



Manchester United Limited

Annual Post Season Safety Report

2022-2023 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 2022 – 2023 season and is submitted in support of the General Safety Certificate (GSC) application for the 2023 – 2024 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 2022 – 2023 season, in accordance with Section 3.9.2 of the MUFC Operations Manual.

2. EXECUTIVE SUMMARY

The period under review runs from the 6th July 2022 until the 19th June 2023. These dates relate directly to the 2022 – 2023 season with the first game being the opening fixture of the Women's European Championships between England and Austria and the last game being the Men's European Championship Qualification fixture between England and North Macedonia.

This has been an extremely challenging season that included the mid-season break to accommodate the World Cup in Qatar and a high number of fixtures across various competitions with ongoing protest activity directed towards the current owners of Manchester United at first team men's fixtures. All restrictions in relation to the COVID-19 pandemic had been lifted in relation to domestic fixtures prior to the start of the season, however up until the World Cup it was still necessary for FFP2 masks to be worn within indoor areas located on Zone 1 for European fixtures, with this restriction being removed post World Cup.

There has been a total of 43 events/matches: 19 x Premier League: 4 x FA Cup: 4 x Carabao Cup: 6 x UEFA Europa League: 2 x Women's Super League: 2 x U21: 1 x Rugby Super League Grand Final: 1 x Rugby League World Cup Final (Double header with both the Women's and Men's Final): 1 x England Women's Euro's: 1 x England Men's Euro Qualifier: 1 x Pre-Season Friendly: 1 x Soccer Aid.

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 (NWS), St. John Ambulance Service, 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 2022 – 2023 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 2023 – 2024 season.

4. SPECIFIC MATTERS ARISING

4.1 Safety Management:

Throughout the season the Safety Management Team (SMT) has continued to develop and adapt the safety and security operation at the stadium, following the removal of restrictions imposed during the pandemic and the return to “normality”, demonstrating their capabilities as an effective and efficient team.

The scheduling of the World Cup in Qatar mid-season enforced a significant mid-season break with fixtures stopping following the Premier League fixtures on the weekend of the 12th/13th November and recommencing with the Carabao Cup Fourth Round fixture on the 21st December. However, Old Trafford successfully hosted the Rugby League World Cup Final, which was a double header with the Women’s and Men’s finals taking place back to back on the same day, and an MUFC Women’s Super League fixture during this period. As a result of the break the fixture calendar was congested both before and post the World Cup with Manchester United reaching both the FA Cup and Carabao Cup Finals, and extraordinarily being drawn at home in every round of the two competitions, as well as progressing to the quarter finals of the UEFA Europa League.

Digital ticketing has continued to be used within home areas and this is now seen as the norm by home supporters. Away supporters have continued to be issued with paper tickets although towards the end of the season digital tickets were issued to a section of the away supporters with the intention to move to digital ticketing in both home and away areas from the start of the 2023-24 season.

The stadium has continued to be cashless with all purchases taking place via card or contactless payments.

Following the successful trial of “Safe Standing Areas” during the 2021-22 season the regulatory bodies allowed licensed “Safe Standing Areas” from the start of the 2022-23 season. This provided a total of 2150 positions, 1500 in N2401/2402 in the North East corner of the stadium, and 550 in S229 in the South Stand at Old Trafford.

This was expanded during the break for the World Cup with Blocks E230-232, part of the away section, being converted to a licensed “Safe Standing Area” providing an additional 1800 positions. This area was first used at the Carabao Cup fixture against Burnley in December, although not at full capacity for this fixture, with additional gangway patrols deployed in the area from stadium opening. With no issues being identified the area was sold at full capacity for the remainder of the season.

Barrier seating is currently being installed in part of the “Atmosphere Section” in Blocks W208-212 in the Stretford End for the start of the 2023-24 season.

