

#### CIN:L55101WB1949PLC017981

CORPORATE OFFICE: 7 SHAM NATH MARG, DELHI -110054, INDIA / TELEPHONE: +91-11-23890505/ WEBSITE: WWW.EIHLTD.COM

30<sup>th</sup> July 2021

The National Stock Exchange of India Limited
Exchange Plaza, 5<sup>th</sup> Floor
Plot No..C/1, G Block
Bandra Kurla Complex
Bandra(E)
Mumbai – 400 051.
Code: EIHOTEL

BSE Limited
Corporate Relationship Dept.
1st Floor, New Trading Ring
Rotunda Building
Phiroze Jeejeebhoy Towers
Dalal Street, Fort, Mumbai-400001
Code: 500840

#### SUB: SUBMISSION OF PRESENTATION TO INVESTOR / ANALYSTS

Dear Sir / Madam,

Pursuant to Regulation 30(6) of SEBI (Listing Obligation and Disclosure Requirement) Regulation, 2015 (Listing Regulations), please find enclosed the copy of the presentation to be circulated to Investor / Analysts in respect of the Audited Financial Results (Standalone and Consolidated) of the Company for the First Quarter ended 30<sup>th</sup> June 2021.

Kindly take the above in your records and host in your website.

Thanking you,

Yours faithfully

For **EIH Limited** 

S.N. Sridhar

**Company Secretary** 



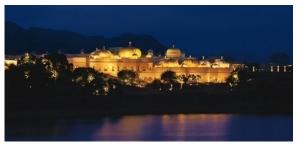




## **Investors' Conference Call**

Quarter ended June 2022 | Q1FY22













### Impact of the global pandemic on travel industry

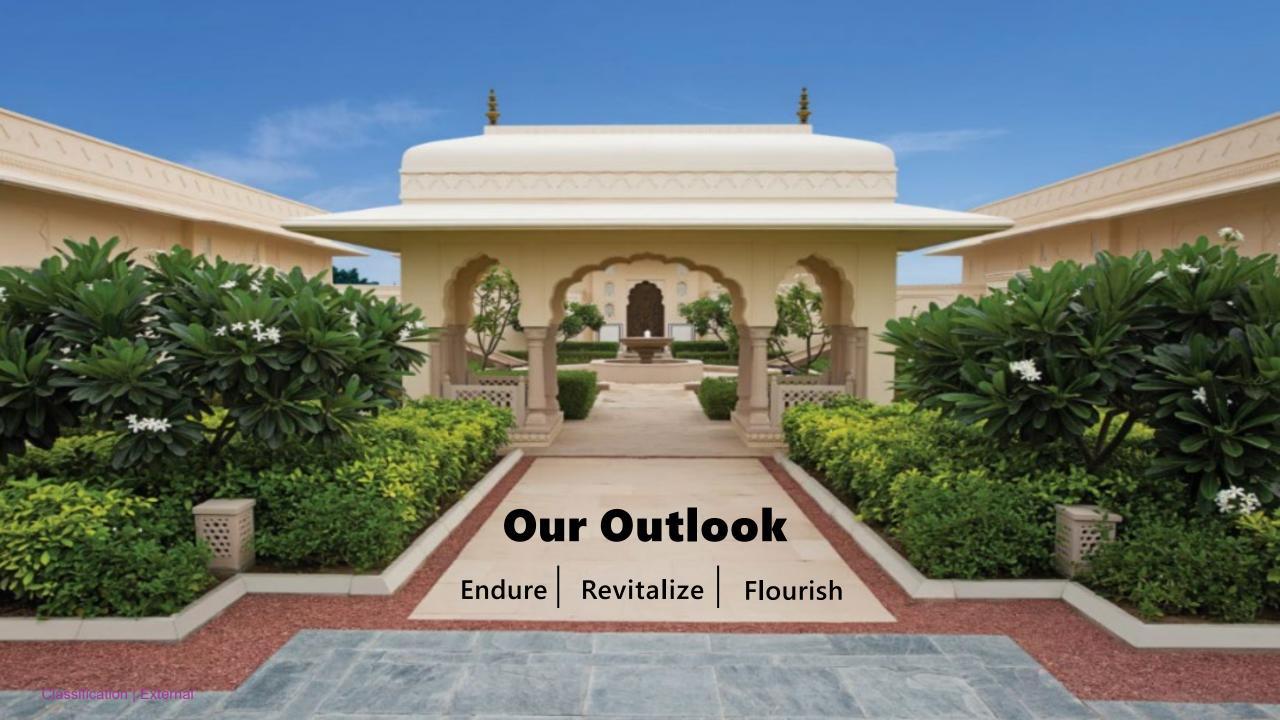
#### Trends in India Hospitality

|          | Y-o-Y                 | Jun<br>2021 | May<br>2021 | Apr<br>2021 | Mar<br>2021 |
|----------|-----------------------|-------------|-------------|-------------|-------------|
| INDUSTRY | ADR                   | 17-19%      | 2-4%        | 4-6%        | 22-24%      |
|          | Occupancy             | 10-12pp     | 3-5pp       | 18-20pp     | 17-19pp     |
|          | RevPAR                | 78-80%      | 22-24%      | 149-151%    | 21-23%      |
| H A      | EIH Limited           | 270%        | 37%         | 244%        | 16%         |
| EII      | Domestic Properties * | 383%        | 75%         | 376%        | 1%          |

