

Charity Retail Association®

The voice of charity retail

Charity Retail Conference 2017 – Sponsors and Exhibitors

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Banknotes

Bank of England

►CORPORATE MEMBER◀

To help businesses identify genuine banknotes, the Bank of England provides a range of free staff training materials including a banknote app, computer-based training, booklets, posters and deterrent stickers. Materials are available to order via an online order form: www.bankofengland.co.uk/banknotes/Pages/educational.aspx. The Banknote Education Team also host a range of webinars on banknote training and awareness, for more information please sign up to the Banknote Bulletin via www.bankofengland.co.uk/banknotes/Pages/subscribe/default.aspx.



BANK OF ENGLAND

In addition, we provide specific materials around the launch and withdrawal of banknotes. The new polymer £10 materials will be available from 18 July 2017.

If you have any banknote enquiries, please feel free to get in touch: knowyourbanknotes@bankofengland.co.uk.

Car & Van leasing

Charity Fleetcare Alliance

►CORPORATE MEMBER◀

Founded in 2015, The Charity Fleetcare Alliance combines years of industry specific expertise to provide charities with comprehensive cost-saving fleet management solutions.



Assisted by technology and with a mind-set in innovation, The Charity Fleetcare Alliance works tirelessly on behalf of UK charities so they may focus on making our world a better place.

www.charityfleetcare.org

tony@charityfleetcare.org

0800 014 9797

07450 667881

Carrier bags, collection sacks, retail and gift packaging

Monro

►DELEGATE BAG SPONSOR◀ ►CORPORATE MEMBER◀

We offer: Collection packs, carrier bags, refuse sacks, bags for life.
With: Artwork and design assistance, storage and nationwide delivery.



Experience: A flexible approach, product innovation, competitive prices, value for money.

www.monro.co.uk

charity@monro.co.uk

01530 278000

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Reddipak

►CORPORATE MEMBER◀

Reddipak specialises in supplying a huge variety of packaging and disposable products to suit the needs of industry, catering, health care, retail and wholesalers in the UK.

Our products can be supplied plain or custom printed - and that's not just paper products, but bio-degradable, corn starch, cardboard, and polythene products too!

Our mission is to provide high quality packaging at competitive prices that does not come at the expense of our environment and the generations to come.

www.reddipak.co.uk

sales@reddipak.co.uk

01789 720999



Christmas and greetings cards

Elle Media Group

►CORPORATE MEMBER◀

Celebrating their 35th anniversary this year, Elle Media Group have always been at the forefront of the Charity greeting card industry. Specialising in Charity greeting cards, gift wrap and stationery they really can do it all.



The Facts: They are FSC certified. Most of the competition will say they use FSC board but Elle Media Group hold the certification.

They are the only charity greeting card publisher in the UK with an in-house design studio, card show room and state-of-the-art printing facility all under one roof. Elle Media Group actively encourage customers to visit their premises and even see their cards being printed in the factory.

Through years of experience, working closely with some of the UK's best known charities, Elle Media Group are proud to say they are experts in high return fundraising.

They know that locally relevant designs can really offer a competitive edge, and quite simply there is no one who does this and bespoke commissions better than them.

But that's not all, last year Elle Media Group became a member of Sedex (www.sedexglobal.com). Elle Media Group are also proud to be ISO 14001, ISO 18001, ISO 12647-2 accredited.

www.ellemediagroup.co.uk

info@ellemediagroup.co.uk

01268 413611



Winner of the CRA's Supplier of the Year (Category B) Award 2017

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Cost management and procurement

Auditel

►CORPORATE MEMBER◀

Many charities are taken advantage of by suppliers who rely on the time pressure you are under, their industry knowledge over yours, and the lack of benchmark data available to you. For 20 years Auditel has been a leading cost management consultancy helping charities retain as much of your hard earned funds as possible.



If you are in any doubt as to whether you are obtaining best value from suppliers then please consider speaking to Auditel, and learn how we have helped other members and could help you.

Cost Categories covered: Electricity, fleet & transport, Gas, merchant cards, print & stationery, telecoms, water, waste.

<http://auditel.co.uk/consultants/cra/>

cra2@auditel.co.uk

020 3376 3201

Gift Aid, EPOS and tills

BMcAzurri

►CORPORATE MEMBER◀

Currently working with over 100 independent charity organisations since our inception in 2011, BMcAzurri is one of the fastest growing suppliers in the Charity retail sector. Our easy to use Gift Aid solutions, EPOS, web-based reporting and hosting services have all been created specifically for the charity sector with simplicity at the core, ensuring that volunteers can easily adopt and use our systems.



