

Manchester United Fans' Forum – Minutes

Friday 25th February 2022

Forum Members Present

Chas Banks	MUDSA Secretary
Luca Black	U21 STH Rep.
James Coatsworth	STH Rep.
Keith Coutts	Over 65 STH Rep.
Alan Harvey	STH Rep.
Deborah Henry	Women's Team Rep.
Janine Rose	Local Rep.
Fiona Lynch	UK Membership Rep.
John Massey	Executive Club Rep.
Rick McGagh	STH Rep.
John-Paul Monck	Overseas Members Rep.
Demetris Nathanael	Overseas MUSC Rep.
Chris Ruffitt	MUST Rep.
Anthony Sewart	Family Stand Rep.
Ian Stirling	Independent Supporter Liaison Rep.
Mick Thorne	MUSC Rep.

Club and Foundation Officials Present

Richard Arnold	Chief Executive Officer
Charlie Brooks	Director of Communications
Darren Fletcher	Technical Director
Sam Kelleher	Head of Ticketing & Membership
Jim Liggett	Operations Director – Venue
Claire Mulroy	Ticketing & Membership Services Manager
John Murtough	Football Director
Collette Roche	Chief Operating Officer
John Shiels	Chief Executive – MU Foundation
Andrew Ward	Director of Media Relations & Public Affairs

Topic	Speaker	Topic Notes
Introductions / Apologies	CR	No apologies received.
Minutes of Last Meeting	CR	Approved.
Introduction	CR	<ul style="list-style-type: none"> Welcome to our third Fans' Forum of the season and the first of 2022. Thanks everyone for joining us I'm pleased to say that our Football Director John Murtough is here again to provide an update on football matters There's also been lots going on off the pitch so let me start with an update on developments, starting with organisational changes As you are aware, Richard Arnold was appointed CEO on 1 February ahead of Ed Woodward leaving the Club at the end of the season. Since his appointment, Richard has established his Executive Leadership Team, some of us whom are here today. This team will collectively be responsible for delivering on the Club's ambition to win the United way, delivering the titles and trophies that the fans, and all of us, expect from this great club Over coming weeks, Richard and the Exec Team will be meeting all employees and key stakeholders with a vested interest in our Club to discuss our ambitions and plans for the future, whether that be how we

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		<p>will create a world-class football environment, how we can strengthen the role of our fans at the heart of our club or how we can harness the power of our sport to have a positive impact on people, the environment and the society we live in</p> <ul style="list-style-type: none"> In the meantime, we are pleased to announce two important steps forward in our fan engagement strategy since we last met <p>Fans' Advisory Board</p> <ul style="list-style-type: none"> The first was the launch of our new Fans' Advisory Board, which held its inaugural meeting in January As we've said before, we see the FAB as an important new channel for in-depth, confidential dialogue on strategic matters, working in parallel with this Forum, which will continue to take the lead on matchday and operational issues The first meeting was concerned with getting the FAB up and running, installing proper governance to ensure an effective Board going forward, as well as having some constructive discussions on topics including stadium development, the Fan-led Review and the club's organisational structure As the FAB progresses further, we'll make sure you are kept informed of the issues under discussion wherever appropriate The next FAB meeting will be held before our next Fans' Forum meeting, so we'll aim to give you a further update then <p>Head of Fan Engagement</p> <ul style="list-style-type: none"> The other big development was the appointment of Rick McGagh as the club's first Head of Fan Engagement, starting in April As you all know, Rick will bring passion, energy and knowledge to the club, just as he has provided as a member of this Forum over the past 3 years It'll be Rick's job to co-ordinate and lead our fan engagement initiatives, so he'll still be working closely with all of you in that capacity We think his strong relationships across the fan community, coupled with extensive communication and engagement experience, makes him uniquely qualified for what we see as a really important new senior role Rick joining the club means there will be a vacancy to fill for a new Season Ticket rep on this Forum, and as a Forum rep on the FAB So, in summary, we're making concrete progress towards strengthening engagement and this Forum remains a crucial part of that process <p>Stadium Redevelopment</p> <ul style="list-style-type: none"> Turning to stadium development, since our last meeting we have been assessing the capabilities of globally-leading consultants who want to help us develop a Masterplan for the modernisation of Old Trafford, with the ultimate aim of improving the matchday experience for fans We have met with companies across a range of disciplines, including architecture, engineering, construction, crowd modelling, transport, security and many more We are hoping to appoint our preferred partners in the coming weeks; following this, we will be able to formally kick-off Phase 1 of the project, which will be focused on establishing the vision and objectives for the Masterplan. We will discuss the method for engaging our fans and the Forum in this process at the FAB in April and Rick will play a key role in shaping and enabling this

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		<p>Carrington Masterplan</p> <ul style="list-style-type: none"> • Work at our Carrington training ground has also picked up pace in the New Year, with KSS Architects appointed to lead the project, and a full-time Project Manager now in place at the club • KSS have outstanding experience in this field, having delivered similar projects for Tottenham, Liverpool and Leicester over recent years • As Master Planners, KSS will establish a long-term vision, and prepare it for delivery, to ensure that our training facilities remain world-class <p>Change The Game</p> <ul style="list-style-type: none"> • Finally, a word about our efforts to support the continued growth of women's football as we prepare to host our women's team at Old Trafford for the first time with fans in attendance next month • The team is currently sitting fourth in the Women's Super League table after a really strong season to date, so hopefully we'll get a big crowd for the game against Everton on March 27. • We hope to see you all there and please bring along your friends and family so we can make it a successful day • Also look out for our new 'Change the Game' campaign to change perceptions and attitudes towards the women's game, and challenge stereotypes • We want to keep breaking down barriers to female participation in football, whether as players or fans, and to that end I'm pleased to say that the club will be offering free sanitary products from vending machines at Old Trafford from March
John Murtough	JM	<ul style="list-style-type: none"> • We have done a lot of work as the new Executive Leadership team on the overall Mission and Values of the club • As I look across the football side, I'm clear – and so is everyone at the club - what that means in terms of our strategic goals, so I just want to touch on that for a second • We have two clear strategic goals: • Firstly, we want to win the Manchester United way across Men's, Women's and Academy teams • That means: <ul style="list-style-type: none"> • Playing to win with entertaining, exciting and attacking football – and with a professionalism expected of Manchester United • Identifying and recruiting world-class potential, from Manchester and across the globe • Providing the world's best platform for our talented players & staff to develop, thrive & perform • Secondly, we will create a world-class football environment. <ul style="list-style-type: none"> • Establishing a culture of strong football leadership, so we can provide clarity, vision and optimal decision making in the immediate, medium and long term • Providing a world leading training facility & infrastructure that enables players & staff to develop, thrive, perform & win • Creating a range of opportunities and development pathways that nurture our youth into the next generation of great players and people

