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ABOUT THE JOURNAL

The May 2026 edition of *Quality Herald*, themed “**Sustainable Retail in Action: From Intent to Impact**,” explores how the retail industry is moving beyond commitments to real, measurable sustainability practices.

As environmental concerns, regulatory pressures, and evolving consumer expectations reshape the landscape, businesses are adopting sustainable models across **sourcing, operations, packaging, and supply chains**. From **waste reduction to responsible sourcing**, organizations are integrating sustainability into everyday decision-making to drive **long-term value and resilience**.

This edition highlights how **technology, data, and innovation** are enabling **transparency, traceability, and operational efficiency** across the retail ecosystem. It also examines the growing role of **ESG (Environmental, Social, and Governance)** in guiding strategic decisions and aligning profitability with responsibility.

Additionally, the issue emphasizes the shift from awareness to action, encouraging organizations to adopt practical, scalable, and impact-driven approaches to build trust, strengthen brand value, and achieve sustainable growth.

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Aims	The magazine intends to be leading platform for sharing practical insights, innovative ideas and thought leadership in the field of Quality, Sustainability, Operations and Business Excellence. It seeks to inspire professionals, academicians and organisations to adopt and implement the quality driven approaches that lead continuous improvement and societal value.
Scope	<p>A. Management System</p> <p>B. Sustainability and ESG practices</p> <p>C. Operational and Business Excellence</p> <p>D. Women empowerment</p> <p>E. Youth, Education and Future of Quality Leadership</p> <p>F. Industry 4.0 and Artificial Intelligence</p>
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Dear Readers,

Welcome to the May 2026 issue of *Quality Herald, The Voice of Excellence*.

As consumer awareness grows and environmental challenges become more pressing, the business world is undergoing a profound transformation. The days of treating sustainability as a mere buzzword are over; today, it is a fundamental pillar of long-term success. It is with this urgency and optimism in mind that we present this month's theme: *Sustainable Retail in Action*.

We are incredibly proud of the comprehensive coverage we have curated for you in this issue. Inside these pages, you will find:

ü *Expert Perspectives:* We have featured a stellar collection of articles from esteemed industry professionals, academicians, and visionary leaders who are at the forefront of the green retail revolution.

ü *Global News:* To ensure you stay ahead of the curve, we have compiled the most relevant global news and updates, highlighting how different markets around the world are implementing sustainable retail practices.

ü *Interactive Challenges:* Learning should be engaging! We have included specially themed quizzes and crosswords in this issue. I highly encourage you to participate, test your knowledge, and perhaps learn a new fact or two about eco-friendly retail along the way.

Quality Herald is, first and foremost, a platform for our community and your insights are what make this magazine truly a "Voice of Excellence."

I want to personally urge you to become a contributor. We are always looking for fresh perspectives, so please feel free to share your own articles, research, or case studies with us for upcoming issues. Furthermore, your feedback is invaluable to our growth. If you have any suggestions, ideas for future themes, or thoughts on this month's content, please do not hesitate to email us. Our inbox is always open.

Thank you for your continued readership, engagement, and shared commitment to quality and sustainability.



Chief Editor

Quality Herald – The Voice of Excellence

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Retail Reimagined: Where Sustainability Meets the Shopping Cart



Article from AVP- Business Excellence Desk - Surajit Mukhopadhyay

Sustainability has rapidly moved from the margins of retail strategy to its very core. What was once considered a value-added feature or a branding exercise is now a defining factor in how retailers operate and compete. “Sustainable retail in action” is not just about selling eco-friendly products—it is about rethinking the entire retail ecosystem to minimize environmental impact, promote ethical practices, and create long-term value for both businesses and society.

YourAt its foundation, sustainable retail begins with responsible sourcing. Retailers today are under increasing pressure to ensure that the products they sell are produced in ways that respect both people and the planet. This includes sourcing raw materials that are renewable, biodegradable, or recycled, as well as working with suppliers who adhere to fair labor standards. For instance, many fashion brands are shifting toward organic cotton, recycled polyester, and plant-based dyes to reduce environmental damage. Beyond materials, retailers are also auditing supply chains more rigorously to ensure transparency and accountability at every stage. This shift is significant because it addresses sustainability at its origin rather than attempting to fix issues after production.

Another critical dimension of sustainable retail is the adoption of circular economy models. Traditional retail has long followed a linear path: products are made, sold, used, and eventually discarded. This model has contributed significantly to global waste and resource depletion. In contrast, circular retail aims to keep products and materials in use for as long as possible. Retailers are implementing buy-back programs, repair services, and resale platforms that encourage customers to return used items instead of throwing them away. For example, clothing brands are launching second-hand marketplaces where gently used garments are refurbished and resold. Similarly, electronics retailers are refurbishing old devices and reintroducing them into the market at lower price points. These initiatives not only reduce waste but also open up new revenue streams and make sustainable choices more accessible to consumers.

