

Dismantling racism in charity retail

Action plan

Building the foundations

- 1. Ensure our suppliers are committed to an EDI policy or process which acknowledges the need to tackle racism**
Current suppliers have been asked to show a visible commitment, whether a policy or plan, or willingness to begin the journey. Going forward, all suppliers need to supply this to be able to work with the CRA.
- 2. Visible/published EDI policy or plan, containing a commitment to anti-racism to be a requirement of Corporate Members as of April 2023**
We are currently asking our Corporate Members to have this ready so that they may renew their membership in April 2023. If they can't provide a commitment to anti-racism, they can't renew.
- 3. Work with an EDI consultant to guide our focus on diverse ethnic communities**
An EDI consultant was employed to shape our anti-racism plan, highlight what we needed to review, what staff and board learning was needed and what data we should capture.
- 4. Amend recruitment practices to a values-based approach, eliminating bias. Review where jobs are advertised**
Changes have been made, such as anonymising of applications.
- 5. Amend HR policies and procedures, with the help of an EDI expert**
The new staff handbook was released in September 2022 with policies across the board that promote diversity and inclusion.
- 6. Amend marketing imagery to remove bias and promote positive racial representation**
Website, newsletters and collateral all contain considered and racially diverse or non-specific imagery
- 7. Gather data:**
 - Commence external pay gap survey*
Members' pay gap survey has been released, August 2022 with report due in October 2022
 - Carry out a staff inclusion survey*
Carried out April 2021
 - Carry out a member-wide inclusion survey*
Published in April 2022

Training and learning

Our actions here ensure that inclusion and specific conversations about race are present with staff from pre-employment and throughout the employment life-cycle. Staff and board received EDI training as part of this plan in April 2021, and this is now built into staff and board inductions. The CEO and Chair of the Board received on-to-one EDI coaching in February 2021. All training and coaching is ongoing and not considered complete.

Board and governance

A review of Board composition is currently underway to ensure representation from diverse ethnic groups. This should be complete for the current Board by the end of 2022 and is, of course, ongoing. We have a commitment to all voices being heard at Board meetings and a review of this action plan at every Board meeting.

Staff conversations

We have a commitment to ensure the working environment is comfortable for diverse ethnic groups - and as we all work from home - we believe this is achieved. Our team meetings ensure that all staff voices are heard and this action plan is reviewed monthly.

Membership conversations

We ran a focus group in July 2021 to ask our membership what they thought we should be doing in the diversity space, as we recognised that some were already doing great work in this area and could advise us. We tried to ensure diverse ethnic representation at the group, and also have a commitment and call for more diverse representation across all CRA meetings - addressing barriers to attendance. Hybrid meetings address resource and geographical barriers. But we need to do more.

We are committed to transparency in our diversity and inclusion work, so this plan is shared and talked about regularly in our member communications.

More specific member-facing actions include the following:

- We issued guidance on dealing with racist incidents in shops and helping members report hate incidences in March 2021 - which is reviewed annually.
 - We are committed to researching and reporting on the ethnic makeup of the sector staff and volunteers. We will encourage and guide many of our members to be able to have the data to hand to make this possible.
 - We ran a member event focused on recruitment, retention and progression of staff from diverse ethnic groups in February 2021 with a view to making the subject a permanent fixture in the meeting schedule. We are currently reviewing where this discussion fits in the CRA member meeting structure - recognising that it fits across the board - but assessing the need for a dedicated provision.
-

Still to do

We committed to issuing **public-facing communications** that support a zero tolerance approach to racism in shops, but we need to be able to gather data from our members to inform these communications - and as yet this data is widely unavailable.

Charity Retail Association[®]

The voice of charity retail

We committed to creating **a narrative approach in our communications** to share the stories and experiences of diverse ethnic groups in charity retail. We now have staff resource in the CRA to be able to do this and will commence before the end of 2022.

A version of **this plan is to be made available to our membership**, for those that need it, in order to commence their own commitments and journeys in anti-racism.

Longer term, our overt approach to anti-racism will **include all forms of discrimination**.

October 2022