



Titan Company Limited

*Earnings Presentation – Q2 FY '20 and H1 FY'20
(For quarter and half year, ended 30th September 2019)*

05th November, 2019

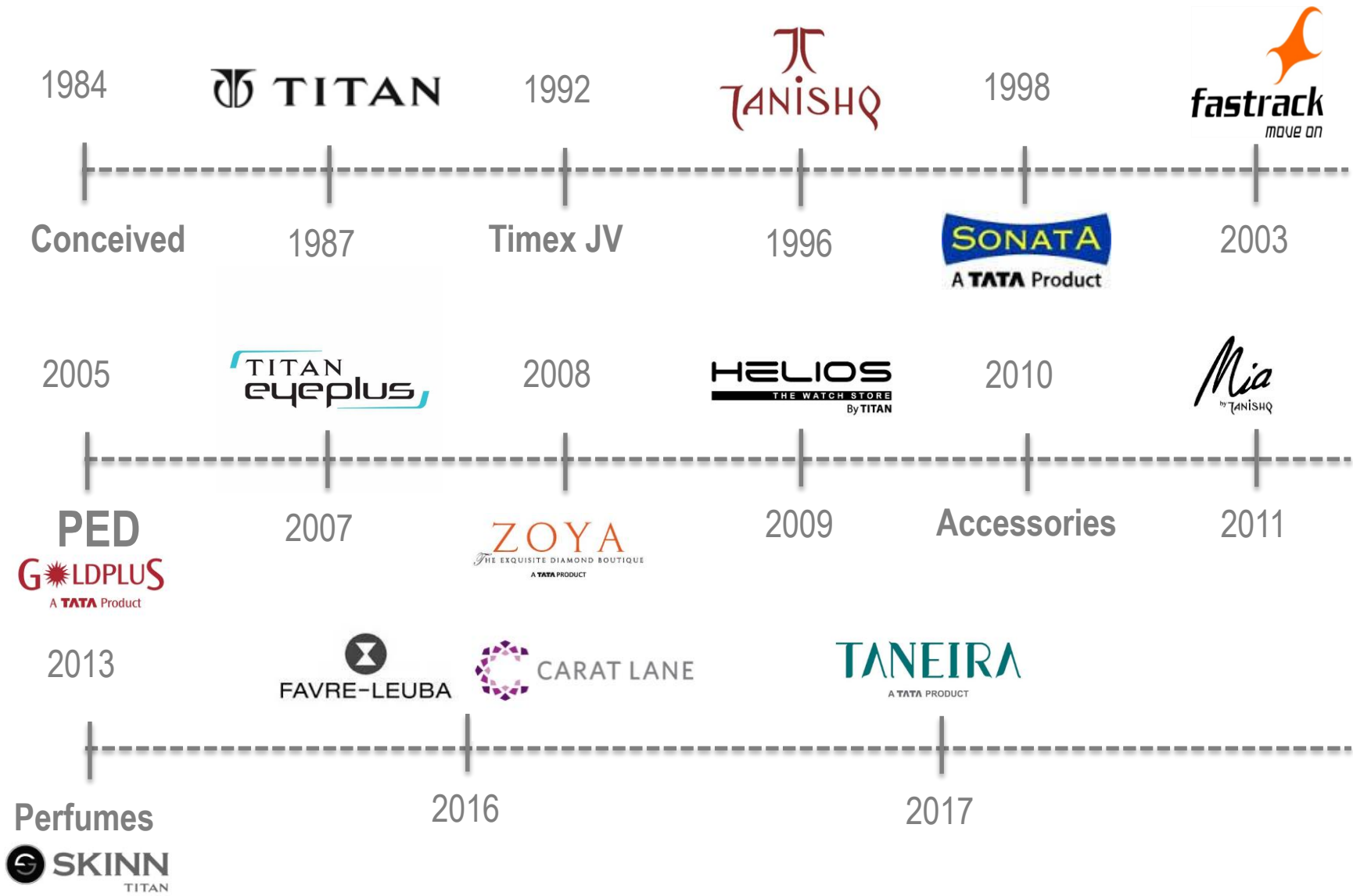
Disclaimer

This document, which has been prepared by Titan Company Limited (the “Company”/“we”/“our”), are solely for information purpose and do not constitute any offer, invitation, recommendation, invitation to purchase or subscribe for any of the securities, and shall not form the basis of or be relied on in connection with any contract or binding commitment whatsoever.

Certain statements are included in this release which contain words or phrases such as “will,” “aim,” “will likely result,” “believe,” “expect,” “will continue,” “anticipate,” “estimate,” “intend,” “plan,” “contemplate,” “seek to,” “future,” “objective,” “goal,” “project,” “should,” “will pursue” and similar expressions or variations of these expressions that are “forward-looking statements”. Actual results may differ materially from those suggested by the forward-looking statements due to certain risks or uncertainties associated with our expectations with respect to, but not limited to, our ability to implement our strategy successfully, the market acceptance of and demand for our products, our growth and expansion, the adequacy of our allowance for credit to franchisees, dealers and distributors, technological changes, volatility in income, cash flow projections and our exposure to market and operational risks. By their nature, certain of the market risk disclosures are only estimates and could be materially different from what may actually occur in the future. As a result, actual future gains, losses or impact on net income could materially differ from those that have been estimated.

In addition, other factors that could cause actual results to differ materially from those estimated by the forward-looking statements contained in this document include, but are not limited to: general economic and political conditions in India and the other countries which have an impact on our business activities; inflation, unanticipated turbulence in interest rates, foreign exchange rates, the prices of raw material including gold and diamonds, or other rates or prices; changes in Indian and foreign laws and regulations, including tax and accounting regulations; and changes in competition and the pricing environment in India. The Company may, from time to time make additional written and oral forward-looking statements, including statements contained in the Company’s filings with SEBI and the Stock Exchanges and our reports to shareholders. The Company does not undertake to update any forward-looking statements that may be made from time to time by or on behalf of the Company, to reflect events or circumstances after the date thereof.

The Journey



Titan Today



5th

largest watch
maker globally

~\$16 bn

market cap

~\$2.8 bn

annual revenue

4

times in Forbes
Asia Fab Fifty

1,739

stores with 2.2mn+
sq.ft. retail space

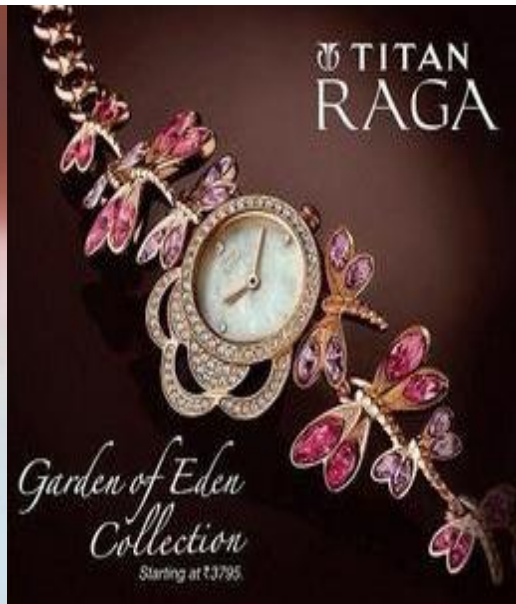
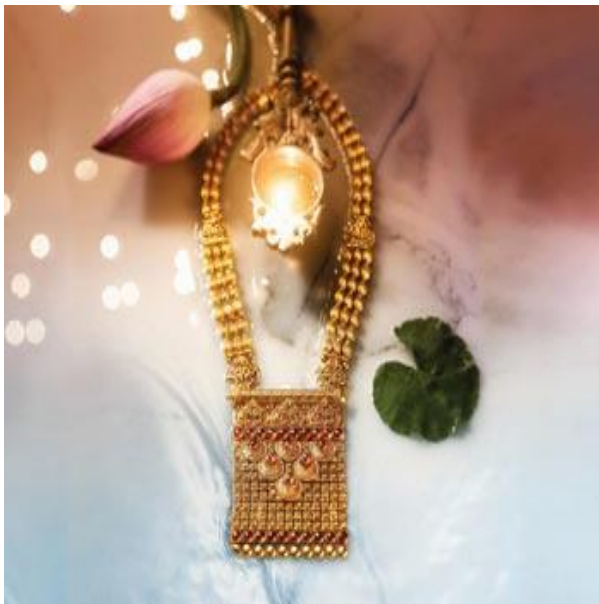
~8 k

employees on rolls

11k+

multi-brand outlets
that sells our watches

Our Strengths



Design and Development

- 800+ New time products every year
- reddot Award to 2 Edge watches
- Differentiated Jewellery Collections
- Customized lenses with 3D visual mapping

Manufacturing

- 12 Manufacturing and assembly facilities
- State of the art Karigar Centres for Jewellery
- Components exported to Swiss watch makers
- 3600+ employees engaged in factories

Brand Building

- Tanishq:** India's leading Jewellery brand
- Titan:** Our flagship watch brand
- Raga:** Exclusive women's watch brand
- Fastrack:** India's largest youth brand
- Sonata:** India's largest selling watch brand

Retail and Customer Service

- Exceptional Customer Experience
- Merchandising Effectiveness
- Impactful Retail Identities
- Engagement of store staff
- Extensive After Sales Service network

Our Brands



Luxury



ZOYA

Premium



TANISHQ

Mid Market



Mia CARAT LANE

TITAN eyeplus

GLARES by TITAN

fastrack

TANEIRA
A TATA PRODUCT

SKINN
TITAN

Mass Market

SONATA
A TATA Product

Our Retail Network



Luxury

ZOYA

(3)

Premium

HELIOS
THE WATCH STORE
By TITAN

(86)

(308)

TANISHQ

Mid Market

WORLD of TITAN
THE EXCLUSIVE TITAN SHOWROOM
(489)

fastrack

(180)

Mia **CARAT LANE**

(34)

(71)

TITAN eyeplus

(561)

TANEIRA
A TATA PRODUCT
(7)

1,739 Exclusive Stores

285 Towns

~2.2 mn sq. ft. of retail space

- Note:** 1. We also have a service network of 653 'Watch Care Centres'
 2. Helios is our own Multi Brand Outlet (MBO) and rest others are our Exclusive Business Outlets (EBO)
 3. Store count comprises of both company owned and franchisee stores.

