



Manchester United Limited

Annual Post Season Safety Report

2012-2013 Season

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

1. PURPOSE OF REPORT

This report details the safety & security issues pertaining to the 2012 – 2013 season and is submitted in support of the General Safety Certificate (GSC) application for the 2013 – 2014 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 2012 – 2013 season, in accordance with Section 1.3.1 of the MUFC Safety Manual.

2. EXECUTIVE SUMMARY

The period under review runs from 26th July 2012 until 2nd June 2013. These dates relate directly to the 2012 – 2013 season.

The scale and diversity of the seasonal match / event programme continues to produce impressive statistics pertaining to attendance, variety of events and improvement to safety management and customer care. This data has been extensively and comprehensively collated into the Appendices contained later within this report.

There have been a total of 43 events/matches hosted with a spectator attendance in excess of 2.6 million. The events/matches have consisted of 19 x Premiership, 4 x European, 4 x FA Cup, 1 x Capital Cup, 1 x Rugby League Grand Final, 7 x Olympics, 4 x Reserve League, 1 x FA Youth Cup, a Victory Parade and the Red Heart United Legends Charity match.

The season culminated in not only a milestone 20th title winning season for the Club, but also the retirement after 26yrs of the manager Sir Alex Ferguson.

There continues to be valuable assistance, cooperation, support and guidance from our inter agency operational work and liaisons with the Greater Manchester Police (GMP), Greater Manchester Fire & Rescue Service (GMFRS), North West Ambulance Service (NWAS), St. John Ambulance Service 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 2012– 2013 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 Council for the renewal of the GSC for the forthcoming 2013 – 2014 season.

4. SPECIFIC MATTERS ARISING

4.1 Safety Management:

This has been the fourth season of operational control of the incumbent Safety Management Team (SMT) under the leadership of Charles Coxon (Stadium Safety Officer). The SMT and associated policies are now well advanced and their full effectiveness complements operational safety delivery. The team continues to work with enthusiasm with the added bonus of their ever increasing experience levels, towards all aspects of the safety management demanded within the 'Green Guide' (Fifth Edition).

The SMT maintain a continual assessment process towards the evaluation of all existing practices with the objective of looking for any improvements in relation to greater safety, efficiency & effectiveness in all spheres of their safety management responsibilities, duly reflected in their annually amended Safety Manual.

The Gold / Silver / Bronze Police management system associated with the match day operation continues to operate well, with the Silver Commander being remotely sited at the GMP Sedgely Park Operations Centre, in direct communications through a variety of media with the Bronze Match Commander based in the MUFC Stadium Control Room. This existing system is operationally sound and has caused no concerns to either party. Senior management members of the MUFC Strategic Direction Team have also attended and observed the Sedgely Park Operations Centre on a match day to further develop both an understanding and their close inter agency working relationships.

The start of the 2012-13 season saw MUFC host seven Olympic football events (totaling nine matches) over an intense 13 day period. The SMT planned, managed and coordinated the enormous operational requirements, concerned with the significant and enhanced safety and security necessities, associated with LOCOG policy and national security threat levels. Although the events and security policies were extremely testing, by way of timings, extensive person and bag searches, diversity and demographics of the customer base; the SMT ably rose to the challenges, subsequently receiving many post event plaudits from LOCOG and the Security Services.

This was the second season where MUFC were able to observe the benefits or alternatively any issues surrounding the partial pedestrianisation of Sir Matt Busby Way (SMBW). The project had initially created some challenges to traffic flow, although appropriate protocols fully supported by TMBC and its traffic management plans have subsequently ensured improved pedestrian and traffic safety on both match and non match days within this area.

TMBC now fully control the match day 'Traffic Management Plan', and they coordinate their pre and post match day operation through an external agency with associated support from MUFC and GMP where appropriate. Although still in its infancy, these operational traffic plans have so far worked well and seamlessly taken over from the GMP operation, whilst continuing to target and limit traffic congestion.

MUFC continue to operate fourteen official car parks accommodating a total of 5634 vehicle spaces, also incorporating disabled parking for 243 vehicles. Some disabled

supporters are accommodated in additional spaces close to the stadium but not necessarily blue badge spaces. The spacing and location of these parking areas also assists in the improvement of the pre and post match traffic flow.

Over the last season, the SMT have adopted the use of a new match day computerised recording system. This system is able to accurately record match day incidents, maintenance issues, medical treatment data, arrests, ejections and refusals to populate and subsequently produce the information required for the compilation of a new style post match report. The system is fully auditable and accordingly provides an excellent safety assessment tool.

These safety processes are also further supplemented with the usage of the 'Steward Match Incident Reports'. This entails the post match hand written completion of an incident form(s) by steward supervisors in relation to any pertinent issues within their own areas, which they feel should be reported back to the SMT. These issues relate to potential safety matters, security issues, ejections, damage, medical scenarios etc and once again all fully auditable. This process ensures that the stewards feel more involved and part of the safety management system and encourages better reporting of a relevant and consistent nature. Accordingly, the quality as well as the volume of incident report continues to increase based on previous seasons' data. (Appendix G)

The Steward Training programme is currently facilitated in conjunction with the training providers – Telford College. This ensures that MUFC support all its stewards in their requisite training and role competencies in accordance with the NVQ Training Levels 2 & 3. The security stewards are also trained to the same NVQ level 2 by their provider Controlled Solution Group (CSG). However, there is soon to be a change of provider for the MUFC stewards to the CSG online training package with an overlapping takeover period from Telford College taking place over the first half of the 2013-14 season. The online NVQ work, seen as far more efficient, will also be supplemented by a small team of steward training assessors, who will continue to undertake continual assessment and evaluation work with the stewards on a match day.

Extensive hardware & software work continues to be undertaken with the Skidata entrance access system to ensure data is continually and accurately produced and presented, which the SMT can utilise to evaluate capacities, flow rates and entry trends to all sections of the stadium. Every feasible customer entrance has now been protected by the Skidata access control system. The system has also proved its recent reliability in the detection and subsequent refused entry of some very good quality counterfeit tickets at both the Swansea (12/5/13) and Real Madrid (5/3/13) matches.

A MUFC safety and security policies and procedures 'table top' exercise was undertaken in September 2012 to look at a road traffic accident scenario involving the playing staff. Prior to the Olympic events, the SMT were involved in numerous 'table top' exercises aimed at testing the safety and security policies and protocols for the LOCOG events. A further MUFC exercise is planned in July 2013 to test and evaluate the SMT response to the effect of smoke bombs and flares on concourses and other confined spaces within and outside the stadium. This is a multi-agency exercise involving all partners.

The annual ground inspection tests have again been carried out by 'Capita Symonds Structures' in the close season, in order to ensure full compliance with the requirements of the 'Green Guide'. The resultant report and documents proved satisfactory and will be passed in due course to the TMBC Licensing Officer for his attention.

