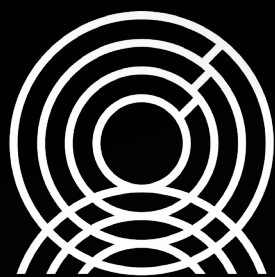


FANS' HUMAN RIGHTS GUIDE

A checklist of some of the human rights aspects to consider as a fan when attending an international sporting event.



Centre for Sport
& Human Rights



Mobile Compatible

SUPPORTING RESPONSIBLE SPORT

Fans encourage their teams forward to sporting success, while creating and maintaining a vibrant culture through and around their support. Like all people associated with sport, the human rights of fans should be upheld, and governments and institutions across the sports ecosystem, such as event organising committees, have responsibilities to protect and respect them.

Promoting human rights is a job for everyone, and fans themselves also have responsibilities. Fans have a strong platform to contribute to sport being a safe place and force for good and should know their rights. Fans also play a critical role in raising expectations across sport to ensure sporting events are welcoming and inclusive, and avoid causing harm to workers, residents, players, or others in and around an event.

This checklist, developed by Football Supporters Europe (FSE) and the Centre for Sport and Human Rights (CSHR), has been produced to raise awareness of some of the human rights aspects connected with attending an international sporting event from a fan perspective. The intent of this document, which builds on the guide Games Time - Planning and Acting to Respect Human Rights in Mega-Sporting Events, is to contribute to actions that ensure both fans and organisers are prepared for a safe and positive experience that upholds personal dignity and promotes once in a life-time experiences that sport can offer.

This is an initial version to be further developed in consultation with fan groups and other stakeholders and will be revised based on learnings from fan experience at future sporting events.

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PREPARING TO TRAVEL



RESEARCH THE DESTINATION

Learn about the host country, any issues you or your group might face on arrival, out and about, and any dress or behavioural considerations you could adopt to be respectful of local culture.



ENGAGE WITH YOUR NATIONAL FOOTBALL ASSOCIATION

Contact your national federation for advice, to raise any concerns, and to request information about what research they have undertaken on the host location.



UNDERSTAND THE POLITICAL & HUMAN RIGHTS CONTEXT

Check official government advice from your government and reports from international human rights agencies (such as [Human Rights Watch](#) or [Amnesty International](#)) to be informed about the host country.



SEEK ADVICE FROM FAN GROUPS

Consult fan groups/ organisations and expert organisations that work to protect particularly at-risk communities such as persons with disabilities, children, black, indigenous, and people of colour, religious groups, women, LGBTQI+ people, and migrants.

CLICK HERE TO
RETURN TO
THE MAIN GUIDE



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PREPARING TO TRAVEL



*TAP EACH TITLE TO GO TO THE CORRESPONDING
SECTION OF WHAT ORGANISERS CAN DO*



UNDERSTAND IMMIGRATION AND PUBLIC HEALTH REQUIREMENTS

Check host government information and information from your own government on immigration requirements, travel authorisations, visas, and public health requirements in good time before travel.



UNDERSTAND CYBERSECURITY RISKS AND PROTECTIVE MEASURES

Conduct a risk assessment before travel, especially if you belong to an at-risk group. If you travel to a country with high cybersecurity risk, leave your phone at home if possible and use a dedicated device. If you travel with your own phone, erase all sensitive materials, turn on two-factor authentication on all communication apps, set up a passcode on your device, and use a VPN at all times.



CHOOSING ACCOMMODATION



CONSIDER THE IMPACT ON LOCAL COMMUNITIES

Major international events provide significant economic opportunities for host cities and residents, but also put infrastructure and accommodation under pressure, with impacts on local communities, families, children and renters. When possible, work with reputable travel agents and short-term rental organisations that consider these risks.



RESEARCH AND ASK QUESTIONS ABOUT LABOUR PRACTICES IN HOTELS

Review any information from hotels that explain their labour practices related to employees and subcontractors, and how they verify that the workforce in hotels is free from forced labour and human trafficking.



