



FAQ's 27/06/19

What is the position with the players' training base?	There has been a considerable amount of work undertaken at the training base, which is the former Bar Amber building at Newport Stadium. Whilst it has taken longer than anticipated we are confident that all work will be completed for when the players return on 4 th July. Work has included new changing areas, showers and WCs, a gym area, physio room, laundry room, kitchen, manager's office, and eating and relaxation areas for the players. We have been fortunate to have assistance from many supporters who have and are still helping make the base fit for purpose for the forthcoming season. Our thanks to all those involved. There will be more details on this important part of the infrastructure in the next few weeks.
Who is the headline sponsor for the forthcoming season?	We are in the final stages of negotiations and governed by commercial agreements and confidentiality and thus unable to share the name at this stage. As soon as we are able to do so, we will communicate.
When is the kit being launched?	The launch of the kit is governed by the conclusion and announcement of the headline sponsor agreement. Again, we will communicate through our normal channels.
When will the new kit be available to purchase?	Again, this is linked to conclusion and announcement of the headline sponsor. We will communicate dates as soon as we are able to do so.
Why has the club shop had irregular opening hours and/or been closed on some match days?	The Board recognises that after moving the retail operation to Kingsway Centre and allowing for time for it to bed in there is now a need for a review which will cover all elements of the club's retail operations. Shop opening hours will form part of that review.



AGM FAQ's 19/01/17

<p>What are the current priorities?</p>	<p>The Board's main priority is for the club to be successful on the pitch and sustainable off it. As explained elsewhere in this document and in presentations this evening, the Board sees the relationship with our partners at Rodney Parade as a key priority. Building relationships with decision-makers at local authority and National Assembly level has been and continues to be a priority. Other ongoing priorities include commercial and retail revenues, a smooth election process and successful integration of any new Board members, increased donations to the club from Trust memberships and other avenues, and continuing to improve communication with Trust members and other supporters.</p>
<p>What is being done to build upon our success of this year?</p>	<p>The playing and backroom budgets have been increased to reflect the success of this season and the club's ambition to progress. The Board has worked closely with the manager to achieve a position where his requests have been met and the club remains financially sustainable.</p>
<p>What new backroom staff have been recruited?</p>	<p>There have been a number of recruits for the forthcoming season:</p> <ul style="list-style-type: none"> • Assistant Physio • Sports Science • Extra Coach focusing on the link between Academy and First team • Analyst • Head of Recruitment
<p>What is being done about people selling unlicensed goods?</p>	<p>This will form part of the retail review mentioned above.</p>
<p>When are the elections being launched?</p>	<p>This will be covered in this evening's presentations with tonight acting as the launch. The timetable is as follows:</p>

	<ul style="list-style-type: none"> • 27th June Election Timetable announced - Candidate Nomination Forms Request opens • 15th July Closing date for Candidate Nomination Forms submission • 19th July Closing date for submission of Supporting Statement • 22nd July Publication of List of Candidates and details • 29th July Closing date for applications for Postal and Proxy Votes • 3rd & 17th August Polling Station Opening Dates • 16th August Closing date for return of Postal Votes • 17th August Election Count • 17th August Announcement of Election Results
How many vacancies are there?	The election process will be seeking to appoint 5 directors.
Where can I get more information?	There will be an information pack which Trust members can request. Within this pack is a raft of information that will assist in members making a decision whether to stand or not and what to expect if they are elected and become a club and Trust director.
Why are there only 5 vacancies available?	The constitution allows for a Board membership of up to 12. Following discussion, the Board concluded that the most optimum number is 9 elected with a blend of co-opted. This has led to 5 vacancies for the forthcoming elections.
Where has the FA Cup money been spent?	As mentioned above, some of the funds received from this season's FA Cup run have been invested in the playing budget and an expanded backroom staff. However, the bulk of the funds are in a deposit account. The club's finances are in their best position since returning to the Football League and probably since the club was reformed in 1989.
What is the position with the ticketing system?	The Club has signed a new deal with Flowte and will be working closely with the provider to address some of the challenges we have encountered. This will also cover our own internal processes.

