

Cardiff City Football Club
Fan Advisory Board – Fan Engagement Panel
Terms of Reference

Definitions

Throughout these terms of reference.

1. References to CCFC is a reference to Cardiff City Football Club’s Fan Engagement Panel.
2. References to FAB is a reference to the Fan Advisory Board.

Mission

The Fan Advisory Board (FAB) is a body independent of CCFC. Its purpose is to engage and consult with Cardiff City fan engagement panel (CCFC) on the below objectives.

Objective

Under this Terms of Reference, the FAB will be consulted about:

- Competition matters
- Enhancing the fan experience
- Stadium development and projects
- Sustainability of the Club and game, corporate and social responsibility initiatives
- Improving fan products and services
- Football governance (both Regulatory and with Governing bodies)
- History and Heritage

CCFC’s plan for broader supporter engagement.

It is recognised that to fulfil the above, the FAB will also have to work within the Memorandum of Understanding (“MOU”) between CCFC and the FAB (which will be dated and signed when agreed with all parties)

For the avoidance of doubt, in the event of a conflict between these Terms of Reference and the MOU, the MOU shall take precedence.

CCFC Fan engagement panel

The fan engagement panel will routinely consist of the following:

Steve Borley, NBLR

Phil Jenkins, Financial Director

Gavin Hawkey, Community Foundation Director

Mona Sabbuba, Head of Ticketing

Wayne Nash, Head of Operations

Dawn Williamson, Head of Human Resources

Amy James, Head of Fan Experience

Lee Southernwood, Head of Football Operations

Huw Warren, Head of Commercial

Mark Denham, Head of Communications

Paul Corkrey, Supporters Liaison Officer (Secretary of fan engagement panel)

Membership of supporter representatives on the FAB

To be determined by the FAB.

Selection, Term and Recruitment

Reserved and non-reserved positions: To be determined by the FAB.

Officers: To be determined by the FAB.

Internal FAB Meetings

To be determined by the FAB.

Structured meetings between FAB & CCFC

The forum will meet on four occasions as agreed in the fan engagement plan.

For each meeting, a minimum of ten working days' notice will be given to all members. The FAB will provide a list of questions and CCFC will form an Agenda to be agreed between the NBLR & FAB Chair at least five working days prior to the meeting.

CCFC will record the meeting, and the transcript will be made available within seven working days for further ratification by the FAB. When both parties agree, the minutes will be published on the Clubs & FAB website within three working days.

The transcript and internal minutes are not to be shared and published minutes should not be shared until the ratification process is complete.

Code of conduct

All FAB & CCFC panel members will be required to comply with a Code of Conduct to ensure behaviour is respectful at all meetings.

Either party may suspend or expel any of their members, whose conduct renders them unfit for membership.

No member may be suspended or expelled without first being given the opportunity to make representations in writing to the FAB.

Confidentiality Policy.

All representatives of the FAB and the NBLR will be required to read, comply with, and sign the confidentiality policy.

Memorandum of understanding (MOU)

All parties will sign a Memorandum of Understanding to ensure the frequency of meetings, CCFC's attendance and the sensitivities of confidential information can be maintained. The content of such Memorandum of Understanding may be reviewed by the parties in accordance with the terms of such document.

Communication

Regular communication should be between the secretaries of the FAB & CCFC Fan Engagement Panel.

FAB members representing organisations with reserved positions are required to ensure regular dialogue is maintained with that organisation's membership so that any issues, successes, or areas for improvement can be raised in advance of FAB meetings.

The chair of the FAB can contact the NBLR directly on matters of concern.

Complaints

The FAB will create a complaints procedure, published separately from this Terms of Reference. This policy sets out the process by which the FAB should investigate complaints or charges that a member may, directly or indirectly, have breached the terms of the FAB Code of Conduct that they have signed up to as a condition of their membership.

Review

All FAB & CCFC panel members will carry out a formal review of the Terms of Reference on an annual basis and any amendments must be ratified at a FAB meeting.