# IHCL

**Corporate Presentation** 

Non-Deal Roadshow

SELEQTIONS VIVANTA GINGER AMÃ

Confidential February 2022



### **About us**



One of India's leading hospitality ecosystem (1) with a legacy of over 120 years



Wide portfolio of brands covering the entire hospitality chain with Taj being rated as World's Strongest Hotel Brand by Brand Finance in 2021





Strong comeback in the financial performance driven by stragility



Well defined strategy in place to become "The Most Iconic and Profitable Hospitality Company in South Asia"



Experienced board and management team backed by strong parentage



Focus on ESG driven by our core values

Note

By number of hotels. Source:: "Industry Report – Upper Tier and Economy Hotels" dated October 28, 2021 prepared by Horwath HTL India











### **Our journey**







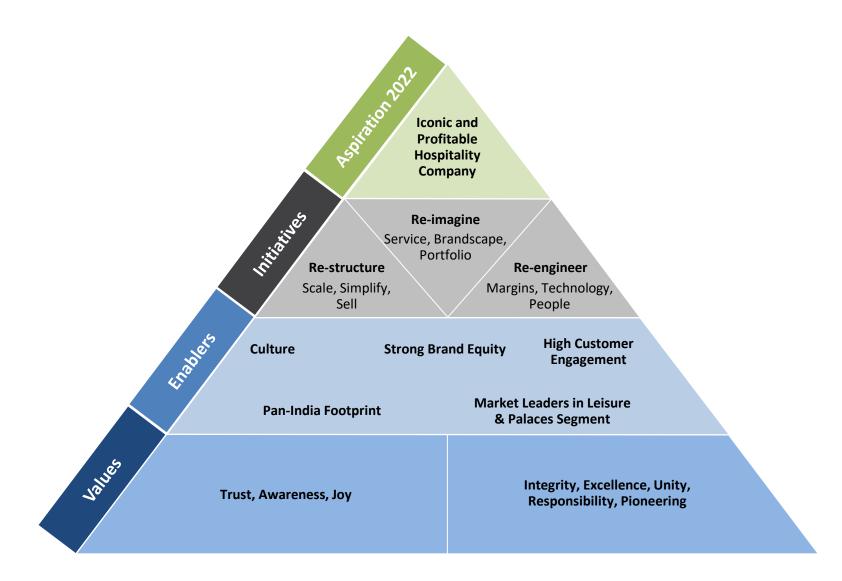








## **Our Aspiration**











## Our journey in the recent past







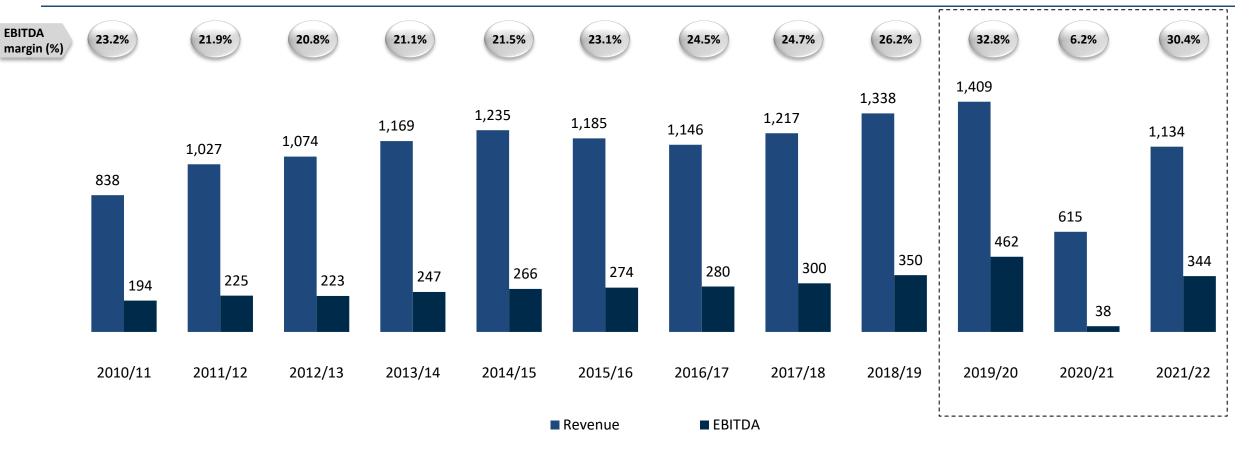




### Delivering one of the highest Q3 margins in the last 10 years

Q3 2021/22 shows the results of a strong execution oriented approach leading to a good post Covid recovery and a strong turnaround

#### Revenue and EBITDA for Q3 of respective year (₹/crore)



lote: 2019/20, 2020/21 and 2021/22 are reported financials based on Post IND AS Standards











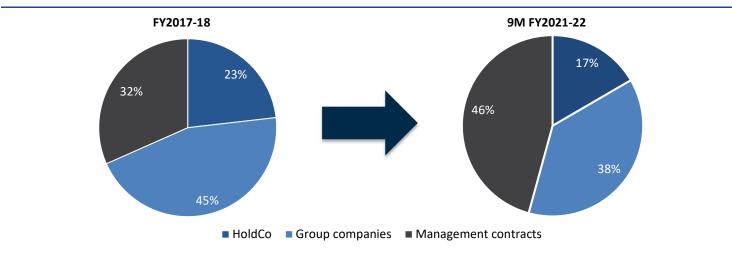


### **Delivering our promises**

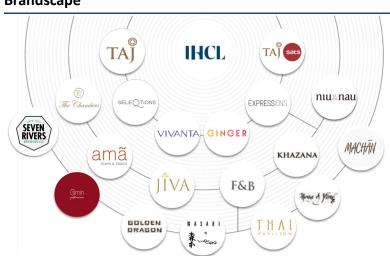
#### Iconic (1)



#### Portfolio (2)



#### **Brandscape**



#### Growth



IHCL's brand, Taj has been rated as the World's Strongest Hotel Brand by Brand Finance, the world's leading brand valuation consultancy in its annual "Hotel 50 2021" report