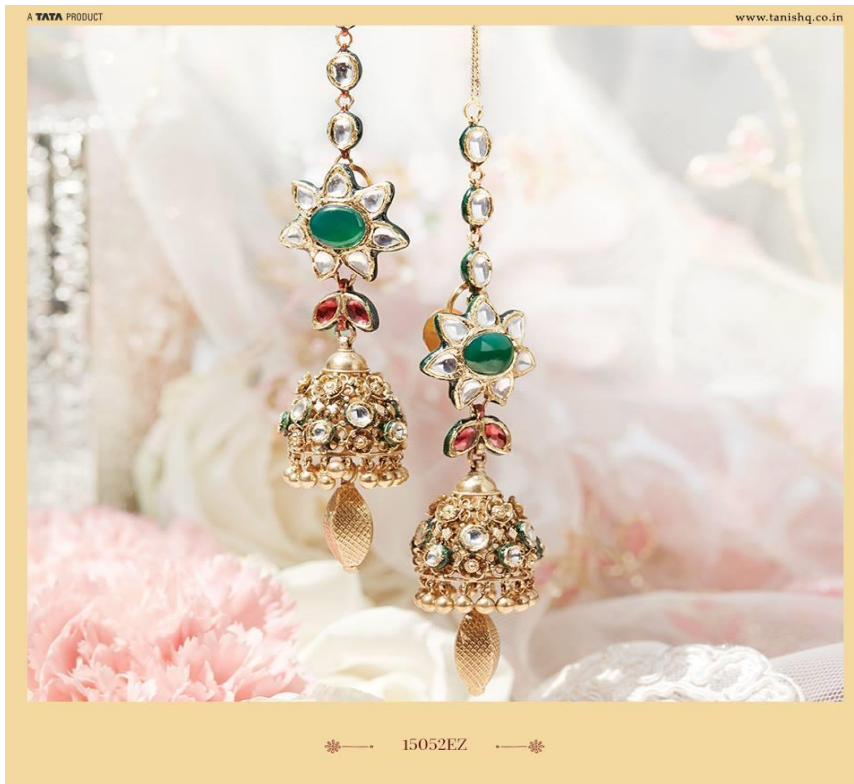
Jewellery Division

TANISHQ

Mia

ZOYA

CARAT LANE



Brands

TANISHQ: flagship brand

ZOYA: luxury segment play

MIA: Tanishq sub-brand for fashionable fine jewellery

CARATLANE: a Tanishq partnership, omni-channel

Manufacturing

Studded jewellery manufactures mostly in-house

Plain gold jewellery mostly outsourced

3 manufacturing facilities

4 state of the art karigar centers: Industry best practice

Points of Sale

Largest jewellery retailer in the country

Jewellery sales through EBO and ecommerce

EBO: Tanishq, Mia, Caratlane

Ecommerce: www.titan.co.in and www.caratlane.com

Design Excellence

Key product differentiator

Capability for in-house design of many collections

π
TANISHQ
HUM
HAR SHAADI
— KE LIYE —
TAYAAR HAIN!



Jewellery

Karigar Center, Hosur





Tanishq Boutique

ZOYA

A TATA PRODUCT

ZOYA

ZOYA

Zoya Boutique



Mia Store



CARAT LANE

TIS'
The Season to show
SOME LOVE

*Bee
jewelled*
Coming soon




STREAMLANE™
A Beautiful Way to start a Jewellery Business

With over 100 years behind our 'Streamlane' system, it will set you on the right path to a successful jewellery business. It's a great first step, isn't it? You see, we have over 100 years of experience in the jewellery industry, and we know exactly what you need to start your own business. Our Streamlane™ system means you can start your own business, and we'll show you how to do it.

How much? Up to 50%.

GET IT NOW
This is particularly useful, and ready for you to begin.

GET IT SOON
This is a great way to start your business, and we'll show you how to do it.

THE PERFECT PAIR FEST



30% 10%

NO PURCHASE NECESSARY. ONLY TILL 31ST DECEMBER

*Bee
jewelled*
Coming soon



CaratLane Store

www.tanishq.co.in

A TATA PRODUCT

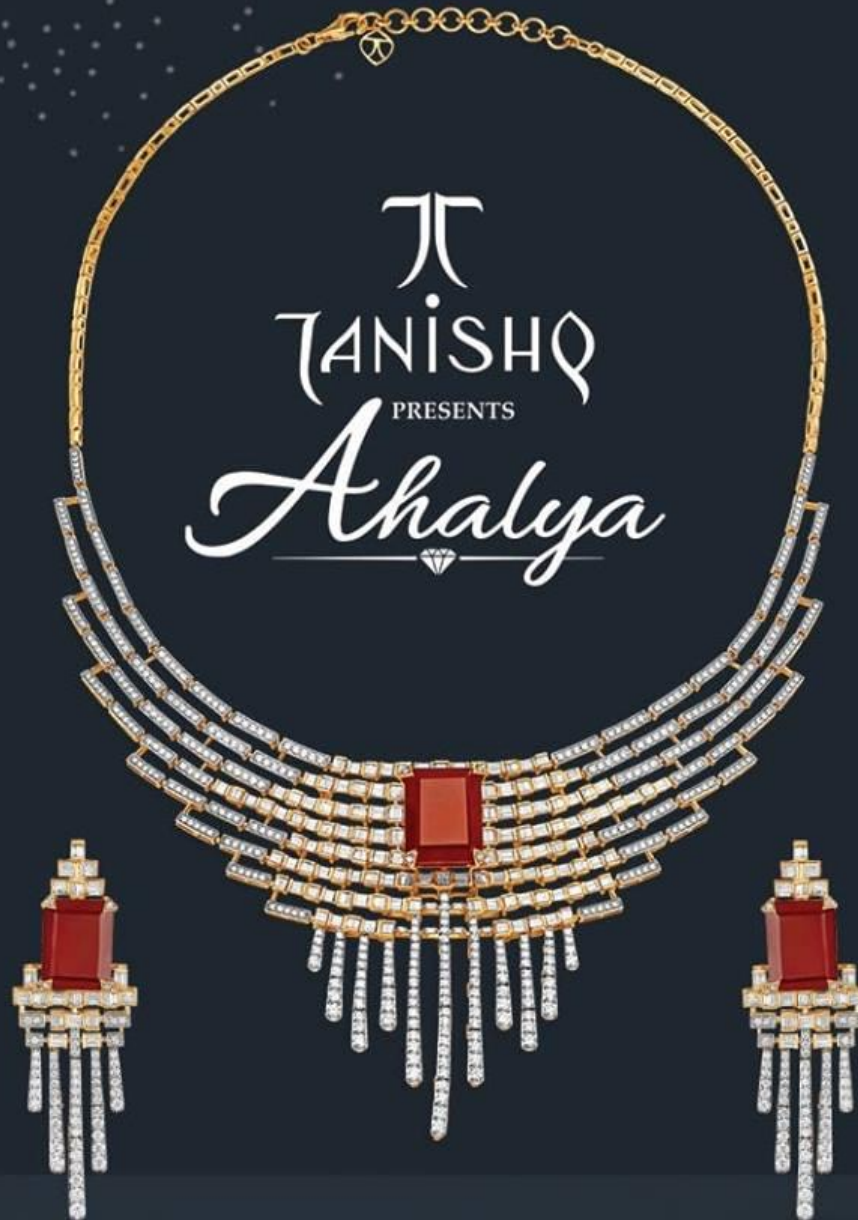
π
TANISHQ
PRESENTS
VIRASAT

Inspired by
Rivaaz and Royalty.

www.tanishq.co.in

A TATA PRODUCT





27192AC

A TATA PRODUCT

Mia Me In Action FACETS

This contemporary collection is designed to reflect the diverse facets that make you the person you are. The Facets Series allows you to express your every mood - happy, goofy, bored, flirty - which facet of yourself will you revel in today?



Mia

Me In Action

FACETS

For Every #Mood



Because your first funding just came through.



Celebrate every milestone in your life.

#MyFirstSolitaire

Electrify

Mia
Me In Action

Celebrate. Dance. Shimmy all night. And make the festival even more memorable in your vibrant, unique way. Amp up the revelry with Electrify from Mia; designed for the season with facets, stones and cuts that catch the light, and help you razzle your dazzle. While you transform every party into a sparkling affair.



UP TO 10% OFF

GET A FREE GOLD PENDANT

Electrify

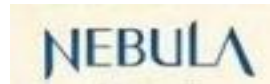
Mia
Me In Action

www.miabytansiq.com

©18C. Apple

Watches Division

Watches - Overview



Brands

6 major in-house brands & 7 licensed brands

Manufacturing

6, state of the art, watch and component manufacturing/assembly plants

Points of Sale

EBO: World of Titan, Fastrack Stores

OWN MBO: Helios

MBO: present across 11k+ dealers/ MBOs

LFS: Large format departmental stores

ECOM: www.titan.co.in , www.fastrack.in,
www.sonatawatches.in, www.helioswatchstore.com

