

COMPANY NUMBER: 00109065

Cardiff City Football Club Limited (the "Club")

Minutes of the SLO Meeting held on Wednesday 3<sup>rd</sup> February 2021 via Microsoft Teams at 6.00pm.

**PRESENT**

Adam Gilliatt (AG)  
Wayne Nash (WN)  
Mona Sabbuba (MS)  
Amy James (AJ)  
Ben Jones (BJ)  
  
Wayne Palmer (WP)  
Christian Evans (CE)  
  
Vince Alm (VA)  
Keith Morgan (KM)  
Paul Corkrey (PC)  
Wayne Anderson (WA)  
Gerald Wadley (GW)  
Clive Francis  
Hugh Bellamy  
Carl Davies  
Lloyd Griffin  
Keith Edwards  
Kieran Jones  
Mark Jennings  
Michael Spear  
Rob Jeffery  
Sam Webb  
Neil MacNamara  
Tim Wegener  
Tony Jefferies

**POSITION**

Supporter Liaison & Disability Access Officer  
Head of Operations  
Head of Ticketing  
Head of Fan Engagement  
Fan Engagement Assistant  
  
South Wales Police  
South Wales Police  
  
Supporters Club Member  
Supporters Trust Chairman  
Disabled Supporters Association & Supporters Club  
Travel Group Member  
Travel Group Member  
Supporters Club Chairman  
Travel Group Member  
Travel Group Member  
Supporters Club Member  
Travel Group Member  
Disabled Supporters Association & Supporters Club  
Disabled Supporters Association & Supporters Club  
Travel Group Member  
Supporters Trust Board Member  
Supporters Club Member  
Travel Group Member  
Travel Group Member  
Travel Group Member

**APOLOGIES**

Mark Denham, Simon Chivers, Allyson Rees, Gareth Hopkins, Nick Allen, Kelvyn Milward, Daniel Clarke and Alan Bodman.

		<b>Action</b>
<b>1</b>	<b>Welcome</b> AG thanked everyone present for their attendance and began the meeting.	
<b>2</b>	<b>EFL Regulation 118</b> AG updated all about EFL Regulation 118 (Supporter Engagement) which is checked by the EFL each season to ensure Clubs are complying with the regulation. This regulation has been met previously and will continue to be met going forwards with further SLO meetings. Senior Executives are always present at meetings with the aim to get an Executive Director present to at least one meeting a season (Steve Borley present at the first meeting of 2019/2020 season). PC responded as one of three Championship representatives on the Football Supporters Association (FSA) National Council that this is not always common practice. AG rounded up that if supporters wish to attend future meetings his email can be shared so supporters can get in touch.	
<b>3</b>	<b>Return of Supporters to Cardiff City Stadium</b> WN updated the meeting that the Club have made several applications to Welsh Government (WG) for test events. WG have a more cautious approach than the one seen in England where test events had been held prior to the return of supporters in Nov/Dec 2020. We were going to be one of the	

