



Fan Advisory Board / Fan Engagement Department  
Wednesday 18 March 2026  
Ibrox Stadium

### **Attendees**

#### **Rangers FC**

Greig Mailer, Chief Communications and Marketing Officer  
Greg Marshall, Head of Supporter Engagement  
Calvin Stroyan, Fan Engagement Executive  
Allison Walker, Fan Engagement Co-ordinator

#### **Rangers FC Fan Advisory Board**

Stuart Langan, Chair  
Matt Boyd, Vice-Chair  
Fahd Bari  
Jamie Cook  
Craig Hannah

Apologies:  
Gary Ralston  
Kelly Johnstone

### **1. Welcome & Introductions**

GMar opened the meeting and confirmed that the session would continue agenda items carried forward from the previous meeting which ended up being mainly focused on the events around the Old Firm fixture on 8 March.

### **2. Stadium Development & Project Update**

GMail provided an update on the stadium development work being undertaken. He confirmed that an initial range of options has recently been presented to the club's leadership and ownership group.

GMail explained that these options are at an early stage and require further detailed review and assessment before any direction is agreed. This work will

involve evaluating feasibility, priorities, investment requirements and potential phasing over the short, medium and longer term.

CH asked whether the FAB would have the opportunity to engage as proposals develop. GMail confirmed that further engagement would take place once there is greater clarity, to ensure any discussion is focused and meaningful.

CH raised concern that progress on the balustrade replacement had been slower than expected. GMail acknowledged this and confirmed that timelines have been impacted by external approvals and engagement with Glasgow City Council. The discussion also covered the importance of clear communication to supporters where timelines remain subject to change. SL noted that all works must be supported by appropriate planning and approvals before progressing so they can be completed as quickly as possible.

### **3. FAB Effectiveness Survey**

GMar presented the results of the 2025 FAB Effectiveness Survey. This was a survey completed by members of the FAB and other club stakeholders helping to form an internal assessment of the group.

He noted that the survey reflected strong performance in areas including open and constructive dialogue, effective chairing and the independence of the FAB. Development areas were also highlighted, including improving visibility of FAB activity to supporters, strengthening action tracking and follow-up, improving timeliness of meeting materials and increasing responsiveness across the wider organisation.

SL noted that the increased frequency of meetings and the willingness of the club to engage on more complex and sensitive issues reflected the progression of the FAB. He added that this level of engagement is not always visible externally. JC raised that engagement with the FAB can be inconsistent across club departments, noting that involvement is often reactive rather than planned. GMar acknowledged this and confirmed that improving how the FAB is utilised across the organisation is a priority.

The FAB discussed how visibility of its work could be improved, including through more structured reporting and updates to the club website.

It was felt that the FAB is now moving into a more developed phase, with a focus on strengthening its influence, visibility and overall impact.

#### **4. FAB Structure & Recruitment**

GMar confirmed that the FAB will undertake a recruitment process to appoint new members ahead of the 2026/27 season. He advised that an independent facilitator will support the process, with a timeline for recruitment to be proposed. MB suggested that outgoing members should contribute to the induction and handover process to support continuity. GMar agreed and confirmed this would be incorporated.

The FAB also discussed how the group operates and is utilised across the club. GMar noted that there is an opportunity to improve clarity in this area, including through better forward planning of engagement.

GMar proposed the development of a short internal factsheet outlining the FAB's role and how it can support consultation and decision-making across the organisation. This was supported by the FAB.

SL noted that improving external visibility of the FAB remains important, particularly in ensuring supporters understand the group's role and contribution. The group discussed potential improvements to the FAB's external presence, including updates to the club website and the publication of a summary of FAB activity across the season.

GMail agreed to pull together an article for the website to share the above points as well as outlining how fans can apply to join the FAB.

#### **5. Fan Engagement & Benchmarking**

GMar provided an update on the club's use of external benchmarking to assess and develop its approach to supporter engagement. He outlined that this work is focused on comparing current practice against recognised standards from the Premier League in England across areas including governance, consultation and transparency.

GMar noted that this benchmarking will be used as a development tool to identify areas for improvement and to support the continued evolution of the club's engagement approach.

He confirmed that further detail will be brought back to a future meeting once the assessment work has been completed.

