

LONDON BOROUGH OF HAMMERSMITH AND FULHAM

SAFETY OF SPORTS GROUND ACT 1975

AS AMENDED

GENERAL SAFETY CERTIFICATE FOR A DESIGNATED GROUND

Matrade Loftus Road Stadium South Africa Road London W12 7PA

GENERAL SAFETY CERTIFICATE ARRANGEMENTS

GENERAL SAFETY CERTIFICATE

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SAFETY OF SPORTS GROUNDS ACT 1975 AS AMENDED

INFORMATION

It is important to know all the provisions of the Safety of Sports Grounds Act 1975, ("the Act") which are relevant to sports grounds within its scope.

The following points are particularly important, but reference should be made to the Act itself for authoritative information.

(i) Right of Entry and Inspection

Section 11 of the Act gives to authorised officers the power to enter and inspect a sports ground and to make any inquiries as are considered necessary for the purposes of the Act. Authorised officers also have power to examine records of attendance at the ground and records relating to the maintenance of safety at the ground.

(ii) Alterations and Extensions

Section 8 of the Act requires notice to be given to the Local Authority before work is begun on any proposed alteration or extension to the sports ground.

(iii) Offences and Penalties

For the following offences, that is to say:

- (a) Contravening any term or condition of this certificate (otherwise than in pursuance of a prohibition notice), admitting spectators to the sports ground at a time when no application for a Safety Certificate has been made or where a certificate does not relate to the current sports ground or has been withdrawn, surrendered or cancelled; or in contravention of a prohibition notice, the penalty is, on summary conviction, a fine not exceeding the statutory maximum or, on conviction on indictment, a fine or imprisonment for a term not exceeding two years, or both.
- (b) Knowingly or recklessly making a false statement or producing, signing, furnishing or otherwise making use of a document containing a false statement.
- (c) Failing to give notice of an alteration or extension to the sports ground or obstructing an authorised officer, the penalty is on summary conviction, a fine not exceeding level 5 on the standard scale.

(iv) Prohibition Notices

Section 10 of the Act (as amended) provides that if the Local Authority is of the opinion that the admission of spectators to a sports ground or any part of a sports ground involves or will involve a risk to them so serious that, until steps have been taken to reduce it to a reasonable level, admission of spectators to the ground or that part of the ground ought to be prohibited or restricted, the authority may serve a notice (referred to as a "prohibition notice") on the Holder of the Safety Certificate or the person responsible for the management of the ground, prohibiting or restricting the admission of spectators.

(v) Appeals

Section 5(3) of the Act (as amended) provides that an interested party may appeal to a Magistrates' Court against the inclusion of anything in, or the omission of anything from, a Safety Certificate.

(vi) Transfer of the Certificate

If the Holder of the Safety Certificate ceases to be the person responsible for the management of the ground, an application must be made to the Local Authority for the transfer of the certificate to some other qualified person.

(vii) Other Legislation / Guidance

The Holder should be aware that apart from the legislation detailed in (i) above there may be other acts and guidance that apply to the sports ground. These include health and safety legislation, legislation relating to disabled people, civil contingencies legislation, The Regulatory Reform Fire Safety Order (2005), and any other specific pieces of legislation or guidance that may have relevant safety implications.

NOTE: No temporary variation of the terms and conditions of the Safety Certificate will be permitted other than in accordance with the terms and conditions of any relevant letter of consent by the Local Authority.

SAFETY OF SPORTS GROUNDS ACT 1975

GENERAL SAFETY CERTIFICATE

Matrade Loftus Road Stadium South Africa Road London W12 7PA

- In exercise of the powers conferred by the Safety of Sports Grounds Act 1975 (as amended) and all other enabling powers, the London Borough of Hammersmith and Fulham ("the Local Authority") hereby issues to: QPR Holdings Ltd ("the Holder")
- 1.1 The Holder, this General Safety Certificate in respect of **Matrade Loftus Road Stadium, South Africa Road, London, W12 7PA**, being a sports ground designated by Order of the Secretary of State as requiring a Safety Certificate.
- 2. This Safety Certificate includes the Appendices and Drawings attached hereto.
- 2.1 The words used in this Safety Certificate and the appendices attached hereto shall have the meaning assigned to them by the Safety of Sports Grounds Act, 1975, the Fire Safety and Safety of Places of Sport Act, 1987 and current edition of the Guide to Safety at Sports Grounds.
- 3. The Holder shall retain control over the whole and each part of the sports ground and shall take all necessary precautions for the reasonable safety of all people admitted to the sports ground.

