

COMPANY NUMBER: 00109065

Cardiff City Football Club Limited (the "Club")

Minutes of the SLO Meeting held on Thursday 15th July 2021 at Cardiff City Stadium at 6.00pm. In line with Covid-19 Regulations the capacity was limited to 30 for this meeting.

PRESENT

Adam Gilliatt (AG)
Wayne Nash (WN)
Mona Sabbuba (MS)
Ben Jones (BJ)

Wayne Palmer (WP)
Christian Evans (CE)
Simon Chivers (SC)

Vince Alm (VA)
Keith Morgan (KM)
Paul Corkrey (PC)
Wayne Anderson (WA)
Gerald Wadley (GW)
Clive Francis
Hugh Bellamy
Michael Spear (MSP)
Rob Jeffery
Tony Jefferies
Gareth Hopkins
Kelvyn Milward
Josh Owen
Kevin Lewis
Lee Stephens
Ricky
Hugh Bellamy
Leigh Clarke
Ian Sullivan
Paul Heginbothom

POSITION

Supporter Liaison & Disability Access Officer
Head of Operations
Head of Ticketing
Fan Engagement Assistant

South Wales Police
South Wales Police
South Wales Police

Supporters Club Member
Supporters Trust Chairman
Disabled Supporters Association & Supporters Club
Travel Group Member
Travel Group Member
Supporters Club Chairman
Travel Group Member
Travel Group Member
Supporters Trust Board Member
Travel Group Member
Travel Group Member
Travel Group Member
Travel Group Member
Travel Group Member
Travel Group Member
Travel Group Member
Travel Group Member
Travel Group Member
Travel Group Member

APOLOGIES

Amy James, Mark Denham, Mark Jennings, Kieran Jones, Allyson Rees, Tim Wegener, John Lawson, Nick Allen, Kelvyn Milward, Daniel Clarke, Lloyd Griffin, Peter James and Alan Bodman.

		Action
1	Welcome AG thanked everyone present for their attendance and began the meeting.	
2	Stadium Smoking Policy AG updated all of the stadium smoking policy pre-pandemic which meant that e-cigarettes and vaporisers were permitted to be used within the stadium seating bowl and concourse. AG updated that it was the intention for the policy to change from the beginning of the 2021/22 season. This change would mean that e-cigarettes and vaporisers will no longer be permitted. Persons wanting to use e-cigarettes and vaporisers would need to leave the stadium at half time for a smoking break via the turnstiles into the smoking area. No one present at the meeting had any objections to the proposed change and this has therefore been put in place.	
3	Bans and Appeals Policy AG reminded everyone present of the Club's Kick It Out pledge from March 2021 before the Stoke City fixture and the joint pledge made with Swansea City in the same month. AG updated that as set	

	<p>out in the pledge, social media abuse has now been added to the Club policy. AG reminded all that discrimination will not be tolerated.</p>	
<p>4</p>	<p>Home Matches and Ticketing</p> <p>AG began by updating all that a supporter code of conduct would be in place for the 2021/22 season. It has been updated ahead of the friendlies on July 27th & 31st and covers fixtures with no capacity restriction as well as fixtures with a socially distanced capacity restriction.</p> <p>WN added that Welsh Government regulations require 2 metre social distancing. The Club asked for this to be reduced to 1.5 metres for pre-season fixtures, which allows a maximum capacity of 8,000 supporters. When a fixture has a socially distanced capacity sales will be to home supporters only. From August 7th, the Welsh Government has announced that social distancing will no longer be in place, meaning the Club will be allowed full capacity for the first league fixture vs. Barnsley.</p> <p>VA asked why tickets will be sold on a first come first served basis for the friendlies.</p> <p>WN answered that there is no priority for these fixtures but supporters purchasing will need to have attended a fixture within the last 5-6 years and be on the Club database. WN explained that the ticketing system will automatically allocate seats once a supporter selects their preferred block. Seats will be as close to the block selected and the ticket system automatically applies the social distancing parameters after each booking. To maximise the number of sales supporters will be encouraged to purchase in groups of 4, 5 and 6. An individual fan number will need to be assigned to each ticket purchased.</p> <p>MSp asked if the sales will still be online.</p> <p>AG answered that sales will be online for these fixtures and at the point of completing the purchase supporters will be able to select a digital ticket which will come through to their phone or opt for a paper ticket which will be sent in the post. Supporters who opt for the digital/mobile ticket are encouraged to log onto the online account as they can download their individual ticket this way or wait for the person who booked to distribute.</p> <p>GW asked what supporters should do if they do not have access to the internet.</p> <p>MS answered that supporters can ask someone to email in on their behalf, or a letter can be sent in the post. MS followed up by saying that correspondence received is being answered as efficiently as possible. Staffing levels are low at the moment and the team are working extremely hard. The ticket office isn't open in person or via the phones just yet, but this will return in due course.</p> <p>KM asked what areas of the stadium will be open for the 2 friendlies.</p> <p>AG updated that blocks 101 – 129 are on sale to begin with. Further blocks can be added but it will depend on demand which is a little bit unknown for these two fixtures while we move out of the pandemic.</p> <p>PC asked if there was a testing requirement to attend fixtures.</p> <p>WN answered that there is no testing requirement for the fixtures, but the Club are required to submit risk assessments to the Safety Advisory Group along with a Covid overlay plan.</p> <p>Ag followed up that while we at the Club have our risk assessments to produce supporters also have their own risk assessment to make when deciding if they want to return to Cardiff City Stadium. This is set out at the start of the customer charter. The friendlies will run at a 1.5m social distance but when we return for the Barnsley fixture, we won't have a social distance.</p> <p>WN added that we will do all we can to provide a safe and secure environment, but we cannot stop the virus. Therefore, it is important that supporters make their own personal risk assessment when making their decision to return. By purchasing a ticket supporters are agreeing to the code of conduct.</p> <p>AG updated that in the case of matches being played with a socially distanced capacity tickets will be allocated via a random selection process to season ticket holders. The Club met with the Supporters Club, Supporters' Trust and Disabled Supporters Association to discuss this as it needed to be included within the ticketing Terms & Conditions. AG updated that he looked at what other Clubs were doing when supporters returned pre-Christmas and in May and the random selection/ballot process was the system being used by the majority of clubs.</p> <p>TJ asked if supporters would need to show proof of vaccination to enter the stadium.</p> <p>WN answered that currently there is no requirement for the Club to do that. He followed up by saying that the situation is dynamic and that if anything changes in relation to proof of vaccination,</p>	

