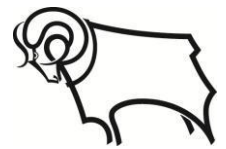


DERBY COUNTY SUPPORTERS' CHARTER GROUP MEETING: OCTOBER 2025



Meeting Details:

Monday 27th October 2025, 6pm start in the Boardroom at Pride Park Stadium.

Attendees:

David Watts - RamsTrust

Nick Webster

Andy Ellis - Derby County Collection

Lynn Hemsworth - Derby County Supporters' Club

Nigel Owen - Black and White Together

Hilary Leam - RamsTrust and Derby County Supporters' Board

Steve Wilson - Derby County Supporters' Board

Connor French - Rainbow Rams

Michelle Butler - Rainbow Rams

David Clowes, Derby County Owner and Director

Stephen Pearce, Derby County Football Club Chief Executive Officer

Paul Macarthy, Derby County Football Club Media Consultant

Dave Biggar, Derby County Football Club Chief Commercial Officer

Simon Carnall, Derby County Football Club Chief Operating Officer

Tom Loakes, Derby County Football Club Head of Communications

Sarah Wade, Derby County Football Club Supporter Liaison Officer

Megan Booley, Derby County Football Club Head of Marketing

Tyrone Harta, Derby County Football Club Head of Ticketing

Sophie Roddie, Derby County Football Club Matchday and Fan Engagement Lead

Apologies:

Gary Dempsey - Derby County Disabled Supporters' Club

Punjabi Rams

Rams Active

Pre-Meeting Discussion:

None



Agenda Topics:

1. MATCHDAY

1. Can the club comment on the overcrowding on exiting the West Stand due to the closure of one of the staircases between the upper tier concourse and ground level?

The club was aware of the issue, and the staircase should not have been initially opened many years ago, but we have re-opened to ease pressures moving forward and will review the situation on an ongoing basis.

2. Fans with mobility issues are having access challenges in the North Stand.

The club's Head of Safety & Stadium Operations has agreed that stewards will physically walk any individuals with mobility issues up and down stairways when required and offer help where needed. The club also reminded attendees that there is a range of easy access seating options available at Pride Park Stadium and at the beginning of each season the Supporter Services Team will make supporters aware and work with them to relocate if required.

3. Fans continue to complain about the LED advertising boards, especially at evening and 'dark' afternoon fixtures. Some epilepsy sufferers have raised concerns about the flashing nature of them, while others have said it makes it difficult to see the ball from lower-level seats when the background of the display is a similar colour to the ball. And others have said it is just distracting with all the flashing and movement. The epilepsy element needs looking at, but perhaps the club could consult with fans at the next Fans' Forum as fans do of course understand the need for commercial income, but feel a better balance could be struck?

The luminosity of the LED is adjusted for TV Camera requirements and natural light/floodlight levels with Tuesday vs. Norwich (eve) @ 50% TV Camera-facing Pitchside and 60% elsewhere and Saturday vs. QPR (aft) @ 80% TV Camera-facing Pitchside and West/Northwest Stand Ribbon, and 60% elsewhere. However, there was a 'technical glitch' at an earlier game where the LED was unfortunately 'locked' into higher levels.

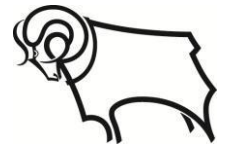
The club does work with partners to ensure their branding works with the various background colours. And mindful of the small number of concerns regarding epilepsy, will continue working on appropriate creative content.

4. Away ticket pricing is concerning fans again and the Football Supporters' Association are monitoring it. The Premier League cap away ticket prices at £30. What is the club's view on such a cap being brought in at Championship level, and is there any likelihood of another vote by Championship/EFL clubs on this?

The club advised that although it would be in favour of a mutually beneficial cap, it was rejected at an EFL vote and consequently not actioned. The Football Supporters' Association is working with both clubs and supporters to see how the situation can be changed.

5. Would the club consider reciprocal arrangements with other clubs who support a cap, even if all are not in favour?

At this time this wouldn't be possible because of league regulations regarding ticket pricing vs. location.



6. Fans are repeatedly seeing away tickets offered for resale, and assuming these are tickets bought by those in the 10+ and 15+ Away Ticket Membership categories, maintaining their status, but not actually attending games, thus cheating the system. What measures does the club take to monitor this?

The club's stance on this is included in the away tickets on-sale website stories and Away Ticket Membership terms and conditions. The club are trying to find a balance but are taking it seriously and will cancel (without refund) Away Ticket Memberships that are demonstrably in breach of the terms and conditions.

7. Can the club give any indication on what sort of numbers are in each category of Away Ticket Membership?

The club won't reveal numbers, but the overall number is purposely/strictly capped to ensure it works for the vast majority of members.