The responsibility for the safety of all people at the sports ground lies at all times with the Holder.

- 4. The Holder shall, after conducting all the necessary risk assessments produce detailed capacity calculations in accordance with the guidance set out in the current edition of the Guide to Safety at Sports Grounds. These calculations shall be:
 - a) Reviewed at least once a year
 - b) Reviewed after any structural changes made at the sports ground
 - c) Reviewed after any significant safety management changes; and
 - d) Reviewed after any incident that involves implementing the Holder's contingency plans.
- 4.1 All of the above should be submitted to the Local Authority.
- 4.2 The Holder may within this document specify different capacities for different events that might be held within the sports ground.
- 5. The Holder shall ensure that the maximum number of spectators and staff that may be admitted at any one time to the sports ground and to each part thereof shall not exceed the capacities specified in Appendix 2,and shall also ensure that any measures for managing crowds prescribed in the Operations Manual and this Safety Certificate are observed.
- 6. The Holder shall inform the Local Authority of the name of the person at senior level in the organisation who is responsible for safety policy and its implementation, together

- with those of the Safety Officer and Deputy Safety Officer who shall be of sufficient competence, status and authority to take responsibility for safety at the ground and be able to authorise and supervise safety measures.
- 7. The Holder shall ensure a nominated Safety Officer or Deputy Safety Officer is present at all of the specified activities detailed at Appendix 3.
- 7.1 Unless a nominated Safety Officer or Deputy Safety Officer whose appointment has been notified to the Local Authority, is present at the ground, the capacity of the sports ground will be **zero**.
- 8. The Holder shall ensure compliance with the terms and conditions of this Safety Certificate at all times the sports ground is in use for a specified activity (see Appendix 3).
- 9. The use of the sports ground for spectator events under this Safety Certificate is restricted to those activities specified in Appendix 3 and is subject to the terms and conditions set out in this Safety Certificate. No ancillary activities or activations, apart from those listed in Appendix 3, are permitted without the prior written consent of the Local Authority.
- 10. The Holder shall give sufficient (not less than three months) notice to the Local Authority, Police, Fire Service and Ambulance Service of all forthcoming specified events not listed in Appendix 3, together with details of any activity that might require a change to this certificate.
- 10.1 The three months' notice can be waived by prior agreement with the Local Authority.
- 11. No specific activity, which has increased numbers of children attending shall take place at the sports ground, without the Local Authority's consent.
 - At least 28 days' notice in writing shall be given to the Local Authority of any intention to provide such a specified activity.
- 12. The Holder shall produce and comply with a written statement of event safety policy for all people and employees, outlining the chain of command, and covering the safety objectives and the means of achieving them and take steps to ensure that it is known and understood by all staff and voluntary workers who may be involved in ground operations:
 - a) The Holder shall also ensure that the Event Safety Policy is reviewed annually and revised as necessary; and
 - b) A copy of the Event Safety Policy shall be included in the Operations Manual and provide full details of the changes to the Local Authority.
- 13. The Holder must maintain and comply with all sections of the Operations Manual, which relates to the safety of all people at the sports ground. The Operations Manual must be structured as shown at Appendix 1, with the detailed contents developed with the Local Authority and other relevant partners. The Operations Manual is a live document with ongoing review and updates as necessary.
- 14. The Holder shall keep under review the effectiveness of the Operations Manual and undertake a formal review as soon as practicable after any incident or near miss in which safety may have been put at risk.