and market places

EXPORTS: 1,800 POS in 31 countries

Customer Service

Largest network of exclusive service centers

653 watch care centers in 275 towns

Sophisticated Design & Development

Core strength: Industrial, Retail and Graphic design

Numerous international award-winning designs

Watches - Manufacturing



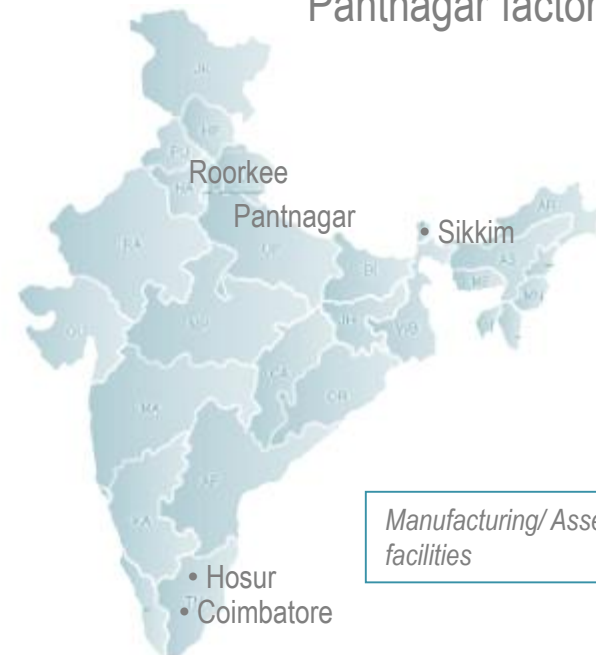
Watch factory, Hosur



Pantnagar factory



Watch Assembly, Hosur



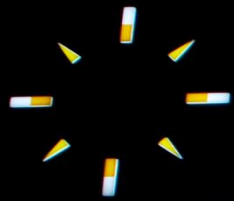


'World of Titan' Store



Fastrack Store

हिलिऑस



HELIOS

THE WATCH STORE

BY TITAN



Helios Store

TITAN
MARITIME



Octane
by TITAN





RAGA
by TITAN
Facets

#CelebrateEveryFacet

SONATA

SF

INTRODUCING
PLAY
COLLECTION



PULSE

COLLECTION



MISSION
MANGAL
15TH AUGUST

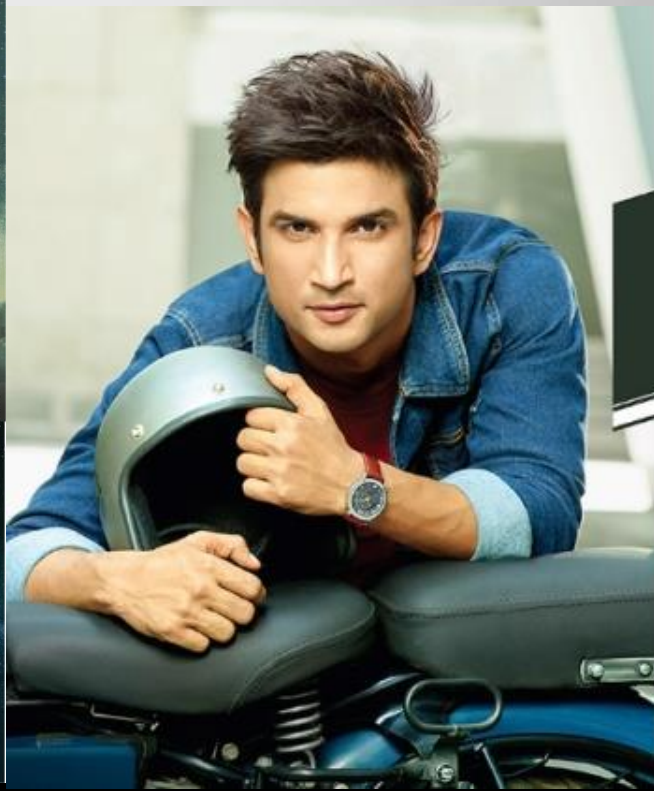
hope



SONATA
MISSION
MANGAL
COLLECTION

KHUD PAR YAKEEN

FREE MISSION MANGAL BOOK MY SHOW VOUCHERS (₹250) ON ALL ORDERS ON THE WEBSITE



SONATA
RPM



A TATA PRODUCT

Eyewear Division

TITAN
eyeplus

fastrack

GLARES
by TITAN



Brands

TITAN EYE PLUS: Retail brand

TITAN: main in-house frames and lenses brand

FASTRACK and GLARES: in-house sunglasses brand

LICENSED BRANDS: for frames and lenses

Manufacturing

State of the art lens lab in Chikkaballapur

Satellite lens labs in major cities to improve turn around time

Frame and lens manufacturing facility

Points of Sale

TITAN EYE PLUS: India's largest optical retail chain

Sunglasses are sold through departmental store kiosks and MBO format also

Differentiators

Zero-error testing

Vision check online

Remote eye testing at stores

Tie-up with Sankar Nethralaya for training of store staff and optometrists

In-house brands

Frames



Sunglasses



Manufacturing

Integrated Eyewear facility - Chikkaballapur



Lens Labs





Titan EyePlus Store

Block harmful blue light with
Titan Blue Tech Lenses



#BlueIsForEveryone

TITAN
eyeplus

EXCLUSIVELY MARKETED IN INDIA BY

TITAN
eyeplus



UV 400 PROTECTION
NEAR-FIELD
SURROUND SOUND
HANDS FREE CALLING
INBUILT MIC



SKYFLY | MUTRICS

**SMART AUDIO
SUNGLASSES**
MUSIG X

SMART AUDIO SUNGLASS – Exclusively marketed by TITAN

Fragrances & Taneira



SKINN[™]
by TITAN

#BornFrench

Brands

SKINN by Titan

Fine French perfumes at very attractive price points
Entry into body mist category in FY 18- Skinn Kissed

Manufacturing

Manufactured in France by celebrated perfumers, and distilled from the finest ingredients
Bottled in France and India

Points of Sale

Sold through World of Titan Channel, key departmental store chains and Ecommerce
One of the highest selling perfumes in all departmental stores
Plans to strengthen the distribution further in the coming year
Packaging innovations for trial and gifting

Differentiators

Exceptional fragrances at a very attractive price point
Similar products from international competition at very high price points
Domestic branded competition almost non-existent

THE NEW COLOUR OF CLASS. AMALFI BLEU.



THE FRESH NEW FRAGRANCE FOR MEN AND WOMEN.


SKINNTM
by TITAN

Fine French Perfumes

Taneira



- This youngest brand of Titan Company Ltd was launched as pilot in Feb 2017 with 2 stores in Bangalore.
- Anchored in special occasion wear Sarees from across India.
- Evolved as a natural extension of Titan's proposition – self expression and design.
- Large, unorganized, deeply Indian 5,000 year old category (like Jewellery).
- 7 Stores as of 30th September'19.



Saraswathi Raman, Homemaker,
Encyclopedia
of folk tales.

FESTIVE
COLLECTION
NOW IN STORES

A TATA PRODUCT
TANEIRA
LIKE NO OTHER

Our Stores



Q2 Performance

Q2 Performance – Standalone

Company

- Revenue for the company grew by only 0.6% in the quarter impacted substantially by the decline in the revenues of the jewellery division due to the sudden spike in gold prices in June 2019
- Flat top line and higher costs affect PBT growth and margin which, at 9.7%, was lower by 40bps YoY. Employee costs were much higher due to effect of wage settlement and higher provisions for leave pay arising out of lower interest rates.
- The Company added 73 stores with a retail space of 103k square feet in YTD'20, on net basis.
- Mr. Bhaskar Bhat retired after serving the company since inception with the 17 years as its Managing Director. Mr. C K Venkatraman, who has been in the role of CEO of Jewellery business since 2005, succeeds him from 1st Oct. Mr. Bhaskar Bhat has been re-appointed as a Non-Executive Non-Independent Director on Board effective 1st Oct, 2019.
- The company increased its stake from 69.5% to 72.3%.in CaratLane by purchasing 9,45,000 equity shares from one of the shareholders of CaratLane.

Q2 Performance – Standalone

Jewellery

- Jewellery revenue declined by 1.5% in Q2. After a sudden surge in gold prices in mid-June, there was a considerable decline in sales in July. Higher level of promotion and schemes, led to strong growth in the months of August and September.
- Retail growth of 7% in the quarter (based on customer billing) declined to 1.5% for reported revenues largely due to gold hedge maturing during the quarter. Gold purchased before the price hike were hedged and therefore even though customers were billed at the daily gold rates which were higher, the company recognised revenue on the hedged value of the gold. This alone contributed close to 4.8% of the decline.
- EBIT margin of Q2'20 was at 10.9%, same as in Q2'19.
- Studded ratio was at 38%, higher than the previous year at 35%.
- Tanishq launched Ahalya, a high-value diamond necklaces collection, inspired by the inner fire and radiance of a woman. In early October, 'Virasat' collection, inspired by the rich heritage and artistry of the royal city of Udaipur, was launched in the plain gold category for the Diwali season.
- 'Mia Classics', a diamond intensive collection, 'Smolitaires' collection with designs of single stone finger rings, and 'Sassy Silver' collection with mother-of-pearl & colour stones were launched during the quarter by Mia brand.

Q2 Performance – Standalone

Watches

- The division witnessed moderation in growth due to weak consumer sentiments leading to revenue growth of 6.4% for the quarter and 12.9% for first half.
- The trend of Multi brand outlets (MBO) growing at much faster clip compared to exclusive brand outlets continued. E-commerce sales also witnessed exceptionally strong growth during the quarter.
- EBIT margin was very healthy at 15.8% despite the moderation in growth.
- ‘Titan Maritime’ collection was launched inspired by sea voyages during medieval era, better known as Age of Discovery. It is an amalgamation of intricate craftsmanship and the best in movement technology.

Eye Wear

- Division had strong revenue growth of 29%. However margins were affected due to adverse mix and higher level of customer promotions.
- Ayushmann Khurrana, a popular Bollywood actor, has been roped in as the brand ambassador for the division.

Fragrances & Taneira

- Skinn continues to increase its distribution reach and witnessed good growth during the quarter. The brand opened a large new segment by launching premium deodorants which have been well received in the markets.
- ‘Taneira’ opened its third store in Bengaluru and its first store in Pune, taking the total store count for the business to seven in four metros.

Q2 Performance – Subsidiaries and JV

Titan Engineering and Automation Ltd (TEAL) - 100% owned Subsidiary

- TEAL had an overall growth of 9% for Q2 and the growth has been at 33% for the six months. Business outlook for Second half of FY'20 looks positive with large orders that are expected to be executed and the Company expects to meet its plan for the year. The company received “Excellent cooperation” award from Collins, Aerospace – among 100 suppliers in Asia.

CaratLane (72.3% owned Subsidiary)

- Caratlane recorded revenue growth of 76% in Q2'20, driven by strong growth in both offline and online channels. Gross Margins continue to be good despite the excellent top line growth.
- Caratlane added 16 stores to its network, in YTD'20, taking the total store count to 71.

	Net Additions (in H1'20)			As on 30 th Sep'19		
	Stores	Square Feet		Stores	Towns	Sq. Ft.
Tanishq	21	67K		308	199	1.16mn
Zoya	0	0		3	2	15K
CaratLane	16	16K		71	27	55K
Mia	4	2K		34	19	11K
WOT	3	-1K		489	221	402K
Fastrack	8	2K		180	90	93K
Helios	10	5K		86	41	74K
Titan Eye+	24	16K		561	228	371K

Note:

1. Above Mia store count is excluding 17 Shop-in-shops

Retail Growth – Q2'20 and H1'20

	Q2'20		H1'20	
	Sales value growth	Like-to-Like growth	Sales value growth	Like-to-Like growth
Tanishq	7%	2%	12%	6%
CaratLane	87%	25%	86%	31%
World of Titan	-1%	-3%	3%	3%
Fastrack	-7%	-12%	-1%	-5%
Helios	9%	1%	9%	3%
LFS (for Watches)	6%	1%	11%	7%
Titan Eye+	35%	28%	27%	21%

Note: 1. Above retail growth is based on secondary sales (at consumer prices) in Titan branded retail stores (including franchisee stores) and LFS only. Reported revenue is based on secondary sales to consumers in L1 and L2 stores and primary sales to L3 stores, distribution partners and institutional clients. Consumer discounts, franchisee pay-outs and GST is netted off from consumer prices for reported revenue.