	<p>first Club's in the UK to host a test event when cases per 100,000 were low. WG refused the application and said they were not ready for the return of supporters at this time (Aug 2020). After further dialogue it became apparent that WG were going to insist on 2 metre social distancing inside stadia, whereas in the England following the Sports Ground Safety Authority (SGSA) guidance SG02 the often-used model is one metre plus mitigation. There are several regulations that must be followed including data capture for track and trace, completion of a medical questionnaire, agreeing to code of conduct, wearing a face mask. WG want us to the same but with 2m. This has a big implication in relation to capacity, as such we have been resisting that along with everyone who co-signed the open letter to the First Minister. Using the English model, we believe we could get between 30 and 35 percent of our capacity while using the Welsh model at 2m (which is 4m per person) means we are looking at a socially distanced capacity of 2,500 in 33,000 seats. That is not viable which is why Welsh sporting clubs and organisations got together and wrote the open letter trying to explain our position.</p> <p>The return of supporters is vital to us and we will work with WG to find a solution where test events run at 2m and when we prove that we can move to the English model. Therefore, we are asking WG to accept both versions of SG02. These conversations were prior to Christmas and the national lockdown that we are currently in, so we think test events in Wales are likely to be March/April. Test events are likely to start at 1,000, going to 2,000 and hopefully increasing from there.</p> <p>We have asked WG if they will take findings from the EFL, FA &amp; SGSA from events that have taken place, but they have said they have their own testing policy. This is frustrating as their test events have been limited. We will continue to push and think pressure will grow when supporters continue to return in England when case levels are what they were in Nov/Dec 2020.</p> <p>We expect coming to Cardiff City Stadium to be different for a while with supporters needing to agree to the code of conduct, making their own personal risk assessment when deciding whether to return, considering their own personal circumstances.</p> <p>KM asked will it be entirely self-policing by the fans if they feel it is safe or will the Club have to set criteria for who can and cannot attend.</p> <p>WN updated that we have not had up to date information from WG currently as a lot of these conversations were pre-Christmas before the vaccine rollout had started. The information we had, and the information Club's in England were working to is that we will provide as safe an environment as we can, but that absolute safety is not attainable in this current situation.</p> <p>The code of conduct says that we are going to look after ourselves and look after each other.</p> <p>KM followed up but it is up to the fan signing the code of conduct and agreeing they comply?</p> <p>WN answered, yes. The fans will decide and sign the code of conduct, but it all starts with each person making their own risk assessment. We will provide information to supporters but only they can make the decision whether they come to a match. As set out in the letter to the First Minister we are highly regulated and run highly managed stadia. We have said all along that we do not want to start the process until it is safe to do so.</p>	
4	<p><b>Season Tickets 2021/22 &amp; Ticketing Update</b></p> <p>MS updated that season ticket information for the 2021/22 season has not been finalised but updated that the March on sale date from recent seasons is not going to be the template followed for next season.</p> <p>Moving onto reduced capacity fixtures when supporters do return AG &amp; MS updated that they have looked at the different ticket distribution/allocation options used by Club's who have had supporters return. These included a ballot, online queues for season ticket holders with first come first served and allocation based on longevity. The main point we can confirm is that once a person has been allocated a ticket and attended a game, they will move to the back of the system used so everyone gets the opportunity to attend and the system would then restart.</p> <p>MS followed and said if you are in contact with other supporter groups / trusts at Club's and have seen their methods used please send them across so we can look at all the methods used so far. Supporters present all commented that there are lots of methods to consider.</p> <p>WN replied that with suggestions from supporter groups and others we can look to agree the method with you. He went on to update that when at an AFC Bournemouth fixture observing the return of supporters it was surprising that with a reduced capacity of two thousand, they had tickets</p>	