- 15. The Holder shall notify the Local Authority of any change to the Operations Manual and provide full details of the changes. No major alterations or additions shall be made to the Operations Manual without prior notification of changes to the Local Authority.
- 16. The Holder shall ensure a Fire Risk Assessment is completed annually or when any significant changes are made to the sports ground. A Fire Safety Plan (as detailed in the current edition of the Guide to Safety at Sports Grounds) will identify and apply precautions to prevent the outbreak and spread of fire; measures to ensure the safety of all people should fire break out; provision and maintenance of fire safety equipment and the training of staff to deal with an outbreak of fire.
- 17. The Holder shall undertake or commission a Medical Needs Assessment from a competent person or organisation. In undertaking this assessment, the local ambulance NHS trust, event doctor or event practitioner and first aid providers should be consulted.
 - From the results of this assessment the Holder shall produce a Medical Plan defining the levels of medical and first aid provision for staff and all people at the sports ground which shall be set out in the Operations Manual.
- 18. The Holder shall, on the basis of a risk assessment, produce a Stewarding Plan which will identify the equipment, permanent staff, safety management personnel, stewards and others necessary to monitor, direct, guide, manage and assist all people during specified activities.
- 19. The Holder will ensure that all directly employed in-house and agency stewards shall be trained, assessed and have achieved a Level 2 spectator safety qualification within the National Qualifications Framework, or be undergoing such training.

Stewards should not work unaccompanied until they have satisfied the following criteria:

- a) they have received training to provide the underpinning knowledge for the following units in the latest National Occupational Standards (NOS) at Level 2 for Spectator Safety:
 - i) Prepare for spectator events
 - ii) Assist with the movement of spectators and deal with crowd issues at events
 - iii) Deal with incidents at spectator events
- b) they have attended four events as a steward; and
- they have completed the Action Counters Terrorism (ACT) awareness elearning counter-terrorism and Basic Life Support skills training that are prerequisites for obtaining a Level 2 Spectator Safety Qualification
- 19.1 All in house and agency stewards shall complete their training, assessment, and qualification within 12 months of commencement.
- 20. The Holder will ensure that all directly employed in-house stewards undertaking licensable activities, as defined in the Private Security Industry Act 2001, shall be subject to initial and ongoing vetting every three years and comprising:
 - a) Identify Check informed by relevant gov.uk guidance.
 - b) Standard Disclosure and Barring Service (DBS) check (criminal records check).

- 20.1 Such initial and ongoing vetting will be undertaken in accordance with relevant guidance and best practice, including SGSA policy guidance on the SIA sports ground exemption.
- 21. The Holder may choose to employ agency stewards to undertake licensable activities as defined in the Private Security Industry Act 2001 to deliver some or all of the agreed stewarding plan to host designated football matches (as defined in SI 2000 No 3331) at the ground. In such circumstances, the Holder shall undertake checks in advance to satisfy themselves that those agency stewards undertaking licensable activities at the ground each hold a valid and appropriate Security Industry Authority (SIA) licence.
- 22. The Holder shall keep a record of the number of spectators admitted into the ground and all inspections and tests specified in the Operations Manual.
- 22.1 These records shall be available for inspection by authorised officers at all reasonable times.
- 23. The Holder shall assess in writing, the risk of incidents prejudicing public safety or disrupting normal operations and produce a series of contingency plans:
 - a) Contingency plans shall be produced in consultation with the Police, Fire Service, Ambulance Service and the Local Authority
 - b) The contingency plans shall cover all reasonably foreseeable contingencies up to and including the need for partial and/or the need for total evacuation of the sports ground and shall identify appropriate individuals and their respective tasks
 - c) The contingency plans shall be reviewed annually, after any incident, near miss or exercise
 - d) The contingency plans shall also be reviewed when any permanent or temporary change is made to the structures or installations at the ground; and
 - e) Training shall be provided to staff on a regular basis to ensure that they are familiar with the plans and the tasks allocated to them.
- 23.1 Where following any review the Holder revises the contingency plans the revisions should be forwarded to the Local Authority.
- 24. The Holder shall carry out exercises at least annually so as to ensure the emergency procedures as set out in the "contingency plans" operate correctly. The Holder shall invite the Local Authority, the police and the other emergency services to attend such exercises.
- 24.1 The Holder shall liaise with local emergency services and other relevant local partner agencies to ensure the Holder's contingency plans are compatible with the emergency or major incident plans of those other local agencies.
- 24.2 Details of such exercises, including the date, personnel in attendance, duration, the procedures tested and scenarios used, and any actions and learning outcomes shall be recorded.
- 25. The Holder shall assess in writing, the risk of crowd disorder and anti-social behaviour which may cause physical harm or injury occurring at the ground and shall develop a written Crowd Disorder and Anti-social Behaviour Plan to deal with such risks.

