



OPTIMIZED PROCEDURES
& CONTROL TOOLS
PROJECT MANAGER MANUAL
[v2]

Projects, Construction, Engineering &
Maintenance Department

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NEW BUSINESS MODEL

Projects, Construction, Engineering &
Maintenance Department

ROADMAP OVERVIEW

ISSUE / OPPORTUNITY

STRATEGIC CHOICE

KEY PLAN ELEMENTS

Structure of Technical Services:

- Central structure with BU teams
- Highly skilled and specialized in Hotel projects
- Costs are supported on each BU P&L

Monetize all technical services rendered by Projects, Construction and Engineering Department.

Reduce P&L costs, allocating all services to the investments

Create a specific Cost Center to allocate all costs and incomes related to technical services.

Establish a Fee Structure for each service to be deployed over all Bus.

Ensure that all technical consultancy services for New Hotel Developments are charged to 3rd parties.

TARGET:

Monetize all technical services rendered by the Projects, Construction and Engineering Department. Eliminate all costs from HQ and BU Budgets.

ACTIONS:

Establish a Fee Structure for each service to be deployed over all BUs.

Ensure that all technical consultancy services for New Hotel Developments are charged to 3rd parties.

Create a specific Cost Center to allocate all costs and incomes related to technical services.

***PROCEDURE, PROCEDURE, PROCEDURE
INVOICING, INVOICING, INVOICING***

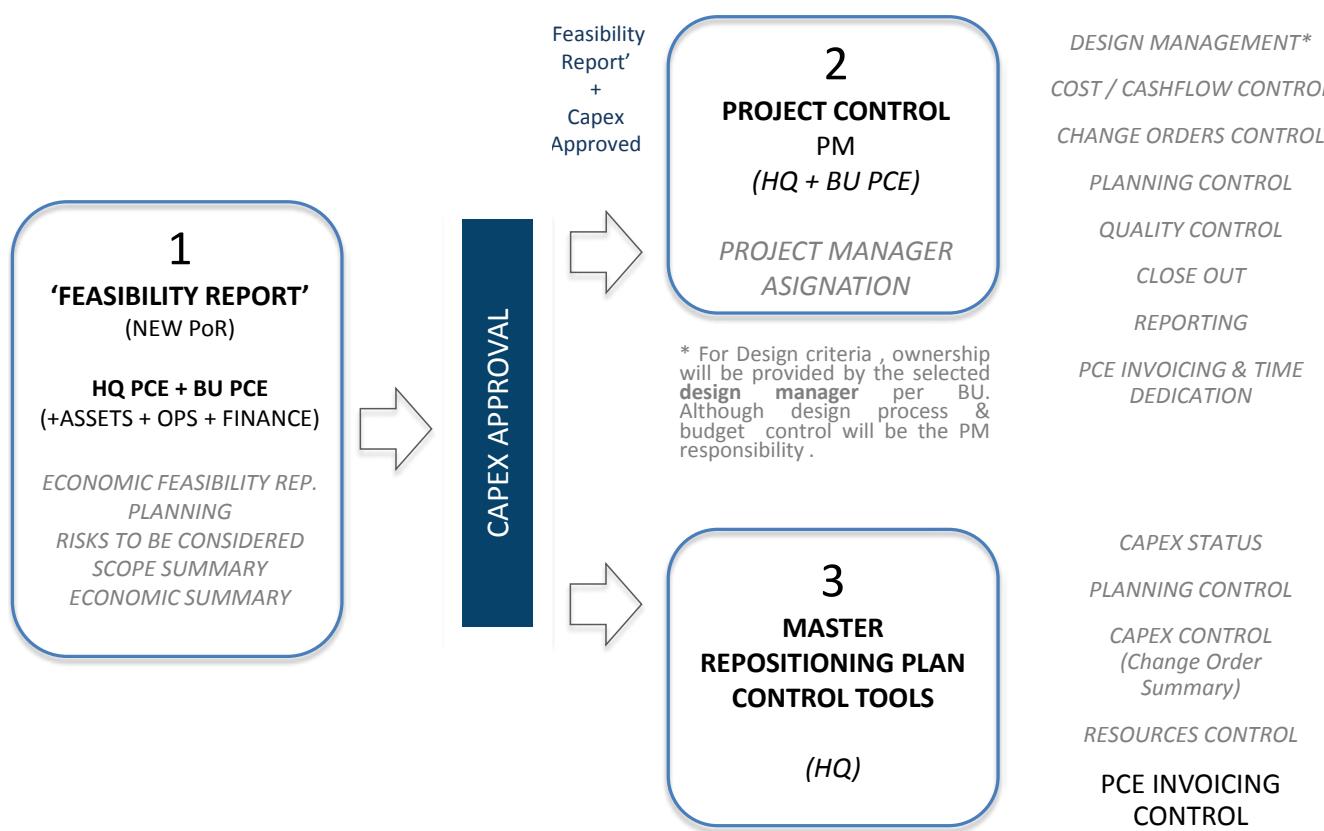
OPTIMIZED STRUCTURE

Due to the change into a new model of the PCE Department, there is a necessity of optimizing and adjusting the existing procedures, including flowcharts of communication and tools to control the process.

According to the previous valuations procedure, the PoR 1 Template should be used for preliminary valuations, before the Capex Committee Approval.

Considering the real rhythm of the process, more detailed valuations have been done before the Capex Approval, blending PoR 1 & PoR 2. In order to improve and standardize the process in all BU, the valuation procedure has been optimized.

Once the Capex of the project is Approved, the Project Manager Assignment will take place. The PM will be the only responsible of the process.



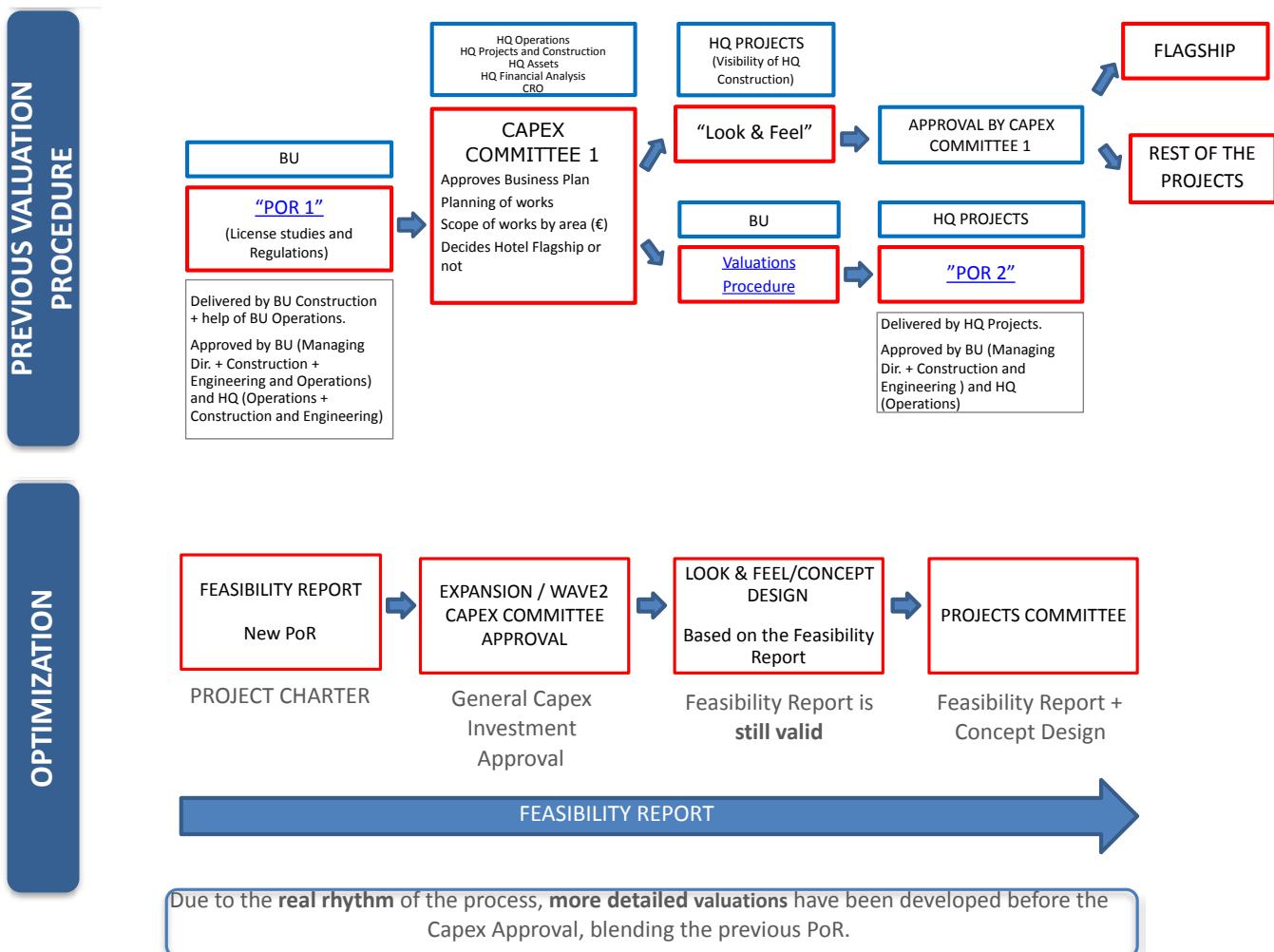
2

OPTIMIZED PROCEDURES & CONTROL TOOLS

FEASIBILITY REPORT

2.1.1. OPTIMIZED PROCEDURE

The **FEASIBILITY REPORT** is a combination of the previous PoR templates in order to generate a more detailed and useful document to reach the Capex Committee Approval, as a consequence of the learnt lessons since the 5YP beginning.



