



ANNUAL REPORT 2016-2017



**EMPOWERING RETAIL ASSOCIATES.  
ONE POWERFUL INITIATIVE AT A TIME.**



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The original since 1864



# NOTE FROM THE TRUSTEES

TRRAIN is a Trust with a philanthropic objective constituted under the trust deed dated 19th November 2010 and is registered with Income Tax u/s 80 G, 12AA, 35AA exemption and FCRA certified.

Vistra ITCL (India) Limited was appointed as trustee to the trust at the time of incorporation of the trust.

Vistra ITCL (India) Limited as a trustee to TRRAIN is thankful to all the Advisory Board members, all the employees of the trust and contributors for their contribution in the year 2016-17. As trustee to TRRAIN, we present this note on the activities and operations for the FY 2016-17.

The TRUST has actively initiated its programs of Pankh, Retail Employees' Day and TRRAIN Retail Awards. It is a great honour to witness that Pankh has successfully trained 2368 Persons with Disabilities (PwD) this year. Retail Employees' Day 2016 was a grand celebration with employees from India, Turkey and UAE celebrating the day.

The noble initiative even received due recognition from the government with Chief Ministers of various states in India, local associations & celebrities showing their support.

Under the TRRAIN Aptech Retail Education Program, 7244 front end associates were upskilled. This was possible because of the support and contributions of dedicated employees and the implementation agency under the management of Advisory Board Members.

The trust maintains transparency across all programs. Checks and balances are consistently shared with donors in order to give the maximum benefit to them. Efforts are put to lower the administration costs. Financial audits by partners as well as internal process audits are regularly conducted.

Vistra ITCL (India) Limited as trustee has scheduled standard meetings with the Advisory Board Members where the Implementation Agency has provided the update and their future plans.

Trustee has noted the broad strategy and areas of activity set by the Advisory Board Members for the trust. Vistra ITCL (India) Limited as the trustee has executed all the transactions that are being recommended/approved by Implementation Agency.

Vistra ITCL (INDIA LIMITED)



# NOTE FROM THE FOUNDER'S DESK

Once again it's time to reflect on the last six years of our journey at TRRAIN with specific focus on the year gone by. We've completed six years nurturing a start up with the sole objective of empowering people in retail. Today TRRAIN is a national organization getting recognition and appreciation globally with its many impactful programs launched and scaled during the last 6 years. I am proud that the board members, donors, patrons, retail fraternity, my colleagues and the society have come together to nurture this small enterprise with a big vision.

When we began in early 2011, all we had was enthusiasm, commitment and a vision to "empower people in retail in India". So while we started by focusing on critical issues, we addressed these through initiatives that would not just recognize and reward those who belonged to the retail industry, but also instill a feeling of pride and self-worth. So we created milestone events and programs such as Pankh, which opened up a whole new world of opportunities for People with Disabilities (PwD), Retail Employees' Day, TRRAIN Retail Awards and an Education Program to upgrade skill sets through recognized and affordable programs.

I am particularly proud of the fact that the organization capabilities are being built independent of the founder with professionals who are working towards creating a social enterprise which will have a lasting impact on the society as well as the industry. With the use of technology, we are building an organization, which cannot only scale up but will also have the highest level of governance and transparency.

Retail Employees' Day was a grand celebration with retailers across Turkey and India and UAE celebrating the day impacting over 5 million retail employees together. From an initial 30 odd companies in 2011, we saw over 350 brands & 80+ malls celebrating this day.

In July 2016, TRRAIN undertook an independent study in order to gain a deeper understanding of the positive impact of Retail Employees' Day. The results of the study have been truly encouraging, displaying a favourable impact on employee engagement and morale.

Companies are now creating special initiatives that extend beyond one day to a week's celebrations and linking this to their employee engagement calendars. We were encouraged when brands joined the celebrations, Chief Ministers of various states sent us congratulatory messages and the icing on the cake was when we received a letter from the Prime Ministers office congratulating the retail fraternity. When we started the TRRAIN journey, we aimed to be catalysts of change in the retail industry. However the impact is crossing boundaries and has started impacting the value chain of retail. Retail Employees' Day made this dream come true. Our dream of the world celebrating Retail employee's day does not look far-fetched.



In fact, in the last six years, we have seen some amazing stories of service excellence at the TRRAIN Retail Awards. We were amazed at the lengths our associates would go to, to create exceptional customer delight to make a difference to the customer experience. These people served beyond their call of duty, braving all circumstances. As catalysts, our ultimate goal is to impact long-term change by advocating solutions at various forums. It is but natural that we will constantly create new knowledge to address and overcome industry challenges. We were fortunate to have Harsh Mariwala as our Chief guest for the TRRAIN Retail Awards 2017. His thoughts on service, leadership and excellence & building his brand into one of the largest FMCG's added to our efforts of building a retail community with customer centricity as the focus. Brian Tellis as a host and RAI (Retailers Association of India) as a partner delivered a memorable award ceremony function.

Our initiative for People with Disabilities, Pankh, is helping bridge the gap for skilled labour. In its first year, we successively trained 21 youth with 3 to 4 companies supporting our initiative. Today, this number has jumped astronomically to 6000+ people employed by over 150 retailers across the country. What is even more encouraging is the encouragement these retail associates receive from customers and industry, so much so that we often find a placement opportunity even before we have completed a batch. New donors and sponsors who are willing to support our "Pankh" initiative encourage us and we are confident that "Pankh" will soar to new heights, true to its byline "Wings of Destiny".


2016-17 has been a remarkable year for our TRRAIN-Aptech initiative. With more than 7000 youth trained during the year we have crossed the 15000 mark and 150000 hours of training delivered. From one off programs for our retailers we have started delivering yearlong programs in partnership with retailers. In the coming year, we intend to focus on sustaining these initiatives.

I am happy that my resources did not dry up during the early part of incubation of TRRAIN and all projects have passed the initial tests and have showed the promise to scale and sustain. With more corporates and HNI's joining hands, I believe TRRAIN has the ability to become a meaningful national organization with high impact on the retail community. We believe if every retailer enlists TRRAIN as their charity of choice, then our mission of being catalysts in the industry will achieve even more impetus. We will then truly be about for the industry, by the industry.

Our teams across the country have deliberately been kept small and tight to ensure more focus on achieving impact and less on administrative costs.

No organization can be successful without the efforts put by employees and volunteers. I would like to thank all my colleagues who have believed in our mission and vision and put their might behind TRRAIN.

I thank each and every one of you who has supported us in our fabulous journey. Yes, we have achieved a lot, but not enough. If we as an industry come together and move the needle by just 1%, we will create a large impact.



**THERE'S SOMETHING  
ABOUT THE GRADUATES OF  
THE PANKH PROGRAM  
THAT SETS THEM APART.  
IT'S THEIR ABILITY.**

# PANKH

Pankh, a joint initiative by TRRAIN (Trust for Retailers & Retail Associates of India) and Youth4Jobs Foundation aims to create an inclusive workforce in retail, which leads to sustainable livelihood for Persons with Disabilities (PwDs). The initiative plans to place 10,000 youth every year by 2020.

