



**Manchester United Limited**

**Annual Post Season Safety Report**

**2013-2014 Season**

## Contents

	<u>Page</u>
1. Purpose of Report	3
2. Executive Summary	3
3. Recommendation(s)	3
4. Specific Matters Arising	4
4.1 Safety Management	4
4.2 Security	6
4.3 Governance	7
4.4 Persistent Standing / Smoking	8
4.5 Medical Team	9
4.6 Police	10
4.7 Children, Young & Vulnerable Persons	11
4.8 Specific Match Day Issues	12
4.9 Charter Complaints	13
4.10 Projects	14
5. List of Appendices	14
6. Conclusions	15
Appendix A: Stadium Seating Capacity	17
Appendix B: Safety Personnel Staffing Figures	18
Appendix C: Arrest & Ejections (inc. Visitors Attendance)	19
Appendix D: Persistent Standing and Smoking Arrests and Ejections	20
Appendix E: Spectators Treated by Medical Staff	21
Appendix F: Fire Detection and Alarm System Activations	22

# **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 2013 – 2014 season and is submitted in support of the General Safety Certificate (GSC) application for the 2014 – 2015 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 2013 – 2014 season, in accordance with Section 1.3.1 of the MUFC Safety Manual.

## **2. EXECUTIVE SUMMARY**

The period under review runs from 9<sup>th</sup> August 2013 until 8<sup>th</sup> June 2014. These dates relate directly to the 2013 – 2014 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 36 events/matches hosted with a spectator attendance in excess of 2.3 million. The events/matches have consisted of 19 x Premiership, 5 x European, 1 x FA Cup, 3 x Capital Cup, 1 x Rugby League Grand Final, 1 x Rugby League World Cup Final, 4 x U21's League, 1 x Testimonial and the Unicef Soccer Aid Charity match.

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 2013– 2014 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 2014 – 2015 season.

## **4. SPECIFIC MATTERS ARISING**

### **4.1 Safety Management:**

This has been the fifth 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 well advanced and their full effectiveness complements operational safety delivery. The team continues to work with enthusiasm with the added bonus of their high competence experience levels, towards all aspects of the safety management demanded within the 'Green Guide' (Fifth Edition).

The SMT undertakes continual assessment processes 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 still 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 system continues to be operationally sound and causes no concerns to either party.

This was the third season where MUFC were able to observe the benefits or alternatively any concerning issues surrounding the partial pedestrianisation of Sir Matt Busby Way (SMBW). Anecdotal evidence and car park staff observations have now shown that the initial challenges in relation to traffic flow have considerably settled down to manageable levels. However, it should be noted that associated measures and 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 fully control the match day 'Traffic Management Plan', and coordinate their pre and post match day operation through an external agency with associated support from MUFC and GMP where appropriate. These 'new' operations have now been running for over 12 months and the traffic management plans have worked well and seamlessly since taking over from the GMP operations, whilst continuing to target and limit traffic congestion.

MUFC now operate thirteen official car parks accommodating a total of 5175 vehicle spaces, also incorporating disabled parking facilities. Most of these disabled supporters are also 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. All issues associated with congestion in the car parks before and after a match are constantly monitored and managed to ensure the free flow of traffic is kept to a minimum and returned to normality as soon as possible.

The SMT continue to advance and develop in the use of its match day computerised recording systems. This system accurately records match day incidents, maintenance issues, medical treatment data, arrests, ejections and refusals to populate and subsequently produce the information required for the compilation of the post match

report. The system is fully auditable and accordingly provides an excellent safety assessment and evaluation tool.

These safety processes are also further supplemented with the usage of the 'Steward Match Day Incident Reports'. This entails the post match hand written completion of an incident form(s) by steward supervisors from all sections, in relation to any pertinent issues occurring within their own areas, which they feel should be reported back to the SMT. These issues relate to potential safety matters, equipment defects, 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 in turn encourages better reporting of a relevant and consistent nature. Accordingly, the quality as well as the volume of incident report continues to remain at a constant rate based on previous seasons' data.

The Steward Training programme is now facilitated wholly in conjunction with the new training provider – Controlled Solution Group (CSG). 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 Controlled Event Solutions (CES) match day security stewards are also trained to the same NVQ level 2 by their parent company provider (CSG). The online NVQ work, has witnessed a far more efficient and effective level of training, further supplemented by a small team of steward training assessors, who continue to undertake continual assessment and evaluation work with the stewards on match days. All new stewards recruited to the role, have to complete the full online training package with an associated examination before they become eligible to commence match day employment, further enhancing the capabilities and competencies of new stewards.

