



Date: February 02, 2024

BSE Limited

Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400 001
India

National Stock Exchange of India Limited

Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (E), Mumbai – 400 051
India

Scrip Code: 543529

Symbol: DELHIVERY

Sub: Investor Presentation for the 'Earnings Audio / Video (AV) Conference Call' scheduled to be held on February 03, 2024 by Delhivery Limited ('the Company').

Dear Sir/ Madam,

In furtherance to our earlier communication dated January 25, 2024 w.r.t. Earnings Audio / Video Conference Call and pursuant to the provisions of Regulation 30 and 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, ("LODR"), please find a copy of the Investor Presentation, on Unaudited Standalone and Consolidated Financial Results of the Company for the quarter ended December 31, 2023, proposed to be presented at the upcoming Earnings Audio / Video (AV) Conference Call scheduled to be held on Saturday, February 03, 2024, at 11:00 A.M. (IST) by the Company.

This presentation will also be hosted on the Company's website at www.delhivery.com

You are requested to take the same on your record.

Thank you.

**Yours sincerely,
For Delhivery Limited**

Vivek Kumar
Company Secretary & Compliance Officer
Membership No: A 20938
Place: Mumbai

Encl: As above

An aerial photograph of a massive industrial warehouse. The roof of the building is covered in a large, bold, black 'DELIVERY' logo. The building is surrounded by a parking lot filled with numerous trucks and cars. The background shows a residential area with houses and trees.

DELIVERY

Earnings Presentation
Q3 FY24

Safe harbour and disclaimer

This Presentation is prepared by Delhivery Limited (“Company”) and is for information purposes only without regards to specific objectives, financial situations or needs of any particular person and nothing in it shall be construed as an invitation, offer, solicitation, recommendation or advertisement in respect of the purchase or sale of any securities of the Company or any affiliates in any jurisdiction or as an inducement to enter into investment activity and no part of it shall form the basis of or be relied upon in connection with any contract or commitment or investment decision whatsoever. This Presentation does not take into account, nor does it provide any tax, legal or investment advice or opinion regarding the specific investment objectives or financial situation of any person. This Presentation and its contents are confidential and proprietary to the Company and/or its affiliates and no part of it or its subject matter be used, reproduced, copied, distributed, shared, or disseminated, directly or indirectly, to any other person or published in whole or in part for any purpose, in any manner whatsoever.

Certain statements in this communication may be ‘forward looking statements’ within the meaning of applicable laws and regulations. These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those suggested by the forward-looking statements. Important developments that could affect the Company’s operations include changes in the industry structure, significant changes in political and economic environment in India and overseas, tax laws, labour laws, import duties, litigation and labour relations etc.

Investment in equity and equity related securities involve a degree of risk and investors should not invest any funds in this Company without necessary diligence and relying on their own examination of Delhivery Limited along with the equity investment risk which doesn't guarantee capital protection.



Positive Peak Quarter

DELHIVERY

India's largest integrated logistics platform⁽¹⁾

₹2,194 Cr

Q3 FY24 revenue from services



20.4% / 13.0%

YoY / QoQ revenue growth rate⁽²⁾



₹92 Cr / 4.2%

Adj. EBITDA / Adj. EBITDA margin

Q2 FY24: ₹(13) Cr / (0.6%)

Q3 FY23: ₹(67) Cr / (3.7%)



₹12 Cr / 0.5%

PAT / PAT margin

Q2 FY24: ₹(103) Cr / (5.0%)

Q3 FY23: ₹(196) Cr / (10.2%)



201 Mn

Express parcel shipments in Q3 FY24
18.3% YoY growth



354K Tons

PTL freight tonnage in Q3 FY24
37.2% YoY growth



(1) As per RedSeer report basis FY21 revenue

(2) Growth rate of revenue from services (excluding revenue from traded goods)

