

May 1, 2021

BSE Limited Corporate Relationship Department 1st Floor, New Trading Ring, Rotunda Building, P. J. Towers, Dalal Street, Fort, Mumbai - 400 001 Scrip Code: 500850

National Stock Exchange of India Limited Exchange Plaza Bandra Kurla Complex Bandra (E) Mumbai 400 051 Symbol: INDHOTEL

Kind Attn: Mr. S. Subramanian

DCS-CRD

Dear Sirs,

Further to our letter dated April 30, 2021, intimating the Financial Results of the Company for the financial year ended March 31, 2021, enclosed is a copy of the investors / analyst presentation on the performance of the Company for the said period for your records.

Kindly acknowledge receipt.

Yours sincerely,

BEEJAL DESAI

Senior Vice President – Corporate Affairs and Company Secretary (Group)

Encl: a/a

THE INDIAN HOTELS COMPANY LIMITED

CIN L74999MH1902PLC000183

CORP Office: 9th Floor, Express Towers, Barrister Rajni Patel Marg, Nariman Point, Mumbai 400 021, Maharashtra, India T+91 22 6137 1637, F+91 22 6137 1919 REGD Office: Mandlik House, Mandlik Road, Mumbai 400 001, Maharashtra, India www.tajhotels.com T+91 22 6639 5515, F+91 22 2202 7442















