



**TRRAIN**  
TRUST

**Empowering People  
in Retail**

**Annual Report  
2019-2020**







**AMEESHA PRABHU**

## A NOTE FROM OUR CEO

*Dear friend of TRRAIN,*

TRRAIN has been in existence for almost a decade now and since inception our dream has been to make lasting changes in the lives of people in retail. With each passing year, we can see our dream gradually turn into reality.

Looking back at the last 9 years, it brings us great joy to have impacted millions of retail employees with our initiatives and programs. With programs like Pankh - Wings of Destiny, we have impacted the lives of more than 17,000 Persons with Disabilities since 2011, and TRRAINHer Ascent program, which promotes a gender diverse workplace, we have impacted the lives of 2000 underprivileged women since 2018. Our initiatives like Retail Employees' Day and TRRAIN Retail Awards, both of which have garnered incredible recognition from the Indian Government, celebrities, influencers and customers. Especially when we had the opportunity to host Mrs. Smriti Zubin Irani (Honorable Minister of Textiles and Women & Child

Development) as the Chief Guest at our awards; and with our 'Thank You Bola Kya' Campaign, for Retail Employees' Day receiving a digital footprint of 130 million impressions with 1000+ brands & 100+ malls celebrating their retail associates, we have been extremely grateful. Lastly, our newest initiative, Be A Supermarketwala took a leap from being the go to book for supermarket success for Kiranas to a fully digitized video series to help millions of Kirana store owners transform into modern supermarkets.

TRRAIN has a long way to go and to have supporters such as yourself, drives us to keep on moving forward and raising the bar higher each year. We aim to positively impact millions of more such employees.

I would like to thank each and every one of you who have believed in our dream and supported us through the years.

**Namaskar,  
Ameesha**



## **OUR VISION**

To Empower People In Retail

## **OUR MISSION**

We are committed to upgrading the lives of people in retail both at work and home. We are the catalysts who create sustainable platforms through thought leadership backed by a not for profit objective.

# PANKH – WINGS OF DESTINY



Pankh - Wings of Destiny is an initiative launched in 2011 with an aim to create sustainable livelihood for Persons with Disabilities. Pankh provides training and employment opportunities for Persons with Disabilities in retail, and promotes inclusion in the retail industry.

Since 2011, Pankh has impacted the lives of more than **17,000** Persons with Disabilities and now has **52** centres pan India.

Pankh program covers the following disabilities - Speech & Hearing Impairment, Locomotive Disability, Learning Disability and Low Vision

**In the year 2019-2020 Pankh has:**

**5,000**

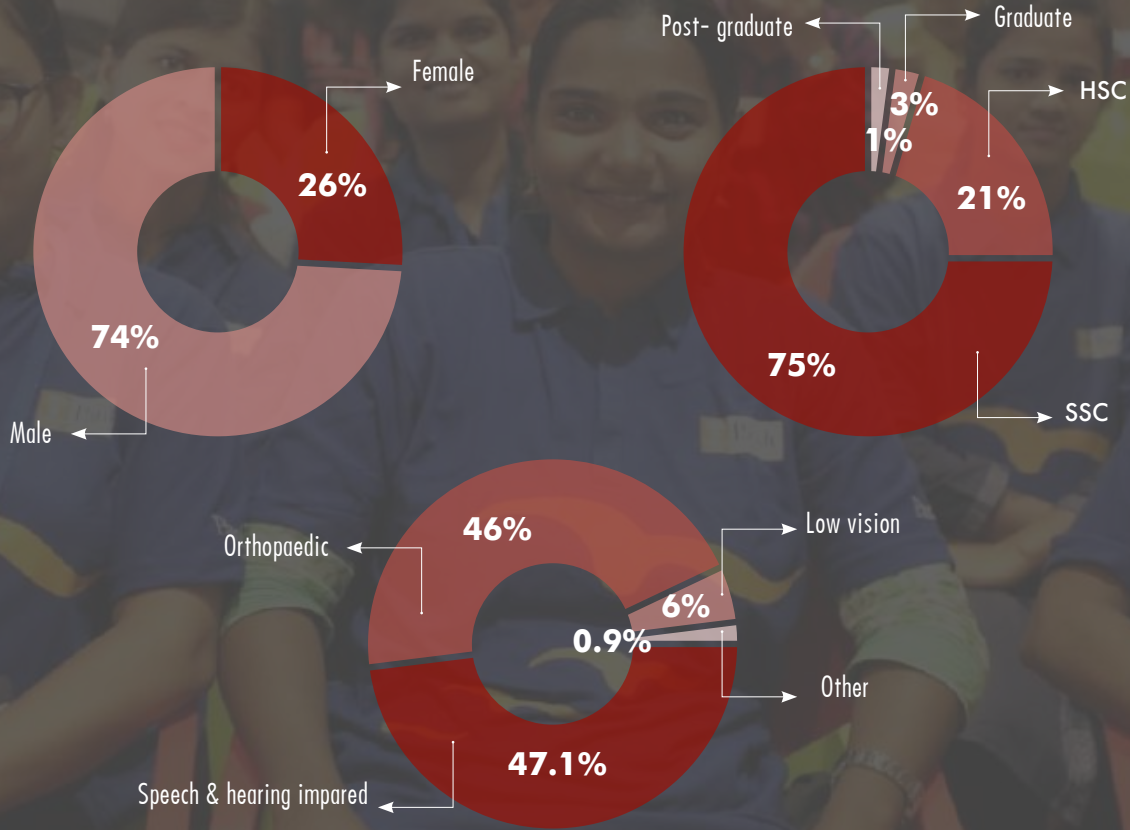
Trained Persons  
with Disability

**3,500**

Created livelihood  
for Persons with  
Disability



# Pankh Trainee Profile



# Pankh Hiring Statistics

Our top 5 recruiters were Vishal Mega Mart, Reliance SMSL Retail, Airplaza Retail Holding Pvt. Ltd., Amazon and Lifestyle International P Ltd- Max Retail.

