



# IMAGES RETAIL AWARDS 2014

**T**he Images Retail Awards celebrate excellence in retail and are respected for the accurate, unbiased and transparent evaluation and recognition of retail performance and loved for the style with which these successes are celebrated.

The 11th annual Images Retail Awards held on the evening of the second day of the IRF in Mumbai celebrated some of India's most outstanding achievements in retail.

The 11th anniversary of Images Retail Awards saw 145-plus nominations and they were analysed under the key areas of performance. These areas were retail expansion measured through growth numbers as well as percentage increase in number of outlets and retail space; business performance measured through growth numbers as well as percentage



increase in retail revenue and average sales per square feet; and, the same store sale growth percentage in FY2013-14. Based on the analysis of this specific quantitative information, each nomination was assigned a rank within the respective award category and a shortlist was created. Each award category, thus, resulted in a minimum of 3 and maximum of 7 short-listed top nominees as finalists. This list of finalists was shared with the jury through a special docket containing quantitative as well as qualitative information on other different areas of retail business including effective technology application, supplier relations, employee relations, marketing and promotions, and other landmark achievements. The jury assigned the ranks based on overall assessment of performance and consideration of the quantitative rankings. The combined score of quantitative analysis, qualitative analysis and Jury

ranking decided the awardee for each award category.

The eminent jury members included Debashish Mukherjee, Partner, A.T. Kearney; Sam Balsara, Chairman and Managing Director, Madison World; Abheek Singhi, Director and Partner, BCG; Anuj Puri, Chairman & Country Head, JLL; Anshuman Magazine, Chairman & Managing Director, CBRE; and Amitabh Taneja, CMD, IMAGES Group & Chief Convenor-India Retail Forum.

The ceremony honouring the achievements of India's leading retailers begun with some high voltage entertainment. The gala evening was hosted by Shaili Chopra, (Business Journalist and TV Presenter) and Karishma Kotak (Model, Actor of Big Boss fame). The awards night was concluded with the Jack and Jones powered All Starr Jamm which featured scintillating performances by the famous singers including Mame Khan, Sonu Kakkar, Aditi Singh Sharma & Ash King.





**IMAGES MOST ADMIRER RETAILER OF THE YEAR - CUSTOMER RELATIONS: *Nature's Basket***

**PRESENTED BY:** Steve Barnett, Silent Conductor, World's Premier Motivational Non Speaker; & Linda Peters, Global Business Development, Esri Inc.

**RECEIVED BY:** Shiva Subramaniam, Cluster Head, Mumbai; Srinibas Swain, Category Manager; & Aditya Saraswat, Operations Head, Maharashtra

Nature's Basket currently has 33 outlets located in six cities. Based on consumer insights derived from consumer purchase patterns captured through the program, it has been making tailor made offers to the right consumer groups. Nature's Basket had phenomenal increase in the loyalty club members over the previous year, with 44 percent increase in Loyalty club sales as percent share of total sales over the previous year, and 13 percent increase in average transaction value of loyalty club members only over the previous year.

**IMAGES MOST ADMIRER RETAILER OF THE YEAR - EFFECTIVE TECHNOLOGY USAGE: *Bestseller***

**PRESENTED BY:** Tony D'Onofrion, VP, Global Accounts, Tyco Retail solutions; & Ashok Desikan, Director Retail, Tyco India

**RECEIVED BY:** Ranjan Sharma, VP, IT & Supply Chain, Bestseller India; & Sameer Ambalkar, Manager-IT, Bestseller India

Currently present in 28 cities with 252 outlets, Bestseller India implemented Wooqer as a collaboration tool, which helps not only in communicating across organization both ways (top down and bottom up), allows social connect across the organization, learning and development and assessment both by audio/video and documents, process automation, surveys across organization, customer/vendor and many more.



**IMAGES Most Admirer Retailer of the Year - Marketing & Promotions: *Dunkin Donuts***

**PRESENTED BY:** Debashish Mukherjee, Partner, A.T. Kearney

**RECEIVED BY:** Chirag Parekh, Manager, Business Development; Rajiv Khanna- Sr. Manager, Business Development & Ajay Kaul, CEO, Jubilant FoodWorks Limited

Dunkin Donuts currently have 26 outlets located in seven cities. The brand launched Dunkaccino, an international signature range of five new flavours of cold coffee: Classic, Caramel Butterscotch, etc., Dunkin burgers did various marketing and promotions activities. It was also the most favoured by the jury members.



