# **Strong Brand Equity Driving Industry Leadership**



**GLOBAL CONFERENCE CALL Q1 FY25** 

19th July, 2024









WORLD'S STRONGEST HOTEL BRAND 2024 (2021, 2022)

INDIA'S STRONGEST

BRAND 2024
(2020, 2022, 2023)



### Q1 2024-25 Key Highlights

+6% **Operating Revenue Growth YoY** 

+10% Operating EBITDA **Growth YoY** 

+12% PAT **Growth YoY** 

31% **EBITDA Margin** 



Commanding RevPAR Premium

**Well** above Industry average



Structural **Tailwinds** Intact

**Demand continues to Outpace Supply** 



Operational **Efficiencies** 

100 bps Operating Margin expansion



Market leadership in Openings & Signings

325+ Portfolio



**New Business** 

**37%** Growth over PY (Enterprise)

**Reimagined Business** 

17% Growth over PY (Enterprise)



Capital Light Portfolio

**Management Fee** growth for the quarter +17%

**Double Digit Revenue Growth** Expected for FY25















### **BEST EVER Q1** *Performance*

**₹/ CRORES** 

Description	Q1	Q1	Q1	Q1	Q1	Q1	Q1	Q1	Q1	Q1	Q1
·	FY25	FY24	FY23	FY22	FY21	FY20	FY19	FY18	FY17	FY16	FY15
Operating Revenue	1,550	1,466	1,266	345	144	1,020	980	911	949	896	937
Operating EBITDA	450	410	378	(149)	(266)	173	111	91	94	89	80
Op. EBITDA Margin (%)	29%	28%	30%	-	-	17%	11%	10%	10%	10%	9%
Total Income	1,596	1,516	1,293	370	175	1,057	995	920	962	922	954
Total EBITDA	496	459	405	(123)	(234)	210	126	99	108	115	97
EBITDA Margin (%)	31%	30%	31%	-	-	20%	13%	11%	11%	12%	10%
PBEIT	378	350	302	(226)	(334)	110	47	28	34	46	27
PBT	328	294	231	(315)	(336)	28	(4)	(26)	(168)	(58)	(23)
Profit after Tax (PAT)	248	222	170	(277)	(280)	6	15	(25)	(169)	(72)	(35)
PAT Margin (%)	16%	15%	13%	-	-	1%	2%	-	-	-	-

<sup>•</sup> From 2019 / 20 onwards, numbers are basis Post-IND AS figures.

<sup>•</sup> PBEIT – Profit Before Exceptional Items, Interest and Taxes







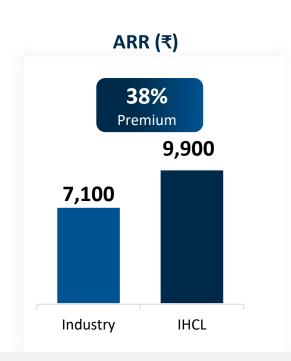


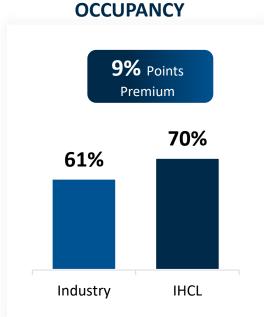


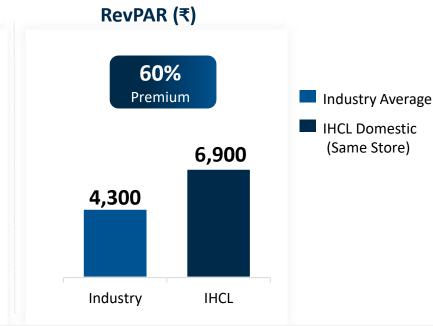


#### **OUTPERFORMING INDUSTRY** Commanding RevPAR Premium











Business Activity impacted by **Elections/Code of Conduct** 



Impact of **Heatwave** across the country



Base effect – 15 lesser auspicious wedding dates ~25% lower Wedding Revenue (for IHCL Enterprise)

**Short Term Headwinds** in Q1

Source: CoSTAR

Numbers reported for YTD May FY25 rounded off to the nearest 100

\*IHCL Like for Like Data for Enterprise Domestic Hotels (YTD May)







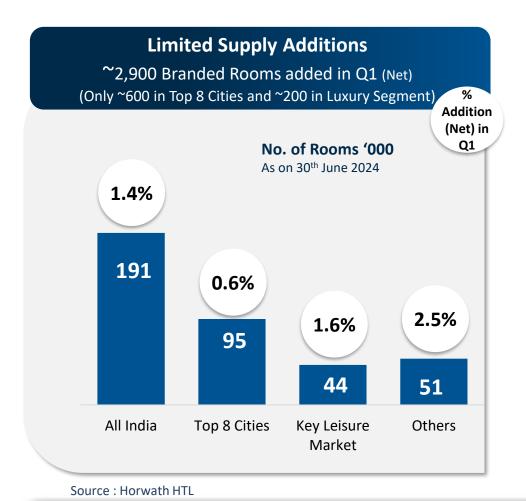


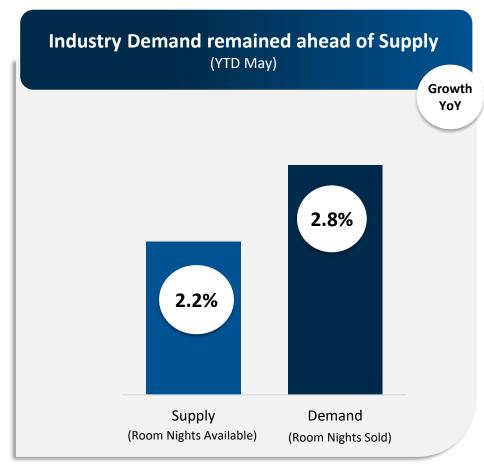






#### STRUCTURAL TAILWINDS INTACT Demand Continues to Outpace Supply







**Long Term Demand** Forecast remains unchanged

(As per Industry reports) Overall 10%+

with **Top 8 Cities** projected around 9% & 13% for Key **Leisure Markets** 

Source: CoSTAR

Despite muted quarter, overall **Demand continues to grow faster than Supply** 

Top 8 Cities : Delhi NCR, Mumbai, Bengaluru, Kolkata, Chennai, Hyderabad, Ahmedabad & Pune, Key Leisure Markets : Goa, Uttarakhand, Rajasthan, Kerala, Himachal Pradesh











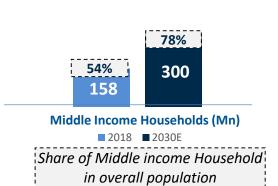






### STRUCTURAL TAILWINDS INTACT Long Term Drivers, Short Term Triggers

#### 142 Mn additional Middle Income Households by 2030

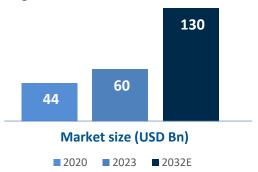






Noida & Navi Mumbai Airports expected to open next year

Spiritual tourism market size poised to grow at a CAGR of ~10%.



