

January 19, 2017

BSE Limited Phiroze Jeejeebhoy Towers Dalal Street Mumbai 400 001 National Stock Exchange of India Limited Exchange Plaza Plot No. C/1, G Block Bandra-Kurla Complex Bandra (East) Mumbai 400 051

Scrip Code: 500325

Trading Symbol: "RELIANCE EQ"

Fax No: 2272 3121 / 2272 2037

Fax No. 2659 8348/ 2659 8237 / 38

Dear Sirs,

Sub : Presentation made to analysts on Unaudited Financial Results for quarter/ nine months ended December 31, 2016

The presentation on the Unaudited Financial Results for the quarter/nine months ended December 31, 2016 made to the analysts is enclosed.

Thanking you,

Yours faithfully, For Reliance Industries Limited

M

Sandeep Deshmukh Vice President Corporate Secretarial

Encl : a/a

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Growth is Life

#### 3Q FY 2016-17 Financial Results

January 16, 2017

#### Forward Looking Statements



This presentation contains forward-looking statements which may be identified by their use of words like "plans," "expects," "will," "anticipates," "believes," "intends," "projects," "estimates" or other words of similar meaning. All statements that address expectations or projections about the future, including, but not limited to, statements about the strategy for growth, product development, market position, expenditures, and financial results, are forwardlooking statements.

Forward-looking statements are based on certain assumptions and expectations of future events. The companies referred to in this presentation cannot guarantee that these assumptions and expectations are accurate or will be realized. The actual results, performance or achievements, could thus differ materially from those projected in any such forward-looking statements. These companies assume no responsibility to publicly amend, modify or revise any forward looking statements, on the basis of any subsequent developments, information or events, or otherwise.



### Financial Results

### Consolidated Financial Results : 3Q FY17



2Q FY17	(in ₹ Crore)	3Q FY17	3Q FY16	% Change Y-o-Y	% Change Q-o-Q
81,651	Turnover	84,189	72,513	16.1%	3.1%
9,194	Segment EBIT	9,503	9,856	-3.6%	3.4%
7,206	Net Profit	7,506	7,245	3.6%	4.2%

Robust refining segment performance; QoQ strength in GRM, supportive oil demand growth

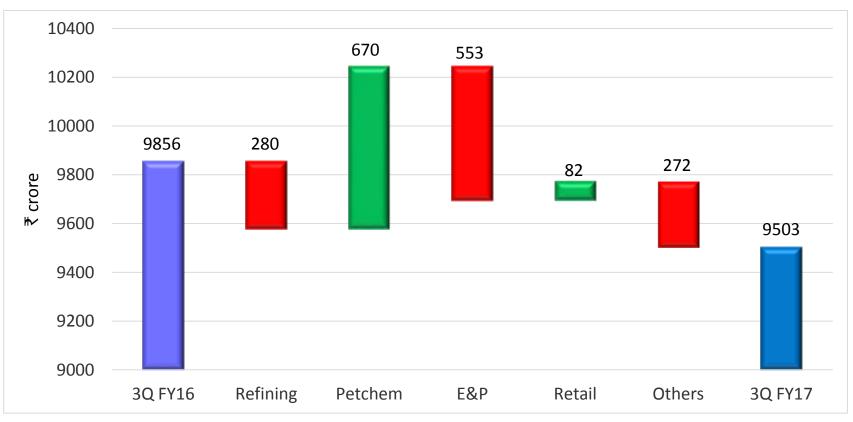
GRM at \$ 10.8 /bbl, outperformed Singapore benchmark by \$ 4.1 /bbl in 3Q FY17

- Petrochemical segment performance declined marginally on QoQ due to lower volume on account of planned turnaround
  - Resilient polymer and polyester demand in 3Q FY17 along with favourable delta for PVC, MEG and PP supported earnings
- Highest ever net profit on a standalone basis; Net profit of ₹ 8,022 crore, up 10% YoY

#### Record setting quarter led by the refining and petrochemicals segment

### Consolidated EBIT : 3Q FY17 vs. 3Q FY16





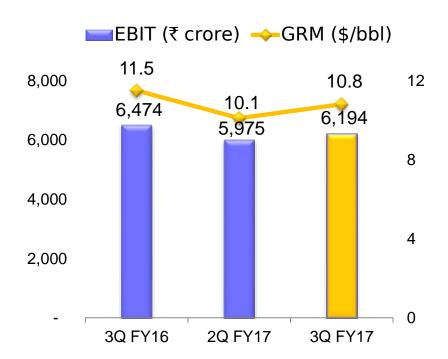
On YoY, Refining segment EBIT impacted by lower GRMs and volumes

Incremental contribution from petrochemicals and retail offset large negative swing in E&P contribution

### R & M Segment Performance



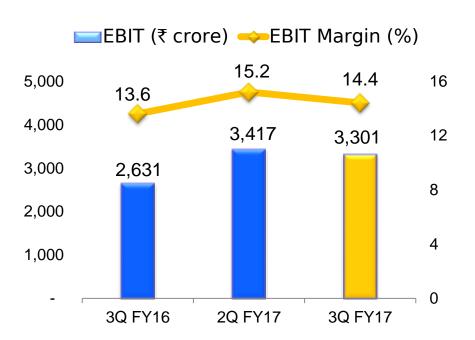
- 3Q FY17 EBIT at ₹ 6,194 crore, up 3.7% QoQ
- GRM of \$ 10.8/bbl up QoQ with strength in light distillates and uptick in middle distillates
  - Eight consecutive quarter of double digit
     GRMs
  - Optimised production to take advantage of higher cracks despite FCCU turnaround
- Crude processed 17.8 MMT
- Global oil demand for CY 2016 estimated at 1.4 mb/d
- India demand up 7.5% in 3Q FY17
  - Demand up 9.1% YoY for 9M FY17
- 1,151 retail outlets now operational



### **Petrochemicals Segment Performance**



- 3Q FY17 EBIT at ₹ 3,301 crore, down 3.4%
   QoQ, but up 25.5% YoY
  - Lower volumes (-4%) on QoQ with planned turnaround of PP plant at Jamnagar
- Strong polymer deltas QoQ, favourable naphtha cracking economics
  - PP delta up 15%, PVC delta up 13%
- Stable polyester chain deltas supported by stronger MEG (+18%) delta
- Polymer demand in 3Q FY17 up 5% YoY
- Polyester demand in 3Q FY17 up 5% YoY
  - Strong PET demand on active restocking
- Overall petrochemicals production marginally lower at 6.2 MMT



- RIL commissioned first phase of new
   Paraxylene project at Jamnagar
  - Further strengthening integration between refining and petrochemicals

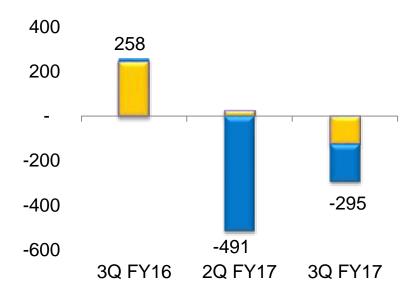
### **Oil & Gas Segment Performance**



#### 3Q FY17 EBIT at (₹ 295) crore

- Continuing decline in domestic production and weak price realizations
- KG-D6 gas price reduced to \$2.5/MMBTU from
   \$ 3.06/MMBTU earlier
- US shale performance improved QoQ with higher realizations despite lower production
- US shale production in 3Q FY17 at 37.5 BCFe, down 9% QoQ
  - Unit realization at \$ 2.85/Mcfe, up12% QoQ
- Domestic production at 23.1 BCFe, down 2%
   QoQ
  - KG-D6 production at 7.5 MMSCMD and 3,329
     BOPD of liquids

#### ■US Shale (₹ crore) ■Domestic (₹ crore)



### **Retail Segment Performance**

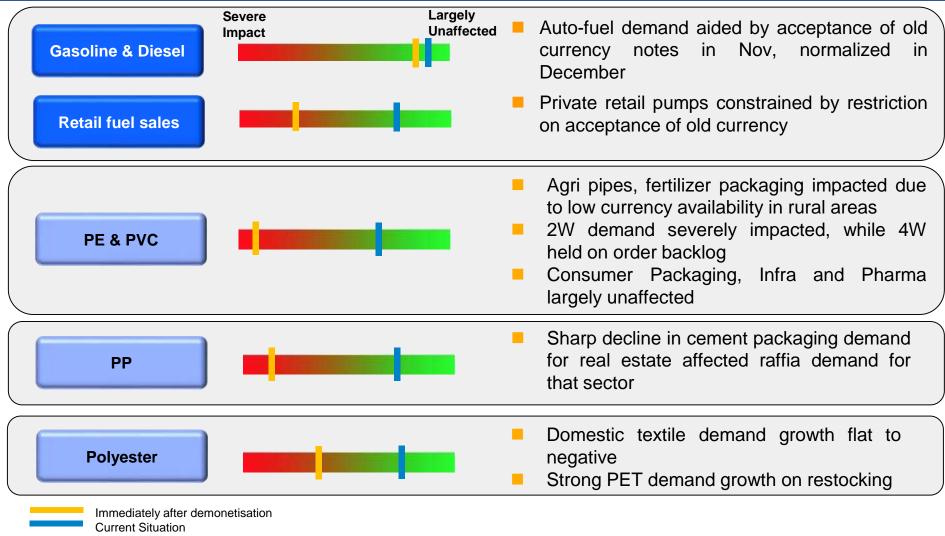


- 3Q FY17 turnover at ₹ 8,688 crore, up 7.5%
   QoQ and 47.2% YoY
  - Strong growth across all consumption baskets
- Overall impact from demonetization positive for core retail business
  - Favourable long term implications for modern trade
- EBIT at ₹ 231 crore, up 42.6% QoQ
- Net addition of 111 stores during the quarter
  - > Total no. of stores at 3,553
  - Pan India retail footprint of over 13.25 Mn. sq. ft. across 686 cities
- Trends crossed milestone of 300 stores

