

Company Number: 00109065  
Cardiff City Football Club Limited (the "Club")

Minutes of the SLO Meeting held on Thursday 14<sup>th</sup> October 2021 at Cardiff City Stadium at 6pm.

**PRESENT**

Paul Corkrey (PC)  
Wayne Nash (WN)  
Mona Sabbuba (MS)  
Ben Jones (BJ)  
Tomos Nash (TN)

**POSITION**

Supporter Liaison Officer  
Head of Operations  
Head of Ticketing  
Fan Engagement & Disability Access Officer  
Stewarding & Event Manager

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

South Wales Police  
South Wales Police  
South Wales Police

Vince Alm (VA)  
Keith Morgan (KM)  
Wayne Anderson (WA)  
Gerald Wadley (GW)  
Hugh Bellamy (HB)  
Rob Jeffrey (RJ)  
Tony Jefferies (TJ)  
Gareth Hopkins (GH)  
Josh Owen (JO)  
Kevin Lewis (KL)  
Lee Stephens (LS)  
Ricky Morris (RM)  
Ian Sullivan (IS)  
Paul Heginbothom (PH)  
Alun Phelps (AP)  
Des O'Connor (DO)  
Kieran Jones (KJ)

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

**APOLOGIES**

Amy James, Mark Denham, Mark Jennings, Allyson Rees, Tim Wegener, John Lawson, Nick Allen, Daniel Clarke, Lloyd Griffin, Peter James, Alan Bodman, Clive Francis, Michael Spear, Kelvyn Milward, Leigh Clarke

		Action
1	<p><b>Welcome</b> WN introduced PC as the new SLO. PC thanked everyone present for their attendance and began the meeting.</p>	
2	<p><b>Previous Meeting Minutes</b> PC stated that all will have received the minutes from the last SLO meeting. WN explained that minutes of SLO meetings can be found on our official Club website and will be sent to all in attendance to be shared with their respective groups. PC reminded everyone present that there are two existing SLO meeting minutes currently available to read on the Club website.</p>	

3

**COVID Passes**

PC stated that a Cardiff City Stadium update has been released on the Club website. Any large events will require a COVID Pass or a negative lateral flow test. Spectators under the age of 18 are exempt. Those who are unable to receive the vaccine or unable to take a lateral flow test will be required to provide an exemption note from their doctor or some form of proof that they are exempt. The Welsh Government will be producing a pass for those who are exempt. PC added that with the testing centre on site, the Club will be able to provide a lateral flow test at Cardiff City Stadium.

DO asked what if we have our own test kit?

PC answered if the test is completed at home, you can then report the negative test result on the gov.uk website and then show proof of a negative test result.

WN explained that the Welsh Government have brought this in, so we have to make it work. They're bringing it in to reduce the number of cases in what is expected to be a difficult winter. COVID status can be shown in several ways; a COVID Pass, an exemption certificate, the negative result of a lateral flow test or proof of immunity which shows you've had the virus and recovered within the last six months. WN added that we are not going to cross-reference this information with personal details, we are just expecting people to share their COVID status in good faith. Those who are found to be breaching COVID regulations, and the law, will be fined sixty-five pounds. WN stated that the Club will have support staff checking COVID Passes, and people are expected to comply. The Club can provide lateral flow tests, which will require reporting on the gov.uk website. There are less than a hundred people who are exempt from the vaccination and lateral flow test. Supporters will need to provide a medical exemption as form of proof.

CE stated that at a recent musical festival with eight-thousand people in attendance, a COVID Pass was a condition of entry as stated on their tickets and hundreds turned up without one.

WN responded that the Club is expecting one-to-two percent to turn up without a COVID Pass based on data from Motorpoint Arena who had five-and-a-half thousand people for an event in the week and took 64 lateral flow tests. The Club's Safety Officer will not put a potential public health situation before a public disorder situation. There is a balance the Club will manage sensibly between safety, security, and service. The Club has brought in a further twenty people as an extra security line to check COVID Passes.

