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Certificate From Internal Guide

This is to certify that Priyanshu Pratik Biswal of IMBA of BIITM has successfully completed his Summer Internship Project on the topic 'staff onboarding process in pantaloons'. He has worked on the summer internship Project from 15th of April 2022 to 30th of May 2022 his performance during this project was satisfactory.

Priyanshu Pratik Biswal (Signature)

Name of Guide: Dr Ankita Agarwal

Dated:

Biitm, Bhubaneswar, Odisha.

ADITYA BIRLA



FASHION & RETAIL

Dated: 23rd June 2022

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Priyanshu Pratik Biswal pursuing his I-MBA *from BIITM* has successfully completed his Short term internship in Pantaloons-Patia (Bhubaneswar) from 15th April 2022 to 30th May 2022.

Throughout the internship, we found him to be sincere and hardworking.

We wish him all the best in all his future endeavors.

For Aditya Birla Fashion & Retail Ltd

Biswa Prakash Biswal
Store Manager
PT-Bhubaneswar-Patia

pantaloons

Aditya Birla Fashion and Retail Limited (formerly known as Pantaloons Fashion & Retail Limited)

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DECLARATION

This is to certify that Research study entitled “STAFF ONBOARDING PROCESS” is uniquely prepared by Mr. Priyanshu Pratik Biswal after the completion of 45 days work at PANTALOONS, Patia under guidance and supervision of Dr Ankita Agarwal during Academic session of 2018-2023 as a partial fulfilment of I – M.B. A from BIJU PATTNAIK UNIVERSITY OF TECHNOLOGY Bhubaneswar, Odisha.

I also confirm that, the report is only prepared for my academic requirement not for any other purpose. It might not be used with the interest of opposite party of the corporation.

Priyanshu Pratik Biswal

REG. ID – 1813258026

I-MBA (Human Resource & MARKETING)

**Biju Patnaik Institute of Information Technology and
Management Studies**

PRIYANSHU PRATIK BISWAL

ACKNOWLEDGEMENT

I take this opportunity to thank the management of Pantaloons Ltd. For allowing us to be associated with the organization and hence exposing me to its unique culture which has helped immensely in enriching our knowledge and gaining a valuable insight into the practical aspects of employee onboarding. I am also grateful to the entire staff of PANTALOONS, Patia who had been extremely cooperative and helpful at every step throughout the Project Period.

I take this opportunity to specially thank Dr Ankita Agarwal (Asst. Prof. Marketing, BIITM), and I would like to express my sincere thanks to, Dr Mihir Ranjan Nayak (Principal, BIITM), and MR. K Chandrasekhar (Head Placement and Training, BIITM) whose co-operative guidance has helped me in successfully completion of this report on “A Study on Staff Onboarding Process”.

My deepest gratitude for motivation and knowledge must also be extended to:

- Mr Biswa Prakash Biswal Store Manager Pantaloons Patia.

- Ms Baratam Santoshi Department Manager Pantaloons Patia.
- Mr Biswa Ranjan Lenka Department Manager Pantaloons Patia.
- Mr Rajkishore Mahali Department Manager Pantaloons Patia.

And all the members of Pantaloons, who stood by my side throughout my learning and encouraged my work.

Thank you



INTRODUCTION

Company Profile

Aditya Birla Fashion and Retail Limited (ABFRL) is an Indian fashion retail company headquartered in Mumbai. ABFRL has a network of 3031+ stores with a presence across approximately 25,000 multi-brand outlets with 6,500+ point of sales in department stores across India. ABFRL was previously known as Pantaloons Fashion & Retail Limited prior to its acquisition by the Aditya Birla Group.

Madura Garments was established in 1988, acquired by the Aditya Birla Group in 1999 and was re-christened Madura Fashion & Lifestyle in 2010. MFL brands includes Louis Philippe, Van Heusen, Allen Solly and Peter England.