300 3 2.7 2.5 231 2.0 2 200 162 149 100 1 0 3Q FY16 2Q FY17 3Q FY17

### **Demonetization – Segment Impact**





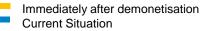
Resilience on re-stocking demand, efficient inventory management and export flexibility

### **Demonetization Segment Impact**



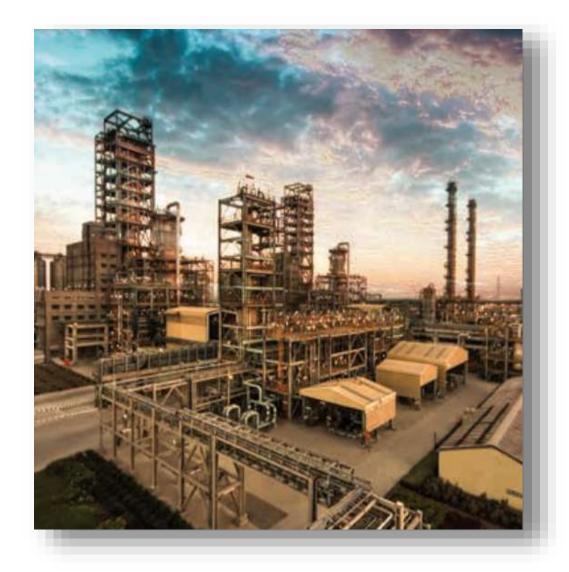


- Demonetization created cautionary environment for the customers for a short period following announcement
- Quick recovery witnessed across retail parameters
  - Footfalls, Tickets and Conversions back to the pre-demonetization levels within few weeks



Overall positive impact with favorable long term implication for modern trade



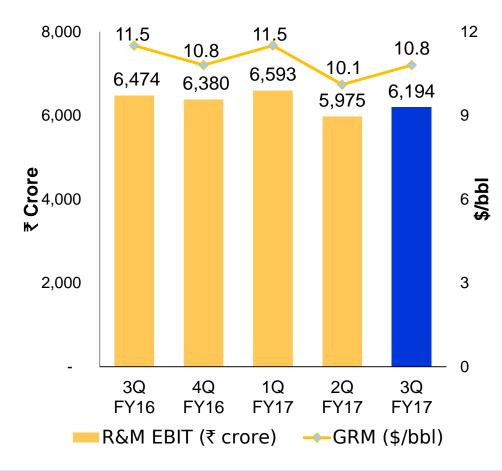


# Refining & Marketing

### **Performance Highlights**



#### **Financial Performance**



#### **Robust Performance**

- GRM of \$ 10.8/bbl
- EBIT of ₹ 6,194 crore, up 3.7% Q-o-Q
- 17.8 MMT crude processed in 3Q FY17

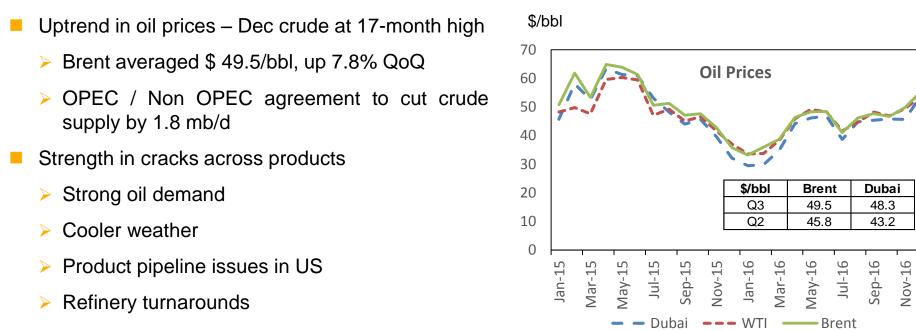
#### Strength in GRMs

- Optimized production to take advantage of better cracks despite planned FCCU turnaround
- Strong domestic offtake for gasoil
- Robust risk management and cost optimization

#### Favorable product cracks on the back of continued demand growth

#### **Business Environment**



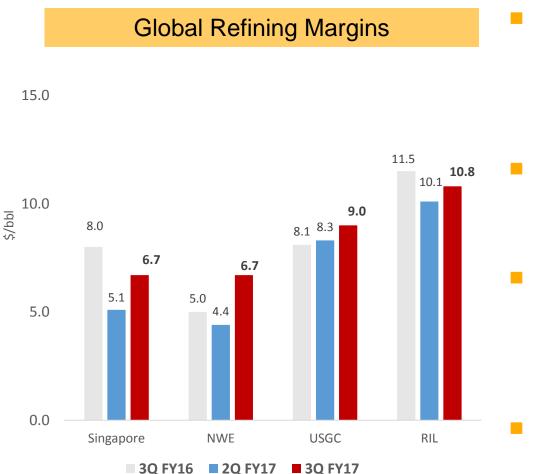


- Global oil demand growth at 1.4 mb/d in CY2016
  - Led by Asia, Africa, Europe and FSU
  - Growth led by transportation fuels with recovery in gasoil demand
  - Indian demand growth was very robust at 9% for Apr-Dec 2016 period

#### Resilient demand growth despite uptrend in oil price

### **Global Refining Margins Environment**



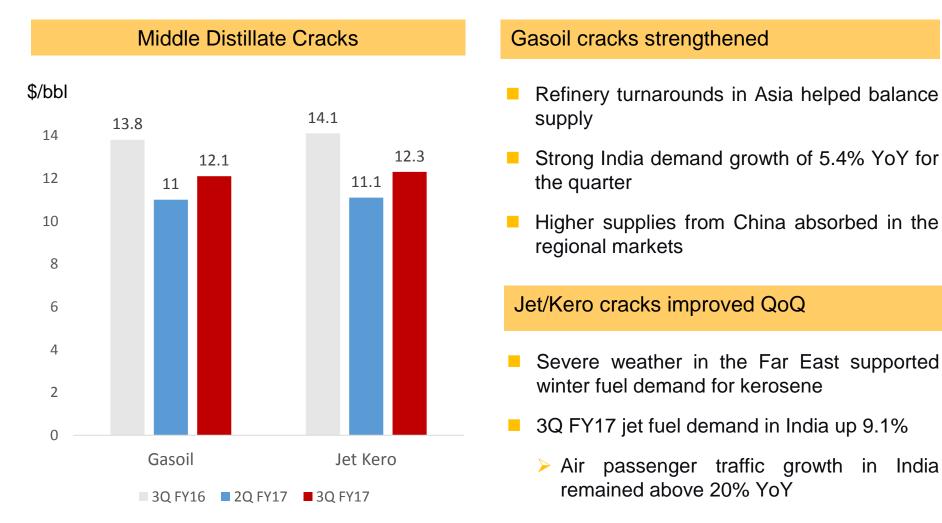


- Singapore margins at 5-year average levels
  - On a QoQ basis margins were higher on strong gasoline and middle distillate cracks
- NWE margins were up on Q-o-Q basis, driven by higher middle distillate and fuel oil cracks
  - USGC margins up marginally Q-o-Q
    - Seasonally weak light distillate cracks were compensated by rise in fuel oil and middle distillate cracks
  - RIL outperforms Singapore complex margins by \$4.1/bbl