VA asked if those with COVID Travel Passes had to instead receive COVID Domestic Passes.

WN answered that both passes will be accepted as it still shows that they have been vaccinated.

WN stated that these regulations are also applicable to away supporters. We think this will be in place right through the winter. Paper and digital COVID Passes will be accepted.

KM asked if Middlesbrough will be required to check their travelling supporters for COVID Passes.

WN answered no, if they turn up without COVID Passes, they will have an opportunity at Cardiff City Stadium to take a lateral flow test. If they refuse, they will not be allowed entry. The Club has informed Middlesbrough that it is a requirement in Wales, the league have reinforced the message to Middlesbrough as well. WN explained that door supervisors will check COVID Passes in the roadway, before supporters reach the green fencing outside turnstiles.

HB asked if there will be any affect to parking for home supporter buses.

WN answered that there will be no affect.

	<p>WN stated that if this was not in place, we may have had to return to social distancing, which would have resulted in a cap on the amount of attending supporters.</p> <p>PC added that the Club will communicate as much as possible through official Club channels.</p>	
<b>4</b>	<p><b>Code of Conduct</b></p> <p>PC stated that the Code of Conduct is now on to Vol. 5.</p> <p>WN added that the Club will now remove the requirement to wear face masks with the introduction of COVID Passes. The Club still recommends the use of face masks inside Cardiff City Stadium. Those who would still like to remain cautious can still sit in the designated socially distanced area in the Ninian Stand upon request.</p> <p>KJ asked if Swansea City require a face mask at their stadium.</p> <p>WN answered no.</p> <p>WN introduced BJ as the new Disability Access Officer. Along with PC and MS, the four will get together to produce answers to FAQs regarding the COVID Passes.</p>	
<b>5</b>	<p><b>Upcoming Fixtures</b></p> <p>PC opened with the Swansea City fixture and updated all that the ten Supporters Club coaches will travel directly to Swansea City's stadium. The remaining fifteen/sixteen coaches will meet at the services to exchange their vouchers for tickets. COVID Pass checks will also happen at this time.</p> <p>MS explained that the Club has a list of everyone on each coach and will provide an envelope to coach reps with the exact number of vouchers. Around thirty people have been pre-approved to travel directly to the ground. Once the coaches have arrived at the RV point, they will then exchange the vouchers for tickets.</p> <p>WN added that discussions with the South Wales Police to allow the first ten coaches to travel directly to the stadium with a police escort will allow for the process to be quicker and easier for the remaining coaches. Swansea City's stadium opens at ten o'clock and hope is for all to be in the stadium by eleven o'clock.</p> <p>GW asked if people are allowed to get off the bus at the services.</p> <p>WN answered yes. Once everyone has received their tickets, support staff will walk up and down bus to quickly check COVID Passes.</p> <p>WP stated that the SWP want as little contact as possible and for the process to be as quick as possible. WP asked that they ensure that all supporters are back on the bus before leaving.</p> <p>KM asked what would happen to those who do not have a COVID Pass.</p> <p>WN answered that they would have to get off the bus. The coach organiser should check and warn supporters before leaving Cardiff.</p> <p>VA stated that there are not as many buses as expected running to Swansea, which has applied a lot of pressure on the Supporters Club. Those in the travel group have a customer care duty to provide transport for supporters. VA made everyone present aware that the travel group is to supply transport to all supporters, not just for the top games where they pick and choose.</p> <p>MS provided information on upcoming fixtures.</p> <p>Fulham - expecting just over five-hundred supporters. There will be infringement notices for coaches left in residential streets with engines running due to air pollution.</p> <p>MS also provided initial information for the Stoke City and Preston North End away fixtures.</p>	
<b>6</b>	<p><b>Safe Standing</b></p> <p>PC explained that standing in Cardiff City Stadium has never been officially allowed. Safe standing will now be allowed for Clubs with a licence. Cardiff City is one of the</p>	