(3) As of December 31, 2023

Key operating metrics

As of end of / for the period

	Q3 FY22	Q3 FY23	Q2 FY24	Q3 FY24
Pin-code reach ⁽¹⁾	17,488	18,510	18,655	18,675
Countries and territories served ⁽²⁾	220+	220+	220+	220+
No. of active customers ⁽³⁾	23,113	26,845	30,359	30,598
Infrastructure (in million sq ft.) ⁽⁴⁾	17.12	17.89	18.39	19.24
Gateways ⁽⁴⁾	122	92	108	110
Automated sort centers ⁽⁴⁾	21	22	30	30
Freight service centers	382	150	140	131
Express delivery centers	2,521	2,751	3,412	3,404
Partner centers (constellation/BAs)	1,209	1,322	986	993
Processing centers	163	172	170	164
Team size ⁽⁵⁾	54,179	52,789	63,013	63,144
Partner agents ⁽⁶⁾	33,836	33,088	35,834	37,172
Fleet size – daily average	NA	11,703	12,366	13,688

(1) Out of 19,300 Pin-codes as per India Post

(2) Through Delivery and partner (FedEx and Aramex) networks

(3) Active Customers for a quarter are those customers on whom an invoice was raised at least once during such quarter. Active Customers for a year are calculated as the average number of Active Customers for each of the quarters in the period

(4) Includes the old Bhiwandi gateway which was decommissioned during January '24

(5) Includes permanent employees and contractual workers (excluding partner agents, daily wage manpower and security guards) as of the last day of the relevant period

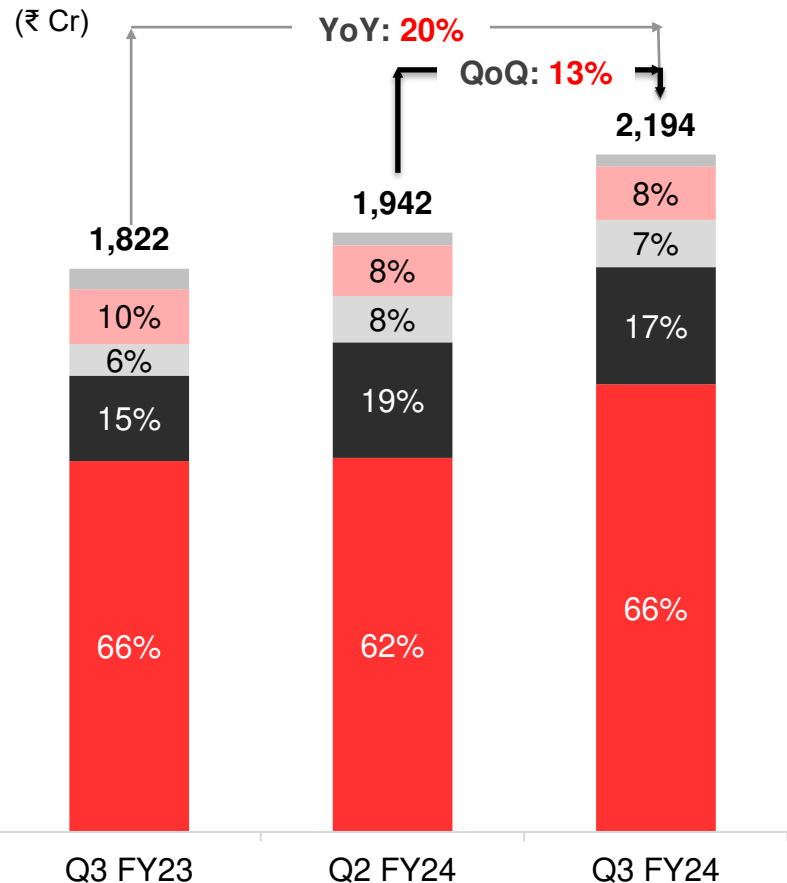
(6) Count of last mile delivery partner agents in the last month of the relevant period

Q3 FY24 highlights

- 1** Highest ever quarterly revenue and Adj. EBITDA margin, PAT profitable in Q3
 - a** Operating leverage driving Q3 performance; ~50% incremental gross margin in transport business
 - b** Adj. EBITDA of ₹92 Cr, margin expanded ~800bps on YoY and ~500bps on QoQ basis
 - c** Q3 Adj. EBITDA profitability more than offsets Q1 and Q2 loss - ₹55 Cr Adj. EBITDA for 9M FY24
 - d** ₹12 Cr Profit After Tax in Q3
- 2** Express Parcel: Robust YoY and QoQ growth in volumes; consistent market share with growth in key D2C, SME and C2C segments
- 3** PTL: Steady recovery in tonnage despite continued customer rationalization; service levels consistently high even through e-Commerce peak season
- 4** SCS: Commenced operations for a large player in the electricals space; successfully retained a key consumer durables account with improved pricing; continued client acquisition momentum in Auto and D2C e-Commerce
- 5** Operationalized our largest trucking terminal at Lonad, near Bhiwand (MH)