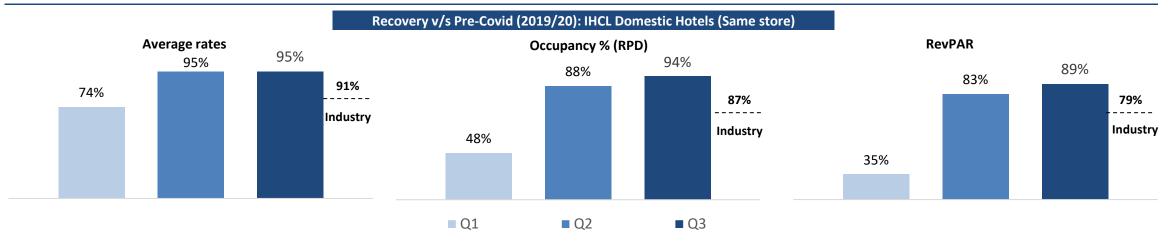




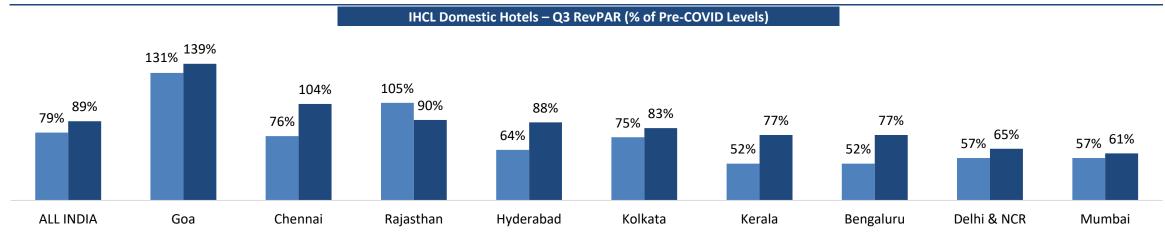
What differentiates us?

## Visible QoQ recovery, with IHCL outperforming peers

#### Robust recovery in rates and occupancies



### Market leadership enabling IHCL to outperform industry across major travel destinations



Source: STR Global, Tourism Finance Corporation of India

Note: Data for domestic hotels including Ginger, calculated on same store basis







Industry



■ IHCL (Same store)



### IHCL's hospitality ecosystem with a wide brand portfolio



ESTABLISHED BRANDS to be complemented by strengthening of NEW AND REIMAGINED BRANDS, thereby providing a spectrum of offerings to customers













### **Integration of Technology and Digitalization**

### **I-ZEST**



Zero-touch services transformation ensuring safety of guests and associates



Provides a suite of digital solutions across brands focusing on customer safety



Multiple offerings including zero-touch check-ins and check-outs, mobile door keys, digital invoicing, QR codes etc.

### **Qmin**



Exclusive food and beverage delivery mobile application



Achieved significant scale since inception

### **Qmin Footprint**





**04** Omin truck **Q**min sh

11 Qmin QSRs

Available in India across



cities

1

35+

20

IHCL hotels



4+ la

app downloads & counting



ote: Data as of December 31, 2021 unless specified



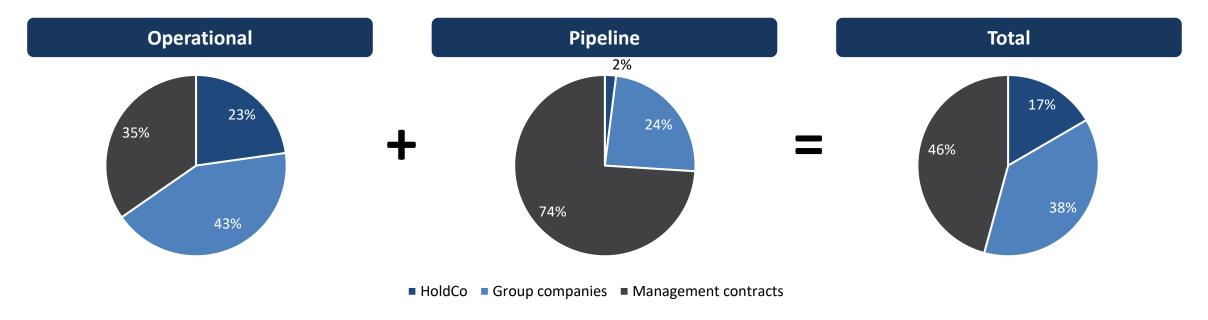








## Creating value through asset light growth



	2017/18	2019/20	9M 2021/22
Operational Hotels	145	158	171
Managed Portfolio (1)	32%	46%	46%
Management Fees	₹210 cr	₹219 cr	₹158 cr

te: Data as of December 31, 2021 unless specified

Managed Portfolio % includes hotels under various stages of development







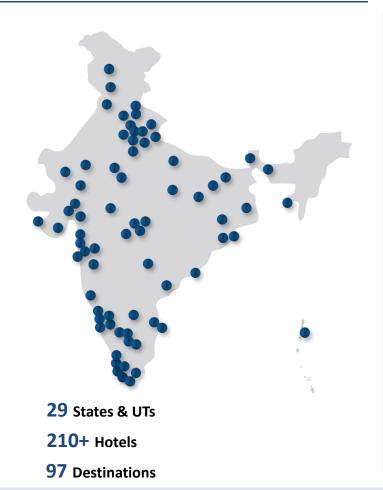


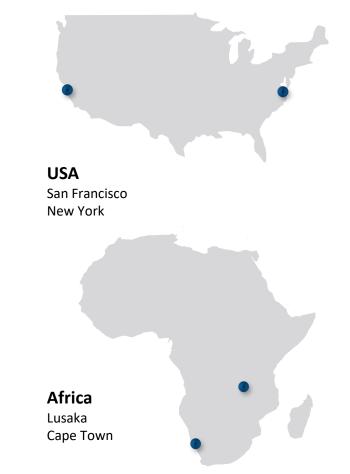


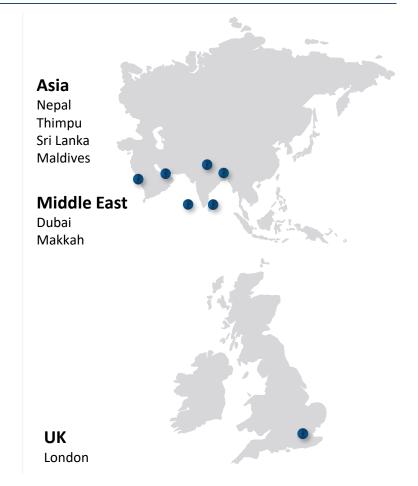
### Wide reach with a global footprint











Collection of iconic hotels and properties at marquee destinations along with a strong heritage and legacy implying a high replacement cost of assets and non-availability of land in key markets

Note

Including hotels under various stages of development



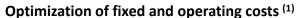




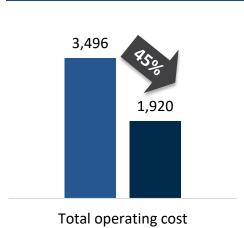


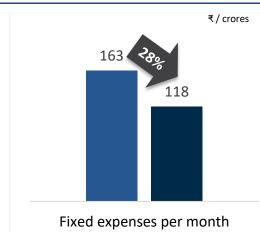


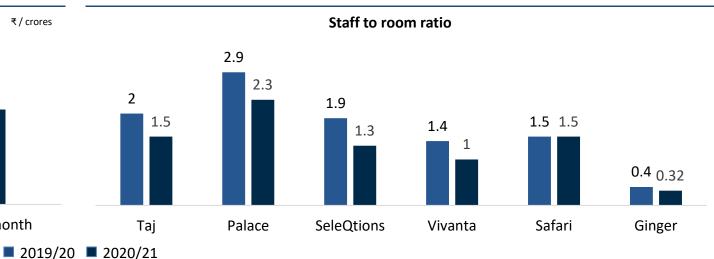
## Continued spend optimization driving operating leverage (1/2)