In 2013, Aditya Birla Nuvo Limited (ABNL) (ABNL) took over Pantaloons. In May 2015, ABFRL came into form after the consolidation of the apparel businesses of the Aditya Birla Group, consisting of ABNL's Madura Fashion division and ABNL's subsidiaries- Pantaloons Fashion and Retail Ltd (PFRL acquired in 2013) and Madura Fashion & Lifestyle (MFL established in 1988) in May 2015. Post the consolidation, PFRL was renamed Aditya Birla Fashion and Retail Ltd. (ABFRL).

The Collective, India's first and largest multi-retail brand for international brands, was launched in 2008. In 2016, ABFRL struck a deal with a global luxury brand Ted Baker and also signed a MOU With Forever 21 for India Business.

In 2017, ABFRL brought Simon Carter to India. In the same year, ABFRL entered into a strategic alliance with American Eagle.

In 2018, ABFRL entered into a Store License and Distribution Agreement with Ralph Lauren Asia Pacific Limited ("RLAPL"), which offers apparel and accessories for both men and women under the brand name "Polo Ralph Lauren" and Ralph Lauren.

In 2019, ABFRL acquired ethnic wear brands, Jaypore and TG Apparel & Décor, for an enterprise value of up to ₹110 Crore. In the same year, the company bought 51% stake in M/s Finesse International Design Private Limited ("Finesse") under the brand name Shantanu & Nikhil.

In 2019, ABFRL launched a chain of large format value fashion stores, named Style Up. Style Up typically operates large format stores, sized between 6,000 and 8,000 sq. ft, selling ethnic and western apparel and accessories for men, women and children.

In 2021, ABFRL announced a strategic partnership with India's largest design brand 'Sabyasachi' by signing a definitive agreement for acquiring 51% stake in 'Sabyasachi' brand. This partnership will add significant weight to ABFRL's growing ethnic wear portfolio, and the platform will complement the brand on its journey to becoming a global luxury house out of India.

In 2021, ABFRL acquired a 34% stake in Tarun Tahiliani's luxury business with an option to increase this shareholding to 51 percent in the next few years. ABFRL also entered into partnership with Tahiliani to form a new entity that will develop and launch affordable premium ethnic wear and accessories. ABFRL will hold an 80 percent stake in this new brand.

In June 2021, Jaypore, part of Aditya Birla Fashion and Retail Limited, entered into menswear category.

In January 2022, ABFRL has acquired 51% stake at Masaba Gupta's brand House of Masaba Lifestyle for Indian rupees 90 crores.

Company operations

ABFRL portfolio includes several brands such as Louis Philippe, Van Heusen, Allen Solly and Peter England established for over 25 years. Pantaloons brands caters to men, women and children with a mix of private labels and licensed brands in apparel and accessories.

ABFRL holds online and offline rights to the India network of California based fast fashion brand Forever 21.

Its International Brands portfolio includes The Collective and select mono-brands such as Simon Carter, Hackett London, Ted Baker, Ralph Lauren, American Eagle, and Fred Perry.

ABFRL has a network of 3,031 brand stores across the country. It is present across 25,000 multi-brand outlets and 6,514 SIS across departmental stores across India.

Values of Pantaloons

The Success story of Pantaloons had built on a number of core company values that have remained almost unchanged. These values are:

- Indianness: confidence in their business structure.
- Leadership: To be a leader, both in thought and business.
- Respect & Humility: To respect every individual and be humble in conduct.
- Introspection: leading to purposeful thinking.
- Openness: to be open and receptive to new ideas, knowledge and information.
- Valuing and Nurturing Relationships: to build long term relationships.
- Simplicity & Positivity: Simplicity and positivity in our thought, business and action.
- Adaptability: to be flexible and adaptable, to meet challenges.
- Flow: to respect and understand the universal laws of nature.

HR Policies and Rules

Promotion Policy & Rules:

Promotion Policy and rules are applied to employees depending upon on their ability of performing work, managing their skills and the level of experience.

