



Official Supporters Club

Warren van Schoor (Chairman)
Keir Timm (Vice Chairman)
Allee Smith (Secretary)
Irene Timm (Treasurer)
Calvin Pillay (Head: Marketing)
Alexander Anderton (Head: Event Management)



Introduction

The Official Arsenal Cape Town Supporters' Club hereinafter referred to as "the Club".

The policy is drafted, reviewed and approved by the Board of Directors ("BOD") for presentation to its members at the clubs Annual General Meeting (AGM). The BOD takes responsibility for ensuring that all members are aware, understand and adhere to the Code of Conduct policy. Any member guilty of a transgressions to this policy will be dealt with via a disciplinary process.

Message to our members

The Code of Conduct Policy provides a charter for the clubs members' appropriate behaviour towards each other, stakeholders and members of public. The club embraces the spirit Arsenal Football Clubs motto of Victoria Concordia Crescit, which means Victory Through Harmony. This forms the core value system that ensures that club honour's its agreement to uphold the good name and image of Arsenal Football club.

In order to remain worthy of the trust delegated to the club, we expect our members to conduct their affairs, behaviour and actions in accordance with the letter and spirit of this policy and value system.

Adherence to the clubs value system and policies will ensure an inclusive, welcoming and friendly environment as well as maintain solid reputation for the way we manage the supporters club. Please support us by ensuring that our behaviour is always beyond reproach.

Regards

The Arsenal Cape Town Committee



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Cell: 083 450 0601 Land Line: 021 633 8993 Web: www.arsenalcapetown.com
Postal Address: 4 Hendrene Court, 27 Burnham road, Plumstead, Cape Town 7800
Non-Profit Organisation (NPO) Reg. 105-707

"VICTORIA CONCORDIA CRESCIT"



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1. Vision and Mission

Our vision statements shows what the club would like to achieve in every situation. Our mission statements explain why we exist, as well as the basic things we need to do to achieve our vision.

Arsenal Cape Town	
Vision	To provide a world-class supporters club.
Mission	To engage members and stakeholders by, <ul style="list-style-type: none"> ▪ Supporting the prospect of unity for Arsenal supporters in Cape Town; ▪ Provide a safe, welcoming and inclusive environment for any club related event; ▪ Encourage consultation with our members in all events.

2. Core Value System

Our core values are applicable to all its members, potential members and any of the clubs associates. It defines the acceptable characteristics that the club expects of an individual.

- Honesty (mature nature of conduct)
- Integrity
- Respectful
- Responsibility
- Accountability
- Tolerance and
- Trustworthy



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The table below further explains the clubs value system and expected behaviour from each major stakeholder.

FOCUS AREAS	VALUES
Members	<ol style="list-style-type: none"> 1. Honesty Members should act with a mature nature of conduct. 1. Integrity Members should always display strong moral principles 2. Respectful Members should always show deference and respect to 3. Responsibility Members should take responsibility for their actions and know and understand the clubs value system 4. Tolerance Members should have the ability or willingness to tolerate the existence of opinions or behaviour that one dislikes or disagrees with. 5. Trustworthy Members should be able to be relied on as honest or truthful.
Venue	<ul style="list-style-type: none"> ▪ Safe, Secure ▪ Hospitable ▪ Non-discriminating



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Committee	<p>(in addition to the members value system)</p> <ol style="list-style-type: none"> 1. Selflessness Committee members should take decisions solely in terms of their member’s best interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends. 2. Integrity Committee members should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their duties. 3. Objectivity In carrying out committee work including making appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of office should make choices on merit. 4. Accountability Committee members should be as open as possible about all the decisions and actions that they take and remain mindful that they are accountable to Arsenal Cape Town Club, the Supporters’ Club members and supporters for their actions. 5. Openness Committee members should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider club interest clearly demands.
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	<p>6. Honesty</p> <p>Committee members have a duty to declare any private interests relating to their duties and to take steps to resolve any conflicts arising in a way that protects Supporters' Club member's interests.</p> <p>7. Leadership</p> <p>Committee members should promote and support these principles by leadership and example.</p>
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3. Policy terms and conditions

1. This policy must be read and understood in conjunction with the clubs constitution and other relevant club polices.
2. This policy becomes binding when an individual registers to the clubs database, irrespective of paying or renewing member benefit fees.
3. Suggestions of changes to the policy by members are always welcome but must be made directly to the branch committee that the requester belongs to, for consideration.
4. Suggestions of changes to the policy can only be made by a valid member on either branch.
5. Members are not allowed to make use of the club for their personal benefit.
6. The club has a **Zero tolerance** towards members guilty of physical violence, any transgression of match day venue rules or any illegal or criminal activity, whether directly or indirectly involved.
7. No form of profanity, verbal abuse (or any other form of abuse), any form of slander, racial abuse, or hate speech is allowed at any of the clubs match day venues, general meeting places, branches or social media platforms.
8. Members are to adhere to any in-house rules as per the match day venues. The clubs strict **Zero tolerance** in this regard will govern the disciplinary process.
9. Members may not sell, distribute or use any illegal substances at our match-day venues, electronic platforms, social media or other general meeting places, including events that he club is involved in.
10. The Arsenal Football Club and supporter's club logo may at no time be used by members for creating merchandise or any form of communication.



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11. The reason for joining the club is solely to join fellow Arsenal supporters watching Arsenal matches.
12. Members may in no way bring the club into disrepute through their actions outside of the clubs immediate environment.
13. Members with previous criminal records will have their membership terminated
14. Members who fail to disclose pertinent and relevant information to the club that may transgress any of the clubs or match venue rules may face disciplinary actions and may have their membership terminated with immediate effect.
15. Members willing to assist the club in any marketing, branding or any other operational purposes, must first seek guidance and approval from the committee.

