | Rugby | Super League Grand Final | Medium | 14 | 3 | 2 | 0 |
| 25/10/2023 | MUFC v FC Copenhagen | UEFA Champions League | Medium | 10 | 4 | 0 | 0 |
| 28/10/2023 | MUFC v Manchester City | Premier League | High | 17 | 3 | 2 | 0 |
| 01/11/2023 | MUFC v Newcastle | Carabao Cup 4 | Medium | 11 | 1 | 3 | 0 |
| 11/11/2023 | MUFC v Luton | Premier League | Medium | 21 | 8 | 2 | 1 |
| 19/11/2023 | MUFC v Manchester City | Women's Super League | Low | 8 | 1 | 1 | 1 |
| 06/12/2023 | MUFC v Chelsea | Premier League | Medium | 10 | 4 | 2 | 0 |
| 09/12/2023 | MUFC v Bournemouth | Premier League | Low | 16 | 3 | 2 | 0 |
| 12/12/2024 | MUFC v Bayern Munich | UEFA Champions Leagues | Medium | 10 | 3 | 1 | 1 |
| 19/12/2023 | MUFC v Derby County | Youth FA Cup | Low | 0 | 0 | 0 | 0 |
| 26/12/2023 | MUFC v Aston Villa | Premier League | Medium | 12 | 2 | 1 | 0 |
| 14/01/2024 | MUFC v Tottenham | Premier League | Medium | 18 | 6 | 1 | 0 |
| 27/01/2024 | MUFC v Norwich City | Youth Game | Low | 0 | 0 | 0 | 0 |
| 04/02/2024 | MUFC v West Ham | Premier League | Medium | 9 | 1 | 4 | 0 |
| 24/02/2024 | MUFC v Fulham | Premier League | Low | 18 | 4 | 1 | 0 |
| 09/03/2024 | MUFC v Everton | Premier League | Medium | 10 | 1 | 0 | 0 |
| 17/03/2024 | MUFC v Liverpool | FA Cup | High | 23 | 4 | 1 | 0 |
| 07/04/2024 | MUFC v Liverpool | Premier League | High | 26 | 3 | 4 | 3 |
| 12/04/2024 | MUFC v Liverpool | Youth Game | Police Free | 3 | 1 | 0 | 1 |
| 24/04/2024 | MUFC v Sheffield | Premier League | Medium | 15 | 3 | 2 | 0 |
| 27/04/2024 | MUFC v Burnley | Premier League | Low | 13 | 5 | 1 | 1 |
| 12/05/2024 | MUFC v Arsenal | Premier League | Medium | 26 | 5 | 1 | 1 |
| 15/05/2024 | MUFC v Newcastle | Premier League | Medium | 21 | 5 | 5 | 1 |
| 18/05/2024 | MUFC v Chelsea | Women's Super League | Low | 12 | 3 | 1 | 5 |
| 19/05/2024 | The Voice | TV Production | Police Free | 0 | 0 | 0 | 0 |