Our partnership with K3 Retail, has enabled us to integrate our charity specific software with their extensive range of solutions for the retail sector. We currently work with The Salvation Army, The British Heart Foundation and Sue Ryder to name a few, delivering Gift Aid Software and a range of IT Services from a single charity specific supplier.

Our own ability to provide nationwide installation and support services is made possible by being part of the Barron McCann Group. Should you be interested in joining the growing family of charities who manage their Retail IT Services with BMcAzurri, we'd love to talk to you.

www.bmczurri.com

enquiries@bmczurri.com

01332 866935

CRS Business Systems

►CORPORATE MEMBER◀

CRS are specialist suppliers of Sharp scanning tills and Touchscreen Terminals for the charity retail sector, with over 900 installations in leading charity shops nationwide.



CRS' software covers flexible Gift Aid, new and donated goods, stock control, loyalty etc...

Easy to use cost-effective solutions with professional training, support and service.

www.crs-epos.co.uk

info@crs-epos.co.uk

01522 824555

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Cybertill

► HEADLINE SPONSOR ◀ ► CORPORATE MEMBER ◀

CharityStore from Cybertill is a modular retail system installed in around one in three of all charity shops in the UK, from small hospice chains to large nationals. The cloud-based CharityStore solution is designed to help charity retailers increase revenue and simplify processes, including EPoS, stock control, ecommerce gift aid, loyalty, mail order, lottery, eBay and more. It is the most cost effective solution, delivering an impressive return on investment whilst still being simple to use and manage.



Winner of the CRA's Supplier of the Year Award 2016

www.charitystore.co.uk

enquiries@charitystore.co.uk

0800 030 4459

Eproductive

► PASSPORT SPONSOR ◀ ► CORPORATE MEMBER ◀

Eproductive is the specialist software firm that uses powerful technology, simply applied to deliver cloud-based performance management and engagement systems in the charity and hospitality sectors. Pioneers of Retail Gift Aid, enabling our clients to claim over £200 million, we have been at the heart of charity retail as a trusted partner for over 15 years. Our systems support over 100 charities with innovative Gift Aid, EPOS, training and engagement solutions.



www.eproductive.com

info@eproductive.com

020 7485 2500

K3 Retail

► CATERING SPONSOR ◀ ► CORPORATE MEMBER ◀

K3 Retail partners with charities to provide connected technologies, ensuring you can reach your goals now and in the future. We intelligently apply our technologies to make charity retailers' lives easier and businesses more successful with tools designed to forever meet your consumer demands.



Our one stop shop charity solution provides charity retailers with everything they need to manage their retail stores. With gift aid made simple from BMC Azurri, combined with K3 Retail POS, Loyalty & Donations functionality, Stock Control & Merchandising, together with all your back office needs – all volunteer friendly in a familiar easy to use Microsoft environment, means you can focus on what's important to you – your charity and leave the technology to us.

Charities from English Heritage, Oxfam, RHS and RSPB are able to pursue their business goals with the expertise of K3 Retail and our partners in delivering the new possible.

www.k3retail.com

enquiries@k3retail.com

0845 055 6231

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Kudos Software

► PAD AND PEN SPONSOR ◀ ► CORPORATE MEMBER ◀

Kudos makes EPoS easy to use for charities, so you sell more at the tills, reduce admin time and have a simple process for Retail Gift Aid. By offering an effective, well-supported solution for stock control of new, donated and refurbished goods and pick-up and delivery management for furniture re-use Kudos remains the only charity retail systems provider with 100% customer retention.



www.kudos-software.co.uk/charities

charities@kudos-software.co.uk

01548 843586

NISYST

► DELEGATE GIFT SPONSOR ◀ ► CORPORATE MEMBER ◀

NISYST provide integrated business IT solutions for charity shops. Our volunteer friendly EPoS solution, CHARiot, covers both donated and purchased goods and is combined with powerful retail management tools as well as charity retail specific reporting as standard. CHARiot boasts a fully integrated powerful Gift Aid module and offers the only HMRC recognised route to claiming Gift Aid on Rag. Other modules include cloud hosting, lottery, furniture collection and delivery, a management dashboard and our QBuster app, designed to cut queues at till point.



