

A TALK WITH SPENCER'S

Being a part of a project that is initiated with an aim to give a new perspective, i.e. sustainability, to a business has its advantages. It opens up an area that is yet to be explored by introducing a new set of challenges, opportunities for growth and development.

The "Green Retail" project was conceptualized to promote and encourage sustainable consumption and production in the Indian retail sector. Major Indian retailers came forward to be a part of this change. Spencer's Retail has been associated with the project since the year 2013. They have been actively working with the project team on multiple aspects including capacity building programmes and sustainability stores assessments for the development of a sustainable business model for their organisation.

The project is conducting this engagement in a 3 step process- introduction, action and reaction. With project partners involved from across the globe, the retailers have been able to gather knowledge on many elements of sustainable consumption and production. This engagement is being conducted to develop a broad thinking and to build capacity in people enabling them to take informed decisions when it comes to improving the sustainability performance of the individuals, stores and organization.

“The project has brought a picture of new ideas for the store in terms of store management” said Mr. Arup Roy, Manager, Spencer’s store, Axis Mall in an interview conducted by the project team at Kolkata. Global and national exposure through the project has facilitated the stores to move beyond their boundaries and imbibe the best practices around the globe to improve the performance of their business.

Spencer’s stores went through sustainability audits in the 2nd year of the project. The aim was to improve the efficiency in the operations and management of the stores. The nine participating stores proactively implemented the recommendations made by the team. The impact was positive as it streamlined their internal processes: logging and maintenance charts were prepared and continue to be used; systems were developed for the technical team to further the improvements being implemented. “The main achievement was in terms of energy management as it led to substantial savings”, said Mrs. Sarmila Dasgupta, Manager, Spencer’s Store, Mani Square Mall, Kolkata during the interactions with the project team.

Mr. Rajnish Kumar, Manager, Spencer’s Store, NTS Mall, Kolkata specifically mentioned that the major impact was on the stores energy consumption. He was able to optimize the running hours of lighting and refrigeration systems at the store leading to approximately 30% savings in the energy costs.

Green Retail is an ever evolving project that is giving a direction to the retailers and developing strategies for them to move forward. It has given them a framework for sustainable store operations. Now the onus lies on the shoulders of the beneficiaries of these activities to take it forward. Through this activity many aspects of sustainable consumption and production have been integrated with the retail organisations' operational processes. To sustain the impact beyond the project, store audits will continue to be done at regular intervals and trainings will be given to update the skill set and knowledge of the retailers. With the inclusion of different aspects of sustainable consumption and productions, such as waste management, cost optimization, supply chain and environmental management across the project duration, yielding tangible results and reports are being carried out to encourage this sector to adopt sustainable means both in personal and professional lives.

Excerpts from the interviews conducted at Spencer's



Mr Arup Roy
Sr. Manager,
Spencer's Retail
Store, Axis Mall,
Kolkata

You have been a part of green retail for so long. Tell us something about the impact of the project on your store?

The project has brought a big impact on the techno-social behaviour change. We were not aware of this whole idea of energy assessments and sustainability. It has helped us understand the technical data and provided us a number of options in which we can reduce our costs.

Were the recommendations helpful? What is the implementation status of recommendations?

Yes they were as we have already implemented 13 of them so far.

What are your expectations from the project?

The project has initiated a culture of trainings and awareness on sustainability and energy management. It is a brilliant practice and should continue on a periodic basis.



**Mrs Sarmila Das
Gupta**

**Sr. Manager,
Spencer's Retail
Store, Mani
Square, Kolkata**

You have been a part of green retail for so long. Tell us something about the impact of the project on your store?

The project has streamlined our operations. They were in a haphazard condition. Now we have created systems of regular monitoring with log charts and maintenance charts. It has supported our technical team in optimizing the overall system.

Were the recommendations helpful? What is the implementation status of recommendations?

We have implemented 8 of the high impact recommendations and we are looking forward to implementing more.

What are your expectations from the project?

We want it to cover some specific areas including waste minimization, training of technicians and other associates.



Mr Surendra
Singh

Sr. Manager,
Spencer's Retail
Store, Dreamz
Mall, Gurgaon

You have been a part of green retail for so long. Tell us something about the impact of the project on your store?

Our store was one of the first ones in the NCR region to participate in the project. The focus for me has always been on the reducing our operational costs thereby making the store more economically sustainable. With the project intervention, we were able to realize this by implementing some of the quick-win recommendations.

Were the recommendations helpful? What is the implementation status of recommendations?

As I was mentioning before, the quick-win recommendations have helped us reduce and realign our lighting system. The open door chillers are now arranged according to specific products thereby

allowing us to switch the equipment off when not required. The savings achieved by implementing such simple and no-cost recommendations has helped us achieve reduction in energy consumption by 21% compared to the previous year. We have 10 AHUs that have been scheduled to run in phases to maintain an optimum temperature across the store.



Open Door Chiller with products that require constant cooling



Open Door Chiller with products that don't require constant cooling- switch off during non-operating hours

What are your expectations from the project?

We would like to avail some more training and capacity building on the technical elements of Energy Management Systems. We would also like to continue our endeavor of packaging and food waste recycling through the relevant channels that the project can guide us to.

Mr. Arindam, Sr. Manager, Spencer's Retail Store, South City Mall

Mr. Rajnish Kumar, Sr. Manager, Spencer's Retail Store, NTS Mall, Kolkata

You have been a part of green retail for so long. Tell us something about the impact of the project on your store?

The major impact is on the electrical energy consumption. We have been introduced to new methodologies and ideas for the system. The major impact is on the electricity bill. With the help of the project team we have optimized our running hours of light and refrigeration system.

Were the recommendations helpful? What is the implementation status of recommendations?

We have implemented 30-40% of the recommendations suggested in the first assessment report which required minimum or no investments. The savings and increase in efficiency has helped the stores a lot more than was predicted.

What are your expectations from the project?

We want the project team to continue with the store visits and give us recommendations and ideas for further improvement. In addition the training sessions that were organized as a part of the project has added value to our skills and knowledge and we would like the team to continue with those kinds of training.