## **6. Engagement Working Groups**

The FAB was presented with a report summarising activity across the club's supporter working groups. In total, 21 meetings took place over the period across four different working groups. These groups are made up of independent fans and those representing specific supporter groups.

### **Heritage Working Group**

The Heritage Working Group met five times during the period under review. The group includes club representatives from Heritage, Fan Engagement and the Club Historian, alongside the Former Players Benevolent Club. External membership includes representatives from the Fan Advisory Board, Rangers Supporters Association and Founders Trail, as well as family members and friends of those lost in the Ibrox Disaster.

The group's initial work focused on the planning and delivery of Ibrox Disaster remembrance activity. Members contributed to decisions on the structure of commemorations, including the distinction between public and private services. Input from families informed the tone, format and delivery of events. Feedback from those involved indicated that the approach was respectful and better coordinated than in previous years.

The group has now moved into a second phase, expanding its remit beyond remembrance activity. Future sessions will consider how the club's history is preserved, communicated and experienced across the stadium environment, events programming and supporter engagement activity.

### **Ticketing Working Group**

The Ticketing Working Group met five times during the period. The group includes representatives from the Fan Advisory Board, Rangers Supporters Association and Disability Matters Group, alongside club staff from Fan Engagement, Supporter Services, Ticketing and Commercial.

Early discussions focused on long-term access to season tickets, with particular attention to barriers facing supporters who wish to purchase them. The group

explored potential approaches to broadening access while maintaining fairness within the existing waiting list system. Supporter representatives provided feedback on different ticket pricing models, which the club confirmed had been considered as part of planning decisions. The group also identified an opportunity to make greater use of ticketing data to support future policy development.

While more refined, location-based pricing models were explored for 2026/27, implementation has been deferred pending further consultation and planning, with a commitment to engage supporters over the next 12 months and align future pricing with the broader longer-term plan for the stadium.

Existing pricing boundaries, which can result in adjacent supporters paying different prices, were also discussed. These will also be reassessed ahead of 27/28.

### **MyGers Working Group**

The MyGers Engagement Working Group met four times during the period. The group includes representatives from the Fan Advisory Board, Rangers Supporters Association and individual supporters, alongside club staff from Fan Engagement, MyGers and Commercial.

Initial sessions explored the current structure and perceived value of the MyGers membership scheme, and how it is understood by supporters. Ticketing remained a central theme, with discussion covering ballot processes, points allocation and domestic away categorisation. Supporters raised the need for improved transparency and clearer communication, citing the complexity of the scheme and the prevalence of misconceptions among members. A dedicated session on European away ticket processes examined distribution methods, non-collection sanctions and official club travel options.

Future sessions will focus on ticket allocation processes, communication improvements and the overall structure of the membership scheme.

### **European Away Supporter Working Group**

The European Away Supporter Working Group met seven times during the season, convening ahead of each European fixture. The group includes representatives from the Fan Advisory Board, Rangers Supporters Association, Copland Collective and independent supporters, alongside relevant club staff.

Pre-match sessions focused on sharing fixture-specific plans, identifying operational risks and gathering supporter intelligence ahead of travel. The group provided direct feedback on travel arrangements, ticketing processes and supporter experience at venues. Post-match debriefs enabled that feedback to be applied to subsequent fixtures. Feedback from the group fed into a wider review which has produced a series of recommendations which have been proposed to Rangers senior leadership.

## **7. Away Ticket Allocation**

GMail provided an update on ongoing league-level discussions regarding potential future changes to away supporter ticket allocations.

He noted that proposals remain under consideration and that no decision has been taken at this stage. Rule changes may be voted on in the summer which, at the earliest, could come into play for the 2027/28 season. The FAB welcomed the club's efforts in trying to secure increased away allocations for our support.

## **8. Any Other Business**

CH raised an issue regarding enforcement letters being issued to supporter buses parking in areas surrounding the stadium.

The FAB highlighted the need for clearer guidance for supporters travelling by bus. It was noted that engagement has been undertaken with the Rangers Supporters Association (RSA) to support a clearer understanding of current arrangements and identify potential improvements. GMail acknowledged the issue and noted that this would be reviewed, including engagement with relevant stakeholders and authorities where appropriate.

## **Meeting Close**

SL thanked all attendees for their contributions. The next formal meeting of the FAB will take place on 12 May.