## **11H** | HOTEL GROUP

## Organization - Business Transformation

Process: Expansion Lease & Management

Subprocess: Expansion Lease & Management Contracts

Process Owner: SVP Development

Proces Leader: VP Develoment

Author	Miguel Pérez
Date	19.07.2016
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NH Approvals			
Name Function		Date	Comments
SVP Development	Process Owner	19.07.2016	
VP Develpment	Process Leader	19.07.2016	

Modification History					
Document Version	Date	Modified by	Comments		
0.1	14.09.2017	Miguel Pérez	Some tasks to access and management of the contracts database, file and accesses policy are included.		
0.2	24.09.2018	Miguel Perez	Change in task nº 8.2 (Communication of the signed contract: Recipients )		

## **NH** | HOTEL GROUP

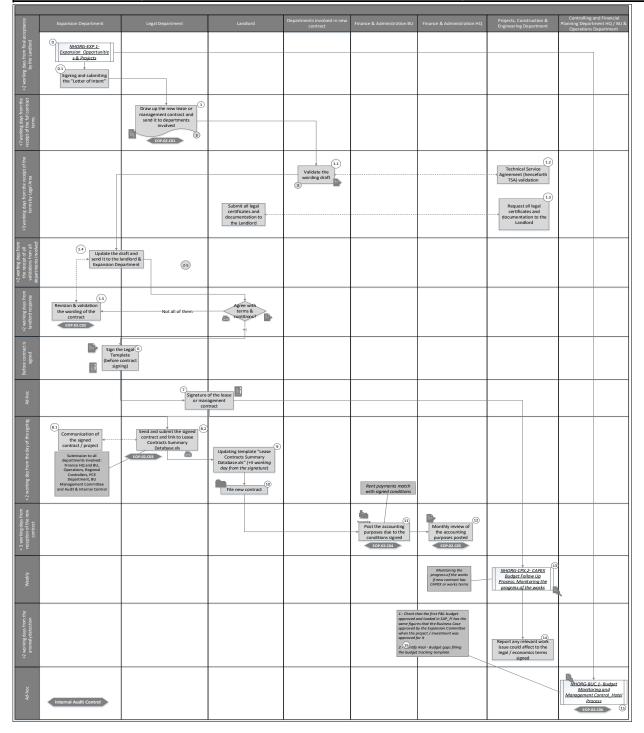
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Shape	Name	Description			
	Task	Represents a manual activity the process.			
	Automatic Task	Represents an automatic activity of the process.			
-	Flow direction	Input or output of the task or decision.			
Internal Audit Control	Internal Audit Control	Controls defined by NH Interna Audit			
	Systems	Applicatio or Tool.			
	Start/End	Indicates the beginning or the er of a process.			
	Manual Process	Manual Business process composed of tasks, decisions, flow directions, documents and			
	Decision point	It is originated after one task and generates two or another decisio			
·		lt is a physical or electronic file used as input or output of a task.			
SAPERE	Notifications External/Internal Notificati				

<b>TIH</b>   HOTEL GROUP	Corporate IT & Organization Department
Process: Expansion Lease & Management	
Subprocess: Expansion_Lease & Management Contracts	
Process Owner: SVP Development	Proces Leader: VP Develpment

