

## **Operations Meeting 17th November 2021 (- on Teams)**

Mark Bradley (Chief Communications Officer)

Rob Coleman (Supporter Services Manager)

Tim Kilpatrick (Head of Commercial)

Paula Martin (STAR)

Some of the questions posed by supporters have been addressed in previous meetings and so there may be more details already on the links provided.

**The PA announcements during the match are normally inaudible. Either turn the volume up or change the individual.**

It is not the volume or the individual but the club is aware it needs to be updated. There has been some improvements to the wiring over the summer but along with the floodlights they are showing signs of the age of the stadium.

**Food and drink pretty poor at the moment- what are they doing to improve this?**

**Can you get Blue Collar food back?**

This has been covered extensively at the operations meeting in September and again at the Fan Engagement Panel - [star-operations-meeting-with-reading-fc](#) and [fan-engagement-panel-meeting-10th-november-2021](#)

There has been improvement in staffing recently and different street food options pursued.

**Can we have a specific beer stand for Club 1871 or be able to go round to the East Stand- options inside the ground are too slow?**

This is already being investigated and is dependent on a change in licence which may take time.

**Why is there such a high injury list? Are they being given enough rest or being pushed too hard?**

This is best explained by the Head Physio's article on the official website – [in-detail---an-injury-list-discussed](#)

### **Is there a plan to sort out the out of contract players?**

This is a matter for the Structured Dialogue Meeting and was discussed in October - [star-structured-dialogue-meeting-4-with-reading-fc](#)

### **How about a better system to show the game in the fan zone, not a screen plonked on a flat bed lorry. If possible, a bigger screen on the side of the stand- how about a comeback for Royals TV?**

The shape of the available space means a screen on the stadium would not work as it does at other grounds. The club is always on the look-out for ways to make it better, but cost must be factored in as it is only in use 23 times a season.

### **What has happened to Kingsley and Queensley as they are still not back?**

There are plans for their return.

### **Would the club be willing to stop advertising gambling adverts where possible?**

There are gambling adverts that are contractually necessary such as sky bet who sponsor the league and the pitchside led banners suppliers have betting partners that are part of the deal. There are no bookmakers on site now and no social media or website promotion of odds or encouraging betting. The club is happy to have a shirt sponsor now that is not connected to gambling but Casumo were very good sponsors in many ways and never pushed odds.

### **Will there ever be a proper tribute to Steve Coppell? I'd like at least a stand named after him. I'd also like better signage for the SJM stand.**

The signage of the SJM Stand was delayed but is underway. Club took on board Steve Coppell suggestion but highlighted that there are only two stands left to name now having named two stands in recent years. Together with STAR discussed whether Steve Coppell would even be keen on a tribute considering his private nature.

**If we are sticking with Compass as a company, can we at least discuss with them the options they serve? e.g., chicken tenders, rice boxes etc.**

Compass are good partners for the club and provide much more than just matchday food. They and the club are always looking for ways to improve but often alternatives have been short-lived as they have not sold well. Both tenders and rice boxes have been tried but have not been popular.

**Will there be a third shirt for the 150th anniversary?**

No there is no third shirt in the pipeline.

**Why did the club stop free away travel?**

The free travel in 2019/20 stopped when Covid stopped away travel. STAR appreciated the offer of free travel to supporters from Dai Yongge but it is STAR that provides the away travel not RFC. The free travel greatly reduced STAR's income and consequently the ability to support local football.

**Date of next meeting: 4<sup>th</sup> January 2022**