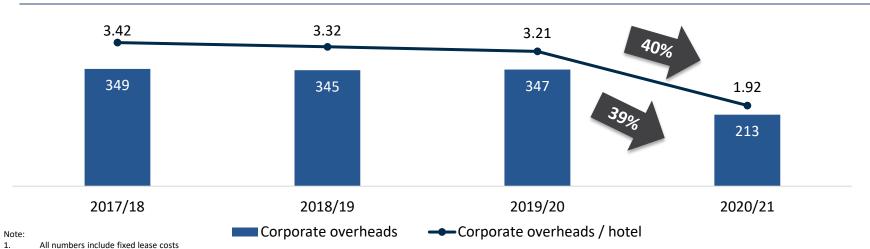
#### Substantial reduction in staff to room ratio







#### Significant reduction in corporate overheads (2)



₹ / crores

- **Redeployments & re-structuring**
- Prudence in resource allocation
- Synergies One IHCL

**Excluding Ginger hotels** 







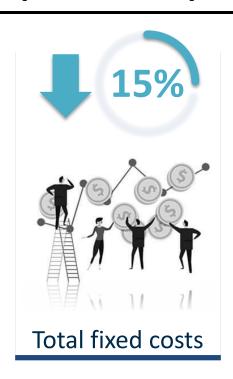


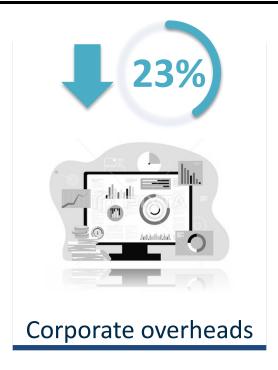
## Continued spend optimization driving operating leverage (2/2)

### **Structural cost reduction continues**

## Q3 2021/22 v/s Q3 2019/20 (Pre-Covid)







Note: All numbers include fixed lease costs



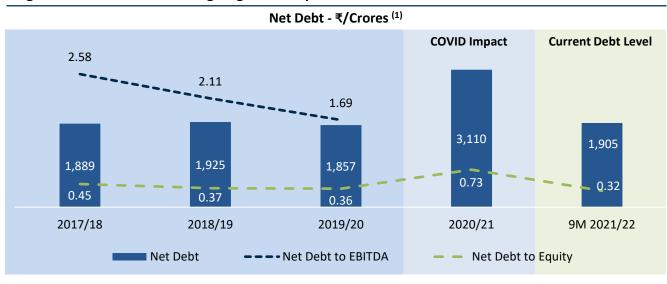






### Balance sheet strengthening with focus on RoCE

#### Targeted debt reduction through rights issue proceeds



#### **Focus on RoCE accretion**



**Asset-light** operating model **Focus on Free Cash Flows** and RocE

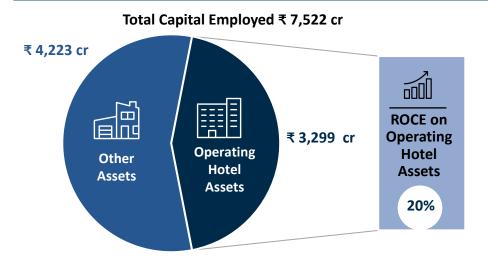


Incremental capital allocation

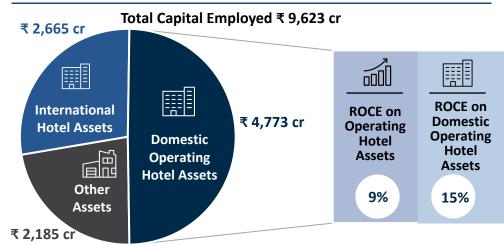
**Asset** monetization



#### RoCE - Standalone (2)



RoCE - Consolidated (2)



Trailing 12-month basis, Net Debt and EBITDA on Pre IND AS basis







### **Experienced management team with a distinguished board oversight**

#### **Distinguished Board**



N. Chandrasekaran

Chairman **Non-Executive Director** 



**Nasser Munjee** 

Non-Executive **Independent Director** 



Hema Ravichandar

Non-Executive **Independent Director** 



Venkataraman Anantharaman

Non-Executive **Independent Director** 



**Anupam Narayan** 

Non-Executive **Independent Director** 



Venu Srinivasan

Non-Executive Director



Mehernosh S. Kapadia

Non-Executive Director



**Puneet Chhatwal** 

**Managing Director** and CEO











### Experienced management team with a distinguished board oversight (contd.)

#### **Experienced management team**



**Puneet Chhatwal** Managing Director and CEO



### Recipient of Carlson Fellowship



**Giridhar Sanjeevi** EVP and CFO



**Beejal Desai** SVP - Corporate **Affairs & Company** Secretary (Group)



Suma Venkatesh EVP - Real Estate and Development



**Rohit Khosla** EVP - Operations (North and West India)



**Prabhat Verma** EVP – Operations (South India, International and Expressions)



Rajendra Misra **EVP** and General Counsel



**Gaurav Pokhariyal** SVP and Global Head -**Human Resources** 



**Parveen Chander** Kumar SVP - Sales and Marketing



**Vinay Deshpande** SVP and Head of Digital & IT



**Ashish Seth** SVP - Materials and Project Development



**Urban Denk** SVP - Food and Beverage



S.Y. Raman VP – Group Internal Audit

SVP - Senior Vice President, EVP - Executive Vice President







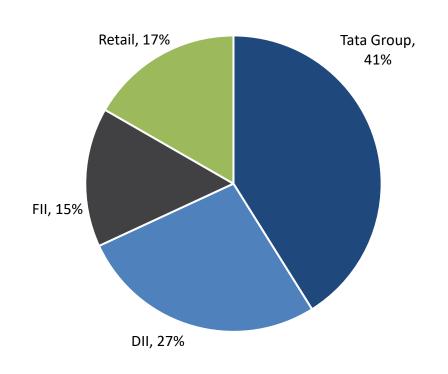


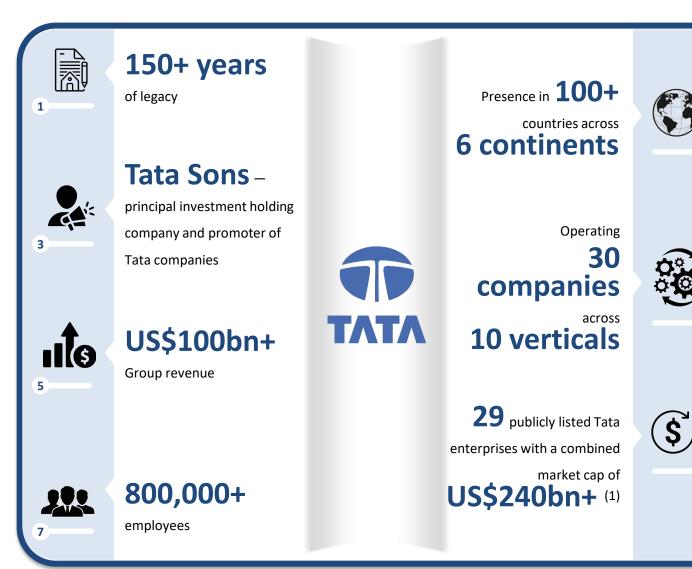




## **Strong parentage**

Shareholding pattern (as of December 31, 2021)