Section of the content of Experience Section (1997)   S	Proces	ss Owner: SVP Developme	ent		Proces Leader: \	r P Develpment	
1	Order	Task	Task Description	When	Responsible	Frecuency	Tools
10. November 1997 Services of the common serv	0		the terms (also commercial and technical conditions) to the Legal Department in order to drafting the new contract. Projects, Construction & Engineering Department will be	final acceptance by the	Expansion Department	Ad-hoc	Minute / E-mail
Section of the control of the cont	0.1	Preparation, signing and submitting the "Letter of Intent"	Preparation and submission to Legal Department the "Letter of Intent" (LOI) signed by the Landlord and Expansion Department.	final acceptance by the Landlord	Expansion Department	Ad-hoc	
1	1			the receipt of the full	Legal Department	Ad-hoc	to the country)
1. Security 150 wholes  1. Sec	1.1	Wording validation	feedback and validation to Legal Department about the wording of the contract terms	the receipt of the terms		Ad-hoc	E-mail
1-   Comment of Part of Victoria (Comment of Part of Victoria)   Comment of Part of Victoria (Comment of Part of Victoria)   Comment of Part of Victoria (Comment of Part of Victoria)   Comment of Victoria (Comment of Victoria)   Comment of	1.2		Projects, Construction & Engineering Department will validate and submit to Expansion and Legal Department the TSA of the new project.	the receipt of the terms	Projects, Construction & Engineering Department	Ad-hoc	TSA Contract / E-mail
Comparison of the Comparison	1.3		Installations to the Landford, including:  - As built project and drawings  - Certificates of installations (tests, permits, legal inspections, etc.)  - Due diligence  - Contracts (supplies, maintenance, legionella, communications, etc.)	the receipt of the terms		Ad-hoc	E-mail
Section of the London Common	1.4	Update the draft and send it to the landlord & Expansion Department	Draw up the new lease or management contract and send it to the Landlord & Expansion Department to validate the wording	the receipt of all validations from all	Legal Department Expansion Department	Ad-hoc	Lease or management contract.txt (according to the country)  E-mail
Part	1.5	Review the draft/comments received from the Landlord	Validate that proposal of Landlord is according to the terms of the negotiation	+2 working days from the receipt by Landlord	Expansion Department	Ad-hoc	
Section for the owner to Eagle Roads  Section for the owner to Eagle Roads  Road of Section for the owner to Eagle Roads  Road of Section for the owner to the owner to the Company of the Section of Section (Section for the Section for the	1 - AI	Internal Audit Control (EOP.02.C01)	The drafting of the new contract is carried out by the legal department in accordance with the terms approved in the Expansion Committee	N/A	SVP Legal Affairs		Evidence: Email sent by the expansion management department with the proposal
Section for each for the control of support and shared to appearance and all and shared to another and all and shared to appearance and all and shared to appearance and all a	2		Committee, the new terms will be sent to the Legal Area and all departments involved for analyzing those changes. Expansion Department will be able to cancel the new	Ad-hoc	Expansion Department	Ad-hoc	E-mail
Log Department on Section Section Section (1997) and the control of Section Section (1997) and the section of Section Section Section (1997) and the section of Section Section Section (1997) and the section of Section	3	the Landlord, update it with the new terms and submit it to departments	Review the draft by Legal and submit it to departments involved for review and mark up. Update the draft with the new terms and submit it to departments involved for validation.	validation from all departments involved		Ad-hoc	
Some face (Contract Special Contract Spe	4	Send draft reviewed to Expansion Department to validate the wording	same process (from Order 1.1 till Order 4) till final version is in an agreed form with the	from the receipt of all validations from all	Legal Department	Ad-hoc	Lease or management contract.txt (according to the country) E-mail
Security dispetation product of the Lundon of the Lundon of the Control and purposes and folial approach in the Control of the Sign of the Lundon of the Sign of the Sign of the Lundon of the Sign of t	4 - AI	Internal Audit Control (EOP.02.C02)	The expansion departments verifies if the that proposal of Landlord is according to the terms of the negotiation and validates the wording of the contract	N/A	SVP Expansion		Department with the OK of the Expansion
Second Content of the second	5	Submit draft updated to the Landlord	Submit draft updated to the Landlord for review and final approval	Expansion Depart. Validation or receipt by	Expansion Department or Legal Department	Ad-hoc	Lease or management contract.txt (according to the country)  E-mail
