

Managing Euro 2020 Success - Advice for licensees showing European Championship football matches in 2021



Introduction

The 2020 UEFA European Championship is a major opportunity to welcome customers who want to watch live matches in the great atmosphere provided by pubs. Postponed due to the COVID-19 pandemic, the tournament will be played in June & July 2021 but is still called “Euro 2020”.

If you are planning to show Euro 2020 games in your pub this summer, you may well already have management practices in place to deal with any issues that arise. If not, the advice below is intended to be helpful, concise guidance to ensure that you have enjoyable environments that are compliant with Scottish Government guidance and regulations over the course of the tournament. This guide has been produced by the SBPA in partnership with UKHospitality, the Scottish Licensed Trade Association, Scottish Hospitality Group, the Scottish Alcohol Industry Partnership, the Scottish Government, Police Scotland and Local Authority Regulators with the aim to encourage police, licensing authorities and the licensed trade to work together to ensure a safe and successful tournament for the hospitality sector.

June 2021



Extra requirements due to COVID-19

The Scottish Government has updated the COVID-safer workplace guidance for pubs ([Coronavirus \(COVID-19\) tourism and hospitality sector guidance](#)) so that it reflects the current level of restrictions for Scotland. The tournament begins on 11th June and ends on 11th July and therefore potentially covers movement between levels across Scotland, depending on the current state of the pandemic in local authority areas. The pertaining rules are covered in the [Scottish Government Protection Levels](#). Further updates of the Government guidance are likely so you should check it on a regular basis.

In preparing to screen any of the matches, check the relevant guidance issued by the Scottish Government that is applicable at the time for your local authority area and for the hospitality sector. In particular, make sure you understand and apply any restrictions regarding capacity, physical-distancing, group sizes/socialising rules, at seat service and management of noise levels. Also consider issues like enhanced ventilation during busy periods.

It will be important during the tournament to be extra mindful of the need for customer behaviour to be compliant with rules for hospitality and that all existing mitigating measures remain in place as per current trading conditions.

Advice for licensees

- All advice provided below should be read alongside the latest Scottish Government COVID guidance and your risk assessment should be reviewed and updated as necessary in light of that guidance
- Consideration should be given to contacting your local authority regulators and/or your local police licensing department to let them know in advance of your plans for showing Euro 2020 matches where there could be implications for either (or both) of these bodies, so that they can incorporate these plans into any actions they may be taking
- Check conditions on the Premises Licence to make sure that you are complying with all requirements, and if an Occasional Licence is needed. It would be helpful to the local authority and police to submit your request as early as possible. If you are running promotions, check they comply with the Mandatory Conditions regarding this area
- The current guidance in Scotland means it is not possible to advertise specific planned 'events' in hospitality premises, unless they are planned and conducted under the relevant [guidance for events](#), and at 2m physical distancing. However, hospitality premises can display that 'live football' or 'live Euro 2020 football' is being shown, including listing the games being played that day, and continue to operate under the hospitality guidelines at 1-metre, but should not have offers attached to this, such as a 'free pie at half-time etc.', which would make the showing an event, as would any arrangements to create additional specific indoor or outdoor spaces, such as function rooms or marquees, specifically for the purpose of showing games. Hospitality premises can also display basic/freely available Euro 2020 materials, such as flags and bunting while operating under the hospitality guidelines
- Make sure that the Designated Premises Manager (DPM) is on duty if possible. If not, a duty manager should be available to oversee the period during which games are being shown
- Ensure sufficient staff numbers are in place to cope with the anticipated number of customers and have received the relevant training, taking into account the need for at table service
- If your local authority area is in level 2 then plan your 2 hour dwell time booking slots around scheduled kick-off times to help manage turnover of customers and accommodate full fixtures (further guidance will be issued by the Scottish Government ahead of the knock-out stages where there may be extended play and thus implications for closing times)
- Make sure that plans are discussed with all staff and that any local police concerns are addressed and staff are aware
- Make sure that there is no excessive consumption of alcohol - remember it is an offence to serve somebody who is drunk or to buy a drink for somebody who is already drunk.

