	Recommendation summary	Re	commendation	Initial WRU Board viewpoint on recommendation	Target date for implementation
1	Appoint an oversight body	a.	The WRU should appoint an external oversight group of no fewer than 3 people. At least one should be nominated by an outside body and at least one experienced in people management or organisational culture.	We will appoint this oversight group.	31 January 2024
		b.	For the next 3 years the WRU should report quarterly to this group, setting out its goals, actions taken to meet them and how success is measured. We hope that substantial progress will be made in the first year but recommend that the body stays in place for 3 years so it can oversee the constitutional review and changes.	We will report quarterly to this external oversight group (EOG)	Week of 18 January 2024 and each calendar quarter thereafter
		c.	The group's remit should be to consider steps by the WRU to implement the recommendations in this report and to create an inclusive environment for staff and for all those involved in rugby in Wales.	We will agree terms of reference for the EOG and include this in the remit	31 January 2024
2	Continue reform of the Board	a.		We agree – the full new Board has been announced and is in place as at 1 January 2024. The Executive does report to the Board on all aspects of its work. We will ensure the Executive reports on all aspects of work; concisely and effectively.	14 January 2024
		b.	The size of the Board should be further reduced to 10 by lowering the number of Council representatives, elected or appointed, to 2 from currently 4. The changes made at the March 2023 EGM should be given time to take	The governance changes which were set out at the EGM on 26 March have been implemented within the specified time period with the number of Council	To be discussed – 31 December 2025

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		effect before further reform of the Board, so this change need not be immediate but be developed during the 3 years in which the oversight body operates.	Members elected to the Board reduced to 4. The new Board is in place as of 1 January 2024. We will commission the governance review after there has been a period of operation of the new Board and work with Member Clubs and Council to discuss these recommendations in the light of this review.	
	C.	We recommend that within two years the WRU commissions an external report on governance. That report should consider how the March 2023 reforms are operating and how committees can be streamlined to avoid duplication (along with other relevant matters).	We will commission an external report and review our sub-committees and establish the necessary number to ensure efficiency and effectiveness in the relevant subject areas. The Board Committees have been streamlined and in addition to the Professional Rugby Board (PRB) and Community Rugby Board (CRB) will include a Finance Audit and Risk committee, and a People, Culture and Governance committee	31 December 2025
	d.	Implement a "fit and proper person" test for Council/Board members and candidates for the Council/Board. Board members, elected or appointed, should be able to show that their membership of the Board would not undermine the reputation of the WRU or make it harder for the WRU to promote rugby in Wales.	A fit and proper person test was introduced for appointments to the Board made over the last 6 months. It was also used for Council elections that took place in 2023	31 March 2024

	The test should consider honesty, integrity, public statements, experience, any breaches of club or WRU standards, and commitment to inclusion of all in the sport of rugby (for example, a commitment to the standards set out by World Rugby).	We will include a positive inclusion statement in all Council and Board member recruitment going forwards.	
e	e. There should always be a current strategic plan for key areas of the sport, shared with relevant managers and (subject to competitor knowledge) published. This should include professional rugby, community rugby, men's rugby, women's and girls' rugby, rugby for those with disabilities, and broadening inclusion. All plans must be approved by the Board. Staff need to understand what they are asked to deliver.	We commit to this and to make this public. Our new strategic plan conversations have already started and will be completed with the support of stakeholders. This plan will be reviewed at least annually going forwards. We will produce a WRU Group Strategic Plan ready to be published by 30 June 2024.	30 June 2024
f	 Set up a structured system for reporting to the Board which includes: Written reports to the Board from the executive at least quarterly and always in good time prior to each Board meeting. Papers to the Board should identify relevant options and include clear decision-making principles or criteria. Each report should include KPIs for individual members of the executive and departments of the WRU which should be monitored and appraised. 	We commit to ensuring that the reports available to the Board are clear, concise and contain the relevant amount of information to inform, discuss or make decisions as appropriate. We commit to ensuring that all Executive KPIs are shared and monitored once they have been thoroughly developed to align with our new strategy. The KPIs will cover all aspects of WRU performance, including People, Operational Performance, Finance, Programme Delivery, Risk and Assurance.	31 March 2024 Executive Board KPIs to initially be short term and then from 30 June 2024 in line with new Group Strategy
g	g. The administration of the Board should be streamlined:	We have already hired some immediate support and we commit to ensuring the	14 January 2024