#### Impact of the global pandemic on travel industry

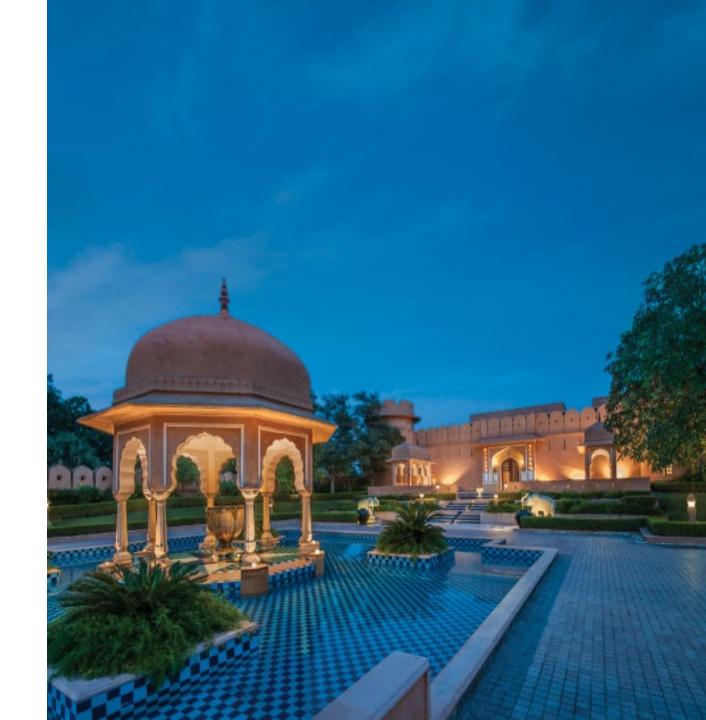
#### **Key Highlights**

- Domestic air traffic increased by over 47% in Jun 2021 compared to May 2021 as travel restrictions started easing across states in India because of the declining COVID cases in the country.
- Hotel occupancy in all the major cities witnessed a m-o-m increase with the revival in leisure travel. Mumbai observed the highest occupancy (51-53%) in Jun 2021, followed by New Delhi (39-41%), primarily driven by staycation and weekend businesses.
- Hotel stocks are seeing an upward trend due to the increasing positivity towards the sector.
- Brand openings & signings by properties have increased marginally in H1 of 2021 compared to last year.

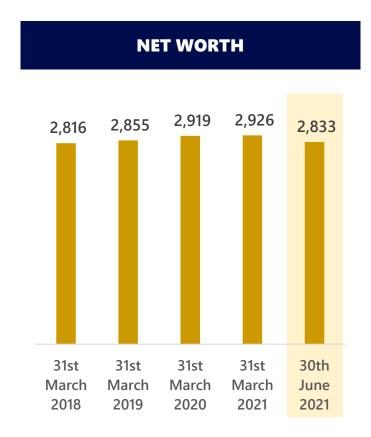


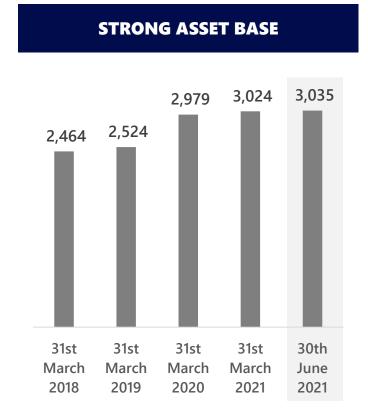
## **ENDURE**

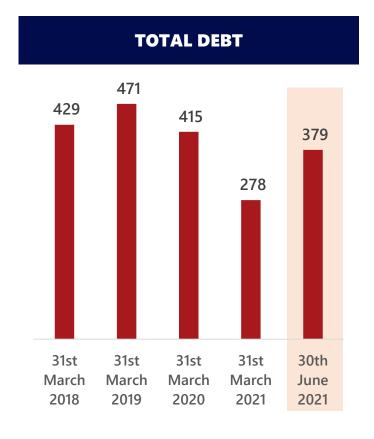
Robust Balance Sheet | Sharp Post-COVID Recovery



#### **Robust Balance Sheet**



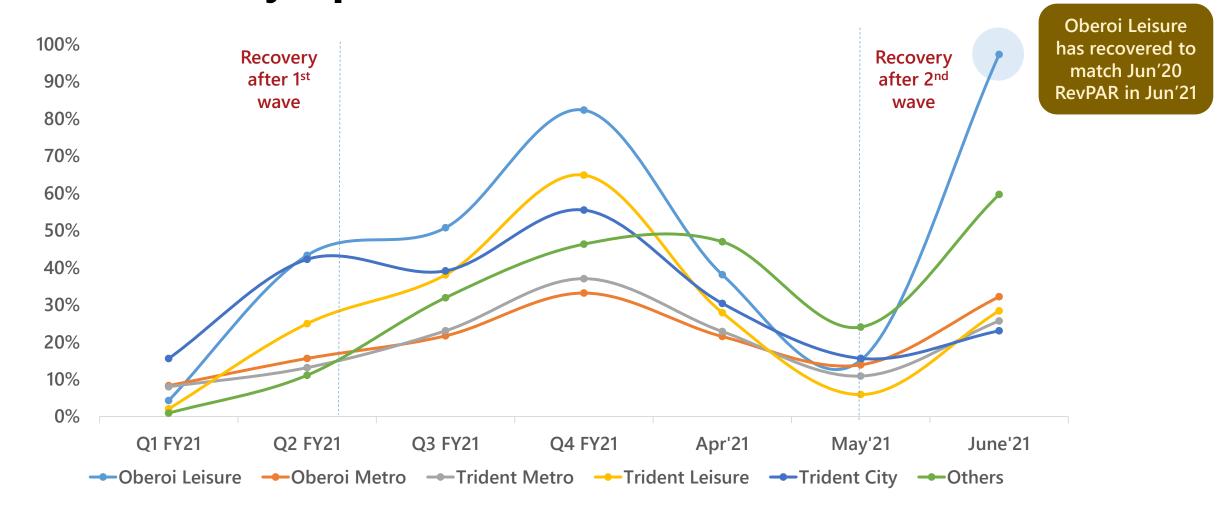




Our Balance Sheet strength have helped in controlling the finance costs and obtain lowest interest rates from bank.