The above rules are valid and applicable to all members, including committee members on any of the Arsenal Cape Town branches. Committee members are further subject to the Committee terms and conditions policy document. Any member not meeting the above listed conditions will be deemed in breach of agreement when joining Arsenal Cape Town as a member or committee member.

4. Seeking advice or guidance

- If you have an ethical problem, or if you have any questions or concerns, you should ask for help.
- If you think you have seen unethical or illegal behaviour, you must report it, or ask for guidance if you are not sure what to do.
- Report the incident to any one of the committee members or send an email to info@arsenalcapetown.com
- This Policy is available on the clubs website, and becomes binding when joining as a member.

It is the responsibility of every member to:

- Accept the rules within the Code of Conduct policy in its entirety.
- Know and understand the reason for this policy and how we expect members to behave;
- Behave according to these terms and conditions; and
- Report any member, committee member or stakeholder whom they know or suspect is not abiding by our Code of Conduct policy.



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5. Disciplinary process

The disciplinary process provides all stakeholders with assurances of their right to a fair and transparent disciplinary hearing.

Disciplinary Committee

The Disciplinary Committee as defined in the clubs constitution will execute the administrative functions of the disciplinary process. The Disciplinary Committee reports directly to the Board of Directors and with guidance from the clubs policies and constitution.

Rights of the member/perpetrator/alleged

Substantive procedure

Is there a rule?

Is the rule valid?

Is the rule fair?

Is the member/perpetrator/alleged aware of the rule?

Is the rule applied consistently?

Is the individual an official member of the club?

Does the club have official status?

Procedural fairness

Did the club make every effort to inform the member/perpetrator/alleged of the allegation?

Was sufficient time given to the member/perpetrator/alleged to respond to the allegation?

Was the charge sheet provided in a clear and understandable format and in a language that the member/perpetrator/alleged can understand and respond to?

Did the club inform the member/perpetrator/alleged of the hearing date, time and venue?

Did the club inform the member/perpetrator/alleged that he/she may bring in witnesses?

Did the club inform the member/perpetrator/alleged on the suspension status?



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Hearing, Finding and Sanction

The committee will elect an independent chair to conduct the disciplinary hearing and to make appropriate findings and sanctions. A sanction will be weighted on the charge and finding and relevant mitigating and aggravating circumstances. All committee members are eligible to be present in the hearing.

Rights of the club

Where the club has a **Zero tolerance** stance (see above rules, 3.6 and 3.8) the committee has the mandate to proceed immediately to terminate the relationship with a member if enough evidence and/or reasons are provided to suggest that **where it is in the best interest or for the greater good of the club as a whole that the relationship with the member is terminated**. In this exception, the committee will inform the member of the charge, finding and sanction.

Sanction matrix

The table below indicates the guidelines to the consequences if any rule is transgressed. It serves to highlight the seriousness of the clubs rules and responsibilities in order to uphold the good name of Arsenal Football Club and serve its objectives and purposes as an official representative of Arsenal Football Club.

Offence	Sanction	Repeat offence/Sanction
Physical Assault*	3 year suspension	5 year suspension
Criminal or illegal activity	3 year suspension	5 year suspension
Transgress match day venue rules*	As per the guidance provided by the match day venue**	As per the guidance provided by the match day venue**
Transgress club policy	Final warning or 1 year suspension	3 year suspension
Hate speech, slander, or verbal abuse	1 year suspension	3 year suspension



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Table with 3 columns: Offence (Theft, fraud or any other common law transgression), Sanction 1 (3 year suspension), Sanction 2 (5 year suspension)

*A combination of these two offences could lead to a life ban.

**the clubs has no mandate over the match day venue and strictly subject to its in-house rules. The club takes direction from the match day venue in terms of sanction to an offence.

The above sanctions are further subject to the mitigating and aggravating circumstances of the specific event and subject to the decision of the disciplinary committee.

Appeals process

An appeal may be lodged by a member against a sanction imposed upon them. The appeal must be emailed or posted to the club and the member must sign the appeal form. The member must provide evidence and or satisfy the club and or disciplinary board that he/she has undergone a corrective behaviour process before the appeal can be taken into an appeal hearing. No appeal will be deemed valid if received within 6 months of the disciplinary hearing or notice of suspension or termination of membership.

Note. Where the offence relates to a transgression of the match day venue, the club has no mandate to overturn the original sanction as is purely guided by the match day venue.

Closing statement

The sanctions imposed are in the spirit that members show true intent for correcting their behaviour. The BOD will assess the credibility of a members previously found guilty of an offence to establish such intent is appropriate and in good faith. The BOD and branch committee will be held responsible for creating and keeping alive a culture that works according to the policy terms and conditions.

Members who disregard their obligations will have disciplinary steps taken against them and may have their membership terminated.

It is crucial for all stakeholders to note that where the greater good of the club or existence of the club outweighs the rights of an individual, the BOD has mandate to terminate the relationship in whatever form with immediate effect.

Disclaimer: While the club has gone to great length to protect its members and the clubs reputation, any action that requires a member to file a complaint with the South African Police Services, is at the discretion of the member and the club reserves the right to withdraw from



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assisting in filing this complaint or subsequent action. The member may however request assistance from the club in compiling a witness statements or an affidavit.

Regards

Arsenal Cape Town committee



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