OPTIMIZED PROCEDURE BEFORE CAPEX APPROVAL

- 1.** HQ Operations should provide information concerning the scope of the investment. This information will be based on the information provided by the BU in order to have a first approach.

- It will be necessary to know from the first moment if the hotel can close or must be open during the construction works and if certain targets have to be achieved. This has to be taken into account for the project viability and the planning.

- 2.** BU Construction will deliver the **FEASIBILITY REPORT** based on three different Scope Valuations: **Hard / Medium / Soft**, so that three scenarios can be provided to Operations and Assets, based on Operations Requirements and Business Plan development. In addition, the FR includes an estimate Planning Agreed with Operations and also a Risks assessment to consider.

- *BU Operations must deliver the Investment Business Plan with the agreed valuation.*
 - *Asset Department will negotiate (if applicable) with the owners a possible investment participation and study alternatives of outsourcing spaces to third parties; also it will be required to clarify "who is doing what" regarding the works scope in the outsourced areas.*
 - *Financial Analysis will give the approval to the investment with all previous data. If the operation is unviable, the process will start again looking for the best way to get the return on investment.*

- 3.** The agreed 'FEASIBILITY REPORT' document (Hard/ Medium/ Soft option selected) will be presented for approval either to a Wave 2 Capex Committee or Expansion Committee.

CAPEX APPROVAL

Along with the Approved Capex, there will be an internal **Project Manager assignation** to have a unique responsible for everything. From this moment, the 'FEASIBILITY REPORT' will be **frozen**.

2.1.2. FEASIBILITY REPORT TEMPLATE

The **Feasibility Report** is the document usually known in Project Management as **PROJECT CHARTER**.

“...a project charter is a statement of the scope, objectives, and participants in a project. It provides a preliminary delineation of roles and responsibilities, outlines the project objectives, identifies the main stakeholders, and defines the authority of the project manager”

The current FR includes different sheets regarding COST, SCHEDULE and SCOPE/DEMARCATION

DRAFT TEMPLATES

FR-0.1. WORKS VALUATION (*)

FR-0.2. PRELIMINARY RISKS

FR-0.3. SCOPE OF WORKS

DATABASE TEMPLATES

DB- FF&E DATABASE

DB- Civil Works DATABASE

DB- Installations DATABASE

FINAL TEMPLATES

FR-1.1. SUMMARY OF THE CONSTRUCTION WORKS

FR-1.2. ECONOMIC FEASIBILITY REPORT

FR-1.3. ECONOMIC SUMMARY

FR-1.4. SCOPE SUMMARY

(*) The ‘WORKS VALUATION’ template will be feed up by the FF&E Pricelist, and must consider the DEMARCTION LIST when valuating NON-NH-Owned Projects (Expansion Projects & New Openings)

This document should be filled out by the Construction Team with the help of the Operations

WORKS VALUATION (DRAFT)

INVESTMENT SUMMARY		OWNER INVESTMENT		NH HOTEL BUSINESS INVESTMENT		RISK		COMMENTS	
ITEM	DESCRIPTION	AMOUNT	PERIOD	AMOUNT	PERIOD	LEVEL	TYPE	REMARKS	
PROJECT INVESTMENT	Initial investment required for the project.	1000000	12 months	1000000	12 months	HIGH	MEDIUM	SOFT	
CIVIL WORKS	Cost of civil works required for the project.	500000	12 months	500000	12 months	LOW	LOW	LOW	
STRUCTURE	Cost of structural work required for the project.	300000	12 months	300000	12 months	LOW	LOW	LOW	
FAACADES	Cost of facades required for the project.	200000	12 months	200000	12 months	LOW	LOW	LOW	
LANDSCAPING	Cost of landscaping required for the project.	100000	12 months	100000	12 months	LOW	LOW	LOW	
INTERIORS	Cost of interior decoration required for the project.	400000	12 months	400000	12 months	LOW	LOW	LOW	
DEPOT	Cost of depot required for the project.	150000	12 months	150000	12 months	LOW	LOW	LOW	
IT EQUIPMENT	Cost of IT equipment required for the project.	50000	12 months	50000	12 months	LOW	LOW	LOW	
MOVING COSTS	Cost of moving costs required for the project.	100000	12 months	100000	12 months	LOW	LOW	LOW	
OTHERS	Cost of other expenses required for the project.	100000	12 months	100000	12 months	LOW	LOW	LOW	
TOTAL INVESTMENT	Total investment required for the project.	2500000	12 months	2500000	12 months	LOW	LOW	LOW	

FR- 0.1. WORKS VALUATION**FR- 0.1.1. HARD / MEDIUM / SOFT SCENARIOS**

Three scenarios must be developed by BU Construction with the help of BU Operations and considering the information regarding the scope & priorities provided by HQ Operations.

- **HARD SCENARIO** is considered as the one that valuates ALL the necessities of the hotel according to BU PCE Director criteria. **MEDIUM & SOFT** scenarios should be an adjustment of the 'ideal' one.

FR- 0.1.2. FEES

Automatically filled when **BU has been selected** on the top of the file.

Project Design Fees | Interior Design Fees | Construction Management Fees

(See [ANNEX.C. NH Fees Market Pricing](#))

FR- 0.1.3. CONTINGENCIES: ALWAYS **10% IN FEASIBILITY REPORTS.****FR- 0.1.4. FF&E BU PRICELIST**

The target is to develop a FF&E Price List Database per BU aligned with Procurement Department.

(See [ANNEX.B. BU SPAIN DATA BASE- FF&E Price List](#)) WORK IN PROGRESS.

0.1.1.

THIS DOCUMENT SHOULD BE FILLED OUT BY BU CONSTRUCTION WITH THE HELP OF BU OPERATIONS										
DRAFT ONE		DATE: 30/05/2016		WORK : VALUATION (DRAFT)						
BU: AMERICA				NH HOTEL GROUP	OWNER INVESTMENT (CIVIL INVESTMENT)	NH HOTEL BUSINESS INVESTMENT	HARD	MEDIUM	SOFT	Comments
ASSET INVESTMENT										
	BOQ		PRICE		0,00 €	0,00 €	0,00 €	0,00 €	0,00 €	0,00 €
CIVIL WORKS					0,00	0,00	0,00	0,00	0,00	0,00
FOUNDATIONS WORKS										
BASEMENT WORKS										
STRUCTURE										
FACADES										
ROOFING										
FURNISHINGS										
INSTALLATIONS					0,00	0,00	0,00	0,00	0,00	0,00
MEP (CENTRAL INSTALLATIONS)										
Electricity							0,00	0,00	0,00	
Plumbing							0,00	0,00	0,00	
Fire system							0,00	0,00	0,00	
HVAC							0,00	0,00	0,00	
Special installations							0,00	0,00	0,00	
Elevators							0,00	0,00	0,00	
Other installations							0,00	0,00	0,00	
HOTEL INVESTMENT										
	HARD/room	MEDIUM/room	SOFT/room		0,00	0,00	0,00	0,00	0,00	0,00
ROOMS	0	0	0		0,00	0,00	0,00	0,00	0,00	0,00
Civil Works Rooms	0	0	0				0,00	0,00	0,00	
Installations Rooms	0	0	0				0,00	0,00	0,00	
FF&E	0	0	0				0,00	0,00	0,00	
CORRIDORS					0,00	0,00	0,00	0,00	0,00	0,00
Civil Works Corridors							0	0	0	
Installations Corridors										
FF&E Corridors							0,00	0,00	0,00	
PUBLIC AREAS					0,00	0,00	0,00	0,00	0,00	0,00
Civil Works PUAS										
Installations PUAS							0,00	0,00	0,00	
FF&E PUAS										
M&E					0,00	0,00	0,00	0,00	0,00	0,00
Civil Works M&E										
Installations M&E							0,00	0,00	0,00	
FF&E M&E										
KITCHEN					0,00	0,00	0,00	0,00	0,00	0,00
Civil Works, Installations, Equipment							0,00	0,00	0,00	
FITNESS, WELLNESS & SPA					0,00	0,00	0,00	0,00	0,00	0,00
Civil Works, Installations, Equipment							0,00	0,00	0,00	
other areas					0,00	0,00	0,00	0,00	0,00	0,00
Civil Works, Installations, Equipment										
BOH					0,00	0,00	0,00	0,00	0,00	0,00
Civil Works, Installations, Equipment										
Subtotal					0,00	0,00	0,00	0,00	0,00	0,00
Fees	13,00%	13,00%	13,00%		0,00	0,00	0,00	0,00	0,00	0,00
Project Design	6,00%	6,00%	6,00%				0,00	0,00	0,00	
Interior Design	2,00%	2,00%	2,00%				0,00	0,00	0,00	
Construction Management	5,00%	5,00%	5,00%				0,00	0,00	0,00	
Permits & Licenses							0,00	0,00	0,00	
SUBTOTAL	10,0%	10,0%	10,0%				0,00	0,00	0,00	
CONTINGENCY	-10,0%	-10,0%	-10,0%				0,00	0,00	0,00	
TOTAL							0,00 €	0,00 €	0,00 €	
KREF. ROOMS							#DIV/0!	#DIV/0!	#DIV/0!	