2. Retail network shown above represent sales of almost 100%, ~45% and ~75% of Jewellery, Watches and Eyewear businesses respectively on consumer price basis. The remaining sales is to the distribution channels and institutional clients.

Total Income – Q2'20 and H1'20

Total Income ⁽¹⁾ (in INR Crores)	Q2'19	Q2'20	Growth %
Jewellery	3,582	3,528	-2%
Watches	676	719	6%
Eyewear	120	154	29%
Others / Corporate ⁽²⁾	56	65	16%
Standalone	4,434	4,466	1%
Caratlane	77	136	76%
TEAL	96	104	9%
Others/ Consol. Adj. ⁽³⁾	(11)	(13)	
Consolidated	4,595	4,693	2%

H1'19	H1'20	Growth %
7,154	7,575	6%
1,269	1,433	13%
252	303	20%
114	150	32%
8,788	9,461	8%
161	268	67%
150	199	33%
(16)	(27)	
9,082	9,902	9%

Mix - H2'20
80%
15%
3%
2%
100%

Note:

1. Total Income also includes other income.
2. Others include Accessories, Fragrances and Taneira business
3. Others include TTPL (divested in June'18) and Favre Leuba.

EBIT – Q1'20 and H1'20

EBIT (in INR Crores)	Q2'19	Q2'20	Growth %
Jewellery	392	384	-2%
Watches	122	113	-7%
Eyewear	(1)	2	
Others/ Corporate ^{(1) (3)}	(56)	(29)	
Standalone	456	470	3%
Caratlane	(13)	(4)	
TEAL	21	16	
Others/ Consol. Adj. ⁽²⁾	(13)	(13)	
Consolidated	452	469	4%

H1'19	H1'20	Growth %
785	826	5%
233	241	3%
1	(9)	
(67)	(34)	
952	1,023	7%
(21)	(10)	
23	31	
(24)	(21)	
930	1,023	10%

EBIT Margin	Q2'19	Q2'20
Jewellery	10.9%	10.9%
Watches	18.0%	15.8%
Eyewear	-0.8%	1.3%
Standalone	10.3%	10.5%

H1'19	H1'20
11.0%	10.9%
18.4%	16.8%
0.3%	-3.1%
10.8%	10.8%

Consolidated	9.8%	10.0%
---------------------	-------------	--------------

10.2%	10.3%
--------------	--------------

Note: 1. Others include Accessories, Fragrances and Taneira business

2. Others include TTPL (divested in June'18) and Favre Leuba.

3. Provisions for investments in IL&FS group (Q2'19 & H1'19: INR 29 cr.) is part of Corporate expense.

P&L – Q2'20 & H1'20

in INR Crores	Q2'19	Q2'20	YoY
Revenue from Operations	4,407	4,435	0.6%
Other Income	27	31	
Total Income	4,434	4,466	0.7%
COGS	3,180	3,138	
Gross Contribution	1,253	1,328	6.0%
Employee benefits expense	206	266	29.1%
Advertising	136	125	-7.7%
Other expenses	418	393	-5.9%
Total Overheads	759	784	3.3%
EBITDA	494	544	10.1%
Depreciation & Amortization	37	74	
EBIT	456	470	3.0%
Less: Finance expense	11	41	
PBT	446	429	-3.7%
Less: Tax	132	109	
PAT	314	320	1.8%

H1'19	H1'20	YoY
8,726	9,375	7.4%
62	87	
8,788	9,461	7.7%
6,339	6,751	
2,449	2,710	10.7%
412	511	24.0%
272	259	-4.7%
740	774	4.7%
1,424	1,545	8.5%
1,025	1,165	13.7%
73	142	
952	1,023	7.5%
19	71	
933	952	2.1%
269	261	
664	691	4.1%

Capital Employed - Standalone



in INR Crores	Segment Assets	
	31-Mar-19	30-Sep-19
Watches	1,502	2,130
Jewellery	6,742	9,236
Eyewear	394	490
Others	107	190
Corporate	2,725	2,058
Total	11,470	14,104

Segment Liabilities	
31-Mar-19	30-Sep-19
453	794
4,570	5,541
127	236
25	83
112	1,227
5,288	7,881

Capital Employed	
31-Mar-19	30-Sep-19
1,049	1,336
2,172	3,695
267	254
81	107
2,613	830
6,182	6,222

Note: 1. Others include Accessories, Fragrances and Taneira.

Balance Sheet – Standalone Company

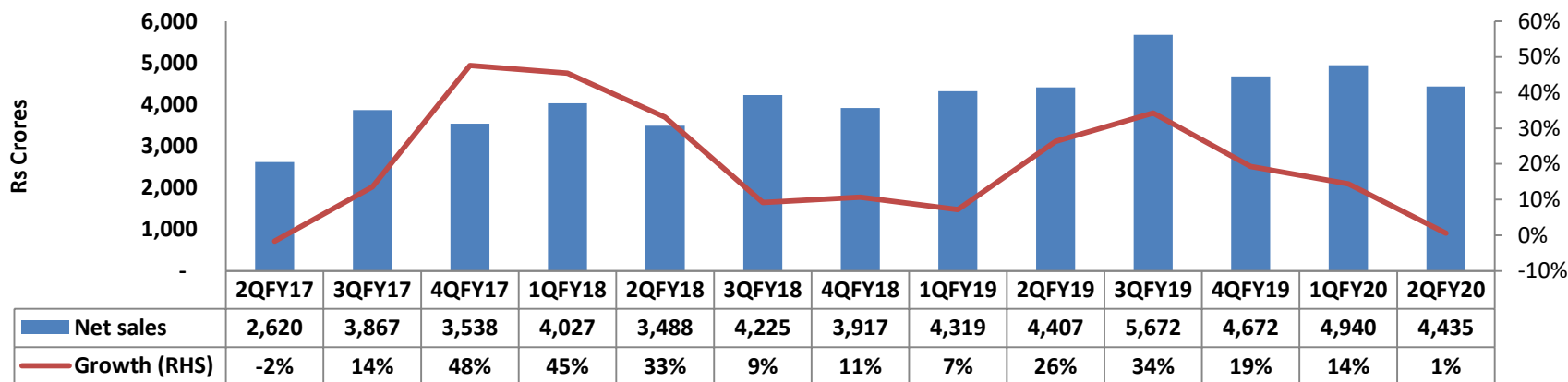
in INR Crores	31-Mar-19	30-Sep-19
Fixed Assets	1,056	1,106
Right of use asset	-	797
Intangible Assets	39	50
Investments	807	870
Other non-current assets	483	708
Inventories	6,719	8,704
Trade Receivables	358	478
Cash and Cash Equivalents	364	108
Other Bank Balances	637	298
Other Current Assets	1,007	985
Total Assets	11,470	14,104

Shareholders' Fund	6,182	6,222
Lease liability	-	918
Other non-current liabilities	119	144
Short-term borrowings	-	1,102
Gold on Loan	2,288	2,427
Trade Payables	772	889
Lease liability	-	149
Golden harvest scheme (deposit)	1,273	1,397
Other Current Liabilities	836	854
Total Equity & Liabilities	11,470	14,104