GLOBAL CONFERENCE CALL

Q4, FY 2020/21 RESULTS | 1st MAY, 2021





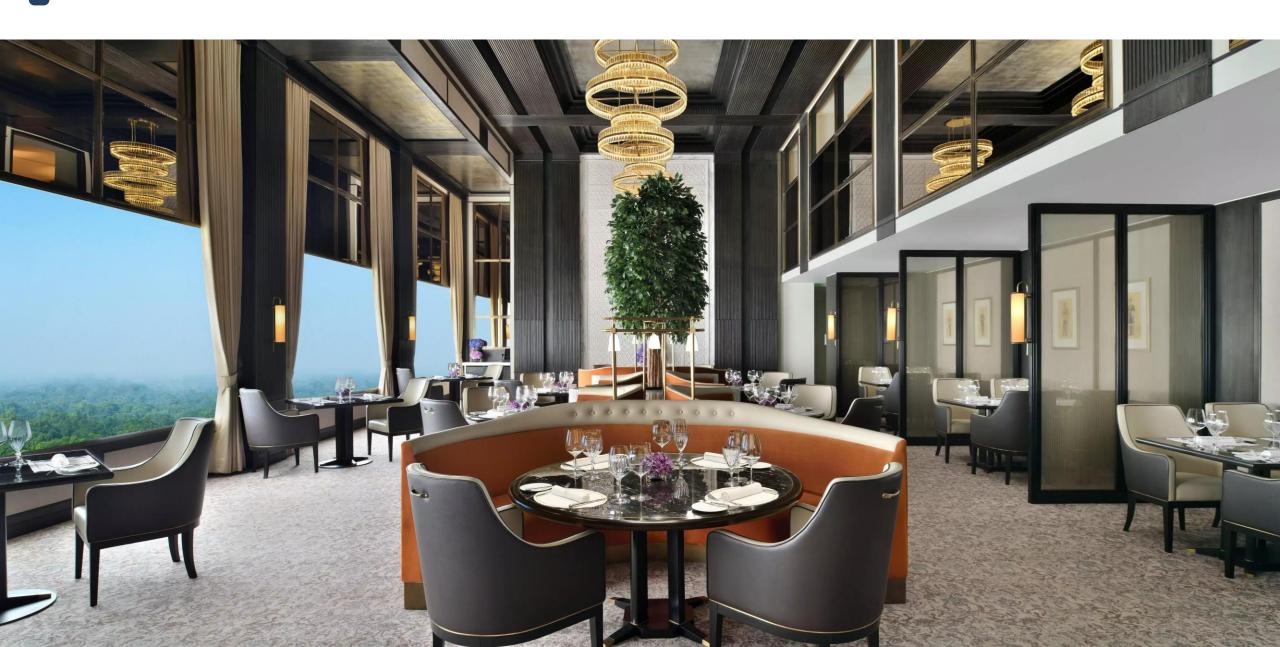




EXPRESSION



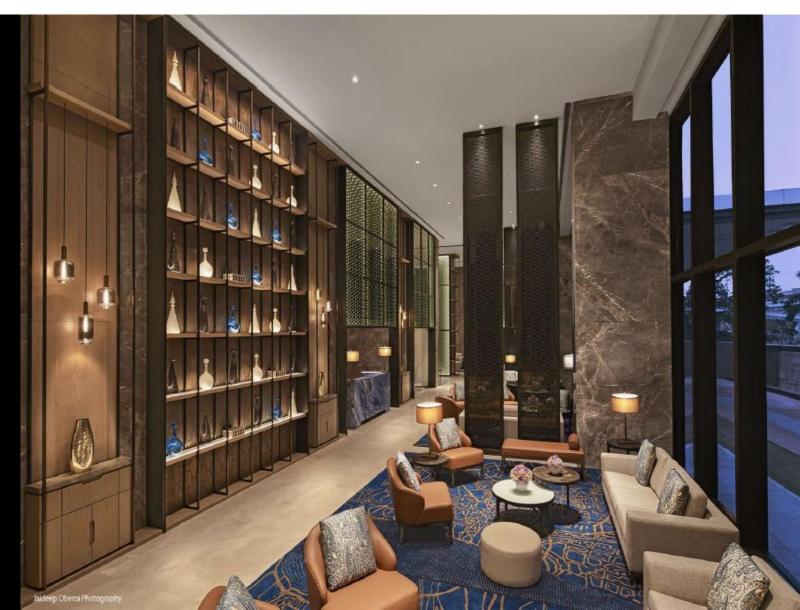
THE RE-IMAGINED CHAMBERS LAUNCHED AT TAJ MAHAL DELHI



LAUNCHING SOUTH-EAST ASIA'S FIRST ALL WOMEN MANAGED LUXURY SERVICE RESIDENCES







KEY MILESTONE: 200 HOTEL PORTFOLIO IN INDIA

No. Of Hotels In India	TAJ	SELEQTIONS	VIVANTA	GINGER	DOMESTIC PORTFOLIO
OPERATIONAL	63	13	20	54	150 [*]
PIPELINE	12	3	11	24	50
TOTAL	75	16	31	78	200

The TOTAL PORTFOLIO including international hotels stands at 221 HOTELS

*with the launch of Taj Wellington Mews













INDUSTRY LEADING PIPELINE, HIGHEST SIGNINGS, HIGHEST OPENINGS

2020 Brand Signings*:



2020 Brand Openings*:



^{*} Source: Indian Hospitality Industry Overview 2020, HVS Anarock



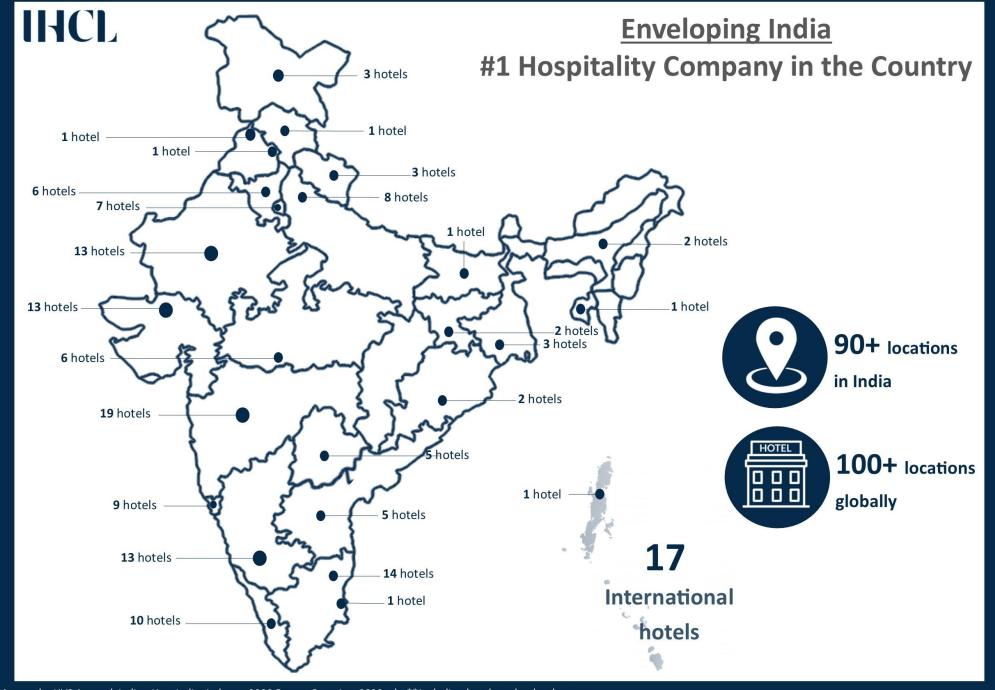








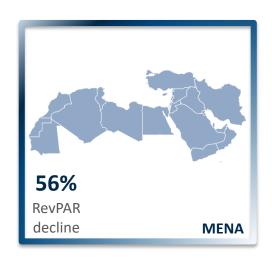




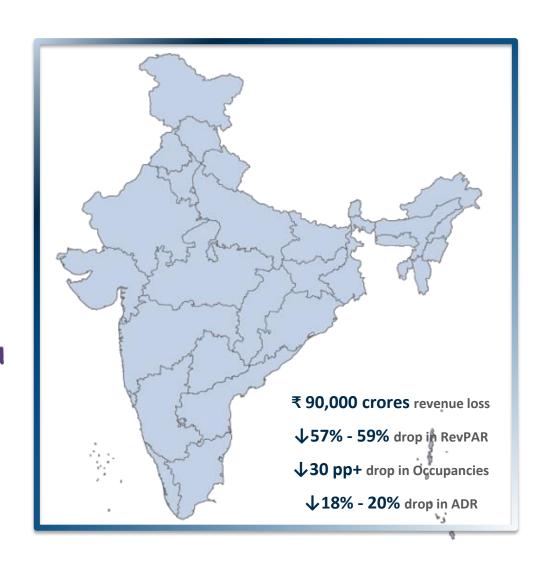
COVID-19: AN UNPRECEDENTED CHALLENGE











Source: *Indian Hospitality The Stats & Pulse Report – Hotelivate, #Indian Hospitality Industry Overview 2020 - HVS Anarock