Packaging is another area where sustainable retail is making tangible progress. The rise of e-commerce has led to a surge in packaging waste, much of which ends up in landfills or oceans. In response, retailers are exploring alternatives such as biodegradable packaging, reusable containers, and minimalistic designs that reduce material use. Some companies have introduced packaging-free stores or “refill stations,” allowing customers to bring their own containers and purchase only what they need. This approach not only cuts down on waste but also encourages mindful consumption. Additionally, innovations in logistics—such as optimizing delivery routes and consolidating shipments—are helping to lower carbon emissions associated with transportation.

Technology is playing a pivotal role in advancing sustainable retail practices. Data analytics and artificial intelligence are enabling retailers to forecast demand more accurately, reducing overproduction and excess inventory. Smart inventory systems help ensure that products are available where and when they are needed, minimizing waste from unsold goods. Energy-efficient store designs, powered by renewable energy sources, are also becoming more common. Digital solutions such as e-receipts and mobile payments further reduce paper usage, while blockchain technology is being used to enhance supply chain transparency. By leveraging technology, retailers can make sustainability both scalable and economically viable.

Equally important is the growing emphasis on transparency and consumer engagement. Today's shoppers are more informed and conscientious than ever before. They want to know the origins of the products they buy, the conditions under which they were made, and their environmental impact. Retailers are responding by providing detailed product information, sustainability labels, and certifications that help consumers make informed choices. Some brands go a step further by sharing stories about their supply chains, highlighting the artisans and communities involved in production. This level of openness builds trust and fosters a deeper connection between brands and customers.



However, the journey toward sustainable retail is not without its challenges. One of the primary obstacles is cost. Sustainable materials and ethical production methods often come at a higher price, which can make products less affordable for some consumers. Retailers must strike a delicate balance between sustainability and accessibility to ensure that eco-friendly options are not limited to a niche market. Additionally, supply chains are often complex and global, making it difficult to monitor and enforce sustainability standards consistently. The risk of “greenwashing”—where companies exaggerate or falsely claim environmental benefits—also poses a significant challenge, as it can erode consumer trust and undermine genuine efforts.

To overcome these challenges, collaboration is essential. Retailers, manufacturers, governments, and consumers must work together to create an ecosystem that supports sustainable practices. Governments can play a role by implementing regulations and incentives that encourage businesses to adopt environmentally friendly practices. Industry partnerships can drive innovation and share best practices, while consumers can influence change through their purchasing decisions. Education and awareness are key to empowering all stakeholders to contribute to a more sustainable future.

The role of consumers in sustainable retail cannot be overstated. As awareness of environmental issues grows, shoppers are increasingly prioritizing sustainability in their purchasing decisions. They are choosing quality over quantity, supporting brands that align with their values, and demanding greater accountability from retailers. This shift in consumer behaviour is a powerful driver of change, pushing businesses to innovate and adapt. At the same time, retailers have a responsibility to make sustainable choices convenient and accessible, ensuring that consumers do not have to compromise on affordability or quality.

Looking ahead, the future of retail will be defined by its ability to integrate sustainability into every aspect of its operations. This includes not only products and supply chains but also store design, customer experience, and corporate culture. Retailers that embrace sustainability as a core value rather than a trend will be better positioned to navigate the challenges of a rapidly changing world. They will also be more resilient, as sustainable practices often lead to greater efficiency, reduced costs, and stronger customer loyalty.

In conclusion, sustainable retail in action represents a fundamental shift in how businesses operate and how consumers engage with them. It is about creating a system that balances economic growth with environmental stewardship and social responsibility. While the journey is complex and ongoing, the progress being made is both encouraging and necessary. By continuing to innovate, collaborate, and prioritize transparency, the retail industry has the potential to become a powerful force for positive change. Ultimately, sustainable retail is not just about protecting the planet—it is about building a future where businesses, communities, and ecosystems can thrive together.



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Redefining Retail: Sustainability at the Core of Decathlon



Aakarsh Tandon - Omni Sports Advisor, Decathlon

Sustainability in retail is often spoken about, but rarely experienced in action. During my internship at Decathlon, Wakad (Pune), I had the opportunity to observe how sustainability is not just a corporate strategy but an integral part of daily retail operations. What I experienced was not a set of isolated initiatives, but a deeply embedded culture where every decision—big or small—aligns with long-term environmental and social responsibility.

Retail, traditionally associated with high consumption and waste generation, is now undergoing a significant transformation. Companies are being challenged to rethink how products are designed, sold, and consumed. In this evolving landscape, Decathlon stands out by actively implementing sustainable practices at the ground level, making sustainability visible, practical, and measurable.

