



**INDEPENDENT ELECTRICAL RETAILERS
KITCHEN & BATHROOM RETAILERS
SERVICE AGENTS & SUPPLIERS**



MEMBERSHIP BENEFITS

2021/22

retra@retra.co.uk

www.retra.co.uk

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Introduction by Howard Saycell...

Retra Chief Executive Officer

I would like to thank you for your continued support as a Retra Member and welcome new members who have recently joined.

This has been another challenging year both for businesses and individuals. Throughout the difficult times Retra continued to maintain a full service to the membership, offering individual advice via the Helpline and all the latest guidance via the Retra website. I am pleased to say that more of our members have used our services on a regular basis than ever before. The Retra website remains the “go to” place for advice on Covid-19.

Retra was established over 75 years ago for the benefit of Independent Electrical Retailers and we are proud to be the leading Independent Electrical Retailers Association in the UK today. Outlined in this brochure are the extensive Retra Member Benefits for the new 2022 membership year. These include details of specially negotiated ‘member only’ rates and offers.

Retra also represents your views at a national level, maintaining dialogue with manufacturers, Government and other key organisations in supporting your needs. On your own, your voice is unlikely to be heard but, when added to those of our other members, you become a force to be reckoned with.

Should you require any further information on any of the benefits please call us in Bedford on **01234 269110**.

Whilst this brochure outlines what we currently offer we will be adding further services during the year which will be announced in Alert and Bytes, so please watch out for them.

over
80
YEARS
of industry experience

over
700
MEMBERS

over
1000
OUTLETS



Howard Saycell

Retra Chief Executive Officer

Benefits Summary



Retracare Extended Warranty Packages

Read more on page 6

For over 25 years Retracare have been providing electrical retailers with industry leading warranties for electrical goods and a first class solution for cover against breakdown and accidental damage in the home.



Free Legal Helpline

Read more on page 4

Our team can help you with business queries from health and safety, employment law & GDPR to obtaining help with dispute resolution, consumer rights and much more.



Free Training

Read more on page 7

Our award-winning e-learning platform ensures that your sales team is fully skilled, knowledgeable and compliant. Our Business Development Manager will also visit for free one-to-one or group classes at your convenience.



Associate Partner Services

Read more on page 12

Our expanding directory of Associate Partners provides Retra members with direct access to specialist resources from manufacturers, service providers, training companies, industry bodies and much, much more.



Hitachi Partner Finance

Read more on page 10

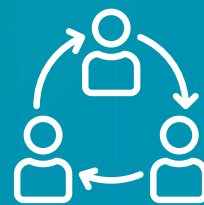
Take advantage of our flexible and competitive retail finance packages such as Buy Now Pay Later and Interest Free Credit to enable customers to purchase the technology products they want today.



Business Insurance

Read more on page 9

Our comprehensive business insurance is designed to meet the needs of all our members. Includes liability insurance and bespoke risk management services to provide all-round protection.



Centre Meetings & Conference

Read more on page 18

Our ever-popular Events provide unmissable opportunities for members to grow their networks and gain deeper insight into the technologies and trends shaping our industry.



Restriction of Hazardous Substances

Read more on page 13

Working with REPIC we can help you safely and legally dispose of your waste electrical and electronic goods easily for free. Conditions apply.

Benefits Checklist

Are you making the most of all the benefits Retra offers our members?

Use the list below to make sure you're not missing out:

- ✓ *Retracare Warranty Packages*
- ✓ *Free Retracare Training*
- ✓ *Retracare Dealer Portal*
- ✓ *Hitachi Partner Finance*
- ✓ *Signed up to our e-learning Platform*
- ✓ *Business Insurance*
- ✓ *Retra Risk Assist*
- ✓ *Legal Helpline*
- ✓ *Dispute Resolution Assistance (ADR & ODR)*
- ✓ *GDPR Advice*
- ✓ *Restriction of Hazardous Substances*
- ✓ *Save Money on Retail Systems*
- ✓ *Save Money on your Business & Personal Finances with Birmingham Bank*
- ✓ *Associate Partner Resources*
- ✓ *Retra Conference and Centre Meetings*
- ✓ *Alert Magazine*
- ✓ *Bytes e-newsletter*
- ✓ *Blink Card Payments*

Discover the Benefits

The UK'S largest association for business in the Electrical Retail industry

Representing 700 members operating from over 1,000 outlets Retra is the largest trade association working in the UK's electrical retail industry. For more than 75 years we have been working tirelessly to champion the interests and support the needs of our members, providing electrical retailers and servicing companies large and small with an infrastructure of valuable support.

