RANGERS FOOTBALL CLUB

SUPPORTERS' CHARTER

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INTRODUCTION

Rangers Football Club is committed to providing the best possible service to all of its supporters. The Supporters' Charter makes fans aware of policies and, ranging from customer service, the charity foundation, and stadium 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 Rangers matchday programme, matchday announcements, jumbotron advertising, working with the Football Business Academy and Rangers website **www.rangers.co.uk**

• Continues to develop ways to consult key stakeholders: 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 Officer who regularly communicates with supporters.

• Undertakes to immediately communicate fixture changes to supporters. A fixture list is distributed at the beginning of the season and changes are intimated via Rangers media, emails to registered fans, 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.

• Aims to resolve issues, when they are intimated and, encourages supporters to contact the Customer Service team with any queries: **contact@rangers.co.uk**



STADIUM ACCESS

Rangers Football Club is committed to providing easy access to matches, and offers:

• 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).

• 10% reduction on restricted view season tickets, and £2 discount on individual match ticket prices.

• A direct debit payment plan offering supporters the opportunity to spread the cost of their season ticket over four monthly instalments.

• A continuous credit card facility which allows season ticket holders to apply for non-season ticket home games in advance.

• SPFL away tickets will be sold to MyGers members, Rangers 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 sold via **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 for disabled/visually impaired supporters and their carers. The ticket centre can be contacted for details of our disabled facilities by emailing: **contact@rangers.co.uk**

PRODUCTS AND SERVICES

The club subcontracts its catering service for the fast-food outlets and hospitality areas. The outsourcing within hospitality has seen the introduction of highly successful and innovative products and facilities, which have kept Rangers 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.





RANGERS OFFICIAL MEMBERSHIP

MYGERS

In 2020, Rangers launched "MyGers" – a membership platform designed to help supporters feel closer to the club and access a range of benefits such as ticketing privileges, discounts, exclusive experiences and a welcome pack with exclusive club merchandise.

In addition, MyGers allows supporters to earn MyGers loyalty points. Our loyalty point system was developed in close consultation with supporters and rewards supporters with points for a range of club activities.

MyGers members are also invited to club feedback sessions which allows supporters to directly engage with the club and influence a number of matchday and non-matchday areas.

As part of MyGers, we have developed Global MyGers which is a bespoke offering for our international fans. We have also developed three levels of junior membership meaning that no matter age or location, you can be part of the MyGers Membership family.

EDMISTON HOUSE

In January 2023, Rangers Football Club opened Edmiston House. This state-of-the-art venue operates as a fanzone on match day. Since it opened, thousands of fans have used the facility. It's the first of its type in the country and represents a major improvement in the match-day experience for fans.





Scotland & Northern Ireland

The Soccer Academy brand continues to grow at an unprecedented rate across Scotland and Northern Ireland. Our programmes engage with 15,000 young people from as young as 18 months through to 15-years-old and we have a clear pathway with over 80 players progressing to the youth academy and in some cases making the men's and women's first teams.

International

The club's international partnerships have grown significantly over the last few years, with three official partner clubs; Bengaluru FC (India), Orange County Soccer Club (United States), Hamburg SV (Germany) and in addition we work with 25 youth clubs across 12 different countries. We deliver camp and coach education events in Scotland, bringing tour groups to Glasgow from all over the globe for a football and education experience and all our partner clubs utilise the Rangers Online Academy to further assist in best practice in coach education.



Abu Dhabi – Rangers Soccer Academy

Soccer Academy launched in Abu Dhabi in July 2021, the first of its kind for the club in the UAE region. We currently engage with players from 3 years – 18 years old and have 150 players attending each week and participating in coaching sessions. There are three squads participating in the local leagues at under 8s, 12s and 18s with plans to create further squads across various age groups. The players will also attend holiday camp events during the year, and we will also have teams come across to Scotland for a football and educational experience.

Rangers Online Academy

The Rangers Online Academy resource features exclusive footage of coaching sessions with the Rangers Academy's top coaches and provides observers with unprecedented access to the club's methodology on youth develop. The online academy has already been used extensively by the Rangers Official Partner clubs. The resource has become a vital part of building new partnerships and currently there are 4,000 coaches engaging with the resource from across the globe.