RISING TO THE OCCASSION

Health & Well-being

Positivity & Hope

- New Business Models
- Innovative Campaigns

- **Embracing Digital**



AGENTS

New Ways of Working

4-----

Corporate Overheads

Salary Contributions

Beyond Call of Duty





4-----







CREATIVITY

PRESSED THE RESET BUTTON TO NAVIGATE THROUGH THE CRISIS











REVENUE

- 1. Promotions & focus on domestic tourism
- 2.F&B innovations
- 3. Quarantine, medical & BCP business
- 4. Focus on new brands & businesses
- 5.Re-imagination of existing brands





anuka









PRESENTING THE 4D TRAVEL EXPERIENCE DISCOVER . DELIGHT







₹ 264 Cr

EXCELLENCE

- 1. Tajness, A Commitment Restrengthened
- 2. Service to the nation: 3 Mn+ Meals, Hosting Doctors
- 3.I-ZEST: Embracing digital
- 4. Taj For Family
- 5. Employee-focused initiatives (Health & Safety, L&D)



A COMMITMENT RESTRENGTHENED

I-ZEST: IHCL'S ZERO-TOUCH SERVICE TRANSFORMATION

#MealsToSmiles













SPEND OPTIMIZATION

- 1. Hotel closures and phased re-opening
- 2. Payroll optimization
- 3. Reduction of hotel costs
- 4. New ways of working (A1, Cluster operations)
- 5. Leveraging partnerships, e.g Tata Power solar energy





EFFECTIVE ASSET MANAGEMENT

- 1.Lease rental waivers and lease re-negotiations
- 2. Sale of non-core assets
- 3. Sale & manage back of Ginger hotel
- 4. Restructured holding of Taj Cape Town
- 5. Agreement to acquire 100% holding in ELEL

₹ 70 Cr



THRIFT & FINANCIAL PRUDENCE

- 1. Optimization of corporate overheads
- 2. Deferment of renovations
- 3. Prudence in resource allocation
- 4. Securing funding tie-ups
- 5. Liquidity / cash flow management

₹ 135 Cr



R.E.S.E.T 2020 INITIATIVES: SUMMARY

REVENUE

EXCELLENCE

SPEND OPTIMIZATION

EFFECTIVE **ASSET MANAGEMENT**

THRIFT & FINANCIAL PRUDENCE

- 1. Promotions & focus
 - on domestic tourism
- 2. F&B innovations
- 3. Quarantine, medical
 - & BCP business
- 4. Focus on **new brands**
 - & businesses
- **5. Re-imagination** of

existing brands

1. Tajness, A

Commitment

Restrengthened

- 2. Service to the nation
 - meals and rooms
- 3. I-ZEST
- 4. Taj For Family
- **5.** Employee-focused
 - initiatives

1. Hotel closures and phased re-opening

- 2. Payroll optimization
- 3. Reduction of hotel
 - operating costs
- 4. New ways of working
- 5. Leveraging
 - partnerships Tata
 - Power solar energy

- 1. Lease rental waivers and re-negotiations
- 2. Sale of non-core
 - assets
- 3. Sale & manage back
- 4. Restructuring of Taj
 - Cape Town
- 5. Agreement to
 - acquire 100% in ELEL

- 1. Optimization of corporate overheads
- 2. Deferment of renovations
- **3. Prudence** in resource allocation
- 4. Funding tie-ups
- **5. Liquidity** / cash flow management