And, as exemplified by amending the qualifying and priority criteria and introducing a STH window, it's always considering what changes (if any) might be needed, albeit the intention is to again predominantly 'reward' supporters who attend the most away games.

8. Fans continue to experience and enjoy 'Fan Parks' at away grounds, offering a variety of food and drink before and after games, which would seem like good sources of revenue. Has the club thought any further about such a development at Pride Park?

When the concept was reviewed two seasons ago, specifically for the West Stand car park only, the financial investment required was prohibitive for accommodating staging, retail, toilets, food and beverage units, etc.

Further meetings have recently taken place to revisit both the initial and expanded concept, and site visits from a specialist entity are scheduled to gain another third-party insight into what might be appropriate for a cost-effective solution.

2. FOOTBALL

1. Given the recent departures of the Sporting Intelligence team of Mo Bobat and Ed Smith and Mark Thomas as Head of Talent ID, Jake Buxton taking the manager's job at Alfreton Town, and the upcoming departure of Matt Hale from the Academy, is there a change in the strategic direction of the recruitment process and/or the Academy?

There is and will be no change in direction for the recruitment and Academy set-ups. Matt Hale's decision to depart in the summer of 2026 is purely for personal reasons and the club would like to place on record its thanks for Matt's commitment in recent years and are pleased he will be staying for the remainder of the campaign. Jake Buxton wanted to return to football management and, despite the club wanting him to stay, we wish him well with Alfreton. From a recruitment perspective, Leigh Bromby is remaining in position as Interim Head of Recruitment for the January Transfer Window.



2. The Women's team are currently the lowest ranked professionally attached team in the women's pyramid. Are there any plans to change the strategy here?

The club welcome the thoughts and ideas from the Supporters' Charter Group on how to grow the Women's attendances and standing. The club tries every possible way to promote the games for Women and there has been an increase in their coverage across all channels in recent seasons. The club works with all the teams surrounding the Women's team to grow their fanbase. The Women's team continues to be a platform to give, mainly, local females an opportunity to play senior football at Tier 3 level. The league is very competitive, and the strategy remains one that the club is comfortable with.

3. Is the Former Players' Association still active? If not, can we help revive it?

The club confirms it is no longer active, which has been the case for several years, and there has sadly been no interest and or desire from any individuals to take it over or restart it. The club works hard with its former players to maintain relationships, accommodate ticket requests and utilise players for campaigns that haven't been used previously, to ensure it isn't always the same individuals involved, but cannot force players to get involved. The club agreed to discuss next steps for a future meeting.

4. COMMUNITY/FAN ENGAGEMENT

1. Since the Supporters' Board has been established, a number of members of this group would like clarity on what the responsibilities of it are? Members of various groups feel that the Supporters' Board doesn't represent them given it wasn't democratically elected, and in narrowing the areas the Supporters' Charter Group can ask about, fans feel they have less of a voice into the club.

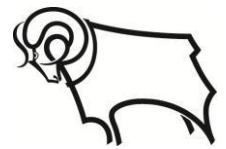
The club and the Supporters' Board have discussed the question together and agreed that a Terms of Reference is to be sent to the Supporters' Charter Group for them to discuss, amend and approve independently from the club. This will provide clear responsibilities and clarity to help move forward together and maintain the excellent work of the Supporters' Charter Group. The Supporters' Board are working with the club to be more vocal and improve lines of communication, but stressed that supporters do have a voice into the club. It was agreed that both the Supporters' Charter Group and the Supporters' Board will agree on the Terms of Reference by the end of December 2025.

2. Can the club give any feedback on any interaction it has had to date with the recently appointed Independent Football Regulator?

The club are in dialogue with the relevant authorities, and it is in a consultation period until March 2026. The aim is to have the regulation implemented by August 2026. There is no official update to provide at this time.

3. What is the club's position on the new legislation and regulatory regime?

As above.



4. Did the club get any response from the EFL to its 2024/25 Fan Engagement Report or its plan for 2025/26?

The club does not get direct feedback from the EFL once this has been published, but obviously they are aware of the Fan Engagement Plan prior to publication. As and when the club needs to raise questions/concerns/points with the EFL, it does so directly through the appropriate routes.

5. Can the club give us an update on the status and implementation of individual elements of the 2025/26 Fan Engagement plan?

The club is happy with the progress being made following the Fan Engagement Plan being submitted before the new season. The club is working to the calendar of events highlighted in the Plan, which can be accessed on the website if anyone needs refreshing. The club are constantly reviewing the Fan Engagement Plan and working with the EFL to take the club's relationship and engagement with supporters to an even higher standard.