

**Minutes**  
**Retail Forum Working Group**  
**Future of Retail – Digitalisation and Skills Working Group**  
**Meeting 4**  
**29 NOVEMBER 2022**  
**CHATHAM HOUSE RULES APPLY**

**Attendees:** Appendix A

**Minutes:** The minutes from this meeting are to be agreed under Silence Procedure and will be available on [www.enterprise.gov.ie](http://www.enterprise.gov.ie)

The following specific actions for the Digitalisation and Skills Working Group in the Retail Forum Work Programme 2022/2023 are now complete but will continue to be monitored.

- **Action 6** Ensure there is adequate provision of training available to the retail sector for its continued development
- **Action 8** Ensure that the retail sector is engaged in Continuing Professional Development

Comments arising under the remaining actions

- **Action 7** Raise awareness of existing and new skills training initiatives available for the retail sector
  - *List of training to be made available to members and wider retail stakeholders and on the retail webpage.*
- **Action 9** Promote retail as a career of choice
  - *Job Vacancy numbers would be worse if it was not for the energy crisis – retailers are not hiring*
  - *Benefits of conducting a social media campaign to promote sector as career of choice.*
  - *Explore existing career platforms e.g. careers portal which could spotlight the retail sector*
- **Action 10** Ensure there is adequate provision of digital training available to the retail sector for its continued development
  - *RF and Secretariat to explore the use of AI in the Retail Sector and the training available.*
  - *General sentiment that businesses are ‘time poor’ when it comes to training. Investment in digitalisation could free up time.*
- **Action 11** Raise awareness of existing and new digital training initiatives available for the retail sector
  - *As Action 7 - List of training to be available*
- **Action 12** Consider how businesses with demonstrable and proven potential can develop and grow capacity online
  - *Group to consider how to address support for a digitalisation scheme for ambitious under 10s – what would a scheme look like and who is it for? Data on types and numbers of companies who would be eligible is needed.*
- **Action 13** Encourage retailers to self - assess their level of digitisation (technology) in retail businesses
  - *Members had been made aware of the Skills for Better Business self-assessment tool during bilateral discussions. The issue of being ‘time poor’ arose at the meeting.*
- **Action 14** Assist the retail sector to identify future trends and developments in relation to digitisation of business processes
  - *General support for a ‘Digitalisation for micro’ scheme expressed.*

**Actions:**

DETE and WG to explore opportunities for social media campaign.  
 WG and DETE to consider AI Expert to attend a WG meeting in 2023  
 Date of next meeting to be forwarded to the Working Group in early 2023

## Appendix A

**Retail Forum Working Group  
Future of Retail – Digitalisation and Skills Working Group**

**Attendees**

<b>Organisation</b>	<b>First Name</b>	<b>Surname</b>
Department of Enterprise, Trade and Employment (DETE) (Chair)	Deborah	Dignam
BWG	Cathy	Kearney
Chambers Ireland	Shane	Hughes
CSNA	Vincent	Jennings
DETE	Mary	Cullen
Mandate	Gerry	Light
Retail Excellence	Duncan	Graham
Retail Ireland Skillnet	Roisin	Woods

**Department of Enterprise, Trade and Employment  
December 2022**