



Acceptable Behaviour Policy

Behaviour at home and away matches is governed by the EFL Ground Regulations and Conditions of Issue, which relates to the purchase and use of our season tickets, memberships and match tickets. Season ticket holders and match day ticket holders are also subject to the following conditions of the club and can be found on the club's website:

- Customer Charter
- Ticket Policy
- Covid-19 Code of Conduct

Supporters who contravene these regulations may be subject to ejection or ban from the Swansea.Com Stadium, or prohibited from travelling to away games. The contravention will be investigated and, depending upon the results, this may lead to a number of outcomes, such as a warning, banning order and even the reporting of the incident to other governing bodies.

It is important to note that the breach of some Ground Regulations may also constitute as a criminal offence and the Club will support the police in their enquiries and where necessary, any subsequent prosecution.

We will also look to provide guidance and support to any supporters or other eyewitnesses who report an incident, or are able to help further an investigation.

For the avoidance of doubt, if a supporter is identified to have breached the above aforementioned Regulations or Policies, or brought the Club's name into disrepute, including

in relation to away travel and fixtures, further action will be taken in line with the guidance within this policy.

OFFENCES RISK MATRIX:

OFFENCES

The table below indicates the type of penalties that may be issued against supporters. Please note this is intended as guidance only.

	Ejection	Written Warning	3 match ban	6 match ban	12 month ban	Indefinite ban
Unacceptable conduct: Persistent standing, deliberate vandalism, visiting supporters in home areas	Optional action	Minimum suggested action	Maximum suggested action			
Discriminatory behaviour: Inside or outside the stadium, including social media	Optional action				Minimum suggested action	Maximum suggested action
Persistent foul and abusive language: Towards players, staff, fellow supporters home and visiting			Minimum suggested action	Optional action	Maximum suggested action	
General disorder: Fighting, physical assault, damage to club property	Optional action		Minimum suggested action	Optional action	Optional action	Maximum suggested action
Missile throwing: Objects thrown on to the pitch, in stands	Optional action			Minimum suggested action	Optional action	Maximum suggested action
Pitch incursion: Pre, post or in-game	Optional action			Minimum suggested action	Optional action	Maximum suggested action
Abuse/aggression towards staff: Verbal or physical abuse			Minimum suggested action	Optional action	Optional action	Maximum suggested action
Drunk inside the stadium: On concourses, in stands and/or hospitality areas			Maximum suggested action			
Drinking alcohol in view of the pitch: in stands and hospitality areas with a pitch view	Optional action	Minimum suggested action	Maximum suggested action			
Smoking/vaping: Non-compliance in the stadium	Optional action		Minimum suggested action	Maximum suggested action		
Pyrotechnics: Possession, throwing or lighting of flares, smoke bombs or any other pyrotechnics					Minimum suggested action	Maximum suggested action
Covid 19: Breach of covid-19 code of conduct / regulations	Optional action				Minimum suggested action	Maximum suggested action

Optional action
 Minimum suggested action
 Maximum suggested action

All offences will be investigated within Swansea City and will be reviewed by two or more managers for an agreed course of action to be determined.

Swansea City AFC reserve the right to issue a written warning or to ban any supporter or other individual from Swansea.Com Stadium for breaches of the Ground Regulations, or other Policies identified above. Where possible, stadium bans will be conveyed in writing, whether by email or post, and may also include the suspension of ticket purchasing privileges for away matches. Any banning order will outline the nature of the offence and the specific Ground Regulation, and/or Policy, that has been breached. It will also indicate the length of ban, either as a fixed number of matches or a period of time.

Where possible, bans will be communicated within 7-working days of the match at which the offence took place, or within 1 working day of the next home match (if this follows within a week of the previous home match). Where deemed appropriate by the Club, the reinstatement of a banned supporter’s privileges will be dependent upon them signing and returning an Acceptable Behaviour Agreement.

STADIUM BANS

We appreciate that no two incidents are the same. Swansea City AFC will consider all available evidence when dealing with incidents and determining the length of a ban, if applicable. We reserve the right to suspend a supporter's account whilst an investigation takes place. Supporters are also advised that:

- Bans may carry over from one season to the next.
- Sanctions apply to home matches, but restrictions can remain in place preventing the purchase of away matches.
- The Club reserve the right to uplift and/or apply additional sanctions not shown.

ACCEPTABLE BEHAVIOUR AGREEMENT

Swansea City may, at its discretion, decide to enter into an Acceptable Behaviour Agreement with the supporter. Swansea City is committed to working with its supporters and so the use of the Agreement can be used in conjunction with, or instead of a stadium ban. It may also be used to lower any stadium ban on a suspended basis.

The Acceptable Behaviour Agreement length will be dependent upon the individual circumstances of the offence and the resulting investigation.

Should the Acceptable Behaviour Agreement be signed and subsequently breached, this will lead to any original suspended stadium ban being implemented with immediate effect from the date of the breach, with no right to Appeal.

For the avoidance of doubt, Swansea City are not obliged to offer an Acceptable Behaviour Agreement, but may do so in consultation with the supporter and at its discretion.

APPEALS PROCESS

Swansea City recognises the right to reply for any individual who has been issued with a stadium ban. Should you be dissatisfied with the final response that you have received in relation to a stadium ban, you can appeal the decision to the Club's Head of Safeguarding by emailing safeguarding@swanseacity.com

All appeals must be in writing either by email or post, providing a detailed response in relation to the issue or specific point(s) that you are appealing. You have the right to appeal the decision up to 3 weeks following the date in which you have been informed of the outcome of the investigation.

Upon receipt, a full review of the issue or specific points(s) raised within your appeal will be conducted. We will seek to respond to any appeal within 10-working days, though this may increase during peak periods or if further investigation is required. We will endeavour to provide updates on our progress should a longer period of time be required. The findings of this review will be conveyed in writing and will be considered final by the Club. Should you still remain

dissatisfied with these responses, you can escalate this to the Independent Football Ombudsman (www.ifo.co.uk).

REPORTING INCIDENTS

We recognise that most supporters come to the stadium to watch a football match and not to listen to abusive or indecent language from the stands. Swearing in the Family Stand is not acceptable. Discriminatory behaviour, which includes, shouting, chanting or actions such as racist, sectarian, homophobic, sexist or anti-disability behaviour, is unacceptable.

If you witness incidents like these, please notify a steward as soon as you can and report your concerns as this will enable us to act on them as quickly as possible.

AWAY MATCHES

We ask all supporters to act and behave as ambassadors of Swansea City AFC when travelling to away matches. We ask that supporters do not engage in any unacceptable behaviour (as detailed in this policy) travelling to and from an away match and within the opposing ground itself.

We ask that you respect the staff and stewards of the opposing Club, that you remain seated for the duration of the match and that you do not block aisles or gangway.

The Club reserves the right to investigate incidents at any time that evidence is presented to them and we will work with the Police and other authorities where a criminal act has taken place. The Club sells away tickets online with the opposing Clubs guidance and cannot be held responsible for any unknown restrictions that may have an impact on your matchday experience. When children are traveling to away matches, please check with the opposing Club what their rules are regarding the supervision of children as rules can vary. Please ensure that children are safe and properly supervised by a responsible adult before, during and after the game.

The loud and passionate support from fans is appreciated by everyone at the club, including the players and management, and we thank every supporter for their backing of the team. We urge everyone attending the Swansea.Com Stadium, or travelling to away matches, to be considerate of other supporters around them and to respect their surroundings. We aim to create a safe and friendly atmosphere at the Stadium and provide everyone with a fantastic matchday experience.