RESEARCH AND ASK QUESTIONS ABOUT ACCESSIBILITY AND INCLUSION STANDARDS AND TRAINING IN HOTELS

Hotels should have policies, procedures and facilities in place to welcome all guests. Ask hotels about their diversity and inclusion policies, staff training and steps they take to prevent and address harassment and discrimination by and on guests and staff, and what range of accessibility facilities they have.



ON ARRIVAL



ENSURE YOU COMPLETE ALL IMMIGRATION AND PUBLIC HEALTH STEPS

You may be refused entry at immigration controls if you have incorrect documentation or have failed to complete all necessary steps.



SEEK ADVICE ON ACCESSIBILITY MEASURES

Contact airlines for advice on provisions for accessibility and medical needs on arrival and how fans with accessibility needs or medical conditions will be able to manage their needs, including access to medicines, food, and water.



INFORM YOURSELF OF COMPLAINTS AND REMEDY CHANNELS

Individuals may be subject to discrimination or other barriers at the airport, including excessive body searches, even where all documentation is in order. Seek guidance from fans groups and international event organisers on how to proactively report incidents of discrimination or abuse.



OUT AND ABOUT



BE RESPECTFUL

Fans should refrain from all forms of discrimination, including on the basis of race, gender, disability, or sexual orientation, and familiarise themselves with local laws and customs.



GATHER INFORMATION

Share information about issues you observe with organised fans' groups that collate and share information with organisers on any negative incidents you have seen or experienced.



REPORT INCIDENTS

While enjoying a host city, fans may be at risk of violence, robbery, arrest, deception, sexual harassment, discrimination or victimisation, including from other fans.

Always report concerns to competition organisers and, where it feels safe to do so, press charges.



OUT AND ABOUT



HAVE CONTINGENCY PLANS FOR POTENTIAL SEPARATION

Parents / accompanying adults of children or adults at risk should agree on a meet-up plan in case of separation, find out where to get help. Try not to rely on mobile phone access in case reception is weak.



CONSIDER MEDICAL NEEDS IN ADVANCE

Carry necessary medicines, foods or other items to support your medical needs and carry a medical note to show to officials. If possible, plan ahead if access to toilets or water may be limited for any period of time.



IN TRANSIT



FAMILIARISE YOURSELF WITH TRANSPORT OPTIONS

Check official channels and independent sources in advance to familiarise yourself with mobility in the host city or country.



BE PREPARED FOR LENGTHY TRAVEL PERIODS

Under-pressure transport systems can cause delays and lead to accessibility challenges for fans with mobility needs. Before starting your journey, charge your phone to ensure continued access to downloaded information, and be sure to carry water, medicines, etc., in case you face long delays. Remember that travel times indicated by competition organisers are often optimistic.



BE AWARE OF AND COMPLY WITH LOCAL LAWS

Laws may differ for example on wearing seat belts, not smoking or carrying alcohol.



IN TRANSIT



KEEP INFORMATION ABOUT COMPLAINTS AND REMEDY CHANNELS READILY ACCESSIBLE

Public transport can be a site of discriminatory or harassing behaviour. You should carry information about complaints hotlines and other public services that can assist.



BE AWARE OF TRANSPORT-RELATED SEPARATION RISKS

Consider the risk of children and adults at risk getting separated from their companions/families during travel. Stay close to all members of your party, especially children or adults at risk.



THE LAST MILE



BE PREPARED FOR A LACK OF FACILITIES UNTIL INSIDE THE STADIUM

Many new stadia are located away from other city infrastructure, and at event times are subject to commercial perimeters, so access to toilets, food, refreshments and other facilities may be extremely limited once in the stadium vicinity until inside the stadium.



BE PREPARED FOR A WALK

Be prepared for significant walking distances. Those with mobility needs should research accessible transport options in advance, and be sure to bring any walking aids with them where appropriate.