GINGER





R.E.S.E.T 2020 CONTRIBUTION AT CONSOLIDATED LEVEL









₹ 264 crores

₹ 420 crores

₹ 70 crores

₹ 135 crores













R.E.S.E.T 2020: KEY ACHIEVEMENTS









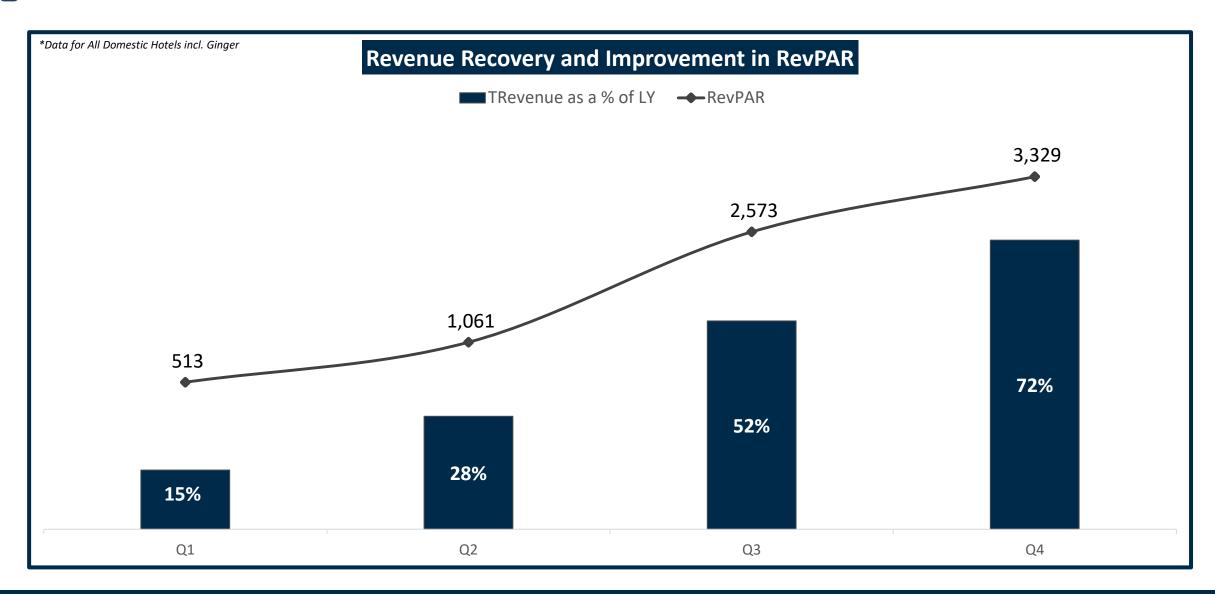






R.E.S.E.T HELPED IN BUSINESS RECOVERY









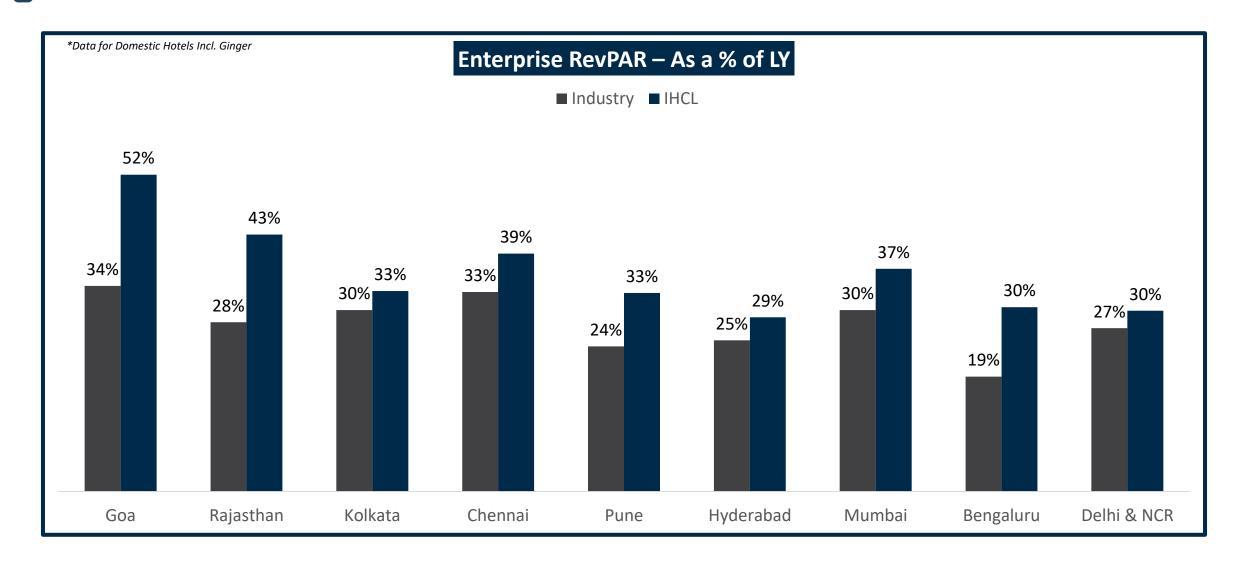






IHCL OUTPERFORMED ACROSS KEY CITIES





Source for Industry RevPAR for FY 2020/21: Indian Hospitality The Stats & Pulse Report – Hotelivate

#Jaipur used as proxy for Rajasthan industry RevPAR











GINGER, TAJSATS: ROBUST REVENUE RECOVERY



GINGER



- Revenue for FY 2020/21 at 63% Pre-Covid Level
- F&B Revenue doubled with focused efforts
- 78 Hotel portfolio
- EBITDA +ve for FY21

- Over 50% market share in Q4 2020/21
- New airline customers added during pandemic
- Number of flights catered: Mar '21 > Mar '20
- Focus continues on non-aviation business













