



TRRAIN
TRUST

Annual Report 2018 - 19

Celebrating a year full of impact



www.trrain.org

Founder's Note



B S Nagesh,
Founder - TRRAIN

Dear Friend of TRRAIN,

What began as a dream in 2011, grew by leaps and bounds in the last 8 years. In the past year we reached newer milestones and set benchmarks. Pankh – Wings of Destiny impacted the life of the 10,000th Person with Disability (PwD). Retail Employees' Day touched the lives of 30,000+ Kirana stores owners. More than 120 retailers participated in the TRRAIN Retail Awards.

We also had a lot of firsts this year. We embarked on Be A Supermarketwala, our initiative to help traditional Kirana store owners transform into modern supermarkets.

TRRAINHer Ascent – Livelihood Creation Program was launched, with close to 400+ women joining the retail force through the program. We also launched RISE, one of India's first online portal for hiring of Persons with Disabilities.

I feel blessed and thankful to have been surrounded by such wonderful people, who together have created a great impact in the society.

I am very proud of the impact TRRAIN is creating and I would like to express my gratitude to our trustees, advisory board, supporters, partners, donors, well-wishers and retailers.

We look forward to the next stage of our journey to reach our ambition to impact the lives of 10,000 Persons with Disabilities, millions of retail associates and Kirana store owners every year from 2020 onwards.

Namaskar,
Nagesh

Pankh - Wings of Destiny

Pankh - Wings of Destiny, aims to create an inclusive workplace in retail, which leads to sustainable livelihood for Persons with Disabilities (PwD).

Since its inception in 2011, the program has been instrumental in creating livelihood for Persons with Disabilities in the retail sector.

Over 11,990 Persons with Disabilities have been impacted by the program so far

The program now operates in Assam, Gujarat, Maharashtra, Andhra Pradesh, Tamil Nadu, Karnataka, Punjab, New Delhi, Haryana, Rajasthan, & Uttar Pradesh.

4,128 Persons with Disabilities
Trained

3,222 Persons with Disabilities
Livelihood created in retail

81.49% of our trainees secured livelihood in retail through our program

Pankh Trainee Profile



- 21% of our candidates were females
- 67% trainees were SSC or less than SSC Educated, 26% had passed HSC and 7% were graduates
- 60% of our trainees were Speech & Hearing Impaired, followed by 34% of Orthopaedic and 6% of Visually Impaired

Pankh Hiring Statistics

- 700+ Companies hired Persons with Disabilities through Pankh
- Our top 5 recruiters were Vishal Mega Mart, Reliance Retail, Vindhya E-Infomedia, Aditya Birla Retail and KFC
- Some of our students received salary as high as Rs.27,916

Pankh - Wings of Destiny Success Stories

At Pankh, we've had many beautiful stories to tell of our trainees. Here's one of them



Our alumni Nithin & Kiran with their family members at their Bangalore residence

Here is a story of Nithin & Kiran who are siblings from a low-income family in Mysore. Both the brothers have partial speech and hearing impairment from birth. They found it tough to mingle with non-disabled people and had turned introverts.

They learned about Pankh through our NGO Partner Prathibhe and enrolled for the training. They quickly picked up what they were taught and excelled in their assessments.

Post the training, both of them have been placed at Bigbasket, Bangalore. As they wished to build their career, they took the decision to move out of their home and city as well. Their parents have supported their decision and they are now living independently in Bangalore. Kiran the elder brother aims to be a Supervisor at Bigbasket whereas Nithin is still settling in at Bigbasket.

A milestone for our Alumni



Asif & Amin complete 5 years at HyperCITY

Asif & Amin, Pankh trainees from one of our earliest batches have both completed 5 years at HyperCITY and were awarded and felicitated by the leadership for their journey at HyperCITY.

Pankh Events

World Deaf Day

On the occasion of World Deaf Day, 30th September, 2018 we organized a nation - wide Indian Sign Language competition amongst our students. We received more than 100 entries from our trainees narrating their favourite stories in Indian Sign Language.