Education

We currently work with 40 primary schools and 3 Secondary Schools per week across Scotland & Northern Ireland engaging with over 1000 children per week. The aim is to increase participation and physical activity using football as the hook to increase school engagement, attainment, and health & wellbeing. The recently launched Higher Education (BSc) course in partnership with Universal Centre of Sports will see students and student athletes able to access university age provision education at Ibrox Stadium via UCS Lectures, and within an inspirational environment, whilst utilising the club's other practical facilities to supplement the academic delivery. The students will also gain access to coaching, sports science, scouting, match analysis and medical provision that will further aid in their development.



RANGERS CHARITY FOUNDATION

The Foundation 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.

The charity's comprehensive range of programmes in the community reaches thousands of children and adults, offering life-changing opportunities in education, health and wellbeing, employability and diversity and inclusion. The work of the Foundation is captured under 7 strategic pillars. It is a Foundation For: Potential, Healthy Lives, Everyone and Anyone, A Better World, Giving, Dreams and Our Local Community.

The Foundation works with charity partners each season to fund projects that have a lasting and significant impact locally, nationally and across the world. This season, the Foundation is working with Glasgow City Mission, Simon Community Scotland, Glasgow Children's Hospital Charity, SAMH (Scottish Action for Mental Health) and Armed Forces and Veterans related charities.

Since its inception in 2002, the Foundation has donated over £6.7 million to worthwhile causes in the form of cash and in-kind support. Everyone at the Foundation is very proud of helping thousands of fundraisers support causes close to their hearts every season and assisting various community initiatives such as our local food bank and making dreams come true for people in need of a boost.



A FOUNDATION FOR POTENTIAL

Offering life changing opportunities in education and pathways towards employment

The Foundation believes that education can change lives for the better. That's why it provides unique educational and self-development opportunities within the local community for people of all ages, including the hardest to reach. The Foundation can engage with young people in a way that's not possible in traditional environments, but as an SQA Approved Centre, can still offer recognised qualifications, including SCQF qualifications suitable for vulnerable young people. Last year marked the milestone of 1,000 awards being achieved through our SQA centre status.

The charity's Wider Achievement programme recognises the life and work skills that come from mentoring, volunteering, work experience and sport, as well as traditional qualifications. The Foundation aims to prepare young people for the world of work, whilst also building their confidence and self-esteem. 18 partner schools from 6 different local authorities are now engaged in the programme.

Lesley Mulholland, Principal Teacher of Employability, Bannerman High School

"I could not recommend this project highly enough. The staff are clearly highly skilled in building positive relationships and engaging the young people from the get-go."

Such has been the success of the Foundation's Hub in the Community programme, launched in 2018 with Govan High School, that it now includes Knightswood Secondary, Drumchapel High School and Whitehill Secondary. School-based Hub Officers employed by the Foundation are involved in mentoring, attainment, attendance and supporting transitions from primary to secondary school, bringing an extra dimension to the life of each school.

The Foundation's CashBack for Communities – Towards New Futures programme has already proved life-changing for many of its participants, with young people visibly growing in confidence, developing valuable life skills and in many cases gaining employment or places on further education courses.

The programme re-engages young people who have had experience of the criminal justice system and helps them move towards a more positive future including working, volunteering or further education. 100% of last season's participants have gone on to a positive destination (employment, education or training) as a result of the programme and many benefitted from the Foundation's Trauma Counselling Service.

The Foundation also supports school leavers via a new partnership with the King's Trust and a separate Towards Better Futures programme assisting young people with the next steps in their lives.



A FOUNDATION FOR HEALTHY LIVES

Supporting children and adults to improve their health and wellbeing

The Foundation's health and wellbeing programmes are tailored for people of all ages and abilities, from Walking Football to Recovery Drop In for recovering addicts to providing free after school and holiday activity clubs for primary school aged children via the Scottish FA Extra Time project. Over 3,200 participants benefitted from our Healthy Lives programmes.