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		<ul style="list-style-type: none"> • Not all of this is immediate, but these are goals that the whole club is aligned on, along with a winning focus and a culture of intensity, honesty, aggression and discipline. • And just as important as everyone understanding those overall goals, is everyone understanding how their job fits into that to take us forwards. • To go back to progress since we last met... <ul style="list-style-type: none"> • In the Champions League we finished top of our group, and some of you were hopefully out in Madrid for the Atletico game. • Ralf was up front in interviews after the game that we didn't play as well as we wanted in the first half, but in the second half, and after the substitutions, we were able to reimpose ourselves on the game, and it was capped by Elanga's brilliant goal to set up exciting second leg here in three weeks. • It's always fantastic to see a homegrown talent like Anthony break into the first team and that was the latest in a series of important goals he's scored for us • In the league, we saw a return to improved results and consistency under Ralf. We know that consistency is key as we strive for a top-four finish this season., but I want to reiterate that isn't the ultimate objective for Manchester United, and everyone at the club is focused on challenging for the top trophies. That's what those strategic goals I referenced are there to achieve. • To that end, we made it clear on his appointment that Ralf is an interim Manager to the end of the season and we're now conducting a thorough process for the appointment of a new permanent manager who will take charge this summer, with the objective to get us challenging for those domestic and European trophies. • I know there is a lot of speculation on that – the process involves extensive data and video analysis, reference-taking to create a shortlist before we start talking to the candidates themselves. But it's fair to say we want resolved relatively quickly ahead of summer. • The manager search process is being led by myself and Darren as Technical Director. • Darren's role since starting his job has been invaluable on many levels, bringing his football experience to bear on a range of areas. • Alongside his strategic aims and priorities, Darren has provided invaluable support to the First Team Manager during the coaching transition after Ralf's arrival. • I referenced last time that our plan for recruitment focuses on the summer and that our strategy for January was to use the opportunity to reduce the squad. Therefore we allowed several players who were not playing regularly to go on loan to get valuable game time. • As we look at to the summer, we have clarity on the squad in terms of structure and balance, and by position, age and tenure. We have a vision and a blueprint established for next season and thereafter. • The fact that we have a few contracts where decision needed gives us flexibility and freedom to determine future squad composition. • As always, despite reports 'linking' us to multiple players, we have a clear view of the positions we need to fill and a clear plan in place on how we do that • One other point of note is the need for us to continue to integrate data and analysis into decision making. To that end, we appointed our first

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		<p>Director of Data Science recently to consolidate and advance our use of data to help players and staff deliver success on the pitch.</p> <ul style="list-style-type: none"> • Our women's team, is enjoying a strong campaign in the Women's Super League under Marc Skinner, consolidating our position among the leading forces in the women's game after less than three seasons in the top division. • We bought in a number of new signings in January and we feel the team has really been able to kick on under Marc. • We're all look forward to a historic moment in March as the team make their Old Trafford debut in front of fans against Everton on March 27, so hopefully you'll be there to witness that. • If that's one significant milestone for the women's team, another is that we're in the process of recruiting for a Head of Women's Football, emphasising our commitment to our own Women's Team operations and the Women's game as a whole. <p>Question on life skills taught to our academy players?</p> <p>JM:</p> <ul style="list-style-type: none"> • Formal and informal aspects to that, and we focus on it a lot - more so than they get in their school education that runs alongside the work we do in the academy. • When we talk to other clubs they always say they will be happy to accept academy players from United due to their first-class approach and attitude, both on and off the pitch. • We also have a focus campaign month coming up on mental health for academy players, with extensive activity around that. <p>DF:</p> <ul style="list-style-type: none"> • It's only once you leave you realise how much work goes on in this area at our academy compared to other clubs. • Playing to win with entertaining, exciting and attacking football – and with a professionalism expected of Manchester UnitedØ Playing to win with entertaining, exciting and attacking football – and with a professionalism expected of Manchester United • Playing to win with entertaining, exciting and attacking football – and with a professionalism expected of Manchester United • Identifying and recruiting world-class potential, from Manchester and across the globe • Secondly, we will create a world-class football environment. That's about: <ul style="list-style-type: none"> • Establishing a culture of strong football leadership, so we can provide clarity, vision and optimal decision making in the immediate, medium and long term • Providing a world leading training facility & infrastructure that enables players & staff to develop, thrive, perform & win • Creating a range of opportunities and development pathways that nurture our youth into the next generation of great players and people
Darren Fletcher	DF	<ul style="list-style-type: none"> • I was with you all on Zoom last time so it's great to be here in person and meet properly today

