



# OFFICIAL SUPPORTERS CLUB

Heroes of Waterloo

## Code of Conduct

*Issued September 2024*

Heroes of Waterloo OSC is an officially registered supporters club with Manchester City FC and, as such, it is important to us that we represent the club — in the best possible way at all times. With that in mind, members are expected to abide by the following code of conduct, which has been written in line with [MCFC's Supporter Charter](#).

The Supporter Charter clearly states Manchester City FC's belief that football's values of performance, teamwork and sportsmanship can empower people to lead better lives. They have made a commitment to embed equality and diversity at every level within the Club. As an organisation formally associated with the Club, we are committed to ensuring that everyone who is involved with Heroes of Waterloo receives equal treatment, irrespective of age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, ethnicity, religion or belief, sex or sexual orientation, in line with the [Premier League Equality Standard](#).

### Unacceptable Conduct

Instances of unacceptable conduct include, but are not limited to:

- The use of threatening behaviour, foul or abusive language.
- Racial, homophobic or any other discriminatory abuse or harassment
- General disorder such as fighting or physical assault.
- Abuse/aggression towards other Heroes OSC members or the general public.

These behaviours will not be tolerated either at in person events, on digital platforms such as the Heroes of Waterloo OSC WhatsApp group, Facebook, Instagram and any other digital or social media platform. Instances of unacceptable conduct will be dealt with on a case-by-case basis but will be subject to consequences that could include:

- Formal written warning
- Removal from the event or platform in question
- Temporary or permanent ban from future events
- Cancellation of membership.
- All such actions will be relayed to members

In the most serious cases, an incident may also be reported to the police

### Reporting Incidents & Making Complaints

We hope that any instances of unacceptable conduct will be far and few between but, if and when they do occur, we'll do our best to put things right as quickly as we can.

If you have been the victim of or witness to unacceptable conduct within the Heroes of Waterloo OSC network and you wish to report it, please contact Claire Howarth at [mcfctravel@heroesosc.co.uk](mailto:mcfctravel@heroesosc.co.uk) including as much detail as possible about the incident.

If you wish to make a complaint about Heroes of Waterloo OSC's handling of an instance of unacceptable conduct, please contact our Chairman Chris Middleton at [chair@heroesosc.co.uk](mailto:chair@heroesosc.co.uk) including full details of your complaint.