DB- Installations Database- Example

PROJECTS, CONSTRUCTION AND ENGINEERING DEPARTMENT		NH HOTEL GROUP	
PROJECTS, CONSTRUCTION AND ENGINEERING DEPARTMENT			
DRAFT ONE		NH HOTEL GROUP NH HOTELS Rooms Surface	
BU_AMERICA HOTEL NAME + CITY			
RESUME	STATUS OF EXISTING INSTALLATION	unit price (per room / per m ² / per item)	unit (rooms / m ² / item)
			uneficient/ end of live circle
			almost defect / many repairs / need
			legal requirement
			HARD
			MEDIUM
			SOFT
1. ELECTRICITY			
1.1 HIGH VOLTAGE INSTALLATIONS		0	
1.2 MAIN ELECTRICAL PANEL AND DISTRIBUTION		0	
1.3 SECONDARY ELECTRICAL PANELS		0	
1.4 COMMON AREAS AND MEETING ROOMS		0	
1.5 COMMON AREAS LIGHTING		0	
1.6 OUTDOOR LIGHTNING		0	
1.7 LIGHTNING PROTECTION AND OVERVOLTAGES		0	
3. PLUMBING			
3.1 BOOSTING SYSTEM/WATER STORAGE/WATER TREATMENT		0	18.000
3.2 WATER DISTRIBUTION		0	
3.3 DOMESTIC HOT WATER PRODUCTION, STORAGE & DISTRIBUTION		0	50.000
3.4 SEWAGE / DRAINAGE		0	
			68.000
4. FIRE PROTECTION			
4.1 FIRE DETECTION SYSTEM		0	
4.2 FIRE PROTECTION SYSTEMS		0	85.000
4.3 SPRINKLER INSTALLATION		0	
			85.000
5. HVAC			
5.1 CHILLED WATER PRODUCTION		0	
5.2 BOILERS AND BOILER ROOM		0	
5.3 DISTRIBUTION		0	24.000
5.5 VENTILATION		0	25.000
5.6 BUILDING MANAGEMENT SYSTEM		0	85.000
			134.000
2. SPECIAL INSTALLATIONS			
2.1 TELECOMMUNICATIONS & TELEPHONE SWITCHBOARD		0	
2.2 TELEVISION SYSTEM		0	
2.3 DATA NETWORK		0	
2.4 WIFI SYSTEM		0	
2.5 PUBLIC ADDRESS SYSTEM		0	
2.6 ACCESS CONTROL & CCTV		0	15.000
2.7 AUTOMATIC DOORS		0	
			15.000
6. LIFTS			
6.1 LIFTS		0	
6.2 OTHER ELEVATION SYSTEMS		0	
7. OTHER INSTALLATIONS			
7.1			
7.2			
7.3			
7.4			
7.5			
8. ROOM INSTALLATIONS			
8.1 INTERIOR ROOM ELECTRICAL WIRING INSTALLATION			
8.2 ROOMS LIGHTING (FIXED)			
8.3 ROOMS DATA CABLING			
8.4 ROOMS PLUMBING WORKS			
8.5 INTERIOR ROOM VENTILATION INSTALLATION			
8.6 INTERIOR ROOM COOLING INSTALLATION			
8.7 INTERIOR ROOM HEATING INSTALLATION			
9. PUAS INSTALLATIONS			

FR-0.2. PRELIMINARY RISKS

Risk management approach. Before risks can be identified and managed, there are preliminary project elements which must be outlined.

Summarize the main issues that should be consider as possible risks according to your own criteria.

DRAFT ONE		DATE:	30/05/2016		PRELIMINARY RISKS			
BU_AMERICA					NH HOTEL GROUP	TM	NH HOTELS	NH HABITAT
HOTEL NAME + CITY								
Brand	NH Hotels		0	0				
Surface: TOTAL PUAS MICE	m2	m2		m2				
Rooms / Ref. Rooms		0		0				
LEASED								
						ASSET INVESTMENT		
DUE DILIGENCE								
CIVIL WORKS								
FOUNDATIONS WORKS								
BASEMENT WORKS								
STRUCTURE								
FACADES								
ROOFING								
FINISHINGS								
INSTALLATIONS								
MEP (CENTRAL INSTALLATIONS)								
BMS INSTALLATION								
FIRE SYSTEM								
ELEVATORS								
						HOTEL INVESTMENT		
ROOMS								
PUBLIC AREAS								
MICE								
KITCHEN								
OTHER CONSIDERATIONS								

FR-0.4. SCOPE OF WORKS

This is an INFORMATIVE DOCUMENT that should work as a preliminary scope statement that must summarize all the scope of the works in a **concrete** way so anyone could read it clearly.

Fill this document should not take more than 30' per scope grade.

THIS DOCUMENT SHOULD BE FILLED OUT BY BU CONSTRUCTION WITH THE HELP OF HQ / BU OPERATIONS

FEASIBILITY REPORT /v2		DATE:	15/06/2016																																													
BUSINESS UNIT																																																
HOTEL NAME + CITY																																																
Brand	NH HOTEL GROUP NH Collection NH Servizi NH Hotels																																															
<input checked="" type="checkbox"/> Introduce 2 to include the scope <input type="checkbox"/> Introduce 3 for scopes that need an additional explanation <input type="checkbox"/> Introduce 0 to exclude the scope																																																
STRATEGIC VIEW. For CAPEX approval, indicate strategic scopes:																																																
<table border="1"> <tr> <td colspan="2">IS IT NECESSARY A CHANGE IN THE TOURIST CLASIFICATION?</td> <td>COMMENTS</td> </tr> <tr> <td colspan="2">IS IT NECESSARY TO UPDATE THE ACTIVITY LICENSE? (Valid Licenses will be attached)</td> <td></td> </tr> <tr> <td colspan="2">Fire protection (sectorization, ways of evacuation, ...)</td> <td></td> </tr> <tr> <td colspan="2">Accessibility</td> <td></td> </tr> <tr> <td colspan="2">Construction</td> <td></td> </tr> <tr> <td colspan="2">IS IT A FLAGSHIP?</td> <td></td> </tr> </table>				IS IT NECESSARY A CHANGE IN THE TOURIST CLASIFICATION?		COMMENTS	IS IT NECESSARY TO UPDATE THE ACTIVITY LICENSE? (Valid Licenses will be attached)			Fire protection (sectorization, ways of evacuation, ...)			Accessibility			Construction			IS IT A FLAGSHIP?																													
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BUILDING																																																
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		COMMENTS	COMMENTS	COMMENTS																																												

NH | HOTEL GROUP | NH Collection | NH Servizi | NH Hotels

EXAMPLE:

Source spaces											
ALL INSTALLATIONS											
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ALL INSTALLATIONS											
CITY											

ROOMS_ OBJECTIVE: "Headboards, 75% showers, bedside tables, night lamps, desk lamp., wall paper and flooring. Relax chair, washbasin and standing lamp EXCLUDED."

FR-1.2. ECONOMIC FEASIBILITY REPORT

Along with the feedback and requests of BU Operations and Assets, a final Valuation (HARD / MEDIUM/SOFT) must be agreed. The final SCOPE must be selected in the cell above of the AGREED VALUATION CELL (Column I). in **FR.1.2. ECONOMIC FEASIBILITY REPORT** sheet.

ECONOMIC FEASIBILITY REPORT						
DRAFT ONE		DATE: 30/05/2016				
BU_AMERICA						
HOTEL NAME + CITY						
Brands	NH Hotels	LEGAL REQUIREMENT INVESTMENT (CASH/INNA)	OWNER INVESTMENT (CASH/INNA)	NH HOTEL BUSINESS INVESTMENT	HARD	COMMENTS
Surface: TOTAL PUAS MICE	m2				AGREED VALUATION (from 0.1 WV)	
Rooms / Ref. Rooms LEASED	0	0				
ASSET INVESTMENT						
BOQ	PRICE					
CIVIL WORKS FOUNDATIONS WORKS	0,00 €	0,00 €	0,00 €	0,00 €	0,00 €	
0						
BASEMENT WORKS	0					
0						
STRUCTURE	0					
0						
FACADES	0					
0						
ROOFING	0					
0						
FINISHINGS	0					
0						
INSTALLATIONS	0,00	0,00	0,00	0,00	0,00	
MEP (CENTRAL INSTALLATIONS)						
Electricity						
Plumbing						
Fire system						
HVAC						
Special installations						
Elevators						
Other Installations						
0						
HOTEL INVESTMENT						
	0,00	0,00	0,00	0,00	0,00	
ROOMS	0,00	0,00	0,00	0,00	0,00	
Civil Works Rooms						
Installations Rooms						
FF&E						
0						
CORRIDORS	0,00	0,00	0,00	0,00	0,00	
Civil Works Corridors						
Installations Corridors						
FF&E Corridors						
0						
PUBLIC AREAS	0,00	0,00	0,00	0,00	0,00	
Civil Works PUAS						
Installations PUAS						
FF&E PUAS						
0						
0						
0						
M&E	0,00	0,00	0,00	0,00	0,00	
Civil Works M&E						
Installations M&E						
FF&E M&E						
0						
0						
KITCHEN	0,00	0,00	0,00	0,00	0,00	
Civil Works, Installations, Equipment						
0						
FITNESS, WELLNESS & SPA	0,00	0,00	0,00	0,00	0,00	
Civil Works, Installations, Equipment						
0						
other areas	0,00	0,00	0,00	0,00	0,00	
Civil Works, Installations, Equipment						
0						
BOH	0,00	0,00	0,00	0,00	0,00	
Civil Works, Installations, Equipment						
0						
subtotal	0,00	0,00	0,00	0,00	0,00	
FEES	13,00%					
Project Design	6,00%					
Interior Design	2,00%					
Construction Management	5,00%					
Permits & Licenses	0,0%					
SUBTOTAL						
CONTINGENCY	10,0%					
TOTAL					0,00 €	

FR-1.3. ECONOMIC SUMMARY

THIS DOCUMENT WILL BE **AUTOMATICALLY FILLED OUT FROM**
FR.1.2. ECONOMIC FEASIBILITY REPORT sheet.

