



Oxford United Fan Advisory Board Terms of Reference

Overview of the Fan Advisory Board

To enable Oxford United to strengthen and formalise engagement with supporters, as well as to leverage the knowledge, experience, insights and opinions of its stakeholders to inform the strategic direction of the club.

Purpose and Representation

Oxford United are committed to consulting and engaging with fans on key issues such as the overall strategic vision of the club, matchday experience, and ticketing.

The Fan Advisory Board (FAB) shall embody the club and city's diverse range of stakeholders, consisting of representatives from key supporter groups, as well as a number of independent representatives from other fan organisations or experts in their field. The committee shall aim to be diverse.

The FAB will be comprised of the following 6 supporter and independent representatives:

- a representative of the Oxford United Supporters' Panel
- a representative of OxVox
- a representative of Season Ticket Holders of the Women's team
- a Disabled Supporter representative
- an 18-24 season ticket holder
- an independent representative from local business, club stakeholder, charities and/or Race, Ethnicity and Cultural Heritage groups

Representatives must meet the following criteria:

- Over the age of 18 years old
- Genuine support of Oxford United Football Club
- Understanding of the club's history, traditions and culture
- Understanding of major issues affecting football supporters
- Good communication skills and a collegiate working approach

OXFORD UNITED FOOTBALL CLUB



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- Understanding of commercial business helpful but not essential for all representatives

The club will be represented on the FAB by the club's Supporter Liaison Officer and Chief Commercial & Marketing Officer.

FAB Chair

The FAB will elect a Chair on an annual basis. The Chair will be supported by a Vice-Chair also elected on an annual basis. The Vice-Chair will be expected to stand in if the Chair is absent or conflicted on a specific item.

Scope and Operation

The FAB will provide a regular channel of communication and consultation between the club and its supporters. Meetings will cover matters of strategy and policy as well as significant operational issues. FAB members will receive suitably redacted club board minutes or a written summary of board meetings in advance of their meeting. Regular contact and meetings will continue with OUSP in relation to more detailed day-to-day operational matters.

The club will continue to encourage regular feedback from supporters, including via post-match surveys, an end-of-season survey, working groups and regular working groups led by the club's Supporter Liaison Officer.

The FAB will consult on topics which impact the fanbase, whilst also recognising that individual representatives may wish to discuss topics that may not be relevant to all. For this reason, the club may engage in direct structured dialogue with any FAB representative that requests it where specific groups/individuals have areas of discussion that are best addressed directly with club staff, rather than appear as a FAB agenda item.

The club is committed to positive, constructive and co-operative engagement with the FAB at all times and expects that representatives of the FAB will engage with the club in a positive, constructive and co-operative manner. FAB representatives will be required to sign and abide by a FAB Code of Conduct and Confidentiality Agreement which will include a commitment to respect confidentiality, data protection, commercially sensitive matters and intellectual property. FAB representatives may be barred or removed from office in the event of a breach of these requirements. A process for removal and appeal will be put in place.

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Remit

The remit of the FAB will include non-playing club matters covering but not limited to:

- Strategic vision and objectives
- Off-pitch performance updates, priorities and plans
- Operational matchday issues
- Ticket pricing and allocations
- Matchday experience and projects which impact on fans – e.g. loyalty schemes
- Stadium issues and plans
- Community and charity strategies
- Equality, diversity and inclusion commitments
- Maximising attendances and broader supporter engagement
- Growth of the Oxford United Women's team

The club commits to mandatory consultation with the FAB, OUSP, OxVox and supporters in respect of certain key matters including, but not limited to:

- Key heritage matters including changes to the club's name, colours or crest
- Sale or relocation of the stadium
- Items that significantly impact fans in relation to matchday arrangements

Neither the FAB nor supporters will be consulted or provided with details on team matters such as player recruitment or selection, or the details of personal employment contracts entered into by the club. This is to respect the privacy of personnel contracts and specific player and employee negotiations. However, where a change in football management takes place, the club will endeavour to inform the FAB and answer questions as soon as practical.

Meetings

Meetings of the FAB shall be held four times per annum at appropriate times relating to the playing season. Working groups may also be created to focus on specific issues of particular importance to supporters, with club staff represented where required, which can report back to the FAB. These working groups could expect to meet every 6-8 weeks.

The club will typically be represented at all FAB meetings by the Supporter Liaison Officer and the Chief Commercial & Marketing Officer, with other key club personnel attending as required, dependant on the topics for discussion. The club's Chief Executive and Chair (or Nominated Board Level Official) will each attend at

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least one FAB meeting per season.

The FAB can also invite along up to a further four people (whether from the fan groups or with other relevant expertise) dependent on the topics on the agenda.