One of the most impactful initiatives I witnessed is Decathlon's Second Life program. This initiative focuses on extending the lifecycle of products by offering refurbished or pre-owned items at affordable prices. Instead of products ending up as waste, they are carefully inspected, repaired, restored, and reintroduced into the market. This approach not only reduces environmental impact but also democratizes access to sports by making quality products available at lower price points.

The Second Life initiative is a strong example of the circular economy in action, where the goal is to keep products and materials in use for as long as possible. It challenges the traditional linear model of “take, make, dispose” and replaces it with a more sustainable loop of reuse and regeneration. Observing customers actively choosing Second Life products made me realize how retail can influence consumer behavior in a positive way.

Another important pillar of sustainability at Decathlon is the emphasis on repair and maintenance services. The company actively encourages customers to repair their products instead of replacing them. In-store workshops and technical support allow customers to fix items such as bicycles, fitness equipment, and sports gear. This not only reduces waste but also shifts the mindset of consumers from convenience-driven replacement to conscious usage.

What makes this approach unique is that it transforms retail from a product-selling space into a solution-oriented service ecosystem. Customers are not just buyers; they become participants in a sustainable lifecycle. This builds a deeper emotional connection with the brand and fosters long-term loyalty.

Sustainability is also deeply embedded in product design and sourcing. Many products at Decathlon are developed using eco-friendly materials, optimized manufacturing techniques, and reduced packaging. The focus is on durability—creating products that last longer and perform efficiently over time. By doing so, the company reduces the frequency of replacement and minimizes environmental impact.

This approach directly challenges the fast-consumption mindset that dominates traditional retail. Instead of encouraging higher turnover through frequent purchases, Decathlon promotes responsible consumption, where value is derived from longevity and performance rather than volume.



At the store level, I observed several operational sustainability practices that contribute to overall efficiency. Energy-efficient lighting systems reduce electricity consumption, while optimized store layouts ensure better space utilization. Visual merchandising is designed not only for customer appeal but also to minimize resource wastage. Even small initiatives—such as reducing plastic usage, reusing display materials, and managing inventory efficiently—collectively create a significant positive impact.

What stood out to me was that sustainability at Decathlon is not dependent on large-scale investments alone; it is driven by consistent, everyday actions. These micro-level practices, when implemented consistently, lead to meaningful long-term outcomes.

Customer interaction at Decathlon is another area where sustainability truly comes alive. Employees are trained to guide customers toward informed and responsible choices. Instead of focusing purely on sales targets, the emphasis is on understanding customer needs and recommending products that are durable, suitable, and environmentally responsible.

This approach reflects a shift from transactional retail to relationship-based retailing. By prioritizing trust and long-term satisfaction, Decathlon creates value that goes beyond immediate sales. Customers leave not just with a product, but with knowledge and confidence in their purchase decisions.

Equally important is the role of the team in driving sustainability. During my internship, I observed that sustainability is not restricted to top management strategies—it is actively practiced by employees in their daily responsibilities. Whether it is managing stock efficiently, reducing waste, promoting Second Life products, or assisting customers with repairs, every team member contributes to the larger vision.

This collective involvement creates a strong culture of ownership and accountability. It ensures that sustainability is not treated as an external obligation but as an internal value system.

From my experience, sustainable retail is not about one-time initiatives or marketing campaigns—it is about building systems and habits that consistently support environmental and social well-being. Decathlon demonstrates that sustainability and profitability are not mutually exclusive. In fact, when implemented effectively, sustainable practices can enhance operational efficiency, strengthen brand loyalty, and drive long-term growth.

In conclusion, my internship at Decathlon Wakad has shown me that sustainable retail is not a distant goal—it is already in action. Initiatives like Second Life products, repair services, responsible sourcing, and conscious customer engagement highlight how retail can play a transformative role in shaping a more sustainable future.

As the retail industry continues to evolve, sustainability will move from being a competitive advantage to a fundamental expectation. Businesses that embrace this shift will not only contribute to environmental preservation but also build stronger, more resilient relationships with their customers. Being part of this journey, even as an intern, has been an insightful and enriching experience that will shape my perspective as a future professional.



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Driving Sustainability at Scale: A Retail Perspective from Reliance

Shamika Bhalla - Strategy Manager, Reliance Retail



Sustainability in retail is often discussed at a strategic level, but witnessing it in action at the store level provides a completely different perspective. During my internship at Reliance Retail in Mumbai, I had the opportunity to observe how one of India's largest retail organizations is integrating sustainability into its day-to-day operations. What stood out to me was that sustainability here is not just a concept—it is gradually becoming a way of working.

Retail, by its nature, involves large-scale consumption, logistics, and resource utilization. This makes sustainability both a challenge and an opportunity. At Reliance Retail, I observed how efforts are being made to balance business growth with environmental responsibility, while also keeping customer convenience at the center.

