



Annual General Meeting

Thursday 24th September 2026 at 17:00

No 1 Duke Street, Richmond

Board Members in Attendance Simon Taylor (Poppy Factory), Chair Cllr Phil Giesler (PG), LBRUT Council, Vice Chair Jamie Catling - McDonalds Sarah Griffiths (SG), Petersham Nurseries Gabriel Irwin (GI), Foot Solutions Annie Lee (AL), Affinia Apologies Sarah Leff, Interact CC Julia Maguire, Waitrose and Partners Katherine Maxwell, Moore Barlow Nick Rich, IID	BID Member Representatives Maggie Forbes – HSBC Humanyan Khan – HSBC Naveet McMahon - IWG Simon James – Minesoft Agata Pozorska – We Are Mapp James Whitehead – IOLLA Harry Rush – Ottolenghi Asha – Ottolenghi Christopher Grace – Richmond Theatre Emma Joyce – Richmond Theatre Mateo B – Be At One Ruby Mischok – London Gynaecology Elli Manousaki – London Gynaecology Orinta Nydere – London Gynaecology Kiera – London Gynaecology Hy-Ten Reinforcement – Pam Sidhu Lucy Whatmore – Therapie Clinic Miranda Penny – Affinia Lorinda Freint – LBRUT Council Soe Htike – Virtuoso Partner – Soe Htike Sammy Miranda – No 1 Duke Street Victoria Pretty – No 1 Duke Street Be Richmond Team Fay Cannings (FC), Be Richmond Ellen Storrar (ES), Be Richmond Cat Mitton (CM), Be Richmond
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Welcome

ST welcomed the Board Directors and representatives of BID member businesses in attendance.

Apologies were noted from BID Directors Julia Maguire, Katherine Maxwell, Sarah Leff and Nick Rich.

Chair's Address

ST introduced himself and thanked all attendees for joining the meeting and highlighted the importance of the feedback we receive from the members, as it assists in determining the direction of our activities and assessing the progress being made. ST also thanked No1 Duke Street for hosting.

1 Notice of this meeting

ST called Notice of the Annual General Meeting of the Company to be held on Thursday 24th September 2025 at 17:00 hours for the following purposes:

1. Notice of this meeting
2. Minutes of last AGM
3. Laying of the Accounts for year ended 31st March 2026
4. Appointment of Directors
5. Review of the Year
6. Any other ordinary business.

ST introduced FC and introduced the work of Be Richmond. A showreel was played, providing an overview of the projects, services and marketing Be Richmond has undertaken in the year 2025/26.

After the showreel, FC said she will share more after the formal AGM business and handed back to ST.

2 Matters Arising from the Minutes of the Last Meeting

There were none. The minutes were adopted.

3 Laying of the Accounts for year ended 31st March 2026

ST asked representatives from BID member organisations to vote to approve the following resolution:

Resolution 1: To receive and adopt the Accounts of the Company for the year ended 31st March 2026 together with the Reports thereon of the Directors and the accountants of the Company.

Members were permitted one vote per hereditament.



The resolution was put to the vote and was carried, with 8 votes in favour and none against.

4 Appointment of Directors

Representatives from BID member organisations were asked to vote to approve the following resolutions:

ST vacated the chair and invited PG, the Vice Chair to lead the following resolution:

Resolution 1: THAT Simon Taylor be reappointed as a Director of the Company at this meeting pursuant to the company's articles of association.

The resolution was put to the vote and was carried, with 11 votes in favour and none against.

PG handed back to ST for the remainder of the resolutions.

Resolution 2: THAT Cllr Phil Giesler be reappointed as a Director of the Company at this meeting pursuant to the company's articles of association.

The resolution was put to the vote and was carried, with 11 votes in favour and none against.

Resolution 3: THAT John Gabriel Irwin be reappointed as a Director of the Company at this meeting pursuant to the company's articles of association.

The resolution was put to the vote and was carried, with 11 votes in favour and none against.

Resolution 4: THAT Annie Lee be reappointed as a Director of the Company at this meeting pursuant to the company's articles of association.

The resolution was put to the vote and was carried, with 11 votes in favour and none against.

Resolution 5: THAT Katherine Maxwell be reappointed as a Director of the Company at this meeting pursuant to the company's articles of association.

The resolution was put to the vote and was carried, with 11 votes in favour and none against.

Resolution 6: THAT Sarah Leff be reappointed as a Director of the Company at this meeting pursuant to the company's articles of association.

The resolution was put to the vote and was carried, with 11 votes in favour and none against.

Resolution 7: THAT Nick Rich be reappointed as a Director of the Company at this meeting pursuant to the company's articles of association.



The resolution was put to the vote and was carried, with 11 votes in favour and none against.

Resolution 8: THAT Sarah Griffiths be reappointed as a Director of the Company at this meeting pursuant to the company's articles of association.

The resolution was put to the vote and was carried, with 11 votes in favour and none against.

Resolution 9: THAT Julia Maguire be reappointed as a Director of the Company at this meeting pursuant to the company's articles of association.

The resolution was put to the vote and was carried, with 11 votes in favour and none against.

Resolution 10: THAT Jamie Catling be appointed as a Director of the Company at this meeting pursuant to the company's articles of association.

The resolution was put to the vote and was carried, with 12 votes in favour and none against.

ST thanked Anne Newton of the Chamber of Commerce, who is retiring from the Board, for her contribution and service.

ST also gave thanks to the Be Richmond team for their hard work and determination for delivering a vibrant town centre, through the projects laid out in the business plan, which is launching today. ST introduced FC to share an update and future for the next BID term.

5. Review of the Year

FC thanked ST and the Board members for their support.

FC thanked the team, mentioning Natalie Holmes, as Business Engagement Lead and Ellen Storrar as BID Manager and Place Management lead. FC also welcomed back Anna Bromley, part-time, as Place Marketing Lead and introduced CM, who has joined Be Richmond on a short-term contract as BID Ballot Communications Lead.

FC shared a summary of the work over the last year. Be Richmond have 3 pillars of work. The first is Place Making, led by FC. This includes the public realm, murals, such as the new artwork on Brewers Lane, working with partners on a public art framework for the town and a retail analysis strategy.

The second pillar is Place Management, led by Ellen Storrar, which includes the contracted services delivered by the BID. This includes street cleaning, which is additional to the work carried out by London Borough of Richmond-Upon Thames Council. It also includes a procurement delivery service, undercover policing to tackle shoplifting and anti-social behaviour and the Crime and Security Forum.

The final pillar is Place Marketing, led by Anna Bromley. This includes working with agency, Destination, to deliver seasonal and ad-hoc campaigns including



Be Spooky and Be Festive. The Christmas Lights Switch-on is on 19th November in George Street. It attracted 3000 attendees last year. Be Richmond is arranging a Christmas Market for the first time in Whitaker Square, which will commence on 19th November for 4 days. FC mentioned the loyalty scheme, Be Richmond is about to launch, which will provide discounts and special offers specifically for BID Members. FC said to get in touch if businesses want to be included or would like the key fob to access the offers.

FC rounded up the report asking members to read the Business Plan and get behind Be Richmond for a third term.

6 Any Other Ordinary Business

There was none.

7 Informal Q&A

There was none.

The meeting closed at 17:30