Communication of the ispaced common communication of the injuries of the injuries of the communication of the injuries of t	6		order to be sure that the contract has been properly reviewed for the NH Departments		Expansion Department HQ / BU Legal Department	Ad-hoc	LEGAL Contracts review
September 1	7		Sign the lease or management contract between the landlord and the Company.	Ad-hoc		Ad-hoc	By e-mail with scaned contract or "In situ"
sease In Computation in Strike Information Commission (Commission Commission	8.1		Communication of the signed contract / project to the Management Committee and SVP positions		Expansion Department	Ad-hoc	E-mail
Section   Additional   Sectional   Sect	8.2	Communication of the signed contract	related N-LC Compulsorily to SVPs / VPs at Headquarter (Finance, Operations, Marketing at Communication, Commercial, internal Audit, Legal, HHRR, Assets & Development). BU Management Committee. Optionally if Operations Regional or the Hotel Manager are involved in the process, the BU Operations Director is responsible to spread them the information. BU Coperations Director are responsible to spread them the information. Agreement, and any other releasement occumentation (such as Technical Service Agreement).  - Lease Contracts Summary Database link will be attached in e-mail sent, indicating that the update information of the new contract will be updated within a maximum of S		BU Legal Department HQ Legal Department	Ad-hoc	E-mail with link to LEA - Lease Contracts
Opusion in Privated Contracts Summary Plantabase with the new context / hosts and by filling in all the filling requires  1. Ease Contracts Summary Contracts  1. This different speen of sharepoint distables as Society of the Summary Contract and Summary Contracts Summary Contracts Summary Contracts  2. For the set of Chipped Internation of the Summary Contracts Summary Contracts Summary Contracts  2. For the set of Chipped Internation of Contracts  2. For the set of Chipped Internation of Contracts  2. For the set of Chipped Internation of Contracts  3. For the set of Chipped Internation of Contracts  4. For the set of Chipped Internation of Contracts  4. For the set of Chipped Internation of Contracts  4. For the set of Chipped Internation of Contracts  5. For the set of Chipped Internation of Contracts  6. For the set of Chipped Internation of Contracts  6. For the set of Chipped Internation of Contracts  7. For the set of Contract Summary Contracts  8. BU / HO Legal Department  NA Legal Sharepoint  1. Legal Sharepoint distillates and Summary Contracts  8. BU Legal Department  1. For the set of Contract Summary Contracts  1. For the set of Contracts  1. For the s	8 - AI	Internal Audit Control (EOP.02.C03)	There is in place a communication process of the new contract signed in order to inform to the involved departments.	N/A	SVP Legal Affairs	Execution: Ad-hoc	department to involved departments with the
Shampoint database & documents access  1. Access only for HLO (20 Legal Departments 2. For the rest of display many database 2. For the rest of display many database 3. For the rest of display many database 4. For the rest of the many database 4. For the rest of display for the rest	9		"Lease Contracts Summary Database" with the new center / hotel and by filling in all			Ad-hoc	
File the contract  1. The Lagal position who has been involved in the signature process will upload the scriming and signed documents to: 1.1. The Lagal Corporate Sarver. 2. Original contracts or additional way life letted in the Hof JPU General and disablese). 1.2. The Lagal Corporate Sarver. 2. Original contracts or additional way life letted in the Hof JPU General Archive.  1.1. The Lagal Corporate Sarver. 2. Original contracts or additional way life letted in the Hof JPU General Archive.  1.1. The Lagal Corporate Sarver. 2. Original contracts or additional way life letted in the Hof JPU General Archive.  1.1. The Lagal Corporate Sarver. 2. Original contracts or the financial effects of the new lease or management contract. The lease or management contract the recognition of the new contract are contract.  1.1. The Finance Departments of the BU checks that the amounts entered in the accounts and the contract signed.  1.1. The Finance Department of the BU checks that the amounts entered in the accounts and the contract signed.  1.1. The Finance Department of the BU checks that the amounts entered in the accounts and the contract signed.  1.1. The Finance Department of the BU checks that the amounts entered in the accounts and the contract signed.  