One of the Foundation's most popular programmes is Football Fans in Training, Europe's leading healthy lifestyle programme. Overweight men and women aged 35 – 65 can improve their fitness, lose weight and train with fellow fans at Ibrox thanks to nutritional education coupled with expert fitness coaching. Last season alone 123 adults lost a collective total of 519 kg and 875cm from their waists!

The Foundation also delivers three mental wellbeing projects for men - Team Talk, Team Talk Football and The Changing Room – which help to build resilience and provide a safe and caring environment in which to talk.

A FOUNDATION FOR EVERYONE AND ANYONE

Championing diversity and inclusion for all

The Foundation is committed to promoting diversity, equality and inclusion across all its work, as well as supporting initiatives such as the club's Everyone Anyone campaign.

The charity's free Autism Friendly Football programme provides dozens of autistic children and teens with the chance to come together weekly to make friends, build confidence and have fun with structured football delivered by specially trained coaches. Coaches are now also providing training to staff at other clubs to help ensure football can be more accessible across the country.

Parents and carers also benefit from time away from the demands of caring for their autistic children and have the chance to chat with others in the same situation. 96% of the parents and carers involved last season said their young person's ability to communicate had improved.

The Foundation also launched Count Me In, a community football programme for young adults with learning disabilities.

Visually Impaired Football also ensures a group that might overwise be side lined has the opportunity to get involved and have fun. Fortnightly sessions are delivered free of charge to children of all abilities and parents can join in.

L (11) has been taking part in the project for a few years. Dad A said "Taking part in football with L has been amazing. His brothers both play and this has helped him have something in common with them. Meeting other parents who have similar challenges and be able to compare experiences and swap tips has been great for both me and H (wife)."

(Parent of participant)





A FOUNDATION FOR A BETTER WORLD

Building powerful partnerships across Glasgow, Scotland and the world

For season 2024/25, the Foundation is continuing to work with a range of charity partners to make a lasting difference in people's lives.

The Foundation has a special long-standing relationship with Glasgow Children's Hospital Charity and donates £10,000 each season, as well as arranging for the First Team to visit patients at Christmas time and the Academy players to decorate the wards.

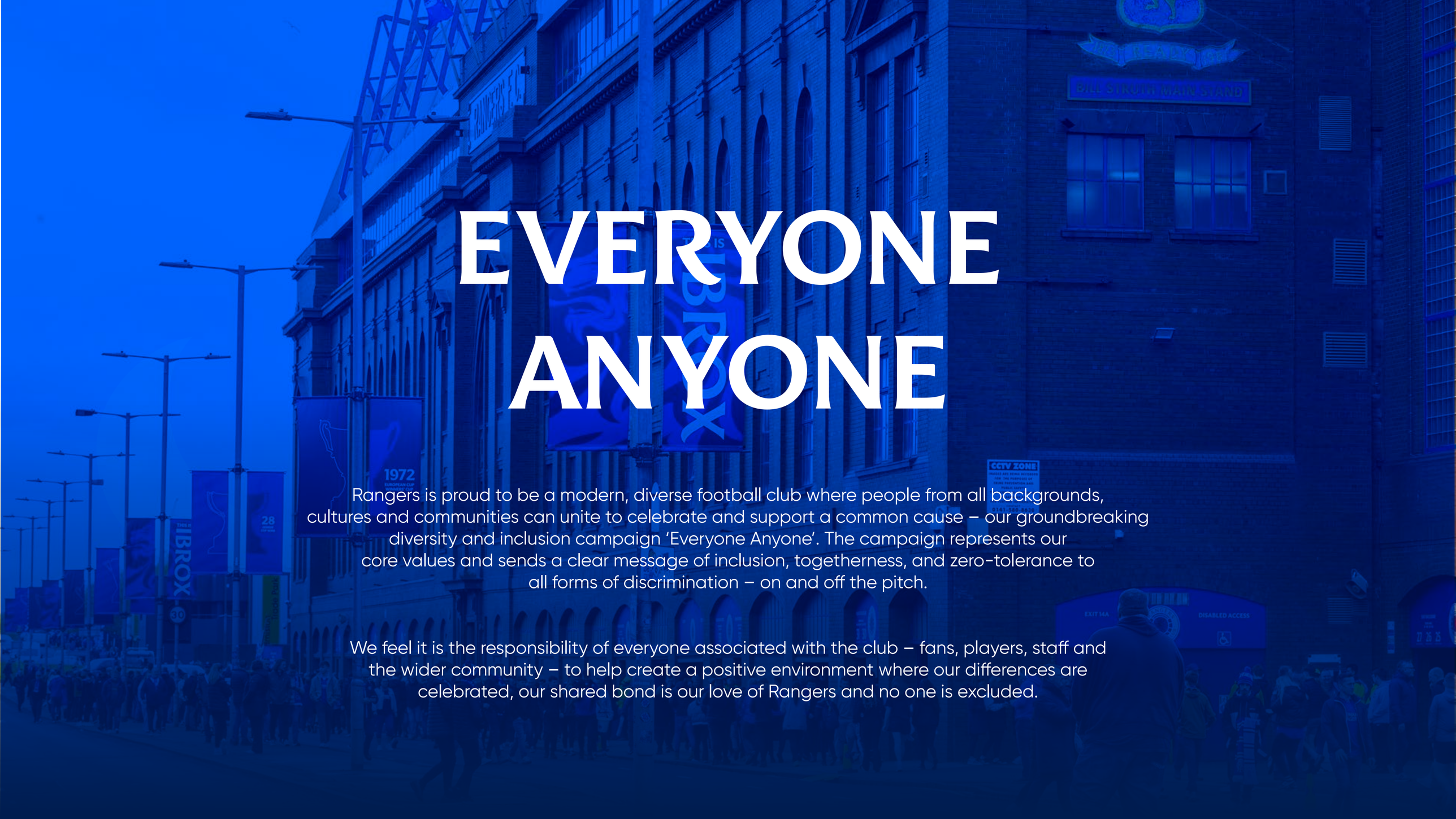
The Foundation's National Charity Partner this season is Scottish Action for Mental Health and both charities are working together to spread important messages regarding mental health. Activities during the partnership will include a SAMH matchday takeover, as well as community events, signposting to services and tips on how everyone can look after their own mental health.