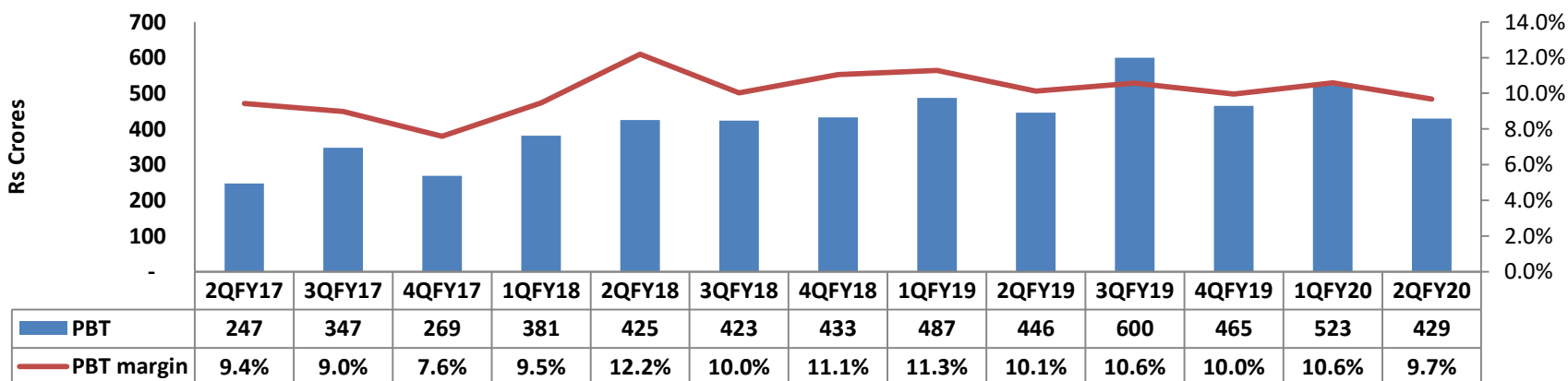
Performance Trends

Quarterly Performance Trends

Company: Revenue



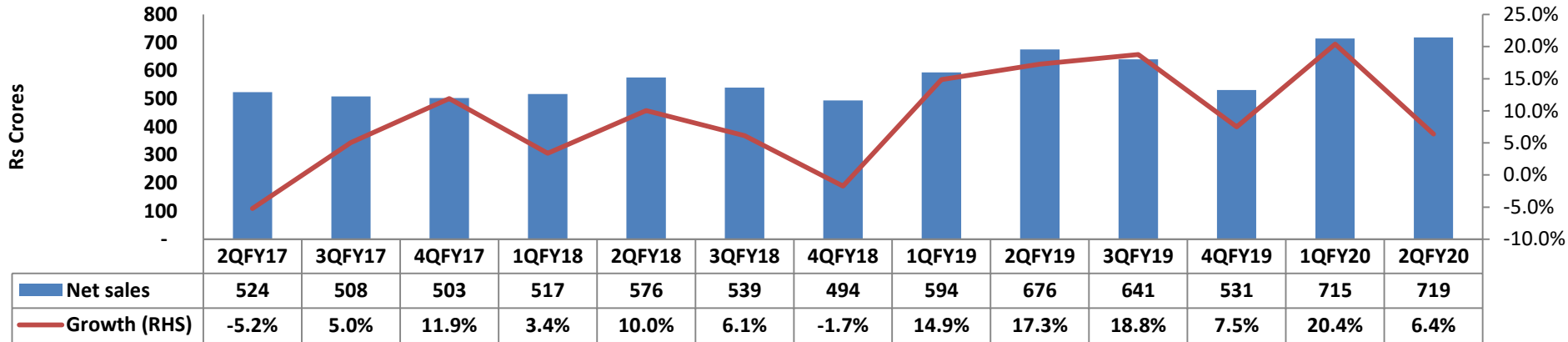
Company: PBT & Margin



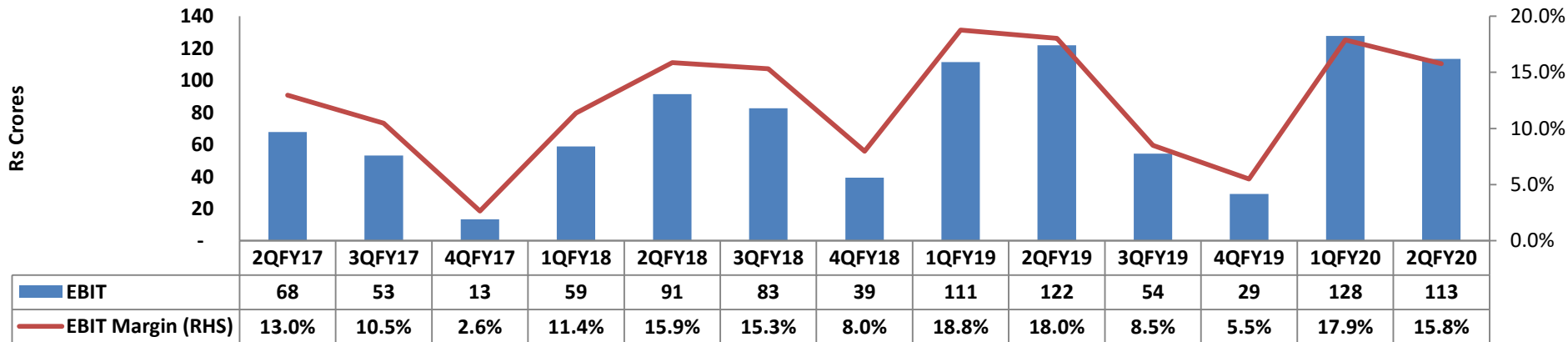
Note: 1. Financials of the Company do not include PED from Q1, FY '18 onwards due to its demerger into TEAL.
2. PBT is before exceptional items.

Quarterly Performance Trends

Watches: Total Income



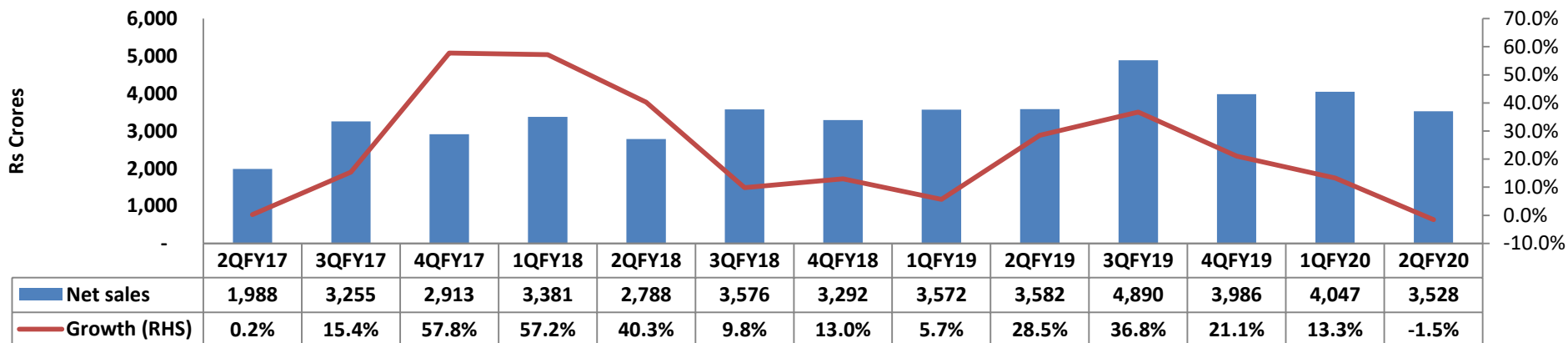
Watches: EBIT & Margin



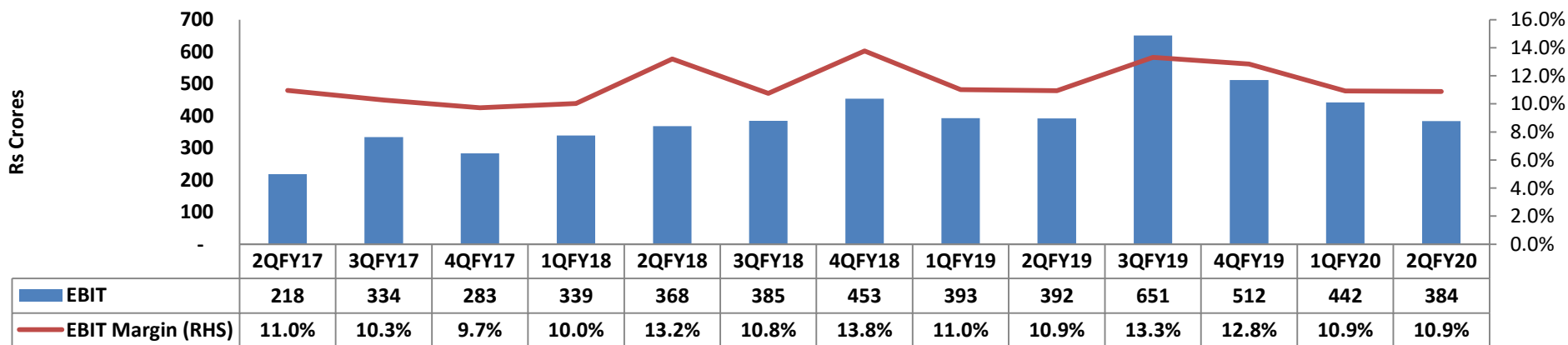
Note: 1. EBIT is before exceptional items.

Quarterly Performance Trends

Jewellery: Total Income



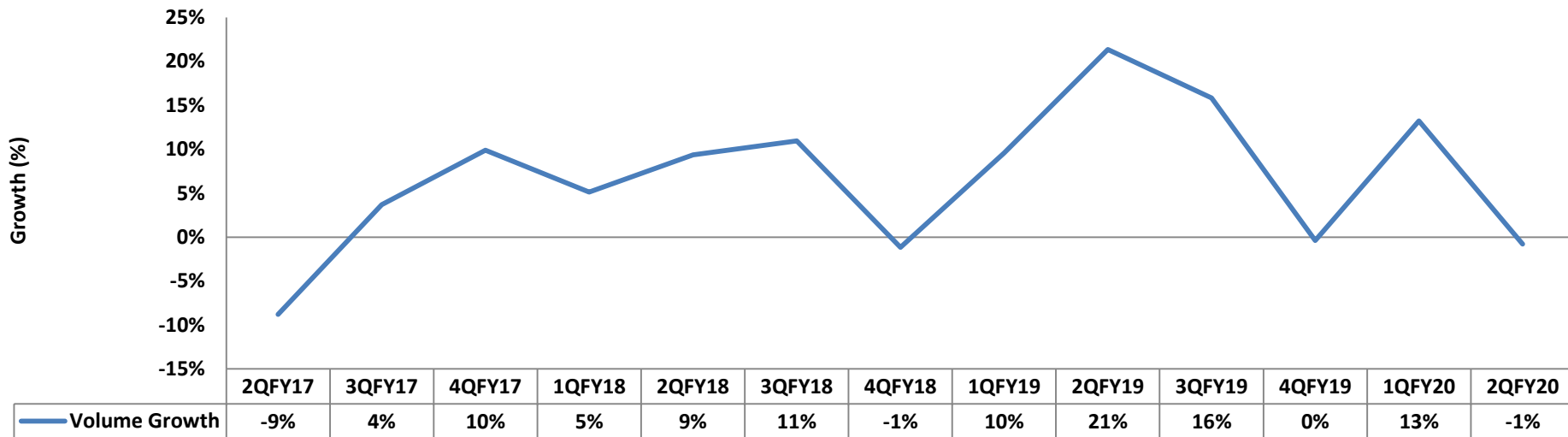
Jewellery: EBIT & Margin



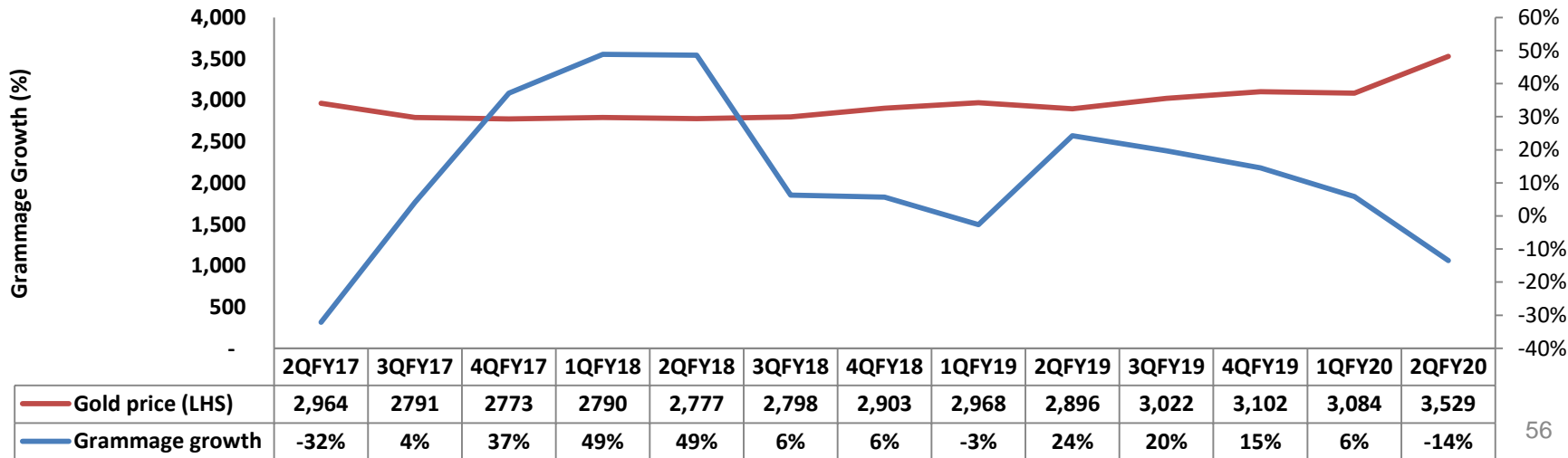
Note: 1. EBIT is before exceptional items.