 A dedicated support service should be provided to help the Chair, chairs of committees and Board members with their roles. 	resources are available to enable us to deliver on this element	
 Each Board member should participate in a skills review, have a skills matrix drawn up on appointment and be encouraged to undertake appropriate development according to needs identified on their skills matrix. 	A skills and experience review of the existing Board was carried out prior to the recruitment of the new Board members; this will be populated further with the skills of the new Board members and refreshed every year.	31 March 2024
 iii. Everyone appointed to the Board should be offered induction training on (i) their duties as a director; (ii) good practice in governance; (iii) equality, diversity and inclusion; (iv) representing the WRU; and (v) the current state of Welsh rugby and the WRU's strategic plans. 	Induction training has already been discussed by the Board and a new comprehensive induction programme has already commenced. We will take on board recommendations from throughout this report and integrate relevant points into the induction process. We commit that all Board and Council Members will receive a detailed induction and the development training as identified in the recommendations.	31 March 2024
iv. The role of executive staff attending the Board should be clarified.	Agreed, this has been done.	14 January 2024
v. Clarify the fiduciary role of Board members to oversee all the activities of the company, uphold its values and respect one another's skills and experience.	Agreed, this has been a key consideration of the recruitment process for the new Board. The Board has already discussed this and will spend some time in early 2024 discussing this in practice	14 January

3	Council	 a. The Council is the key representative body, the forum through which member clubs engage in the WRU. It currently comprises 14 Members elected from the nine Districts and 5 nationally elected Members. 	Noted	n/a
		b. Article 47 of the Articles of Association reads: "The Council shall formulate the strategy for the community game in Wales, such strategy to be submitted to and agreed with the Board of Directors and the Council shall thereafter oversee the execution of that strategy. The responsibilities of the Council from time to time shall be set by the Board of Directors following consultation with the Council."	Noted	n/a
		c. The Council currently elects 8 of its Members to the Board. Following the March EGM, it may only elect 4 of its Members to the Board and may have up to 6 Members appointed by the Board. It will then have a maximum 25 Members.	Noted	n/a
		d. The Board has a sub-committee, the Community Rugby Board, which also comprises the 14 Members elected from the nine Districts and the 5 nationally elected Members, plus a maximum 2 Executive Board members. "It is responsible for managing and delivering the execution of the strategy for community rugby as set by the WRU Council and approved by the WRU's Board from time to time." (WRU website)	Noted	n/a
		e. In view of the duplication of Members between Council and Community Game Board, the shared responsibility for establishing the strategy for community rugby, seeking Board approval and then delivering the approved strategy, the constitutional	This will require the consent of member clubs and Council as this structure is embedded in our Articles. We will consult on these recommendations with these bodies, understand in more detail	To be discussed – 31 December 2025

 structure should be streamlined and simplified in a single entity. It could perhaps be described as the Community Council. It should be expanded to include a wider group of stakeholders. f. To fulfil this role the Community Council should be drawn from a broader base of those involved in rugby in Wales: Membership of the Community Council should be a maximum 16 (Currently we understand the Council has 19 members: 5 National Council members and 14 District Council members – 2 each from Districts A – E and 1 each from F, G, H and J. Following the EGM in March 2023 the Board may appoint up to 6 Council members.): 9 elected from districts, 1 elected nationally and 6 representing other rugby community interests, as set out below. 	the concerns behind the current structure and develop a plan. Noted. Again, the constitution of the current Council is included in our Articles so we will consult with Council and we will need the support of member clubs to implement this. The Articles post-EGM March 2023 provide Board with the ability to appoint six additional Council Members, the intention being that this would broaden the base of representation. The Articles do not specify who these need to be, so there is discretion for the Board. There	To be discussed – 31 December 2025
should be for people representing (1) schools rugby; (2) rugby in colleges and universities; (3) community rugby players (The WRU will need to consult and draw up a definition. We recommend a broad definition. One option is election by captains of teams that play in leagues in Wales other than the regional sides in	would need to a change in the Articles to reduce the number of Council Members. We will consult with clubs and council on these proposals whilst understanding in more detail the concerns from the Independent Review to develop a plan.	