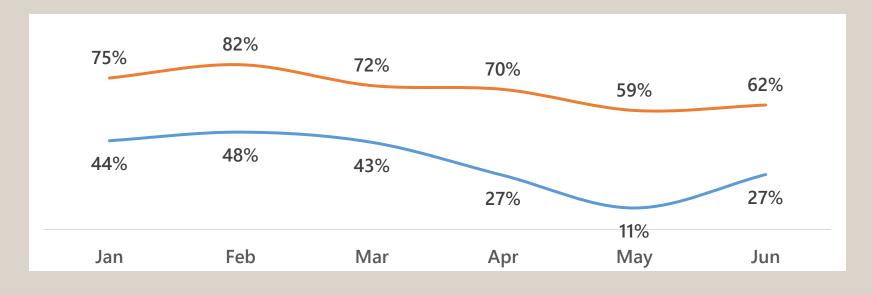
Weighted Average Cost of Debt as on 30<sup>th</sup> June 2021 was 7.51%, i.e. reduction by 61 bps in last one year

### **RevPAR Recovery impacted due to second wave of COVID-19**



Q1FY22 witnessed decline in RevPAR due to second wave of COVID-19. However, steep recovery is being witnessed from June 2021 onwards



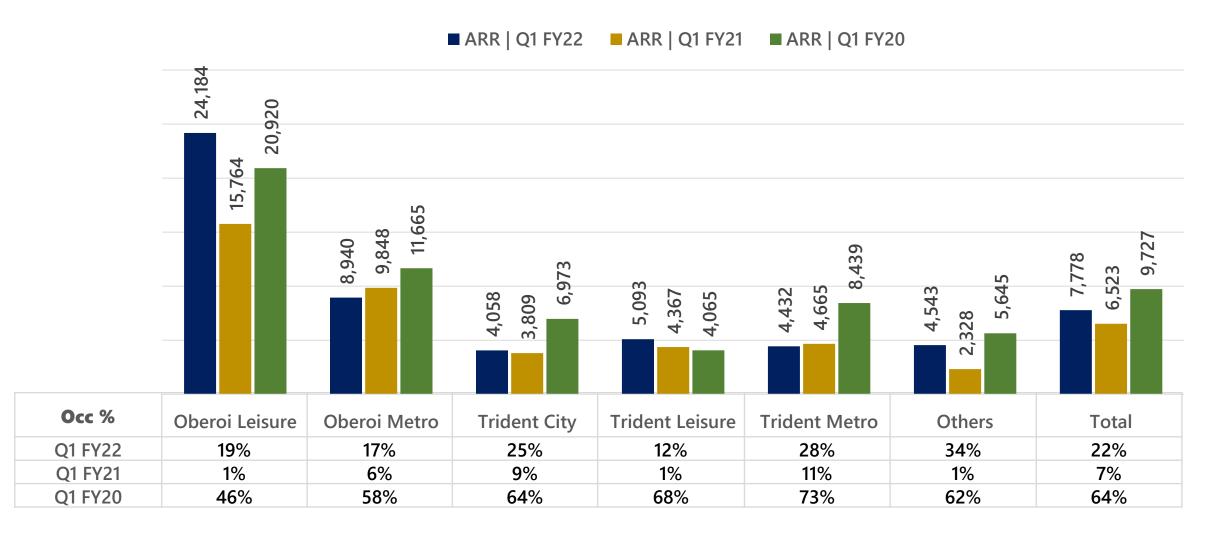




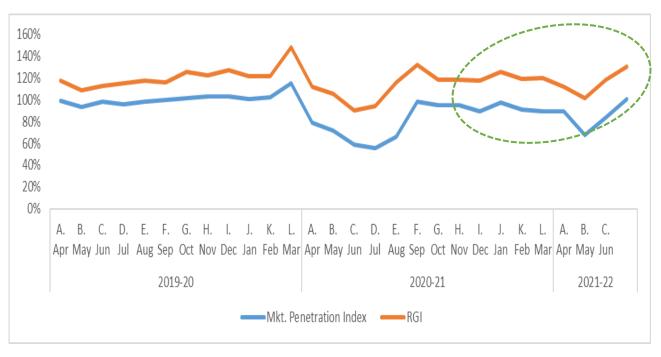


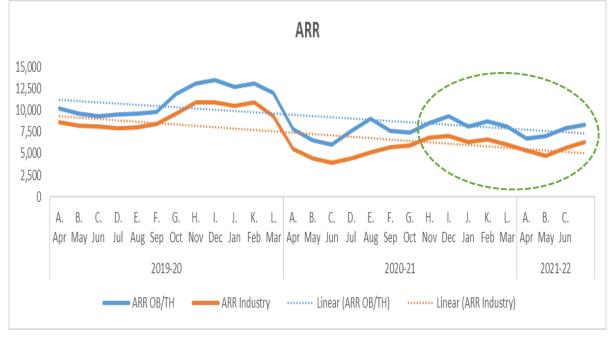
### **ARR & Occupancy Trends: India**

### Hotels | Quarterly ARR Movement | Including Managed Properties



### High on ARR and RGI – Brand Promise of being the best.





RGI improved from 120% pre-pandemic, to 130% in July 2021.

Continue to maintain ARR premium, while driving higher RPD.

