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17th IMAGES Retail Awards honour excellence in the business of retail

IRA honoured outstanding retailers and professionals who excelled in every aspect of retail – technological innovations, customer experience, and making profits, in front of an audience comprising the who's who of retail in India.

By IMAGES Retail Bureau

As the grand finale of Phygital Retail Convention, India's largest go-to retail intelligence event, the 17th annual IMAGES Retail Awards (IRA), powered by Vegas, recognised excellence of India's most outstanding achievements in retail at Hotel Renaissance, November 11, 2021.

Instituted in 2004, the IRA recognises and honours outstanding achievements in every major format and category of

modern retail in India. IMAGES Most Admired Phygital Retailer recognises the contribution towards the retail industry at large by across all formats like department store, hypermarket, specialty stores, kiosks, express formats, online store, e-retailer etc.

With no end in sight for the rise of e-commerce, with digitalisation and tech innovations leading from the front, it has become very important for the retailers, shopping centre developers,

city planners and communities to work together for creating a new ecosystem of lifestyle destinations. Retail destinations are often at the very forefront of customer experience and connection. IRA honoured outstanding retailers and professionals who excelled in every aspect of retail – technological innovations, customer experience, and making profits, in front of an audience comprising the who's who of retail in India.



Nomination and Jury Process: IRA 2021

IRA nomination categories and entry details are announced through the website, magazines ads, and tele-calling to prospective nominees in all proposed categories. The prelim jury identified best performers among retailers. Prospective nominees submitted their nominations online, which were checked by the IRA audit team for eligibility, completeness and data correctness. The jury comprised of distinguished personalities in the field of research and analysis with through insights into the retail business.

The Jury Panel

- » **Bimal Sharma**, Head – Retail, CBRE South Asia
- » **Abhishek Bansal**, Executive Director, Pacific India
- » **Shivjeet Kullar**, Founder, NFX Digital
- » **Shubranshu Pani**, MD– Retail Services, JLL
- » **Rajendra K. Aneja**, Managing Director, Aneja Management Consultants
- » **Sushmita Balasubramaniam**, EVP - Commerce South Asia, Kantar
- » **Subhendu Roy**, Partner, Kearney
- » **Amit Khanna**, Partner & Leader, Front Office Transformation PwC India
- » **Lara Balsara Vajifdar**, Executive Director, Madison World
- » **Nandini Kelkar**, Director, Customer Research, Frost & Sullivan (MEASA)
- » **Ankur Shiv Bhandari**, Managing Director, The Asbicon Group
- » **Amitabh Taneja**, Editor-in-Chief, IMAGES GROUP
- » **Viren Razdan**, MD, Brand-nomics
- » **Anurag Mathur**, Partner, PwC India
- » **Devangshu Dutta**, Founder & Chief Executive, Third Eyesight
- » **Saloni Nangia**, President, Technopack Advisors
- » **Siju Narayan**, Chief Experience Officer, RexEmptor Consult LLP
- » **Arun Gupta**, Co-Founder, Fortytwo42 Technology Innovation Lab
- » **Vinay Hinge**, Managing Partner, VH Consulting
- » **Arun Gupta**, IT Advisor & Board Member, Hemas Pharmaceuticals



WINNERS IRA 2021



IMAGES MOST ADMIRED RETAIL GROUP **RELIANCE RETAIL**



Presented by: Bhavesh Pitroda, Director & CEO, IMAGES Group

Received by: Anay Agarwal, Head Loyalty and Analytics –Grocery, Jiomart, Reliance Retail and team

Nominees: Bestseller India, Jubilant FoodWorks Ltd, Metro Brands, PVH Arvind Fashion Pvt. Ltd

IMAGES Most Admired Phygital Retailer – Fashion & Lifestyle

JACK & JONES

JACK&JONES

Presented by: Ravinder Choudhary, AVP- Leasing & Marketing, Vegas

Received by: Sumit S Suneja, Head - Business Development & Franchise, Bestseller India and team



IMAGES Most Admired Phygital Retailer – Footwear

SKECHERS

SKECHERS

Presented by: Ravinder Choudhary, AVP- Leasing & Marketing, Vegas

Received by: Sachin Borakhade, General Manager Information Technology, Skechers South Asia Pvt Ltd

IMAGES Most Admired Phygital Retailer – Food and Grocery

STAR BAZAAR



Presented by: Mrinal Mittal and Amardeep Singh, Unity Group

Received by: K Radhakrishnan, Director, Tata Fiora Online Ltd.