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		<ul style="list-style-type: none"> • John mentioned the Madrid game and I want to call out the fans' support out there. We could all hear it on the bench and among the lads on the field, despite being stuck up in the gods • The support at home has been brilliant this season with the TRA section and the rail seating area. The away support is always quality and you saw how much it meant to be able to celebrate in front of them after the win against Leeds at the weekend. All the lads were buzzing about that, so I wanted to say thank you for that, on behalf of the players • At the last meeting there was a specific question about my Technical Director role, so I wanted to give some more context • As John mentioned, with Ralf and his staff coming in, and Michael and Kieran choosing to move on, we had a quick transition process, so part of my role has been to assist with that, both on the training pitch and during games • That's been the most visible part for me, but that's really an addition to my overall Technical Director role • Probably the key part of the role is taking a holistic view of the path for players from our Academy to our first team • That pipeline of Academy talent is a massive part of who we are as a club. You saw we had 11 homegrown players in the squad of 18 for the Champions League game v Young Boys in December • Meanwhile Anthony has done brilliantly since he broke into the first team, and Hannibal Mejbri has also been more involved in the squad • Our U19s recently finished top of their group in UEFA Youth League, and our U18s reached the semi-finals of FA Youth Cup • In all of this I'm working closely with Nick Cox as Head of Academy, to look at the long-term strategy for bringing players through • We have to manage the balance between allowing them to develop and creating the right steps for that, without piling the pressure onto them • Along with Nick, I'm also looking at how we best use the loan system to give academy players invaluable experience at other clubs. <p>Question on role of Eric Ramsay?</p> <ul style="list-style-type: none"> • DF - People only give the one narrative about scoring from set pieces. The biggest reason Eric was brought in was because we were conceding too many goals from set pieces. We have really improved our defending from set pieces and wide free kicks this season. Eric is a fantastic coach.
Ticketing Update	SK	<p>Season Ticket Update & Attendance</p> <ul style="list-style-type: none"> • We were pleased to launch Season Ticket renewals on Monday 7th February with an eleventh consecutive price freeze, and Season Ticket holders have until 6pm Friday 20th May to make payments. • As we have said previously, one of our key aims at OT is to create a full and atmospheric stadium and to this end, prior to the 2019/20 season, we set out to improve overall match attendance and had planned to measure Season Ticket holder attendance at home games. As part of this, supporters purchasing new Season Tickets were required to agree to attend 100% of games • Unfortunately, COVID meant that this wasn't progressed, however, match attendance remains a key priority. Therefore, we have now

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		<p>communicated that from 2022/23, we expect our Season Ticket holders to attend at least 10 out of 19 Premier League games</p> <ul style="list-style-type: none"> • Additionally, to help drive this, we are in the process of implementing a club operated buy-back scheme for Season Ticket holders who may not have anyone to forward their ticket to • Since Christmas this has presented the option to those Season Ticket holders outside the UK to cancel their ticket, and given its success, has now been expanded to all concessionary ticket holders. This equates to 31% of ticket holders • Our intention is the continue to expand this scheme throughout next season, and if someone hands their ticket back, this will also count towards attendance • As you will be aware, our concessionary price provides a large discount for supporters. Whilst we have committed to continue to offer this, as of next season, we will be requiring the registered holder to attend the majority of games and be the primary user of the ticket to retain this discount going forward • Therefore, if a concessionary holder does not personally attend 10 of the 19 games and are no longer the primary user of the ticket, they will not retain their discount when they renew for 2023/24 • We understand that there are unique circumstances and will write to supporters after every game missed and any supporters in unique circumstances will be offered the opportunity to appeal. <p>Ticket Forwarding</p> <ul style="list-style-type: none"> • MUST submitted a request in 2019 that we implement a process where Season Ticket holders can forward their ticket for a specific game to Official Members • This was approved for the current season, however, was expanded to enable fans to forward their ticket to non-Members, because of the COVID-19 pandemic • As we now propose to expand the buy-back scheme, forwarding will therefore only be available to Official Members from the start of next season. If we do not fully roll-out the buy-back scheme, we will continue to allow tickets to be forwarded to non-Members • Additionally, part of the original request from MUST was that when a ticket was forwarded, any sanction was transferred to the Official Member, with sanctions remaining with the Season Ticket holder for any tickets forwarded to non-Members • This approach was approved in principle and rolled out for this season. However, we have since seen a rise in ticket-touting and a number of cases where forwarded tickets have been passed on further for a considerable price. To prevent this as much as possible, we need to remove the original ticket at the source where applicable. Therefore, it is not guaranteed that a sanction for touting will be automatically transferred to the end user, the specifics of each individual case will always be reviewed • If a ticket holder does not personally know the end user of a ticket, they should return the ticket via the buy-back scheme as opposed to forwarding it to prevent their ticket being at risk of removal. <p>Touting & Away Game Update</p> <ul style="list-style-type: none"> • A couple of questions were received in relation to our perceived inactivity in relation to ticket touting. We can confirm that this is not the case. So far this season, we have issued c1,000 touting related sanctions

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		<ul style="list-style-type: none"> • Our primary objective for the start of the 2021/22 season, having not had fans at games for over a year, and implementing a new ticketing system, was to ensure safe and smooth entry into the stadium for all supporters • Now that the new ticketing system and digital tickets is fully operational, we have recently had the capacity to increase the volume of checks that we undertake • For away games we have also started to reintroduce ticket checks, following feedback from supporters that there are increasing numbers of non-qualifying supporters attending games. Smaller volumes of targeted checks have been undertaken at our recent games against Aston Villa and Burnley and are planned to increase for our forthcoming games • As has been discussed in previous Fans' Forum meetings, we need to continue our work on understanding who is attending away games and using what tickets before we look at reviewing the allocation and ballot processes. <p>Ticketing System Updates</p> <ul style="list-style-type: none"> • I mentioned in the last forum that we were aiming to streamline the regrade / forwarding process, and this was successfully launched shortly after that meeting. • Additionally, I'm pleased to confirm that supporters are now able to access a link to their digital ticket through their online account. This brand new functionality has been developed following observation that fans sometimes struggled to locate their ticket in their email inbox if it had been booked some time ago • We are also continuing to work with our system provider to develop functionality to enable Season Ticket holders to return individual match tickets back to the club (in line with the roll-out of the buy-back scheme), donate the cost of their ticket to the MU Foundation online, and given the announcement regarding attendance, enable fans to check we have them recorded as attending a game! • Whilst we have a large roadmap to drive improvements to the ticketing system over the next couple of years, please continue to share your ideas that will benefit all fans. <p>Fans' Advisory Board</p> <ul style="list-style-type: none"> • We held our first FAB meeting in January, and the FAB have tabled a number of proposals that are being considered. • Please note that two of these proposals are already in progress, i.e. the optional automatic cup scheme for the Women's team, which has been launched, and Season Ticket Holder buy-back scheme, which is being trialled. I will provide more detailed updates in our April meeting. <p>MUSC & Official Member Ticket Allocations</p> <ul style="list-style-type: none"> • Finally, as discussed in the September Forum, we have commenced a working group that is looking at ticket allocations for Official Members, for future season. • Conversations are ongoing, and we will present findings and options to this Forum in April's meeting.
Operations Update	JL	<p>Barrier Seating / Safe Standing</p> <ul style="list-style-type: none"> • The early adopter trial commenced in January 2022 with the first fixture under the new arrangements being the MUFC v Wolverhampton Wanderers game

