



**UNIVERSITY OF PELOPONNESE FACULTY OF HUMAN
MOVEMENT AND QUALITY OF LIFE SCIENCES DEPARTMENT
OF SPORTS ORGANIZATION AND MANAGEMENT**

MASTER'S THESIS

“OLYMPIC STUDIES, OLYMPIC EDUCATION, ORGANIZATION
AND MANAGEMENT OF OLYMPIC EVENTS”

Football Stadiums' Disasters

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Supervisor: Professor Panagiotis Dimitropoulos
Teaching & Research Associate at University of Peloponnese

Sparta, January 2015



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This paper is dedicated to all the innocent football spectators who lost their lives in football stadiums during incidents and tragedies. These supporters who follow their passion and head to the stadium to cheer for their favorite teams will always be remembered.

May God rest their souls in peace...



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Chapter 1: Introduction: Structure

1) Background and problem

In the ancient times, the main use and purpose of sporting events was not only for entertainment goals to the general population. Sport was however a way of worshiping the Gods and an approach to increase political benefits. “Show Sports” were mainly related to athletic sports such as the gladiator events. The people in antiquities found no other solution than to have this performance in an area than can lodge a huge number of crowds to come and attend the games. The outcome was hence, the construction of stadiums. (KPMG Sports Advisory)

The spectators’ sports in ancient Greece and Rome grabbed the attention of the supporters from all over the areas, the supporters used to travel for days and even weeks in order to go watch the games and worship the Gods. Nowadays, stadiums have not only become a place where the people go and enjoy a match of one hour and half, yet, stadiums have become places for family and friends gathering with an engagement to the sport itself that entertains them. (KPMG Sports Advisory)

The Coliseum was one of the very first sporting venues built in order to bring together the people for the sake of watching entertaining events. It is composed of a capacity that can host up to 50000 supporters. However, in other times, some events required building just temporary stands for some occasional events.

Through all the years, since the year 27 AD, sporting fields and venues witnessed a lot of incidents that resulted in the death of a large number of spectators whose main aim was to go and watch a game as a mean of entertainment. Too many spectators lost their lives in the stadiums and yet these incidents keep on taking place again and again up to the recent times.

Later on, and within the first century AD, precisely during the Roman era, the Romans themselves were truly conscious and were able to recognize that the safety and the security of the crowd are of an essential importance. Such importance was a priority and a reason that allowed them to take safety and security measures into consideration while building the Coliseum. An infrastructure that has a capacity of fifty thousand spectators



was equipped with a number of 80 entrances and exists to ensure the safety of the people who were getting inside to watch the games. (Elliott and Smith 1993)

Furthermore, in modern times, even football clubs in the beginning were not doing anything with regards to the spectators' safety and security during the matches. Supporters simply used to get in the stadium and just watch the match of their favorite team and leave afterwards. Moreover, the clubs were not yet aware of crowd management. Even the infrastructure of the stadiums was simply made of barriers and people were watching the matches while being packed behind those barriers. Such fences were one of the reasons that lead to the very first and terrible football stadium disasters in 1902 in Scotland when the barriers buckled causing a lot of death and injuries. (Elliott and Smith 1993)

The following chart elaborates the timeline of stadiums development throughout the years since 776 BC:

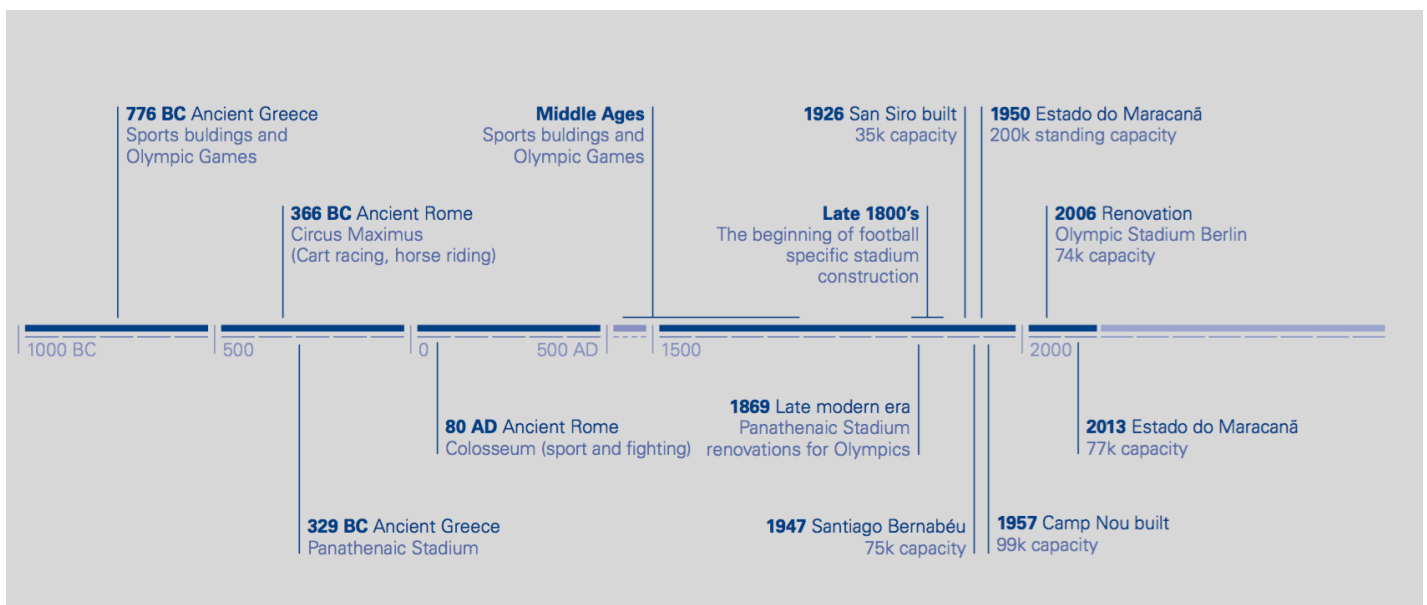


Chart 1: Stadiums development - KPMG 2013.



2) Purpose

The aim of this thesis is to study all the previous football stadium disasters throughout all the time in order to dig and find the common reasons leading to these tragedies. These previous tragedies will exclude the hooliganism cases seeing that it relates and categorizes specific group of people who have several goals and purposes than simply going and enjoying the match. The thesis will thus assess the main reasons for the death of spectators in sporting events.

The paper will also consist of evaluating all the safety and security measures as well as the fans behaviors. The study will mainly focus on all the reasons that lead to the death of innocent lives that decide to go to the stadium with their families and friends in order to entertain themselves and enjoy watching their favorite clubs and players.

“Why do people have to die in stadiums?” is hence the objective of the thesis in order to avoid their re-occurrence in the future and ensure a safe environment for entertainment and satisfaction purposes of the supporters.

3) Audience:

Organizations regulators, Sports organizations as well as security authorities are the ones who should benefit from the thesis after they see the study of all the incidents from the very first incident in a stadium in 27 AD in Rome until 2015 incident in Egypt.

4) Methodology

Various types of researches were conducted:

- Secondary data collection
- Quantitative research
- Qualitative research



Chapter 2: Research objectives & research methodology

Research Objectives:

- What is the awareness of the fans of safety and security in sporting events?
- What is the knowledge of the fans on the previous stadium disasters?
- Are they aware of the famous football disasters?
- Do they respect the police and safety forces in stadium?
- Their attitude towards police/ stewards
- What is the best way of securing a match: police or stewards?
- Are the supporters aware of the safety and security rules and regulations?
- What are their main habits on match days (at what time do they go, how do they act and behave towards other supporters and towards supporters of the opponent team)
- What in their opinion is the main reason for having such disasters and deaths in stadiums?
- The best solution they believe is suitable to enhance this issue.
- Experts opinion



Research methodology

1. Secondary data:

Books, research papers and other sources were researched in order to study and see where did the people stop in order to find a solution for football stadium disasters.

2. Quantitative research with football fans:

Questionnaires were distributed, they were sent by email to supporters of different nationalities.

- a. Aim: Passionate football fans are somehow a stakeholder, hence, learning their awareness of football disasters as well as studying their behavior towards these incidents will help to evaluate the problem and offer a solution to prevent future incidents.
- b. A number of 85 questionnaires were distributed to males and females from the age of 18 to late 30s/40s as they are the ones passionate about sports, and mainly football and like to attend the matches in the stadiums.
- c. Mean of sending the questionnaires: via online survey website: survey monkey.
- d. **Motivation:** Prior to conducting this survey, and following an intensive research on previous studies, no full empirical quantitative research was found covering all post stadium disasters and tragedies. A reason which encouraged motivation to interview a large number of persons from around the globe in order to learn about their contribution to football incidents at the stadiums.



3. Qualitative research:

Interviews with professionals "Security Officers" (FIFA security Officer from Mali, CAF Security officer from Nigeria and an expert in safety and security from South Africa).

- a. Aim: to learn from their experience how they coordinate with the police/stewards in match preparations,
 - What do they do to prevent incidents and disasters;
 - Their opinion on having stewards or police forces inside the stadium;
 - A part will also cover the spectators who enter the stadium with dangerous objects such as smoke bombs, flares, etc.;
 - Crisis and high risk match management.



Chapter 3: History of football, how it started

Football started long time ago in different forms of competitive games. One of the very first forms of football originated in China when military exercise manuals were found between the second century and the third century BC, it was named “Cuju” and it was pretty much like football that is being played these days but in a more simple way that consisted of kicking a ball into a small net. The ball was manufactured out of leather and inside it contained plumes and hair, its dimensions were between thirty to forty centimeters width. And the net was hanged on bamboo sticks. (Origins of Football: FIFA & Wikipedia)

Followed by hundreds of years in Japan, the same form of football emerged and was called “Kemari” which was a basic form of a game where the contestants had to stay in a circle and their mission was to keep passing the ball without dropping it on the floor.