**700+**

Companies hired Persons with Disability from Pankh

**21,373**

Was the highest income of our trainee at Bata this financial year



**Sangeeta Yadav**

## IMPACT STORIES

**With Pankh we have witnessed some amazing life transforming stories, here are a few of them.**

### Sangeeta Yadav's Story

The story of Sangeeta Yadav, born with speech & hearing impairment (SHI), is an inspirational one. Hailing from Bilaspur, Chhattisgarh, she cleared her HSC with her family's support.

However, that alone wasn't enough to secure her a job. During her search for employment, Sangeeta met a Pankh alumna who convinced her to join the program. Eventually she enrolled herself.

Sangeeta approached her training with enthusiasm, attentiveness and overcame her apprehensions, she soon gained the confidence to

present herself in public. Furthermore, she also improved upon her basic written English and computer-operating skills to boost her employability.

Her hard work paid off when she got placed in the reputed quick-service restaurant chain, KFC, at one of its Indore outlets. Today, Sangeeta is able to financially support her family, and is respected in the workplace for her strong work ethic. She thanks Pankh for contributing to her success and hopes that the Pankh program will continue to help women like her fulfill their true potential.



# IMPACT STORIES

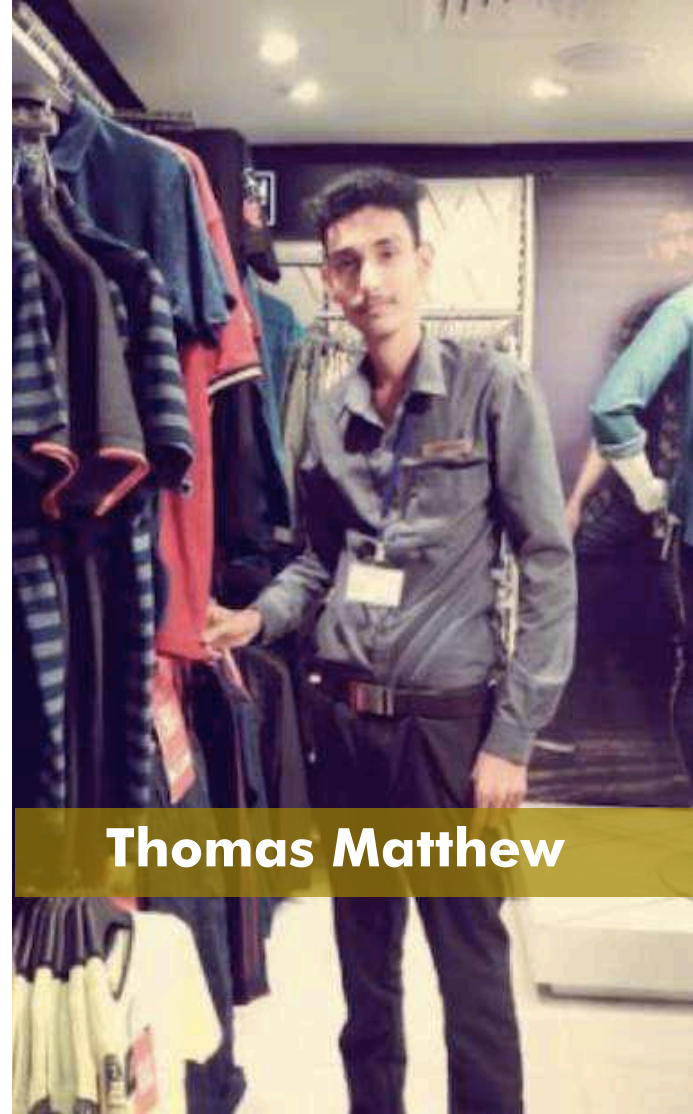
## Thomas Matthew's Story

Thomas Matthew is a young, 25-year-old man from Kerala who is speech and hearing impaired (SHI). In spite of being a brilliant student, Thomas could not continue his higher studies beyond HSC due to his father's death 20 years ago. Having lost his father at such a young age, his family's only source of income was his mother's widow pension. Despite all the hardships, Thomas was determined to support his mother.

In his mission to support his family, Thomas discovered the Pankh program through a

mobilisation drive. Diligently, Thomas completed the program successfully and received his certificate of completion.

His hard work paid off when he interviewed for and was selected as a customer service associate by Reliance Trends. Thomas is now independent and supports his mother as well. His hardwork and determination is a source of inspiration to all of us.



**Thomas Matthew**



# PANKH EVENT HIGHLIGHTS

## International Week of the Deaf

Last week of September (23rd to 30th September, 2019) is celebrated as International Week of the Deaf. This week is dedicated to spreading awareness about the community and sign language.

Pankh trainees got a chance to meet and celebrate World Deaf Day (a day celebrated in International Week of the Deaf) with Sony's popular show 'Isharo Isharo Mei's' cast members.