Extensive hardware & software work continues to be undertaken with the Ski data entrance access system to ensure data is continually and accurately produced and presented, which the SMT can utilise to evaluate match day capacities, flow rates and entry trends to all sections of the stadium.

Two trials took place on match days within the stadium to evaluate the feasibility of the adoption of a designated 'fans singing section'. These trials took place at the Real Sociedad - Oct 2013 and Fulham Feb 2014 matches and senior MUFC management having been assessing the results to see whether the initiative could now be implemented.

A MUFC practical exercise took place pre-season 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 was a multi-agency exercise involving all partners. This was the first such exercise in the Country and prompted a full policy review relating to the growing trend of pyrotechnic usage by the SGSA.

A MUFC safety and security policies and procedures 'table top' exercise was also undertaken in November 2013 to look at the multi-agency responses to the development of a serious public order scenario within the stadium. Furthermore, various 'Business Continuity' exercises have been regularly facilitated at the stadium involving the SMT to evaluate the Club responses and actions to a variety of issues and incidents, the sessions were attended by key members of MUFC Strategic Direction team.

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 operations 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 third full season associated with the current CES organisational and management security structures. In association with the SMT, 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, the match day security operations are 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 on both match and non-match days continues to be proactively managed by CES. The security accreditation system, for both full time and casual staff, introduced three 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 highlight 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 its policies and the overall safety and security of the supporters. Some of these operations have included, concessionary ticket misuse, clandestine smoking within the stadium, persistent standing, drunkenness and 'drinking in view of the pitch' offences. Resultant infringements have resulted in supporter refusals, ejections or

even arrests, although the work has undoubtedly contributed to the reduction of such incidences and overall improved safety and security.

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, identify and react to any ongoing safety or security issues.

### **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. This is seen as extremely important that all pertinent safety and security matters relating to the event are expeditiously communicated to all partners and internal departments. 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 and GMP is always 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 have been extremely valuable to bench mark necessary arrangements and resourcing involving the 'governing' agencies.

The SMT have been extremely grateful for the continued support of Trafford Metropolitan Borough Council (TMBC) towards MUFC and their match day operations. Special note should go to the TMBC Licensing Officers - Tony Bibi and Suzanne Whittaker, whose attendance at high risk fixtures last season, in a monitoring, compliance and advisory capacity, as well as attendance at some pre event planning meetings has been seen as invaluable support to the SMT.

MUFC have hosted members of the TMBC Safety Advisory Group during the 2013 – 2014 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 (SGSA) regularly liaise with the SMT to ensure that the safety policies / protocols involved in the match day operation are fully in place. Rick Riding (Local SGSA Inspector) and the SGSA Chief Executive – Ruth Shaw have both 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. On each occasion they have 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.

A Football Association Inspector was present during the MUFC v Liverpool match played in March 2014. The conclusions to his extensive report stated:-

*A very open, professional, and honest and industrious Safety Management Team who all obviously care about anyone visiting Old Trafford. They and their police colleagues who were engaged in the planning for this fixture should be more than satisfied with the outcome of their respective and joint operations. This was probably the most successful and 'peaceful' visit of Liverpool FC and their supporters.*

An Inspector was present at the MUFC v Manchester City derby match also in March 2014. The final conclusions to his extensive report stated:-

*The safety and security management team at Old Trafford obviously take a pride in ensuring that all visitors to Old Trafford are welcomed and feel safe. This was a very successful match day operation.*

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.

MUFC also support and welcome feedback from the 'Visit Football' quality assurance stadium scheme as backed by the Premier League. This feedback on general supporter experiences, away supporter experiences and disability issues provides poignant information on a variety of issues but most importantly to the SMT are the specific items on stadium safety and security. MUFC are once again expected to figure in the top places in the 'Visit Football' league table (when published) as a result of last season's reports.

#### **4.4 Persistent Standing / Smoking:**

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 2013-2014 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 2012 – 2013 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 security 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. Close liaison is maintained with the medical teams to ensure all stadium safety requirements and responsibilities are addressed on a match day and a post-match debrief also ensures that all information is evaluated in a timely and effective manner, so that any modifications to the medical model can be expeditiously enabled.

The current 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. This 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. It is interesting to note that in last season's 36 events, involving just over 2.3 million spectators, that pro rata the statistics shows a very slight decrease in 'persons treated' when compared with associated averages in recent years. However, the 'persons hospitalised' data has remained totally constant. One of the medical team'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. The data confirms that this objective is still being achieved.

The medical treatment data and patient feedback provides great reassurance to the SMT that the current medical model is working well and fit for purpose. Accordingly, the match day medical 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.

