



Swansea City AFC Supporter Advisory Board Code of Conduct & Disciplinary Process

Introduction

This code sets out the duties and responsibilities, standards of personal behaviour and conduct expected of members of Swansea City AFC Supporter Advisory Board ("SAB") as defined in the SAB terms of reference.

Breach of this code may incur disciplinary action up to and including removal from their position under the provisions detailed in the disciplinary process.

Overview

The position of a SAB member carries with it a responsibility not only to fellow SAB members but also to the members of the supporters' groups individual members represent and the fanbase as a whole.

SAB members also bear a general duty of care that their actions and decisions should be in the best interests of supporters.

Duties and Responsibilities

All SAB members will be expected to:

1. Be a member or constituent (where applicable) of the respective group of representation for each season they are on the Advisory Board and throughout their term of office.
2. Attend all SAB meetings, subject to exceptional circumstances and, in such absence, ensure apologies and any points to raise are passed to the Chair.
3. Submit items/questions on behalf of the respective group of representation and Swansea City AFC fans in general to help inform the agenda at meetings.
4. Possess strong communication skills with a willingness to speak and share the views of the respective representative group at meetings.
5. Be available to meet and engage with SAB members outside of meetings as and when reasonable.
6. Raise urgent fan issues, combined feedback or, if necessary, escalate complaints.
7. Acting as a representative and as the main point of contact for supporters to raise issues or concerns directly with fellow SAB members, and as such agree to providing a public facing email address
8. Provide feedback to represented groups following meetings.



9. Preserve the integrity of the Terms of Reference, confidentiality agreement and the Equality and Diversity statement at all times.
10. Present an agreed and consistent position and observe collective responsibility, particularly in the public arena and on social media.
11. Be willing to have a public profile published on any relevant media/website.

Standards of Behaviour

In all duties carried out within and on behalf of the SAB, members are expected to show appropriate standards of behaviour. This is necessary in order that the SAB can function properly, that it can play its appropriate part in supporter representation, and that the SAB's good name and reputation is maintained.

SAB members will observe the following general standards:

12. In their dealings with each other, on public platforms and with the Club, treating people politely, fairly, and with respect in all forms of verbal and written communication (including social media).
13. In all dealings with each other, on public platforms and with the Club, refraining from discriminatory language and behaviour, including upholding at all times the protected equality characteristics of others as set out in current Equalities legislation. As a minimum, these include age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.
14. When communicating or otherwise commenting on SAB policies and interests, in either an official or unofficial capacity, always act in accordance with collective responsibility.
15. On public occasions and on all SAB business, behaving in a way which is appropriate for a representative of such a group. This includes not bringing the SAB into disrepute in any context.

Meetings

At all meetings, SAB members will observe the following:

16. Accepting the authority of the Chair of any meeting, expressing all questions and points of view through the Chair.
17. Listening to the views of colleagues seeking advice or clarification where needed, expressing their own views, and coming to their own decision on individual matters in good faith in what they believe to be in the best interests of the SAB.
18. Not resorting to behaviour that could be considered to be discriminatory, offensive, aggressive or intimidating.
19. Keeping to the agenda, raising other issues under "any other business" according to agreed procedures, and not engaging in discussions during the meeting which are not relevant to the issues of the meeting.



20. Any audio or visual recording, or transcription of the meeting is deemed in breach of this Code of Conduct, unless it is agreed by all attendees prior to the meeting.

Confidentiality

A major objective of the SAB is to improve the flow of information between the Club and its supporters. This must however occur on the basis of mutual trust. For the SAB to be effective members must respect each other, their views, any collective decisions made and recognise items identified as confidential.

21. Any matter offered by any member of the SAB on a confidential basis will be governed by the Confidentiality Agreement.

Conflicts of Interest

22. SAB members must disclose to the Chair any material interest which they, their spouse or partner, close family member, or close friend or business associate holds in any agenda item listed for discussion.

23. Any such interest will be recorded in the meeting minutes.

24. For the avoidance of doubt, it is the responsibility of each SAB member to be proactive in notifying the Chair of any potential conflicts.

25. Unless the SAB collectively decides otherwise, the Chair's decision as to whether there is a conflict is final.

26. Unless a prior decision is taken to the contrary, no SAB member may take part in any discussion on a matter in which they have an interest, or take part in any decision, or vote on any associated resolution and should leave the meeting while the matter is considered.