## International Day of Persons with Disabilities

December 3rd is celebrated as International Day of Persons with Disabilities, with the aim to increase public awareness, understanding and acceptance of Persons with Disabilities in society, and celebrate their achievements and contributions.

At our centres we initiated a Pan card drive where we helped our trainees get their pan cards, alongside we celebrated them with a cake cutting

ceremony and some engaging activities such as sports day and a drawing competition.

Our campaign #AccessibilityForAll brought to light small instances which are accessible to many, but are barriers for Persons with Disabilities. Small yet necessary changes in our infrastructure can bridge a crucial gap for the world to become accessible for Persons with Disabilities.

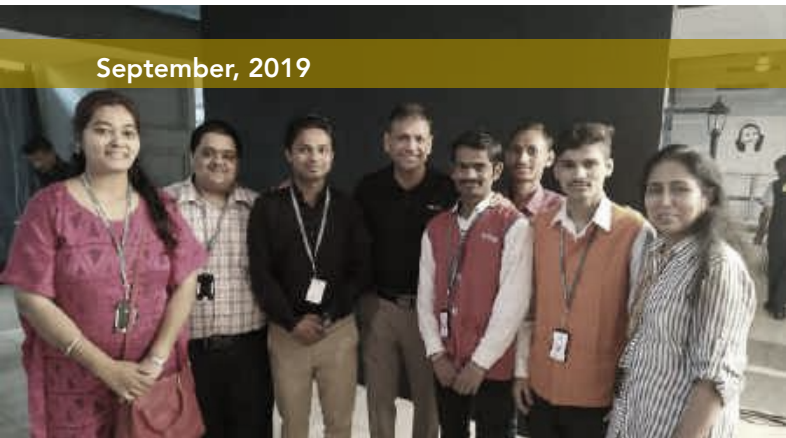




## Corporate Engagement Activities

"Pankh students are 'giftabled' and not disabled"

The beautiful thoughts came from Ms. Mona Nandedkar, Centre Head and CTO Allstate team, in February when the Allstate's senior team visited our Pankh, Pune centre. It was an interactive and inspiring session for both, our trainees as well the Allstate team



September, 2019

September 2019, our Pankh graduates shared their inspiring stories in the presence of Hexaware Technologies employees and met Mr. R. Srikrishna, Chief Executive Officer, Hexaware Technologies and Ms. Amberin Memon, Chief People Officer, Hexaware Technologies at Hexaware Technologies' Town Hall in Pune and Navi Mumbai.



Diwali, 2019

Diwali 2019 was full of spark and joy, where our Pankh graduates celebrated Diwali festivities with the Nexus Mall team. Our graduates met and were greeted by Mr. Dilip Sehgal, Chief Executive Officer, Nexus Malls and performed engaging activities with the Nexus team.

# TRRAINHer Ascent

TRRAINHer Ascent is an initiative launched in 2018 to empower women and promote a gender diverse workplace in the retail industry. TRRAINHer Ascent aims at training and creating opportunities for women in retail. It focuses on providing employment to those who want to join the retail industry.

Since 2018, TRRAINHer Ascent has trained **2,000** Women and placed **1,100** women in various industries such as, retail, hospitality, pharmaceutical and many more.



TRRAINHer Ascent now has 21 centres across India in the following cities:  
***Mumbai, Pune, New Delhi, Hyderabad, Chennai, Bangalore and Navi Mumbai.***

**1,700**

Women Trained

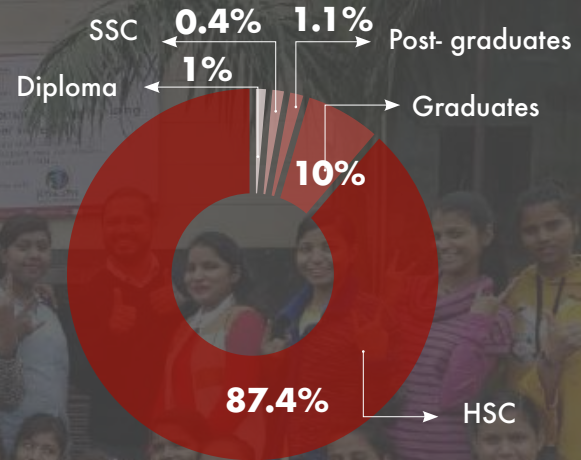
**770**

Livelihood created  
for Women



# TRRAINHer Ascent Trainee Profile

**AVERAGE AGE OF OUR  
TRAINEES IS 21 YEARS**



# TRRAINHer Ascent Hiring Statistics

Our top 5 recruiters were Multiplier mudra, Reliance SMSL Ltd., Genius Consultants Ltd., Lifestyle International Pvt. Ltd. - Max Retail, Chai Point.

**277**

Companies hired  
women through  
TRRAINHer Ascent

**21,373**

Was the highest income  
of our trainees placed at  
Lenskart this year



**Firdos Siddiqui**

## IMPACT STORIES

**In 2019-2020 we have created livelihood for ambitious women. Here are a few inspiring impact stories.**

### Firdos Siddiqui's Story

Firdos is a 21-year-old women from Govandi, Mumbai. She lives with her father, who is a retired employee, and a younger sister. She comes from a community where girls are confined to the household, and face various challenges that make it difficult for them to pursue a professional career.