1.1. The Finance Department of the BU checks that the amounts entered in the accounts as a result of the new contract are correct and in accordance with the accounts as a result of the new contract are correct and in accordance with the accounts as a result of the new contract are correct and in accordance with the accounts as a result of the new contract are correct and in accordance with the accounts as a result of the new contract are correct and in accordance with the accounts as a result of the new contract are correct and in accordance with the accounts as a result of the new contract are correct and in accordance with the accounts as a result of the new contract are correct and in accordance with the accounts as a result of the new contract are correct and in	9.1		1 Access only for HO / BU Legal Departments: For display, downloads and updates / changes of the "lease contracts summary database".  2. For the rest of departments' / positions that require access for display and downloads (updates or changes will not be allowed). SVP & Directors Departments will be able to request access for any position of their teams by request to SVP - Legal	N/A	SVP Legal Department	N/A	Legal Sharepoint
11 - All Internal Audit Control (EOP.02.CO) 12 Review the recorded financial effect 13 Review the recorded financial effect 14 Internal Audit Control (EOP.02.CO) 15 Process. Monitoring the progress of the works in even contract has CAPEX or works terms 16 Budget Monitoring and Management 17 Budget Monitoring and Management 18 Budget Monitoring and Management 19 Budget Monitoring and Management 19 Budget Monitoring and Management 19 Budget Monitoring and Management 10 Budget Monitoring and Management 11 Budget Monitoring and Management 12 Budget Monitoring and Management 13 Budget Monitoring and Management 14 Internal Audit Control (EOP.02.CO0) 15 Budget Monitoring and Management 16 Budget Monitoring and Management 17 Budget Monitoring and Management 18 Budget Monitoring and Management 19 Budget Monitoring and Management 20 Budget Monitoring and M	10	File the contract	english version (not required for spanish contracts):  1. The Legal position who has been involved in the signature process will upload the scanned and signed documents to:  1.1. The sharpoint enabled for this purpose. Only by authorised positions and departments will have access to this sharepoint (documents and database).  1.2. The Legal Corporate Server.	signature		Ad-hoc	Legal Sharepoint
12 Review the recorded financial effects  13 Review the recorded financial effects  14 Internal Audit Control (EOP.02.008)  15 Prace Department checks that the amounts entered in the accounting regulations in force.  16 Review the recorded financial effects  17 Finance Department checks that the amounts entered in the accounting regulations in force.  18 Process Monitoring the process Monitoring the process of the works.  19 Process Monitoring the process of the works in new contract has CAPEX or works terms of the works.  19 Report any relevant work issue could affect to the legal / economics terms signed in the legal / economics terms signed in the part of the towns.  19 Budget Monitoring and Management Control, Hotel Process  19 Process Monitoring and Management Control, Hotel Process  20 Process Monitoring and Management Control, Hotel Process  21 Process Monitoring and Management Control, Hotel Process  22 Process Monitoring and Management Control (EOP.02.006)  23 Process Monitoring and Management Control (EOP.02.006)  24 Process Monitoring and Management Control (EOP.02.006)  25 Process Monitoring and Management Control (EOP.02.006)  26 Process Monitoring and Management Control (EOP.02.006)  27 Process Monitoring and Management Monitoring the process of the works in the management Monitoring and Management Monitorin	11			the reception of the new	Finance & Administration BU	Ad-hoc	SAP
12 - Al Internal Audit Control (EOP.02.COS)  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring the progress of the works if new contract are connect and in accordance with the accounting regulations in force.  Ad-hoc  Projects, Construction & Engineering Department  Weekly  Projects, Construction & Engineering Department  Weekly  Projects, Construction & Engineering Department  Ad-hoc  E-mail & supporting documents  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring (FOP.02.COS)  Budget Monitoring (FOP.02.COS)  Budget Monitoring (FOP.02.COS)  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Budget Monitoring and Management  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Budget Monitoring and Management  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Budget Monitoring and Management  Control (FOP.02.COS)  Budget Monitoring and Management  Budget Monit	11 - AI	Internal Audit Control (EOP.02.C04)	The Finance Departments of the BU checks that the amounts entered in the accounts matches with the contract signed	N/A	BU Financial Director		