The 'MUFC Safety Manual' is continually under review, amendment and update in order to complement current safety structures, systems and protocols in accordance with the requirements of the General Safety Certificate. The TMBC Licensing Officer is kept fully apprised of any developments and consulted on relevant issues.

4.2 Security:

The security for both match day and non match day events remain contracted and provided for by 'Controlled Event Solutions' (CES). The SMT maintain a close working relationship with CES with continual liaison, review and de-brief to ensure that the security arrangements both complement and support all current intelligence, events, threat levels, necessary safety policy, protocols and deployments.

This was the second full season associated with the new CES organisational and management security structures. The 24/7 Stadium Security Manager, under the direction of the Security Operations Manager, continues to work hard to evaluate and improve all security delivery in an effective and efficient manner to MUFC. All security arrangements are continually assessed and re-evaluated, resulting in an appropriately managed and coordinated delivery, thereby ensuring robust security is maintained 24/7 in and around the stadium, satellite properties and other complexes on both match and non match days.

Similarly, each unique match day security operation is consistently re-examined and scrutinised to ensure an effective security presence is in place to proactively manage all aspects and factors involved with the match day security. This response is appropriately graded in accordance with both police match categories and prevailing intelligence reports. In turn, these match specific security arrangements adequately complement the safety requirements surrounding the entire event.

The current 'National Terrorist Threat Level' remains at 'Substantial' (a terrorist attack is a strong possibility). In conjunction with the police, the SMT will explore and evaluate all available intelligence in order to gauge all stadium safety & security responses. This in turn is passed onto CES to ensure there is no relaxation of security policies and a full recognisance of national threat levels is acknowledged, anticipated and understood.

Security access to the stadium continues to be proactively managed by CES. The security accreditation system, for both full time and casual staff, introduced two years ago, has undoubtedly contributed to a tighter security regime. These security accreditation systems also encompass the press, media, contractors and visitors to the stadium. All these people are also subject to match specific passes and wristbands with security escorts where appropriate, to further tighten and focus minds that stadium access is strictly controlled and non authorised entry and activity discouraged and prevented.

On a match day, the SMT have enabled CES deployments to proactively target many issues in direct support of the overall safety and security of the supporters. Some of these operations included, concessionary ticket misuse, clandestine smoking within the stadium, half time entry to unauthorised hospitality suite areas, persistent standing, drunkenness and 'drinking in view of the pitch' offences. Many of these infringements have resulted in refusals, ejections or even arrests, although the work has undoubtedly contributed to the reduction of such incidences and overall improved safety and security.

At the beginning of the 2011–12 season, extensive and detailed pre-Olympic event security planning started, which concluded in early June 2012 with a significant 24/7 security operational delivery plan being formulated for in and around the stadium. This work climaxed in July 2012 with the initiation of a 4 week stadium 'lock down' period being fully resourced, effected and coordinated. The whole Olympic operation necessitated a wide ranging recruitment programme of security staff, subsequently subjected to stringent accreditation checks and culminating in related (LOCOG security policy) training.

The LOCOG officials and associated security services were extremely complimentary about the existing stadium security arrangements, making the development of such additional stringent policies easily achievable and symbiotically complementing current safety and security arrangements. The eventual CES security delivery was deemed exceptional, with the safety and security of the spectators and integrity of the stadium maintained throughout. Fortuitously, the training and lessons learnt by the security staff will undoubtedly benefit the continuing MUFC security operation, as an Olympic legacy, as the staff and accordingly the stadium, will benefit from some of these Olympic operational practices and carry this knowledge and experience forward to our existing match day security model.

From the stadium control room, CES operate and manage the extensive CCTV camera systems, in and around the stadium on a 24/7 basis, to skillfully detect and identify safety and security issues. On a match day, the CES response teams are also now equipped with discreet body cameras to digitally record (audio and visual) the behavior of fans and any subsequent arrests or ejections. This initiative is not only seen as protection for the security staff, but also to ensure the rights of the customers are being upheld.

4.3 Governance:

The SMT continue to successfully de-brief an event and then collate, compile and distribute the new electronic 'Post Match Report' to all departments and agencies on the first working day following any match or event. Subsequently, all aspects of the match day operation and related issues of note are discussed and overseen within a formal 'Post match de-brief meeting'. The meeting is chaired by Guy Smith (Director of Venue Operations / Deputy General Safety Certificate Holder) and attended by other members of MUFC senior management.

A pre match liaison meeting involving the SMT, GMP and TMBC (Licensing Officer) has been facilitated prior to each event to discuss and clarify the anticipated operational requirements, planning and contingencies and to discuss associated deployments against available intelligence. These meetings were extremely valuable to bench mark necessary arrangements and resourcing involving the 'governing' agencies.

The SMT have been extremely grateful for the continued support of Mr. Alan Finney (TMBC Licensing Officer) at the majority of matches and events last season as well as pre event planning meetings. His attendance in a monitoring, compliance and advisory capacity has been seen as invaluable support and guidance to the SMT during the pre, during and post match day operation. In light of Mr. Finney's recent retirement, liaison and familiarisation meetings are currently on going to agree new support protocols with the new TMBC team.

MUFC have hosted members of the TMBC Safety Advisory Group during the 2012 – 2013 season. They have attended on both match days and non match days in a

regulatory and auditing capacity, and again the SMT see this as valuable support and assistance in their role.

Members of the Sports Ground Safety Authority regularly liaise with the SMT to ensure that the safety policies / protocols involved in the match day operation are fully in place. They have also attended high profile matches on 'Inspection Visits', when they have actively operated around the stadium to evaluate and review the MUFC safety procedures in place and the stewarding operation managing these policies. They have always been complimentary within their reported conclusions.

MUFC have also hosted inspection visits from members of the Football Association's 'Football Governance & Regulation Division'. Once again these have mainly been during high profile matches and their final reports have also been very supportive and complimentary.

During all the European Champions League matches held at Old Trafford last season, the presiding UEFA team managing the event, continually monitors all aspects of the match day safety and security operation. At the conclusion of each match they meet with senior MUFC management to de-brief the event. The UEFA management teams have always highly rated the operational match day safety and security delivery and performance.

During the pre-event build up, 'Lock down' period and subsequent Olympic events hosted at Old Trafford, the stadium was subject to regular safety and security evaluations from senior officials of LOCOG, the Home Office, security services, police and other associated agencies. The resultant comments were always very positive and it is worthy of note that LOCOG were confident enough to allow the SMT to manage its own operational security and safety throughout, with many resultant plaudits following the conclusion of the events at Old Trafford.

MUFC also support and welcome feedback from the 'Visit Football' quality assurance stadium scheme as backed by the Premier League. The feedback provides poignant information on a variety of issues but most importantly to the SMT are the items on stadium safety and security. MUFC are proud to have topped the 'Visit Football' league table as a result of the last two reports in relation to general supporter experience.