In 600 AD, Kemari was also recognized as it took place in Kyoto in the Japanese imperial court. (Origins of Football: FIFA & Wikipedia)

From Japan to Greece and Rome, games consisting of handling the ball were played as well. They first begun in Greece with a game named “Episkyros” which was mainly famous in Sparta and it consisted of two equal teams (Lidell & Scott). According to FIFA in its article regarding the origins of football, Episkyros is considered as one of the very ancient kind of football. And then it moved to Rome where the game was named “Harastum”. (Episkyros: Britannica)

Since then, football has been practiced in various areas around the world with differences and similarities. Some sources claim that the Unit of Baffin Island also practiced it and the game was called “Aqsaqtuk” where both sexes were allowed to play it. (Pearson 2009)

Moreover, in 1610, in Virginia, the Lenape tribes, Indians were also seen practicing a sport similar to football that was called “Pahsaheman”. (PA History & Risolo 2010)

Afterwards, in Normandy and Brittany, the French were discovered to have played a ball sport more often during religious holidays and occasions. After the prayers on Sunday, the people used to play “la Soule” that consisted of a ball made of leather or wood and it was stuffed with substances such as grass or horsehair. People used to chase the ball by punches or by kicks. (Jean-Jules)



Moving to England, also existed a similar form of “La Soule” of France, where the main aim of the sport is to get the ball at any cost, and no specific rules existed with an unlimited number of players, which of course encouraged violence. This game was being practiced in the early centuries in the British Isles and it was called “mob football”. (FIFA: Britain the home of football)

From all of the above, it was clear that football was not yet common; it was a chaotic, haphazard activity that was practiced with intensity without a clear image of regulations nor common shapes or forms. Football hence only started to develop and flourish in Great Britain. In 1863, finally it was agreed on a common size and dimension of the ball. Furthermore, London and Sheffield was the first game in England in 1866 that witnessed the first agreed match duration that consisted of 90 minutes. (FIFA: Britain the home of football)

Following the flourishing of the game in England, many attempts aimed to ban and forbid football in London. In view of the disorder that it was making, the Mayor of London henceforth decided to issue a decree in 1314 and banned football and stated that people who would still practice it were risking to being imprisoned. However, other claims did not favor the practice of football mentioning that the game was distracting the people from their military exercises. Another theory asserted that football was banned in Manchester in 1608 in view that its practice has lead to the breaking of too many windows. It was only after 500 years that the ban was lifted up. (FIFA: Opposition to the game)

On the same time in Italy, the practice of football was more organized than it was in England. In Florence and Venice, the citizens created their own version of football and called it “Calcio” where teams were more organized and played football in colored cloths during important events and occasions in Florence. (FIFA: Opposition to the game)

Starting from the nineteenth century, Football has developed in England, and started be commonly known, all the educational bodies noticed how important effects can football have on the pupils in terms of building their characters.

Later on in 1863, after being banned in the old times, football was hence integrated in the curricula and football participation has become obligatory. Representatives of clubs and schools were hence united in order to agree on common rules and regulations to the



game, it was then where the Football Association was born and started to have member clubs eight years later.

Consequently, this organized form of the game encouraged crowds and spectators to go and attend the games. And later on in 1904, FIFA was created in Paris. (FIFA: Global growth & The FA: History)



Chapter 4: Sports & Spectators

How can Sport be defined? The Philosophers defined sport that it consists of goals and objectives achievement. These goals require contests, challenge and physical activity in order to achieve them, which are always being managed by a certain set of rules and regulations. And eventually, sport allows the categorizing and classification of the contestants. (Meier 1988 & Torres 2014)

In conformity with Oxford's Dictionaries, the word "Spectator" was defined as it is the individual who attends and observes a specific occurrence, mainly a sporting one. (Oxford)

As for the term "Spectator Sport", Oxford Dictionaries also described it as the exciting sport that people like to see. However, in Rob's opinion, he explained it in his book *"Floodlights and touchlines: A history of Spectator Sport"* that Spectator Sport it is like a theatre full of drama that attracts people and gets them attached with its actions. This theatre and its events motivated the audience to subscribe and pay for the purpose of following this drama on TV and eventually, sport ended up to be a big reality show that gained people's attraction and encouraged their emotions and the logical fitting of "we, us and our" (Steen 2014)



Sport in ancient times

One of the very early sport that attracted spectators was the Chariot Racing during the eras of Ancient Greece and Rome. The stadiums “Circus Maximus” had to increase its capacities on the occasion of the racing games that attracted a large number of spectators who aimed to experience and witness the racing scenes full of action and blood. (Steen 2014)

Women as spectators in ancient Greece

Furthermore, women spectators were not allowed to attend the games in the ancient Greek times, they were not even allowed to practice sports seeing that it is a public event, which was considered as one of the reasons that did not allow women to practice it. It was mainly a sport to be practiced by men only. (Stephen 2004)

In the beginning, women were also not allowed to be present in the stadiums, palaestras and the sporting facilities. They were banned from participating in the games and they were even prohibited from watching them. (Crowther 2007)

There were many reasons behind the forbiddance of women from sports. Among them, the religious conservatism that also played a huge role to exclude married women from sports and public activities. (Swaddling 2011 & Scanlon 2002)

Accordingly, only unmarried young virgin girls were the ones who were authorized to compete and practice sports. Virgin girls had the chance to compete at Olympia during the Heraia Games that aimed in honoring Zeus’ wife. The purpose of the event in Mark GOLDIN’s point of view as he stated it in his book *Sport in the Ancient World from A to Z*; was to give special thanks to Hera for her marriage to Pelops –Zeus grandson- the king of Pisa in Elis, Pelopponese. (Goldin 2004)

Hence, as per the theatre drama effect, Rob Steen called the ancient times spectators as “Hero-hungry spectators”. With the purpose of attending and watching the Athens Games, these spectators tended to travel all the way from the Mediterranean to the Black sea. (Steen 2014)



Rob believes that the Ancient Greek's times and the Romans period discovered something about their sports; this thing encouraged them to establish and build stadiums. (Steen 2014)

However, in the modern times, Santosh Desai, a social commentator also confirmed Rob's belief by claiming that "*The stadium experience is still un-substitutable*" because watching the game nowadays on television lacks the feeling of witnessing and experiencing live the fresh action on site where the game is taking place. (Engineer 2012)



Sport in modern times:

Later on, during the fourteenth century, tennis was another sport that attracted spectators. In France, tennis was the sport that assembled and united the aristocrats. It was mainly the Industrial Revolution that encouraged and developed the concept of spectators between the eighteenth and nineteenth centuries. Following the employment opportunities and the distribution of working hours, sport developed and has become a mean of entertainment. The industrial revolution allowed employers to have time to practice sports as well as to see it. In spite of the hard challenging weather in England, Cricket was witnessed to be the first sport in attracting spectators and favoritism. (Steen 2014)

The means of following a match were very limited and primitive in the past. At first, sports followers used to read about the games' results from the newspaper. A little by little this mean developed and audience became able to follow the news from the radio. Later on it developed and people became able to watch the match on big screens. Another way of watching the games was to see it recorded through the videotape. And hence, people were able to watch the games again on TVs, this time in High Definition and 3D. Matches then became also watched in the parks and fan zones; and the audience can even watch their favorite team's match in the main stadium when the team is having an away game. (Steen 2014)



Spectating development in modern times

Being a spectator is also measured and committed by the voyage deliberations. This is an aspect that determines the attendance of the teams' and whether they are travelling from other cities or countries in order to cheer for their teams or if they come from the same town, city or area to support their team. However, for the travelers, the development of the transportation systems and the low-cost airline tickets, these were factors that encouraged the spectators to travel in order to see their team playing and cheer for it. (Steen 2014)

The effect of this development in transportation and the airplane cheap prices was one of the factors that increased the spectators' attendance in the stadiums (Table 1). This can be seen in the attendance during the various editions of the FIFA World Cups: (Steen 2014)

| FIFA World Cup Edition | Total attendance |
|-------------------------------|-------------------------|
| 2014 Brazil | 3,429,873 |
| 2010 South Africa | 3,178,856 |
| 2006 Germany | 3,359,439 |
| 2002 Japan / South Korea | 2,705,197 |
| 1998 France | 2,785,100 |
| 1994 USA | 3,587,538 |
| 1990 Italy | 2,516,215 |
| 1986 Mexico | 2,394,031 |
| 1982 Spain | 2,109,723 |
| 1978 Argentina | 1,545,791 |
| 1974 Germany | 1,865,753 |
| 1970 Mexico | 1,603,975 |
| 1966 England | 1,563,135 |
| 1962 Chile | 893,172 |
| 1958 Sweden | 819,810 |
| 1954 Switzerland | 768,607 |



| | |
|--------------|-----------|
| 1950 Brazil | 1,045,246 |
| 1938 France | 375,700 |
| 1934 Italy | 363,000 |
| 1930 Uruguay | 590,549 |

Table 1: Attendance at World Cups. FIFA.com

It is also worth mentioning that the 1950's FIFA World Cup in Brazil witnessed the highest number of spectators when about 174 thousands attended the final game of the World Cup in the Maracanã Stadium between Uruguay and Brazil. According to FIFA President at that time, he stated that: "There were some 220,000 people in the stadium that day" (Steen 2014 & FIFA: Estadio Maracanã)

Moreover, the 2014 FIFA World Cup in Brazil (Chart 2) was on the top of the list of the overall attendance in the major sporting events according to statista.com (McCarthy 2015).



Chart 2: Attendance in sports events



Chapter 5: Famous cases of stadium disasters

The first sport incident in the history

One of the very first incidents in the sports history took place in the ancient times in 27 AD. 5 miles from Rome, a huge amphitheater was built in Fidenae in order to host the gladiators' games. (Tranquillus 1909)

Fidenae, seeing that it was not too far from Rome, too many spectators decided to head to the amphitheater in order to watch the games. The stadium was crowded and collapsed causing the crush and death of twenty thousand spectators. (Church & Brodrigg 1906)

Stadium incidents in the modern times

Then later on in the modern ages, mainly in football, numerous accidents and stadium disasters occurred causing the death of the spectators and a large number of injuries. (Shiels 1998)

In 1902, the Ibrox Park of Glasgow witnessed a lot of death and injury cases on the occasion of a match between Scotland and England. Reports later on showed that the reason for such an incident was due to a collapse of the new wooden part of the terracing that obliged the spectators to stampede and sway. (Shiels 1998) It was claimed that this new wooden terrace was built with the cost of 20000 Sterling pounds and that it collapsed 40 feet below during a heavy rain night causing the death of 25 and an injury of 517 supporters. (Steen 2014)

In 1946, during a quarterfinal match in the FA Cup between Bolton and Stoke City, the stadium Burnden Park in Bolton had a capacity of 85000 spectators. The incident happened when non-holding ticket supporters decided to join the ones in possession with tickets. This scene created a big gathering of fans in one place; the non-holding ticket fans were attempting to climb the terrace that eventually forced an escaping fan to open the gate.



