

**Charity Retail Association<sup>®</sup>**

The voice of charity retail

**25 YEARS**



**Member Resource Directory  
2024**



**Where to  
find key  
member  
benefits**

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Click on the headings below to find the resources you need. Can't find something? Email [alex@charityretail.org.uk](mailto:alex@charityretail.org.uk)

## **Business directory**

View a list of suppliers of products and services to charity retailers - all from the CRA's corporate membership.

## **Shared resources and templates from members**

Policies, new schemes, templates ... if what you are looking for isn't here, ask us and we'll aim to get hold of it for you.

## **Conference and awards**

Use these links to keep abreast of conference and awards news.

## **Consultation responses**

The CRA's latest responses to government proposals that affect the charity sector.

## **Cost of living - ideas for charity retailers**

Ideas for charity retailers on how to respond to the cost of living crisis.

## **Cyber Security**

The National Cyber Security Centre has provided a range of resources for organisations to develop their Cyber Security measures.

## **Equity, Diversity, Inclusion**

Guidance and examples of EDI at work in charity retail.

## **Events**

Signposting to booking and information for our special interest groups, network meetings, conferences, webinars and more.

## **Event (post-meeting) resources**

A library of meeting notes and presentations given at:

- [Special interest groups](#)
- [Small Retail Chains](#)
- [Charity Retail Conference presentations](#)

## **Forum (members' online Q&A)**

Put your questions to sector colleagues for guidance and tips on challenges you may be facing.

## **Gift Aid**

HMRC approved training manual, introductory FAQs and template documents

## **Health & safety and fire safety**

H&S compliance checklist, fire safety on the shop floor, model risk assessment and more, [here](#) (go to Health & safety and fire safety section).

Digital and hard copies of our low cost H&S guide and posters, and fire safety guides, [here](#).

## **Legal advice**

Access to free, confidential advice from Employment Law, HR and H&S specialists WorkNest.

## **Mentoring**

Build an effective mentoring relationship, where you can either explore areas of your professional life you wish to develop, or give back by offering your own expertise. A managed matchmaking service.

## **People management / human resources (staff and volunteers)**

Handling abuse and harassment from customers, safeguarding, volunteer and employment law, under 16 volunteers, [here](#) (go to people management section).

And Volunteer toolkit, [here](#).

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## **Policy guidance**

Sale of goods: Guidance on selling just about anything!

Waste and recycling: Resources on carrier bags, WEEE, council waste charges, plastic packaging tax and waste management guidance.

General: General trading policy, data protection and Brexit and more.

Property and business rates: Including tenants and the right to rent and recouping rent after a break date.

## **Pricing**

Guidance and a brands list from The Charity Retail Consultancy.

**Property** - See above in Policy guidance

## **Recruitment**

Low cost vacancy listings for CRA members.

## **Reports / research – sales, workforce and more**

Up to date sector stats primarily on sales, but also specialist topics such as workforce (including salaries) and cost of energy.

## **Safeguarding**

The tools you need to set up a licensing scheme for your shops, so that they can visibly be seen to conform to your safeguarding requirements.

## **Security and handling retail crime**

In partnership with Lodge Service, our security manual highlights practical, simple and cost effective measures to help improve security and reduce loss from theft. Accompanied by a security hotline offering free, confidential advice on any security or loss prevention matter. Plus comprehensive signposting to deal with retail crime.

## **Shop audit - basic**

From first impressions created by your shop front to shop floor and back room, this template incorporates merchandising, health and safety, security, staff and volunteers, messaging, paperwork and Gift Aid.

## **Social value / Social return on investment**

A framework to help your charity demonstrate its contributions to the local community, high street and environment in five main areas where charity shops generate additional social value.

## **Social media campaign assets and marketing calendar**

You can use our assets in conjunction with our social media campaigns, or use them as inspiration to create your own campaigns.

## **Stock**

- [Donated clothes pricing tips](#) and [the legal perspective](#)
- [Trader Recycling Universal Standard \(TRUST\) certification](#): An audit for the recycling industry across five categories: Legal compliance and transparency, health and safety, working conditions, environmental sustainability, and transportation. We strongly encourage all charities to use TRUST accredited recyclers.

## **Sustainability, case studies and resources**

Resources for your retail operation to cut carbon emissions and run in a more sustainable way.

## **Training**

Charity Retail Learning is a collaboration between the Charity Retail Association and The Charity Retail Academy providing charity retail specific training.

## **Volunteer toolkit, case studies and resources**

A comprehensive and detailed resource, specifically developed for charity retail, covering all areas of volunteer management.

## **Wellbeing**

Expertly curated wellbeing resources from the Retail Trust to support the emotional, physical, vocational and financial wellbeing needs of you and your retail colleagues.

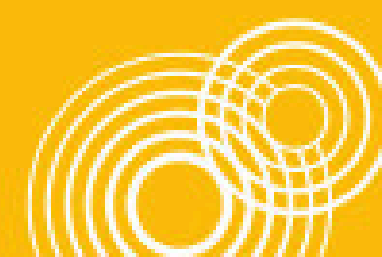


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