Here to help you grow and adapt

We can help you adapt to change. We can help you transform your business. We can help you protect your interests, your employees and your customers and work with you to achieve stability and sustainability even through uncertain times.

With our network of trusted associates and partner services, with our experienced Board personnel and our influence at the highest level, Retra is perfectly placed to help our members' businesses adapt and grow. You can go it alone, but with Retra at your back, you don't have to.

Legal Helpline

If you need to talk to someone quickly regarding a legal issue then you can call our Legal Helpline on **01234 269110** or email us on **retra@retra.co.uk**. We can help you with:

- | | | |
|-------------------|-------------------|----------------------|
| ✓ Consumer Law | ✓ New Legislation | ✓ Employment Law |
| ✓ Property Law | ✓ GDPR | ✓ FCA Compliance |
| ✓ WEEE Compliance | ✓ Health & Safety | ✓ Dispute Resolution |

We will provide you with expert advice, recommendations on how to proceed and refer you to the right professional service if required. All conversations conducted through the legal helpline are private and confidential.



The personal touch

Retra is based in Bedford and we have a team of great people on hand to offer advice and support to all our members.



Howard Seycell

Chief Executive Officer
Retra
01234 269 110
howard.saycell@retra.co.uk



Matt Sheldrake

Director
Retracare
07502 313 696
matthew.sheldrake@retra.co.uk

Pat Sheldrake

Company Secretary
Retra
01234 269 110
pat.sheldrake@retra.co.uk

Louise Dickson

Accounts
Retracare
0330 058 1770
louise.dickson@retra.co.uk



No matter where you are in the country members can contact Retra to discuss their needs and ensure they are getting the most from their Retra membership.

**Our office team is no more than
a phonecall away.**



01234 269 110



retra@retra.co.uk



www.retra.co.uk



Retracare Warranty

Whether you're an independent retailer or a prominent manufacturer, we have the expertise to support your business. Retracare is a Point-of-Sale warranty provider offering Promotional and extended warranties.

Retracare extended warranty offers:

WIDE COVER RANGE

Retracare warranty is flexible enough to provide mechanical and electrical breakdown cover for an extensive range of white and brown goods with up to 5 years of cover.

ZERO HASSLE

Our service team and market-leading technology take care of everything for you. Telephone calls, customer administration, documentation and management information are all just part of our market leading service.

UNLIMITED REPAIRS

As standard, Retracare includes unlimited repairs up to the original product value for the duration of cover.

NEW FOR OLD REPLACEMENTS

In the unlikely event that we are unable to repair your customer's product Retracare will offer a replacement product of equivalent or similar specification via you, the dealer.

COMPLETE PARTS & LABOUR COVER

There are no hidden fees with Retracare. Your customers can rest assured that their cover includes the cost of parts, labour and call out charges.

UK BASED CALL CENTRE

We understand that your customers can't control when their appliance fails. That's why our UK call centre is open seven days a week to help your customers with general queries when making a claim.

BECOME AN APPROVED REPAIRER

Retracare offers retailers the option to become part of our approved national repair network, meaning that your customers remain your customers when they need a repair. Ensuring not only customer retention but additional income from repairs you undertake.

ONLINE TRADING & REPORTING

Our online trading platform provides both point-of-sale and post-sale fulfilment options.

Why use our state of the art online retracare dealer portal?

- ✓ Easy to manage
- ✓ Full visibility of all policies you've sold
- ✓ Track claims that are in progress
- ✓ Maintain your dealer-customer relationship at all times
- ✓ 50% mark-up opportunity

Need help selling warranty? Take advantage of Retra free training and sign up to our award-winning e-learning training platform. See opposite page for more information.