This clash led the fans to a fall down in a barrier free area causing the death of 33 supporters while more than 400 got injured. (Cox 2002)

The next incident however, took place in Lima, Peru in 1964. An incident that was called at that time by BBC: “The world’s worst stadium disaster”. An entirely jam-packed stadium with a total number of 53 thousand spectators who attended the game in the stadium on the occasion of a match in the Olympic Qualifiers between Peru and Argentina. The incident started when the referee rejected a goal that was scored by Peru. Following this decision, two angry supporters decided to invade the pitch and ran towards the referee to hit him, a situation that was however controlled by the police. However, it was witnessed that the police was strongly hitting and beating these pitch invaders as if they were some sorts of enemies. (Edward 1964)

As a consequence of such an incident, the crowd got more and more angry from the police acts and hence decided to throw missiles towards the police while another part of the crowd tried to invade the pitch. The disaster hence occurred when the spectators started to leave the stadium and unluckily found the gates closed, so they automatically decided to go back to the stands but they found that the police started using the tear gas in order to control the crowd that was throwing missiles. Furthermore the people did not find a way to escape but through the tunnel where they all got stuck and squeezed in a scene that resulted in the death of more than 300 spectator. (Edwards 1964)

It was believed that at this time in Peru, the Peruvian citizens were protesting in the streets for their rights and they were demanding social justice. Such analysis believed that this was the reason for the police brutality towards the spectators at that time. (Edwards 1964)

Moving from Latin America and Lima to Kayseri in Turkey, following an irritation between supporters during a match between Kayserispor and Sivasspor in 1967, a number of 44 people lost their lives and 600 got wounded after a rebelling fight between both teams’ supporters that led them to escape the stadium and ended up getting congested by the gates. The tension escalated between both clubs’ fans and even the shops and houses were smashed. (Murray 1996 & NTV-MSNBC)

In June 1968 in Buenos Aires, a derby between River plate and Boca Juniors witnessed the death of 74 spectators and the injury of more than 150 cases. The incident



occurred when some supporters started throwing burning papers on the ones who were located in the lower stands. Therefore, the lower supporters panicked and started stampeding in order to escape those fire papers. (Murray 1996)

Moving back once again to Glasgow in Scotland, this time in 1971 in the same stadium that had the 1902 incident, the Ibrox Park. During a match between Rangers and Celtic, on the 90th minute of the game, Celtic the visiting team scored a goal and accordingly, the home fans decided to leave the stadiums, however in the very last minutes the home team equalized. Consequently, the supporters who were on the stairway leaving the stadium decided to quickly return back inside however they crashed with the ones who were leaving the stairways. Moreover, another analysis claimed that the reason for this disaster was the collapse of the barriers when the spectators were leaving the stadium. On the other hand, a survival of this crush cited that: *“Everyone was struggling to get out, suffocating - it was essentially a fight for survival”*. 66 supporters died that day. (BBC: 1971 Scottish football disaster)

As a result of the 1971 Ibrox incident, The Scottish judge Lord Wheatley along with other experts from police and civil engineering, they went in a tour for stadium inspections in all Britain for the purpose of studying and evaluating the situation of safety and spectators in sports stadiums. (Glasgow Herald 1971)

Three years later, another stadium disaster took place in Cairo, on the occasion of a friendly match between Zamalek of Egypt and Dukla club of Prague when the organization decided to change the venue of the match in the last minute from Nasser Stadium to another smaller stadium. Such change forced the supporters to rush into the stadium in order to guarantee a place in the new smaller stadium. Such rush led to the collapse of the stadium walls on the spectators causing a stampede (Goldblatt 2007) that killed 49 of the spectators and injured 50 during their attempt to get into the stadium. (Murray 1996)

From 1974 in Cairo to 1981 in Athens and specifically in Karaiskakis Stadium, a match between Olympiacos and AEK, both teams with 2 points difference in the league standing, all tickets were sold for such an important match, all supporters were happily singing on their way to the stadium. The game ended in the favor of Olympiacos who scored 6 goals while AEK did not score a single goal that day. Out of enjoyment and happiness Olympiacos supporters were filled with excitement. After the final whistle, the



crowd that was located in Gate 7 rushed towards the gates in order to leave the stadium to celebrate the big winning of their favorite team. Unluckily, their way out of the stadium did not find the smooth exit when they found the door leading to the exit locked or somewhat open as other sources claimed. One of the spectators fell on his way out, and with the huge number of supporters heading to the same gate, the incident occurred with people falling onto each other meanwhile the people at the back who were not aware of the incident yet kept heading to the same exit causing the death of twenty one spectator and a minimum of fifty five injuries. (Olympiacos.org)

Unfortunately incidents in stadiums did not stop here, yet in 1982 in Lenin Stadium of Moscow, a tragedy that was considered as “Russia’s worst sporting disaster” according to the Guardian (Wilson 2007). A stadium that witnessed a number of 69 deaths and 100 injuries in a deadly spectators’ squeeze during a UEFA Cup Match between Spartak Moscow and Haarlem of Netherland. It was also noted that such incident was not widely announced to the public until seven years later in July 1989. Besides that the real number of mortalities was near 340 and not 69. (Murray 1996)

On the 11th of May 1985, England witnessed a different type of stadium tragedies in Bradford City Stadium during a match in the English league between Bradford City and Lincoln when fire caught the wooden stands of the stadium. (Murray 1996) It was assumed that the reason of the fire was due to a supporter who dropped a cigarette that fell down on the rubbish that caught fire to the whole wooden stands. It is worth mentioning that a witness did indeed see burnt paper catching a fire. (Inglis 1996) 56 spectators died and 200 got injured, the main reason for such death and injuries was due to asphyxia, however the other cases of deaths were due to the locked gates when supporters were trying to escape the fire and rescue themselves. (Murray 1996)

Another famous case in football history occurred in 1985 in Belgium, Brussels on the occasion of the European Cup between Juventus and Liverpool in Heysel Stadium. Due to hooliganism, too many supporters of Juventus were trying to run away from Liverpool. (Murray 1996) A few minutes to kick-off, in a violent atmosphere, Liverpool supporters trespassed the police cordon that was separating the supporters of both teams and intended to rush into Juventus fans that were located in the neutral area that mainly consisted of Juventus supporters at the time. Such rush led to the collapse of the separating wall in the



stands between both rivals. And eventually the collapse killed a total of 39 supporters and around 600 wounded among which the majority were Italians and Belgians. (BBC)

The following stadium plan (Chart 3) explains the seat allocation of both supporters as well as the neutral area “Z” that witnessed the incident where Liverpool supporters crossed the police and rushed towards the neutral area where it mainly consisted of Juventus supporters.

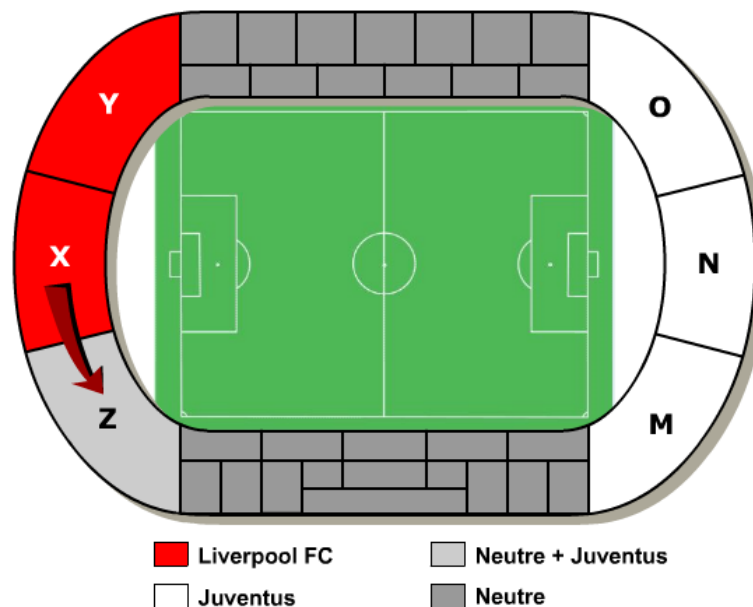


Chart 3: Stadium plan – Heysel Stadium by section (Wikipedia)

Later on in 1988, a huge hailstorm took place Kathmandu in Nepal during a match between a Nepalese team against a Bangladeshi team. From lightening, to wind and hailstones, the strong storm forced the supporters to escape the stadium. They all headed to the exits and unfortunately they rushed near the entrances to only find one gate open. The stampede caused a human crush killing a number of 93 deaths with around 100 injuries. (Associated Press)

Again in England, on the 15th of April 1989 in Sheffield, a total number of 96 supporters lost their lives and 766 got injured during a semi final match of the FA Cup between Liverpool and Nottingham Forest in Hillsborough Stadium. It was reported that police forces allowed too many supporters inside the stadium, a number that was much



more than the actual capacity of the stadium. Such over-capacity caused a stampede of supporters when they couldn't find any place to go nor to be seated in and it resulted in human crush. (Murray 1996)

The fans unfortunately had to escape and save their lives, some of them climbed the fences in order to escape the stampede, while on the same time, the police gave instructions to open a large exit gate in order to disperse the crowd and the crush. Nevertheless, such solutions were not found enough to solve the situation, it was then when a police officer invaded the pitch and went to the referee to ask him to stop the match. Later on, it was commonly argued that the main blame was to the police seeing that they allowed too many supporters inside the stadium. Police was also blamed for the incident due to failure of crowd management. (BBC)

In 1991, South Africa also witnessed a different tragedy during a friendly match between Kaizer Chiefs and Orlando Pirates in Oppenheimer Stadium. In a capacity of 23000 while some sources mentioned that a total of 30000 were allowed in, a fight took place in the stands between both teams' supporters following an objection of a goal scored by Kaizer Chiefs. The fight resulted in 41 supporters losing their lives when they were escaping from the fight and from the threatening acts of muggers with knives. (Darby, Johnes & Mellor 2005) Some supporters were knifed to death at the fight. A witness photographer from the incident cited to the LA Times: "We saw cans and chairs flying. Then the game had to stop. There was chaos. Everyone was running for cover," (Los Angeles Times)

Nearly twenty three years ago, on 1992, in Bastia, the French island of Corsica, 18 supporters passed away and roughly 1900 got injured when a whole temporary stadium stand fell apart during a semi-final of the French Cup between SC Bastia and Olympique de Marseille. (WSJ)

Furthermore, in 2001 in Accra - Ghana, the local police was blamed for the death of 126 supporters in Accra Sports Stadium during a match between the two famous teams Accra hearts of Oak and Asante Kotoko. The police was accused responsible for this incident when they were controlling and dealing with the attitude of Asante Kotoko fans whose team was losing 2-1. The angry supporters broke the stadium seats and started throwing them onto the pitch while others were also throwing water bottles. (BBC)