Q3 FY24 performance

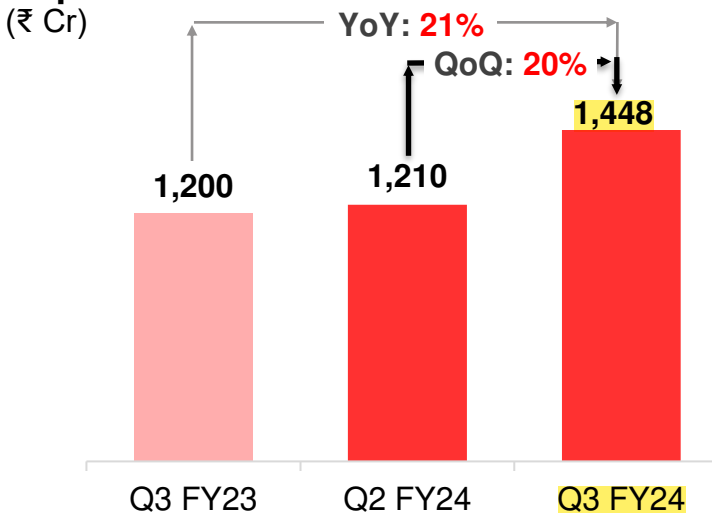
Revenue from services⁽¹⁾



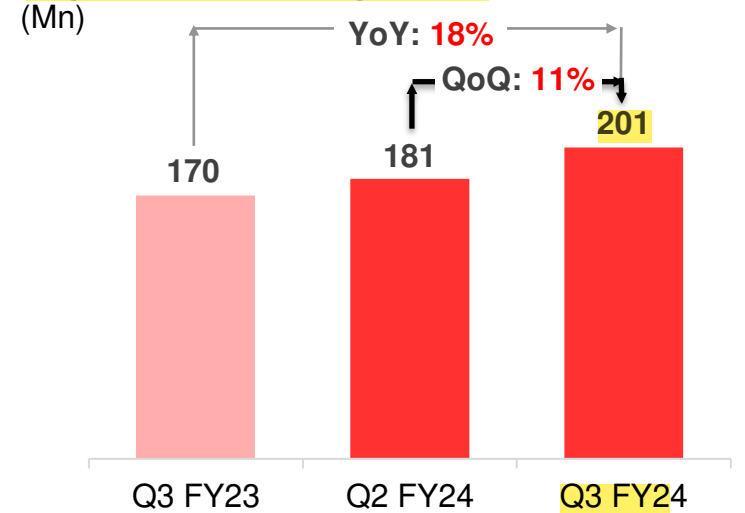
■ Express Parcel ■ PTL ■ TL ■ SCS ■ Cross Border

⁽¹⁾ Revenue from services excludes revenue from traded goods
 Note: Due to rounding off, totals may not correspond with the sum of individual figures