One of the key aspects of sustainable retail I observed is the focus on efficient supply chain management. Given the scale at which Reliance operates, even small improvements in logistics can lead to significant environmental benefits. Optimized transportation, better inventory planning, and reduced wastage contribute to lowering the overall carbon footprint. Efficient stock management also ensures that products move faster, reducing the chances of overstocking and disposal.



Another important area is the reduction of plastic usage and packaging optimization. Across stores, there is a conscious effort to minimize single-use plastics and promote reusable alternatives. Whether it is encouraging customers to carry their own bags or optimizing packaging for products, these steps reflect a shift toward more responsible retail practices.

Energy efficiency is also a major focus at the store level. Many stores are adopting energy-saving lighting systems and optimized cooling mechanisms, which significantly reduce electricity consumption. In a city like Mumbai, where retail spaces operate for long hours, such measures play a crucial role in improving sustainability performance.

Sustainability is not limited to operations—it is also reflected in product offerings and sourcing strategies. Reliance Retail has been expanding its range of responsibly sourced and eco-friendly products, giving customers more sustainable choices. By doing so, the company is not only responding to changing consumer preferences but also influencing purchasing behavior toward more conscious consumption.

Customer interaction is another critical touchpoint where sustainability becomes visible. During my internship, I noticed how customers are gradually becoming more aware and open to sustainable options. Retail staff play an important role in this transition by guiding customers and promoting responsible choices, even in small ways.

What I found particularly interesting is how sustainability at Reliance Retail operates at scale. Unlike smaller organizations, implementing sustainable practices across a vast network of stores is complex. However, even incremental improvements—when applied across hundreds of locations—create a significant cumulative impact.

The role of employees in this process cannot be overlooked. Sustainability is not driven by policies alone; it is executed by people on the ground. From managing inventory efficiently to reducing waste in daily operations, employees contribute actively to making retail more sustainable. This collective effort ensures that sustainability becomes part of the organizational culture rather than just a corporate objective.

From my experience, sustainable retail is not about overnight transformation—it is about continuous improvement. It involves making better choices every day, whether in operations, customer engagement, or product offerings. Reliance Retail demonstrates that even in a large-scale, fast-moving retail environment, sustainability can be integrated through practical and scalable solutions.



In conclusion, my internship at Reliance Retail, Mumbai has given me valuable insights into how sustainability is being implemented in real-world retail settings. While the journey is ongoing, the steps being taken today are shaping a more responsible and resilient retail ecosystem. As the industry evolves, sustainability will not just be a differentiator but a necessity—and organizations that adapt early will lead the way forward.



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The Quiet Revolution of Retail: Where Sustainability Becomes Action

Aditya Parmar - Area Sales Manager, Bata India Ltd



There is a certain illusion that modern retail thrives on—an illusion of endless abundance. Bright aisles, full shelves, rapid replenishment, and the silent promise that whatever we desire will always be available, instantly and affordably. For decades, this illusion has defined the success of retail. Yet beneath this abundance lies an inconvenient truth: the cost of convenience has often been paid by the environment, invisibly and incrementally.

Today, however, a quiet revolution is unfolding. It does not arrive with grand declarations or dramatic disruptions. Instead, it reveals itself in subtle shifts—in how products are made, how they are sold, and most importantly, how they are valued. This is the story of sustainable retail in action, where responsibility is no longer an afterthought but a guiding principle.

To understand this transformation, one must first recognize that sustainability in retail is not merely about reducing harm; it is about redefining purpose. Retail is no longer just a channel for consumption—it is becoming a platform for consciousness. Every product on a shelf, every interaction with a customer, and every operational decision now carries the potential to influence not just purchasing behavior, but societal values.

At the heart of this change lies a fundamental question: What if retail measured success not only by what it sells, but by what it preserves?

The answer is beginning to take shape through the rise of the circular economy—a model that challenges the traditional linear path of “produce, consume, discard.” Instead, it proposes a system where products are designed for longevity, reuse, and regeneration. In this new paradigm, a product’s life does not end at the point of sale; it evolves. It is repaired, repurposed, or reintroduced into the system, extending its value far beyond its initial use.

This shift is not theoretical. It is visible in the growing acceptance of refurbished goods, repair services, and resale models. What was once perceived as second-hand is now seen as smart consumption. The stigma is fading, replaced by a sense of responsibility and, increasingly, pride.

Yet sustainability in retail is not confined to products alone. It permeates the very infrastructure of the industry. Consider the energy that powers stores, the logistics networks that move goods across continents, and the packaging that accompanies every purchase. Each of these elements represents both a challenge and an opportunity.

Forward-thinking retailers are beginning to reimagine these systems. Stores are becoming more energy-efficient, supply chains more optimized, and packaging more minimal. These changes may appear incremental, even mundane, but their cumulative impact is profound. Sustainability, after all, is rarely the result of a single bold act; it is the outcome of countless deliberate choices made consistently over time.