The FAB shall meet in person and/or by telephone/video conference.

A quorum shall be met if there are at least five members present, at least four of whom shall be supporter and independent representatives.

A duly convened meeting of the FAB at which a quorum is present shall be competent to exercise all or any of the authorities, powers and discretions vested in or exercisable by the FAB.

Representatives of the FAB agree to:

- Meet four times a year
- Share agenda items in a timely manner, circulating sufficient supporting information to be read ahead of the meeting
- Respect that some items may be sensitive and deemed confidential, with confidentiality of such items governed by the Confidentiality Policy
- Ensure the meeting is 'structured' so that any topics that either party wants to discuss can be done so in an appropriate environment
- Plan FAB meeting dates for the upcoming year and make every effort to honour those original dates
- Aim to plan subcommittee meetings at least one week in advance at dates suitable to all
- Respect the Chair and all members of the FAB

Agenda

Meeting agendas shall be circulated to FAB members by the FAB Chair at least seven days before the meeting, and the agenda will be published on the FAB section of the club website.

Minutes

A minute taker will be agreed by all parties for each meeting. Actions will be clearly laid out in the minutes and reviewed at the subsequent meeting. Draft minutes will be circulated to attendees within 4 working days of the meeting taking place, with deadline for comments 3 working days from that point.

A summary report will be written by the Chair, agreed by all parties and published online no later than 10 working days from the date of the meeting alongside a copy

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of the minutes. FAB members should not publish nor discuss any details of the meeting prior to that point, unless specifically allowed for at the meeting. Should any items within the meeting be deemed as confidential these will be redacted from the published version of the minutes (as per Confidentiality Policy).

Membership

Membership of the FAB is structured with the aim of representing a broad cross section of Oxford United supporters and stakeholders.

One place for each of the OUSP and OxVox will be reserved on the FAB, with each of those supporters' groups democratically electing their own representatives by their own means.

The remaining 4 supporter and independent representative places will be available via an application and nominations process designed to ensure there is a suitable balance of representation and skills. The club welcomes and encourages supporters from all backgrounds to put their names forward to be FAB members. Supporters wishing to apply to join the FAB will be asked to complete a simple application form.

All the applications will be considered, reviewed and shortlisted by an appointment panel consisting of three people. The club will have one representative on the panel, with the other two places filled by representatives independent of the club. If required, the FSA may be asked to provide one of the panel members.

The club will not have the power of veto regarding any appointment made unless any of the following criteria apply:

- the person is subject to a current stadium ban, or football banning order
- the person is subject to civil proceedings to recover money owed to the club

Term of Office

Each supporter and independent representative will hold their position on the FAB for two years. The Chair and Vice-Chair will be elected at the start of each season. Supporters groups will nominate their representatives at the start of each season. There is no restriction on the number of times a representative can be re-selected.

Sub-Committees

The FAB has the power to form and dissolve Sub-Committees as required. The members of Sub-Committees will typically be members of the main FAB committee. However, the FAB may include others in special circumstances, where they have particular skills or experience. In addition, it is expected that the club will allocate

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appropriate staff to each sub-committee, dependent on the topics covered and their role in the club. Sub-Committee meetings will meet as and when required and typically ahead of FAB meetings where they will present ideas/proposals, and updates. Sub-Committee topics will be determined by the FAB.

Recommendations and decision-making

Recommendations and actions will be discussed and agreed between the representatives during meetings. Agreed actions will be recorded in the minutes and reported on at the next meeting. The aim of the meeting should always be to try and make decisions by consensus. Where consensus agreement is not possible, the Chair may decide to call a vote. The FAB must recognise that the club is not bound to act on the outcome of these votes, albeit it is expected to take note of the outcome and use that in any considerations.

Confidentiality

A major objective of the FAB is to improve the flow of information between the club and its supporters. This must however occur on the basis of mutual trust. Any matter offered by any representative of the FAB on a confidential basis will be governed by the Confidentiality Policy. For the FAB to be effective members must respect each other, their views, any collective decisions made and recognise items flagged as confidential (as per Confidentiality Policy).

Amending the Memorandum of Understanding

This Memorandum of Understanding (MOU) may be revised by the agreement of at least a quorum of the FAB members. Should any changes to the make-up of the FAB occur, the club/FAB relationship, including the MOU and Terms of Reference, will be reviewed accordingly.

Finance

All activities that the FAB organise and undertake are to be crowdfunded. It is the responsibility of the FAB members to organise this.

The club will aim, where possible, to make available meeting space for the FAB. Under exceptional circumstances the club may help fund materials and activity, but ultimately the FAB is a self-funded organisation.

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