Annual Footfall of ~160 Mn tourist for top 13 Spiritual destinations in India

**Robust Growth Expected in Foreign Tourist Arrivals.** 



Jan-May 24 has reached only 89% of Pre-Pandemic levels

Pick up in **Business** and **MICE** activity

- Expected GDP growth of 7% for FY25
- **Large Convention Centers** enabling Larger Events.
  - -Bharat Mandapam in Delhi sold out in July 2<sup>nd</sup> half<sup>1</sup>
- Continued growth of Global Capability Centers in India

Higher wedding dates in remaining 9 Months **+12 days** 



#### **Large Untapped Market**

with ~5 Mn+ Annual high spend weddings<sup>2</sup> providing a long term growth opportunity for Hotels

Source: Analyst & Industry reports <sup>1</sup> Data for Multipurpose hall with 4000 pax capacity <sup>2</sup>Weddings with an average spend more than ₹ 10 Lakhs





**GATEWAY** 









### **ENTERING INTO A NEW SEGMENT** *Taj Branded Residences*









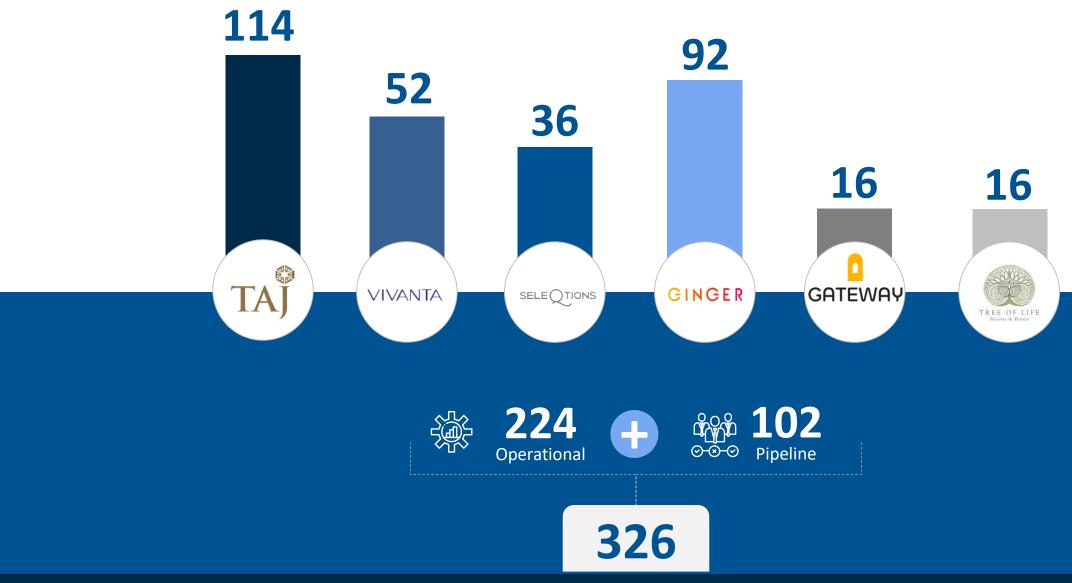








### **ACHIEVED MILESTONE OF** 325+ Hotels, 100+ in Pipeline





## **CONTINUED GROWTH MOMENTUM** 16 Signings, 6 openings

















### **NEW BUSINESS** Growing Consistently at 30%+



GINGER

₹ 142 Cr

**Total Revenue** 45% Growth YoY ₹ 106 Cr

Room Revenue 42% Growth YoY ₹ 28 Cr

F&B Revenue 65% Growth YoY

Enterprise Revenue (Incl. Qmin in Ginger)

Consol. Revenue (RCL + Ginger Mumbai Airport)

₹ 122 Cr

**Total Revenue** 56% Growth YoY ₹ 88 Cr

Room Revenue 54% Growth YoY ₹ 24 Cr

F&B Revenue 78% Growth YoY

F&B growth enabled by **Qminisation of Ginger** 

EBITDAR Margin expanded to 41% in Q1 vs. 26% pre-covid Target to grow to ~50%

by 2027

All figures for Q1 FY25

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### **RE-IMAGINED BUSINESS** on a Continued Strong Growth Trajectory



Combined contribution of New & Reimagined Business expected ~20% of Consol. Revenue (Annualized Proforma)

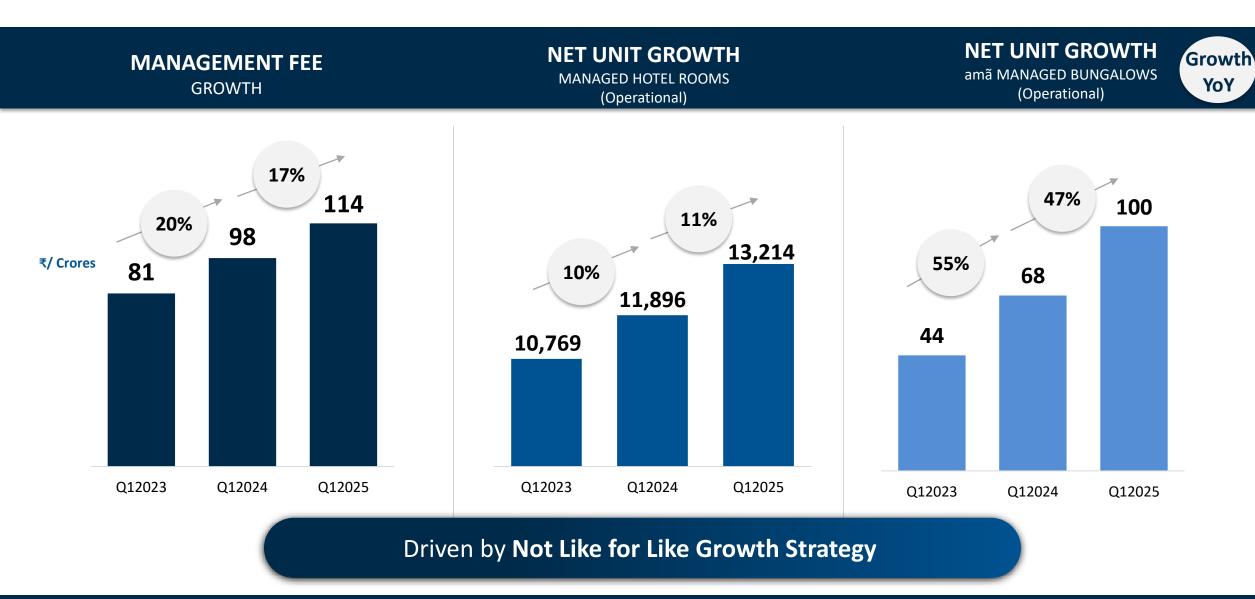
All figures for Q1 FY25





(By no. of meals)

