



Girlguiding Scotland Depot Guidelines

1. BACKGROUND

The Guide Association's Royal Charter empowers it to deal in equipment of all kinds for the use of members of the Guide movement while preserving the right of any individual member to obtain equipment from anyone prepared to supply it.

The Guide Association Scotland accordingly runs a shop in Edinburgh stocked with a comprehensive range of goods. Profits from the shop are used for the benefit of Girlguiding Scotland. Members of the movement making purchases from these shops are therefore supporting Scottish Guiding.

In some parts of the country members may find it difficult to shop in person, one solution is to use Girlguiding Scotland's Mail Order service or the Girlguiding Scotland Online Shop. Alternatively, it may be useful to set up a depot.

2. AUTHORISATION

A depot is a place where stock is held, and where people can go to buy goods. A reasonable amount of stock will be held and arrangements will be made for the customer's easy access. Any surplus will be used for the benefit of local Guiding.

A depot will be entering into commercial contracts with its suppliers, its customers and perhaps others. It is not an enterprise to be undertaken lightly. Its activities will be part of the relevant local Girlguiding activities and not the private business of those members of the Guide movement immediately involved in running it.

For these reasons no depot may be established or operated except with the written permission of the County Commissioner of the County in which the depot is to be located and Girlguiding Scotland. The County Executive Committee will be responsible for supervising those running the depot and must incorporate the transactions of the depot in the County annual accounts. The County will require to meet any losses that may be incurred, including those arising from claims by customers, suppliers and others in the event of the depot ceasing to trade.

To get advice on setting up a depot please contact Grant Harrison, Retail Operations Manager on grant@girlguiding-scor.iorg.uk

3. COUNTY RESPONSIBILITIES

Before a depot is authorised

- Has a real need been identified?
- Are there viable plans for the day to day operating of the depot? You should see the proposed premises, check their suitability, security and insurance cover. You should talk about the opening times and the staffing arrangements. You should carefully check the financial plans including the arrangements for start-up and working capital.
- Refer to the Girlguiding Scotland SAMPLE Terms of Reference for use by your depot, see below

Once a depot is opened

- Ensure financial monitoring is being carried out at County level
- Include depot accounts in the County accounts
- Review the continuing need for the existence of a depot

4. LOCAL OPERATORS RESPONSIBILITIES

Before a depot is authorised

- Make sure that there is a real need
- Talk to your local Commissioner and the County Commissioner about the possibility of opening a depot. The County Commissioner will need to give permission, so it is wise to get their views at an early stage, before you carry out all the planning and preparatory work
- Using the checklist below to help you, draw detailed plans, which you can present to the County Commissioner for consideration
- Complete the necessary forms and, with the agreement of the County Commissioner, liaise with SHQ to have the depot formally approved

Once a depot is opened

- Keep your financial records up to date and submit regular reports to the County
- Carry out stock taking as agreed in your original proposals
- Keep your insurance cover up to date
- Disburse funding from your surplus as agreed in your original proposals
- Review annually the continued need for a depot in your area

Checklist

- Why is a depot necessary?
- What is the projected income, expenditure and surplus for the next three years?
- Who will be involved with operating the depot and what will they do?
- When will the depot be open for customers?
- How will it be publicised?
- Will insurance cover be required?
- Where will the depot be housed?
- How much stock will be held?
- Where will the start-up capital come from?
- Are there VAT implications and how will these be addressed?

SAMPLE Terms of Reference

Girlguiding ‘.....’ County Depot Management Committee

1. Purpose of Volunteer Shop

Girlguiding ‘.....’ County Depot Volunteer Shop (herein known as ‘the depot’) has been set up to serve the retail needs of members in the ‘.....’ area and to raise funds to support guiding locally.

2. Name of Girlguiding Ross-shire’.....’ County Depot

For the purposes of promotion and communications the depot shall be known as ‘.....’ County Depot.

3. Members of the Depot Management Committee

The members of the depot committee, approved by the County Commissioner, shall consist:

- a. **Chair**
The chair will call and chair meeting of the Depot Management Committee. The will take distribute a minute of meetings to members of the committee.
- b. **Depot Treasurer**
The depot treasurer shall manage the bank account and keep the accounts up-to-date. The treasurer will prepare an annual receipts and payments summary for approval by the committee and pass to the County Treasurer for inclusion in the county accounts.
- c. **Appointing Commissioner (or representative)**
The county commissioner (or representative) will attend meetings of the committee, to contribute to the promotion and development of the depot. She will approve any changes in the membership of the committee.
- d. **Volunteer Depot Manager**
The volunteer depot manager will take overall responsibility for the depot and be the key contact with Girlguiding Scotland Retail team, the main supplier. The manager will be responsible for volunteer recruitment, coordination and training, maintaining excellent levels of customer service and ordering.
- e. **Co-opted members - 2 other interested adults**
2 additional leaders will be co-opted to the committee attending meetings to contribute to the promotion and development of the depot.

Members are appointed for a period of [x] years with the possibility of reappointment for a further period of [x] years.

4. Depot Committee Meetings

- a. The Depot Management Committee will meet 3 times per year (once each school term) to discuss sales, financial performance and other operating and marketing matters. One meeting will consider the annual receipts and payments summary prior to submission to County. Additional meetings may be called from time to time to discuss urgent or extraordinary business.
- b. So that the proposals agreed reflect the views of the majority of the Depot Management Committee a quorate of 60% is required at meetings.

5. Depot Finance

The depot maintains an independent bank account solely for the business of the depot. There will be two from three approved and unrelated signatories on all cheques. Signatories will be approved by the County Commissioner.