In addition to this UEFA allowed “Safe Standing Areas” within stadia to be utilised as standing areas for European competitions for the first time as a trial, with UEFA Safe Standing Observers being appointed at each fixture. The Safe Standing Observers also attended several domestic fixtures as part of their role in assessing the safety of the “Safe

Standing Areas". UEFA have confirmed that the trial will be extended into the 2023-24 season with the same processes in place as for the 2022-23 season.

The Premier League introduced a trial at the start of the season involving six clubs, including Manchester United, whereby appointed Premier League Safety and Security Delegates attended each home fixture and provided feedback to both the Safety Management Team and the Premier League regarding the effectiveness of the Safety and Security Operation. This was expanded to ten teams post World Cup and will be extended to every Premier League fixture from the start of the 2023-24 season. The feedback provided to the SMT was on the whole complimentary.

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. MUFC also have the option of erecting netting in front of the away supporters located in the East Stand should the intelligence dictate that it be used 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 early July with the first game of the Women's Euros between England and Austria taking place at Old Trafford in what proved to be a fantastic curtain raiser to the competition that was eventually won by the host nation, England. This was followed by a pre-season friendly against Rayo Vallecano the weekend prior to the start of the Premier League campaign, with the first Premier League fixture being against Brighton & Hove Albion at Old Trafford.

The anti-owner sentiment that was in evidence at the end of the 2021-22 season was still present and an anti-owner protest was advertised on social media to take place at the Brighton fixture. On the day there was a protest that commenced at Salford Quays with several hundred supporters "marching" to the stadium, going across the East Forecourt, and entering the Munich Tunnel where a large number of pyrotechnics were ignited. The protest moved around the stadium with the main focal points being the Directors entrance and the Megastore. Executive entrances and the players entrance were temporarily closed as the protest passed by to ensure the integrity of the stadium. An investigation was carried out following the fixture to identify those supporters responsible for igniting pyrotechnics on the stadium footprint that resulted in a number of supporters being sanctioned as per the MUFC Official Club Sanctioning Policy.

The protest activity continued at the next two Premier League fixtures against Liverpool and Arsenal with the activity at the Liverpool fixture being on a much larger scale with approximately 2,000 protestors "marching" to the stadium from the Tollgate Public House and several thousand others waiting on the East Forecourt near the Trinity Statue for the protest march to arrive. Again, a large number of pyrotechnics were ignited during the protest activity although on this occasion many of the protestors turned their attention towards the away supporters with various objects including cans and bottles thrown towards the away supporters. Police in protective public order equipment were deployed and successfully managed to keep the rival supporters apart. A post-match investigation was again carried out to identify those who had committed criminal offences or offences identified within the MUFC Official Club Sanctioning Policy and appropriate action was taken.

The protest activity at the Arsenal fixture was on a much smaller scale and was centred around the Trinity statue and the entrance to the Megastore and did not involve any march around the stadium. A number of pyrotechnics were ignited, and sanctions were imposed on those identified as responsible.

Protest activity outside the stadium was evident at a number of other fixtures throughout the season: Newcastle United, 16/10/22: Nottingham Forest, 27/12/22: Manchester City, 14/01/23. As a result of communications that had been sent out regarding the sanctions imposed on those responsible for pyrotechnic activations at the previous three protests and work carried out with GMP involving the deployment of intervention teams to identify those responsible for pyrotechnic activations on route to the stadium during any protest activity, there was a significant reduction in the number of pyrotechnic activations on the stadium footprint during the protest activity at these fixtures.

The final fixture that saw significant protest outside the stadium was the Aston Villa fixture on the 30/04/23. The activity involved a march from the city centre that passed the Tollgate public house before arriving on the stadium footprint. The protest went into the Munich Tunnel where it remained static until the 18th minute of the fixture. A large number of pyrotechnics were activated that resulted in over twenty protestors being sanctioned.

The disruption caused by the protest activity was only evident outside the stadium during the season, however protest activity in the form of anti-owner chanting and the displaying of anti-owner banners was evident at both home and away first team men's fixtures throughout the season.