4.4 Persistent Standing / Smoking:

In consultation with the TMBC Licensing Officer, the SMT address all aspects of persistent standing and smoking regulation protocol (as previously discussed). 'Appendix D' (attached) highlights the arrests and ejections involved throughout the 2012-2013 season associated with contraventions of persistent standing and of the no smoking regulations.

It should be noted that the persistent standing data has shown an increase in ejections, when compared with the 2011 – 2012 season, although with no significant issues occurring. Each match is risk assessed in relation to persistent standing in accordance with previous guidance provided by the SGSA, and then continues to be dynamically risk assessed throughout the event. It should be highlighted that regardless of any standing issues manifesting themselves, that all gangways and vomitories are kept clear at all times, as a priority.

The 'No Smoking' data has also shown an increase in ejections for this type of offence, especially in away areas during the last season. This should be viewed in part, as a direct

result of the proactive CES operations targeting such offenders. All safety steward supervisors are also issued pre match with a 'smoking debris report' highlighting where the cleaners found any cigarette debris at the previous match. This then assists the stewards and security in proactively patrolling target areas either in a preventative or enforcement role. It is worthy of note that these 'smoking debris occurrence reports' have also significantly reduced in size as the season has progressed. This is a positive indicator that this 'no smoking targeting policy' is having the desired effect and the SMT will continue to robustly police these issues.

4.5 Medical Team:

The SMT continue to work closely with its medical team in order to maximise its response and capabilities towards the treatment of spectators and staff before, during and after events.

The recently adopted new medical resourcing model continues to thrive and develop under the control and coordination of the Lead Crowd Doctor – Dr. John Butler. This new medical team configuration comprises of a cadre of highly skilled and specialised Crowd Doctors, ably supported by emergency nurses on a 1:1 basis, a significant and calculated number of paramedics strategically located around all areas of the stadium, and all supplemented by a regular and ample attendance from the St. John Ambulance service. The new model achieves optimum medical team establishments by way of stadium coverage, experience, quantity and quality, training opportunities, payments and general working protocols. These factors then neatly dovetail into the overall existing MUFC safety policies.

St. John Ambulance continues to operate its very own 'MUFC St. John Unit' within the stadium, which meet weekly and train in and around the Ground itself. This relatively new Group has ensured a renewed enthusiasm of its staff and acted as a catalyst for new recruits to its ranks. This in turn not only provides an improved resilience for match days but also gives their members great pride and ownership in being part of MUFC as well as the St. John Ambulance service.

Appendix E details the data relevant to specific spectator and staff medical treatments at each event during the last season, whilst Appendix G adequately summarises the whole 2012–13 season in direct comparison to previous seasons in relation to various data subjects. It is interesting to note that in last season's 43 events, involving just over 2.6 million spectators, that pro rata the 'persons treated' statistics show very little deviation from their associated averages in recent years. However, it is worthy of note that there has been a 27% decrease in persons hospitalised whilst at the stadium. One of the perceived new medical model's objectives was to minimise spectator hospitalisations by being able to supply a skilled but varied and diverse medical response to all patients, in order to reduce hospital admissions and consequently reduce any pressure on the external emergency medical resources.

This again provides great reassurance to the SMT that the new medical model is working well and fit for purpose and in turn the match day operation and its safety policies continue to work and provide excellent support for the medical provision of all attendees to Old Trafford.

The skill, expertise and diversity of our medical teams ensure that not only do they have the ability and resources to react to any medical scenario occurring in any area of the stadium at an event, but their presence and capabilities also ensure that the MUFC Disability section is also able to offer match day facilities to a diverse range of disabled supporters. The 'Ability' section as a result is a thriving and important part of the safety operation, with many member fans able to enjoy the match day experience in the knowledge that specialised medical assistance is available at all times.

There were many examples last season where extremely poorly, disabled or terminally ill people were able to be accommodated to attend at a match with great care and dignity for the person, often involving children, and this would not have been possible without the assistance and reassurance of our medical teams.

4.6 Police:

In line with the Lord Justice Taylor report (following Hillsborough), the SMT continue to support the multi agency approach to match / event spectator safety and security issues. In particular, the SMT work very closely with the GMP and continue to explore all aspects of match / event safety and security to ensure the most effective and efficient usage is made of police staffing and deployments in conjunction with MUFC policies and match day resources.

Prior to the start of the 2012 – 2013 season, the SMT met with the police to evaluate the season's fixtures and potential match categories. These negotiations proved very successful as the majority of the scheduled match categories did not need to be varied as the season progressed. In fact, the only variations were to downgrade some categories according to new available intelligence.

In summary, there were 5 x 'Police Free' events (Youth & Reserve fixtures), 25 x Category 'A' events, 10 x Category 'B' events, 1 x Category 'C' event and 2 x Category 'C-IR' (increased risk) events. The high incidence of Category A matches certainly highlights the confidence of the police in the SMT safety and security operation.

Continual liaison and discussions were undertaken throughout the season with GMP, as regards any deployment amendments and anomalies associated with the variance of the match kick off days and times surrounding the increased televised match events. An agreement is always based on spectator safety and security, whenever it was necessary to negotiate any changes to kick off times & dates.

Good communications is seen as paramount to ensure all pertinent intelligence relevant to the event and its attendees, deployments and any other associated operational information is exchanged between both parties. This is now achieved by regular pre match planning meetings being arranged around 2-3 days before the event involving the SMT, GMP and if requested Mr. Finney from TMBC. A post match de-brief is also facilitated with GMP to ensure full and detailed liaisons are continually maintained, pertinent data information relevant to the event exchanged, and any valuable lessons learnt from the experiences of the fixture.

The match day operation also benefits from any available intelligence gleaned from other agencies. These not only include police sources but also the National Football Safety Officers Association (NFSOA), which communicates specific post match safety officer's reports on their own matches and previous incidents. Most importantly, the NFSOA 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 one-2-one contacts or via the restricted national website. This information is always evaluated and acted upon where necessary, but also always shared with the police. The SMT are full members of the NFSAO.

MUFC continue to work with GMP in proactive targeting and the address of any contraventions of the 'Drinking of alcohol in view of the pitch' regulations. MUFC have always supported the police 'zero tolerance' policy in relation to this offence with initiatives such as the total resigning of all the concourse areas with appropriate warning notices. Advice to all fans as regards the highlighting of the offence and associated police action also continues to be communicated via the public address system and match day programme. All these factors have greatly assisted in reversing the trend. Recent 'Police & Criminal Evidence Act' legislation now allows police under certain circumstances to eject rather than arrest such offenders and the Club will further support this action by the post match use of appropriate written warnings or sanctions to such offenders.