FOCUS ON SCALING UP OUR EXPRESSIONS BRANDS



























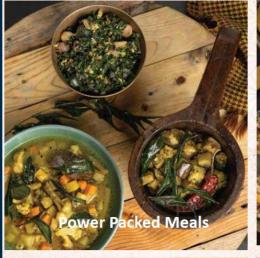




CONTINUED FOCUS ON EXCELLENCE & WELL-BEING

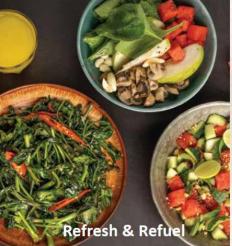
















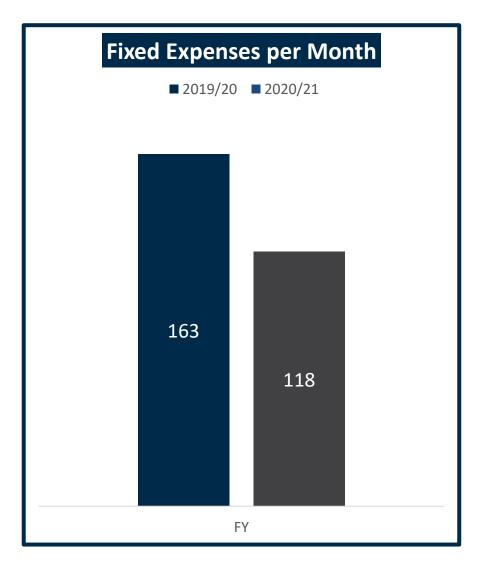


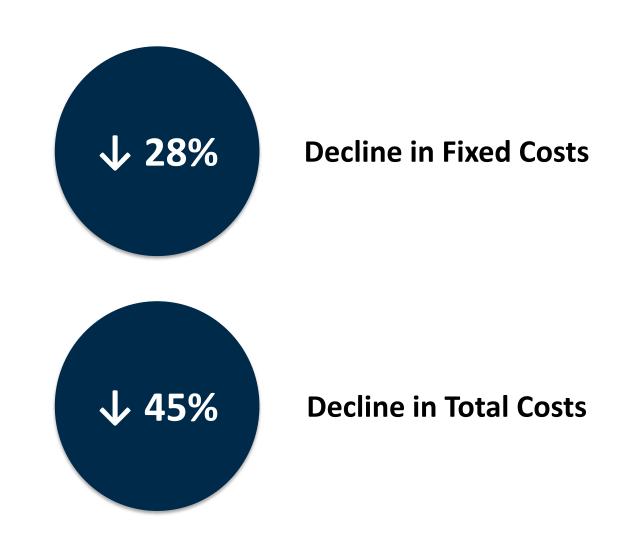




SUSTAINED COST OPTIMIZATION







*All Numbers Include Fixed Lease Costs and Fixed Corporate Overheads













NEW WAYS OF WORKING HELP OPTIMIZE MANNING



1.53

1.14

Staff to Room Ratio – Apr 2020

Staff to Room Ratio - Mar 2021

Redeployments

Multiskilling

New Ways of Working

*Figures are for All Hotels At Enterprise Level Excluding the Managed Hotels













ASSET MANAGEMENT HELPS BOTTOMLINE



CONTRIBUTION TO CONSOLIDATED PROFITABILITY – FY 2020/21















SIGNIFICANT REDUCTION IN CORPORATE OVERHEADS



Prudence in All Corporate Expenditure

Redeployments & Re-structuring



Savings of ₹ 135 Crores in FY 2020/21













Q4 & FY 2020/21 PERFORMANCE HIGHLIGHTS







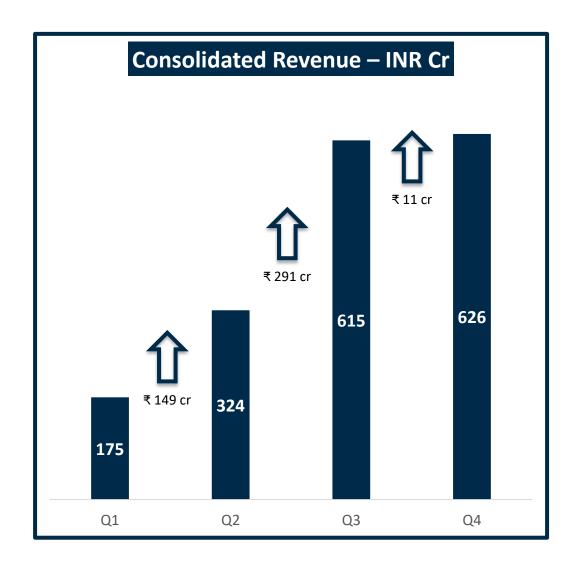


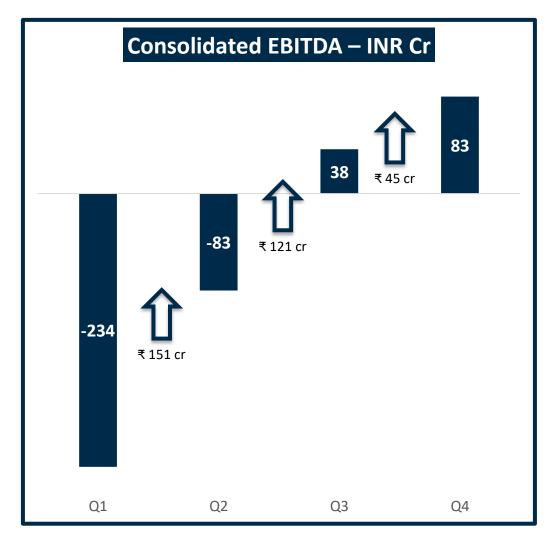






Q-o-Q BUSINESS RECOVERY

















CONSOLIDATED FINANCIAL PERFORMANCE

₹/crores

Particulars		Q4				
	2020/21	2019/20	Variance	2020/21	2019/20	Variance
Total Revenue	626	1,101	(43%)	1,740	4,596	(62%)
EBITDA	83	246	(66%)	(197)	1,100	(118%)
Profit After Tax	(91)	74	(223%)	(720)	354	(303%)

^{* (}After Share of Profit of Associates and JV's)















STANDALONE FINANCIAL PERFORMANCE

Despite a tough year, IHCL achieved EBITDA break-even in FY 2020/21

₹ /crores

Particulars		Q4		FY			
	2020/21	2019/20	Variance	2020/21	2019/20	Variance	
Total Revenue	478	754	(37%)	1,244	2,878	(57%)	
EBITDA	118	249	(53%)	14	895	(98%)	
Profit After Tax	(50)	92	(154%)	(525)	401	(231%)	