Perhaps the most significant transformation, however, is taking place in the relationship between retailers and consumers. For years, this relationship was largely transactional—defined by price, convenience, and immediacy. Today, it is evolving into something deeper. Consumers are no longer passive participants; they are increasingly informed, aware, and selective. They seek transparency, authenticity, and alignment with their values.

In response, retailers are learning to communicate differently. The narrative is shifting from “buy more” to “buy better.” It is no longer about persuading customers to purchase, but about empowering them to choose wisely. This subtle change in language reflects a profound shift in intent.

Perhaps the most significant transformation, however, is taking place in the relationship between retailers and consumers. For years, this relationship was largely transactional—defined by price, convenience, and immediacy. Today, it is evolving into something deeper. Consumers are no longer passive participants; they are increasingly informed, aware, and selective. They seek transparency, authenticity, and alignment with their values.

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What makes this movement particularly compelling is its universality. It is not limited to a specific region, industry, or scale of operation. From global corporations to local stores, from high-tech innovations to simple behavioral changes, sustainable retail manifests in diverse and dynamic ways. It is both a collective effort and an individual responsibility.

In many ways, the future of retail will not be defined by how much it can offer, but by how thoughtfully it can operate. The stores of tomorrow will not merely be places of transaction; they will be spaces of intention. They will reflect a balance between aspiration and accountability, between growth and guardianship.

As we stand at this intersection of commerce and conscience, one thing becomes clear: sustainable retail is no longer a niche concept or a marketing narrative. It is a necessary evolution. The question is no longer whether retail will become sustainable, but how quickly and how effectively it will do so.

The revolution, though quiet, is unmistakable. It is present in the choices we make, the systems we build, and the values we uphold. And while it may not yet have transformed every aisle or every transaction, it has already begun to reshape the very idea of what retail can—and should—be.

In the end, sustainable retail is not just about changing the way we shop. It is about changing the way we think.

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Engineering Sustainability into Retail: From Concept to Concrete Action

Kaustubh Marpalliwar- EHS Engineer, Siemens Mobility



Sustainability in retail is often framed as a moral choice or a branding strategy. From an environmental engineering perspective, however, it is fundamentally a systems problem—one that involves energy flows, material cycles, emissions, and resource efficiency across an entire value chain. Retail sits at a critical intersection between production and consumption, making it one of the most influential sectors in shaping environmental outcomes. When retail becomes sustainable in action, it does not merely reduce impact—it actively redesigns the system.

At its core, retail is a network of interconnected processes: sourcing, transportation, storage, display, consumption, and disposal. Each of these stages carries measurable environmental implications. The challenge, therefore, is not to address sustainability in isolation but to optimize the entire system holistically. This is where environmental engineering principles—such as life cycle assessment (LCA), energy optimization, and waste minimization—play a crucial role.

One of the most significant contributors to environmental impact in retail is energy consumption, particularly in large-format stores, warehouses, and shopping complexes. Lighting, heating, ventilation, and air conditioning (HVAC) systems account for a substantial portion of operational energy use. From an engineering standpoint, improving energy efficiency is one of the most immediate and impactful interventions.

Modern retail spaces are increasingly adopting LED lighting systems, smart energy management controls, and high-efficiency HVAC systems. These technologies are designed not only to reduce electricity consumption but also to optimize performance based on real-time demand. For example, occupancy sensors and automated controls can significantly reduce unnecessary energy usage during low-traffic hours. Over time, such interventions lead to measurable reductions in both operational costs and carbon emissions.

Beyond energy, the issue of materials and waste is central to sustainable retail. Traditional retail models generate significant waste through packaging, damaged goods, and unsold inventory. Environmental engineering approaches this challenge through the lens of the circular economy, where the objective is to eliminate waste by keeping materials in use for as long as possible.

In practical terms, this translates into initiatives such as reusable packaging systems, recycling programs, and product take-back schemes. Increasingly, retailers are also exploring reverse logistics, where products move back through the supply chain for refurbishment, recycling, or resale. These systems reduce landfill dependency and conserve raw materials, aligning retail operations with sustainable material management principles.

Another critical dimension is water usage and management, particularly in large retail facilities and supply chains that involve manufacturing and processing. Efficient water management systems—including low-flow fixtures, rainwater harvesting, and wastewater recycling—can significantly reduce water consumption. While often overlooked, water sustainability is an essential component of environmental responsibility, especially in regions facing water scarcity.

Supply chain optimization is another area where engineering thinking drives sustainable outcomes. Transportation and logistics contribute significantly to greenhouse gas emissions. By optimizing routes, improving load efficiency, and adopting cleaner transportation technologies, retailers can reduce their carbon footprint. Data-driven logistics planning allows for fewer trips, lower fuel consumption, and more efficient delivery networks.