	<p>testing or anything else we will update.</p> <p>Before moving to AOB AG finished by referring to the friendly fixtures and advising that alcohol will not be sold in the general concourse areas for these fixtures due to Covid-19 regulations. Current regulations in Wales mean that alcohol can only be served to persons sat down. Due to the Football Offences Act this is not possible as supporters cannot drink alcohol in the stands.</p> <p>WN followed up by appealing for supporters not to opt to stay in pubs for these games and to arrive at their allocated window of entry. Due to social distancing, we have half the turnstiles open but the usual searching and ticket checks will apply.</p>	
7	<p>Any Other Business</p> <p>AG started AOB with a question received from many about supporters attending away fixtures. He followed by saying that we expect supporters to be able to travel starting with the Blackpool match as restrictions should have been lifted by then but added that we are awaiting confirmation from the EFL and like with home capacities the situation remains very dynamic.</p> <p>MS followed up that allocations, pricing and sales structures will be communicated once known and that as it was before the pandemic tickets will only be available to season ticket holders and members.</p> <p>WN updated all about safe standing and the project undertaken pre-pandemic with CFE which some of you present were involved in. He updated that while we have been talking about SG02 and the return of supporters before that SG01 was being written which is about standing in stadia. WN said that crowd modelling at Cardiff City Stadium showed that when the stadium rake is above 23 degrees there is a risk of progressive crowd collapse. This means that independent barriers will need to be introduced in the back 5 rows of the Canton and away stands where standing takes place.</p> <p>When asked if the stadium make up would remain the same in the meantime WN answered yes and that the Club will look to introduce the barriers needed in phases.</p> <p>KM thanked WN and Steve Borley for their hard work in obtaining many pieces of memorabilia for the museum.</p> <p>It was asked if there will be an alternative way to purchase season tickets before the 28th July deadline.</p> <p>MS answered that currently there wouldn't as answering the phone lines would be counterproductive while the inbox has several hundred emails in it each day and with limited staffing the phone lines would not manage with the number of calls expected.</p> <p><i>*Specific questions received prior to the meeting are answered in Appendix 1 below.</i></p>	
8	<p>Close</p> <p>With no further questions or comments AG brought the meeting to a close.</p>	

APPENDIX 1

Questions received and covered in Any Other Business.

1. An update regarding the Stadium Museum Project
 - a. The museum project is progressing nicely with works continuing at the area identified on Level 3 of the Ninian Stand. There is still work to do and in due course there will be a meeting internally to discuss next steps. It was suggested that at the conclusion of the next SLO meeting supporters wishing to take a look would be welcome to do so.
2. Who is the Club Historian?
 - a. The Club Historian is Terry Phillips. Terry can be contacted by email at comms@cardiffcityfc.co.uk
3. Cardiff City Supporters Trust forwarded a suggestion from their membership about the Family Stand being renamed after Peter Whittingham. Can an update be provided?

- a. The Barnsley fixture will be the first time the Club and supporters can come together as one following Peter's passing. Peter is special to this Club and something will take place at the Barnsley fixture. Details will be discussed and communicated when finalised.