Innovation approach to safety management during football match in Poland in football fans identification practices: Legal and organizing aspects

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Abstract:

The main aim of presented work is a complex analysis of a current state of safety of football supporters during football matches, focusing on the safety management and identification of persons. Primarily, the study was based on analysis of the current legal solutions in Poland and their practical application in one of the First-division football clubs considering the point of view of the match Organizer and football supporters. An organizer is a crucial subject responsible for providing a required safety level of participants of a football match. The principles of football match security management in Poland are defined by the Act on mass events security, FIFA and UEFA guidelines, internal regulations of Polish Football Association and football clubs. Over the last decade, these regulations have been updated several times, but these amendments to the law has not yet been completed. The introduction of innovative and effective solutions should be based on a prior risk analysis, an assessment of sense of security and needs of football match participants, as well as the current experience in the field of security management and the implementation of latest technical and technological measures. These criteria should be taken into consideration in subsequent amendments to the Polish law and further protective implementations in this regard.

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Keywords: Football supporters, Innovation, safety management, technological measures

Introduction

Football matches have always triggered controversial emotions. They are a kind of mass events with great cultural power that unite the whole nation escalating to a range of festival. Football games are associated with strong emotions, both good and bad. Usually, these emotions are massive support for the team, but from time to time, due to relatively small groups of hooligans, may turn into aggression that brings a serious threat to the
safety of all participants, not only during the match but also in the real life and sometimes cyberattacks (Ochoa Siguencia, Panisoara, Ochoa-Daderska, 2010). Therefore, there was a need to take on strong lawful actions to suppress these events, which lead to an establishment of a complex system that can provide a high security level of mass events. A heart of this system is an obligatory personal identification. Obviously, the system generates a number of difficulties associated with accomplishment of requirements for both, clubs and supporters. Having been introduced amended legal solution, a decrease in the number of aggressive incidents was observed. The aim of research was the evaluation of efficiency of personal identification as a measure to improve the safety of mass events participants. Particularly, attention was paid to a scope of identification data and its impact on the security level. Evaluation was based on opinions of Ruch Chorzów supporters and stewards, club security manager and lawyer. Analysis of obtained results allowed to conclude that personal identification increases the level of supporters safety. However, present system requires modifications, but without launching additional legal solutions.

Methodology:

Evaluation of a current personal identification system was based on the opinion of interviewee about: a necessity and an adequacy of identification, an influence of the system on an increase in the sense of personal safety and the level of mass events security. In order to perform the research, following methods were selected:

- an analysis of the past and the current norms of the universal law in Poland, as well as proposals, justifications and literature;
- a survey of two groups of respondents: fans and stewards;
- an interview with a representative of Organizer of football matches and the data protection lawyer.

The questionnaire addressed to the fans of the Ruch Chorzow football club allowed to get to know their opinion on the necessity of the system to identify supporters and whether it is appropriate. The fans answered questions on whether the introduction of the system actually improved the security level in football stadiums and peoples’ sense of security. The examined group was also asked to propose additional solutions which they believe would improve the safety at football matches. The survey participants responded also to what they think about the scope of personal data (name, last name, social security number, facial image), which was in force at the time of the survey in 2014, before the last UBIM amendment and whether they share their personal data readily. Similar issues were raised in the survey to stewards.

In addition, they were asked about the impact of the identification system on an improvement of quality of their working conditions, a frequency of incidents involving fans, a decrease in hooligans’ impunity and whether they think the fans feel safer and share their personal data readily. The interview with the

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1 Ruch Chorzów is a football club founded in 1920, 14-times champion of Poland. Ruch is playing in polish first division (Ekstraklasa SA) from season 2007/2008 which coincides with period of insertion of identification system
representative of Organizer has provided a professional opinion about changes in safety conditions on stadiums, which have occurred after implementation of the personal identification system for identification of persons, and about difficulties related with this process. Moreover, the personal data protection lawyer outlined his approach towards the complexity of the system for identifying persons in the light of UBIM. The collected information was analyzed and compared with available references and literature on the subject in an attempt to carry out a real assessment of the system for identifying persons functioning and its impact on the safety of football games.

