



SUPPORTER PANEL TERMS OF REFERENCE

1. PANEL

THE SUPPORTER PANEL (THE "PANEL") IS THE FORMALLY CONSTITUTED SUPPORTER PANEL OF NORWICH CITY FOOTBALL CLUB (THE "CLUB"). THE PANEL COMPRISES OF MEMBERS ELECTED FROM AND BY THE SUPPORTER BASE, AS WELL AS REPRESENTATIVES FROM SUPPORTER GROUPS.

2. PURPOSE

THE SUPPORTER PANEL WAS INTRODUCED AS A RESULT OF INCREASED FAN CONSULTATION AND ENGAGEMENT THROUGHOUT THE COVID-19 PANDEMIC. NOW ESTABLISHED, THE CLUB WISHES TO CONTINUE TO ENSURE AN OPEN AND FAIR PROCESS FOR SUPPORTERS AND SUPPORTER GROUPS TO HAVE THIS LEVEL OF FAN INTERACTION WITH ITS EXECUTIVE COMMITTEE AND SENIOR LEADERSHIP TEAM ON A VARIETY OF TOPICS.

3. AIMS AND OBJECTIVES

THE AIM OF THE PANEL IS TO SUPPORT AND DEVELOP INTERACTIONS BETWEEN THE CLUB AND ITS SUPPORTERS, THROUGH PROVIDING TRANSPARENCY AND CLEAR COMMUNICATIONS IN THE GENERAL OPERATIONS OF THE CLUB. THE PANEL IS A SOUNDING BOARD FOR THE CLUB'S INITIATIVES TO GAIN GENUINE SUPPORTER FEEDBACK ON A RANGE OF NON-FOOTBALL RELATED ISSUES. THE PANEL WILL ENABLE:

- SUPPORTERS TO ASK QUESTIONS OF THE CLUB VIA THE PANEL;
- THE VIEWS OF THE SUPPORTERS TO BE PROMOTED WITHIN THE CLUB;
- THE CLUB TO CONSIDER THE INTERESTS OF SUPPORTERS IN ITS DECISION MAKING;
- SUPPORTERS TO UNDERSTAND RATIONALE BEHIND KEY DECISIONS TAKEN BY THE CLUB.

4. MEMBERSHIP

- (A) THE PANEL WILL CONSIST OF A MAXIMUM OF 12 MEMBERS ALL OF WHOM WILL BE NORWICH CITY FANS. SIX OF THESE WILL BE SELECTED AND ELECTED VIA THE NOMINATION, APPLICATION AND ELECTION PROCESSES (SET OUT BELOW), WITH VACANCIES TO BE ADVERTISED TO SUPPORTERS BY THE CLUB. THE REMAINING MEMBERS WILL BE NOMINATED BY RECOGNISED SUPPORTER GROUPS OF THE CLUB, WHICH SHALL DECIDE HOW THEY SELECT THEIR REPRESENTATIVE, WITH DEMOCRATIC MEANS OF THIS BEING REQUIRED BY THE CLUB.
- (B) THE NOMINATION AND APPLICATION PROCESS FOR ELECTED SEATS 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) SUPPORTERS CAN SUBMIT A MAXIMUM OF ONE NOMINATION PER PERSON (IF ANY MORE ARE SUBMITTED, ONLY THE FIRST ENTRY RECEIVED BY THE CLUB WILL BE TAKEN INTO CONSIDERATION). IF A SUPPORTER'S APPLICATION IS UNSUCCESSFUL, THEY CAN APPLY AGAIN WHEN FURTHER PANEL VACANCIES BECOME AVAILABLE IN THE FUTURE.
- (D) FOLLOWING THE CLOSURE OF THE APPLICATION PROCESS, THE LONGLIST WILL BE REVIEWED BY THE CLUB. SELECTION OF APPLICANTS FOR THE SHORTLIST WILL BE SOLELY AT THE CLUB'S DISCRETION.

- (E) SHORTLISTED APPLICANTS WILL BE CONTACTED VIA EMAIL FOLLOWING CONCLUSION OF THE NOMINATION AND APPLICATION PROCESS.
- (F) IF AN APPLICANT DOES NOT RESPOND WITHIN FIVE WORKING DAYS OF THE CLUB'S CONTACT INFORMING THEM THAT THEY ARE TO BE ADDED TO THE SHORTLIST, THE CLUB RESERVES THE RIGHT TO WITHDRAW THEIR APPLICATION FROM CONSIDERATION.
- (G) THE SHORTLIST OF APPLICANTS WILL THEN BE PUT TO THE SUPPORTER BASE TO ELECT THE MEMBERS OF THE PANEL. ANY NORWICH CITY FOOTBALL CLUB SUPPORTER IS ELIGIBLE TO VOTE, AND THE VOTES WILL BE INDEPENDENTLY VERIFIED.
- (H) THE SUCCESSFUL APPLICANTS WILL BE DULY ELECTED AND CONTACTED VIA EMAIL INFORMING THEM OF THIS.
- (I) THE CLUB RESERVES THE RIGHT TO REMOVE ANY MEMBER FROM THE PANEL AT ANY TIME, WITHOUT NOTICE.
- (J) MEMBERSHIP TO THE PANEL WILL BE FOR A MAXIMUM OF TWO SEASONS, UNLESS THE CLUB DECIDES THAT SPECIAL CONSIDERATIONS EXIST WHICH PERMITS A LONGER TERM OF MEMBERSHIP.
- (K) PREVIOUS ELECTED PANEL MEMBERS ARE NOT ELIGIBLE TO APPLY OR BE NOMINATED AS PART OF A NEW TERM ON THE PANEL UNLESS THERE HAS BEEN A PERIOD OF ONE YEAR SINCE THEY LAST SERVED.
- (L) NEW MEMBERS MAY BE INVITED TO JOIN THROUGH THE NOMINATION, APPLICATION AND ELECTION PROCESS AT THE END OF EACH SEASON, DEPENDING ON THE NUMBER OF MEMBERS CURRENTLY APPOINTED ON THE PANEL. FINAL DECISION ON ANY SHORTLISTED APPLICANTS SHALL ALWAYS BE SOLELY AT THE CLUB'S DISCRETION.
- (M) MEMBERSHIP OF THE PANEL IS ENTIRELY VOLUNTARY AND NO MEMBER OF THE PANEL WILL BE PAID FOR BEING A MEMBER OF THE PANEL.