 appointment process according to a person specification it should draw up. iii. Members of the Community Council should be limited to 3 consecutive terms of 3 years (with the possibility of re-election after one fallow period). iv. The individual elected nationally should chair the Community Council and have a seat on the Board. The other Board member should be elected by the Community Council. 		
 g. We recommend above that the Board should approve and maintain the strategy for all areas of the game, including the community game. The Community Council should be a representative, not a management, body and should not direct management or set strategies or budgets. h. Membership of the Community Council should 	Noted. The Board does have responsibility for all aspects of the game. We will consult with clubs and council on these proposals whilst understanding in more detail the concerns from the Independent Review to develop a plan. We agree. We commit to ensuring that	To be discussed – 31 December 2025 31 March 2024
involve at least induction training on representing the WRU, its inclusion and diversity policies, its current strategic plans and their implementation.	Council Members receive thorough induction training relevant to their role and representing the WRU. We will use the recommendations in this report to improve the induction programme.	
 Clubs should not see these changes as a diminution of their role. They will continue to elect or appoint Board members, attend and vote at the Annual General Meeting and have a representative forum in the Community Council. 	Noted. Clubs are our members, and we will consider what further communication and reporting mechanisms we can put in place to assist with any changes.	N/A
The recommended transformation of Council and of the Community Game Board would be fundamental to governance, requiring amendment to the Articles. It should thus be considered within the external report on governance, recommended in paragraph 2(c) above, and	Noted; we will include this within the terms of reference and consult with member clubs on this.	

		would probably accelerate that report's commissioning within the next two years.		
4	Take steps to become more transparent	 Draw up a transparency policy setting out when the WRU will give information to the public, the rugby community and employees based on the principle of sharing as much as possible. The primary reasons for withholding information should be (i) competitor knowledge; and (ii) legal obligations. 	We agree. Over the next 6 months the WRU will engage with other bodies and institutions to establish best practice in this area and bring a policy, statement or framework proposal forward to the Board.	30 June 2024
		 Publish the privileges associated with membership of the Board and Council, and for senior staff (distinct from, for example, attending matches as a host in a working role). The grounds for reduction or removal should also be set out. 	We agree. A review of this will be carried out and published shortly for transparency.	31 January 2024
		c. When terminating employment, the WRU should only use non-disclosure agreements (NDAs) for an express purpose, not as a matter of course. This does not preclude the use of confidentiality clauses about the terms of a settlement agreement.	We agree. Settlement Agreements will continue to be used only on a case-by- case basis and not as a matter of course.	Immediate – 14 January
		d. When reports are commissioned about general matters (rather than specific employees) they should be published unless there is a particular and agreed reason not to do so. If publication is not appropriate, the authors should be asked to write a brief summary of the issues, and their conclusions, for publication The WRU would have been in a better place at the start of 2023 had it been known that it had commissioned reports into women's national rugby, governance, and equality, diversity and inclusion which recommended significant change.	We agree that where appropriate either a summary disclosure or full disclosure of any report commissioned should be shared. This is something we will also consider within the recommendation regarding a transparency policy (as per recommendation 4(a)).	Immediate – 14 January