Oberoi and Trident Hotels perform better than the industry, while maintaining Brand Premium and Revenue Generating Index

## **REVITALIZE**

Leaders in Health and Safety | Process Efficiency | Automation | Rationalization of Fixed Costs | Environmental consciousness



### **Leaders in Health & Safety**



Platinum rating for all hotels by Bureau Veritas



Editor's Choice Award Best Safety and Hygiene Protocols

### **Process Efficiency | The Oberoi Centre of Excellence | Milestones achieved**

#### **Procurement**

- PRODUCT STANDARDIZATION
- PRICE RATIONALIZATION
- ECONOMIES OF SCALE
- CONSOLIDATION
- TRANSPARENCY
- TECHNOLOGY & DIGITIZATION
- E-AUCTIONS
- VENDOR PORTAL
- OPTIMIZED P2P CYCLE

#### **Financial Planning & Analysis**

- AUTOMATED BUDGETARY CONTROLS
- MIS STANDARDISATION/CENTRALISATION
- CLEAN MASTER DATA
- VALIDATION OF VENDOR MASTER
- VALIDATION OF PAN/ TDS SECTIONS
- CENTRAL DATA EXTRACTION

#### **Tax Compliances**

- TIMELY RETURN FILING
- TIMELY TAX PAYMENTS
- MONTHLY GSTR RECONCILIATION
- GST RATIO STANDARDIZATION
- MONTHLY 2A RECONCILIATION

13 Units managed by TOCE received

Certificate of Appreciation from

Ministry of Finance for prompt filing of returns during financial year ended 31st

March 2021

### **Process Efficiency | The Oberoi Centre of Excellence | Milestones achieved**

#### **Accounts Receivable**

- TIMELY BILLING
- DEDICATED SPOC
- CUSTOMER SATISFACTION
- DAILY SETTLEMENT
- TDS RECONCILIATION
- ROBUST FOLLOW UP
- EFFICIENT RECOVERY

#### **Accounts Payable**

- TIMELY PAYMENTS
- VENDOR PORTAL
- ONLINE BILL SUBMISSION
- DEDICATED SPOC
- VENDOR SATISFACTION
- DIGITAL DOCUMENTS

#### **Financial Closing**

- QUICKER MONTHLY CLOSURE
- EARLIER STATUTORY FINALISATION
- CENTRAL DATA EXTRACTION
- AUTOMATED BANK RECONCILIATION
- CENTRALISED CAPITALISATION
- AUTOMATED RELATED PARTY DISCLOSURES
- STANDARDISED FINANCIALS
- SEAMLESS CONSOLIDATION

### **Process Efficiency | The Oberoi Centre of Excellence | Milestones achieved**

#### **Income Audit**

- STANDARDISED PROCESSES
- UNIFORMITY IN REPORTING
- STRONG INTERNAL CONTROL
- REAL TIME TRACKING
- PAPERLESS ENVIRONMENT
- AUTOMATED CHECKS

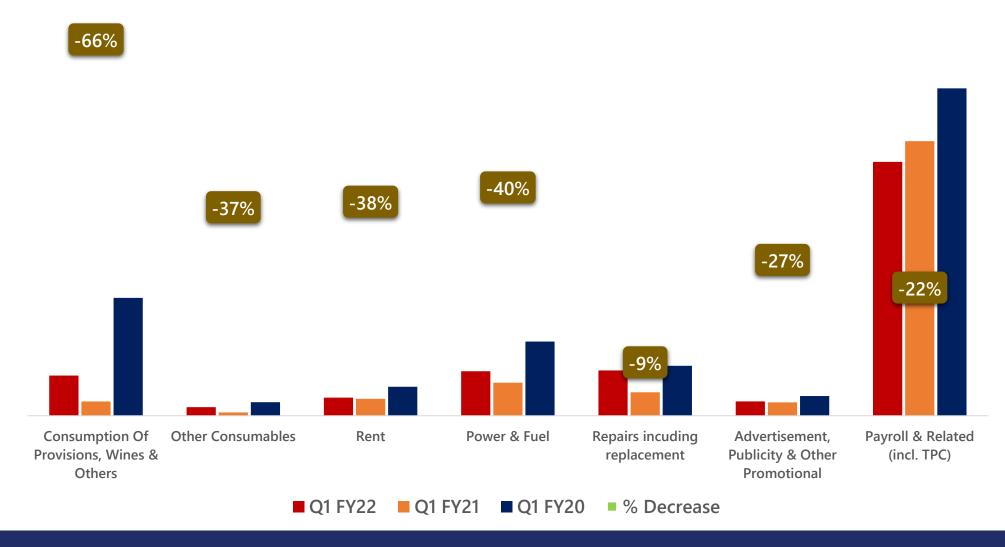
#### **Dashboarding & Data Analytics**

- REAL-TIME DYNAMIC DASHBOARDS
- FULLY STANDARDIZED MIS
- INTEGRATED DATA FLOW
- MIS EFFECTIVENESS
- KPI MONITORING
- CENTRALISED REPORTING

#### **Treasury**

- CENTRALISED ONLINE BANKING
- DAILY FUND MONITORING
- EFFICIENT INVESTMENTS
- COST-EFFECTIVE DEBT
- CENTRALISED BANK GUARANTEES

### Financial Agility | Significantly enhanced operational efficiencies



Efforts towards implementing efficient cost structure through rationalization of human capital (~24% reduction in executive & staff from June 2019 to June 2021 for the group) and technological advancements have resulted into sustainable savings in fixed expenses

### Multiskilling

#### **Benefits**

#### **PEOPLE**

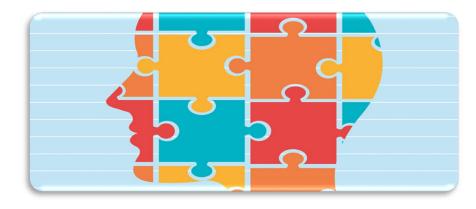
Rotation of job profile
Progression to senior positions within the company or outside
Increased employee satisfaction

#### **GUESTS**

Exceptional guest service encouraged by a culture of multi-functionality

#### **COMPANY**

People efficiencies
Talent development with new knowledge and skills



Classification | External

#### **Automation**

# Document Management System

Storing, managing and tracking of digital documents in an efficient manner ensuring easy retrieval of information as and when required and significant reduction in use of paper.