#### RIL maintained outperformance over Singapore despite FCCU turnaround, rising FO crack

### **Regional Business Environment**

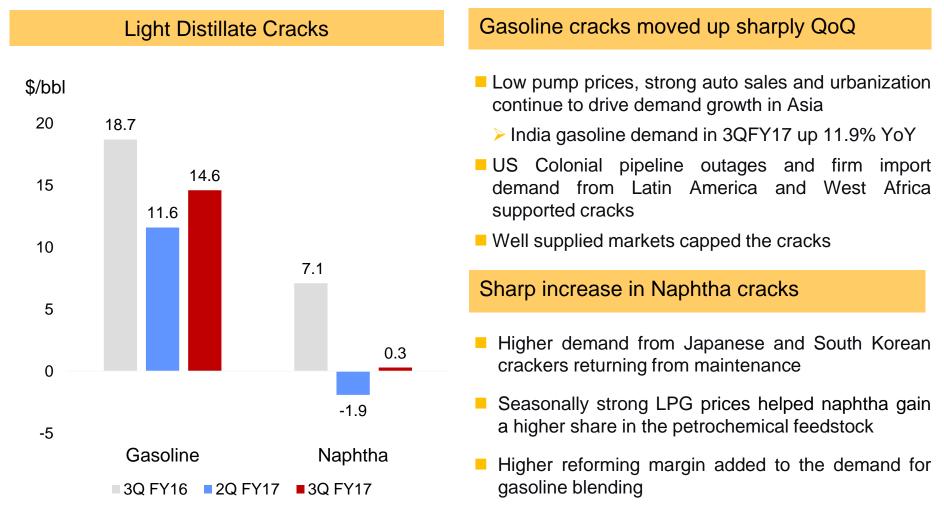




#### Middle distillate cracks moved up as higher refinery maintenance rebalanced the market

### **Regional Business Environment**

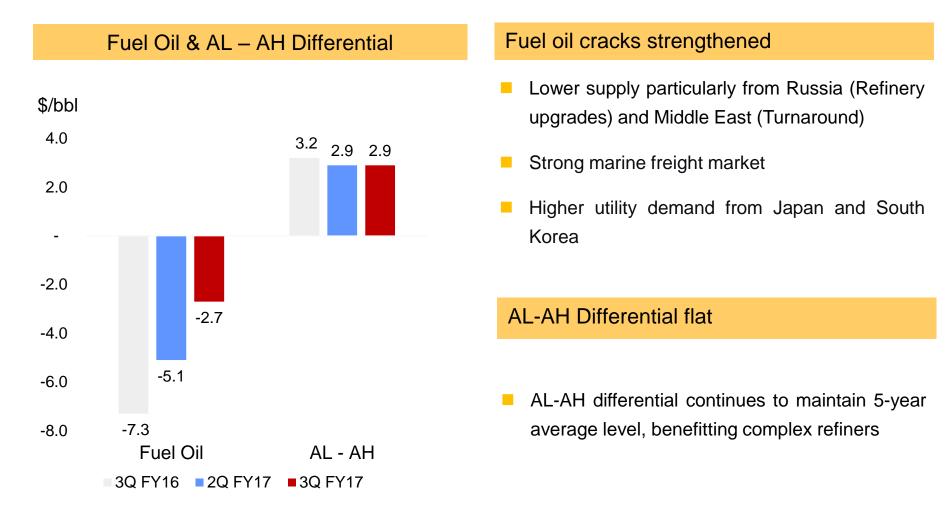




#### Stronger demand from Asia and higher cracker demand aided margins

### **Regional Business Environment**





#### Strong fuel oil cracks lifted Singapore margins during the quarter

Source : Platts, Reuters

### Strategic Advantage



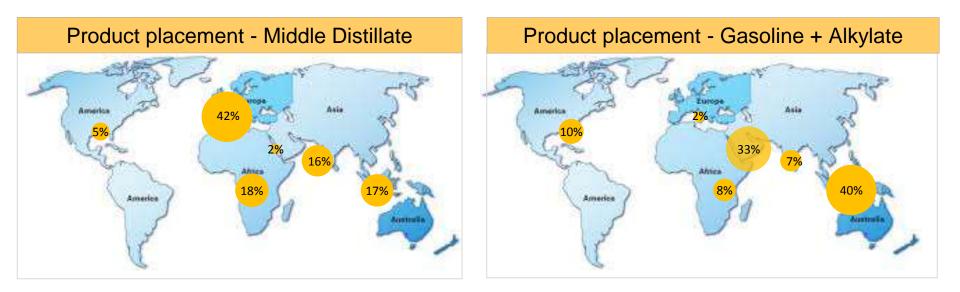
Feedstock supply security	Additional heavy crude long term supply contracted				
Feedstock flexibility	2 more value enhancing crudes added to the basket				
Responsiveness to the market	Optimized netback value by switching between products, grades, and markets				
Configuration Advantage	SEZ Coker preheater commissioned improving Coker run length				
Domestic placement	Strategically located Terminals/ Depots are operational (both coastal and inland), providing better access to market				
BS IV compliant	Ready to cater to the domestic BS IV demand				
Operational efficiency	EnCon schemes implemented for improving energy efficiency				

#### Refinery is well poised to sustain competitive advantage

### Global Footprint – Product Placement



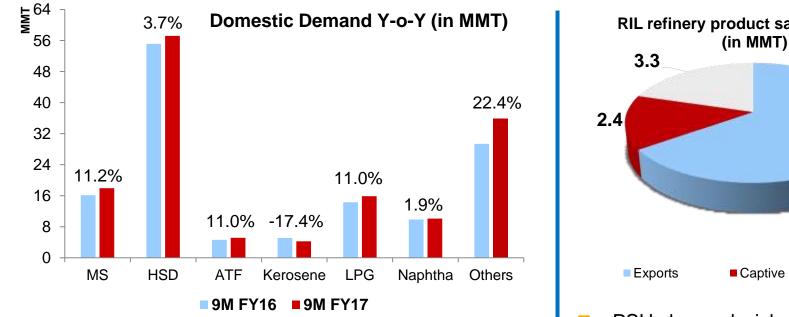
- Overseas tankages and logistics infrastructure gives us advantage to compete in global markets
- Premium Gasoline grades (Alkylate, PBOB) placed in USA at good netbacks
- Secured high value netback markets for ULSD through long term contracts
- Product Placement : 3Q FY17



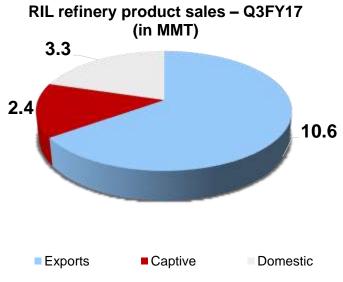
#### Flexibility to quickly alter product slate and global presence gives RIL a trading edge

### **Robust Domestic Demand Growth**





- Overall demand growth of 9% Y-o-Y
- Robust demand growth for MS, ATF and LPG at ~11%
- HSD demand continues to grow (increased by 3.7%) Y-0-Y)



- PSU demand picked up at the end of the quarter on the back of demonetization
- Strong offtake due to acceptance of old currency by PSU outlets
- Strong QoQ growth in domestic absorption of diesel

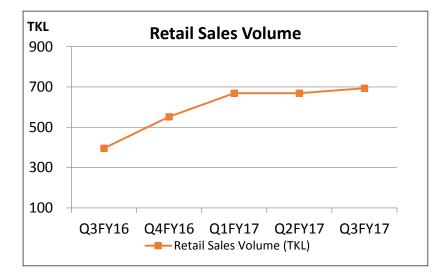
#### India continues to remain the dominant growth market for petroleum products

Source: PPAC

#### **Domestic Marketing – Retail**



- 1,151 retail outlets have been re-commissioned, expected to complete balance Outlets by Mar-17
- Sales got severely impacted post demonetization due to non acceptance of SBN at our Outlets
- In spite of demonetization, registered growth of 5% on Q-o-Q basis, reinforcing the strength of RIL's strong value proposition





- HSD sales through Trans-connect accounting for 33% of the sales; Highest in the industry
- Credit solutions rolled out in tie-up with major Financial players
- Aggressive drive undertaken for acceptance of JIO money digital wallet & Electronic payment options. Over 550 Outlets live on JIO money

Strong recovery in MS & HSD retail sales post re-monetization indicating confidence in RIL

### Domestic Marketing - Bulk & Other Businesses Re

#### Packed LPG

- Sales sustained in 3Q FY 17 despite impact of demonetization
- Over 7,000 connections for 4 KG LPG cylinder released addressing issue of affordability



- 3Q FY17 Sales grew by 25% YoY and 7% QoQ
- RIL has leadership in 30% of the Airports it operates in
  - > Overall market share at 8%

#### **Bulk HSD**

- Reliance is now the 2nd largest supplier of HSD to Indian Railways
- Impressive growth of 25% registered in 3Q FY17 and over 50% in cumulative YTD sales
- Market share increased to 4.9% in 3QFY17 with greater focus on sectors like mining and fisheries

#### Domestic bulk sales volume continue to grow resulting in higher market share









#### **Petcoke Gasification Project**





- Plant substation buildings charged with permanent power to start equipment proving
- All the major utility systems charged to support precommissioning activities



- Successful trial taken for total material handling system to supply feed to Gasifiers during proving
- Balance jobs being expedited with prioritization along with construction team

#### Phase wise commissioning of units in progress



Oil demand growth is expected at 1.3mb/d in 2017; driven by India and China

Overall, refining capacity addition likely to lag incremental demand – positive for refiners

Near term Asian refining margins to remain firm aided by winter heating demand, higher demand during Chinese New Year and heavy maintenance in Asia at the end of current quarter

Sharp rise in crude oil prices could impact gasoline demand

Gasoil balance expected to tighten on higher turnaround activity and improvement in economic activity