	Debate about the organisation and funding of Welsh rugby should be actively encouraged and the WRU should seek to share information to engage people's productive participation in a structured, not speculative, way. Underlying this is greater acceptance of constructive criticism with a view to improvement. A number of people commented on the WRU seeking to control the rugby environment too much.	We agree and consider this a part of the strategy process that has just commenced.	30 June 2024
5	Align the WRU clearly and publicly with inclusion and diversity, demonstrating visible and vocal leadership on equality, diversity and inclusion. The WRU's commitment to inclusion and its opposition to abusive behaviour, exclusion and discrimination need to be unambiguous.	We commit to doing this authentically and openly.	30 June 2024
	a. Amend the WRU's statement of values to include one related to diversity and inclusion.	A values review will be a part of the strategy exercise and we will prioritise the identification and roll out of our values as a part of the output of the strategy.	30 June 2024
	 Give greater publicity to women's rugby and rugby for people with disabilities. 	Our EDI plan is aligned with this, we agree we need to invest more into this area.	30 Sept 2024

c. Respond robustly to discrimination and hate crime in stadia and online.	In line with our zero tolerance approach to discrimination, we agree that we need to improve our reporting mechanisms and ensure our process for dealing with reports is efficient and effective. We will further improve on the stadium reporting system by regularly publicising anti-racism and discrimination messages on the concourses and stadium TV systems and emphasise the need to report this type of behaviour to Principality Stadium personnel on event days.	31 March 2024
d. Express clearly and publicly the WRU's commitment to the inclusion of all members of Welsh society both in rugby and in its own staff group.	We will make our clear and unambiguous statement public as a part of our strategy.	30 June 2024
e. Have a clear equality, diversity and inclusion strategy underpinned by a delivery plan.	The WRU's EDI policy has been revisited over recent months and approved by the Board. Women's rugby is at the heart of this document. We agree that we need to work harder and move more quickly on our Inclusion delivery plan. We will develop a clear EDI delivery plan to underpin our strategy.	30 June 2024 for EDI Plan - in line with strategy 30 September for EDI Delivery Plan
f. Work collaboratively with the EHRC, should the EHRC take any steps in relation to WRU.	We commit to working with the EHRC.	TBC once initial scope and process is agreed with EHRC.

6	Financial support	Reform financial support to clubs with a view to achieving	We have recently rolled out a suite of	Already started; quarterly
	to clubs	key goals reflecting the WRU's strategy for the community	services under the heading WRU Dysgu	reviews
		game. These should include all facilities for women and girls	which are learning tools and tips for	Strategy agreed 30 June
		(including training and club house facilities), steps to	clubs to make their club houses and	2024
		broaden access to rugby for all communities, proper	facilities welcoming to all sectors of	Implementation 30 June
		disciplinary policies and procedures in clubs for responding	society. How to take appropriate action	2025
		to unacceptable behaviour (including discriminatory	should unacceptable behaviour be	
		behaviour) off the pitch.	identified or witnessed is an element of	
			this service.	
			Dysgu is a re-education programme	
			where we will be expecting all clubs to	
			have an EDI plan by the end of 2024.	
			· · · · · · · · · · · · · · · · · · ·	
			A working group has been established	
			to look at how investment is distributed.	
			We have rewritten the payment of	
			players (Integrity Statement) and	
			reviewed our approach and policy in	
			relation to our core grant.	
			A self-assessment tool has been	
			approved for clubs. The club	
			development team will guide clubs in	
			Wales through this process in 2024.	
			Attached to this are supportive tools	
			which will support the discipline	
			procedures to enable clubs to address	
			all behaviour which falls short of	
			acceptable standards.	