Since its inception in 2011, the program has been instrumental in creating livelihood for people with disabilities in the retail sector. Over 6000 Persons with Disabilities (PwDs) have been trained and employed in the retail industry under this program with over 150 retailers taking benefit of the same.

Making an organisation truly inclusive needs to be an evolving process. It is essential for organisations to ingrain the philosophy of 'inclusion & diversity' into the fabric of the organisation, amongst diverse group of people, to improve business performance and practices. Research indicates that PwDs have 7% higher productivity rates in comparison to non-disabled employees.

The program now operates from various geographies pan India - Maharashtra, Gujarat, Andhra Pradesh, Tamil Nadu, Karnataka, Punjab, New Delhi, Haryana & UP.

The program also ties up with local NGOs that work with Persons with Disabilities, announce the training and employment specification, and invite youth to participate in the screening session. Through this collaborative model, Pankh has developed a pan India presence.

From understanding the needs of the industry and mapping it to individual capabilities, from creating awareness about inclusion of PwDs amongst industry leaders to ensuring employment opportunities, TRRAIN has moved from strength to strength, with the support of its NGO partners, employers, donors and lastly, our Persons with Disabilities and their families.

# IMPACT

No. of centres



No. of youths  
(PwD) trained



(since inception -5889)

No. of NGO partners



Types of disabilities covered



No. of retailers/employ-



# TOP RETAILER'S HIRING



## PANKH CENTERS

Y4J FOUNDATION: Hyderabad, Tirupathi, Rajmundary, Vishakhapatnam, Warangal, Jaipur, Mumbai, Ranchi, Chennai, Ahmedabad, Coimbatore, Vijaywada, Kolkata

SAI SWAYAM SOCIETY: New Dehli, Gurgaon, Chandigarh, Ahmedabad, Vadodara

CHURCH OF THE NAZARENE: Thane, Pune

REACH: Bagalkote, Davangere

SEVATIRTH: Vadodara

NAVJIVAN TRUST: Rajkot

PANKH: Mumbai

SADHYA FOUNDATION: Hoskote

ABHIVRUDDHI FOUNDATION: Devanahalli

ASHADEEPA ANGAVIKALARA: Ilkal

SRI KALIDAS EDUCATION SOCIETY: Badami

SRI HAYAGREEVA: Bangarpet

PRATHIBHE: Mysore

KACES: Mangalore

VEDS: Tumkur

HELP TRUST: Chennai

GRAMEENVIKAS: Hindupur

# SUCCESS STORIES



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## Ajmal Pasha

Pankh Center, Hoskote, Karnataka

Ajmal Pasha, a PUC graduate hails from Banahalli Hoskote, a small district in Bangalore and belongs to an agricultural family. Both his parents are farmers. He has four brothers and three sisters who are yet to complete their education. The family survives on daily wage earnings making survival very challenging. Yet, Ajmal's positive attitude in life has never deterred him from participating in sports or taking up any challenge, despite being locomotive disabled.

He enrolled himself into the Pankh livelihood training program. Post completion of the 60 day training program, he has been successfully placed with Aditya Birla and now earns a monthly salary of Rs.10,000. His family is very proud of his achievements and this step in his career has made Ajmal more confidence about leading an independent life.



## Manjula Talwar

Pankh Center, Harapanahalli,  
Karnataka

Manjula.M.Talwar was born and brought up in Neeralkere Village, Bagalkot District of Karnataka. She lost both her parents at the tender age of 8. Diagnosed with polio on her left leg, she struggled to walk and sadly, her parents too didn't pay much attention to her since she was a girl child.

She currently lives with her two siblings. Her older brother works as a construction labourer and her younger brother has completed his 10th standard. The family had been surviving only on her brother's income and they struggled to make ends meet.

However, her current situation did not deter her but only made her stronger. With great effort, she completed her 2nd PUC in a government college and in the midst of looking for a job, she came across the Pankh training program. She decided to undergo the training in the hope of securing a job and a better future.

Post completion of her training, she set out in search for a job close to home, and with the help of Pankh's local NGO partner, Reach, her profile was shared with the Gram Panchayat. She was selected for the post of VRW (Village Rehabilitation Worker) and now earns a salary of Rs.3,000 per month.

Manjula is independent in more ways than one- she can comfortably sit in the office and work, is financially independent and is taking care of her family needs along with her older brother. She hopes to become a manager in a big company some day and getting her brothers married.

She believes that without the support of Pankh and Reach, her dream would have been remained unfulfilled. And is grateful for the opportunity.





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## Faizal Ismailbhai

Pankh Center, Rajkot, Gujarat.

Faizal Ismailbhai Belim is a 20 year old speech and hearing impaired boy who hails from Bhavnagar, Rajkot. His father is an electrician and he lives with four other family members. His family's annual income is Rs. 98000 per annum.

Having faced peer pressure from other students in his childhood, Faizal had to give up his studies after class 9. He faced a lot of discrimination while growing up due to his disability but his family's constant support throughout his childhood played a vital role in cementing his positive attitude.

Having struggled for a few months in search of a job, Faizal soon realized the hesitation of employers in hiring persons with disabilities. However, he was determined to work and earn to lead a life of pride & dignity. A short conversation with a trainer at Pankh got him interested enough to enroll himself into the retail training program. The unity and energy of all the students at the Pankh institute was something that he had never witnessed before and that definitely boosted his confidence.

Post training, he is now working as an associate in D- Mart with a monthly salary of Rs. 9000. In his words, "After training I feel empowered and I'm happy with my life right now as I am on my own and I earn for myself. Soon I will be getting engaged with the girl of my parent's choice & will give a good life to my wife & parents."

He loves the work environment since he also has a few of his colleagues from the training with him at the job.

He enjoys watching cricket and is a ardent fan of MS Dhoni. He is the happiest when he is with his family members. He plans to become an entrepreneur one day and is grateful to Pankh and AIF for giving him this opportunity.

# RECRUITER TESTIMONIAL

The candidates from Pankh are very motivated. We have also received a lot of support from the trainers. As a result, the response to the staff recruited from Pankh is not only great internally, but also from the customers. As the experience of communicating with them is very heart-warming especially because of the enthusiasm, focus, sincerity and commitment they bring to their work. Values that motivate their colleagues and translate into better productivity for our organization.

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**Rohit Kher**

Regional Manager- HR (West)  
RELIANCE TRENDS

HyperCITY has had a very positive experience of hiring Pankh students. The process of recruitment was smooth because of the support received from our hiring partner TRRAIN. TRRAIN not only selects and prepares the associates prior to placement, they also conduct sensitivity workshops with other associates and managers. It is a life-changing experience for our employees to work alongside Pankh students and our customers also appreciate the effort. In fact, some of our oldest Pankh associates at stores enjoy a great rapport with our regular customers. They infuse the teams they are in with positive energy and are punctual, focused, disciplined and a pleasure to interact with. The retention of Pankh associates is also higher than non PwD associates. They bring about the diversity and inclusivity that helps HyperCITY grow as a progressive brand.