KEEP INFORMATION ABOUT COMPLAINTS AND REMEDY CHANNELS READILY ACCESSIBLE

Large crowds may lead to an increased risk of harassment and abuse. All fans should be aware of this heightened risk, especially for women and girls, LGBTIQ+ people, and other potentially vulnerable groups. You should carry information about complaints hotlines and other public services that can assist, and be observant about potential discrimination and harassment that you may witness and can report.



ENTERING THE STADIUM



BE AWARE OF ANY RELEVANT PUBLIC HEALTH MEASURES

Entry to the stadium may be contingent on a vaccination certificate or similar. Ensure you have all relevant documents or mobile applications at the ready.



KEEP CLOSE CONTACT WITH ALL MEMBERS OF YOUR PARTY

Be aware of the risk of separation of children and at-risk adults at security screenings.



BE AWARE IN ADVANCE OF ENTRY RESTRICTIONS FOR ITEMS

Consult up to date official sources on what you can and can't take into the stadium.



ENTERING THE STADIUM



KEEP INFORMATION ABOUT COMPLAINTS, REMEDY CHANNELS AND LEGAL HELP READILY ACCESSIBLE

Be familiar with reporting mechanisms (including hotlines) to raise concerns. You should raise a concern, no matter how small.

Make every effort to familiarise yourself with the law, and if possible, save the details of a local law firm or lawyer, as well as the contact details of your country's embassy or consulate, in case of emergency.



RAISE CONCERNS IMMEDIATELY

Unlawful or disrespectful body searches may be carried out by security personnel, with a risk of discrimination or prejudicial profiling.

Fans encountering issues at venue security should request a supervisor, and if possible, a translator to assist with any issues.



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AT THE MATCH



CALL OUT DISCRIMINATORY BEHAVIOUR

Where safe to do so, don't hesitate to call out discriminatory behaviour. Alert stewards to abusive behaviour, and if necessary, request a supervisor or a translator to assist with issues, and use reporting mechanisms to raise concerns.



UNDERSTAND STADIUM DISPLAY RULES

Be aware of local stadium rules and regulations regarding stadium displays, animations, tifos, large banners, and coordinated visual displays etc. Communicate with your club/national association's supporter liaison officer or security officer where applicable.



FAMILIARISE YOURSELF WITH EMERGENCY AND PUBLIC SAFETY PROCEDURES

Listen to any public safety service announcements, familiarise yourselves with the nearest emergency exits and follow relevant advice and directions in the event of an emergency.



CONSIDER HUMAN RIGHTS DIMENSIONS OF SERVICES PROVIDED

Familiarise yourself with the identity of safety, security and police staff in the venue, report any concerns to these personnel, when feeling safe to do so. Report any issues regarding access to hygiene and sanitary products or facilities to the event organisers.

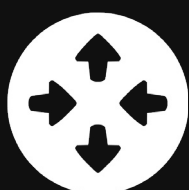


AFTER THE MATCH



REMAIN ALERT

Post-match environments increase the risk of confrontation, harassment, and the possibility of arrest and detention.



HAVE CLEAR TRAVEL PLANS AND CONTINGENCY PLANNING

Check official channels and independent sources of information in advance to familiarise yourself with mobility in the host city or country.



KEEP IMPORTANT INFORMATION ACCESSIBLE

Make every effort to familiarise yourself with the law, and if possible, save the details of a local law firm or lawyer, as well as the contact details of your country's embassy or consulate.



KEEP CLOSE CONTACT WITH ALL MEMBERS OF YOUR PARTY

Be aware of the risk of separation of children and at-risk adults after the match.

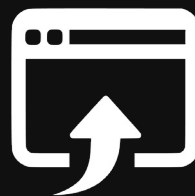


RETURNING HOME AND ONCE HOME



REVISIT IMMIGRATION & PUBLIC HEALTH REQUIREMENTS

Check host government information and information from your own government on immigration requirements, travel authorisations, visas, and public health requirements in good time before return travel.