THIS PAGE SHOULD NOT BE FILLED OUT, IT IS AUTOMATICALLY UPDATED

ECONOMIC SUMMARY		
NH HOTEL GROUP	TM HOTELS	TM HOTELS
DRAFT ONE		DATE: 30/05/2016
BU_AMERICA	Brand NH Hotels	
HOTEL NAME + CITY	Rooms / Ref. Rooms 0	0
Project details		
BUILDING		
FOUNDATIONS WORKS	0	
BASEMENT WORKS	0	
STRUCTURE	0	
FACADES	0	
ROOFING	0	
FINISHINGS	0	
GENERAL INSTALLATIONS		
MEP central Installations (Electricity, plumbing, fire protection, HVAC)	0	
Elevators	0	
Special Installations	0	
Other Installations	0	
ROOMS		
Civil works Rooms	0	
Installations Rooms	0	
FF&E Rooms	0	
CORRIDORS		
Civil works Corridors	0	
Installations Corridors	0	
FF&E Corridors	0	
PUA		
PUBLIC AREAS (civil works and installations)	0	
FF&E PUBLIC AREAS	0	
M&E (civil works and installations)	0	
FF&E M&E	0	
FITNESS, WELLNESS & SPA	0	
KITCHEN	0	
BOH	0	
OTHER AREAS	0	
SUBTOTAL		
TOTAL FEES	13%	0
Interior Design Fees	6%	0
Project Design Fees	2%	0
Construction Management Fees	5%	0
PERMITS		
CONTINGENCY	0%	0
TOTAL INVESTMENT		0
BUILDING SHELL		0
INFRASTRUCTURE		0
REFURBISHMENT ROOMS		0
REFURBISHMENT PUA		0
REFURBISHMENT CORRIDORS		0
FF&E		0
FEES&PERMITS		13%
CONTINGENCY	10%	0
TOTAL INVESTMENT		0
"DIRECT" GUEST EXPERIENCE INVESTMENT		0 €
TOTAL INVESTMENT PER ROOM		#DIV/0!

FR-1.4. SCOPE SUMMARY

This is an INFORMATIVE DOCUMENT that must be filled when the final valuation has been agreed with BU Operations and the scope of the works is completely defined.

The final SCOPE OF WORKS must be selected in the cell indicated below.

THIS DOCUMENT SHOULD BE FILLED OUT BY BU CONSTRUCTION WITH THE HELP OF HQ / BU OPERATIONS

FEASIBILITY REPORT / v2

DATE: 15/06/2016

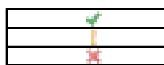
BUSINESS UNIT

HOTEL NAME + CITY

NH | HOTEL GROUP | NH NH COLLECTION
NH Hoteles NH Hesperia

Brand

NH Hotels



- Introduce 2 to include the scope
Introduce 1 for scopes that need an additional explanation
Introduce 0 to exclude the scope

STRATEGIC VIEW. For CAPEX approval, indicate strategic scopes:

COMMENTS

- IS IT NECESSARY A CHANGE IN THE TOURIST CLASIFICATION?
IS IT NECESSARY TO UPDATE THE ACTIVITY LICENSE?
(Valid Licenses will be attached)
Fire protection (sectorization, ways of evacuation, ...)
Accessibility
Construction
IS IT A FLAGSHIP?

HARD REFURBISHMENT

BUILDING

COMMENTS

- Intervention in facade
Modification of hotel surface
To outsource spaces

GENERAL INSTALLATIONS

- ELECTRICITY
SPECIAL INSTALLATIONS
PLUMBING
FIRE PROTECTION
HVAC
LIFTS
OTHER INSTALLATIONS

ROOMS & CORRIDORS

COMMENTS

- CORRIDORS
ROOMS
BATHROOMS
INSTALLATIONS IN R&C

PUAS

- Does the distribution change?

--	--

Operational necessities (changes in uses or areas following the detected necessities)

COMMENTS

PROJECT MANAGER CONTROL TOOLS

The responsible project manager is the person assigned by PCE HQ and PCE BU after the CAPEX Approval to lead the process and achieve the project objectives according to the Agreed Feasibility Report.

The project manager has the responsibility to satisfy the project requirements in coordination with company needs.

The organization's processes and procedures for conducting project work include other company procedures, but are not limited to:

NH Procurement Policies

NH Company policies

NH PCE Policies

Compulsory Project Management Procedures within NH PCE&E Department:

DESIGN MANAGEMENT PHASE:

For Design criteria, ownership will be provided by the selected design manager per BU. Although design process & budget control will be the PM responsibility. The Project manager will apply and define:

- External consultancy requirements (Architects, Permits & Regulations, Due diligence, PMO...)
- NH Design Guidelines
- NH Engineering Specifications / Engineer Assignment
- NH Environmental policies

CONSTRUCTION MANAGEMENT PHASE:

2.2.1. STATUS & REPORTING: KEY PERFORMANCE INDICATOR REPORT

2.2.2. INVOICING & TIME DEDICATION CONTROL

2.2.3. DOCUMENT MANAGEMENT

2.2.4. CLOSEOUT

2.2.5. NH PROJECT MANAGER RESPONSABILITIES

2.2.1. KEY PERFORMANCE INDICATOR (KPI REPORT):

The KPI Report is the **MAIN** Project Manager Control TOOL to follow up and report the project status.

- **REPORTING:** this template must be reported to the plan controller through the platform provided by HQ PCE Department on a BI-WEEKLY BASIS.

The KPI REPORT provides key information regarding different areas of the project. The aim of the report is to have a **VISUAL** approach of the project. To enable this, a “**street light**” status defines in a hight level basis what is the progress of each area. The status will be deployed in each chapter.

● RISK TO BE CONSIDERED
● MEDIUM RISK
● UNDER CONTROL

MUST BE **REPORTED** ON A
BI-WEEKLY BASIS

KPI.1. CURRENT STATUS & MAIN RISKS
KPI.2 MILESTONES
KPI.3. COST CONTROL
KPI.4 PLANNING CONTROL
KPI.5. CHANGE ORDERS CONTROL
KPI.6. QUALITY CONTROL
KPI.7. CLOSE OUT CONTROL



Project: NH Collection EXAMPLE
Brand: NH Collection
BU: America
City: Surname, Name
Construction Manager:

Start/End of Works	JUL 15 - FEB 16
Rooms	268
Rooms to be refurbished	268
TOTAL CAPEX	3.993.000,00 €
Forecast CAPEX/RDUM	6.832,09 €

R&C MED PUAS HARD M&E MED
BUI N/A INST SOFT

NH HOTEL GROUP KPI REPORT

Reporting date: 12/06/2016
Date Last Saved: 15/06/2016

Total CAPEX	3.993.000,00 €	735.000,00 €	3.851.000,00 €
YTD	3.993.000,00 €	695.000,00 €	3.746.000,00 €

CURRENT STATUS & MAIN RISKS

General status of the project
Possible event that may affect the 1st floor execution of works.

RISK	QUALITATIVE	QUANTITATIVE
Possible changes due to rapid fall in positive por exposure of iniquity	90%	20.000 €
False ceilings are too weak and may fall down during the works	30%	18.000 €
Event during the works, works should stop for 3 days	100%	3 days delay

MILESTONES

DOCUMENT	PLANNED DATE	REAL DATE
FEASIBILITY REPORT	19/03/2016	23/03/2016
PM Assignment	30/04/2016	30/04/2016
Concept Design	01/05/2016	01/05/2016
Permit	01/05/2016	01/05/2016
MU&R	01/05/2016	03/05/2016
Execution Project	15/05/2016	Proj Committee June
Awarding	01/06/2016	Proj Committee June
Start of Works	07/06/2016	07/06/2016
RF&B Works	20/06/2016	

CHANGE ORDERS

Description	Cost estimation	Committed	Supplier	Change Orders Approved	80.300,00 €
Extra polishing for...	5.600,00 €	5.600,00 €	Supplier 1	Supplier	Requested / Rejected/Approved Date
Extra lights in the reception	1.200,00 €	1.200,00 €	Supplier 1		19/07/2016
Beddufa	20.000,00 €	20.000,00 €	Supplier 1		23/07/2016
Works in the MU&R	5.950,00 €	5.950,00 €	Supplier 2		22/07/2016
Curtains Rails	7.500,00 €	3.991,00 €	Supplier 1		30/07/2015 - Pending
New Buffet	50.000,00 €	0,00 €	Supplier 2		08/07/2015 - Pending
New Lights	1.200,00 €	1.200,00 €	Supplier 1		08/07/2015 - Pending
New Light	50.000,00 €	0,00 €	Supplier 1		05/07/2016 - Pending
Curtain Rails	3.891,00 €	0,00 €	Supplier 2		05/07/2015 - Pending
New Buffet	50.000,00 €	0,00 €	Supplier 1		05/07/2015 - Pending
Extra lights in the reception	8.200,00 €	0,00 €	Supplier 1		05/07/2016 - Rejected 05/07/2016
Beddufa	20.000,00 €	0,00 €	Supplier 1		05/07/2016 - Rejected 05/07/2016
Works in the MU&R	3.950,00 €	0,00 €	Supplier 3		05/07/2016 - Rejected 05/07/2016
Works in the MU&R	5.950,00 €	0,00 €	Supplier 3		05/07/2016 - Rejected 05/07/2016
Extra lights in the reception	8.200,00 €	0,00 €	Supplier 1		05/07/2016 - Rejected 05/07/2016
Beddufa	20.000,00 €	0,00 €	Supplier 1		05/07/2016 - Rejected 05/07/2016
Works in the MU&R	3.950,00 €	0,00 €	Supplier 3		05/07/2016 - Rejected 05/07/2016
Works in the MU&R	5.950,00 €	0,00 €	Supplier 3		05/07/2016 - Rejected 05/07/2016

QUALITY CONTROL

Due Diligence	YES
Enough Documentation Available	NO
Nominal Budget / Payment is Aware	YES
Quality in execution	YES
LEVEL OF ACHIEVEMENT OF SUSTAINABILITY	75%

Accurate valuation to accomplish the installation works.
New drawings in PUMA.