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**Kavita Ganatra**

HR, Ahmedabad Store  
HYPERCITY

Pankh employees are a real asset to the company. They are experts at overcoming obstacles. Their 'Can Do' attitude, hard work, dedication and discipline influence other team members working with them. Our customers also appreciate their attitude towards work and the kind of customer service these employees provide. They are also proud to be patrons of an organization that creates opportunities for Persons with Disability to become financially independent and empowered.

---

**Nilima**

Senior Manager- HR  
HYPERCITY

## WORLD DEAF DAY (WDD)

The last Sunday of September is observed as World Deaf Day (WDD). To mark this day, on September 28th, TRRAIN conducted an awareness program amongst college students & children in Mumbai regarding Pankh and its program of creating livelihood for Persons with Disabilities.



## INTERNATIONAL DAY OF PERSONS WITH DISABILITIES (IDPD)

Celebrated on December 3rd, International Day of Persons with Disabilities is a day dedicated to raising awareness and promoting an understanding of disability issues and mobilizing support for the dignity, rights and well-being of persons with disabilities.

Pankh celebrated the day by creating a poster that every recruiter could add to their store informing customers that the store promotes inclusion and hires Persons with Disabilities.

THIS STORE PROUDLY EMPLOYS  
PERSONS WITH DISABILITIES.  
WE APPRECIATE YOUR PATIENCE.



**Pankh**  
BY ASSOCIATION WITH YOUTH4GIGS

## INTRODUCTION OF PANKH KIT- FOR STUDENTS

To create a sense of pride and belonging, Pankh introduced a special educational kit consisting of customised uniforms, a bag and stationery items for all the students in training. Here are a few students flaunting their kits, while gearing up for the training sessions.



# RETAIL INCLUSION SUMMIT

Pankh & American India Foundation joined hands to organise the 1st edition of the 'Retail Inclusion Summit- Driving Inclusion at the Workplace'

The first edition of the Retail Inclusion Summit was held on January 20th 2017 hosted by Pankh (TRRAIN-Youth4Jobs Foundation initiative) & American India Foundation (AIF). It acted as a platform that encouraged employers, leaders and NGO's working in the field of inclusion to exchange ideas on hiring Persons with Disabilities (PwD's) and promoting an inclusive workplace.

The Chief Guest & key note speaker was Dr.Surendra Bagde- Secretary Social Justice & Special Assistance Department, Government of Maharashtra who highlighted the need of sensitizing the employers regarding the issues that arise about persons with disabilities and driving an unbiased work environment in a true sense.



The key highlight was the launch of the handbook, 'Inclusive policy guidelines for Persons with Disabilities in the Retail Sector'- that provides guidelines that will serve as recommendations for hiring persons with disabilities in the retail sector.



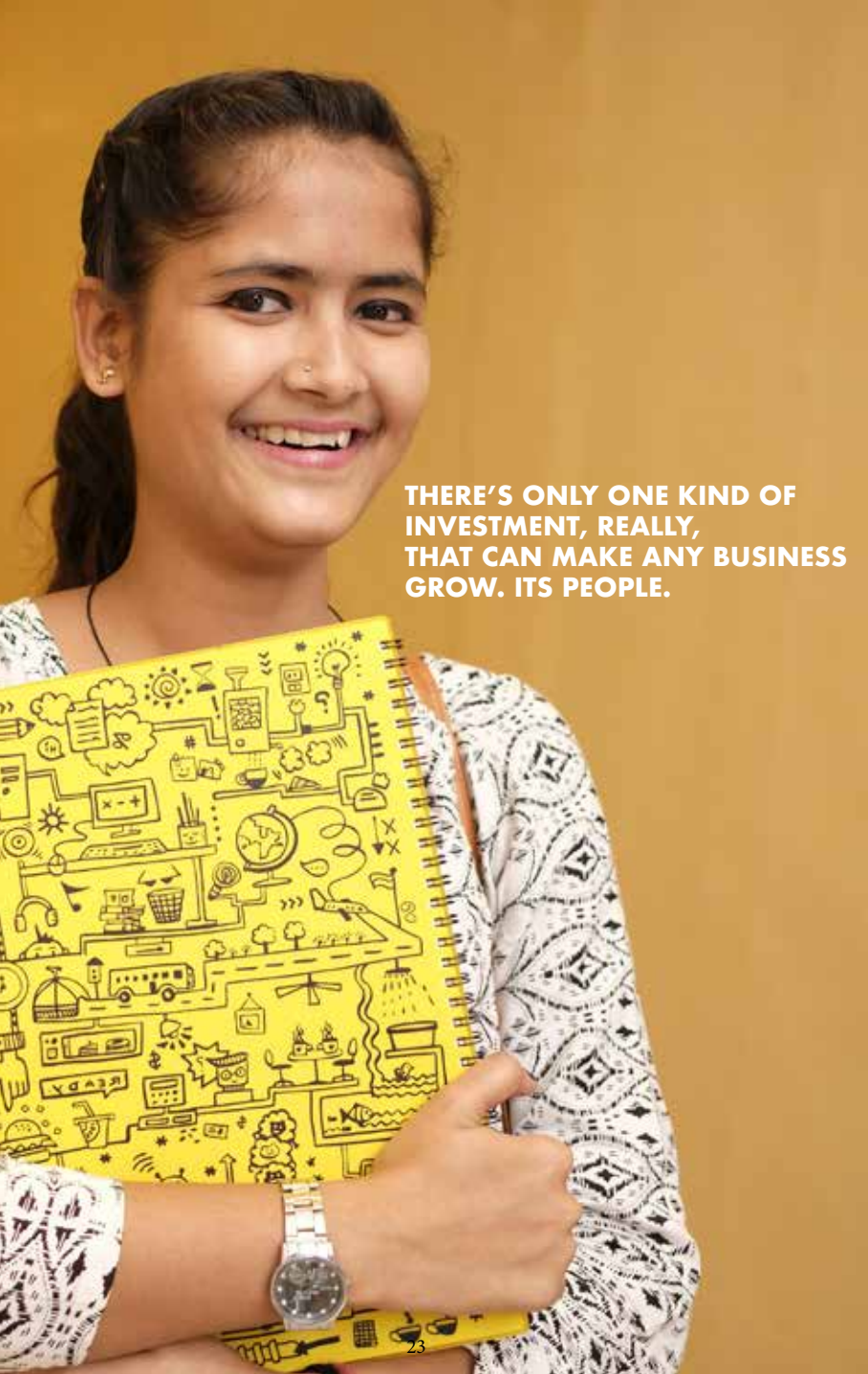
The summit saw many HR professionals representing the top retail brands, leaders & NGO's in attendance. The first panel discussion, that included Aashish Kasad, EY Diversity & Inclusion Leader, India, Roopa Wilson- IBM, India Diversity Leader and Rita Tiwari- Accenture in India GU, Vice President drew insights on the best practices in the IT industry for including Persons with Disabilities in the workforce. They emphasized that inclusion should be driven by the CEO of the business apart from it being driven by policy. It must be part of the organisation culture.