#### MANAGEMENT FEE GROWTH on Back of Capital Light Strategy



















### WE REMAIN CONFIDENT of Double Digit Revenue Growth for the Year



Strong Business on Books, July expected to grow about 20% YoY





Note: Based on business on books & estimates as on 17th July

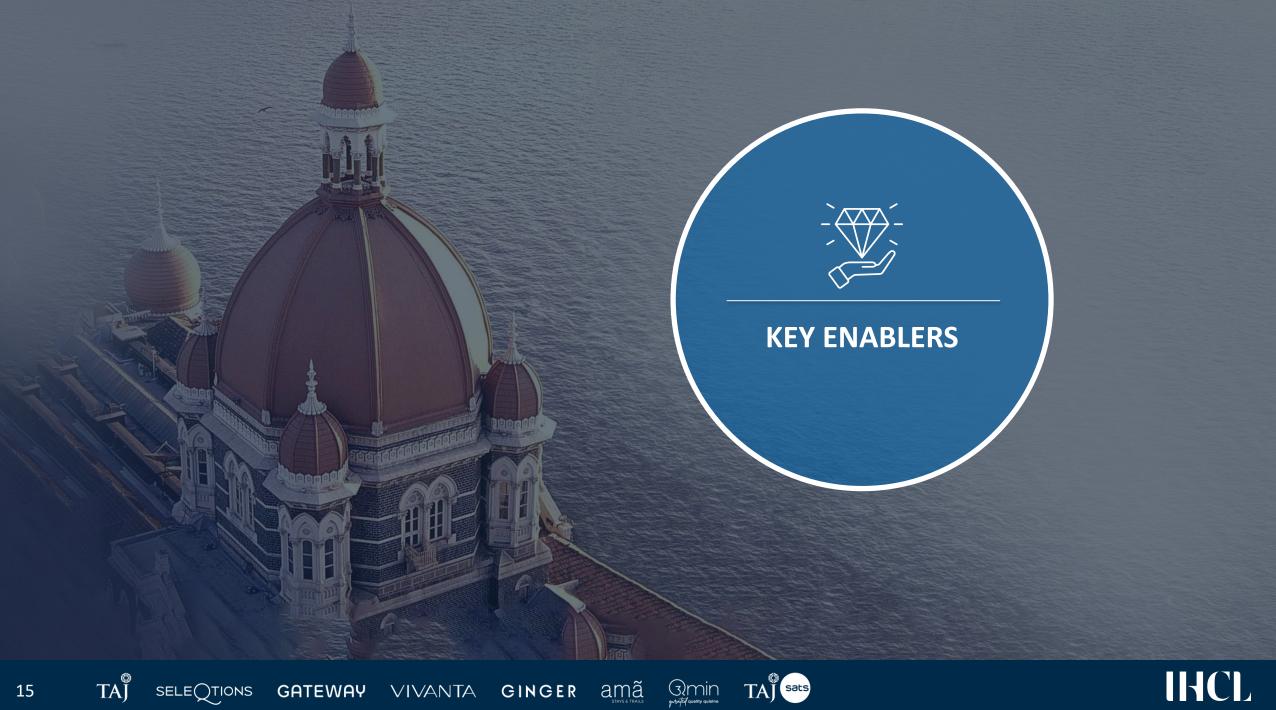










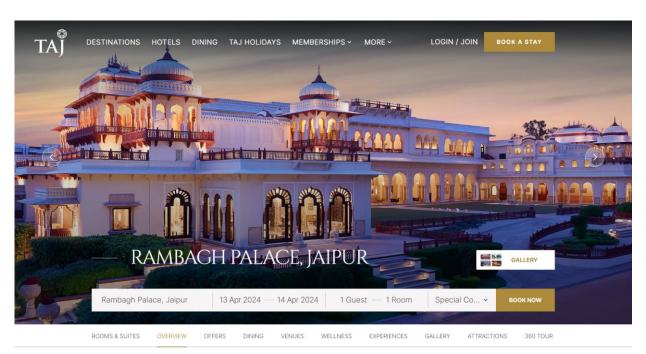








#### **FOCUS ON DIGITAL INITIATIVES** New Website Launched



OTELS DINING TAJ HOLIDAYS MEMBERSHIPS LOGIN / JOIN MORE ~ EXPERIENCES LIKE ALWAYS, REWARDS LIKE NEVER BEFORE

#### A WORLD OF PRIVILEGES AND BENEFITS

Unlock exclusive member rates, accrue and redeem NeuCoins by simply quoting your NeuPass membership or mobile number with each visit. With each NeuCoin equivalent to one Rupee, amplify the joy of your experiences as you indulge in memorable getaways, exquisite dining, rejuvenating spa treatments and...»



#### RAMBAGH PALACE - THE JEWEL OF JAIPUR

Built in 1835, Rambagh Palace, Jaipur gracefully retains its elaborate splendor. Adorned with hand-carved marble latticework, sandstone balustrades, and lush Mughal Gardens, it once served as a royal guesthouse and hunting lodge. From the Maharaja's residence to an authentic









Share of Website Contribution for Taj Hotels increased by 150 bps in Q1 on a YoY basis









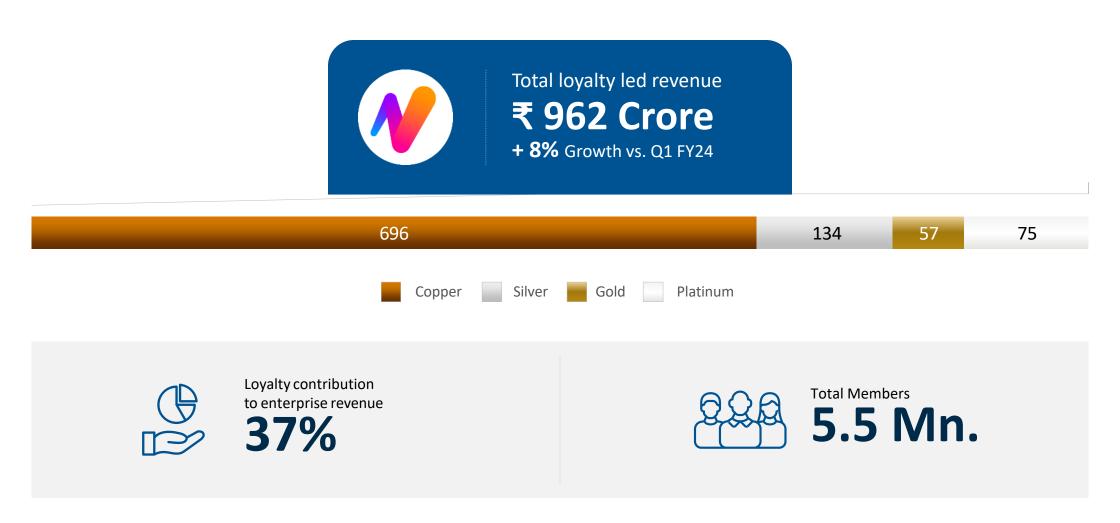








#### **TATA NEU** Enhancing Customer Loyalty



Loyalty Led Revenues is the revenue generated by Loyalty customers through all channels Out of this ₹ 570 Cr was eligible for reward points. Out of the total loyalty led revenue ₹ 48 Cr was through Tata Neu app.