Quarterly Performance Trends

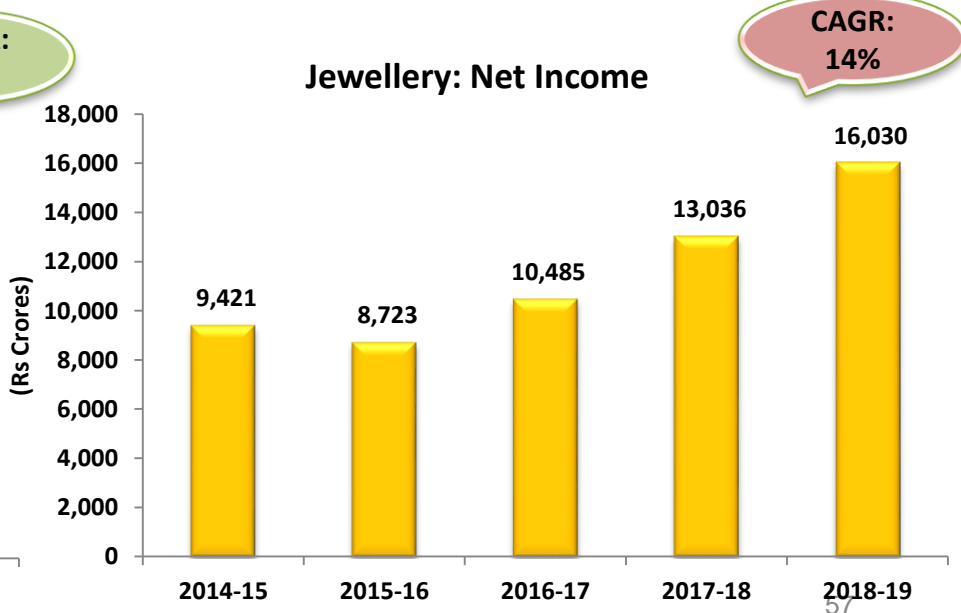
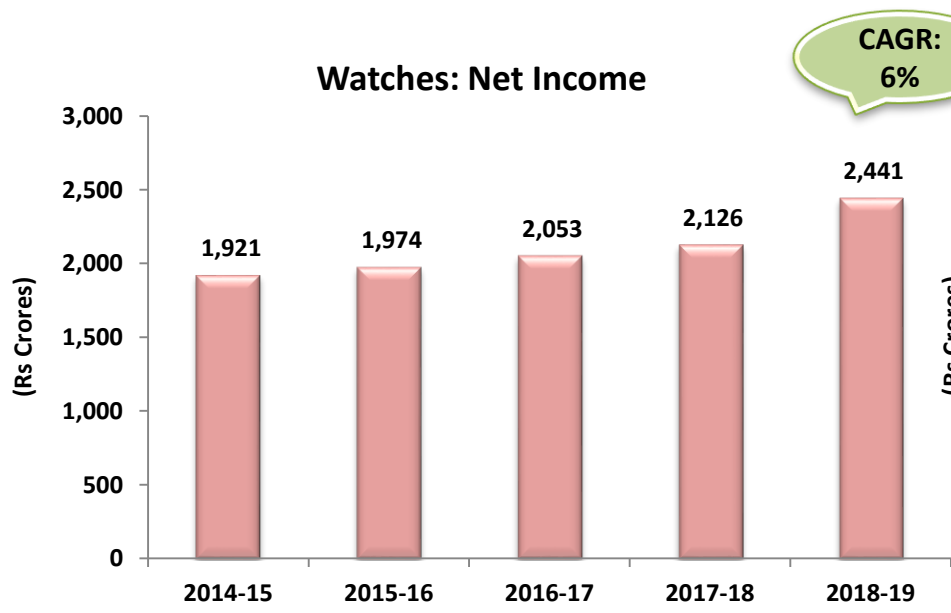
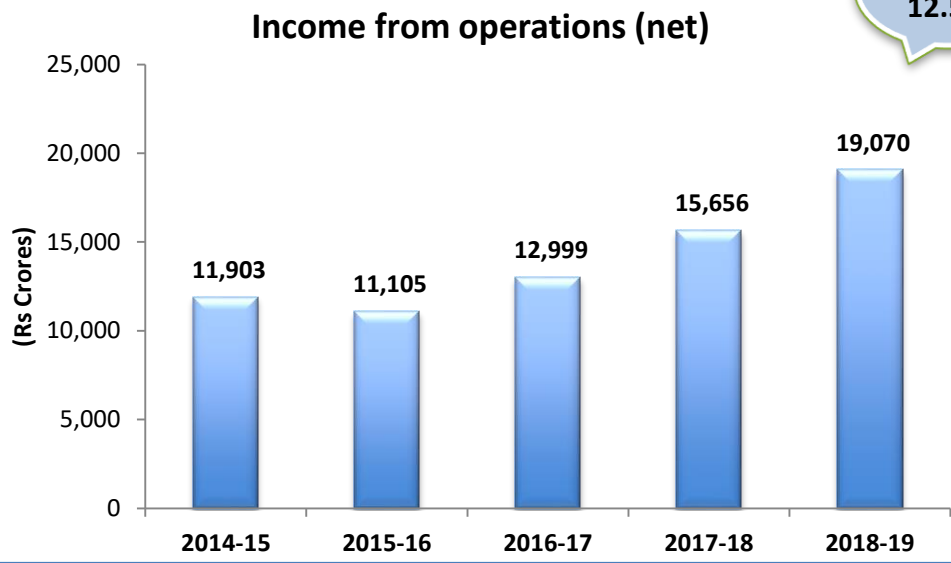
Watches: Volume growth



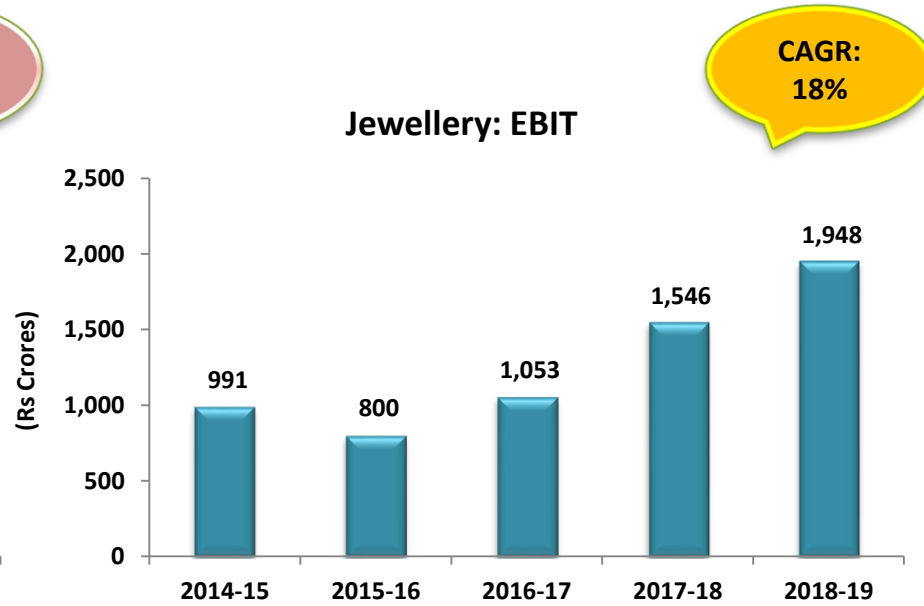
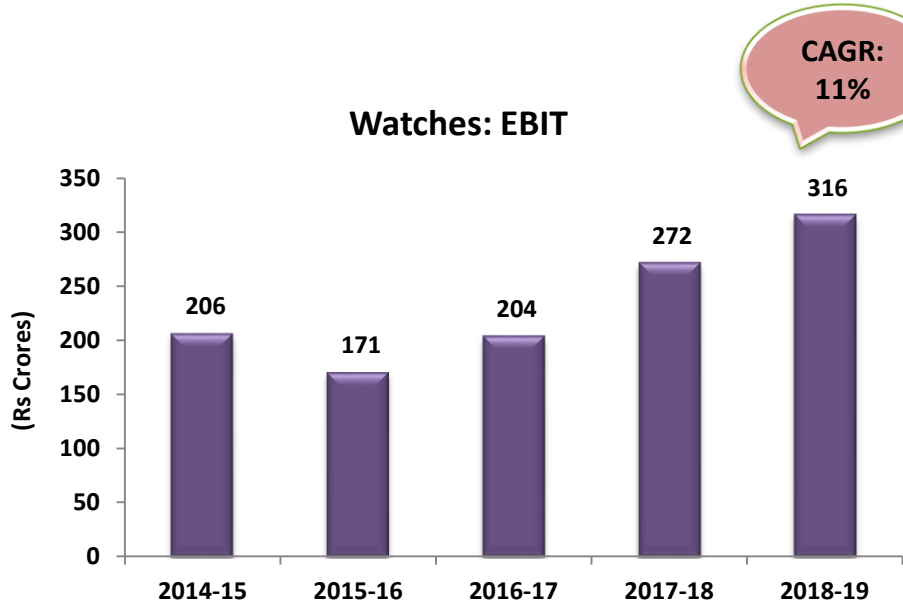
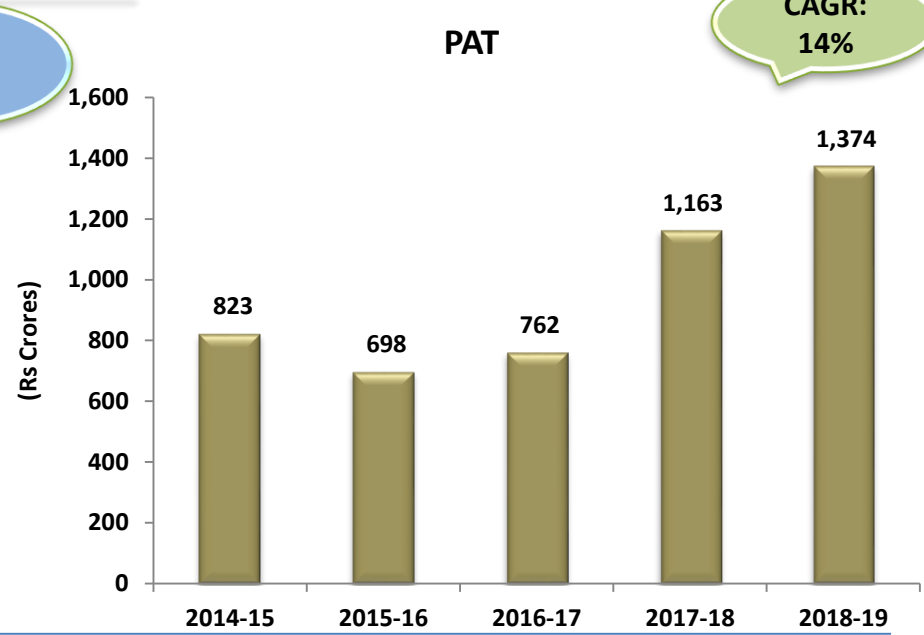
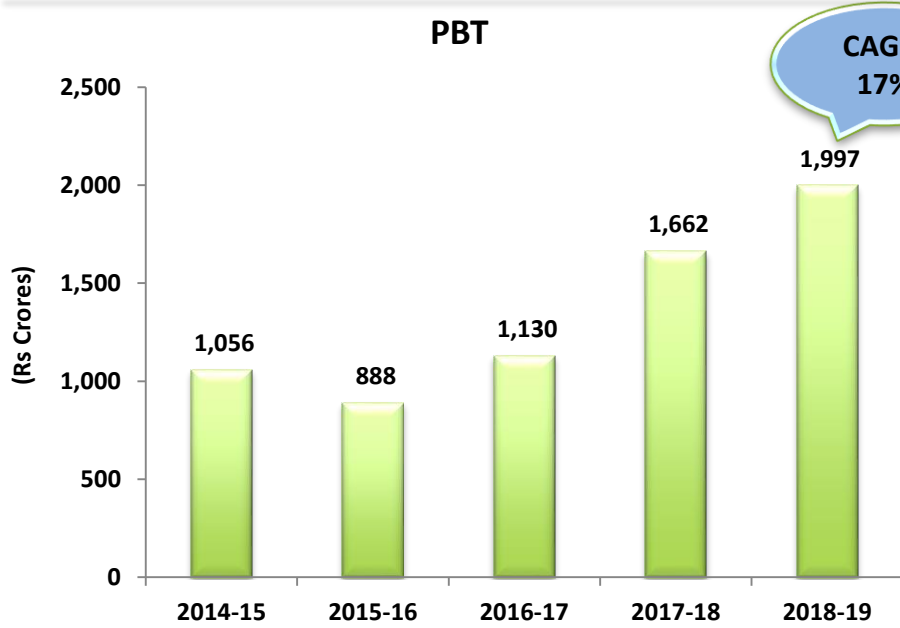
Jewellery: Gold price (22kt) and Grammage growth