At the start of the season GMP initiated a reorganisation of their football intelligence / Club Liaison officers. This meant that all such divisional resources became centrally based in the Force's headquarters under the departmental title 'Force Events Section' (FES). This organisational change has not affected either the unique relationship with GMP, the quality of service provided by the officers associated with the MUFC operation or the effectiveness of the joint SMT / GMP match day operational delivery.

Prior to the start of the 2013 – 2014 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 4 x 'Police Free' events (Youth & Reserve fixtures), 18 x Category 'A' events, 10 x Category 'B' events, 1 x Category 'C' event and 3 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 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 communications exchange is also supplemented by regular pre match planning meetings being arranged around 2-3 days before the event involving the SMT and the GMP match day Silver Commander. 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 the 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 with other Safety Officers 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.

Due to the continued emergence of pyrotechnic usage on the terraces, usually associated with the away supporters, MUFC continue to target initiatives to counter such illegal usage to ensure the safety of all supporters. Some of these initiatives have included the regular usage of pyrotechnic detection dogs, warning signs, posters and public address messages advising of the dangers and consequences of pyrotechnic usage. MUFC have also trialed the usage of special HD CCTV camera systems to help pinpoint the offenders responsible for any pyrotechnic activations. As a result, the incidences of such usage have remained at a relatively low level last season, when compared to other stadia. Such measures will continue until the prevalence of pyrotechnics in sports stadia has been completely eradicated.

**MUFC have a zero tolerance to racist, homophobic 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. MUFC have also adopted the 'Kick It Out App.' which can be used in a similar way to anonymously report such despicable offences.

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 RFL Grand Final, the Capital Cup matches associated with both Liverpool and Sunderland who both brought full increased allocations of 7,500 - 9,000 fans to each fixture and the usual issues surrounding the Premier League visits of both Manchester City and Liverpool. Overall, with increased resources and significant planning, 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:**

In line with current national policy, MUFC continue to employ the services of a full time Safeguarding Officer (SO) and this work has again been carried out during the last season by Joanna Madyarchuk. 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 proactively 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 'Steward's Handbook'.

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. Accordingly, these concerns were addressed by the usage of specially prepared packs containing safeguarding information and in particular a supply of wristbands to assist stewards should any child become lost.

On this basis, MUFC have 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 procedures associated with lost children.

MUFC continually undertake the Disclosure and Barring Service (DBS) checks—(previously CRB checks) 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 2013-14 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 continued to see a steady decrease in such practices through robust ticket enforcement to virtually zero. In turn this has ensured the Family Stand population remains predominantly one of parents and children, and maintains the atmosphere of 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.

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

#### **4.8 Specific Event Day Issues:**

- MUFC were proud to be selected as the host venue for the 2013 Rugby League World Cup final played on 30<sup>th</sup> November 2013 between Australia and New Zealand. The event was attended by 66,281 spectators and was seen as a great success by the RFL organisers.

- 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 vehicular coordination on the day.

Rugby Grand Final – Oct 2013 – 135 coaches  
 Sunderland Capital Cup Semi – Jan 2014 – 112 coaches\*  
 Liverpool Capital Cup – Sept 2013 – 61 coaches

(\* All these coaches were accommodated solely on the E2 car park and were a record number of coaches on a single car park. This was necessary as part of a coordinated SMT / GMP operational security plan).

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

- During the month of March 2014, the Club engaged in a project whereby they employed the usage of an exclusive VIP pavilion marquee in the W2 car park to cater for up to 1400 additional hospitality guests. The facilities were for customers attending the high profile Premier and Champions League fixtures occurring that month. The facility needed careful and significant logistical planning to ensure not only the hospitality package was a great experience but the associated safety and security issues were also planned, coordinated and managed throughout. The operation was viewed as a massive success with no significant issues of note throughout this period of activity.

#### **4.9 Charter Complaints:**

The SMT have received and provided a measured and suitable response, following appropriate investigation where necessary, to any issues received from Charter Complaints in accordance with the Manchester United Club Charter throughout the 2013 – 2014 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 ongoing 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, 'Help Your Club Tackle Discriminatory or Offensive Behavior', developed two years ago 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. Customers are 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 are then immediately directed to the area in question to assist or resolve the issue as appropriate.

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) A full evaluation process is currently examining new upgraded, high resolution CCTV systems with enhanced picture quality and capabilities associated with the detection and identification of prevailing and historic safety and security issues.
- b) There are developing evaluation projects into the management of kiosk queues on a match day. These initiatives include the strategic usage of hawkers plus the QJacker mobile phone app, whereby customers are able to preorder their stadium refreshments. Both initiatives will continue to be trialed and developed and seen as vital tools in the safe management of concourse congestion.
- c) In conjunction with the Premier League, trials of the usage of visiting stewards to assist in the management of their own visiting supporters on a match day, in conjunction with existing MUFC staff is continuing. MUFC facilitated the visits of stewards from Liverpool, Cardiff, Bayern Munich and Olympiacos last season and their overall contributions to the safety and security operations were seen as very useful.