During a mobilisation drive in her locality, Firdos and her family were counselled about the TRRAINHer Ascent program and its prospects. Soon after she enrolled into the program.

Firdos proved to be a quick learner, inheriting retail

skills in a short period and participating proactively during training. After completing her training, she got an interview with Sketchers, a sports goods retail brand and secured a job.

Our team continues to support Firdos in coping with cultural differences at work, and in facing the marginal community she belongs to. All said and done, Firdos has set an example for girls in her community and become a role model for them. She aspires to grow as a professional in the field of retail and to support her family.



# IMPACT STORIES

## Neha Khobragade's Story

Neha, a 20-year-old woman who lost her father at the age of 5, turned her life around with her optimistic attitude.

After her father passed away, she did not receive any support from her family and took the bold decision of moving out of her house. Since then she was raised in an orphanage in Navi Mumbai.

She faced many hardships, dealing with her family and adjusting to her new life. However despite that, she managed to complete her HSC and

later got enrolled in the TRRAINHerAscent program during one of our mobilisation drives. Being a keen learner, she excelled in her retail training as well as gained life skills and grooming skills.

On completing her training, she got placed in Westside a well known apparel brand in Mumbai. Neha has become a role model for many girls at the orphanage. Striving to make a better life for herself, she aspires to continue her education through distance learning and become a graduate.



**Neha Khobragade**



# TRRAINER ASCENT EVENT HIGHLIGHTS

## International Women's Day

This International Women's Day, celebrated on 8th March, we empowered our trainees by inviting retail professionals such as Ms. Veena Kumaravel Founder of Naturals Beauty Salons, Ms. Prachi Chopade Managing Director, Apple Hair & Beauty Services Pvt. Ltd., Mr. Ajay Aggarwal Managing Partner - 100Watts.tech, Head - Retail, Nilhient, Ms. Kavita



Bagwe Sr. Manager HR, bigbasket, Ms. Saroj Pandey Finance Director, Telematics Co., Ms. Samira Shaikh Head - Diversity & Inclusion, Titan, Ms. Shivaranjani Amarnath National Account Manager, Collabera, to share their inspiring journeys and other insights with our trainees.



# RETAIL EMPLOYEES' DAY 2019

Retail Employees' Day, celebrated on 12th December every year, stems from the idea of building pride in the retail community. This initiative aims to bring the true heroes of retail, the associates into focus by appreciating and celebrating their hard work.

Retail Employees' Day began in 2011 with around 20,000 retail associates being celebrated to now becoming globally recognized with Turkey, UAE, Philippines and Bangladesh joining the initiative.

In the last 9 years this day has touched the lives of approximately 100 million retail associates across the globe. It has also garnered the acceptance and recognition of the Indian Government, celebrities, influencers and customers in India.

***This year in India, Retail Employees' Day saw more enthusiasm, more smiles, more optimism and more appreciation with***

**1,000+ | 100+ | 8+ Lakh**

Brands

Malls

Kiranas

And millions of customers

Celebrating Retail Employees' Day.





**Mahesh Bhupathi** @Maheshbhup... · 5m  
 Wishing all retail employees the very best on "Retail employees day" #thankyoubolakya #RED2019



**HAPPY RETAIL EMPLOYEES DAY** to all our store superheroes. Go treat yourselves!

2,43,487 likes

kritisaanon We are celebrating today with our favourite super heroes. A huge thank you to you all who have made @ms.takemefashion what it is today!

**Piyush Goyal** @PiyushGoyal

देश के सभी क्लिंटर्स, इस कार्य से जुड़े सभी कर्मियों, तथा उपभोक्ताओं को Retail Employees Day की शुभकामनाएं।  
 देश की आर्थिक प्रगति व विकास में आप सभी की अहम भूमिका है, मुझे विश्वास है कि आपके योगदान से देश निरंतर प्रगति की नई ऊंचाइयों को छुएगा।

**Smriti Mandhana** @SmritiMandhana

Thank you to the ones that a great experience at work as always. The employees were knowledgeable, full of energy and had helpful size to give about the latest trends. I think there's what makes it so exciting. Lots, they really staff. #RED2019 #thankyoubolakya

**Shah Rukh Khan** @amrak

Wishing 20,000 bigbasketeers all the very best on Retail Employees' Day. Aim High. Do Well in Life. @bigbasket.com

**mohitmalk1113**

27,860 views

mohitmalk1113 To all retailers who go the and make our lives better and easier. Tod Employees' Day, we'd like to say a big "Th

**Parsons Text**

7:52 AM · 12/12/19 · Twitter for Android

374 Retweets · 3,109 Likes

Message

The retail industry in India has emerged as one of the most dynamic and fast-paced sectors. Being one of the largest economies in the world, India's retail industry is expected to reach a market size of \$1.2 trillion by 2025. This growth is driven by a combination of factors, including a rising middle class, a growing e-commerce sector, and a shift in consumer behavior towards experiential retail.

It is essential to harness the power of data to drive growth and ensure that the retail industry remains competitive in the long run. This is where the power of analytics comes in. By leveraging the power of data, retailers can gain valuable insights into their customers' behavior and preferences, allowing them to tailor their offerings and marketing strategies to better serve their needs.

Analytics enables the retailer to track and analyze customer behavior in real-time, allowing them to identify trends and patterns in their data. This information can be used to optimize the retail experience, from the way products are displayed to the way customer service is provided. By using analytics, retailers can also identify areas where they need to improve and make data-driven decisions to drive growth.