	<p>first six to introduce safe standing measures. Rails have been implemented at the back of the Canton Stand as part of attaining the licence.</p> <p>WN added that standing in football has always been against ground regulations, but not law. It's up to the Club whether to enforce ground regulations or not. The Club is comfortable that reasonable safety has been provided and that supporters have been standing safely. With the rake between sixteen and twenty-three degrees in Cardiff City Stadium, progressive crowd collapse is very unlikely. The Club has been part of the six clubs that have been monitored on how standing is managed. The Sports Ground Safety Authority said Cardiff City provided the most information on safe standing and could implement rail seating and seats with independent barriers. If promoted, the Club could implement this throughout the Canton Stand. If not promoted, the Club will probably add a similar number of barriers as has been done this season. WN thanked the Club's board members for the substantial money invested to allow Cardiff City to be one of the early adopters of safe standing. This enables the Club to apply for a licence next year and offer away clubs five-hundred standings places.</p> <p>A question was asked if the Club receives any funding from the EFL for safe standing measures.</p> <p>WN answered no.</p>	
7	<p><b>Ticketing and Reward Scheme</b></p> <p>PC explained that the new Season Ticket allows supporters to use their card to make purchases, receive points and earn rewards. This Season Ticket will last five years. MS added that delays in sending the Season Ticket out were as a result of wanting to send Season Tickets out in conjunction with the rewards app being available and ready to download. By delaying the Season Tickets, the benefit to the fans and Club was worthwhile.</p>	
8	<p><b>Fixtures Played This Season</b></p> <p>PC noted there have been issues with supporters at multiple matches this season and passed on to SC.</p> <p>SC stated that one-hundred-and-fifty kids were on the train to Bath City, tried to get into pubs and were all too young and vandalised the flags of locals. After the match against Blackpool, supporters were outside causing conflict. At Peterborough United, kids were jumping on to the pitch as a result of a late equaliser with no adults accompanying them.</p> <p>WN stated that there were three cases of pitch invasions at the the Brighton &amp; Hove Albion fixture. The Club will be fined by the FA and will need to increase the staffing numbers at future fixtures, raising costs on a match-by-match basis.</p> <p>CE added that two of the three are being prosecuted and could receive banning orders.</p> <p>WN stated that following plane gestures from Millwall supporters, a steward was viciously attacked.</p> <p>CE added that those involved were three sons and a father, with the father being the main aggressor and admitted to punching the steward eleven times. Another six have been arrested to make it ten in total and all will get banned. Millwall FC contacted the SWP to find out who was involved to ban them from their ground for life.</p> <p>WP added that the Millwall and Bristol City fixtures were very challenging for the SWP due to multiple cases of anti-social behaviour between supporters.</p> <p>CE stated that more supporters accessed the pitch during the Nottingham Forest fixture and have since been banned for three years.</p> <p>SC explained that coach reps that have kids under the age of eighteen attending away matches have the same responsibility as a school teacher.</p>	

	CE stated that if an under eighteen is found drunk two-hundred miles away, they will report that to social services.	
<b>9</b>	<p><b>Memorial Garden</b></p> <p>PC praised the work being done by the veterans to maintain the garden. PC reminded those in attendance that the Club wants supporters to get in touch to add their loved ones to the memorial garden.</p> <p>DO added that he has been involved with the memorial garden and informed those in attendance that a sign will be placed to ensure people ask Cardiff City FC staff before placing anything.</p> <p>WN stated that the Welsh Guards will be at the Huddersfield Town fixture on Saturday 6<sup>th</sup> November for Armistice Day who will take to the field of play to march pre-match.</p>	
<b>10</b>	<p><b>Any Other Business</b></p> <p>TJ raised the issue of the unacceptable nature of the “Hymns &amp; Arias” chant. Everyone in attendance was unanimously against the chant, including representatives from the South Wales Police and Cardiff City Football Club. The supporters’ groups will raise the issue with their members.</p>	
<b>11</b>	<p><b>Close</b></p> <p>With no further comments, PC brought the meeting to a close.</p>	