- **As football can often result in emotions being heightened amongst fans, be mindful of customer behaviours becoming non-compliant with the rules for hospitality, such as people leaving their seats and standing in front of TVs, shouting and singing, and not observing physical distancing. Have clear customer information available of the need to avoid these responses in the interests of safety for customers, staff and the wider public**
- If you feel admission and control could be an issue, consider use of Door Supervisors (remembering that they must be SIA registered) to help control the number of people watching matches
- Review access to your premises and consider restricting the number of entrances (should fire regulations permit)
- Promote the use of the [Check-in Scotland](#) app for Test and Protect, and remember it is a requirement to record the contact details for any customers who have not, for whatever reason, been able to use the app – this is covered in the relevant Scottish Government [guidance](#)
- Whilst fixtures involving Scotland and other home nations are likely to attract large numbers of customers to watch the game in your pub, also be aware of games where the national team playing may also attract a large following from the local community and plan accordingly
- Consider making taxi numbers/late night public transport/train information readily available to assist customers in leaving the venue safely after evening games
- Consider advance booking systems to control admission and prevent overcrowding, if this is likely to be an issue in your pub; at all times the number inside the venue should not surpass the Physical Distance Based Capacity (PDBC) which you will have already calculated. Further information on PDBC can be viewed on the Scottish Government's website (viewable [here](#))
- Consider the use of plastic glassware such as polycarbonate if necessary, particularly for outside areas and to avoid unnecessary waiting for service and/or to lessen the risk of injury - Local Trading Standards offices can give advice on implications on using plastic glassware for Weights and Measures legislation
- When serving glass bottles, consider the use of PET bottles or decanting into plastic glassware if appropriate
- If you do use glass, ensure that empties are collected regularly and any broken glass is quickly cleared away
- Be aware that under-18s may be attracted to watching events and matches in your venue; continue to be vigilant about preventing the sale of alcohol to them
- Think carefully about where TV screens are situated so as to avoid potential congestion. For similar reasons it is advisable, as far as possible, to prevent screens being viewed from outside the premises by non-customers
- Ensure noise from TVs is set within the parameters set out in the Scottish Government's guidance on background music and sound (viewable [here](#)). This requires an audio level setting exercise and consideration in the risk assessment.
- If you have CCTV, ensure that it is fully operational with all cameras recording. It would be advisable as good practice that a staff member able to operate the CCTV system is available
- Be sure to monitor and control smoking areas where appropriate, especially at half-time and at the end of the match
- Pass on any concerns or reports of disorder to local police (and other premises if you are in a Pubwatch)
- In the event of trouble outside the premises, keep customers inside
- Make sure that the DPM/duty manager holds the keys for the front doors and can secure them at any stage
- If there is trouble at your premises, call the police immediately and cease serving alcohol
- Ensure there is sufficient room available for the expected level of customers, and that there are contingency plans in place if this exceeded e.g. refusing entry if capacity is reached
- Check that all fire exits are completely clear and unobstructed and your fire risk assessment is reviewed accordingly
- Check that your premises remains accessible to all – please see the BBPA's ["An Open Welcome"](#) guidance on its website for further information

- Check whether there is a public outdoor large screen event in the immediate area. Some unfortunate incidents have occurred in the past when people have spilled out of these events and into local pubs. Consider refusing entry if this is likely to happen
- Contact your local authority regulator for any information on local requirements, and ensure noise is kept to a reasonable level for local residents, particularly if screening any matches outdoors

Screening matches outdoors

If you have licensing permission and plan to screen matches in outside spaces there are additional points to consider as part of your risk assessment:

- As per main advice, consult your local authority team on your plans to ensure they are compliant with regulations and licensing conditions
- Positioning of any outdoors screens so that as far as possible they cannot be viewed by non-customers beyond the premises boundary
- Consider the impact of increased noise levels outside with regards to local residents
- Ensure any counter-terrorism measures are reviewed and that staff have been made aware of the signs to look out for
- Consider the increased use of staff in outdoor areas during the screenings and afterwards
- Ensure that any temporary outdoor structures for either screening the match or sheltering customers have been properly constructed and that they remain safe and secure, especially in bad weather. Any such structures must be open on at least two sides (i.e. 50% of their sides) to meet the definition of an “outside space” for the purposes of the Coronavirus Regulations
- Ensure you have contingency plans for sudden weather changes that may result in customers seeking shelter indoors and potentially cause over capacity issues
- Review toilet provision and consider if additional capacity is required outside i.e. portaloos
- Ensure suitable toilet management is implemented to minimise the need for queues

Further guidance

The SBPA strongly advises licensees to carry out an additional risk assessment to complement the required Covid-safe premises risk assessment under [Scottish Government guidance](#), and record any decisions made. Such a record will be useful if despite your best efforts some individuals are determined to cause trouble in your premises. The BBPA has produced a guide, [‘Managing Safety in Pubs’](#) which may be of help when developing risk assessments. This is free to download.

Counter-terrorism considerations

Whilst no specific threat has been identified it is important that premises consider the risk from those intent on causing wide-scale harm and panic and should therefore remain vigilant for anything that seems out of place or unusual.

Licensed Premises remain attractive to terrorists seeking to attack publicly accessible locations where large numbers of people gather. A risk assessment should be carried out that takes into account the premises preparedness and resilience, the security culture of all staff. Security planning should be responsive to any necessary changes in security functions as a result of COVID-19, such as searching or managing queues of people. Health confidence will be important to your security staff and they must be supported with appropriate PPE so they remain confident in carrying out their security responsibilities.

Threat Level: Terrorist Threat Levels are published online. Knowing where to find the threat levels and understanding them is important when security planning. Understanding the threat can help inform your risk assessment and ensure appropriate and proportionate security arrangements are in place, and help prioritise actions as threat levels provide an indication of attack likelihood. www.mi5.gov.uk

Suspicious Activity: Terrorists like all criminals will reconnoitre their targets. Staff must be vigilant and confident they can report suspicious behaviour without delay. **If you suspect there is immediate danger** you should tell a Police Officer by dialling **999** or if there is no immediate threat please call the **National Anti-Terrorist Hotline – 0800 789 321**. If you see something that doesn't feel right, the Police want to hear from you.

Guidance Documentation and Support:

- Physical Distancing and Search Guidance
- Protecting Queues for Vehicles Used As Weapons
- NaCTSO Crowded Places Guidance – www.NaCTSO.GOV.UK

It is highly recommended that management and staff undertake the free online **Action Counters Terrorism (ACT) E-learning Counter-Terrorism Awareness** product. For further info and registration follow <https://ct.highfieldlearning.com> and download the **ACT App**. For further information please see www.NaCTSO.GOV.uk or ct@highfieldlearning.com

Please contact your Force Counter Terrorism Security Advisors. For further contact information visit www.NaCTSO.GOV.UK and use the Crowded Places Guidance pathway.

Check-in Scotland – Test and Protect

Further details and resources are available from the Scottish Government to help businesses use the [Check-in Scotland app](#) and have in place QR codes. It is a legal requirement to collect contact details from customers in hospitality premises to support [Test and Protect](#).



General

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