RAISE ANY OUTSTANDING ISSUES ONCE HOME

Depending on the nature of the issue, report any concerns or lodge a formal complaint through official channels (i.e., remedy and grievance mechanisms), and inform the relevant club / national football association or fans' organisation. If the possibility to press charges in the host country was not possible or didn't appear to be safe to do so, consider seeking legal advice and pressing charges upon return.



BE PREPARED FOR POSSIBLE LEGAL ISSUES

Fans may face arrest, detention or fines as they leave the host country and should ensure access to details of a local law firm or lawyer, as well as the contact details of the home country's embassy or consulate.



SHARE FEEDBACK ON THE EVENT

Contact event organisers, club/national association or supporters' group to share any feedback which could help improve operations for future international events.



WHAT ORGANISERS CAN DO

This section informs what actions can be taken by organisers in order to prepare for a safe and positive experience. Click on each title to return to the corresponding fan section above.

PREPARING TO TRAVEL

Provide public assurances that all fans will be welcomed, fairly treated and be safe.

International event organisers should use hosting an event to promote tolerance and celebrate diversity. Meaningful assurances should be prominently published and welcoming of all. Assurance should include specific accessibility and safety measures for persons with disabilities, as well as for children, women, different ethnic, racial, religious groups, LGBTQI+ people, migrants, indigenous peoples and those from other potentially vulnerable or at-risk groups.

Provide a fan information portal online.

Relevant material should be developed and shared in an appropriate range of languages about the host country, its culture and how these will relate to the fan experience. Material about the host country should be developed in consultation with local civil society organisations and diverse community groups, including supporters' representative organisations, and should include information about national laws and standards, and public health and immigration information. Information about complaints and grievance processes should be prominently published well in advance of the event, and details on what fans can or can't bring into the stadium should be available to consult before they leave home.

Disclose information about the event's human rights impacts.

Publicly share information about stakeholders consulted, risks identified, and the measures taken to protect people and uphold human rights in all preparations for the event, including how human rights due diligence and monitoring are conducted, and how the organisers' approach to human rights connects to the event's social legacy.

Prominently communicate medical guidance online.

Develop clear guidance on how fans can access pharmacies, emergency medical care, and general medical support as well as information about access to toilets, medicines, food, water and other medical needs while in the host country.



CHOOSING ACCOMMODATION

Conduct ongoing due diligence on the hospitality sector.

International event organisers should be proactive about ensuring labour protections and a high standard of worker welfare in the hospitality sector and its supply chains through ongoing engagement with the sector, its workers and trade unions. Engagement with the hospitality sector should form part of wider efforts to prevent and mitigate the risks of human trafficking and force labour across all sectors.

Regulate the short-term rental sector.

Take steps to protect residents from increases in rental rates and the impacts of gentrification.

Provide affordable accommodation options.

Affordability is a key element of ensuring wide access to events and organisers should take steps to minimise price increases from hotels.

Ensure accessibility and inclusion considerations (infrastructure and staff training) are considered in selection of preferred accommodations sites.

Accessibility and inclusion are essential for a welcoming fan experience. Work with hospitality sector and regulators to ensure hotel and restaurant infrastructure is accessible to persons with a range of disabilities, staff receive anti-harassment, anti-discrimination and implicit bias training, and systems to ensure a safe and inclusive environment for all guests.

ON ARRIVAL

Provide accessible immigration and public health guidance.

Immigration guidance should be provided in accessible and easy to use formats.

Clearly communicate any special immigration procedures for fans.

International event organisers should ensure that all fans have the possibility to purchase tickets and enter the host country, irrespective of their country of origin. Special immigration procedures should be implemented for ticket holders subject to visa requirements.

Mitigate risks for children and adults at risk of harm.

Policies and procedures for safeguarding children and adults at risk should be in place, including information on incident reporting systems and referral processes with local law enforcement or social services and helplines. Trained staff / volunteers should be stationed at airports and other key arrival centres that can link up with host city safeguarding teams.

Ensure adequate capacity and infrastructure to support accessibility needs.

Clear policies, procedures and training should be provided on accessibility for arrivals and airport personnel, and necessary accessibility infrastructure should be assured for a safe arrival.