Together with GMP, the SMT have also recognised the emerging trend at matches for the usage of not only flares but more recently the increased use of smoke bombs on the terraces. To counter such threats, the use of 'Pyrotechnic sniffer dogs' are now regularly used around turnstile areas to detect or discourage such items being brought into the stadium, whenever there is intelligence or a perceived threat to use them.

MUFC have a zero tolerance to racist or discriminatory behavior from any person.

In their working protocols with GMP, the SMT have developed joint associated policies in effectively dealing with any such incidences. Accordingly all staff are trained and briefed in such matters and fully embrace the 'Kick It Out' campaigns held on match days. MUFC have also developed an initiative entitled, 'Help your club tackle discriminatory or offensive behavior'. This is an anonymous mobile phone texting service, highlighted on numerous posters around the stadium and also within the match day programme, to alert staff to any racist, discriminatory or inappropriate behavior, all of which can be dealt with 'live', rather than after the event by way of complaint.

GMP continue to support and assist MUFC in their European ticketing initiative of utilising 'Ticket Collection Points' in the City of any European away fixture involving MUFC, for the distribution of all match tickets. The policy has proved extremely successful in the reduction of 'risk offenders', availability of counterfeit tickets and ticket touting activities to European away matches, with a welcome and associated reduction in disorder. The policy ensures that match tickets can only be collected against stringent identification criteria, which is where GMP supports the operational policy. MUFC will subsequently apply appropriate sanctions following any infringements.

It should be highlighted that there has been some quite unique and testing events held at Old Trafford last season, all of which needed extensive joint (MUFC / GMP) planning, effective coordination of resources and associated tactics to ensure that the potential for public disorder at such high risk events were minimised or even negated. Some of these included the 2,361 visiting Galatasaray fans during a Champions League fixture, the RFL Grand Final and the usual issues surrounding the visits of both Manchester City and Liverpool. Overall, all these operations went extremely well with minimal disorder being experienced and arrest / ejection levels being relatively low for such high risk fixtures.

4.7 Children, Young & Vulnerable Persons:

The role of the Child Welfare Officer has now been redefined as the Safeguarding Officer (SO) in line with current associated national policy. MUFC continue to employ such a SO and this work has been carried out during the last season by Paul Milne. The SMT work closely with the SO in all match day issues concerned with the welfare, safety and security of children, young persons and vulnerable spectators. The SO attends all events and will actively patrol around the stadium observing, evaluating and assisting where necessary. The SO has also provided new and valuable policy guidance to the stewards on child safety / welfare. These policies have also been included in the recently revised new 'Steward's Handbook', which was issued in January 2013.

Following a period of reflection and evaluation of the most common safeguarding concerns on a match day, MUFC have formulated a number of provisions to counter the potential for such issues. The most common concerns surround lost children, and the subsequent reuniting of them with their appropriate adult. Secondly, ensuring that visiting groups were fully prompted to adequately plan and prepare for their trip to MUFC beforehand.

On this basis, MUFC are the first professional football club in the UK to develop a safeguarding wristband, which are intended to be issued to all under 14 yrs old seasonal and match by match ticket purchasers. The wristband is designed to discreetly contain a contact number and name of the accompanying adult and should ably and expeditiously assist with contacting and reuniting any lost children. In addition, MUFC have also produced an information pack for schools and groups to aid them with their planning and preparation when entering the stadium footprint. The contents of the pack include advice and information on parking, crossing roads, stadium maps, appropriate meeting points, advice on hot food and drinks and the safeguarding wristbands / lost children procedures.

MUFC continually undertake the CRB checking of all stewards under the management and coordination of the Safeguarding Officer. This is facilitated as an ongoing process with the objective of all checks being fully completed and up to date and also renewed again after 3 years.

The match day ticket checking operation in the Family Stand has continued throughout the 2012-13 season with the intention of identifying adults attempting to enter that area on junior ticket facilities. Any persons found misusing the junior tickets has them confiscated and appropriate sanctions applied by the Ticket Office management. Accordingly this has since seen a steady decrease in such practices through robust ticket enforcement to virtually zero. In turn this has reinstated the Family Stand population to one of parents and children, and returned the atmosphere back to a family orientated one. This same policy has now also been applied to all other parts of the stadium with the same sanctions to ensure concessionary tickets are not being abused and the demographics of both child and elderly people maintained throughout the stadium.

Appendix 'E' highlights that the number of children (Under 9yrs) treated by the on-site match day medical resources has increased from 4% (2011-12 Season) to 6% last season when viewed as a percentage of the total spectators treated at all events. This increase could be as a direct result of the increased family events hosted last season (Olympics, Charity event), plus the drive by MUFC to ensure the stadium is both welcoming and accommodating to children.

The dedicated Steward 'Ability Team' continues to work well and regularly attract letters of thanks for their skill, professionalism and understanding. The initiative for a group of disability experienced stewards, suitably identifiable, who specifically manage and steward the supporters attending matches in the Disabled Section, has developed extremely well and Phil Downs (Disability Liaison Officer) has commended the changes and associated improvements as providing a coordinated, quality of service to the customers in that area.

4.8 Specific Event Day Issues:

- The first Olympic event hosted at the stadium was a 'double header' fixture, further complicated by Team GB playing their first match of the competition as the second event. The event was a sell out and the weather dry and humid. The weather conditions, combined with the timings of the matches, LOCOG security access policy in relation to food & drink, plus the makeup of the audience saw the kiosk refreshment stocks become quickly depleted. Unfortunately, due to the crowd numbers, available stadium storage space plus the strict access security protocols associated with LOCOG meant that food and drink restocking was severely restricted. A situation developed where the refreshment supply could not immediately meet demand. Stewards and staff worked hard to placate irate customers and in some case gave up their own refreshments to deal with the welfare needs of some children. The situation was soon brought under control and kiosk stock levels again able to satisfy customer demand. Subsequent Olympic events saw detailed and enhanced catering contingencies being utilised resulting in no similar occurrences at any other Olympic fixtures.
- A recurring and testing aspect of certain match day operations in any season is the large amount of visiting supporter coaches which need to be accommodated and managed on the MUFC official car parks. Usual arrangements of less than 40 visitor's coaches are managed well, but any number over this volume needs careful planning and significant coordination on the day.

Rugby Grand Final – Oct 2012 – 109 coaches

As well as the sheer volume of coaches, the operation needed to be able to coordinate the movement of these visiting supporters both before and post match by strategic deployment of police & CES resources. The SMT operation dealt well with the scenarios with no significant issues manifesting themselves.