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		<ul style="list-style-type: none"> • The club have 1,519 barrier seats installed in the North-East quadrant and an additional 500 more were installed in S229 away section in December 2021 • The licensed standing areas are being independently assessed and evaluated throughout the remainder of the 2021/22 season - feedback to date is positive from fans and regulatory bodies • In conjunction with feedback from the independent evaluation, club is undertaking a review of other areas of the ground that may be suitable for barrier seating. <p>Covid 19 – current situation</p> <ul style="list-style-type: none"> • Following the government’s lifting of COVID-19 Winter Plan B measures in England on January 27, fans are no longer required to have COVID certification to enter matches at Old Trafford • As of this week, the Government has also reduced the national restrictions relating to facemasks, testing and self-isolation • Following this, we are discussing with the Premier League the roadmap for a return to pre-covid matchday operations, which we hope will be implemented before the end of this season. If agreed, this would potentially see the removal of the red zone in the stadium for Premier League matches, for the last couple of matches this season • In line with the rest of the Premier League, Manchester United continues to urge fans to follow the latest public health guidance to minimise risks and help keep the virus under control. <p>Transport</p> <ul style="list-style-type: none"> • We continue to work very closely with both TfGM and Trafford Council in relation to transport and travel related issues • TfGM have notified the club of a number of forthcoming engineering works and route upgrades across the network (highways, Metrolink and rail) in the coming weeks and months • We would encourage all supporters travelling to and from the stadium to check www.tfgm.com before making any travel plans <ul style="list-style-type: none"> – City centre Metrolink works will affect fans traveling to the Etihad for the Manchester Derby next weekend, replacement buses will be in place – Closure of Mancunian Way on the weekend 12/13 March will cause significant travel delays for fans traveling to Old Trafford for our home match against Spurs – we urge fans to take public transport where possible or if traveling by car is essential, to avoid approaching Old Trafford via the city centre – Ahead of historic women’s match at Old Trafford, TfGM have alerted us there will be a full closure of the M56 between junction 6 and 8 so fans are advised to use the M62 or travel using public transport – Heading into April, work will again take place on the Eccles Metrolink line. From Monday 4 April, through to the end of the month, no services will operate between Eccles and MediaCity. Trams will still operate between the city centre and MediaCity, with replacement buses operating the affected stops further along the line. • The club will also communicate any key issues via the matchday Twitter account or other channels where appropriate. <p>ACTION: Transport for Greater Manchester to attend the next forum.</p>
MU Foundation Update	JS	<p>Santa’s Red Helpers</p> <ul style="list-style-type: none"> • I want to start by thanking supporters for their contribution to our Santa’s Red Helpers campaign which took place in December • The campaign began with a joint pledge between the Foundation and the club of £100,000, which was donated to FareShare Greater

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		<p>Manchester, the local branch of the UK's biggest food charity. These funds enabled FareShare to provide 400,000 meals over the winter period, supporting 15,500 families via 265 organisations</p> <ul style="list-style-type: none"> • Additional funds were raised by Manchester United supporters, staff and local fan groups: M.U.S.T, TRA and MUWSC who collectively raised an incredible £10,265.29. The club's network of global supporters' clubs (MUSCs) also became Red Helpers in their own communities by organising events and donating funds and items to charities close to their hearts • We look forward to developing our relationship with our loyal fan groups ahead of future initiatives. <p>Season Review</p> <ul style="list-style-type: none"> • We recently published our end of season impact report for 2020/2021 which can be viewed by visiting mufoundation.org. • Some top line stats from the report included: <ul style="list-style-type: none"> - 12,166 unique partnerships across all schools and projects. - 27% of participants from ethnic minority groups, 7% above the national average. - 1,343 sessions delivered for disabled young people in SEN schools. - 80% (of participants surveyed) noted improvement in self-esteem, mental wellbeing, behaviour and aspirations through working with us. - 5,000 wellbeing resources provided. - 74 staff members trained in mental health support • More detail can be found in the report, but it is clear that we continue to make strides in our many community projects. <p>Regional Talent Club</p> <ul style="list-style-type: none"> • We have been very pleased to have played a part in the success of the women's team so far this season. In partnership with the club, the Foundation run the Regional Talent Club which is responsible for developing the next generation of women footballers • In the close season, five of these players advanced into our Girls Development Squad and I was delighted to see 14 RTC graduates play a part as the Under-21s reached the WSL Academy Cup final which will be played in March • Ella Toone, now firmly established as Manchester United Women's Team favourite, also progressed through the RTC ranks and it has been great to see her attending some of our community projects of late. One of these, a football session with Foundation participants at Stretford High School, attracted local media attention as Ella and team-mate Alessia Russo helped generate excitement ahead of the UEFA Women's Euros this year. <p>Legends</p> <ul style="list-style-type: none"> • We are delighted to confirm that we will be hosting a Legends match at Old Trafford against Liverpool on Saturday 21st May. More details will be announced in due course, but we are incredibly excited to bring some famous club names back to the Theatre of Dreams once again, in what will be the first Legends match since our Treble Reunion back in May of 2019. <p>Foundation's 15-year anniversary</p> <ul style="list-style-type: none"> • And finally, the Foundation will celebrate its 15th birthday on 13th March. There will be an awareness campaign on our social media channels to celebrate, so please do follow our channels to keep up to date with that and other activities going on to mark the anniversary