# Workflow based processes

End-to-end visibility of processes besides real-time tracking of the status of progress. Has also established strong internal controls through effective delegation of authority - raising of PR/PO, acknowledgement of receipt of goods/services, invoice booking, payment processing, vendor onboarding, reimbursement of individual expenses, approval and procurement of capex, to name a few.

#### **Seamless consolidation**

Usage of system tools for consolidation, thereby enabling timely reporting of financial numbers at more frequent intervals, both at a legal entity level as well as group level. Simultaneously obviates the chances of human errors inherent in a manual consolidation process.

#### **Automation**

#### **Robotics**

Repetitive tasks being done by software technology, thereby saving valuable human effort and time and simultaneously reducing the chances of errors and frauds.

**100% online Banking** 

Complete switchover to the online mode of banking, thus saving valuable time and providing complete mobility to authorisers, thereby ensuring that payments are never held up due to availability of authorisers.

# Information Integration

Integration amongst the various tools and softwares we use, viz., Opera, Micros, SAP, Salesforce, NewGen, Ecobillz, Qlik, thereby ensuring accurate and timely reporting of data.

### **Reducing our Carbon Footprint | Energy Conservation**

The Oberoi Vanyavilas
0.4 MWp

The Oberoi Udaivilas
1.0 MWp

**Agra**0.6 MWp

Trident Udaipur 1.0 MWp

#### **Commissioning of Solar Plants**

- Solar Plants with a capacity of 3.0 MWp are being commissioned
- Expected to generate 4.2 mn units p.a. thereby reducing the carbon footprint
- Annual estimated cost reduction of ~86% at hotels where solar plants are being commissioned

#### **Hotels/units consuming Renewable Energy**

- The Oberoi Gurgaon
- Trident Gurgaon
- The Oberoi Vanyavilas
- The Oberoi Udaivilas
- Trident Agra

- Trident Udaipur
- The Oberoi Bengaluru
- Trident Bandra Kurla
- Trident, Chennai
- OFS, Chennai





### Partnership with Energy Efficiency Services Limited (EESL)

The Oberoi Group has signed a Memorandum of Understanding (MoU) with Energy Efficiency Services Limited (EESL). With this partnership, EESL, through its nationwide network, will collaborate with all Oberoi Hotels & Resorts to evaluate opportunities for saving energy and lowering emissions. EESL will recommend select energy programmes from its portfolio with proven track records of successful implementation.

Additionally, as a part of The Oberoi Group's efforts towards sustainability, tailor-made energy efficiency initiatives for each of its hotels and resorts will be executed. EESL will provide technical support and extend its procurement advantage through its partners across the energy sector. The potential energy efficiency measures will include lighting, electric motors and pumps, air-conditioning, ventilation systems, indoor air quality systems and electric vehicles, along with charging infrastructure.







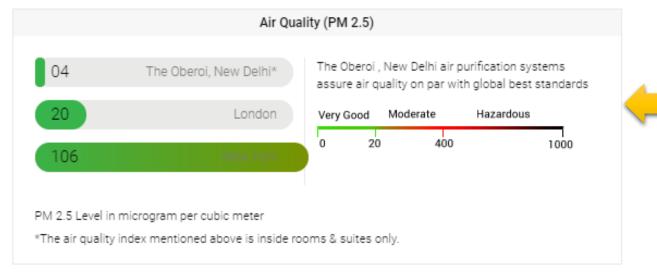
### **Keeping it Clean**

Oberoi Hotels and Resorts continue to follow highest standard of health, hygiene and safety of our guests and employees in keeping with WHO guideline.

Demonstrated by implementation of the state of the art technology to ensure guests are able to experience pollution free clean air at The Oberoi, New Delhi.

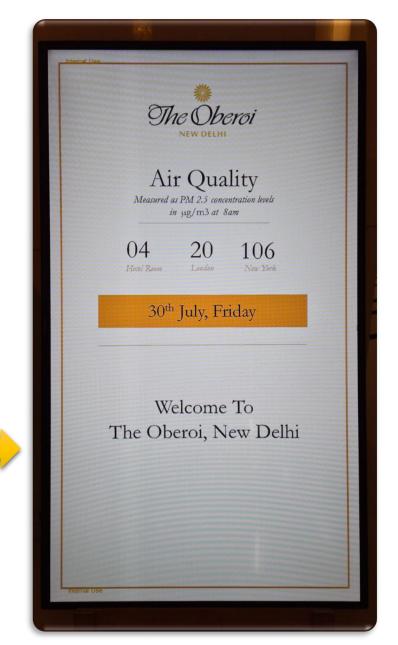
Local Time 08:04 AM

**Current Weather** 



Real-time update on AQI (PM2.5) of rooms as compared to London and New York.

As per WHO recommendation, PM 2.5 less than 50 is considered to be healthy.



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Classification | External

### Water Hygiene – environment friendly disinfection system

# Installation of centralized ultra-violet disinfection system for domestic water systems

- All hotels have a centralized ultra-violet water disinfection system. These microprocessor based systems are operational round the clock to ensure water hygiene.
- The UV systems are environment friendly as they have offset our consumption and dependence on oxidizing disinfection chemicals like chlorine.



### **Waste Water Treatment – recycling of used water**

## Installation of modern waste water treatment plants

- All hotels have sewage and waste water treatment plant that enables us to treat the used water to high grade recyclable quality treated water.
- The treated water is recycled for use in irrigation of our gardens and lawns, air-conditioning cooling towers and flushing systems where excess is available.
- The recycling of used water not only reduces our usage of fresh water but also helps in conserving ground water resources and municipal water resources where in use.