- Due to the Club winning its 20th title, the SMT were involved in the planning and management of an open top bus 'Victory' parade from the stadium to a civic reception in Manchester City Centre. The parade started at Old Trafford and required a safety and security operation into the accommodation of 20K people in and around Sir Matt Busby Way and the stadium forecourt areas. The event further was complicated by the recent and unexpected retirement of Sir Alex Ferguson after 26yrs, which certainly swelled the attendance and overall excitement and enthusiasm of the crowds. However, the event was deemed a total success with no significant issues of note surrounding the stadium operation.

4.9 Charter Complaints:

The SMT have received and provided a measured and suitable response, following appropriate investigation where necessary, to a total of fifty one (51) Charter Complaints in accordance with the Manchester United Club Charter throughout the 2012 – 2013 season. The SMT meet and liaise regularly with the Charter Team to ensure all complaints are thoroughly investigated and responded to expeditiously.

These complaints involved a diverse range of advice, observations and outright complaints associated with match day behaviour or procedures involving staff or other spectators. However, a good performance indicator on how the SMT dealt with these complaints is the fact that proportionally, there are very few repeat complaints, hopefully highlighting that an adequate or satisfactory resolution had been reached.

The ongoing auditable procedures developed by the SMT in relation to complaints, continues to work well. Specific complaints where appropriate, are allocated to the area steward supervisors for their personal proactive monitoring or other reactive resolutions. These 'complaint forms' are then returned after each match for SMT checking and recording and subsequently filed away with the original complaint on its conclusion. This process is working well in addressing issues affecting the 'MUFC Customer Experience', but equally important ensuring full recognisance of the safety & security of the spectators and their enhanced compliance with Ground Regulations.

The texting initiative developed in the 2010-11 season continues to assist both in the reduction of complaints and proactive resolution of 'live incidents', by the reactive addressing of any unacceptable behavior within the stadium during a match. This was previously known as the 'Stamp it Out' text Service and customers were advised to anonymously text HELP to a dedicated control room number followed by the Stand, Row & Seat of the offender and the nature of the problem affecting them during the match day period. Stewards were then immediately directed to the area in question to assist or resolve the issue as appropriate. However, this initiative was re-launched last season, with associated concourse poster / match programme marketing, as the 'Help Your Club Tackle Discriminatory or Offensive Behavior', with similar methods of 'live' communication of the issue to the SMT.

The benefits of the texting service are also regularly broadcasted over the stadium public address system in a proactive effort to ensure all supporters are aware of the facility. The service has attracted customer support resulting in a certain amount of ejections and arrests, which otherwise may have gone unchecked.

4.10 Projects:

- a) The stadium CCTV system is now being converted to a fully digital system, which accordingly will enhance the system's picture quality and capabilities associated with the detection and identification of prevailing and historic safety and security issues.
- b) All stadium analogue personal radios are currently being changed onto a digital radio system. This will undoubtedly improve reliability, clarity and range and be extremely beneficial to the overall safety and security operation.
- c) A new initiative will be trialed at the start of the 2013/14 season, whereby all stewards will regularly and periodically patrol all terrace gangways in a uniform coordinated manner. This should improve customer safety and security reassurance and also

provide the SMT with continual and accurate behavioral information from all parts of the stadium.

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

6. CONCLUSIONS

The current edition (5th) of the Guide to Safety at Sports Grounds ‘Green Guide’ states in its Preface:-

“Whilst there have been no significant failures resulting in the deaths of spectators at any ground in the UK since the publication of the previous edition, the potential for disaster remains. Tragedies continue to occur in other parts of the world. As many sports become ever more commercially driven, it is timely to remind ground management and its advisors of the danger of complacency and the need for continued vigilance”.

This report therefore demonstrates how the requirements placed on Manchester United Football Club Safety Management by the General Safety Certificate issued for the 2012 – 2013 season have been fully adhered to and the SMT continually strive for greater safety improvement and effective safety management towards the average 2.5 million spectators attending events at Old Trafford each season.

The data contained with the appendices highlights the results of robust, clear and resilient policies and procedures, which have been applied by competent safety personnel operating at the stadium. The staff have been ably supported by a variety of other relevant agencies throughout the 2012 – 2013 season. The statistics contained within the report clearly show that these factors have all combined over 2012 – 2013 to ensure a highly successful operation and safe season.

There have been several high risk and testing matches and events hosted at Old Trafford stadium in the 2012-13 season. Through intensive planning, multi agency cooperation, strategic deployments & tactical thinking, these matches plus the remaining other events, witnessed some excellent results by way of pro rata seasonal reduced arrests and ejections though an increased level of turnstile ‘refusals’, highlighting a decrease in disorder but an increase in safety and security.

Manchester United would like to take this opportunity to thank its partners who must share in these results, for their valuable assistance, guidance and support given throughout the 2012– 2013 season namely the Greater Manchester Police, Greater

Manchester Fire & Rescue Service, North West Ambulance Service, St. John Ambulance Service and of course Trafford Metropolitan Borough Council.

MUFC now look to towards the 2013/14 season with renewed vigor and enthusiasm into all aspects of their safety and security responsibilities. Accordingly, it is satisfying for the Club to realise that through their concerted efforts and reassurance to other organisations, they have been chosen to host the 2013 Rugby League World Cup Final in November 2013 as well as the return of the Soccer Aid event to Old Trafford at the end of the season.

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APPENDIX 'A'

STADIUM SEATING CAPACITY

Stand	Standard Seating	Executive Seating	Totals
North			
Tier 1 Lower	5,106	-	
Tier 1 Upper	7,244	1,514	
Tier 2	5,902	1,148	
NE Tier 2	2,248	1,513	
Wheelchair Spaces (8 + 8 Helpers)	16	-	
NW Tier 2	2,260	1,560	
Wheelchair Spaces (8 + 8 Helpers)	16	-	
Tier 3	4,084	-	
Executive Boxes	-	720	
Totals	26,876	6,455	33,331

South			
Tier 1 Lower	1,995	-	
Tier 1 Upper	5,853	1,504	
Directors Box	-	220	
Press Area (incl. TV Studio)	-	134	
Executive Boxes (incl. Window Tables)	-	188	
Totals	7,848	2,046	9,894

East			
Tier 1 Lower	1,887	-	
Tier 1 Upper	7,035	-	
Tier 2	6,450	-	
Disabled Platform	208 (104 + 104 Helpers)	-	
Executive Boxes	-	278	
Totals	15,580	278	15,858

West			
Tier 1 Lower	2,946	-	
Tier 1 Upper	2,360	862	
Family Stand	3,931	-	
Tier 2	6,452	-	
Executive Boxes	-	149	
Totals	15,671	1,011	17,682

Sub Totals	65,975	9,790	75,765
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Total Stadium Capacity Season 2012/2013:	75,765
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APPENDIX 'B'

