

Corporate Members Advisory Group

15 January 2020, 2pm – 4pm
Fourth Floor, 356 Holloway Road, London N7 6PA

Attendees: Emma Peake (Deputy Chief Executive, The Air Ambulance Service Trading, Chair), Adrian Barker (ARB Recycling), Neil Collarbone (Morplan), Sarah Dodd (Kudos Software), Andy Elliott (Precycle), Tony Hilton (Charity Fleetcare), Susan Meredith (Head of Member Service, minutes), Janet Northway (Propress), Robin Osterley (CEO, Charity Retail Association), Chris Richards (Wil-U), Richard Sheppard (Shopfittings Manchester)

Minutes

Action

1. Welcome and apologies

Welcome to new Chair Emma Peake and new members Sarah Dodd, Chris Richards, Andy Elliott and Neil Collarbone. Everyone introduced themselves.

2. Minutes from September 2019

Item 2, point 1: Corporate Members' logo – we now have one thanks to TH.

Yasmyn
(Comms
Manager)

Item 2, point 2: We are closer to getting a new Charity Retail News template.

Item 3, point b: We will reiterate that if you book an exhibitor surgery it would be courteous to turn up.

Action: Investigate the idea of taking email addresses at sign up for the surgery holder – onus on the exhibitor to keep charity delegate engaged and help make sure they turn up on the day

SM discuss
with JE

Item 3, point c: Suggestions for reducing overconsumption of alcohol at Conference:

1. Bucks fizz instead of just prosecco
2. Voucher system – discouraging multiple drinks reception drinks
3. Ask venue staff not to top up at drinks reception – if delegate have to go physically for another glass, it may discourage multiple trips.
4. Orchard bar will be asked to close at 2am.

Action: The third and fourth points above will definitely be actioned. SM will discuss with JE on the other suggestions.

SM/JE/RO

Item 3, point d: Action: Robin will send personal email to all exhibitors to emphasis the 'no stand breakdown before 2.30pm' rule

RO

Item 3, point e: This is now a CRA conference sustainability statement and policy. See item 6 of these minutes.

3. **Case studies**

SM advised that since this new corporate member benefit launched she has received very few submissions, so the page does not look great. Some members in the room advised that they have case studies under way at present and would submit them when ready.

Action: SM will remind corporate members again.

SM

4. **Update on TRUST**

RO gave an update on where the TRUST scheme is at present. He advised that there are 30 recyclers expressing their wish to sign up.

TH asked if checks regarding overloading vans was on the audit. RO advised that it was not, but this would be difficult to check. However, checking if a policy on not overloading vans was present would be possible.

RO

Action: RO to take this suggestion to the TRUST Forum

A discussion took place around charity retailers having to accept a lower price for recycling for the system to bed in, backed up by the fact that working with reputable recyclers is a reputational issue for the charities too. It was raised that over-legislating, however, would make the process more expensive for recyclers, which would also have a knock-on effect on rag price.

RO asked how they felt about extending the TRUST idea to all corporate members.

TH felt the group should look at the procedures in place already and see how they may be strengthened.

SD suggested reviewing the Corporate Code of Practice at the next meeting.

JN acknowledged that the COP already talks about environment, finance, anti-slavery etc

TH suggested an accredited level of corporate membership for those members the volunteers to abide by higher standards

Action: Circulate the COP and current procedures to the group with these minutes.

SM

5. **Considering new Charity Retail Conference venues 2021 onwards**

RO advised that the CRA are considering venues other than EMCC for Conference 2021 onwards. EMCC have proven a little difficult to work with, and there is not enough upgraded accommodation on site. Visits are booked for Harrogate Conference

Centre and Newcastle United's conference facilities.

There was general concern in the group regarding Newcastle as a venue choice, due to its location in the UK. SD suggested that if Newcastle was chosen then alternating north/south could be an option.

NC and RS both had good things to say about Harrogate.

JE/RO/SM

The above will be taken into consideration when viewing the two venues.

6. **Conference sustainability 2020 – progress from discussion at the September 2019 meeting**

SM advised that instead of telling exhibitors and sponsors what to do, the CRA have created an environmental sustainability statement and policy – the draft version as follows:

Statement: The Charity Retail Association will apply the principles of 'Reduce, Reuse, Recycle' as far as is possible for the Charity Retail Conference 2020.

Policy:

1. We have reduced our paper usage by XX
2. We will only be using reusable cold and hot drinks cups
3. We have adopted reusable badges
4. We are using more electronic signage
5. We are working with our venues to reduce, reuse, recycle and source responsibly
6. We encourage use of public transport and car sharing
7. We encourage our delegates and exhibitors to consider these principles

The idea is to promote the final statement and policy widely in the run up to conference and visibly be seen to carry this out – thereby leading by example and encouraging others to do the same.

SM asked the group what they thought. Further suggestions were:

1. Have a web page of downloadable exhibitor brochures that captures email addresses (in a GDPR compliant way), therefore encouraging exhibitors to reduce their paper use
2. Suggest to Julia that we do not print programmes either. Delegates can print them themselves, or view the information on the app or PDF version
3. Ask exhibitors what they are planning to do in terms of Charity Retail Conference sustainability, and promote this
4. Promote the car sharing idea widely, CRA could host a forum (use our current forum?) where delegates can offer car spaces or ask for a lift.

Action: All of the above were considered good ideas and SM will liaise with JE and work on taking them forward.

SM

7. **AOB**

1. TH asked if CRA would still issue low price CEO/Finance Director exhibition only tickets, and if so, could they be marketed more widely. SM advise that the plan was to do so and we could mention this to charity members rather than just corporate members.
2. RO advised that, apart from conference, the default catering provision at CRA meetings would be vegetarian, with requests for meat being a dietary requirement.
3. CR asked if it is OK for corporate members to attend events. SM advised that corporate members can attend network meetings and interest groups, but not training courses (unless the sponsor) or small retail chain meetings (unless a speaker).
4. SD put forward the idea of a charity retail consultant panel session meeting

8. **Date of next meeting**

Suggested dates – please state your availability:

Wednesday 22 July

Wednesday 29 July

Wednesday 5 August

Wednesday 12 August

Wednesday 19 August

ALL