



# Retail Forum Working Group Minutes: Future of Retail – Digitalisation and Skills

## 5 June 2024

### Meeting 10

#### **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)

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#### **Item 1: Welcome**

The Chair welcomed attendees.

#### **Item 2: Presentation from DETE Digital Economy and Regulation Unit on Industry Levy under the Digital Services Bill (Action 7)**

Comments Arising:

- Retail section sought information on the number of retail/locally traded intermediary service providers operating in Ireland. DETE colleague confirmed that there are over 400 ISPs in Ireland identified in a study conducted last year. Comisiun na Mean will be conducting further investigations into the types of services provided/ sectors covered by the ISPs.

#### **Item 3: Presentation from DG Grow on progress of Transition Pathways for a more resilient, digital and green retail ecosystem (Action 6)**

Comments Arising:

- Retail Section asked if retail bodies/retailers have submitted concrete pledges or commitments regarding the implementation of the Pathways. Commission confirmed that the invitation to submit Pledges hasn't issued. However, there are examples of best practice being carried out by retailers and these examples of best practices will be available on the Online Platform that is to be launched in 2025.

#### **Item 4: AOB**

A DETE official from Entrepreneurship and Small Business unit provided a brief update on the digital supports that were announced by Minister Burke in recent weeks. The Digital for Business consultancy voucher will be available to all sectors with up to 50 employees. The Trading Online Voucher will also be available to businesses with up to 50 employees with the funding increased doubled to €5,000 or 50% of costs.

The Chair highlighted why the Digitalisation and Skills Working Group was established and reiterated the need for feedback from the Group with current and/or future issues impacting the retail sector. She added that the retail section will continue to identify

topics for the agenda but want to make sure that relevant topics are not overlooked. The Chair said that it is proposed to rotate the role of the chair. This will see a member of the Working Group chair the Working Group meeting.

The Chair also highlighted the current Digitalisation and Skills actions in the Retail Forum Work Programme, which she said can be revisited and invited members to put forward actions.

**Comments Arising:**

- A Retail Representative body asked that the criteria for the digital supports are put in a note and circulated to the Group.
- Regarding the Work Programme, a member of the Working Group mentioned that there is scope to hold a Workshop to discuss ideas/issues relevant to the Digitalisation and Skills Working group.
- A Retail member supported the idea of a Workshop to discuss issues face-to-face.

The Chair agreed with the points raised. The Chair reemphasised the need for members to engage with the Retail Section on topics that impacted the sector and said that DETE could facilitate a Workshop in Kildare Street.

**Actions:**

- Copy of the presentations to be forwarded to Working Group members and placed on the Retail Sector in Ireland webpage.
- Information note on digital supports (TOV and Digital for Business Consultancy voucher) will be circulated to the Working Group.
- Information regarding a proposed Workshop for the Digitalisation and Skills Group will follow.

**Retail Section  
Department of Enterprise, Trade and Employment  
6 June 2024**

## Appendix A

### Retail Forum Working Group: Future of Retail – Digitalisation and Skills

#### Attendees

<b>Organisation</b>	<b>Representative</b>
Department of Enterprise, Trade and Employment (Chair)	Marian Cassidy
Chambers Ireland	Shane Hughes
CSNA	Vincent Jennings
Eason	Lisa O'Brien
LEO	Kathleen Prendergast
Retail Excellence	Jean McCabe
ICTU	Gerry Light

#### Presenters

<b>Organisation</b>	<b>Representative</b>
Department of Enterprise, Trade and Employment	Kathy O'Donoghue
Department of Enterprise, Trade and Employment	Aisling O'Driscoll
DG Grow	Joanna Zawistowska