- 25.1 The Crowd Disorder and Anti-social Behaviour Plan shall be produced following consultation with the Police and form a part of the Operations Manual. This plan shall be reviewed annually, after any incident, near miss or exercise.
- 26. The Holder shall produce a security assessment to include the risk of a terrorist incident occurring at the sports ground which may cause physical harm or injury and shall develop a written Security and Counter Terrorism Plan to deal with such risks.
 - The Security and Counter Terrorism Plan shall be produced following consultation with the Police and form a part of the Operations Manual. This plan shall be reviewed annually, after any incident, near miss or exercise.
- 27. Using best endeavours, the Holder will agree a Statement of Intent with the Police over their respective roles.
- 28. The Holder shall notify the Local Authority, in writing, at least 28 days before any significant change of circumstances affecting this certificate. Any changes, which may involve alterations or conditions at the ground, shall be accompanied by sufficient information:
 - (a) Such information shall include two sets of drawings to an appropriate scale to clearly show the proposed works, capacity calculations and risk assessments and such other drawings as may be necessary; and
 - (b) Such calculations, risk assessments and other details as are necessary, or are further required by the Local Authority to enable them to undertake the necessary consultation and to make an informed decision on the application.
- 29. No alteration or addition shall be made to the sports ground or its structures or installations without the prior consent of the Local Authority.
- 30. The Holder shall draw up and keep up to date site plans showing the layout of the sports ground, buildings, equipment, and all details considered necessary by the Local Authority in connection with the Safety Certificate and shall supply the Local Authority with copies (Appendix 4).
- 31. This Safety Certificate is issued without prejudice to other legislation controlling the construction or use of sports grounds or buildings or otherwise affecting the Holder and does not invalidate any statutory obligation upon the Holder.
- 32. The Holder shall ensure compliance with any relevant regulations issued by the Government in response to a public health emergency.
- 32.1 The Holder will develop suitable and sufficient operational plans to respond to such an emergency and ensure compliance with any associated regulations. These amended operational plans will form a part of the Operations Manual.
- 33. The Local Authority will review this Safety Certificate annually or following any significant incident at the ground.
- 34. This General Safety Certificate is effective from the date of signature and replaces all previously issued General Safety Certificates for the ground.

Signed:

Neil Thurlow

Safety Advisory Group Chair Assistant Director Community Safety Resilience and CCTV Public Realm Hammersmith & Fulham Council Town Hall, King Street, Hammersmith, London W6 9JU N-Res

(The Officer appointed for this purpose)

Date:

3rd October 2025

Model Operations Manual

26.

The Operations Manual should be structured in the following way as appropriate (this may be in the form of a digital link to the manual held by the ground) in consultation with the Local Authority and other relevant partners.

Section Contents 1. The management's Spectator Safety or Event Safety Policy 2. Safety Management Structure 3. Capacity Calculations 4. Site Plans/Drawings 5. **Event Safety Management Plan** 6. Risk assessments for: a. Regular events b. Pre-event activities Specific events or activities C. 7. Stewarding Plan including arrangements demonstrating compliance with the Private Security Industry Act 2001 8. Accessibility Plan 9. All contingency plans 10. Security and Counter Terrorism Plan 11. Medical needs assessment and Medical Plan 12. Details of training and exercising 13. Any Segregation Policy 14. Crowd Disorder and Anti-Social Behaviour Plan 15. Public Health and Biosecurity Plan (optional) 16. Safeguarding Plan 17. **Ticketing Strategy** 18. Traffic Management Plan 19. Zone Ex Co-Ordination Plan 20. Fire Safety Plan 21. Communications Plan 22. Athletes and Performers Plan 23. All planned preventative maintenance/tests/inspections 24. Details of any commercial and non-sporting activities 25. Details of any agreed deviations to the Guide to Safety at Sports Grounds

Any relevant plans to respond to public health emergency requirements

PERMITTED NUMBERS OF SPECTATORS AND OTHERS PRESENT APPENDIX 2.