12 - Al Internal Audit Control (EOP.02.COS) 13 Process. Monitoring the progress of the works if new contract are correct and in accordance with the accounting regulations in process. Monitoring the progress of the works if new contract are correct and in accordance with the accounting regulations in process. Monitoring the progress of the works in new contract are correct and in accordance with the accounting regulations in process. Monitoring the progress of the works if new contract has CAPEX or works terms of the works.  14 Report any relevant work issue could affect to the legal / economics terms signed in affect to take the corresponding decisions or actions terms of the take the corresponding decisions or action to the legal / economics terms signed in control. Hotel Process are figures that the Business Case approved by the Expansion Committee when the project / investment was approved for it.  15 Budget Monitoring and Management Control. Hotel Process  16 Budget Monitoring and Control (EOP.02.CO6)  17 Budget Monitoring and Management Control (EOP.02.CO6)  18 Budget Monitoring and Management Control (EOP.02.CO6)  18 Budget Monitoring and Management Control (EOP.02.CO6)  19 Budget Monitoring and Management Control (EOP.02.CO6)  19 Budget Monitoring and Management Control (EOP.02.CO6)  19 Budget Monitoring and Management Control (EOP.02.CO6)  20 Budget Monitoring and Management Control (EOP.02.CO6)  21 Budget Monitoring and Management Control (EOP.02.CO6)  22 Budget Monitoring and Management Control (EOP.02.CO6)  23 Budget Monitoring and Management Control (EOP.02.CO6)  24 Budget Monitoring and Management Control (EOP.02.CO6)  25 Production at Engineering Department Control (EOP.02.CO6)  26 Budget Monitoring and Management Control (EOP.02.CO6)  27 Budget Monitoring and Management Control (EOP.02.CO6)  28 Budget Monitoring and Management Control (EOP.02.CO6)  29 Budget Monitoring and Management Control (EOP.02.CO6)  20 Budget Monitoring and Management Control (EOP.02.CO6)  20 Budget Monitoring and Managemen	12	Review the recorded financial effects		Ad-hoc	Finance & Administration Department HQ	Monthly	SAP
Process: Monitoring the progress of the works of the work	12 - AI		of the new contract are correct and in accordance with the accounting regulations in	N/A	HQ Financial Director		
Report any relevant work issue could 4 Report any relevant work issue could 4 Report any relevant work issue could 5 Report any relevant work issue could 5 Report any relevant work issue could 6 Report any relevant work issue 6 Report any relevant work issue could 6 Report any relevant work issue 6 Report any relevant work issue could 6 Report any relevant work issue 6 Report any relevant work issue could 6 Report any relevant work issue could 6 Report any relevant work issue 6 Report any relevant work issue could and reported for the body or each 7 Report any relevant work issue could and reported for the body or each 7 Report any relevant work issue could and reported for the body or each 7 Report any relevant work issue could and reported for the body or each 8 SVP Controlling and Financial Planning 8 SVP Controlling and Financial Planning 8 SVP Controlling and Financial Planning 9 Reported HD / SU 9 Reporte	13	Process: Monitoring the progress	Monitoring the progress of the works if new contract has CAPEX or works terms	Ad-hoc		Weekly	"In situ"
Budget Monitoring and Management Control, Hotel Process are figured that the first RPL budget approved by the Expansion Committee when the project / Investment was approved for a project of the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided in the State of the Expansion Committee when the project / Investment was approved for a provided and loaded in SNP / Flax be as are figures that the Business Case approved by the Expansion Committee when the project / Investment was approved for a provided with the state of the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the Expansion Committee when the project / Investment was approved for a provided by the provided by the provided by the provided by the p	14	Report any relevant work issue could affect to the legal / economics terms			Projects, Construction & Engineering Department	Ad-hoc	E-mail & supporting documents
15 - Al Internal Audit Control (EOP.02.006) approved and loaded in SAP, PI has the same figures that the Business Case approved by the Expansion Committee when the project / investment was approved for it.  SVP Controlling and Financial Planning Testing: Yearly it.  SVP Controlling and Financial Planning Department Ho / BU  Controll Used Bornoon Services and Services	15	Budget Monitoring and Management	same figures that the Business Case approved by the Expansion Committee when the	Ad-hoc	Department HQ / BU	Ad-hoc	SAP
16 Subject worntrolling and warragement. I bentility read - Source (and a source of the source of th	15 - AI	Internal Audit Control (EOP.02.C06)	approved and loaded in SAP_FI has the same figures that the Business Case	N/A	SVP Controlling and Financial Planning		
Optimioni Department	16	Budget Monitoring and Management Control_Hotel Process	Identify Real - Budget gaps filling the budget tracking template (including the expenditure committed)	3erd working day of each month	Controlling and Financial Planning Department HQ / BU Operations Department	Monthly	SAP