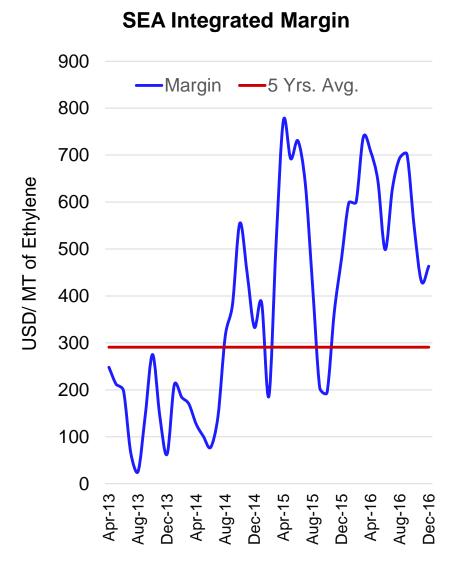
Constructive margin outlook on supply tightness and demand growth



### **Petrochemicals**

### Business Environment 3Q FY17

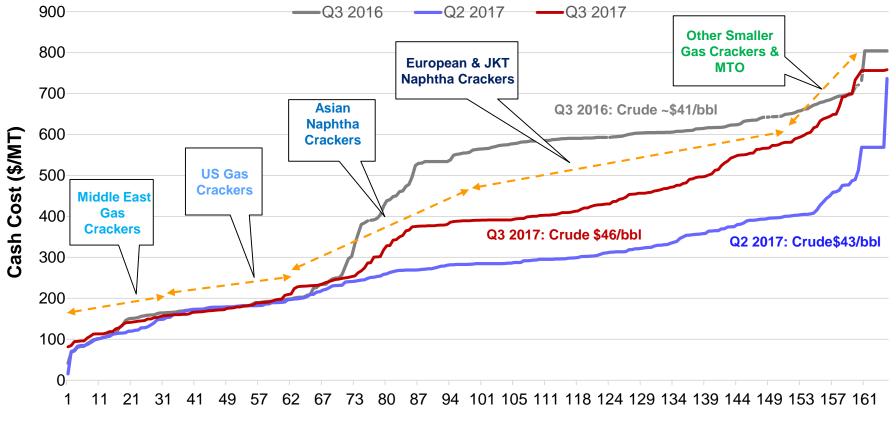




- Oil prices firmed up with an OPEC led production cut agreement
- Decline in SEA Ethylene margin with re-start of crackers post turnarounds
- Propylene margins in US starting to soften with normalizing of PDH supply and higher propane prices
- Sharp increase in coal/methanol prices has lowered utilization levels and eroded CTO/MTO economics
- Domestic growth slowed with demonetization
  - Polymer and polyester demand up 5% YoY

### Global Ethylene Cash Cost Curve





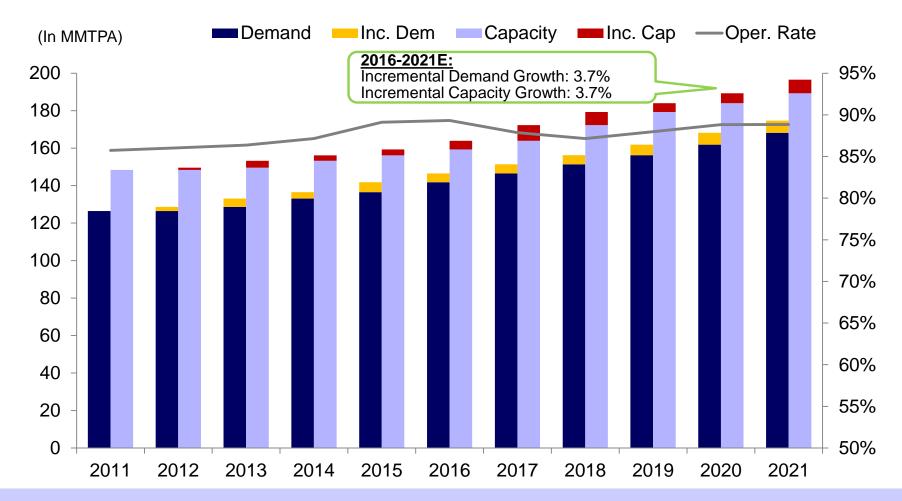
#### Cumulative Global Ethylene Capacity (MMT)

#### YoY flattening of ethylene cash cost, bridged gap of naphtha producers with US/Middle East

(Source: RIL estimates) Note: Cash cost for Q3 2016 is higher despite low crude due to large positive Naphtha crack & low by-product prices<sup>28</sup>

### Global Ethylene: Demand-Supply

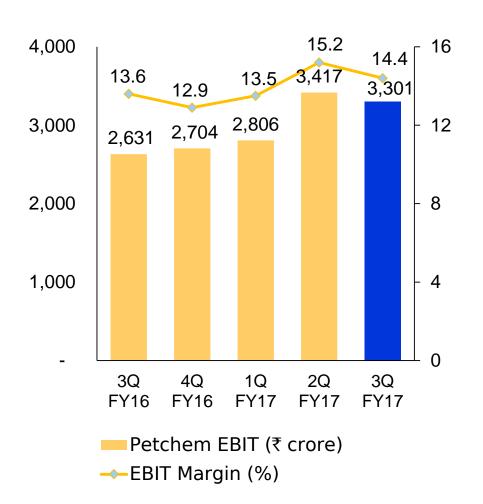




Global operating rates expected to fall in 2017 and 2018 as incremental capacity outpaces incremental demand; Long term operating rates expected to remain above 88% levels

### Performance Highlights – 3Q FY17





- Strong quarterly performance
- EBIT ₹ 3,301 crore, down 3.4% QoQ and up 25.5% YoY
  - Stable to firm margin environment supported high EBIT margin
  - Lower volumes mainly on account of PP shutdown at Jamnagar
- Comparatively lower demand growth due to demonetization impact
- Ethylene cycle continues to remain firm

#### Ethane Project - Ethane Vessel





RIL's first VLEC (Very Large Ethane Carrier) being loaded for its maiden voyage to India

## Dahej Jetty Ready to Receive First Ethane Ship Reliance



### Ethane Project: Storage and Control Room



#### Ethane Storage Tank at Dahej







### **ROGC Project**





### **ROGC Project**





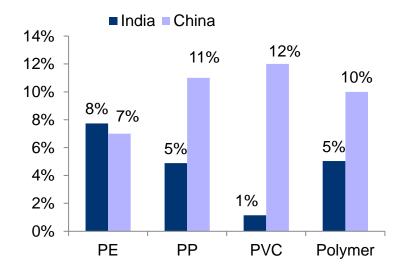


## Polymers

### **Business Environment - Polymers**



#### Polymer Demand 3Q FY17



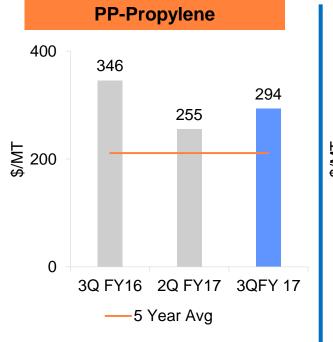
- 3Q FY17 Polymer demand in India up 5% YoY
  - 9M demand was 9% YoY
  - PVC demand impacted by seasonal factors and demonetization

- Plant closures and lower operating rates in China due to environmental regulations supported PVC prices
- Demonetization impacted demand growth in short term, though demand now gradually returning to normalcy
- Domestic demand being fuelled by:
  - Increasing per-capita GDP and rising share of middle class
  - Increase in government spending on infrastructure, particularly roads and highways
- Further delay in start-up of domestic producers to keep demand-supply balance tight

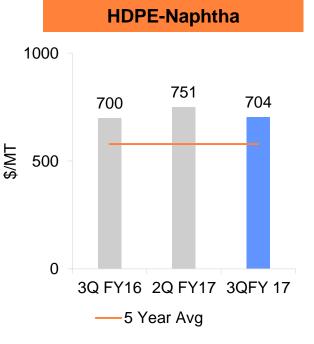
#### India continues to be the major growth driver in the region

### Polymer Delta Scenario

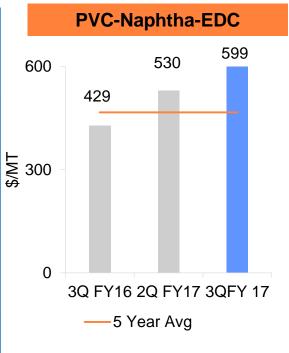




- PP delta rebounded QoQ with stable PP price and weak propylene
  - Propylene prices declined due to restart of crackers post turnaround



- Softness in PE delta
  - Sharp increase in naphtha prices supported by firm crude prices



- PVC deltas highest in over 20 years
  - Tighter supply due to low operating rates in China on account of environmental regulations

### **Operational Highlights**



RIL Production				
(ln KT)	3Q FY16	3Q FY17		
PP	734	595		
PE	274	274		
PVC	175	185		
TOTAL	1183	1054		

- RIL Polymer production down 11% Y-O-Y
  - PP production down by 19% mainly due to planned FCCU shutdown and subsequent
     PP plant shutdown in 3Q FY17
  - PVC production up by 6% (Shutdown at Dahej plant in prior period)
- Domestic Polymer market share: 32%
- PP segment market share: 47%