7	Invest in the women's and girls' game:	a.	Analyse the expenditure on the women's and girls' game in light of (i) income and expenditure of other unions; (ii) growing sponsorship, broadcast revenue and attendances at women's matches; and	Aim to align all funding to safe, inclusive and compliant clubs across the country. We agree that we need to do more in this space, linking financial support for clubs to our strategic aims around safe, inclusive, welcoming clubhouses. We will need our clubs support to move forward with changes to funding to support our ambitions. We will carry out a review of how we deliver support to our clubs and what the appropriate linking mechanism is as a part of our strategy process. We have made progress in this area but we know more needs to be done. We commit to the recommendations to support further development. We will look at areas that require investment	30 June 2024 to publish strategy and an update on all other matters
			 (iii) the need to invest to develop the game so that funding for women and girls is benchmarked and expressly managed based on data. Spending should be in line with other unions and with spending on men and boys and appropriate to a growth and investment phase. This analysis will require decisions about allocating income (For example how does one allocate general sponsorship? The sponsor will want the exposure from large TV audiences currently obtained by the men's first team. That will affect how much they pay. However sponsors will pay nothing to an organisation the public sees as excluding groups in society.) and expenditure and is not intended to be an exact exercise but to 	and ensure we align that with identified sponsorship opportunities. We will review our spending and ensure that it is comparable with other competitors and our own comparable investment in the men's and boys' game, appropriate to growth. Detailed work has been done on establishing a strategy for women's and girls' rugby and this now needs to be integrated into the overall WRU strategy. This will be published by not later than 30 June 24. The appointment	

inform desirions. The analysis should include support	of a board member who has expertise in
inform decisions. The analysis should include support	of a board member who has expertise in
for the community game as well as player developmen	
and national squads.	a key development. Amanda has played
	a key part in the development of the
	strategy to date as a member of the
	Women's Strategy Group. The WRU has
	increased its investment in women's
	rugby considerably over the last two
	years both in the community and at the
	top of the performance pyramid. An
	assessment of our competitors' spend
	and our own individual needs were
	central planks to the focus of this
	additional investment. The WRU's
	partnership with Vodafone is an
	excellent example of a targeted
	approach, regarding sponsorship
	investment, improving the
	opportunities available in the girls' and
	women's game at all levels.
	women's game at an evels.
	Initial professional contracts
	commenced on 1 January 22 with the
	total number and the quantum of the
	contracts increasing for the second
	round based on what our immediate
	rivals were paying and the desire to
	raise performance levels by giving the
	women's squad coaches greater access
	to their players. There are currently 31
	contracted players with 32 budgeted for.
	In addition, there are 2 Hybrid contracts
	with GB7s. For WXV there were also 5
	WILLI GD7S. FOT WAV LITETE WETE disd 5

	Fixed Term (FT) contracts, and the intention is to have 3 FT contracts for the Six Nations in 2024.	
b. Keep the salary for professional female players at a le competitive to other careers and other nations and ensure the number of contracts is sufficient to suppo full national teams.	players contracted will be kept	30 June 2024 – subject to an annual review -
c. Embed a player pathway for women and girls by completing development of the hubs offering suppor players in Wales and by continuing outreach support players at clubs in other nations. The specific approa might change but the WRU should continue to provid professional staff to support the pathway in women's rugby.	 established in East Wales, West Wales and in North Wales supported by player bubs A Women's Pathway Physical 	30 June 2024 – subject to an annual review

		d.	Ensure the women's team has (as a minimum) current levels of support staff and access to sufficient gym time with required equipment. If sharing resources with men, the division of time should be made clear.	The management team which supports the Senior Women's programmes, is consistent with that of our competitors in terms of number, quality and experience of staff. The men's and women's senior team managers meet regularly to discuss utilisation of the NCE facilities. If there are any queries/issues these are brought to the attention of the PD to ensure performance and equity is at the heart of decision making.	Already in place – report 14 January 2024
		e.	Develop a maternity strategy for professional, or soon to be professional, players. This might involve additional funding to cover maternity and advice on return to work.	The maternity policy for our players was included in their contracts issued in January 2023 with all players entitled to the same benefits as other employees of the WRU. We will consult with our women players on the current maternity policy and support and make appropriate adaptations to support their needs where possible.	Already in place
8	Continue to improve employment practices	a.	Regularly measure staff and player experience, separately considering players, coaching/ managing staff and administrative staff. A range of approaches should be used to include individual interviews and anonymous online surveys.	Players, coaches and support staff have completed two surveys over the past 18 months with year-on-year analysis being monitored. All data is collected anonymously and discussed across a range of groups.	Already in place Review 30 September 2024