How to participate :

- You have to record a video of you telling a story in 3 minutes using Indian Sign Language.
- The mail should contain your name, Pankh registration number and Center name & Location
- The Video has to be sent to info@train.org.
- The video should be shot in Landscape and the story should be told in 1 single video without any cuts or edits.
- The last date to submit the video is Thursday, 27th September, 2018.
- The decision of the management is final and binding on all participants.
- The competition is only for current Pankh students or Alumni.

For any queries, write to info@train.org

International Day of Persons with Disabilities

On 3rd December 2018, we celebrated International Day of Persons with Disabilities at all our centers by organising an open art competition for our students.

We received more than 200+ drawings, stories, and poetries from our trainees.

The competition was followed by a celebration at each center with cake cutting and awarding the best art from our students at that center.



TRRAINHer Ascent - Livelihood Creation Program

TRRAINHer Ascent - Livelihood Creation Program aims to create sustainable livelihood for women from varied backgrounds, leading to a diverse retail workforce.

The program started this year year with the first center in Bangalore. Over the last year we have reached different parts of India like Maharashtra, Tamil Nadu, Uttar Pradesh, Andhra Pradesh etc.

374 Women Trained

335 Women Livelihood created in retail

89.57% of our trainees secured livelihood in retail through our program

TRRAINHER Ascent Trainee Profile



- Average age of our trainees was 21 years
- 66% trainees were HSC passouts, 16% had passed SSC passouts and 17% were graduates

TRRAINHER Ascent Hiring Statistics

- 93+ Companies hired young woman through TRRAINHer Ascent
- Some of our top recruiters were Multiplier Mudra, Reliance Retail, Sapphire Foods, and Team Lease
- Some of our students received salary as high as Rs.20,000 in hand per month

Success Stories



Divya , Home Centre

'Your attitude determines your altitude' is synonymous to Divya's life. Born and brought up in one of the slums of Chennai, Divya aspired to break the vicious cycle of poverty and give her family a better life. Her father was an alcoholic and did not provide any financial support to the family. Her mother was the only earning member and managed the needs of the family of 4. Owing to these circumstances, Divya was unable to pursue her graduation and forced to look out for a job after her HSC. community mobilization initiatives and enrolled herself.

The program helped Divya learn the necessary skills, leading on to a selection and placement at Home Centre's VR Mall store with a take home salary of Rs. 9500. Divya plans to pursue her education and complete graduation through a correspondence course. She also aspires to send her younger sibling to college which will help her reach a better position than herself. Divya is the source of inspiration to many women in her community. Her mother proudly boasts of Divya's determination. Divya's father is inspired by her efforts and is looking for a job to support his family. As a family they have thanked TRRAIN. This is a beginning for them to lead a happy life.



Karthika, Reliance Mart

Karthika was married as soon as she finished her Higher Secondary Schooling. Her dream of pursuing higher education was shattered. She was bright in her studies since her childhood. As a newly married woman she had restrictions in her home. She belonged to a lower middle class family. She wanted to support her family and sister. She was keen that her sister should complete her graduation. This bold and intelligent woman started looking for a job. She got to know about our TRRAIN Her Ascent program during the community mobilization initiative. She enrolled to the program as she could get a job in a good organization.

She sharpened her social skills and communication skills during the training. During exposure visits she would ask many questions & was an enthusiastic learner. She got placed in Reliance Mart. Her take home salary is Rs.12,000. She is happy as she is financially empowered and can have control over decision making in her family.

Retail Inclusion Summit

The 3rd edition of Retail Inclusion Summit saw a get together of 100+ retail brands to talk about inclusion, diversity and how can retail lead the way for other sectors in the employment of Persons with Disabilities.

Retail Inclusion Summit also witnessed the launch of Disability Employment - Indian Retail Changing Equations, a report published by TRRAIN in association with HSBC which outlines the potential the Indian Retail Sector has, to impact the lives of Persons with Disabilities in India.