<p>What effect has the new tiered Trust membership scheme had?</p>	<p>This will be covered in the presentations tonight. In summary, the aim of the revised membership model was to move the Trust, as owners of the club, from donating £30k a year to £100k a year. Less than a year since the model was launched, with some 'old style' memberships still to convert and assuming memberships stay at their current levels at least, we have achieved in excess of 100k a year through Trust memberships. It is important to note that 100% of donations to the club can be included in the playing budget. Under EFL rules, only 50% of the club's annual turnover can be included in the playing budget – hence the drive to increase Trust and other donations.</p>
<p>What is happening with the ownership model?</p>	<p>This is covered in the presentations tonight. Last year's consultation process showed a majority of those who took part in favour of a 'hybrid' ownership model. This was a guide for the Board rather than an instruction as any change in the ownership model has to be as a result of a formal vote of Trust members. This has been a challenging area for a variety of reasons. The club's financial situation has changed considerably for the better. While, in theory, this should make the club more attractive to prospective investors, it makes it difficult to put a value on the club, given its unique position of having very little debt, no assets with cash in the bank. As relayed above we have focused on increasing the Trust membership to ensure that we have parity in any future discussions and the current target of 100k has been achieved. We recognise we need to engage more in this area and will be holding a number of focused workshops with members.</p>
<p>How is the relationship with Rodney Parade?</p>	<p>Rodney Parade is an important partner of the club for obvious reasons. We have worked closely with RP to ensure we are engaged before any financial commitment is made where we are expected to make a contribution. We are also in dialogue to explore areas of how we work together more closely for the benefit of both organisations and the city as a whole. Our current view of the relationship is it is good, and we look forward to developing it further.</p>
<p>What is our relationship with the council?</p>	<p>We have been in dialogue with the council for a significant period of time at many different levels. The council are a key stakeholder for the club and recognise the importance of having a Football League club in the city.</p>
<p>What other relationships have we created and why?</p>	<p>We have created a number of relationships with local MPs, AMs and wider Welsh Assembly Members and Ministers who all recognise the importance of our club to the city. We are firmly of the view all these stakeholders will play an important role in the future of our club.</p>
<p>Why did we have to use Cardiff City Stadium at the end of the season?</p>	<p>Our normal facilities were undergoing close season maintenance. We recognise there is a difficult balance to strike as if the work had started too late it would not be ready for pre-season. There was also the added complication of Newport Stadium hosting the British Transplant Games during the close season.</p>



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Will we still be using Newport Stadium and Dragon Parc for training?	Both Newport Live and the FAW are important partners of the club and we are currently concluding training plans for the forthcoming season.
What is the plan for a ground of our own?	The current contract with Rodney Parade runs until 2023. The Board has for a considerable amount of time been engaged with various stakeholders. There is a degree of sensitivity around this important topic, but we are committed to communicating with owners and wider supporters when it is appropriate. For now, it is safe to say this has been, and remains, one of our key priorities.
Are new businesses being engaged?	The Commercial presentation will cover this tonight but, in short, yes. A number of new companies have been engaged and the approach for the forthcoming season will be no different.
Is Bar Amber contributing financially to the Club?	Bar Amber has made a number of small contributions to the club. The Board continues to recognise the value of having a bar that acts as a match day and community focal point.
What is Bar Amber doing to increase revenue on non-match days?	Bar Amber has a number of initiatives in place that focus on increasing its revenue and at the same time continuing to contribute to the community. These range from offering the venue as a meeting place for community groups to creating darts and pool teams.
How can I become a volunteer?	The club has its foundations based on volunteers and we welcome applications for the forthcoming season. To do so please send an email to office@newport-county.co.uk
How much money was donated to the Fraser Franks appeal?	It is covered in tonight's presentation, but we are delighted to relay that our fantastic supporters have donated over £14,500 to Fraser and his family.
What is being done to improve communication?	A monthly Trust newsletter was trialled during the season but was found to be too frequent to fit in with individual volunteer directors' professional workloads. As a result, the Trust newsletter will be published on a quarterly basis for the forthcoming season. All other communication takes place via the Club or Trust websites and social media channels.
Why does it take so long for redacted notes to be communicated?	Redacted notes from all full Board meetings are published via the Trust website, currently with a communicated target date of 14 days of the monthly meeting. The Board recognises this target is not possible as the minutes need to be formally signed off at the next meeting. Whilst we have been trying to meet the 14

	<p>day target by signing the minutes off outside of the formal Board meeting it is not working and we often miss the target date as minutes require clarification in a face to face environment. The redacted minutes will therefore be communicated 30 days after a Board meeting. It is important to note that not all Board decisions and discussions can be reported for reasons of commercial confidentiality</p>
<p>What is the club doing to address abusive comments on social media platforms?</p>	<p>The club will be issuing a statement before the season starts on this issue. It recognises that people are passionate about the club but also needs to ensure that it is meeting its duty of care in this area to ensure a safe and comfortable working environment.</p>



FAQ's 27/06/19

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