

Review of the Year and AGM

Date: Thursday 13 November 2025, 10am – 12noon

Venue: virtual, on Zoom

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Agenda

10am	Welcome and introduction – <i>Emma Peake, Chair, Charity Retail Association</i>
10.10am	<div>a) Approval of the Minutes of the 14 November 2024 Annual General Meeting</div> <div>b) Approval of the Annual Report and Statement of Accounts for the year ended 31 March 2025</div> <div>c) Notification of retiring Directors and Elections to the Board</div> <div>d) Appointment of accountants for the Company</div>
10.30am	Review of the year – <i>Robin Osterley, Chief Executive, Charity Retail Association</i>
10.45am	<div>How to combat falling donation value & revenues in charity retail – <i>Listing Monster AI</i></div> <div>Charity retail is facing growing challenges in sustaining donation value and revenues, driven by the rapid rise of fast fashion and consumer-to-consumer platforms such as Vinted. These shifts have created new pressures on both stock acquisition and operational efficiency, alongside longstanding challenges in aligning shop engagement with e-commerce teams. Our discussion will explore the root causes of declining donation values and highlight practical strategies to combat this through maximizing sell-through rates and revenues across in-store and e-commerce, drawing on frameworks set out in the Charity Ecommerce Operating Manual.</div>
11.15am	Keynote: Guest speaker to be announced in due course
11.45am	Final questions
12noon	Close of meeting