Wage Structure:

Every Job has awarded different wages depending upon the position of the employee and the responsibility levels which the employees take over. This enables the company to:

- Provide competitive salaries for each job taking into account market rates.
- Reward everyone according to their contribution.

The Salary allocated ranges depends upon the employees position and type for employees performing the standard duties of their jobs. Set up maximum and minimum levels within those ranges to account for variations in experience and skill levels. The pay defers from Store Administered employee to Head Office Administered employee. The payment of the employees is directly by the manager or it is deposited into the savings account which the employee holds. The Company reserves the right to suspend pay where an employee fails to notify about absence from work.

Store layout

There are three floors present in Pantaloons Patia and they are:

1. Women Ethnic and Accessories
2. Kids and Women Apparel
3. Men

Employee structure

The employee and staff hierarchy in Pantaloons (Patia) is as such:

1. Store manager
2. Department manager
3. Head cashier
4. Admin and safety
5. Warehouse manager

And under them various other staffs are allocated accordingly throughout the floors.

Staffs are evenly distributed among all the floors and are assigned their tasks. There are various brands of apparels that are considered to be Pantaloons

product and others are non-Pantaloon distributed in the floors and the non-Pantaloon brands have their own staffs in the store where as Pantaloon brand is handled by the Pantaloon staff. There are other staffs that work for Pantaloon such as security, cleaning staff and others.

INTO THE TOPIC

Onboarding Process

“Onboarding” refers to the processes in which new hires are integrated into the organization. It includes

activities that allow new employees to complete an initial new-hire orientation process, as well as learn about the organization and its structure, culture, vision, mission and values. For some organizations, the onboarding process consists of one or two days of activities; for other organizations, this process may involve a series of activities spanning one or many months.

Onboarding is often confused with orientation. While orientation is necessary for completing paperwork and other routine tasks, onboarding is a comprehensive process involving management and other employees and can last up to 12 months.

All new employees are onboarded—but the quality of the onboarding makes a difference. Too often, onboarding consists of handing a new employee a pile of forms and having a supervisor or HR professional walk the employee around the premises, making introductions on an ad hoc basis. When onboarding is done well, however, it lays a foundation for long-term success for the employee and the employer. It can improve productivity, build loyalty and engagement,

and help employees become successful early in their careers with the new organization.



Man power planning

Manpower Planning which is also called as Human Resource Planning consists of putting right number of people, right kind of people at the right place, right time, doing the right things for which they are suited for the achievement of goals of the organization. Human Resource Planning has got an important place in the arena of industrialization. Human Resource Planning has to be a systems approach and is carried out in a set procedure.

The procedure is as follows:

1. Analysing the current manpower inventory
2. Making future manpower forecasts
3. Developing employment programmes
4. Design training programmes

Steps in Manpower Planning

1. Analysing the current manpower inventory- Before a manager makes forecast of future manpower, the current manpower status has to be analysed. For this the following things have to be noted-

- Type of organization
- Number of departments
- Number and quantity of such departments
- Employees in these work units

Once these factors are registered by a manager, he goes for the future forecasting.

1. Making future manpower forecasts- Once the factors affecting the future manpower forecasts are known, planning can be done for the future manpower requirements in several work units.

The Manpower forecasting techniques commonly employed by the organizations are as follows:

1. Expert Forecasts: This includes informal decisions, formal expert surveys and Delphi technique.
2. Trend Analysis: Manpower needs can be projected through extrapolation (projecting past trends), indexation (using base year as basis), and statistical analysis (central tendency measure).
3. Work Load Analysis: It is dependent upon the nature of work load in a department, in a branch or in a division.
4. Work Force Analysis: Whenever production and time period has to be analysed, due allowances have to be made for getting net manpower requirements.
5. Other methods: Several Mathematical models, with the aid of computers are used to forecast manpower needs, like budget and planning analysis, regression, new venture analysis.