Meanwhile during the same year in Africa, in Johannesburg, South Africa witnessed as well another incident for Africa. Another incident for the Soweto derby between Kaizer Chiefs and Orlando Pirates took place in a full house capacity in Ellis Park Stadium. A crisis that obliged the police to use rubber bullets and tear gas in order to separate the frequent number of supporters who were trying to buy tickets at the gates of the stadium on their way in. It was then discovered that with the 60000 (sixty thousand) capacity, only less than 4000 (four thousand) tickets were pre-purchased, however, the rest of the tickets were sold on the gates on match day, meanwhile an additional capacity of 30000 (thirty thousand) supporters were at the gates trying to get inside the fully packed stadium. And consequently, while police were trying to control the overcrowding issue, a human rush took place when the spectators were frustrating to look for seats leading to the death of 42 spectators. (Van Stan & BBC)

Later on, in 2009 in Ivory Coast, another human crush killed 19 spectators and injured another 135 while police was trying to control the stampede and the supporters who were rushing to watch their favorite stars playing such as Didier Drogba and Soloman Kalou in a World Cup qualifier between Ivory Coast and Malawi. (Desbordes and Richelieu 2012 & BBC)

Still within Africa, four additional tragedies occurred from 2012 until 2015. The first was in 2012 was in Egypt where about 74 supporters were dead. An incident named “Soccer Riot” by the media. Following the Egyptian revolution and after the removal of the Egyptian President Mubarak, the tragedy occurred in Port Said between the home team Al Masry and the visiting team of Al Ahly where a clash took place in the stadium between the two teams’ supporters. A fight that led to the deaths of Ahly supporters when they found the exit doors of the stadium locked, 74 lives hence passed away out of asphyxia. Later on it was believed that the police and the authorities were somehow the reason behind this incident and that the police was aware about the big fight before the match, yet they didn’t do anything to prevent it. According to Rob’s book, 21 supporters were sentenced to death however not a single official was punished. (Steen 2014)

Likewise, a number varying between 14 and 18 supporters lost their lives in Kinshasa while 24 got injured according to Reuters. The match was between AS Vita Club and TP Mazembe of the Democratic Republic of Congo in Tata Raphaël Stadium in 2014.



The supporters of AS Vita club got furious after their team lost, the police accordingly tried to control the situation of the angry fans with tear gas, an incident that hence resulted in a stampede causing the death of the supporters. (Reuters)

Furthermore, the most recent stadium disaster occurred in 2015 in “30 June Stadium” in Cairo in a match between Zamalek and Enppi in the Egyptian league. Finally the authorities decided to allow supporters to attend matches after the Port Said incident, however the authorities only approved a total number of 10000 supporters, yet 5000 tickets were sold and the rest were invites. As a result of this decision, a huge number of supporters headed to the stadium to find the police created a very narrow entrance tunnel by the gates in order to reduce the number of supporters. The huge number of supporters was trying to enter from this narrow tunnel lead to the death of 22 supporters. Later on the Egyptian ministry of Interior stated that too many supporters did not have tickets and were trying to get in the stadium and the security forces had to deal with them and prevent them from ruining the stadium infrastructure. Later on, the Egyptian Football Association decided to suspend the league till further announcement. (Daily News Egypt) Table no.2 below clarifies a summary of most of the football stadium disasters that took place as of 1902 up to 2015.



Summary of tragedies:

| | Year | Location | Deaths | Injuries | Occasion | Disaster |
|---|-------|--------------------------------|--|----------|--|--|
| 1 | 27 AD | Fidenae – North of Rome | 20.000 (deaths & injured) out of total capacity 50.000 | | Gladiatorial games | Following the lifting of banning gladiatorial games, a large crowd was present. The amphitheater collapsed during the gladiatorial show. |
| 2 | 1902 | Ibrox Park, Glasgow – Scotland | 25 | 517 | British Home Championship match between Scotland and England | Newly built west tribune stand collapsed due to heavy rainfall the previous night. |
| 3 | 1946 | Burnden Park, Bolton - England | 33 | 400 | FA Cup quarter final: Bolton vs Stoke City | Human crush after the collapse of two barriers and the crowd fell forward crushing those underneath. (Fans bought tickets in the last minute at turnstiles rather than beforehand) - over capacity at the turnstiles |
| 4 | 1955 | Santiago - Chile | 6 | | Chile vs Argentina | 70000 supporters tried to enter the stadium |
| 5 | 1962 | Libreville - Gabon | 9 | 30 | Gabon vs Congo | Landslide engulfed part of the stadium |
| 6 | 1964 | Estadio Nacional, Lima - Peru | 328 | 500 | Qualifying round for Tokyo Olympics: Peru vs Argentina | Referee disallowed a goal to Peru who were losing 0-1 to Argentina. (other sources: Rioting fans) |



| | | | | | | |
|----|------|--|----|------|---|--|
| 7 | 1967 | Kayseri Atatürk, Kayseri - Turkey | 40 | 300 | Kayserispor vs Sivasspor | Provocation of home team fans |
| 8 | 1968 | Buenos Aires - Argentina | 74 | | River Plate vs Boca Juniors | Stampede |
| 9 | 1971 | Salvador - Brazil | 4 | 1500 | | Stampede |
| 10 | 1971 | Ibrox Park, Glasgow – Scotland | 66 | 200 | Rangers vs Celtic | Home team was losing at the 90th minute |
| 11 | 1974 | Zamalek "Helmy Zamora Stadium", Cairo - Egypt | 48 | 50 | Zamalek vs Dukla Prague | Stampede, iron fence broken. Crowd trying to enter the stadium break down barriers and a wall |
| 12 | 1976 | Port-au-Prince - Haiti | 6 | | WC qualifiers: Haiti vs Cuba | Firecracker causing panic |
| 13 | 1976 | Yaoundé - Cameroon | 2 | | WC qualifiers: Cameroun vs Congo | |
| 14 | 1978 | Komasi - Ghana | 15 | 35 | Asante Kotoko vs Hearts of Oak | Wall had collapsed from a stampede of fans fleeing a riot |
| 15 | 1979 | Nigeria | 24 | 27 | | Stampede |
| 16 | 1981 | Karaiskakis, Athens - Greece | 21 | 55 | Olympiacos vs AEK | Olympiacos fans celebrating the victory rushing out the stadium. (Gate 7) |
| 17 | 1981 | Ibague - Colombia | 18 | 45 | Deportes Tolima vs Deportivo Cali | Wall collapse & human crush |
| 18 | 1982 | Cali - Colombia | 22 | 200 | Deportivo Cali and Club America | Collapse of platform & Stampede |
| 19 | 1982 | Luzhniki, Grand Sports Arena at Central Lenin | 66 | 61 | UEFA Cup: Spartak Moscow vs HFC Haarlem (NED) | Deadly human crush, stampede |



| | | | | | | |
|----|------|--|----|-----|--|---|
| | | Stadium, Moscow | | | | |
| 20 | 1982 | Algiers - Algeria | 10 | | | Concrete roof collapse in stadium |
| 21 | 1985 | Vally Parade Stadium, Bradford City, West Yorkshire - UK | 56 | 265 | League match: Bradford City vs Lincoln City | Fire disaster |
| 22 | 1985 | Heysel Stadium, Bussels - Belgium | 39 | 600 | European Cup Final: Juventus vs Liverpool | Rioting and stadium disrepair |
| 23 | 1985 | Mexico City - Mexico | 10 | 29 | | Force stadium entry |
| 24 | 1988 | Kathmandu Stadium - Nepal | 93 | 100 | Association match: Janakpur Cigarette Factory vs Liberation Army of Bangladesh | Escaping fans from hail storm. |
| 25 | 1988 | Tripoli - Libya | 30 | 40 | Libya vs Malta | Stand Collapse |
| 26 | 1988 | Katmandu - Nepal | 70 | | Janakpur of Nepal and Muktijodha of Bangladesh | Stampede |
| 27 | 1989 | Hillsborough Stadium Sheffield, England | 96 | 766 | FA Cup semi-final: Liverpool vs Nottingham Forest | Human crush. Failure of police control. |
| 28 | 1989 | Lagos - Nigeria | 12 | | WC qualifiers: Nigeria vs Angola | |
| 29 | 1990 | Mogadishu | 7 | 18 | | Gunfire |
| 30 | 1991 | Oppenheimer Stadium, Orkney - South Africa | 42 | | Preseason friendly: Kaizer Chiefs vs Orlando Pirates | Stampede |



| | | | | | | |
|----|------|--|----|---------------------|---|--|
| 31 | 1991 | Nairobi - Kenya | 1 | 24 | Africa Cup of Nations qualifiers: Kenya vs Mozambique | Stampede |
| 32 | 1992 | Armand Cesari Stadium, Bastia - Corsica | 18 | 2300 | French Cup semifinal: Bastia vs Marseille | Terrace collapse |
| 33 | 1992 | Maracana Stadium, Rio De Janeiro - Brasil | | 50 | National championship: Flamenco vs Botafogo | Fans falling five meters from upper tier |
| 34 | 1994 | Samuel Doe Stadium, Monrovia - Liberia | 2 | 26 | Africa Cup of Nations qualifiers: Liberia vs Togo | Broken rail at stadium |
| 35 | 1995 | Freetown - Sierra Leone | | 40 | | Gate Collapse |
| 36 | 1996 | Lusaka - Zambia | 7 | 78 | WC qualifiers: Zambia vs Sudan | Stampede |
| 37 | 1996 | Estadio Mateo Flores, Guatemala City - Guatemala | 83 | more than 140 | FIFA 98 WC qualifiers: Guatemala vs Costa Rica | Excessive number of fans tried to enter the stadium which caused: a human avalanche on the stands causing a stampede and suffocating cases. |
| 38 | 1996 | National Stadium, Lagos - Nigeria | 5 | | WC qualifiers: Nigeria vs Guinea | Crushed fans |
| 39 | 1996 | Tripolo Stadium - Libya | 8 | 39 | Al Ahli vs Al Ittihad | Gunfire |
| 40 | 1998 | Stade des Martyrs, Congo DR | 4 | | AS Vita Club vs DC Motema Pembe | Gunfire |