### **5. APPENDICES**

<b>Appendix A</b>	<b>Stadium Seating Capacity</b>
<b>Appendix B</b>	<b>Safety Personnel – Staffing Figures</b>
<b>Appendix C</b>	<b>Arrests / Ejections</b>
<b>Appendix D</b>	<b>Persistent Standing &amp; Smoking</b>
<b>Appendix E</b>	<b>Spectators Treated by Medical Staff</b>
<b>Appendix F</b>	<b>Fire Detections &amp; Alarm System Activations</b>

## 6. CONCLUSIONS

The current edition (5<sup>th</sup>) 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 extract is particularly pertinent as the Hillsborough disaster inquests continue to proceed at its Court in Warrington.

This report therefore demonstrates how the requirements placed on Manchester United Football Club Safety Management by the General Safety Certificate issued for the 2013 – 2014 season have been fully adhered to and the SMT continually strive for greater safety improvement and effective safety management towards the average 2.3 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. These staff have been ably supported by a variety of other relevant agencies throughout last season. The statistics contained within the report clearly show that these factors have all combined over 2013 – 2014 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 2013-14 season. Through intensive planning, multi agency cooperation, strategic deployments & tactical thinking, these matches plus the remaining other events, witnessed some excellent operational safety and security results.

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 2013– 2014 season namely the Greater Manchester Police, Greater Manchester Fire & Rescue Service, North West Ambulance Service, St. John Ambulance Service and of course Officers of the Trafford Metropolitan Borough Council and its Safety Advisory Group..

MUFC now look to towards the 2014/15 season with renewed vigor and enthusiasm into all aspects of their safety and security responsibilities.

.....

**APPENDIX 'A'**

**STADIUM SEATING CAPACITY**

<b>Stand</b>	<b>Standard Seating</b>	<b>Executive Seating</b>	<b>Totals</b>
<b>North</b>			
Tier 1 Lower	5,081	-	
Tier 1 Upper	7,244	1,514	
Tier 2	5,902	1,148	
NE Tier 2	2,330	1,513	
Wheelchair Spaces	16	-	
	(8 + 8 Helpers)	-	
NW Tier 2	2,260	1,560	
Wheelchair Spaces	16	-	
	(8 + 8 Helpers)	-	
Tier 3	4,084	-	
Executive Boxes	-	<b>720</b>	
<b>Totals</b>	<b>26,952</b>	<b>6,455</b>	<b>33,407</b>

<b>South</b>			
Tier 1 Lower	1,995	-	
Tier 1 Upper	5,631	1,552	
Directors Box	-	220	
Press Area	-	142	
(incl. TV Studio	-		
Executive Boxes	-	154	
(incl. Window	-		
Tables)	-		
<b>Totals</b>	<b>7,626</b>	<b>2,038</b>	<b>9,664</b>

<b>East</b>			
Tier 1 Lower	1,887	-	
Tier 1 Upper	7,039	-	
Tier 2	6,456	-	
Disabled Platform	208 (104 + 104 Helpers)	-	
Executive Boxes	-	278	
<b>Totals</b>	<b>15,590</b>	<b>278</b>	<b>15,868</b>

<b>West</b>			
Tier 1 Lower	2,939	-	
Tier 1 Upper	2,360	862	
Family Stand	3,929	-	
Tier 2	6,456	-	
Executive Boxes	-	149	
<b>Totals</b>	<b>15,684</b>	<b>1,011</b>	<b>16,695</b>

<b>Sub Totals</b>	<b>65,852</b>	<b>9,782</b>	<b>75,634</b>
-------------------	---------------	--------------	---------------

<b>Total Stadium Capacity Season 2013/2014:</b>			<b>75,634</b>
---	--	--	---------------