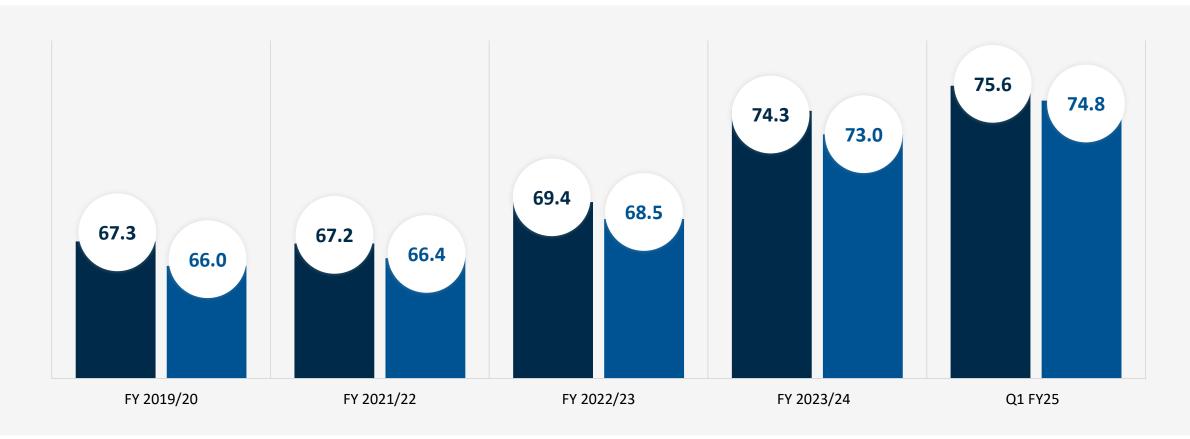








### **EXCELLENCE** Consistently High Customer Satisfaction Scores







Data for IHCL Enterprise



### **DOING BUSINESS** The Responsible Way



#### Waste

100% elimination of single-use plastic



#### Waste

100% operating hotels will have an organic waste management system

paathyā 2030 Goals



#### Water

100% water recycling



#### **Energy**

50% energy use to be from renewables



All hotels to provide **EV** charging stations

## Q1 FY 24/25 UPDATE



119 Tons of Plastic Saved through Glass Bottles, Bio-degradable Bathroom Amenities, Paper Straws



**46 hotels** have bottling plants to eliminate use of single-use plastic bottles (6 Hotels added in Q1)



42%

water recycled



37%

Renewable energy



343 EV

charging stations across 142 locations in India































### FINANCIAL HIGHLIGHTS Q1FY25









ENTERPRISE									
₹ 3,024 Crore	↑ 7%								
₹ 905 Crore	<b>↑4%</b>								
29.9% 28.5%	↓ 0.7 pp  ↓ 0.6 pp								

CONSOLIDATED						
₹ 1,596 Crore	↑ 5%					
₹ 496 Crore	↑ 8%					
31.0% 29.0%	↑ 0.7 pp					
₹ 248 Crore 15.6%	↑ 12% ↑ 0.9 pp					

STANDALO	NE
₹ 972 Crore	<b>↑4%</b>
₹ 368 Crore	↑ 9%
37.8%	↑ 1.6 pp
35.1% ₹ 209 Crore	↑ 2.1 pp
21.5%	↑ 1.4 pp







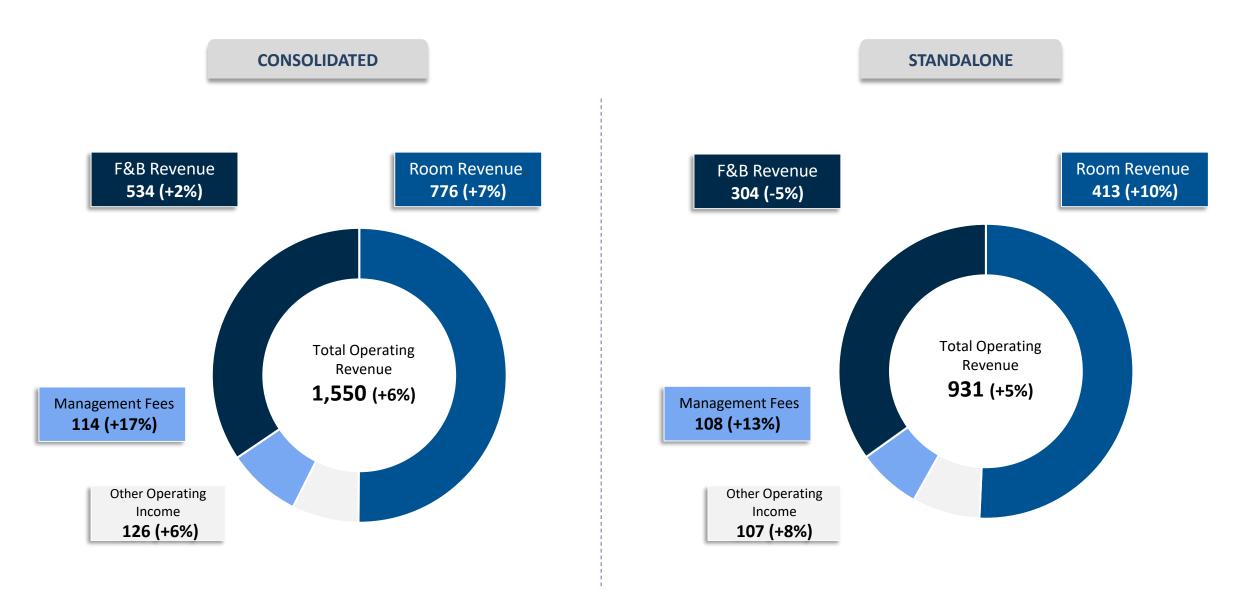






<sup>\*</sup>IHCL Enterprise Revenue is the summation of all Hotels including Ginger, all Corporates & Taj SATS Air Catering, agnostic of ownership