The report was launched by Surendra Rosha, CEO - HSBC India, B S Nagesh, Founder - TRRAIN, Neville Noronha, CEO - Avenue Supermarts Ltd. (D-Mart), Piyush Dutt, CHRO - Vishal Mega Mart, and Sadashiv Nayak, CEO - Big Bazaar.

The event included panel discussions on a range of topics. One such discussion on “Women in retail workforce” between Maneesha Chadha, Head, CSR and Philanthropic initiatives - J.P. Morgan India; Bani Khurana, HRBP - Reliance Digital & Head D&I Initiatives, Ranjanmala Hegde, Head - HR Skechers, Clement Chauvet, Chief, Skills and Business Development - United Nations Development Programme (UNDP) and was moderated by Ahtesham Siddiqui, Business Consultant, TRRAIN.





Inclusion without the support of leadership and employees is a failed cause, hence our next panel discussion was on “Cultivating Inclusion” as a part of company culture. The experts on the panel were Sangeeta Robinson, Accessibility Head - PVR Cinemas, Chitra Padmanabhan, Head HR Strategy and Corporate Functions - Reliance Retail, B Venkatramana, Group President - Landmark Group India, Kavita Bagwe, Regional HR - Big Basket, Ranjan Chakraborty, Head of Operations - Square Meal Foods and the panel was moderated by James Raphael, Executive Head - RASCI

In today’s day of innovation and new technologies, Inclusion can be fast-tracked through the use of technology as a catalyst and to discuss this, we had Sriram Shankar, Head India Enterprises Business - Goodera, Richa Bansal - Saarathee Foundation, Dipesh Sutariya, Co-Founder - Enable India, and the panel was moderated by Jamshed S. Daboo, Managing Director - Trent Hypermarket Pvt Ltd (Star Bazaar).



The event also saw felicitation of our NGO Partners without whose support our Livelihood Programs would not have reached such heights. Here’s a photo of NGO Partners with our Livelihood Team



TRRAIN Retail Awards

These unsung heroes return lost diamond rings to customers and deliver emergency first aid. They work all night to gift wrap a large order; even when not paid extra. No wonder that their CEOs put up a fashion show and sang for them to celebrate their excellence customer service.

In a classic reversal of roles, front-end associates were on stage and their CEOs seated in the audience clapping for them. This was the magic of the 8th TRRAIN Retail Awards, the world's only such award that recognises exceptional customer service. The finale of the awards was held at The Renaissance Powai, on 27th February, 2019.

Gracing the evening as the chief guest was veteran retailer Harish Bhat, Brand Custodian at Tata Sons, who had an In Conversation with B S Nagesh on "Building brands by excelling in Customer service".



CEO Fashion Show curated by Anita Dongre



A major highlight of the TRRAIN Retail Awards was a fashion show curated by Anita Dongre with CEOs of key retail organisations walking the ramp. The retail leaders who walked the ramp included Ajay Kaul, Everstone Capital (ex- Jubilant Foodworks); Anuj Puri, Anarock; Gaurav Mahajan, Raymond; Lalit Agarwal, V-Mart; Nivedita Nanda, Kaya; Rahul Mehta, CMAI; Rahul Vira, Skechers; Rajneesh Mahajan, Inorbit Malls; Rakesh Biyani, Future Group; Richa Bhatnagar, Bestseller India; Shalini Vohra, CROMA; Uma Talreja, Shoppers Stop; and Vineet Gautam, Bestseller India.

TRRAIN Retail Awards Participation

Front-end retail associates from remote corners of India working across categories like Apparel, Specialty Stores, Department Stores, Malls and QSRs were recognised for their work. A total of 126 brands sent in 170 stories from 17 states and 87 cities across India. Awards were given away to 18 employees.

The jury for the awards included Manish Dureja, MD & CEO JetPrivilege, Swapna Pradhan, Dean - Academics (Full Time Programs), Prin. L. N. Welingkar Institute of Management Development & Research and Rohit Srivastava, Chief Strategy Officer - Contract India.