**IMAGES MOST ADMIRER RETAILER  
OF THE YEAR - STORE DESIGN & VM: Nike**

**PRESENTED BY:** Abhishek Kandoi, Director ECOTEK, LED LIGHTING (member of Retail Support Group); & Frederic Colomina, Director Middle East, Support Group Retail

**RECEIVED BY:** Jestin Cherian, Store Constructs, Projects Manager, Nike India

Nike's Indra Nagar store façade has been reinvented by adding an impressive double height to create a larger than life aura. The choice of lights and the bleachers inspired wooden slats accentuate the height and add grandeur to the store exterior. The store gives consumers an opportunity to experience Nike's technology by offering an experience zone with treadmill equipped to analyze running pattern through a 'GAIT analysis' performed by trained store staff, enabling runners to choose the best footwear in order, to improve their performance and to reduce injuries.



**IMAGES Most Admired Retail Concept  
Launch of the Year: Kidzania**

**PRESENTED BY:** Nikhil Chaturvedi, Managing Director, Prozone Intu

**RECEIVED BY:** Yazdi Khambatta, Facility Director, KidZania; & Jasvinder Singh, Astt. General Manager, Operations

Built to a size scaled for kids, Kidzania environments are designed to imitate the inner workings of a typical city through the integration of recognizable destinations, real world products and a functioning economy. KidZania provides children a safe, unique, and very realistic educational environment that is both immersive and authentic.

**IMAGES MOST ADMIRER RETAILER  
OF THE YEAR - BEAUTY & FITNESS: Naturals**

**PRESENTED BY:** Ebrahim Sayed, Mentor, Retail Support Group; & B.K. Ladha, Director Retail Detailz (member of Retail Support Group)

**RECEIVED BY:** C.K Kumaravel, CEO & Co-founder, Naturals

Naturals currently have 400 plus stores located in 58 cities. Sales turnover grew by 25 percent over the previous year and sales per sq.ft. grew by 8 percent over the previous year.





**IMAGES MOST ADMIRER RETAILER OF THE YEAR - HEALTH & WELLNESS: OMVED**

**PRESENTED BY:** Ebrahim Sayed, Mentor Retail Support Group; & B.K. Ladha, Director Retail Detailz, (member of Retail Support Group)

**RECEIVED BY:** Saisudershan Guntur, COO, Omved Lifestyle Pvt Ltd

Omved currently have 44 stores located in five cities. Retail space grew by 32 percent over the previous year, with 33 percent growth in sales turnover over the previous year. Sales per sq.ft. grew by 5 percent over the previous year.

**IMAGES Most Admirer Retailer Of The Year - HOME & OFFICE IMPROVEMENT: Home Centre**

**PRESENTED BY:** Kamal Khetan, Chairman & MD, Sunteck Realty; & James Hawkey, Managing Director, Retail, Asia Pacific, Cushman & Wakefield

**RECEIVED BY:** Nimish Shah, COO (West), Lifestyle International Pvt Ltd; Kabir Lumba, Managing Director, Lifestyle International Pvt Ltd; & Vivek Thilakan, AVP, Operations (West), Lifestyle International Pvt Ltd.

Home Centre currently has 15 stores located in nine cities. In 2013-14, there was 21 percent growth in sales turnover over the previous year, sales per sq.ft. grew by 14 percent over the previous year, and same store sales grew by 19 percent over the previous year.



**IMAGES MOST ADMIRER RETAILER OF THE YEAR - CDIT: Croma**

**PRESENTED BY:** Kamal Khetan, Chairman & MD, Sunteck Realty; & James Hawkey, Managing Director, Retail, Asia Pacific, Cushman & Wakefield

**RECEIVED BY:** Maneesh Mittal, Head-Store Development, Croma, Infinity Retail Ltd; & Hemant Taware, Chief of Operations, Infinity Retail Ltd.

Croma currently has 101 stores located in 26 cities. Its retail outlets grew by 11 percent over the previous year. Retail space grew by 13 percent over the previous year, with 19 percent growth in sales turnover over the previous year. Sales per sq.ft. grew by 6 percent over the previous year.



**IMAGES MOST ADMIRER RETAILER OF THE YEAR - ENTERTAINMENT POWERED BY IMAX: PVR Cinemas**

**PRESENTED BY:** Preetam Daniel, Director of Sales, INDIA & South East Asia, IMAX

**RECEIVED BY:** Girish Wankhede, Head, Marketing, PVR Pictures

PVR Cinemas currently has 97 multiplexes with 421 screens, located in 41 cities. Retail space grew by 17 percent over the previous year, with 17 percent growth in sales turnover over the previous year.