2. Developing employment programmes- Once the current inventory is compared with future forecasts, the employment programmes can be framed and developed accordingly, which will include recruitment, selection procedures and placement plans.

3. Design training programmes- These will be based upon extent of diversification, expansion plans, development programmes, etc. Training programmes depend upon the extent of improvement in technology and advancement to take place. It is also done to improve upon the skills, capabilities, knowledge of the workers.

Importance of Manpower Planning

1. **Key to managerial functions-** The four managerial functions, i.e., planning, organizing, directing and controlling are based upon the manpower. Human resources help in the implementation of all these managerial activities. Therefore, staffing becomes a key to all managerial functions.
2. **Efficient utilization-** Efficient management of personnel becomes an important function in the industrialization world of today. Setting of large scale enterprises require management of large scale manpower. It can be effectively done through staffing function.
3. **Motivation-** Staffing function not only includes putting right men on right job, but it also comprises of motivational programmes, i.e., incentive plans to be framed for further participation and employment of employees in a concern. Therefore, all types of incentive plans becomes an integral part of staffing function.
4. **Better human relations-** A concern can stabilize itself if human relations develop and are strong.

Human relations become strong through effective control, clear communication, effective supervision and leadership in a concern. Staffing function also looks after training and development of the work force which leads to co-operation and better human relations.

5. Higher productivity- Productivity level increases when resources are utilized in best possible manner. Higher productivity is a result of minimum wastage of time, money, efforts and energies. This is possible through the staffing and its related activities (Performance appraisal, training and development, remuneration).



Need of Manpower Planning

Manpower Planning is a two-phased process because manpower planning not only analyses the current human resources but also makes manpower forecasts and thereby draw employment programmes. Manpower Planning is advantageous to firm in following manner:

- 1.Shortages and surpluses can be identified so that quick action can be taken wherever required.
- 2.All the recruitment and selection programmes are based on manpower planning.
- 3.It also helps to reduce the labour cost as excess staff can be identified and thereby overstaffing can be avoided.
- 4.It also helps to identify the available talents in a concern and accordingly training programmes can be chalked out to develop those talents.
- 5.It helps in growth and diversification of business. Through manpower planning, human resources can be readily available and they can be utilized in best manner.
- 6.It helps the organization to realize the importance of manpower management which ultimately helps in the stability of a concern.

Staff Hiring Process

Staff hiring process in Pantaloons involve the following:

1. Internal hiring (Internal hiring takes place when organizations source and hire existing employees for open roles. Also known as internal recruitment, this process can involve promotions, lateral moves into new roles, and team transfers. You'll find plenty of advantages of internal hiring, as well as a few disadvantages)
2. External hiring (An external candidate is an outside hire or a candidate who does not currently work for the organization recruiting. During external recruitment, the search committee finds new candidates by advertising positions to the public or using the skills of a recruiter)

3. Employee suggestion (Employee referral is an internal method for finding job candidates. By definition, employee referral is a structured program that companies and organizations use to find talented people by asking their existing employees to recommend candidates from their existing networks)
4. Skill development centre (Skill development centres help in training and developing skills of people and turn them employable and also source them to any organisation with vacancy or requirement. They train their trainees accordingly to the job requirement)
5. Walk in (A walk-in interview is like an informal meet-and-greet session that is arranged by companies for interviewing a bunch of people in a short time. Unlike scheduled interviews, you don't need to take up a formal appointment. Companies generally have walk-in interviews when they are planning to recruit a number of people at the same time, or at career fairs.

Walk-in interviews do not last for as long as a formal interview, and only a few most important questions are asked to the candidates and assessment is done.

ENQUIRY



End Nervous Hiring,
Start Touchless
HiRing!

Talocity

Talocity is an online interview conducting platform with which Pantaloons conducts contactless interviews through the use of the internet.