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		<ul style="list-style-type: none"> I would also like to put on record my own thanks for the support of the club and from the fans over the past 15 years. Our work is still as vital as it was back in 2007 and we are excited about expanding and developing our work in the coming months and years
MUDSA Update	CBa	<p>MUDSA Events</p> <ul style="list-style-type: none"> I'm pleased to be able to say that we finally managed to hold a MUDSA committee meeting, after a long break due to Covid. Like most people, we did hold Teams/Zoom meetings, but being together beats Zoom hands down So we are now back up and running with all our social activities and expect to return to action in the Spring with the MUDSA Annual bowling challenge. The famous MUDSA Annual dinner is due to make a return in late October/early November too. Swiftly followed by the MUDSA Christmas party We also plan to hold the MUDSA AGM at last; where we'll have some catching up to do Nathaniel, the MUDSA youth ambassador, is returning to making his weekly visits to various Foundation events, where he hands out magazines etc. He'll be especially pleased to visit the Ability Counts group, which is the project that MUDSA support financially with the money we raise. <p>The Foundation</p> <ul style="list-style-type: none"> The project we are enabling the Foundation to deliver, "Ability Counts", is back in full swing and producing some great results. The focus is on "mixed ability football". This features disabled kids and non disabled playing games together, as part of one team. It's a brilliant concept and allows siblings to play together. <p>The MUDSA Cup</p> <ul style="list-style-type: none"> After a two year break, this year marks the third MUDSA Cup and to help celebrate the Women's Euro 2022, this year's cup will be an all-girls tournament. This cup is a national PAN disability U16s football tournament run by Manchester United Foundation. Clubs from across the country are able to access MUFC facilities and participate in this annual even. The tournament is funded by MUDSA and forms part of the partnership with Manchester United Foundation that has seen over 100 disabled participants access free weekly football sessions in the first half of the season already. As well as the football, families are able to access various workshops on health and wellbeing, equality and weekly support on how to have a positive mental health from Manchester Mind.
<p>Members' Questions</p> <p><i>We received 5 questions which have been answered, or we have referenced that we cannot answer, within the updates so far. These will not be read / answered individually now but will be published in the minutes.</i></p>		
<ol style="list-style-type: none"> Why do the club do nothing about tickets being advertised online for home and away games? Season Ticket Attendance: Given covid and that we have some elderly, disabled and frail Season Ticket holders it seems unfair that their concessionary discount should be removed if they don't attend games. Some fans may not have someone else to forward it to and some fans for whatever reason can't go as often as they would like. Some young children can't go to late night matches. It is far better for the club that the stadium is full, so I completely get the wish for seats to be used. Anyone with a ticket from abroad will not be able to attend matches if any other pandemic took place. I'd like to query why the club doesn't offer the option to sell back tickets for games that you cannot attend? I have friends that have Season Tickets at several other Premier League clubs who all offer this option. I've struggled this season when I couldn't go to sort someone to go in my place, e.g., Covid concerns of my usual contacts. By far the most discussed topic at the various events I attend is away ticket allocation, everyone moans at the lack of successful applications. Most people seem to have only had 1 or possibly 2 away tickets this season so far. if the figures produced by Ticketing are correct you should have a 1 in 3 chance of success, this is obviously not the case for many fans. I am frequently asked why it is that those who travel all over Europe don't have any preferential treatment to get domestic away games. Perhaps a percentage of tickets could be set aside for a different ballot for those who have a certain number of European credits? It has been suggested that people successful in one ballot, are being denied access to the next ballot to allow the unsuccessful applicants a greater chance in the next ballot, can you confirm this is not the case. Could we revert to phone calling unsuccessful applicants with returns rather than dropping them on the website. The returns tend to be made available during office hours, which has created scores of people glued to their phones for hours (and days) on end, refreshing every 30 seconds. Whereas those of us who have work commitments which prohibits them from using their phones (e.g. manual workers, drivers 		

