

# **Guide to Safety at Sports Grounds**

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**Supplementary Guidance 02:  
Planning for social distancing  
at sports grounds**

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# Foreword

The COVID-19 pandemic has had a devastating impact on sport. I'm proud of the work that the Sports Grounds Safety Authority (SGSA) and others have done to enable the resumption of football and other sports behind closed doors, but we long for the day that fans can return to our sports grounds and safely enjoy the experience of live sport again. It's literally the reason we exist.

The SGSA also recognises the immense pressures that sports grounds and clubs, their owners, staff, players and supporters have faced, and continue to face in light of the pandemic. We know that many sports will not have the ability to resume without the revenues from tickets sales and concessions.

However, bringing fans back into grounds while maintaining social distancing will bring new challenges. Just as we have all had to learn new behaviours in order to reduce the spread of the virus, sports grounds too will need to significantly adapt.

This guidance will help to equip them with the knowledge and guidance they need to plan for the return of fans with confidence. Importantly, it will help venues to determine a new safe capacity. The guidance will be of most value to outdoors sports but many of the practical steps that we set out will be equally relevant to indoor sports.

I hope this guidance will make a significant contribution to the safe return of fans and, in turn, the recovery of sport in the UK and around the world.

**Martyn Henderson**

Chief Executive

Sports Grounds Safety Authority

# SG02 1.0 Social distancing and COVID-19 protection – basic principles

## SG02 1.1 The return of spectators to sports grounds

This document forms a supplement to the sixth edition of the *Guide to Safety at Sports Grounds* (the *Guide*), published in 2018.

It has been drawn up to assist the management of sports grounds which are considering or planning for the re-introduction of spectators to their ground under social distancing.

It also contains guidance on a range of other measures recommended for the protection of all people present at a ground during an event against the spread of the COVID-19 virus.

For grounds in England, the advice in this *Supplementary Guidance* seeks to prepare management for the move towards the UK Government's Stage Five, also known as 'Return to Competition with Reduced Venue Capacity'. This follows on from the previous four stages or phases, each of which has helped elite sport to recover in phases from complete lockdown to a return to competition.

More details of the different stages are available from the UK Government website:

[Stage One: Return to training guidance](#)

[Stage Two: Return to training guidance](#)

[Stage Three: Return to domestic competition guidance](#)

[Stage Four: Return to cross border competition guidance](#)

[Stage Five: Return to competition: safe return of spectators](#)

Note that at the time of publication in July 2020, current UK Government guidance states that social distancing of 2.0m should be observed.

However, it also states that a distance of between 1.0m and 2.0m might be acceptable if the necessary mitigation measures have been put in place. These mitigations are defined in the UK Government's guidance notes for Stage 5 and form the basis of much of the guidance that follows in this document.

On this basis therefore, all measurements and calculations in this *Supplementary Guidance* are based on a social distance requirement of 1.0m, provided that the necessary mitigation measures are put in place.



Before acting on any of the recommendations or re-admitting spectators, management should check with government guidance to ensure that the 1.0m distance remains in effect.

### **SG02 1.2 Status of Supplementary Guidance**

In common with the *Guide*, this *Supplementary Guidance* is an advisory document for use by competent persons working in the regulation and licensing, the design and planning, and the safety management and operation of sports grounds. For a definition of 'competent' see the [Glossary](#).

Also in common with the *Guide*, this document has no statutory force.

Nevertheless, it is expected that the various competition organisers in each of the elite sports will voluntarily reflect the guidance offered here within the rules of their competitions, and will require competition venue operators to confirm their adherence to them.

It is emphasised that for those sports grounds in England and Wales which, under the terms of the Football Spectators Act 1989, require a licence from the Sports Grounds Safety Authority (SGSA) in order to admit spectators to designated football matches, *additional compliance requirements* may be necessary to indicate compliance with licence measures.

However it should also be noted that the management of sports grounds in Northern Ireland, Scotland and Wales, should seek out and follow the guidance available from their own respective governments, public health authorities and competition organisers, and that such guidance may differ in parts from that offered in this document.

### **SG02 1.3 Management responsibilities and the decision to re-admit spectators**

As emphasised throughout the *Guide* and this *Supplementary Guidance*, the responsibility for the safety, security and service needs of *all* people present in a sports ground lies at *all* times with the ground management.

The management will normally be either the owner or lessee of the ground, who may not necessarily be the promoter of the event.

Clearly, if spectators are to be readmitted, this responsibility will extend to the implementation of measures to maintain social distancing, and to guard against the transmission of the COVID-19 virus, again, for *all* people present, at *all* times.

*However, it is stressed that management cannot assume that it will automatically be able to re-admit spectators.*

Instead it will first be necessary for management to re-assess all its plans and procedures, as set out in its *Operations Manual* for use under standard operational conditions, and only then determine whether the ground is suitable for re-admitting spectators, or indeed whether the management itself is able or willing to undertake the changes necessary.

As explained in this *Supplementary Guidance*, this re-assessment should focus on the following key operational issues, all of which will require a fresh approach if spectators are to be re-admitted and managed safely in the current circumstances.



## SG02 1.4 Socially distanced capacities

As explained in **Chapter SG02 2.0**, unlike under standard operational conditions, it will not be possible to calculate a maximum capacity under social distancing.

Rather, the various constraints imposed by social distancing will require a series of dynamic assessments to be made for each event.

Among the chief considerations are the following:

### a. Social distancing measurements

The assessment of a socially distance capacity will depend chiefly on:

- i. The social distancing requirement in force at the time; for example, 2.0m or 1.0m.

Note: all the measurements and dimensions in this *Supplementary Guidance* are based on a social distance of 1.0m.

- ii. The method chosen to measure that social distance for use in calculations and assessments.

Two methods are proposed in this document, as explained in **Figure SG02 1: Methods of measurement for 1.0m social distancing**.

### b. Management of social distancing

A further factor in determining how many spectators it will be possible to accommodate under social distancing will be the ability of the management to manage social distancing itself.

Apart from all safety and security issues arising from social distancing, this will depend on:

- i. the ability of the management to maximise its socially distanced capacity by optimising its allocation of seats without breaching social distancing, and
- ii. where applicable, the ability of the management to monitor and manage standing spectators who may cluster together or migrate in such a way as to breach social distancing.

Even after arriving at a manageable and safe socially distanced capacity, it may still be necessary to reduce that figure further owing to a number of other factors, including:

- iii. the capacity of concourses, which despite the overall reduction in spectator numbers, might require yet further reductions to be made in order to avoid breaches of social distancing at peak times.
- iv. the capacity of the ground's circulation routes, which again, despite the reduction in spectator numbers, might still struggle to function under social distancing, owing to slower flow rates and the necessity to avoid congestion and long queues for ingress, for amenities, and for egress.



- v. the ability of local services, including public transport providers, to cope with the arrival and dispersal of spectators whilst also maintaining social distances.
- vi. the current infection rate, which might require local public health authorities to restrict or prohibit gatherings.

Thus it can be seen that the capacity of any sports ground under social distancing cannot be calculated with the same level of certainty as is possible under standard operational conditions, and will instead depend on a series of dynamic assessments from event to event, on the assessment of test events (see [Section SG02 3.21](#)), and on local circumstances.

By adopting this open approach it can be hoped that, as the ground management becomes more adept at managing the challenges, and as the spread of the virus hopefully recedes, so can the socially distanced capacity be raised incrementally.

There is however another factor that must be taken into account, and that is the willingness of spectators to attend and, if they do, how they cope and behave under the new circumstances.

### **SG02 1.5 Spectators' responsibilities**

Much more so than under standard operational conditions, the attitudes and behavioural patterns of spectators under social distancing and COVID-19 protection measures will have a considerable impact on how successfully management can achieve its safety goals.

Among the chief differences to be highlighted in this introductory summary are the following:

#### **a. Who should attend**

More than ever before, members of the public must themselves take responsibility for deciding whether or not they should attend an event. This assessment should be based upon their own health status and susceptibility to infection, and that of those in their family or household bubble, together with an assessment of their own attitude to the potential risks.

As explained in [Chapter SG02 3.0](#), it is however the responsibility of management to guide each person through that decision making process before the person purchases a ticket, by outlining all the conditions that will be in place and all the possible restrictions that spectators are likely to encounter.

#### **b. Spectators' behaviour**

One of the key recommendations in this document is that all ticket holders should be required to read and adhere to a *Spectators' Code of Conduct* (see [Section SG02 3.12](#) and [Figure SG02 7](#)). This *Code* should include a basic commitment not only to respect the social distancing needs of others, but also to avoid acting in any way that might risk the health of fellow spectators and staff working at the ground. For example, in seated areas, if seeking to pass another spectator on the same row in order to access or leave a seat – a movement sometimes called the 'brush past' – a spectator should have the courtesy to turn their back as they pass, in order to avoid close face-to-face contact.



**c. Social bubbles**

Another challenge for management will be in dealing with groups of spectators who book tickets as part of a social bubble. For the purposes of this *Supplementary Guide*, based on current UK Government guidelines, a social bubble is defined as a group of up to six people from no more than two households.

Clearly it is to the management's advantage if tickets for seated areas are booked in groups rather than singly, as this will enable seat allocations to be optimised (see **Figures SG02 2, 3 and 4**).

But it is recognised that some spectators will wish to attend alone, or equally that some may book tickets only for themselves, but, as is their custom, they might still sit or stand in the company of other people who are within their social bubble (such as family members, as neighbours or as close friends).

Management cannot be expected to question every ticket applicant as to whether the people on whose behalf they are booking are genuinely part of their social bubble. Nor can they know if, when an individual books a single ticket, but expresses a wish to sit next to another person, those two people are also genuinely part of a social bubble.

**SG02 1.6 Shared responsibilities and establishing community trust**

In short, both management and spectators share the responsibility to act with care and consideration, in the interests not only of their fellow spectators, their club or team, and their sport, but also of the health and wellbeing of their community as a whole.

Nor should it be forgotten that, when deciding to re-admit spectators, both the ground management and spectators should also respect the social distancing needs of those people who help deliver the event – be they stewards, catering staff, first aiders, representatives of the media, cleaners and so on – as well as those who live and work in proximity to the ground.

Thus, it will be absolutely essential for management to establish a tone and an authority in their communications and dealings with the public that fosters positive relationships and a co-operative spirit in the difficult circumstances that all parties face.

**SG02 1.7 How to use this *Supplementary Guidance***

As stated earlier, this document forms a supplement to the sixth edition of the *Guide to Safety at Sports Grounds*. It should therefore be read and acted upon only in conjunction with the *Guide*. It does not replace or negate existing guidance, unless specifically stated otherwise.

Furthermore, the guidance within this document should not be applied selectively. Indeed, users of both this *Supplementary Guidance* and the *Guide* may be considered competent only if they have read and understood both guidance documents in their entirety.



At the same time, it is recognised that the guidance is neither definitive nor applicable in all circumstances. Should any doubts therefore arise, or should any deviation from the *Supplementary Guidance* and/or the *Guide* be proposed, it is recommended that independent, professional advice be obtained from competent persons.

As emphasised in Section 1.8 of the *Guide*, deviations from the *Guide*, and from this *Supplementary Guidance*, should only be acceptable when considered to be necessary and reasonable, and supported by evidence.

Any decision to deviate from the *Guide* or the *Supplementary Guidance* should be recorded in a *List of Deviations*, with supporting written evidence, including the details of the relevant risk assessment (see Section 3.3.d of the *Guide*).

Finally, this *Supplementary Guidance* does not supersede any legal obligations relating to health and safety, employment or equalities, and therefore compliance with existing obligations and those arising from current government recommendations and public health authorities must be maintained.

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# SG02 2.0 Assessing the safe capacity of a sports ground for social distancing

## SG02 2.1 Socially distanced capacities – introduction

*(This chapter should be read in conjunction with Chapter Two and Figures 1 and 2 in the Guide, and Figures SG02 1 to 5 in this Supplementary Guidance)*

Chapter Two of the *Guide to Safety at Sports Grounds* (the *Guide*) explains how to calculate the 'final' capacity of a sports ground; that is, how many spectators can be safely accommodated whilst the venue is hosting an event, sporting or otherwise, in standard operational mode.

As emphasised in the *Guide*, this calculation is the most important step the ground management can take towards the achievement of reasonable safety.

For the purposes of this *Supplementary Guidance*, and under the terms of the UK Government's Stage 5 process (see [Section SG02 1.1](#)), a 'spectator' is defined as any individual in attendance at the competition venue who is not accredited by the competition organiser to participate in and/or deliver the competition.

The purpose of this chapter is to summarise the issues that need to be understood, and the steps that need to be worked through when re-assessing the capacity of a ground in order to meet the needs of social distancing whilst also maintaining reasonable safety.

*Note, all figures quoted in this Supplementary Guidance are based upon a social distancing requirement of 1.0m, provided that the necessary mitigation measures are put in place.*

Should any other distancing requirement be introduced, it will be the responsibility of management to conduct a complete and thorough re-assessment of the socially distanced capacity accordingly.

Clearly, whatever the extent of the social distancing requirements in place, the number of spectators that can be accommodated will be *considerably lower* than the final capacity under standard operational conditions.

Furthermore, owing to the variables that apply to seat allocations in socially distanced seated accommodation – according to whether seats are allocated in singles, pairs or in larger combinations – it may not be possible for management to set a maximum socially distanced capacity for all events.



*Rather, it is envisaged that, at many grounds, management will need to continually assess the socially distanced capacities on a dynamic basis, starting, wherever possible, with a test event (see Section SG02 3.21).*

At all sports grounds, however, the basic issues highlighted in the following sections will apply.

## SG02 2.2 Social distancing – space per person

As illustrated in Figure SG02 1, when calculating the amount of space person, there are two methods of measuring a social distance of 1.0m.

- a. **Method One** is based upon a 1.0m diameter circle, centred on the head, regardless of whether it applies to individuals who are sitting, walking or standing.

Note, the circle in this method takes up an area of approximately 0.8m<sup>2</sup> per person and reduces the space between two people standing side-to-side to approximately 400mm.

- b. **Method Two** takes into account the width and depth of an individual, so that when positioned next to another individual, the social distance between the two is approximately 1.0m.

As a seated individual typically takes up 500mm in width, whereas someone walking or standing takes up 600mm in width, Method Two requires two different circles:

- i. for people seated: 1.5m diameter, which equates to approximately 1.8m<sup>2</sup> per person
- ii. for people walking or standing: 1.6m diameter, which equates to approximately of 2.0m<sup>2</sup> per person).

*The choice of which method to adopt for the purposes of calculation and planning will depend on current government advice in the jurisdiction in which the sports ground is located, and on the ground management's policy towards COVID-19 protection.*

Regardless of which method is adopted, however, the process followed when assessing spectator numbers will always differ according to whether the viewing accommodation is for seated or for standing spectators.

## SG02 2.3 Social distancing – seated accommodation

*(see Section 12.22 and Figure 25 in the Guide)*

In order to assess the socially distanced capacity for a seated area – including one with seats incorporating barriers – it will be necessary to take into consideration the following:

- a. **Allocation of seats in the same rows**

Three factors dictate how many seats in the same row must be kept unoccupied under social distancing:



- i. whether Method One or Method Two is used for measuring social distances (see **above** and **Figure SG02 1**) and
- ii. the seat widths (as measured between seat centres), and
- iii. the allocation of seats (that is whether they are to be occupied singly, in pairs, in threes, fours and so on).

Note however that it may further be necessary to keep seats immediately next to radial gangways unoccupied, based on:

- iv. the width of the radial gangway, and
- v. whether the flow on the radial gangway is one-way or two-way.

**Figures SG02 2 and 3** show examples of the combined effect of these five factors.

**b. Allocation of seats in successive or alternate rows**

The decision as to whether seats can be allocated in successive rows, or whether it would be more advantageous to allocate seats only in alternate rows, will depend on three factors:

- i. whether Method One or Method Two is used for measuring social distances (see **above** and **Figure SG02 1**) and
- ii. the depth of the seating rows, and
- iii. the allocation of seats (that is whether they are to be occupied singly, in pairs, in threes, fours and so on).

Again, **Figures SG02 2 and 3** show examples of the combined effect of these three factors.

**c. Optimising seat allocations**

Clearly, as illustrated in **Figures SG02 2 and 3**, a higher proportion of seats can be occupied in one area under social distancing if more people from within the same social bubble sit together, whether grouped in the same row or in successive rows.

For the purposes of this *Supplementary Guide*, based on current UK Government guidelines, a social bubble is defined as a group of up to six people from no more than two households.

Note that when seeking to optimise seat allocations, management should be aware of the conditions attached to ticket sales at sports grounds under government guidelines on social distancing; in short that ticket applicants must provide verified contact detail for each person in their party, and confirm that the other ticket holders fall within the same social bubble (see **Sections SG02 1.5.c and 3.11**).

To sum up, before allocating seats under social distancing – whether by utilising ticketing software, crowd modelling, or simply by preparing editable seat plans – the allocation of seats and of groups of seats will require management to undertake a detailed survey of each area of seated accommodation.



Hence, as expressed earlier, unlike under standard operational conditions when it is possible to calculate the precise final capacity of a seated area, under social distancing it will be necessary for management to continually risk assess its seat capacities on a dynamic basis.

Note also that even after seats have been allocated, it will still be necessary to re-assess the (S) factor for the area in question, and that this re-assessment should include an assessment of the management of social distancing itself.

## SG02 2.4 Social distancing – risk assessments for seated areas

As part of the dynamic assessment process, management will need to assess the risks inherent in the various configurations of seat allocations available, and the possible control measures that might therefore need to be introduced.

The issues include, but are not limited, to the following:

### a. The 'brush past'

Unless an entire row of seats is occupied by spectators from the same social bubble, spectators wishing to access their seats or leave their seats during an event will need to pass in front of, or brush past, other spectators from a different social bubble.

Both the management and the spectators will need to assess the possible risks inherent in this action and, if deemed necessary, adopt control measures to minimise such risks. These measures might include:

- i. choosing to allocate seats in one row to the same social bubble
- ii. requesting spectators to wear face masks
- iii. requesting spectators on the move to turn their backs as they brush past other spectators, thereby avoiding face-to-face contact
- iv. requesting spectators to take up their seats, and to vacate their seats, during specified time slots
- v. requesting that spectators remain in their seats throughout the event, wherever possible.

Whichever, if any of these or other control measures are adopted, it is vital that those seeking to purchase tickets in the area in question are advised *in advance* of the control measures that will be in place so that they decide whether or not they wish to proceed with the transaction.

As strongly recommended in [Section SG02 3.12](#), it is also expected that management will address the issue of the brush past in its *Spectators' Code of Conduct*.

### b. Keeping alternate rows unoccupied

Rather than seek to optimise allocations using every row, for ease of safety management, and to avoid potential breaches of social distancing, management might decide that it would be preferable to leave every other row of seats unoccupied.

Again, [Figures SG02 2](#) and [3](#) illustrate the effect of each option.



### Figure SG02 1 Methods of measurement for 1.0m social distancing

As stated in Section SG02 1.1, the measurements and calculations cited in this *Supplementary Guidance* are based upon a social distancing requirement of 1.0m.