- a. **Depot Accounts**
Records will be kept up-to-date in accordance with accounting guidance issued by Girlguiding, Girlguiding Scotland and the Office of the Scottish Charity Regulator (OSCR).
- b. **Annual Accounting**
An annual receipts and payments summary will be prepared. The summary and all invoices, receipts and bank statements will be made available to the County Treasurer for inclusion in the County accounts and for independent examination.
- c. **Presentation of Accounts**
The annual receipts and payment summary will be presented to the depot committee once a year. Interim reports with key financial information will be presented at each meeting.
- d. **Depot Insurance**
The Management Committee will take responsibility for arranging insurance. Employers’

liability & public liability insurance is covered through Girlguiding's policy. Insurance cover for stock and money against fire, theft and damage will be sourced either through Unity Insurance (Scouting & Guiding backed) or alternative insurers.

e. Depot Reserves

The Depot Management Committee will plan to retain enough funds to cover 6 months' running costs for stock and expenses incurred in running the depot.

6. Process for winding up the Depot Management Committee

a. Closing the depot

In the event that members of the Depot Management Committee propose to close the depot approval to cease trading and wind up the committee should be sought from the County Executive Committee.

b. Depot Assets

In the event of the closure of the depot, after settling of any debts, all funds will be transferred to the Girlguiding '.....' county account or any successor body.

7. Amendments to terms of reference

Amendments may be proposed by the Depot Management Committee or the County Executive Committee. The County Executive Committee must approve any changes.

Agreed by the Depot Management Committee and signed on their behalf by:

NAME:

Signature:

Date:

Approved by '.....' County Executive and signed on their behalf:

NAME:

Signature:

Date:



**Girlguiding Scotland Depot
Terms & Conditions
May 2022**

Ordering Goods

Discount

A 20% discount will be given on all orders with the exception of the following:

- Registered B goods
- Bespoke Orders
- Items of unusual sizing
- Any other item for which GGS does not receive a discount from its supplier

Registered B Goods

- These goods should be ordered by the person nominated by the county commissioner
- Orders must be made separately to a general depot order
- No discount will be given

Ordering of Goods

- Orders must be placed via email to edinburghguideshop@gilrguiding-scot.org.uk on the 'Depot Order Form' sheet provided
- A despatch note will be emailed to the customer with the courier tracking number (when applicable) on despatch of the goods
- Customers will be invoiced for the whole order at the date of processing the order
- If an ordered item is not in stock at the time of processing, that item will be marked as 'To-Follow' only if the item cannot be obtained in reasonable time, GGS will refund the item. Where possible GGS will provide information as to the expected availability of the specific item.
- In some circumstances, defined by GGS, i.e. the placing of a 'Pre-Order', the goods will be invoiced at the time of ordering.

Delivery of Goods

- Deliveries should be checked by the depot upon receipt
- Missing or damaged items should be reported to GGS within 72 hours of receipt
- Damaged goods must be returned as per 'Returning Goods' section below
- Claims out with 72 hours of receipt may not be credited
- Orders from depots will only be fulfilled and sent to those individual depots, not their customers

Ownership and Risk

- The property and title to products ordered will not pass to the depot until the price for the products have been paid in full to GGS
- The risk of loss or damage to all products shall pass to you at the point of dispatch

Cancelation of orders

- Orders can be cancelled up to the point of despatch after which the depot is responsible for returning unwanted goods as per 'Returning Goods' section below

Postage Costs

- All depot orders will be charged a fee per invoiced order unless collected from GGS (prior notification required for collection).
- Items despatched as 'To-Follow' or on 'Pre-Order' will not be charged postage and will generally be despatched with that depot's next order

Returning Goods

Return of Guiding Goods

Return of unwanted goods in perfect condition:

- Guiding goods should be returned within 56 days of receipt
- Prior notification of returns, preferably by email to edinburghguideshop@girlguiding-scot.org.uk, should be given to GGS, stating the original invoice number
- Goods should be returned folded and in their original packaging whenever possible
- Postage costs for the return of unwanted goods will be borne by the individual depot
- Returns out with 56 days may not be credited but returned to the individual depot. Please contact GGS before returning goods out with 56 days.

Return of faulty goods:

- If customers bring back goods to you as faulty, please examine the product carefully and make a common-sense judgement on whether the complaint is justified. Faulty goods can then be returned to GGS and your account will be credited accordingly.
- Please return faulty goods as soon as possible
- Postage costs for the return of faulty goods supplied by GGS will be refunded by GGS

Return of Scouting Goods

Return of unwanted goods in perfect condition:

- Unwanted Scouting goods will only generally be accepted at the discretion of GGS. (Unwanted goods cannot be returned to Scouting by GGS)
- Prior notification of returns, preferably by email to edinburghguideshop@gilrguiding-scot.org.uk, must be given to GGS
- Returns will not generally be accepted out with 28 days
- Returns must be approved by GGS before despatch by the depot
- Postage costs for the return of unwanted goods will be borne by the individual depot

Return of faulty goods:

- If customers bring back goods to you as faulty, please examine the product carefully and make a common-sense judgement on whether the complaint is justified. Faulty goods can then be returned to GGS and your account will be credited accordingly.
- Whenever possible please return faulty goods within 28 days.
- Postage costs for the return of faulty goods supplied by GGS will be refunded by GGS.

Items that cannot be returned to GGS (unless faulty)

- Bespoke goods
- Goods purchased on a GGS 'Special Offer'.
- Audio or Video recordings unsealed by the depot or its customers.

Bespoke orders

Please contact grant@girlguiding-scot.org.uk for further information – generally this relates to items such as flags and special necker's

Payment

- Payment terms are 30 days
- Depots will receive a monthly statement detailing all transactions, including payments and credits
- Outstanding balance should be paid before the end of the following month
- Overdue payment may result in a delay in the processing of any outstanding orders