As of Mar 31, 2021





### **ESG** at our core

### Environment

**78** 

Earth check certified hotels

907,021<sub>kl</sub>

Water recycled

1,397t

Organic waste composed

**27** 

**IHCL** hotels powered by renewable energy

### Social

8 times

Winner of Gallup Great place to work 9,690

**Employee safety** training sessions 1,641

Employee health awareness sessions O

**Fatalities** 

### Governance

### **Board-governed** company

Highly qualified board comprising of industry experts; 50% independent directors

### ~17% Employees

Women in workforce (Equal opportunity employer)

### **Adoption of Integrated** Reporting

Strategic framework to provide quantitative and qualitative disclosure to stakeholders



Implementation of Tata Code of Conduct to ensure ethical and responsible conduct of **business** 



Collaboration with **IFC** to pilot a project on sustainable cooling and ventilation



Introduced country's first ever Zero Single-**Use Plastic Hotel** 



Reporting sustainability performance on international framework such as GRI, UNGC and CDP



Transparent governance through board approved policies on (i) Volunteering (ii) CSR and (iii) Sustainability

Data for the fiscal year ending March 31, 2021 unless specified. CSR - Corporate Social Responsibility, CDP - Carbon Disclosure Project, GRI - Global Reporting Initiative, UNGC - United Nations Global Compact















## **Culture rooted in our core values**

## **TATA VALUES**

**INTEGRITY** 

UNITY

**EXCELLENCE** 

**RESPONSIBILITY** 

**PIONEERING** 

## **IHCL VALUES**

**TRUST** 

**AWARENESS** 

JOY















## **Our journey: Going from Aspiration to RESET**

	Particulars	Aspiration to Execution (2018 to 2020) (1)	RESET (2020 till date)
加	Growth	<ul> <li>Portfolio Growth from 158 hotels in March 2018 to 209 hotels in March 2020</li> </ul>	<ul> <li>Portfolio grew to 221 in December 2021</li> </ul>
49	Brandscape	<ul> <li>Redefined Brandscape. Launch of SeleQtions &amp; Expressions Reimagined Ginger &amp; Taj Sats. Conversion of select Vivanta hotels to Taj</li> </ul>	<ul> <li>Launch of Qmin &amp; ama. Chambers Reimagined. Taj - World's Strongest Hotel Brand 2021</li> </ul>
<b>₩</b>	Revenue	Revenue enhanced to ~ ₹ 4,600 crores in 2019/20	<ul> <li>New Revenue Streams (QMIN, amã) and Campaigns focused on domestic tourism. Quarantine, Medical &amp; BCP Business</li> </ul>
	Margin Focus	<ul> <li>Margin Enhanced to 24% in 2019/20</li> </ul>	<ul> <li>Spend Optimisation, resetting fixed costs base, reduction in corporate overheads. Q3 2021/22 Margin at 30%+</li> </ul>
	Strengthening the Balance Sheet	<ul> <li>Net Debt to EBITDA reduction from 2.56 in March 2018 to 1.69 in March 2020. Asset Monetisation</li> </ul>	<ul> <li>Rights Issue of Equity - ~ ₹ 2000 crores. Simplification (Roots/Sea Rock/ Taj Cape Town). Continued emphasis on monetisation. Selective Capex</li> </ul>
	New ways of working	<ul> <li>Organisational Optimisation. Regional &amp; Cluster Structure</li> </ul>	<ul> <li>Multiskilling, Redeployments, Shared Services, Digitisation Focus</li> </ul>

Not

Asniration 202









### **RESET** helped us to navigate through the pandemic

### R.E.S.E.T 2020 Initiatives

## **EVENUE GROWTH**

- Promotion & focus on domestic tourism
- F&B Innovations
- Quarantine, medical and **BCP** business
- Focus on new brands & businesses
- **Re-imagination** of existing brands

## **XCELLENCE**

- Tajness, a commitment restrengthened
- Service to the nation meals and rooms
- I-ZEST
- Taj for family
- Employee-focused initiatives

### **PEND OPTIMIZATION**

- Hotel closures and phased re-opening
- **Payroll** optimization
- Reduction of hotel operating costs
- New ways of working
- Leveraging partnerships Tata power solar energy

### **FFECTIVE ASSET MANAGEMENT**

- Lease rental waivers and re-negotiations
- Sale of non-core assets
- Sale and manage back
- **Restructuring** of Taj Cape Town
- · Agreement to acquire **100% in ELEL**

### **HRIFT & FINANCIAL PRUDENCE**

- **Optimization** of corporate overheads
- **Deferment of renovations**
- Prudence in resource allocation
- **Funding tie-ups**
- **Liquidity** / Cash flow management













### Strategic imperatives going forward

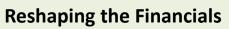
### **Revenue Recovery and Enhancement**

- · Focus on enhancement of market share
- Strive for widening the rate premium v/s industry
- Innovative customer-centric products and campaigns
- Tata Neu Partnership to strengthen loyalty program
- Growth in incremental management fees



- · New operating leases (Ginger), mgmt. contracts
- Incur **selective capex** on priority strategic projects
- Pursue inorganic and organic growth strategies
- Strategic partnership with financial investors
- Cultivate and grow owner partner relationships





High margin & asset light growth

Revenue

**Profitability and ROCE** 



Margins

**Optimisation of** operating model



Costs

**Balance sheet size** 



Debt reduction, monetisation





- Scale up the re-imagined Ginger brand
- Establish and grow the **Qmin brand ecosystem**
- Significantly scale up amã Stays & Trails
- Enhance re-imagined Chambers member base



IHCI









## Taj: Iconic and legacy brand



Taj Falaknuma Palace, Hyderabad

**Umaid Bhawan Palace, Jodhpur** 

Rambagh Palace, Jaipur











### Further strengthening the portfolio of key brands



Taj is IHCL's iconic luxury brand for the most discerning travelers and the World's Strongest Hotel Brand as per Brand Finance 2021



SeleQtions is a named collection of hotels, each of which has a distinct character that tells a unique story and offers varied experiences



Vivanta represents a portfolio of sophisticated upscale hotels for contemporary travellers and is present across key leisure and business hubs

ote: As of January 31, 2022, Includes both operational hotels as well as the hotels which are in the pipeline