At NISYST, the customer is at the heart of everything we do and our award winning team and software is proud to deliver a cost-effective solution that ensures a positive ROI.



Winner of Supplier of the Year Award 2015



Winner of Supplier of the Year Award Category A 2017

www.charityretailsystems.co.uk

sales@nisyst.co.uk

01204 706000

PXtech

► WOW! FACTOR AWARDS SPONSOR ◀ ► CORPORATE MEMBER ◀

You can choose your EPOS system based solely on features, but how do you know you will get the benefits from it?

At PXtech we understand that people deliver change; technology is just the tool. We supply fully featured EPOS which will increase your Gift Aid revenues and seamlessly integrate with your existing systems, but we also bring a wealth of experience in managing the change process and ensuring that your volunteers - and you - get the best out of your chosen solution.



PXtech have a proven track record of delivery to some of the biggest names in charity retail. Contact us today to find out how to maximise benefits from a new - or existing - EPOS system.

www.pxtech.net

chris.richards@pxtech.com

01332 921300

Information Management

Stratas Business Solutions

►CORPORATE MEMBER◀

Our aim is to help charities become more effective, by improving their Information backbone™. From Managed Print Services to Information Governance, we specialise in innovative document and information solutions which reduce cost, improve processes and deliver compliance. Current Charity projects include:



- Digitising store correspondence – removing post from sites to Centralised functions with 60% savings;
- Gift Aid – digitising documents related to Gift Aid;
- Migration to Share Point and Sales Force – finding, classifying and remediating data;
- HR and Finance – digitising HR records and automating the Accounts Payable; and
- Managed Print Services – reducing and optimising print spend.

www.stratas.co.uk/

matt.brown@stratas.co.uk

07825 133641

<https://twitter.com/StratasUK>

https://www.linkedin.com/company/stratas?trk=company_name

Legal services

Birketts

►CORPORATE MEMBER◀

Birketts is a top 100 UK law firm with offices in Cambridge, Chelmsford, Ipswich and Norwich. We have one of the best regarded and largest dedicated Commercial Property teams within any firm outside London, numbering over 100 specialists with extensive experience of acting for both charity retailers and commercial retailers.



Our specialist Charities and Social Enterprise Team works closely with our core business teams of Corporate and Commercial, Commercial Property, Dispute Resolution, and Private Client to provide a seamless service. Our clients trust us to achieve a solution that is right for them, however difficult or challenging the circumstances.

Contact details

Liz Brownsell, Senior Associate, Charities and Social Enterprise, liz-brownsell@birketts.co.uk, 01473 406383, 07525 735802

Louisa Saunders, Senior Associate, Commercial Property, louisa-saunders@birketts.co.uk, 01473 406331

www.birketts.co.uk

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Blake Morgan

►CORPORATE MEMBER◄

We have developed a leading charities practice supporting many charities, hospices and voluntary organisations in all areas of law. We have a dedicated team to support and advise our charity clients in all aspects of their business operations and shops.

www.blakemorgan.co.uk claire.lamkin@blakemorgan.co.uk 020 7014 5279



McClure Solicitors

►CORPORATE MEMBER◄

"FREE WILLS FOR CHARITY". These four words sum up McClure Solicitors. Founded in 1853, we have grown from a small provincial firm to a UK wide legal company with offices in England and Scotland.

Our Free Will Service generates the demand and all of our other services result from that. We make your Will free of charge for a donation for a charity of your choice.

45% of clients take a Power of Attorney (at half price) and 15% take a Family Protection Trust. In the first six months of 2017, we have raised over £17m for charities in Donations, Gift Aid and Legacies. No wonder over 70 charities are partnered with us.

Contact: Managing Director – Andrew Robertson, or Charity Relations Manager - Liz McDonald

www.mcclure-solicitors.com contactus@mcclure-solicitors.co.uk 0800 852 1999 (Freephone)



Stone King

►CORPORATE MEMBER◄

Charity and voluntary sector work is at the heart of Stone King's 200-year-old practice. We are recognised as one of the UK's leading law firms for charities and have one of the largest teams of specialist charity lawyers in the country. We act for several hundred voluntary organisations and provide practical solutions to problems based on our in-depth knowledge and experience. We understand that 'charities mean business' and we bring that approach to our advice.

We are very pleased to be providing the CRA legal retainer service to members.