Annual Performance Trends - Standalone



Annual Performance Trends - Standalone

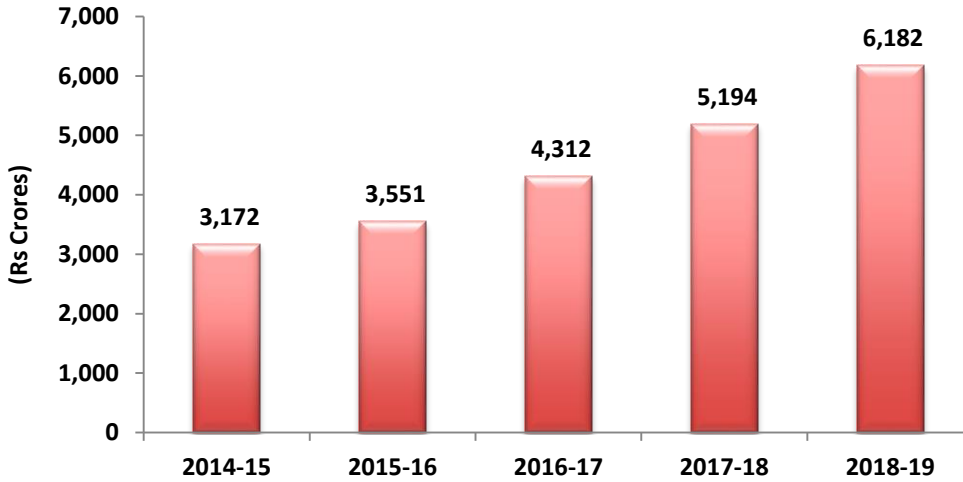


Note: 1. EBIT and PBT is before exceptional items.

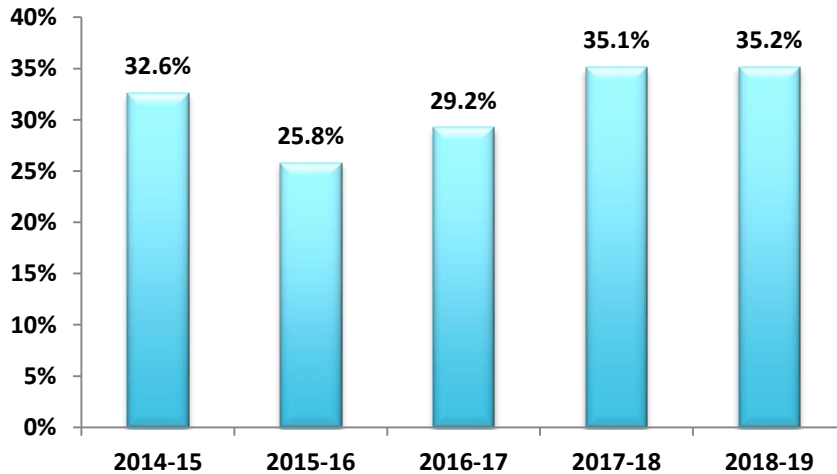
2. PAT is after exceptional item of INR 70 cr., INR 92 cr and INR 96 cr. for FY'19, FY'18 and FY'17 respectively.

Annual Performance Trends – Standalone

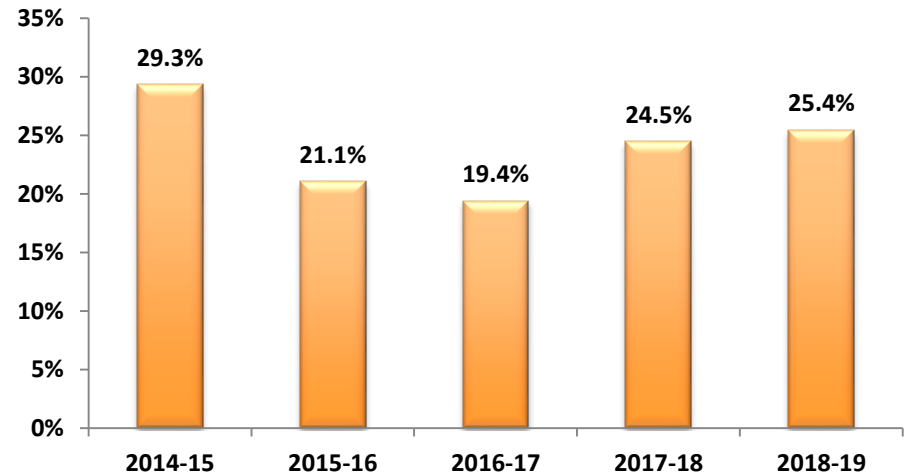
Capital Employed



ROCE



ROE

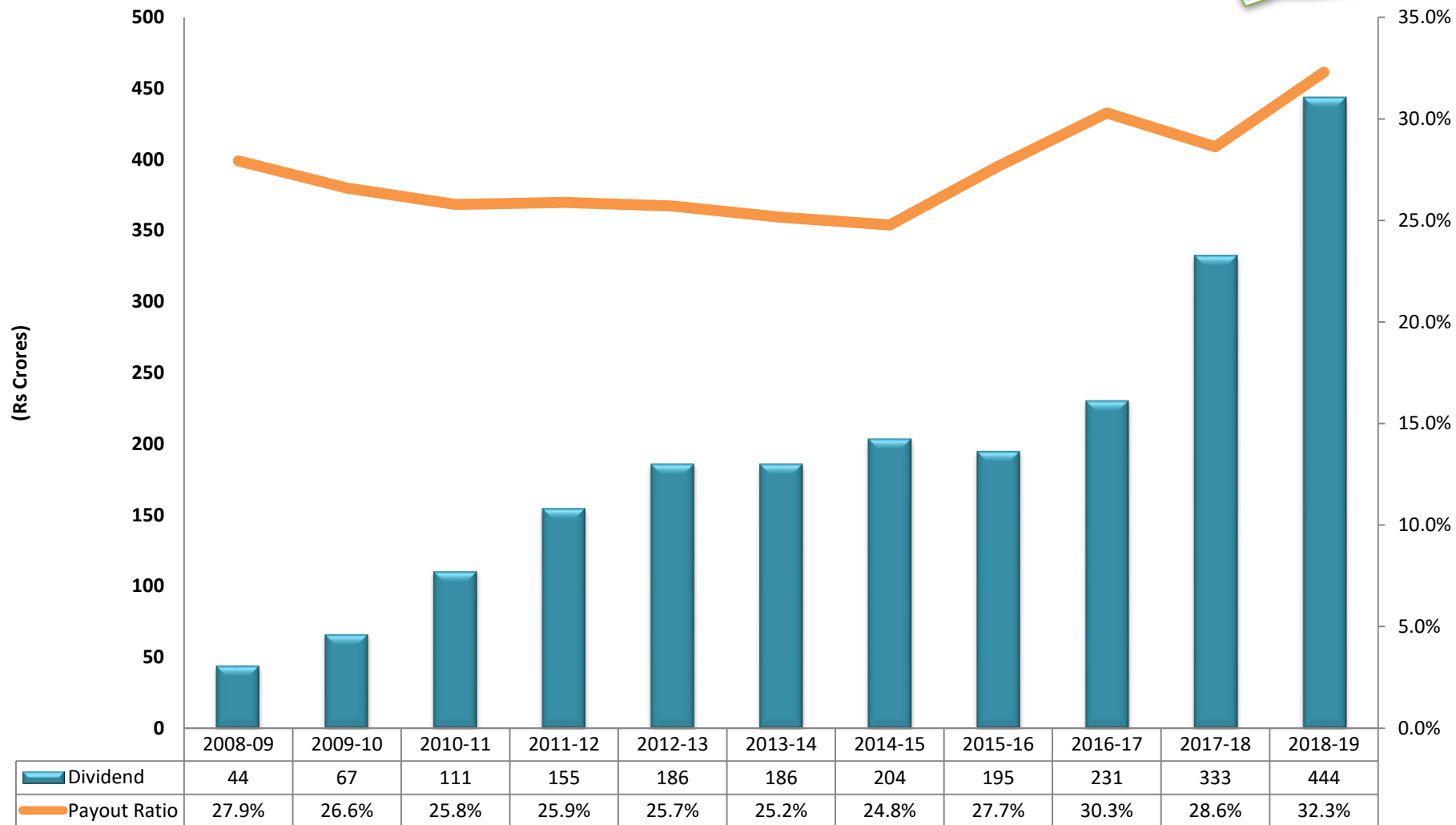


Note: 1. In above ROCE calculation, EBIT is before exceptional items.