Analytics is a powerful tool for retailers, and it is essential for success in the long run. By leveraging the power of data, retailers can gain valuable insights into their customers' behavior and preferences, allowing them to tailor their offerings and marketing strategies to better serve their needs.

**Parsons Text**

**Mirssi** @mirsi\_chakraborty

A big thank you to all the retail employees for their sincerity, dedication and hard work! @TanishqJewelry @TRRAINIndia

13:05 · 12/12/19 · Twitter for iPhone

**Smriti Z Irani** @smritizirani

Retail employees are the backbone of the retail industry. On Retail Employees' Day, I extend my best wishes to these unsung frontline workers of retail enterprises across the country. #RED2019 @TRRAINIndia

5:01 PM · Dec 12 2019 · Twitter for iPhone

**bigbasket**

Wishing Happy Employees' Day to all our Retail Employees! Aim High. Do Well in Life. @bigbasket.com

2:46 PM · 12 Dec 19 · Twitter for iPhone



# #ThankYouBolaKya?

The **#ThankYouBolaKya** campaign encouraged customers and retailers to do their bit of thanking and celebrating these retail heroes on their special day.

the business as well. These messages amplified the joy and spirit of pride in the industry.



## On-ground activities

Retailers (including brands, malls and kirana stores) went all out with the celebrations from putting up stages and holding elaborate performances to organizing spa sessions and cycloboths to installing photo booths to decorating stores with Retail Employees' Day being the theme and conducting customer engaging activities.

This year, PayNearBy, India's largest hyperlocal fintech network with over 8.5 lakh retailers joined this initiative. They launched the 'Haath Badhao, Thank You Keh Jao' campaign in line to the #ThankYouBolaKya campaign to recognize and acknowledge the efforts of every retailer and the sacrifices they make to keep their customers happy.



## Digital space

Apart from the on-ground activities, the digital space successfully reached millions of individuals, garnering a digital footprint of **130 million impressions**.

This Retail Employees' Day grew bigger, more impactful than the years before and created lasting changes in the retail industry. A single day can build so much pride and joy in the retail industry with the help of retailers across the world. TRRAIN believes that Retail Employees' Day is just a few steps away from becoming an iconic celebration worldwide.

With an influencer activity in line to the #ThankYouBolaKya campaign which encouraged and reached more customers to appreciate the retail associates effort.



In addition, CEOs and directors of multiple retail companies shared video messages thanking retail associates and highlighting their importance to



# CEO SUPPORT



"We consider the work you put in for the company one of the hardest tasks to do in our company, so we don't just celebrate you on one day we appreciate all your efforts throughout the year."

-J Suresh, CEO, Arvind Fashion

"You are the people that bring smiles across customers face, you are the people that make things happen, you are the people that make the experience at Spaces and Welspun happen, Thank You."

- Dipali Goenka, CEO & Jt. MD, Welspun Global Brands

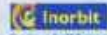
"Retail Employees' Day is a very special day for all us retailers, especially the ones that practice real retail, the individuals who work on the retail floors, our Retail Rockstars.

Key Message to the Retail Rockstars 'A single minded focus on generating retail profitability'"

- Gaurav Mahajan, President, Raymond Apparel, Raymond Home & MTM

# TRRAIN RETAIL AWARDS 2020: THE LEAGUE OF CHAMPIONS

Presents





# TRRAIN RETAIL AWARDS

TRRAIN Retail Awards is the only retail awards in the country and probably the world that recognizes and honors the front-end retail associates for excellence in customer service.

With over **10,000 stories** received from **116 cities** in **9 years**, we have set a new benchmark for Customer Service Excellence in Retail. This award has impacted the lives of hundreds of retail associates by creating a platform, where they are recognized for their efforts and providing a better experience for the customer, every single time.

*This year we received:*

**200+**

Stories

**150+**

Brands & Malls

Followed by **3 intensive rounds** of jury, selecting the **top 28 League of Champions** and the **National Winners**.

## HONORABLE MINISTER GRACED US WITH HER PRESENCE.

In TRRAIN Retail Awards 2020 we had the honor of hosting **Mrs. Smriti Zubin Irani, Honorable Minister of Textiles and Women & Child Development** as the Chief Guest.

She inspired the winners with her wise words and added more spark to this magical evening.



## MAIN HOON NA AWARDS

This year, TRRAIN in association with PayNearby, India's largest hyperlocal fintech network with over 8.5 lakh retailers, honored 8 small & medium sized store owners who impacted retailers and customers, financially and helped connect with their loved ones, through money transfer, cash deposit and cash withdrawal. PayNearby

conducted an engagement campaign called '**Main Hoon Na**'. The objective of this month long campaign was to eulogize retailer efforts and the sacrifices they make to serve their customers. PayNearby invited retailers to share stories that have impacted customers' lives and received 1000+ stories from across the country.



## **WINNING STORY OF KUNJIMOGHANDAS,** TRRAIN Retail Awards 2020 National Winner Gold

*A transgender customer entered the World of Titan, Coimbatore store. Previously, there have been incidents where transgenders have come into the store and asked for money, Kunjimoghandas knew this, yet he greeted the customer with a smile. The customer was looking for a watch so he took them to the watch section. In the middle of showing the customer the watches, they received a phone call and Kunjimoghandas got to know that it was the customer's birthday. So he wanted to surprise the customer with a cake and got permission to do so. He continued showing the customer a range of products as the cake was being*

*arranged. Soon after, the cake arrived and the entire staff joined the celebration. The customer was ecstatic and told Kunjimoghandas that they had never been treated so well; usually stores don't allow transgenders inside. The customer thanked Kunjimoghandas and everyone else for making their birthday a memorable one.*

# WINNERS OF TRRAIN RETAIL AWARDS 2020

Along with honoring these unsung heroes, we took a moment and honored those who drive these heroes to serve excellence in customer service.