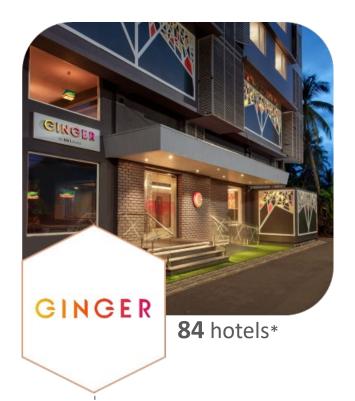




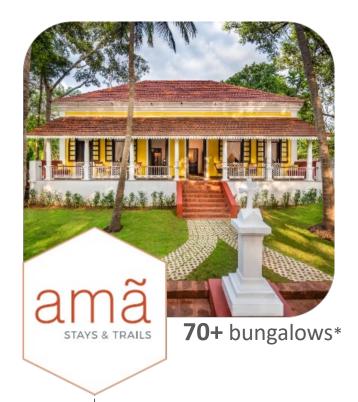




### Unlocking the potential of new and re-imagined ancillary businesses



Ginger is revolutionizing the lean luxe segment and has potential to rapidly expand to a 100-150 hotel portfolio in the coming years



amã Stays & Trails is India's first branded homestay portfolio that utilizes IHCL's pan-India footprint through a hub-and-spoke model to pursue asset light growth



**Qmin** is IHCL's culinary and food delivery platform present in **20 cities** delivering via **Qmin app** and also has offline presence

te: As of January 31, 2022, Includes both operational hotels as well as the hotels which are in the pipeline









### Unlocking the potential of new and re-imagined ancillary businesses (contd.)



**TajSATS** is India's **largest airline** catering company and a market leader in India. It has also evolved to expand into the non-aviation culinary segment



The Chambers is India's first exclusive business club with presence across **eight** landmark Taj hotels in **India**, **Dubai**, **London** and one in **New York** in pipeline



Jiva is IHCL's award-winning wellness brand deeply rooted in ancient Indian wellness. IHCL has **70+ spas** across the globe including 50+ Jiva Spas across India

As of January 31, 2022, Includes both operational hotels as well as the hotels which are in the pipeline