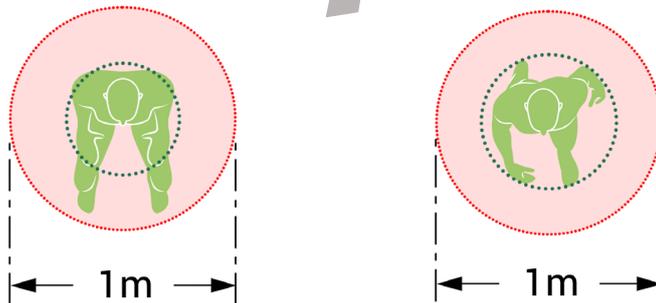
Shown here are two methods of measuring a 1.0m social distance.\*

The choice of which method to adopt for the purposes of calculation and planning will depend on current government advice in the jurisdiction in which the sports ground is located, and on the ground management's policy towards Covid-19 protection.

#### Method One

Under this method, the circle used for calculation and planning purposes is **1.0m diameter, centred on the body**, regardless of whether it applies to people seated, standing or walking.

The dotted inner circles represent average widths of **500mm** for people seated, and **600mm** for people standing or walking (thereby taking into consideration side-to-side-movement).



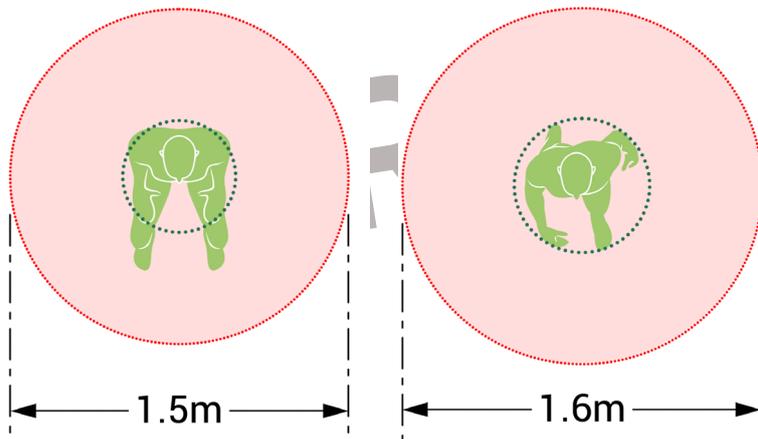
The **Method One** circles both equate to approx **0.8 m<sup>2</sup> per person** and result in a socially distanced side-to-side space of approx **500mm** between two people sitting and approx **400m** between two people standing.

#### Method Two

Under this method, the circle used for calculation and planning purposes takes into account the width of an individual, and therefore two different circles are needed.

For a **seated person** a **1.5m** diameter circle is used, to allow for a typical body width of **500mm**.

For a **standing or walking person**, a **1.6m** diameter circle is used, to allow for typical side-to-side-movement in the range of **600mm** in width.



The **Method Two** circles equate to approx **1.8 m<sup>2</sup> per person** for people who are seated, and approx **2.0 m<sup>2</sup> per person** for people who are standing or walking, so that in both cases, when positioned next to another individual, the social distance between the two, in all directions, is **1.0m**.

\* If government advice requires that a social distance of 2.0m per person is to be enforced, the equivalent measurements are Method One: 2.0m diameter circle (3.1 m<sup>2</sup> per person), and Method Two: 2.5m diameter circle for seated (4.9 m<sup>2</sup> per person) and 2.6m diameter circle for standing or walking (5.3 m<sup>2</sup> per person).

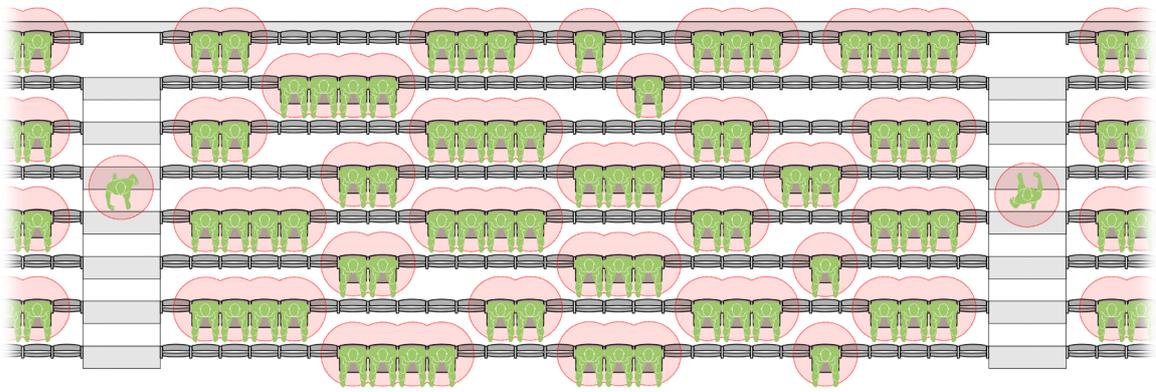


### Figure SG02 2 *Seat allocation examples – Method One, every row*

The examples here illustrate some of the consequences of 1.0m social distancing for a block of 224 seats containing 8 rows, using Method One (as explained in Figure SG02 1 and Section SG02 2.2) and allocating seats in *every* row. The examples should be viewed in conjunction with Figure 25 in the *Guide* (seating row depths and seat dimensions).

*The examples are for illustrative purposes only.* Management must check the dimensions for each seated area and assess how best to balance the need to (a) mitigate health risks, for example from spectators brushing past each other on seat rows and in gangways, and (b) adopting new management procedures, with (c) the desire to optimise occupancy.

It is emphasised that capacity assessments arrived at after optimising seat allocations will be permitted only if it can be shown that the entry, exit and emergency exit capacities and, where applicable, the concourse capacity, can support such numbers when social distancing is in place.

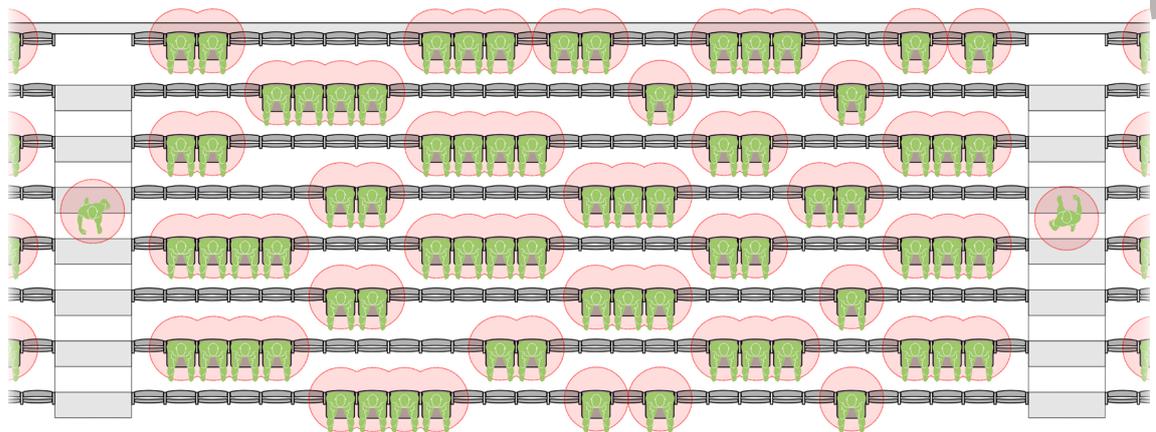


#### Method One: Example 1 (above)

Dimensions: Seat row depths: 700mm / seat widths: 460mm / radial gangway widths: 1.2m

Seat allocation: Every row occupied, in singles, twos, threes and fours

Social distancing requirements: Two seats must be kept unoccupied between every allocated seat. Every seat next to radial gangways must be kept unoccupied. One-way flow only possible in radial gangways at any one time. Occupancy level: 75 seats out of 224 (approx 33 per cent)



#### Method One: Example 2 (above)

Dimensions: Seat row depths: 800mm / seat widths: 500mm / radial gangway widths: 1.2m

Seat allocation: Every row occupied, in singles, twos, threes and fours

Social distancing requirements: One seat must be kept unoccupied between every allocated seat. Every seat next to radial gangways must be kept unoccupied. One-way flow only possible in radial gangways at any one time. Occupancy level: 74 seats out of 224 (approx 33 per cent)

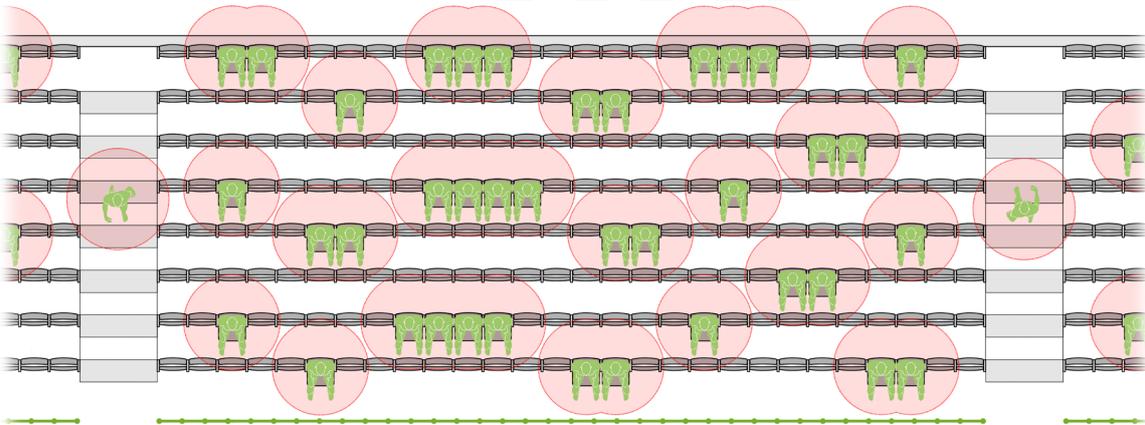


### Figure SG02 3 *Seat allocation examples – Method Two, every row*

The examples here illustrate some of the consequences of 1.0m social distancing for a block of 224 seats containing 8 rows, using Method Two (as explained in Figure SG02 1 and Section SG02 2.2) and allocating seats in *every* row. The examples should be viewed in conjunction with Figure 25 in the *Guide* (seating row depths and seat dimensions).

*The examples are for illustrative purposes only.* Management must check the dimensions for each seated area and assess how best to balance the need to (a) mitigate health risks, for example from spectators brushing past each other on seat rows and in gangways, and (b) adopting new management procedures, with (c) the desire to optimise occupancy.

It is emphasised that capacity assessments arrived at after optimising seat allocations will be permitted only if it can be shown that the entry, exit and emergency exit capacities and, where applicable, the concourse capacity, can support such numbers when social distancing is in place.



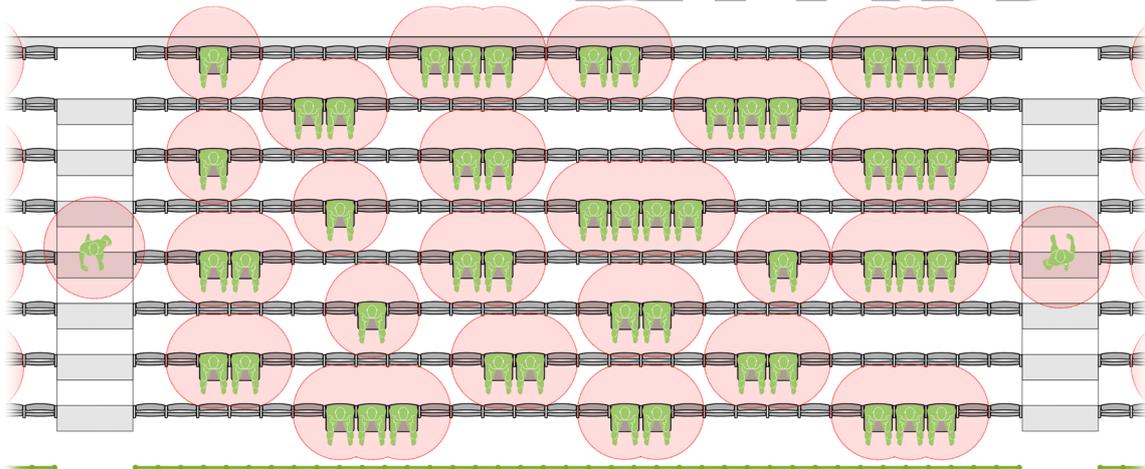
#### Method Two: Example 1 (above)

Dimensions: Seat row depths: 700mm / seat widths: 460mm / radial gangway widths: 1.2m

Seat allocation: Every row occupied, in singles, twos, threes and fours

Social distancing requirements: Two seats must be kept unoccupied between every allocated seat in the rows both in front and behind. Two seats next to radial gangways must be kept unoccupied. One-way flow only possible in radial gangways at any one time.

Occupancy level: 38 seats out of 224 (approx 17 per cent)



#### Method Two: Example 2 (above)

Dimensions: Seat row depths: 800mm / seat widths: 500mm / radial gangway widths: 1.2m

Seat allocation: Every row occupied, in singles, twos, threes and fours

Social distancing requirements: Two seats must be kept unoccupied between every allocated seat in the rows both in front and behind. Two seats next to radial gangways must be kept unoccupied. One-way flow only possible in radial gangways at any one time. Occupancy level: 50 seats out of 224 (approx 22 per cent)

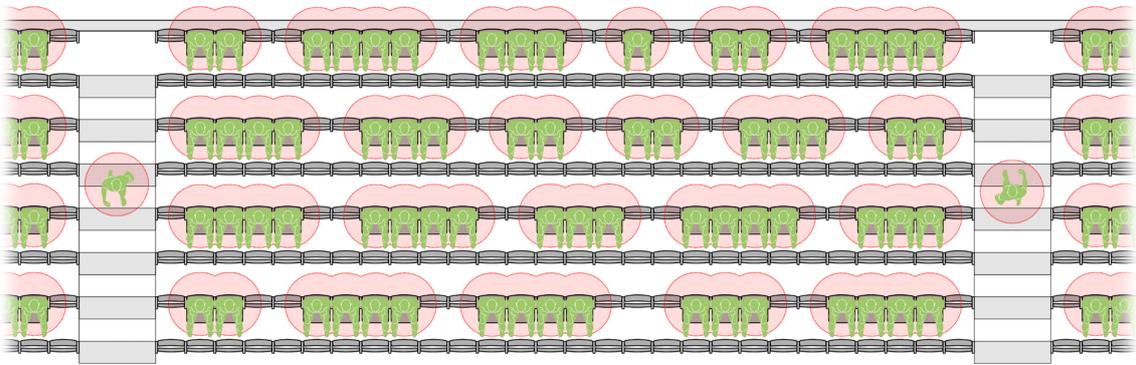


### Figure SG02 4 Seat allocation examples – alternate rows

The examples here illustrate some of the consequences of 1.0m social distancing for a block of 224 seats containing 8 rows, using both Methods One and Two (as explained in Figure SG02 1 and Section SG02 2.2) and allocating seats in *alternate* rows (see Section SG02 2.5). The examples should be viewed in conjunction with Figure 25 in the *Guide* (seating row depths and seat dimensions).

*The examples are for illustrative purposes only.* Management must check the dimensions for each seated area and assess how best to balance the need to (a) mitigate health risks, for example from spectators brushing past each other on seat rows and in gangways, and (b) adopting new management procedures, with (c) the desire to optimise occupancy.

It is emphasised that capacity assessments arrived at after optimising seat allocations will be permitted only if it can be shown that the entry, exit and emergency exit capacities and, where applicable, the concourse capacity, can support such numbers when social distancing is in place.

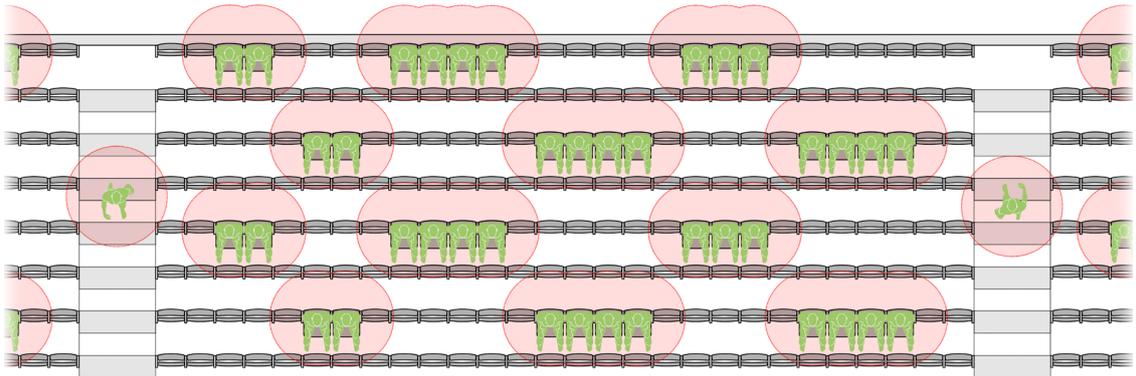


#### Example 1: Method One (above)

Dimensions: Seat row depths: 700mm / seat widths: 460mm / radial gangway widths: 1.2m

Seat allocation: Every alternate row occupied, in singles, twos, threes and fours

Social distancing requirements: Two seats must be kept unoccupied between every allocated seat. Every seat next to radial gangways must be kept unoccupied. One-way flow only possible in radial gangways at any one time. Occupancy level: 67 seats out of 224 (approx 30 per cent)



#### Example 2: Method Two (above)

Dimensions: Seat row depths: 700mm / seat widths: 460mm / radial gangway widths: 1.2m

Seat allocation: Every alternate row occupied, in singles, twos, threes and fours

Social distancing requirements: Two seats must be kept unoccupied between every allocated seat. Two seats next to radial gangways must be kept unoccupied. One-way flow only possible in radial gangways at any one time. Occupancy level: 38 seats out of 224 (approx 27 per cent)

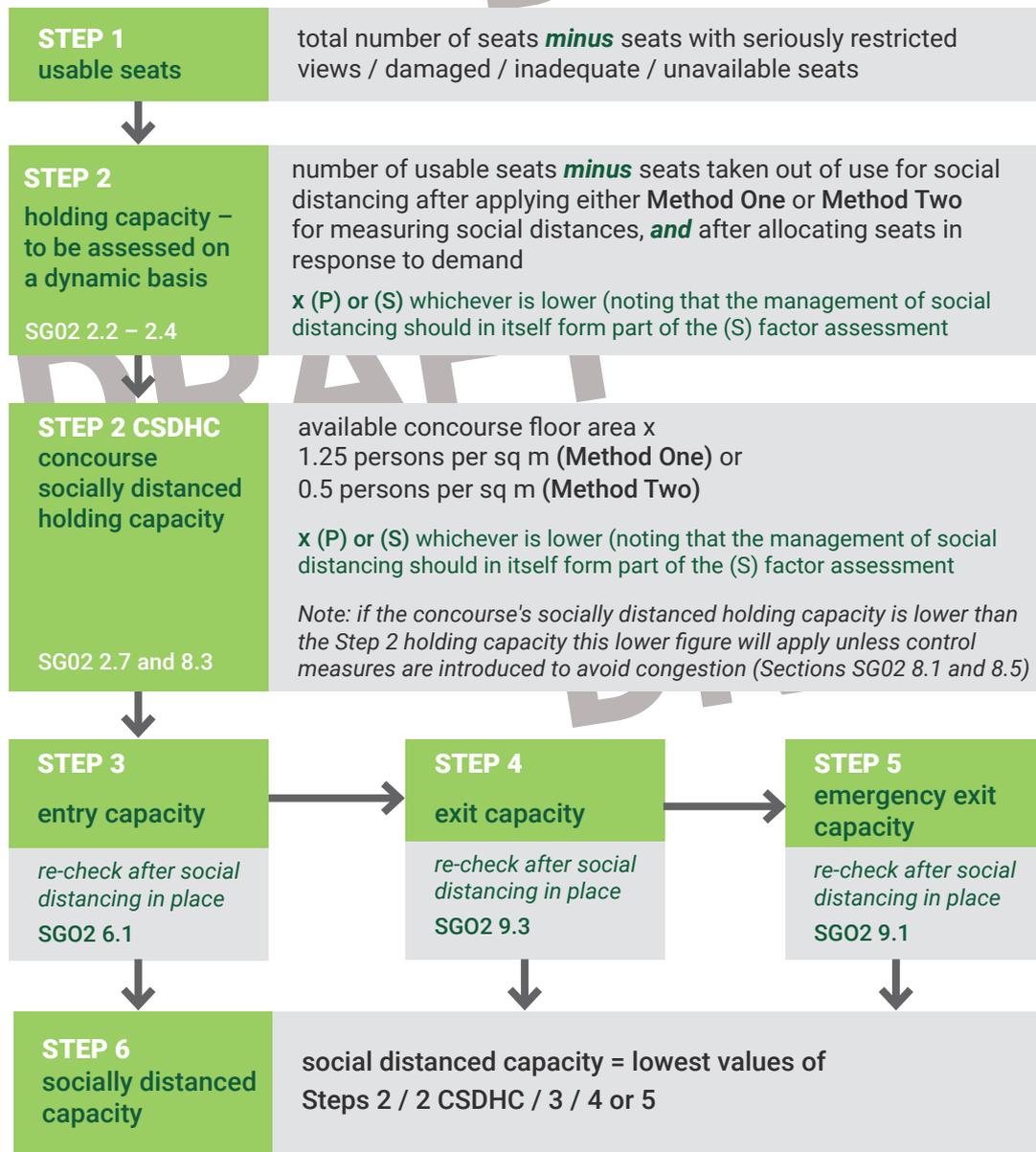


**Figure SG02 5**

**Assessing the socially distanced capacity of seated accommodation**

The following steps correspond with **Figure 1** of the *Guide*, the key differences being that:

- a. rather than an exact total being calculated, **Step 2** (the holding capacity) must take into account the method adopted to measure social distances – **Method One** or **Method Two** (see **Figure SG02 1** and **Section 2.2**) – and should be assessed on a dynamic basis
- b. the figure arrived at in **Step 2 CSDHC** (the concourse socially distanced holding capacity) must be considered along with all the usual figures used in **Step 6** to arrive at the socially distanced capacity for the seated accommodation in question.