**APPENDIX 'B'**

**SAFETY PERSONNEL STAFFING FIGURES**

<b>Safety Section</b>	<b>Description</b>	<b>13/14</b>	<b>12/13</b>	<b>11/12</b>	<b>10/11</b>	<b>09/10</b>
<b>General Stewards</b>	Head Steward	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	001
	Referee Liaison Officer	001	001	001	001	001
	Training Liaison Officer	000	001	001	001	001
	Supervisors	027	027	027	023	024
	General Stewards	265	265	265	269	268
		<b>296</b>	<b>297</b>	<b>297</b>	<b>297</b>	<b>296</b>
<b>Safety Steward</b>	Head Steward	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002
	Supervisors	027	027	027	027	031
	Safety Stewards	260	260	260	260	256
			<b>290</b>	<b>290</b>	<b>290</b>	<b>290</b>
<b>Fire Safety Stewards</b>	Head Steward	001	001	001	001	001
	Deputy Head Steward	001	001	001	001	001
	Fire Safety Stewards	008	008	008	008	008
			<b>010</b>	<b>010</b>	<b>010</b>	<b>010</b>
<b>Security</b> <i>(**Number varies according to match category therefore lowest numbers used)</i>	Chief Security Officer	001	001	001	001	001
	Deputy Chief Officer	001	001	001	001	001
	Supervisors	025	025	025	025	025
	Security Officers	379	379	379	379	373
			<b>**406</b>	<b>**406</b>	<b>**406</b>	<b>**406</b>
<b>Gate Stewards</b>	Head Steward	001	001	001	001	001
	Deputy Head Steward	002	002	002	002	002
	Supervisors	012	012	012	013	013
	Gate Stewards	177	177	177	177	177
			<b>192</b>	<b>192</b>	<b>192</b>	<b>193</b>
<b>Car Park Stewards</b>	Car Park Manager	001	001	001	001	001
	Car Park Supervisors	004	004	003	003	003
	Car Park Stewards	056	056	056	056	062
			<b>061</b>	<b>061</b>	<b>060</b>	<b>060</b>
<b>Medical Personnel</b>	Crowd Doctors	007	007	006	009	009
	Registered Nurses	005	005	006	016	016
	Stretcher Team	006	006	006	006	006
	North West Ambulance	022	022	022	022	022
	St. John Ambulance	040	040	040	030	040
			<b>080</b>	<b>080</b>	<b>080</b>	<b>083</b>
<b>Stadium Control Room</b>		<b>005</b>	<b>005</b>	<b>005</b>	<b>005</b>	<b>006</b>
<b>Total Match Day Safety Personnel</b>		<b>**1,340</b>	<b>**1,341</b>	<b>**1,340</b>	<b>1,344</b>	<b>1,354</b>