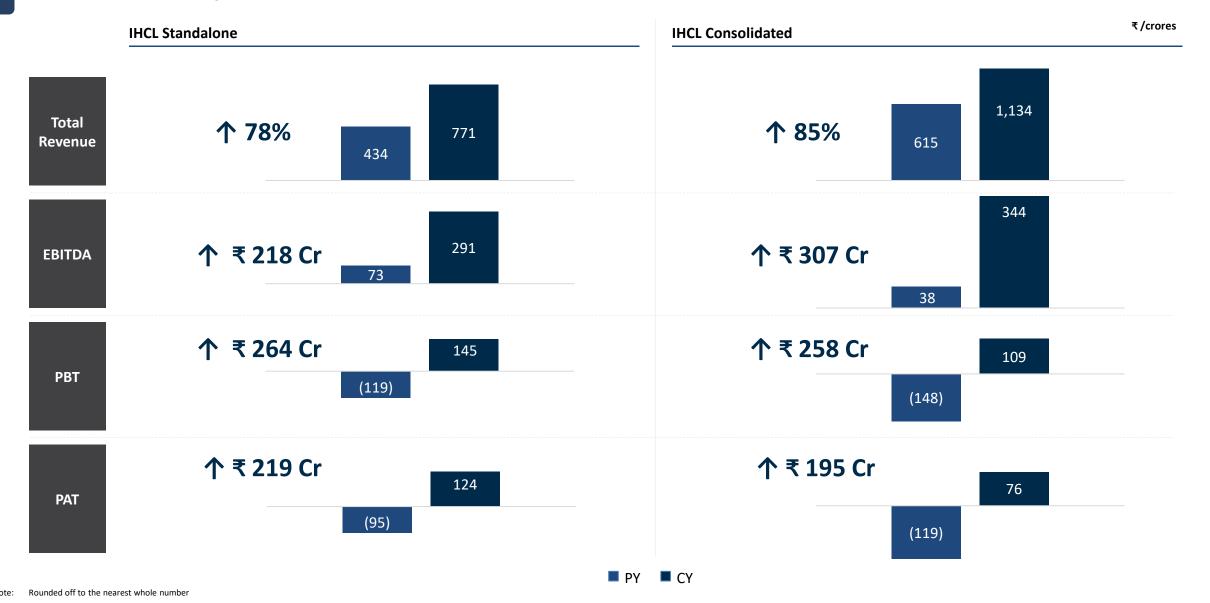








## Financial snapshot – Q3 2021 / 22





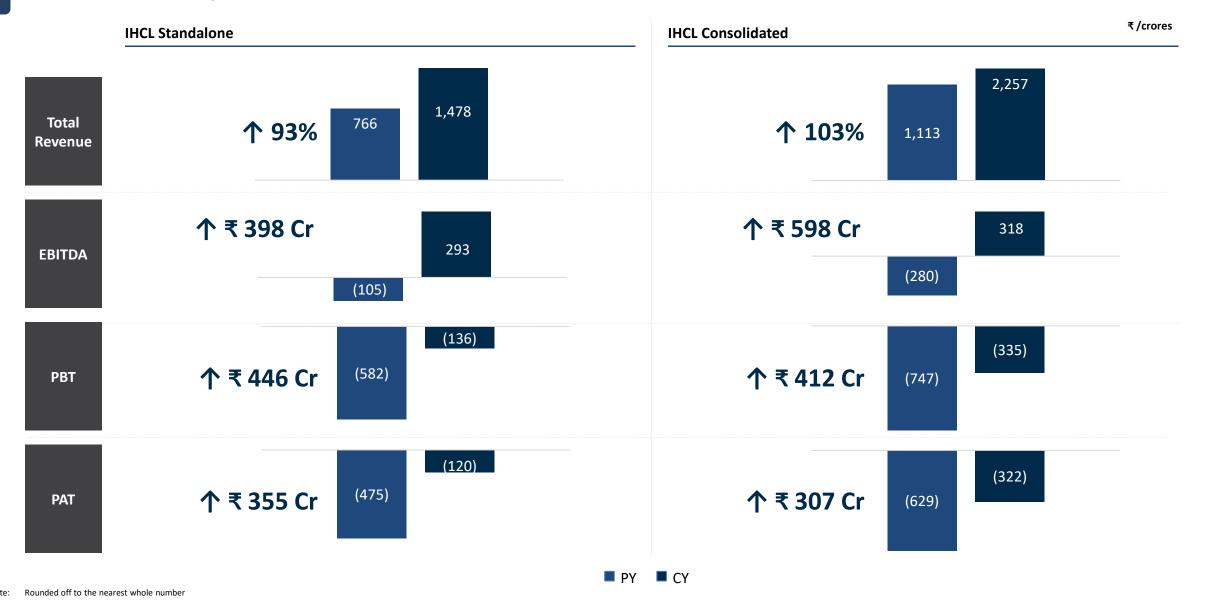








## Financial snapshot – 9M 2021 / 22







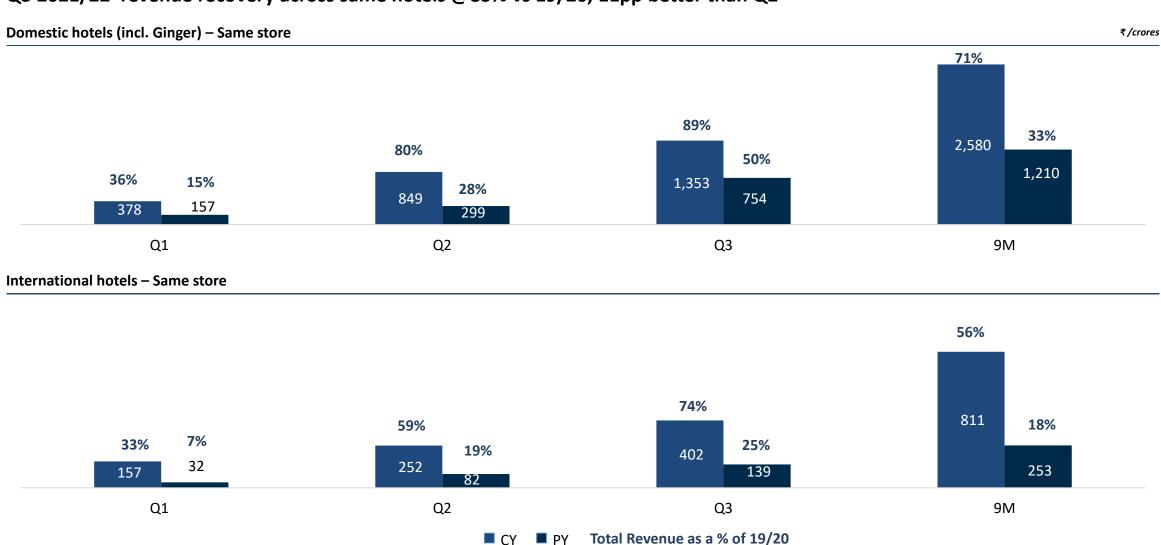






## QoQ revenue and revenue recovery

Q3 2021/22 revenue recovery across same hotels @85% vs 19/20, 11pp better than Q2



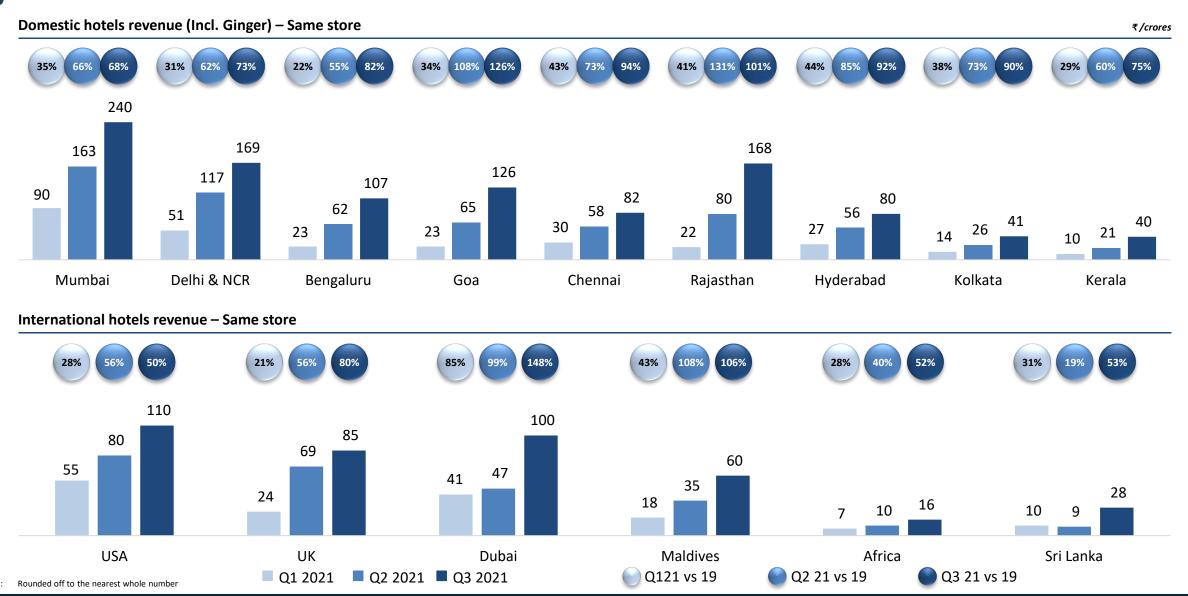






Rounded off to the nearest whole number

### Revenue and revenue recovery in key cities Q3 2021/22







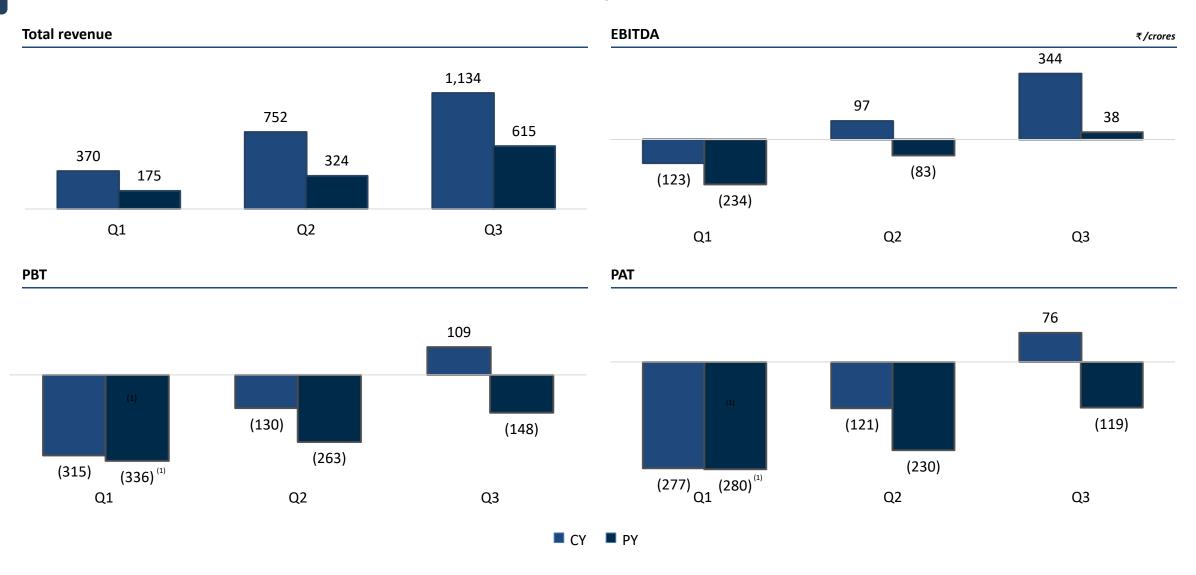








### IHCL consolidated – EBITDA +ve since July 2021, PAT +ve in Q3



Note: Rounded off to the nearest whole number

PBT & PAT for Q1 2020 included ₹ 82 crores, profit on acquisition of Taj Cape Town, South Africa