**Analysis results**

Football because of its ubiquity is the most popular sport what is evidenced by masses of fans gathered in stadiums cheering their club or national teams. Massive character of these events, occurring hazardous incidents and risk analysis resulted in the need to assign them the status of so-called mass event. Football games are not the only mass events in Poland, however, due to their size and number they are both the most common and most popular. The specific nature of mass events and the need to provide the safety of their participants engendered the need of deployment of separate regulations. In 1997, occurrence of these facts supported by the assessment of legal status at that time, resulted in the development of a new legal solution. Act on mass events security was adopted by the Polish parliament on 22 August 1997.

The act of 22 August 1997 on mass events security (Dz. U. 1997), which entered into force on 19 March 1998, was the first one which comprehensively regulated the safety of mass events in Poland. This document defined the powers and duties of the Organizer, the procedure for issuing permits to carry out the events, and the extent of liability for damages caused during the event. Participants of mass events have been obliged to abide by the rules of mass events and also behave so as not to affect the safety of other people. The act also regulated the procedure of imposition of the stadium ban and obligated to identify participants of mass sports events, as well as the rules of the collection and processing of information on mass events. This act during the term has been amended on several occasions (Dróżdż, 2015).

The fact is that the 12-year-old legacy of the Act of 1997 significantly improved the situation of security at mass events. However, in the face of the growing danger on the stadiums, the bill was not an effective tool to ensure safety. In 2008, the work on a new bill had begun in order to provide a legal base for more effective protection and enforcement of safety regulations. The main reason for introducing the changes was an allocation of the 2012 final tournament of the UEFA European Football Championship in Poland and Ukraine. Justification for the change stated that "in its current form, after the amendment on 6 July 2007 the provisions of the Act of 22 August 1997 has lost an internal cohesion and could no longer protect
spectators from growing phenomenon of stadium hooliganism.\(^2\)

The current law on mass events security of 20 March 2009 (Dz. U. 2009), which replaced the earlier regulation entirely, comprehensively describes the management of mass events. The law came into force on 1 August 2009, with an exception that article 13 paragraph 1, in relation to football matches organized outside the framework of the professional league, entered into force on 1 August 2010. The act is divided into 10 chapters and includes 80 articles. It should be noted that section 9a expired on 31 December 2012. The reason for this was the nature of the article, which referred to UEFA EURO 2012 (Sabat, 2012). The last UBIM amendment took place in September 2015 and major changes were made within article 15 on electronic identification systems of people at football matches. First of all, the range of required personal data was reduced to name and social security number, excluding a facia image. Previously, stadium identification systems were integrated with the central systems by the identification number generated by an administrator of the central systems.

The number was valid for five years since release date. This provision has been repealed and now fans identification systems are based on their Social number (PESEL) (Dróżdż, 2015). Latest amendment also limited the obligation to hold the compatible identification system on the highest three football class divisions, discharging football clubs of the lower classes, for which implementation of the system constituted far too heavy financial challenge. Also the way of appealing against the stadium ban, which may be imposed by the Organizer against a person who committed the violation of mass events regulations, has been modified. Previously, a punished supporter had a possibility of sending an appeal to the institutions managed by the Polish Football Association and Ekstraklasa S.A., while now the only way of defence is a request to a match Organizer to reconsider the case. Latest amendment resulted also in shortening of the notification deadline for mass events from 30 to 14 days before the scheduled start date, on condition that the nature of a mass event is consistent with the intended use of the object or in exceptional and duly justified cases.

Electronic identification system of spectators is a technologically modern, comprehensive solution developed to improve the safety of mass sport events participants. The amendment UBIM of 31 August 2011 obliged all football stadiums and sports facilities to implement this system (Kąkol, 2012). Prior to the amendment, the Polish Football Association, pursuant to a resolution, created the Central Database Fans in order to harmonize the principles of functioning of system of identification of person. The amendment of UBIM committed all football clubs affiliated with the Football Association, organizing mass events to carry out an identification of football matches supporters and keep records of the data described above (Kąkol, 2012). Previously, this duty was applied only toward football fans of clubs belonged to the professional league [Ekstraklasa SA] (Kąkol, 2012).

Integrated personal identification system, beside a compliance with the rules imposed by UBIM, must also meet the requirements set by the guidelines of UEFA and the International Federation of Football Association.

\(^2\) Justification for the draft law on mass events security, Parliament VI term, printing nr 1074, s. 59.
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(FIFA - fr. Fédération Internationale de Football Association); PZPN guidelines on certain technical requirements for the location and construction of new stadiums (PZPN, 2007); Ekstraklasa SA guidelines in relation to the card fan (Karta kibica) and stadium identification systems of persons (Control system) and finally the Act on the protection of personal data (Dz.U. 1997) and the Polish Accounting Act (Dz.U. 1994).

