

Celtic AGM, November 15, 2017

Celtic Fan Forum Annual Report

At the Celtic AGM in 2016, a resolution that had been put forward by the Celtic Trust and had been requisitioned by shareholders, was passed by shareholders at the meeting to establish a Supporters' Forum, a consultative body with a remit to jointly discuss matters of importance and interest to the Celtic support regarding the Company in an open and transparent environment, taking into account all legal and regulatory requirements and duties of confidentiality to which the Club and its directors are bound. The Board was delighted to support the resolution at last years AGM.

The supporting statement to the resolution stated that a report of the business of the Forum would be presented following the formal business of the Celtic PLC AGM.

Establishment of Fan Forum

The resolution provided that the Forum would:

- comprise representatives of the Club and the Celtic support, including delegates from the recognised Celtic supporter organisations; and
- would meet on at least three occasions in the course of the football season, such dates being set at the beginning of each year and only changed by the Club in exceptional circumstances, such circumstances to be disclosed by the Club where possible.

The supporting statement to the resolution stated that the Club and the Celtic support would be represented at the Forum and that:

- each of the recognised Celtic supporters' organisations shall have two representatives to the Forum;
- representatives of a cross section of the Celtic support will also be invited to attend by the Club from time to time to participate in the consultative process;
- the Club will nominate an appropriate number of representatives of sufficient seniority to ensure that the business of the Forum can be dealt with authoritatively and expeditiously;
- the Club will nominate an individual to facilitate discussion at the Forum and a Secretary to the Forum;
- the Club will be responsible for convening the Forum and ensuring that minutes are taken and distributed; and
- at the first meeting of the Forum the Club will consult on principles for the effective operation of the Forum.

Prior to establishing the Forum, the Club discussed the composition of the Forum with a range of recognised supporters organisations, individual shareholders and supporters. Whilst the Celtic Trust favoured a smaller number of attendees outwith the recognised

supporters organisations at each Forum meeting, the majority of those consulted favoured a broad representation of the Celtic support, including supporters not affiliated to any recognised organisation.

For the first meeting of the Forum, therefore, in addition to the Affiliation of Independent Celtic Supporters Clubs, Celtic Disabled Supporters Association, Celtic Supporters Association, Celtic Trust, The Green Brigade, the Irish Association and Supporters Clubs from the North, by an invitation published on the Club website and on Club social media, the Club invited all Celtic supporters who wished to be part of the process to contact us to let the Club know. In addition, fans who had attended similar meetings in the past were also asked to express any interest. It was important that the widest possible range of supporter interests was represented including season ticket holders with seats around the stadium. The response from potential attendees allowed us to fulfil this objective. The Club appointed Brian Wilson, non executive director of the Club and former Member of Parliament, to facilitate the forum meetings.

Meetings of the Fan Forum

To date there have been three meetings of the Forum, which have all been held at Celtic Park, in February, May and October 2017.

	February 2017	May 2017	October 2017
Number of recognised supporters organisations represented	7	5	4 1 organisation's rep at FIFA awards
Fans not associated to recognised supporters organisations	30	29	26
Total number of fans attending	42	37	32
Club representatives attending	11	9	6

In addition to the recognised supporters organisations, who are invited to all Forum meetings, the Club now has a list of 44 fans who have expressed an interest in attending the Fans Forum. Not all of those fans have attended every meeting. For each meeting the Club invites a number of fans to attend based on the items to be consulted on.

To encourage open discussion and consultation, the format has been managed informally by the facilitator, with no recording or social media postings permitted at the meeting.

The items for consultation are announced in advance of the Forum meeting and for each item the Club delivered a presentation to provide context before consulting with the fans present. The items consulted on during the year are:

- Season Tickets;
- Review of Away Ticket Allocation Process;
- the Future and Operation of the Fans Forum;
- Celtic Park Parking Proposals;
- Celtic Park Developments;
- Celtic Park Events;
- Stadium Catering; and
- Unacceptable Conduct & Strict Liability.

Following the Forum meetings, the Club circulated minutes to the Forum and then published the minutes on the Club website. The Forum meetings have generated a number of actions to be progressed by the Club; these have been recorded and an update on the progress of each action has also been published on the Club website. Copies will be available after the AGM.

Next year

The Club is delighted with the progress of the Forum so far, but is keen to further develop the Forum to maximise the opportunity for consultation with fans for the future.

During each meeting of the Forum there is an opportunity for attendees to offer feedback on the process. Following the first meeting, feedback on the forum and its composition was invited. Following the last meeting, further feedback on the process was requested.

The Club is continuing to review all of the feedback received to date. In general, feedback has been positive, with fans indicating satisfaction with the actions update, the follow up section at the start of each meeting, the representation from the Club together with the general management of the meeting by Brian Wilson as the facilitator. Attendees have also provided constructive feedback on the process, meetings, timescales for the publication of minutes, the identification, and quantity of agenda items and the appropriate opportunity for follow up questions to be raised, which will be taken into account moving forward.

Some attendees raised issues concerning the composition and size of the Forum. On the other hand, however, attendees at Forum meetings have welcomed the opportunity for fans not associated to the recognised supporters' organisations to attend and contribute to the consultation process, raising the importance of having wide representation of the Celtic support and the resulting benefits to the discussion.

The Club is committed to ensuring that the Forum is representative of the wide range of Celtic supporters and will continue to monitor the Forum moving forward, seeking to strike a balance between inclusivity and a manageable number of attendees. In addition to the Forum, recognised supporters organisations all have the longstanding opportunity to meet with the Club executives on a regular basis to discuss issues that are important to them.

The Club has published the dates for the Forum meetings for the rest of this season – 5 February and 9 April 2018. We would welcome further applications from fans for these meetings.