

The ISC met with the Club over six months ago on the 18th of July 2023 and the minutes of that meeting have been queried by the ISC since they were first shared by the Club in August 2023. It has not been possible to agree the final version of the minutes with the Club, so the ISC has taken the decision to publish the Club's version of the minutes below. We will review how we take minutes at future Club/ISC/FAB meetings as a matter of urgency to prevent this happening again.

ISC/Club Meeting Tuesday July 18th 2023 at 18:00 hours

Attendees

ISC - Don Adams (DA), Robina Ahmed (RA), Steve Applebee (SA), Cathy Bayford (CB), Paul Christmas (PC), Martin Clowes (MC), Sara Page (SP joined online), Andy Payne (AP), Apu Vyas (AV) and Sue Watson (SW).

Club - Karren Brady (KB joined online), David Chaplin (DC), Jake Heath (JH), Phillippa Cartwright (PhC), Tom Degum (TD), Nicola Keye (NK), Sophie Lawson and Tara Warren (TW).

FSA - Ashley Brown (AB)

Opening Remarks

On behalf of the Club TW welcomed the ISC members to the Club/ISC meeting at the London Stadium adding that following the European Conference League success, everyone is looking forward to the coming season. On behalf of the ISC SA responded that in addition to the team's success on the pitch everyone enjoyed their time in Prague, recognising the success of the ticketing, the matchday arrangements, including the fan park and thanked those responsible at the Club.

For Information

1.0 History & Heritage

The Club reaffirmed that a suitable location for a permanent museum does not exist and that they are actioning the use of the Stadium Store as was agreed previously with supporters for exhibitions. In line with feedback from the ISC they are formulating plans for taking memorabilia and the ECL trophy into the community to illustrate the Club's heritage and history and the importance to local communities. The ECL trophy will continue to be available for supporters to have their photographs taken through to the first two weeks of the season. In addition the Club confirmed there will be changing exhibitions in the Stadium Store coffee shop including trailblazers, equity, diversity and inclusion, and key moments in the Club's history.

For Information

1.1 Vision & Calendar of Events

The ISC were requested to provide suggested topics for the upcoming events associated with the Club's past European competitions and upcoming anniversaries. The Club will share initial themes with the ISC as shown in the presentation and invite ISC feedback and ideas.

Responsibility Club & ISC Members

1.2 On Line Exhibition

Following from the previous meeting's discussion when the ISC raised exhibits could be the subject of 'short form content' e.g. on YouTube, to provide an opportunity for viewing and commentary of the origins and backstory etc. The Club are evaluating the possibility of developing online digital content featuring Club memorabilia which would allow global access for all supporters. Further initiatives include an online digital match day experience and development of social history content for educational purposes.

Responsibility Club

1.3 Memorabilia Catalogue(s)

The Club agreed to share information regarding stored memorabilia catalogue(s) with the ISC to assist develop a calendar of themed exhibitions in the Club store/café and other locations.

Responsibility Club

PC offered access to the memorabilia held by the Supporters Club.

Responsibility PC

1.4 Short Club History Film

A project is in progress to produce a short film of the Club's history to available for a variety of applications, match days, supplement online material, community and school visits etc. The Club confirmed it was already telling the story of the Clubs history at all opportunities also including the recent kit launch videos.

Responsibility Club

1.5 School Visits

The ISC volunteered to send a representative to present a fan's perspective to augment the Club's history and heritage materials when the Club Foundation visits schools and youth centres etc.

Responsibility Club/ISC

1.6 Boleyn Ground

A celebration of the Boleyn ground 120 years anniversary in 2024 including murals etc is under consideration. Bridge One banners were also suggested by the ISC subject to further negotiations with the Olympic Park Authority and an opportunity to meet between Club, LLDC and ISC representatives to progress this initiative.

Responsibility Club

2.0 New Season Ticket Holders Welcome Pack

Following an ISC suggestion the Club presented the content for the junior pack. The ISC provided the Club with feedback via RA which was taken onboard and used to further develop the junior Season Ticket packs.

