



---

## SPECTATOR SAFETY POLICY

### **General Policy**

The Board of Directors of Queen of the South Football Club (The Club) bears ultimate responsibility for the safe operation of Palmerston Park.

The Club undertake to ensure, as far as is reasonably practicable, that all premises and facilities at Palmerston Park are constructed, maintained and checked in such a way that the safety of everybody attending the stadium is assured.

The Club through the Chairman, Club Secretary, Match Day Safety Officer, Staff and Stewards will ensure the reasonable safety of those attending events at Palmerston Park.

The Club will ensure that systems exist for the safe admission, accommodation and exit of spectators.

The Club will undertake and maintain a process of risk assessment as required by the Management of Health and Safety at Work Regulations 1999 and will have regard to the assessment in formulating and updating this policy.

All Match day supervisors will be provided with a personal copy of the Safety Policy and will ensure their staff are familiar with the document and acknowledge this in writing.

A brief introductory talk regarding the content and purpose of the Safety Policy will be included in all new employee inductions.

Reference to and where necessary further training on the content and purpose of the Safety Policy will be included in all ongoing staff training.

The Board will receive regular reports on the operation and implementation of the Policy and its practical effects.

Due to the changing nature of operations and facilities, The Club recognises that this Safety Policy Statement is not a static document. The statement will be amended and/or added to when the necessity arises. Going forward, the Policy will be subject to regular review as an agenda item of The Club's Board of Directors, the date of each review being recorded on Board Minutes. The policy will be subject to a major review if changes to facilities or operations take place leading to a substantial revision of working practices.

# Queen of the South Football Club



---

An investigation will be held following a major accident or incident involving spectators. The Safety Policy will be reviewed in the light of findings of the investigation.

The Club Chairman has delegated responsibility to the Club Secretary to ensure that the policy is observed and that The Club operates in accordance with the "General Safety Certificate" issued by the Dumfries and Galloway Council and the current edition of the 'Green Guide- Guide to Safety at Sports Grounds' for the reasonable safety and well being of all spectators attending the Stadium.

The Club Secretary and Safety Officer will liaise with Police Scotland and Scottish Fire and Rescue Service, the Scottish Ambulance Service, Croma Vigilant Security and any other body in relation to safety at the Stadium.

## **Entry of Spectators**

The Club will ensure the provision of adequate entry systems to the stadium. To ensure that capacities are not knowingly exceeded, entry to games expected to be near capacity will be "all ticket". The Club will employ sufficient safety staff (as outlined in the general safety certificate) to manage the entry of spectators prior to and during each event.

## **Exit of Spectators**

The Club will ensure the provision and maintenance of an adequate number of exits from the stadium to accommodate the maximum capacity of any area in use. All exits will be permanently staffed by trained safety staff while the stadium is in use and all such exits will be clearly identified.

## **Management of Spectators in the Stadium**

The Club operates a spectator safety management system incorporating Safety Staff and CCTV to ensure the safety of spectators when entering and leaving the stadium and whilst they are watching the event. Signs which govern hazards or relate to safety matters are placed prominently at all points of the stadium. Any safety matters which are specific to any event will be conveyed to spectators at the event via the PA system, the programme or such other means as may reasonably be required. Matters which concern public order problems will involve liaison between Stadium Management staff and the police.

## **Stewarding**

The Club will enter into a contract with Croma Vigilant for the provision of suitably trained stewards to meet the obligations of the General Safety Certificate

The Club will ensure that Croma Vigilant recruit and train all Stewards used at the Stadium

Version 04PS022021

Author: Eric Moffat  
Reviewer: Phil Stewart

First Published 2009  
Review Date: February 2022

February 2021



The main duties of the stewards are:

- To understand their general responsibilities towards the health and safety of all categories of spectators, other stewards, ground staff and themselves.
- To carry out pre-event safety checks.
- To control or direct spectators who are entering or leaving the ground, to help achieve an even flow of people in, to and from the viewing areas.
- To assist in the safe operation of the ground, not to view the activity taking place, and to enforce Ground Regulations.
- To staff entrances, exits and other strategic points; for example, segregation, perimeter and exit doors or gates which are not continuously secured in the open position while the ground is in use.
- To recognise crowd conditions so as to ensure the safe dispersal of spectators and the prevention of overcrowding, particularly on terraces or viewing slopes.
- To assist the emergency services as required.
- To provide basic emergency first aid (when trained to do so).
- To respond to emergencies (such as the early stages of a fire); to raise the alarm and take necessary immediate action.
- To undertake specific duties in an emergency or as directed by the safety officer or the appropriate emergency service officer.