Equally important is the concept of embodied carbon—the emissions associated with the production and transportation of goods before they even reach the store. Sustainable retail must therefore extend upstream, encouraging suppliers to adopt cleaner production methods, sustainable materials, and energy-efficient manufacturing processes. This requires collaboration, transparency, and often the integration of sustainability metrics into procurement decisions.

From a product perspective, environmental engineering emphasizes design for sustainability. Products should be designed not only for performance but also for durability, repairability, and recyclability. This reduces the overall environmental burden across the product lifecycle. Retailers play a crucial role in promoting such products, influencing both supply and demand.

Customer behavior is another variable in this system. Engineering solutions alone are insufficient if consumption patterns remain unchanged. Retail environments can be designed to nudge sustainable behavior—through product placement, information displays, and pricing strategies that encourage environmentally responsible choices. Clear labeling of energy efficiency, material composition, and environmental impact empowers consumers to make informed decisions.

One of the challenges in implementing sustainable retail is the trade-off between cost and impact. Sustainable technologies and systems often require upfront investment. However, from a lifecycle perspective, these investments typically result in long-term savings through reduced energy consumption, lower waste management costs, and improved operational efficiency. Environmental engineering evaluates these trade-offs quantitatively, ensuring that decisions are both economically and environmentally viable.

Another critical aspect is measurement and accountability. Sustainability must be supported by data. Metrics such as carbon footprint, energy intensity, waste diversion rates, and water usage provide a clear picture of environmental performance. Continuous monitoring and reporting enable organizations to track progress, identify inefficiencies, and implement targeted improvements.

What distinguishes sustainable retail in action from theoretical sustainability is implementation at scale. Pilot projects and isolated initiatives are valuable, but the true impact emerges when sustainable practices are integrated across entire retail networks. This requires standardization, training, and a strong organizational commitment to environmental goals.

In conclusion, sustainable retail is not a singular initiative but a multi-dimensional engineering challenge. It requires the integration of energy systems, material flows, logistics, product design, and human behavior into a cohesive and optimized framework. Retailers who embrace this approach move beyond compliance and contribute actively to environmental preservation.

From an environmental engineering perspective, the future of retail lies in efficiency, circularity, and intelligent design. The question is no longer whether sustainability can be implemented, but how effectively systems can be engineered to make it the default. When sustainability is built into the system itself, retail transforms from a source of environmental strain into a driver of sustainable progress.

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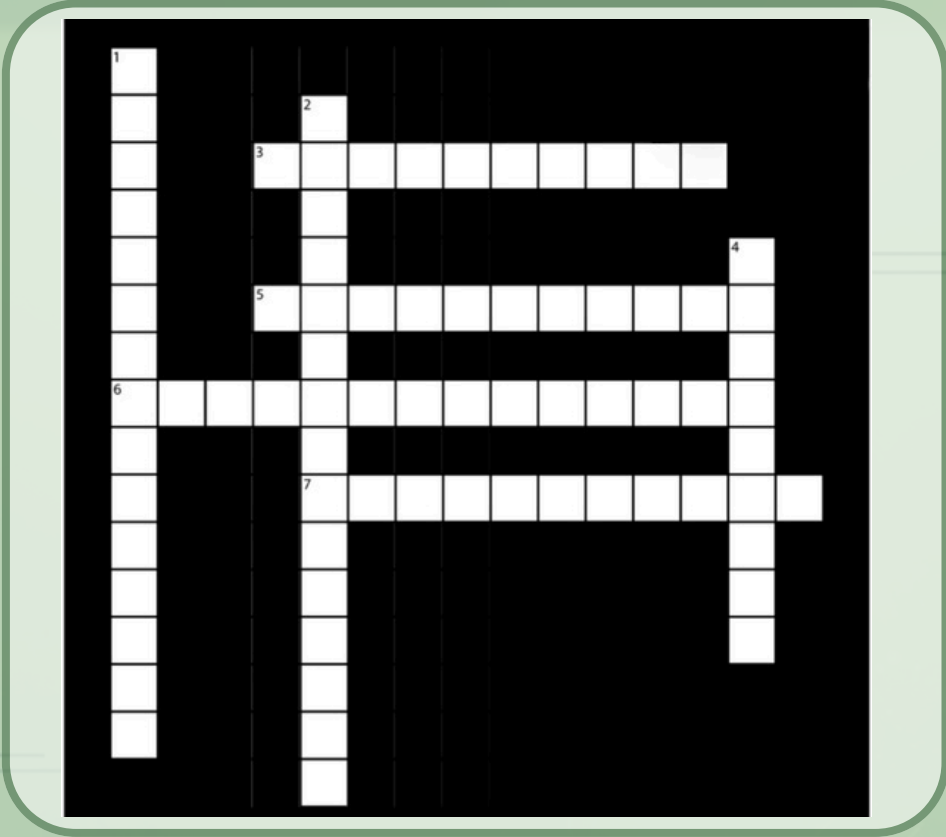