Features of the system include: identification of persons, management of ticketing, control of the fans’ site of staying in football match duration, control of an access to specific sites and verification of information on stadium bans and judicial decisions (Dz.U. 2009). Its main role is to prevent crime, particularly the activity of hooligans (Sabat, 2012), by the control over the identification of persons, tickets sale, a site and residence time of fans during football matches and especially, verification of decisions on prohibition of participation in football matches (Kotowski, Kurzępa, 2012). Functioning of the identification system of football spectators and all its components are presented in Fig.1.

**Figure 1.** The block diagram of the interaction between the various modules of the electronic identification system.

1. Applying for a card fan.
2. Issuing a fan.
3. Purchase of a ticket using the card fan.
4. Request the status of the card fan sent by electronic ticket sales to the central identification system fans.
5. Answering the question about the status of the card fan in real time - in the case of a positive result of the verification of the status of the fan, to electronic ticketing system are sent feedback data necessary to issue the ticket. As a result of negative verification of the status of the fan, is sent back the information on the prohibition of the sale of the ticket for the specified query card fan.

6. Inform the access control system for the sale of the crossing of the ticket associated with the card fan.

7. Access control based on the fan card when crossing zones, access control readers equipped with non-contact scanning card.

8. Information in real time about the crossing zones, access control using card fan.

9. Periodic transmission of collecting information about the status of the card fan.

10. Notifications in real time about events related to the security of mass events.

11. Record information about prohibitions club.

Source: Developed by the authors

The first fan identification system has been implemented in England in 1989, after the tragedy in Sheffield. Lord Popplewell ordered that every fan must have ID that contains personal data of supporter assigned number and photography. Receiving person identifier, was treated as a ban to entry the stadium. Introduced in the 90s in England the monitoring systems of stadium, was used to suppress the hooligans sense of anonymity. In 1996, on the stadiums of Premier League clubs the Photophones computer system has been installed. It takes photos of hooligans that within 30 seconds are transmitted to the stadium police stations, enabling quick response of the Police and strangle the stadium riot in the bud (Dudala, 2004).

The identification of people at football matches is mandatory to the Organizer, the seller and legitimized participant of the match. Anyone who want to purchase a ticket for the game of football is obliged to present an identity document, namely: identity card, temporary identity certificate, passport, driving license, student card or document confirming the identity of a person based on the image of her face and address. The seller need to put on the ticket a personal data of the buyer and the number of seat at the facility where the event is organized. The Organizer is obligated to attach information about system of identification in the application for organization of a football game (Kotowski, Kurzępa 2012).

In practice, the introduction of the obligation to have compatible electronic systems for all football clubs conducting events proved to be troublesome for some financial reasons, especially for clubs from lower leagues. It came to the fact that local authorities seemed permission to carry out a mass event, despite the lack of the required system. The Organizers started putting off football matches from the category of mass events, by setting the maximum number of fans to 999 (Dróżdż, 2015).

The biggest challenge during the implementation of the identification system of fans was
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a range of required personal data in relation to the degree of their usefulness as well as provisions on the protection of personal data, which resulted in the recent amendment of UBIM. Act

The data stored on the fan ID despite of those required by UBIM may be extended, depending on the requirements of a particular sports club, including biometric data. Identity verification based on biometric data is determined by the use of biological information. This solution is the most perfect example of identifying people as the human body has some properties unique to each individual, which can be used to distinguish one person from others. Biometrics uses: scanning a fingerprint or iris, voice identification and face recognition. Therefore, the biometric system immediately verifies the "who we are", skipping the stages of identity verification appearing in the classic system identification of persons, that is what a person has (chip card, key), and what a person knows [a password, PIN] (Dereniowski, 2012).

Security technologies, including advanced solutions allow entrance to the stadium(building), only the owner of the card, not the holder, for example thief. However, even fingerprint scanners are not infallible. Optical scanners can confuse a real fingerprint with its picture and capacitive scanners, can be deceived by applying thin, gelatin cast of finger. If there is a falsification of biometric data, the problem is much bigger than for example in case of theft of magnetic card / chip or fraudulent use of personal identification number (PIN). Unlike fingerprint or iris, PIN code or magnetic card / chips you can always form again (Utkin, 2005).