### **Business Outlook – Polymer Chain**



- Ethane crackers economics to become favorable with strength in crude price; healthy regional margin likely to persist in the near term, supported by further project delays
- China's self-sufficiency driving producers from ME and SEA to focus on markets in Indian subcontinent
- Supply side reforms and rise in freight rates to adversely impact the competitiveness of CTO/MTO units in China
- India Polymer demand expected to grow in double digits in 2017; Effect of demonetization to subside
- Reliance gearing up with ROGC and Ethane import projects, coming online in the near term

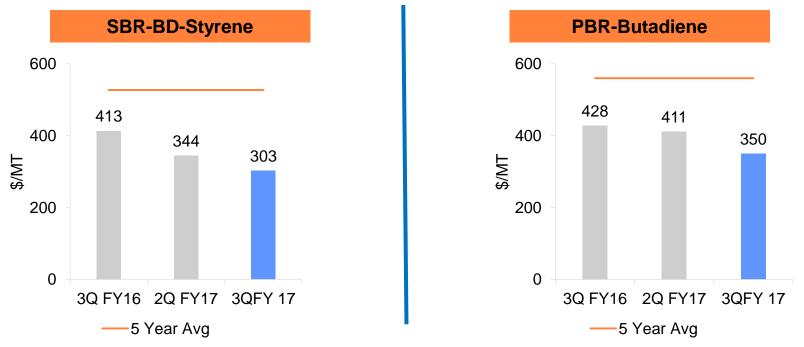
Margins expected to remain healthy; RIL positioned to benefit with new projects



### Elastomers

### Elastomer Margin Environment





- PBR/SBR impacted by sharp increase of 52% in Butadiene prices
  - Butadiene supply remained constrained on higher LPG cracking and environmental issues in China
- Stable demand limited new capacity addition and firm natural rubber prices likely to support synthetic rubber deltas

#### RIL to maintain leadership position in fastest growing synthetic rubber market

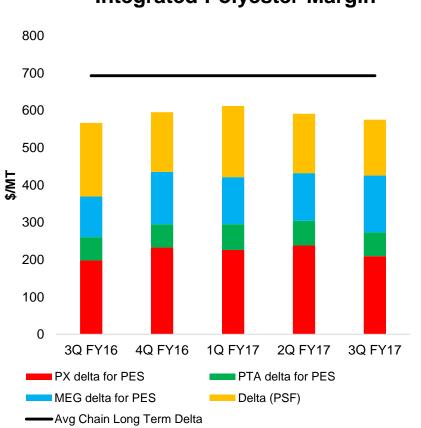
(Source: Platts/IHS)



## Polyester Chain

### Business Environment – Polyester





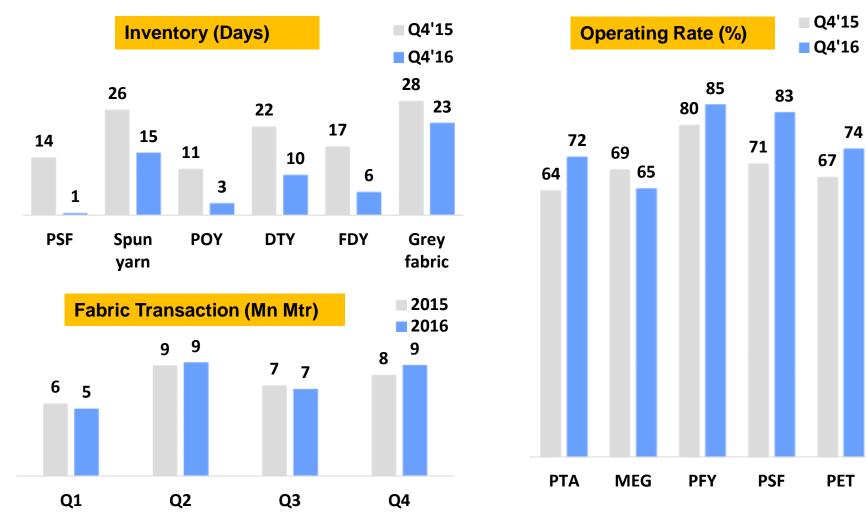
Integrated Polyester Margin

- Higher utilization of polyester plants, low inventories and robust consumption in Asia
  - > PET demand in India up 34% YoY in 3Q FY17
- Asian contract settlements provided stability to PX market
- MEG prices improved on tight supply, shutdowns and low inventories in Chinese port
- Cotton prices remained stable owing to tight availability
- RIL commissioned 1<sup>st</sup> phase PX plant at Jamnagar

#### Polyester chain fundamentals remained stable supported by firm demand

### **Chinese Polyester Environment**





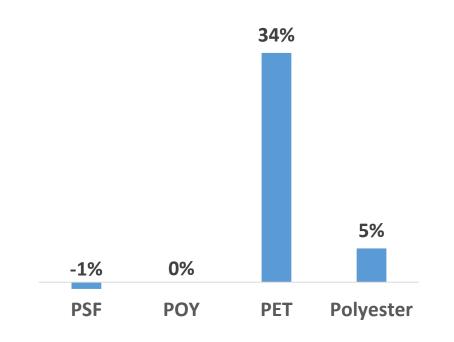
#### Strong revival across polyester chain with high operating rates and low inventory

Note: Data as per calendar year Source: CCFGroup

### Business Environment – Polyester



#### Domestic Demand Growth (3Q FY17 vs 3Q FY16)

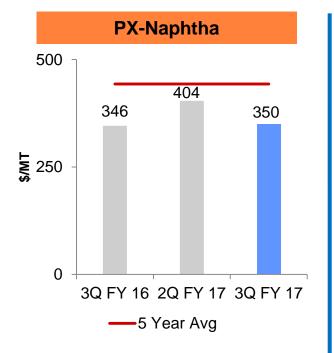


- 3Q FY17 domestic demand improved 5% YoY
- Filament and Fibers demand largely stable
  - Offtake from fabric segment stable despite demonetization
  - FDY demand remained firm in sizing, circular knitting and embroidery segment
- Active restocking and seasonality aided PET market sentiments, demand grew 34% Y-o-Y
- Export market witnessed relatively healthy demand towards the end of the 3<sup>rd</sup> quarter

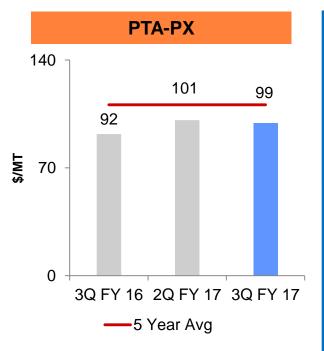
#### RIL's new capacity to benefit from strong rebound in polyester demand

### Fibre Intermediates Delta Scenario

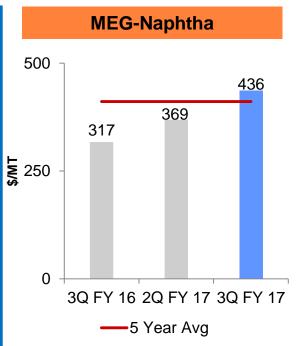




- PX market remained balanced backed by firm downstream demand
- Delta softened owing to 17% rise in naphtha price



- PTA delta remained stable on the back of strong downstream demand
- Robust PTA futures also favored margin stability

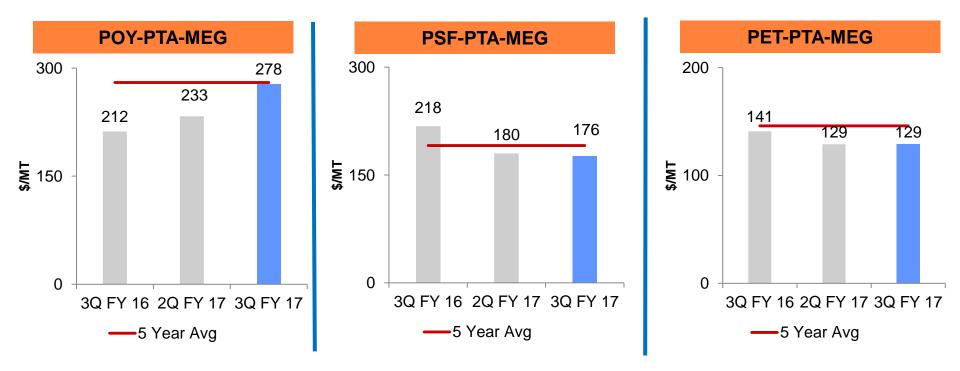


MEG margin firmed up led by 17% rise in prices due to tight supply and low inventory

Delta above 5 year avg.