### **Environment friendly water heating systems**

## Installation of Heat Pumps replacing fossil fuel based water heating boilers

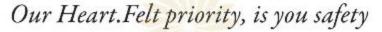
- Several hotels now utilize high efficiency electrically operated Heat Pumps to heat swimming pool and domestic water.
- As well as having high thermal efficiency Heat Pumps have also reduced our dependence on fossil fuels like diesel, gas and cut down carbon emissions.
- The Oberoi Rajvilas, The Oberoi Vanyavilas, Trident Chennai, The Oberoi New Delhi, The Oberoi Gurgaon and Maidens hotel utilize heat pumps.



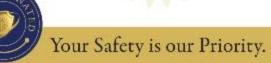
### **Boosting confidence in travel by vaccination drive**







#WcAreVaccinated







A step towards your safety

#WcAreVaccinated



Your Safety is our Priority.

## **FLOURISH**

Leadership in Domestic Leisure | Food & Beverage | Alliances | Guest Recognition



### **Oberoi Leisure | Outperforming Expectations**

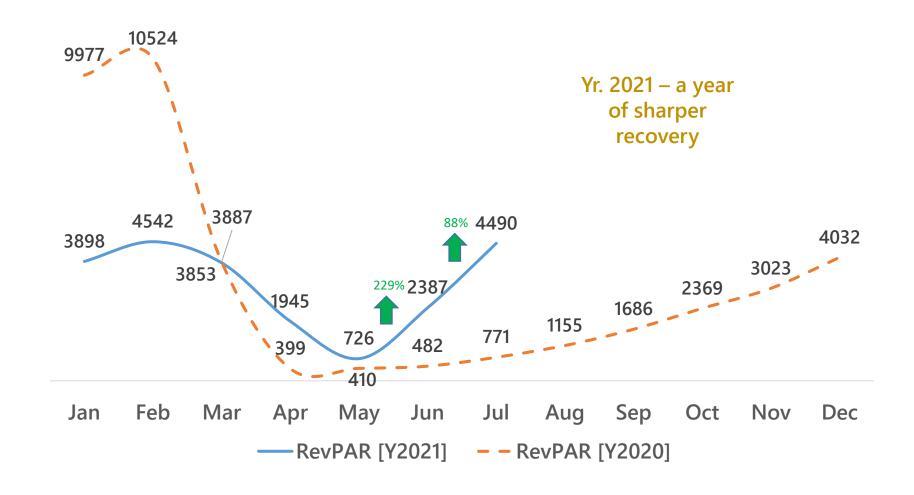


#### **List of Oberoi Leisure Properties**

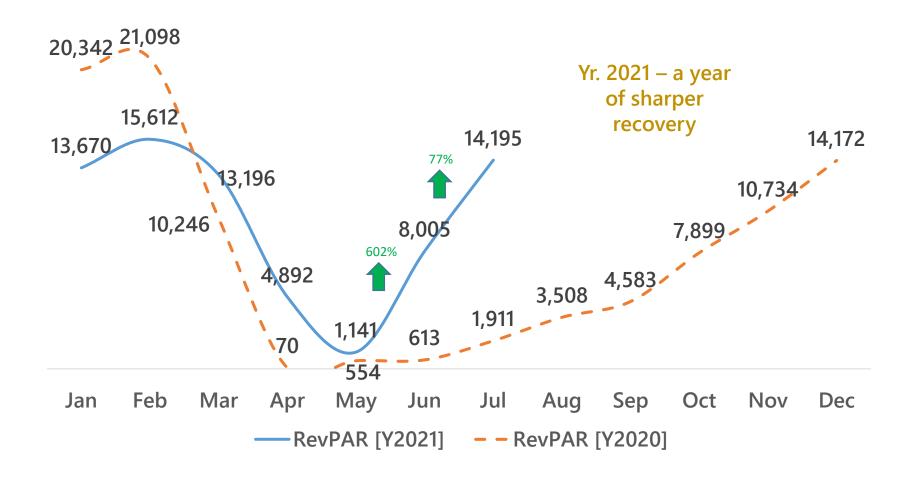
The Oberoi Udaivilas
The Oberoi, MV Vrinda
The Oberoi Vanyavilas
The Oberoi Rajvilas
The Oberoi Cecil, Shimla
Wildflower Hall, Shimla
The Oberoi Amarvilas
The Oberoi Sukhvilas

Oberoi Leisure Resorts have started outperforming normalized year performance as well as surpassing the corresponding quarter performance

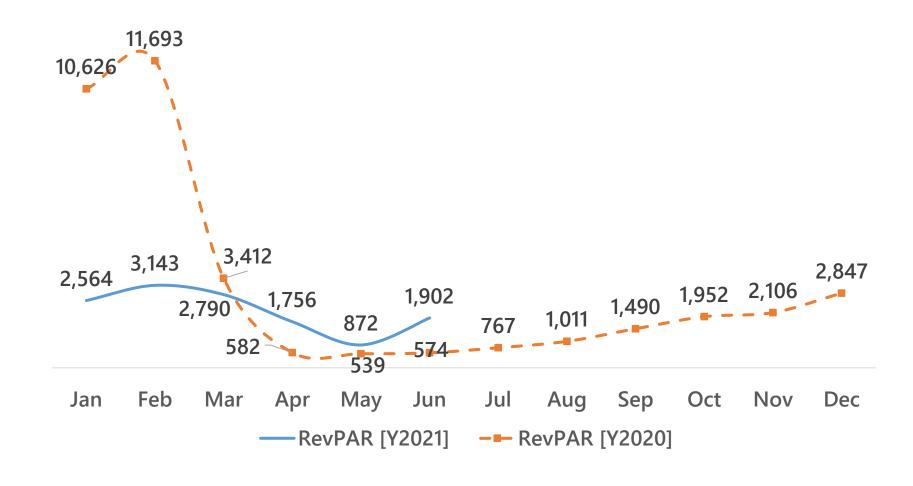
### **RevPAR Recovery | Domestic Properties**