For further information about Retracare and how you can start trading call:

Matt Sheldrake on: **07502 313696** or Email: **matthew.sheldrake@retra.co.uk**

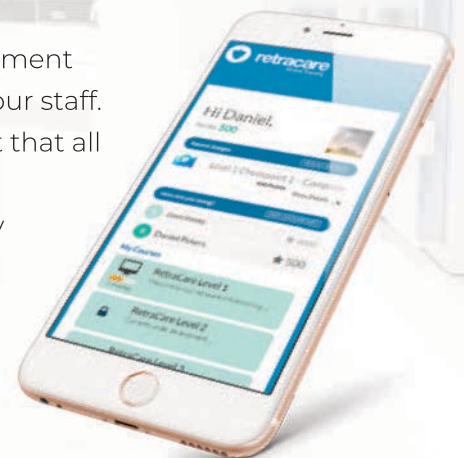
Industry leading training solutions

Following its launch in the summer of 2015 our headlining e-learning platform went on to win the Innovative Electrical Retailing Award for **Best Industry Training**. Featuring a wealth of interactive modules complete with quizzes, walkthroughs, downloadable guides and 10 specially-filmed training videos of exceptional quality, this innovative training has helped hundreds of our members and their sales staff get to grips with the intricacies of selling finance and warranty without anyone having to leave their stores.

Since then we've updated the content to include new courses on **Solution Selling Skills** and **Selling with Finance**. We've added new certificates for those who complete the courses, and we've tweaked the IT to ensure it runs seamlessly on any current device and browser.

This year we're also taking our training out to you. Our Business Development Manager can visit your stores to deliver **Retracare training** to you and your staff. With market conditions as they currently are, it is increasingly important that all our members take every opportunity to ensure they stay competitive and strong, and great training, free of charge to our members, is an easy way of helping that happen.

Retra members can sign up to our e-learning portal today.



Register for free at www.retra.t21training.uk and if you'd like to talk to us about organising a classroom-based face-to-face training at your location, contact **Mike Vernon** 07768 192 519



Personal & Business Finance with Birmingham Bank Ltd formerly Bira Bank

Retra and **Birmingham Bank** are working in partnership to provide highly competitive lending and savings products for your business and personal needs. This facility is open to Retra members who have been a member for six months or more.

Different Name – Same people and standards of service

The new Birmingham Bank was launched in January 2021 following the acquisition of Bira Bank by Lee Bushell, the Chairman of the Bushell Investment Group.

From its Birmingham base, the Bank aims to serve SME businesses in the Midlands and throughout the UK.

Lending:



Loans

New and used vehicles (personal or business) and business equipment, helping you to spread the cost with only a modest deposit.

- No lending or early repayment fees or charges.
- Quick decision and you will speak to the lenders.
- Simple application process.
- Available for all items of a capital nature or connected with the business, i.e., cars, vans, trucks, tractors, farm equipment, computers, machinery, point of sale equipment, alarm and security systems, new shop-fittings and showrooms, can be financed.
- Loans also available on same terms for your staff.



Rates

Competitive rates all year round, visit the rates section on Birmingham Bank website for the latest rates.



Repayment

Easy to arrange monthly repayments by standing order, spreading the capital cost up to 5 years and helping cashflow.



Insurance

Please note that comprehensive insurance of all items covered by the loan agreement is the responsibility of the member.



New Vehicle Discounts

Discounted new vehicles available to Retra members from a range of manufacturers (Ford/Toyota/Peugeot/Citroen/Fiat) when acquired under the Bira Vehicles scheme – visit:

www.bira.co.uk and when using a Birmingham Bank Vehicle Loan.



Savings

A range of saving accounts from regular savers to deposit accounts and ISA's. To see their full range, visit the savings section on the **Birmingham Bank** website.

If you would like to now more, simply speak to us or contact **Birmingham Bank** directly quoting **Retra**.

Tel: **03330 048048** Visit: **www.birminghambank.com**

or Email: **info@birminghambank.com**

BIRMINGHAM BANK LIMITED is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services register No. 204478) Registered office: Registered office: 8th Floor, Lyndon House, 62 Hagley Road, Edgbaston, Birmingham, B16 8PE. Registered in England. Company No. 0555071



Bespoke Insurance Services for the Electrical Industry

Arranged by the experienced team at Gallagher, Gallagher **Electracare** is a specialist insurance product designed especially for Electrical Retailers, Installers and Repairers.

Established in 1992, the Gallagher Electracare product has been extended and improved over the years to keep up to date with the changing demands of the fast-moving Consumer Electronics Industry. By providing a bespoke solution specifically tailored for those in the Electrical Retail sector, Retra Members can enjoy enhanced protection for their business.