### Polyester Delta Scenario





Polyester deltas remained stable to firm led by

- Robust downstream consumption and low inventory levels
- POY deltas near 5-year average level

## RIL Operational Highlights



Production (KT)	3Q FY16	3Q FY17	Production (KT)	3Q FY16	3Q FY17
PX	583	501	POY	190	207
PTA	956	1064	PSF	163	159
MEG	186	170	PET	195	231
TOTAL	1725	1735	TOTAL	548	597

New PTA and PET plants operated at high levels, products successfully placed in the market

- MEG production during quarter was lower due to planned shutdown at Dahej
- Improvement in filament plant operating rates

### **Business Outlook – Polyester Chain**



#### **Fiber Intermediaries**

- PX markets expected to remain stable in view of delayed new capacities
- Stable PTA delta expected with favorable downstream market and disciplined supply
- MEG market is expected to be firm owing to low inventory and limited supply

### **Downstream Polyester**

- High raw material prices and low inventory are expected to drive downstream demand
- Polyester operating rates likely to remain high
  - Downstream restocking ahead of Chinese Lunar New Year
  - Spring season demand
- PET markets to get support from pre-buying and seasonality



## Oil & Gas: Domestic E&P



### Domestic E&P - Production Update



3Q FY17 (JV Production)	KG-D6	РМТ
Gas Production (Bcf)	24.43	15.60
Oil Production (mmbbl)	0.26	1.47
Condensate Production (mmbbl)	0.04	-
Gas Realization GCV Basis (\$/mmbtu)	2.5	5.73
Oil Realization (\$/bbl)	43.64	47.25

Note: RIL share of total domestic production at 23.1 BCFe

### <u>KG-D6</u>

- Average production of gas at 7.5 MMSCMD and oil and condensate at 3,329 BOPD
- Continuing production decline due to natural decline in the fields
- MA4H\_ST well commenced production, currently at ~ 1 mmscmd
- Side Track operation in second MA well to be completed during 4Q FY17

#### <u> PMT</u>

- Higher gas production due to restoration of production from two wellhead platforms
- However, lower oil production in 3Q FY17 due to continuing shutdown of one platform (PC) until 1<sup>st</sup> week of Dec
- Rig mobilized at Tapti in Dec'16 to carry out well
   P&A activity

### **Projects and Exploration Update**



#### **Development Projects Update**

- Declaration of Commerciality reviewed by Management Committee
  - For D55, D29 and D30 discoveries of KGD6 Block
  - For D32 discovery of NEC25 Block
  - Submission of Development Plan expected by end CY2017
- D6 R-Cluster Development Evaluation of bids for long lead items underway.
- CBM Phase 1 nearing completion.
  - GGS11 along with associated wells and facilities completed.
  - GGS12 completed, testing and pre-commissioning under progress
  - Shahdol-Phulpur Pipeline Testing and Commissioning activities under progress

#### **Exploration Update**

- CB10 Phase II exploration commenced.
  - 3 Rigs mobilized
  - > 4 out of 6 planned wells drilled



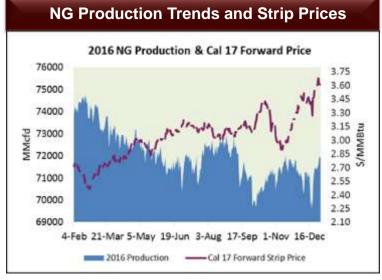
## *Oil & Gas: Shale Gas Business*

### Price Environment: Natural Gas





Source: EIA



- HH Gas prices recovered further to \$2.99/Mmbtu in 3Q vs.
   \$2.85/Mmbtu in 2Q FY17
- Marcellus differentials trend mixed: Sequential drop in NEPA region, but SWPA differentials remained high
- Production growth trends subdued due to lack of incremental take-away capacity
- US Dry Gas production down 1.2 Bcf/d Y-o-Y to 71.0 Bcf/d
- Production not expected to grow strongly through the winter, likely to result in further tightening of inventory
- Markets structurally undersupplied by ~3.0-4.0 Bcf/d
  - > Mexican export at 3.9 Bcf/d in 3QFY17, up 24% Y-o-Y
  - LNG exports averaged at 1.0 Bcf/d in 3QFY17
- Near term price outlook improving as market rebalances
  - Improving outlook for Mexico and LNG exports in 2017
  - > Winter weather remains key and may provide upside

### Price Environment : WTI and NGL





Source : EIA



#### <u>WTI</u>:

- WTI prices recovered to \$49.2/Bbl in 3Q vs. \$45.0/bbl in 2Q
- OPEC decision and subsequent alignment added strength
- Sustainability contingent on participating countries' implementation of agreed production cuts
- Medium term outlook positive with expected tightening
  - Improving demand and OPEC/Non-OPEC reductions to ease inventory overhangs
  - Potential ramp-up by US Independents could limit upside

#### NGL:

- NGL Realization up 22% QoQ at \$20.5/bbl in 3QFY17, as domestic demand trend remained strong
- Ethane exports ramping up with start of 2<sup>nd</sup> US export terminal
- LPG exports at record high; Slowdown concerns easing due to favorable global price outlook

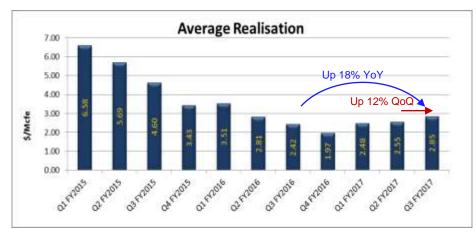
### **Business Performance Highlights**



	3Q FY17	2Q FY17	3Q FY16	% Chg vs. 2Q FY17	9M FY17	9M FY16	% Chg vs. 9M FY16
Production (Bcfe)	37.5	41.4	54.2	-9%	123.4	154.5	-20%
Revenues (\$ MM)	92	89	110	3%	274	368	-26%
EBITDA* (\$ MM)	30	23	0	30%	93	-36**	-

\* EBITDA for 9MFY16 and 3QFY16 have been restated with IndAS adjustments.

\*\* includes IndAS (FCM to SEM) adjustments of \$242 million





- Performance improved QoQ supported by improved realization, despite lower volumes and hedging losses
- Lower sequential volumes reflect the impact of development slowdown, natural decline in existing wells and production curtailment at Marcellus JVs to safeguard economic returns
- Declining trend in Opex continued; Encouraging trend across all JVs
- Outlook for 2017 more constructive, but taking a cautious approach on re-start of development activity
  - 'Zero rig' strategy continues in the Marcellus JVs and limited activity in Eagle Ford JV
     57



# *Reliance Retail*



### Reliance Retail is India's Largest Retailer









#### Reach

>3.5 mn Customers served every week 686 Cities and growing 30 million Loyalty customer base

3,553 Retail stores

Scale

>1.7 million Garments sold every week

>500,000 Distribution partners for communication devices and connectivity

#### Infrastructure

5.6 mn sq ft Of warehousing space 13.25mn sq.ft Retail space

>20% Market share in UHD TVs

~1 mn Devices sold every month >73,000 People employed

**3x throughputs** at Reliance Fresh compared to rest of the neighbourhood stores

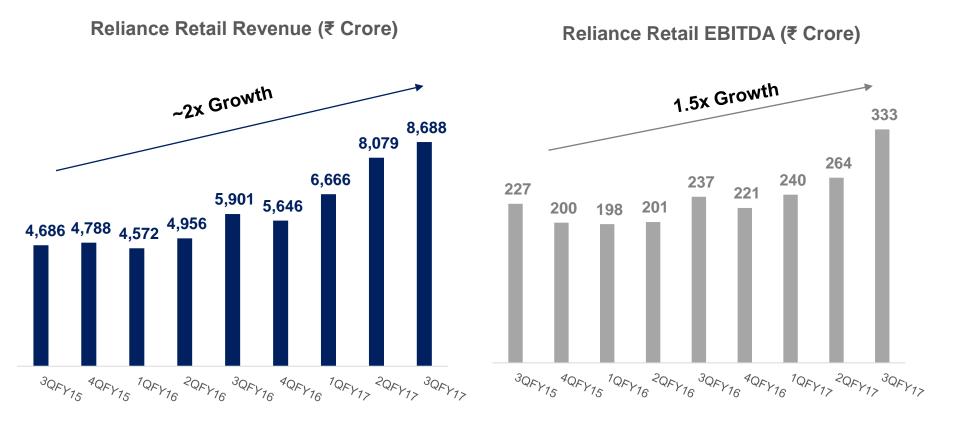
>500 Mt Of fruits & vegetables sold every day

>100 Distribution Centres across 23 states

>1,000 Dedicated trucks hauling merchandise between stores

### Strong and Sustainable Growth

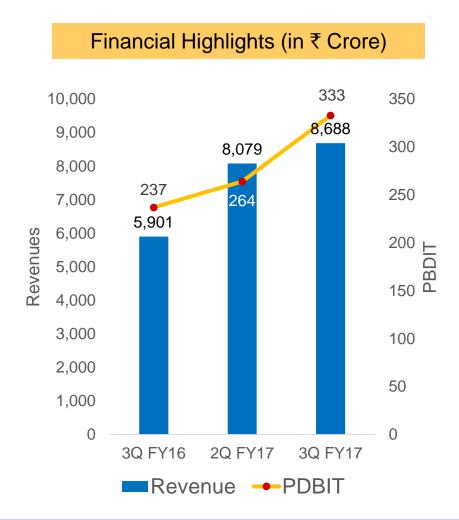




Increasing profit contribution quarter on quarter

### Key Performance Highlights





- Turnover up 7.5% QoQ and 47% YoY
- Net addition of 111 stores in 3Q FY17
  - > 308 stores added during 9M FY17
  - > 3,553 stores as of Dec 2016
- Impact of demonetization generally positive
- Trends crossed a milestone of 300 stores during 3Q FY17
- Announced partnership with Swiss luxury brand Bally