Topic	Speaker	Topic Notes
		<p>etc), are at a disadvantage. They may not be able to watch their phones, but most would be able to accept a call. Do the club see a time when digital away tickets would be introduced? This may be the long-term answer to the miss use of allocated tickets. Despite the ticket forwarding system, there is still large numbers of tickets being passed about. I am not against tickets being sold at face value to other eligible members (even if they can't be bothered to use the ticket forwarding system) but I have witnessed people acquiring tickets who are not even Season Ticket holders.</p> <p>5. How will the changing covid restrictions impact those attending games? Will the club be changing any requirements?</p>
a.	AW	<p>Will there be any media/MUTV coverage of the U21 Academy Cup Final that the girls' development squad will contest on 9 March?</p> <ul style="list-style-type: none"> • The FA hold the rights to the game and they have informed us that it will be streamed live on the FA Player. • In addition, MUTV will be sending a camera crew and photographer to capture content from the game. • Goals from the game will be broadcast during MUTV's coverage of our Men's Youth Cup semi-final versus Wolves, and a highlights package will be shown afterwards on MUTV and other club channels.
b.	AW	<p>Given the likelihood for "investors" to lose money, can the club confirm that it won't enter any agreements with NFT/crypto/fan token providers and will advise the players from supporting such operations?</p> <ul style="list-style-type: none"> • Partnerships are at the core of our strength as a club, supporting the drive for success on and off the pitch • Digital assets and technology are fast-growing areas which can bring benefits to fans and help accelerate digitisation of the club • We are proud to have recently chosen Tezos, one of the most advanced and sustainable blockchains, as our official training kit partner • While we will continue exploring options for new digital products and services with Tezos and other prospective partners, we will do this with careful consideration for fans' interests.
c.	AW	<p>I would like an update on Club's response to the Fans Led Review and how it is supporting the PL and the Government in implementing its conclusions.</p> <ul style="list-style-type: none"> • We are continuing to carefully review the findings of the Fan-Led Review and working with the Premier League and other stakeholders on next steps • As a club, we want strong governance and greater financial sustainability throughout the football pyramid, and we recognise the importance of fans having a voice in how the game is run • We are committed to working with all of football's stakeholders, including, most importantly, the fans, to achieve these objectives • We have a range of initiatives under way to deepen engagement with fans, including the creation of a Fans' Advisory Board to establish a new channel for board-level dialogue and the appointment to a new role of Head of Fan Engagement.
d.	AW	<p>It feels disrespectful of the team's traditions to wear various coloured away kits when they could wear red. I think only red shirts/ white shorts/ black socks are ever acceptable. Anything else goes against tradition. Please can that be enshrined in the club's charter?</p> <ul style="list-style-type: none"> • Red, white, and black will always be the dominant colours of Manchester United when playing at Old Trafford, and integral to the identity of our club • Like most clubs, we have used a variety of colours for our away and third kits over the years. We know from the feedback we receive that many fans like this variety and enjoy seeing the team playing in these kits when we play away from Old Trafford • A variety of factors determine the choice of kit for away games, the most important being compliance with Premier League, FA and UEFA policies, which require that kits must be "of a sufficient contrast that match officials, spectators and television viewers will be able to distinguish clearly between the two teams"