### 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
2013-08-09-RIO	MUPC Final / Rio Ferdinand Testimonial	OTHER	A	-	0	11	0	0	2	0	0	0	0	0	1
2013-08-26-CHE	Chelsea	PREMIER	B	2,917	1	3	5	3	0	5	1	0	6	1	0
2013-09-14-CPF	Crystal Palace	PREMIER	B	2,665	1	8	1	2	0	7	0	0	0	1	0
2013-09-17-B4L	Bayer 04 Leverkusen	CHAMPNS LG	A	777	0	1	4	0	0	0	2	0	5	0	0
2013-09-25-LIV	Liverpool	CAPTL ONE	C-IR	7,125	13	48	12	6	0	6	4	0	3	3	0
2013-09-28-WBA	West Bromwich Albion	PREMIER	A	1,462	1	10	7	8	0	3	1	0	6	0	0
2013-10-05-RUG	Rugby Grand Final	RUGBY	B	-	9	126	0	0	32	0	0	0	0	0	0
2013-10-19-SOU	Southampton	PREMIER	A	2,410	1	14	7	3	0	3	1	0	2	0	0
2013-10-23-RSF	Real Sociedad	PREMIER	A	6,048	0	38	10	2	0	2	0	0	0	0	0
2013-10-26-STO	Stoke	PREMIER	A	1,844	0	17	5	19	0	4	3	0	8	0	0
2013-10-29-NOR	Norwich City	CAPTL ONE	A	1,955	0	23	4	0	0	0	0	0	2	0	0
2013-11-10-ARS	Arsenal	PREMIER	B	2,983	5	8	5	11	0	4	11	0	7	2	0
2013-11-30-RWC	New Zealand v Australia	RUGBY	B	-	17	73	0	0	0	0	0	2	0	0	0
2013-12-04-EVT	Everton	PREMIER	B	3,021	4	17	8	7	0	2	6	0	0	3	0
2013-12-07-NEW	Newcastle	PREMIER	A	2,994	4	19	7	18	0	1	8	0	4	17	0
2013-12-10-SDF	Shakhtar Donetsk	CHAMPNS LG	A	583	0	4	4	0	0	2	0	0	6	1	0
2013-12-21-WHU	West Ham United	PREMIER	A	1,719	0	3	4	2	0	5	3	0	1	1	0
2014-01-01-TOT	Tottenham Hotspur	PREMIER	B	2,303	0	3	2	17	0	0	1	0	5	0	0
2014-01-05-SWA	Swansea	FA CUP	A	1,223	0	5	2	6	0	0	0	0	1	0	0
2014-01-11-SWA	Swansea City	PREMIER	B	1,523	0	5	8	1	0	3	0	0	4	4	0
2014-01-22-SUN	Sunderland	CAPTL ONE	C	8,513	3	109	7	36	0	4	4	0	1	30	0
2014-01-28-CAR	Cardiff City	PREMIER	B	3,019	3	30	4	13	0	1	3	0	9	16	0
2014-02-09-FUL	Fulham	PREMIER	A	844	0	4	11	2	0	2	0	0	3	1	0
2014-02-10-WHU	West Ham United U21's	YOUTH	Police Free	-	0	0	0	0	0	0	0	0	0	0	0
2014-03-16-LIV	Liverpool	PREMIER	C-IR	3,016	16	20	3	7	0	2	0	0	7	3	0
2014-03-19-OLY	Olympiacos	CHAMPNS LG	A	3,617	1	11	4	2	0	1	0	0	1	0	0
2014-03-25-MCFC	Manchester City	PREMIER	C-IR	3,002	7	13	26	5	0	5	0	0	7	0	0
2014-03-29-AST	Aston Villa	PREMIER	A	1,800	0	10	9	5	0	2	2	0	7	3	0
2014-04-01-BAY	Bayern Munich - Quarter Final	CHAMPNS LG	B	2,959	1	22	17	6	0	2	0	0	4	1	0
2014-04-07-AST	Aston Villa U21's	RESERVES	Police Free	-	0	0	0	0	0	0	0	0	0	0	0
2014-04-17-NOR	Norwich U21's	RESERVES	Police Free	-	0	3	3	0	0	0	0	0	0	0	0
2014-04-26-NOR	Norwich City	PREMIER	A	1,792	2	10	20	0	0	0	0	0	10	2	0
2014-05-03-SUN	Sunderland	PREMIER	A	1,326	2	15	1	4	0	0	2	0	2	6	0
2014-05-06-HUL	Hull City	PREMIER	A	1,281	0	8	5	0	0	0	0	0	7	0	0
2014-05-14-CHE	Chelsea U21's	RESERVES	Police Free	-	0	0	1	0	0	0	0	0	0	0	0
2014-06-08-SOC	Soccer Aid: England v ROTW	OTHER	A	-	0	30	0	0	0	0	0	2	0	0	0
<b>Totals</b>				<b>74,721</b>	<b>91</b>	<b>721</b>	<b>206</b>	<b>185</b>	<b>34</b>	<b>66</b>	<b>52</b>	<b>4</b>	<b>118</b>	<b>90</b>	<b>1</b>
							<b>425</b>			<b>122</b>			<b>209</b>		

