



Reading Football Supporters' Society Limited,
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www.star-reading.org

STEWARDING POLICY

Date of Review	Reason for review	Amendments
12/03/2009	New Policy Approved	Not Applicable
09/01/2014	Periodic Review	Minor amendments
11/08/2016	Periodic Review	Revised Format, S.7 & 8 and new Final Paragraph
12/04/2018	Periodic Review	Frequency of Report Requested from RFC. S.6
09/01/2020	Periodic Review	No changes
14/01/2021	Periodic Review	Addition to S.8.
12/01/2022	Periodic Review	No changes
12/01/2023	Periodic Review	No changes

1. Introduction

This document is drafted in accordance with the Rules of Reading Football Supporters' Society Limited and sets out the Policy towards RFC Stewarding adopted pursuant to a resolution at a Board Meeting held on 12th March 2009.

2. Definitions

Definitions of the terms used in this policy are laid out in a separate Definition of Terms document, which should be read in conjunction with this policy.

3. Section 1 – General

This policy has been adopted by STAR to outline its principles on the way that it considers stewarding of supporters should be carried out at football matches.

Sections 2, 3 and 4 of this policy apply to Reading Football Club and to other football clubs (and football grounds) that supporters of Reading Football Club visit to watch Reading Football Club play matches.

Sections 5, 6, 7 and 8 of this policy apply specifically to STAR's relationship with Reading Football Club over stewarding matters.

The definition of match day stewards within this policy is not prescriptive but typically encompasses any individual engaged by a football club whose role involves the provision of safety and/or security for supporters attending a football match in which Reading Football Club is participating and including: those engaged in supervisory or management capacities, the ground safety officer and those with responsibility for traffic control on a football club's premises.

Section 2 - Match Day Stewards

STAR considers that all match day stewards should:

- a) be employed directly by the home football club. It recognizes that, exceptionally, there may be occasions where it is necessary for the home football club to use Match Day Stewards supplied by a third party contractor or employed by the visiting football club;
- b) be fully trained and have achieved the appropriate professional qualification for their role.
- c) hold the appropriate Security Industry Authority Licence for their role, and
- d) have clearly identifiable individual markings (e.g. a unique reference number) displayed visibly on their uniform.

Section 3 – Advice of stewarding policies

STAR considers that it should be advised by the home football club about any stewarding policies specifically affecting supporters of Reading Football Club and be invited to input.

Section 4 – Stewarding Methods

STAR considers that stewarding should be undertaken with a flexible, low-key, common sense approach demonstrating consistency of treatment between the supporters of both football clubs; with Match Day Stewards given individual discretion to act, where necessary.

Section 5 – Consultations with Reading Football Club

STAR will, when it deems necessary:

- a) invite the Ground Safety Officer and/or the Chief Steward to hold consultative meetings with it, and
- b) facilitate general meetings or forums to give its members the opportunity to question and have their concerns addressed by appropriate Reading Football Club officials.

Section 6 – Reports

STAR will request Reading Football Club to provide a Report, on a half-yearly basis, in June for the last season and in January for half-way through the season, with statistics and general details on:

- a) non-admissions to the ground (home and away fans),
- b) ejections from the ground (home and away fans),
- c) bans from attending matches,
- d) confiscation of season tickets, and

e) other issues of importance.

Section 7 – Process prior to banning supporters

STAR has campaigned for Reading Football Club to introduce a process with the right to appeal, prior to enacting a ban on a supporter, which includes evidence being corroborated by Closed Circuit Television. This process is now in place.

Section 8 – Anonymous Text Messaging Service

STAR has campaigned for Reading Football Club to introduce an anonymous text messaging service to enable supporters to inform the appropriate football club officials of matters surrounding supporters and/or match day stewards that they feel should be brought to the football club's attention. This service is now in place with the number 'SAFE 80800'.

4. Review

This policy will be reviewed by STAR's Board annually, but members may call for it to be reviewed at any time by contacting the Secretary.