As stressed in **Section SG02 2.1**, owing to the variables that apply to allocating seats in socially distanced seated accommodation, it may not be possible to set a maximum socially distanced capacity for all events. Rather, it is envisaged that management will need to assess capacities on a dynamic basis.



## SG02 2.5 Social distancing – standing accommodation

(see Sections 2.9 and 2.10 of the Guide)

For standing accommodation it will be acceptable, at the outset, to make a calculation of the socially distanced holding capacity based upon a simple reduction in the appropriate density; that is, the maximum number of persons per square metre deemed safe and comfortable in the standing area in question.

The socially distanced holding capacity of the area can then be calculated by applying the standard formula:

$$\text{holding capacity} = \text{available viewing area} \times \text{appropriate density}$$

However, for the resulting holding capacity to be considered demonstrably safe for the purposes of social distancing, close monitoring of the standing spectators will be necessary at all times, and a number of control measures may need to be adopted (see next section).

Once again, the first step in calculating the appropriate density will be to decide whether to measure social distances according to Method One or Method Two (see Section SG02 2.2 and Figure SG02 1).

### a. Method One

Using Method One, standing spectators will be allocated a socially distanced space of **0.8m<sup>2</sup> per person**.

This equates to a density of **12.5 persons per 10 square metres**.

### b. Method Two

Using Method Two, standing spectators will be allocated a socially distanced space of **2.0m<sup>2</sup> per person**.

This equates to a density of **5.0 persons per 10 square metres**.

Note that in both examples this assumes that the (P) and (S) factors for the standing area in question each remain at 1.0.

However if the quality of safety management falls following the introduction of social distancing – including the oversight of social distancing itself – it will be necessary to reduce the (S) factor and therefore potentially reduce the capacity of the standing area further.

## SG02 2.6 Social distancing – risk assessments for standing areas

To a large extent the safe management of standing areas under social distancing will depend on the behaviour of the spectators.

For example, unlike seated areas, in which spectators within the same social bubble might be expected to sit together – having booked specific seats on that basis – in standing areas, once spectators have entered the ground, it will not be possible for management to make sure that members of a social bubble stand together at all times.



It might also be difficult to prevent standing spectators from migrating – particularly to covered areas in the event of rain – thereby forming clusters which breach social distancing.

Management should therefore consider which control measures might be implemented to reduce the risks of social distancing being breached.

The measures include, but are not limited, to the following:

- a. As stated in **Section SG02 3.12**, it is strongly recommended that all ticket holders should be required to read and adhere to a *Spectators' Code of Conduct* (see **Section SG02 3.12** and **Figure SG02 6**).

For spectators in standing areas, this *Code of Conduct* could include a commitment to respond to requests to spread out or move to other areas.

- b. Access to standing areas (including covered areas) could be closely monitored and controlled – by stewards supported by CCTV monitoring where available, and/or by the use of temporary barriers – to prevent overcrowding.
- c. Larger, open standing areas could be sub-divided into smaller areas, or pens, to enable spectators and stewards to more easily maintain social distancing.

This approach carries its own risks, however (particularly in terms of ingress and egress) and would require more stewards to be on hand to monitor density levels, and/or a greater use of barriers.

Nor is it likely to be practical or effective to demarcate separate spaces by painting lines on the terraces or ground.

It is in recognition of these potential difficulties that the monitoring and controlling of spectators in standing areas under social distancing presents management with a particular challenge.

*Therefore, no matter how many more standing spectators could be accommodated if all were to attend in social bubbles, management should not expect to be able to sell more tickets for a standing area than that of the pre-determined socially distanced holding capacity.*

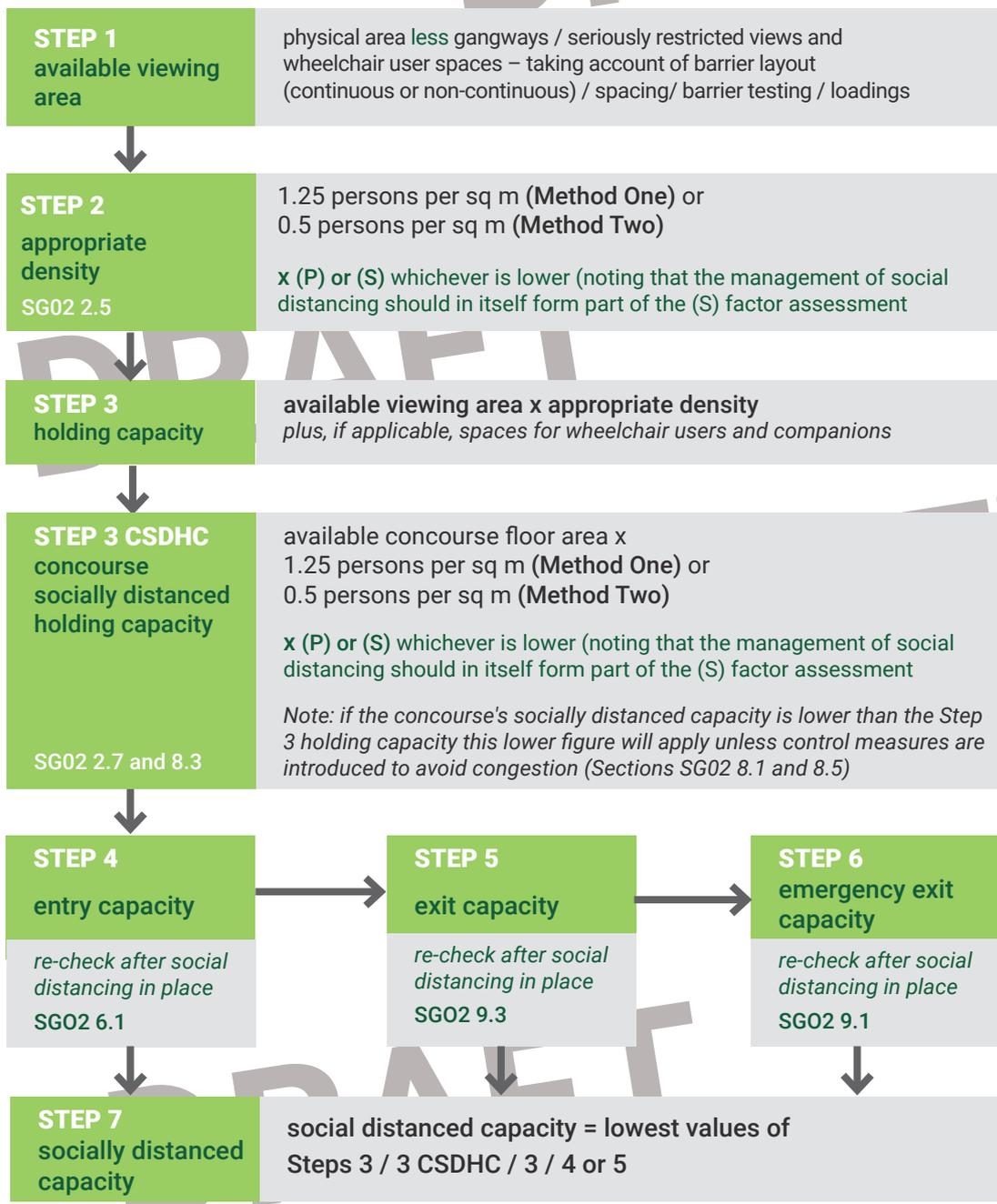


### Figure SG02 6

#### Calculating the socially distanced capacity of standing accommodation

The following steps correspond with Figure 2 of the Guide, the key difference being that the figure arrived at in Step 3 CSDHC (the concourse socially distanced holding capacity) must be considered along with all the usual figures used in Step 7 to arrive at the socially distanced capacity for the standing accommodation in question.

Note also that, whereas for seated accommodation it is envisaged that the socially distanced capacity will need to be assessed on a dynamic basis, for standing accommodation, as stated in Section SG02 2.5, the holding capacity can be calculated simply by applying the new, socially distanced appropriate density. This will be determined by whether the management adopts Method One or Method Two in order to measure social distancing (see Figure SG02 1 and Section SG02 2.2).





## SG02 2.7 Socially distanced capacities – concourse capacities

The design and layout of a concourse – most importantly its available floor area – and the levels of usage, particularly during peak times, could be a critical factor in the overall assessment of a socially distanced capacity.

This is because if the socially distanced capacity of a concourse is lower than the socially distanced capacity of the viewing accommodation which it serves, *unless one or more of the control measures* suggested in **Section SG02 8.5** are put into place – for example that the use of the concourse is restricted to circulation only (see **Section SG02 8.5.a**) – the *lower concourse figure* will take precedence when making the final calculation (as is also the case if either the entry capacity or the exit capacity prove to be lower).

***This introduction of a concourse capacity assessment into the equation represents a significant variation from the standard method of assessing final capacities.***

Once again, the first step in calculating the socially distanced capacity of a concourse is to decide whether to measure social distances according to Method One or Method Two (see **Section SG02 2.2** and **Figure SG02 1**).

### a. Method One

Using Method One, standing spectators will be allocated a socially distanced space of **0.8m<sup>2</sup> per person**.

This equates to a density of **12.5 persons per 10 square metres**.

### b. Method Two

Using Method Two, standing spectators will be allocated a socially distanced space of **2.0m<sup>2</sup> per person**.

This equates to a density of **5.0 persons per 10 square metres**.

Note that these figures assume that the (P) and (S) factors for the concourse area in question each remain at 1.0.

Note also that when calculating the number of people able to gather in a concourse at any one time whilst also maintaining social distancing, the presence of stewards and all other non-spectators must also be factored in.

## SG02 2.8 Socially distanced capacities – entry and exit capacities

Even though overall spectator numbers will be lower when social distancing is in place, management will still need to factor in **entry capacities** and **exit capacities**, as is required by the *Guide* for capacity calculations under standard operational conditions.

This is because during normal ingress and egress (as defined in Section 10.2 of the *Guide*) – that is, not under emergency conditions – under social distancing:



- a. the rates of flow will be slower.
- b. existing circulation routes may need to be managed in different ways; for example, routes that allow two-way flow may need to be confined to one-way flow.
- c. some entry and exit points may need to be taken out of use to allow for social distancing.

When considering egress, and in particular the **Zone 2 travel time** – as defined in Section 10.11 of the *Guide* – it should also be noted it may not be possible to adhere to the eight minute requirement.

Nevertheless, management should still monitor Zone 2 travel times once social distancing is in place and assess whether any additional measures may be necessary to avoid unease or discomfort amongst spectators waiting to enter the exit system (see **Section SG02 9.3.b**)

For more guidance on the issue affecting the **entry capacity** when social distancing is in operation, see **Chapter SG02 6.0**.

For more guidance on the issues affecting the **exit capacity** when social distancing is in operation, see **Chapter SG02 9.0**.

Note that it may not be necessary to factor in **emergency exit capacities** when assessing capacities under social distancing. This is because in the event of an emergency, it is recommended that standard operational procedures will generally take precedence over social distancing requirements.

*Nevertheless management still has a responsibility to review all its operational plans for emergency and exceptional egress to make sure that those plans will still be viable once all other measures for social distancing have been put in place.*

For more guidance on the review of the *Operations Manual* under social distancing, see **Chapter SG02 3.4**.

## **SG02 2.9** **Socially distanced capacities – external factors**

Having re-assessed the capacity of the sports ground itself, a number of other *external factors* must also be considered, each of which might result in a further reduction of the number of spectators permitted to attend.

For example, local public transport providers may have insufficient capacity to serve routes to and from the ground, or it may be impossible to provide a sufficient number of car parking spaces once social distancing is implemented.

Similarly, localised spikes in COVID-19 infection rates might require tighter lockdown conditions which limit numbers permitted to attend, or prohibit the entry of spectators altogether.

Management must also continue to monitor the health of members of its safety management team, noting in particular that the unavailability of key individuals might result in a reduction of the (S) factor, in which case the capacity of the ground could be reduced accordingly.



As such, ground management should at all times liaise with all the relevant local authorities, including public health authorities, and all its partners involved in the co-ordination of event day preparation and delivery.

### **SG02 2.10 Grounds where final capacities require further calculation**

It is recognised there are certain sports grounds – such as those staging horse racing, motor racing or golf – where additional calculations may need to be made in order to arrive at a final capacity.

For example, some grounds contain large areas of open land to which entry by members of the public is not controlled, and/or where spectators may view the event from areas not strictly designed as viewing accommodation. Some grounds may also include areas – such as stables, pits, hospitality villages or media compounds – where large numbers of support staff, event officials and others may gather, but still have access to areas of viewing accommodation.

In such cases, the final capacities of individual, enclosed sections of viewing accommodation must still be calculated, but these calculations should be accompanied by a risk assessment identifying:

- a. whether additional members of the public are able to enter the ground, and/or
- b. whether additional people within the ground are able to enter areas of viewing accommodation, and if so
- c. how their numbers may be monitored, and, if necessary
- d. how their numbers might be controlled so that the socially distanced capacity of any one area is not exceeded.

### **SG02 2.11 Socially distanced capacities – summary**

For a summary of the steps involved in assessing a socially distanced capacity, see **Figures SG02 5 and 6**.

*Bearing in mind the basic principles outlined in this chapter, it is once again stressed that a complete re-assessment of the ground's capacity for social distancing may not result in the calculation of a single maximum socially distanced capacity.*

*Instead all capacity assessments and any resulting capacity calculations arrived at by management for social distancing should be considered to be dynamic: that is, subject to change according to circumstances and to evolving management strategies.*

Finally, management is reminded that detailed plans showing event day capacity calculations relating to each area of spectator accommodation should, as is also the case under standard operational procedures, be kept for reference and inspection in the Event Management Plan, which forms part of the *Operations Manual* (see **Chapter SG02 3.0**).

# SG02 3.0 Management responsibilities for social distancing and COVID-19 protection

## SG02 3.1 Management responsibilities

A fundamental principle of the *Guide to Safety at Sports Grounds* (the *Guide*) is that responsibility for *all* people present in a sports ground lies at *all* times with the ground management. The management will normally be either the owner or lessee of the ground, who may not necessarily be the promoter of the event.

Should, following the lifting of government restrictions, management decide to re-admit spectators to its sports ground, this responsibility will clearly extend to the implementation of measures:

- a. to implement social distancing, and
  - b. to guard against the transmission of the COVID-19 virus
- again, for *all* people present, at *all* times.

It is recognised that representatives of management cannot be reasonably expected to possess all the technical knowledge and skills required to assess and apply every recommendation in this *Supplementary Guidance*.

Management should therefore, whenever required, seek guidance from competent persons who have the relevant qualifications, skills and experience. This will almost certainly include representatives of the local public health authority, who may require the implementation of additional measures, including measures that might override those cited in this document.

Should this occur, it is stressed that any such intervention does not exonerate the ground management from its responsibilities for the safety, security and service of all people present at the ground.

Furthermore, readers of this *Supplementary Guidance* will already be aware of the function and importance of (P) and (S) factors in calculating capacities.

As stated in **Chapter SG02 2.0**, it is stressed that once management has put into practice the various measures required for social distancing and COVID-19 protection, it will be necessary to *re-assess* the (S) factor, and that this re-assessment should include the management of social distancing itself (including the maintenance of hygiene).



### SG02 3.2 Management risk assessments

Throughout the *Guide* reference is made to the need for management to conduct risk assessments.

In order to re-admit spectators a new series of risk assessments will be necessary.

These assessments should be undertaken by competent persons with the appropriate skills and experience. Specialist advice may need to be sought, including from the relevant public health authorities, but members of the management's safety team should contribute their own experience and knowledge of the ground being assessed, including its operation during events.

Risk assessments, as outlined in Section 3.3.d of the *Guide*, should consist of the following standard steps, each of which should be documented:

**a. Identify hazards to which all people at the ground may be exposed.**

In the current circumstances the principal risk is that people attending an event will either transmit or be infected by COVID-19.

When considering this risk, management will need to decide which method to adopt when measuring social distances for the purposes of planning and calculation; that is, either Method One or Method Two, as explained in [Section SG02 2.2](#) and [Figure SG02 1](#).

**b. Evaluate the risks and decide which, if any, extra control measures will be needed to prevent the spread of the virus.**

Informed by government regulations and current guidance, and by the management's choice of either Method One or Method Two for measuring social distances, those control measures should seek to implement, monitor and manage social distancing and COVID-19 protection in all parts of the sports ground and during all phases of an event day, including, but not confined to:

- i.** Zone Ex and/or the ground's immediate environs, including those areas where spectators arrive via public transport, park their vehicles and queue for entry, and where they exit the ground.
- ii.** all areas within the ground's boundaries, including, where applicable, car parks.
- iii.** all areas of spectator accommodation, including hospitality areas.
- iv.** all parts of the ground's circulation system, particularly where movement is in two directions, such as on stairways, gangways, corridors, and where pinch points might occur.
- v.** in seating rows, particularly if spectators or stewards need to pass each other to access or leave the row (known as the 'brush past').
- vi.** in standing areas, particularly popular areas, for example where spectators traditionally cluster behind goals or against perimeter rails.