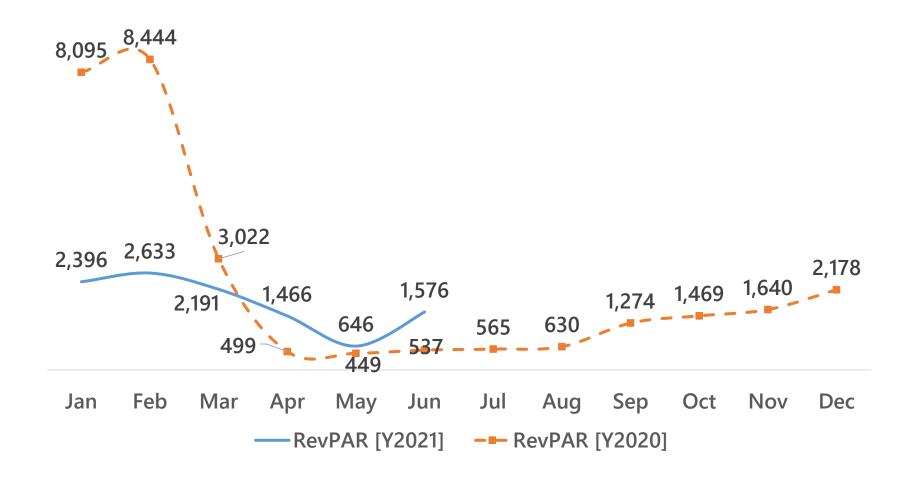
### **RevPAR Recovery | Oberoi Leisure Properties**



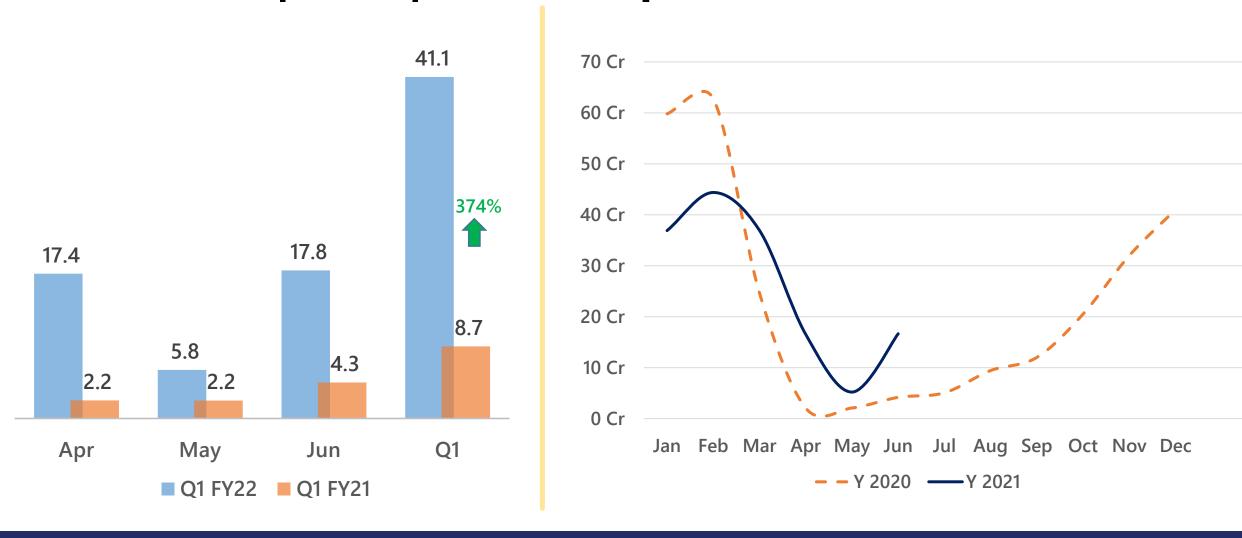
### **RevPAR Recovery | Oberoi Metro Properties**



### **RevPAR Recovery | Trident Metro Properties**



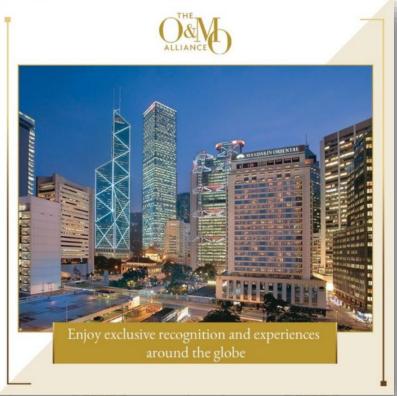
### **F&B Revenue | Hotels | Domestic Properties**

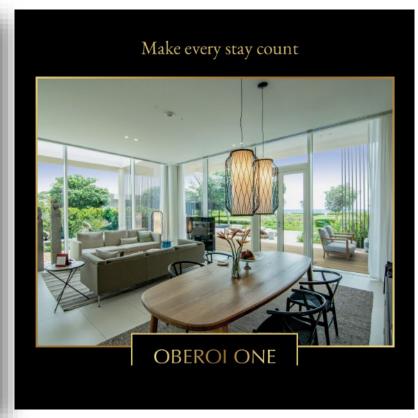


The focus on Food & Beverage Revenue continues.