For more information about Stone King, please see our website - stoneking.co.uk.
For any enquiries, please contact Tom Murdoch on tommurdoch@stoneking.co.uk or call 020 7796 1007.

https://twitter.com/SK_Charity



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New goods

Creative Tomco

► SUNDAY SYMPOSIUM SPONSOR ◀ ► CORPORATE MEMBER ◀

We are a trading company based in the heart of Hong Kong with 30+ years experience and with 500+ partners across China. Our product range offer includes greeting cards & gift wrappings, home & outdoor living, seasonal gifts and decor, all branded to your charitable cause. No matter how big or small your charity is, we can design and offer a unique new goods solution to suit your charity. Partner with us and let us help you to achieve your charity's new goods goals and see how your income and profit margin can grow.



www.tomco.hk

johnnie@tomco.hk

(852) 2755-0971

Gumbley & Co

► UMBRELLA SPONSOR ◀ ► CORPORATE MEMBER ◀

Gumbley & Co have 30 years experience in sourcing fashion accessories and travel goods for UK and European retailers. More recently, we have supplied charities, including British Heart Foundation, Sue Ryder and Age UK with a variety of new goods to compliment donated products.



We offer bespoke and own brand items. Barcoding and other pre-retail work is carried out at our ISO accredited third party warehouse facilities. Whatever your accessory needs - bags, purses, scarves, gloves, umbrellas and fashion jewellery etc - please contact us.

www.gumbleyinternational.co.uk

andrew@gumbleyinternational.co.uk

Office: 01422 648740

Mike North: 07502 270355; Andrew Lawson: 07771 701877

Rouge Marketing

► CORPORATE MEMBER ◀

We supply over one million items of new goods annually to the charity retail sector. Rouge offer excellent service and an unrivalled collection of furniture, Christmas novelties and fashion apparel at highly competitive prices.



www.rouge.shop

jim@rougemarketing.co.uk

mike@rougemarketing.co.uk

01763 272172

White Brothers

► CORPORATE MEMBER ◀

White Brothers supply new goods into the charity retail sector. Our offerings consist of a core range of men's and ladies accessories and a wide and varied range of clearance lines from major high street retailers.



Winner of Supplier of the Year Award 2013



Winner of Supplier of the Year Category C Award 2017



Winner of Supplier of the Year Award 2014

www.newgoodsforcharityshops.co.uk

matthew.keates@white-brothers.co.uk

01993 709037

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Online fundraising

eBay for Charity

► HEADLINE SPONSOR ◀ ► CORPORATE MEMBER ◀

eBay for Charity makes it easy for members of the eBay community to support their favourite charities when buying and selling in one of the world's largest marketplaces. They can donate a portion of their sales, add a donation to purchases during checkout, or buy an item that supports a great cause. Special features help eBay for Charity's items stand out, and charitable sellers are rewarded for their generosity with eBay fee credits proportional to the amount donated. eBay for Charity is powered by PayPal Giving Fund and so far has raised over £100m for thousands of UK charities.



www.paypalgivingfund.org.uk

www.ebay.co.uk/charity

info@paypalgivingfund.org.uk

Portable appliance testing

First Stop Safety

► CORPORATE MEMBER ◀

Accepting & re-selling 2nd hand electrical goods is an easy way to increase stock & income for your Charity.

First Stop Safety help charities sell electrical goods safely by supplying everything you need to PAT test easily, affordably & quickly. We manufacture our own simple PAT testers and deliver affordable PAT training. E-Learning is also available. Start earning more money in your shop – start selling electricals!



www.firststopsafety.co.uk

sales@firststopsafety.co.uk

01904 791050

Recyclers

ARB Recycling

► HEADLINE SPONSOR ◀ - ► CORPORATE MEMBER ◀

ARB is a large recycler covering England with its collections. With over 40 years direct Charity Retailing experience within the ARB team, we like to think we understand the needs of the Charity Retail Sector. ARB pays sector leading prices and offers single, multiple and "clear up" collections. We are proud of our levels of professionalism, with particular strengths being communication and client information. ARB feel that the best way to validate levels of service is to take up current references and we would encourage you to do this.