**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
2013-08-09-RIO	MUPC Final / Rio Ferdinand Testimonial	OTHER	A	0	0	0	0	0	0	0	0
2013-08-26-CHE	Chelsea	PREMIER	B	0	0	0	0	1	1	0	0
2013-09-14-CPF	Crystal Palace	PREMIER	B	0	0	0	0	0	1	0	0
2013-09-17-B4L	Bayer 04 Leverkusen	CHAMPNS LG	A	0	0	0	0	1	0	0	0
2013-09-25-LIV	Liverpool	CAPTL ONE	C-IR	0	0	0	0	0	2	0	0
2013-09-28-WBA	West Bromwich Albion	PREMIER	A	5	0	0	0	0	2	0	0
2013-10-05-RUG	Rugby Grand Final	RUGBY	B	0	0	0	0	1	0	0	0
2013-10-19-SOU	Southampton	PREMIER	A	0	0	0	0	1	0	0	0
2013-10-23-RSF	Real Sociedad	PREMIER	A	0	0	0	0	0	0	0	0
2013-10-26-STO	Stoke	PREMIER	A	0	0	0	0	1	4	0	0
2013-10-29-NOR	Norwich City	CAPTL ONE	A	0	0	0	0	0	0	0	0
2013-11-10-ARS	Arsenal	PREMIER	B	0	0	0	0	0	8	0	0
2013-11-30-RWC	New Zealand v Australia	RUGBY	B	0	0	0	0	0	0	0	0
2013-12-04-EVT	Everton	PREMIER	B	3	0	0	0	0	4	0	0
2013-12-07-NEW	Newcastle	PREMIER	A	1	1	0	0	0	6	0	0
2013-12-10-SDF	Shakhtar Donetsk	CHAMPNS LG	A	0	0	0	0	1	0	0	0
2013-12-21-WHU	West Ham United	PREMIER	A	0	0	0	0	4	2	0	0
2014-01-01-TOT	Tottenham Hotspur	PREMIER	B	1	0	0	0	0	0	0	0
2014-01-05-SWA	Swansea	FA CUP	A	2	2	0	0	0	0	0	0
2014-01-11-SWA	Swansea City	PREMIER	B	2	1	0	0	0	0	0	0
2014-01-22-SUN	Sunderland	CAPTL ONE	C	0	0	0	0	0	3	0	0
2014-01-28-CAR	Cardiff City	PREMIER	B	2	0	0	0	0	8	0	0
2014-02-09-FUL	Fulham	PREMIER	A	0	0	0	0	0	1	0	0
2014-02-10-WHU	West Ham United U21's	YOUTH	Police Free	0	0	0	0	0	0	0	0
2014-03-16-LIV	Liverpool	PREMIER	C-IR	0	0	0	0	0	0	0	0
2014-03-19-OLY	Olympiacos	CHAMPNS LG	A	0	0	0	0	0	0	0	0
2014-03-25-MCFC	Manchester City	PREMIER	C-IR	2	1	0	0	2	0	0	0
2014-03-29-AST	Aston Villa	PREMIER	A	0	0	0	0	0	4	0	0
2014-04-01-BAY	Bayern Munich - Quarter Final	CHAMPNS LG	B	5	0	0	0	2	0	0	0
2014-04-07-AST	Aston Villa U21's	RESERVES	Police Free	0	0	0	0	0	0	0	0
2014-04-17-NOR	Norwich U21's	RESERVES	Police Free	0	0	0	0	0	0	0	0
2014-04-26-NOR	Norwich City	PREMIER	A	6	0	0	0	1	0	0	0
2014-05-03-SUN	Sunderland	PREMIER	A	0	0	0	0	0	2	0	0
2014-05-06-HUL	Hull City	PREMIER	A	0	0	0	0	0	0	0	0
2014-05-14-CHE	Chelsea U21's	RESERVES	Police Free	0	0	0	0	0	0	0	0
2014-06-08-SOC	Soccer Aid: England v ROTW	OTHER	A	0	0	0	0	0	0	0	0
<b>Totals</b>				<b>29</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>42</b>	<b>0</b>	<b>0</b>
				<b>34</b>		<b>0</b>		<b>57</b>		<b>0</b>	

### 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
2013-08-09-RIO	MUPC Final / Rio Ferdinand Testimonial	OTHER	A	3	9	1	0
2013-08-26-CHE	Chelsea	PREMIER	B	7	18	0	0
2013-09-14-CPF	Crystal Palace	PREMIER	B	2	16	3	0
2013-09-17-B4L	Bayer 04 Leverkusen	CHAMPNS LG	A	2	9	0	1
2013-09-25-LIV	Liverpool	CAPTl ONE	C-IR	4	14	2	0
2013-09-28-WBA	West Bromwich Albion	PREMIER	A	6	21	1	1
2013-10-05-RUG	Rugby Grand Final	RUGBY	B	4	28	4	1
2013-10-19-SOU	Southampton	PREMIER	A	5	17	2	0
2013-10-23-RSF	Real Sociedad	PREMIER	A	4	13	2	0
2013-10-26-STO	Stoke	PREMIER	A	3	15	1	0
2013-10-29-NOR	Norwich City	CAPTl ONE	A	2	9	1	1
2013-11-10-ARS	Arsenal	PREMIER	B	7	19	4	1
2013-11-30-RWC	New Zealand v Australia	RUGBY	B	3	19	1	1
2013-12-04-EVT	Everton	PREMIER	B	3	10	1	0
2013-12-07-NEW	Newcastle	PREMIER	A	1	16	1	0
2013-12-10-SDF	Shakhtar Donetsk	CHAMPNS LG	A	4	13	0	0
2013-12-21-WHU	West Ham United	PREMIER	A	4	15	0	0
2014-01-01-TOT	Tottenham Hotspur	PREMIER	B	7	18	0	0
2014-01-05-SWA	Swansea	FA CUP	A	3	13	1	0
2014-01-11-SWA	Swansea City	PREMIER	B	4	10	0	0
2014-01-22-SUN	Sunderland	CAPTl ONE	C	2	27	4	0
2014-01-28-CAR	Cardiff City	PREMIER	B	1	8	1	0
2014-02-09-FUL	Fulham	PREMIER	A	4	16	2	0
2014-02-10-WHU	West Ham United U21's	YOUTH	Police Free	0	0	0	0
2014-03-16-LIV	Liverpool	PREMIER	C-IR	3	19	1	0
2014-03-19-OLY	Olympiacos	CHAMPNS LG	A	2	17	1	0
2014-03-25-MCFC	Manchester City	PREMIER	C-IR	4	17	3	0
2014-03-29-AST	Aston Villa	PREMIER	A	1	9	1	0
2014-04-01-BAY	Bayern Munich - Quarter Final	CHAMPNS LG	B	1	11	1	0
2014-04-07-AST	Aston Villa U21's	RESERVES	Police Free	0	0	0	0
2014-04-17-NOR	Norwich U21's	RESERVES	Police Free	0	0	0	0
2014-04-26-NOR	Norwich City	PREMIER	A	6	20	1	0
2014-05-03-SUN	Sunderland	PREMIER	A	0	9	1	0
2014-05-06-HUL	Hull City	PREMIER	A	7	18	3	0
2014-05-14-CHE	Chelsea U21's	RESERVES	Police Free	0	3	0	0
2014-06-08-SOC	Soccer Aid: England v ROTW	OTHER	A	2	34	5	6
<b>Totals</b>				<b>111</b>	<b>510</b>	<b>49</b>	<b>12</b>