Winners of TRRAIN Retail Awards 2019

Customer Service Excellence Category

Arti Gupta Healthzone	Yadhu Krishnan Lifestyle	Asha Shah Manubhai Gems
National Winner Gold	National Winner Silver	National Winner Bronze

Apparel

Sanjay Reddy Marks & Spencer	Aju Allesh Levi's	Pawan Kumar Manyavar	Vikash Global Desi
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QSR

Fazaloorrehman
Domino's

Electronics

Pramod
Ample Tech

Retail Services

Hemant
bigbasket

Specialty Stores

Mr. Ruban
Fastrack

Sana Khan
Chumbak

Soumen Banik
TBZ Originals

Anu Ponnann
Tanishq

Special Category

Vaishak K
Shoppers Stop

Persons with Disabilities Award

Naresh Nk
bigbasket

Integrity Award

Raju K
Wonderla

Being Human Award

Best HR Initiative

Infiniti Retail

Kaya Ltd.

Landmark Group

Inclusive Workplace

Inorbit Malls

Natural Salons

Shell Retail

TRRAIN Retail Awards Winners Photo



Winners of TRRAIN Retail Awards 2019 with Ameesha Prabhu, B S Nagesh and our Chief Guest, Harish Bhat, Brand Custodian, Tata Sons.

Tata Mumbai Marathon

TRRAIN participated in the Tata Mumbai Marathon for the 4th year. We had a total of 350 runners supporting TRRAIN at the marathon. Corporates like K Raheja Corp. & Shoppers Stop and 12 Individual runners supported TRRAIN at the Marathon.



Pankh trainees during the Champions with Disability Category run

A major highlight of our participation in the Marathon was our participation in the Champions with Disability Category. 256 Pankh trainees had participated in the run and we were the largest contingent in the category.

Retail Employees' Day

12th December - A day dedicated to the backbone of the retail industry, retail employees.

The significance of the shop floor 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's in this spirit that Retail Employees' Day (RED) was started. 7 years on and Retail Employees' Day has touched the lives of 5 million retail employees in India, UAE & Turkey.

675 Brands celebrated RED

72 Malls celebrated RED

4+ Crore Digital footprint of #RED2018

30,000+ Kirana Store owners celebrate #RED2018

We partnered with Hygienic Research Pvt. Ltd., parent company of Streak and Vasmol, to reach out to 30,000+ Kirana store owners and wish them Happy Retail Employees' Day!

On the occasion of Retail Employees' Day, employees of Hygienic Research Pvt. Ltd. visited to 30,000+ stores gave them a thank you card, thanking Kirana store owners for their contribution in making their brand a leading brand and gave them 2 chocolates.



#RED2018

Retailers in India celebrated Retail Employees' day 2018 by organising various employee recognition and engagement activities such as cultural programs, Cricket tournaments, free make-overs, team lunches and outings with family.

The celebrations received messages from brand ambassadors, celebrities from the Indian Film Industry and the Government showing its support to India's 2nd largest industry - retail.

Retail Employees' Day 2018 garnered a digital footprint of more than 4 crores.