**vii.** in concourses, particularly when spectators queue for amenities.

**viii.** in all parts of the viewing accommodation, particularly when spectators celebrate or respond in an animated fashion to actions on the pitch or field of activity.

Remembering also that the ground management's responsibility extends to *all people present*, these same risk assessments must also take into consideration the social distancing needs of disabled spectators, stewards, event staff, safety personnel, contract staff, players, athletes and officials, representatives of the media, local authorities and emergency services, medical staff and so on.

(For further guidance on health and safety at work issues, see [Section SG02 3.22.](#))

Having carried out these preliminary risk assessments, management must then decide:

- ix.** whether or not the ground and its environs are capable of safely admitting, accommodating and dispersing spectators under social distancing, and
- x.** whether or not the management's own safety management structure is capable of managing its events under social distancing.

If these risk assessments and the evaluation of mitigating measures lead to the conclusion that spectators are to be admitted, the following standard procedures for risk assessment can then continue.

- c. Record the findings of each risk assessment and where necessary implement the appropriate control and/or protective measures.**
- d. Assess and review the adequacy and effectiveness of these measures, and, where necessary, revise them.**

It is further essential that when considering event day operations and procedures for social distancing and COVID-19 protection, management should remain alert to the need to conduct dynamic or ongoing risk assessments throughout the duration of the event, including during both its immediate buildup and its aftermath. Such ongoing risk assessments should be documented.

*In short, even the most experienced safety management practitioners and event organisers will be learning and responding to the challenges of social distancing and COVID-19 protection on an event-to-event basis, and therefore it is likely that many of the management procedures outlined in this chapter will need to be subject to continual review and amendment.*

*Note also that, as stated in [Section SG02 3.11.b](#), management has a responsibility to advise all prospective spectators to conduct their own risk assessment before purchasing tickets.*



### SG02 3.3 Meeting management responsibilities – summary

The management responsibilities described in this chapter fall into the following basic categories.

Note that in every case, these are *in addition to* the existing responsibilities management bears when operating a sports ground under standard operational conditions, as listed in Section 3.3 of the *Guide*.

#### a. Legislation and guidance

Management should be aware of, and be familiar with, all legislation relating to sports grounds and the staging of events to which spectators are admitted. The relevant Acts are listed in [Section SG02 10.1](#).

Within this *Supplementary Guidance* there are also frequent references to other sources of guidance on social distancing and COVID-19 protection. These fall into the following categories:

- i. government guidance
- ii. public health guidance, both national and local
- iii. health and safety guidance
- iv. guidance from governing bodies of sport
- v. guidance from various public and professional bodies
- vi. guidance from various trade organisations
- vii. guidance offered on the SGSA website

#### b. Staffing

See [Sections SG02 3.8 to 3.9](#).

#### c. Advanced planning

Management should:

- i. Review and where necessary amend every relevant section of its *Operations Manual* (see [Section SG02 3.4](#)), starting with the management's *Event Safety Policy*, also known as a *Spectator Safety Policy* (see [Section SG02 3.5](#) and Section 3.5 of the *Guide*).
- ii. Review all aspects of standard working arrangements within the ground's control point, to ensure that social distancing can be maintained whilst maintaining standard operational levels of control, command and co-ordination. This will include a review of the number of safety personnel who need to be present in the control point, and whether they will need to wear personal protective equipment (PPE).
- iii. Review and revise all plans and drawings of the ground to create a *Social Distancing Management Plan* (see [Section SG02 3.7](#)).
- iv. Review and revise all staffing and service level agreements to ensure resilience (see [Section SG02 3.8](#)).



- v. Review and amend the *Stewarding Plan* (see **Section SG02 3.9**).
- vi. Review and amend the *Security Plan* (see **Section SG02 3.10**).
- vii. Draw up plans for spectator liaison (see **Section SG02 3.11**).
- viii. Review and amend the *Ticketing Plan* (see **Section SG02 3.13**).
- ix. Review and amend the *Communications Plan* (see **Sections SG02 3.14 to 3.15**).
- x. Review and amend all catering and sales procedures (see **Section SG02 3.16**).
- xi. Review and amend the *Medical Needs Assessment* to create a *COVID-19 Medical Plan* (see **Section SG02 3.17**).
- xii. Check that measures introduced for social distancing and COVID-19 protection do not breach existing arrangements in place to meet equalities legislation (see **Section SG02 3.18**).
- xiii. Review existing agreements in place for the co-ordination of movements within Zone Ex (see **Section SG02 3.19**).
- xiv. For each event, draw up a suitably amended and updated *Event Management Plan* (see **Section SG02 3.20**).
- xv. Plan for the staging of test events (see **Section SG02 3.21**).
- xvi. Check that measures introduced for social distancing and COVID-19 protection comply with Health and Safety at Work legislation (see **Section SG02 3.22**).

**d. Risk assessments**

See **Section SG02 3.2** and each of the following sections in this chapter.

**e. Monitoring and records**

The monitoring and recording of incidents during an event is of course important under standard operational conditions, but takes on an added significance once social distancing and COVID-19 protection measures are in place.

This is because management can not only improve its procedures by monitoring and recording incidents, but also these records can, if necessary, be shared with the relevant public health authorities.

Management should therefore:

- i. Record, using standard forms, all incidents and any circumstances which may have led to social distancing being breached or COVID-19 protection being compromised.
- ii. Ensure that subsequent remedial actions are prioritised and monitored, and maintain an audit trail.



iii. Conduct periodic safety audits and reviews, in particular after a major event, and, if necessary, draw up an action list.

iv. Ensure that no other management decisions or policies compromise social distancing or COVID-19 protection measures.

f. **Notifying the local authority**

Where a safety certificate is in force the management should ensure that details of all consultations and plans between them and the police, fire, ambulance services and with the local health authority, and all training and exercises, are notified to the local authority.

### SG02 3.4 **Operations Manual**

In order to comply with the *Guide* and oversee an effective safety management operation, management will have already compiled an *Operations Manual*, containing all the various plans, drawings and documents required for use under standard operational conditions.

However, as stressed in the *Guide*, many if not all those elements within the *Operations Manual* should, as a matter of course, be reviewed and if necessary amended in order to meet the specific needs and characteristics of each event.

Once reviewed and amended, these plans, drawings and documents should be summarised in one key document, known as the *Event Management Plan* (see [Section SG02 3.20](#)).

Following a detailed review, it could be that not all sections of the *Operations Manual* will need amending. However, the following sections highlight some of the key areas to be considered.

Note that this summary is not intended to be exhaustive or cover every aspect of operational matters, but seeks principally to illustrate the range of procedures likely to be most affected by social distancing and COVID-19 protection measures.

### SG02 3.5 **Event Safety Policy**

Also known as the *Spectator Safety Policy*, as stated in Section 3.5 of the *Guide*, the purpose of the *Event Safety Policy* is to explain the management's philosophy on safety culture and to set out its safety objectives, thereby demonstrating that from the highest level of management downwards there is a positive attitude to public safety.

Clearly this policy should be reviewed and revised by the management to take into account its strategic plans for social distancing and COVID-19 protection.

The policy should make clear:

- a. the chain of command within the safety management team.
- b. with whom lies ultimate responsibility for safety, social distancing and COVID-19 protection at the ground.
- c. to whom that responsibility is delegated.



- d. how the *Event Safety Policy* is to be implemented and communicated.
- e. how the *Event Safety Policy* is to be audited, by internal or external means, and reviewed.

Copies of the policy should be distributed and explained to all members of staff, contract staff, part-time staff and voluntary workers.

The policy should be reviewed by management and revised as necessary following any incident in which safety might have been compromised.

If a safety certificate is in place, when drawing up its *Event Safety Policy* management should consult with the local authority to ensure that no aspect of the policy conflicts with any conditions set out within the safety certificate.

Once drawn up and agreed, the *Event Safety Policy* and any subsequent revisions should be signed and dated by the person identified with ultimate responsibility on behalf of ground management.

### **SG02 3.6 Appointing a COVID-19 Officer and deputy for spectators**

At sports grounds where events have already been taking place without spectators – in England under Stage 3 of the UK Government’s guidance concerning the phased return to domestic competition – a COVID-19 Officer for the sports ground will already be in post.

At smaller grounds this role may have been taken on by the Safety Officer.

However, at larger grounds the role of COVID-19 Officer might be taken by the Deputy Safety Officer.

Note that the COVID-19 Officer appointed to oversee social distancing and COVID-19 protection for spectators and all other people present at the ground will *not* need to have medical qualifications, or oversee the management’s *Medical Needs Assessment*. All medical responsibilities will remain that of the ground’s existing Medical Co-ordinator (see [Section SG02 3.17](#)) and will be backed up by guidance from the medical officers acting on behalf of the relevant sport’s governing body.

It is however essential that the COVID-19 Officer with the responsibility for spectators and others present at an event should not be given any additional duties on an event day which might reduce their effectiveness in implementing social distancing and COVID-19 protection.

Where a safety certificate is in force, the local authority should be informed of the appointment.

Note also that if the appointed COVID-19 Officer and/or the deputy cannot carry out their duties effectively, the (S) factor should be reduced.

For further information on the appointment and duties of a COVID-19 Officer see [UK Government guidance](#).



### SG02 3.7 Social Distancing Management Plan

Section 2.1 of the *Guide* requires management to draw up and place within the *Operations Manual* a set of plans of the ground, ideally drawn to a scale of 1:50 or 1:100, and no smaller than 1:200.

These plans should be amended before each event and placed within the *Event Management Plan*, to show:

- a. the socially distanced capacity of each section of the viewing accommodation, including seat allocation plans, for the event in question.
- b. any changes to standard operational procedures in relation to:
  - i. car parking.
  - ii. traffic management.
  - iii. pedestrian routes.
  - iv. entry points and queuing/searching/screening arrangements.
  - v. circulation routes, including changes to directional flow.
  - vi. the availability or non-availability of any amenities, including hospitality areas.
  - vii. the re-routing of queuing arrangements for amenities.
  - viii. the location of sanitiser stations and PPE stores.
  - ix. the arrangements in place for disabled spectators.
  - x. exit routes and exit points.
  - xi. emergency exit routes and emergency exit points.
  - xii. where applicable any changes in dispersal routes affecting Zone Ex.
  - xiii. any overlay in place.

### SG02 3.8 Staffing and resilience

As is the case for all aspects of safety management under standard operational conditions, the resilience of the management's plans for social distancing and COVID-19 protections could be significantly compromised by the non-availability of key safety personnel on an event day. (For a definition of resilience see **Glossary**.)

*This is of particular concern given that, as stressed in government guidance, an individual retains the right to opt out of serving in a COVID-19 related role without penalty.*

Management should therefore ensure, in advance of any event, that plans are in place to cover the non-availability of all key personnel.

The potential non-availability of key personnel should also form an element of



management's Contingency Plans (see Section 3.15 of the *Guide*).

As part of its review of staffing arrangements, management should:

- i.** Engage with all holders of key safety related posts to ascertain whether any has any health concerns, and whether they are willing to take on duties under social distancing, whilst making it clear that a decision not to report for duties will not be penalised.
- ii.** Appoint a competent COVID-19 Officer (see **Section SG02 3.6**).
- iii.** Ensure that all operational safety related posts are held by appropriately trained and competent persons.
- iv.** Agree service level agreements with all specialist agencies – such as those providing personnel for stewarding, medical support and COVID-19 screening – specifying minimum staff numbers, plus their required level of training and competency.
- v.** Before each event, review and if necessary amend its existing *Stewarding Plan* (see **Section SG02 3.9** and Sections 3.11 and 4.12 of the *Guide*).

### **SG02 3.9 Stewarding Plan**

Following a risk assessment, management should draw up a *Stewarding Plan* for the event in question. This should take into account the following:

- a.** Even though spectator numbers will be reduced, the ratio of stewards per spectators might need to be increased in order to monitor and manage social distancing effectively.
- b.** All stewards should be thoroughly trained in advance, and on event days briefed as to their additional duties.
- c.** Adequate supplies of PPE should be made available to those stewards whose duties require them to wear it, and also to any others who request it.
- d.** No steward should be expected to provide their own PPE.
- e.** Management should put into place arrangements for the safe collection and disposal of stewards' PPE.
- f.** By organising stewards' rotas and positions accordingly, wherever possible management should seek to reduce the frequency with which each steward is required to engage in close contact with spectators.
- g.** Debriefing sessions should encourage stewards to share their experiences of the event and to suggest improvements, not only to assist management in its future planning but also to help fellow stewards gain a wider understanding of the management of social distancing and COVID-19 protection in the ground and its environs as a whole.
- h.** The number of stewards deployed should not fall below the minimum number specified in the revised *Stewarding Plan*.



### SG02 3.10 Security Plan

As part of its review of the existing *Security Plan* (also known as the *Counter Terrorism Plan*), management should consider how its plans to implement social distancing might impact upon security.

Clearly circumstances will differ from ground to ground and depend on the nature of the event and current threat levels.

However, the following two main issues should be considered:

- a. Are significant numbers of non-ticket holders likely to gather around the ground's environs and/or in Zone Ex, before, during or after the event, and if so, what control measures will management need to put in place?

For example, management should inform the public in advance, using all necessary communication channels, that such gatherings should not take place and that no tickets will be on sale on the event day (see **Section SG02 3.13**).

If possible, consideration should also be given to controlling access to the ground's environs to ticket holders only.

Management should not, it is stressed, seek to address this issue by providing additional facilities, such as large screens or fan zones, outside the ground or in any other public place, unless measures are put in place to maintain social distancing and these measures are agreed by the local authority and the police.

- b. Any security screening measures put in place should be equipped and managed in such a way as to:
  - i. reduce the need for close personal contact, and
  - ii. avoid the build-up of queues that might in themselves compromise security arrangements and/or social distancing.

### SG02 3.11 Pre-event spectator liaison

The introduction of social distancing at sports grounds adds a further responsibility to management; that of communicating clear, detailed and appropriate information to members of the public *before* tickets are sold and allocated, so that each individual may make their own informed decision as to whether they attend the event or not.

This requirement extends, where applicable, to communicating with supporters of visiting teams.

All such communications, whether written or verbal, should:

- a. For reassurance, offer a brief summary of those parts of the ground management's *Event Safety Policy* relating to social distancing and COVID-19 protection (see **Section SG02 3.5**).
- b. Require applicants for tickets, in plain language, to carry out their own personal risk assessment, taking into consideration not only their age, health status and clinical vulnerability, but also, if booking for other people within their social bubble, the age, health status and clinical vulnerability of those individuals.



Applicants should also be made aware of the potential health risks of travelling to the sports ground in close contact with people outside their social bubble.

- c. Inform applicants that they must not pass on, or sell tickets to any other individual, including anyone within their social bubble (for a definition of social bubble see **Glossary**).
- d. Inform applicants that as a condition of purchasing or being allocated a ticket, in order to assist with NHS track and trace requirements, the applicant must:
  - i. provide and be able to verify their full name and contact details, and,
  - ii. if booking for a number of people, provide the same details for each member of the party.

Note that any spectator data collected by management should be processed in a manner that is compliant with relevant data protection legislation. The data collected should not include medical data, unless management has carried out a data impact assessment and is able to process and stored such data in a compliant manner.

- e. Inform applicants that as a condition of purchasing or being allocated a ticket, they, and/or where applicable, any other member of their party:
  - i. must confirm to the venue that they are not currently displaying COVID-19 symptoms, and
  - ii. agree that if they or any other member of their party do develop COVID-19 symptoms in the interim, that they will not attend the event.
- f. Inform applicants that all ticket holders, including those in hospitality areas, may be expected to undergo a temperature check before entering the ground.
- g. Inform applicants for tickets to standing areas that in the interests of their own safety and that of other spectators they should at all times maintain social distancing and, if attending with other members of their social bubble, should remain within that bubble within the standing area whenever possible.
- h. Inform applicants that all ticket holders, including those in hospitality areas, will be expected to adhere to a *Spectators' Code of Conduct* (see following section).

### **SG02 3.12 Spectators' Code of Conduct**

It has long been established that simply by entering a sports ground all spectators commit themselves to adhere to a series of ground regulations.

Equally it is acknowledged that few spectators are familiar with those regulations, other than in the broadest terms.

For this reason it is recommended that all individuals who purchase or are allocated tickets for an event at which social distancing and COVID-19 protection measures are in place, are provided in advance with a copy of a *Spectators' Code of Conduct*.

This includes all spectators in hospitality areas and, where applicable, supporters of visiting teams.



Note that, as stated in **Section SG02 2.1**, for the purposes of this *Supplementary Guidance*, the term 'spectator' refers to any individual occupying accommodation provided for spectators at a sports ground who is not accredited by the event organiser to participate in and/or deliver the event.

When preparing the *Code*, management should take the following into consideration:

- a. The contents should be tailored to the specific characteristics of the ground, the nature of the sport being staged and to the provisions of any national and/or local guidance in force at the time.
- b. The *Code* should be written in concise and plain language, making it clear if any parts of it are mandatory.
- c. If being communicated in digital form – as is strongly recommended – a check box should ideally be included for recipients to confirm that they have read the *Code*, before leaving the page.
- d. Printed copies of the *Code* should be posted in prominent locations within the spectator accommodation.
- e. Where appropriate, the wording of the *Code* should be shared in advance with representatives of supporters' groups.
- f. The *Code* should make clear whether spectators will be required, or simply recommended, to wear a face mask.
- g. The *Code* should emphasise that compliance is a way of showing respect for fellow spectators, and that non-compliance, as well as jeopardising public health, may harm the reputation of the host club, team or venue, the sport they represent and the wider sporting community.

To assist in drawing up a *Spectators' Code of Conduct*, **Figure SG02 7** provides some sample text.

### **SG02 3.13 Ticketing Plan**

As stated in Section 3.30 of the *Guide*, a well-considered and comprehensive ticketing strategy can help significantly towards the safe management of spectators and contribute significantly towards limiting the management's exposure to risk.

Again, this is of particular importance when seeking to implement social distancing and COVID-19 protection.

When reviewing and amending its *Ticketing Plan*, management should consider all the points listed in Section 3.30 of the *Guide*, plus the following control measures:

- a. Admittance to events held under social distancing should be by ticket only.
- b. Tickets should only be sold in advance of the event day.
- c. Where possible, tickets should be designed to allow for contactless access to the ground.



- d. Tickets for seated accommodation should be to allocated specific seats.
- e. Tickets for standing accommodation should be for an allocated section of the ground (although it is recognised that different arrangements might apply at venues such as racecourses and golf courses, where spectators move between areas of viewing accommodation).

### **SG02 3.14 Communications with spectators – before the event**

Clear, efficient and reliable communications form an integral part of any safety management operation, and as such will play a vital role in the implementation of social distancing and COVID-19 protection at sports grounds.

Detailed information on communications and control in the wider context of sports ground safety management can be found in Chapter 16 of the *Guide*.

This section however focuses on the communications between the management and ticket holders *before* an event, and follows on from the previous three sections, which should be read first.