#### Growth momentum continues across all consumption baskets

### **Contribution From Consumption Baskets**



#### Turnover Mix – 3Q FY17



#### **Consumer Electronics and Petro led the growth pack**

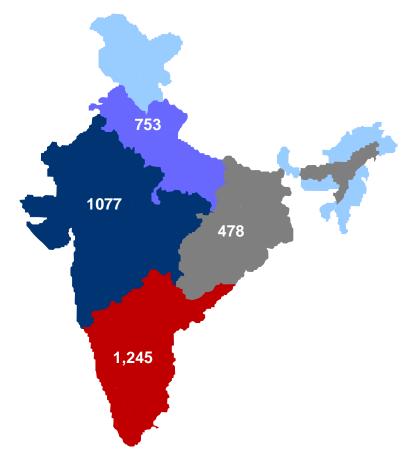
Reliance

**Industries Limited** 

### **Reliance Retail Store Network**



#### Zone wise store count as at Dec 2016



#### **Store Count by Region**

	Mar 31, 2016	Dec 31, 2016
North	661	753
South	1,168	1,245
East	404	478
West	1012	1,077
Total	3,245	3,553

#### 13.25 million sqft of retail space across 3553 stores pan India

### Fashion & Lifestyle



- Strategically positioned retail concepts, serving customers across income segments
- Trends India's leading value fashion retailer
  - Democratizing fashion by offering quality and fashionable clothing at surprising prices
  - Building a dominant position by expanding rapidly through a well placed growth strategy
  - Strong in-house capabilities in product design, development and sourcing
  - Multi-channel strategy extending customer reach
- Footprint is India's leading multi-brand family footwear retail chain, operates in over 150 cities
- Partner of choice for global brands: Exclusive partnerships with 26 revered international brands in India





### **Performance Highlights**



- Trends crossed a milestone of 300 stores now present across 177 cities
  - Rolled out 21 new stores in 3QFY17
  - Impact of demonetization was minimal
  - Trends clocked impressive growth during the quarter led by strong festive demand
- Announced partnership with Swiss luxury brand Bally
- Rolled out several initiatives to enhance in store experience
  - Compact Trends shops within Smart stores
  - Lazertouch technology at select Superdry and Steve
     Madden stores
  - Mirror Kiosks at select BCBG MaxAzria store





### **Consumer Electronics**

Reliance Industries Limited

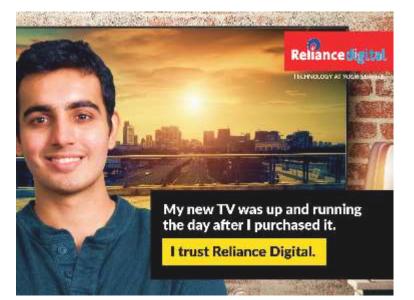
- India's largest consumer electronics retailer operating Reliance Digital and Digital Express Mini stores in over 600 cities
  - Market leader in high-end consumer electronics and home appliance categories
  - > Operates India's leading mobile phone retail chain
  - Strong portfolio of own brand products
- ResQ is India's first multi-product, multi-brand and multilocation service provider offering end-to-end product life cycle solutions for the entire range of consumer electronics products
- Widest distribution network of 500,000 retailers for communication devices
  - Selling nearly a million devices every month



### Performance Highlights



- Impressive growth aided by festive season and new store launches
- Localized assortment and focused marketing drives growth and profitability in Tier 2 cities
- Demonetization impact negated by an uptrend in sales driven by better assortment, stronger value proposition and superior shopping experience
- Exceeding industry growth across major categories such as HETV, consumer durables and laptops
- Reconnect is steadily emerging as a dominant player crossing 2 million happy customers with more than
   150 products across 20 categories







### Grocery



Operates on farm to fork model – operating network of collection and processing centers across the country ensuring timely availability of fresh fruits and vegetables in every store





- Favorite neighborhood
- grocery store
- Featuring consistently in list of 'Most Trusted' service brands

- Leading chain of supermarkets
- Simple and strong value proposition offering households more savings every day
- Largest wholesale cash and carry chain in India
- Serving B2B customers spanning Kirana, HoReCa & institutional customers

- fie hdirect
- Building an Omni-commerce strategy

Comprehensive range of products ranging from fresh produce, dairy, staples, processed food and general merchandise

### **Performance Highlights**

- Impact of demonetization was broadly positive:
  - Witnessed growth in new customers with changing shopping habits
- Reliance store sales grew faster than the Modern Trade
   (MT) in the first 3 weeks of demonetization;
  - Reliance Retail's share of trade in MT has gone up from 26.2% pre demonetization to 27.8% post demonetization\*
- Launched new products covering home care, laundry and breakfast cereal space, further strengthening own brand portfolio
- Reliance Market launched a 35,000 sqft store in Kurnool.
  - It now has more than 2.5 million registered member partners
  - Close engagements with Kirana, Horeca, office and institution partners helped deliver growth

\*Source: Nielsen





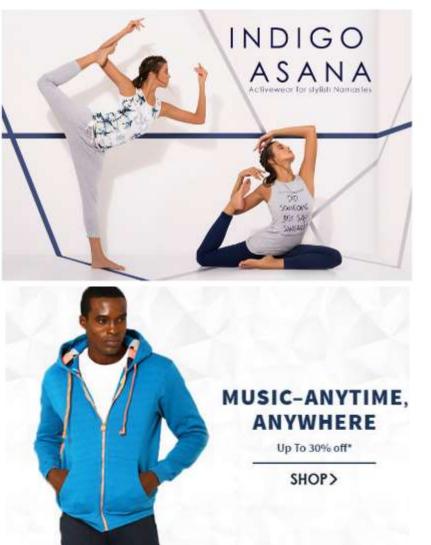




### Fashion Omni-Commerce



- AJIO expanded its retail presence to 169 Trends stores
  - AJIO launched Fashion Tech category during 3QFY17 comprising latest, exclusive and stylish lifestyle gadgets and tech products
  - AJIO conferred with awards
    - 'Silver W3 Award' for creative excellence by Academy of Interactive Visual Arts
    - 'Excellence in Digital Experience' award in SAP Ace Awards 2016
- Footprint Kiosks introduction in 17 stores completed
  - Expansion in all stores in a phased manner
- Website for Payless Shoesource launched (http://www.paylessshoesource.in)



T&C Ann

### **Device Distribution Business**

Reliance Industries Limited

- LYF ranked amongst most attractive
   Mobile phone brands<sup>1</sup> in 2016
- 2.8 million LYF devices and accessories sold in 3Q FY17
- New LYF and JioFi Models Launched in
   3Q FY17 across various Price Segments
- LYF and JioFi sales with home delivery option launched on AJIO.com and Jio.com



₹

### Petro Retail - Owned Outlets



Tepid sales growth on a QoQ basis

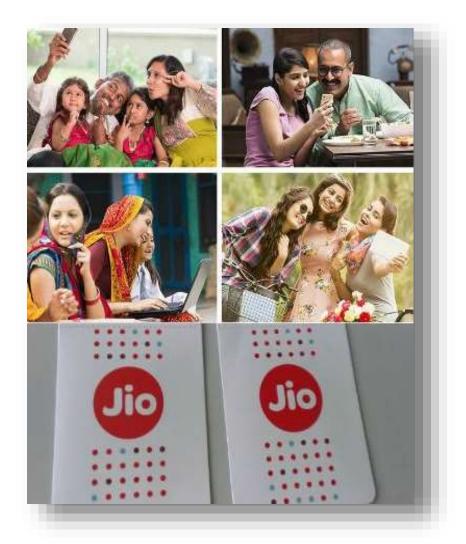
- RPML outlets were not allowed to accept demonetised currency unlike OMCs
- 3Q FY17 turnover at ₹ 1,338 crore, up 2x on a
   YoY basis
- 413 owned retail outlets operational as of 31st
   December, 2016
  - Opened 18 new outlets during the period
- Planning to operationalize all 500 owned outletsby March 2017





