



Fan Advisory Board / RFC Leadership Meeting
Ibrox Stadium
Wednesday 11 March 2026

Attendees

Rangers FC

Fraser Thornton, Chief Executive Officer
Greig Mailer, Chief Communications &
Marketing Officer
Jim Liggett, Chief Operations Officer
Greg Marshall, Head of Supporter
Engagement

Rangers FC Fan Advisory Board

Stuart Langan (Chair)
Matt Boyd

Fahd Bari
Jamie Cook

Craig Hannah
Kelly Johnstone
Gary Ralston

1. Rangers v Celtic, 8 March

A significant amount of time during the meeting was spent discussing the events around this match, with a number of detailed questions and points raised for discussion.

The discussion covered a range of matters relating to the build-up to the match and the matchday experience itself including:

- Ticket allocation and supporter arrangements
- Stadium safety, crowd management and matchday operations
- Supporter behaviour and standards of conduct
- Ibrox Disaster abuse and education initiatives
- The club's public response and ongoing review processes following the match

Supporters wished to understand the matchday arrangements and the sequence of events that unfolded on the day. A number of questions were raised regarding

matchday operations and the respective roles of different organisations involved in delivering the fixture.

However, given that aspects of the events surrounding the fixture may be subject to ongoing review and investigation by the relevant authorities, it was agreed that the discussion would be conducted in a way that respects those processes and ensures matters are considered fully and fairly through the appropriate channels.

The FAB emphasised that their intention in raising these questions was to ensure that supporter concerns are properly understood and considered as part of any review processes that may take place.

Club representatives also addressed the pitch incursion that occurred following the end of the match. It was reiterated that the club cannot condone pitch invasions or acts of violence and that the safety of supporters, players, staff and officials must always remain the overriding priority at football matches. The club also emphasised that, while emotions can run high during high-profile fixtures, supporters must not take matters into their own hands and must act within the law and stadium regulations.

The club confirmed that it will continue to engage constructively with the relevant authorities and take appropriate action as part of the review processes which will follow. The club will approach that process responsibly and transparently, while also ensuring that the club, its supporters and their reputation are represented fairly and robustly.

2. Refereeing Standards

Supporter representatives also raised the issue of refereeing standards in Scottish football, noting that concerns regarding officiating consistency continue to be raised regularly by supporters across other clubs in the SPFL.

Club representatives confirmed that the club has been actively engaging with the relevant football authorities on this matter. It was noted that discussions have

taken place directly with the Scottish FA's Head of Refereeing and that the issue has also been raised at SPFL board level.

It was explained that the club has proposed the convening of a wider meeting involving SPFL Premiership clubs in order to discuss refereeing standards and potential structural improvements to officiating within the Scottish game. The intention of such a discussion would be to focus on long-term improvements rather than individual match incidents.

The FAB welcomed the fact that the club is seeking to engage constructively on the issue and expressed support for efforts to encourage meaningful discussion across the league.

3. Club Update

A brief update on recent governance developments within the club. It was noted that two directors, Paraag Marathe and Gene Schneur, had recently stepped down from their positions. The changes were explained as part of the club's ongoing commitment to ensuring compliance with UEFA rules.

Club representatives explained that the club had taken steps to ensure that its governance arrangements remain fully aligned with relevant regulatory requirements.

The FAB were also informed that Jim Gillespie officially starts as Chief Executive on 16 March.

4. European Away Fixture – Porto Review

The club provided an update on its review of the supporter experience during the recent European away fixture in Porto. It was explained that an internal review had been undertaken following the match to better understand the experiences of travelling supporters. The review involved input from a number of areas of the club, including the Supporter Liaison Officer team and operational staff involved in planning and delivering the fixture. Views from the fans fed into this review via the complaints received during and after the game and via comments from the Fan Advisory Board.

The club noted that, from an operational perspective, the pre-match phase had broadly proceeded as planned. Supporter movement prior to the match, stadium entry procedures and the general delivery of the event before kick-off had largely followed the operational arrangements that had been put in place.

However, it was acknowledged that the post-match phase did not unfold as expected. Club representatives explained that there had been a clear difference between what had been planned operationally by the hosts and what some supporters experienced on the ground following the match.

The club confirmed that it had received approximately 30 formal complaints directly from Rangers supporters relating primarily to the post-match experience. In addition, it was noted that a significant volume of further supporter feedback had been gathered through external supporter organisations. Representatives from Football Supporters Europe (FSE) confirmed that around 300 incident reports relating to the Porto fixture had been submitted through their reporting system by Rangers supporters, which had subsequently triggered a formal incident report being raised with UEFA through their channels.

Club representatives confirmed that the review had been taken seriously and had produced a series of recommendations which will be reviewed internally before any decisions are taken regarding their implementation.

The club also confirmed that it had submitted a formal letter to UEFA outlining concerns regarding aspects of the post-match arrangements in Porto. UEFA has acknowledged receipt of the correspondence and we await next steps.

The meeting noted that the European Away Focus Group will review the Porto experience in further detail as part of its ongoing work and end-of-season review process.

5. Season Ticket Planning

An update on planning for the forthcoming season ticket renewal process was presented.

It was noted that the club had undertaken a structured supporter engagement process in advance of finalising the renewal approach. This engagement included two FAB meetings (including this one) and four ticketing working group meetings. The ticketing working group also included fans from the Rangers Supporters Association and the Disability Matters group. The club explained that this engagement process had helped inform the development of the final renewal plan.

Club representatives shared an outline of the final structure for the season ticket renewal process with those present. It was confirmed that the club intends to communicate the full details to supporters shortly.

The FAB welcomed the opportunity to be briefed in advance of the public announcement and acknowledged the importance of ongoing dialogue between the club and supporters on matters relating to ticketing and supporter access.

The club reiterated its commitment to maintaining open engagement with supporters as part of future ticketing and supporter experience planning.

Close

Given the focus on this Rangers v Celtic game and related issues, it was noted that the planned agenda was adjusted to allow sufficient time for discussion. A follow-up meeting will be scheduled to address the remaining items not covered on the day. This meeting was held on Wednesday 18 March and a summary will be shared in the near future.