## **Best HR Initiative of the year 2019-2020:**

Kaya Ltd, Reliance Value Formats, Shoppers Stop Ltd

## **Best Inclusive Workplace of the year 2019-2020:**

Inorbit Malls (India) Pvt Ltd, Reliance Value Formats, Walmart India

## **Retailers Association's Skill Council of India (RASCI) : Skill Category Award**

TRRAIN in association with RASCI, honored those retail companies who did exceptionally well to skill their workforce and promote skilling in the retail sector in the following skill categories.

**Recognition of Prior Learning** - Shoppers Stop Ltd

**Skill Advocacy** - Reliance Retail

**Skill Ambassador** - Reliance Retail

**Apprenticeship Leader** - Spencer's Retail

## National Winners

### **National Winner Gold**

Kunjimoghandas S, World of Titan (Specialty Store Category)

### **National Winner Silver**

Afia Faruk, Enrich Salons (Retail Services Category)

### **National Winner Bronze**

Bhaskar Dhanaji Kokane, Domino's (Quick Service Restaurant Category)

### **National Winner - Integrity**

Bablu Mandal, Reliance Value Formats

### **National Winner - Being Human**

Manish Sharma, Tribhovandas Bhimji Zaveri

### **National Winner - Persons with Disabilities**

Adil Salim Patankar, Star Bazaar

# WINNERS OF TRRAIN RETAIL AWARDS 2020

## Excellence Customer Service - Category Winners

### APPAREL CATEGORY

**National finalist** - Anees Ahmed, Levi's  
Kajal Dhumale, Raymond Ready to wear  
Srikanta Kumar Sahoo, Being Human

### DEPARTMENT STORES & MALLS CATEGORY

**National finalist** - Simran Kaur, Marks and Spencer  
Halappa Gowda R M, Lifestyle

### ELECTRONICS CATEGORY

**National finalist** - Kamal V, Ample Technologies  
Pulkit Bhardwaj, Bose Corp. (Multiplier)

### FOOD (SUPERMARKETS & HYPERMARKETS) CATEGORY -

**National finalist** - Shanu Saha, Spencer's Retail Ltd  
Onkarnath Yadav, Reliance Market

### RETAIL SERVICES CATEGORY -

Rahul Mishra, Vodafone Idea Ltd  
Santosh Dubey, bigbasket

### SPECIALITY STORES CATEGORY -

Rohit Jadhav, Chumbak  
Madhab Bahadur, Titan Eyeplus  
Sanket Shrikant Chindarkar, Reliance Jewels

## Main Hoon Na Awards

The Main Hoon Na Awards are divided into two categories:

***Social Inclusion*** - This category recognizes the retailers who make an impact in their society.

***Financial Inclusion Impact*** - This category recognizes the retailers who help further financial inclusion in their area.