| | | | | | | |
|----|------|---|-----|------|--|---|
| 41 | 1998 | Zimbabwe | 4 | | Free match | Stampede |
| 42 | 1999 | Alexandria - Egypt | 11 | 13 | Korm vs Ettihad | Stampede |
| 43 | 2000 | Harare - Zimbabwe | 13 | | WC qualifiers: Zimbabwe vs South Africa | Stampede |
| 44 | 2000 | Sao Januario Stadium - Brazil | | 150 | Joao Havelange Cup Final: Vasco Da Gama vs Sao Caetano | Collapse of part of perimeter |
| 45 | 2001 | Ellis Park Stadium, Johannesburg - South Africa | 43 | 100 | Orlando Pirates vs Kaizer Chiefs | Stampede |
| 46 | 2001 | Lubumbashi, Congo DR | 8 | 51 | Saint Eloi Lupopo vs TP Mazembe | Crushed fans |
| 47 | 2001 | Mottaqi Stadium, Sari - Iran | 2 | 30 | Pirouzi vs Shamushak | Roof Collapse |
| 48 | 2001 | Ohene Djan Sports Stadium, Accra - Ghana | 127 | 100s | Accra Hearts of Oak vs Asante Kotoko | Stampede (fans unsporting behavior that led to the use of tear gas by police) |
| 49 | 2007 | Fonte Nova Stadium – Salvador - Brazil | 7 | 10 | | Stand collapse |
| 50 | 2008 | Congo DR | 11 | | | Rioting fans |
| 51 | 2008 | Liberia | 8 | | | Crushed fans |
| 52 | 2009 | Félix Houphouët- Boigny Stadium, Abidjan - Côte d'Ivoire | 19 | 135 | WC qualifiers 2010: Côte d'Ivoire vs Malawi | Stampede |



| | | | | | | |
|----|------|---|----|------|--|--|
| 53 | 2010 | Suphachalasai Stadium, Bangkok - Thailand | | 10 | Kor Royal Cup: Muangthong vs Thai Port | Fans behavior |
| 54 | 2012 | Port Said Stadium, Port Said City - Egypt | 72 | 500s | Egyptian league: El Masry vs El Ahly | Fans behavior + political situation + riot |
| 55 | 2014 | Tata Raphaël Stadium, Kinshasa - Congo DR | 15 | 24 | RDC league: TP Mazembe vs AS Vita Club | Stampede |
| 56 | 2015 | 30 June Stadium, Cairo - Egypt | 28 | | Egyptian league: Zamalek vs Enppi | Stampede: Fans confrontation with police |

Table 2: Summary of incidents. Source: various

The table above showed an estimate total of 1770 death cases (excluding the case of Fidenae victims) in football stadiums between 1902 and 2015 out of a total of 56 incidents from all over the world. Yet, the main recent cases were taking place mainly in the African continent.

Meanwhile, chart 4 describes that the highest number of deaths was witnessed in 1964 in Lima where 328 supporters passed away, however the figure shows slight decrease in the number of deaths till the years 1985 and 1989 and 2007, respectively in Bradford, Hillsborough and Accra.

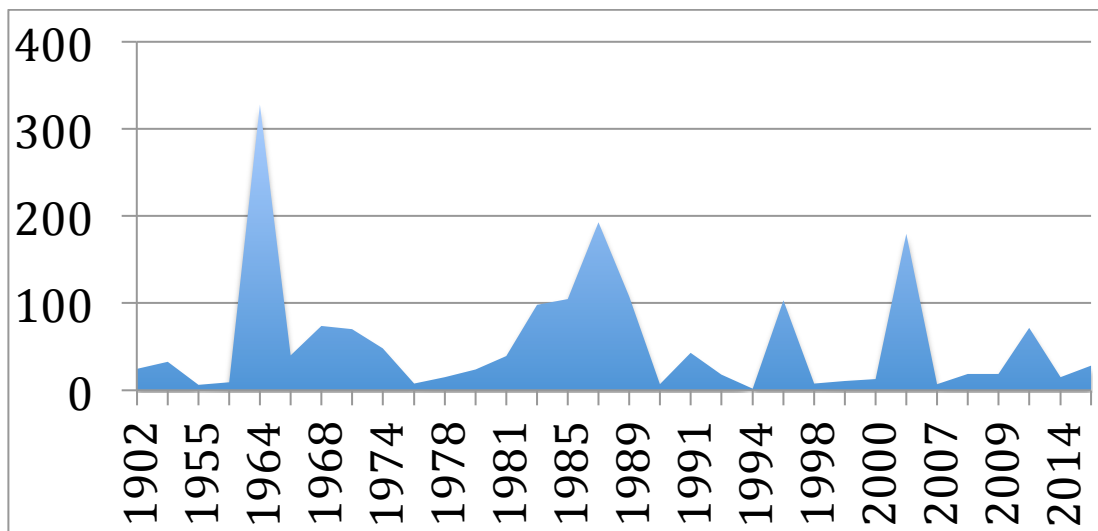


Chart 4: number of death in years



Chapter 6: People awareness

6.1 : Outcome of the survey

A total of 85 Questionnaires were distributed and filled out by females and males between the ages of 18 to 40 years old from all over the world. The segment is football supporters who are passionate about sports, and mainly football, and they like to attend matches in the stadiums. These are the main people exposed and affected by stadium disasters. Thus, the questionnaires reflected the view of those passionate football fans on football disasters and their behavior towards these incidents.

Their views and awareness level allowed the evaluation of the problem in order to offer a solution to prevent future incidents. The questionnaires were sent to the population via online survey website: survey monkey.

The questionnaire showed that female supporters are less likely to attend football matches in the stadiums, only 10% of the women respondents care to attend football matches in the stadiums every now and then, however the remaining 90% do not regularly go to the stadiums.

In terms of the entry procedure of the fans to the stadium, and mainly the organization and entrance flow organization; the majority of the population from the African and the South American continents believed that in their countries, the flow and the procedure of entering the stadium was between bad and very bad. Whilst in the Asian and European continents, their respective population claimed that the organization and spectators entrance in the stadium was good. Moreover, only six of the female respondents from all over the world see that such organization is good meanwhile the rest of them were neutral.



Characteristics of the public:

65% of the public had the age between 18-29 years old, however the remaining 35% were aged between 30&40 years old. 60% of them were males and 40% were females.

Respondents were from the whole world, around the whole continents. From Africa, nationalities were: Zimbabwe, Egypt, Libya, Ghana, Kenya, Tunisia, Algeria, Uganda, Nigeria, Morocco, Sudan, South Africa and Cameroon.

Moreover, from Europe, the nationalities were: France, Germany, Cyprus, Greece, Spain, Armenia, Ukraine, Slovakia, Netherlands, Switzerland, Slovenia, Italy, Romania and Russia.

From Asia, United Arab of Emirates, Thailand, Korea, Japan, Maldives, India and Azerbaijan.

Additionally, from South America: Peru, Paraguay and Brazil. And finally from North America: the United States of America, Mexico, Guatemala and Canada.

The majority occupation of the public was “Employee” however, 15% were postgraduates, 13% were university students and the remaining 7% were self-employed, lecturers or business owners.

The survey showed that 90% of the segment likes football, with 87% of them who attend football matches in the stadium in their country.

Going to the stadium:

The frequency of attending matches in stadiums turned out that it depends on the event itself and the match importance. However, part of the audience claimed that they always liked to attend football matches in the stadium yet the situation in their respective countries does not allow them to do so anymore following the decision of the authorities to ban the spectators from attending the matches in the stadiums.



On match day, going to the stadium:

The study displayed that football fans do respect the guidelines and directives given by the police and the security forces yet only 8% don't tend to show respect to the authorities' instructions on their way to the stadium.

Almost 50% of the public attending the matches in the stadium, they arrive 2 to 3 hours before kick-off. And 39% go one hour before the match actually starts. However, the remaining percentage, those people go to the stadium between 4-6 hours or more seeing that they work in match organization, hence their job requires them to arrive earlier than the normal time.

The survey indicated that 20% of the audience like to watch the matches in the stadium from the VIP tribune, and 23% like to stay in the 1st category "CAT 1" location, and 36% like to watch the match from the 2nd category "CAT 2" and only 20% like to watch the matches from the 3rd category "CAT 3" behind the goals while joining the supporters groups.

Full house capacity stadium experience:

A total of 55 respondents out of the 80 persons did indeed witness a full house stadium during football matches (Chart 5). The respondents' experience during a full house match was different from one to the other as shown in the graph below.

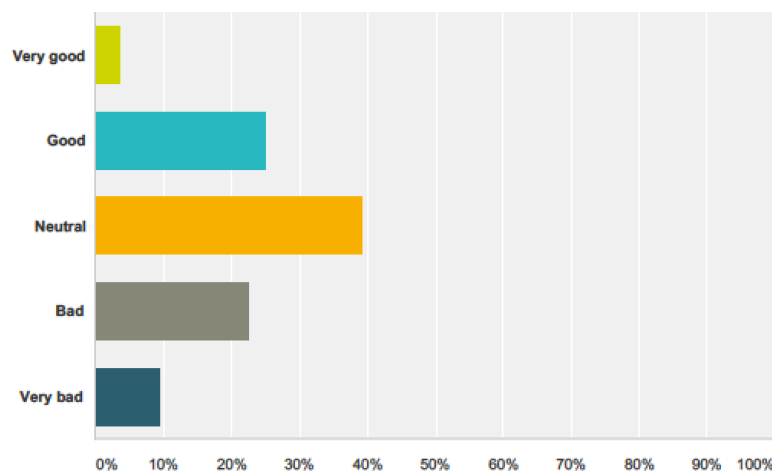


Chart 5: Full house experience of spectators



Flow and entrance of spectators: Major dangerous experience during a full house match:

The respondents listed the following dangerous aspects:

- Entrance disorder and unorganized in front of the gates causing people to get blocked and in some cases faint.
 - The gates are always packed since the tickets are sold at the stadium entrance.
 - The flow is always too crowded and not well organized.
 - A large number of supporters are usually trying to gain access to the stadium at the same time from very small gates.
- Chaotic entrance process since spectators turn up late and end up wanting to get into the stadium before the game starts
- The fans are always rushing in and squeezing each other. This large number of supporters can easily cause delays, panic, indispositions
- Random people fighting with each other
- Bad security control and police dealing with the supporters in a very bad way
- Police closed the gates 3 hours before the game for security reasons and only 15 minutes to kick-off, the fans broke the gates and everyone got in without any intervention from the security. Everyone was pushing and all the fans got in CAT 3. Most of the people didn't have tickets.
- Police hits the spectators who don't respect the rules
- Violent Hooligans
- Very high risk of stampedes
- Traffic on the way out after the game.
- Difficulty in breathing, maybe problem of being ran over by crowds
- No respect for tickets and seat allocations.
- Long lines of spectators and thieves pick pocketing others
- Overbooked stadiums with limited access doors.
- No tickets control.
- The use of fireworks



Further incidents witnessed by the audience in the stadium:

- Fighting between spectators where poor security checks allowed individuals to have an illegal weapon
- Fans crashing a gate and storming the stadium; overpowering security and police
- Throwing objects on the pitch
- Fans ripping of seats in protest at a decision of the referee,
- Hooliganism and stone throwing
- Use of tear gas by police and beating crowds to control them,
- Having a valid ticket but no access to the stadium which is already full
- Fans collapsing after being dehydrated from staying for a long time under the sun.
- Police use of choppers to clear the stadium

In terms of popularity, the sample showed that in the audience perspectives, the famous cases of stadium disasters that they are aware of were 1985 in Heysel, 1989 in Hillsborough, 2012 in Port Said stadium in Egypt and the most recent one was in 2015 in Egypt as well.