Fans faces system identification has great potential. Programs which recognize the face change its geometrical properties into the code and compares with thousands or even millions of others in the system (Dereniowski, 2012).

One of the most popular programs is FaceIt, which compares the images captured in the crowd at the stadium with photos from the criminal cards (Utkin, 2005). Currently, virtually every stadium where the matches are played within the Ekstraklasa or I League have installed a monitoring system, but the clubs do not show particular interest in the introduction of the faces system identification, although such a system could help searching for supporters responsible for vandalism or riots. Nowadays this is an extremely arduous process, causing the demission of searching the recordings from the monitoring, because it is considered as difficult and inefficient. The image of the face is identification data with high unused potential.

The only club who introduced a similar system is Cracovia. It involves scanning the faces of fans before entering the stadium. Face scan of a ticket/season pass holder is compared with database. By using biometric identification system of fans, Cracovia reduced to a minimum verification of the identity of the fan by steward. The arguments against the introduction of face scan as a identify supporters tool sued Legia Warszawa. It has been found that in the case of stadiums system has a low efficiency and is easy to disrupt, through a different angle of inclination, hats, scarves, sticking chewing gum, or the use of spray paint. Cracovia admitted that the system of scanning the face is not flawless, but his learning ability makes it
functioning better from game to game (Bodziach, 2010).

Analysis of the supporters and steward service opinions presented in the framework of the questionnaire and interview with the executive in charge of safety and a personal data protection lawyer, allowed to answer the most important question. Is the identification of spectators improves safety at the stadium? 85% of respondents supporters said that the identification is a factor that improves the security at the stadiums in at least moderately (Fig. 2). Of the same opinion were all interviewed stewards. Interviewed, both the manager of security and lawyer, responded affirmatively to this question. Therefore it can be concluded that the identification of people contributes significantly to improving safety at mass events - football matches. This means that the participants of football matches are aware that since the adhibition of personal data to a system of identification their actions are monitored and controlled, and therefore there was an elimination of the sense of anonymity and impunity among the hooligans. Viewers know that the need for a fan card is to eliminate cases of attempt to purchase tickets by people punished with stadium bans or club prohibitions.

**Figure 2.** Respondents' opinions about how the identification improved safety at the stadium.

![Pie chart showing respondents' opinions abouthow the identification improved safety at the stadium.](image)

- In the survey presented to stewards they were asked that in their opinion introduction of the identification of persons restricted fans impunity. As many as 90% of respondents admitted that they felt that identification reduces the feeling of impunity.
- It can be assumed that the threat of rapid detection of offenders by identifying people, and responsibility for the act...
committed, effectively deters many potential perpetrators and tends to think about their behavior during the event.

- Fans were also asked to propose additional solutions, which, in their opinion, can increase the level of safety at the stadium (Fig. 3).

In the opinion of fans, security at the stadium would be greatly improved through the organization of Ruch Chorzow matches on a new modern stadium, as the ul. Cicha 6 stadium in Chorzów is not. Spectators of football matches also pointed the need to increase the number of stewards during match and suggested effective enforcement of stadium bans and higher penalties imposed for violation of a mass event or object regulations. It is notable that the two above-mentioned proposals to improve safety have been independently from fans, quoted also by the stewards. This suggests that being in the stadium, fans still have contact with people who violate the rules of a football game, and they are not punished. This respondents opinion may constitute a contribution to reflect on tightening of rules in ACT.

**Figure 3:** The solutions proposed by the respondents, which they believe would improve the safety of the stadium

<table>
<thead>
<tr>
<th>Solution</th>
<th>Number of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better cooperation with supporters</td>
<td>1</td>
</tr>
<tr>
<td>Lack of Ultras sector</td>
<td>1</td>
</tr>
<tr>
<td>&quot;It's hard to say&quot;</td>
<td>3</td>
</tr>
<tr>
<td>More discreet protection</td>
<td>4</td>
</tr>
<tr>
<td>Less number of stewards</td>
<td>4</td>
</tr>
<tr>
<td>Less number of police forces</td>
<td>5</td>
</tr>
<tr>
<td>&quot;It's O.K.&quot;</td>
<td>6</td>
</tr>
<tr>
<td>No answer</td>
<td>6</td>
</tr>
<tr>
<td>Better monitoring system</td>
<td>11</td>
</tr>
<tr>
<td>Greater professionalism of security forces</td>
<td>12</td>
</tr>
<tr>
<td>Tougher penalties/effective execution</td>
<td>16</td>
</tr>
<tr>
<td>More stewards</td>
<td>18</td>
</tr>
<tr>
<td>New Stadium</td>
<td>39</td>
</tr>
</tbody>
</table>