*Details & new requirements must be clearly communicated.
Showcases, Tenails and vertical partitions closely monitored.
The project follows NH Sustainability Guidelines

COST CONTROL

NHC Berlin	APPROVED	COMMITTED	NON COMMITTED	FORECAST	DEVIATION
YTD	3.993.000,00 €	3.116.000,00 €	735.000,00 €	3.851.000,00 €	0,00 €

PRODUCTION

Month	JUN	JUL	AGO	SEP	OCT	NOV	DIC	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV
Monthly	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Accumulated	1.000	2.000	3.000	4.000	5.000	6.000	7.000	8.000	9.000	10.000	11.000	12.000	13.000	14.000	15.000	16.000	17.000	18.000

CASHFLOW

JUN	ABR	MAY	SEP	OCT	NOV	DIC	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV	
Monthly	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Accumulated	1.000	2.000	3.000	4.000	5.000	6.000	7.000	8.000	9.000	10.000	11.000	12.000	13.000	14.000	15.000	16.000	17.000	18.000

PLANNING CONTROL

DATE	LAST CONTINGENCIES	COST	Initial Contingencies	Contingencies consumed	Contingencies available
30/05/2016	Curtain rails. Not included in the execution project.	1220€	240.000,00 €	65.000,00 €	175.000,00 €
01/06/2016	Painting. Ceiling in the bathroom must be painted partially.	60€			

CLOSE OUT

Close Out Budget: 8.061.000€	Snagging list pending
Due Date of Delivery: 2016-07-23	

The project was execute on time and on budget, there is some extra scope executed that could be done within the CajaX Approved.

KEYLEGEND: 0 ■ + RISK
1 ■ + MEDIUM RISK
2 ■ + AS PLANNED

KPI REPORT TEMPLATE

PCE&E / Construction Department
Santa Engracia 120, 5th floor 28003 Madrid, Spain

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KPI REPORT TEMPLATE

NH Collection EXAMPLE Project: NH Collection Brand: America BU: City City: Surname, Name 		Start/End of Works: JUL 15 - FEB 16 Rooms: 268 Rooms to be refurbished: 268 TOTAL CAPEX : 3.983.000,00€ Forecast CAPEX/ROOM: 6.832,09€		KPI REPORT Reporting date: 12/06/2016 Date Last Saved: 15/06/2016																																																																																																																																																																																																																		
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KPI.1 CURRENT STATUS & MAIN RISKS

Project overview:

CURRENT STATUS CONTROL: summarize the current status of the project. No more than a sentence.

"On budget & Scope, it will be delivered on 16th of May, as planned"

"Works will stop from 22nd to 28th of February due to Mobile World Congress"

MAIN RISKS.

The risks must be controlled and informed to HQ, all the risk should be estimated both Qualitative (according to your experience and criteria) and Quantitative (relative to cost, planning, scope,...).

Risks may affect either Scope, Cost and Planning.

CURRENT STATUS & MAIN RISKS		
<i>General status of the project</i>		
Possible event that may affect the 1st floor execution of works.		
RISK	QUALITATIVE	QUANTITATIVE
Possible cambio de rodapié en pasillos por espesor de moqueta	90%	20.000 €
False ceilings are too weak and may fall down during the works	30%	18.000 €
Event during the works, works should stop for 3 days	100%	3 days delay

KPI.2 MILESTONES

Summary of the milestones to be achieve regarding both PRE-CONSTRUCTION and CONSTRUCTION phases:

The target dates have to be aligned with the following departments: Assets, Finance, Operations and Purchasing (only for tendering), through the Projects & Capex Committees.

The date planned and the Real one will be registered and if there is a delay, it will come with an attached explanation.

MILESTONES		
DOCUMENT	PLANNED DATE	REAL DATE
FEASIBILITY REPORT	19/03/2016	23/03/2016
PM Assignton	30/04/2016	30/04/2016
Concept Design	30/04/2016	30/04/2016
Permit Approval	01/05/2016	03/05/2016
MUR	01/05/2016	03/05/2016
Execution Project	Proj Committee June	Proj Committee June
Awarding	15/05/2016	
Start of Works	01/06/2016	07/06/2016
FF&E Works	20/06/2016	

KPI.3 COST CONTROL

The Project Manager in charge of the project will control the cost in the project. The initial budget will be fixed in the Feasibility Report. It is the Project manager's responsibility to assume the change orders in their contingencies and to study possible scope changes and potential economic risks. The report to HQ must be as follows:

COST CONTROL

NHC Berlin		APPROVED	COMMITTED		NON COMMITTED	FORECAST	DEVIATION
TOTAL		3.993.000,00 €	3.116.000,00 €		735.000,00 €	3.851.000,00 €	
FEES		290.000,00 €	290.000,00 €		30.000,00 €	320.000,00 €	
PERMITS		30.000,00 €	30.000,00 €		5.000,00 €	35.000,00 €	
ROOMS & CORRIDORS		2.113.000,00 €	1.391.000,00 €		440.000,00 €	1.831.000,00 €	
PUAS + MICE + FACADE		1.360.000,00 €	1.140.000,00 €		220.000,00 €	1.360.000,00 €	
BUILDING		200.000,00 €	200.000,00 €		0,00 €	200.000,00 €	
CONTINGENCIES		0,00 €	0,00 €		0,00 €	0,00 €	
TOTAL CAPEX		3.993.000,00 €	3.051.000,00 €		695.000,00 €	3.746.000,00 €	
SCOPE CHANGES		0,00 €	0,00 €		25.000,00 €	25.000,00 €	
OVERRUN		0,00 €	0,00 €		15.000,00 €	15.000,00 €	
TOTAL EXTRACAPEX		0,00 €	0,00 €		40.000,00 €	40.000,00 €	

CASHFLOW FORECAST

PRODUCTION	JUN	JUL	AGO	SEP	OCT	NOV	DIC	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV
Monthly	2,700	4,050	5,400	5,400														
Accumulated	1,053	2,858	4,768	5,451	6,119	6,150	6,177											
CASHFLOW	JUN	JUL	AGO	SEP	OCT	NOV	DIC	ENE	FEB	MAR	ABR	MAY	JUN	JUL	AGO	SEP	OCT	NOV
Monthly	0,156			0,668	1,654	0,366												
Accumulated	0,156	0,910	2,474	3,142	4,796	5,161	5,297											

CONTINGENCIES

DATE	LAST CONTINGENCIES	COST	Initial Contingencies	240.000,00 €
30/01/2016	Curtain rails. Not included in the execution project.	120K€	Contingencies consumed	65.000,00 €
01/01/2016	Painting. Ceiling in the bathroom must be painted partially.	60K€	Contingencies available	175.000,00 €

KPI-5.1. CHANGE ORDERS APPROVALS WITH AVAILABLE CONTINGENCIES

The following approvals will only apply if:

- Those change orders could be assume with project contingencies
- VP / PCE BU Director / Repositioning Controller ALWAYS should be informed

	APPROVAL
0 < 5.000 €	Project Manager *
5.000€ < 30.000€	Project Manager / BU PCE Director
30.000€ > 60.000€	CM/ BU PCE Director/ PCE VP
60.000€ >	PCE VP/SVP

** The Project Manager only could do one change order with the same supplier. The amount contracted couldn't be accumulated and never could exceed 5.000€ for the same change order*

KPI-5.2. SCOPE CHANGE ORDER APPROVALS NOT ASSIGNED TO CONTINGENCIES

The one who approves the change order out of the budget will be responsible.

- Only could be approved if the change order is compulsory in order to legal issues.
- If the change order has a significant design issue, it should be approved in the Projects Committee.
- PCE VP / PCE SVP /CRO ALWAYS should be informed.

	APPROVAL
> 0 €	PM/ BU PCE DIRECTOR / VP/SVP

KPI.6 QUALITY CONTROL

The Project Manager should control the quality of the following points and have them closely monitored.

- DUE DILIGENCE:

The Project Manager is responsible to contract a Due diligence if needed and will be responsible to monitor it. The Due Diligence should be done during the Feasibility, at the beginning of the project.

- NOMINATED SUPPLIERS

The Project Manager should do everything with nominated suppliers. If it is not possible for any reason, procurement department should be informed.

- TECHNICAL DOCUMENTATION AVAILABLE:

If there is not enough documentation, the Project Manager should manage to make a survey of the asset.

- SPECIFICATIONS TO CONTROL CRITICAL POINTS:

- Shower trays installation
- Fancoil installation
- Noise isolation compliance
- ...

