



RANGERS FOOTBALL CLUB

SUPPORTERS CHARTER 2019/20



CONTENTS

INTRODUCTION	PAGE 5
CUSTOMER SERVICE	PAGE 7
ACCESSIBILITY	PAGE 8
PRODUCTS AND SERVICES	PAGE 11
RANGERS CHARITY FOUNDATION	PAGE 13
COMMUNITY	PAGE 19
FOLLOW WITH PRIDE	PAGE 21



INTRODUCTION

Rangers Football Club is committed towards providing the best possible service to all its supporters. The Supporters Charter makes fans aware of policies and covers a range of areas such as Customer Service, Charity and Accessibility.

Rangers Football Club:

- Publicises its position on major policy issues in a clear format in Club publications, on the website and via other available mediums.
- Regularly communicates changes in policy and business practices via the most effective forms of communication, both internal and external. For example, in Rangers matchday programme, matchday announcements, Jumbotron advertising and Rangers website www.rangers.co.uk.
- Continues to develop additional ways to consult key stakeholders including shareholders, sponsors, local authorities and other interested parties.
- Gives the earliest possible notice of any changes to its ticketing policy and the reasons for those changes.
- Has a dedicated Supporters Liaison Manager who communicates with supporters on a day to day basis.
- The Club undertakes to keep supporters informed of fixture changes by the most costs effective means, e.g. a fixture list at start of the season and ongoing updates via Rangers media, emails to registered fans, emails to supporters' club contacts and matchday advertising.





CUSTOMER SERVICE

All staff at Rangers Football Club aim to provide all supporters and customers with the best possible experience.

Rangers Football Club:

- Seeks to achieve the highest level of service to all its supporters.
- Treats all customers in a professional and courteous manner.
- Responds promptly to any contact from a customer via telephone, letter, email or fax.
- Will endeavour to answer 80% of calls within 30 seconds.
- Aims to resolve issues as and when they are brought to our attention and as such encourages supporters to contact the Customer Services team in the first instance with any queries they may have on 0871 702 1972, option 6 (calls cost 13p per minute plus network extras).



STADIUM ACCESS



Rangers Football Club is committed to providing wide access to Rangers matches and offer:

- A broad range of season ticket and individual match ticket prices.
- Reduced season ticket prices for juvenile and concession supporters.
- 70%* reduction on season ticket prices for supporters under 16 years of age (or under 18 years of age in the Sandy Jardine Rear stand) before 1 July each year (*excluding Club Deck Value Season Tickets).
- 28%* reduction on season ticket prices for supporters who are over 16 years of age but under 18, and supporters who are over 65 years old before 1 July each year (* excluding Club Deck Value Season Tickets).
- 9% Reduction on Restricted View season tickets, and £2 discount on individual match ticket prices.
- A continuous credit card monthly payment plan which give supporters the opportunity to spread the payment of their season ticket in four monthly instalments.
- A continuous credit card facility which allows season ticket holders to apply for non-season ticket home games in advance, bringing with it additional benefits:
- Priority on Cup semi-finals and finals.

- Season ticket holders and supporters clubs an allocation of tickets for away SPFL matches. All away tickets are balloted between season ticket holders, supporters clubs and hospitality clients/sponsors. The home club determines the cost of these tickets.
- No incremental increase in ticket prices for adult supporters from visiting clubs on comparable seats/ticket prices paid by our own supporters.
- A refund in the event that a match is postponed or abandoned, should the holder not wish to attend the rearranged fixture (tickets will be valid for the rearranged date). A refund will only be paid if the Club receives a refund application within 14 days of the announcement of the rearranged match. If the match is postponed or abandoned after half-time no refund will be given.
- Individual match tickets through a wide range of sales channels including the Rangers Ticket Centre, the Ticket Hotline, www.rangers.co.uk and supporters club registration.
- Tickets to visiting clubs according to the rules and ground regulations of football's governing bodies.
- An accessible area of the stadium which for disabled/visually impaired supporters and their carers. The Ticket Centre can be contacted for details of our disabled facilities
- A dedicated family section allocated exclusively to family groups with a 20% discount on season ticket prices.





PRODUCTS AND SERVICES

Rangers Football Club strives to provide quality products and services to its customers:

Catering

- The Club subcontracts its catering service for both the fast food outlets and hospitality areas. The outsourcing within hospitality has seen the introduction of some highly successful and innovative products and facilities which have helped Rangers to remain at the forefront of the football hospitality industry. Rangers Football Club operates tight controls via the implementation of service level agreements and close monitoring of pricing and product policies.
- The Club offers a wide range of hospitality products to meet both individual and corporate budgets providing the highest level of quality and service throughout.



Rangers Loyalty and Membership

- The Rangers world-wide alliance supporters' network provides two-way communication and affiliation with the Club to fans world-wide. It comprises four alliances – UK, NARSA, ORSA and the Middle East.