Government Support

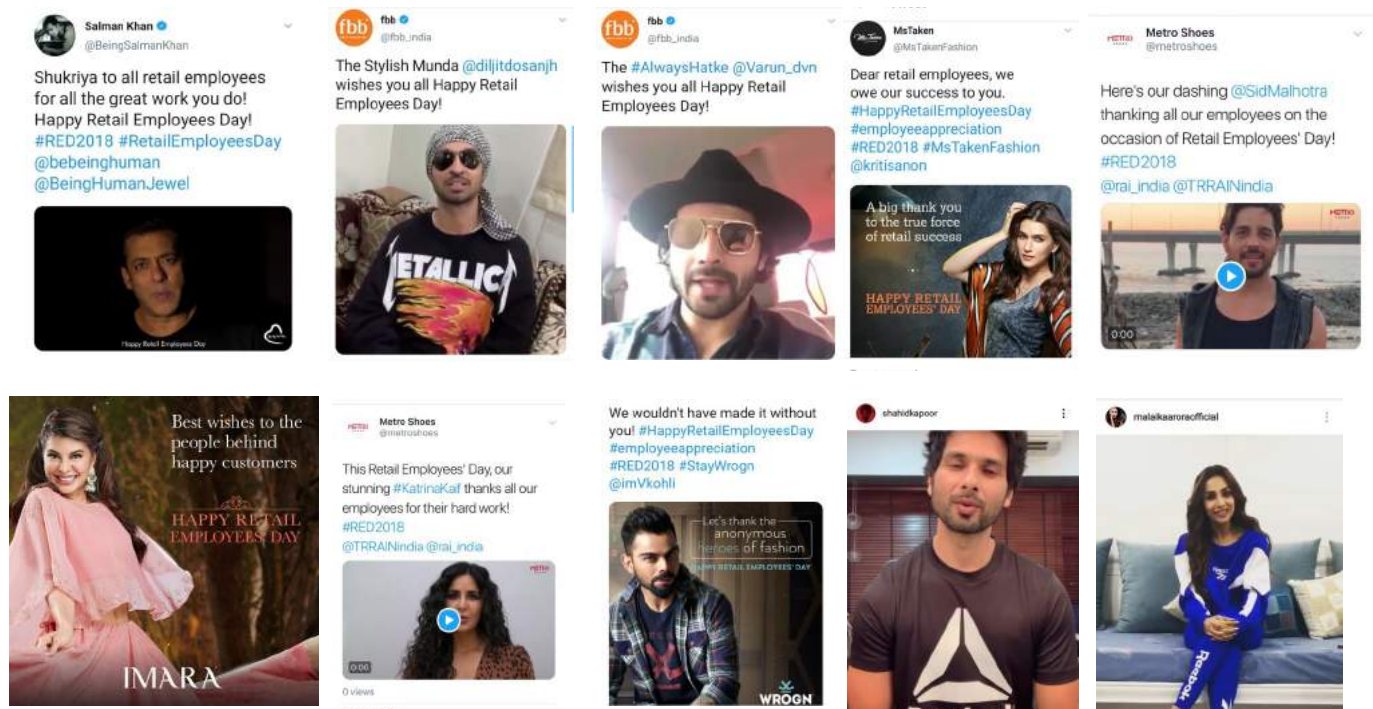
Here are some of the government authorities who wished retail associates on the occasion of Retail Employees' Day

Position	Name of the Dignitary
Prime Minister	Narendra Modi
Chief Minister of Haryana	Manohar Lal
Minister of Commerce & Industry and Civil Aviation	Suresh Prabhu
Principal Secretary to Government Industries and Commerce	Jayesh Ranjan
Chief Minister of Gujarat	Vijay Rupani
Chief Minister of Maharashtra	Devendra Fadnavis
Chief Minister of Rajasthan	Vasundhara Raje
Secretary to Government of India and CEO, FSSAI	Pawan Agarwal
Additional Director General GST	Yogendra Garg



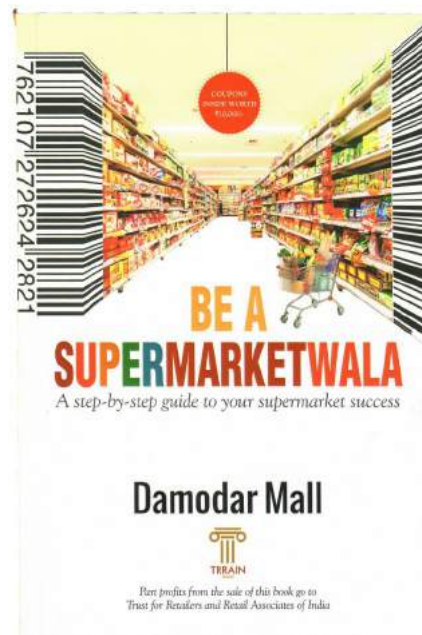
Celebrity Support

Here are some of the celebrities who wished retail associates a Happy Retail Employees' Day



Be A Supermarketwala

We along with Mr. Damodar Mall set out on a journey to empower traditional Kirana store owners through a joint initiative with a book titled, *Be A Supermarketwala*. The book, through various chapters dedicated to the knowledge and science of modern retail, enables traditional retailers or Kiranawalas transform their stores to modern retail modern. In months and years to come, this knowledge kit will be expanded to include workshops and other training and education modules, which will contribute to a more aware generation of retailers, towards a more developed nation of shopkeepers.