IHCL CONSOLIDATED FINANCIAL PERFORMANCE (Q4 & FY 2020/21)

GIRIDHAR SANJEEVI,
EVP & CHIEF FINANCIAL OFFICER







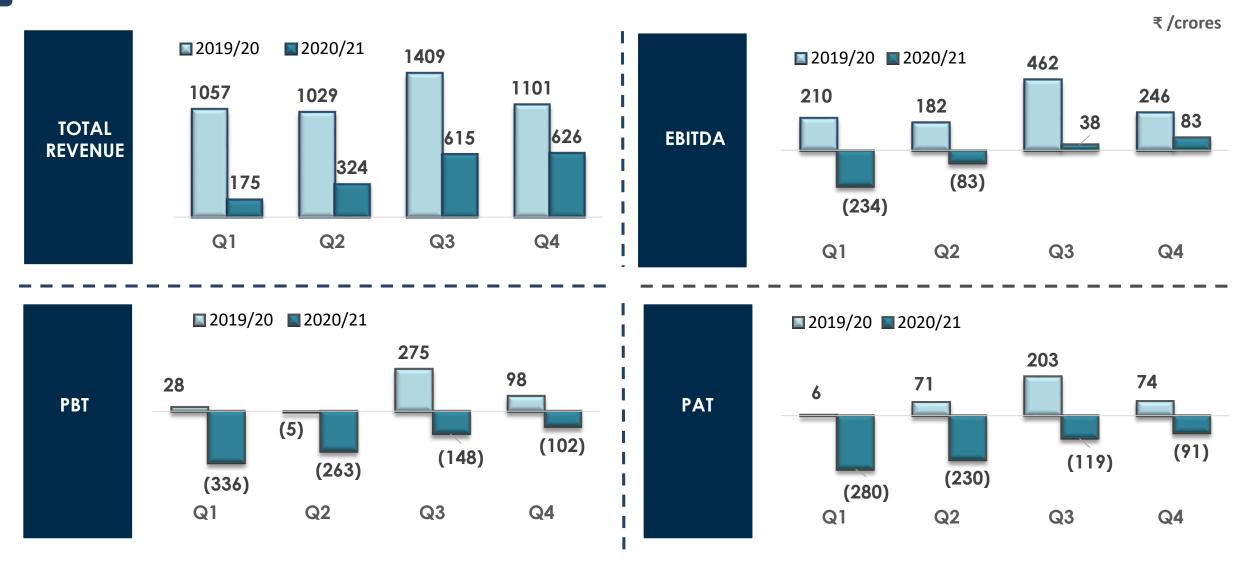








IHCL CONSOLIDATED QUARTERLY TREND 2020/21



Q1 PAT Includes profit on acquisition of Taj Cape Town, South Africa `82 crs













IHCL CONSOLIDATED - REPORTED P&L

₹ /crores

						- /	
Builty Law		Q4			FY		
Particulars Particulars	2020/21	2019/20	Var %	2020/21	2019/20	Var %	
Revenue from Operations	615	1,063	-42%	1,575	4,463	-65%	
Non Operating Revenue	11	38	-70%	165	132	24%	
Total Revenue	626	1,101	-43%	1,740	4,596	-62%	
Raw Material Cost	57	84	-32%	144	371	-61%	
Employee Benefits	208	369	-44%	894	1,495	-40%	
Fuel, Power and Light	51	59	-14%	173	270	-36%	
Admin Expenses	98	144	-32%	331	640	-48%	
Other Expenditure	130	200	-35%	396	720	-45%	
Total Expenditure	544	855	-36%	1,937	3,496	-45%	
EBITDA	83	246	-66%	(197)	1,100	-	
Depreciation and Amortization Expense	104	103	1%	410	404	1%	
Finance Costs	106	85	25%	403	341	18%	
Profit Before exceptional Items & Tax	(128)	58	-	(1009)	355	-	
Exceptional items Gain/(Loss)	25	40	-	160	41	+	
Profit/ (Loss) before tax	(102)	98	-	(850)	396	-	
Profit/ (Loss) After Tax	(90)	67	-	(694)	351	-	
Add: Share of Profit/(Loss) in Assoc. & JV's	(8)	9	-	(101)	13	-	
Less: Profit / (Loss due to Non Contr. interest)	6	(2)	+	76	(9)	+	
Profit / (Loss) after Non contr. Int., share of assoc. & JV	(91)	74	-	(720)	354	-	











Q4, FY 2020/21 – IHCL CONSOLIDATED

Exceptional Items

₹ /crores

Particulars —		Q4			FY		
rai ticulai s	2020/21	2019/20	Var.	2020/21		Var.	
Change in fair value of derivative contracts	2	(20)	22	25	(22)	47	
Exchange Gain / (Loss) - IHMS SA	(1)	-	(1)	29	-	29	
Profit on acquisition of Taj Capetown, South Africa	-	-	-	82	-	82	
Gain on Sale of Land & Building		54	(54)		54	(54)	
Gain on Sale of Property – Ginger Bangalore	24	6	18	24	6	18	
Profit on sale of TMFK Investment	-	-	-	-	2	(2)	
Total	25	40	(15)	160	41	119	

Operating & Non Operating Revenue includes:

Gain on Sale of Residential Flats	6	25	(19)	21	87	(66)
Lease Rent Concessions	1	-	1	35	-	35
Mega Claim Indirect Tax Subsidy accrued (Vivanta Guwahati)	0	-	0	13	-	13
Foreign currency gain on restatement of loan given to a subsidiary	(3)	-	(3)	25		25
Gain on fair valuation of financial liability created for acquisition of ELEL shares	-	-		23	-	23



EXPRESSIONS



IHCL STANDALONE - REPORTED P&L

₹/crores

Doublesdays		Q4		FY			
Particulars Particulars	2020/21	2019/20	Var %	2020/21	2019/20	Var %	
Revenue from Operations	464	718	-35%	1,133	2,743	-59%	
Non Operating Revenue	14	36	-62%	111	134	-18%	
Total Revenue	478	754	-37%	1,244	2,878	-57%	
Raw Material Cost	44	56	-21%	108	236	-54%	
Employee Benefits	129	189	-32%	539	725	-26%	
Fuel, Power and Light	34	37	-9%	109	175	-37%	
Admin Expenses	68	104	-34%	218	397	-45%	
Other Expenditure	84	119	-29%	256	450	-43%	
Total Expenditure	359	505	-29%	1,230	1,982	-38%	
EBITDA	118	249	-53%	14	895	-98%	
Depreciation and Amortization Expense	52	51	1%	204	204	0%	
Finance Costs	79	60	32%	295	238	24%	
Profit Before exceptional Items & Tax	(13)	138	-	(485)	454	-	
Exceptional items Gain/(Loss)	(45)	(10)	-	(155)	(16)	-	
Profit/ (Loss) before tax	(58)	128	-	(640)	438	-	
Profit/ (Loss) After Tax	(50)	92	-	(525)	401	-	









Q4, FY 2020/21 – IHCL STANDALONE

Exceptional Items

₹ /crores

Particulars		Q4			FY		
		2019/20	Var.	2020/21	2019/20	Var.	
Gain / (Loss) on Change in fair value of derivative contracts	2	(20)	23	25	(22)	47	
Provision for Pierre Cash Loss funding	(32)	(42)	10	(164)	(69)	(95)	
Provision for impairment of investment in Taj Safaris		(1)	0	(1)	(1)	0	
Provision for Cash Loss funding in Taj Cape Town	(15)	-	(15)	(15)	-	(15)	
Profit on sale of Padma Vilas Land and Building	-	54	(54)	-	54	(54)	
Profit on sale of TMFK shares	-	-	-	-	21	(21)	
Total	(45)	(10)	(35)	(155)	(16)	(139)	

Operating & Non Operating Revenue includes:

Gain on Sale of Residential Flats	6	25	(19)	21	87	(66)
Lease Rent Concessions	-	-	-	27	-	27
Mega Claim Indirect Tax Subsidy accrued (Vivanta Guwahati)	0	-	0	13	-	13
Gain on fair valuation of financial liability created for acquisition of ELEL shares	-	-	-	23	-	23





Q4 2020/21 – IHCL STANDALONE REVENUE METRICS

Particulars	Jan	Feb	Mar	Q4	Q3	Q2
Occupancy %	56.0	61.8	54.0	57.1	47.4	32.3
ARR in ₹	8,453	8,700	8,457	8,537	8,300	5,424
RevPAR in ₹	4,733	5,379	4,567	4,877	3,936	1,751
						(₹/ crores)
Room Revenue	66	68	67	201	160	71
F & B Revenue	54	62	57	173	161	48
Other Revenue	31	36	37	104	113	96
Total Revenue	151	166	161	478	434	215











Q4 2020/21 – DOMESTIC NETWORK REVENUE METRICS

Particulars	Jan	Feb	Mar	Q4	Q3	Q2
						,
Occupancy %	54.4	60.7	53.2	55.9	45.6	28.2
ARR in ₹	5,851	6,094	5,912	5,953	5,643	3,759
RevPAR in ₹	3,181	3,701	3,144	3,329	2,573	1,061
						(₹/ crores)
Room Revenue	162	169	159	491	384	154
F & B Revenue	126	143	125	394	353	106
Other Revenue	27	26	32	85	78	52
Total Revenue*	315	339	316	970	815	312

^{*}Total Revenue is the summation of all Domestic Hotels across IHCL network













DEBT POSITION

₹ /crores

Doublesslave	Standal	one	Consolidated		
Particulars	Mar 31, 2021	Mar 31, 2020	Mar 31, 2021	Mar 31, 2020	
Gross Debt	2,592	1,943	3,633	2,602	
Liquidity	(413)	(555)	(523)	(745)	
Net Debt	2,179	1,388	3,110	1,857	
Weighted cost of Debt (%)	7.8	8.1	6.5	7.0	
Net Debt to Equity	0.52	0.30	0.73	0.36	
Net Debt to EBITDA (12 months trailing)	-	1.55	_	1.69	

Note: Taj Cape Town Debt Consolidated from 1st July 2020









LEADING POSSIBILITIES, MANAGING PROBABILITIES

















Q & A













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.