TABLE 1 - PERMITTED NUMBERS OF SPECTATORS

	BERS OF SPECIAL	
Location	Number of Spectators	Number of Spectators –
	Capacity A	Capacity B
	(League fixtures –	(Non league fixtures - min 15% where away
	10% min away will be	team allocation will be split between The
	located in The	Achilleus Security Stand "School End"
	Achilleus Security	Upper and Lower)
	Stand "School End"	
	Upper)	
The Bhatia Stand on South Africa	4,119	4,119
Road (Inclusive of 705 seats in		
Executive/Press Area)		
The Bhatia Stand	431	431
on South Africa Road East		
Paddock		
The Bhatia Stand	498	498
on South Africa Road West		
Paddock		
The Stanley Bowles Stand	4,752	4,752
(Inclusive of 12 seats in the		
Stadium Support Lounge)		
Loftus Road Stand (Upper)	3,154	3,154
Loftus Road Stand (Lower)	1,935	1,935
The Achilleus Security Stand	1,760	1,760
"School End" (Upper)		
The Achilleus Security Stand	913 (including 28 away	1,361
"School End" (Lower)	ambulant disabled re-	
	seats)	
Total certified seats for Stadium	17,562	18,010

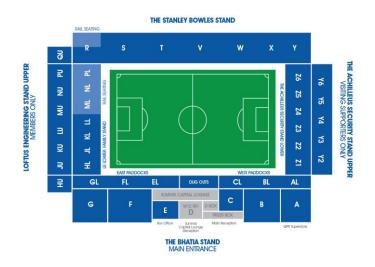


TABLE 2 - OTHERS PRESENT ON EVENT DAYS

STAFF GROUP	Number
Public Catering (General Admissions) and Hospitality Catering Staff	169
Stadium Stewarding Operation Staff	425
Operations (IT & Security Staff)	3
Club Staff: includes Team, Management, Back Room Staff & Medical Staff	40
Visiting Team Staff: includes players, staff and press	40
Maintenance Staff: includes 2 general, 1 plumber and 1 electrician	4
Ticket Office Staff	10
Turnstile Staff	35
Commercial Staff (Marketing, Fan Engagement and Sponsorship)	24
Ground Staff	6
Media (inc TV crews and photographers)	71
Cleaning Staff	14
Retail Staff	20
Total	861

SPECIFIED ACTIVITIES

ACTIVITIES COVERED BY THE CERTIFICATE

The activities covered by this certificate are as follows:

Association Football

[Note. Where an activity is proposed within the stadium and the activity is not covered above, a Special Safety Certificate may be required.]

In relation to a Specified Activity, this Safety Certificate will be in operation **2 HOURS** before the start and **1 HOUR** after the end of the activity, or until such time that the event control room has been stood down by the Safety Officer.

The responsibility for safety of those present at the sports ground lies at all times with the Holder.

GROUND SITE PLANS

A plan outlining the extent of the safety certificate (RED LINE PLAN DEMARCATING EXTENT OF THE GSC):