### **O&MO Alliance strengthening brand imagery**







Alliance with luxury brand MO leading to enhanced brand imagery across the world

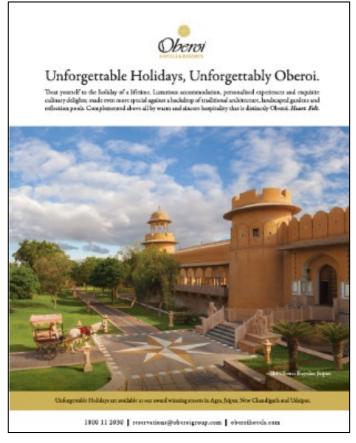
### **Creating brand awareness**







ET, June 2021



Fortune, May 2021

Enhanced media visibility to drive top of mind recall for consumers

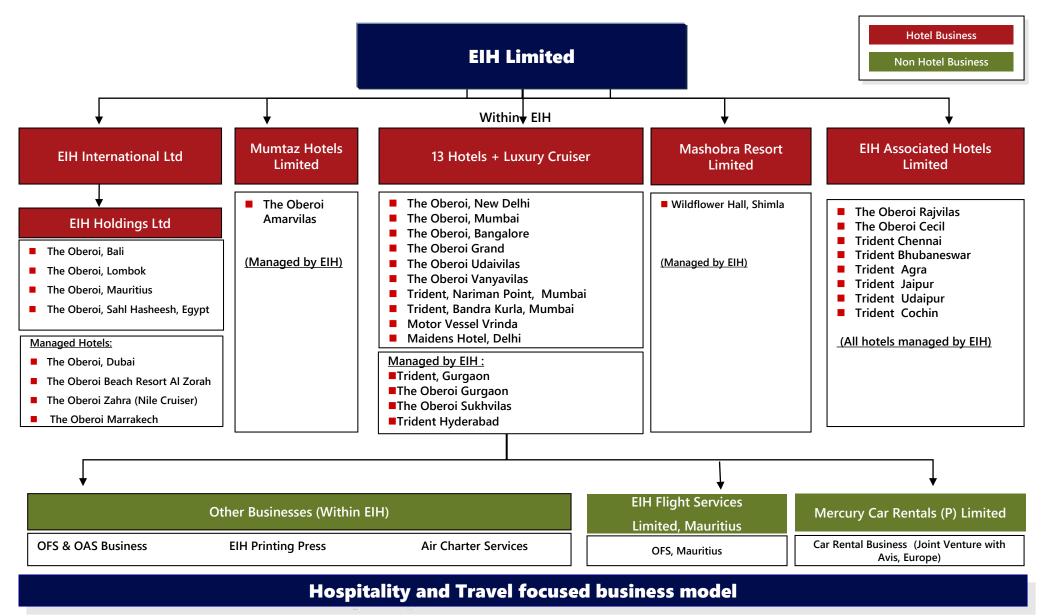


| STANDALONE P&L   | QTR 1         |             |            |
|--|---------------|-------------|------------|
| Figures in Rs. Crores rounded to nearest first decimal | FY22 (Actual) | FY21 (L.Y.) | Variance % |
| Revenue from Operations                                | 79.3          | 28.4        | 179%       |
| Other Income   | 10.9          | 10.0        | 9%         |
| TOTAL REVENUE (A)                                      | 90.2          | 38.4        | 135%       |
| Consumption  | 14.1          | 5.0         | 183%       |
| Employee Benefits                                      | 88.9          | 96.2        | (-) 8%     |
| Power, Fuel & Light                                    | 15.6          | 11.6        | 35%        |
| Administrative & Other Expenses                        | 57.9          | 41.0        | 41%        |
| TOTAL EXPENDITURE (B)                                  | 176.5         | 153.8       | 15%        |
| EBITDA = (A) - (B)                                     | (86.3)        | (115.4)     |            |
| Less: Depreciation & Amortization                      | 28.5          | 31.0        | (-) 8%     |
| EBIT   | (114.8)       | (146.4)     |            |
| Less: Finance Costs                                    | 7.8           | 11.0        | (-) 30%    |
| PBT  | (122.6)       | (157.4)     |            |
| Less: Exceptional Items - Loss                         | 0.0           | 0.0         |            |
| Less: Tax including Deferred Tax                       | (29.5)        | (39.2)      |            |
| PAT  | (93.1)        | (118.2)     |            |

| CONSOLIDATED P&L                                       | QTR 1         |             |            |
|--|---------------|-------------|------------|
| Figures in Rs. Crores rounded to nearest first decimal | FY22 (Actual) | FY21 (L.Y.) | Variance % |
| Revenue from Operations                                | 96.0          | 29.7        | 223%       |
| Other Income   | 14.7          | 14.9        | (-) 1%     |
| TOTAL REVENUE (A)                                      | 110.7         | 44.6        | 149%       |
| Consumption  | 15.4          | 5.3         | 191%       |
| Employee Benefits                                      | 91.2          | 97.4        | (-) 6%     |
| Administrative & Other Expenses                        | 90.8          | 67.9        | 34%        |
| TOTAL EXPENDITURE (B)                                  | 197.4         | 170.6       | 16%        |
| EBITDA = (A) - (B)                                     | (86.7)        | (126.0)     |            |
| Less: Depreciation & Amortization                      | 31.7          | 34.2        |            |
| EBIT   | (118.4)       | (160.2)     |            |
| Less: Finance Costs                                    | 9.1           | 12.6        |            |
| PBEIT  | (127.5)       | (172.8)     |            |
| Share of net profit of associates and joint ventures   | (17.3)        | (21.9)      |            |
| Less: Exceptional Items – Loss                         | 0.0           | 0.0         |            |
| Less: Tax including Deferred Tax                       | (30.5)        | (42.6)      |            |
| PAT  | (114.3)       | (152.1)     |            |



### **Corporate Structure**



#### **HOTELS IN INDIA**



Hotels and Resorts 7 countries.

Where the Guest is Everything.

#### **OBEROI HOTELS & RESORTS AROUND THE WORLD**



The Obero each Resort, Mauritius The Oberoi Beach Resort, Bali

The Oberoi Beach Resource
Lombok

## **THANK YOU**