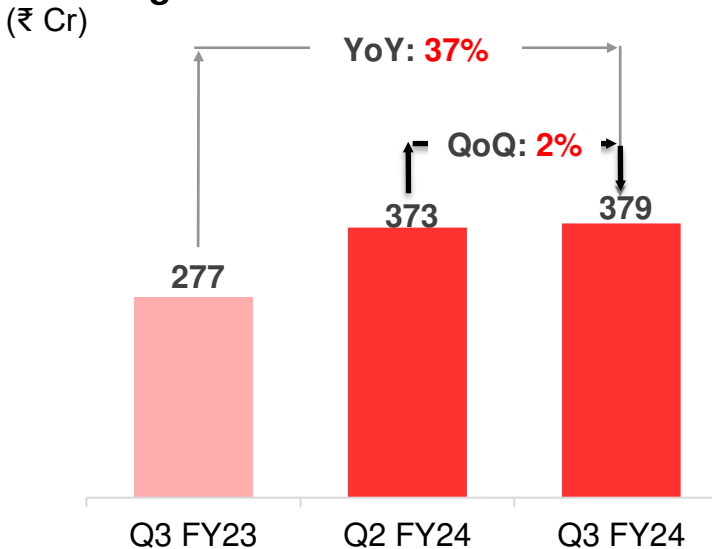
Express Parcel revenue



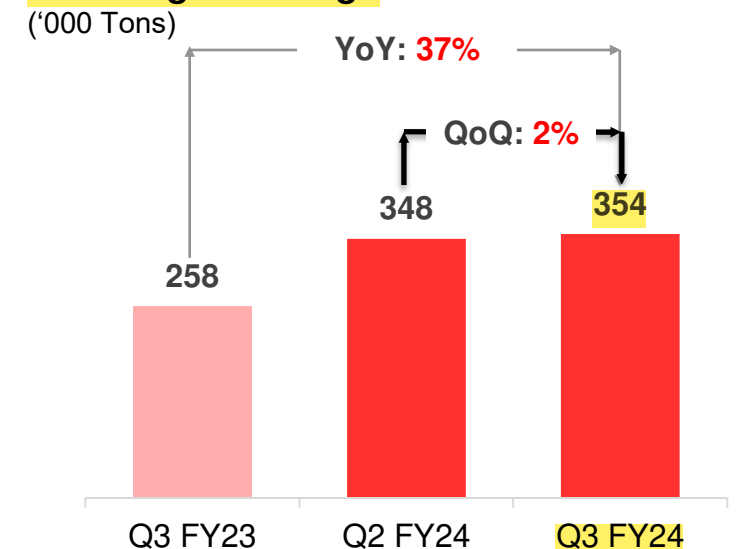
Express Parcel shipments



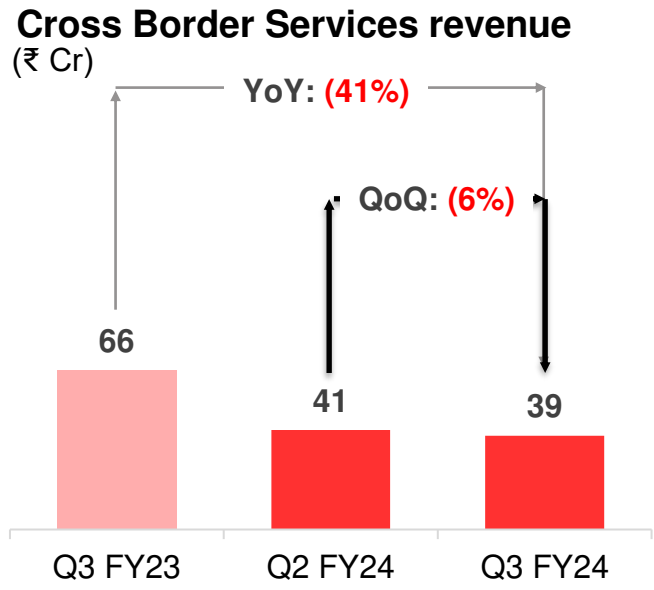