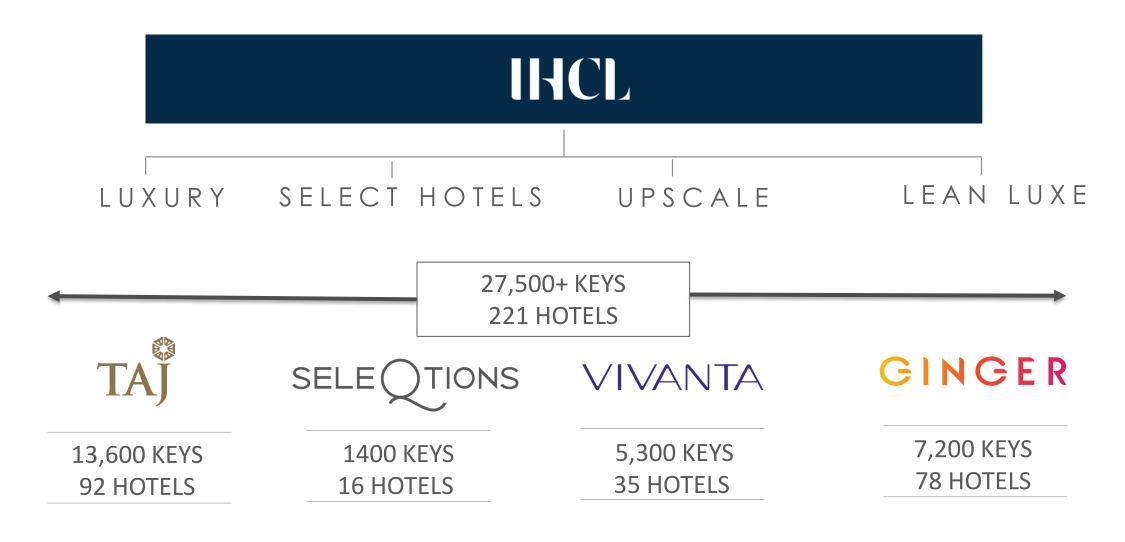
Although we believe the expectations reflected in such forward looking statements are based upon reasonable assumptions, we can give no assurance that our expectations will be attained or that results will not materially differ. We undertake no obligation to publicly update or revise any forward-looking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

Please visit our corporate website **www.ihcltata.com** for previous investor communications.





BRANDSCAPE



^{*}Portfolio figures include hotels under various stages of development









EXPRESSIONS

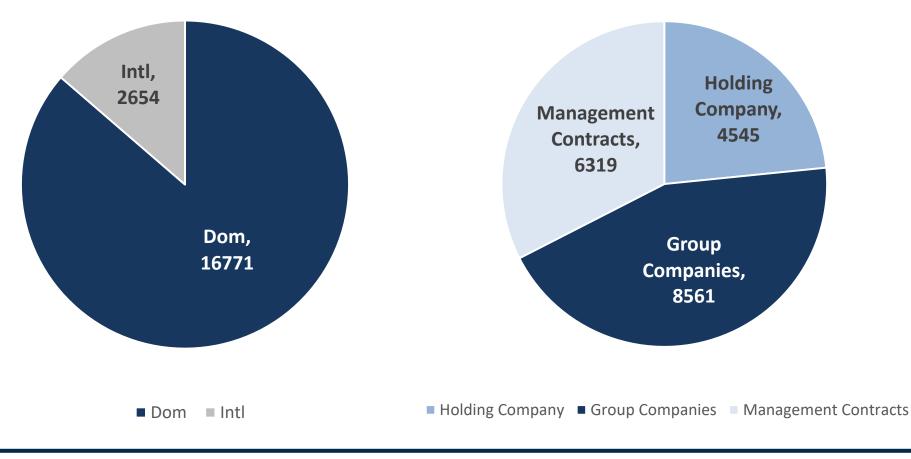




OPERATING PORTFOLIO

Inventory by Geography

Inventory by Contract Type



As of 31st Mar 2021, IHCL has **165 hotels operational** with **19,425 Rooms**





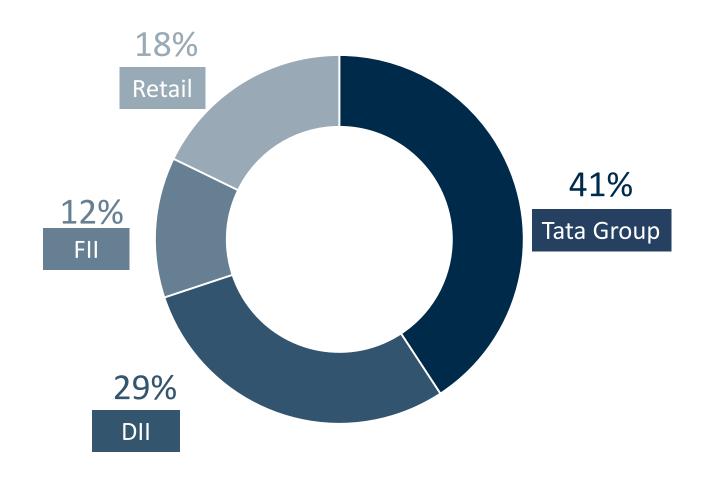








SHAREHOLDING PATTERN



^{*} As on 31st Mar 2021









GINGER





AWARDS AND ACCOLADES

Brand Finance



India 100 2020





































GLOBAL CONFERENCE CALL

Q4, FY 2020/21 RESULTS | 1st MAY, 2021









EXPRESSION