### **SOCIAL INCLUSION - *Small & Medium Enterprises***

Jayakumar from Tirupur

Prayag Jain, Delhi

Om Prakash Prasad, Latehar, Jharkhand

Dilip Yadav, Mumbai

### **FINANCIAL INCLUSION IMPACT - *Small & Medium Enterprises***

Vikas Tuli, Ambala

Murugan, Molachur, Sriperumbudur

James Jebamani, Mumbai

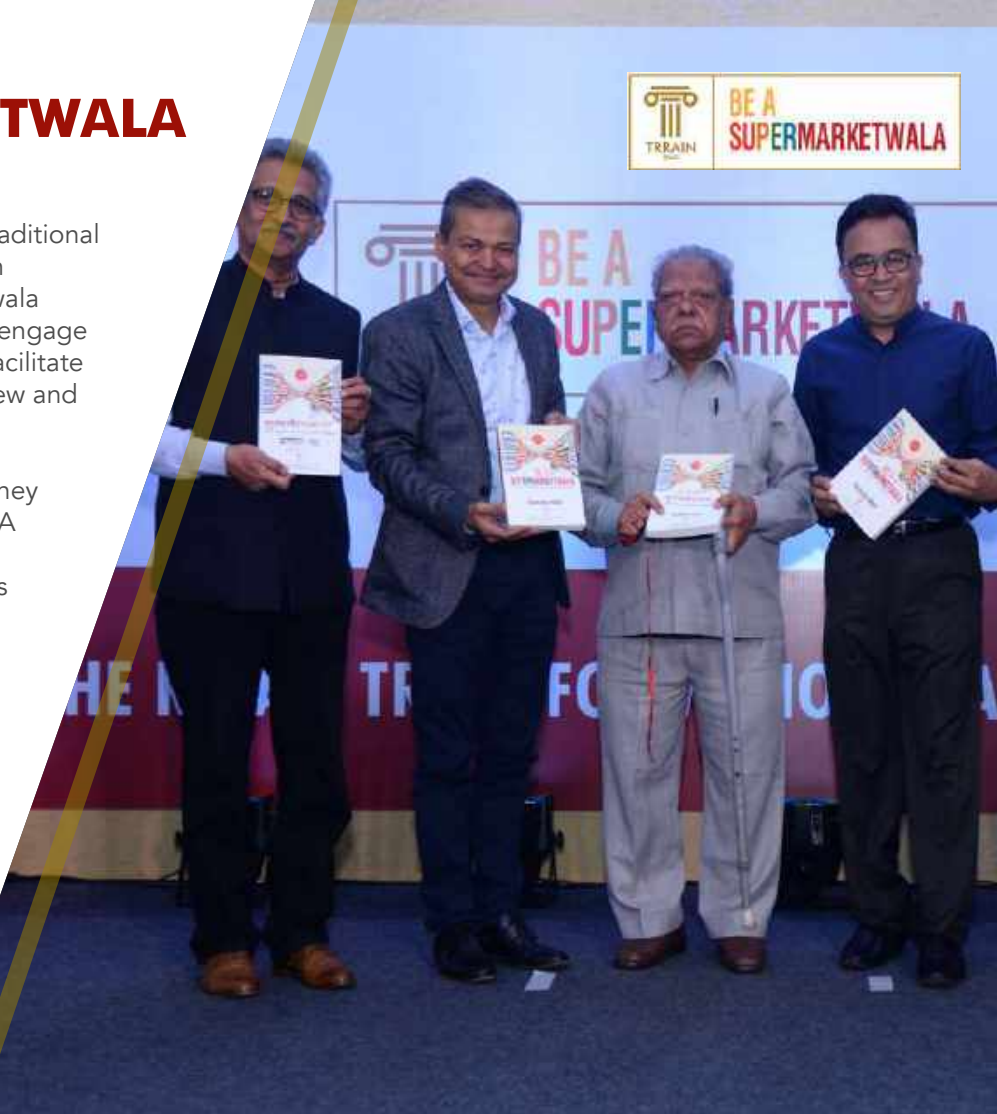
Dhanalakshmi, Chennai

# BE A SUPERMARKETWALA

In 2018, we set sail on a mission to help traditional kirana store owners transform into modern supermarkets with the Be A Supermarketwala initiative. With this initiative our goal is to engage and educate retailers; to motivate them, facilitate the execution of their transformation, review and recognize their efforts of transformation.

We embarked on this nation-building journey with Mr. Damodar Mall and the book, Be A Supermarketwala. At the book launch, in 2018, we saw over 250 kirana store owners attending the event and showing their support. This book, which has since been translated into various languages, soon became a guide for supermarkets and kirana store owners.

In 2019, we expanded this knowledge kit, with a video series, 'Be A Supermarketwala Knowledge Series'. This is a complete video series, where experts who



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COUPONS  
INSIDE WORTH  
TRYING

# BE A SUPERMARKETWALA

*A step-by-step guide to your supermarket success*

## Damodar Mall



*Part profits from the sale of this book go to  
Trust for Retailers and Retail Associates of India*

have transformed more than 200 Kirana stores into supermarkets give out tips and tricks for a supermarket's success.

This knowledge series is aligned to National Skill Development Council's (NSDC) sector Skill Council for retail which is Retailers Association's Skill Council of India (RASCI) and kirana store owners who complete the series are eligible to receive the certification from RASCI on completion.

A few words from **Piyush Gala**, owner of Milan Super Shoppe, a kirana store owner who transformed into a supermarket:

“This was the biggest change in our life. Going from traditional trade to modern

trade is the best, we get to know how much we need to buy, how much we need to sell & how to sell, day by day customer's trolley size increases. The sale is double, more than double, the need of the customers increases when they come to the store now. We are able to give the same schemes which other brands are able to give the customers now. ”

A few words from **Praveen Gada** owner of Kirana Ghar, Kurla East, a kirana store owner who transformed into a supermarket:

“With everything changing around us, we realized that we need to provide better service & products to the customers. With the changing world, we need to change too.”



# MUMBAI MARATHON 2020

TATA Mumbai Marathon is Asia's largest marathon with the largest mass participation sporting event in the continent and also India's largest charity event.

We have participated as an NGO 5 times in row now. We participate in order to raise awareness and funds for the Pankh program.

This is a great opportunity for corporates to engage their employees and run for a cause, #RunforRetail. TRRAIN has been blessed with the support of various corporates through the years. In 2020, Hygienic Research Institute Pvt. Ltd., House of Anita Dongre, Shoppers Stop Ltd., Titan & Caratlane and K Raheja Corp joined us in #RunforRetail.

This year we were the largest contingent to run under the category, Champions with Disabilities. We had a total of **286 Persons with Disabilities** who participated!



