



Kanton Basel-Stadt



# Respectful and safe events for everyone

## Awareness, support and protection at events: Recommendations for event organisers

### Key measures:

- Awareness Teams
- Safer Spaces
- Hotline
- Information online  
and on site

The aim is to ensure comprehensive support and easy access to professional assistance for affected persons.



## How can measures be implemented? 6 areas for action in practice

### Why take action?

- Sexual violence, harassment, discrimination and hostility also occur at events – affecting both visitors and staff.
- Affected persons require protection and easily accessible support on site.
- Visible awareness and protection measures complement the work of security services, police and medical teams, and have a preventive effect.
- Clearly defined responsibilities help affected persons to seek help and simplify cooperation between those responsible for safety.
- Anyone who enables prevention and protection assumes responsibility and contributes to a future-oriented, sustainable event culture.

These recommendations are based on experience gained from the protection concept developed for the Eurovision Song Contest 2025 in Basel and may serve as guidance for events of varying sizes. Every event is different and requires tailored measures.



# Prevention and protection are integrated in planning from the outset

- Awareness, support and protection measures are organised early and firmly embedded in planning
- Event organisers seek advice from specialists and receive support during implementation.
- Staff are recruited early, and the resources required for the protection concept are budgeted.



- All parties involved are connected, informed and understand why these measures are important.
- Responsibilities and communication channels are clearly defined.
- After the event, a debrief and evaluation are conducted to review and improve the measures.

- All measures are designed around the needs of potential affected persons.
- All affected persons are taken seriously – without exception.
- Support is prompt, comprehensive, confidential, free of charge and easy to access.
- Affected persons always decide for themselves how to proceed following an incident.
- The measures are designed to be inclusive and with sensitivity to discrimination.

# The needs of affected persons are central



## Close cooperation with existing security structures

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- Cooperation with security services, the police and medical teams is coordinated at an early stage. Dedicated awareness and protection measures complement their work, but do not replace it.
- Security staff are trained in dealing with hostility, discrimination and violence.
- The protection concept is reinforced through joint briefings.
- Clear procedures and designated contact persons are in place for responding to incidents.

## Measures are clearly visible on site

- A central, protected and barrier-free safer space is provided.
- Mobile awareness teams are clearly identifiable.
- A central contact option as a supplementary service is easily accessible (e.g. a telephone hotline).

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## Everyone involved is trained and knows what to do

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- All staff involved (technical teams, catering, volunteers and security staff) are familiar with the measures in place.
- Training is practical and developed with the target groups in mind: using specific examples, clear procedures and steps on how to proceed.
- Appropriate formats are used for different audiences: short videos, on-site training sessions and information materials.
- Daily briefings are held for multi-day events, and measures are adjusted as required.



## Measures are widely communicated

- The measures are described clearly, simply and accessibly throughout.
- Information is available and clearly recognisable both online (website, social media and apps) and on site (tickets, posters and stage announcements).
- A consistent visual design ensures the measures are easy to recognise.
- Information is tailored to address the respective groups, such as visitors, volunteers or staff.

## Support for affected persons

[opferhilfe-schweiz.ch/en](https://opferhilfe-schweiz.ch/en)



## Legal notice

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→ [Protection concept ESC 2025 | Canton of Basel-Stadt](#)

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[www.ebg.admin.ch/en/financial-aid-violence-prevention](http://www.ebg.admin.ch/en/financial-aid-violence-prevention)

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