Appendix F - Fire Detection and Alarm Activations

| Date | Match | Event Type | Match Category | Alarm Activation Type | Location | Cause of Activation |
|------------|------------------------|-----------------------|----------------|-------------------------|--|--|
| 05/08/2023 | MUFC v RC Lens | Pre-Season Friendly | Low | Alarm | West Stand | Fly spray used near to detector |
| 14/08/2023 | MUFC v Wolves | Premier League | Medium | Alarm | East Stand | Cause Unknown |
| 26/08/2024 | MUFC v Notts Forest | Premier League | Medium | Fire | South Stand | Burning paper in rubbish at turnstiles |
| 26/09/2023 | MUFC v Crystal Palace | Carabao Cup 3 | Low | Alarm Alarm Alarm | Nort East Quadrant East Stand East Stand | Caused by Smoke Grenade Cause Unknown Cause Unknown |
| 30/09/2023 | MUFC v Crystal Palace | Premier League | Low | Alarm | North Stand | Caused by vaping |
| 03/10/2023 | MUFC v Galatasaray | UEFA Champions League | High | Alarm Alarm | East Stand North West Quadrant | Caused by flare Caused by accidental 'Break Glass'. |
| 07/10/2023 | MUFC v Brentford | Premier League | Low | Alarm | Treble Suite | Caused by cooking fumes |
| 25/10/2023 | MUFC v FC Copenhagen | UEFA Champions League | Medium | Alarm | North Stand | Caused by smoking |
| 28/10/2023 | MUFC v Manchester City | Premier League | High | Alarm | North East Quadrant | Accidental Activation |
| 26/12/2023 | MUFC v Aston Villa | Premier League | Medium | Alarm Alarm | North Stand North Stand | Caused by steam from dishwasher Caused by steam from dishwasher |
| 24/02/2024 | MUFC v Fulham | Premier League | Low | Alarm | North East Quadrant | Cause Unknown |
| 17/03/2024 | MUFC v Liverpool | FA Cup | High | Alarm Alarm | East Stand East Stand | Caused by smoke grenade Caused by smoke grenade |
| 07/04/2024 | MUFC v Liverpool | Premier League | High | Alarm Alarm | East Stand South Stand | Mechanical Fault Caused by smoke grenade |
| 24/04/2024 | MUFC v Sheffield | Premier League | Medium | Fire | North Stand | Smouldering waste bin |

Appendix G – Match Day Attendance

| Date | Match | Event Type | Match Category | Planned Kick-Off | Visitor Attendance | Total Attendance |
|------------|------------------------|--------------------------|----------------|------------------|--------------------|------------------|
| 05/08/2023 | MUFC v RC Lens | Pre-Season Friendly | Low | 12:45 | 665 | 57,802 |
| 14/08/2023 | MUFC v Wolves | Premier League | Medium | 20:00 | 2,970 | 73,358 |
| 18/08/2023 | MUFC v Leeds | Youth Game | Low | 19:00 | 102 | 2,511 |
| 26/08/2024 | MUFC v Notts Forest | Premier League | Medium | 15:00 | 3,017 | 73,595 |
| 16/09/2023 | MUFC v Brighton & Hove | Premier League | Low | 15:00 | 2,881 | 73,592 |
| 26/09/2023 | MUFC v Crystal Palace | Carabao Cup 3 | Low | 20:00 | 590 | 72,842 |
| 30/09/2023 | MUFC v Crystal Palace | Premier League | Low | 15:00 | 1,549 | 73,428 |
| 03/10/2023 | MUFC v Galatasaray | UEFA Champions League | High | 20:00 | 2,388 | 73,204 |
| 07/10/2023 | MUFC v Brentford | Premier League | Low | 15:00 | 2,111 | 73,453 |
| 14/10/2023 | Rugby | Super League Grand Final | Medium | 18:00 | 0 | 58,137 |
| 25/10/2023 | MUFC v FC Copenhagen | UEFA Champions League | Medium | 20:00 | 2,385 | 73,249 |
| 28/10/2023 | MUFC v Manchester City | Premier League | High | 15:30 | 2,967 | 73,503 |
| 01/11/2023 | MUFC v Newcastle | Carabao Cup 4 | Medium | 20:15 | 6,939 | 72,484 |
| 11/11/2023 | MUFC v Luton | Premier League | Medium | 15:00 | 3,038 | 73,599 |
| 19/11/2023 | MUFC v Manchester City | Women's Super League | Low | 16:30 | 1,494 | 43,615 |
| 06/12/2023 | MUFC v Chelsea | Premier League | Medium | 20:15 | 2,721 | 73,607 |
| 09/12/2023 | MUFC v Bournemouth | Premier League | Low | 15:00 | 1,574 | 73,427 |
| 12/12/2024 | MUFC v Bayern Munich | UEFA Champions Leagues | Medium | 20:00 | 3,636 | 73,073 |
| 19/12/2023 | MUFC v Derby County | Youth FA Cup | Police Free | 19:00 | 0 | 2,85026 |
| 26/12/2023 | MUFC v Aston Villa | Premier League | Medium | 20:00 | 2,868 | 73,574 |
| 14/01/2024 | MUFC v Tottenham | Premier League | Medium | 16:30 | 2,894 | 73,583 |
| 27/01/2024 | MUFC v Norwich City | Youth Game | Police Free | 15:00 | 0 | 2,540 |
| 04/02/2024 | MUFC v West Ham | Premier League | Medium | 14:00 | 2,706 | 73,612 |
| 24/02/2024 | MUFC v Fulham | Premier League | Low | 15:00 | 2,041 | 73,487 |
| 09/03/2024 | MUFC v Everton | Premier League | Medium | 12:30 | 2,990 | 73,601 |
| 17/03/2024 | MUFC v Liverpool | FA Cup | High | 15:30 | 9,061 | 72,291 |
| 07/04/2024 | MUFC v Liverpool | Premier League | High | 15:30 | 2,943 | 73,523 |
| 12/04/2024 | MUFC v Liverpool | Youth Game | Police Free | 19:30 | 559 | 11,392 |
| 24/04/2024 | MUFC v Sheffield | Premier League | Medium | 20:00 | 2,926 | 73,549 |
| 27/04/2024 | MUFC v Burnley | Premier League | Low | 15:00 | 1,673 | 73,501 |
| 12/05/2024 | MUFC v Arsenal | Premier League | Medium | 16:30 | 3,035 | 73,600 |
| 15/05/2024 | MUFC v Newcastle | Premier League | Medium | 20:00 | 2,898 | 73,582 |
| 18/05/2024 | MUFC v Chelsea | Women's Super League | Low | 15:00 | 2,369 | 33,970 |
| 19/05/2024 | The Voice | TV Production | Police Free | 20:00 | 0 | 0 |