It is a very simple and easy to use application. To register you open the website and fill in the details that are:



The image shows a screenshot of the Talocity website's registration form. At the top, there is a logo consisting of a stylized 'T' inside a hexagon, followed by the word 'TALOCITY' in uppercase. To the right of the logo is a hamburger menu icon. Below the header, there is a form with several input fields, each with a label above it: 'Name', 'Email', a phone number field with a dropdown menu showing the Indian flag and '+91', 'Company Name', 'Designation', 'No. of Employees', 'Website Url', 'Industry', and 'Additional Info'. The form is enclosed in a light blue border.

TALOCITY

Name

Email

+91 81234 56789

Company Name

Designation

No. of Employees

Website Url

Industry

Additional Info

Once registered you are asked to answer questions like:

What products are you interested in?

Hiring –

1. One-Way Video Interviews
2. Multi-way Video Interviews
3. English Language Assessments
4. Computer Proficiency Assessments (Typing)
5. Domain MCQ Assessments
6. Critical To Quality (CTQ) Assessments
7. Complete Workflow Automation on ATS
8. Others

Assessments -

1. Psycho-linguistic personality report
2. Training need identification
3. Cognitive based performance appraisals
4. Video based exit interviews
5. Identification of Dark Personalities
6. Identification of low EQ levels
7. Organization Readiness for Work from Home

After selecting the desired alternatives from both the sections the candidate gets to attend an online AI monitored test to evaluate his/her skills.

Talocity is a SAAS platform that enables “TOUCHLESS HIRING” to make the recruitment process 90% Touchless & has 4point solution within the HR space, with its suite of products including video interviews (Async & Multiway), assessments, cognitive personality reports and more. Pantaloons uses talocity for conducting contactless interviews which are AI monitored for better evaluating of the candidate and providing them with scores.

The candidate is required to install the app from play store and register using his phone number and any document of identification (Aadhar etc). He/she can directly register in the company they are interested in by selecting from over 1000+ companies present in the portal. At first the candidates are required to give tests regarding aptitude and problem solving and if they pass they under go a one way interview conducted with the help of artificial intelligence.

Post Talocity

After the talocity the shortlisted candidates are invited for a three round interview session in the company.

The shortlisted candidates are required to submit their original documents and other documents of identification which is thoroughly checked and verified in which their date of birth, address proof is required.

The first round is conducted and the questions are asked by the hr head and if the candidate performs well then he/she is interviewed by the department manager and next the store manager who briefs the candidate about the store and his/her duties if selected. The salary negotiation is also done during this interview round.

Cost To Company

Cost to company (CTC) is a term for the total salary package of an employee. It indicates the total amount of expenses a company (organisation) spends on an employee during one year. It is calculated by adding salary to the cost of all additional benefits an employee receives during the service period. If an employee's salary is ₹500,000 and the company pays an additional ₹50,000 for their health insurance, the CTC is ₹550,000. Employees may not directly receive the CTC amount.

Cost-per-hire is one of the most important and most commonly used hiring and recruiting metric.

Cost-per-hire is linked to recruiting talent and refers to the total cost of bringing the new employee to the company, including the expense of recruitment process, equipment, travel costs, administrative costs and benefits. Cost-per-hire can apply both to internal promotions within the organization or transfers, as well as new hires recruited from outside the organization.

The cost-per-hire depends on the size of the company, the seniority of the position being filled and the strength and efficiency of in-house recruiting.

in order to calculate the average cost-per-hire, you should follow 2 steps:

1. Add up all the costs of hire (internal and external)
2. Divide that sum by the number of hires in a certain time frame.

Thus, cost-per-hire includes all the costs associated with filling a position, whether internal (such as employee referral incentives, recruitment software fees, etc.) or external (such as advertising expenses, recruiting events costs, relocation expenses, etc.).

Offer-Letter and Validity

An offer-letter is a letter given by a company to any potential employee that provides key terms of the prospective employee's employment.