Retra Members who sign up to Gallagher Electracare will receive free access to **Retra Risk Assist**, a risk management website and resource centre containing a wealth of information to help you in establishing and maintaining a safe and productive working environment.

To take advantage of **Gallagher Electracare**, contact **Gavin Driver** on **01202 647441**

Retra Risk Assist

Retra Risk Assist is a comprehensive online risk management website and resource centre which provides Retra members with the means to manage all aspects of staff employment and workplace safety. There is a wealth of advice and documents available to help you manage areas such as Occupational Road Risk (ORR), External Area Hazards, Fire Emergency Evacuation, Manual Handling, Working at Height and Pedestrian and Vehicle Movement.

The Business Continuity Area encompasses the management processes that identify potential threats that could impact on a business' ability to provide its customers with products or services, and the actions needed to ensure the immediate future following any major disruption.

There's a dynamic e-learning portal designed to coach staff upon the key areas of risk assessment, and an 'Ask the Expert' service is also available. Retra Risk Assist also alerts members to changes or current issues which may impact your business.

Retra Risk Assist is free to members who hold a current Gallagher Electracare insurance policy for their business.

For other members, it is available for purchase via the team at Gallagher for an annual fee.

The Radio, Electrical & Television Retailers' Association (RETRA) Limited is an Introducer Appointed Representative of Arthur J. Gallagher Insurance Brokers Limited which is authorised and regulated by the Financial Conduct Authority. Registered office: Spectrum Building 7th Floor, 55 Blythswood Street, Glasgow, G2 7AT. Registered in Scotland. Company Number SC108909.



To find out more, go to
www.retrariskassist.co.uk

or

Contact Gavin Driver

01202 647 441

Gavin_Driver@AJG.co.uk

Novuna Personal Finance

Industry-leading retail finance

For many years Retra has been working in partnership with Novuna Personal Finance, (formerly Hitachi Capital Finance), the UK's leading retail point of sale credit provider. Through Novuna we offer our members superb retail finance packages designed to enable more customers to purchase the essential and desirable technology products they want right away.



Electrical Purchases

Countdown Interest Bearing & Interest Bearing Credit

Contact:

Matt Sheldrake: 07502 313696

matthew.sheldrake@retra.co.uk

Buy Now Pay Later

Term	Loan Amount	APR	(-Subsidy + Commission)	Early Settlement Fee
6/48	£200 - £25,000	16.9%	0.00%	£29
9/48	£200 - £25,000	16.9%	-0.75%	£29
12/48	£200 - £25,000	16.9%	-2.55%	£29

Interest Bearing (19.9% APR)

Term	Loan Amount	APR	(-Subsidy + Commission)	Early Settlement Fee
24	£250 - £25,000	19.9%	+1.50%	-
36	£250 - £25,000	19.9%	+5.00%	-
48	£250 - £25,000	19.9%	+9.00%	-

Interest Free

Term	Advance Band	APR	Subsidy (%)
6	£500 - £749	0%	-6.80%
6	£750 - £999	0%	-6.00%
6	£1,000 - £1,499	0%	-5.32%
6	£1,500 - £25,000	0%	-4.50%
Term	Advance Band		Subsidy (%)
10	£500 - £749	0%	-8.60%
10	£750 - £999	0%	-7.50%
10	£1,000 - £1,499	0%	-6.53%
10	£1,500 - £25,000	0%	-5.53%
Term	Advance Band		Subsidy (%)
12	£500 - £749	0%	-9.00%
12	£750 - £999	0%	-7.40%
12	£1,000 - £1,499	0%	-7.11%
12	£1,500 - £25,000	0%	-5.80%
Term	Advance Band		Subsidy (%)
18	£500 - £749	0%	-12.10%
18	£750 - £999	0%	-10.46%
18	£1,000 - £1,499	0%	-9.00%
18	£1,500 - £25,000	0%	-8.50%



Home Improvement Purchases

Countdown Interest Bearing & Interest Bearing Credit

Buy Now Pay Later

Term	Loan Amount	APR	(-Subsidy + Commission)	Early Settlement Fee
6/48	£200 - £25,000	16.9%	0.00%	£29
9/48	£200 - £25,000	16.9%	-0.75%	£29
12/48	£200 - £25,000	16.9%	-1.90%	£29