The second panel discussion had B Venkatramana- Group HR Head, Landmark Group, Aradhana Lal- Lemon Tree Sustainability Head, Bidisha Banerjee- Diversity Lead, Future Group & Priyank Rai, Sr. HR Manager, Café Coffee Day share their experiences of hiring PwD's at their respective organisations.

Through this summit, Pankh aimed at educating and endorsing hiring persons with disabilities as a step forward to put an end to disability being the key reason to put the less abled at the bottom of the hierarchy. The summit addressed the issue many managers face, in terms of seeking solutions to communicate, train and sensitize their teams, encouraging team work and career progression for the disabled. The Retail Inclusion Summit provided and discussed solutions to the issues that arise whilst connecting retailers with leaders/experts who know how to overcome these challenges.





**THERE'S ONLY ONE KIND OF  
INVESTMENT, REALLY,  
THAT CAN MAKE ANY BUSINESS  
GROW. ITS PEOPLE.**

# TRRAIN- APTECH RETAIL EDUCATION PROGRAM

TRRAIN Foundation, the not-for-profit organization working towards empowering people in retail and Aptech, the global learning solutions company came together in 2011 with one single objective – to offer world-class customized training programs that led to a stronger brand image, improved customer experiences and a better future for all retail and hospitality associates in the country. Because at the end of the day, building a business involves making its foundations stronger. And the foundations of a business are its people.

The TRRAIN-Aptech program believes that each brand and organization has a distinct philosophy and structure which gives rise to different training needs. The focus of the TRRAIN-Aptech Education Program is to create tailor made solutions in addition to delivering pre-designed training courses.

2016-17 saw the program upskill more than 7000 employees in the retail sector by providing training in various modules such as Retail Sales Skills, Customer Service, Personality Development, Etiquette and others.

## IMPORTANCE OF TRAINING:

### Upgrading Skills

Different training courses help in upgrading and refreshing associate skill sets that encourage new learning and personal growth



### Improved Customer Interactions

Associates armed with better communication powers, multi-lingual conversational skills and confidence lead to greater customer satisfaction

### Better Performance

The program helps associates perfect conversational skills and develop competencies that improve overall performance



### A Strong Brand Image

The values and philosophy of a brand are embodied in customer facing retail associates. The right training ensures that brand values are rightly imbibed and effectively communicated



# STEPS IN THE TRAINING PROGRAM:

01

## Need Analysis

Key issues are understood through mystery shopping and one-on-one interaction with retail associates

## Setting Key Performance Indicators

Realistic KPIs that ensures clear deliverables are shared

02

03

## Trainer Familiarization

Trainers conduct store visits and interact with HR, product teams and associates to gauge the working environment

## Training Delivery

Highly interactive, trainer-led and multimedia-supported customized training is delivered at a convenient client-chosen location

04

05

## Assessment and Certification

Each participant is assessed and certified at the end of the program

## Impact Evaluation

Your supervisors and store managers help determine impact with KPI guidelines given by us. Assistance can be provided through mystery shopping visits

06

07

## Review

A case study with the actual impact is presented along with suggestions for continued training intervention

# IMPACT



**16000+**

Front-end employees trained between 2011 and 2017



**190000+**

Hours of training delivered across our three programs.



**2>29**

From 2 cities in 2011 to 29 cities in 2017



**100+**

Number of sessions each year grown manifold; now delivering more than 100 batches every year



**746 hrs**

Number of modules gone up from a basic 5 to 16 with 746 hours of training material available across a cross section of skills

# CASE STUDY

## Leading Footwear Retailer



### Background

- One of the oldest footwear brands in the country
- Over 100 stores in 80 cities
- Diverse store facing associates with different values and attitudes

### Challenges

- Seasoned store associates with the brand for over 20 years were resistant to change
- Unpleasant associations with the term 'training'
- Operational limitations due to the spread-out nature of the stores in different locations





## Expectation and Aim

- To honour the tradition of the establishment and yet highlight the brand as an evolving and energetic workplace sensitized to customer excellence
- To overcome geographical, cultural and regional diversities to create a uniform level of service
- To achieve a tangible learning outcome and communicate a consistent front end brand image

# Approach

- Unlearning and retraining methods were used with demonstrative pedagogy and customized instructional design
- The exercise was made more relevant by moving away from 'training' and introducing more inclusive and interactive 'workshops' through acronym based learning sessions
- A training format was fixed with 3 levels of back-end monitoring - strategizing and planning, execution and report monitoring and vigilance to overcome operational difficulties
- A uniform message with a localized approach in the vernacular made for



# Outcome

- 2750 front-end associates received training across the country over two months
- There was a noticeable positive impact on communication skills and brand knowledge

# CLIENT TESTIMONIALS

“The TRRAIN – Aptech program has successfully managed to train close to 3000 of our front-end staff in a span of two months very efficiently. The training content was customized for us and all the trainers were suitable for the regions they had been assigned to which led to the addition of knowledge and expansion of the skill base of the staff.”

---

## Head HR

leading Footwear retailer

“The training program was excellent. It was informative and enjoyable. We have already begun using the product knowledge and sales methods we imbibed during the training and it is working well.”

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**Raymond**  
Franchisee Store

“The training was very good. The effectiveness could be gauged after interacting with the associates post the training. The trainer was confident & conversed with the associates in the local language, which made them comfortable and overall, brought about positive changes”

---

## StoreManager

leading international  
Hypermarket

**ONE DAY TO REMIND THE WORLD  
THAT TWO WORDS IS  
ALL IT TAKES TO PUT A SMILE  
ON THE FACES OF  
FOUR MILLION RETAIL ASSOCIATES.**

**THANK YOU.**



# RETAIL EMPLOYEES' DAY

The contribution of shop floor employees among retail employees is undeniable as they are essentially the 'face' of the business – they hold the relationship with the customer, and the effective engagement of these employees is a fundamental part of successful workforce management. It is in this spirit that Retail Employees' Day was started.

Every year, December 12th is celebrated as Retail Employees' Day, to applaud the untiring efforts of retail associates. The day aims at creating awareness and empathy for their jobs and lives and the significant role they play in the lives of the customer.

5 years on and Retail Employees' Day (RED) has touched the lives of over 4 million employees and is celebrated in India, Turkey, UAE and parts of Singapore.

This initiative has been conceptualised by TRRAIN (Trust for Retailers & Retail Associates of India) in partnership with RAI (Retailers Association of India) in India.

RED has found widespread acceptance across retailers and brands of all sizes and across geographies. Planning for RED starts over 1.5 months in advance leading to buzz being created one week before the day. Most companies have a separate budget dedicated to celebrating the day. Top management blocks their calendars every year for RED and visits stores. It has become an occasion for employees from HOs and stores of different brands to celebrate together.