Appendix H – Seasonal Comparison Data

| Season | Stadium Capacity | Total Attendance | No. of Events | No. of Arrests | No. of Ejections | No. of Refused Entry | No. of Medical Incidents (Staff) | | No. of Medical Incidents hospitalised | No. of Fire Alarm Activations |
|-----------|------------------|------------------|---------------|----------------|------------------|----------------------|----------------------------------|-------|---------------------------------------|-------------------------------|
| 2010/2011 | 75,811 | 2,373,026 | 40 | 223 | 366 | 249 | 567 | (103) | 88 | 15 |
| 2011/2012 | 75,811 | 2,075,702 | 32 | 137 | 336 | 254 | 524 | (91) | 48 | 9 |
| 2012/2013 | 75,765 | 2,532,903 | 43 | 146 | 400 | 419 | 710 | (141) | 53 | 25 |
| 2013/2014 | 75,634 | 2,268,963 | 36 | 122 | 429 | 209 | 510 | (111) | 49 | 29 |
| 2014/2015 | 75,653 | 1,820,738 | 31 | 67 | 310 | 96 | 439 | (83) | 39 | 9 |
| 2015/2016 | 75,653 | 2,404,625 | 36 | 71 | 320 | 111 | 523 | (132) | 40 | 26 |
| 2016/2017 | 75,653 | 2,460,893 | 38 | 48 | 313 | 521 | 511 | (96) | 43 | 30 |
| 2017/2018 | 75,454 | 2,197,343 | 35 | 45 | 293 | 224 | 590 | (97) | 43 | 30 |
| 2018/2019 | 74,879 | 2,043,013 | 31 | 27 | 290 | 265 | 455 | (108) | 34 | 15 |
| 2019/2020 | 74,140 | 1,667,919 | 33 | 29 | 294 | 127 | 435 | (90) | 36 | 31 |
| 2020/2021 | 74,140 | 9,347 | 33 | 0 | 1 | 1 | 21 | (11) | 4 | 16 |
| 2021/2022 | 74,140 | 2,179,393 | 40 | 67 | 310 | 80 | 509 | (148) | 71 | 32 |
| 2022/2023 | 74,140 | 2,865,376 | 43 | 96 | 578 | 200 | 771 | (220) | 106 | 48 |
| 2023/2024 | 73,924 | 2,329,310 | 34 | 90 | 557 | 83 | 446 | (102) | 52 | 20 |