IMAGES Most Admired Phygital Retailer – QSR

WOW! MOMO - WOW GROUP



Presented by: Mrinal Mittal and Amardeep Singh; Unity Group

Received by: Sagar Daryani and team

IMAGES Most Admired Phygital Retailer – Cafés & Juice bars

CHAAYOS

Chaayos

Presented by: Umang Jindal, Vishwas Bindal and Nitin Gulati (CP 67)

Received by: Ranjeet Kumar Thakur, Director of Business Development, Chaayos and team



IMAGES Most Admired Phygital Retailer – CDIT

CROMA

cromā

Presented by: Umang Jindal, Vishwas Bindal and Nitin Gulati (CP 67)

Received by: Sahil Kansal, Head of Property & Franchising, Croma & Ashish Gupta, Manager, Croma



IMAGES Most Admired Phygital Retailer – Health & Beauty

APOLLO PHARMACY

Apollo
HOSPITALS
TOUCHING LIVES

Presented by: Abhishek Trehan, Executive Director, Trehan IRIS

Received by: Sohail Khwaja, General Manager-Retail, Apollo Pharmacy



IMAGES Most Admired Phygital Retailer – D2C

SOLETHREADS

solethreads

Presented by: Abhishek Trehan, Executive Director, Trehan IRIS

Received by: Satnam Singh, Head of Retail Sales, Solethreads

IMAGES MOST ADMIRER PHYGITAL RETAILER Nominees: Adidas, Apollo Pharmacy, Aurelia, Balaji Grand Bazar, Bata, Chaayos, Croma, Domino's, Forever New, Jack & Jones, JCB Salon & Spa, Jio Mart, KandeeFactory, Lotto, Magson, Manyavar, Max Fashion, ONLY, Pepe Jeans, Peter England, Skechers, Solethreads, Sports Station, Sole Threads, Spykar, Star Bazaar, The Belgian Waffle Co., The Chocolate Room, Vero Moda, V-Mart, Wow! Momo

IMAGES MOST ADMIRED RETAILER: Customer Relations

TOMMY HILFIGER

TOMMY HILFIGER

Presented by: Ashraf Ali M.A, Executive Director, LuLu Group International

Received by: Rohiet Singh, COO, PVH Corp. & team

Nominees: Calvin Klein, Raymond, Skechers



IMAGES MOST ADMIRED RETAILER: Entertainment

PVR

PVR

Presented by: Rehan Huck, Co-Founder & COO - Propel and Shreeram PM Monga, Arklan

Received by: Kanika Malkotia, Assistant Vice President - Business Development, PVR

Nominees: Cinepolis and Timezone

IMAGES Most Admired Retailer: Marketing & Promotions

— Fashion

BESTSELLER: SEAL OF SAFETY

BESTSELLER

Presented by: BS Nagesh, Founder, TRRAIN

Received by: Mrithyunjay Amblimath, Chief Revenue Officer, Bestseller



IMAGES Most Admired Retailer: Marketing & Promotions

— Footwear

BATA

Bata

Presented by: BS Nagesh, Founder, TRRAIN

Received by: Mohan Vijay Golatkar, Manager- Business Development, Bata

IMAGES Most Admired Retailer: Marketing & Promotions
– Food and Grocery
STAR BAZAAR



Presented by: Abhinav Ajmera, President-Leasing, Omaxe Limited

Received by: K Radhakrishnan, Director, Trent



IMAGES Most Admired Retailer: Marketing & Promotions
– Food Service
NANDO'S



Presented by: Abhinav Ajmera, President-Leasing, Omaxe Limited

Received by: Deepak Misra, Marketing Lead, Nando's

IMAGES Most Admired Retailer: Marketing & Promotions
– Beauty
KAYA SAFE



Presented by: Pankaj Jain, Navin Pandey, JP Biswas, KW Delhi 6

Received by: Rajiv Nair, Group CEO, Kaya Limited



IMAGES Most Admired Retailer: Marketing & Promotions
– Home Improvement:
HOME CENTRE



Presented by: Pankaj Jain, Navin Pandey and JP Biswas

Received by: Iqbal Shaikh, Area Manager, Lifestyle

IMAGES Most Admired Retailer: Marketing & Promotions Nominees: Bata, Bestseller, Home Centre, Kaya Safe, Manyavar, Nando's, Only at Home, Pepe Me Up Fashion Truck, Star Bazaar, Tommy Hilfiger



IMAGES MOST ADMIRED RETAILER: Employee Practice **TOMMY HILFIGER**

TOMMY HILFIGER

Presented by: Uddhav Poddar, MD, Bhumika Realty Private Ltd.