# CELEBRATION WITH A LASTING IMPACT – RESEARCH REPORT.

In July 2016, TRRAIN undertook an independent study in order to gain a deeper understanding of the positive impact of Retail Employees' Day on different aspects of employee performance.

The study mapped different stakeholders involved in the retail ecosystem and collected data from 25 top management personnel, 25 store managers and over 200 retail employees. The results of the study have been truly encouraging, displaying a favourable impact on employee engagement and morale.

The HR Heads of companies agreed that Retail Employees' Day positively affects employee morale, impacts team work and serves as a great platform for employee engagement. Interviews with CEO's revealed the positive impact of Retail Employees' Day on business outcomes stemming from increased productivity, improved teamwork and positive energy created by Retail Employees' Day activities.

A single day can truly have a lingering positive impact and be instrumental in instilling long lasting pride & joy in the retail sector. With the support & encouragement from retailers, TRRAIN believes that the day is on its way to becoming an iconic industry wide celebration in India & across the world.



# RETAIL EMPLOYEES' DAY 2016

In India, as many as 316+ organizations and 83 malls across India celebrated the day by organizing various employee recognition and engagement activities such as cultural programmes, free make-overs, team lunches, and outings with family. The celebrations received messages from brand ambassadors, celebrities from the Indian Film Industry & the Prime Minister's Office showing its support to India's 2nd largest industry- retail. The simple action of saying 'Thank You' has reached over 10 million people across India, Turkey, UAE and Singapore.

The feather in the cap for TRRAIN this year was the association with Paytm and the Business Excellence Department in the department of Economic Development, UAE joining hands to celebrate Retail Employees' Day. Digital wallet brand Paytm too gave a fillip to the efforts by asking its users to add Rs5 to their payments through the wallet.

This amount was matched by Paytm and the proceeds were donated to improving the lives of those working in retail.

A film was also shot & released to encourage customers to realise the importance of retail associates. The film had a combined social media reach of about 5.4Million user accounts.

RED 2016 saw active participation from other partners to retail such as Capillary and ShopX who announced scholarships for retail employees & their children.

Few examples of retailers whose celebrations truly reflected the spirit of their organisations:

## Vodafone

Vodafone celebrated RED with a lot of fun & enthusiasm. Kavita Nair, EVP Retail & Digital and Suvamoy Roy Choudhury, Director HR addressed, acknowledged and thanked more than 10000 strong retail employees across the country through a webcast.

At the store level, multiple employee engagement activities like musical welcome, the conversation starter cards "I collect Customer Smiles", personalized mugs, pens & a hand written "Thank You" note were given to the associates.

Vodafone also invited families of the employees to visit the Vodafone stores & offices. Interaction sessions were conducted to make the family members aware about the Vodafone Health-Safety & Wellbeing programs.

## Relaxo Footwear

Relaxo celebrated Retail employees' Day on 12th Dec'16 at all their exclusive outlets & Office. They circulated "Thank You" messages and cut a cake. Rewards & recognition were also given to the best employees of the 2nd quarter.

## ShopX

Shop X celebrated RED differently by starting an initiative by selecting 9 students from different states of India including Karnataka, Andhra Pradesh, Telangana, Kerala, Chhattisgarh, Gujarat, Tamil Nadu and Mumbai. The scholarships were awarded by B S Nagesh, founder of TRRAIN, who graced the event as the Chief Guest.



## At Home - Nilkamal



The team at @home celebrated Retail Employees Day 12th Dec by thanking their employees for their contribution and efforts in giving their customers the best shopping experience.

Every store employee could invite one family member (Spouse / Mother / Father) for the celebration. Stores were closed by 07.00pm. Meals were arranged at the stores followed by a round of sweets. Games were

organized where in the employees and their family members could participate. Employees could also come forward and share a story on on "My Happiest Memory as a Retail Employee with @home". A special backdrop was created at every store for RED to create the ambience.

# OTHER CELEBRATIONS



## RETAILER'S TESTIMONIALS

"It is the busiest month for the retail sector, this day helps in bringing a lot of positivity and accountability on the part of the store employees. There is a sense of pride among the employees to be associated with the retail sector"

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### HR Head

ENRICH

"Higher Morale and engagement levels can be seen at the business level. Building pride creates an opportunity to attract and retain the number and quality of staff in the retail sector. I have no doubt that it was only a highly engaged staff who will be able to take the customer engagement and business to next level"

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### Renu Jethani

HR Head

Godrej Nature' Basket

"Family participation at CKC has created a high level of loyalty in our employees. It is one of the reasons why we celebrate RED as a family day."

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### Store Manager

CKC JEWELLERS

# UAE - JOINS ON BOARD

The Business Excellence Department (BED) in the Department of Economic Development (DED) launched a campaign in connection with Retail Employees' Day, encouraging retail outlets to celebrate the day and share stories using the hashtag #BEDforRED. The campaign was part of promoting happiness and service quality in Dubai, particularly in the retail sector, in line with the strategic objective of BED.

Dubai's economic development and its international acclaim as a destination owe largely to the emirate's flagship retail sector. The overall ambience and quality of service provided by employees in retail outlets in the city are key advantages in the efforts to achieve overall happiness and service excellence," commented Shaikha Ahmad Al Bishri, Director, Business Excellence Department in DED.

Individual outlets celebrated RED with various programmes such as red-carpet welcome and photo sessions, cake-cutting, 'Thank You' messages and memorabilia. The objective of RED is to create the pride of belonging among retail sector employees by recognising their efforts through public appreciation.

The Business Excellence Department had sent messages to nearly 2,000 retailers who are members in the Dubai Service Excellence Scheme (DSES) of DED, urging them to celebrate the day and build a culture of appreciating the efforts of their employees through the year to make it a global phenomenon.

Till last year, RED was celebrated by over four million people across India and Turkey, and the UAE joining the celebrations adds over 35 nationalities to the initiative.



# MINISTERS' & CELEBRITY SUPPORT



224 4th edition  
of Retail Employees' Day  
(Retail Employees' Day)  
New Delhi - 110001

## MESSAGE

The Prime Minister is happy to learn that Retail Association of India is celebrating Retail Employees' Day on 12<sup>th</sup> December, 2016.

On this occasion, best wishes for the Retail Employees' Day celebration.

(P.K. Sharma)  
Under Secretary

New Delhi  
November 18, 2016





Top Retail CEO's share their RED message.



This are the ones who provide us the freedom and status of the FIVE and not give the best brand experience to the consumers. Jai Sarvam wishes to you all Ma 'Glen a very Happy #RetailEmployeeDay!