#### **OPERATING REVENUE BREAKUP**



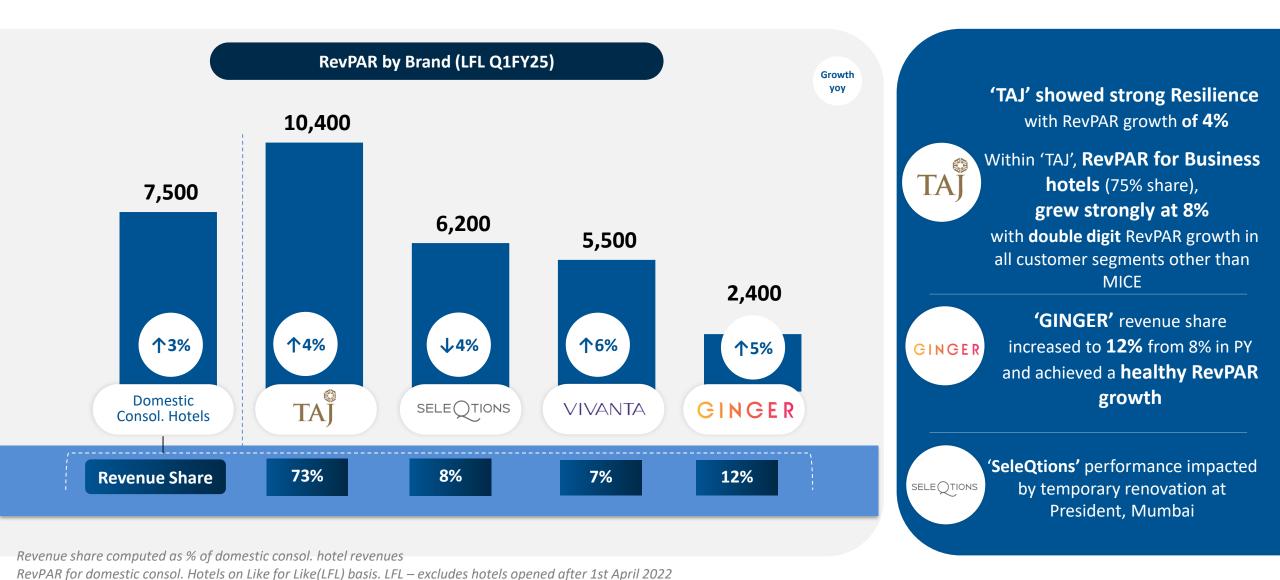








#### **REVPAR PERFORMANCE** Driven by Key Segments





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### **IHCL LEISURE & PALACE HOTELS** Outperformed on RGI

#### **RevPAR Index Q1FY25**

(Hotels in similar segment across City)







209%	Rambagh Palace, Jaipur
186%	Taj Lake Palace Udaipur
117%	Taj Falaknuma Palace Hyderabad
275%	Taj Nadesar Palace, Varanasi

164%	Taj Exotica Resort & Spa, Goa
140%	Taj Fort Aguada Resort & Spa Goa
135%	Taj Holiday Village Resort & Spa Goa
116%	Vivanta Goa Panaji

Taj Bekal Resort & Spa Kerala 165% 175% Taj Wayanad Resort & Spa, Kerala Taj Rishikesh Resort & Spa 184% 194% Taj Madikeri Resort & Spa, Coorg

Revenue Generating Index (RGI) is calculated by dividing a property's RevPAR by the average RevPar of other comparable hotels in similar segment & market



Source: CoSTAR





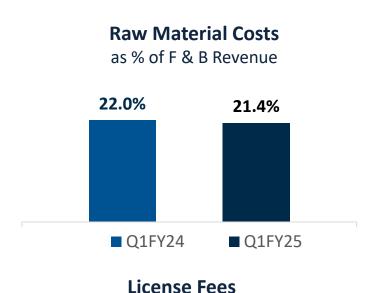


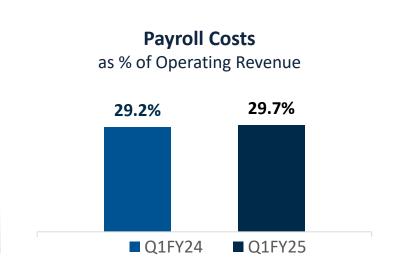


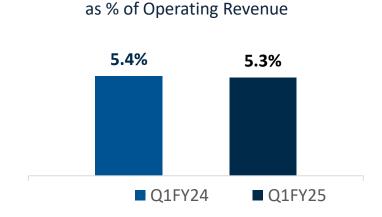


### **OPERATIONAL EFFICIENCIES** Driving Margin Expansion

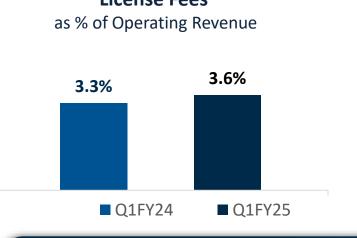
Data for IHCL Consol.

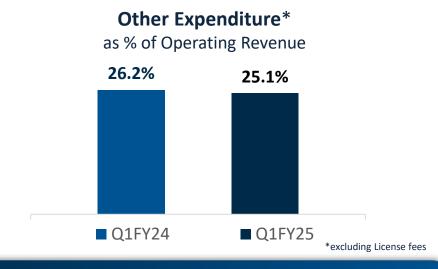






**Power Costs** 





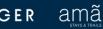
#### **Cost Saving & Operational Efficiencies** through:

- High Yielding F&B Business driving down Raw Material Cost%
- **Power Cost** management on back of efficiency
- Saving in **Store & Supplies** expenses
- Saving in Sales & Marketing expenses