The first phase of the initiative was launched recently at the Mayfair Banquets, Mumbai, which saw around 250 traditional retailers come together from across Mumbai, parts of Maharashtra and other states to show their support and interest in this initiative. The day long event supported by Chings Secret, was packed with discussions about the various ways and benefits of modernisation.

Lalit Agarwal of V Mart, Amit Sharma of ShopX, Chetan Sangoi of Sarvodaya's, and Arun Nayyar of NeoGrowth were some of the speakers and panellists present.

S.C. Misra who has been a pioneer in the transformation journeys of hundreds of stores in the country and one of the main inspirations behind the book, was honoured with a special Lifetime Achievement award for his contribution in guiding and training the retailers towards a more developed nation of shopkeepers.



At the event, key supermarket owners from across the country who have transformed and benefitted greatly from the transformation were recognised and awarded with the Role Model Supermarketwala title.

Our Supporters

Accenture Solutions Pvt Ltd
All State Solution Pvt Ltd
Amadeus Software Labs India Private Limited
Being Human
Biba Apparels Private Limited
BNP paribas India Solutions Pvt Ltd
Capital Foods Pvt. Ltd.
Cinapolis India Pvt Ltd
Eight Roads Investment
Future Consumer Limited
Globalgiving Foundation
Hexaware Tech Ltd
Ikea India Pvt Ltd.
India Cares Foundation
Info Edge India Ltd
Inorbit Mall India Pvt. Ltd.
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Swades Foundation
The American India Foundation Trust
Trion Properties Pvt. Ltd
United Nations Development Plan
United Way of Mumbai
Vivek Private Limited
Westerly Retail Pvt. Ltd.

A note from our supporters




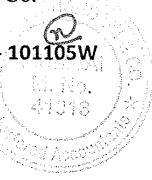


Ravi Viswanathan, Accenture

"Accenture is committed to equality for all both within our workplace and outside in the communities we live in. Our "Skills to Succeed" initiative has been empowering youth, women, and Persons with Disabilities with skills to either get a job or build a business and TRRAIN has been our natural partner to enable Persons with Disabilities to get a job in the retail sector.

TRRAIN has skilled more than 1500+ Persons with Disabilities over the last 1 and a half years in our partnership but more importantly, 70% of them have gone on to get jobs and this economic outcome is the true impact of the program."

Income & Expenditure Account

TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA Income & Expenditure Account for the year ended March 31, 2019

Particulars	Schedule	31-Mar-19 Amount (Rs.)	31-Mar-18 Amount (Rs.)
Income			
Donations	9	4,53,33,103	3,06,19,466
Sponsorship Fees	10	81,50,862	90,46,880
Training Fees		-	5,000
Other Income			
Interest	11	20,53,500	33,02,652
Total		5,55,37,465	4,29,73,998
Expenditure			
Trust Objects and Project Expenses	12	7,07,97,627	4,70,77,435
General & Administration Expenses			
Trusteeship Management fees		6,00,000	6,00,000
Audit Fees		90,000	1,06,200
Professional & Advisory Fees		69,220	95,580
Employee Cost		1,06,90,302	67,26,636
Other Miscellaneous Expenses		11,992	2,42,111
Total		8,22,59,141	5,48,47,962
Deficit of Income over Expenditure Before Tax and Depreciation		(2,67,21,676)	(1,18,73,963)
Depreciation		4,36,126	1,85,485
Deficit of Income over Expenditure		(2,71,57,802)	(1,20,59,448)
Deficit of Income over Expenditure transferred to Reserve Fund		(2,71,57,802)	(1,20,59,448)
The schedules referred to above form an integral part of the Financial Statements.			
Notes to Accounts 13			
For J.D.Bhagchandani & Co. Chartered Accountants ICAI Firm Registration No - 101105W  Jayesh D. Bhagchandani Proprietor Membership No. - 41913 	For Vistra ITCL (India) Limited Trustee of Trust for Retailers and Retail Associates of India  TRUSTEE 		
Mumbai, June 19, 2019	Mumbai, June 19, 2019		