For the policed fixtures at Old Trafford the Gold / Silver / Bronze (GSB) command structure has been utilised by GMP. 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.

TMBC continue to control the match day 'Traffic Management Plan' and co-ordinate their match day operation 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 Director of Venue Operations 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 particularly relevant in respect of the protest activity that has taken place this season.

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.

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 and so that issues can be investigated and addressed ahead of the next fixture.

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 by 'Capita Structures' 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.

4.2 Security:

The stadium HVM bollard project is now completed with the bollards on SMBW South next to the foundation building now operational. This ensures the security of the stadium footprint from the threat of vehicle momentum attacks with HVM Bollards installed at: SMBW North and South, the entrance to the E2 car park from Wharfside Way, and the E2/E1 car park entrances onto the East forecourt to the East of the stadium: at the pedestrian gates that lead onto the Sir Alex Ferguson (SAF) footbridge to the North of the stadium: at the MIFT entrance gate that leads onto W3 car park, at the entrance to the W2 car park, and at the 30m stand-off distance within the W2 car park at the West of the stadium

Security deployments have been reviewed on a game by game basis throughout the season to ensure that they address any concerns specific to individual fixtures and events.

Screening procedures and protocols together with the restricted bag policy that included the availability of bag drop areas have been in place throughout the season. Following the Covid-19 pandemic there has been a return to "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 have been in place throughout the stadium footprint.

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

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.

In conjunction with the police, the SMT explore and evaluate available intelligence and information in order to identify processes and responses to continue to provide an effective safety and security operation. This is iterated to the security company 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.

From the stadium control room, security officers 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.

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. It is important that pertinent safety and security matters relating to an event are expeditiously communicated to all external partners and internal departments. 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'.

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. This has been an essential part of facilitating and dealing with any issues identified during the protest activity that has taken place throughout the season.

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 2022-23 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.

As already mentioned a Premier League Safety and Security Delegate has attended every Premier League home fixture and provided feedback to both the Safety Management Team and the Premier League regarding the effectiveness of the Safety and Security Operation.

4.4 Persistent Standing / Smoking:

The SMT has continued to adopt the approach used in previous seasons before 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 and that the stadium is licensed as an all-seater stadium: 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.

Licensed “Safe Standing Areas” have been in use in Blocks N2401/2402 in the North East quadrant of the stadium and Block S229 in the South Stand since the start of the season, comprising a total of 2050 positions with no issues identified in those areas. Barrier seating was also installed in Blocks E230-232, which is part of the away section, creating 1800 position during the break for the World Cup. This area was initially utilised at a reduced capacity to ensure its safety before it was used at full capacity from the 27th December onwards. Again, no issues have been identified within this area.

In relation to smoking the default position continues to be that anyone found breaching the ground regulations in relation to smoking that includes the use of e-cigarettes, 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 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 stadium, and this is reinforced by signage within the stadium.

In relation to both persistent standing and smoking 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:

Under the control and co-ordination of the Lead Crowd Doctor, the 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 dedicated paramedics strategically located around all areas of the stadium: supplemented by an enthusiastic and highly skilled attendance from the St. John Ambulance service, many of whom attend regularly if not every fixture. 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 continued to 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.

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 ensured that everyone received the appropriate treatment required. MUFC and the medical team are proud of the service provided and will continue to strive to deliver the right care at the right time. Early intervention is the key to ensuring that those suffering serious illnesses or injuries, such as cardiac arrests, are given the best chance of survival.

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.

During the season the first aid rooms throughout the stadium were equipped with a Public Access Trauma (PACT) kit, which is basically 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. So enabling medical staff to concentrate their expertise on those persons who are more seriously injured.

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 adhere to the multi-agency approach to spectator safety and security issues, working closely with GMP to explore all aspects of match / event safety and security to ensure the most effective and efficient use is made of police resources and deployments, so ensuring that the police operation is aligned to and complements the wider safety and security operation in conjunction with MUFC policies and match day resources.