Operating Margin expansion by 100 bps





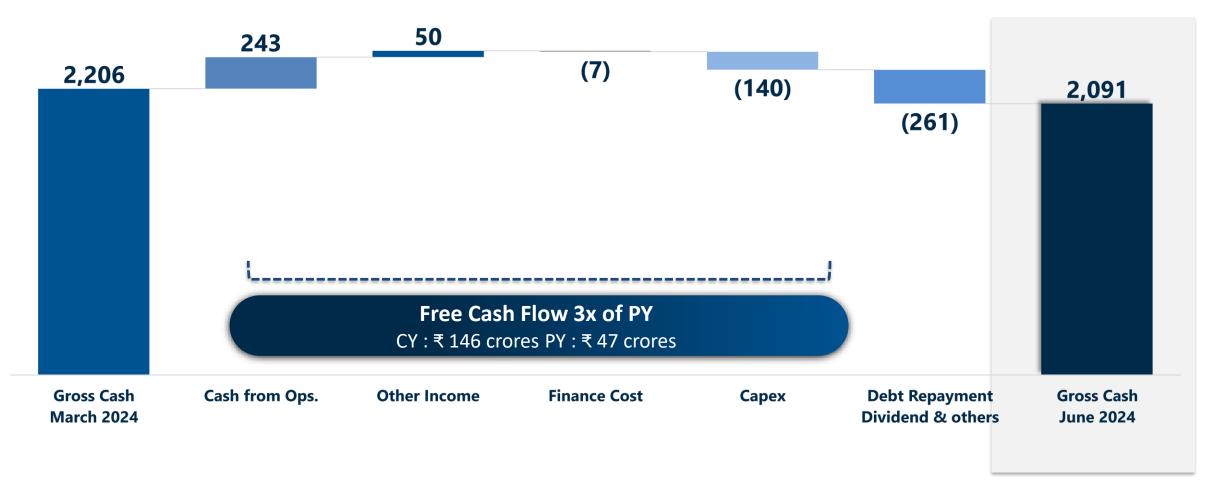






### **STRONG BALANCE SHEET** with Healthy Cash Reserves

*₹/crores* 



Data for IHCL Consol.









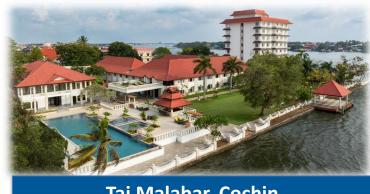


### **BRAND & REVENUE ENHANCING CAPEX** Key Asset Management & Expansion







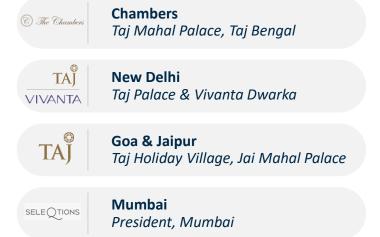


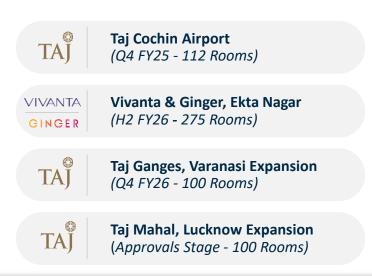
Taj Malabar, Cochin (Partly reopened)



SELE()TIONS

Key Renovations







Additionally Spends on **Digital Capex** as outlined to continue



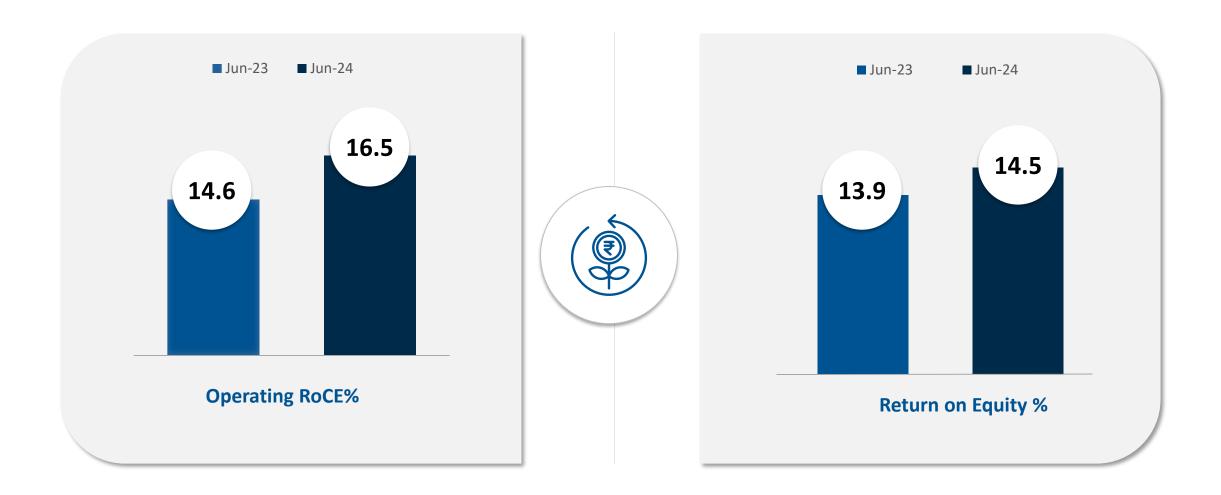








#### **RETURN RATIOS** Continue to Grow



- 1. Operating RoCE is operating EBIT for trailing twelve months divided by average operating capital employed for June 2024 & June 2023.
- 2. Return on Equity is PAT after minority interest for trailing twelve months divided by average equity excluding non controlling interest for June 2024 & June 2023.

















#### **CORPORATE ACTIONS ANNOUNCED**

#### <u>TajSATS – Amendment to the Subscription cum Shareholders Agreement ('SSHA')</u>

- The Board of IHCL has approved certain changes to the SSHA Agreement of TajSATS Ltd which will allow IHCL to consolidate TajSATS as a subsidiary in its consolidated accounts.
- SATS Ltd, Singapore has also approved these changes in its Board Meeting held on July 19, 2024.
- The consolidation is expected to be effective August 1, 2024.

#### <u>Simplification</u> – Approval to combine business of St. James & Taj International Hotels Limited (TIHL)

- In order to simplify operating model & the holding structure, it is proposed to combine the business of TIHL with St James Court Hotels Ltd. ("St James"), through a share swap and simultaneous business transfer agreement. Transaction expected to complete in Q3 post closing formalities.
- As this is a common control transaction, this will not have any accounting implication in IHCL.
- IHCL's shareholding (through IHOCO) in St James will increase by 1.3% to ~63%.





#### **PROFORMA IMPACT OF** *TajSATS Consolidation Q1FY25*

**₹/crores** 

Particulars	IHCL Consol. (As Is)	TajSATS	Proforma with TajSATS (Post Inter Co. Elimination)		Increase %
	Q1FY25	Q1FY25	Q1FY25	Q1FY24	YoY
Total Revenue	1,596	241	1,836	1,719	+7%
EBITDA	496	59	554	509	+9%
EBITDA Margin	31.0%	24.3%	30.2%	29.7%	+0.5 pp

- Impact on IHCL Consol. PAT expected to be immaterial on a recurring basis (Other than one time exceptional gain that will be reported in Q2 FY25).
- TajSATS to be categorized as a separate segment in IHCL Consolidation.