When considering pre-event communications, management should be aware that although many, if not all, spectators attending events at which social distancing is in place might be regular attendees – familiar with the ground’s layout and with their own, long established routines – they must still be kept informed as to which, if any, standard arrangements will remain unchanged on the event day, and which, if any, new arrangements are to be introduced.

Such communications will not only inform and reassure ticket holders and allow them to plan in advance accordingly, but they will also greatly assist management and its partners when directing operations on the day.

Pre-event communications with ticket holders should be in digital, printed and/or verbal form, and, in addition to the topics listed in **Sections SG02 3.11** and **3.12**, should cover the following key aspects of the forthcoming event:

#### **a. Transport and travel plans**

Management should offer guidance to ticket holders on their transport and travel plans, bearing in mind the following:

- i. owing to social distancing, local public transport service providers might only be able to offer limited services with reduced capacities and reduced timetables.
- ii. a higher proportion of spectators might choose to drive to the ground in private vehicles, which might have an impact upon parking in the vicinity of the ground and/or in designated car parks.
- iii. management might wish to encourage more spectators to walk or cycle to the ground, in which case guidance on routes and timings should be made available, and provision made for the secure storage of bicycles during the event.



**b. Arrival and entry plans and timings**

Bearing in mind that, even with reduced spectator numbers, queuing times for entry might be longer than usual, owing to social distancing, ticket holders should be advised as to:

- i. what time they should arrive at the ground
- ii. where they should enter the ground, particularly if different to the ticket holder's usual entry point
- iii. what medical checks, if any, they will have to undergo before entry
- iv. what searches or security checks, if any, they will have to undergo before entry
- v. what items will be restricted, if different from standard event day restrictions (for example flags or banners)
- vi. what items will be allowed in, if different from different standard event day restrictions (for example bottles of water or hand sanitiser, or food items)
- vii. how entry procedure might differ; for example if ticket checking procedures or turnstile operations are to be changed to assist with social distancing and the avoidance of close contact.

**c. Circulation routes**

As detailed in **Chapters SG02 5.0 to 9.0**, it is likely that some if not all the usual circulation routes within the ground will need to be managed differently to allow for social distancing; for example by confining some routes to one-way flow and/or by allocating different entry and/or exit points to certain parts of the viewing accommodation.

While it may not be necessary to provide ticket holders with detailed information concerning all these changes before the event, it is recommended that ticket holders are given general advice in advance that they will need at all times to be vigilant, to follow signs and obey instructions from stewards and public address announcements.

Where applicable, ticket holders should also be informed if the management intends to request that spectators remain in their seat or place for the duration of play, other than to access toilet facilities or in an emergency.

**d. Amenities**

Throughout this *Supplementary Guidance* reference is made to the possible need for management either to restrict access to amenities such as catering and merchandising outlets, or even to close them altogether.

Again, while it may not be necessary to provide ticket holders with detailed information concerning all these changes before the event, it is recommended that ticket holders are given prior warning that:

- i. all transactions inside the ground will be contactless
- ii. if applicable, access to refreshments, and the choice of refreshments on offer, might be limited



- iii. if applicable, that access to amenities may be restricted to certain times during the event
- iv. if applicable, ticket holders might be allowed to bring in certain items of food and drink, in lieu of restrictions on sales inside the ground.

**e. Social distancing and COVID-19 protocols**

Before the event, ticket holders should be advised of any protocols that will be in place during the event.

Clearly this will include the requirement to adhere to social distancing (as stated in the *Spectators' Code of Conduct*).

Ticket holders should also be informed as to whether or not they will be required to wear face masks (as also stated in the *Spectators' Code of Conduct*).

**f. Exit and dispersal plans and timing**

Once again bearing in mind that, even with reduced spectator numbers, exit travel times might be longer than usual, owing to social distancing, ticket holders should be advised as to:

- i. whether they will be asked to remain in their seat or place at the end of the event in order to allow other sections of the viewing accommodation to exit first, and, if possible, how long they must expect to wait
- ii. where they should exit the ground, particularly if different to the ticket holder's usual exit point
- iii. any changes in routes leading from the viewing accommodation (Zone 2) to outer zones, including Zone Ex
- iv. any changes in car park procedures
- v. any changes in public transport arrangements.

For an explanation of Zone 2 travel times, see Section 10.11 of the *Guide*.

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## **Figure SG02 7** *Sample Spectators' Code of Conduct*

As stated in Section SG02 3.12, it is strongly recommended that management draws up and distributes a Spectators' Code of Conduct. This sample is provided for guidance only.

**In order to assist our staff and stewards, and to help protect you and your fellow spectators, you are kindly requested to follow these guidelines.**

- At all times and in all parts of the ground, please observe social distancing and avoid close contact with others not in your social bubble.
- Arrive in good time to go through all the necessary entry procedures.
- Make sure in advance that you know where your entry point is, and, if an entry time is specified on your ticket, be there on time.
- Be aware that your temperature might be taken before entry.
- Be aware that all payments inside the ground are contactless.
- If you need to access any of the ground's amenities, such as toilets, food and drink outlets, or concessions, check to see if any of them are not in use, and plan accordingly.
- Remain in your seat or place at all times wherever possible.
- If you do need to leave your viewing position, wait for a time when the gangway is clear and always follow the signs indicating which way to go.
- If you are seated, when moving past other spectators, to and from your seat, please avoid face to face contact with other spectators.
- If you are standing, please stay within your social bubble and remain aware of the movements of others at all times.
- Maintain good hand hygiene – use the sanitiser dispensers provided and avoid touching your face, or handles, railings etc. whenever possible.
- Please observe respiratory etiquette – always cover your mouth if needing to cough or sneeze.
- Avoid hugs, high-fives and any close contact with people who are not within your social bubble.
- Take care when shouting, singing or celebrating.
- If you are attending with other members of your social bubble, please make sure they have read and understood these guidelines too.

**Thank you for your support and co-operation. Stay alert! Stay safe!  
Help us all – your fellow fans, your club, your sport, your community!**



### SG02 3.15 Communications with spectators – during the event

Communications with spectators *during* the event will also need to be reviewed and amended in order to ensure clarity and understanding in relation to social distancing and COVID-19 protection.

As stated in Section 16.3 of the *Guide*, the principal means of communicating with spectators during an event are as follows:

- a. public address (PA) systems
- b. scoreboards, information boards and screens
- c. signs (which in the case of social distancing will include signs on floors and if necessary gangways)
- d. ground plans
- e. written communications (such as printed materials and tickets)
- f. digital communications (using social media, apps, push notifications, the venue website and the internet generally).

Whichever means of communication is used, management should ensure that:

- g. the language and tone used is at all times comprehensible and consistent.
- h. the needs of spectators who are deaf or hard of hearing, or blind or partially sighted, are met, and
- i. that any visual communications (for example signs, floor markings, tickets and screen presentations) avoid the use of colours and/or colour combinations that might be difficult for people with colour vision deficiency (or colour blindness) to read or interpret ([see online Annex C of the Guide](#)).

### SG02 3.16 Sale of refreshments and other transactions

The sale of food, drinks and other products, such as programmes and merchandise, carries two risks; firstly that the preparation and handling of the items themselves might spread the COVID-19 virus, and secondly that any queues and/or congestion arising from such sales risk breaches of social distancing.

Management should therefore assess all such sales and determine whether to introduce control measures, or simply to close outlets at certain times during the event, or to close them altogether.

When making these assessments, the following should be considered:

- a. All sales within the ground should be contactless.
- b. To avoid queues at peak times:
  - i. management might provide extra outlets in different parts of the ground and/or its immediate environs and/or
  - ii. introduce procedures whereby spectators pre-order (preferably online) and collect their purchases from designated points
  - iii. buffets in hospitality areas should not be offered.



- c. Where queues are considered manageable, screens and/or barriers might be provided to assist with social distancing.
- d. Programmes should be offered in digital, rather than printed form.
- e. Samples or promotional materials should not be offered or distributed.
- f. Catering and sales staff should be trained and briefed to adjust their working practices accordingly, including, wherever possible, to avoid close contact and particularly face to face contact.

Note that should, after completing a risk assessment, management decide not to offer food and beverage sales at the ground as a whole, or in one particular section of the ground, spectators must be advised of this *in advance of the event day*, so that they can make alternative arrangements.

In such circumstances, it may also be appropriate to review and rescind any ground regulations that prohibit spectators from the bringing of food and drink into the ground.

For further guidance on hygiene, PPE, working practices and social distancing issues relating to hospitality and retail sales, reference should be made to current government guidance, as follows:

[Working safely during coronavirus: restaurants, pubs, bars and takeaway services](#)

[Working safely during coronavirus: shops and branches](#)

### **SG02 3.17 COVID-19 Medical Plan**

*(This section should be read in conjunction with Section 18.5 of the Guide)*

As stated in **Section SG02 3.6**, current government recommendations state that management is responsible for appointing a competent COVID-19 Officer for spectators and other people present, and that this individual does not need to have medical qualifications.

Rather, it is expected that the management's existing Medical Co-ordinator (as defined in Section 18.2 of the *Guide*) will conduct the necessary review of the ground's *Medical Needs Assessment* in order to take into account any additional measures necessary for COVID-19 protection.

This review should include, but not be confined to the following considerations:

- a. health screening procedures for spectators and all other people (apart from players, athletes and event officials) entering the ground, will need to be approved.
- b. the purchase of PPE and sanitising products will need to be checked for quality and suitability, and the products stored and handled in an appropriate manner.
- c. hygiene protocols in all areas of the spectator accommodation, including first aid rooms, will need to be approved.



- d. space will need to be allocated to serve as an isolation room.
- e. the provision of ambulances and medical personnel, including first aiders, may need may to be adjusted according to the expected spectator numbers.

*It is stressed that all medical procedures and measures introduced should seek to minimise the potential burden on the public health authorities on an event day.*

### **SG02 3.18 Accessibility and equality legislation**

Management should ensure that any control measures or procedures introduced to implement social distancing and COVID-19 protection should not in any way compromise the rights or the quality of experience for disabled spectators or any vulnerable individuals present at the sports ground during an event.

Wherever possible therefore management should:

- a. consult with disabled supporters and local disability groups.
- b. consider the service needs and viewing standards of disabled spectators when changing any circulation or queuing arrangements or access to amenities.
- c. review all arrangements to ensure compliance with the Equality Act 2010.

### **SG02 3.19 Zone Ex co-ordination**

Even with reduced spectator numbers, the arrival and presence of large numbers of people in Zone Ex may itself impact upon the social distancing requirements of local people.

Management should therefore consult with its partners in Zone Ex to co-ordinate a management plan that seeks to soften that impact.

Where necessary, such plans should also take into consideration the risks arising from non-ticket holders choosing to gather in proximity to the ground during the event (see [Section SG02 3.10.a](#)).

For more information on Zone Ex see Sections 6.10 and 6.11 of the *Guide*.

### **SG02 3.20 Event Management Plan**

Having conducted all the necessary risk assessments and reviewed and amended, where necessary, the relevant sections of the *Operations Manual*, and completed all the additional plans listed in this chapter – such as the *Social Distancing Management Plan* – management must then combine all this information into an *Event Management Plan* that is specific to the event in question.

For more information on the contents of an *Events Management Plan*, see Section 3.36 of the *Guide*.



### **SG02 3.21 Test events**

*Given the complexities of planning for events under social distancing, and the inexperience of all parties involved, it is strongly recommended that management consider staging test events.*

Such events should be designed to test the management's plans and competency in relation to social distancing and COVID-19 protection.

Test events will also provide invaluable practical experience for safety personnel, representatives of certifying authorities, for local public health authorities and service providers, for the emergency services and, not least, for spectators.

They will also help in the assessment of socially distanced capacities.

Various options may be considered: for example starting with an event at which tickets are sold for 50 per cent of the risk assessed socially distanced capacity assessment for the ground as a whole, or for selected sections of the ground.

For further guidance on test events, see Section 3.35 of the *Guide*.

### **SG02 3.22 Health and safety at work legislation**

Under the Health and Safety at Work etc. Act 1974, sports ground management and/or event organisers in the United Kingdom have a legal responsibility for the occupational health and safety needs of their employees.

Clearly many of the measures intended to implement social distancing and COVID-19 protection will necessitate a review of that duty of care, to staff, to contract staff and to all other accredited individuals working at the sports ground in order to deliver the event.

The aim of such a review should be to reduce, as far as is reasonably practical, the health and safety risks of all those in their workplaces within the ground.

Note that the Health and Safety (Enforcing Authority) Regulations 1998 allocate enforcement of health and safety law at sports grounds primarily to local authorities.

Note also that compliance with occupational health and safety requirements remains with each employer, and that therefore those employers (for example media companies) must still meet their responsibilities towards their employees, including those for COVID-19 protection.

At the same time it is recognised that there may be occasions when a conflict arises between workplace risk assessments and COVID-19 protection measures; for example in situations where, under existing guidelines, two or more people are required to be present in close contact.

Where such conflicts arise, it is essential that the sports ground management consults with the relevant employer to ensure that any mitigation measures put in place – for example the use of PPE – are considered safe, are agreed by both parties, and are implemented in full.

Further guidance on health and safety at work matters in relation to social distancing and COVID-19 protection is available from government, the Health and Safety Executive (HSE) and Public Health England (PHE).

# SG02 4.0 Management – facilities, supplies and installations

## SG02 4.1 Facilities management and COVID-19 protection

This chapter focuses on the management of facilities and supplies in the context of COVID-19 protection; that is, on such housekeeping issues as cleanliness and hygiene, and on such installations as separation barriers and ventilation systems.

For guidance on issues concerning food preparation and hospitality in general, reference should be made to the relevant guidance available from the UK Government, specialist agencies and industry associations.

[Department for Business, Energy and Industrial Strategy \(BEIS\) guidance for Restaurants, pubs, bars and takeaway services](#)

[Food Standards Agency guidance on reopening and adapting your food business during COVID-19](#)

Good housekeeping and maintenance, as stated in Section 5.3 of the *Guide*, form a fundamental part of fostering and maintaining a safety culture at a sports ground. In the current circumstances, they also provide a vital means of meeting the aim to protect people in the sports ground from the transmission of COVID-19, as should be set out in the management's revised *Event Safety Policy* (see **Section SG02 3.5**).

Note that if there are found to be deficiencies in general housekeeping standards in relation to COVID-19 protection, the (S) factor, rather than the (P) factor, should be reduced for assessment purposes, because these reflect upon the quality of safety management at the ground.

Where there are deficiencies in the condition of any installations, the (P) factor should be used.

But in every aspect of facilities management, when planning, briefing staff and implementing COVID-19 protection measures, it is vital that management demonstrates at all times a positive attitude, thereby fostering a conscientious, co-operative and vigilant attitude amongst all members of staff.

In return, all staff should be encouraged to identify and report to management at an early stage any concerns relating to the implementation of COVID-19 protection measures.

Their efforts and, if appropriate, suggestions, should always be acknowledged, and they should be informed of any resultant remedial action.



## SG02 4.2 Hygiene and COVID-19 protection

Clearly the aim of all housekeeping procedures put in place at a sports ground during the current circumstances is to achieve and maintain the highest possible standards of cleanliness and hygiene.

This is to reduce, as far as is practicable, the possibility that the virus might be indirectly transmitted by the interaction of people with their surroundings.

Management should therefore be familiar with, and adhere closely to [current guidance on working safely in the visitor economy, available from the UK Government](#), the public health authorities and the Health and Safety Executive, on a range of housekeeping matters, with a view to planning and managing the issues that follow in this chapter.

## SG02 4.3 Cleaning risk assessment

Before drawing up cleaning schedules, management should assess each part of the ground, starting at the entry points, to establish which surfaces are likely to be touched during the event.

Such surfaces are likely to include, but not be confined to seats, barriers, railings, counters, card terminals, self-service machines, cash dispensers, door handles, taps and toilet fittings.

This assessment should include staff areas, including the venue's control point, staff rooms and offices, where there are likely to be numerous surfaces in regular use by different personnel, such as computer keyboards and light switches.

Management will need to assess:

- a. which surfaces will need to be cleaned, and when, before, during and after the event.
- b. which surfaces would be easier to clean if protected, such as soft furnishings.
- c. which items might be removed to reduce the need for cleaning, such as chairs, tables, and, at catering outlets and in hospitality areas, food, drink and condiment dispensers.
- d. which items may need to be replaced, such as the replacement of cloth towels with disposable paper towels.

Note should also be made of various related recommendations listed elsewhere in this *Supplementary Guidance* which state that, in order to reduce the risk of transmission:

- e. all transactions in the ground should be contactless.
- f. printed programmes should not be issued.
- g. promotional materials should be removed.
- h. buffets should not be offered.
- i. wherever possible, doors should be kept open, unless this results in a breach of fire safety or security measures.

[Further guidance on cleaning is available from the UK Government.](#)



#### **SG02 4.4 Personal protective equipment (PPE)**

Cleaning and maintenance staff, and anyone involved in the service needs of people at the ground (including catering and retail staff) should, where necessary, be provided with the appropriate level of PPE.

No member of staff should have to provide their own PPE.

After use, procedures should be in place for the safe cleaning and/or decontamination, or disposal, of PPE.

[Further guidance on cleaning and decontamination issues is available from the UK Government.](#)

#### **SG02 4.5 Cleaning equipment and materials**

Similarly, cleaning and maintenance staff, and anyone involved in the service needs of people at the ground (including catering and retail staff) should be provided with the appropriate cleaning equipment and materials.

No member of staff should have to provide their own cleaning equipment or materials.

After use, procedures should be in place for the safe cleaning and/or decontamination, or disposal, of cleaning equipment.

*Note that management has a responsibility to ensure that all surface disinfectants used by staff, and all hand sanitiser products used by staff, or made available to the public, are effective against COVID-19.*

[Further guidance on identifying authorised products is available from the Health and Safety Executive.](#)

#### **SG02 4.6 Cleaning schedules**

In order to maintain the highest possible standards of hygiene at all times, management will need to draw up and adhere to a schedule of cleaning that:

- a.** before an event, prepares the ground for the arrival of outside staff, and
- b.** prepares the ground for the arrival of spectators and other personnel
- c.** during an event, maintains standards of hygiene for all people present
- d.** after the event, restores levels of hygiene, to prepare for the everyday operation of the ground on non-event days.

As with all operational procedures, any cleaning schedules and rotas should be timed and organised in such a way as to avoid breaching social distancing for both the staff members involved and any spectators or others present.



### SG02 4.7 Staffing issues

Management should ensure that:

- a. The relevant staff, and, if applicable, contract staff, are fully informed and briefed as to their housekeeping duties, to allow for any of them to opt out in advance, without penalty.
- b. Where applicable, staff should be provided with facilities to change and store their non-work clothes, and to wash their hands both before and after their work rota.
- c. Wherever possible, workstations and working arrangements are modified to allow staff to work side-to-side rather than face-to-face.

### SG02 4.8 Hand sanitiser stations

Management should provide hand sanitiser stations at all strategic points within the ground's circulation system – including outside the entrance points – and in areas where people gather, such as concourses, toilets and hospitality lounges.

The stations should be positioned in such a way as to:

- a. best serve the likely preferences of spectators during each phase of the event, including their arrival and departure.
- b. make their locations easily visible to users, with added signage where necessary.
- c. avoid obstructing circulation routes or exits.
- d. avoid attracting queues which might obstruct circulation routes or exits.