SAFETY PERSONNEL STAFFING FIGURES

Safety Section	Description	11/12	10/11	09/10	08/09	07/08
General Stewards	Head Steward	001	001	001	001	001
	Deputy Head Steward	002	002	001	001	001
	Referee Liaison Officer	001	001	001	001	001
	Training Liaison Officer	001	001	001	001	001
	Supervisors	027	023	024	026	026
	General Stewards	265	269	268	265	267
		297	297	296	295	296
Safety Steward	Head Steward	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002
	Supervisors	027	027	031	025	027
	Safety Stewards	260	260	256	293	190
			290	290	290	321
Fire Safety Stewards	Head Steward	001	001	001	001	001
	Deputy Head Steward	001	001	001	001	001
	Fire Safety Stewards	008	008	008	008	008
			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
	Deputy Chief Officer	001	001	001	001	001
	Supervisors	025	025	025	030	029
	Security Officers	379	379	373	542	472
			**406	**406	**400	574
Gate Stewards	Head Steward	001	001	001	001	001
	Deputy Head Steward	002	002	002	001	001
	Supervisors	012	013	013	024	059
	Gate Stewards	177	177	177	181	254
			192	193	193	207
Car Park Stewards	Car Park Manager	001	001	001	001	001
	Car Park Supervisors	003	003	003	003	003
	Car Park Stewards	056	056	062	075	086
			060	060	066	079
Medical Personnel	Crowd Doctors	006	009	009	011	013
	Registered Nurses	006	016	016	016	016
	Stretcher Team	006	006	006	006	006
	North West Ambulance	022	022	022	022	022
	St. John Ambulance	040	030	040	040	040
			080	083	093	095
Stadium Control Room		005	005	006	013	013
Total Match Day Safety Personnel		**1,340	**1,344	**1,354	1,594	1,544

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

Code	Event	Event Type	Match Category	Visitor Attendance	Visitor Minibuses	Visitor Coaches	Ejections			Arrests			Refused Entry		
							Home	Away	Neutral	Home	Away	Neutral	Home	Away	Neutral
2012-07-26-OLY	UAE v Uruguay, GB v Senegal	OLYMPIC	B	0	0	2	0	0	8	0	0	3	0	0	1
2012-07-29-OLY	Brazil v Belarus / Egypt v New Zealand	OLYMPIC	A	0	0	1	0	0	2	0	0	0	0	0	1
2012-07-31-OLY	USA v DPR Korea	OLYMPIC	A	0	0	0	0	0	0	0	0	0	0	0	0
2012-08-01-OLY	Spain v Morocco	OLYMPIC	A	0	0	0	0	0	0	0	0	0	0	0	1
2012-08-04-OLY	Japan v Egypt	OLYMPIC	A	0	0	0	0	0	0	0	0	0	0	0	1
2012-08-06-OLY	USA v Canada	OLYMPIC	A	0	0	0	0	0	0	0	0	2	0	0	0
2012-08-07-OLY	South Korea v Brazil	OLYMPIC	A	0	0	0	0	0	0	0	0	0	0	0	0
2012-08-25-FUL	Fulham	PREMIER	A	1081	0	2	3	7	0	9	1	0	0	1	0
2012-09-15-WIG	Wigan	PREMIER	A	825	0	2	3	3	0	3	0	0	0	3	0
2012-09-19-GAL	Galatasaray	CHAMPNS LG	B	2361	0	4	4	4	0	3	2	0	0	4	0
2012-09-26-NEW	Newcastle	CAPTL ONE	A	590	2	2	5	3	0	3	0	0	0	0	0
2012-09-29-TOT	Tottenham Hotspur	PREMIER	B	2309	0	2	3	14	0	9	1	0	2	1	0
2012-10-06-RUG	Warrington v Leeds	RUGBY	B	0	16	93	0	0	28	0	0	6	0	3	3
2012-10-20-STO	Stoke City	PREMIER	B	1369	2	8	5	8	0	6	0	0	4	6	0
2012-10-23-BRA	MUFC v SC Braga	CHAMPNS LG	A	450	0	4	3	1	0	1	0	0	7	0	0
2012-11-03-ARS	Arsenal	PREMIER	B	2956	4	6	4	11	0	2	2	0	10	2	0
2012-11-24-QPR	Queens Park Rangers	PREMIER	A	1301	0	3	8	7	0	2	1	0	19	1	0
2012-11-28-WHU	West Ham United	PREMIER	A	1258	0	3	5	3	0	3	1	0	29	1	0
2012-12-05-CLU	CFR 1907 Cluj	PREMIER	A	624	0	3	2	0	0	1	0	0	15	0	0
2012-12-07-BUR	Burnley Youth Cup	YOUTH	Police Free	607	0	0	0	0	0	0	0	0	0	0	0
2012-12-15-SUN	Sunderland	PREMIER	B	1683	6	15	5	2	0	2	1	0	9	1	0
2012-12-26-NEW	Newcastle United	PREMIER	A	1749	3	19	8	12	0	2	2	0	31	6	0
2012-12-29-WBR	West Brom	PREMIER	A	1840	0	13	4	1	0	3	0	0	28	0	0
2013-01-13-LIV	Liverpool	PREMIER	C-IR	3008	11	23	4	18	0	2	3	0	25	4	0
2013-01-16-WHU	West Ham	FA CUP	A	1244	1	5	4	4	0	10	4	0	16	1	0
2013-01-26-FUL	Fulham	FA CUP	A	620	0	2	14	4	0	1	0	0	14	0	0
2013-01-30-SOU	Southampton	PREMIER	A	1545	0	7	5	0	0	2	0	0	21	1	0
2013-02-10-EVT	Everton	PREMIER	C	2422	10	15	5	4	0	2	1	0	17	2	0
2013-02-18-REA	Reading	FA CUP	A	1096	1	6	4	1	0	0	0	0	6	0	0
2013-03-02-NOR	Norwich	PREMIER	A	2428	2	16	5	6	0	5	0	0	16	0	0
2013-03-05-RLM	Real Madrid	CHAMPNS LG	B	3232	0	17	28	7	0	4	3	0	19	0	0
2013-03-10-CHE	Chelsea	FA CUP	B	3898	1	13	10	2	0	3	5	0	17	7	0
2013-03-16-REA	Reading	PREMIER	A	1697	2	6	17	3	0	4	1	0	16	0	0
2013-04-08-MCFC	Manchester City	PREMIER	C-IR	2981	6	14	8	8	0	5	6	1	7	3	0
2013-04-22-AST	Aston Villa	PREMIER	A	1220	0	6	9	8	0	5	1	0	20	0	0
2013-04-30-WBA	West Brom Albion	RESERVES	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2013-05-05-CHE	Chelsea	PREMIER	B	2287	1	1	9	9	0	1	1	0	2	2	0
2013-05-06-LIV	Liverpool Reserves	RESERVES	Police Free	255	0	0	0	0	0	0	0	0	0	0	0
2013-05-12-SWA	Swansea	PREMIER	A	1820	0	6	13	2	0	1	4	0	11	2	0
2013-05-13-HP	Homecoming Parade	OTHER	Police Free	0	0	0	0	0	0	0	0	0	0	0	0
2013-05-14-LIV	Liverpool Reserves	RESERVES	Police Free	229	0	0	0	0	0	0	0	0	0	0	0
2013-05-20-TOT	Tottenham U21	OTHER	Police Free	305	0	0	3	0	0	0	0	0	0	0	0
2013-06-02-RHU	MU v Real Madrid (Legends)	OTHER	A	0	0	0	5	0	5	0	0	0	0	0	0
Totals				51290	68	319	205	152	43	94	40	12	361	51	7
							400			146			419		

