Charity Retail Association®
The voice of charity retail

#CharityRetailAGM

Review of the Year and AGM

Date: Wednesday 11 November 2026 11:15am-1:15pm

Venue: virtual, on Zoom

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Agenda

11.15am	**Welcome and introduction** – *Emma Peake, Chair, Charity Retail Association*
11.20am	**Keynote address – Kate Lee OBE, Chief Executive, NCVO** Kate joined NCVO in 2025, bringing nearly 30 years' experience of leadership across the voluntary sector. She has a track record of guiding organisations through major challenges, delivering transformational culture change and building inclusive, results-focused teams.
11.35pm	**Keynote address - How to rollout instore ecommerce successfully - Charity Ecom's #1 income growth theme** – *Listing Monster AI* In-store ecommerce is the model of listing, selling and shipping items online directly from your shops, turning your existing store network, staff and volunteers into an online income engine. It's a cost efficient, scalable way to get the benefits of online. The blockers that used to hold charities back have now been solved by recent advances in technology.
12.05pm	**Review of the year** – *Robin Osterley, Chief Executive, Charity Retail Association*
12.35pm	a) Approval of the Minutes of the 13 November 2025 Annual General Meeting* b) Approval of the Annual Report and Statement of Accounts for the year ended 31 March 2026* c) Notification of retiring Directors and Elections to the Board d) Special resolution: "That the articles of association produced to the meeting be adopted as the articles of association of the Company in substitution for, and to the exclusion of, the Company's existing articles of association."* e) Appointment of accountants for the Company
12.50pm	**A word from** – *Lorna Fallon, Chief Executive Officer Designate, Charity Retail Association*
1.00pm	**Final questions**
1.15pm	**Close of meeting**

*Please note that the previous year's minutes, company report, new articles of association and a proxy voting form can be found at https://charityretail.org.uk/review-of-the-year-and-agm

Here is a summary of the changes that are included, although members are encouraged to look in detail at the new articles:

- Revised to reflect gender neutrality
- Revised to deal with electronic communications
- Board quorum changed to 7
- Changed to reflect organisational membership rather individual
- Removed requirement to elect directors at an AGM and to allow AGMs to take place virtually