AMENDMENTS TO GENERAL SAFETY CERTIFICATE

Date	Certificate Version	Amendment Details
2 March 2012	1	Revised General Safety Certificate Issued
August 2012	2	Permanent amendment to capacity.
		Addition of and amendments to conditions following
	3	guidance issued by Sports Ground Safety Authority.
December 2014		Amendment to Appendix 1 to reflect permanent change
		in capacity following seating reconfiguration.
		Amendment to Appendix 1 to reflect permanent change
October 2015	4	in capacity following seating reconfiguration.
		Amendment to Council Office address.
		Amendment to Appendix 1 to reflect permanent change
August 2016	5	to capacity following review of risk assessment and
		release of additional seats for sale.
September 2017	6	Amendment to Appendix 1 to reflect a change in the
		stadium capacity owing to reduction of the number of
		seating to accommodate the new disabled area in the
		School End Lower Tier, Block Z6. 76 seats have been
		removed to provide 10 disabled positions and 10 carer
		seats. Net reduction of 57 to the stand / stadium overall
		capacity.
July 2018	7	Amendment to Appendix 1 to reflect a change in the
		stadium capacity owing to an increase of the number of
		seating to accommodate 12 persons in the TV box
		when used as a Business Lounge on non-TV-
		Broadcast matchdays
July 2019	8	Amendment of the Name of the Stadium to Kiyan
		Prince Foundation Stadium
June 2020	9	Procedures for the phased return of live sport
December 2020	10	Amendment to include additional conditions to apply
		whilst The Health Protection (Coronavirus Restrictions)
		(England) Regulations 2020 (as amended by the "All
		Tiers Regulations") are in force, requiring special
		procedures and plans for safe return of spectators
		under socially distanced and COVID-19 secure
		conditions.
17 th December 2020	11	Amendment made further to Greater London becoming
17 Becomber 2020	1.1	a Tier 3 Higher Risk region, thereby no spectators ("the
		general public") are permitted to be admitted to the
		sports ground. All matches are to be played behind
		closed doors with only cleared personnel permitted
		access in accordance with the COVID-19 Operations
		Plan and associated arrangements.
31 st July 2021	12	Amendment made to reflect the relaxation of COVID
		restrictions
	1	

30 th July 2022	13	Change of the stadium name in various part of the certificate from Kiyan Prince Foundation Stadium to Loftus Road. Removal of condition 31 related to Coronavirus legislation which is no longer in force. Change to the numbering of conditions following former number 31 to align these into a correct sequence. Amendments made to the numbers in Appendix 1 to reflect the current certified capacities and note of the name change from Ellerslie Road Stand to Stanley Bowles Stand in the same Appendix.
15 th May 2023	14	Various additions to encompass a Risk Based Certificate bringing the Certificate in line with the Sports Ground Safety Authority's (SGSA) "Wider Definition of Safety requirements". Inclusive of Standard Conditions changes introduced with the updated SGSA's Risk Based General Safety Certificate template, latest version May 2023
18 th July 2024	15	Change of stadium name Change of various stand names Spectator capacity change (overall reduction in Category A 593 certified seats and overall reduction in Category B 183 certified seats) as noted in Appendix 2, Table 1 Stadium map amendments to reflect current stand names as noted in Appendix 2, Table 1 Others present on event days change (overall increase of 110) as noted in Appendix 2, Table 2
10 th February 2025	16	Spectator capacity change (overall reduction in Category A by 38 certified seats and the introduction of 28 away ambulant disabled re-seats) - total certified seats 17,562 Capacity A Others present on event days change (overall increase) as noted in Appendix 2, Table 2
3 rd October 2025	17	Incorporates changes introduced by the Sports Ground Safety Authority's template risk-based model certificate - May 2023. (namely, Paragraphs 19 – 21) - Level 2 training in Spectator Safety requirement applies equally to all directly employed in-house and agency stewards. Change of stand name from Loftus Engineering stand to Loftus Road stand

LIST OF DOCUMENTS TO BE KEPT WITH THE GENERAL SAFETY CERTIFICATE

The following documents should be available / kept with the Safety Certificate:

- 1. Statement of Intent between the police and the ground
- 2. Safety Officers Job Description and details of responsibility and reporting
- 3. Copies of any Local Authority letters giving permission as required within this document
- 4. Schedule listing deviations to the Guide to Safety at Sports Grounds or other relevant standards that apply to the sports ground
- 5. A plan showing the geographical extent of the Safety Certificate conditions (known as the Red-line boundary)