Stewards must at all times be aware of and be ready to respond to the Stadium Emergency procedures.

## **Inspection and Safety Reviews**

The Club will operate a system whereby all systems and equipment used as part of the safety function are subject to continuous inspection and test. The frequency of inspections and tests will be not less than that advised by equipment manufacturers or statutory requirements. Competent persons will be used to carry out such inspection or tests. The result of all inspections and tests will be recorded.

# Queen of the South Football Club



---

The result of all inspections, tests, ongoing safety reporting and recording systems which make up the risk analysis, structural, mechanical and electrical surveys will form part of the annual policy review. The certificates will be available for inspection.

## **Communication**

**With the Public:** The Club will endeavour to maintain communications with the public/spectators through information in match programmes; Club publications; public address system; encouragement of supporters clubs/membership schemes; encouragement of stewards in customer care and feedback from all sources both within and outside the Club.

**With Staff:** The Club will encourage two-way communication with staff on all safety related matters. On match days, pre and post match briefings will take place. This will be supported by periodic staff training sessions. Staff will be encouraged to report all safety related issues through the chain of command at any time and a record will be made of all such comments.

**With Other Agencies:** When deemed necessary, the Club will provide facilities for both pre and post match briefings between the Club and emergency or other external services. The Club will endeavour to provide representation at the appropriate level for all meetings with such services. The Club will attend meetings with the Safety Advisory Group and liaise with other agencies through joint exercises, planning and exchange of information.

## **Fire Precautions**

The Club will endeavour at all times to minimise the danger and effect of fire. This will be achieved by reviewing the fire risk assessments (FRA) regularly to identify all potential risks from fire, in order to remove or reduce the risk to an acceptable level. All changes to the FRA will be notified to Police Scotland and Scottish Fire and Rescue Service

A No Smoking Policy, which includes cigarettes, cigars, pipes and E cigarettes will be enforced vigorously throughout the stadium. The Club will maintain a policy of acting upon the advice of the Fire Authorities given from time to time and employing specific fire stewards, maintaining all fire safety systems in accordance with the FRA, as well as keeping litter to a minimum.

## **First Aid/Medical Provision**

The Club will ensure the provision of reasonable medical, ambulance and first aid cover at all events. The Club will ensure that the provision is in keeping with an up to date medical risk assessment and associated medical plan. The Club will employ a crowd doctor, when appropriate, who will be trained and competent to deal with emergencies at the stadium. The Club will engage ambulance services at a level appropriate to current and future guidance. This is currently arranged with the Scottish Ambulance Service.

Version 04PS022021

Author: Eric Moffat  
Reviewer: Phil Stewart

First Published 2009  
Review Date: February 2022

February 2021

# Queen of the South Football Club



The Club will provide facilities for the use of First Aid personnel and engage an appropriate number of qualified officers for each event. This is currently arranged and provided by St Andrew's Ambulance Association

## **Stadium Management Contingency Plans**

The Club will take all reasonable steps to identify all possible types of emergency or system failure that could occur at the stadium while spectators are in the stadium and prepare contingency plans to deal with such incidents. Where such incidents could lead to a major incident, the Club will brief the emergency services and work with them to ensure that these plans are compatible with the major incident plans of those organisations. The Club has produced its Contingency Plans and will test their effectiveness on a regular basis.

## **Customer Complaints**

If any person feels the Club has not fulfilled the goals set out in this charter, then they should write to the club with specific details. If they feel they wish to complain about a product or our service, then they should write or email to: QOS FC Customer Complaints, Palmerston Park, Dumfries, DG2 9BA. Alternatively you can email us at [admin@qosfc.com](mailto:admin@qosfc.com).

Supporters are asked to include contact telephone numbers as part of their correspondence. The Club will contact them to acknowledge receipt of their complaint, and after subsequent investigation, we promise to reply, either in writing, by email, by telephone or by fax within a maximum of 14 days.

For spectator safety issues, it is recommended that they contact the Stadium Management direct at the same address. Alternatively you can phone 01387 254853 or email [admin@qosfc.com](mailto:admin@qosfc.com).

William Hewitson  
Chairman