

MINUTES of a **MEETING** of the
FANS FORUM OF CELTIC PLC
held at Celtic Park, Glasgow
on 9 April 2018 at 19:00

Attending:

Club Representatives: Robin Buchanan (Stadium General Manager) (“**RB**”)
Alexis Dobbin (Disability Liaison Officer) (“**AD**”)
Chris Duffy (Company Solicitor and Secretary for the Forum) (“**CD**”)
Angela Forbes (Ticket Office Manager) (“**AF**”)
Tony Hamilton (Chief Executive of Celtic FC Foundation) (“**TH**”)
Ronnie Hawthorne (Head of Safety, Security and Operations) (“**RH**”)
Chris McKay (Finance Director) (“**CMcK**”)
Michael Nicholson (Company Secretary) (“**MN**”)
John-Paul Taylor (Supporter Liaison Officer) (“**JPT**”)
Brian Wilson (Non-Executive Director, Celtic plc and facilitator of the Forum) (“**BW**”)

Fans: A list of attendees is attached at Annex 1

1. Opening

BW welcomed everyone and opened the meeting, introducing the table of representatives from Celtic.

2. Fans Forum Update

CD informed the meeting that the future Fans Forum dates would be set in due course once the 18/19 fixtures were known.

CD referred to the actions update published online, highlighting in particular that season ticket prices had now been finalised following the previous consultation. He summarised the other items that were now resolved and could be removed from the tracker.

CD once again highlighted that feedback on the Forum – including its structure and format - is always welcome, as are suggestions for future agenda topics and new attendees.

3. General Data Protection Regulation (GDPR)

CD then also provided an update to the meeting on the current state of play within the Club in respect of GDPR. He detailed the range of Club activities that would be experiencing some changes and updated the Forum on the ‘*Sign for Celtic*’ campaign, encouraging those present to spread the word and help to maximise sign ups.

4. Scottish Cup Semi-Final Ticket Allocation Process & Consultation with Fans Forum

AF explained to the Forum how the allocation process typically works and highlighted the challenges faced by the Ticket Office in this regard before opening up the floor to suggestions and thoughts.

Bobby McCullagh started the consultation stating that physical attendance at matches should be considered. Hugh Meechan noted that it understandably had to be different from away league match allocation (AF and JPT reiterated this later in the meeting)

but that simply announcing that sales were 'live' was not acceptable, especially in the context of elderly fans etc. Janey Morrison agreed, adding that many people had been on the Home Cup Ticket Scheme (HCTS) for years and always attended so there was a recognition aspect there too. She further stated that there were issues with simply moving online too and highlighted that the premium rate ticket line was also problematic and cumbersome. Jim McKenna echoed the transparency point and queried what the numbers were for HCTS etc. from the previous semi-final given the issues that arose there. He suggested that a ballot amongst HCTS was the only option with priority given for the next match to those who missed out.

AF responded to the points in turn, noting that the Club never gives advance notice of sale times where demand exceeds supply, ever since the issues at the ticket office for a Juventus match a number of years ago. She acknowledged the challenges faced by supporters with the online and telephone options (which would be raised with Ticketmaster along with the 'Friends Network' piece which seemed to be experiencing some issues recently) and agreed that transparency had to be absolutely vital in any process but noted that no processes had been changed from those previously used – the incredible demand versus supply was the real challenge here.

On the back on the discussion about a ballot, BW conducted a poll based on a show of hands and only 12 people in the room were in favour of this.

Frank Smith was one to disagree with the ballot, suggesting there just needed to be other criteria amongst the HCTS (i.e. recognising length of time on it) while David Hood raised the point that although he goes every week (home and away) he pays cash for all tickets and therefore can't join the HCTS (Jim Gallagher and Jim Barr echoed this point). Alison Docherty explained her circumstances and queried whether those on the HCTS who go to all games (home and away) could be put into a specific group, guessing that number could only be around 700. Terry Murphy noted that 'first come first served' was unacceptable for those who don't monitor the website or social media channels while Dave McCann noted that he thought the fees applied for calls and posting etc. were similarly unacceptable. Keith McGinty queried whether there could be a 'click & collect' type service to assist here and, whilst there were obvious potential issues with this (as Rangers already experience), AF agreed to relook at this at an appropriate time. Bryan McDonald queried whether corporates got more for these matches with Gordon Cowan noting that Debentures at Hampden further complicated this aspect, generally urging wide consultation with fans given the various different groups involved.

David Barratt, while sympathetic about the grievances raised by other supporters, suggested the system was transparent and obviously aimed to be fair (with everything covered in the t's & c's year on year), noting that moving online was just the way of the world now and if that happened then pre-announcements, online only sales and ballots (if need be) could all be handled sensibly. Joe O'Rourke suggested that the main issue was demand and supply and added his sympathy for those who can't join the HCTS for money reasons. He also suggested that a small % of tickets should perhaps be set aside for the suspected 2-3k 'Category A' supporters who go to all games.