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> While this season's home kit features our traditional red shirt/white shirts/black socks combination, we chose to wear white socks in our recent FA Cup home tie with Middlesbrough to increase the contrast with Boro's all-green kit for spectators with Colour Vision Deficiency (colour blindness).
e.	AW	<p>For questions on club policy why don't Season Ticket holders get surveyed? Surely that's the best pool of fans to decide on certain matters, and in a transparent way, with vote totals shared.</p> <ul style="list-style-type: none"> We have regularly conducted surveys of Season Ticket holders, with questions on a range of issues, and the findings help guide club policy. We have not conducted a survey since 2019 due to the pandemic but we intend to resume them in due course. Season Ticket holders can raise issues via their two representatives on this Forum and any resulting discussions are captured in the meeting Minutes published on the club website.
f.	AW	<p>It's great to see that we are finally looking at serious investment on our and Old Trafford facilities. My question is around funding, we know that the redevelopment of football stadiums to a state-of-the-art standard will require significant investment (£100's of millions). My question to the owners, can you provide clarity on how you intend to fund this? Will this be via more borrowing (and ultimately more debt leveraged against the club), additional stock issue (namely selling a significant % of your ownership) or will the owners now consider investing capital from their private reserves to fund the much-needed redevelopments? We need a redeveloped stadium to match those of Spurs and the new Bernabeu and training facilities to match those of our Manchester neighbours.</p> <ul style="list-style-type: none"> The club wants Old Trafford to remain a stadium we can all be proud of and we are exploring options for its modernisation Initial meetings have taken place between the club and a number of architectural and engineering companies to present their credentials as potential partners in the project Old Trafford has gone through multiple phases of development and redevelopment through the decades; fans will be closely consulted as the plans evolve for this next chapter in the stadium's evolution Given that we are still in the initial planning stage, with the scope of the project still to be determined, it is too early to speculate about costs and financing models.
g.	JL	<p>Why is vaping in the stadium not clamped down on?</p> <ul style="list-style-type: none"> Smoking and Vaping is not permitted within the stadium and stewards and safety personnel will take positive action both proactively by educating / ejecting where necessary and also by issuing warning letters where the incident is brought to our attention after the match. Should any supporter witness vaping in the stadium they should notify the nearest steward or use the virtual steward service The virtual steward is a text service advertised within the stadium - supporter send their Block, Row and Seat and details of the incident or problem which will be picked up at the control room and actioned accordingly.
h.	JL	<p>How do the club feel the safe standing trial is going?</p> <ul style="list-style-type: none"> As stated earlier, since the installation of the new rail seating, we have been visited by representatives of the Sports Ground Safety Authority, Trafford Council and the UK Football Policing Unit. The SGSA report indicates a good management of the areas. From a club perspective the feedback has been positive and we will continue to work with the licensing authorities throughout the season.
i.	JL	<p>There have been a number of questions about smoking in toilets and taking alcohol to seats. I know this has been raised previously but it would be good to get an update on any changes the club is making. I know the lack of phone signal can make it difficult to report.</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> The issue about smoking has been covered in an earlier question. In addition, where we identify problematic areas, teams will be allocated to deal with the issues. In terms of alcohol, the position is unchanged and taking alcohol to seats or drinking alcohol in view of the pitch during a match is prohibited.
j.	JL	<p>It is good to be advised that United have signed a new Wi-Fi contract with Extreme Networks. This will be welcomed by the supporters. Will the Club please give regular updates on the progress and timing of the availability of the new system in the various sections of the Stadium to include availability in the Suites in the Sir Alex Ferguson stand.</p> <ul style="list-style-type: none"> We were pleased to announce the new Wi-Fi contract at the end of January. The project is underway but in the very early stages. It is a large-scale deployment across all of the stadium building footprint. There are still elements of the project which are being confirmed (in particular the lead times for key construction materials) and as such we anticipate having a clearer idea of the completion date at the end of March. We also commit to providing regular updates on this exciting project at forthcoming Fan Forum meetings.
k.	JL	<p>What is the latest on plans to improve facilities at the stadium and are there any plans to modernise our players tunnel especially the side walls it would be great if we could put panels on the walls instead of red and white paint, look at other stadium tunnels compared to ours?</p> <ul style="list-style-type: none"> We typically spend upwards of £10m each season to enhance the infrastructure at Old Trafford; in the last 12 months, we have installed new LED floodlights, over 2,000 barrier seats, a new digital access control & ticketing system, remodelled & refurbished our players' dressing rooms, and completed work on our £11m accessible facilities development In the coming months, we will be commencing installation of our full stadium Wi-Fi solution, in partnership with Extreme Networks, as well as upgrading other facilities around the site, including 3 hospitality suites, stadium bowl seat replacement and energy efficient lighting systems within the internal and external areas of the stadium complex In addition, as mentioned earlier, we have embarked on an exercise to develop a Masterplan for Old Trafford, which should lead to significant investment in the stadium and surrounding footprint over the coming years; however, you will appreciate that it will take some time to scope out, and then deliver, the plans Works to our tunnel area is already on our agenda and plans are in place to scope options and designs later this month.
l.	JL	<p>Would the club consider putting screens at the stadium, I know previously this question was raised, currently only Old Trafford and Anfield do not have screens and I'm sure there are ways of doing and also would the club consider putting mid tier ribbon LED screens for information and other purposes as this would also enhance the look of the stadium and I know that currently there are flags there but I'm sure the flags can be digitally added to the screens, a lot of other stadiums have this currently I think again we have fallen behind there.</p> <ul style="list-style-type: none"> We have looked into the feasibility of adding large LED screens within the stadium bowl, but there are various complexities at a stadium like ours, including additional weight on the existing roof infrastructure and ensuring that screens are visible to all However, these challenges are not insurmountable, and we will be exploring options further as part of the Old Trafford Masterplan exercise mentioned above.
m.	JL	<p>Are there any plans to refurbish all the toilets within the stadium, would have been ideal as part of our sponsorship with Kohler that they would do the refurb and also recently did the stadium tour and found the Away fans concourse area looking very outdated not very welcoming for the away fans and also in the East stand in the home section the concourse there also looks very outdated (the one that has a door that leads into the megastore after the tour).</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> We are looking at a replacement programme for sanitary ware within existing toilet areas using Kohler fittings. This will be part of our closed season maintenance programme.
n.	JL	<p>I have a Season Ticket in the lower Stretford End. I gave up drinking 8 months ago and just wondered whether the club has any plans to introduce low or no alcohol beers at the ground? There is a wide selection available these days and with more and more young people opting to abstain it may be a good idea to introduce one non-alcoholic option at Old Trafford.</p> <ul style="list-style-type: none"> We welcome suggestions on product range and we recently introduced the fan-selected Honeycomb Beer brewed in Salford as a trial in selected areas of the stadium. Take up of this offer has been low, however we are happy to run a similar trial with 0% alcohol beer in the same locations over the next few months. <p>ACTION: Non- alcoholic beers to be available in all areas ACTION: Speciality Ales to be placed in more areas, including kiosks near barrier seating area</p>
o.	JL	<p>The club have been great trying to help stop illegal parking on Wharfside way which means fans are forced to walk in the road along the dual carriageway. I have contacted GMP and Trafford council who put out a "threatening "press release but no action sadly. I am pretty nippy for 70 but hate having to dice with death leaving every match and some are not so nimble, not to mention kids with their parents. We should be able to walk on the pavement? This is a very recent thing this season and needs stopping.</p> <ul style="list-style-type: none"> We continue to work with Transport for Greater Manchester, Greater Manchester Police and Trafford Council to remind fans to park legally and respectfully on matchday We have published news articles and social media posts in support of Trafford Council's campaign against illegal parking Strong action is being taken and over the Christmas period, the Council and GMP issued 779 penalty charge notices to vehicles parked illegally around Old Trafford.
p.	SK	<p>I imagine that most supporters will not be aware that numerous Season Ticket holders have been removed from their seats in South Stand to make way for a "sterile zone" which is apparently a Premier League requirement. I've asked the Premier League about this "sterile zone" which applies to all clubs, but, unsurprisingly, have not had a reply. We have been relocated to N412 for all games that have taken place this season. Can you enquire when I will be allowed to move back to South Stand, as I'm not at all happy with this, and would like to return to my usual seat which I've occupied for over 25 years, and is much closer to the pitch</p> <ul style="list-style-type: none"> This has been discussed in this forum throughout the season, unfortunately we are required to provide this zone as part of the agreement for the return of fans We are constantly in touch with the Premier League, and can confirm the segregation will reduce by 50% with affect from the Watford game This will still leave over 200 seats unavailable for the rest of the season, unless the Premier League remove the regulations, which is currently under discussion. However, as a precaution, we have anticipated this could continue next season and those supporters who we expect will remain affected have been given priority to relocate their Season Ticket next season If supporters' previous seats are then made available, of which we are hoping to be the case by the end of this season, they will be reallocated back to their original seats.
q.	SK	<p>As well as considerations for a souvenir season ticket 'card', as mentioned at the last forum, is there any intention that the printed yearbooks will ever return?</p> <ul style="list-style-type: none"> There are no plans to return to issuing printed yearbooks for Season Ticket holders. The number of requests we receive now are very limited, and we issue a digital version each year