**Source:** Developed by the authors

Original article at: http://ijoaict.inbie.pl /1-1/innovation-approach.pdf
All respondents and experts participating in the survey were also asked about the necessity of the system of identification. Based on widely popular opinions, it would seem that the fans recognize the identification of unnecessary and burdensome. However, the results of this survey indicate that fans agree on the need to identification. More than 84% of fans is of the view that the identification of people is essential, and 60% said that since the introduction, identification definitely improved security at the stadiums. You can presume that the impact on this state of affairs has a period of time that has elapsed since the introduction of the obligation to identify fans during purchase a ticket for the match. The fans managed to be somehow "tame" the current situation, look at it from a distance, to appreciate its advantages and indicate disadvantages.

The identification system at the beginning of its operation caused frustration of many people. Additional formalities and activities associated with it have been perceived as some disadvantages, which obscured the participants the need and purpose of obligatory identification at football matches. Until fans noticed an improvement of safety, they were able to appreciate the advantages of the system of identification of people and accept the existing state of affairs.

Yes to the above question answered all stewards ordinal judging that the identification of fans greatly reduced the sense of impunity among hooligan communities. Furthermore, 72.5% of them also said, the implementation of the identification improved their working conditions. With the introduction of an electronic identification system for fans at the entrance to the stadium stewards no longer have to verify the identity of any person crossing the gates of the stadium. This means they can work more efficiently, spending less time to person exceeding gates and, ultimately, focus more on guarding the order at the stadium. They are able to devote more attention to what is happening in the different sectors and control people entering the stadium for possession of prohibited on mass events items and the state of their sobriety.

The system of identification that makes fans and hooligans in particular, have a sense that each person sitting in the stands is "clipped tag". It can be expected that in the event of a confrontation with a security guard, identified fans have less tendency to resist and more humble restrict service orders. They have a consciousness of the fact that they do not escape from responsibility, and potential resistance from their side could only worsen the situation.

According to the security manager and lawyer, identification of persons is necessary and is an important aspect to reduce the sense of anonymity of football matches participants. Security manager suggested, moreover, that the identification is only required when it is comprehensively and thoughtfully applied. It is fitting, therefore, that a person with many years of practical experience, is able to identify the best attributes of the system of identification, both errors and shortcomings, as the positive aspects of its operation.

Respondents were also asked to present their opinion about identification fan card system. In response to a question, the vast majority of fans (83%) indicated fan card system introduced by Ruch Chorzow SA as appropriate. Those who responded to this question negatively had a chance to develop their response. The most common argument was decrease in attendance at the matches due to the introduction of additional procedures.

Most likely, people treat the need to develop the additional document as an inconvenience and difficulty in accessing the spectacle. This is a very legitimate view, as the to make the fan card is only approx. 5 minutes from the submission of a correctly completed short application. Cost is
also not high, it is because 5 zł. Security Manager, in an interview confirmed that the functioning procedure of the production of fan card is not much difficulty, however, he is opposed to such a solution in the case of a single entrance to the stadium.

He suggested that a better solution would be to replace the card fan with a biometric system, which could directly scan identity cards of participants of football game. In the current situation, the image of the face is characterized by a small utility, because in current system, based mainly on the identification data it is very little used. Security manager has rightly pointed out that comparing the image of the 27 000 people in the database with video material recorded during the match, almost does not bring any results. Because images in the database are often outdated and unclear.

Another argument contrary to the currently functioning system of identification, cited by the surveyed fans is the lack of a unified identification system of fans throughout the country for all possible matches. Commenting during the research the current scope of the personal data (ie. Social security number, name, face image) necessary to identify, 73% of the surveyed fans said it was suitable. The remainder of the respondents, which is the opposite opinion, mostly claimed that a sufficient range of data is the name and PESEL number. The survey also showed that about half of the fans were reluctant to provide their personal data. Despite this, the vast majority of them (nearly 82%) would still participate in Ruch Chorzow matches, if the scope of data required for identification has been increased. Compatible with the second group of respondents opting for resignation from the obligation to provide facial image was also a security manager. Among the interviewed stewards, only 3 people not approved current identification data range. More than 74% of fans said that with a sense of awareness that all participants at the match are identified, their sense of security has increased. When stewards where asked about the opinion of participants sense of safety, more than 40% said that viewers feel safer. 42% of employees could not clearly answer this question. This is somewhat understandable, since it was hard to put them in a situation of the fans. A similar position was also presented by lawyer.

