

OFFICIAL NOTICE OF ANNUAL GENERAL MEETING OF THE CHARITY RETAIL ASSOCIATION TO BE HELD ON 13 NOVEMBER 2025

This is the official notice of our Annual General Meeting which will be held at 10am on Thursday 13 November 2025 on Zoom, for the purpose of election of officers, presentation of the annual accounts, and other business.

The company report is available to view in on the CRA website at: <https://charityretail.org.uk/review-of-the-year-and-agm>

This year we're delighted to have Listing Monster AI once again as our AGM partner. They will be delivering a session at the AGM on...

How to combat falling donation value and revenues in charity retail

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.

We will also examine how innovation can offer a way forward. Listing Monster AI, already working with over 50 UK charities, has supported the sector in reducing unrealized revenues and unlocking greater value from donations through smarter pricing, channel optimization, automated merchandising, and optimized online marketplace listings. The manual provides a practical blueprint for applying these solutions, and together we will discuss how technology, alongside improved collaboration between retail teams, can help futureproof charity retail against these structural shifts.

We will be announcing our invited guest speaker in due course.

I look forward to seeing as many of you as possible at the meeting.

To book places for you and your colleagues [please click here](#).

Please book your place(s) by Friday 7 November at the latest.

With best wishes



Robin Osterley

Chief Executive

Charity Retail Association