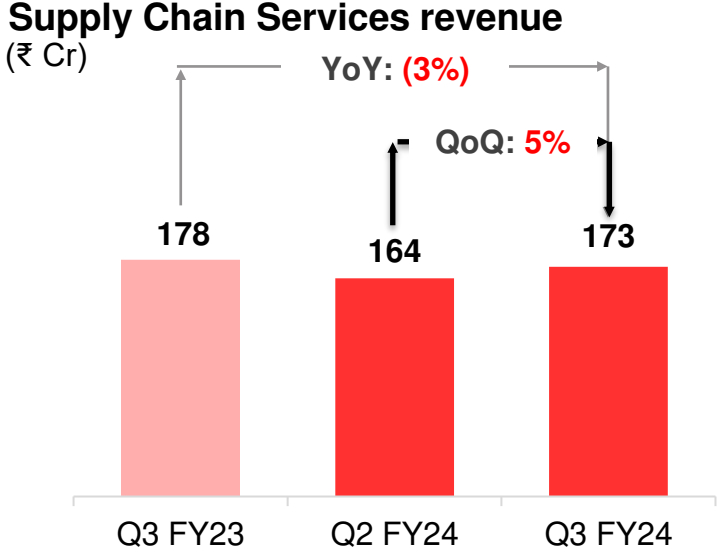
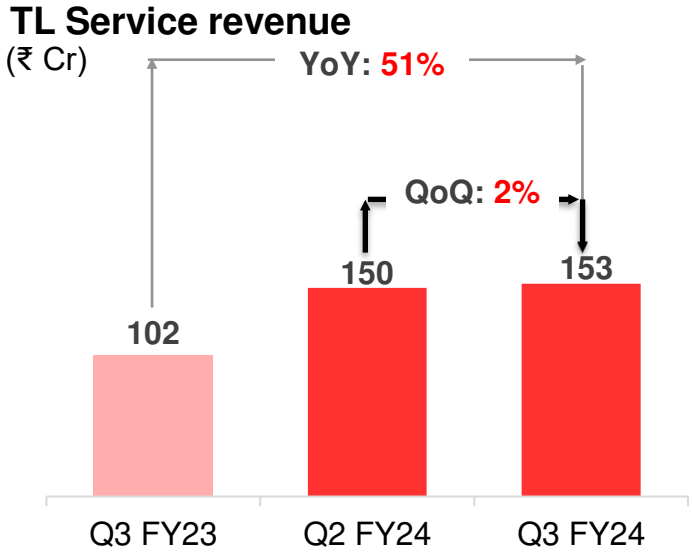
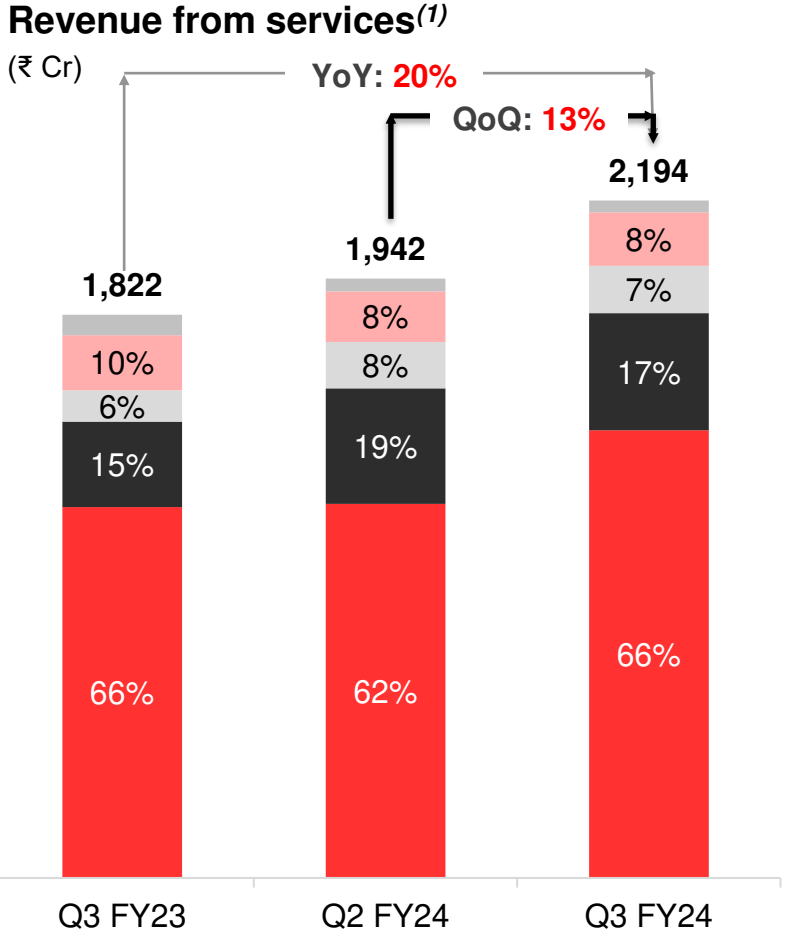
PTL freight revenue