EXIT 23

CLUB DECK

WEST ENCLOSURE

SEATING AREAS:
CD4 • CD5

SEATING AREAS:
SW4 • SW5

53

SMART CARDS

52

SMART CARDS



50

CLUB DECK
SMART CARDS
PAPER TICKETS

49

SMART CARDS

48

SMART CARDS



RANGERS CHARITY FOUNDATION

The Rangers Charity Foundation SCIO (charity number SC047681) exists to be a force for good on behalf of the Rangers Family, showing compassion to those in need, tackling inequalities and creating opportunities for people of all ages to change their lives for the better.

This work was recently recognised by a prestigious international social responsibility award, the 'Social Responsibility of a Football Club, Role Model Award' at the Football Is More's International CSR Conference in Switzerland. Previous winners included, Real Madrid, Benfica and PSG.

The Foundation focuses on a number of key charity partnerships each season. In 2018/19, it worked with seven local, national and international charity organisations, donating £114,000 over the course of the season, as well as helping these organisations to engage with Rangers supporters.

As well as partnerships, the Foundation assists other charitable causes and helps individual fundraisers support causes close to their heart. Last season, it delivered £238,993 worth of in-kind support by donating items including signed shirts, balls, tickets and Stadium tours.

The Foundation also supports various community initiatives, such as arranging a matchday food collection for the Glasgow South West Foodbank and distributing match tickets to people in need of special day out, such as veterans, carers, those affected by homelessness, community groups and other good causes via its Ticket for Good scheme.

The Foundation currently delivers 25 community programmes in the Glasgow area connected to health and wellbeing, diversity and inclusion, education and employability, which this season will reach more than 9,500 people.

Current community programmes include the hugely successful Football Fans in Training initiative which helps fans improve their fitness levels, lose weight





and live a healthier lifestyle. Funded by the SPFL Trust and supported by Scottish Government, the most recent 12-week course saw 51 men and women lose an incredible 39 stone 4lbs between them and a combined 375cm disappeared from their waist lines.

Diversity and Inclusion is a growing priority for the Foundation, and this area of work has seen the successful continuation of our Diversity Wins programme, which was the first of its kind in Scotland. The programme aims to educate primary school children about anti-sectarianism and the LGBT+ community to help combat homophobia. The Foundation is also delivering Autism Friendly Football and VI Football sessions, and will soon be introducing a new anti-discrimination project with the European Football for Development Network.

This work was recognised with the 'Diversity in Sport' Award at the Herald and GenAnalytics Diversity Awards in Glasgow in 2019. The judges applauded the Foundation's work to make sport accessible to everyone and educate future generations on diversity and inclusion.

In 2018, the Foundation launched a new 'Hub in the Community' at Govan High School and this project has made a significant contribution to the school since. A full time Hub Officer from the Foundation is based in the school and delivers a wide variety of programmes, providing a constant, familiar point of contact for staff, pupils and their families.

The Hub Officer has a strategic focus to raise attainment, increase positive post school destinations, enhance transition links from primary to secondary school and have a universal impact in all areas and year groups within the school, to help expand the young people's full potential through education. It has been such a success, that we will soon see the 'Hub in the Community' project expand to two new schools.

Employability continues to be a key area of focus, and the Foundation has accredited SQA status which allows staff to deliver programmes that provide participants with sought after, recognised qualifications.

Programmes such as Coach4Success and Get Started work with young people to help them build the skills, confidence and motivation necessary to get their working lives off to a great start and stop the cycle of unemployment in its tracks.

Ready4Employment, which aims to improve the job prospects of local people in partnership with Jobcentre Plus, delivers individual training programmes to develop skills, confidence and relevant experience.

The Foundation's Wider Achievement project continues to work in partnership with Glasgow City Council and local secondary establishments, supporting senior phase pupils who are not fully engaging within the current school curriculum and offering alternative SQA accredited provision. The Wider Achievement programme was shortlisted for a European award by the 'European Football For Development Network', and has received plaudits from schools, parents, teachers and pupils.

The Foundation has also received funding for the first time from 'CashBack For Communities' to deliver a new and innovative employability programme that aims to re-engage former offenders and help them move towards a more positive future including working, volunteering or further education.

The 'Cashback - Towards New Futures Project' will be delivered within Ibrox Stadium and will work in partnership with four Scottish prisons and Govan Thriving Place to target and support a variety of young people from the local area and beyond.

Other programmes include Football Memories, which helps to improve lives of football fans with dementia by inviting them to the Stadium and using football images and memorabilia from the past to aid recall and stimulate memories or conversation. The Foundation also works with many schools in Glasgow to deliver





programmes focused on equality, health and wellbeing, such as Joy of Moving, the Old Firm Alliance and Get Ready for Sport.

For season 2019/20, the Foundation is continuing to work with charity partners, including the world's leading children's charity UNICEF. Over the last 11 years of this partnership, some of the most notable achievements have included funding one million vaccines for vulnerable children around the world, and making a significant contribution to the health and education of children via projects in India, West Africa and across the globe. Over the last few seasons, the Foundation has supported UNICEF's Children's Emergency Fund, as well as providing vital educational equipment for displaced children, and this season is supporting a water project to provide clean water and sanitation facilities to vulnerable young people and their families.