However, the least known cases to the public were the Ibrox disaster in Scotland in 1902, Estadio Mateo Flores of Guatemala in 1950, Estadio Nacional of Peru in 1964, Kayseri Atatürk Stadium of Turkey in 1967 and finally the hailstorm disaster of Kathmandu Stadium in Nepal in 1988.

43.53% of the respondents believe that the main common reason for stadium incidents relies in bad security organization, meanwhile, 20% of the sample claim that these incidents took place because of the spectators who does not respect the guidelines provided by the security.

Yet 16.47% state that these incidents are mainly because of hooligans, however 15.29% of the respondents estimate that major stadium incidents occur because of the bad infrastructure of the stadiums. Furthermore, 4.71% claim that a mix of the said reasons together lead to major disasters in football stadiums.



When it comes to the audience beliefs that security forces treat the spectators at stadiums in a bad way in their countries. A total of 45% believe that the spectators are not well treated by police forces in their countries, 28% of the respondents did not have a positive nor a negative reaction to that question, they had a neutral opinion, yet 27% disagreed that police mistreats the spectators at the stadium in their countries.

In addition to that 87% of the answers concluded that the treatment of police forces towards the spectators is affected by their behavior towards the police, hence 72% of the respondents believe that security forces have the right to violently deal with the supporters whenever things get out of control.

The questionnaire showed that 43% of the people see that the infrastructure in the countries is good, yet 31% believe that it is average, however 26% claim that infrastructure in their countries is bad.

Consequently, the questionnaire reflected that indeed the audience is aware of the important famous stadium disasters and death cases in football matches, they have a good knowledge about the relation between the police and the supporters, the stadium infrastructure in their countries. They also understand the importance of safety and security during the matches. The questionnaire also concluded that the reasons and causes of disasters in the stadium have a relation with the evacuation plan in the stadium. To confirm their beliefs towards the importance of the issue, the respondents strongly believe that the match should be stopped whenever a case of death takes place in the stands.

The respondents suggested the following ideas to avoid stadium disasters and deaths cases in the stadiums:

- Upgrading the stadiums, build high capacity stadiums..
- Improving the safety of sports infrastructure. And improving the spectators' behavior
- Enforcing National Laws and regulations to be put in place for more security and safety at the stadium
- Enhancing the security organizations. Understanding the kind of spectators they will be dealing with.
- Announcements: having song control over the stadium with clear penalties on those who break the rules.



- Having clear evacuation plan easy for big mass of fans to apply.
- Making an organized path for entry to the stadium with adequate but not violent security forces.
- Education and sensitization of fans. Enforcing proper controls in terms of fans and spectators having access to the stadium, dealing with known hooligans, adequate entry and exit points and ensuring that tickets are not sold at match venues on match day
- More training for the security forces on how to deal with fans.
- Education and awareness campaigns. More crowd management specialists to be involved and not police and army
- Education for football fans and setting sanctions for people causing riot.
- Teaching the fans to respect order. Police forces to fix the situation in a peaceful manner.
- Alike in the UK where PL spectators from different clubs sit together in stadiums, a strong Law should take place.
- Stadium with poor infrastructure must not organize matches
- Hiring private companies specialized in events organization
- Effective evacuation plans and opening all exit gates in case of emergency
- Limit the number of supporters and increase the emergency exits.

6.2 : Limitations

Even though that the research grasped its purpose and goals, there were some clear and obvious limitations that existed seeing that the structure was not proper which somehow affected the significance and the relation of the data. Such limitation will help in the future to avoid that and it will show how to improve data significance and will improve it to get more valid data outcome.



Chapter 7: Experts' opinion and qualitative review

Long distance one on one interviews were done with safety and security experts in the field of football, each expert was interviewed online separately via emails.

The experts:

- Paul Bassey, FIFA Match Commissioner and CAF General Coordinator
- Rory Steyn, Chief Executive – Africa. Nicholls Steyn and Associates
- Souleymane Magassouba – FIFA Security Officer and CAF Match Commissioner

Safety and security experts believe that all lives have a value. Hence, the main important thing from the previous stadium disasters is to learn from them in order to avoid repeating them in the future.

Security experts stated that stadium tragedies could be preventable on condition that all the concerned parties are well prepared for hosting the matches. The expenses for doing so should not be a reason for not making these preparations. From stadium owners, event organizers to authorities, they should all work together and make the necessary arrangements in order to prevent tragedies in football stadiums before, during and after the match.

The designation of a Safety and Security Officer plays a significant role in the organization and preparation of football matches, they work together with the local security and aim at taking all the necessary precautions in order to eliminate disasters.

On one hand, stadium tragedies were proven to occur because of many common reasons such as (1) Poor communication between emergency / law enforcement agencies; (2) Lack of trained personnel in stadium security; (3) Uncertainty over roles and responsibilities, chain of command etc.; (4) Emergency procedures ignored, overruled or not followed and stadium staff not being familiar with them; (5) Emergency exits being blocked or gates locked that are not manned; (6) Overcrowding in certain sections of the stadium not dealt with. (7) Lack of compliance to safety regulations. (8) Lack of effective evacuation plans. Magassouba added that other reasons included overbooking of tickets, the use of flares and fireworks by the supporters, sitting on the stairways and an overall panic



situation. However, on the other hand, he stated that death cases in stadiums are mainly caused because of stampedes, suffocation and asphyxiation.

The interviewees agreed that from the moment a security officer is appointed in a football match, he should look for the person in command of the stadium and the local security authorities a few days prior to the match in order to go through all the safety and security plans. Therefore meeting and communicating with the persons in charge is key in order to be familiar with the whole situation and be well prepared. The security officer must find ways of making sure that he has at least 24 hours to physically inspect the stadium and another 24 to 48 hours to make the necessary adjustments to enhance security.

During the stadium inspection, the security officer should examine the security mechanisms, the gates, the ways leading to the exit and entrance to the stadium. He should also inspect the ambulances, the stations of the fire vehicles, the control room, and the stewards' deployment as well as the presence of barriers and their effectiveness.

Stewards and police should all work together seeing that they continue each other, the stewards they are usually trained for stadium security purposes and the police have the experience in dealing with civil disorders and crowd control. Nevertheless, the experts consider that the use of tear gas in order to disperse the crowd is a bad idea.

Calculating the level of risk in the matches is not the same in every match, it depends from a match to another, from a country to another. The risk level can thus be identified through the history of clashes between the teams whether it is a derby or a traditional rivalry and the result of their first leg match. The size of the venue can as well be another factor for risk identification.

Bassey added that necessary precautions should be taken into consideration such as: Evacuation plan, clear signage to guide evacuation and dispersal as well as the existence of effective medical staff and equipment.

Rory stated that documents like FIFA Safety & Security regulations as well as the Green Book could be enough to prevent stadium tragedies on condition that they are properly used and applied with professional and appropriate planning. Rory also concluded that planning is the key for preventing incidents in stadiums, he additionally quoted that *“A battle won in its preparation long before you get to the battlefield.”*



Hence, in order to guarantee the best way in securing a match, the experts recommended that there should be sufficient and trained private security officers, stewards that should be responsible for implementing the stadium safety and security plan. Police and other law enforcement agencies must obviously be present but they only get involved if the law is broken; their job is not to operate a stadium, it is to maintain law and order.

In addition to that, Rory recommended that the ideal format of deployment of security personnel in the stadium depends on various factors, he illustrated that a person having a party at his house should not call the police to come into his house to secure it, yet the host should take care of the inner facility of his house and that police is only responsible to get in only when a specific law is broken. Hence, Rory recommended that the deployment of police should be as follows:

- The outside area of the stadium should consist of 80% police, with 20% of private security;
- Inside the venue 80% private security, and 20% of police.



Chapter 8: Crowd & Crisis Management

The prevention of crisis in stadiums is also related to crowds and supporters. Hence, the crowd should be controlled and managed. Fruin defined crowd management, as it is the management and the control of a gathering of a group of people. Furthermore, crowd control was explained as the mechanism of the behavior of such gathering of persons. Such control requires evaluation and procedures. Eventually crowd disasters occur when there is no crowd control. (Fruin 1993)

In order to be able to plan and manage crowd control, there are various aspects that need to be studied before the event takes place and before the crowd head to the place of the event. Proactivity is an important aspect in order to guarantee a smooth crowd management, issues should hence be resolved and taken care of even before they occur. In order to prevent such issues and problems, the crowd itself must be very well studied; crowd managers should know the type and background of the crowd that is going to attend the event. (Fruin 1993)

The whole status of the crowd should also be looked at in terms of movement, meeting points and where they are going to meet and how they are going to get in to the area of the event. In order to be able to control such gathering, a Crowd management center is to exist in order to have a full view of the venue where the event will take place and it should be equipped with cameras to cover all the vital areas such as the entrances and the exists. (Fruin 1993)

Furthermore, the staff working in the event have got to have a full training and awareness of crowd control and crowd behavior in order to be able to handle them in case of crisis or emergency. Such personnel should also be able to communicate when it comes to dangerous disasters as well as to be able to deal with the crowd itself and handle incidents. Hence, whenever an incident takes place, the persons in charge have to develop a fast reaction and deliver a proper report about the incident that is occurring to all the concerned parties in order to be able to deal with it in the fastest possible mean such as:

- Dispersal of the pathways from the incident area
- Identification of the emergency services



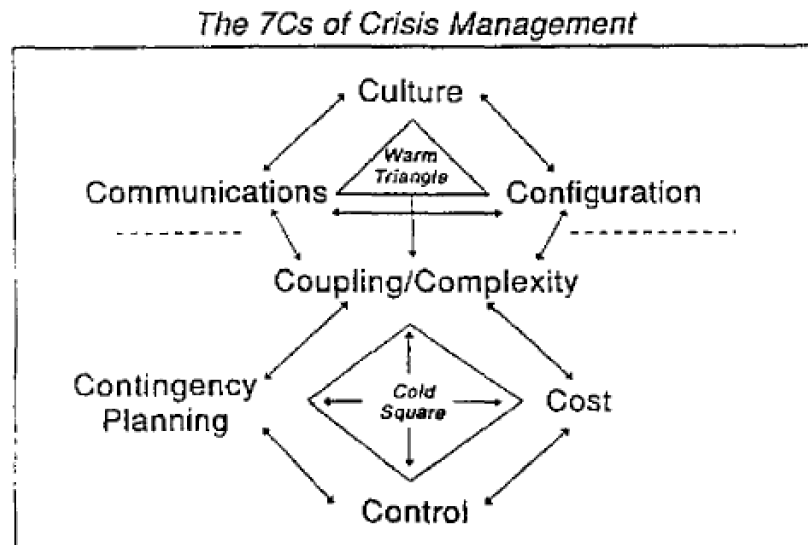
- Avoiding the overcrowding of the people together and avoiding asphyxia of the crowd.