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> Not printing paper versions also assists with our "Reds Go Green" initiative, reducing waste and emissions in producing and delivering them.
r.	SK	<p>Why is there no official away travel provision for women's team away matches?</p> <ul style="list-style-type: none"> We are not aware that there is demand for official coach travel. If there is the demand for this, we are happy to discuss the possibility with Sportsbreaks.com as our official travel partner. However, it is important to note that Sportsbreaks.com do not make any profit from running coaches to games, therefore if this is possible, minimum sales arrangements will apply We can discuss this separately with the Women's working group. However, it is likely that a minimum of c47/50 spaces would need to be filled to make this viable.
s.	SK	<p>Are the club aware of recent "crush" incidents at Stamford Bridge and Elland Road involving access to away fans? If so, what steps have been taken to ensure that Manchester United fans are safe when they visit these grounds?</p> <ul style="list-style-type: none"> We are aware of the issues at recent matches, ahead of the Leeds game I personally attended a number of meetings with both Leeds United and West Yorkshire Police The issue at the Leeds vs. Newcastle Fixture was caused by tickets blocking the access control readers, which then led to a backlog at the turnstiles. Leeds have identified the issue and rectified it for future matches Furthermore, whilst a repeat of the issue was not expected (and thankfully didn't materialise), West Yorkshire Police and Leeds United worked together to create bespoke entry queuing systems ahead of the game to mitigate against any future issues Updates were sent to all ticket holders ahead of the game, explaining the conversations that had taken place, mitigation measures and outlining ideal travel plans given other limitations on the day
t.	SK	<p>We received 2 questions in relation to match ticket releases:</p> <ol style="list-style-type: none"> Are there particular times of day that match tickets go back on sale to members? People aren't always able to check the website multiple times a day, but you also won't want to cause a rush to the website. Manchester United are being dishonest to their fans when it comes to ticketing. When looking to purchase tickets online you are presented with links next to game to register your interest. I do not know of anyone being informed when tickets have gone on sale. There is no text nor email. I see it just a marketing ploy to capture as many personal details as possible. Surely this must go beyond GDPR! If they are not contacting customers about ticket sales then what are they using the information for. Not knowing when tickets go on sale, means having to be glued to your screen daily which is impractical. There is no idea of know when they do a ticket drop. Furthermore, when they show tickets are available most are £175 executive tickets. These should sold separately. It saves having to click the link over and over again and see executive £175 tickets when that is not what majority of tickets are. <ul style="list-style-type: none"> Generally, there is no set time that tickets are released as this is simply in reaction to tickets being returned to us that we can put on sale. In the event of a planned on-sale however, we will communicate the time, which is usually 8am or 9am In relation to the register your interest button, we have communicated to this group a number of times this season including via Ticket Alert emails and direct operational emails (the last of which was last week, and for the Watford game this weekend) As the number of tickets released is often not large enough to meet the demand of all of these fans, we will split the data and send to a different portion of the fans each time In terms of unsold executive tickets, these a priced from £70, and have been extremely well received by supporters, in the absence of other tickets. When supporters are purchasing tickets, prior to selecting an area, supporters can choose

Topic	Speaker	Topic Notes
		<p>the maximum price they are willing to pay, which will prevent these tickets from displaying</p> <ul style="list-style-type: none"> Having said that, we do anticipate, that if the buy-back scheme continues to be successful and is rolled-out, that the volume of tickets and frequency of releases will increase significantly next season. However, whilst that is obviously positive, it will also decrease the notification we will be able to provide Official Members of when tickets will be made available
u.	SK	<p>I have been asked by a number of Executive Season Ticket holders of a senior age of 65+ to enquire again why there are reduced prices for other Season Ticket holders of a similar age profile but not for Executive Season Ticket holders? It should be noted that these supporters have been watching United for 30/40 or more years and in many cases have been Season/Executive Ticket holders for a similar period. Could their loyalty be rewarded?</p> <ul style="list-style-type: none"> We do not offer concessionary discounts as these tickets are intended to be transferrable can be passed on to clients or friends and family throughout the season Dedicated access to hospitality areas is also permitted, which makes up a significant proportion of the cost, e.g. for entertainment or food and beverage – this experience does not change despite someone’s age This policy is in line with the majority of other Premium League clubs. If any Executive club members wish to take advantage of our concessionary offers we can discuss the option of transferring to purchase season tickets
v.	SK	<p>The allocation of away tickets goes primarily to exec ticket holders, which I understand as they pay a small fortune for the privilege. However the rest (except loyalty pot) are placed in a supposed random ballot, which when looking at Utd website shows a 31% success rate in applications, this does not correspond anywhere near my success rate this season (at 11%) or that of previous seasons. What, if any, loyalty is shown by the club to platinum season ticket holders? In my opinion they should see some reward for their minimum 25 year loyalty, maybe by being allocated a higher % of away tickets as a start</p> <ul style="list-style-type: none"> Away tickets are not allocated primarily to Exec Club Members, they receive 11% of each away allocation, in line with the number of seats they are allocated at Old Trafford As I mentioned in my update, and has been discussed in previous Fans’ Forum meetings, we need to continue our work on understanding who is actually <u>attending</u> away games on the tickets which are allocated before we look at reviewing the allocation and ballot processes.
w.	SK	<p>I manage my family's season tickets. One of them is registered to an OAP who is unable to attend every game and so the ticket is used by other family members. For this reason, this season ticket is purchased as a FULL ADULT ticket and yet the cup tickets tied to that season ticket continues to be OAP cup tickets. Why are full adult cup tickets not sent to an adult season ticket holder?</p> <p>Surely this is a fault in the system and as the upgrading process is still not working (or if it is it won't let me do it) it is costing the club money. There is also the embarrassment caused to the family member using the ticket if they are challenged when I have attempted to take all the necessary steps to stop it happening.</p> <ul style="list-style-type: none"> Payment for tickets is based on the age held on the system, for convenience, our staff are able to override this, for example, as we did with this season ticket This ticket needs to be transferred into the name of the person who primarily attends matches, all tickets will then be issued in the ‘correct’ price category Ticket forwarding and ticket upgrading have been available since mid-December, and is a single transaction (we assume this question was submitted before then).

Topic	Speaker	Topic Notes
AOB		<ul style="list-style-type: none"><li data-bbox="437 114 1500 203">• In response to a question on the club's stance on the situation in Ukraine, club confirmed that just prior to the meeting a statement had been issued, announcing the withdrawal of sponsorship rights from Aeroflot. This received support from the Forum.<li data-bbox="437 226 1461 286">• At time of the meeting, plans had not been confirmed on whether there would be a public show of opposition to the war in the stadium prior to the next home game. <p data-bbox="437 304 1198 333">Next forum to take place on Friday 29 April 2022 at Old Trafford.</p>