As emphasised in [Section SG02 4.5](#) above, management should also ensure that the sanitiser product itself is effective against COVID-19.

### SG02 4.9 Separation measures

Elsewhere in this *Supplementary Guidance* numerous examples are provided of situations in which it might be necessary to install separation measures in order to maintain social distancing; for example in queues for entrance points or for amenities, and on stairs, gangways, vomitories or other circulation routes.

Separation measures might also be necessary in toilet areas.

Separation measures include temporary barriers, temporary partitions, screens, or the positioning of stewards.

When considering any such measures the following issues should be taken into account:

- a. Floor markings alone, although helpful, cannot be considered as effective separation measures on their own.



- b. Temporary barriers, partitions or screens should:
  - i. not block circulation routes, unless the affected routes are redirected.
  - ii. be constructed from materials with limited combustibility.

Note that if combustible materials are introduced, such as in screens, this will have to be followed by a re-assessment of fire safety procedures in the area in question.

- c. The positioning of stewards between channels should *only* be considered if the area in question is wide enough to allow for the social distancing needs of both those in the channels and the stewards themselves, unless those stewards are equipped with the appropriate PPE.

#### **SG02 4.10 Toilet facilities – numbers and control measures**

Clearly the cleaning measures and recommendations listed above in **Sections SG02 4.3, 4.5 and 4.7** apply to all toilet facilities provided in the sports ground, for all people present.

However, it will also be necessary for management to assess each toilet area to ascertain how many, if any, urinals, cubicles and/or wash hand basins need to be taken out of use in order to maintain social distancing.

This reduced provision will then have to be considered in the context of calculating concourse capacities (see **Section SG02 2.6**), and monitoring and controlling concourse densities (see **Section SG02 8.3**).

It might then be necessary to introduce control measures, such as those designed to avoid long queues building up at peak times. It may also be necessary to provide additional handwashing facilities in another part of the ground.

A list of possible control measures can be found in **Sections SG02 8.4.b and 8.5**.

#### **SG02 4.11 Ventilation and air-conditioning**

It is recognised that the risk of COVID-19 transmission may be increased in enclosed and indoor spaces, and that particular attention must therefore be made to ventilation and air-conditioning systems.

Wherever possible, natural ventilation – that is, the opening of windows and doors (excluding fire doors) – should be used to improve ventilation in enclosed spaces.

At the same time, any mechanical ventilation systems and/or air-conditioning systems should be serviced and, if necessary, adjusted to the recommended settings, by competent engineers.

*It is stressed that there are a number of factors which the engineers will need to consider and that expert advice should therefore always be taken.*

Further guidance is also available from the [Health and Safety Executive](#) and the [Chartered Institution of Building Services Engineers](#)

# SG02 5.0 Circulation – overview of design and management issues for social distancing

## SG02 5.1 Circulation for social distancing

*(This chapter should be read in conjunction with Chapters 6 to 10 of the Guide)*

Circulation routes provide the means for all people present on an event day to move in and out, and around the ground, under both normal and emergency conditions.

Of particular concern is the need to ensure that, as stated in Section 6.2 of the *Guide*, these routes are designed and managed to form a balanced circulation system overall. This includes allowance for the fact that during an event there will be periods, such as those between playing sessions or races, or at half-time, when movement patterns differ from those generally found during ingress and egress; that is, they involve a greater cross movement of spectators.

As such, management should survey *all* circulation routes for social distancing, to check on the following:

- a. the width of each circulation route, and
- b. whether the flow in standard operational mode is one-way, two-way or multi-directional, and
- c. if one-way flow only, in which direction is that flow and, if relevant, during which phases of the event (that is, ingress, egress or during breaks in the action)?

The following sections offer guidance to assist in using the information gained from that survey in order to plan for social distancing.

## SG02 5.2 Space per person for social distancing

When assessing circulation routes, management should apply the social distancing measurements derived from their preferred method of calculation: that is a circle of either **1.0m** for **Method One**, or a circle of **1.6m** for **Method Two** (see **Figure SG02 1** and **Section SG02 2.2**).



### SG02 5.3 Circulation routes – widths for social distancing

Section 6.4 of the *Guide* states that the minimum width for circulation routes, including stairways and gangways, should be not less than 1.1m, and for new construction no less than 1.2m.

Therefore, as illustrated in **Figure SG02 8**, in social distancing mode:

- a. under **Method One**, any route that is *less than 1.6m* in width will be suitable only for one-way flow at any one time
- b. under **Method Two**, any route that is *less than 2.2m* in width will be suitable only for one-way flow at any one time.

### SG02 5.4 Circulation routes – rates of flow

When assessing circulation routes, management should bear in mind that owing to the need for people to regulate their pace in order to maintain social distancing, *rates of flow will be slower* than under standard operational conditions (as set out in Section 10.10 of the *Guide*).

Moreover, under social distancing it will also not be appropriate to apply the standard flow rate measurement of ‘people per metre width per minute’.

This is because, under social distancing, flow rate calculations have to be made on the basis that people will walk in channels (or lanes). Therefore the flow rate for a one-way flow will be the same for any channel measuring less than 1.6m in width, if applying Method One, or measuring less than to 2.2m in width, if applying Method Two.

On that basis, crowd modelling research suggests that the likely one-way flow rates per channel per minute under social distancing will average as follows:

- a. **Method One** (based on a 1.0m circle)
  - i. on a level surface: 72 people per channel per minute
  - ii. on a stepped surface: 54 people per channel per minute
- b. **Method Two** (based on a 1.6m circle)
  - i. on a level surface: 46 people per channel per minute
  - ii. on a stepped surface: 34 people per channel per minute

These average figures compare with the maximum rates used for calculation purposes under standard operational conditions of 82ppm for level surfaces and 66ppm for stepped surfaces.

*Clearly these slower flow rates, and the need for flow to be restricted to channels, will have a considerable impact on the management of circulation routes, and on the time it takes for spectators to pass through an exit route (see **Chapter SG02 9.0**).*



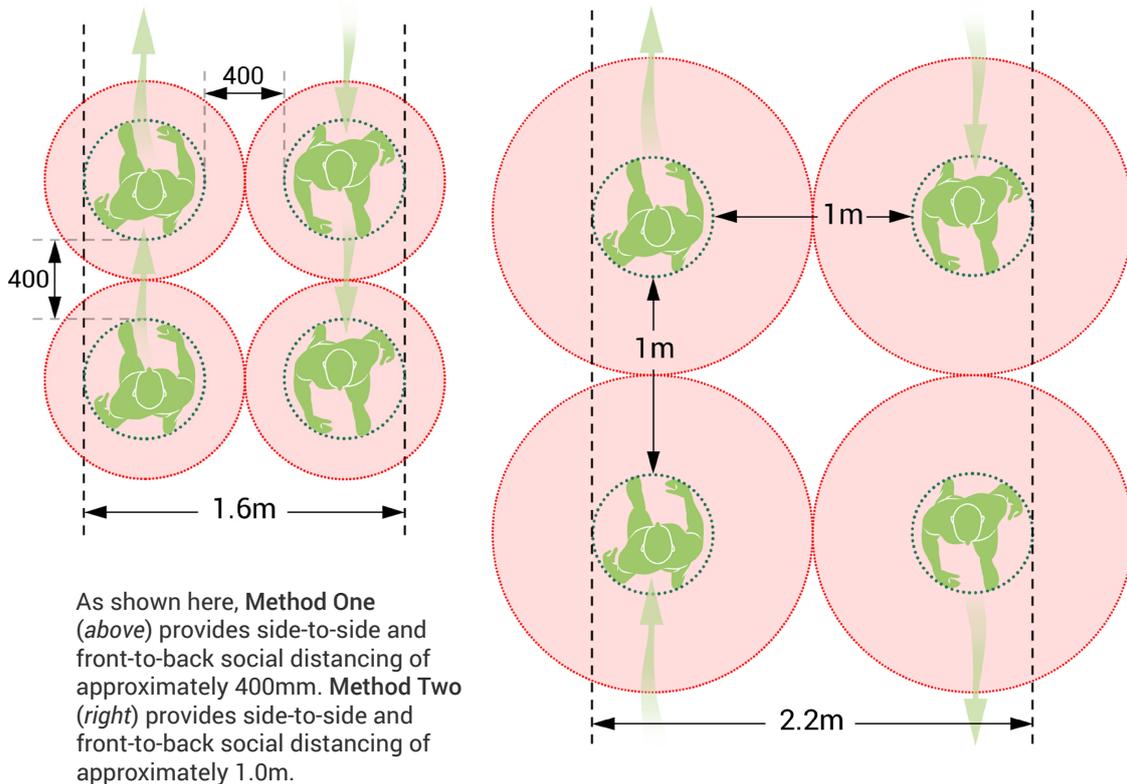
### Figure SG02 8

#### Circulation routes – widths, flow rates and directional flow

Social distancing requires management to assess all circulation routes, including entry points, stairways, radial and lateral gangways, vomitories, corridors and exits.

When making this assessment, management should apply the social distancing measurement derived from their preferred method of calculation: that is, for **Method One**, a circle of 1.0m, or for **Method Two**, a circle of 1.6m (see Figure SG02 1 and Section SG02 2.2). Note however that whichever method is used, allowance must be made for a body width of 600mm to account for side-to-side movement.

Note also, as stated in Section SG02 5.4, that owing to the need for people to regulate their pace in order to maintain social distancing, the flow rates will be slower than under standard operational conditions (as set out in Section 10.10 of the *Guide*), and should be measured in people per channel per minute, rather than people per metre per minute.



It is stressed that both these examples show *minimum* circulation widths for two-way flow, and assume that people in both channels are able walk as close as possible to the route's outer edge. This should not be a problem on a gangway, provided that the seats immediately adjoining the gangway are unoccupied. But if there are walls on either side of the circulation route, the entire width must be clear of protruding elements. If there is not a clearway, flow in only one direction will be possible.



## **SG02 5.5 Circulation routes – management of social distancing**

Consideration should be given as to how each circulation route, and the system as a whole, should be managed differently to allow for social distancing.

### **a. Separation methods**

In any part of the circulation system where two-way or multi-directional flow is to be provided, it will be necessary to separate each channel, using one or more of the following measures:

- i.** floor markings
- ii.** barriers, railings or even, where appropriate, full height partitions
- iii.** prominent signage, illuminated where necessary
- iv.** stewards stationed in strategic positions that allow them to separate crowds yet at the same time avoid breaching social distancing
- v.** targeted public address announcements
- vi.** closed circuit television monitoring.

### **b. Managing flow rates and directional flow**

Flow rates are of course important in the calculation of ingress and exit times. But as stated in Section 6.6 of the *Guide*, they also have a bearing on the comfort and enjoyment of spectators.

Clearly, once social distancing is in place, slow moving lines of people and any congestion that results – itself a breach of social distancing – could give rise to considerable unease.

It will therefore be necessary for management to assess whether flow rates might be improved by any one or more of the following operational measures:

- i.** by switching omni-directional flow to two-way flow
- ii.** by switching two-way flow to one-way flow
- iii.** by limiting the numbers passing through a given route at any given time
- iv.** by redirecting spectators along different routes.

Alternatively, some routes might be managed in such a way that:

- v.** access at the start of the route is limited by numbers
- vi.** access is limited to specific groups of spectators (for example those seated in one block)
- vii.** access is controlled by confining entry to specific time slots.



**c. Circulation routes and accessibility**

As stated in Section 6.8 of the *Guide*, the location of viewing accommodation for disabled spectators around the ground, and particularly on the upper levels of stands, has considerable implications for the safe management of circulation areas, and for the design and management of exit and emergency exit routes.

The *Guide* adds that although entry points for wheelchair users may need to be kept separate, and vertical circulation routes, such as passenger lifts or ramps, should be clearly defined, horizontal circulation routes should be designed so that they can be shared safely by all people.

Management must, therefore, ensure that any changes to standard operational procedures in respect of circulation do not block or impede accessible circulation routes or compromise social distancing for disabled spectators and their companions.

**d. Circulation routes and hygiene**

It is inevitable that as people circulate around the ground they will touch a variety of different surfaces, such as barriers, hand rails, grab rails and doors. It is therefore vital that management puts into place measures for the regular cleaning of such surfaces during an event.

For more guidance on hygiene, see [Section SG02 4.2](#).

**SG02 5.6 Zone Ex co-ordination and social distancing**

Management should also be aware of the potential effects that social distancing might have on the arrival and departure patterns of spectators, and therefore on how standard operational procedures within the ground might have to be adjusted accordingly.

As stated in Section 6.10 of the *Guide*, for most spectators travelling to, or exiting from, a sports ground – in order to connect with a public transport hub, a car park or local amenities – their journey will involve passing through routes or areas that lie beyond the outer perimeter of the sports ground.

For the purposes of the *Guide* and for management planning, this external zone, which may consist of a network of routes and areas, or in some locations a single expanse of land, is referred to as Zone Ex (see Figure 6 in the *Guide*). Some users of the *Guide* may also have seen this zone referred to as ‘the last mile’.

Although the routes or areas that make up Zone Ex do not, in most locations, fall within the jurisdiction of the ground management – they will either be part of the public realm or under private ownership – they are key to the safe and secure arrival and departure of spectators.

Clearly the effects of social distancing on movement to and from and within Zone Ex will differ from ground to ground. However, some of the issues that might arise include the following:



- a. A reduction in local public transport capacity owing to social distancing (and any other effects of COVID-19), which might require:
  - i. more spectators to arrive earlier than usual, or
  - ii. more spectators to travel by private transport.
- b. The closing of routes through Zone Ex, requiring spectators to change their usual event day routines.
- c. The need to admit spectators earlier in order to prevent spectators from gathering in large numbers in public areas.
- d. The need to encourage spectators to remain in their seats or places at the end of the event in order to manage a co-ordinated egress and passage through Zone Ex.

Any one of these constraints in Zone Ex might also have an effect upon the management of spectators *inside* the ground.

It is therefore vital that planning for the movement of people through Zone Ex under social distancing involves the input of *all* relevant external organisations, such as the police, local authorities, public transport service providers, highway agencies and, where applicable, the owners of private property.

For example, there will need to be careful control and co-ordination of private vendors and concessions present in Zone Ex.

Further details on Zone Ex co-ordination can be found at 6.10 and 6.11 in the *Guide*.

### **SG02 5.7** **Overlay and social distancing**

As explained in Section 6.13 of the *Guide*, overlay is the term used to describe the use of temporary installations (such as 'fan zones', seating decks, tents, kiosks, bridges and generators) for specific events. It can also include the provision of new roads or routes.

All elements of overlay will need to be re-assessed to ensure that none impede the implementation of social distancing, either by compromising circulation routes or by encouraging people to gather in uncontrolled numbers.

### **SG02 5.8** **Crowd simulation modelling and social distancing**

Crowd simulation modelling is a tool that can assist in several aspects of crowd management at sports grounds, for example testing how well an existing sports ground's infrastructure, or a proposed venue, copes or will cope with the numbers determined by static capacity calculations (that is, calculations worked out on paper, or on spreadsheets).

Such modelling may therefore assist ground management and designers in the advanced testing of socially distanced capacities and the movement of people through circulation systems under social distancing.

# SG02 6.0 Circulation – ingress and social distancing

## SG02 6.1 Calculating the entry capacity for social distancing

*(see Sections 7.4 to 7.6 of the Guide)*

As emphasised in the *Guide*, a key step in the process of calculating the final capacity of a ground, or section of a ground, is the calculation of the ground's entry capacity.

The entry capacity is a calculation based on the rate of entry to the ground as a whole, or to a section of the ground.

The rate of entry itself is based on data obtained from computerised counting systems and/or from manual counts conducted at each point of entry, and is determined by the number of persons who can pass through the entry point within a time period set by the management.

The *Guide* recommends that for most sports grounds under standard operational conditions, the rate of entry used for calculation purposes should be no more than *660 persons per entry point per hour*. (This is because a higher rate of entry is likely to cause crowd pressure to build up within the areas immediately inside the ground.) However, the *Guide* adds that at grounds where spectators typically arrive over an extended period prior to the start of an event, it may be reasonable to base the entry capacity calculation on a time period of greater than one hour.

*Even though the number of spectators admitted to the ground will be considerably lower than usual under social distancing, the entry capacity will still need to be re-assessed.*

This is because once social distancing measures are implemented, it is likely that rates of entry will fall, owing to one or more of the following factors:

- a. The extra time needed to screen and/or search each person before entering, for the purposes of health monitoring and/or security.
- b. The possible need to close certain entry points, in order to allow for social distancing:
  - i. between lines of people queuing and/or
  - ii. between people emerging from the entry points into circulation areas beyond.
- c. The introduction of alternative and/or unfamiliar ticket checking procedures.
- d. The slower flow rates arising from social distancing (see **Section SG02 5.4**).



Therefore in order to re-calculate the entry capacity, management will need to review both the rate of entry and the set time period used for calculation purposes.

Under standard operational conditions, both these parameters will have been arrived at after many years of data collection, monitoring and observation. To prepare for social distancing, management will have to carry out a new set of assessments, or, if necessary, conduct exercises in order to establish more appropriate rates of entry over a more appropriate period of time.

These assessments and/or exercises should take into consideration the implementation of measures outlined in the following section.

## **SG02 6.2 Measures to maintain adequate rates of entry under social distancing**

*(see Section 7.6 of the Guide)*

In order to achieve adequate rates of entry – that is, as near as possible to the rates achieved under standard operational conditions – whilst also maintaining social distancing, management should consider implementing the following measures:

- a. Making all ticket sales contactless, in advance of the event day.
- b. Issuing only contactless cards or contactless tickets.
- c. When screening individuals for security purposes, using screening devices rather than personnel (see Section 7.12 of the *Guide*), making sure at the same time that a sufficient number of devices are available so as not to slow entry rates further.

*Note that where contact between spectator and sports ground staff is unavoidable, PPE and/or means of physical shielding (for example plastic screens) should be provided.*

*Further advice on security screening under social distancing is available from the [National Counter Terrorism Security Office \(NaCTSO\)](#).*

- d. Requiring ticket holders to start queuing for entry at specific times or during specified time slots.
- e. Training and briefing stewards to manage the flow of people as they approach entry points to the sports ground.
- f. Communicating information on entry procedures in a clear and consistent manner guidance in advance:
  - i. at the time of purchase
  - ii. on the ticket
  - iii. via the internet, social media and/or apps



plus, as ticket holders approach the ground:

- iv. by signage
  - v. by public address announcements
  - vi. by stewards.
- g.** Having in place procedures to ensure that spectators without tickets, or presenting with COVID-19 symptoms, do not join the queue for entry points and are advised to return home and self-isolate.

Management should be aware that the failure of any one element within the ingress system can reduce rates of entry considerably, and therefore contingency plans should be developed to respond to any such failures.

In addition, any failure to manage the entry process adequately under social distancing will require a lowering of the (S) factor, which may in turn result in a lowering of the capacity of the ground or of a section of the ground.

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# SG02 7.0 Circulation – vertical and social distancing

## SG02 7.1 Vertical circulation

(see Chapters 6, 7, 9 and 10 on circulation and Chapters 12 to 14 on spectator accommodation in the Guide)

Vertical circulation routes consist of stairways, radial gangways, ramps, lifts and escalators, and, as in all other parts of a ground's circulation system, each must be designed and managed to facilitate the smooth, unimpeded circulation of all people present during an event, under both normal and emergency conditions.