Moreover, the ticketing plays a huge role in controlling the crowd; each ticket should consist of a specific seating location that requires a specific gate entry. All this together will enhance the control of the crowd flow on their way in and out the area of the event. In addition to that, the crowd managers should brief and inform the crowd themselves about any major threats or dangers they might face, they do have the responsibility of knowing that going to a big event requires specific responsibilities. The participants should as well be aware of mass risks and dangers. (Fruin 1993)

Fuin also developed other aspects that should be kept into consideration while tackling crowd management with regards to the infrastructure itself such as the pathways, awareness of pressure points and being able to change the direction of the flow in case of incidents, existence of a back-up generator in order to secure the lighting and communication in the area of the event, an equipped medical room to control all the emergency medical aspects and finally a proactive view of the timing of opening and closure of the venue before and after its occurrence depending on the control and flow of the crowd in order to guarantee an overcrowding at the gates.

When it comes to crisis, Elliott and Smith in their article in 1993 discussed that there are several factors that should be studied and taken into consideration while examining crisis management. Such factors were named as the “7 Cs of Crisis Management”:

1. Culture of the population
2. Communication
3. Configuration of the event area
4. Coupling/ Complexity
5. Contingency
6. Cost
7. Control



Source: Smith, 1992a; 1992b; 1993

Chart 6: 7 Cs of crisis management

Those 7 Cs were classified into 2 groups: “Technocratic and organic aspects.” The culture plays a huge role in coping within the organization in order to produce the so-called “managerial omnipotence” that should eventually work in preventing any disorder within the flow of the organization. The culture helps understanding the overall environment and will pave the way on for coping with the situation in the best manner. (Elliott and Smith 1993)

Elliott and Smith also believe that the persons in charge of the stadiums have a huge challenge, which is to aim for maximizing profits while ensuring on the same time that the supporters’ safety, and security is guaranteed.

The English Guide to Safety at Sports Grounds highlighted that security cannot be looked at in a way that it consists of some sort of regulations and requirements to be forced by others, yet, it should be considered as a set of morals and values that reflect a safe environment of the event. (Department for Culture, Media and Sport 2008)

According to FIFA’s Stadium Safety and Security Regulations, FIFA requires every stadium during its events to have safety and security crew team that will be chaired by the security officer of each stadium hosting a FIFA event. However, FIFA elaborated that the role of local police should consist of controlling the actions occurring inside and outside the stadium.



As per FIFA regulations as well, it is clearly pointed out that the hosting football association together with the local police are in charge of ensuring the safety and security of all the concerned parties by the match such as the spectators, the players of both teams, FIFA officials (referees, commissioners) the VIPs and any other person that is inside the stadium during any FIFA event. (FIFA Stadium Safety and Security Regulations)

Moreover, with regards to safety and security, stewards are also allowed in FIFA events in order to assist and ensure the smooth security operations. Stewards are defined as any trained person who is hired or who is a volunteer in a stadium that will assist in dealing with safety and security matters. FIFA also requires the stewards to wear specific bibs in order to be easily identified in the stands.

For the purpose of securing the best crowd control and preventing crisis management, FIFA requests the host and local organizing committee “LOC” of any event to re-enforce that all tickets sold to spectators to include the date, time, location, match number and seat location. Such detailed tickets will enhance the flow of supporters before the match and will easily help them to identify their seats in the most organized way. However, when it comes to the staff working in the stadium, FIFA also requests that each of the personnel working in the stadium to be accredited. Those accreditations give the right to its holders to access specific areas based on the requirements of their duties.

Safety signs are another obligation by FIFA towards the hosting party of the event, the host should hence make sure that in the stadium, safety signage should be posted all over the stadium and clearly seen. Those safety signs include the main important notifications in the following main categories: prohibition signs like smoking is not allowed, warning signs, mandatory signs such as each supporter should be in possession of a valid ticket, emergency signs and firefighting equipment signs.

Another significant factor that should be taken into deliberation in venues is “Terrorism”. The English guide elaborated that terrorism can have various shapes. Its aim is to cause threat and damage whether a material risk or an attack on dynamic knowledge systems which may affect the economy of a country or may cause any other major threat to the country. It was hence advised that more specific attention and care should be given to the venues with high risk of terrorism. If that is the case, then all the security measures should be reinforced, even the body search should be redoubled by the security in order to



guarantee that no one is entering with illegal substances and objects. Such search points should be done and controlled near the turnstiles before the supporters actually get to the stadium. (Department for Culture, Media and Sport 2008)

In 1972, at the Olympic Games in Munich, a group of Palestinians terrorists named Black September were somehow able to enter the Olympic village. They kidnapped and ultimately killed eleven Israeli hostages during a request of an exchange of Palestinian prisoners to be released. (Aubrey 2004)

Hence, a detailed emergency plan should also be designed together by the stadium personnel and the local authorities; police, fire departments, ambulances and the medical authorities. Such plan will help to prevent incidents before they occur and it will also allow the authorities to deal with it in the most professional way and counteract tragedies. (Department for Culture, Media and Sport 2008)

Most recently, in November 2015, Paris witnessed terrorist attacks killing 129 people. One of the attacks was near the Stade de France where 80 000 spectators were at the stadium together with the presence of the French President on the occasion of a friendly match between France and Germany. The bombing was so close that the spectators inside the stadium heard the explosion. Out of fears and threats, the French police immediately applied the emergency plan and decided to evacuate the supporters onto the pitch while the players were following the new on the big screen in the stadium from the tunnel. Such attacks resulted in announcing a state of emergency by the French president. (The Telegraph)

Following Paris attacks, a few days later in Hannover, the German police and authorities had to cancel a friendly match between Germany and Netherlands following a terror threats and bomb attacks warnings. Rumors also claimed that an ambulance was containing explosives. The local police had no other choice but to cancel the match as a precaution matter. (The Mail Online)

Hence, Crowd and crisis management are key factors in match organizations as they allow officials and authorities to always be proactive and will help them to estimate the incidents and thus prevent them before they take place.



Chapter 9: Evaluation, Recommendation, Verbatim and Conclusion

Throughout the years, it was noticed that event organizers and the hosting teams/clubs were not totally aware of crowd and crisis management. No major security measures were taken into consideration in order to protect the supporters. However, the previous incidents and mainly the Ibrox disaster, and many other incidents, all of them were the reasons leading to finding a solution to resolve the problem. (Elliott and Smith 1993)

In 1946 in the Moelwyn-Hughes report, the crowd capacity was legislated and specific maximum of supporters were allowed in. Various reports and acts were put into action in order to prevent stadia disasters. Furthermore, following the Bradford fire, England published the “Guide to Safety at Sports Grounds” which consisted of recommendations regarding building and preserving the stands in order to prevent any collapses and incidents. (Elliott and Smith 1993)

According to Rory Stein he stated that Justice Taylor who chaired the commission of enquiry into the Hillsborough disaster in England, stated: *“there could be no public safety without effective security. The two are hand-in-hand, battery and torch.”* Rory also added that the protection and preservation of human life is the most important consideration in stadium management. He added that *“Football has more than enough of a ‘dirty past’ to convince us all that more than the usual amount of care should be taken in planning, training and deploying qualified, professional personnel at football matches. To do anything less is criminal.”*

It was clearly noted from all the stadium tragedies that took place in the history up to 2015 that disasters mainly took place because of a bad organization of the matches. Police and supporters were usually found to be in a not-good relation with each other; hence this automatically leads to heating the tension between both parties and eventually leads to an aggression and a crisis.

On one hand, it was concluded that whenever the situation in the stands gets out of control with the spectators, the police always use the solution of firing tear gas at them. The use of tear gas of course disperses the spectators but unfortunately it forces them to run away for their lives in order to find an area to breath and escape the smoke. Consequently, police forces all over the world lack the experience of dealing with crowd control during



football matches. They of course have the crowd control experience but definitely they lack it when it comes to stadiums and the running of the football matches.

On the other hand, it was found that supporters are also to be blamed for stadium disasters as they always rush at the gates in enormous numbers while many of them don't even possess entry tickets. Such acts force the police to deal with them in an aggressive way. The Comedian Jerry Seinfeld related football and its supporters in a funny way that football spectators are actually supporting the jerseys, players leave their clubs and others join, yet we remain supporting the same jersey, however sport itself should be safe passage for excitement, as well as anger, but unfortunately this relationship escapes the supporters and they forget about it. (Steen 2014)

More other reasons are due to political conflicts and political situation within a certain country that leads to total chaos in all over the country.

Previous stadia disasters such as Ibrox, Bradford, Heysel and Hillsborough appeared to have a common reason behind their occurrence that resulted in insignificant and insufficient of sports and crowd management. (Elliott and Smith 1993)

Hence, from the previous historical stadia tragedies, people mainly die because of various reasons that lead to **stampedes**. Supporters for a reason or another find themselves trapped in a tunnel or near an exit area, in huge numbers; they thus get blocked without finding a way neither forward nor backwards. They get congested and then find no other option but to asphyxiate and lose their lives.



Conclusion

“Sport has the power to change the world. It has the power to inspire. It has the power to unite people in a way that little else does. It speaks to youth in a language they understand. Sport can create hope where once there was only despair. It is more powerful than government in breaking down racial barriers.” These were the famous words spoken by the former South African President Nelson Mandela while he was talking about how strong and powerful sports can be seeing that it is a worldwide shared cultural aspect. (Nafziger 2011 & BBC)

Consequently, sport and its passion should be used in order to promote the good aim and image of football in order to help in preventing stadium tragedies and the death of supporters. Otherwise, football can simply in a one sudden day perish and lose its glow as it was described by ESPN’s campaign for the World Cup 2006 in Germany:

“It’s a simple thing, just a ball and a goal, but once every four years that simple thing drastically changes the world. It closes the school, it closes the shops, it closes the city, it stops a war, a simple ball fills the passion and pride of the nations, gives people everywhere something to hope for, gives countries respect where respect is in short demand, achieves more than the politicians ever could, once every four years that ball does the impossible and if history means anything the world as we know it is about to change”

Henceforth, Governments should continue on creating new acts and legislations like it used to happen in the past in the United Kingdom. Such legislations forced the English clubs in the past to put safety and security and customer satisfaction as a top priority and it forced them to spend a huge amount of money in order to ensure that their stadiums comply with Sports Grounds Act. Chester Report of 1983 stipulated that 11 million dollars and another sum of 50 million dollars were the total costs spent for complying with the act and for stadium improvements. (Elliott and Smith 1993)

Moreover, better crowd and crisis management plans must be studied and implemented to the security forces as well as for stewards who should mainly be working inside the stadium to control the supporters while keeping police forces outside the stadium with the permission of interfering only whenever a law is broken as advised by Rory. The



political situation of the organizing country should be well studied in order to prevent the fact of having people making use of it at the stadium live in front of the whole world.