Last season, the Foundation also made a donation of £25,000 to UNICEF UK's Children's Emergency Fund to help provide rapid assistance to children and their families around the world. In total, the Foundation has now donated over £800,000 to UNICEF projects world-wide focused upon education, health and emergency relief.

The Foundation continued its support of Glasgow City Mission, contributing to funding the Overnight Welcome Centre, which provides a warm, safe place to sleep over the winter months for the street homeless in Glasgow. The Foundation's eighth annual Big Ibrox Sleep Out in 2024 saw fans raise £30,000 for this great cause, the Simon Community and the Foundation's own work. Armed Forces related charities continue to benefit from partnership donations and this season the Foundation will be supporting TAPS (Tragedy Assistance Programme for Survivors) and Forces Children Scotland.

It is due to the incredible generosity of fundraisers and the support of the Club and key funders that the Rangers Charity Foundation is able to continue to thrive and grow.





EVERYONE ANYONE

Rangers is proud to be a modern, diverse football club where people from all backgrounds, cultures and communities can unite to celebrate and support a common cause – our groundbreaking diversity and inclusion campaign 'Everyone Anyone'. The campaign represents our core values and sends a clear message of inclusion, togetherness, and zero-tolerance to all forms of discrimination – on and off the pitch.

We feel it is the responsibility of everyone associated with the club – fans, players, staff and the wider community – to help create a positive environment where our differences are celebrated, our shared bond is our love of Rangers and no one is excluded.

Chief Executive Officer **PATRICK STEWART**
Chief Commercial Officer **SEAN JEFFERSON**
Chief Financial Officer **JAMES TAYLOR**
Head of Safety, Security and Resilience **DARREN FAULDS**
Operations Director **PETER DALLAS**
Head of Ticket Operations **SUSAN HANNAH**
Head of Communications **NICK THOMSON**
Rangers Charity Foundation Chief Executive **CONNAL COCHRANE**
Supporters' Liaison Officer **GREG MARSHALL**

RANGERS FOOTBALL CLUB

IBROX STADIUM, 150 EDMISTON DRIVE, GLASGOW, G51 2XD
contact@rangers.co.uk | www.rangers.co.uk