	<p>available for the second game with some supporters choosing not to attend due to nervousness about attending.</p> <p>KM asked that the Club have a reserve list in place should tickets not be allocated.</p> <p>MS replied that this is something in the plans and emphasised that timing will be important when it comes to tickets being available for matches.</p> <p>MS further updated that tickets for the return of supporters will be mobile and downloadable to Apple/Android wallets on mobile phones. Tickets will be available to download on a match day morning where each ticket holder will be required to complete a medical questionnaire and other requirements required by WG.</p> <p>KJ asked if there will be alternatives for supporters who do not have a mobile phone at all or a phone compatible to download a mobile ticket.</p> <p>MS replied stating that the initial push will be for mobile ticketing to be used by everyone but there will be systems in place with the ticket office to prior to match days to assist and on match days the PDA operators at the turnstiles will also be there to assist.</p> <p>KM asked if we are working on the assumption that there is not going to be away fans for the foreseeable future.</p> <p>AG replied that the requirement for away supporters to attend has been removed following the pandemic. When this changes we will make the group aware.</p> <p><i>*Specific ticketing questions were asked and are listed with answers in Appendix 1 below.</i></p>	
<p><b>5</b></p>	<p><b>Flags at Cardiff City Stadium</b></p> <p>AG gave an update with where flags were positioned when football returned in June 2020 summing up with the current position with sponsor flags being removed along the way along with several supporter flags being collected.</p> <p>WN followed saying there were around 80 flags in place during the final games of the 2019/2020 season with around 40 now remaining.</p> <p>A conversation by all with VA &amp; WA commenting on the past and current positioning of the flags within the stadium was held. It was later agreed that the flags will be repositioned with the Supporters Club banner being moved forward and flags going around the stadium one deep around the stadium may look better. There were no objections to this and WN advised this will be in place for the Coventry City fixture (13/02/2021).</p> <p>Supporters asking how to get their flag to the stadium are asked to email AG. Due to the ongoing national lockdown, it was agreed that the best option is to currently post flags to the stadium but when restrictions ease it will be possible to drop flags at the stadium. Supporter groups agreed that when restrictions ease, they will help get the message out to supporters.</p> <p>GW asked if others had seen other stadia's dressing and the cardboard cut-outs seen at some stadia. WN responded that the Club did look at the cardboard cut-outs, but the decision made was not to go ahead with that option.</p>	<p><b>AG</b> <b>WN</b></p>
<p><b>6</b></p>	<p><b>50 Year Anniversary of Real Madrid Fixture</b></p> <p>AG updated around the final point on the agenda adding that suggestions for how to recognise the upcoming anniversary had already been sent in. if anyone else had suggestions they were invited to email them in. AG will then share these internally.</p> <p>KM replied it was important to recognise this with the one hundredth anniversary of the Club's first Football League fixture being missed last year.</p> <p>WN updated everyone about works progressing at Cardiff City Stadium with the creation of a classroom and space for a Club museum within the Ninian Stand extension area. The Club had some impetus after securing some memorabilia at auction in Jan 2020. He finished by saying the vision is for groups of children to visit the stadium, have a tour, look around the museum and have half a day in the classroom.</p> <p>KM passed on his thanks to WN and Steve Borley for being involved in rescuing the memorabilia last year on behalf of the Trust.</p> <p>VA added that it will be good to add to it as things go along. A lot of us go away with Wales and visit other grounds, a lot of which have museums like Belgrade for example. It attracts visitors to Cardiff, and it is important as it carries the Club's identity.</p>	<p><b>AG</b></p>

7	<p><b>Any Other Business</b></p> <p>PC started AOB by updating that the Swansea City fixture in March falls on the UN' Anti-Racism Day. The conversation continued to cover the subject of racism and players taking the knee, since football returned in June 2020.</p> <p>VA and WA contributing that it began around the Black Lives Matter movement but has changed and it is now about the general subject of discrimination and racism.</p> <p>AJ followed that everyone may have seen the 'My City, My Shirt' campaign recently which was prominent around the City. This project was ran independently by a young resident of Cardiff. They feel this is a good way for the Club to engage with the BAME communities/groups. This is something the Club have looked at previously and want future plans to create diversity within the fan base to be authentic and meaningful.</p> <p>PC replied that this is a good thing, and he was sure all supporters' clubs will support the club in any way they can.</p> <p>WP added that South Wales Police have supported the Club throughout the pandemic, there has been a police presence at all fixtures, and I would like to thank the vast majority of fans for not attending the stadium which has been helpful to the successful events and the test centre which has been running at the stadium.</p> <p>AG added to earlier comments from AJ that the Club list all reports of racism under the wider term of discrimination. All reports are collated onto a report log.</p> <p>CE added that all reports of hate crime received the end point is to have some sort of positive action whether that is increased signage, more information around reporting as examples.</p> <p>WA asked if anyone had seen the email sent to the Club about the Sol Bamba t-shirts and whether they will be available to raise money for charity.</p> <p>AJ replied that she picked up the email and had spoken to the Head of Retail, Clare. The initial thought was that it is not something we will look to do</p> <p>WN finished off saying it will be in the minutes and something he and AJ will pass on internally as it has been asked.</p> <p><i>*Specific questions received prior to the meeting and answered in Appendix 2 below.</i></p>	<p><b>WN</b> <b>AJ</b></p>
8	<p><b>Close</b></p> <p>With no further questions or comments AG brought the meeting to a close.</p>	