			We will consult with players to understand how best to feedback on player experience We will consider the use of other approaches in additional to anonymous surveys to gain feedback on employment practices.	
	b.	Expand appraisals for senior staff to include 360-degree feedback - a structured approach to listening to those at and below their level of management - from people not chosen by the manager. Managers should be helped to a sense of how they are perceived by others.	KPIs for senior staff are currently being used. A Senior Leadership Group (SLG) was introduced in 2023 to improve communication and inter-departmental working throughout the organisation. We will implement 360 appraisals for all Executive and Senior Managers	30 September 2024
	C.	Offer mentoring and reverse mentoring. Each will best be used for limited groups and defined periods given the time commitment of proper mentoring.	We recognise that a new systemic offer needs to be created across the whole WRU.	30 June 2025
	d.	Include as KPIs for senior staff to be assessed in performance reviews (1) co-operation with managers at an equivalent level; (2) breaking down departmental barriers/ 'silos'; (3) adopting a collegiate management style towards junior colleagues.	We will include these as KPIs in the next iteration of our assessment process.	30 September 2024
	e.	Annual training in equality, diversity and inclusion should take place for all staff. This should be as broad as possible so it is delivered in different ways and different places. There are more engaging approaches than an annual zoom lecture.	Annual training was undertaken in 2021 and modular training offered to Board, Council and Exec in 2022. 2023 has seen EDI training made available to all staff with Show Racism The Red Card responsible for providing	30 September 2024 delivery

		the training as part of a Welsh Government scheme. Additional training is planned for next year.	
f.	Adopt a Speak Up approach, with systems to encourage communication and appoint a member of the executive to implement this and a Board member to oversee communication within the organisation.	We have already implemented our "Have a Voice" campaign led by our Director of People, Lydia Stirling; at Board level this will be overseen by our People, Culture and Governance Committee that is chaired by Alison Thorne.	30 June 2024
g.	Designate someone responsible for managing the culture at the National Centre of Excellence. The success criteria should be to make the NCE more inclusive and facilitate frictionless sharing of facilities.	We take note of the comments regarding the NCE and are committed to making the necessary changes to improve the environment to ensure all staff and visitors have the experience they should expect. The Executive Director of Rugby, Nigel Walker, will be charged with improving the culture and will be measured on action taken.	Immediate – Nigel Walker appointed
a.	Implement a zero-tolerance approach to language which excludes others from work or sport. By zero tolerance we do not mean that people must always be dismissed for exclusionary language but that it must always be reported, recorded and dealt with according to an express policy. If 'banter' is defined as making a comment which breaks social taboos, and waiting for nervous laughter, staff should be told it is not appropriate for the workplace.	We recognise there is more to do to embed our zero tolerance approach and we are reviewing our policies to make sure that they encourage people to come forward and report any exclusionary language. We will review our policies and statement of intent on EDI to ensure	In place and ongoing

			that it is clear of a zero tolerance approach. We will continue annual EDI training. We will continue to find ways to support reporting poor behaviour.	
		 Ensure each team manager has as part of their role an objective of listening to concerns and helping communication. The approach is likely to include 360- degree appraisal and communicating to WRU necessary changes to manage stress, relationships, group and personal concerns. 	We will embed this in guidance for WRU employees in the next appraisal and development round.	30 September 2024
		j. Arrange for someone independent of the WRU to sit in on final interviews for Board members, the Chair and Chief Executive and any members of the Community Council who are appointed (see above), reporting in writing to the Board on whether the appointment followed good practice and the stated process. This should not be an audit or lead to a detailed report but a simple conclusion.	An independent was part of the appointment panel for all Board (including CEO) appointments made in the last 6 months. We are committed to continue with this practice.	Already in place – 14 January 2024
9	Disability	Continue to work with disability sports bodies, according to a published strategy.	The WRU has extensive links with a range of disability groups and has attracted major events to the Principality Stadium, such as the European Wheelchair Rugby Championship in 2023. The WRU commits to developing a strategy, in consultation with Sport	30 June 2024 as a part of our strategy
			Wales, to ensure maximum impact in this area.	

	WRU will continue to deliver against the Insport Gold Strategy and support the DSW strategy.	