Breaches of Code and Disciplinary Procedure

27. Any member of the SAB who:

- Ceases to comply with the criteria set out in this SAB Code of Conduct; or
- Resigns

Is to vacate the office of SAB member.

28. Any member of the SAB who fails without good cause to attend 3 consecutive SAB meetings is to vacate the office of SAB member if required to do so by a majority of the other SAB members.

29. Where a SAB Member is deemed by a majority of the Board to be in breach of any element of this Code or any other adopted policy, the process laid out in the Disciplinary Policy below should be followed.



30. If a Disciplinary Committee is formed, the Advisory Board member(s) concerned will be suspended until the Disciplinary Committee meets and shall not be entitled to vote nor attend SAB meetings for the period of suspension.

Raising a Potential Policy Breach

31. A potential policy breach may come to light through a number of sources including, but not limited to:
- Issue arising during the course of a meeting that cannot be resolved by immediate intervention of the Meeting Chair to the satisfaction of all parties;
 - Complaint from a SAB member
 - An anonymous whistle-blower
 - Complaint from Club representative

Procedure

32. In the first instance, there is a commitment to undertake informal consideration of evidence, and discussion with directly affected persons by the SAB Chair (unless they are the subject of the action, in which case the Vice Chair shall be appointed)
33. At this stage the matter can be resolved by;
- Determining that there is no case to answer, or
 - Amicable resolution to the satisfaction of all parties
34. If stage one is unsuccessful, the SAB shall form a Disciplinary Committee ("the Disciplinary Committee") to determine the facts relating to the matter and take such measures as the Committee sees fit.
35. The Disciplinary Committee will be led by the Chair or Vice Chair of the SAB unless one or both is the subject of the disciplinary action, in which case another member of the SAB will be selected by majority vote as Chair of the Disciplinary Committee.
36. In addition, 2 other members of the SAB (who shall not be the subject of the disciplinary action) shall sit on the Disciplinary Committee.
37. For the avoidance of doubt, the club can also be represented on the disciplinary committee but should not have a majority say.
38. The Chair of the Disciplinary Committee shall have the casting vote if necessary.
39. All members of the Disciplinary Committee shall treat its proceedings as confidential unless the subjects of the hearing waive that right directly or violate the confidentiality through making public comment about its proceedings.
40. The Disciplinary Committee shall meet as soon as is practicable after it is constituted and shall invite the member(s) concerned to attend or submit their version of events and/or mitigating circumstances.
41. The Disciplinary Committee shall act honestly and equitably in assessing the facts of the disciplinary case before it.



42. If the member(s) concerned fails to either attend or submit their version of events and/or mitigating circumstances as envisaged above, the Disciplinary Committee can proceed and make such inferences as it sees fit from such non-attendance or non-submission.
43. If the case is upheld, the Disciplinary Committee will determine an appropriate sanction to be applied as detailed below.
44. The Disciplinary Committee shall formally notify all parties and the SAB of their conclusions alongside any sanctions to be imposed in writing.
45. The FSA can offer an appeals route. In such circumstances it would appoint a panel chaired by either a staff, FSA Board or National Council member, and two wing members from its wider network.

Conduct of Investigations

At all times during the investigation, the following rules and protocols will apply:

46. All relevant documents and materials should be made available in advance to all parties.
47. Cases may be conducted through written exchange of communication, but the respondent has the right to request face to face proceedings (including through remote audio or visual channels)
48. Either party may present the evidence of witnesses to material facts of the case.
49. Confidentiality should be maintained until the final resolution. At the conclusion of proceedings, the panel will attempt to agree a joint statement if appropriate.
50. No person with a direct connection to the accused or who is connected to material facts of the case can participate as part of a Disciplinary Committee.
51. Any person who is involved with the initial informal consideration may not be involved in the Disciplinary Panel.
52. The accused may request a person to attend proceedings alongside them as an observer.

Potential Sanctions

53. Where a case is proven, sanctions should be applied that reflect the seriousness of the breach and any previously proven breaches of the relevant code by the accused person. Sanctions may include, but are not limited to, one of more of the following:
 - No action necessary
 - Mutually agreed resolution such as an acknowledgement or apology



- Written warning/reprimand
- Agreed corrective action by the accused member(s)
- Suspension from SAB for a defined period
- Expulsion from the SAB

54. No member expelled from the SAB as a result of disciplinary action shall be re-admitted except by majority ruling of the SAB.