## Appendix F - Fire Detection and Alarm Activations

Code	Event	Event Type	Match Category	Number of Activations	Cause of Activation
2013-08-09-RIO	MUPC Final / Rio Ferdinand Testimonial	OTHER	A	1	1 x Unknown Cause
2013-08-26-CHE	Chelsea	PREMIER	B	1	1 x Unknown Cause
2013-09-14-CPF	Crystal Palace	PREMIER	B		
2013-09-17-B4L	Bayer 04 Leverkusen	CHAMPNS LG	A	2	1 x Unknown Cause 1 x System Test
2013-09-25-LIV	Liverpool	CAPTL ONE	C-IR	1	
2013-09-28-WBA	West Bromwich Albion	PREMIER	A		
2013-10-05-RUG	Rugby Grand Final	RUGBY	B	4	1 x Dirty Head 3 x Unknown Cause
2013-10-19-SOU	Southampton	PREMIER	A	1	1 x Unknown Cause
2013-10-23-RSF	Real Sociedad	PREMIER	A	1	1 x Dirty Head
2013-10-26-STO	Stoke	PREMIER	A	1	1 x Cooking Fumes
2013-10-29-NOR	Norwich City	CAPTL ONE	A	1	1 x Unknown Cause
2013-11-10-ARS	Arsenal	PREMIER	B	2	2 x Faulty System
2013-11-30-RWC	New Zealand v Australia	RUGBY	B		
2013-12-04-EVT	Everton	PREMIER	B		
2013-12-07-NEW	Newcastle	PREMIER	A	1	1 x Electronic Cigarette
2013-12-10-SDF	Shakhtar Donetsk	CHAMPNS LG	A	1	1 x Unknown Cause
2013-12-21-WHU	West Ham United	PREMIER	A		
2014-01-01-TOT	Tottenham Hotspur	PREMIER	B	1	1 x Cooking Fumes
2014-01-05-SWA	Swansea	FA CUP	A		
2014-01-11-SWA	Swansea City	PREMIER	B	1	1 x Electrical Fault (LED Board)
2014-01-22-SUN	Sunderland	CAPTL ONE	C		
2014-01-28-CAR	Cardiff City	PREMIER	B	1	1 x Cooking Fumes
2014-02-09-FUL	Fulham	PREMIER	A		
2014-02-10-WHU	West Ham United U21's	YOUTH	Police Free		
2014-03-16-LIV	Liverpool	PREMIER	C-IR	1	1 x Alarm Activated in Error (Glass Broke)
2014-03-19-OLY	Olympiacos	CHAMPNS LG	A		
2014-03-25-MCFC	Manchester City	PREMIER	C-IR	1	1 x Aerosol Fumes
2014-03-29-AST	Aston Villa	PREMIER	A		
2014-04-01-BAY	Bayern Munich - Quarter Final	CHAMPNS LG	B	3	2 x Unknown Cause 1 x Aerosol Fumes
2014-04-07-AST	Aston Villa U21's	RESERVES	Police Free		
2014-04-17-NOR	Norwich U21's	RESERVES	Police Free		
2014-04-26-NOR	Norwich City	PREMIER	A	3	1 x Unknown Cause 1 x Aerosol Fumes
2014-05-03-SUN	Sunderland	PREMIER	A		
2014-05-06-HUL	Hull City	PREMIER	A	1	1 x Vehicle Fire
2014-05-14-CHE	Chelsea U21's	RESERVES	Police Free		
2014-06-08-SOC	Soccer Aid: England v ROTW	OTHER	A		
<b>Totals</b>				<b>29</b>	