Navigating Complexity



Accelerating Growth

INTELLIGENT ECONOMY: POWERING THE FUTURE



ACROSS

- 3. Reducing unnecessary packaging and focusing on essentials
- 5. Selling products with minimal environmental impact
- 6. Using resources responsibly for the future
- 7. Products that do not harm the environment

DOWN

- 1. Buying goods from responsible sources
- 2. System where products are reused and recycled
- 4. Practice of reducing waste by reusing materials



Answers of the Previous edition

*ACROSS: 5. Geopolitics 6. Diversification 7. Inflation
DOWN: 1. Offshoring 2. Globalisation 3. Supply Chain 4. Sanctions*



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NEWS

RETAIL GIANTS PUSH SUSTAINABILITY: ACTIONS BEGIN TO MATCH COMMITMENTS

According to recent coverage by The Economic Times, leading retailers are increasingly turning sustainability commitments into measurable action, signaling a shift from intent to execution across the global retail sector.

Companies like Walmart have expanded their Project Gigaton initiative, aiming to reduce or avoid one billion metric tons of greenhouse gas emissions across their global value chain by 2030. Similarly, Reliance Retail has been investing in sustainable sourcing, energy-efficient stores, and responsible packaging as part of its long-term ESG strategy.

In parallel, global brands such as H&M are scaling circular fashion models, including garment recycling programs and the use of recycled materials. These initiatives reflect a broader industry trend where sustainability is becoming embedded in product design, logistics, and customer engagement.

However, reports highlight ongoing challenges. While large retailers are making progress, smaller businesses continue to face cost pressures and operational constraints in adopting sustainable practices. Experts cited in World Economic Forum discussions emphasize that scaling impact will require collaboration across supply chains and stronger policy support.



THE ECONOMIC TIMES

Consumer behavior is also evolving. While awareness of sustainable products is rising, price sensitivity remains a key barrier, particularly in developing markets like India. Retailers must therefore balance environmental goals with affordability to drive widespread adoption.

The shift toward sustainable retail is no longer limited to branding. As highlighted in recent industry discussions, the focus is now on measurable outcomes, supply chain transparency, and long-term impact, marking a decisive move from intent to action.

QUALITY CONTROL (LED) HUMOR

When Work Gets Too Serious

1. MINDFUL SOURCING

Buyer: "New season stock looks great!"
QC: "Great! Are our suppliers audited for ethical & sustainable practices?"
Buyer: "Absolutely. Good quality, good conscience!"



2. SMARTER OPERATIONS

Store Manager: "Let's keep operations lean and green!"
Team: "We monitor energy, reduce waste and reuse wherever possible."



3. CUSTOMER CONNECTION

Customer: "Nice bag! Is it sustainable?"
Associate: "Yes! Reusable, durable and better for our planet."
Customer: "Love it! Count me in."



4. PACKAGING THAT CARES

QC: "Let's ensure our packaging is minimal, recyclable and responsible."
Team: "Less plastic, more purpose!"



5. IMPACT THAT COUNTS

Management: "How's our sustainability journey?"
Team: "Stronger every day! Better planet. Better retail. Better future!"



NEWS

INDIA'S RETAIL SECTOR EMBRACES GREEN TRANSFORMATION THROUGH POLICY AND INNOVATION

India's retail industry is steadily aligning with sustainability goals, supported by government policies and corporate initiatives, as highlighted in recent reports by The Economic Times and NITI Aayog.

Retail leaders such as Reliance Retail and Tata Group are increasingly investing in green supply chains, renewable energy adoption, and eco-friendly packaging. These initiatives are being driven not only by regulatory expectations but also by rising consumer awareness around environmental impact.

Government-backed programs promoting circular economy practices, waste reduction, and sustainable logistics are further accelerating this shift. Policies focusing on plastic reduction and energy efficiency are pushing retailers to rethink sourcing, packaging, and last-mile delivery.

However, industry experts note that adoption remains uneven. While large organized retailers are leading the transition, smaller businesses face challenges such as limited capital, lack of infrastructure, and low access to sustainable alternatives. Bridging this gap will be crucial for achieving large-scale impact.



THE ECONOMIC TIMES

Consumer demand is also evolving. Urban buyers, particularly younger demographics, are increasingly favoring brands that demonstrate transparency and sustainability. However, affordability continues to play a decisive role in purchase decisions.

As India moves toward its long-term sustainability targets, the retail sector is expected to play a critical role. The focus is now shifting from isolated initiatives to integrated, scalable solutions that deliver both economic and environmental value.