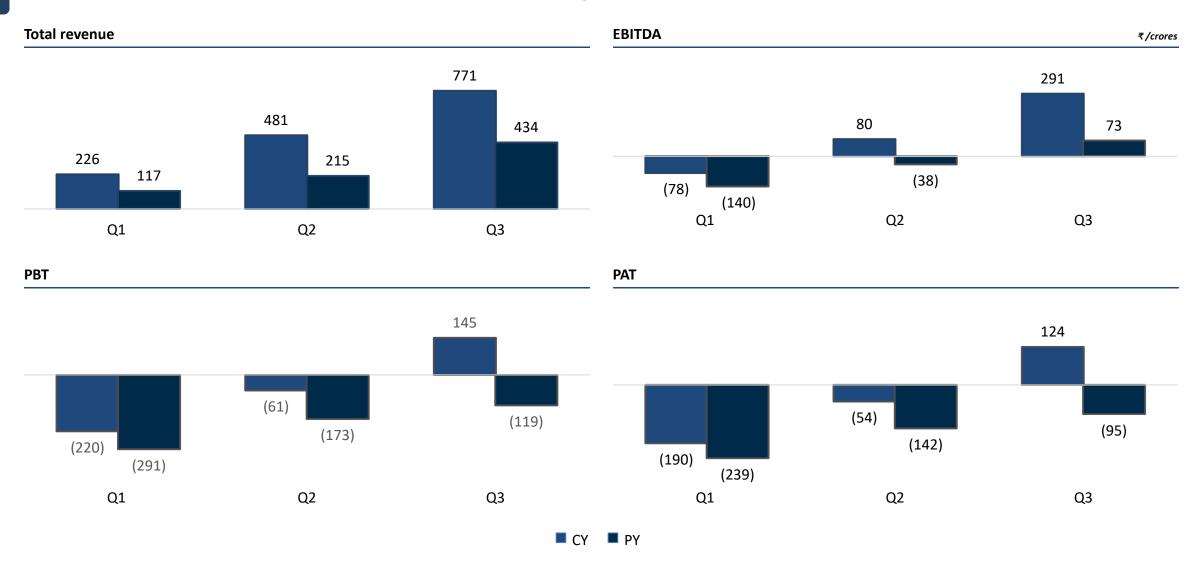








### IHCL standalone – EBITDA +ve since July 2021, PAT +ve in Q3



Rounded off to the nearest whole number







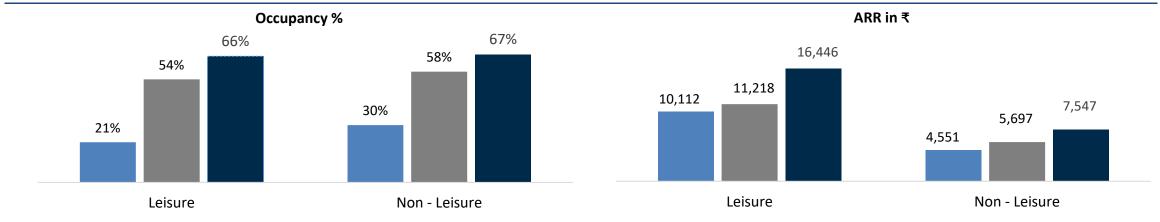




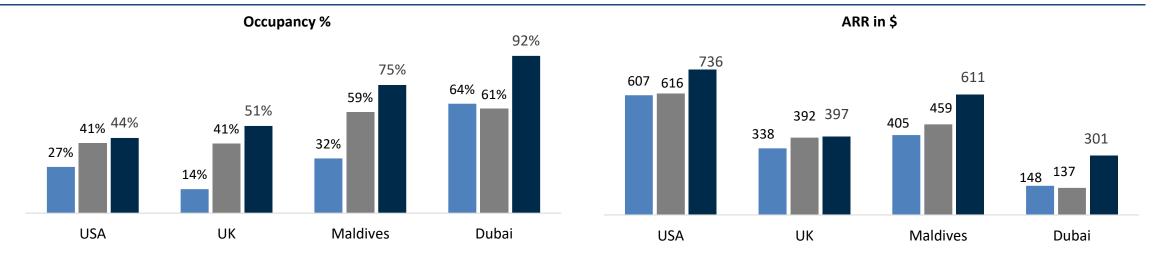


### Occupancy and ARR trend

#### **Domestic hotels - Leisure / Non-Leisure**



### **Key international geographies**



■ Q1 2021 ■ Q2 2021 ■ Q3 2021













### **Revenue drivers**

Revenue recovery

**Asset light growth** 

**New & Reimagined business** 

### **Occupancy**

51% (+ 17 PP)

### **ADR**

₹ 9,395 (+ 41%)

### **RevPAR**

₹ 4,752 (+113%)

\* IHCL Standalone - 9M CY vs PY

### **Portfolio**

232 Hotels, 27,900+ Rooms incl. pipeline

### **New Openings**

1+ Expected per month in 2021/22

### **Management Fee**

₹ 158 crores (+ 80%)

### Ginger

Portfolio 80+ Hotels

### Qmin

20 Cities, 35+ Hotels

### Amã

70+ Bungalows (including pipeline)









### **Cost management**

**Driving operating leverage Key highlights** Consolidated Standalone Corporate Overheads at ₹ 178 crores ( 9M 19/20 ₹ 230 crores) -23% reduction 127% Overall Fixed Cost/Month -₹ 133 crores (9M 19/20 ₹ 164 crores) -19% reduction 111% 2,184 36% 1,938 1,393 1,410 Manpower rationalization through 1,185 960 redeployments, multiskilling, cluster 871 approach, (361 people redeployed 669 till December 31, 2021) Expenditure Expenditure Revenue Revenue ■ 9M - CY ■ 9M - PY

















## **Consolidated financials – Balance sheet**

₹/crores	2019-20	2020-21	H1 2020-21	H1 2021-22
Net fixed assets and CWIP	5,514	5,893	5,799	5,858
Right-of-use assets	1,583	1,530	1,552	1,511
Goodwill	615	611	608	615
Other intangible assets	591	569	580	560
Investments	990	1,035	915	1,041
Other financial assets	135	83	115	83
Deferred tax assets	77	118	103	134
Other non-current assets	576	520	582	526
Total non-current assets	10,081	10,359	10,255	10,329
Inventories	94	93	94	94
Investments	436	449	425	318
Trade receivables	290	220	226	229
Cash and bank balances	316	154	198	268
Other financial assets	166	106	111	101
Other current assets (incl. assets held for sale)	136	133	154	132
Total current assets	1,437	1,154	1,207	1,141
Total assets	11,518	11,513	11,462	11,471