PTL freight tonnage



Q3 FY24 performance

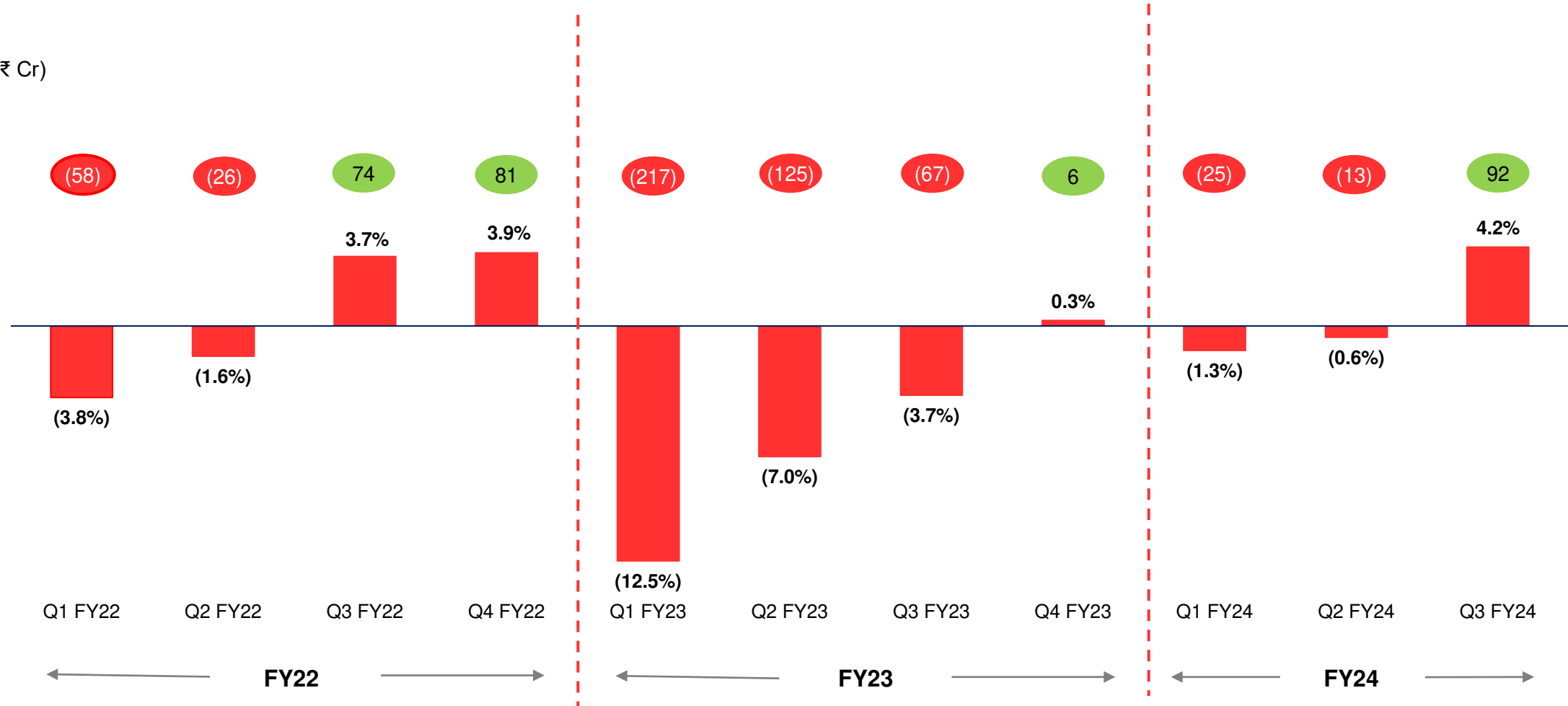


■ Express Parcel ■ PTL ■ TL ■ SCS ■ Cross Border

⁽¹⁾ Revenue from services excludes revenue from traded goods
 Note: Due to rounding off, totals may not correspond with the sum of individual figures

Adjusted EBITDA

(₹ Cr)



Note: FY22 figures are on proforma basis

Adjusted EBITDA

₹ Cr	Q1 FY23	Q2 FY23	Q3 FY23	Q4 FY23	Q1 FY24	Q2 FY24	Q3 FY24	9M FY24	FY23
Revenue from customers⁽¹⁾	1,746	1,796	1,824	1,860	1,930	1,942	2,194	6,066	7,225
Service EBITDA	(6)	86	139	205	196	201	306	704	422
Service EBITDA margin	(0.3%)	4.8%	7.6%	11.0%	10.2%	10.4%	14.0%	11.6%	5.8%
Less: Corporate overheads	211	210	206	200	221	214	214	648	826
<i>Corp. overheads (% of revenue)</i>	<i>12.1%</i>	<i>11.7%</i>	<i>11.3%</i>	<i>10.7%</i>	<i>11.4%</i>	<i>11.0%</i>	<i>9.7%</i>	<i>10.7%</i>	<i>11.4%</i>
Adjusted EBITDA	(217)	(125)	(67)	6	(25)	(13)	92	55	(404)
Adjusted EBITDA margin	(12.5%)	(7.0%)	(3.7%)	0.3%	(1.3%)	(0.6%)	4.2%	2.3%	(5.6%)