Received by: Rohiet Singh, COO, PVH Arvind Fashion Pvt. Ltd. & team

Nominees: Bestseller India, Pepe Jeans India, Reliance Retail, Skechers, Wow! Momo

IMAGES MOST ADMIRED RETAIL LAUNCH **ADIDAS FLAGSHIP STORE,** Connaught Place, New Delhi



Presented by: Sumit Agarwal, Manish Kapoor and Navin Bhatia

Received by: Manik Dhodi, Director-Real Estate, Adidas Group India

Nominees: House of Red Chief, Skechers, TTST Cloud One, Van Heusen-South Extension, New Delhi, V-Mart- Agartala, Tripura



IMAGES Most Admired Retailer: Best Turnaround story – Fashion

VAN HEUSEN



Presented by: Anuj Kejriwal, CEO, ANAROCK

Received by: The award was collected by IMAGES Group on behalf of the winner



IMAGES Most Admired Retailer: Best Turnaround story – Footwear

SKECHERS



Presented by: Anuj Kejriwal, CEO, ANAROCK

Received by: Sachin Borakhade, General Manager Information Technology, Skechers South Asia Pvt Ltd





IMAGES Most Admired Retailer: Best Turnaround story –
Beauty

SUGAR COSMETICS



Presented by: Ashish Gupta, Head-Leasing, Elan Ltd.

Received by: Amrita Shinde, Brand Marketing, Sugar Cosmetics

IMAGES Most Admired Retailer: Best Turnaround story –
Food Service:

BURGER SINGH



Presented by: Ashish Gupta, Head-Leasing, Elan Ltd.

Received by: Rahul Seth, Co-Founder and Chief of Staff Burger Singh and team



IMAGES Most Admired Retailer: Best Turnaround story –
CDIT:

RELIANCE DIGITAL



Presented by: Kamal R Sonee, Senior VP- Leasing, Prozone Intu and Vineet Chadha, Business Head & Associate Publisher, IMAGES Group

Received by: Kiran Gogte, Chief Marketing Manager & Pratyush Gaur, General Manager Marketing, Reliance Digital



IMAGES MOST ADMIRABLE RETAILER: BEST TURNAROUND STORY Nominees: Adidas (Linking Road, Mumbai), Apollo Commercial Vehicle Zone, Burger Singh, Reliance Digital, Skechers, Sugar Cosmetics, Van Heusen, V-Mart, Wow! Momo



IMAGES Most Admired Retailer: Tech Implementation for
Analytics and AI

CHAAYOS



Presented by: Jitendra Joshi, CEO, AMBAB

Received by: Ranjeet Thakur, Abhinav Agarwal and Chaayos team

IMAGES Most Admired Retailer: **Tech Implementation for Enterprise Solution Implementation**

CINEPOLIS



Presented by: Jitendra Joshi, CEO, AMBAB

Received by: The award was collected by IMAGES Group on behalf of the winner



IMAGES Most Admired Retailer: **Tech Implementation for Loyalty & Customer Engagement**

SKECHERS



Presented by: Atul Mehta, Co-founder, Shiprocket

Received by: Sanjit Singh, Retail Operations & CRM Executive, Skechers South Asia Pvt Ltd.



IMAGES Most Admired Retailer: **Tech Implementation for Omnichannel Optimisation**

METRO BRANDS



Presented by: Atul Mehta, Co-founder, Shiprocket

Received by: Mahendra Tank, Dy. General Manager-Marketing and Imran, Dy. Manager Marketing, Metro



IMAGES Most Admired Retailer: **Tech Implementation for In-Store Technology:**

CHAI SUTTA BAR



Presented by: D Bhaskaramurthy, VP, Posiflex

Received by: Sunil Veena received the award on behalf of Anubhav Dubey, CEO, Chai Sutta Bar



IMAGES MOST ADMIRER RETAILER: TECH IMPLEMENTATION Nominees: Chaayos, Chai Sutta Bar, Cinépolis - Enterprise Solution Implementation, Cinépolis - Omnichannel Optimisation, Clovia, Home Centre, Metro Brands, Skechers

IMAGES MOST ADMIRED RETAILER: Fashion Retail Re-imagined

PEPE JEANS HOME DELIVERY

Pepe Jeans
LONDON

Presented by: Rajneesh Mahajan, CEO, Inorbit Malls
Received by: Priyaranjan Manay, Head- Marketing, Pepe Jeans



IMAGES MOST ADMIRED RETAILER: Travel Retail Re-imagined

BENETTON - CREATING MEMORIES ON THE GO!

BENETTON
GROUP

Presented by: Rajneesh Mahajan, CEO, Inorbit Malls
Received by: Vivek Shrivastava, Head of Business Development, Benetton India and team



IMAGES MOST ADMIRED RETAILER: Retail Concept Re-imagined

THE FUEL DELIVERY

THE FUEL DELIVERY
anytime, anywhere

Presented by: Vineet Chadha and Santosh Menezes, IMAGES Group
Received by: The award was collected by IMAGES Group on behalf of the winner



IMAGES MOST ADMIRED RETAILER: Category Mix Reimagined:

W

W

Presented by: Vineet Chadha and Santosh Menezes, IMAGES Group
Received by: The award was collected by IMAGES Group on behalf of the winner



IMAGES MOST ADMIRED RETAILER: RETAIL RE-IMAGINED Nominees: Being Human Clothing, Benetton, Da Milano, Pepe Jeans Home Delivery, Skechers, The Fuel Delivery, Van Heusen, W