

## **Official Supporters Panel Terms of Reference**

### **1. Panel**

The Official Supporters Panel (the "**Panel**") is a formally constituted panel appointed by Norwich City Football Club (the "**Club**").

### **2. Purpose**

The Official Supporters Panel has been introduced as a result of increased fan consultation and engagement throughout the Covid-19 pandemic. Moving forward the Club wishes to ensure an open and fair process for supporters and a level of fan interaction with its Executive Committee and Senior Leadership Team.

This process is designed to sit separately and away from requests the Club receives from local, national and international supporter groups, media and organisations.

### **3. Membership**

- (a) The Panel will consist of a maximum of fifteen (15) members all of whom will be Norwich City Football Club supporters selected via the nomination and application process.
- (b) The nomination and application process consists of fans submitting an application via the Club website comprising a form containing their personal details and their reason(s) for applying. Fans can nominate themselves or may nominate a fellow supporter.
- (c) The selection of successful applicants will be solely at the Club's discretion.
- (d) Supporters can submit a maximum of one (1) nomination per person (if any more are submitted, only the first entry received by the Club will be taken into consideration).
- (e) Successful applicants will be contacted via email following conclusion of the nomination and application process.
- (f) If a successful applicant does not respond within five (5) working days of the Club's contact informing them that they are a successful applicant, the Club reserves the right to withdraw their application from consideration.
- (g) The Club reserves the right to remove any member from the panel at any time, without notice.
- (h) Membership to the Panel will be for a maximum of two (2) seasons, unless the Club decides that special considerations exist which permits a longer term of membership.
- (i) New members may be invited to join through the nomination and application process at the end of each season, depending on the number of members currently appointed on the Panel. Final decision on any new members shall always be solely at the Club's discretion.
- (j) Membership of the Panel is entirely voluntary and no member of the Panel will be paid for being a member of the Panel.

### **4. Club Engagement**

- (a) The Club will commit to a minimum of three (3) events per season with the potential for additional events at the Club's discretion.
- (b) The Club will make the commitment for each event to be attended by at least one (1) member of the Executive Committee and relevant members of the Senior Leadership Team, including but not limited to:
  - Head of Ticketing
  - Head of Operations & Projects
  - Supporter Services Team, including Supporter Services Manager
  - Any other relevant Senior Leadership Team member.

### **5. Responsibilities**

- (a) Members of the Panel will be required to be present at all official Panel events, with the exception of extenuating circumstances.

- (b) Members of the Panel will be requested to set the agenda for the official events but the Club reserves the right to add/alter agenda items.
- (c) The agenda shall not include any topics relating to performance on the pitch or player / football staff related issues. The Panel will be solely for supporter's views on non-playing matters.
- (d) Supporters conduct at meetings must be respectful of others at all times and members must abide by the fan code of conduct (set out in the Appendix to this Terms of Reference).
- (e) Members are required to present the views of all supporters and the Club reserves the right to not address any input that is solely of personal interest.

## **6. Governance**

Event minutes will be published online following the conclusion of every official event and will be available for public consumption.

## **7. Outcomes**

As a member of the Executive Committee and Senior Leadership Team members will be present at each event, the Panel can be assured that key decision makers at the Club will hear, and will participate, in the discussion at these events.

In the event that any parts of the discussion need to be taken away for consideration, the Supporter Services Manager will feed back the Club's view and/or decision to the Panel.

Appendix  
Fan Code of Conduct