Items collected are; Textiles, Household Textiles, Shoes, Bags/Belts, Books, Bric a Brac, Electricals, Waste Cardboard, Mobiles

Please contact us for a friendly chat about your recycling needs, we think you will be surprised at the prices offered and our levels of professionalism.

www.arbre recycling.com

laurenstevens@arbre recycling.com

01322 446724

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Better World Books

►CORPORATE MEMBER◀

Better World Books is a socially responsible and environmentally conscious online bookstore. We help you make the most of the books you no longer need by selling them online. These sales generate revenue for your organisation and literacy. We even provide and collect the boxes, ensuring nothing goes into landfill.



www.betterworldbooks.co.uk

info@betterworldbooks.co.uk

01383 841437

Choice Textile

►HEADLINE SPONSOR◀ ►CORPORATE MEMBER◀

Choice has served the charity sector since 1999; we have provided a consistently high level of service, have friendly and helpful drivers and have never missed a payment to any of our clients.



Initially, along with other companies, Choice just collected textiles but in 2006 introduced the first ever book and other dry waste collection service for charities; at last, instead of unwanted books and other items going to landfill, the books were collected and recycled.

Since then Choice has expanded this aspect of our work and hundreds of thousands of carefully selected text books and educational books have been put to one side and subsequently sent to schools and colleges in Africa. In 2015 a new charity was started by the Choice Managing Director so that the gifts of these much needed books and subsequent donation to Africa could be properly processed and channelled. This is in effect the story of surplus English text books being sent to students in Africa where they become a most treasured possession.

We have a dedicated Customer Service team and a senior manager with forty years direct experience in the charity sector. Please contact us. We will be happy to meet you to discuss your requirements and demonstrate that we can provide an excellent service to your charity.

www.choicetextile.com

info@choicetextile.com

020 8965 6699

CTR Group

►CORPORATE MEMBER◀

CTR Group offer a charity collection service for local, regional and national charities offering a full collection service, collecting: Textiles, Shoes, Books, Bric a Brac, Electricals, Waste Cardboard, Plastic, Toys Hard and Soft.



CTR Group has a dedicated Head of Charity Partnerships who will conduct regular shop surveys to insist that we are meeting and exceeding our Charity Partners' expectations. In fact, we offer a tailor-made solution for you and your shops. CTR Group has a can-do attitude and by partnering with like-minded charities we offer the highest levels of service at extremely competitive rates.

We can supply our Charity Partners with unique fundraising initiatives including IT collections, Ink and Toner collection programs, Media buy back and many more. We have also teamed up with corporate companies who are looking for charitable partners to support through our collection program.

Give us a call, drop us a line, send an email and we will arrange a confidential discussion to show you how CTR Group can benefit your organisation.

www.ctrgroup.co.uk

www.ctrtextiles.co.uk

info@ctrgroup.co.uk

0800 294 5584

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Moosh

►CORPORATE MEMBER◀

Moosh is a textile recycling company that sorts and grades used clothes and shoes for export. Our product is well known and sought after on the African and Asian market which is why we have now expanded our business to encompass charity shop collections to fulfill our guaranteed orderbook.



For charities we understand achieving the highest price for unwanted stock is essential but we also understand that honesty and a reliable service is just as important which is why we are proud to offer a refreshing new charity shop collection service which fulfills your needs.

Email: nick@mooshltd.co.uk or emily@mooshltd.co.uk <http://www.mooshltd.co.uk> 01322 440695

musicMagpie

►CORPORATE MEMBER◀

If you are looking for a straightforward way to clear excess books and media musicMagpie can help. It's a fast, easy and totally free way to sell books, CDs, DVDs, video games and tech, potentially getting more value than if you just send them for recycling. Simply get an instant price for your books (plus any CDs, DVDs, games and tech) using our website or barcode scanning app, pop everything into any box and send it to us for FREE – we can even send a courier to collect your items!



With our fast same day payments, you'll get paid on the same day your items arrive. It's the quickest, easiest way to sell your surplus stock for a fantastic price.

www.musicmagpie.co.uk books@musicmagpie.co.uk 0333 555 0101

Recyclatex

►CORPORATE MEMBER◀

Recyclatex (The Reuse and Recycle Group) is thrilled to partner with the CRA. Consisting of eleven companies, with over 500 years combined experience, we offer a nationwide professional service to charity retailers, with one point of contact.



By working with Recyclatex, charities can be sure that they are dealing with reputable and reliable businesses, who are part of the largest textile reuse and recycling group of companies in the UK.