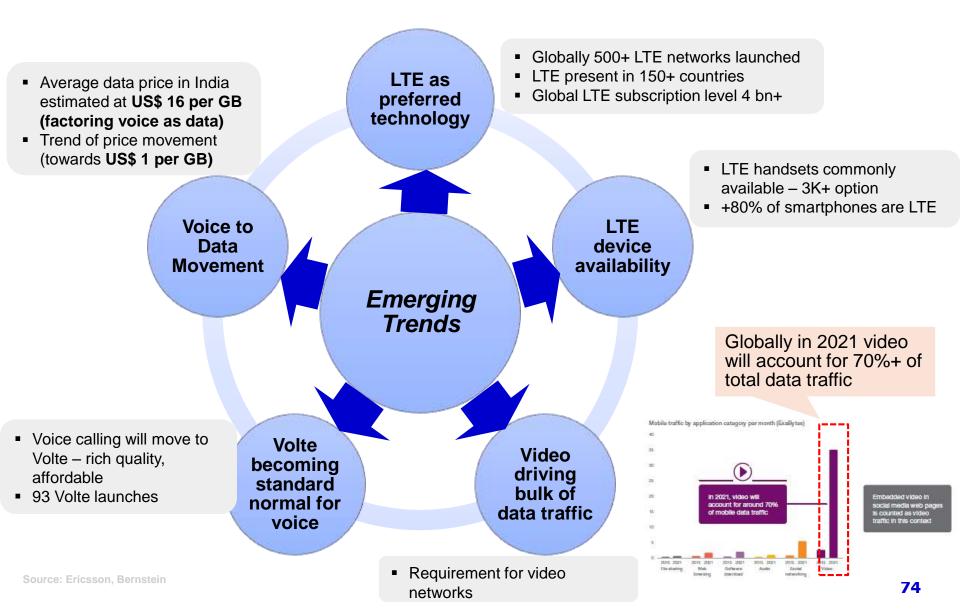


## **Reliance Jio**



### **Emerging Trends**



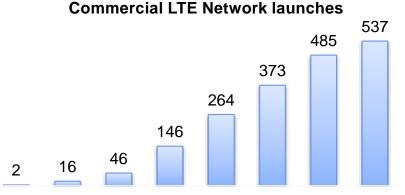


### Global LTE Eco-system



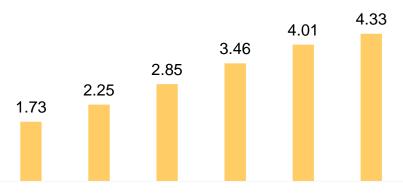
75

- 537 commercial LTE networks across 170 countries
  - > 771 operators (195 countries) investing in LTE
- > 1.683 billion LTE subscription globally in Q3 2016
- > Added 755mn subs in past year at 81% growth
- Over 7,037 LTE user devices; 517 suppliers
- VoLTE is becoming the gold standard for voice technology globally
  - > 93 operators have launched VoLTE (52 countries)
  - > 158 operators investing in VoLTE (78 countries)
  - VoLTE expected to halt revenue decline caused by OTT communication apps
- Refarming of 2G/ 3G spectrum for LTE picking up pace across several countries
  - Phasing out of 2G/ 3G networks expected over the next 4-5 years



#### CY 09 CY 10 CY 11 CY 12 CY 13 CY 14 CY 15 Oct'16

Source: GSA



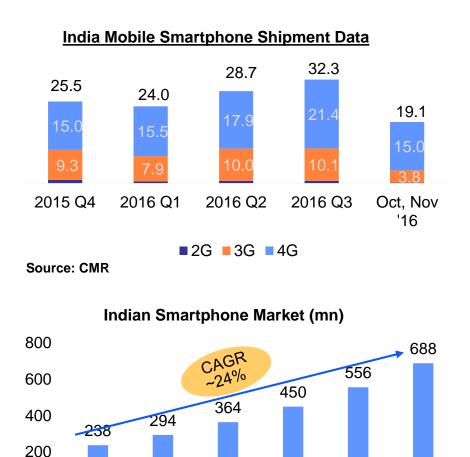
Q4 2016 Q4 2017 Q4 2018 Q4 2019 Q4 2020 Q4 2021 All figures in billion Source: GSA

LTE Global Subscription Forecast

### India Smartphone Market Trends



- Sales of LTE smartphone growing rapidly
  - Rapidly declining ASPs
  - VoLTE becoming a standard feature
  - Almost all new launches are LTE enabled
  - 80% of smartphone sales in Oct-Nov'16 are LTE enabled
  - 95% of all smartphone sales above Rs 6K are LTE enabled
- GSMA estimates current growth momentum to continue:
- All smart phones shipped in India will be LTE enabled.
- Indian smartphone market growth expected to continue at 24% CAGR with estimated 688 mn smartphones by 2020.



2017

2018

2019

2020

76

0

2015

Source: GSMA

2016

### Reliance Jio: Fastest Growing Technology Company Worldwide



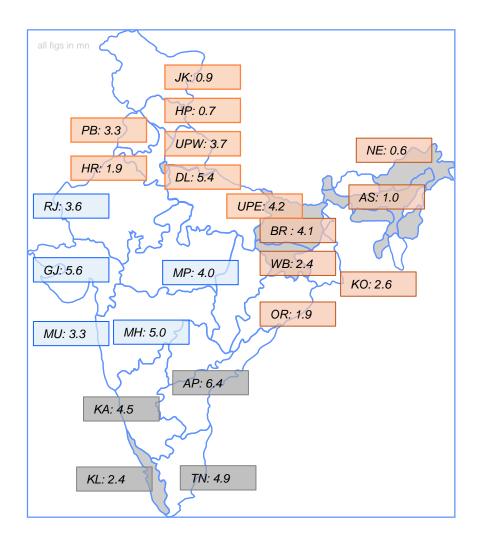
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### **72.4 Mn** SUBSCRIBERS AS OF 31-DEC-2016

- Fastest growing technology company worldwide
- Crossed 50 Mn subscribers in 83 days

### LARGEST DATA NETWORK GLOBALLY

- Trend of high data usage continuing
- Largest broadband player in India in less than 3 months
- Consumption well distributed across circles
  - latent demand; ability of Jio to service



### Jio Happy New Year Offer



#### Jio launched the Jio Happy New Year Offer on 4th December 2016



- Under JNO, all Jio subscribers entitled to certain special benefits absolutely free, up to 31<sup>st</sup> March 2017
  - High Speed Internet Data with FUP at 1GB
  - Voice and Video
  - All Jio applications and content
  - The above benefits will be available to all subscribers signing up for Jio services up to 3<sup>rd</sup> March 2017
- Jio with it's customers will continue journey of cocreating best network experience together

#### Jio Money to Roll Out App to Help Small Merchants Go Digital



Islamit 31: Makenit Antony same initiation phy?pars.

Mukesh upbeat, 'demonetisation to enhance credit flow'

#### **Jio Building Retail e-payments System**



Jio is building a digital retail ecosystem called JioMoney merchant solutions which will cover over 10 million retailers across 17,000 towns and 4 lakh villages. >> 17

78

REVENUES OF BIG 3 TELCOS TO COME UNDER PRESSURE >> 17

### **Key Initiatives**



Aadhaar based digital activation	<ul><li>Onboar</li><li>Activation</li><li>Aadhaa</li></ul>
Voice Interconnect Issue	<ul> <li>Percept</li> <li>Custom</li> <li>Authorit</li> <li>While the 2- 20%</li> </ul>
Superior Service Offering	<ul><li>Single \$</li><li>Busy to</li></ul>
Network Experience	<ul> <li>92% cure</li> <li>experient</li> <li>Steps tage</li> <li>As per Tonetwork</li> </ul>

- Onboarded more than 1.3 million subs/day in peak load
- Activation under 5 minutes
- Aadhaar based eKYC rolled out in 3 lakh outlets
- Perception of Jio's voice services suffered due to competition
- Customers could not experience superior Jio voice
- Authorities intervened to enforce license conditions
- While there is improvement, problem not resolved fully (between 2- 20% call failure rate)
- Single SIM phones can retain number MNP
- Busy to visit store? Jio comes to home with SIM
- 92% customers experienced top-class data speeds during JWO; 8% experienced congestion due to abnormally high data users
- Steps taken at war-footing to ensure optimum service experience
- As per TRAI MySpeed portal, average download speed on Jio network at 18.17 Mbps in Dec-2016; twice that of any other operator

### Media Apps



Media Apps continue to gain on popularity – most of the media apps have been among the top rated apps on Google Playstore and Appstore over last three months with high ratings

- 410+ TV channels (60+ HD channels) in 15 languages across genres
- 7 day catch up TV;
- Average ranking of 4.3+ on Playstore
- Premium, curated ad-free HD movies, TV shows, trailers & short videos
- 1 lakh+ hours of content available across languages and genres
- Most differentiated functionalities vis-à-vis rival apps (E.g. voice search, smart download, one tap play)
- Over 14mn HD songs, spanning 20 Indian languages and international music
- Seamless connection to wireless devices, wearable devices, bluetooth speakers

Enhanced reading experience: interactive videos and personalized annotations

- Average ranking of 4.4+ on Playstore; most popular music app

JioMusi

JioCinema

JioMags



JioXpressNew

 Customize reading experience by choosing from 10 Indian languages, 15+ interest areas and 500+ publications

250+ magazines (10,000+ issues) from 42 Publishers, 15+ categories & 10 languages

- Save articles for reading later and even in offline mode
- Average ranking of 4.3+ on Playstore

Average ranking of 4.4+ on Playstore





## Thank You