

## Review of the Year and AGM

**Date:** Thursday 14 November 2024, 10am – 12noon

**Venue:** virtual, on Zoom

**Supported by:**



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### Agenda

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| 10am    | <b>Welcome and introduction</b> – <i>Emma Peake, Chair, Charity Retail Association</i>  |
| 10.10am | a) Approval of the Minutes of the 21 November 2023 Annual General Meeting<br>b) Approval of the Annual Report and Statement of Accounts for the year ended 31 March 2024<br>c) Notification of retiring Directors and Elections to the Board<br>d) Appointment of accountants for the Company   |
| 10.30am | <b>Review of the year</b> – <i>Robin Osterley, Chief Executive, Charity Retail Association</i>  |
| 10.45am | <b>Driving profitability in charity ecommerce</b> – <i>AI Listing Monster</i><br><br>Growing the bottom line contribution of your charity ecommerce platform is about A) increasing turnover, but also crucially B) doing so efficiently. In this session, we'll discuss overcoming profit challenges in charity ecommerce, and best practices for building an AI-enabled workflow that delivers better productivity and profitability. |
| 11.15am | <b>Keynote: Why I love charity retail</b> – Mark Russell, Chief Executive, The Children's Society and winner of Most Supportive Chief Executive at the Charity Retail Awards 2024   |
| 11.45am | <b>Final questions</b>  |
| 12noon  | <b>Close of meeting</b>   |