ISO 14001:2026 Lead Auditor Training



Course Highlights

- ✓ Latest ISO 14001:2026 Requirements
- ✓ Audit Planning & Execution
- ✓ Risk & Opportunity Based Thinking
- ✓ Nonconformity & Corrective Action
- ✓ Reporting & Certification Process
- ✓ Practical Case Studies & Exercises
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- ✓ Career Growth Opportunity
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MAY 2026



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GLIMPSES



Energy Performance Training | ISO 50001 | QGSPL

Conducted a focused training program on energy performance and ISO 50001, aimed at enhancing awareness of efficient energy management practices. The session covered key aspects such as monitoring, optimization, and data-driven decision-making. It emphasized practical insights and continuous improvement strategies to support sustainability and operational excellence in industrial environments.

IATF 16949 Awareness Program | EV Industry | QGSPL

Successfully conducted an awareness program on IATF 16949:2016 for an EV component manufacturer, focusing on key quality management requirements.

The session emphasized strengthening quality systems, compliance with global automotive standards, and aligning processes with evolving EV industry needs.

It also highlighted practical approaches to risk management, defect prevention, and continuous improvement in manufacturing operations.



AIAG-VDA PFMEA Workshop | Risk Management | QGSPL

Conducted an AIAG-VDA PFMEA workshop focused on structured risk analysis and process improvement in manufacturing.

The session highlighted practical application of updated guidelines to strengthen risk identification and enhance overall quality performance.



CQI-12 Coating System Assessment | Automotive Industry | QGSPL

Conducted a workshop on CQI-12 – Coating System Assessment, focusing on key coating process requirements and quality standards.

The session emphasized process control, compliance, and continuous improvement to enhance manufacturing performance.

It also provided practical insights to strengthen quality assurance in automotive operations.



Important Dates in May 2026

May 1 – International Labour Day

Honours the hard work, dedication, and contributions of workers worldwide. It promotes fair labor practices, workers' rights, and building a just and equitable society.



May 1 – Buddha Purnima

Celebrates the birth, enlightenment, and passing of Lord Buddha. It is a day of peace, compassion, and reflection on his teachings of love, kindness, and wisdom.



May 7 – World Athletics Day

Promotes the importance of sports and physical activity for health, unity, and excellence. It encourages people of all ages to stay active and embrace a healthy lifestyle.



May 11 – National Technology Day

Celebrates India's technological achievements and innovation. It highlights the role of science and technology in driving progress, solving challenges, and shaping a better future.



May 27 – Bakrid (Eid al-Adha)

Commemorates the spirit of sacrifice, faith, and devotion. It is a time for prayer, charity, and sharing with family, friends, and those in need.



May 31 – World No Tobacco Day

Raises awareness about the harmful effects of tobacco on health and the environment. It encourages individuals and communities to choose a tobacco-free life for a healthier tomorrow.





The DPDP Act, 2023 is Here. Is Your Business **Ready?**

Avoid penalties up to ₹250 Crores.



Turn Compliance into a **Competitive Advantage** with **QGS**.

Data Privacy is no longer optional—it's the law.

The Digital Personal Data Protection (DPDP) Act, 2023 dramatically shifts how Indian organizations must handle personal data. From 'Consent Managers' to 'Data Principal Rights,' the compliance landscape has changed.



Are you prepared to answer:

- Do you have verifiable consent for all legacy data?
- Is your Data Protection Board reporting mechanism ready?
- Have you identified if you are a **Significant Data Fiduciary (SDF)**?

Your DPDP Implementation Partner

At QGS, we don't just offer advice; we **Implement the framework**. We bridge the gap between Legal Requirements, IT Security, and Process Management.

4-Step DPDP Implementation Roadmap:

1. Data Discovery & Gap Assessment

- Data inventory & data flow mapping.
- Current maturity assessment vs DPDP 2023 requirements.
- Have you identified if you are a **Significant Data Fiduciary (SDF)**?

2. Framework Design & Documentation

- Drafting Privacy Notices (available in 22 languages).
- Vendor/Processor contract upgrades.

3. Operational Implementation

- Setting up the Consent Management Manager (CMM).
- Establishing the Grievance Redressal Mechanism.

4. Training & Sustainment

- ✓ **Role-based privacy training** for employees.
- ✓ **Mock Data Breach drills.**
- ✓ **Internal Privacy Audits.**

Why Choose QGS?

- ✓ **Holistic Approach:** We combine Legal interpretation with IT implementation.
- ✓ **Customized Solutions:** Tailored for MSMEs and Large Enterprises.
- ✓ **Proven Methodology:** Based on global best practices (GDPR/ISO 27701) adapted for India.



Upcoming Training Programmes



ISO 14001:2026

LA from 18-22 May, 2026

ISO 45001:2018

LA from 26-30 May, 2026

Six Sigma Green Belt

05-09 June 2026



Contact to Register or Inquire



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