

Oxford United Supporters' Panel

MEMORANDUM OF UNDERSTANDING



1. Purpose of the Memorandum of Understanding (“MoU”)

The Oxford United Supporters' Panel (“the Panel” also known as “OUSP”) exists to ensure regular structured dialogue between Oxford United Football Club (“the Club”) and its fanbase to improve both the club and supporters' experience.

This MoU documents how both parties (the Panel and the Club) will work together, establishing minimum standards of communication and consultation.

2. Remit of the Supporters' Panel

The Panel seeks to strengthen the relationship between the Club and its fanbase, ensuring the Club actively listens to supporters and takes their views into account at all levels of decision-making. The Panel provides a regular channel of communication and consultation between the Club and its fanbase. It is designed to be inclusive and to represent the full range of the Club's supporter base, to whom it is accountable. The Panel may co-opt supporters to the main panel or to sub-committees where specific skills or representations are deemed necessary.

The Panel respects other existing supporter dialogue structures, e.g. OxVox.

OUSP is committed to the values of equality, diversity and inclusion in line with the policy available on its webpage.

3. Supporters' Panel Meetings

Panel Meetings are attended by all panel representatives and consider input from the supporter base, panel sub-committees and the Club, as well as relevant current issues. Panel meetings draft the agenda for full meetings.

Full Meetings are attended by panel representatives and appropriate representatives of the Club. There will be a minimum of four full meetings each year.

Meeting dates (including changes to dates) are agreed no less than 14 days in advance.

The Club provides a suitable venue and refreshments for meetings.

All meetings follow an **agenda** finalised and circulated at least seven days before the meeting. Both Panel and Club may propose agenda items, the panel Chair and Secretary agreeing the final agenda. Supporting documentation is provided and circulated with the agenda where possible.

Minutes are taken at each meeting, by a minute-taker agreed by all parties.

Recommendations and actions discussed and agreed during meetings are minuted, and will be reported on at the next meeting. Where consensus agreement is not possible, the Chair may decide to call a vote to inform debate and assist the Club in understanding supporter views. Whilst the Club is not bound to act on any outcome of these votes it is expected to take note of the outcome and use that in any considerations.

Draft minutes are circulated to attendees within three working days of the meeting, with deadline for comments being three working days from that point. Following approval by the meeting's Chair, minutes are published on the OUSP webpage within seven working days of the meeting.

4. The Panel

The Panel anticipates raising matters of interest to all supporters, bringing the views of supporters in respect of areas including, but not limited to:

- The matchday experience including that of home supporters and season ticket holders, travelling and geographically-distant supporters, the fans of visiting clubs, and supporters travelling to away games
- Communication between the Club and supporters, including publicity and information exchange
- Proposals for developing the Club's fanbase
- Volunteering opportunities at the Club involving supporters
- Ticketing proposals and issues
- Engagement and contacts with local communities and community groups

The Supporters' Panel is not concerned with team matters such as player recruitment and selection; details of personal employment contracts entered into by the Club; or football management appointments.

5. The Club

The Club agrees to meet with the Panel on a regular basis, at least four times a year. The Club will make relevant staff available to cover the agreed agenda topics. The Panel and the Club may agree to request the attendance of relevant external stakeholders.

The Club may consult with or update the Panel between meetings. The Club is requested to disseminate information by electronic means to all panel representatives via the panel Chair and Secretary. Any responses are collated and returned via the panel Chair or Vice-Chair unless agreed otherwise between the Club and Panel for a particular issue.

Matters deemed sufficiently important for **mandatory consultation** with the Supporters' Panel include:

- Key heritage matters to include any changes being considered to club name, colours, crest, or kit designs
- Items that significantly impact fans in relation to match day arrangements.
- Changes in pricing, format, terms and conditions, and availability of tickets (both individual and season tickets)

The Club will also consult with the Panel on key matters including, but not confined to:

- Significant changes to matchday arrangements that have an impact on fans
- Fundraising for special projects
- Joint events such as open days or community days
- Events organised by supporters' organisations
- Matters relating to marketing, merchandising and sponsorship
- Discussions with public bodies that would impact supporters
- Stadium issues and plans that would impact supporters

Consultation shall occur in sufficient time prior to decision by the Club to allow for:

- Meaningful discussion to take place between the Panel and the fanbase, proportionate to the importance and complexity of the issue
- Representation to be made to the Club reflecting the views of the fanbase.
- The Club to reflect on these representations and, if appropriate, to engage in further dialogue

6. Confidentiality

A major objective of the Supporters' Panel is to improve the flow of information between the Club and its supporters, and to be open and transparent in its dealings. Nonetheless there are occasions when all or part of a discussion will need to be treated in confidence. The Supporters' Panel accepts that for legal reasons (such as data protection and employment law) the Club will not be able to share certain information. These restrictions will, however, be the exception and not the rule, and the Club will explain clearly (and to the satisfaction of the Supporters' Panel) why information cannot be provided or must be treated in confidence.

- Any matter offered by panel representatives or the Club on a confidential basis will not be disclosed beyond those present at the meeting except where non-disclosure puts an individual or group at risk of significant harm.
- Any comments in the minutes deemed as confidential are included as a "Part Two" section of the minutes and are redacted from the published version of the minutes.
- Individuals should not publish or discuss any details of the meeting before the minutes have been approved by the Chair and published on the webpage, unless specifically allowed for in the minutes, and should not at any time discuss or disclose any "Part Two" minutes outside of the Panel.

7. Agreement

This Memorandum of Understanding may be revised upon the agreement of both parties to any changes suggested by either party.

Signed on behalf of Oxford United Football Club

Signature

Name

Date

Position

Signed on behalf of Oxford United Supporters' Panel

Signature

Name

Date

Position