

# CLUB POLICIES

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Updated January 2023.



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**Unacceptable Conduct Policy**

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# UNACCEPTABLE CONDUCT POLICY

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Under amended SPFL Rules in respect of Ground Safety, Behaviour at Matches and Damage to Stadia, each club must ensure that its players, officials, supporters and any other person exercising a function for, or connected with, the club do not engage in unacceptable conduct at a stadium on the occasion of an official match. For the avoidance of doubt, this includes all home and away matches played by the club. For this purpose, unacceptable conduct covers conduct which is violent and/or disorderly.

## **Violent conduct includes:**

- Actual, attempted or threatened physical violence against a person or persons
- Intentional damage to property

## **Disorderly conduct includes:**

- conduct which stirs up or sustains or is likely to or designed to stir up or sustain, hatred or ill will against a group of persons, based on their membership or presumed membership of the following categories of defined groups, or against an individual presumed to be a member of such group.
  - female or male gender
  - colour, race, nationality or ethnic or national origin
  - membership of a religious group or a group with a perceived religious affiliation
  - sexual orientation
  - transgender identity
  - Disability
  - the use of threatening, abusive or insulting words.

# UNACCEPTABLE CONDUCT POLICY CONTINUED

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- The use of threatening, abusive or insulting words
- The display of writing or other visual display which is threatening, abusive or insulting.

*Dundee United FC accepts its responsibility under these rules and will not tolerate any form of unacceptable conduct detailed above. Any official, employee or any other person connected with the club who engages in such activity will be subject to the club's internal disciplinary procedures. Any supporter who engages in such activity will be liable for sanctions imposed by the club which may include withdrawal of season ticket, exclusion from future matches involving the club or, in the event of persistent offending, an application being made towards obtaining a football banning order*

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# ANTI RACISM POLICY

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This summary is designed to provide clarity to stakeholders, supporters and everyone connected with Dundee United Football Company Limited (“The club”) on the club’s attitude to issues of racial harassment and abuse. It is further designed to promote good relations between persons of different ethnic or national groups and to preserve the good name of Dundee United.

The club condemns racism in any form, either on or off the pitch.

The club aims to create and maintain a working and spectating environment free from racial harassment and abuse. Everyone connected with the club has a responsibility to prevent racial harassment or abuse.

A racist incident is defined by the club as any incident that is perceived to be racist by the victim, or any other person. Racial harassment is defined by the club to be any verbal, physical, written or visible abuse that is based on a person’s race, ethnic background, colour, nationality, language or cultural background – and is considered to be unwanted, unacceptable and offensive to the person.

Proven racial harassment or abuse will lead to action being taken against spectators and will be reported to the police and may result in a life ban from the club. The club will give their full support to the police in any criminal actions.

All employees have a responsibility to make it clear that such behaviour by anyone connected with the club is unacceptable.

Supporters will also be informed on a regular basis that racist taunts and abusive or threatening behaviour will not be tolerated by the club and will be encouraged to condemn and report such behaviour.

Any supporters (home or visiting) behaving in this way will be detained by stewards, passed to the police and may be arrested. Season ticket holders detained for such a reason, face having their season ticket revoked and all spectators detained in this way face a life ban from the stadium.

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# DISABILITY POLICY

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Dundee United Football Company Limited (“The club”) is committed to ensuring that its disabled supporters and customers have as full access as is reasonably possible to all goods, services and facilities provided or offered to the public by the club.

The club recognises that not all its facilities are fully accessible to disabled customers and confirms that it is committed to making the necessary reasonable adjustments described by the Equality Act 2010 and its relevant Codes of Practice to ensure full compliance with the legislation.

The club will ensure that all Senior Managers and appropriate “front line” staff are trained in the provision of the Act, and ongoing training will be included in staff induction programmes.

The club has appointed a Disability Access Officer to act as an intermediary between our disabled supporters and senior management of the club.

The club has a grievance procedure in place and guarantees to its disabled customers that any complaints of discrimination will be dealt with quickly under that procedure.

The club has advised its employees that any complaints of discrimination under the provisions of the Act is a serious matter and will be dealt with under the club’s Disciplinary Procedures.



# DISABILITY POLICY CONTINUED

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## **Information on disabled supporters attending games at Tannadice:**

A Dundee United disability season ticket entitles the holder to all DUFC league games at Tannadice from £179 for adults. For Personal Assistants, when required to attend, entrance cost is included in the ticket price. Visually impaired supporters can be accommodated in the lower tier of the George Fox Stand where they receive access to match commentary through headphones. This service is provided by the Dundee Blind and Partially Sighted Society (tel 01382 227101) and supporters should liaise with this organisation in the first instance

Wheelchair capacity: there are 16 wheelchair spaces in the George Fox Stand Lower stand and 11 in the Eddie Thompson Stand. Currently, wheelchair spaces in both of the stands are full with a waiting list. If you are just wishing to attend the occasional game, an application should be made as above prior to the game to ensure appropriate admittance. We now have 3 new Wheelchair spaces in the George Fox Upper making the Airlie Green Hospitality accessible to Wheelchair Users.

