



Dudley Redhead United Football Club

# Duty Officers

Who to look for on match day

A Duty Officer — or Ground Official — is the easy-to-spot volunteer who keeps match day safe, fair and welcoming for everyone: players, match officials and families alike. You'll know them by their bright high-visibility vests — club Duty Officers in plain hi-vis, and the Committee Duty Officer in the striped vest. Under football's Zero Tolerance approach, every venue has Duty Officers on hand. They don't referee the football — they look after the people around the field so the game is played in good spirit.

## Looking after everyone, off the field

- **Keep people safe.** Their first care is the wellbeing of the match and team officials, then players, then spectators — and to call for help if it's ever needed.
- **Set the tone.** They welcome the match officials, stay visible, and help keep the sideline positive and respectful for both teams.
- **Step in early.** They quietly address poor behaviour before it escalates — and, only if needed, ask someone to leave.

## What a Duty Officer can do

Under Zero Tolerance, a Duty Officer's reasonable requests are **final** and must be respected by everyone at the ground. They can:

- **Ask you to lift your conduct** — or, if it continues, ask you to leave the venue.
- **Pause the match.** The referee can stop play for a Duty Officer to deal with a breach.
- **Call for help.** An ambulance or the police if anyone's safety is at risk, and complete any incident report.
- **Speak for the club** on match-day matters off the field — so if one speaks to you, please follow their direction.

**Every DRUFC home game has a Duty Officer** looking after the safety and good spirit of the day. Please support them — and if one speaks to you, follow their direction.