Please contact us to see how we can help. Contact: Vanessa Knowles, General Secretary.

www.recyclatex.co.uk vanessa@recyclatex.co.uk 01942 886402 07584 083585

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RGN Textiles

►CORPORATE MEMBER◄

RGN (Textiles) Ltd take pride in delivering a first class service to our clients, allowing them to fulfil all their recycling needs. Based in Wakefield, Wolverhampton, and Sidcup, we employ a very charity experienced team, and collect from around 700 charity and hospice shops, collecting textiles, shoes, bric-a-brac, bedding, electrical items, toys and books. We aim to deliver a first class service to all our charity clients, which presently include;

British Heart Foundation, British Red Cross, Blue Cross, Cancer Research, Lighthouse Charity, RSPCA, Salvation Army, Scope, Shaw Trust, Sue Ryder, YMCA, plus several hospices (including St Oswalds, Kirkwood, Nottinghamshire, and Rotherham hospices) around the UK.

RGN Textiles pay a competitive rate, and always pay on time! We are completely independent, financially robust, built on solid foundations and very much here for the long term!

<http://www.rgn textiles.com>

scarlettamarsh@hotmail.co.uk

01924 264048

RTS Textile Recyclers

►LANYARD SPONSOR◄►WELLBEING SPONSOR◄►CORPORATE MEMBER◄

RTS Textile Recyclers are an eco-friendly company who are passionate about protecting our planet for future generations. We are focused on textile recycling and supporting our communities in the process, by implementing a zero land fill policy to reduce our carbon footprint.



www.rts textilerecyclers.co.uk

welcome@rts textilerecyclers.co.uk

0800 888 6050

Salvatex

►CORPORATE MEMBER◄

Salvatex Recycling Group offers a nationwide collection service for surplus **bric a brac** and **small electrical items**. With over 25 years' experience in waste management, we are proud of our longstanding relationships within the charity sector. We work with over forty different charity partners providing a professional and ethical route to gain additional revenue, significantly reduce waste costs and minimise any environmental impact.



www.salvatexrecyclinggroup.com

info@salvatex.com

01536 400002

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World of Books

► HEADLINE SPONSOR ◀ ► CORPORATE MEMBER ◀

World of Books collect and recycle surplus books from 3500 charity shops every week throughout the UK so we are likely to be collecting from a charity shop near you. We offer a reliable professional collection service and provide stack and nest tote boxes for ease of storage. We accept all surplus books (except wet books) and ensure that every book we collect is reused or recycled. Our service ensures maximum additional revenue for shops and minimum disruption, while reducing waste disposal costs and environmental impact.

Contact one of our Charity Liaison Administrators for more information or to set up your first collection.

Proud recipients of a Queens Award for Enterprise 2017

Winners of the MRW Retail recycler of the Year 2016

www.worldofbooks.com

charity@worldofbooks.com

01903 708193



Retail intelligence

ShopperTrak

► CORPORATE MEMBER ◀

ShopperTrak has 20 years' experience as a global retail intelligence expert. In that time, ShopperTrak has enabled thousands of retailers and shopping centres worldwide to increase revenue and profitability, by providing them with multi-dimensional data for clear cut decisions – so they can uncover extraordinary insight to increase profitability. Part of Tyco Retail Solutions, ShopperTrak is a trusted advisor to retailers and shopping centres in Europe, Asia and the USA.



Through unique retail technology and analysis solutions, key in-store and online profit opportunities can be identified in areas such as customer conversions, queue management, sales, marketing and merchandising. ShopperTrak also developed a now globally-recognised ShopperTrak Index, a set of national trend indexes measuring shopper numbers, which is relied upon by retailers and shopping centres across the globe as a consistent and trusted performance benchmark.

<http://eu.shoppertrak.com>

info.emea@shoppertrak.com

01494 460460

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VCA Technology

►CORPORATE MEMBER◀

VCA's analytics solutions have been successfully deployed across over 350,000 channels worldwide. As a cloud based solution, it is ready to be used out of the box or can be easily configured to match a charity store's specific requirements, providing a highly accurate method of capturing business intelligence on precise footfall numbers and heat maps to identify shopping trends, as well age & gender data.



The information is presented in an easy-to-read dashboard available locally, to a regional manager or to Head Office, offering a greater understanding of customer behaviour from the moment they enter a store, to when they leave. Key benefits are deeper analysis of conversion rates, highlighting peak time not just for shoppers but for high value sales, insights into better product placement, optimising staffing levels, providing better volunteer support & education. Simple monitors can be running video content promoting the charity, yet in an instant, switch over to recording incidents within a defined zone to deter theft and reduce shrinkage, as well as providing peace of mind for the volunteer.

VCA have a longstanding proven track record in the retail sector. Please don't hesitate to contact us to see how analytics can benefit your charity.

