



Date: March 23, 2023

**BSE Limited**  
Floor 25, P J 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: Press Release – “Johnson Controls-Hitachi Air Conditioning India Ltd aims for superior customer experience in partnership with Delhivery Ltd.”**

Dear Sir/ Madam,

Pursuant to the provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith a copy of the press release proposed to be released by the Company as **“Johnson Controls-Hitachi Air Conditioning India Ltd aims for superior customer experience in partnership with Delhivery Ltd”**.

The above disclosure is also being uploaded on website of the Company at [www.delhivery.com](http://www.delhivery.com).

You are requested to take the same on records.

**Thanking you,**

**Yours faithfully,**

**For Delhivery Limited**

**Sunil Kumar Bansal**  
**Company Secretary & Compliance Officer**  
**Membership No: F4810**

**Place: Gurugram**

**Encl: As above**



## Johnson Controls-Hitachi Air Conditioning India Ltd aims for superior customer experience in partnership with Delhivery Ltd.

*~ The company intends to drive record sales volumes and address the booming consumer demand in the timeliest manner*

**Gurugram; 23.03.2023:** As the air conditioner industry in India gears up for strong pent-up demand in the upcoming summer season, Johnson Controls-Hitachi Air Conditioning, the manufacturer of India's aspirational premium air-conditioner brand 'Hitachi Cooling and Heating' is betting big on volume sales and market share in the RAC category. The company is targeting record growth during the peak season, driven by a superior customer experience in partnership with Delhivery, India's largest fully-integrated logistics services provider. In the last 5 years, the partnership has enabled Hitachi Cooling and Heating's service and channel partners to address customer demand for the company's fast-selling product range of Air conditioners and refrigerators in the timeliest manner.

In 2019, JCI-Hitachi started spare part shipping to service centers with Delhivery, using the logistics company's part-truck load (PTL) services. In 2020, Hitachi expanded its relationship with Delhivery, smoothly transitioning to a fully-integrated supply chain solution, wherein Delhivery operates all warehouses and transportation for Hitachi's spare parts business.

Highlighting the impact of technology in supply chain management, **Sandeep Barasia, Executive Director and Chief Business Officer, Delhivery Ltd.**, said, "We value our longstanding relationship with Johnson Controls-Hitachi Air Conditioning India Ltd. and are excited to be their logistics partner of choice. Our E2E solutions have empowered Hitachi and many other businesses to make smarter supply chain decisions and drive operational efficiencies."

**Gurmeet Singh, Chairman, and Managing Director, Johnson Controls-Hitachi Air Conditioning India Ltd.**, said, "Care, innovation, and tech integration have become the key pillars of a seamless and superior customer experience in the new informed world. Right from our production line to end users in work or living spaces, customer satisfaction is in the DNA of everything that we do. Our globally designed and launched air home series, power-packed with award-winning models and pathbreaking features, is all set to take the air conditioning expectations of India's rising feature-seeking consumer population to the next level".

*"As we targeted growth along with seamless consumer and channel partner experiences, we were looking for a supply chain partner to take our set-up to the next level and give us the necessary edge in the spare parts industry. We are delighted to have a long and fruitful partnership with Delhivery as they bring in new-age solutions to the table that provide greater visibility at every stage of the funnel to increase speed, efficiency, and reliability for our customers."*, **Mr. Singh** further added.

Delhivery manages transportation from Hitachi's mother warehouse to 21 local warehouses and final deliveries to 1,100 service centers across India. The brand leveraged Delhivery's technology, analytics, and integrated logistics capabilities to reduce delivery times by 30%. Delhivery has developed a weight-based algorithm that identifies lower-weight spare parts. These spare parts are now delivered faster to dealers through Delhivery's e-commerce network.



Hitachi Cooling and Heating India's digital transformation continues to yield benefits. Now, Hitachi provides end-to-end supply chain visibility to its teams and customers. The company is also utilizing Delhivery's supply chain platform to better manage its inventory - reducing days of inventory by 25%. This is expected to improve further over time.

### **About Delhivery Limited**

Delhivery is India's largest fully-integrated logistics services provider. With its nationwide network covering over 18,500 pin codes, the company provides a full suite of logistics services such as express parcel transportation, PTL freight, TL freight, cross-border, supply chain, and technology services. Delhivery has successfully fulfilled over 1.9 billion shipments since inception and today works with over 26,000 customers, including large & small e-commerce participants, SMEs, and other enterprises & brands. For more information about Delhivery, please visit [www.delhivery.com](http://www.delhivery.com).

### **About Johnson Controls-Hitachi Air Conditioning India Limited:**

Johnson Controls-Hitachi Air Conditioning India Limited is a joint venture company of Johnson Controls, US and Hitachi Global Life Solutions, Japan. Through this joint venture, we have combined the rich heritage and innovative technology of Hitachi with the industry-leading expertise and a global network of Johnson Controls. The partnership is aimed at addressing the cooling needs faster, smarter and much more efficiently than ever before. Our customers will stand to benefit from our world-class R&D centres, where our researchers work tirelessly to provide innovative solutions and quality products that are designed to meet every expectation. Johnson Controls – Hitachi Air Conditioning has global presence. Its India subsidiary operates in the name and style of “Johnson Controls-Hitachi Air Conditioning India Limited”

Johnson Controls-Hitachi Air Conditioning India Limited manufactures a wide range of products under Hitachi brand, such as room air-conditioners (Split & Window ACs) to commercial air-conditioners including Cassette Air conditioners, Ductable air-conditioners & VRF systems.

Johnson Controls-Hitachi Air Conditioning India Limited's headquarter is situated in Ahmedabad, Gujarat with manufacturing plant in Kadi, Gujarat. Johnson Controls-Hitachi Air Conditioning India Limited is amongst the leading air-conditioning companies in India.