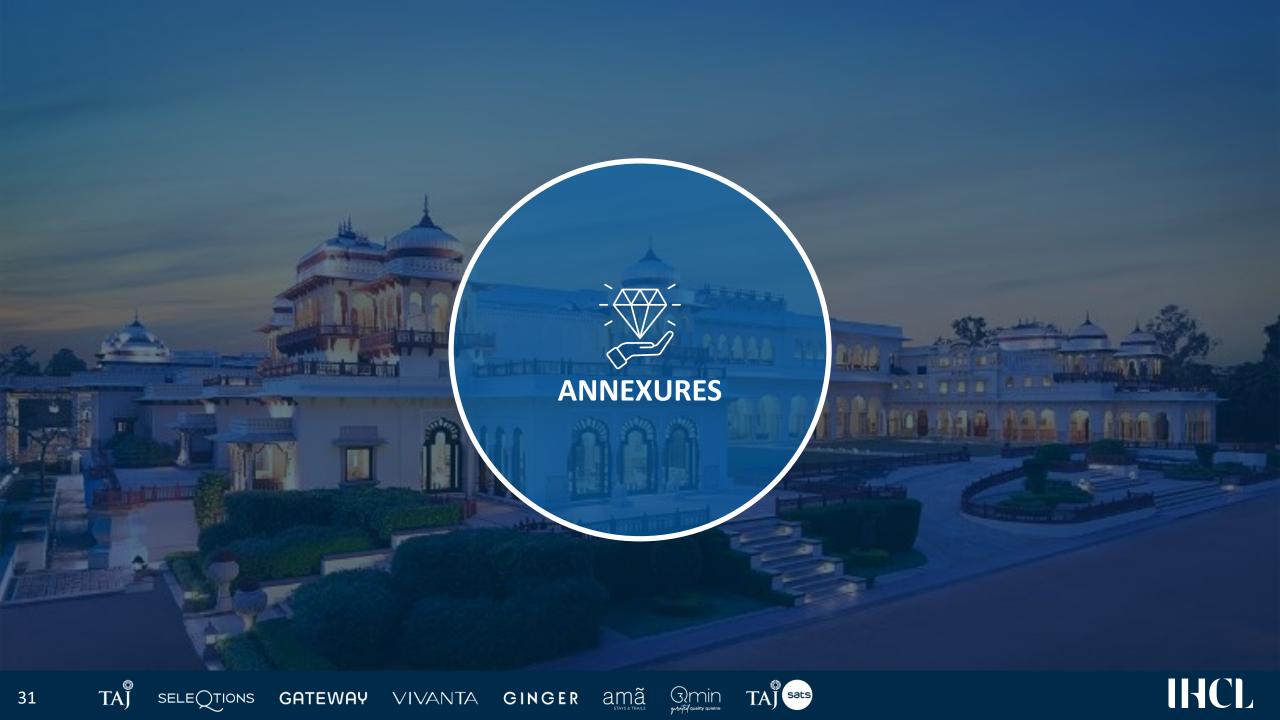












**CONSOLIDATED P&L Q1FY25** 

₹/crores

Particulars	Q1FY24	Q1FY25	Var %
Revenue from Operations	1,466	1,550	6%
Non-Operating Revenue	49	46	-7%
Total Revenue	1,516	1,596	5%
Raw Material Cost	115	114	-1%
Employee Benefits	429	460	7%
Fuel, Power and Light	80	82	2%
Other Expenditure	432	444	3%
Total Expenditure	1,056	1,101	4%
EBITDA	459	496	8%
EBITDA Margin	30.3%	31.0%	+0.7 pp
Operating EBITDA	410	450	10%
Operating EBITDA Margin	28.0%	29.0%	+1.0 pp
Depreciation and Amortization Expense	109	117	8%
Finance Costs	57	50	-12%
Profit/ (Loss) before tax	294	328	12%
Profit/ (Loss) After Tax	211	234	11%
Add: Share of Profit/(Loss) in Assoc. & JV's	25	26	2%
Less: Profit / (Loss) due to Non Controlling Interest	(14)	(12)	13%
Profit / (Loss) after Non contr. Int., share of Assoc. & JV	222	248	12%
PAT Margin	14.7%	15.6%	+0.9 pp













**STANDALONE P&L Q1FY25** 

₹/crores

Particulars	Q1FY24	Q1FY25	Var %
Revenue from Operations	890	931	5%
Non-Operating Revenue	45	40	-9%
Total Revenue	935	972	4%
Raw Material Cost	70	67	-5%
Employee Benefits	202	216	7%
Fuel, Power and Light	51	52	2%
Other Expenditure	273	269	-2%
Total Expenditure	596	604	1%
EBITDA	338	368	9%
EBITDA Margin	36.2%	37.8%	+1.6 pp
Operating EBITDA	294	327	11%
Operating EBITDA Margin	33.0%	35.1%	+2.1 pp
Depreciation and Amortization Expense	54	60	12%
Finance Costs	30	25	-17%
Profit/ (Loss) before tax	254	282	11%
Profit/ (Loss) After Tax	188	209	11%
PAT Margin	20.1%	21.5%	+1.4 pp

SELEQTIONS





#### PERFORMANCE OF KEY LEGAL ENTITIES

₹/crores

Local Entities	Reve	enue	EBI <sup>-</sup>	ΓDA	EBITDA I	MARGIN	P/	AT
Legal Entities	Q1FY24	Q1FY25	Q1FY24	Q1FY25	Q1FY24	Q1FY25	Q1FY24	Q1FY25
UOH Inc. – USA	184	204	5	10	2.6%	4.8%	(17)	(11)
St. James Court – UK	142	136	49	44	34.4%	32.0%	22	18
PIEM Hotels Ltd.	122	126	25	28	20.8%	22.2%	10	10
Roots Corporation Ltd	78	100	27	34	34.6%	33.4%	6	10
Benares Hotels Ltd.	26	24	10	10	38.5%	41.9%	6	6
Taj SATS Air Catering Ltd	205	241	50	59	24.5%	24.3%	34	39
Oriental Hotels Ltd	94	83	23	13	25.0%	15.3%	7	(1)

St James – 25 rooms were under renovation for a part of Q1 OHL - impacted by Taj Malabar, Kochi & Taj Coromandel, Chennai Ballroom renovation Piem Hotels - impacted due to rooms renovation at President Hotel















#### **ROOM REVENUE CUSTOMER SEGMENTS MIX**

SEGMENT CONTRIBUTION %						
	Q1FY24	Q1FY25				
Transient	58%	59%				
Corporate	12%	12%				
MICE	16%	13%				
Long Stay	3%	3%				
Leisure	8%	9%				
Groups	1%	2%				
Crew	2%	2%				

Data for IHCL Enterprise excluding Ginger











#### **ROOM REVENUE CHANNELS MIX**

CHANNEL CONTRIBUTION %						
	Q1FY24	Q1FY25				
Hotel Reservation (HRO)	48%	44%				
Central Reservation	8%	8%				
Global Distribution System	5%	6%				
Alternate Distribution System (Online Travel Agents/ADS)	25%	26%				
Website	14%	16%				