- LEVEL OF ACHIEVEMENT OF SUSTAINABILITY

Tracking along with the ECO-Efficient Hotel Guide. *Pending to be defined.*

QUALITY CONTROL				
	Due Diligence		YES	Accurate valuation to accomplish the installation works.
	Enough Documentation Available		NO	New drawings in PUAS
	Nominated Suppliers / Procurement is Aware		YES	*BedSofa is not a nominated supplier, procurement is already informed
	Quality in execution		YES	Showertrays, fancoils and vertical paraments closely monitored.
	LEVEL OF ACHIEVEMENT OF SUSTAINABILITY		75%	The project follows Nh Sustainability Guides

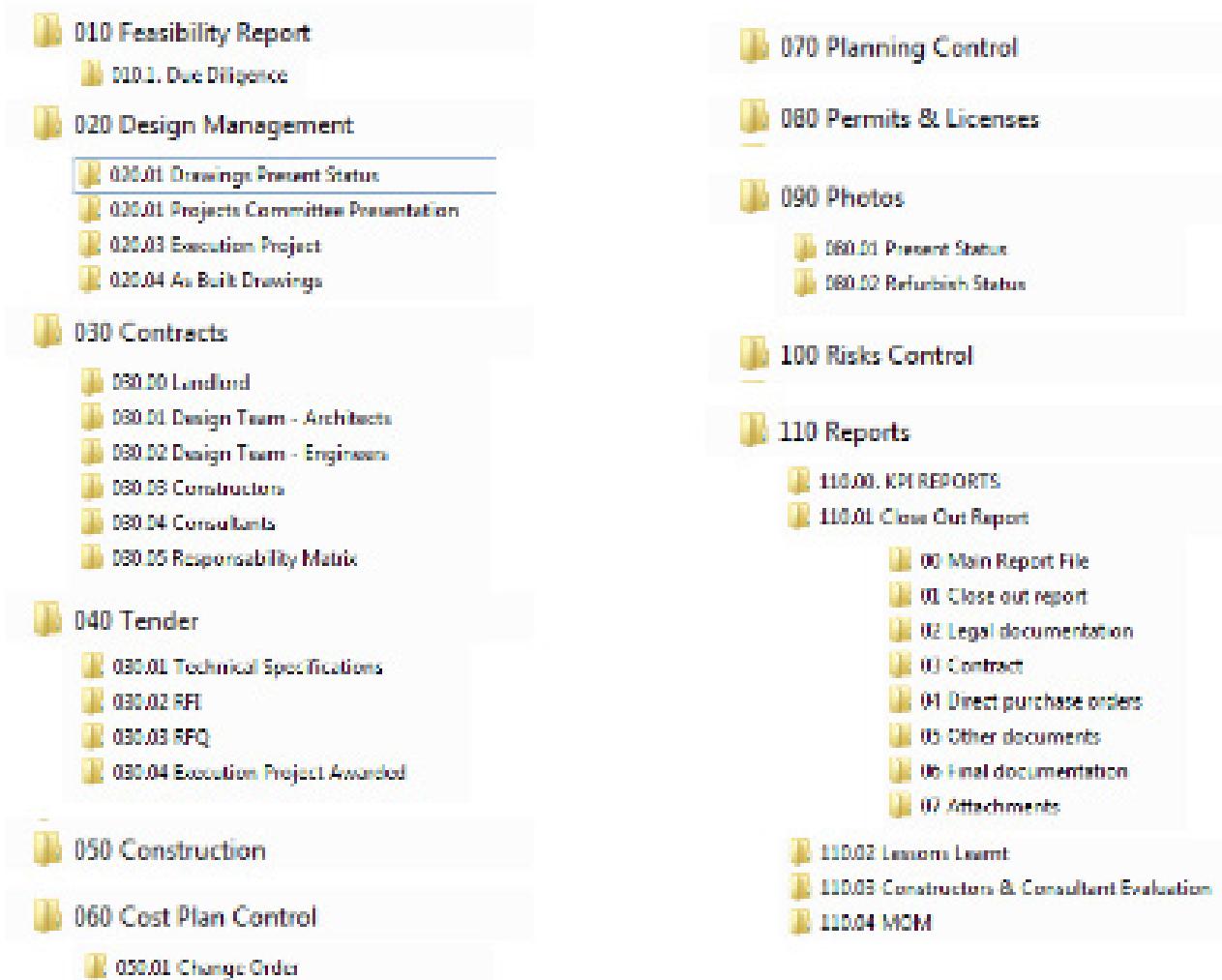
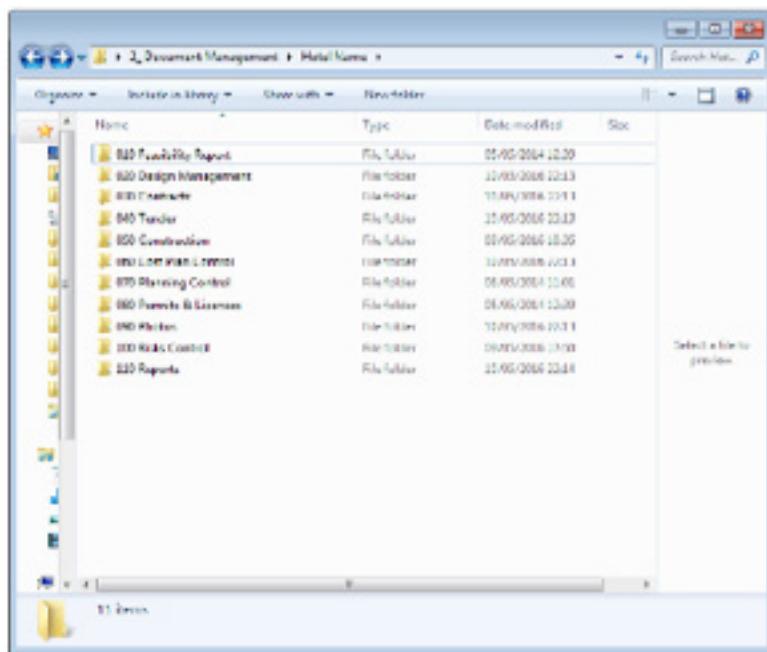
KPI.7 CLOSE OUT

Control the Project Close Out process and report the main issues & documentation. In multi-phase projects, the close-out practice may be applied at various stages of the project

(See 2.2.4. CLOSE OUT/ Document Management)

CLOSE OUT			
	Close Out Budget: 8.061.000€		Snagging list pending
	Date of Delivery: February 23rd		
The project was execute on time and on budget, there is some extra scope executed that could be done within the Capex Approved.			
KEY/LEGEND: 0 RISK 1 MEDIUM RISK 2 AS PLANNED			

2.2.3. DOCUMENT MANAGEMENT



CLOSE OUT DOCUMENT MANAGEMENT

- 00 Main Report File**
 - COMPLETION CERTIFICATE
 - MINUTE SERVICES COMPLET
 - NH UTR Close Out Report File Side Label
 - PMO-ALL-TEM-014 NH UTR Close Out Report
 - PMO-ALL-TEM-014 NH UTR Close Out Report
- 01 Close out report**
 - 1.1 Handover document
 - 1.2 Cost control status
- 02 Legal documentation**
 - 2.1 Permits NA
 - 2.2 H&S coordinator nomination NA
 - 2.3 H&S plan approval
 - 2.4 Legal technician nomination NA
 - 2.5 Others NA
- 03 Contract**
 - 3.1 Contract status
 - 3.2 Signed contract
 - 3.3 Set up meeting minutes
 - 3.4 Change orders
 - 3.5 Valuations & invoices
 - 3.6 Liquidation contractor
 - 3.7 Handover document
 - 3.8 Others
- 04 Direct purchase orders**
 - 4.1 List of client direct orders
 - 4.2 Purchase orders signed
 - 4.3 Payment status
- 05 Other documents**
 - 5.1 Meeting minutes
 - 5.2 Final report
 - 5.3 H&E Audit reports
 - 5.4 Project pictures
- 06 Final documentation**
 - 6.1 As-built documentation
 - 6.2 Technical documentation
 - 6.3 Project certifications
 - 6.4 Waste management
- 07 Attachments**

■ Attachment A 2.3 H&S Plans	■ Attachment J 5.4 Project Pictures
■ Attachment B 3.2 Signed Contracts	■ Attachment K 6.1.1 Drawings
■ Attachment C 3.4 Change Orders	■ Attachment L 6.1.2 Service Drawings
■ Attachment D 3.5 Valuations	■ Attachment M 6.1.3 Sketches & Instructions
■ Attachment E 3.6 Liquidation Contractor	■ Attachment N 6.2.1 Material Techn Doc
■ Attachment F 3.7 Handover Doc	■ Attachment O 6.2.2 Equipment Techn Doc
■ Attachment G 4.1 Client Direct Orders	■ Attachment P 6.3.1 Commissioning Protocols
■ Attachment H1 5.1 Meeting Minutes	■ Attachment Q 6.3.2 Certifications
■ Attachment H2 5.2 Final Report PMO	■ Attachment R 6.4 Envir & Waste Man
■ Attachment I 5.3 H&E Audit Reports	

TECHNICAL CONSULTANCY SERVICES FOR NEW HOTEL DEVELOPMENT (TSA)

RESPONSABILITIES:

Architecture and Engineering Assistance during design phase:

1. Assistance for the study, the analysis and the optimization recommendations for the layout. Assistance for the circulation and operational capabilities validation of all areas of the hotel.
2. Assistance for the study, the analysis and recommendations for the use of the finishing materials proposed.
3. Assistance for the study, the analysis and recommendations for the definition of interior design of the hotel common areas and back of house together with a project for a single hotel room.
4. Assistance for the study, the analysis and optimization schemes implementation of technical systems (HVAC, water, electricity, gas and other special facilities).
5. Standards Recommendation of technical facilities in a 4-5 star hotel that conform with NH standards.
6. Assistance for the study, the analysis and recommendations to optimize models of building energy management developed by third parties.
7. Assistance for the definition and implementation of a sustainability plan on energy and waste.
8. Validation of the design project and/or the Works project (hereinafter the Final Project).