9:11:00 AM

Shreya Singh

141 November 28 11:30

Wish the gorgeous Rishi Sarvam wishing the best & very happy #RetailEmployeeDay You too can experience your greatness by clicking a selfie with an armband and share it online. #RED/RED





**THINK OF IT AS A STAGE FOR  
THE HEROES OF ALL THOSE  
OURSTANDING  
STORIES OF KINDNESS, GENEROSITY,  
AND GOING BEYOND THE CALL  
OF DUTY, THAT WERE SO LONG UNTOLD**



# TRRAIN RETAIL AWARDS

TRRAIN Retail Awards, is the only retail award in the country, and probably the world, that recognizes the front-end retail associates for excellence in customer service. With more than 10,000 stories received from 116 cities in 6 years, the awards have not only set a new benchmark for Customer Service in Retail but also impacted the lives of hundreds of retail associates both at work and at home.

TRRAIN organized the sixth edition of its flagship TRRAIN Retail Awards 2017 in Mumbai and awarded front end retail associates working across the retail sector for their exceptional customer service initiatives across categories like Food, Specialty Stores, Department and Malls and QSR. Persons with Disabilities (PwD's) retail associates were also recognized for demonstrating excellence in their jobs as Special Category Winners.

Harsh Mariwala, Chairman, Marico felicitated the winners in a glittering evening along with B S Nagesh, Founder, TRRAIN. The key highlight of the TRRAIN Retail Awards included an insightful discussion of Mr Harsh Mariwala and B S Nagesh regarding Leadership, Service & Excellence. The glittering awards ceremony saw the stalwarts of the Indian Retail industry in attendance and an enthralling performance by Siddhant Bhosale.

The National Winner of the TRRAIN Retail Awards 2017 was Somnath Wagh, Shopper's Stop, Wakhewadi, Purabi Das from Dominos Pizza, Guwahati and Jitendra Kharvar, Hypercity, Malad.

The second edition of the 'HR Initiative' award saw massive participation with the winners from HR Departments of Infiniti Retail, M&S, Max Retail and Reliance Trends taking back the award.

We received over 1000 compelling entries, from over 80 retailers across more than 30 cities and towns in India. The award ceremony 2017 recognized 6 Retail Associates as the National Winners out of the 15 Retail Associates who were awarded as the Category Winners at the Regional Level.

## NATIONAL WINNER- GOLD- SOMNATH WAGH, SHOPPER'S STOP, PUNE



It was festival season and the mall was crowded with loads of shoppers who wanted to buy gifts for the occasion. One such shopper was Mr. Patil, who wanted to buy gifts for his staff. Somnath attended to Mr. Patil, showing him loads of products that he could buy – but the customer wasn't satisfied. Somnath then suggested a combination of products that could be put together and gift wrapped beautifully. The customer was happy with this – he ordered 80 sets of these gifts to be delivered before 10 am the next day. Once the customer left, it was time for Somnath to start sorting the order out. He started tracking the availability of the products in the stores at different locations. The products had to be collected from 3 different stores in the city. With the help of one other colleague, Somnath managed to source all the products by 5 pm that evening. The giftwrapping could only start at 9:30 pm. By then, everyone including the giftwrapping employee had left. Somnath and two of his colleagues stayed back and wrapped each gift individually until after midnight.

At 8:30 am the next day, the delivery van arrived, the products were loaded and the delivery was done. Mr. Patil was in the banking sector and wanted to go and deliver gifts to the employees in different banks. There was one small problem – his vehicle was too small to fit in all the presents. Somnath immediately offered that he could accompany Mr. Patil in the store vehicle.

It was the last working day of the week for all the banks and the distribution had to be done before they closed at 2 pm. Somnath and his colleague set out with Mr. Patil, delivering each gift with a smile on their faces. The gifts were all given on time and Mr. Patil was extremely pleased with this delightful customer service experience.

## TRRAIN RETAIL AWARDS INSPIRES GLOBAL COUNTERPART

Inspired by the TRRAIN Retail Awards, The World Department Store Forum launched an award to acknowledge the outstanding achievements by sales associates the world over. These awards received global participation in 2015 and the second edition was held in Toronto.

The winners were awarded for their exceptional performances in fulfilling customer expectations, commitment beyond duty, product knowledge, team work and commercial results.

The 2017 Winners were Segio Diaz from Al Tayer/ Harvey Nichols- UAE with runners up Angela Diaz from Brown Thomas- Ireland and Shannon Luloff from Neiman Marcus- USA.





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## OTHER INITIATIVES

The Standard Chartered Mumbai Marathon (SCMM) is amongst the top ten marathons in the world. The event is not only a platform to test an individual's athletic excellence but also a unique fundraising platform for charities.

TRRAIN in its endeavour to raise funds for creating livelihood for people with disabilities, has been a participant at the Standard Chartered Mumbai Marathon for the past 2 years.

Last year, 105 runners supported the marathon and participated in #RunforRetail. 3 corporate teams showed their support – Shoppers Stop, K Raheja & Metro Shoes. The marathon served as a great employee engagement activity while promoting the culture of supporting a cause.



# OUR SUPPORTERS

Thank you a million Times-

To every sponsor, donor, partner, participant, supporter, volunteer, behind the scenes worker, a heartfelt thank you from TRRAIN and millions of Retail Employees across India and the world.

You have impacted our lives in ways that you couldn't even imagine! This would not have been possible without your trust in us.

Thank you for making all our initiatives the success they are today.

Our efforts in 2016-17 would not have achieved the scale they have without the support of:

Ambit Oditi Foundation

Bala Chaitnya Deshpande

B. S. Nagesh

Biba Apparels Pvt Ltd

Capillary Technologies India Pvt Ltd

Images Multimedia Pvt Ltd

India Cares Foundation

Info Edge India Ltd

Inorbit Malls (India) Pvt Ltd

J. P. Morgan Services India Pvt Ltd

Jai Shivshkti Health & Educational Foundation

Jones Lang LaSalle Property Consultants India Pvt Ltd"

K Raheja

Metro Shoes

Multiples Alternate Assets MGMT Pvt Ltd

Shailaja Nagesh

Salil Desai

Shoppers Shop Ltd

Skechers South Asia Pvt Ltd

Tech Mahindra Foundation

The American India Foundation

Vedant Fashions Pvt Ltd

Vikas Prabhu

Vivek Ltd

Nagesh Basavanhalli

Nancy Desai

Neel Chandru Raheja

ONE97 Communication Ltd

Panda Retail Pvt Ltd

Pooja Nagesh

Quipper Research Pvt Ltd

Rashmi Basavanhalli

Ravi Chandru Raheja

Retailer Association of India

Retailer Association Skill Council of India

Shailaja Nagesh





# AUDITED FINANCIALS 2016-17

## REPORT OF THE AUDITORS TO THE TRUSTEES OF TRUST FOR RETAILERS AND RETAIL ASSOCIATION OF INDIA

1. We have audited the attached Balance Sheet of TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA (the "Trust") as at March 31, 2017, and also the Income and Expenditure for the year ended as on that date, which is in agreement with the books of Account maintained by the Trust. These financial statements are the responsibility of the Management. Our responsibility is to express an opinion on these financial statements based on our audit.
2. We conducted our audit in accordance with the auditing standards generally accepted in India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.
3. Further, we report that:
  - I. We have obtained all the information and explanations, which to the best of our knowledge and belief were necessary for the purposes of our audit;
  - II. In our opinion, proper books of account as required by law have been kept by the Trust so far as appears from our examination of those books;
  - III. The Balance Sheet and Income and Expenditure Account dealt with by this Report are in agreement with the books of account;
  - IV. In our opinion and to the best of our information and according to the explanations given to us, the said accounts read together with the Notes thereon, give a true and fair view in conformity with the accounting principles generally accepted in India:
    - a) In the case of the Balance Sheet, of the state of affairs of the Trust as at March 31, 2017, and
    - b) In the case of Income and Expenditure Account, of the Surplus of the Trust for the year ended on that date.

