



**Wick Academy Football Club
Harmsworth Park Wick
Stewards Code of Practice
WAFC-D-004**



Version 7.3 – 30th June 2019

Introduction

Wick Academy Football Club is a member of the Scottish Highland Football League and is recognised as being Britain's most northerly senior football club. The Club Stadium is The Harmsworth Park, South Road, Wick, KW1 5NH.

Wick Academy Football Club will provide an appropriate number of Stewards for each home game. This document details their adopted Code of Practice.

Stewards Code of Practice

“Your duty is to ensure the safety of the public at all times”

NOTE: Stewards must ensure that both main exit gates are unlocked and that bolts can be moved freely before and during a match.

Duties of Stewards

The basic duties of Stewards should be to enforce Clubs Safety Policy and all ground regulations.

If Police Officers are in attendance they will have ultimate responsibility for decisions taken during an incident or emergency and Stewards will co-operate accordingly.

There are several basic duties summarised as follows:

- To understand their general responsibilities towards the health and safety of all categories of spectators (including those with disabilities and children), other Stewards, ground staff and themselves.
- 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. Ensure spectators do not cause an obstruction in access and exit areas.
- In the stands Stewards are required to encourage spectators to “move along” to prevent “bunching” at entrances.
- To assist in the safe operation of the ground, not to view the activity taking place.
- To staff entrances, exists 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. They will ensure that such gates are unlocked and bolts are free to move.
- To recognise crowd conditions so as to ensure the safe dispersal of spectators and the prevention of overcrowding.
- To assist the Emergency Services if required.
- To respond to emergencies (such as the early stages of a fire); to raise the alarm and take the necessary immediate action.

- To undertake specific duties in an emergency or as directed by the Safety Officer or the appropriate Emergency Service Officer, provided they feel safe and confident to undertake those duties.
- Be vigilant and report any suspicious, unidentified, unattended packages.
- In the event of an incendiary device or firework being activated, Stewards will move all spectators away from the area. If the device continues to burn, use a fire extinguisher to deal with the fire if they feel competent to do so. If not, or if the fire spreads, call the Fire Brigade. Such incidents should also be reported to the Police.
- If an accident is witnessed by a steward they must record it in the Club "Accident and Unusual Event Book" which is kept in the secretary's office.

Emergency Procedures

Each Steward must-

- Be fully conversant with the Clubs Emergency Procedures and Contingency Plans, and Club Policies. This includes knowing the action to take in an emergency situation.
- Know the location of and be able to direct spectators to the nearest available exit gate.
- Assist and direct spectators to vacate the Stadium, if called upon to do so, by the nearest available exit route. In the case of disabled spectators, Stewards will ensure they exit the ground safely, giving whatever assistance is required.
- Know the names of the staff in attendances that are qualified first aiders, and the location of the first aid room and any first aid equipment. A full list of staff with first aid qualifications can be found in the Club Secretaries office.
- Know the location of the nearest telephone.
- Know the location of, and be able to operate effectively, the fire fighting equipment at the Stadium.
- At all times say calm and help to prevent panic by presenting a well-ordered and reassuring attitude.

Identification and Dress

Stewards will be identifiable by wearing a high visibility vest or jacket at all times.

Conduct

Stewards must follow the following guide-lines with respect to their conduct:

- Stewards are deployed to watch the crowd but must be aware of any incident occurring in the Stadium, which might affect crowd behaviour.
- Stewards must be vigilant at all times and never complacent.
- Stewards must be familiar with the contents of the Club's Evacuation Procedures.
- Stewards must not consume any alcohol before or during an event.
- Under no circumstances should a Steward make any gesture, whether physical or verbal so as to incite spectators.

- If a Steward is unable to resolve a problem, assistance should be sought from their colleagues or a Committee member. Stewards are not to ignore a problem and hope that it will resolve itself.
- Should it be necessary to eject a member of the public from the Stadium, Stewards should endeavour to avoid any physical conduct with the party involved. Any ejection must be reported to the club Safety Officer or a member of the Committee.
- Stewards will not use social media sites such as Facebook or Twitter to post any defamatory remarks regarding events that take place during or after a match.
- Stewards will remain available within the Stadium until end of each game and the Stadium is cleared of spectators.

Crowd Behaviour

It is the duty of the Stewards to:

- Prevent spectators from entering the field of play and surrounding areas.
- Identify offenders using foul, abusive and racial language or threatening behaviour and all other contravention's of the ground regulations.
- Identify offenders who throw missiles/objects from within the spectator areas on to or at the playing surface or surrounding areas.

Steward Briefing

In instances where Stewards are hired by the Club for specific games the Club will conduct a Steward briefing before the match in question where all Stewards will be briefed on the content of this policy, and any specific potential issues pertaining to the match in question. Such a briefing will also take place prior for any match where a larger than average crowd is expected, or there is an increased risk of unactable crowd behaviour taking place.

Any Steward who does not follow the guidance contained within this policy, or the advice given during any Steward briefings will not be asked to perform Stewarding duties for any future games.

Document Control

Mandatory Review Date (To be reviewed and published annually).

Review Date: __30th June 2020__