₹/crores	2019-20	2020-21	H1 2020-21	H1 2021-22
Equity share capital	119	119	119	119
Other equity	4,238	3,530	3,571	3,132
Non-controlling interests	765	635	638	609
Total equity	5,122	4,283	4,329	3,859
Borrowings	2,126	2,224	2,424	2,970
Lease liabilities	1,843	1,846	1,830	1,852
Other financial liabilities	201	26	349	27
Provisions	121	92	106	95
Other non-current liabilities	205	94	122	53
Total non-current liabilities	4,496	4,282	4,831	4,997
Borrowings	166	243	277	1,111
Lease liabilities	56	39	40	45
Trade payables	389	318	326	345
Other financial liabilities	820	1,876	1,211	594
Provisions	154	171	163	182
Other current liabilities	315	302	285	338
<b>Current liabilities</b>	1,901	2,948	2,302	2,615
Total liabilities	6,397	7,230	7,133	7,612
Total Equity and liabilities	11,518	11,513	11,462	11,471













## **Consolidated financials – Income statement**

₹/crores	2019-20	2020-21	9M 2020-21	9M 2021-22
Revenue from operations	4,463	1,575	960	2,184
Other income	132	165	153	72
Total income	4,596	1,740	1,113	2,257
Food and beverage consumed	371	144	87	188
Employee benefit expenses	1,495	894	686	840
Finance costs	341	403	297	348
Depreciation and amortization expense	404	410	305	304
Other expenses	1,630	899	620	910
Total expense	4,241	2,749	1,995	2,591
Profit before tax and exceptional items	355	(1,009)	(882)	(335)
Exceptional items	41	160	135	(1)
Profit before tax	396	(850)	(747)	(335)
Tax expenses	45	(155)	143	33
Share of Profit/(Loss) of associates and joint venture (net of tax)	13	(101)	(25)	(19)
Profit after tax	364	(796)	(629)	(322)













## **Consolidated financials – Cash flow statement**

₹ /crores	2019-20	2020-21	H1 2020-21	H1 2021-22
Cash flow from operating activities				
PBT	396	(850)	(599)	(445)
Depreciation	404	410	203	204
Adjustments (incl finance costs)	206	175	43	227
(Increase)/ Decrease in working capital	23	(77)	(145)	72
Less: Taxes paid	(206)	23	(10)	(28)
Net cash flow from operating activities	823	(319)	(507)	31
Cash flow from investing activities				
Net proceeds from purchase/ sale of property (incl intangible assets)	(312)	(155)	(54)	(133)
Others	(190)	35	125	112
Net cash flows used in investing activities	(502)	(120)	71	(22)
Cash flow from financing activities				
Interest and borrowing costs paid	(155)	(232)	(103)	(130)
Net proceeds from/ (repayment of) long term borrowings	95	638	469	480
Net proceeds from/ (repayment of) short term borrowings	128	74	109	(23)
Dividends	(76)	(60)	(60)	(48)
Others	(257)	(140)	(63)	(221)
Net cash flows used in financing activities	(265)	280	351	59
Net increase / (decrease) in cash and cash equivalents	56	(158)	(85)	68
Cash and cash equivalents at the beginning of the year	189	251	251	94
Cash and cash equivalents at year end	251	94	166	163















## **Appendix**

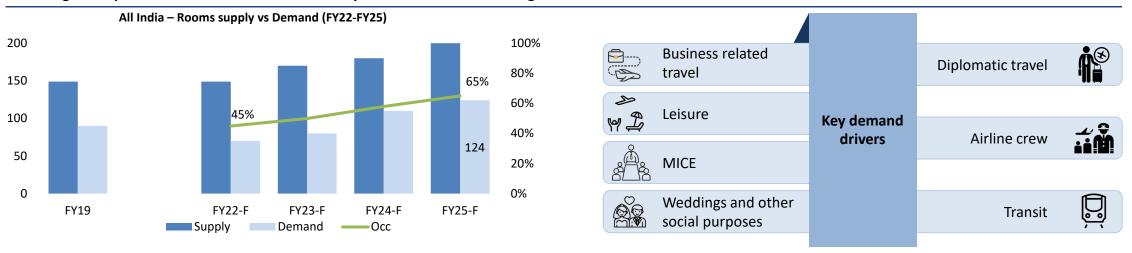
Additional reference pages



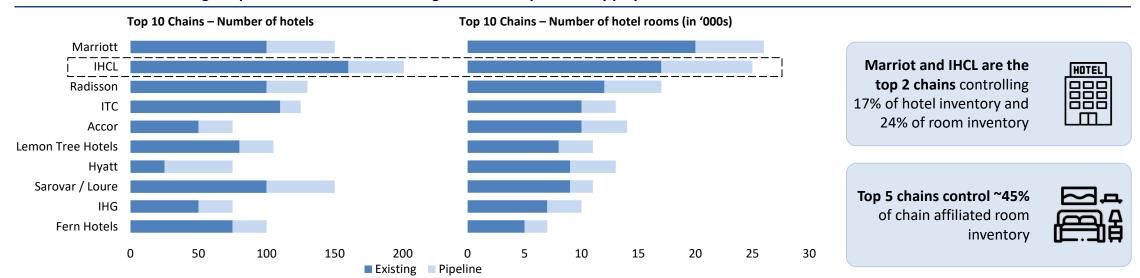


### **Industry overview**

#### Massive growth potential in the Indian hotel industry on the back of favorable growth drivers



#### Market Concentration amongst top hotel chains with IHCL being one of the top 2 industry players

















## 9M 2021 / 22 - Performance of key subsidiaries

₹/crores

Legal Entity	Revenue	EBITDA	PBT before Exc. Items	PAT
UOH Inc USA	249	(16)	(70)	(70)
St. James Court - UK	147	25	(26)	(21)
PIEM Hotels Ltd.	189	(2)	(46)	2
Roots Corporation Ltd	128	28	(35)	(28)













## **Debt position – standalone and consolidated**

₹/crores

Particulars	Standalone				Consolidated			
	Dec 31, 2021	Sept 30, 2021	June 30, 2021	March 31, 2021	Dec 31, 2021	Sep 30, 2021	June 30, 2021	March 31, 2021
Gross Debt	1,665	2,886	2,886	2,592	2,730	4,081	4,042	3,633
Liquidity	(580)	(311)	(271)	(413)	(825)	(509)	(430)	(523)
Net Debt	(1,085)	2,575	2,615	2,179	1,905	3,571	3,612	3,110
Weighted cost of Debt (%)	7.2	8.0	8.3	7.8	5.9	6.9	6.9	6.5
Net Debt to Equity	0.18	0.65	0.66	0.52	0.32	0.93	0.91	0.73











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