

Retail Forum Subgroup Minutes: Future of Retail – Digitalisation and Skills

5 March 2025

Meeting 13

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

Item 1: Welcome

The Secretary to the Retail Forum, Marian Cassidy, Department of Enterprise, Trade and Employment assumed the Chair role for this meeting and welcomed attendees.

Item 2: Presentation by .ie

Seán Tobin of .ie provided an update on a number of .ie initiatives:

- 25th Anniversary
- New strategy being developed
- Thrive Online Monaghan – 11th March
- Domain Profile Report 2024

The presentation will be published on [Retail sector in Ireland - DETE](#) after the meeting.

Comments Arising

- No comments arising.

Item 3: Digitalisation and Skills subgroup.

The Chair asked attendees to consider the future of this Subgroup. She added that the Subgroup was established to be driven by members raising issues that are relevant to the sector, while being supported by the Department of Enterprise, Trade and Employment.

Comments Arising

- Meetings of this Group have been helpful in the past to inform members of current initiatives, issues etc relevant to the digitalisation and upskilling of the retail sector
- An identified Chair of the Group could drive forward the agenda – digitalisation and skills – which are important areas of focus for the retail sector.

- There was an understanding that the Group is there to look at gaps in these areas impacting the sector and to put measures in place to respond to them. Actions arising from meetings could help members drive the agenda.
- Some members unaware of their roles and why they are there.
- It was mentioned that the Group is their subgroup.
- Understanding that the Group is facilitated by the Department of Enterprise, Trade and Employment.
- Role of Chair is important to drive agenda.
- Desire to see more sharing of information across the Retail Forum subgroups and to establish more linkages; and to get feedback from the Minister.
- Interest in recommitting to subgroup and revisiting the Terms of Reference.
- Interest in having the next subgroup meeting in-person to discuss Terms of Reference.
- Noted that at last meeting, the rotating Chair had indicated that a sub-group of members might meet to discuss issues early in 2025. That never materialised.

Actions

- Work Programme to be circulated.
- Terms of Reference to be circulated
- Invite members to submit topics for discussion

Retail Section
Department of Enterprise, Trade and Employment
10 March 2025

Appendix A

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

Attendees

Organisation	Representative
CSNA	Vincent Jennings
Department of Enterprise, Trade and Employment	Marian Cassidy (Secretary to the Retail Forum)
LEO Network	Kathleen Prendergast
ICTU	Gerry Light
.ie	Seán Tobin
Independent	Cathy Kearney
DBI	Caroline Dunlea
SFA	Jonathan McDade

Presenters

Organisation	Representative
.ie	Seán Tobin

Apologies

Organisation	Representative
Eason	Lisa O'Brien
Basecamp	Jack Layden
Retail Ireland Skillnet	Róisín Woods
Retail Excellence	Jean McCabe