

Oxford United Supporters' Panel

EXPECTATIONS FOR REPRESENTATIVES

1. Purpose

This document sets out the standards of behaviour that Oxford United Supporters' Panel representatives shall adhere to as a condition of their position on the Panel. Failure to observe the Expectations for Representatives may result in removal of the representative from the panel.

2. Duties of the Panel and Representatives

All business of OUSP and its representatives shall be conducted in accordance with the following policies and procedures:

- Equality, Diversity and Inclusion Policy
- Memorandum of Understanding
- Terms of Reference
- Election Policy
- Expectations for Representatives

3. Standards of Behaviour

In all activities, supporters' panel representatives shall show an appropriate standard of behaviour and commitment. This is to ensure that the Supporters' Panel maintains its reputation and relationship with the club, fanbase and other organisations that it may come into contact with.

All representatives shall:

- in all dealings with each other and when representing the Supporters' Panel refrain from offensive, aggressive or intimidating language and behaviour, including upholding at all times the Equality, Diversity and Inclusion Policy
- commit to attending all supporters' panel meetings, and being available for further meetings with supporters' panel representatives and club staff
- possess strong communication skills with a willingness to work collaboratively and represent the views of supporters at meetings
- be willing to have a public profile, be contactable by fans, and provide feedback to fans on relevant matters
- make known any potential conflicts of interest

These standards apply to all forms of verbal and written communication, including social media. Supporters' Panel representatives shall not make any comment, via any route, that is likely to harm the reputation of the Supporters' Panel or the Club. This includes speculation, misinformation or comments of a derogatory nature relating to the Panel or the Club.

4. Meeting Etiquette

Panel and full meetings shall be managed in line with both the Oxford United Supporters' Panel Memorandum of Understanding and with its Terms of Reference, latest versions.

When attending meetings supporters' panel representatives shall:

- come prepared for the meeting, having read previous minutes, completed actions and gathered questions and comments from fanbase
- listen to the views of colleagues, seeking clarification where needed, express their own views and come to their own decision on individual matters in good faith in what they believe to be in the best interests of the fanbase
- not resort to behaviour that could be considered discriminatory, offensive, aggressive or intimidating
- keep to the agenda, raising other issues under "any other business" and not engage in discussions during the meeting which are not relevant to the issues of the meeting
- Remain present in the meeting, their mobile phone on silent

5. Confidentiality

A major objective of the Supporters' Panel is to improve the flow of information between the Club and its supporters, and to be open and transparent in its dealings. Nonetheless there are occasions when all or part of a discussion will need to be treated in confidence. The Supporters' Panel accepts that for legal reasons (such as data protection and employment law) the Club will not be able to share certain information. These restrictions will, however, be the exception and not the rule, and the Club will explain clearly (and to the satisfaction of the Supporters' Panel) why information cannot be provided or must be treated in confidence.

- Any matter offered by panel representatives or the Club on a confidential basis will not be disclosed beyond those present at the meeting except where non-disclosure puts an individual or group at risk of significant harm.
- Any comments in the minutes deemed as confidential are included as a "Part Two" section of the minutes and are redacted from the published version of the minutes.
- Individuals should not publish or discuss any details of the meeting before the minutes have been approved by the Chair and published on the webpage, unless specifically allowed for in the minutes, and should not at any time discuss or disclose any "Part Two" minutes outside of the Panel.