The preceding opinions shows that feeling safety is very personal matter. Only when we ask about opinion directly the person concerned, we can get a credible and reliable answer. It can be presumed that, for each individual, personal safety may be at a different level and its affect various factors. For some people it may be, for example the potential threat during increased risk level mass events, for others insufficient security service, or real and direct threat to life and health.

Highly doubtful is the assumption that you can create a top-down system, which will ideally meet the security needs of all people participating in the event. The events that have taken place over the years, show how many factors can affect the state of the people sense of security and how that is nearly impossible to completely eliminate all risks. However, you can rightly conclude that the implementation of the system of identification significantly reduced the negative impact of one of the key factors - the human factor.

**Discussion**

When we talk about the sense of security, we mean the subjective feelings of the person. No one wants to come to an event or a place where you do not feel safe. It is crucial for the Organizers to ensure the proper level of the sense of security during mass events, inextricably linked to the attendance at football matches. At the end of the nineties, football stadiums and football matches were synonymous of danger. Appearing on them, anonymous viewers, which came to the stadium, not in order to cheer and support their team, but to initiate a brawl with fans of the visiting team. Still today, in the terminology of sports fans there is a concept of "merry nineties." Identifi-
ification of the people in those days was voluntary and not mandatory (Ochoa, Wojcicki & Ochoa, 2013). Fan cards was documents entitling to purchase cheaper tickets. What is interesting is thanks to them in 1998. Club Ruch Chorzow applied to their fans involved in brawls a stadium ban (Dudala, 2004). Highly functioning system of identification primarily pursues a preventive function, not letting into the stadium people, which has been covered by all sorts of bans. The time and place of the event system serves as a "deterrent" to the fans who would like to afford impunity for violations of the law.

In the reports published annually by Ekstraklasa SA (report of security at matches), we read that the most effective ways to combat aggression in the stadiums are, in the opinion of fans: effective detection and prosecution of perpetrators, high penalties for offenders and better control during entering the stadiums. Higher penalties and their efficient execution have also been suggested as a ways to improve stadium safety by interviewed community of Ruch Chorzow supporters and employees steward agencies.

All the above methods are inextricably linked with the process of identification of persons. Identified spectators are less likely to breaking the rules of the mass event or regulations of the object on which it takes place, knowing that the punishment that can meet them for it, would be rapid and painful. Identifying people at football matches creates among fans aware that by finding individual perpetrators it will not be applied to them the principle of collective responsibility. Currently statistics show that thanks to the effective enforcement of single stadium bans, there is less and less necessary to impose penalties on the football team playing matches without audience participation. Of the 296 matches played in the season 2014/2015 at only one there was a disturbance of violence. For comparison, in the season 2013/2014 such incidents recorded in the number of six. It can therefore be assumed that since the introduction of compulsory identification system fans turned the fan culture and violence is accepted less and less. In a few years it may be that there will be modifications to the structure of community sports fans. Effective enforcement of sanctions will make to disappear "attractiveness" of being a hooligan, for the development to be an "ultras". Already, among the fans, greater weight is attached to the housing and quality conducted doping, than to demonstrate aggressive behavior. All this contributes to the decline of hooliganism at football matches and improve the level of safety.

According to research carried out for this study one of the key issues to improve safety, in the opinion of the fans Ruch Chorzow, would provide a new facility for playing football matches. In the latest report on the organization of the Polish Football Association and the state security of a football match in the 2015/2016 season (PZPN, 2016), 81 year-old stadium Ruch Chorzow, came in last place in terms of the viewing conditions of the match and evaluation of the infrastructure facility. As the experience of the historical tragedy that took place at the football matches, the cause of many of them was outdated design object or a football stadium infrastructure inadequate adaptation to the contemporary requirements. Although the Ruch Chorzow stadium is allowed to functioning, fulfilling the licensing requirements, fans are calling for watching sports events in conditions of greater comfort and modernity.