# OUR SUPPORTERS

- Accenture Solutions
- Amadeus Software Labs India Pvt. Ltd
- American India Foundation
- Allstate Solutions Private Limited
- Avenue Supermarts Ltd
- Baazar Retail Limited
- BNP Paribas
- Chalet Hotels Limited
- Eight Road Investment Advisors Pvt Ltd
- Franklin Templeton Asset Management (India) Pvt Ltd.
- Hexaware Technologies Limited
- HSBC Skills For Life
- Swades Foundation
- INFO EDGE (INDIA) LIMITED
- Jai Shivshakti Health and Educational Foundation
- Jewelex India Private Limited
- J.P. Morgan Services India Private Limited
- Lifestyle International Private Limited
- Shoppers Stop Limited
- Sone Ki Chidiya Foundation
- United Nations Development Programme
- Manas Foundation
- Roopmanek Bhanshali Charitable Trust
- V-Mart Retail Limited
- YesBank Limited
- IKEA India Private Limited
- Derive Trading and Resorts Limited

## NOTE FROM SUPPORTER

“Jewelex India Pvt. Ltd. was looking at suitable initiatives in the vocational training or skilling space, to expand its scope under the overall ‘education & training’ CSR objectives. The ‘Pankh’ program of TRRAIN was a good fit, as it provided skilling to enhance the employability of not just youth, but youth with special needs (being Deaf & Mute or Orthopedically challenged). TRRAIN has evolved a good program to mobilize such youth in various parts of the country and then provide them basic training & skills to find gainful employment in the ‘Retail’ sector. They have tied up with many important names in the retail sector to not only give exposure visits to their youth under training but also employment opportunities thereafter. This helps them create a meaningful impact for their ‘Pankh’ program designed for PwDs (Persons with Disabilities). Our company wishes the program much success in the coming years, as PwDs have very few opportunities

to find gainful employment in view of the challenges they face such as mobility, ability to communicate etc. But the ‘Pankh’ program gives them the confidence to look forward to becoming economically independent. Our company is also looking at providing the youth job opportunities, as part of our CSR commitment.”

**Hoshang Irani**  
**CSR Manager – Jewelex India Pvt. Ltd.**



**HOSHANG IRANI**



**JYOTI KAKATKAR**

## NOTE FROM SUPPORTER

“ As an investment firm our core purpose is to build bold and meaningful businesses. TRRAIN’s determination to create an equal and inclusive world for the underprivileged differently abled persons and women in India is truly remarkable. Eight Roads is delighted to have been supporting TRRAIN and its initiatives ‘Pankh’ and ‘TRRAINHer Ascent’ for the last two years. Through its livelihood creation programme ‘Pankh’ - TRRAIN has not only skilled differently abled persons in the retail sector, but has also helped them secure meaningful employment with established retail outlets. This has instilled in these students a sense of dignity and also drastically changed the lives of their families. TRRAIN has also empowered several underprivileged women through its initiative ‘TRRAINHer Ascent’ by providing them with a sustainable livelihood and independence.

It is remarkable to see that even these unprecedented and uncertain times has not watered down TRRAIN’s resolve to serve more people. Since

the commencement of the lockdown in India, TRRAIN has been conducting virtual classes for its students by using a platform that was built in-house by the team. It is commendable that TRRAIN, through its hard work and dedication to its cause, has been able to give such underprivileged students access to technology, seamless education and a hope for gainful employment in the near-future. We hope to continue supporting TRRAIN and the team in making a positive difference in the world we live in.”

**Jyoti Kakatkar**  
**Legal Counsel - Eight Roads**

# INCOME & EXPENDITURE

TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA					
SUMMARY INCOME & EXPENDITURE ACCOUNT					
EXPENDITURE	2019-20	2018-19	INCOME	2019-20	2018-19
<b>Program Expenses</b>			<b>Donations</b>	94,547,613	45,333,103
Pankh Project Expenses (Livelihood for Persons with Disability)	73,171,733	54,917,173	<b>Sponsorship</b>	2,241,563	8,150,862
TRRAINHER, Select HER, Disha Projects (Livelihood for Women )	14,951,016	5,292,480	<b>Interest</b>	2,124,891	2,053,500
Retail Inclusion Summit	44,710	741,274			
Trust Promotion Expenses	1,622,872	1,695,531			
Retail Awards Event and Retail Day Expenses	1,466,006	1,754,890			
Be A Super Marketwala	1,569,539	1,503,493			
HSBC Project - FCRA	-	4,892,785			
<b>Non-Program Expenses</b>					
- Staff Costs and related expenses	11,592,870	10,690,302			
- Admin Expenses	1,480,018	771,212			
<b>Depreciation</b>	406,111	436,126			
<b>Surplus/(Deficit) of Income over Expenditure</b>	(7,390,808)	(27,157,802)			
<b>TOTAL</b>	<b>98,914,067</b>	<b>55,537,465</b>	<b>TOTAL</b>	<b>98,914,067</b>	<b>55,537,465</b>

# BALANCE SHEET

TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA					
SUMMARY INCOME & EXPENDITURE ACCOUNT					
FUNDS & LIABILITIES	2019-20	2018-19	INCOME	2019-20	2018-19
<b>Sources of Funds</b>			<b>Application of Funds</b>		
- Corpus Fund	46,412,633	45,734,263	- Fixed Assets	2,799,317	1,000,512
- Reserve and Surplus	(29,359,109)	(21,968,302)	- Investments (Long term)	33,475,000	27,000,000
<b>Current Liabilities and Provisions</b>			<b>Current Assets, Loans and Advances</b>		
- Current Liabilities & Provisions	25,533,424	11,131,471	- Cash & Bank Balances	2,588,144	525,128
- Advance received against PWD Projects	4,200,000	5,279,206	- Loans and Advances	7,924,487	11,650,999
<b>TOTAL</b>	<b>46,786,948</b>	<b>40,176,639</b>	<b>TOTAL</b>	<b>46,786,948</b>	<b>40,176,639</b>

# ADVISORY BOARD

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**Pankh taught me how to live, how to face every challenge  
and turned my dreams into reality.  
- Nagin Bhimrao, Pankh Alumni**

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