Celtic plc AGM, 21 November 2025

FANS' FORUM REPORT 2024/25

As set out in the 2017 Report to the AGM, a resolution was passed at the 2016 Celtic plc AGM to establish a Supporters' Forum. The Club are delighted that this has continued during 2024/25.

MEETINGS OF THE FANS' FORUM IN 2024/25

Three meetings of the Fans Forum were held at Celtic Park since the last AGM - December 2024, February 2025 and May 2025. Each meeting was attended by approximately 80 supporters.

In addition to the numerous supporters' organisations, who are invited to all Forum meetings, the Club has a record of a number of fans who have expressed an interest in attending the Fans Forum and the Club continues to invite a number of fans to attend each meeting based on the items to be consulted on. Further information can be found on the Fans Forum section of the Club website.

To encourage open discussion and consultation, the format continues to be managed informally, with no recording or social media postings permitted at the meeting.

The items for consultation continue to be announced in advance of each Forum following feedback from fans. For each item, the Club delivers a presentation to provide context before consulting with the fans present.

Following each Forum meeting (where appropriate), the Club publishes minutes of the meeting on the Club website. Any actions generated from the Forum meetings are monitored via an '*Action Tracker*' document which is also available on the Fans Forum section of the Club website.

KEY TOPICS DISCUSSED IN 2024/25:

A range of topics were discussed at the meetings, including:

- Season Ticket Renewals;
- Ticketing, Allocations and Allocation Process;
- Increased Rail Seating at Celtic Park;
- Football Operations;
- Digital Strategy;
- Fairhurst Report;
- Season Ticket Value for Money;

The Board receives an update on the issues discussed at the Fans Forum following each meeting and the views expressed form an important part of the Board's consideration of these issues.

KEY ACTIONS IN 2024/25

Season Ticket Renewals

The Club is committed to keeping price increases to a minimum by considering all relevant factors whilst recognising the challenges of an ever-increasing cost base. This issue was discussed at length at the February 2025 meeting to provide details of all factors taken into account as part of the planning process. It was highlighted that this included two fewer matches from Season 2023/24 (which were often pre-season friendly matches), to help minimise any proposed increases that year when inflation was over 10%, and also a recognition that season ticket holders did not attend pre-season friendlies in high numbers which pointed to season ticket holders not valuing these matches as much as other matches. This also aligned the number of matches on the Club season ticket to all other top flight clubs in the UK who had adopted this practice many years before this.

The Club settled on an annual increase of 5% for Adult Standard Season Tickets in season 2025/26 but prize froze certain concessionary prices including the £50 child season ticket from its initial introduction in season 2008/09 some 17 season ago. It was explained that despite Core CPI inflation being at 3.8% in April 2025 when prices were set, the Club like many other organisations was unfortunately facing much higher cost pressures not captured in core CPI e.g. the 1.2% increase in employer national insurance, an increase in local authority rates, the increase in the living wage which has in itself increase 40% between April 2020 and April 2025. By setting the increase on certain season tickets at 5% the Club choosing to absorb some of the costs.

Rail Seating

The Club has established an internal Working Group aimed at establishing demand for increased standing capacity at Celtic Park. This group will be extended to include supporters once we are in a position to take proposals forward. A working group comprising of relevant personnel from the Club has been established and proposals have been put together for further consideration. Next steps are to consult with supporters from across the Club's fan base. Results from the recently published fan survey will also be factored into this to account for the views of all supporters and this was recognised as an important point.

Fairhurst Report

Following events of 16 March 2025, the Club engaged independent safety and event consultants Fairhurst to undertake a review of the events that took place and prepare an independent report. The report was to be based on evidence provided by supporters who were present or witnessed the events of the day and what took place. This report has now been published and presented to Police Scotland for response. A meeting has been arranged with Police Scotland, the Club and supporter representatives to discuss this matter in further detail.

Sacro and the 'Jumping Through the Hoops' Programme

Sacro is a Scottish community justice organisation, which works to deliver life-changing services that empower people and this is a bespoke programme for football fans to help educate in terms of changing attitudes and behaviours – how the fans treat each other and other people. The programme has been a success and work is continuing by Sacro to engage with the Procurator Fiscal to discuss the continued support of the programme as an alternative option to help and assist supporters previously expelled, whether by the courts (receiving a Football Banning Order (FBO)) or subject to a club ban, by re introducing them to football in a positive manner.

Following the success of the programme, it has continued and Celtic remain the only Club in Scotland promoting and investing in the programme. The programme remains open and was discussed recently

at a meeting of the Scottish Fans Collective at Falkirk where it was very well received with fans of other clubs, expressing their support and aims to have this rolled out at their Clubs.

ATTENDING THE FANS' FORUM

The Fans' Forum is open to all Celtic supporters and shareholders and comprises representatives of the Club and the Celtic support, including delegates from several recognised supporter organisations.

If you are interested in attending the Fans' Forum, please complete the application available at Fans Forum section of the Club website or email our Supporter Liaison Officer, John Paul Taylor at JPTaylor@celticfc.co.uk.