Bearing in mind at all times the need for the circulation system to form a balanced system overall, the guidance contained in the two previous chapters should be read first, as much of it is also of relevance to vertical circulation.

However, the following factors relating to vertical circulation routes should also be considered.

## SG02 7.2 Stairway widths and directional flow for social distancing

In common with horizontal circulation routes, the most important factor in assessing the suitability of stairways for social distancing is width, combined with the method chosen by management to measure social distancing, as described in **Figure SG02 1** and **Section SG02 2.2**.

As illustrated in **Figure SG02 8**, combining these factors results in the following:

- a. under **Method One**, any route that is *less than 1.6m* in width will be suitable only for one-way flow at any one time
- b. under **Method Two**, any route that is *less than 2.2m* in width will be suitable only for one-way flow at any one time

However, any route or channel could be managed so that the direction of flow switches at different times, for example flowing upwards during ingress and downwards during egress.

As outlined in **Section SG02 5.5.a**, this switch of direction could be managed by the use of prominent signage and public address announcements, and/or by stationing stewards in strategic positions at the appropriate times (whilst also noting that stewards should avoid taking up positions where they themselves are likely to breach social distancing).



Note also that further controls might also be necessary at both the head and foot of stairways to ensure that as people leave the stairway and merge into other horizontal circulation routes, social distancing is not compromised. This could be achieved by:

- c. Placing barriers leading from the head and/or foot of the stairs in such a way that one-way flow continues from the stairway channel to a point where further controls are unnecessary, or, in the case of egress, to a point of safety.
- d. Increasing the run on and/or run off space available at the head and foot of stairways (see Section 8.15 of the *Guide*). Note that this applies also to the run on and run off space provided for escalators.
- e. Controlling the flow of people further back in the circulation system, for example by requiring them to remain in their seats, or in a concourse, until the way forward is clear – provided of course that such a control does not in itself risk breaching social distancing.

### **SG02 7.3 Radial gangways and social distancing**

As illustrated in **Figure SG02 8**, in common with all elements of the circulation system, radial gangways that measure *less than 1.6m* if management adopt Method One to calculate social distances and *less than 2.2m* if adopting Method Two, will not be able to support bi-directional or two-way flow when social distancing is in place.

However, as is also the case with other circulation routes, the gangway could be managed so that the direction of flow switches at different times, for example flowing upwards during ingress and downwards during egress.

### **SG02 7.4 Radial gangways – usage during an event**

It is recognised that during an event some spectators will need to, or choose to leave their seat or place in the viewing accommodation in order to access amenities.

In order to reduce such movements to the minimum, management might consider one of the following control measures:

- a. Inform ticket holders in advance that they should make all possible efforts to avoid leaving their seat or place during an event, in order to assist the management and fellow spectators.
- b. Inform ticket holders in advance that movement in and out of seats or places will be permitted only during specified times during the event, for example between playing sessions or races, or at half time.

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### **SG02 7.5** Passenger lifts

Passenger lifts are the most suitable means of vertical access for people with limited mobility and should be provided wherever possible, taking into account the following considerations:

- a. Wheelchair users and spectators with limited mobility need sufficient time and space to manoeuvre into the lift. In order to maintain social distancing this may require extra stewarding at the approaches to a lift, and if necessary, the creation of a larger free zone so that people waiting for the lift will not obstruct crowd flows.
- b. The numbers of people permitted to enter the lift at any one time should be determined by the dimensions of the lift carriage and its ability to allow for socially distanced usage. Signs stating the permitted numbers should be prominently displayed at each lift entrance.

### **SG02 7.6** Escalators

Where escalators are in use, signage should be in place to remind users of the need to observe any social distancing measures in place.

# SG02 8.0 Circulation – concourses, vomitories and social distancing

## SG02 8.1 Concourses, vomitories and social distancing

*(see Chapters 6, 7, 8 and 10 on circulation, Chapters 12, 13 and 14 on spectator accommodation, and Chapter 15 on fire safety in the Guide)*

This chapter provides guidance on social distancing in concourses and vomitories, both of which serve as integral elements of the ground's circulation system at different stages during an event.

Bearing in mind at all times the need for the circulation system to form a balanced system overall, the guidance contained in the previous three chapters on Circulation should be read first, as much of the guidance is also of relevance to concourses and vomitories.

In addition, reference should be made to **Section SG02 2.7** which offers guidance on how to re-calculate the capacity of a concourse to allow for social distancing.

That guidance emphasises that the design and layout of a concourse area – most importantly its available floor area – is a critical factor in the calculation of a socially distanced capacity for that section of the ground served by the concourse.

It states that if the socially distanced concourse capacity is lower than the socially distanced capacity of the viewing accommodation which it serves, unless one or more of the control measures suggested in **Section SG02 8.5** are put into place – for example that the use of the concourse is restricted to circulation only (see **Section SG02 8.5.a**) – the *lower figure* will take precedence when making the final calculation (as is also the case if either the entry capacity or the exit capacity is lower).

***Once again, this introduction of a concourse capacity assessment into the equation is a significant variation from the standard method of calculating final capacities and should be borne in mind when reading this chapter.***

It must also be remembered that when calculating the number of people able to gather in a concourse at any one time whilst also maintaining social distancing, steward numbers must also be factored in.



## SG02 8.2 Concourses – definition

For the purpose of the *Guide* a concourse is defined as an area, covered or uncovered, that:

- a. provides direct access to and from viewing accommodation (Zone 2 in Figure 6 of the *Guide*), via stairways, ramps, vomitories, or level passageways, and
- b. serves as a milling area for spectators for the purposes of refreshment and entertainment, and/or provides access to toilet facilities, and
- c. may also form part of the ingress and egress systems of the ground.

A hospitality area that does not form part of the ingress or egress systems of the ground – for example a self-contained lounge to which entry is restricted – should not be considered a concourse.

## SG02 8.3 Concourses – monitoring density levels

Even though the numbers of spectators in attendance will be considerably reduced under social distancing, management must still demonstrate its ability, through stewarding, public address announcements and CCTV, to monitor and manage people on concourses at all times during an event, and, if necessary to maintain social distancing, to enact contingency plans that will reduce the numbers using the concourse, at any given time, or if necessary, for the duration of the event.

Why do concourse densities still have to be monitored and controlled when attendance numbers are lower?

**Figure SG02 8** compares typical, optimum density levels on concourses in standard operational mode with those resulting from social distancing set at 1.0m, depending as always as to which method of measuring social distances is used (see **Figure SG02 1** and **Section SG02 2.2**).

### a. Method One

Using Method One, for the purposes of calculation, spectators in a concourse will be allocated a socially distanced space of **0.8m<sup>2</sup> per person**.

This equates to a density of **12.5 persons per 10 square metres**.

### b. Method Two

Using Method Two, for the purposes of calculation, spectators in a concourse will be allocated a socially distanced space of **2.0m<sup>2</sup> per person**.

This equates to a density of **5.0 persons per 10 square metres**.

However, as is always the case under standard operational conditions, levels of concourse usage can peak in different parts of the concourse and at different times during an event, depending particularly on the nature of the sport.

*Such peaks, it is stressed, may not be sustainable under social distancing.*



Furthermore it is possible that at venues where the imbalance between the concourse size and the capacity of the viewing accommodation it serves routinely results in congestion under standard operational conditions, congestion may still be an issue even with the reduced numbers present under social distancing.

For this reason, management should consider a number of strategies, as outlined in the following section.

#### **SG02 8.4 Concourses – reviewing and changing existing procedures**

In order to ascertain how existing facilities might be better managed under social distancing, as in all aspects of safety management at the ground, management should undertake a full review of how the concourse operates in standard operational conditions.

If possible, this should include studying CCTV footage of past events, and where appropriate, analysis gained from crowd simulation modelling.

This review might conclude that only relatively basic measures need be taken to maintain both social distancing and service levels, such as:

- a. introducing contactless payments at all outlets.
- b. reorganising queuing arrangement for amenities, for example by introducing barriers and/or switching the direction of queues.
- c. moving or removing items such as kiosks, tables or display materials in order to enlarge the available floor area.
- d. where possible without breaching fire regulations or security, keeping doors open in order to maintain free flow and avoid the need for touching surfaces.

#### **SG02 8.5 Concourses – control measures to maintain social distancing**

After an assessment of existing data and standard operating procedures, if management decide that in order to maintain social distancing it will be necessary to implement control measures, one or more of the following should be considered:

##### **a. Closing amenities**

The most radical option is simply to close all of the amenities on a concourse so that its use is restricted to circulation only.

If considering this strategy, management should also note that:

- i. If closing catering outlets, it may be appropriate to review any ground regulations that prohibit spectators from bringing of food and drink into the ground.
- ii. If the viewing accommodation is uncovered, and access points to the concourse remain open, spectators might still choose to gather in the concourse to seek shelter in inclement weather.



**b. Controlling access**

By continually monitoring numbers and density levels on the concourse – by observation and/or CCTV coverage – stewards positioned at each entry point, could control access as and when necessary.

This method, however, runs the risk of placing additional burdens on stewards, and of queues forming, thereby potentially breaching social distancing.

**c. Allocating time slots**

A more tactical approach, if the nature of the event allows, is to allocate access to the concourse, or to particular amenities within the concourse, according to specified time slots for different sections of the viewing accommodation.

This method will however require detailed planning and communication, and will also require stewards on the concourse to make sure spectators do not remain beyond their allocated time slot.

**d. Providing alternative or additional amenities, including handwashing facilities**

Where ground layouts allow, the provision of alternative or additional amenities will ease pressure on existing concourse facilities.

For example, it is likely that spectators will spend longer in toilet areas owing to the need to wash their hands thoroughly, as recommended by public health authorities to prevent the spread of COVID-19.

To avoid excessive queues in this scenario, it may therefore be necessary to provide additional hand washing facilities away from toilet areas.

This approach is particularly recommended if those facilities can be located out of doors, thereby reducing the COVID-19 health risks associated with crowded indoor facilities.

**e. Overflow areas**

Where ground layouts allow, consideration should also be given to opening up a controlled overflow area for spectators wishing to use the concourse.

**f. Switching off monitors and screens**

Experience shows that the provision of screens relaying live action from the event or other media content often results in a rise in the number of spectators using the concourse, and also an increase in the length of time that spectators remain on the concourse.

For these reasons, switching off all monitors and screens should assist management in controlling numbers.

However, this might not be a suitable strategy if those monitors or screens are also used to relay important spectator information.

Whichever of the above control measures are to be put in place, it is absolutely essential that ticket holders in the areas affected be informed in advance so that they can plan accordingly (see [Section SG02 3.12](#) and [Figure SG02 7](#) (*Spectators' Code of Conduct*)).



Any such communications should be succinct and clear, emphasising that the controls in place are mandatory, but also explaining why the controls have been put in place – that is, for the benefit of spectators.

Finally, it is emphasised that if these or any other control measures fail to mitigate congestion on the concourse or breaches of social distancing, the (S) factor for the viewing accommodation served by the concourse should be reduced (see Section 2.4 of the *Guide*).

## **SG02 8.6** **Concourses – design factors and social distancing**

The following concerns should be considered when planning to introduce social distancing measures in concourses:

### **a. Indoor facilities**

In all areas of the sports ground, management should assess the potential COVID-19 health risks present when large numbers of spectators gather in indoor facilities that are fully enclosed or lack adequate ventilation.

If outdoor alternatives are available, serious consideration should be given to the closure, or partial closure, of such indoor facilities.

Otherwise, specialist advice on indoor facilities should be sought, as detailed in [Section SG02 4.11](#).

### **b. Clear passage**

As stated in Section 9.3 of the *Guide*, ingress and egress routes through concourse areas should in all operational conditions be clearly defined and free from obstruction. Management should nevertheless re-assess each of these routes to determine whether they are as direct as is possible, and able to accommodate a free flow of people while maintaining social distancing.

If there are deemed to be obstacles or directional changes that might compromise social distancing, alternative routes should be considered.

Management should also take into consideration the slower flow rates that social distancing imposes, as outlined in [Section SG02 5.4](#).

### **c. Wayfinding and signage**

Directional and informational signs, including those indicating toilets, catering and other amenities, should meet the requirements set out in Sections 9.3.b and 16.30, and Annex C of the *Guide*, in terms of their height, positions, design and the avoidance of colours and/or colour combinations that might be difficult for people with colour blindness to read or interpret.

In addition, bearing in mind that because many, if not all, spectators attending events at which social distancing is in place will be regular attendees who are familiar with the ground's layout, any new signage which seeks to change standard routes or established routines should be clear, easily identifiable, and backed up by public address announcements and/or directions from stewards.



Of particular importance, as stated in Section 9.3.b of the *Guide*, is the recommendation that ingress and egress routes should be clearly identified, with signs facing both lateral and transverse directions, so that people entering the concourse from any ingress point or vomitory are able to make quick decisions as to which direction to take, in order to reach their intended destination.

**d. Segregation**

At grounds where concourses are divided to segregate rival groups of spectators, management should ensure that any measures introduced to facilitate social distancing do not result in either group of spectators losing access to basic amenities.

**SG02 8.7 Concourses – management issues associated with social distancing**

As emphasised throughout the *Guide*, good design alone cannot ensure the safety and comfort of spectators. A high standard of safety management is also required, especially when applying social distancing requirements.

Not least, despite the lower numbers of spectators in attendance, it will still be essential to allocate sufficient resources to the management of concourses.

These resources and staffing levels should be set out clearly within the management's *Operations Manual* (see Section 3.4 of the *Guide*).

**a. Stewarding**

In addition to ensuring that sufficient stewards are deployed on concourses, it is recommended that stewards are trained specifically to recognise and deal with the range of problems most likely to occur on concourses as a result of social distancing; for example:

- i.** managing queues
- ii.** preventing congestion in key areas, such as around vomitories and stairways, and
- iii.** dealing with members of the public without breaching social distancing.

**b. Hygiene**

In addition to existing handwashing facilities in toilets, dispensers offering hand sanitiser should be made available in concourse areas.

For further guidance on sanitiser stations, hygiene matters and cleaning, see **Section SG02 4.8**.

Detailed current advice is also available online from the government and local public health authorities.



### Figure SG02 9

#### Crowd density levels on concourses

An understanding of crowd density levels is vital for the safe management of concourses and circulation routes, and even moreso if social distancing is to be implemented effectively.

As stated in Section 9.4 and Figures 10 and 11 of the *Guide*, the optimum density for general concourse areas – that is where people stand and gather, rather than where they queue – is 20 persons per 10 square metres (*top right*).

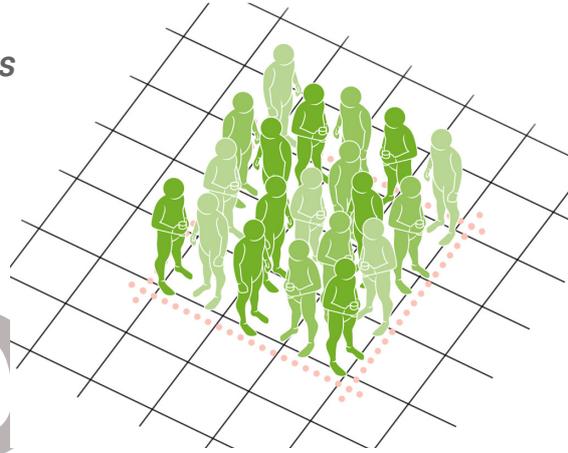
This level of density is generally considered as comfortable, allowing individuals the space to eat, drink or use mobile devices without impinging upon the space of other people.

The comparative densities for social distancing will depend on the method chosen by management to measure social distances, as explained in Figure SG02 1 and Section SG02 2.2.

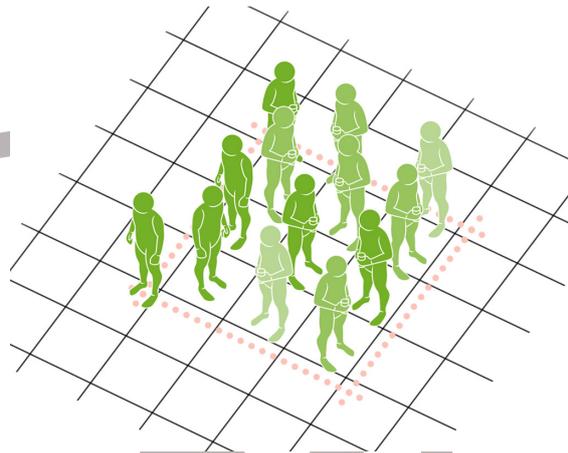
It is further stressed that under both methods, the density levels shown here should be considered a *maximum*, and one that applies to *all areas* of the concourse; that is, in queues, counter areas and so on.

In other words, whereas in standard operational mode, a higher density level of around 40 persons per 10 square metres may be considered acceptable in queues for bars, counters and toilets, when social distancing is in place this higher density level will not be acceptable

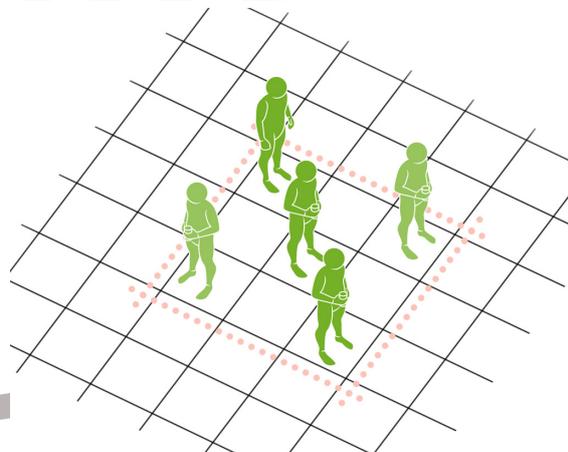
*If at any point during an event management becomes aware that density levels are too high, one or more of the control measures suggested in Section SG02 8.5 will have to be implemented in order to limit the number of people on the concourse at any one time.*



Standard operational mode (above): optimum concourse density of 20 persons per 10 square metres (0.5m<sup>2</sup> per person)



Method One (above): maximum density under social distancing of 12.5 persons per 10 square metres (0.8m<sup>2</sup> per person)



Method Two (above): Maximum density under social distancing of 5 persons per 10 square metres (2.0m<sup>2</sup> per person)



## SG02 8.8 Vomitories – control measures for social distancing

A **vomitory** is an access route built into the gradient of a stand or terrace which directly links the viewing accommodation (Zone 2) to concourses, and/or routes for ingress and egress in Zones 3 and 4 (see Figure 6 of the *Guide*).

Passage through a vomitory can be level, ramped or via stairways.

In relation to social distancing:

- a. depending on whether Method One or Method Two is used for measuring social distances (see **Figure SG02 1** and **Section SG02 2.2**), where vomitories measure less than 1.6m in width (Method One) or 2.2m in width (Method Two), controls should be put into place to ensure that spectators can pass through in one direction only at any one time.

This direction of flow should also be recorded in the relevant section of the revised *Operations Manual* for the sports ground (see **Section SG02 2.7**), along with details of what other compensatory measures, if any, have been taken to divert spectators flowing in the opposite direction.

For example, if a series of vomitories serve one concourse, alternate vomitories could be allocated for ingress and egress during the event, before all being switched to egress as the event ends.

- b. As stated in Section 9.10 of the *Guide*, in order to prevent the build up of crowd pressures on exit routes, stairways and around exit gates, it is vital to control the flow of spectators as they leave their viewing accommodation and enter the vomitory.