Responsibility Club

2.1 Season Ticket Holders ECL Celebration Pack

All season ticket holders will receive a commemorative pack this season to honour the Europa Conference League victory following an ISC suggestion.

Responsibility Club

3.0 Catering

The Club advised they have not yet received -confirmation of the pricing from Delaware North for the upcoming season, although the Club has been continuing to push and makes clear that they expect that the pricing will be comparable to the end of last season and other London clubs as per the contractual agreement. The Club confirmed as they sat at that point prices were already comparable with Arsenal and were awaiting information from other London Clubs to continue discussions with Delaware and E20 but were in a far more favourable position this season. The offerings will include ISC suggestions for children's meals including fruit juice. The ISC reinforced the advantages of extending the early bird offer timing and add a post-match pricing offer help moderate Stadium ingress and exit flow rates. The Club will schedule a meeting opportunity with Delaware North, Club and ISC representatives. (DNC to be invited to next FAB meeting).

Responsibility Club/ISC

4.0 Fan Advisory Board

Following receipt of the ISC proposed revisions, the Club advised that their internal review is ongoing and the recent Premier League FES Terms of Reference and Code of Conduct will be integrated into the draft documentation, following which a joint Club/ISC review will be convened to cover areas requiring further discussion. As well as acknowledging that each supporter group is independent. It was noted that a three year service period for Claret Members, Away Season Ticket Holders and International Supporters (individuals

not directly democratically elected by their fan group). As part of the FAB communications the Club agreed to links to the ISC and DSA websites on the Club website.

Responsibility Club/ISC

5.0 Safe Standing

The Club stated that safe standing pilots in other premier league stadia have raised safety concerns and further investigations are ongoing with LS185 and Newham SSAG. The Club advised that the safety concerns raised would need to be satisfied in order for progress to be made with stadium management and Newham SSAG. However, it is an active discussion with stakeholders and the Club would keep the ISC informed of any progress. The ISC has proposed the Bobby Moore and Sir Trevor Brooking Lower Stands as the first phase. The ISC acknowledged the timing for their desired introduction ahead of 24/25 season appeared infeasible as this was prior to the knowledge of these safety concerns. The Club agreed to communicate a status report to the fan base when possible including the challenges of implementing safe standing at the London Stadium.

Responsibility Club

6.0 23/24 Season Ticket Pricing & Senior Concessions

The ISC reiterated their position on the price rises and changes to the senior concession qualification age from 65 to 66. In particular the ISC criticised the implementation timing of the over 66 senior concession change which resulted in a small number of 65 years old supporters receiving only 24 hours notice prior to the renewal window opening that they would be eligible for a concession they would have expected to receive. The Club responded that the feedback had been listened to and understood, the change could have been handled differently but that the changes will stand. The Club added that West Ham continue to offer the most affordable Season Ticket in London, continuing with the commitment to affordable family football. The concessionary ticket pricing policy is in line with government regulations, reflecting their policy on young people in education and those eligible for retirement at 66. In accordance with this, the Club adapted the under 16 concessionary ticket to ensure all under 18s were eligible for concessions last season and postponed the changes to the senior citizen qualifying age for one season to 2023/24.

Item Closed

7.0 Lower West Stand Wall Height

The wall height in question was also discussed and the Club confirmed that the height will not change as it has been successful in reducing antisocial behaviour. The Club shared that we don't have any active or ongoing complaints from fans in Block 113 and reaffirmed what was said at the SAG regarding Block 113 and that it was shared directly by SR when the ISC met previously under the SAG subcommittee.

Responsibility Club

8.0 Stratford Walk Post Match Stop Go Crowd Control

ISC has given the Club proposals for potential improvements to the stop go system which the Club will discuss with Newham SSAG.

Responsibility Club

9.0 Collectibles Collection/NFT

This topic remains under review and any further developments will be advised when appropriate.

For Information

10.0 Accounts Questions

The Club presented the answers to questions raised by ISC members.

Item Closed

11.0 Club Cash

The ISC will develop proposals for improvements including measures to ensure fans spend their Club Cash before the annual expiry at the end of August.

Responsibility ISC

Meeting Closed at 20:00 hours