**IMAGES MOST ADMIRER RETAILER OF THE YEAR - FOODSERVICE: Domino's**

**PRESENTED BY:** Deepak Manik, Group Managing Director, Retail Support Group; & Darshan Mistry, Managing Director, Orah Retail Services

**RECEIVED BY:** Tarun Bhasin, President & COO, Operations, Domino's Pizza India; Alok Pandey, Vice President, Operations, Domino's Pizza India; Sumit Ghildiyal, Asstt. Vice President, Business Development, Domino's Pizza India; Rajiv Khanna, Senior Manager, Business Development, Domino's Pizza India; & Ajay Kaul, CEO, Jubilant FoodWorks Ltd

Domino's currently has 726 outlets located in 152 cities. Its retail outlets grew by 26 percent over the previous year. Retail space grew by 35 percent over the previous year, with 21 percent growth in Sales turnover over the previous year.

**IMAGES MOST ADMIRER RETAILER OF THE YEAR - FOOD & GROCERY: Heritage Fresh**

**PRESENTED BY:** Deepak Manik, Group Managing Director, Retail Support Group; & Darshan Mistry, Managing Director, Orah Retail Services

**RECEIVED BY:** K.Ravindranath, Head- BnM (FnV) & Marketing (Retail)

Heritage Fresh currently has 74 stores located in three cities. Retail space grew by 10 percent over the previous year, with 18 percent growth in sales turnover over the previous year. Sales per sq.ft. grew by 9 percent over the previous year.





**IMAGES MOST ADMIRER RETAILER OF THE YEAR IN FOOTWEAR: Puma**

**PRESENTED BY:** Munish Baldev, Head Retail, Unitech

**RECEIVED BY:** Mohit Lalwani, Manager, Business Development; & Rahul Kapoor, Head Business Development & Projects, Puma India

Puma has 315 stores located in 120 cities. In 2013-14 Retail space grew by 30 percent over the previous year with an amazing 50 percent growth in sales turnover over the previous year. Sales per sq.ft. grew by 15 percent over the previous year.

**IMAGES MOST ADMIRER RETAILER OF THE YEAR - JEWELLERY: Tanishq**

**PRESENTED BY:** Munish Baldev, Head Retail, Unitech

**RECEIVED BY:** Sandeep Kulhalli, Senior Vice President, Retail & Marketing (Jewellery), Titan Company Ltd.

Tanishq currently has 163 stores located in 91 cities. Retail space grew by 25 percent over the previous year, with 11 percent growth in sales turnover over the previous year.



**IMAGES MOST ADMIRER RETAILER OF THE YEAR - LIFESTYLE ACCESSORIES: GKB Opticals**

**PRESENTED BY:** NajeebKunil, Director Business Development & Operations PPZ

**RECEIVED BY:** M Rahman, Sr. Manager, Marketing, GKB Lens Pvt Ltd.

GKB Opticals currently has 74 stores located in 25 cities. In 2013-14, there was 13 percent growth in sales turnover over the previous year, while sales per sq.ft. grew by 12 percent over the previous year, and same stores sales grew by 15 percent over the previous year.



**IMAGES MOST ADMIRER REGIONAL FASHION RETAILER OF THE YEAR: All That Jazz**

**PRESENTED BY:** Najeeb Kunil, Director Business Development & Operations PPZ

**RECEIVED BY:** Shamsheer Singh Hura, MD, Jas Group

With six stores located in five cities, All That Jazz had 37 percent growth in retail space in 2013-14 over the previous year. Sales turnover grew by 26 percent over the previous year, and sales per sq.ft. grew by 32 percent over the previous year.



**IMAGES MOST ADMIRED RETAILER OF THE YEAR: Tommy Hilfiger**

**PRESENTED BY:** Vishal Mirchandani, CEO, Retail & Commercial

**RECEIVED BY:** Mandar Karnik, Sr. Manager, Business Development; Siddharth Kapoor Head, Business Development & Rohiet Singh President, Retail

Tommy Hilfiger has 213 stores located in 49 cities. In 2013-14, retail space grew by 30 percent over the previous year, with 41 percent growth in sales turnover over the previous year. Sales per sq.ft. grew by 8 percent over the previous year.