VCA Technology Ltd, Trident Court, 1 Oakcroft Road, Chessington, Surrey KT9 1BD

www.vcatechnology.com

andrew.frost@vcatechnology.com

Retail loss prevention services

Lodge Service UK

►CORPORATE MEMBER◀

Lodge Service are experienced providers of a wide range of loss prevention solutions which include:

- ✓ Bespoke mystery shopping, to provide feedback on customer service, point of sale integrity and Gift Aid compliance
- ✓ Shop and Head Office security, H&S and Gift Aid compliance audits
- ✓ Support to cash and stock loss investigations
- ✓ Security awareness training and support to lone workers



We provide national cover using an experienced team loss prevention managers, who are all sympathetic to the unique requirements of the charity retail sector.

www.lodgeservice.com

info@lodgeservice.com

07770 635929 / 01527 587150

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The voice of charity retail

Security

Burton Safes

►CORPORATE MEMBER◀

Burton Safes specialise in the provision of a variety of physical security solutions to many national retailers whilst also providing planned and reactive maintenance services for safe engineer's and locksmiths 24/7, 365 days a year.

Covering all brands of safes and locks, a single point of contact for all issues provides access to market leading reactive maintenance services.



Burton Safes boast average response times of less than 3 hours and an average time spent on site of under 1 hour, both keeping downtime and engineer costs to a minimum. Please feel free to contact our team for any further information.

www.burtonsafes.co.uk

enquiries@burtonsafes.co.uk

01484 663388

www.facebook.com/Burton-Safes-Ltd-654048444613587/

<https://twitter.com/burtonsafesltd>

Shop design, supplies, fittings and display

Acopia

►CHARITY RETAIL AWARDS SPONSOR◀►CORPORATE MEMBER◀

Acopia Group are a service driven organisation working with charities across the UK providing single source solutions in the supply of goods not for resale. This includes Packaging, Retail Consumables, Janitorial, Shopfittings, Print & Display and Shop Fit-out & Refit Solutions.



We are renowned for our honest flexible approach and the values of the charity sector are very close to our own deeply held values of Excellence, Integrity, Responsibility, Passion & Trust.

www.acopia.co.uk

charitysupport@acopia.co.uk

0845 075 6111

Hughes Escott

►CORPORATE MEMBER◀

With over 40 years in retail, Hughes Escott offer interior/exterior services including mechanical/electrical (NIC approved), signage, graphics, design concept, working drawings/specification, buildings & property maintenance. We operate across the UK.

www.hughes-escott.co.uk

sales@hughes-escott.co.uk

01793 840121



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Morplan

►CORPORATE MEMBER◀

We are dedicated in helping you realise your retail vision and stock over 7,000 products for retailers. Morplan is the one-stop for all your retail needs, offering everything from shop fittings, showcases and mannequins to carrier bags, hangers and tickets. Many products can be over-printed with your company name or logo.

Whilst our 172-year-old roots are deeply embedded in the fashion trade, and we still offer thousands of products expressly for use by fashion designers, garment manufacturers, clothing wholesalers and fashion retailers, over the last 15 years we have developed our ranges to appeal to every retailer. We now carry extensive ranges for jewellers, shoe shops, cafes, gift shops, furniture showrooms, florists and many more including:

Mannequins & Busts, Hangers, Steamers, Printed Swing Tickets, Shop fittings, Display equipment, Carrier Bags (which can also be printed with your logo), Acrylics, Attachments & Tagging Guns.

We can even help you design your store with our on-line 3D planning system allowing you, using your phone or tablet, to see the finished result before you buy.

So Why Morplan? We have:

- a dedicated team to help you whether you require a Tagging Gun, box of Hangers, help with display problems or need a 3D Design for a new store or a re-fit
- a dedicated Account Manager who can visit you and discuss your needs to make you stand out from your competitors
- preferential pricing for Charities

Contact us today online 24/7, call 0330 44 55 666 or visit our stores in London, Birmingham, Glasgow and Bristol.

www.morplan.com

sales@morplan.com

0330 44 55 666

Robert May of Holloway

►CORPORATE MEMBER◀

This year we are celebrating 50 years of supporting the retail sector with high quality shop fittings from around the world. In addition to helping you identify the right product, our friendly and knowledgeable staff are happy to assist you with developing new equipment and display concepts.