Appendix D - Persistent Standing & Smoking Arrest & Ejections

Code	Event	Event Type	Match Category	Disorder - Standing				Disorder - Smoking			
				Ejections		Arrests		Ejections		Arrests	
				Home	Away	Home	Away	Home	Away	Home	Away
2012-07-26-OLY	UAE v Uruguay, GB v Senegal	OLYMPIC	B	0	0	0	0	0	0	0	0
2012-07-29-OLY	Brazil v Belarus / Egypt v New Zealand	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-07-31-OLY	USA v DPR Korea	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-01-OLY	Spain v Morocco	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-04-OLY	Japan v Egypt	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-06-OLY	USA v Canada	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-07-OLY	South Korea v Brazil	OLYMPIC	A	0	0	0	0	0	0	0	0
2012-08-25-FUL	Fulham	PREMIER	A	0	3	0	0	0	0	0	0
2012-09-15-WIG	Wigan	PREMIER	A	0	2	0	0	0	0	0	0
2012-09-19-GAL	Galatasaray	CHAMPNS LG	B	0	0	0	0	0	0	0	0
2012-09-26-NEW	Newcastle	CAPTL ONE	A	0	0	0	0	1	0	0	0
2012-09-29-TOT	Tottenham Hotspur	PREMIER	B	0	0	0	0	0	0	0	0
2012-10-06-RUG	Warrington v Leeds	RUGBY	B	0	1	0	0	0	0	0	0
2012-10-20-STO	Stoke City	PREMIER	B	0	0	0	0	0	4	0	0
2012-10-23-BRA	MUFC v SC Braga	CHAMPNS LG	A	0	0	0	0	0	0	0	0
2012-11-03-ARS	Arsenal	PREMIER	B	0	0	0	0	0	4	0	0
2012-11-24-QPR	Queens Park Rangers	PREMIER	A	0	2	0	0	0	1	0	0
2012-11-28-WHU	West Ham United	PREMIER	A	0	0	0	0	0	2	0	0
2012-12-05-CLU	CFR 1907 Cluj	PREMIER	A	0	0	0	0	2	0	0	0
2012-12-07-BUR	Burnley Youth Cup	YOUTH	Police Free	0	0	0	0	0	0	0	0
2012-12-15-SUN	Sunderland	PREMIER	B	3	0	0	0	0	2	0	0
2012-12-26-NEW	Newcastle United	PREMIER	A	0	0	0	0	0	5	0	0
2012-12-29-WBR	West Brom	PREMIER	A	0	0	0	0	1	0	0	0
2013-01-13-LIV	Liverpool	PREMIER	C-IR	0	0	0	0	0	2	0	0
2013-01-16-WHU	West Ham	FA CUP	A	0	0	0	0	0	0	0	0
2013-01-26-FUL	Fulham	FA CUP	A	0	0	0	0	0	0	0	0
2013-01-30-SOU	Southampton	PREMIER	A	0	0	0	0	0	0	0	0
2013-02-10-EVT	Everton	PREMIER	C	0	0	0	0	0	1	0	0
2013-02-18-REA	Reading	FA CUP	A	0	0	0	0	0	0	0	0
2013-03-02-NOR	Norwich	PREMIER	A	0	0	0	0	2	0	0	0
2013-03-05-RLM	Real Madrid	CHAMPNS LG	B	1	0	0	0	0	0	0	0
2013-03-10-CHE	Chelsea	FA CUP	B	0	0	0	0	1	0	0	0
2013-03-16-REA	Reading	PREMIER	A	0	1	0	0	1	0	0	0
2013-04-08-MCFC	Manchester City	PREMIER	C-IR	0	0	0	0	0	4	0	0
2013-04-22-AST	Aston Villa	PREMIER	A	0	4	0	0	0	2	0	0
2013-04-30-WBA	West Brom Albion	RESERVES	Police Free	0	0	0	0	0	0	0	0
2013-05-05-CHE	Chelsea	PREMIER	B	5	0	0	0	0	2	0	0
2013-05-06-LIV	Liverpool Reserves	RESERVES	Police Free	0	0	0	0	0	0	0	0
2013-05-12-SWA	Swansea	PREMIER	A	4	0	0	0	0	0	0	0
2013-05-13-HP	Homecoming Parade	OTHER	Police Free	0	0	0	0	0	0	0	0
2013-05-14-LIV	Liverpool Reserves	RESERVES	Police Free	0	0	0	0	0	0	0	0
2013-05-20-TOT	Tottenham U21	OTHER	Police Free	0	0	0	0	0	0	0	0
2013-06-02-RHU	MU v Real Madrid (Legends)	OTHER	A	0	0	0	0	0	0	0	0
Totals				13	13	0	0	8	29	0	0
				26		0		37		0	