Data for IHCL Enterprise excluding Ginger













### INDIA (IHCL CONSOL.) STATISTICS – BY KEY CITIES

Domestic Hotels	Occ%		ARR in ₹		RevPAR in ₹	
Like for Like	Q1 FY25	% Growth	Q1 FY25	% Growth	Q1 FY25	% Growth
Mumbai	85%	0%	13,100	3%	11,100	3%
Delhi & NCR	82%	2%	10,000	7%	8,200	10%
Bengaluru	78%	1%	9,300	9%	7,200	10%
Goa	81%	1%	14,200	-9%	11,400	-8%
Chennai	75%	4%	5,200	3%	3,900	8%
Rajasthan	36%	-6%	18,000	5%	6,500	-9%
Kolkata	75%	5%	7,900	-3%	5,900	5%
Domestic Total	76%	1%	9,900	2%	7,500	3%

Data for domestic consol. Hotels on Like for Like(LFL) basis. LFL – excludes hotels opened after 1st April 2022















### INTERNATIONAL STATISTICS (IHCL CONSOL.)

totamentiament tratale	Occ %		ARR in \$		RevPAR in \$	
International Hotels	Q1FY25	pp vs PY	Q1FY25	% vs PY	Q1FY25	% vs PY
USA	65%	4%	630	-3%	410	3%
UK	81%	2%	440	-9%	350	-7%
Cape Town	71%	0%	160	18%	115	18%
Grand Total	74%	2%	450	-4%	330	-1%

Data for International consol. Hotels on Like for Like(LFL) basis. LFL – excludes hotels opened after 1st April 2022















#### **STANDALONE KEY STATISTICS**

Particulars – Like for Like	IHCL Standalone				
raiticulais Like for Like	Q1 FY24	Q1 FY25	Var		
Occupancy %	74.8	76.0	120 bps		
ARR in ₹	12,613	12,906	+2%		
RevPAR in ₹	9,433	9,810	+4%		

Particulars	Ginger Mumbai Airport
	Q1 FY25
Revenue ₹ Cr.	21.4
Occupancy %	87%
ARR in ₹	5,700
RevPAR in ₹	5,000











#### **INVENTORY BRANDSCAPE AS ON 30TH JUNE 2024**

Brands	Operational Hotels (Rooms)	Pipeline Hotels <i>(Rooms)</i>	Total Hotels <i>(Rooms)</i>
Tai	81	33	114
laj	12,127	5,529	17,656
Vivanta	30	22	52
Vivalita	<i>4,057</i>	3,141	7,198
SalaOtiona	23	13	36
SeleQtions	1,717	1,484	3,201
Cinnau	66	26	92
Ginger	<i>5,882</i>	3,183	9,065
Cotonia	8	8	16
Gateway	531	1179	1710
Tues of 1:fe	16	<del>-</del>	16
Tree of Life	205	-	205
TOTAL	224	102	326
TOTAL	24,519	14,516	39,035

Ownership	Operational	Pipeline	Total
IIICI Q Canada	117	25	142
IHCL & Group	13,994	2,898	16,892
Managament contract	107	77	184
Management contract	10,525	11,618	22,143
TOTAL	224	102	326
TOTAL	24,519	14,516	39,035

amã STAYS & TRAILS

Operational Gateway Includes existing hotels identified for Brand Conversion













#### **PORTFOLIO PIPELINE**

Pipeline – IHCL+Subsidiaries	FY25	FY26	FY27	FY28	FY29	Total
Taj	112	134		183		429
Vivanta		125				125
Ginger	537	150	312	678	667	2,344
Total Owned Pipeline	649	409	312	861	667	2,898

Pipeline - Managed Hotels						
Тај	694	1735	1186	801	684	5,100
Vivanta	100	1397	690	590	239	3,016
SeleQtions	469	721	0	275	19	1,484
Gateway	152	176	435	100	316	1,179
Ginger	134	0	220	325	160	839
Total Managed Pipeline	1,549	4,029	2,531	2,091	1,418	11,618

Grand Total	2 100	A A20	2 042	2.052	2 005	14 516
(Owned + Managed)	2,198	4,438	2,843	2,952	2,085	14,516

<sup>\*</sup>The opening schedule is indicative and may change in the future.















#### **HOTELS OPENED IN LAST QUARTER**

SI No	Hotel Name	Ownership	Inventory
1	Fountain Mahabaleshwar - IHCL SeleQtions	Management Contracts	77
2	Vivanta Jamshedpur Golmuri	Management Contracts	94
3	Ginger Jamshedpur Tata Steel GH	Group Companies	89
4	Ginger Nagpur Airport Road	Group Companies	88
5	Tree of Life Lakeside Cottage, Srinagar	Management Contracts	3
6	Tree of Life Indra Mandala Hotel, Gangtok	Management Contracts	11

#### HOTELS LIKELY TO OPEN IN NEXT 6 MONTHS

S No.	Hotel Name	Ownership	Inventory
1	Taj Hotel at Ambuja City Centre Patna	Management Contracts	124
2	Taj Puri	Management Contracts	90
3	Taj Tadoba	Management Contracts	35
4	Gateway Bekal	Management Contracts	152
5	IHCL SeleQtions Naukuchiatal	Management Contracts	88
6	IHCL SeleQtions Kumbhalgarh	Management Contracts	176
7	IHCL SeleQtions Candolim	Management Contracts	122
8	SeleQtions Thimphu	Management Contracts	83
9	Vivanta Manipal	Management Contracts	100
10	Ginger Srinagar	Management Contracts	62
11	Ginger Candolim - Goa	Group Companies	282
12	Ginger Ramdaspeth - Nagpur	Group Companies	87
13	Ginger Shashtri Circle Udaipur	Group Companies	96













#### **DISCLAIMER**

These presentations may contain forward-looking statements within the meaning of applicable securities laws. Similarly, statements that describe our business strategy, outlook, objectives, plans, intentions or goals also are forward-looking statements.

Forward-looking statements are not guarantees of future performance and involve risks and uncertainties and other factors that may cause actual results to differ materially from those anticipated at the time the forward-looking statements are made. Future results, performance and achievements may be affected by general economic conditions, regulatory environment, business and financing conditions, foreign exchange fluctuations, cyclicality and operating risks associated with the hospitality industry and other circumstances and uncertainties.

Although we believe the expectations reflected in such forward looking statements are based upon reasonable assumptions, we can give no assurance that our expectations will be attained or that results will not materially differ. We undertake no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future events or otherwise.

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# **Strong Brand Equity Driving Industry Leadership**



**GLOBAL CONFERENCE CALL Q1 FY25** 

19th July, 2024