Service EBITDA refers to cash EBITDA generated after accounting for direct variable and fixed costs of operations, excluding corporate overheads

Note: Due to rounding off, totals may not correspond with the sum of individual figures

(1) Includes revenue from services and traded goods

Adjusted EBITDA bridge

₹ Cr	Q3 FY23	Q2 FY24	Q3 FY24	9M FY24	FY23	Remarks
Total revenue from customers	1,824	1,942	2,194	6,066	7,225	
Less: Freight handling and servicing cost	1,409	1,442	1,572	4,452	5,669	
Less: Purchase & change in inventory of traded goods	2	-	-	-	2	
Less: Employee benefit expense	340	367	360	1,080	1,400	
Less: Other expenses	145	149	154	454	605	
Add: Fair value loss on investments at fair value through profit or loss	-	-	-	-	(2)	Non-cash expense/(gain) due to mark to market of short-term financial investments included in other expenses
Reported EBITDA	(72)	(16)	109	81	(452)	
Add: Share based payment expenses	67	68	54	177	289	Accounting expenses towards ESOPs already granted
Add: IPO expense	-	-	-	-	16	IPO related non-operating expenses
Less: Actual lease rent paid	62	65	71	202	258	Actual cash rent paid on leased properties recognized under Ind AS 116
Adjusted EBITDA	(67)	(13)	92	55	(404)	

Note: Due to rounding off, totals may not correspond with the sum of individual figures

Cost drivers – Q3 FY24 vs Q2 FY24

₹ Cr	Q3 FY22	Q3 FY23	Q2 FY24	Q3 FY24	FY23
Freight, Handling and Servicing Cost^(1,2)	1,454	1,409	1,442	1,572	5,669
% of Revenue from services⁽²⁾	72.9%	77.4%	74.3%	71.6%	78.5%
Line haul expenses	687	608	632	696	2,517
% of revenue	34.5%	33.4%	32.5%	31.7%	34.8%
Vehicle rental expenses	409	397	389	434	1,523
% of revenue	20.5%	21.8%	20.1%	19.8%	21.1%
Contractual manpower expenses	221	213	241	268	893
% of revenue	11.1%	11.7%	12.4%	12.2%	12.4%
Rent	43	72	71	66	269
% of revenue	2.2%	4.0%	3.7%	3.0%	3.7%
Security expenses	21	23	20	21	91
% of revenue	1.1%	1.3%	1.1%	1.0%	1.3%
Power, fuel & water charges	35	41	49	52	168
% of revenue	1.7%	2.3%	2.5%	2.4%	2.3%
Packing material	6	5	4	4	25
% of revenue	0.3%	0.2%	0.2%	0.2%	0.3%
Stores and spares	6	3	4	3	19
% of revenue	0.3%	0.2%	0.2%	0.1%	0.3%
Lost shipment expense (net)	26	48	30	27	163
% of revenue	1.3%	2.7%	1.6%	1.2%	2.3%

(1) On reported basis

(2) Breakup as per notes to accounts

Note: Due to rounding off, totals may not correspond with the sum of individual figures