* Assistance refers to support to third parties work.

Assistance during execution phase:

1. Assistance in the context of the execution of the Works, in accordance with the recommendations provided in the preceding paragraphs (layout, finishes, interior design and technical specifications of the facilities).
2. Assistance and recommendations at the time of the pre-acceptance, acceptance and delivery to the Management Company pursuant to the Management operations such as these operations are described in the Management with the development of a protocol for quality testing and operation of the facilities and preparation of the delivery reports.
3. Assistance for the discharge of the reserves and preparation of the reports on the discharge of the reserves.

TECHNICAL SERVICES FOR PROJECT DEVELOPMENT AND CONSTRUCTION MANAGEMENT

PROJECT DESIGN PHASE

1. Due diligence actual status of the asset. Included surveying *
2. Safety Project
3. Preliminary Architecture Project
4. File for Construction Permit
5. Execution Architecture Project
6. Structural Project
7. Mechanical, Electrical and Plumbing Projects
8. Integrated Architectural Project and Developed Interior Design.
9. Bill of Quantities, Budget, Technical Specification Sheets and Tendering Package for all works.
10. Official/Mandatory Certified Works Control
11. Official/Mandatory Safety Works Control
12. Issue Final Certificates for Works Execution. Commissioning.
13. As built Architectural Project / Structural Project / ME&P Projects

* Scope of surveying might imply extra investment.

INTERIOR DESIGN PHASE

- 1.NH Style Guides development and update process.
2. Preliminary L&F, adaption to NH Style Guides Vs Flagship Design Hotels
3. Mood board with materials and fabrics
4. Floor Plans, Elevations and Sections for 1 Mock-up Room
5. Floor Plans, Elevations and Sections for Common Areas
6. 3D renderings for MUR and Common Areas
7. Concept Design Phases: Preliminary and Definitive.
8. FF&E project for all areas
9. Bill of Quantities, Budget, Technical Specification Sheets and Tendering Package for all works.
10. As built FF&E project

CONSTRUCTION MANAGEMENT PHASE

1. Project feasibility: scope definition, valuation, and preliminary and follow up of POR.
2. NH Sustainable Guide appliance in each phase: Design, Construction and Delivery.
3. Coordination of all disciplines (Safety, architecture, structural, installations and interior) during project development phase.
4. Permits Request and follow up (works, health and safety, tourism, commercial, etc)
5. Elaboration and follow up of detailed Budget and Value Engineering
6. Elaboration and follow up of Detailed Planning and Coordination with Hotel Activities
7. Validation of Project and Planning with Hotel Operations, BU and HQ
8. Co-management (with Purchasing Department) of Tendering process.
9. Elaboration of Technical evaluations of Quotations
10. Contracting of all works with main contractors and purchase orders for single suppliers.
11. Supervision and Monitoring of works development (budget and planning)
12. Management of all commissioning and snagging list activities
13. Collecting all relevant documents and information and Final Closings with all contractors and suppliers.
14. Delivery procedure of works to Hotel Operations. Evaluation of Suppliers and Contractors.

DEMARCATON List						
FF&E + SOE						
Operational area	Functional area	Chapter	Item	Class	FF&E & SOE Budget	Construction Budget
				Supply	Install	Supply & Install
OPERATIONAL AREA	BREAKFAST AND RESTAURANT	GENERAL	Shelves Desk lamp	FF&E FF&E	x x	x
						2*
	1. TABLES		Tables Cocktail tables High tables	FF&E FF&E FF&E	x x x	
	2. CHAIRS AND UPHOLSTERY		Chairs Armchairs Stools	FF&E FF&E FF&E	x x x	
	3. FABRICS		Blackout curtains Curtains Lace curtains Rails Curtains Rugs Cushion different size	FF&E FF&E FF&E FF&E FF&E SOE	x x x x x x	
	4. LIGHTING		Decorative standing lamps Table lamps	FF&E FF&E	x x	
	5. OTHER ELEMENTS		Glassware Crockery Cutlery Auxiliary tray trolley	SOE SOE SOE SOE	x x x x	
6. EQUIPMENT	Coffee machines Juice machines Buffet and cold/hot furniture* Small catering equipment			SOE SOE FF&E SOE	x x x x	
						2*
BAR	GENERAL					
	1. TABLES		Main bar counter Cocktail tables Tables High tables	FF&E FF&E FF&E FF&E	x x x x	
	2. CHAIRS AND UPHOLSTERY		Chairs Armchairs Stools	FF&E FF&E FF&E	x x x	
	3. FABRICS		Blackout curtains Curtains Lace curtains Rails Curtains Cushion different size Rugs	FF&E FF&E FF&E FF&E FF&E SOE	x x x x x x	
	4. LIGHTING		Decorative standing lamps Table lamps	FF&E FF&E	x x	
	5. OTHER ELEMENTS		Glassware Crockery Cutlery Auxiliary tray trolley Telephones Wall mounted TV Fixing elements wall TV	SOE SOE SOE SOE FF&E CONS	x x x x x x	
	6. EQUIPMENT		Coffee machines Juice machines Microwave Ice machine Horizontal and vertical fridges* Small catering equipment Beer dispenser Work surfaces	SOE SOE SOE FF&E FF&E SOE FF&E FF&E	x x x x x x x x	
KITCHEN	KITCHEN					1*
	1. HARD EQUIPMENT		Water supply, electrical, gas, ventilation, heating, cooling & drainage installation Kitchen canopy Fish refrigerating chamber (0°; -2°) Meat refrigerating chamber (0°; -2°) Fruits & Vegetables refrigerating chamber (2°) Milky products refrigerating chamber (0°; -2°) Horizontal and vertical fridges* Work surfaces Ovens Cookers Grills Kitchen fryer General freezer (-6°)	CONS CONS CONS CONS CONS FF&E FF&E FF&E FF&E FF&E FF&E FF&E FF&E CONS	x x x x x x x x x	7*
	2. SMALL EQUIPMENT		Ice machine Microwaves Cold meat cutter machine Scales Shelves Plastic boxes Mobile tables and trolley	FF&E SOE FF&E FF&E FF&E SOE FF&E	x x x x x x x	

DEMARCATION List						
				FF&E + SOE		
Operational area	Functional area	Chapter	Item	Class	FF&E & SOE Budget Supply	FF&E Budget Install
			Small kitchen ware	SOE	x	
			Kitchen cutlery	SOE	x	
			Saucerpan	SOE	x	
			Telephones	SOE	x	x
MEETINGS AND EVENTS AREA						
FOYER		1. TABLES	Tables	FF&E	x	
			Cocktail tables	FF&E	x	
			Coffee Break tables	FF&E	x	
			Welcome Desk	FF&E	x	
		2. CHAIRS AND UPHOLSTERY	Chairs	FF&E	x	
			Armchairs	FF&E	x	
			Couch	FF&E	x	x
		3. FABRICS	Blackout curtains	FF&E	x	
			Curtains	FF&E	x	x
			Lace curtains	FF&E	x	
			Rails Curtains	FF&E	x	
			Rugs	FF&E	x	
			Cushion different size	SOE	x	
		4. COFFEE BREAK EQUIPMENT	Auxiliary tray trolley	SOE	x	
			Crockery	SOE	x	
			Table linen	SOE	x	
			Coffee machine	SOE	x	x
			Juice machine	SOE	x	x
		5. LIGHTING	Decorative standing lamps	FF&E	x	
			Table lamps	FF&E	x	
		6. OTHER EQUIPMENT	Flat TV	FF&E	x	x
			Fixing elements flat TV	CONS		x
			Digital elements like control panels, etc...	FF&E	x	x
			Telephones	SOE	x	x
MEETING ROOMS		1. TABLES	Banqueting circular folding tables	FF&E	x	
			Business rectangular folding tables	FF&E	x	
			Support tables	FF&E	x	
		2. CHAIRS AND UPHOLSTERY	Chairs	FF&E	x	
			Armchairs	FF&E	x	
		3. FABRICS	Blackout curtains	FF&E	x	x
			Curtains	FF&E	x	x
			Lace curtains	FF&E	x	x
			Rails Curtains	FF&E	x	x
			Rugs	FF&E	x	
		4. OTHER EQUIPMENT	Clothes racks	FF&E	x	
			Paper basket	SOE	x	
			Decorative elements	SOE	x	
			White boards or glass board and accessories.	SOE	x	
		5. AUDIOVISUALS	Flat TV	FF&E	x	x
			Fixing elements flat TV	CONS		x
			Projectors	FF&E	x	x
			Projector screen	FF&E	x	x
			Telephone	SOE	x	x
			Convention audio lectern	FF&E	x	x
			Wireless microphone	FF&E	x	x
			Portable Audio & Video equipment	FF&E	x	x
			Video conference equipment	FF&E	x	x
			Wiring and installations equipment	CONS		x
			Holographic Theater	CONS		x
		6. COFFEE BREAK EQUIPMENT	Auxiliary tray trolley	SOE	x	
			Crockery	SOE	x	
			Table linen	SOE	x	
			Coffee machine	SOE	x	x
			Juice machine	SOE	x	x
		7. LIGHTING	Decorative standing lamps	FF&E	x	
			Table lamps	FF&E	x	
FITNESS AND WELLNESS AREA		1. SPORT EQUIPMENT	Fitness Multi-Gym machines	FF&E	x	x
FITNESS AND WELLNESS AREA		2. OTHER EQUIPMENT	Water machine	SOE	x	x
			Decorative elements	SOE	x	x
			Flat TV	FF&E	x	x
			Fixing elements flat TV	CONS		x
			Telephones	SOE	x	x
			Accessories:Towel, robe hooks, toilet paper holder	SOE	x	x
			Ambient Sound & Music system	FF&E	x	x
		3. FABRICS	Blackout curtains	FF&E	x	x
			Curtains	FF&E	x	x
			Lace curtains	FF&E	x	x
			Rails Curtains	FF&E	x	x
			Rugs	FF&E	x	