We have been working with the charity sector since 1987 and are proud to support the wide number of stores that raise money for good causes. Charities receive preferential rates on most of our products. As a vital part of the retail supply chain, Robert May takes every opportunity to purchase effectively from our global supplier base, helping to reduce costs and maximise profits for our customers.

www.shopfittingsonline.co.uk

sales@shopfittingsonline.co.uk

020 7272 5225



Shopfittings (Manchester)

►CORPORATE MEMBER◀

"Heritage, Quality & Expertise" supplying independents and multiples from our base in Manchester since 1864.

The ever changing retail environment means we are always re-inventing what we



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offer to you as customers and believe that good service means something different to every customer. We always try to ensure that you will enjoy personal product solutions, along with service levels which we can tailor to your individual requirements.

We understand that your customers need to recognise that your individual in-store brand identity need to be visually different from your competitors and we will always endeavour to help you achieve this quickly and in a cost-effective way.

We are constantly seeking to develop new products, finishes and materials and we feel that listening to both our customers and suppliers is crucial to this process. In summer 2017 we are going to open a brand new showroom and as much as it's our showroom we want it to be your space to discover what your shops can look like in the future.

We are a fun loving, passionate team who are ready receive your enquiries. So, no matter how big or small your VM or shop fittings project is, please give us a call and see how we could help you stand out on today's crowded high street. Within our company ethos we passionately believe that with profit comes responsibility to society.

42-50 Thomas Street, Northern Quarter, Manchester M4 1ER

<http://www.shopfittings-ltd.co.uk>

richard@4-shops.co.uk

0161 834 8943

Trade Lines Shop Equipment

►CORPORATE MEMBER◄

Suppliers of shopfittings since 1987 to the retail industry. Over 2000 products in stock ready for immediate dispatch. In house bespoke metal and acrylic manufacturers. Very competitive prices and special discounts for charities. Nationwide delivery. Online secure shopping. Free catalogue.



www.tradelines.co.uk

beeta@tradelines.co.uk

0121 236 3023

Steamers

Propress

►CORPORATE MEMBER◄

Your working partner for over 30 years generating increased revenue at point of sale. Propress steamers give unmatched results, performance, quality and reliability, instantly removing creases from all fabric for perfect presentation. Dedicated staff for fast-track service to charities. Health & Safety support.



www.propress.co.uk

info@propress.co.uk

020 8417 0660

Telecoms solutions

The Phone Co-op

►CORPORATE MEMBER◄

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Let's keep it simple. We are a telecommunications provider; that means we offer broadband, phone and mobile services to residential and business customers. We are also a consumer co-operative, and many of our customers become members, influence the way we're run and participate in our social and business activities.



As a socially responsible organisation, we offer honest and transparent prices, with no hidden charges, and aim to both make it easy and keep it personal. It's why you are greeted by people ready to help, instead of a long list of automated call options, when you contact our UK based customer service team.

www.thephone.coop/business

sales@thephone.coop

01608 434084

Textile Banks and refurbishment

Fairport Containers

► CORPORATE MEMBER ◀

Fairport Containers is the UK's leading refurbisher of waste containers and donation banks. A family run business with over 20 years of experience, we can offer you an extensive quality service. With three refurbishment centres in the North West, South West and South East, we offer national coverage to all of our donation bank customers. Each centre has the capability to fully refurbish your banks.



Fairport can offer full logistical support to you with our specially adapted Hiab wagons, trailers and moffetts at a highly competitive price. With customers such as The British Heart Foundation, Oxfam and Scope we provide the following services;

- Refurbishment, including fully shot blasting, painting and applying vinyls
- Storage facilities
- Transport
- Bespoke designs and modifications
- Campaign support
- Sell new manufactured and second hand banks
- Buy any second hand banks

www.fairportcontainers.co.uk/about/recycling-bank-services.aspx

www.WeBuyAnySkips.com

Melissa.Gee@fairportcontainers.co.uk

01257 476062

Waste disposal

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1st Waste Management

► HEADLINE SPONSOR ◀ ► BURSARY SPONSOR ◀ ► CORPORATE MEMBER ◀

1st Waste Management are now in our 9th year as a partner of the CRA and 6th year as a Headline Sponsor. We are delighted to be able to continue to offer the sector considerable savings on their waste services and now have the ability to offer extended services on clinical and medical waste streams. WE COULD SAVE YOUR CHARITY MONEY AND TIME!



www.1stwaste.co.uk

m.nicol@1stwaste.co.uk

01202 393001