Note :

- Summarized from Accounts audited by J.D.Bhagchandani & Co., Chartered Accountants for the given period
- We wish to acknowledge our auditors, J.D.Bhagchandani & Co., our corporate trustees, Vistra ITCL and our bankers, HDFC Bank Ltd. for their guidance during the year.

Balance Sheet

TRUST FOR RETAILERS AND RETAIL ASSOCIATES OF INDIA Balance Sheet as at March 31, 2019


Particulars	Schedule	31-Mar-19 Amount (Rs.)	31-Mar-18 Amount (Rs.)
Sources of Funds			
Trust and Corpus Fund	1	4,57,34,263	4,36,94,733
Reserves and Surplus	2	(2,19,68,302)	51,89,499
Total		2,37,65,961	4,88,84,232
Application of Funds			
Fixed Assets	3	10,00,512	3,68,293
Investments	4	2,70,00,000	4,47,50,000
Current Assets, Loans and Advances (A)			
Cash & Bank Balances	5	5,25,128	36,60,191
Loans and Advances	6	1,16,50,999	1,03,04,033
Less: Current Liabilities and Provisions (B)			
- Statutory Dues	7	4,67,404	3,56,137
- Sundry Creditors, Others, etc.,	8	1,06,64,067	98,42,147
-Advances received for PWD Project		52,79,206	-
Net Current Assets (A-B)		(42,34,550)	37,65,939
Total		2,37,65,961	4,88,84,232

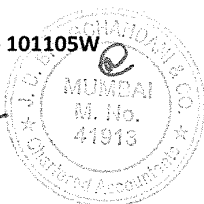
The schedules referred to above form an integral part of the Financial Statements.

Notes to Accounts

13

For J.D.Bhagchandani & Co.
Chartered Accountants
ICAI Firm Registration No - 101105W


Jayesh D. Bhagchandani
Proprietor
Membership No. - 41913



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


TRUSTEE



Mumbai, June 19, 2019

Mumbai, June 19, 2019

Advisory Board

Anuj Puri

Chairman at Anarock Property Consultants Private Limited

Bala Despande

Senior Managing Director, Mega Delta Capital LLP

Harit Nagpal

Managing Director, Tata Sky

Pinakiranjan Mishra

Partner - Retail & Consumer Products, EY India

Rohit Srivastava

Head Core Consulting, Strategic & Marketing Division, Contract Advertising

Shalini Kamath

Senior HR Professional

Shashidhar Sinha

CEO, IPG Media Brands India

Shivani Mehta

Operations Director, Kherwadi Social Welfare Association

Suhas Tuljapurkar

Managing Partner, Legasis Partners

Vidya Hariharan

Director, Vidal Healthcare Pvt. Ltd.

Our Team



Standing Row :(From L to R) Ganesh A, Pradeep More, Abhijit Rao, Dr. Girish Ingle, Jisha Menon, Arshi Hussain, Blessy Pais, Nikhil Miranda, Nanda Kumar, Sneha Paul, Deepika, Akash Vishwakarma
Sitting Row : (From L to R) Ameesha Prabhu, Binoli Patil, Nancy Desai, B S Nagesh, Pooja Manik, Andres Gaikwad, Sardar Ahmed

How you can support us?



Spread message about
TRRAIN



Participate in the
TRRAIN Retail Awards



Recruit Persons with
Disabilities



Celebrate Retail
Employees' Day



Donate to TRRAIN



TRRAIN



TRRAINindia



TRRAINindia



TRRAIN_india

Address : 304, B-wing, Eureka Towers, Mindspace, Malad West, Mumbai - 400 064.

To know more, write to us at info@trrain.org