OUT AND ABOUT

Conduct public communications campaigns focussed on fan safety and cultural engagement.

Provide particular information about fan safety and cultural norms for visitors out and about in the host country as part of an online fan information portal, signposting users to particular services (including consulates, police stations, social services, pharmacies, hospitals and other medical services).

Advertise complaints and reporting channels.

Set-up and widely publicise hotlines and other incident reporting channels across multiple platforms (including online and in person) so fans can raise concerns (including anonymously), lodge complaints, and seek relevant advice from human rights institutions, or where victims / whistleblowers can get advice, receive counselling or other support.

Ensure measures are in place to remediate separation.

Set up a "lost and found" app and meet-up stations across the host city for those who've been separated from their companions/caregivers, as part of a wider safeguarding process for children and adults at risk. This should include systems to prevent and respond to issues ranging from verbal, physical or emotional abuse to separation from responsible adults with incident reporting processes and ways to refer cases to law enforcement and public social services.

Provide support for at risk groups.

Publish a resource mapping local service providers prepared to assist fans if they face discrimination (e.g. gender-based violence; racism; LGBTQI+ discrimination).

Ensure specific protections are in place for sex workers.

Measures to protect the rights and safety of sex workers should be ensured. Such measures should be joined up with anti-trafficking policies, and additional measures in place to prevent the sexual exploitation of girls and children in the context of hosting an international event.

Consider how to support local businesses.

Organisers should consider how fan spending can support local communities, perhaps with a focus on women-owned or minority-owned businesses, and provide opportunities for companies with labour rights and human rights commitment, while ensuring that local informal workers are not criminalised.

IN TRANSIT

Provide clear guidance to visiting fans.

Travel guidance for fans should include any rules and precautions they should follow, as well as laws they should obey, and information about crowd control and other safety measures to protect passengers.



Ensure volunteers at public transport sites are prepared.

Volunteers at public transport sites should be able to advise on accessible transport options, and have information about how to raise grievances and contract security services.

Tailor safeguarding systems for transport-related risks.

Safeguarding systems for children and adults at risk, including incident reporting and referral processes with local law enforcement or social services should be in place in the context of transport.

Provide safeguarding awareness training to transport staff.

Transport staff should be aware of safeguarding issues and familiar with contact points to lodge concerns / ask questions of experts.

Take a human rights approach to accessibility and wayfinding.

Adopt inclusive design principles into wayfinding strategies.

THE LAST MILE

Signpost accessible transport.

Availability of accessible transport for fans with disabilities and other mobility needs should be clearly signposted and proactively offered.

Ensure provision of key services.

Access to toilets and refreshments within the event's commercial perimeter should be ensured before and after games, as well as water stations and toilets placed at regular intervals.

Conduct ongoing human rights due diligence.

Risks and situations are dynamic. Volunteers around the stadium should have human rights awareness and some knowledge of safeguarding. They should be equipped to be able to monitor potential issues and support the lodging of complaints or grievances.

Promote prominent messaging around harassment and abuse measures.

Clear rules on tolerated behaviours in and around stadiums should be developed and public communications should stress zero tolerance for harassment and abuse, as well as provide information on how to raise complaints and grievances.

Ensure safeguarding measures are in place.

The congregation of large crowds may lead to an increased risk of separation of children and at-risk adults. Meet-up stations should be set up around the stadium for those who've been separated from their companions/caregivers, with staff and volunteers trained on safeguarding related risks. Meet-up stations should be communicated with fans.

Have a clear policy on freedom of speech in and around venues.

Approaches to free speech should consider 'free speech zones' in contexts where legal or practical restrictions exist and provide explicit assurances that any existing rights to freedom of expression and freedom to protest peacefully will not be suspended during the event.



ENTERING THE STADIUM

Ensure staff are aware of potential medical needs.

Train staff that disabilities may not always be visible, and to take account of medical needs that support the need to carry medicines, water and other essential items, including food.

Ensure staff and volunteers have safeguarding training.