Quarterly financial performance

₹ Cr	Q3 FY23	Q2 FY24	Q3 FY24	QoQ%	YoY%	9M FY23	9M FY24	FY23
Income								
Revenue for services (A)	1,822	1,942	2,194	13%	20%	5,364	6,066	7,224
Revenue from traded goods (B)	2	-	-	-	-	2	-	2
Revenue from customers (A+B)	1,824	1,942	2,194	13%	20%	5,366	6,066	7,225
Other income	94	101	131	29%	39%	230	333	305
Total income	1,918	2,043	2,325	14%	21%	5,596	6,399	7,530
Expense								
Total freight, handling and servicing cost	1,409	1,442	1,572	9%	12%	4,298	4,452	5,669
Employee benefit expense								
Employee benefit expense excl. share based payments	273	299	306	2%	12%	827	903	1,111
Employee benefit expense: share based payments	67	68	54	(20%)	(19%)	216	177	289
Other operating expense	148	149	154	3%	4%	489	454	607
Finance costs	21	20	22	13%	4%	70	61	89
Depreciation and amortisation expense	207	171	183	7%	(12%)	589	521	831
Total expenses	2,126	2,148	2,290	7%	8%	6,489	6,568	8,597
Share of profit / (loss) of associates (net)	(1)	0	(4)	-	-	13	2	14
Profit / (Loss) before exceptional items and tax	(209)	(105)	31	-	-	(880)	(166)	(1,053)
Exceptional items	-	-	(8)	-	-	-	(8)	-
Tax expense	(13)	(2)	12	-	-	(31)	7	(45)
Profit / (Loss) after tax	(196)	(103)	12	-	-	(849)	(181)	(1,008)
EBITDA	(72)	(16)	109	-	-	(464)	81	(452)
EBITDA margin	(3.9%)	(0.8%)	5.0%	579bps	893bps	(8.6%)	1.3%	(6.3%)

Note: Due to rounding off, totals may not correspond with the sum of individual figures

Appendix

Q3 FY24: Drivers of adjusted EBITDA movements vs Q2 FY24

₹ Cr		Remarks
Q2 FY24 Adjusted EBITDA (A)	(13)	
Incremental revenue in Transport (Express and PTL)	244	
Incremental gross profit in Transport (Express and PTL) (B)	119	<i>~50% incremental gross profit in transport business</i>
(-) Increase in Transport fixed costs (C)	11	<i>Full quarter impact of capacity expansions completed in Q2, impact of contractual escalations, partial impact of Lonad</i>
Total Increase in Transport service EBITDA (D=B-C)	108	
(+) Increase in service EBITDA of non-transport businesses (E)	(3)	
(-) Increase in Corporate costs (F)	0	
Total change in Q3 FY24 (G=D+E-F)	105	
Q3 FY24 Adjusted EBITDA (A+G)	92	

Employee Stock Options⁽¹⁾

Estimated P&L charge (non-cash) for ESOPs already granted

₹ Cr	Cost of time-based options ⁽²⁾	Cost of performance-based options ⁽³⁾
FY24	143	94
FY25	93	40
FY26	38	12
FY27	6	2
FY28	0	-
Total	279	147

Number of employees holding ESOPs (vested + unvested) : 1,516

ESOPs ungranted

	Total	% of shares outstanding on a fully diluted basis
ESOPs ungranted, of which	39,889,970	4.96%
<i>Time-based ESOPs⁽⁴⁾</i>	<i>24,892,470</i>	<i>3.10%</i>
<i>Performance-based ESOPs⁽⁵⁾</i>	<i>14,997,500</i>	<i>1.87%</i>

Note: Any new ESOP grants made in the future will be duly notified to the stock exchanges

(1) As of December 31, 2023

(2) Related to costs attributable to time-based ESOPs already granted; in event of forfeiture of ESOPs upon resignation/ termination of employee prior to completion of vesting, costs will be reversed

(3) Related to costs attributable to performance-based ESOPs already granted. The cost is calculated using Monte Carlo simulation.

(4) Vesting period ranges from 3 to 4 years

(5) To be unlocked in three equal tranches upon achieving share prices of ₹800, ₹1,000 and ₹1,200; and vest equally over 2 years thereafter

Definitions and abbreviations

Cross Border	Cross border ocean & air freight and express parcel services by the Company
Pro forma financials	The pro forma consolidated P&L and adjusted EBITDA compiled by our Company to illustrate the impact of the acquisition of SpotOn Logistics Private Limited on our consolidated financial statements for the year ended March 31, 2022 as if the acquisition occurred on 1 st April 2021. These have not been reviewed / audited by auditors
PTL freight	Part truck load freight service by the Company
RedSeer report	Report titled “Logistics Market in India” dated April 21, 2022 prepared by RedSeer in connection with the public offer by the Company
SCS	Supply chain services by the Company through which the Company provides integrated supply chain solutions (warehousing & transportation)
TL	Truck load freight service by the Company which connects shippers with fleet-owners and suppliers of truckload capacity across the country via a centralized bidding and matching engine