Key terms include the position/title, name/position of supervisor, full-time or part-time work schedule, exempt/non-exempt classifications, duties, equity, bonus/commissions, base salary, benefits, policies, at-will employment status, confidentiality/invention assignment agreements, prior employer confidential information/restrictions, and any contingencies.

The validity of the offer-letter is usually within 15 days to one month in Pantaloons and if the candidate fails to join within this time-frame then his contract is terminated. The duration of validity of the contract is often determined by the amount of vacancy within a company. The larger the vacancy the more time the letter is valid and vice-versa.

Induction and Training

After receiving the offer-letter the candidate is provided with date of joining and is required to reach the company on the given date and time as provided in the offer-letter. The date of joining or date of appointment usually states the place of joining the candidate is required to go. From the date of joining the candidate is trained for a period of time following a series of programs that enables the management to evaluate the candidate so that they can decide if the candidate should be permanent or not. These programs are:

1. Induction- Induction is first day of the candidate into the organisation and he/she is introduction to the organisation. The candidate is introduced to the staffs and work place as well as the work environment and culture. In Pantaloons store the candidate is asked to study the store layout and brands present in the store.

2. Tejas- It is a four days program where the candidate is provided with a power point presentation that contains all store related information such as brands, Pantaloons operation which he is required to study. This program is only for Pantaloons staff.
3. Infant 15- As the name suggests it is a fifteen days program where the candidate is taught all about the store by the store staffs and are taught how to deal with costumers and sell products.
4. Activity about work space- Activity-based working is a work style that allows employees to choose from a variety of settings according to the nature of what they are doing, combined with a workplace experience that empowers them to use those spaces throughout the day.
5. Probation- Probation period is about six months from joining and during this period the candidate is now working as a staff and is paid salary. During this time the candidates performance is evaluated and judged by the higher ups and they determine if the candidate should be permanently hired or not.

Actual Work Done

Work in pantaloons consists of different targets to be completed every day. Each floor, section have their own daily targets that they need to complete. As an intern I learned and helped in the following:

1. Recruit candidates

HR needs to understand the organization's needs and make sure those needs are met when recruiting for new positions. It's not as simple as just throwing an ad up on Indeed: you'll need to analyze the market, consult stakeholders, and manage budgets.

Recruiting is a massive—and costly—undertaking; the right candidate can revitalize an entire organization, but the wrong candidate can upend operations.

2. Hire the right employees

Human resources is in charge of arranging interviews, coordinating hiring efforts, and onboarding new employees. They're also in charge of making sure all paperwork involved with hiring someone is filled out and making sure that everything from the first day to each subsequent day is navigated successfully.

3. Process payroll

Payroll is its own beast. Every payday must have taxes calculated and hours collected. Expenses need to be reimbursed and raises and bonuses need to be added in as well. If you think it's a chore doing taxes just once a year, imagine what it must be like to be in HR and make sure they're properly deducted every pay period.

4. Conduct disciplinary actions

This responsibility may be why HR tends to get a bad rap. When navigated inappropriately, disciplinary actions can lead to the loss of a valuable employee and can even result in litigation or a poor reputation. But when handled appropriately, disciplinary action can result in the success of an employee.

5. Update policies

Policies need to be updated (or at least examined) every year as the organization changes. It's HR's job to make official updates to policies and to suggest changes to policies when they no longer serve the company or the employees. Sometimes a policy should be updated as a reaction to an occurrence. HR

should always be included in and consulted with regarding these decisions.

6. Maintain employee records

Maintaining HR records is mandated by law. These records help employers identify skill gaps to help with the hiring process and to analyze demographic data and comply with regulations. They also contain personal details and emergency contacts for each employee.

7. Conduct benefit analysis

Staying competitive is of prime importance when trying to attract the best talent. A promising recruit may choose a different company with lesser pay if the benefits are more attractive. HR should routinely investigate similar companies to see if their benefits are competitive.

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THANK YOU