The Foundation has a special long standing relationship with Glasgow Children's Hospital Charity. It donates £10,000 each season and arranges for the First Team to visit the wards at Christmas time. The Academy and Women's players also support by decorating the wards to help spread Christmas cheer.

The Rangers Charity Foundation Armed Forces Partnership also continues and, alongside the Club, it's now a holder of the Gold Award for the MOD's Employer Recognition Scheme. This year will see the Foundation make donations to the Coming Home Centre in Govan, SSAFA, Bravehound and Erskine.

The Foundation's National Charity Partnership for season 2019/20 is with Children 1st and the Foundation has pledged to raise £20,000 to help support the charity's Parentline service, and raise the profile of the charity and this vital service, helping families across Scotland get the help and advice they need during difficult times.

The Foundation will also support Glasgow City Mission's Winter Night Shelter, which provides a warm, safe place to sleep over the winter months for the street homeless in Glasgow. The Foundation's fifth annual Big Ibrox Sleep Outs saw hundreds of fans raise over £60,000 for this great cause, and the Foundation, by getting friends and family to sponsor them to sleep outside in the cold at Ibrox Stadium.

In addition to charity partnerships, the Rangers Charity Dream Fund helps to bring smiles to the faces of even more people who are in need of a boost. The Fund is used to pay for special Rangers experiences throughout the season for children and adults whose lives have been impacted by the likes of disability, illness or other difficult circumstances. The exclusive experiences include the behind the scenes Dream Day, which involves guests meeting entire first team squad and watching them train at the Hummel Training Centre, before heading to Ibrox for lunch and a tour. The Foundation also offers matchday experiences, where guests can watch Rangers in style from a hospitality box before meeting a player. Hospital visits are also arranged when possible, for children and adults who are unable to travel.

The Foundation organises a number of fantastic fundraising events throughout the season, which everyone can get involved in. From an annual Charity Ball to the Blue All over Fun Runs, Big Ibrox Sleep Outs and regular Q and A nights, there's something for all abilities and interests.

Every supporter who raises £100 or more from a personal challenge is invited to a special reception at Ibrox, to be presented with a True Blue Hero medal and pin badge by a first team player. It is due to the incredible generosity of fundraisers and support of key funders that the Rangers Charity Foundation is able to thrive and grow.

Since its creation in 2002, the Rangers Charity Foundation has donated over £2 million in cash awards and over £3.4 million of in-kind support, making a combined total of over £5.5 million.





COMMUNITY

Rangers Soccer Schools

The Rangers Soccer Schools brand continues to grow at an unprecedented rate with an impact which is unsurpassed in Scotland. Rangers Soccer Schools Football Centres continue to develop and spot talented players throughout Scotland. In the last few years Rangers Soccer Schools have produced over 80 players for the Rangers Youth Development programme, many of whom have made progress through our pathway to Advanced Centres, Elite Centres and finally to the Youth Academy at Rangers Training Centre. Sixty young players have progressed from the Elite Centre to the Youth Academy.

Girls Football

The Club launched a girls and women's football section in 2008 and the Club now boasts teams at U12, U13, U15, U17, Reserves and a Senior Ladies team that compete in the Scottish Women's Football Premier Division. The girls and ladies football section have won six Cups, been in the final a further twice and won the First Division title back in 2009.





**FOLLOW FOLLOW WITH
PRIDE**

FOLLOW WITH PRIDE

Rangers fans have so much to be proud of our rich history is one of Europe's leading sporting institutions, the standards the Club has set from its very beginning and the passionate commitment of our supporters. Pride is what being a Rangers fan is all about.

Rangers is a friendly club open to all and we want everyone to feel welcome when they come to Ibrox Stadium. We also like to be welcomed as true football supporters when we travel away from home.

That's why the Club and supporters joined together to launch Follow With Pride, a campaign which promotes sporting behaviour at matches and in the community.

Follow With Pride succeeded the successful Pride Over Prejudice campaign which had been running for the previous five years and was developed to help eradicate inappropriate behaviour.

Follow With Pride builds on the success of the Pride Over Prejudice initiative and highlights everything that is positive about Rangers – our great supporters, tremendous work in the community and the standards we set across the Club.

We are all part of the Rangers family and every one of us has a role to play. It is important all fans believe they are ambassadors for the Club and help protect and enhance Rangers reputation.

With this in mind supporters are asked to:

- Sing the songs which celebrate the Club, its honours and achievements both past and present
- Wear recognised Rangers strips and traditional team colours
- Display legitimate flags and banners
- Avoid gestures and salutes that could be taken as offensive

Regulations introduced by the SPFL for all domestic matches mean that 'unacceptable conduct' by supporters will lead to clubs being penalised.

If you hear of someone behaving in an inappropriate manner, putting the Club at risk, report them anonymously or otherwise. Supporters can write in confidence to Follow With Pride, Ibrox Stadium, Glasgow, G51 2XD or email followwithpride@rangers.co.uk

Fans who do behave in an inappropriate manner, bringing the Club into disrepute, will face limited or lifetime bans, loss of season ticket or arrest by the Police. Bans will apply to supporters clubs as well as individuals.



RANGERS FOOTBALL CLUB

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