Interest Bearing (19.9% APR)

Term	Loan Amount	APR	(-Subsidy + Commission)	Early Settlement Fee
24	£500 - £25,000	9.9%	-2.08%	-
36	£500 - £25,000	9.9%	-1.89%	-
48	£500 - £25,000	9.9%	-1.53%	-
60	£500 - £25,000	9.9%	-1.11%	-
72	£500 - £25,000	9.9%	-0.57%	-

Interest Free

Term	Loan Amount	APR	Subsidy
12	£2,500 - £2,999	0%	-5.72%
12	£3,000 - £3,499	0%	-5.61%
12	£3,500 - £3,999	0%	-5.53%
12	£4,000 - £25,000	0%	-5.23%
Term	Loan Amount	APR	Subsidy
24	£2,500 - £2,999	0%	-9.17%
24	£3,000 - £3,499	0%	-9.00%
24	£3,500 - £3,999	0%	-8.88%
24	£4,000 - £25,000	0%	-8.43%
Term	Loan Amount	APR	Subsidy
36	£2,500 - £2,999	0%	-13.17%
36	£3,000 - £3,499	0%	-12.92%
36	£3,500 - £3,999	0%	-12.76%
36	£4,000 - £25,000	0%	-12.09%
Term	Loan Amount	APR	Subsidy
48	£2,500 - £2,999	0%	-16.74%
48	£3,000 - £3,499	0%	-16.44%
48	£3,500 - £3,999	0%	-16.23%
48	£4,000 - £25,000	0%	-15.43%
Term	Loan Amount	APR	Subsidy
60	£2,500 - £2,999	0%	-19.87%
60	£3,000 - £3,499	0%	-19.20%
60	£3,500 - £3,999	0%	-19.33%
60	£4,000 - £25,000	0%	-18.39%



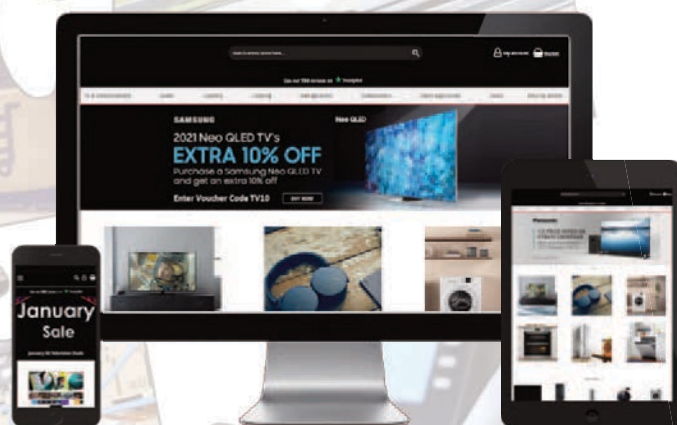
Boost efficiency with Calculus Software Solutions

In-Store

Mobile

Online

Retra's partnership with Calculus enables members to take advantage of a wide range of essential cutting-edge software systems from the market-leading provider, including EPOS, stock management and e-commerce.



Streamline your daily operations including your retail sales system, customer database and billing process, rental and maintenance agreements, finance, booking and tracking your deliveries, service jobs, installations and more...

Calculus Software Solutions can help you boost your sales, your profitability and your reach.

0845 125 9192

email: sales@findesolutions.com

web: www.findesolutions.com

20 calculus
Years
OF EXCELLENCE

“ W E L E A D ... O T H E R S O N L Y F O L L O W ”

WEEE Disposal & Recycling



Working in partnership with Retra, REPIC the largest not for profit household Waste Electrical and Electronic Equipment (WEEE) Compliance Scheme in the UK, can offer you advice on all aspects of your obligations under the UK WEEE Regulations. In some situations, RETRA members may also qualify for free collections of WEEE from REPIC.

How does the legislation affect you?

As a retailer, you may be a distributor as defined in the WEEE Regulations where you make an item of EEE available on the market. If you are a Distributor, you may have obligations to facilitate customer 'take-back' of their waste electrical and electronic equipment (WEEE) and provide information on recycling. There are different rules for EEE Distributors and retailers depending on the nature and size of your retail activity..