For J.D.Bhagchandani & Co.  
Chartered Accountants  
Firm Registration No. 101105W  
(Jayesh D. Bhagchandani)

Place : Mumbai

Date: June 27, 2017

Name of the Trust:  
**TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA**  
 Balance sheet as at 31 March 2017

Particulars	Schedule	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
Sources of Funds			
Trust and Corpus Fund	1	4,13,61,768	4,01,17,946
Reserves and Surplus	2	1,72,48,948	14,11,819
Reserves and Surplus	3	3,00,000	-
<b>Total</b>		<b>5,89,10,716</b>	<b>4,15,29,765</b>
Application of Funds			
Fixed Assets	4	2,63,984	2,04,225
Investments (Long term)	5	5,06,69,810	3,65,00,000
<b>Current Assets, Loans and Advances (A)</b>			
Cash & Bank Balances	6	91,07,674	28,71,432
Loans and advances	7	63,23,457	46,94,056
<b>Less: Current Liabilities and Provisions (B)</b>			
Current Liabilities	8	2,09,897	1,09,048
Provisions	9	72,44,313	26,30,900
<b>Net Current Assets (A-B)</b>		<b>79,76,922</b>	<b>48,25,540</b>
<b>Total</b>		<b>5,89,10,716</b>	<b>4,15,29,765</b>

The schedules referred to above form an integral part of this Balance Sheet.

Notes to Accounts

12

For J.D.Bhagchandani & Co.  
 Chartered Accountants  
 FRN No: 101105W

For Vistra ITCL (India) Limited  
 Trustee of Trust for Retailers and Retail  
 Associates of India

Jayesh D. Bhagchandani  
 Proprietor  
 M. No 41913

TRUSTEE

Dated at : 27th June 2017

Dated at : 27th June 2017

Name of the Trust:

TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA

Income & Expenditure Account for the year ended March 31, 2017

Particulars	Schedule	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
Income			
Donations	10	3,96,33,746	1,17,88,444
Sponsorship Fees		61,50,000	46,00,000
Training Fees		-	10,215
Interest	11	25,69,107	30,72,581
<b>Total</b>		<b>4,83,52,853</b>	<b>1,94,71,240</b>
<b>Expenditure</b>			
<b>Trust Objects and Project Expenses</b>			
Pankh Project Expenses		2,63,56,760	1,31,35,492
Retails Award Event and Retail Day		24,89,234	36,84,924
Retail inclusion Summit		4,89,862	1,09,955
Trust Promotion Expenses		23,81,062	10,11,118
<b>General &amp; Administration Expenses</b>			
Trusteeship Management fees		6,00,000	6,00,000
Audit Fees		85,217	73,280
Other Miscellaneous Expenses		26,287	8,220
<b>Total</b>		<b>3,24,28,422</b>	<b>1,86,22,989</b>
<b>Surplus of Income over Expenditure Before Tax and Depreciation</b>		<b>1,59,24,431</b>	<b>8,48,251</b>
<b>Depreciation</b>		<b>87,302</b>	<b>76,400</b>
<b>Surplus/(Deficit) of Income over Expenditure Before Tax</b>		<b>1,58,37,129</b>	<b>7,71,851</b>
<b>Surplus/(Deficit) of Income over Expenditure transferred to Fund</b>		<b>1,58,37,129</b>	<b>7,71,851</b>

Notes to Accounts

12

For J.D.Bhagchandani & Co.  
Chartered Accountants  
FRN No: 101105W

For Vistra ITCL (India) Limited  
Trustee for Trust for Retailers and Retail  
Associates of India

Jayesh D. Bhagchandani  
Proprietor  
M. No 41913

TRUSTEE

Dated at : 27th June 2017

Dated at : 27th June 2017

Name of the Trust:  
**TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA**  
Schedules for the year ended March 31, 2017

Schedule 1: Trust and Corpus Funds	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
Opening Balance	40,117,946	26,204,921
Contributions Received for the Trust Objects	1,978,480	16,570,550
<b>Total (A)</b>	<b>42,096,426</b>	<b>42,775,471</b>
Utilisation Expenses incurred towards the Trust Objects (B)	734,658	2,657,525
<b>Closing Balance (A-B)</b>	<b>41,361,768</b>	<b>40,117,946</b>

Schedule 2: Reserves and Surplus	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
Opening Balance	1,411,819	639,968
Add: Excess of Income over Expenditure	15,837,129	771,851
<b>Closing Balance</b>	<b>17,248,948</b>	<b>1,411,819</b>

Schedule 3 : Unsecured Loan	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
Short Term Loan from Settlor Mr. B. S. Nagesh	300,000	-
<b>Closing Balance</b>	<b>300,000</b>	<b>-</b>

Schedule 5 : Investments	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
<b>Deposits</b>		
Fixed Deposit - HDFC Bank Limited	16,919,810	750,000
Fixed Deposit - HDFC Limited	23,750,000	35,750,000
<b>Bonds</b>		
Government Of India Bonds (8%)	10,000,000	-
<b>Closing Balance</b>	<b>50,669,810</b>	<b>36,500,000</b>

Schedule 6 : Cash and Bank Balances	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
Bank Balance - HDFC Bank - Current Account	91,03,071	28,58,811
Bank Balance - HDFC Bank - FCRA Account	-	-
Cash on Hand	4,603	12,621
Closing Balance	91,07,674	28,71,432

Schedule 7 : Loans and Advances	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
Sundry Debtors Receivable	35,16,214	21,96,841
Service Tax Cenvat Credit Receivable	19,95,710	15,34,577
Krishi Kalyan Cess Credit Receivable	13,780	-
TDS Receivable	7,97,753	8,37,781
Interest Receivable - on Fixed Deposits	-	1,24,857
Closing Balance	63,23,457	46,94,056

Schedule 8 : Current Liabilities	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
TDS Payable	2,06,397	1,09,048
Swacch Bharat Cess Payable	3,500	-
Closing Balance	2,09,897	1,09,048

Schedule 9 : Provisions	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
Provision for Audit fees	76,500	66,880
Provision for Expenses	71,67,813	25,64,020
Closing Balance	72,44,313	26,30,900