The meeting acknowledged that the issue would not be resolved there and then and the Club resolved to look into the whole area again in detail with BW agreeing that

Fairness, Transparency, Consistency and Recognition were vital components in any such process. He added that an 'ordinary' business would almost certainly just move totally online but that Celtic would always try and cater for everyone and be open to all so this brought added complications which he felt AF and the Ticket Office were navigating admirably.

5. Stadium Developments & Consultation with Fans Forum

RB presented first, giving some background on the ongoing pitch works, the planned new floodlights and PA/VA system before opening up to consultation.

Gordon Cowan and Dave McCann queried whether any upgrades were impending for the South Stand where the standard season ticket prices were the highest but little work had been done since 1992. Keith McGinty asked for an update on any potential fanzone, with Brian Gilmour suggesting more should be done to make a case to bring back alcohol to football (as with rugby matches in Scotland), while Frank McGuire asked for an update on the proposed hotel complex which CMcK duly gave, noting that potential options were still being market assessed.

RB noted that the South Stand was a priority but was complicated and potentially costly to work with given the age of the stand. He added that all toilet facilities were in the process of being surveyed with various options being looked at and that all possible steps were being taken to progress the fanzone as the Club were very keen to get something suitable up and running as soon as possible. He further added that the alcohol piece has been problematic for a number of years but was still being pushed for via all relevant channels.

JPT then gave an update on the current status of the proposed parking restrictions around Celtic Park. Similar views were expressed to those raised at previous meetings:

- residents of affected areas stated that there definitely were issues that needed to be resolved;
- the distinction was drawn between issues created by drinking and issues created by driving;
- it was suggested the problem would be simply be moved to the edge of the newly restricted zone;
- consideration could perhaps be given to building a multi storey car park;
- could CSC's be further supporter to encourage more supporters travelling by bus; and
- what could Glasgow City Council and/or travel operators do to increase capacity/develop alternative modes of travel.

JPT answered queries where he could before BW suggested that we add the topic to a future, appropriate meeting and perhaps try to get a representative from the Council or even the Transport Minister along. He and CMcK explained that an economic assessment was being undertaken and that the Club would do all it could to work with the appropriate third parties to resolve the matter as best they can for the supporters but that fans responding to the forthcoming public consultation (as well as the Club) would be very welcome and helpful.

AD then gave a short update on the recent stadium developments affecting the Club's disabled supporters, with the main infrastructure point being that ambulant

supporters were now able to be located in the North West stand in front of the Tommy Burns View. She also confirmed the introduction of waterproof ponchos and warm blankets, as well as providing team sheets to those who cannot see the big screens and having Brendan Rodgers read out his programme notes for each match for the visually impaired fans

TH then gave the meeting a brief update on the work of Celtic FC Foundation, reviewing the previous financial year, touching on the Lions Legacy piece and explaining the status of the plans for the Sensory Room in the East Stand.

Jim Lewis and Ronnie Reagan confirmed they were really pleased with the work undertaken by AD, JPT and the Club before a discussion around the practicalities of the ponchos etc. ensued with Des McCafferty, Joe Mackin and Ronnie Reagan giving their views. Hugh Meechan raised the issue of fan behaviour at away matches in particular, where the tendency to stand made things difficult for certain groups. This was echoed by others with AD noting that work was ongoing in this regard on a match by match basis. Ronnie Reagan noted that Celtic were doing really well in following through with their AGM commitments and the difference from the previous season was night and day. He further urged any disabled fans who experience issues to raise the matter with AD.

BW offered his personal thanks to AD, JPT and the team.

Gerry McDonnell discussed with TH the Celtic FC Foundation initiatives that focussed on adults coming back into education before BW suggested that the work of Celtic FC Foundation be added to the agenda every 6 months and given more time given how short TH's presentation was cut.

6. Close

BW then thanked all attendees for their contribution and concluded the meeting.

Annex 1: Fans in attendance

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|-------------------|-----------------|
| George Barclay | Brian Gilmour |
| Simon Appleby | Michael Scott |
| Franny Mullen | John McGinn |
| Bobby McCullagh | David McComish |
| Lee House | Andy Colognori |
| Frank McGuire | Peter Broughan |
| Dave McCann | Jim Lewis |
| Simon Mullen | Julia Donohoe |
| Davie Hood | Keith McGinty |
| Jim Gallagher | John Flannigan |
| Kevin Lyons | Alex Gallagher |
| John Robertson | Alison Docherty |
| Janey Morrison | Jim Docherty |
| John Andrews | Brenden Darcey |
| Martin Gilmore | Frank Smith |
| Tommy Stevenson | David Barrett |
| Sarah Jane Conway | Jim McKenna |
| Aidan Harkin | Hugh Meechan |
| Joe O'Rourke | Pat Quinn |
| Mary Cannon | Bryan McDonald |
| Gordon Cowan | Des McCafferty |
| Jamie Garamanli | Ronnie Reagan |
| Anthony McKelvie | Esther Thomson |
| Gerry Mulvenna | Anne McElhinney |
| Davie Hood | Jim Gallagher |
| Jim Barr | |