In addition to that, better evacuation plans should be clearly planned and broadcasted to the spectators who are intending to attend the matches at the stadium minimum 1 or 2 days before the match and even at the stadium so the supporters can always remember the best way of leaving and existing the stadium in case of emergency. And main importantly, all stadium doors should always be flexible and well controlled to easily open in case of crowd evacuation in order to avoid human crushes and stampedes.

Consequently, the creation of the stadium was to have a space and an area of entertainment; the supporters should then go and find the most convenient means of entertainments, comfort and enjoyment on the weekends after the long working hours at the office. They should go to the stadiums to follow their passion and forget about their daily life stress and issues and cheer for their favorite team and see it winning at the end of the day. Hence, in order to ensure their comfort and enjoyment of the sport, Safety and Security should always be kept as number one priority.



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Appendixes

Appendix 1: Questions of the survey

Appendix 2: Questions for the experts



Appendix 1 - Stadium Disasters

Questionnaire

Introduction

Hello, I am a student at the master's degree programme "Olympic Studies, Olympic Education, Organization and Management of Olympic Events" of the International Olympic Academy & the University of Peloponnese, doing my thesis project on stadium disasters in football.

This is an academic research and will not to be used to sell or promote any product or service and all your answers will be kept confidential. Please answer the questions as honestly as possible. Thank you for your cooperation.

Part I

1. Do you like football?

- a. Yes
- b. No (If no, please move to part III)

2. Have you ever attended a football match in the stadium in your country?

- a. Yes
- b. No (If no, please move to part III)

3. How often do you attend a football match in the stadium?

- a. Once every week
- b. Twice a week
- c. Other (Please specify.....)

4. Do you respect the directives of the security forces of your country on your way to the stadium?

- a. Yes
- b. No



5. How early do you go to the stadium to watch the match?

- a. 1 hour before the game
- b. 2-3 hours before the game
- c. 4-6 hours before the game

6. Which category do you prefer to sit in when you are in a football match?

- a. VIP tribune
- b. CAT 1 (on the right and left of the VIP)
- c. CAT 2 (in front of the VIP on the other side)
- d. CAT 3 (behind the goals)

7. Have you ever attended a full house football event in your country?

- a. Yes
- b. No (If no, please move to part III)

8. How did you find the entrance procedure of the fans? In terms of flow organization and entrance

- a. Very good
- b. Good
- c. Neutral
- d. Bad
- e. Very bad

9. Please evaluate the major dangerous & full house stadium that you experienced in terms of flow and entrance of spectators?

10. Have you ever witnessed any incident while at the stadium?

- a. Yes (if yes please specify and elaborate)
 - b. No
-



Part II

11. Please select any of the famous disasters that you are aware of? (Please feel free to select more than one option)

-
- 27 AD - Fidenae - Rome (Gladiatorial events, first stadium disaster with highest number of deaths)
 - 1902 - Ibrox disaster - Scotland
 - 1946 - Burnden Park disaster - England
 - 1950 - Estadio Mateo Flores - Guatemala
 - 1964 - Estadio Nacional disaster - Peru
 - 1967 - Kayseri Atatürk Stadium disaster - Turkey
 - 1971 - Ibrox disaster II - Scotland
 - 1974 - Zamalek disaster - Egypt
 - 1981 - Karaiskakis Stadium disaster - Greece
 - 1982 - Luzhniki disaster - Moscow
 - 1985 - Bradford City stadium fire - Yorkshire (Northern England)
 - 1985 - Heysel Stadium disaster - Belgium
 - 1988 Kathmandu stadium disaster - Nepal
 - 1989 - Hillsborough disaster - England
 - 1991 - Oppenheimer Stadium disaster - South Africa
 - 1992 - Armand Cesari Stadium disaster - France
 - 2001 - Accra Sports Stadium disaster - Ghana
 - 2001 - Ellis Park Stadium disaster - South Africa
 - 2009 - Houphouët-Boigny stampede - Ivory Coast
 - 2010 - Kor Royal Cup stampede - Thailand
 - 2012 - Port Said Stadium riot - Egypt
 - 2013 - Houphouët-Boigny II stampede - Ivory Coast



-
- 2014 - Kwekwe stadium stampede - Zimbabwe (not related to football)
 - 2014 Stade Tata Raphaël disaster - Congo DR
 - 2015 - 30 June Stadium stampede – Egypt
-

12. What do you think is the main major common reason of these incidents? (Please choose **only one** option)

-
- a. Bad stadium infrastructure
 - b. Bad security organization
 - c. Spectators not respecting security's guidelines
 - d. Supporters hooliganism
 - e. Other (please specify.....)
-

13. Spectators are not well treated by security forces at the stadium in your country.

-
- a. Strongly agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly disagree
-

14. Does fan behavior in your country affect the treatment of police forces towards them?

-
- a. Yes
 - b. No
-

15. In your opinion, stadium infrastructure in your country is?

-
- a. Very good
 - b. Good
 - c. Average
 - d. Bad
 - e. Very bad
-

16. Security forces in your country have the right to violently deal with the supporters in case of emergency if things got out of control?



-
- a. Yes
 - b. No

17. Should the match be stopped if some incidents occurred and supporters died in the stands?

-
- a. Yes
 - b. No

18. Do you think the evacuation plan is related to the stadium disasters causes and reasons?

-
- a. Yes
 - b. No

19. What do you think in your opinion is the most appropriate solution to end stadium disasters and having people dying in stadiums?

Part III

20. Age

-
- a. From 18 to 29
 - b. Between 30 and 40

21. Gender

-
- a. Female
 - b. Male



22. Occupation

-
- a. University Student
 - b. Post Graduate
 - c. Employee
 - d. Other, Please Specify.....

23. Nationality.....

Thank you for your time & cooperation



Appendix 2 – Questions for the experts

1. How do you see football incidents in stadiums? / *Comment voyez-vous les incidents de football dans les stades?*
2. What is in your opinion the worst disaster in sports history? / *Quelle est selon vous la pire catastrophe dans l'histoire du sport?*
3. In your opinion, are there any specific **common** reasons for stadium disasters? / *Selon vous, y a-t-il des raisons **communes** causant les catastrophes au stades?*
4. What is from your experience, is the best way to get prepared for a match in terms of safety & security? / *Quelle est selon votre expérience, la meilleure façon de se préparer pour un match en termes de sécurité?*
5. What is the first thing that you do when you get appointed in a match as a security officer? / *Quelle est la première chose que vous faites quand vous êtes désigné dans un match comme un officier de sécurité?*
6. Which in your opinion is the best way to secure a match? Stewards or police/military forces? Why? / *Quel est à votre avis la meilleure façon de sécuriser un match? Stadiers, police ou forces militaires? Pourquoi?*
7. Are there any specific measures taken for preventing deaths cases in the stadium? / *Y a-t-il des mesures spécifiques prises pour prévenir des cas de décès dans le stade?*
8. Do you think body searches are done correctly? If not how to improve them? / *Pensez-vous que les fouilles sont effectuées correctement? Sinon, comment les améliorer?*



9. How about spectators? In your opinion, how do they smuggle flares, fuming gases and firecrackers and any other substances? / *Que pensez vous des spectateurs? A votre avis, que font-ils pour faire entrer les fumigènes, les pétards et les autres substances ?*
10. Crisis management / *La gestion des crises:*
- a. How can you identify the risk level of a specific match? / *Comment pouvez-vous identifier le niveau de risque d'un match?*
 - b. How to you coordinate with the hosting federation and security forces about crisis management? VOC (venue operations center)? / *Comment vous coordonner avec la fédération hôte et la sécurité sur la gestion de crise? VOC (centre de l'exploitation des sites)?*
 - c. What would you do if the host police refused to listen to your instructions and decided to do what they believe “is the right thing to do”? (Claiming that they know their people more than you do as a security officer) / *Que feriez-vous si les agents de la police ont refusé d'écouter vos instructions et ont décidé de faire ce qu'ils croient "est la bonne chose à faire"? (Affirmant qu'ils savent leur peuple plus que vous faites en tant que responsable de la sécurité)*
11. What would you do in case you got informed of deaths cases at the stadium? / *Que feriez-vous si vous avez été informé de cas de décès au stade?*
12. How would you deal with police and spectators in case it turned out to be a political and rioting issue and not just a football match? / *Que feriez vous si vous avez constaté s'il y a eu un problème entre la police et les supporters et qu'il s'est avéré d'être une question politique et des émeutes et pas seulement un match de football?*



13. From all the past cases, it is believed that the majority of disasters occurred because of panic in the stands causing stampedes, most of them because of tear gas use by police. What is your comment on that? Do you agree with it? / *De toutes les affaires antérieures, on croit que la majorité des catastrophes se sont produites à cause de la panique dans les tribunes provoquant des bousculades, la plupart de ces cas est à cause de l'utilisation de gaz lacrymogènes par la police. Quel est votre commentaire à ce sujet? Êtes-vous d'accord avec cela?*
- a. Are there any other solutions to control the spectators by not using tear gas? / *Y a-t-il d'autres solutions pour contrôler les spectateurs en ne pas utilisant des gaz lacrymogènes?*
 - b. What can be done to control the flow of exits and spectators? / *Que peut-on faire pour contrôler le flux des sorties et des spectateurs?*
14. Are the FIFA Safety & Regulations, the Green Book, and other security guidelines enough to prevent such disasters? / *Les règlements de la sécurité de la FIFA, le Manuel vert, et les autres directives de sécurité, sont-ils suffisants pour empêcher telles catastrophes?*
15. In your opinion what is the best mean and design of stadium infrastructure in terms of turnstiles, separators, fences and doors? / *A votre avis quel est le meilleur moyen et la conception de l'infrastructure du stade en termes de tourniquets, des séparateurs, des clôtures et des portes?*



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