## **Access:**

Wheelchair users accommodated in the George Fox Stand enter from the appropriately manned doors at either end of the stand. Wheelchair users accessing the Eddie Thompson Stand should do so by use of the ramp at the rear of the stand where they will be directed to the appropriate area. The West Stand access is via Gate R which is situated on Sandeman Street adjacent to the turnstiles.

Wheelchair users attending the smaller games should enter the park via Gate K which is situated in Tannadice Street adjacent to the Fair Play Stand.

At larger games, they should enter the West Stand via Gate R which is situated in Sandeman Street.

There is now a lift to the George Fox Upper from the West End (Shed) of Sandeman Street. This can be pre booked for any supporter with a ticket in George Fox Upper who requires assistance accessing the Upper stand.

# DISABILITY POLICY CONTINUED

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## **Parking:**

There is a facility for non-bookable disabled parking (12 spaces) at the east side of North Isla Street (between Tannadice Street and Fairbairn Street) or at the south kerb of Sandeman Street (between the east end of the George Fox Stand and Arklay Street). Disabled Away Supporters at Tannadice: For smaller games, there is a facility for four wheelchair spaces situated between the Fair Play and West Stand.

Disabled away supporters are requested to contact their own club to purchase tickets for the game.

United Supporters Attending Away Grounds: Disabled United supporters wishing to attend an away match are requested to contact Moira Hughes at the earliest opportunity on (01382) 833166 (option 1)

As individual SPFL clubs have their own arrangements for disabled away supporters - please visit their sites for further information or contact Moira at [moira.hughes@dundeeunitedfc.co.uk](mailto:moira.hughes@dundeeunitedfc.co.uk)

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**Equality, Diversity and Inclusion Policy**



# EQUALITY, DIVERSITY AND INCLUSION POLICY

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## Foreward

Dundee United Football Club is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our supporters, and for each employee to feel respected and able to give their best. The organisation - in providing goods and/or services and/or facilities - is also committed against unlawful discrimination of customers or the public.

*The policy's purpose is to:*

- Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation
- Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

# EQUALITY, DIVERSITY AND INCLUSION POLICY CONTINUED

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## **Dundee United Football Club commits to:**

- Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense

- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

- Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.

- Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).

- Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law

- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues

# EQUALITY, DIVERSITY AND INCLUSION POLICY CONTINUED

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## Implementation

The following steps will be taken to publicise this policy and promote equality in Dundee United Football Club: A copy of this document will be published on the Club's website.

The Directors of Dundee United FC will take overall accountability for ensuring that the policy is observed, as well as taking into account this policy, when arriving at all decisions in relation to activities of Dundee United FC.

It will be a condition of working with Dundee United FC that suppliers, paid individuals and volunteers comply with this policy and support such measures that the Club may enforce to commit to this Policy.

The Board of Directors will review this policy at least every three years or when there is any change in legislation or should circumstances indicate a need ensuring compliance is maintained.

# EQUALITY, DIVERSITY AND INCLUSION POLICY CONTINUED

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## Complaints and Compliance

Dundee United Football Club considers all forms of discrimination behaviour as unacceptable and encourages individuals to feel they are able to raise a grievance or complaint without any fear of any form of being victimised

.Action will be taken against any player, supporter, staff member, board member, volunteer, match day staff and any other person engaged with the Club who breach this Policy.

Any person who believes that they have been mistreated in any way in breach of this policy should in the first instance, complain to Colin Stewart, Supporter Liaison Officer.

If this does not resolve the matter, or in the case of the allegations of discriminatory behaviour against Dundee United Football Club itself, the person may raise the matter by writing directly to: Stuart Campbell, Associate Director, Dundee United FC, Tannadice Park, Tannadice Street, Dundee, DD3 7JW.

Dundee United FC will investigate the complaint and appoint a person within the club to do this. The investigation will be conducted impartially, in confidence and without delay.

Any person against whom a complaint has been lodged will be informed of what has been alleged and will be given an opportunity to present their side.

All parties concerned will be advised in writing of the outcome of the investigation with the outcome being reported to the Board. If the outcome of the investigation reveals that unacceptable discriminatory behaviour has occurred, the Club may impose sanctions on that person or organisation. Sanctions may range from a written reminder concerning future conduct - to/or temporary or permanent expulsion from all activities the Club may be participating in. In deciding the appropriate sanction, the Board will consider the severity of the matter on a case-to-case basis and take into account the mitigating circumstance surrounding each case.