This is particularly important where phased egress has been designed to assist in compliance with social distance measures (see **Section SG02 9.3.c**).

# SG02 9.0 Circulation – egress and social distancing

## SG02 9.1 Types of egress and social distancing

*(see Chapters 6, 7, 8 and 10 on circulation and Chapter 15 on fire safety in the Guide)*

As stated in Section 10.1 of the *Guide*, it is widely recognised that spectators are particularly vulnerable to risk during egress – that is, as they exit the sports ground – and that even under normal conditions congestion can build and accidents occur, and that individuals react and respond in diverse ways, for example according to their mood after the event, their travel plans and their perceptions of risk.

As such, it will be necessary for management to assess and, if necessary, review every aspect of the ground's standard operational procedures in order to maintain social distancing during egress whilst at the same time avoiding congestion and/or travel times that might lead to unease or discomfort.

Once again, bearing in mind at all times the need for the circulation system to form a balanced system overall, the guidance contained in the previous four chapters on Circulation should be read before this chapter.

It is also necessary to distinguish between the three forms of egress defined in Section 10.2 of the *Guide*, as follows:

### a. Normal egress

Normal egress is defined as egress from the sports ground at the end of an event using normal circulation and exit routes, under normal conditions.

For guidance on normal egress under social distancing see [Section SG02 9.3](#).

### b. Emergency egress

Emergency egress is defined as egress from the sports ground at an unscheduled time, as the result of an incident – such as a fire – occurring most likely, but not exclusively, within the sports ground.

*This Supplementary Guidance recommends that in the event of an emergency, standard operational procedures for emergency egress should be followed and may take precedence over social distancing requirements.*



**c. Exceptional egress**

Exceptional egress is defined as egress from, or movement within a sports ground which, in response to exceptional circumstances – such as a terrorist threat or attack, occurring either inside or outside the ground – may require procedures other than those put in place for normal or emergency egress.

*This Supplementary Guidance recommends that in the event of an incident that require exceptional egress, standard operational procedures should be followed and may take precedence over social distancing requirements.*

**SG02 9.2 Egress and zonal planning**

As illustrated in Figure 6 of the *Guide*, for the purposes of the *Guide* and this *Supplementary Guidance*, the layout of a sports ground should be considered in terms of different interacting zones, each arranged around **Zone 1**, the pitch or area of activity, with the viewing accommodation designated as **Zone 2** and concourses designated as **Zone 3**.

Thus, all egress procedures under social distancing should be capable of leading spectators from **Zone 2** to the ground's outer Zone (which may be Zones 3, 4 or 5 depending on the ground's size and configuration):

- a. within an acceptable period of time (which, as explained in **Section SG02 9.3.b** may be longer under social distancing than under standard operational conditions)
- b. without encountering congestion, and
- c. without breaching social distancing.

It is further emphasised that although the management's responsibilities for social distancing technically cease once spectators have left the ground and entered **Zone Ex** – that part of the public realm that lies just beyond the ground's outer perimeter – any procedures introduced for egress from the ground must take into consideration the possible impact that the dispersal of spectators might have on the social distancing needs of members of the public in Zone Ex.

**SG02 9.3 Normal egress – management issues associated with social distancing**

In order to maintain social distancing during normal egress, management will need to consider the following issues:

**a. Flow rates**

Owing to the need for people to regulate their pace in order to maintain social distancing, rates of flow will be slower than under standard operational conditions (as set out in Section 10.10 of the *Guide*).

As stated in **Section SG02 5.4**, crowd modelling research suggests that the likely average flow rates under social distancing, depending on which method is used to measure social distances (see **Figure SG02 1** and **Section SG02 2.2**), will average as follows:



**Method One** (based on a 1.0m circle)

- i. on a level surface: 72 people per per channel minute
- ii. on a stepped surface: 54 people per channel per minute

**Method Two** (based on a 1.6m circle)

- i. on a level surface: 46 people per channel per minute
- ii. on a stepped surface: 34 people per channel per minute

This compares with the maximum rates used for calculation purposes under standard operational conditions of 82ppm for level surfaces and 66ppm for stepped purposes.

*Clearly this slower flow rate will have a considerable impact on the management of exit routes, and on the time it takes for spectators to pass through an exit route.*

**b. Zone 2 travel times**

Bearing in mind that flow rates will be slower under social distancing, it should be further noted that Section 10.11 of the *Guide* states that under normal egress conditions, for the purposes of calculation, it should take **no more than eight minutes** for a spectator to proceed from their seat or place within the viewing accommodation (Zone 2) and reach the start of a free flowing exit route (for example a vomitory).

This eight minute recommendation is known as the 'Zone 2 travel time'.

It is recognised that it may not be possible to adhere to the eight minute requirement under social distancing.

Nevertheless, management should still monitor Zone 2 travel times once social distancing is in place and assess whether any additional measures may be necessary to avoid unease or discomfort amongst spectators waiting to enter the exit system.

**c. Flow control measures**

Even though flow rates will be slower under social distancing and Zone 2 travel times might therefore need to be extended, it will still be necessary to prevent too many spectators entering an exit route at any one time, thereby risking congestion and breaches of social distancing.

This is best achieved by controlling the flow from Zone 2, the viewing accommodation; that is, before spectators enter the exit route (see Section 10.3 of the *Guide*).

Such control measures might include one or more of the following:

- i. Allocating specified time slots for egress from each section of the viewing accommodation.
- ii. Reconfiguring or supplementing existing barriers in order to control the flow and/or maintain separation between lines of spectators as they exit.



**iii.** Positioning extra stewards along the exit routes to monitor, direct and advise spectators as they progress.

**iv.** Re-routing gangways and exit routes to direct spectators to different exit points to the ones they are accustomed to using.

**d. Exit route widths**

If standard egress procedures are to be changed, it should be remembered that all parts of the route should be a minimum of 1.1m in width, and all final exiting points should be sufficiently wide:

- i.** to allow the capacity of the viewing accommodation which they serve to exit within a time assessed to be reasonable, and
- ii.** to allow social distancing.

If adopting Method One for measuring social distancing (see **Figure SG02 1** and **Section SG02 2.2**), where parts of the exit route are less than 1.6m in width, or if adopting Method Two, where exit routes are less than 2.2m in width, people should exit in single file in order to maintain social distancing.

Where parts of the exit route are wide enough to be divided into channels, the placement of barriers or other separation measures should be considered in order to regulate the flow and maintain social distancing.

**e. Reservoir areas**

As stated in Section 10.7 of the *Guide*, a narrowing in an exit route may be acceptable if the narrowing is preceded by an open space or 'reservoir' area (which may be a concourse).

In such instances entry to the reservoir should be controlled so that the density of spectators within the reservoir does not breach social distancing requirements.

It is the responsibility of management to ensure that this density is not exceeded during egress.

**f. Number and disposition of exits**

Section 10.8.d of the *Guide* states that there should be a sufficient number of easily accessible exit routes and exit points, distributed proportionately around the sports ground.

Where possible, and, if necessary, to maintain social distancing, management might wish to create additional exit routes and exit points in order to reduce exit times and ease pressure on existing routes.

For example at some sports grounds it might be possible to open gates offering access to the pitch or area of activity in order to assist the flow of spectators as they exit, provided that:

- i.** this allows spectators to proceed directly to Zones 3, 4 or 5 (depending on the layout of the ground), and
- ii.** measures are in place to protect players, athletes and event officials.



**g. Signage and wayfinding**

Many, if not all, spectators attending events at which social distancing is in place will be regular attendees who are familiar with the ground's layout and have their own long established exit routines which might not always be the most obvious or direct.

Management must therefore ensure that all exit routes are clearly identifiable in both normal and emergency conditions, and in addition must inform all spectators, in advance, of any new exit procedures in place and make it clear that these arrangements are mandatory rather than optional.

Finally, it is stressed that if management is unable to provide and manage exit routes safely whilst complying with the recommendations of the *Guide* and this *Supplementary Guidance*, the exit capacity of the ground, or the affected part of the ground, will have to be reduced, and that this may in turn lead to a reduction of the final capacity allowed under social distancing.

**SG02 9.6 Egress for disabled spectators**

Management should ensure that all standard operational procedures for the egress of disabled spectators under normal conditions are reviewed and if necessary adapted to meet the requirements of social distancing.

However, should it be necessary for management to implement procedures for emergency or exceptional egress during an event, it is recommended that standard operational procedures should be followed and take precedence over social distancing requirements, with the following exception.

As stated in Section 10.15 of the *Guide*, if because the nature of the emergency or incident it is not possible to evacuate disabled spectators using level routes, or by the use of an evacuation lift or fire-fighting lift, it may be necessary to carry a person up or down an escape stair.

In order to prepare for such a procedure, it will be necessary to make available the appropriate PPE for the stewards whose duties include this carry down process.

Detailed guidance on the carry down process, including training, is available from the document [Fire Safety Risk Assessment: Means of Escape for Disabled People](#).

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# SG02 10.0 Statutory control

## SG02 10.1 Relevant legislation

As stated in **Section SG02 3.3.a**, management should be aware of, and be familiar with all legislation relating to sports grounds and the staging of events to which spectators are admitted.

This legislation includes, but is not confined to:

- a. Health and Safety at Work etc Act 1974 (see **Section SG02 3.22**)
- b. Safety of Sports Grounds Act 1975 (see **Section SG02 10.2**)
- c. Fire Safety and Safety of Places of Sport 1987 (see **Section SG02 10.2**)
- d. Football Spectators Act 1989 (see **Section SG02 10.3**)
- e. Equalities Act 2010 (see **Section 3.18**)

## SG02 10.2 General Safety Certificates

As stated in Section 1.1 of the *Guide*, many of the document's recommendations are statutory at grounds where safety certificates are in force under either the Safety of Sports Grounds Act 1975, the Safety of Sports Grounds (Northern Ireland) Order 2006, or the Fire Safety and Safety of Places of Sport Act 1987.

For sports grounds in England and Wales where spectators are to be re-admitted under the UK Government's plans for Stage 5 (see **Section SG02 1.1**), it is expected that those which fall under the jurisdiction of the Safety of Sports Grounds Act 1975 will be required by their local authorities to meet a number of additional requirements relating to social distancing and COVID-19 protection, under powers conferred to local authorities by the Secretary of State.

These powers include an obligation on local authorities to issue a General Safety Certificate to designated sports grounds with potential capacities of:

- a. 5,000 or more in the case of grounds hosting matches in the Premier League and the English Football League (EFL), and
- b. 10,000 or more in all other cases.



In addition, under the Fire Safety and Safety of Places of Sports Act 1987, local authorities also have the power to issue safety certificates to:

- c. covered stands with accommodation for more than 500 spectators at sports grounds not designated under the 1975 Act (known as 'regulated stands').

Again it is expected that the management of sports grounds where there are regulated stands will also be required by their local authorities to meet a number of additional requirements relating to social distancing and COVID-19 protection.

For example, General Safety Certificates contain a number of conditions which will be framed around the admission of spectators and which may need to be amended.

In addition, local authorities have the discretion to include such terms and conditions in the General Safety Certificate as deemed necessary or expedient to ensure reasonable safety at a ground. These terms and conditions may also need to be amended to include measures contained in this *Supplementary Guidance*.

For sports grounds subject to General Safety Certificates, it will therefore be critical for representatives of their management to consult their certifying authority at the earliest opportunity to determine what amendments to the General Safety Certificate will be required.

Noting also that the ground's *Operations Manual* is appended to the General Safety Certificate, as stated in **Section SG02 3.4**, management will in particular need to update all sections of the Manual to reflect the various new risk assessments and procedures proposed with a view to mitigating the risks from COVID-19 and implementing social distancing.

It should further be noted that among the powers vested to local authorities is the power under emergency conditions to close a sports grounds when matters of safety give cause for concern.

Local authorities also have the right of entry to sports grounds that are subject to safety certification, a right which may need to be factored into any planning.

### **SG02 10.3 Football in England and Wales**

Under the Football Spectators Act 1989, the Sports Grounds Safety Authority (SGSA) is responsible for overseeing the discharge by local authorities of their safety certification responsibilities at international, Premier League and EFL football grounds in England and Wales. The SGSA is also responsible for issuing licences to admit spectators to those football grounds.

Subject to prior consultation with local authorities, police and building authorities, the SGSA may direct local authorities to include specific terms and conditions in a General Safety Certificate in relation to the recommendations in this *Supplementary Guidance*.

In discharging its regulatory functions, the SGSA will routinely undertake inspections at international, Premier League and EFL football grounds in England and Wales, including for matches with no spectators present. Such inspections will assess adherence to conditions in the General Safety Certificate, including those measures put in place for the implementation of social distancing and COVID-19 protection.



# Glossary

**Channel:** a division within a circulation route, stairway or ramp.

**Circulation:** the free movement of people within a sports ground.

**Competent:** a person shall be regarded as competent in an identified role where he or she has sufficient training and experience to meet the national occupational standards relevant to the tasks within that role. Competency includes an awareness of the limits of one's personal knowledge, skills or experience.

**Concourse:** a circulation area, covered or uncovered, that provides direct access to and from viewing accommodation, via stairways, ramps, vomitories, or level passageways, and serves as a milling area for spectators for the purposes of refreshment and entertainment, and/or provides access to toilet facilities, and which may also form part of the ingress and egress systems of the ground.

**Contingency plan:** a plan prepared by the management setting out the action to be taken in response to incidents occurring at the ground that might prejudice public safety or disrupt normal operations.

**Control measure:** also known as a mitigation measure, any measure taken, either by the use of physical means (such as barriers) or human means (such as stewards) to control the flow of people in order to address management issues.

**Control point:** a designated room or area within the sports ground from which the safety management structure is controlled and operated. Also known as an 'event control' 'match control' or 'stadium control' room.

**Crowd simulation modelling:** also known as dynamic modelling, a tool using data analysis and software to investigate how spectators interact with their physical surrounds, and to investigate and visualise how their movements might be affected by their individual or collective decision making, or by their behaviour.

**Emergency egress time:** a determination which, together with the flow rate and the widths of emergency exits, is used to calculate the capacity of the emergency exit system leading from the viewing accommodation (Zone 2) to a place of reasonable safety (which will normally be Zone 3), or to a place of safety (for example Zone 5), in the event of an emergency.

**Event:** any event, whether it relates to sport, entertainment or any other form of gathering, to which the public is admitted. An 'event' (or 'event day') commences as soon as the first event staff enter the premises and ends only after the last event staff have departed.

**Exit:** a doorway or other suitable opening giving access towards a place of safety.

**Exit route:** a circulation route that offers a route for spectators from Zone 3 to a place of safety.

**Flow rate:** the number of persons per metre width per minute passing through an element of an ingress, egress or circulation route.

**Local authority:** as defined by the Safety of Sports Grounds Act 1975.

**Management:** person or persons in overall control of the premises whilst people are present, exercising this responsibility either in their own right, for example, as the owner, or by delegation (of statutory duty).

**Medical Co-ordinator:** also known as medical manager, appointed by the management to lead on operational matters.

**Mitigation measure:** see control measure

**Operations Manual:** a manual which sets out the way a sports ground operates on a daily basis. It should include but not be limited to the Stewarding Plan, Medical Plan, planned preventative maintenance schedule, fire risk assessment, communications plan, event day procedures, contingency plans, capacity calculations, site plans and details of safety equipment.



**Overlay:** the temporary installation of products (seating, tents, cabins, bridges, generators, etc.) required to stage an event.

**(P) factor:** the term used for the assessment of the physical condition of any area that accommodates spectators.

**Personal protective equipment (PPE):** all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work which protects them against one or more risks to their health and safety.

**Radial gangway:** a channel for the vertical passage of spectators through viewing accommodation, between terrace steps or seat rows, the design criteria for which may be different from those pertaining to stairways.

**Resilience:** a term to describe how effectively staff members are able to carry out the management's safety plans on an event day.

**(S) factor:** the term used for the assessment of the safety management of any area that accommodates spectators.

**Safety certificate:** a certificate issued by the local authority under the Safety of Sports Grounds Act 1975, the Safety of Sports Grounds (Northern Ireland) Order 2006 or the Fire Safety and Safety of Places of Sport Act 1987, which contains such terms and conditions as the local authority considers necessary or expedient to secure reasonable safety at the sports ground when it is in use for the specified activity or activities.

**Social bubble:** a group of up to six people from no more than two households.

**Social distancing:** also called physical distancing, means keeping a safe space between yourself and other people who are not from your household.

**Spectator:** any individual in attendance at a sports ground who is not accredited by the competition organiser to participate in and/or deliver the competition.

**Spectator accommodation:** any area of a ground or structure in the ground provided for the use of spectators; including all circulation areas, concourses and the viewing accommodation.

**Sports ground:** any place where sports or other competitive activities take place in the open air and where accommodation has been provided for spectators, consisting of artificial structures or of natural structures artificially modified for the purpose.

**Stairway:** that part of a structure which is not a radial gangway but which comprises of at least one flight of steps, including the landings at the head and foot of steps and any landing in between flights.

**Travel distance:** the distance that needs to be travelled by a person from any point within a sports ground to the nearest place of safety, or reasonable safety.

**Viewing accommodation:** any area of a ground or structure in the ground provided for spectators, either seated or standing, to view the event, also referred to as Zone 2.

**Vomitory:** an access route built into the gradient of a stand or terrace which directly links viewing accommodation to concourses, and/or routes for ingress, egress or emergency egress.

**Zone 2 travel time:** the time taken by a spectator to leave his or her seat or place in the viewing accommodation (Zone 2) and, under normal conditions, to enter a free flowing exit system, or, under emergency conditions, to reach a place of reasonable safety.

**Zone Ex:** the external zone (also known as 'the last mile') which lies immediately beyond the outer perimeter of the sports ground, consisting of a network of routes or areas, often leading to transport hubs, and whose management is considered key to the safe and secure arrival and departure of spectators.



# Website links

## UK Government advice

[www.gov.uk](http://www.gov.uk)

[Stage One: Return to training guidance](#)

[Stage Two: Return to training guidance](#)

[Stage Three: Return to domestic competition guidance](#)

[Stage Four: Return to cross border competition guidance](#)

[Stage Five: Return to competition: safe return of spectators](#)

[Working safely during coronavirus: restaurants, pubs, bars and takeaway services](#)

[Working safely during coronavirus: shops and branches](#)

[Working safely in the visitor economy](#)

[Guidance for Restaurants, pubs, bars and takeaway services](#)

[Risk assessment for protective security - factors to consider](#)

[Fire safety risk assessment: means of escape for disabled people](#)

[Food Standards Agency guidance on reopening and adapting your food business during COVID-19](#)

## Sports Grounds Safety Authority

[www.sgsa.org.uk](http://www.sgsa.org.uk)

[Guide to Safety at Sports Grounds \(Green Guide\)](#)

[Annex C: Guidance on colour vision deficiency](#)

[Sport without spectators – football specific guidance](#)

[Sport without spectators – general sport guidance](#)

## Health and Safety Executive

[www.hse.gov.uk](http://www.hse.gov.uk)

[Choosing hand sanitisers and surface disinfectants to use during the coronavirus \(COVID-19\) outbreak](#)

[Air conditioning and ventilation during the coronavirus outbreak](#)

## Other organisations

[Chartered Institution of Building Services Engineers – Coronavirus, SARS-COV-2, COVID-19 and HVAC systems](#)

