

Minutes from the Celtic plc Fans' Forum Meeting, held in Jock Stein Lounge, Celtic Park and via Teams at 18.00 on 28 October 2021

Club Attendees

- Alexis Dobbin - Disability Access Officer
- Brian Wilson - Non-Executive Director and Chair of the Meeting
- Chris Duffy - Company Secretary and Head of Legal
- Chris McKay - Finance Director
- David Stothers – Head of Soft Services
- Joanne McNairn – Data Protection Officer and Compliance Manager
- John Paul Taylor - Supporter Liaison Officer
- Kerry Keenan - Head of Marketing & Multi Media
- Michael Nicholson – Acting CEO
- Robin Buchanan – Stadium General Manager
- Tony Hamilton – CEO, Celtic FC Foundation

Fans

Around 50 fans attended via a combination of in person at Celtic Park and remotely via Microsoft Teams.

Introduction and Welcome

Brian Wilson, as Chair of the meeting, welcomed all attendees to the Forum, both in person and remotely, and introduced the other Club representatives in attendance. He confirmed that it was good to be able to get back to meeting in person again, but that we would continue to look at providing this in a hybrid format to assist those that can't attend in person. Noting the Club's desire to further enhance the role and status of the Fans Forum going forward, Brian ran through the agenda below, circulated in advance by John Paul Taylor, and moved the meeting onto the first item:

- Forum update and sub-groups
- Fan return to Celtic Park
- Celtic's Green Credentials
- Celtic FC Foundation update
- AOB and further consultation

Forum Update and Sub-Groups

Summary of Previous Actions

Chris Duffy provided an update on the forum following the meeting held in May 2021, including talking through the action items from the last meeting, being: (i) fan engagement piece centered around behind closed doors matches which was no longer required as we have now returned to Celtic Park; (ii) the potential ballot system for oversubscribed away matches which it was suggested may be best dealt with via a ticketing sub-group which he would come on to later; and (iii) the parking proposals issue and the cycle lanes around Celtic Park which he again confirmed that the Club had made strong representations to the Council on and were awaiting a response from GCC.

Chris noted the previously received feedback that the sub-groups had been working well and discussed with the meeting the possibility of refining these groups. It was established that there would be two new sub-groups created, with the existing operational group tweaked slightly to have the following:

1. Marketing, Branding and Communication

2. Celtic Match Day Experience
3. Stadium Catering and Facilities
4. Ticketing
5. Celtic's Green Credentials

There was discussion around who would lead these sub-groups and when they would next meet. Any additional attendees who wanted to be involved in the groups were invited to speak to the team after the meeting or email John Paul Taylor.

The meeting then discussed the merits of having a further forum meeting pre-Christmas, with feedback again sought.

Fan Return to Celtic Park

David Stothers provided an update to fans around the complexities and volume of work involved in managing the Covid-19 pandemic across the Club and, more recently, in getting the fans back to the stadium. He touched on the liaison with stakeholders, including UEFA, SPFL, SFA and the Scottish Government, the volume of risk assessments, stadium segregation and zoning and PCR testing regimes amongst other things. David then chatted over the more recent controls that have been introduced, around the vaccine passport checks that were introduced by the Scottish Government – thanking fans for their patience with and assistance with the same.

Kerry Keenan provided details about the communications relating to the return of fans and the required changes in approach to 'go digital' to help deal with the speed of the changes being made. Seeking feedback from the meeting, there was discussion around the effectiveness of these communications. There was also discussion on the Club's trip to Dubai in the context of Covid controls and around what the players or management could do going forward to continue to set examples of best practice.

Celtic's Green Credentials

Following a request for the item to be added to the agenda of a future meeting, Chris McKay then provided an update on the steps Celtic has taken over the last couple of years in terms of its green credentials. He noted that the Club recognises its role as being responsible and are extremely mindful of our impact on the environment. Noting that we report our carbon footprint in our annual report each year for transparency, he provided a little more detail on some of the initiatives detailed, including the recently commissioned Phase 2 Energy Savings Opportunity Scheme (ESOS) report.

A number of examples were provided showing our commitment to tackling climate change, such as paying a premium to source 100% certified renewable electricity from our energy supplier, 25% of our staff vehicle fleet now being fully electric and working towards a Scottish Government target of 70% recycling and composting for all waste by 2025.

There was then an informed discussion on the topic, including the Sports for Climate Action initiative, having a dedicated section on the Club website how football compares to other industries and how to accurately measure the Club's footprint. A discussion around new stadium such as Spurs new home and what could feasibly be done at Celtic Park ensued before it was decided that several of the topics raised would be discussed at a separate sub-group which Joanne McNairn was to co-ordinate from a Club perspective.

Celtic FC Foundation Update

Tony Hamilton then provided an update on Celtic FC Foundation and how the COVID-19 pandemic has changed how they worked, focusing on the Football for Good Fund, which to date has raised £1.5m. Tony provided some inspirational statistics as to how this money has been used, working with over 80 partners to deliver these outcomes. He then outlined the current project delivery as well as the impending 2021 Christmas Appeal. He outlined that last year's Christmas Appeal raised over £250K where over 1,300 families, 2,000 children and 200 OAPs benefitting.

Tony went on to confirm that he was looking to work with supporter's associations more closely going forward and had already met with some of them. There was a constructive discussion in the room on how to achieve greater co-operation, the You'll Never Talk Alone initiative and some other suggested activities for Celtic FC Foundation to potentially become in, with Tony agreeing to pick up on a few items offline with certain individuals.

Q&A Session and Feedback from Supporters

Brian Wilson then opened the meeting up to more general AOB and a lively discussion followed covering a range of topics, with questions submitted both in the room and electronically on a diverse range of topic including Referees and VAR, the facilities in the South stand and the Future Plans of the cLub and Michael Nicholson in particular, including in relation to Football Appointments

Kevin Mackin took the opportunity to inform the forum that he has taken over as Chair of the CDSA before raising some concerns affecting their members, which were either answered or agreed to be picked up by John Paul and Alexis.

Closing Remarks and Thanks

A final comment was made regarding the Chairman's recent obituary in the Guardian newspaper which Brian addressed before closing the Forum, thanking the attendees for their time and input and confirming that we would look to organise the next meeting in December to review the progress of the new and revised sub-groups.