Prior to the start of the 2022 – 2023 season, as is the usual practise, the SMT held discussions with the police in order to identify if any changes were required to the policing operation for the upcoming season. During these discussions, the SMT and GMP assessed the previous season's fixtures and agreed the proposed categories for fixtures based on intelligence available and previous seasons fixtures against the same opponents. This process has already been completed ahead of the 2023-24 season.

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.

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 summary, there were 2 x 'Police Free' events (U21 fixtures), 11 Low Risk of Disorder events, 22 Medium Risk of Disorder events, and 8 High Risk of Disorder events.

Good communications are 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 communications exchange is supplemented by a member of the SMT attending the Police Silver Meeting. 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.

The SMT will continue to work closely with the MUFC Senior Equality, Diversity and Inclusion Partner on equality related matters and incidents, alongside external organisations including "Kick it Out", "Level Playing Field", and "Stonewall".

4.7 Children and Adults at Risk:

MUFC continues to employ the services of a full time Safeguarding Officer (SO) at fixtures. The SMT work with the SO on all match day issues concerned with the welfare, safety and security of children and adults at risk. The on-line recording system continues to be used for all safeguarding incidents on both matchdays and non-matchdays ensuring that all incidents can now be accessed via this system by authorised staff. The policy guidance provided by the SO on child safety / welfare continues to be included in the 'Steward's Operational Guide' (Stewards Handbook) and is briefed out to stewards at every fixture.

The match day safeguarding operation continues to be overseen by the MUFC Safeguarding Coordinator who ensures that the necessary number of staff are recruited to the Match-day Safeguarding Team so that each fixture and event that takes place at Old Trafford is supported by Safeguarding staff. MUFC are currently partway through a recruitment campaign in order to increase the number of Safeguarding staff that can be called upon.

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 Coordinator is briefed by the SMT prior to each event or fixture and informed of any relevant information available in relation to Safeguarding for the specific event. Safeguarding officers then take up strategic positions at different phases of the operation to monitor activity and are deployed to specific incidents by the Safety Officer located in the stadium control room.

The match day safeguarding role will continue with the resource levels in place for each event varied according to the anticipated demand surrounding the event. 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 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 in turn 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 the report is passed to the DLO for an assessment to be made.

The MUFC "mobility buggy" has again been utilised during the 2022-23 season to transfer supporters with limited mobility from the remote car parks to the stadium.

4.8 Specific Event Day Issues:

Please see Post Match Reports completed for each fixture and retained on Resilience Direct.

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 with and will continue to assist in identifying issues or incidents at the time of occurrence 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 will be 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 that will be taking place at the stadium along with the annual pitch renovations. Other than this a number of executive areas, mainly in the Sir Bobby Charlton, South, Stand, are being updated but this will involve general refurbishment and will not change the structure of the stadium in any way.

In addition, Barrier Seating is being installed in Blocks W208-W212 in the West Stand, Stretford End, which forms part of the area that is occupied by the “Atmosphere Section”.

5. APPENDICES

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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 2022 – 23 season have been fully adhered to.

The mid-season break, as a result of the scheduling of the World Cup in Qatar, along with the successful cup runs in both the FA Cup and EFL Carabao Cup where Manchester United were drawn at home in every possible round on route to the finals, and progression to the quarter final of the UEFA Europa League made for an extremely congested fixture calendar both prior to, and post, the World Cup.

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 amidst the back drop of continual protest activity throughout the season.

Manchester United would like to take this opportunity to thank its partners for their valuable assistance, guidance, and support throughout the 2022–23 season, with specific reference to Greater Manchester Police, Greater Manchester Fire & Rescue Service, North West Ambulance Service, St. John Ambulance Service, 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 2023-24 season that will commence with a pre-season friendly on Saturday 5th August, the weekend before the start of the Premier League season.

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