Schedule 10 : Donations	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
- Funds received for People with Disabilities in Retail Projects	2,32,13,936	1,03,24,415
- TRRAIN Retail Awards Program	-	10,00,000
- Give India Program	-	1,64,029
- International Yoga Day	-	3,00,000
- Donation for SelectHER Programme from FCRA Contributors	1,59,19,810	-
- Women Empowerment Project	5,00,000	-
Closing Balance	3,96,33,746	1,17,88,444

Schedule 11 : Interest	31-Mar-17 Amount (Rs.)	31-Mar-16 Amount (Rs.)
- Fixed Deposits	25,39,218	26,58,784
- Income Tax Refund	29,889	24,920
- Interest on Non Convertible Debentures IDFC	-	3,88,877
Closing Balance	25,69,107	30,72,581

Name of the Trust:  
**TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA**  
 Schedule 4 - Fixed Assets

(INR Rupees)

Description of assets	Gross block			Closing as at March 31, 2017	Depreciation For the Year Balance	Net Block As at 31 March 2017
	Opening Balance as at April 01, 2016	Additions before 30/9/2016	Additions after 30/9/2016			
Tangible Assets	-	-	-	35,460	3,546	31,914
Furniture and Fixtures	35,460	-	-	35,460	3,546	31,914
Computers & Accessories	45,714	32,000	44,625	1,22,339	60,016	62,323
Office Equipments	1,23,051	-	70,435	1,93,486	23,740	1,69,746
<b>Total</b>	<b>2,04,225</b>	<b>32,000</b>	<b>115,060</b>	<b>3,51,285</b>	<b>87,302</b>	<b>2,63,984</b>
<b>Total - (Previous Year)</b>	<b>1,82,428</b>	<b>46,900</b>	<b>51,296</b>	<b>2,80,624</b>	<b>76,400</b>	<b>2,04,225</b>



Name of the Trust:

TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA

Schedule 11 - Significant Accounting Policies and Notes to Accounts

## 1 Significant Accounting Policies

### General

- 1.1 The Financial Statements are prepared on the historical cost convention basis and are in conformity with the statutory provisions and practices prevailing and are in accordance with the Generally Accepted Accounting Principles.

### Use of estimates

- 1.2 The preparation of Financial Statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent liabilities at the date of the Financial Statements and the results of operations during the reporting period end. Although these estimates are based upon management's best knowledge of current events and actions, actual results could differ from these estimates.

### Investments

- 1.3 Investments that are not readily realisable and intended to be held for not more than a year are classified as long-term investments. Long-term investments are carried forward at cost. However, the provision for diminution in value is made to recognise a decline other than that of temporary nature in the value of the investments.

### Income and Expenditure

- 1.4 The Trust recognises income & expenditure on an accrual basis except as stated otherwise.

### Provisions

- 1.5 A provision is recognized when an enterprise has a present obligation as a result of past event; it is probable that an outflow of resources will be required to settle the obligation, in respect of which a reliable estimate can be made. Provisions are not discounted to its present value and are determined based

on best estimate required to settle the obligation at the Balance Sheet date.

These are reviewed at each Balance Sheet date and adjusted to reflect the current best estimates.

### **Trust Fund/Corpus**

- 2 Contributions received from the Contributors is being appropriated towards the Corpus/Trust Fund being the main objectives of the Trust.

The Trust has received Contributions as on March 31,2017 amounting to **Rs.477.22 Lakhs** (Previous Year - Rs.329.69 Lakhs) towards the Objects of the Trust. Sums amounting to **Rs.331.37 Lakhs** (Previous year - Rs.212.72 Lakhs ) have been utilised/ applied towards the objects of the Trust and such expenses are appropriated from the said Corpus. In addition to the above, a sum of **Rs.120 Lakhs** has been invested in Fixed Deposit as per statutory requirements for application of Corpus proceeds received during the year and as informed by the Trustees the same will be utilised for future applications towards the Objects of the Trust.

### **3 Contingent Liability**

The Trust has a contingent liability of Rs.48,535 (Previous Year - Rs.63,462) as on the Balance Sheet date on account of TDS defaults and the same are not recognised in the Financial Statements. As per information and explanations, the aforesaid sum is pending confirmation for reconciliation and validation with Tax authorities and shall be paid on actual settlement of such dues.

### **4 FCRA Donations**

During the year Trust has received contribution from Foreign Contributors amounting to Rs. 159.2 Lakhs towards the SelectHer programme for providing training and mentoring of underprivileged women participants and empowering them by extending placement opportunities in the retail sector. The said contribution will be appropriated towards the object of the Select Her programme.

- 5 Figures have been re-arranged and re-grouped wherever found necessary.

For J.D.Bhagchandani & Co.  
Trustee Chartered Accountants  
FRN No: 101105W

For Vistra ITCL (India) Limited  
Trustee for Trust for Retailers and Retail  
Associates of India

Jayesh D. Bhagchandani  
Proprietor  
M. No 41913

TRUSTEE

Dated at : 27th June 2017

Dated at : 27th June 2017

Name of the Trust:  
TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA

Particulars	FY 11-12	FY 12-13	FY 13-14	FY 14-15	FY 15-16	FY 16-17	CUMULATIVE
	Amount (RS)	Amount (RS)	Amount (RS)	Amount (RS)	Amount (RS)	Amount (RS)	Amount (RS)
Donation amount received as Coprus up to March 31, 2017							
Amount Received as Coprus from Donors (A)	1,16,01,705	1,28,01,200	1,38,61,000	76,38,000	1,65,70,550	19,88,480	6,44,60,935
Corpus Utilised towards Charitable Object from Coprus (B)	1,02,59,304	36,31,050	42,10,127	16,06,503	26,57,525	7,44,658	2,31,09,167
Annual Total (A)-(B)	13,42,401	91,70,150 0	96,50,873	60,31,497	1,39,13,025	12,53,822	4,13,61,768

For Vistra ITCL (India) Limited  
Trustee for Trust for Retailers and Retail  
Associates of India

Trustee/ Authorised Signatory  
Mumbai, June 27, 2017

# BOARD OF DIRECTORS

ANUJ PURI	Chairman at ANAROCK Property Consultants Private Limited
BALA DESHPANDE	Senior Managing Director, New Enterprise Associates (India) Pvt Ltd
HARIT NAGPAL	Managing Director, Tata Sky
MEERA SHENOY	Founder, Youth4Jobs Foundation
PINAKIRANJAN MISHRA	Partner - Retail & Consumer Products, EY India
ROHIT SRIVASTAVA	Head Core Consulting, Strategic & Marketing Division, Contract Advertising
SUHAS TULJAPURKAR	Managing Partner, Legasis Partners
SHASHIDHAR SINHA	CEO, IPG Media Brands India
SHALINI KAMATH	Senior HR Professional
SHIVANI MEHTA	Operations Director, Kherwadi Social Welfare Association
VIDYA HARIHARAN	Director, Vidal Healthcare Pvt Ltd