The vast majority of fans, employees of steward agencies, as well as the head security stated that the identification of people is necessary, but carries some burden and inconvenience. In the future, we might consider less restrictive forms of identification. The first step were made in this direction was the recent amendment UBIM dated 11.09.2015 of the year reduced the amount of data required to identify persons involved in mass events, eliminating the face image. For a set of data covering only the name and PESEL number opted both fans participating in the poll and the security manager, which gave as the reason for the low utility of the image of the face in the
process of identifying people. The best solution would be the use of biometric system based on the measurement of the geometry of the face, but again it would be connected to it with huge financial outlays, while any, have already been incurred during the implementation of the current functioning identification system.

Introduced in 2011, the obligation to identify people at football matches has met from the beginning with considerable disapproval of the football clubs, particularly the lower classes divisions, as it was associated with huge financial outlay. However, the number adverse incidents, which, thanks to the efficient identification, there were undoubtedly an important argument in favor of maintaining the existing requirements and continuous improvement of identification system. Modern stadiums, as well as stronger presence of Polish football in a European areas must go hand in hand with efficient methods to ensure the safety and convenience of the participants of football events.

Identification of people is now a tool that perfectly improved process of safety management at football matches. Starting from the technical issues, the reports of the entrance gates can accurately estimate the number of participants in the next matches scheduled in the schedule of the competition, which in turn makes it easier to estimate the quantities of required stewards. Compatible systems collect information about participants of matches contain data on high usability in the process of risk analysis and facilitate an opinion on the necessary size of the forces and resources required to secure the mass event, objections to the technical state of the object / area and the anticipated threats. Identification of persons unquestionably increased the value of some of the key elements of safety management systems, which are continuous improvement and prevention.

It should also emphasize the economic aspect of identification during mass events. Although, implementation of the system of identification in the stadiums associated with huge costs, now it reduces the cost of the organization of the match. For example by reducing to a minimum the number of security personnel if a risk analysis shows no need to take any extraordinary measures. Sporadic occurrence of stadium riots, is directly related to lower losses in the property.

Indispensable to the functioning of the identification system is the process of collecting and processing personal data. Undoubtedly, this is a handicap, because you must ensure the security of these data in accordance with law. You must have the proper tools to protect data from access by unauthorized alteration, loss, damage or destruction. As commented a lawyer specializing in the protection of personal data, in practice, you should have a backup copy of the data and for the processing, electronic data must be encrypted.

**Summary and conclusions**

Replies received from guests of an interview with the results of the survey were sufficient to confirm that the identification improving the safety of the mass sports events - football matches. The current system of identification of supporters, does not require additional solutions not specified in the current rules.

The effectiveness of the system of identification fans manifests itself primarily in the efficient enforcement of club and stadium prohibitions, and the elimination of a sense of hooligans anonymity at the stadium, which contributes to a decrease the frequency of ascension inappropriate behavior. Identification of people at football matches is essential as it provides quick access to data of potentially dangerous and spectators disinterested in sport. Given the scope of the data required to identify, it can be narrowed down to the name and PESEL number. The removal of the requirement to present the image of the face should not affect the quality of the system of identification in the stadiums. Sharing the image of the face would be justified if introduced the
biometric identification system. Following the above arguments, the legislator in recent amendment abolished the obligation to include the image of the face.

It should be noted that while maintaining the highest efficiency system should be the most simplified, increasing its accessibility for all potential participants of mass events. Identification of people at the same time facilitates the work of the organizers and provide them with additional problems. The problem may be a need to processing personal data and associated with it extensive procedures. The obligation to provide personal data by supporters met with their hand with greater resistance, but the participants of mass events admit that they do it reluctantly. Despite this, if, in the future the range of data required for identification will be increased, they still be attending matches.

The implementation of identification greatly improved the working conditions of stewards. The guards do not have to face the anonymous crowd, but are in contact with recognizable participants of mass events. Identification of people contributed to a reduction in the number of incidents involving fans. The perpetrators of these events can be easily recognized and effectively punished with the approval of the other participants, which now no longer fear common responsibility. With the awareness that all participants in a football match are identified, the fans feel safer.

Moreover, in the Ruch Chorzow SA fans opinion, playing matches on the new facility would greatly improve safety conditions. This would encourage a higher turnout of people coming to the matches and reduce the amount of incidents involving fans.

The research helped to demonstrate that the identification of persons is one of the most important elements of safety management. Introduced identification system acts as a highly proactive, so that the Organizers of football matches are able to anticipate and prevent many dangerous incidents. As a result, the order is saved and the fan culture and sense of security of participants continues to grow.

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