In addition, under the Waste Batteries and Accumulators Regulations, if you sell more than 32 kilogrammes a year of portable batteries to end users you must also accept waste portable batteries back from end users without charge. Find out more about your obligations as a distributor and how REPIC can help you at:

<https://repic.co.uk/retailers-distributors/>

REPIC Services

REPIC operates producer compliance schemes for WEEE, waste batteries and packaging. They can advise you on your obligations as Distributors of these products, including managing WEEE and waste portable battery collections, where you are required to do so.

REPIC's national network means they can facilitate WEEE and waste portable battery collection, transportation and treatment services throughout the UK. You can have confidence in their compliant, fully auditable and transparent treatment routes delivered by approved treatment facilities.



For more information please visit **www.repic.co.uk**



We're here for you.

For nearly 200 years we've been championing health and wellbeing in retail. We'll always be here for you, whatever twists and turns life might take.



Free, confidential support, 24 hours a day
retailtrust.org.uk 0808 801 0808

The Blink logo, featuring the word "blink" in a bold, blue, sans-serif font.The Retra logo, featuring a stylized blue 'R' followed by the word "retra" in a blue, sans-serif font.

**Exclusive
Partnership With**

blink



Blink, home for all things payments, offer a widely acclaimed payments portal. Hosting new features and enabling businesses to centralise all their payment processing needs. With built in intelligent data analytics and dashboards.

We will be working closely with Retra members to find savings, offer the most competitive rates and provide seamless payment solutions.

The Retra logo, featuring a stylized blue 'R' followed by the word "retra" in a blue, sans-serif font.

**Offers for
retra
Members**

- **Preferential rates for Retra members**
- **Card Not Present fees waived for the full duration of your contract**

How Blink can support with your payment needs:



Next Day Funding

Improve your cash flow with access to your funds the very next day.



24/7 Customer Support

Dedicated account manager, with an average call pick up of 10 seconds.



Access to blink

Free monthly access to blink, the all-encompassing payment platform.



Complimentary Rate Review

Comprehensive pricing comparison to see how your rates could be improved.

blink

powered by



fidelitypayment



0203 948 8440

partnerships@blinkpayment.co.uk

Protection where it matters most

Retra Service is an Association which represents professional service, installation and repair organisations and is one of the largest bodies of service and installation personnel in the UK. Its membership covers all sectors of consumer electrical and electronic products.



A positive collaboration of members and industry related participants, whose like-minded approach is based upon high standards of workmanship and working practice, achieved through qualification, accreditation and a common code of practice.



Retra Service members provide high quality services that support both consumer and business to business sectors. Whether it is the installation of a brand new appliance, call out to repair a faulty TV or connection to a service, our members make thousands of call outs each week. They also deal with return to base equipment that cannot be repaired in the field.

Working for manufacturers, insurance and warranty companies or major service networks, Retra service members are highly qualified and trusted.

Who is Retra Service for?

Retra Service welcomes manufacturers, service companies, retailers, training providers, network specialists, engineers, individuals and others who wish to participate in raising the industry's profile through a credible official body.

Sectors

Retra Service represents the following sectors:

- ✓ *Electrical/Electronic Brown Goods*
- ✓ *White Goods*
- ✓ *PC & Digital*
- ✓ *Camera & Phone*
- ✓ *IT Installation & Support*
- ✓ *Signal Reception & Home Networking*

Regulation

Members must carry the necessary business insurance and comply with all current legislation. Where members are engaged in field work we strongly recommend their employees have current DBS disclosure certificates.

Supporting our Future through Apprenticeships

Retra are proud to support the work of the Household Electrical and Electronic Servicing Training (HEEST) Forum, which recently launched a Trailblazer apprenticeship scheme to nurture the skills required for the future of the industry.

As smart technologies advance at rapid pace it becomes ever more important to ensure that our service personnel are proficient not just with the latest products but also the network structures within which they operate. This nationwide apprenticeship aims to train the engineers of tomorrow across a diverse range of consumer technologies, providing a means of ensuring that all our customers continue to be served by qualified professionals in the years to come.

Retra Services Role

Retra service has a simple mission statement:



To work for and represent our membership, safeguarding their interests and promoting high standards of workmanship and competitiveness in conjunction with the provision of services that support a positive outcome for all members' businesses.