Appendix E - Spectator's Treated by Medical Staff

Code	Event	Event Type	Match Category	No. Staff treated	No. Persons Treated	No. Persons Hospitalised	No. Children 8yrs & under
2012-07-26-OLY	UAE v Uruguay, GB v Senegal	OLYMPIC	B	8	78	2	9
2012-07-29-OLY	Brazil v Belarus / Egypt v New Zealand	OLYMPIC	A	3	31	2	4
2012-07-31-OLY	USA v DPR Korea	OLYMPIC	A	2	10	0	2
2012-08-01-OLY	Spain v Morocco	OLYMPIC	A	0	10	1	0
2012-08-04-OLY	Japan v Egypt	OLYMPIC	A	2	35	0	5
2012-08-06-OLY	USA v Canada	OLYMPIC	A	2	12	0	1
2012-08-07-OLY	South Korea v Brazil	OLYMPIC	A	2	19	1	0
2012-08-25-FUL	Fulham	PREMIER	A	5	20	4	0
2012-09-15-WIG	Wigan	PREMIER	A	8	24	0	0
2012-09-19-GAL	Galatasaray	CHAMPNS LG	B	4	17	1	1
2012-09-26-NEW	Newcastle	CAPT. ONE	A	2	5	0	0
2012-09-29-TOT	Tottenham Hotspur	PREMIER	B	6	29	4	2
2012-10-06-RUG	Warrington v Leeds	RUGBY	B	9	35	3	2
2012-10-20-STO	Stoke City	PREMIER	B	3	17	0	0
2012-10-23-BRA	MUFC v SC Braga	CHAMPNS LG	A	1	3	0	0
2012-11-03-ARS	Arsenal	PREMIER	B	1	12	1	0
2012-11-24-QPR	Queens Park Rangers	PREMIER	A	3	20	6	0
2012-11-28-WHU	West Ham United	PREMIER	A	1	11	2	0
2012-12-05-CLU	CFR 1907 Cluj	CHAMPNS LG	A	3	7	0	0
2012-12-07-BUR	Burnley Youth Cup	YOUTH	Police Free	0	0	0	0
2012-12-15-SUN	Sunderland	PREMIER	B	3	18	0	1
2012-12-26-NEW	Newcastle United	PREMIER	A	4	26	7	0
2012-12-29-WBR	West Brom	PREMIER	A	4	16	0	0
2013-01-13-LIV	Liverpool	PREMIER	C-IR	6	23	3	0
2013-01-16-WHU	West Ham	FA CUP	A	5	11	0	0
2013-01-26-FUL	Fulham	FA CUP	A	1	9	1	2
2013-01-30-SOU	Southampton	PREMIER	A	2	13	1	0
2013-02-10-EVT	Everton	PREMIER	C	2	10	2	0
2013-02-18-REA	Reading	FA CUP	A	5	18	0	0
2013-03-02-NOR	Norwich	PREMIER	A	3	11	0	1
2013-03-05-RLM	Real Madrid	CHAMPNS LG	B	6	23	3	1
2013-03-10-CHE	Chelsea	FA CUP	B	7	24	0	2
2013-03-16-REA	Reading	PREMIER	A	4	12	0	1
2013-04-08-MCFC	Manchester City	PREMIER	C-IR	4	22	1	2
2013-04-22-AST	Aston Villa	PREMIER	A	6	22	4	2
2013-04-30-WBA	West Brom Albion	RESERVES	Police Free	0	0	0	0
2013-05-05-CHE	Chelsea	PREMIER	B	5	16	1	1
2013-05-06-LIV	Liverpool Reserves	RESERVES	Police Free	1	2	0	0
2013-05-12-SWA	Swansea	PREMIER	A	3	23	2	2
2013-05-13-HP	Victory Parade	OTHER	A	0	0	0	0
2013-05-14-LIV	Liverpool	RESERVES	Police Free	0	0	0	0
2013-05-20-TOT	Tottenham Reserves	RESERVES	Police Free	1	1	0	0
2013-06-02-RHU	MU v Real Madrid (Legends)	OTHER	A	4	15	1	3
Totals				141	710	53	44

Appendix F - Fire Detection and Alarm Activations

Code	Event	Event Type	Match Category	Number of Activations	Cause of Activation
2012-07-26-OLY	UAE v Uruguay, GB v Senegal	OLYMPIC	B	2	1 x Unknown Cause 1 x Contaminated Head
2012-07-29-OLY	Brazil v Belarus / Egypt v New Zealand	OLYMPIC	A	1	1 x Unknown Cause
2012-07-31-OLY	USA v DPR Korea	OLYMPIC	A	4	1 x Smell of Burning - False Alarm 2 x Electrical Fault 1 x Unknown Cause
2012-08-01-OLY	Spain v Morocco	OLYMPIC	A	3	2 x Faulty Alarms 1 x Gas Cilinder Leak in Car Park
2012-08-04-OLY	Japan v Egypt	OLYMPIC	A	1	1 x Unknown Cause
2012-08-06-OLY	USA v Canada	OLYMPIC	A	0	
2012-08-07-OLY	South Korea v Brazil	OLYMPIC	A	0	
2012-08-25-FUL	Fulham	PREMIER	A	1	1 x Unknown Cause
2012-09-15-WIG	Wigan	PREMIER	A	1	1 x Cooking Fumes
2012-09-19-GAL	Galatasaray	CHAMPNS LG	B	1	1 x Unknown Cause
2012-09-26-NEW	Newcastle	CAPT1 ONE	A	0	
2012-09-29-TOT	Tottenham Hotspur	PREMIER	B	0	
2012-10-06-RUG	Warrington v Leeds	RUGBY	B	0	
2012-10-20-STO	Stoke City	PREMIER	B	1	1 x Contaminated Head
2012-10-23-BRA	MUFC v SC Braga	CHAMPNS LG	A	0	
2012-11-03-ARS	Arsenal	PREMIER	B	0	
2012-11-24-QPR	Queens Park Rangers	PREMIER	A	1	1 x Steam from Pot Washer
2012-11-28-WHU	West Ham United	PREMIER	A	0	
2012-12-05-CLU	CFR 1907 Cluj	CHAMPNS LG	A	0	
2012-12-07-BUR	Burnley Youth Cup	YOUTH	Police Free	1	1 x Unknown Cause
2012-12-15-SUN	Sunderland	PREMIER	B	3	3 x Unknown Cause
2012-12-26-NEW	Newcastle United	PREMIER	A	0	
2012-12-29-WBR	West Brom	PREMIER	A	1	1 x Unknown Cause
2013-01-13-LIV	Liverpool	PREMIER	C-IR	0	
2013-01-16-WHU	West Ham	FA CUP	A	0	
2013-01-26-FUL	Fulham	FA CUP	A	0	
2013-01-30-SOU	Southampton	PREMIER	A	1	1 x Unknown Cause
2013-02-10-EVT	Everton	PREMIER	C	0	
2013-02-18-REA	Reading	FA CUP	A	0	
2013-03-02-NOR	Norwich	PREMIER	A	0	
2013-03-05-RLM	Real Madrid	CHAMPNS LG	B	1	1 x Unknown Cause
2013-03-10-CHE	Chelsea	FA CUP	B	0	
2013-03-16-REA	Reading	PREMIER	A	1	1 x Unknown Cause
2013-04-08-MCFC	Manchester City	PREMIER	C-IR	0	
2013-04-22-AST	Aston Villa	PREMIER	A	0	
2013-04-30-WBA	West Brom Albion	RESERVES	Police Free	1	1 x Faulty Alarm
2013-05-05-CHE	Chelsea	PREMIER	B	0	
2013-05-06-LIV	Liverpool Reserves	RESERVES	Police Free	0	
2013-05-12-SWA	Swansea	PREMIER	A	0	
2013-05-13-HP	Victory Parade	OTHER	A	0	
2013-05-14-LIV	Liverpool	RESERVES	Police Free	0	
2013-05-20-TOT	Tottenham Reserves	RESERVES	Police Free	0	
2013-06-02-RHU	MU v Real Madrid (Legends)	OTHER	A	0	
Totals				25	