Train volunteers in safeguarding and equip them to be able to raise concerns with / direct questions to experts.

Ensure security staff have anti-discrimination training.

Security staff and stewards should be trained to mitigate the risk of aggressive stewarding, including discriminatory entry procedures and invasive body searches (including the targeting of women, people of colour, certain religious groups and gender non-conforming persons). Body searches should be gender appropriate, considerate, trans-inclusive, and aware of particular needs related to persons with disabilities or religious practices.

Ensure staff and volunteers have training on grievance mechanism and other remedy channels available.

Train staff and volunteers around basic human rights and anti-discrimination policies, and how to direct fans to the adequate reporting system.

Ensure security staff comply with international standards on the use of force.

Police and security staff should be fully aware of existing legal standards pertaining to crowd control, arbitrary detention and unlawful repression of peaceful protestors. Consider requiring contracted security firms to commit to existing industry standards and principles for the responsible provision of security services.

Be prepared for discriminatory behaviour.

Work with anti-discrimination organisations, fans groups, and clubs/national associations to try and identify potential types of racist, sectarian or homophobic chanting, taunting, or banners.

Ensure language expertise in key languages.

Provide translators at regular intervals around the stadium able to assist in resolving issues, and ensure translators are familiar with anti-discrimination and safeguarding issues.

AT THE MATCH

Promote prominent anti-discrimination messaging.

Anti-discrimination messaging should be prominent in signage, via announcements, on video boards, through event apps and social media channels, focused on tackling prejudice and respecting cultural differences. Messaging should provide information as well as examples of where certain types of behaviour, such as racist, sectarian or homophobic chanting, will be deemed unlawful by authorities.



Train stadium security in permitted materials.

Training should be conducted on the limits on freedom of expression imposed by public authorities or stadium operators, including on refusals to allow or confiscation of certain banners in the stadium. Public authorities and stadium operators should devise, implement, and publicise clear guidelines on banners and stadium animation. These guidelines should respect the right to freedom of expression.

Train police and security on safeguarding and anti-discrimination.

Police and security staff should be trained on safeguarding and anti-discrimination, including prevention of and response to cases of abuse and harassment against women and girls. Female focal points should be on hand to assist victims of any forms of gender-based violence.

Train stadium security in customer service.

Stadium security should be trained in customer service, including in engaging with diverse groups.

Consider the human rights dimensions of the services provided in the stadium.

Access to sanitary toilets, drinking water, as well as inclusive food options are essential to ensure the wellbeing of fans.

AFTER THE MATCH

Record, escalate and remediate human rights issues.

All human rights issues raised before and during the event, including those remediated on the spot, should be recorded. Based on materiality and salience reports should be escalated to influence protocol changes for future matches.

Respect fans' freedom of movement.

Safety measures notwithstanding, the freedom of movement of travelling fans should be respected including that they should be free to choose which mode of transport to take and in which direction.

RETURNING HOME & ONCE HOME

Station volunteers at key transit points.

Ensure volunteers continue to be available to assist fans in transit and at airports.

Ensure that complaints and grievance processes remain open.

Some fans may prefer to make complaints or file grievances once returned home. Mechanisms should remain in place and ensure continued engagement with those who raise issues. Complaints processes should continue to be communicated after the event as part of the event's legacy plans.

Capture lessons and improve future systems.

Transparent reporting of issues and resolutions helps prepare future international events across all sports to be better prepared and ensure world class experiences, and evaluations and research should include engagement with fans.

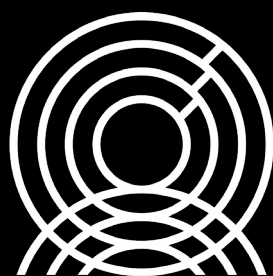


SUPPORTING RESPONSIBLE SPORT

Contact: info@sporthumanrights.org

This tool has been developed by Lucy Amis, William Rook, Emma Walley and colleagues at the Centre for Sport and Human Rights, together with Ronan Evain, Matt Willis, and Martin Endemann at Football Supporters Europe.

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