



Fan Advisory Board Code of Conduct

8 November 2023

Introduction

The Fan Advisory Board (FAB) is an independent advisory body to facilitate consultation between the fan groups and the club. Discussions will focus on strategic issues as opposed to short term operational issues which will continue to be dealt with in the working groups already in place.

The objectives of the FAB are to:

1. Provide a channel for fans to voice their opinions, concerns, and suggestions to the club's management team.
2. Act as a sounding board for the club's initiatives and policies and provide feedback to the management team on their effectiveness and impact on fans.
3. Identify issues that are important to fans and work with the club to address them.
4. Promote transparency and accountability between the club and its supporters.
5. Help enhance the matchday experience for fans.
6. Support the club in the achievement of the Premier League's Fan Engagement Standard.

This document sets out the ways of working that underpin the FAB Terms of Reference.

Responsibilities

FAB Members will:

- Actively represent their organisations to further the agreed objectives of the FAB;
- Attend scheduled FAB meetings, sit on working groups and participate in training events as agreed by the Co-Chairs;
- Develop and maintain a sound and up-to-date knowledge of issues that are relevant to the FAB;
- Be accountable for their actions as FAB members;
- Maintain confidentiality of conversations at FAB meetings unless otherwise agreed with the Co-Chairs (and the Club, in respect of Club confidential matters); and
- Not make public comments on behalf of the FAB unless authorised to do so by the Co-Chairs.

Ways of working

It is the responsibility of FAB members to:

- Attend meetings, working groups and training events as agreed by the Co-Chairs. Where members cannot attend, they should give apologies in advance;
- Prepare fully by reading papers and thinking through issues in good time before meetings;
- Actively engage in respectful discussion and debate in meetings, contributing positively, listening carefully, challenging sensitively and avoiding conflict; and
- Work considerately and respectfully with all FAB members and invited participants, respecting diversity, different roles and boundaries, and avoiding giving offence.
- The responsibilities listed above as ways of working apply to Club staff in respect of their attendance and participation in FAB meetings.



Managing interests

FAB members must not:

- Gain materially or financially from their involvement with the FAB;
- Bring the FAB into disrepute by their actions; and
- Put themselves in a position where personal interests conflict with their membership of the FAB.

Leaving the Fan Advisory Board

Members should inform the Co-Chairs in advance in writing if at any time they wish to leave the FAB.

Breaches of the Code of Conduct

Substantial breach of any part of this Code of Conduct may result in members being suspended or expelled from the FAB. No member will be suspended or expelled without first being given the opportunity to make representations in writing to the FAB.

Agreed by the FAB and Club on: 8 November 2023

Date for review: 1 June 2025