If you'd like to know more about the HEEST Forum and get involved with the apprenticeship, contact:



heestforum@gmail.com



www.heestforum.co.uk

Membership

Becoming a member of Retra Service is easy, either contact **Pat Sheldrake** at Retra Service (details below), or go to www.retra.co.uk/service for full details of the benefits and to obtain an application form.

Contact Pat Sheldrake



01234 269 110



pat.sheldrake@retra.co.uk

Retra Conference 2022

Since Retra was founded back in 1942, we have held an annual conference for the benefit of the members and industry. Due to the global pandemic, we have not held a conference since 2019. I am delighted to announce that conference will be back in 2022.

"The Challenge of Change" will be held on April 5 at Double Tree by Hilton, in Coventry.

It will be a one-day event with topics, speakers and panellists drawn from across the whole electrical retail sector. Full details will be announced in the coming months, but I can guarantee an informative and thought-provoking day. The event will also include an informal networking event on the evening of April 4th.

To celebrate the return of conference the Retra board have decided to give away 125 free places for the day. These are available to all members on a first come first served basis [limited to one per member]. To register for one of the free places please contact Pat Sheldrake [pat.sheldrake@retra.co.uk]. Additional places can also be booked at a cost of £45 plus vat. This is a substantial discount as the true cost of a place at the event is over £100. I hope very much that you will take advantage of this offer and that as many members as possible will be able to attend. I look forward to seeing you there.



The Challenge of Change

5th April 2022

Double Tree by Hilton Coventry

Paradise Way, Walsgrave Triangle, Coventry CV2 2ST

MAIN SPONSOR





Electrical Safety First

Electrical Safety First is the UK charity dedicated to preventing deaths, injuries, and fires, arising from electricity. We are recognised by Government and industry as the leading charity and technical authority on home electrical safety. Our work with the UK and Devolved Governments helps develop effective policy and legislation around electrical safety and consumer protection.

Each year we run high-profile media and public affairs campaigns, on electrical safety. These cover areas as diverse as 'right to repair', product recall and online marketplaces, to the need to always use reputable retailers.

Electrical safety in the C21st needs an integrative approach, so we collaborate with a range of stakeholders, including Retra, the Office for Product Safety and Standards (OPSS), manufacturers, retailers, and consumer protection bodies.

The Charity hosts an annual, high-profile product safety conference each November, which attracts a wide range of international delegates.

For conference information, contact Ellen Vester at:
ellen.vester@electricalsafetyfirst.org.uk

To find out more about us, visit: www.electricalsafetyfirst.org.uk

Update Member Information



If you need to update your membership details with us, simply complete the form below and mail to us at: **Woburn Court, 2 Railton Road, Woburn Road Industrial Estate, Kempston, Bedford MK42 7PN**

GENERAL DETAILS

Member No.	<input type="text"/>		
Company	<input type="text"/>	Contact Email	<input type="text"/>
Telephone	<input type="text"/>	Accounts Email	<input type="text"/>
Address	<input type="text"/>		

New members sign up here
 retra.co.uk/loginjoinus

ANY OTHER RELEVANT CONTACT NAMES & DETAILS:

Name	Position	Email	Telephone
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Website	Trading Website	No. of Branches
<input type="text"/>	YES <input type="radio"/> NO <input type="radio"/>	<input type="text"/>

BRANCH DETAILS

Contact Name	Contact Name	Contact Name
Branch	Branch	Branch
Telephone	Telephone	Telephone
Email	Email	Email
Address	Address	Address
Town	Town	Town
Postcode	Postcode	Postcode

Products Sold

BROWN ☐ WHITE ☐ IT ☐

Does your company have its own service section?

YES ☐ NO ☐

Member benefits you're using

RETRACARE ☐ TRAINING ☐ ELECTRACARE ☐
BIRA BANK ☐ HITACHI TRAINING ☐ LEGAL HELPLINE ☐

ALERT & RETRA BYTES MAILING LIST

Please provide names and email addresses for ALERT magazine & Retra BYTES e-newsletter:

(See our privacy policy online)

Name	Email
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>



Membership is just a click away...

You can sign up quickly and easily via our online application form:



www.retra.co.uk/loginjoinus

If you need assistance, or would simple like to find out more about us, please don't hesitate to get in touch via any of the contact methods below.



01234 269 110



retra@retra.co.uk



www.retra.co.uk

**1st Floor, Woburn Court, 2 Railton Road,
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