## APPENDIX 1

### Specific questions received about ticketing.

1. The Ticket Office Credit Update email dated 29 January has been received by some season ticket holders but not all – is there a reason for this or a problem with the system?
  - a. The audience for supporters receiving this email was those who have outstanding credit from the 19/20 season, 20/21 season ticket holders who have credit rolling over to 21/22 and those who opted for the Covid-19 shield deposit for the 21/22 season. We are not aware of any issues with this email being sent but will double check and re-send if we see any problems.  
Following the meeting we have looked at the email recipients further and this email was resent on Friday 5<sup>th</sup> February 2021.
  
2. When will 21/22 season tickets be offered for sale?
  - a. No date has been confirmed yet for an on-sale date, but it is not expected to be the usual March time and may be closer to the summer.

3. Some supporters pay for STs over a 10-month period and took this out in August / Sept as a result of COVID-19 / late sale date. As such they would not have completed payment for the 2020/21 ST before the new STs for 2021/22 are released. Can the club confirm that these people who are still paying will have the opportunity to renew in any early bird window, and if they will be able to "roll on" the payment period to cover the existing ST any new ST if paid over 10 months?
  - a. With the on-sale date not confirmed it is not known if this is something that may happen, but it is something we are aware of and have managed previously with half season ticket payments in previous seasons.
  
4. Realistically we are likely to see a gradual and controlled number of fans permitted to CC stadium at the start of next season, with the permitted numbers increasing over time, (unless we enter another cycle of lockdowns.)  
 Assuming that season tickets for 21/22 will be on sale soon, there is a good chance that the numbers of season ticket holders will be initially higher than the number of supporters allowed to attend matches, particularly as 'social distancing' will continue to be a key requirement for some time to come.  
 How do the Club plan to handle this to ensure fairness in allocation of available seats, allowing for the fact that many fans attend games with friends and family so will want to sit together and attend the same games, that there is equality in the number of games season ticket holders are able to attend, and refunds as necessary?
  - a. With Club's in England having supporters back before us we have been looking at the distribution methods, they have used including ballots and longevity for example. We can confirm that once a person has attended a match, they will re-join the queue at the back so other persons get the opportunity to attend. We will be led by Welsh Government and local laws/restrictions around the numbers attending but from looking at the ticketing system we know that if people attend in groups of 4-6, we can get more persons in the stadium while following social distancing requirements.

## APPENDIX 2

### Other questions received and covered in Any Other Business.

1. Can we have a fans' vote for any potential away / 3rd kit colours for next season?
  - a. Kits for next season (2021/2022) were agreed over a year ago with Adidas due to timescales we have to work to. The 2020/21 away kit will be the Club's third kit for the 2021/22 season. AG confirmed this will be shared internally with an update provided at the next SLO meeting.
  
2. Is it possible for the Club to promote more on Mental Health across their social media channels?
  - a. This will be shared internally with an update to be provided at the next SLO meeting.
  
3. Would it be possible to provide live coverage of the U23 away games and would it be possible to provide a live feed for the Club's home U18 games?
  - a. It is not possible to stream U23 away games as they are often at training grounds so we cannot get access to a gantry and the data required to show them. We are not permitted to stream U18s league matches but will try to stream U19s FA Youth Cup fixtures if facilities allow us to do so. Highlights are available of any U23s fixtures we cannot stream along with U18s and women's team matches on Cardiff City TV.