5. CLUB ENGAGEMENT

- (A) THE CLUB WILL COMMIT TO A MINIMUM OF FOUR SUPPORTER MEETINGS PER SEASON, WITH THE POTENTIAL FOR ADDITIONAL MEETINGS AT THE CLUB'S DISCRETION. THE PANEL MAY HOLD SEPARATE MEETINGS (EITHER PANEL ONLY MEETINGS OR MEETINGS WITH SUPPORTERS) AS FREQUENTLY AS IT SEES FIT.
- (B) THE CLUB WILL MAKE THE COMMITMENT FOR EACH OF THE FOUR CLUB MEETINGS TO BE ATTENDED BY AT LEAST ONE MEMBER OF THE EXECUTIVE COMMITTEE AND MEMBERS OF THE SENIOR LEADERSHIP TEAM RELEVANT TO THE ISSUE(S) BEING DISCUSSED.

6. RESPONSIBILITIES

- (A) MEMBERS OF THE PANEL WILL BE REQUIRED TO BE PRESENT AT ALL PANEL MEETINGS, WITH THE EXCEPTION OF EXTENUATING CIRCUMSTANCES.
- (B) IF A MEMBER IS NOT PRESENT FOR TWO CONSECUTIVE MEETINGS WITHOUT EXTENUATING CIRCUMSTANCES, THEN THEY MAY BE SUBJECT TO REMOVAL FROM THE PANEL BY THE CLUB.
- (C) MEMBERS SHOULD INTERNALLY ELECT A CHAIR AND VICE CHAIR OF THE PANEL. THIS IS BY SIMPLE MAJORITY. THE CHAIR WILL BE ONE OF THE SUPPORTER ELECTED PANEL MEMBERS, AS OPPOSED TO A SUPPORTER GROUP REPRESENTATIVE. THE TERM FOR THESE POSITIONS WILL BE ONE YEAR. CHAIRS AND VICE CHAIRS MAY BE ELECTED TO SERVE FOR CONSECUTIVE YEARS UNTIL THE PANEL SEES FIT.
- (D) MEMBERS OF THE PANEL WILL BE REQUESTED TO CONTRIBUTE AGENDA ITEMS FOR MEETINGS AND THE CLUB RESERVES THE RIGHT TO PROPOSE ITS OWN AGENDA ITEMS.
- (E) MEMBERS' CONDUCT AT MEETINGS MUST BE RESPECTFUL OF OTHERS AT ALL TIMES.

(F) 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.

(G) MEMBERS ARE NOT TO DISCLOSE ANY INFORMATION SHARED IN CONFIDENCE IN PANEL MEETINGS OUTSIDE OF THE PANEL OR WITH NON-PANEL MEMBERS. DOING SO MAY RESULT IN THE CLUB REMOVING THE RELEVANT MEMBER FROM THE PANEL.

7. GOVERNANCE AND MINUTING

A) THE PANEL SHALL COLLATE AND FEEDBACK ANY POINTS FOR CONSIDERATION AND INCLUSION TO THE CLUB AT LEAST 10 DAYS BEFORE THE NEXT MEETING.

B) THE CLUB WILL ENDEAVOUR TO SHARE ITS AGENDA POINTS WITH PANEL MEMBERS AT LEAST SEVEN DAYS PRIOR TO EACH MEETING.

C) MEETING MINUTES WILL BE AGREED AND PUBLISHED ONLINE WITHIN 14 DAYS OF EVERY OFFICIAL MEETING AND WILL BE AVAILABLE FOR PUBLIC CONSUMPTION.

8. OUTCOMES

AS EXECUTIVE COMMITTEE AND SENIOR LEADERSHIP TEAM MEMBERS WILL BE PRESENT AT EACH MEETING, THE PANEL CAN BE ASSURED THAT KEY DECISION MAKERS AT THE CLUB WILL HEAR, AND WILL PARTICIPATE, IN THE DISCUSSION AT THESE MEETINGS.

IN THE EVENT THAT ANY PART OF THE DISCUSSION NEEDS TO BE TAKEN AWAY FOR CONSIDERATION, THE HEAD OF SUPPORTER ENGAGEMENT (OR EQUIVALENT POSITION) WILL FEED BACK THE CLUB'S VIEW AND/OR DECISION TO THE PANEL.