2. In above ROE calculation, PAT is after exceptional item of INR 70 cr., INR 92 cr and INR 96 cr. for FY'19, FY'18 and FY'17 respectively.

Dividend

**10 year
CAGR: 25%**

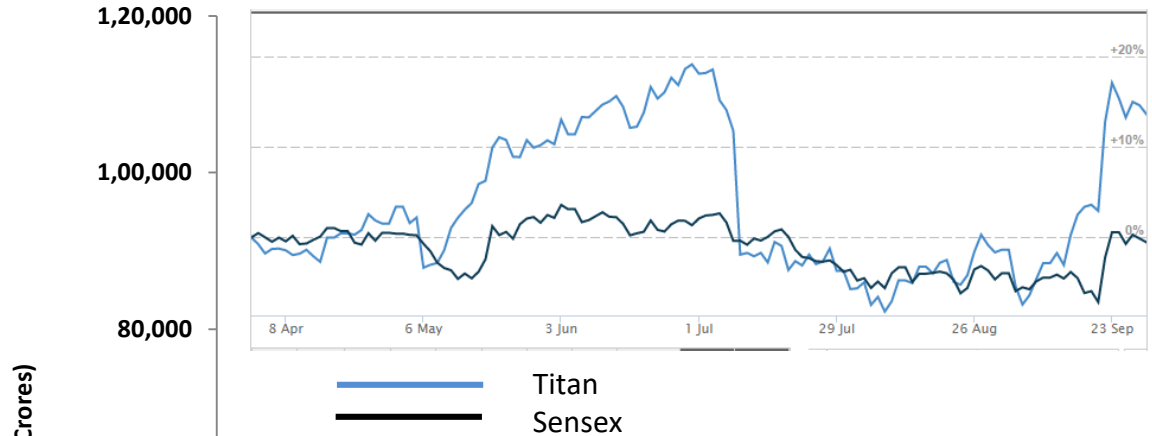


Note : Above dividend payout ratio is excluding the Dividend Distribution Tax

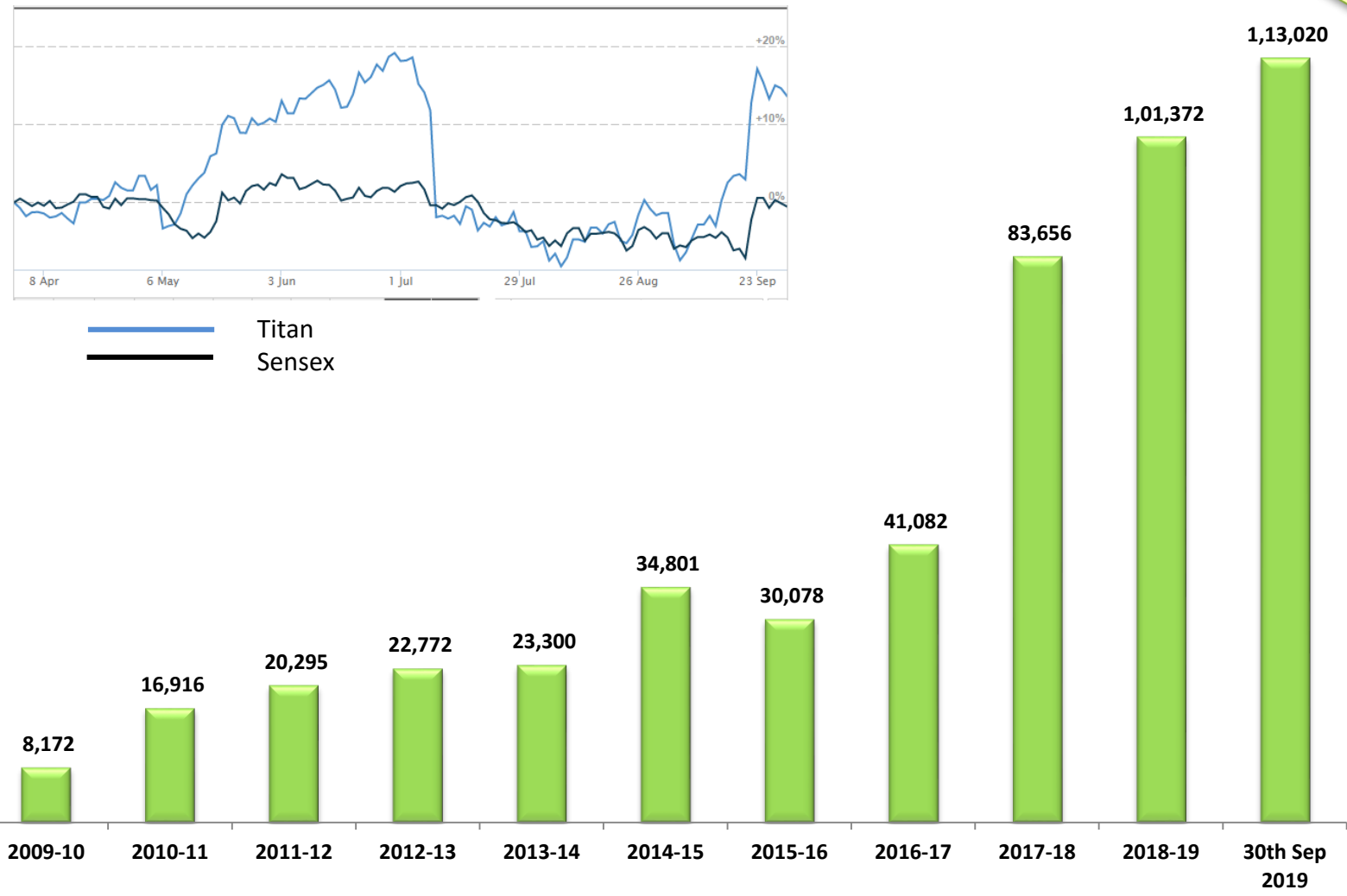
Market Capitalisation

**10 year
CAGR: 40%**

Stock Performance Vs Sensex (last 6 months)



(Rs Crores)



Note: Based on NSE closing prices at the end of the period

Awards and Recognitions

- Titan Company wins the R K Swamy High Performance Brand Award by AIMA
- Titan Company accredited 'Best Employer Award' by Tamil Nadu Government under the category of 'Employing most number of differently abled personnel.'
- Tanishq received the "RedDot: Best of the Best" award for innovative laser cut tube jewellery. RedDot is the most prestigious and coveted award in the world in the field of Product Design and the "RedDot: Best of the Best" is the highest award in the competition and is awarded for groundbreaking Design Innovation.
- Tanishq Rivaah wins Gold in Effie Awards 2019
- Tanishq received the 'World Branding Award' in London at Kensington Palace. Tanishq was the only brand selected from India.
- Tanishq won 'Excellence in customer service and sales process initiative' at the 'Retail Jewellers Guild Awards'.
- Watches Ecommerce bags 3 awards at Digies 2019.
- Watches Ecommerce bags DMA ASIA ECHO Awards 2019 in the Best Customer Acquisition Campaign Category.
- 'Titan' Watches wins the Brand Equity Shark Awards
- Titan Eyeplus felicitated by NASSCOM in the Special Category – 'Best use of technology by an enterprise for Excellent Customer Service'.
- Titan Eyeplus wins Bronze in the prestigious ACEF Asian Leadership Awards.
- Titan Eyeplus won at the 'International Customer Experience Awards' in 'Best Customer Experience Strategy' category, hosted by CXInternational in Amsterdam and judged by 84 CEOs and global customer experience specialists. Jury was impressed with the brand's transforming NPS.

CSR focus at Titan will continue be driven by broad themes such as upliftment of the underprivileged girl child, Skill development for the under privileged and support for Indian Arts, Crafts and Heritage. We will also support local causes that are supportive of our neighborhood wherever we are present as part of our responsible citizenship initiative.

Area	Key Initiatives
Girl Child / Education	Remedial Education and holistic engagement with Girl child in two most backward locations of TN and Karnataka . 300002 children supported through remedial education and close to 1.0 Lakh for multithematic engagement in kattumannar koil and Yadgir. 92% of girls pass class 10 last year.
	Capacity building for teachers : Covered close to 300 teachers so far and will be covering 1800 teachers over a three year period.
	Enabling school education for the tribal child and capacity building through D.Ed program as part of Affirmative Action initiative. Adopted two ITI's in the tribal region.
Skill development for underprivileged	Titan LeAP skill for employment and employability continues at multiple centers. we have completed skilling of 3775 youth across employment and employability programs, including 233 differently abled.
Support to Indian Arts Crafts and heritage	Working with two craft communities one in Benares, & one with the youth of Kashmir for revival & enable market linkages. A third tie up has been made this year with Charka for revival of crafts in the weaving space.
Design Impact Awards for Social Change	Capacity building, mentorship and engagement of Titan SME's are on with the grantees of DIA program
Responsible citizenship	Titan-NABARD partnership for watershed program, at Cuddalore and Integrated village development program at Uttarakhand continues. Second phase of Water & Sanitation intervention in Uttarakhand for 15 villages started.
	Happy eyes – comprehensive eye care program going on.: Reached out to 115630 individuals (children and Adults) so far
Others	Both lakes in Bangalore and Hosur have completed first phase of execution. Its heartening to see water being filled in during the recent rains . Two more lakes for development have been taken up in Chennai.
	The Company led the one Tata efforts for relief work in North Karnataka that was repeatedly hit by floods this year, reached out to close to 1000 families
	There has been a significant focus on volunteering. In so far we have engaged a total of 759 volunteers across the company, and logged in 8144 volunteering hours.

Thank You



TITAN
COMPANY