**IMAGES MOST ADMIRED RETAILER OF THE YEAR - CONCEPT STORE: V-Mart**

**PRESENTED BY:** Vishal Mirchandani, CEO, Retail & Commercial, Brigade

**RECEIVED BY:** r. Venugopal Konchada, VP- Retail Store Operations, V-Mart Retail Ltd

V-Mart primarily operates in Tier-II-and-III cities, with a chain of “value retail” as a concept. It currently has 89 stores located in 71 cities. In 2013-14, there was 27 percent growth in retail space over the previous year, while Retail turnover grew by 41 percent over the previous year. Sales per sq.ft. grew by 8 percent over the previous year.

**IMAGES MOST ADMIRED RETAILER OF THE YEAR IN IN CONVENIENCE STORE: Safal**

**PRESENTED BY:** Mukesh Kumar, Vice President, Infiniti Mall

**RECEIVED BY:** Prashant Tripathi, GM Sales, Safal

Friendly neighbourhood fresh food retailer Safal currently has 435 stores located in six cities. There was 22 percent growth in sales turnover over the previous year in 2013-14, and sales per sq.ft. grew by 23percent over the previous year.







**IMAGES MOST ADMIRIED E-RETAILER OF THE YEAR: eBay India**

**PRESENTED BY:** Mukesh Kumar, Vice President, Infiniti Mall

**RECEIVED BY:** Upamanyu Bhattacharya, Director Categories, eBay India; Sarvesh Dwivedi, Head, Lifestyle, & Prabha Hariharan, Category Manager, Women, Kids & Toys

eBay India adopts the latest innovations to offer consumers a seamless buying and selling experience. For merchants, it has created PowerShip, an automated logistics solution to manage multi-city shipments. Apart from developing applications on the mobile front, ebay India has improved its mobile website (m.ebay.in), which is designed for any GPRS, EDGE and 3G-enabled feature phone, providing an end-to-end transaction platform for consumers to shop online. eBay India recently signed an MOU with the Confederation of All India Traders (CAIT) to help the 60 million members of CAIT understand how to participate in ecommerce.



**IMAGES MOST ADMIRIED RETAILER OF THE YEAR - HYPERMARKET: Spencer's**

**PRESENTED BY:** Kishore Bhatija, MD& CEO, Inorbit

**RECEIVED BY:** Lalit Jain, GM Business Development, Spencer's Retail Ltd.

Spencer's currently has 34 stores located in 25 cities. In 2013-14, there was 39 percent growth in retail space over the previous year, while retail turnover grew by 18 percent over the previous year. Same stores sales grew by 10 percent over the previous year.



**IMAGES MOST ADMIRIED RETAILER OF THE YEAR - DEPARTMENT STORE: Shoppers Stop**

**PRESENTED BY:** Kishore Bhatija, MD & CEO, Inorbit

**RECEIVED BY:** Deepak Yadav, AVP, Business Development, Shoppers Stop

Pioneering department store chain Shoppers Stop currently has 67 stores located in 31 cities. In 2013-14, the retailer showed 18 percent growth in retail space over the previous year, while retail turnover grew by 19 percent over the previous year. Same stores sales grew by 10 percent over the previous year.



**IMAGES MOST ADMIRED RETAIL LAUNCH  
OF THE YEAR: Amazon India**

**PRESENTED BY:** David Ellis, Director & Head of London Studio, BENOY (UK).

**RECEIVED BY:** Aditya Kumar, Regional Manager, Amazon India

Amazon.in was launched on June 05, 2013 and has completed 15 months of operations in India so far and have received a fabulous response from both customers and sellers. The retailer launched in India with 2 departments – Books and Movies & TV Shows – and in just 15 months, its total selection now stands at more than 17 million products across hundreds of categories.



**IMAGES MOST ADMIRED RETAIL  
PROFESSIONAL OF THE YEAR:**

**Kabir Lumba, MD, Lifestyle International**

**PRESENTED BY:** Krish Iyer, President & CEO, Wal-Mart, India & Amitabh Taneja, Chairman & MD, Images Group, & Chief Convenor, India Retail Forum.

**IMAGES JURY EXCELLENCE AWARD - THE IMAGES  
MOST ADMIRED RETAIL GROUP  
OF THE YEAR: TATA Group**

**PRESENTED BY:** Krish Iyer, President & CEO, Wal-Mart, India; & Amitabh Taneja, Chairman & MD, Images Group & Chief Convenor, India Retail Forum

**RECEIVED BY:** Rahul Gupta, Manager, Business Development; R.A. Shah, Head, Property & Projects; Rohit Shinde, Manager, Property; and other TATA team members