		DEMARCATION List							
		FF&E + SOE							
Operational area	Functional area	Chapter	Item	Class	FF&E & SOE Budget Supply	FF&E Budget Install	Construction Budget Install	Construction Budget Supply & Install	Comments
		4. LIGHTING	Decorative standing lamps	FF&E	x				
			Table lamps	FF&E	x				
DRESSING ROOMS AND BATHROOMS		1. GENERAL EQUIPMENT	Lockers	FF&E	x	x	x		2*
			Benches	FF&E	x				
			Hair dryer	SOE	x		x		3*
			Decorative mirror	SOE	x		x		3*
			Wall-mounted magnifying mirror	SOE	x		x		3*
			Magnifying mirror	SOE	x				
			Bathroom mirror	FF&E	x		x		3*
			Wall-mounted hangers	FF&E	x	x			3*
			Towel hangers	FF&E	x	x			3*
			Main toilet paper holder	FF&E	x	x			3*
			Secondary toilet paper holder	FF&E	x	x			3*
			Wall-mounted tissues box	SOE	x	x			3*
			Tissues box	SOE	x	x			3*
CREW LOUNGE AREA	GENERAL	1. FURNITURE	Sofa	FF&E	x				
			Armchairs	FF&E	x				
			Coffee table	FF&E	x				
			Tables	FF&E	x				
			Chairs	FF&E	x				
			Stools	FF&E	x				
			Bar counter	FF&E	x	x			1*
			High tables	FF&E	x	x			
			Benches	FF&E	x	x			
		2. LIGHTING	Decorative standing lamps	FF&E	x				
			Table lamps	FF&E	x				
		3. OTHERS	Flat TV	FF&E	x	x	x		2*
			Fixing elements flat TV	CONS				x	1*
			Telephones	SOE	x	x	x		1*
			Small kitchen equipment	FF&F	x	x	x		2*
			Ashtray	SOE	x				
			Cushion different size	SOE	x				
			Decorative elements	SOE	x				
HOUSEKEEPING EQUIPMENT	ROOMS AREA	1. EQUIPMENT	Vacuum cleaner	SOE	x				
			Laundry folding trolley	SOE	x				
			Offices shelves	FF&E	x	x	x		2*
LAUNDRY AREA	1. EQUIPMENT	Professional Ironing board & Iron machine	FF&E	x	x	x			
		Outdoor cleaning and maintenance equipment	SOE	x					
		Shelves	FF&E	x	x	x			2*
		Iron table	SOE	x					
		Iron machine	SOE	x					
		Cloth racks	FF&E	x					
	2. HARD EQUIPMENT	Washing machine	FF&E	x	x	x			
		Dryer machine	FF&E	x	x	x			
PUBLIC SANITARIES	GENERAL	1. GENERAL EQUIPMENT	Bathroom mirror	FF&E	x		x		3*
			Wall-mounted hangers	FF&E	x		x		3*
			Towel hangers	FF&E	x		x		3*
			Main toilet paper holder	FF&E	x		x		3*
			Secondary toilet paper holder	FF&E	x		x		3*
			Wall-mounted tissues box	SOE	x		x		3*
			Tissues box	SOE	x		x		3*
			Hand dryer	SOE	x		x		3*
			Basket	SOE	x				
			Sanitary bin with pedal system	SOE	x				
			Hygiene bag dispenser	SOE	x		x		3*
			Disable accessories	CONS			x		
TECHNICAL SERVICES AND MAINTENANCE EQUIPMENT	GENERAL	1. TOOLS	Tools and equipment for Maintenance Workshop	SOE	x				
	2. STORAGE	Storage shelves	FF&E	x	x	x			2*
	3. OTHERS	Fire Prevention equipment for staff	FF&E	x	x	x			2*
		First Aid equipment for staff	FF&E	x	x	x			2*
		Safety equipment for staff	FF&E	x	x	x			2*
	6. EQUIPMENT	Coffee machines	SOE	x	x	x			2*
STAFF AREA	CANTEEN	1. FURNITURE	Tables	FF&E	x				
			Chairs	FF&E	x				
	2. EQUIPMENT	Microwave	SOE	x					
		Coffee machine	SOE	x	x	x			2*
		Water machine	FF&E	x	x	x			2*

DEMARCATION List									
FF&E + SOE									
Operational area	Functional area	Chapter	Item	Class	FF&E & SOE Budget Supply	FF&E Budget Install	Construction Budget Install	Construction Budget Supply & Install	Comments
			Flat TV	FF&E	x	x	x		2*
			Fixing elements flat TV	CONS				x	1*
			Telephone	SOE	x	x			2*
DRESSING ROOMS AND BATHROOMS									
		1. GENERAL EQUIPMENT	Lockers	FF&E	x		x		2*
			Benches	FF&E	x		x		
			Hair dryer	SOE	x		x		3*
			Bathroom mirror	FF&E	x		x		3*
			Wall-mounted hangers	FF&E	x		x		3*
			Main toilet paper holder	FF&E	x		x		3*
			Wall-mounted tissues box	SOE	x		x		3*
STORAGE AREA	GENERAL								
		1. SMALL EQUIPMENT	Storage cupboards	FF&E	x	x	x		2*
			Shelves	FF&E	x	x	x		2*
EXTERNAL AREA	GENERAL								
		1. FURNITURE	Tables	FF&E	x				
			Chairs	FF&E	x				
			Stools	FF&E	x				
			Main bar counter	FF&E	x	x	x		
			High tables	FF&E	x				
			Benches	FF&E	x				
			Umbrellas	FF&E	x				
		2. LIGHTING	External decorative lamps	FF&E	x		x		6*
		3. OTHERS	Ashtrays	SOE	x				
			Dustbin	FF&E	x				
CORPORATE SIGNAGE									
		1. EXTERNAL SIGNAGE	Symbol fixed to the ground	FF&E	x	x	x		1*
			Outdoor signage	FF&E	x	x	x		1*
			Entrance plaque	FF&E	x	x	x		1*
			Vinyl on windows/doors	FF&E	x	x	x		1*
			Car parking only acces pole	FF&E	x	x	x		1*
			Main gate signage	FF&E	x	x	x		1*
			Flags signs	FF&E	x	x	x		1*
			Top building letters	FF&E	x	x	x		1*
			Top building cube	FF&E	x	x	x		1*
			Top building corner sign	FF&E	x	x	x		1*
			Car parking only acces pole	FF&E	x	x	x		1*
			Terrace and green area signage	FF&E	x	x	x		1*
			Any other fixed elements	CONS			x		1*
		2. INTERNAL SIGNAGE	Room Numbers	FF&E	x	x			1*
			Directions	FF&E	x	x			1*
			Area names	FF&E	x	x			1*
			Fire Protection and Emergency	CONS			x		1*
CLEANING									
			Cleaning works after construction works	CONS				x	
			Final cleanup for opening	FF&E	x				
IMPORTANT NOTE:									
All the electrical, mechanical, plumbing or other technical installations elements, any part, single or multiple elements of the infrastructure, anchorage and their reinforcement necessary to make the equipment's work properly must be included in the construction works.									
All the holes or modifications necessary to the walls or structures must be coordinated by the construction company and included in their contract.									
The companies providing the installation must provide all the required elements.									

NOTES:

*horizontal and vertical fridges must be equipped with standalone compressors positioned in a dedicated and ventilated space (mainly in buffet; not to be incorporated in the buffet furniture itself because of noise)

1* All connection sockets, cables necessary for the operation, the setting-out on site for support installation and/or anchors to their correct location will be executed by the main constructor/s and included in the construction budget. NOT part of the FF&E budget.

2* If support / infrastructure / construction / power supply is needed; it will be executed by the main constructor/s and included in the construction budget. NOT part of the FF&E budget.

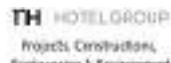
3* Installation in bathroom walls/ floor must be executed by the main constructor/s and included in the construction budget. NOT part of the FF&E budget.

4* Only for congress/public areas (no room-corridors). Should be incorporated in wall.

5* Incasement & framing in needed must be executed by the main constructor/s and included in the construction budget. NOT part of the FF&E budget.

6* If drilled in wall with ducts/pipes needs to be done by contractor.

7* The water supply, electrical, gas, ventilation, heating, cooling & drainage instalation will be executed by the main constructor/s and included in the construction budget. NOT part of the FF&E budget.

ANNEX.C. NH FEES Market Pricing
NH MARKET PRICING
(including Corporate Expenses)

NH MARKET PRICING
(including Corporate Expenses)

BU- CENTRAL EUROPE		0,5-1	1-3	3-6	6-10	+10	AVERAGE	BU- BENELUX		0,5-1	1-3	3-6	6-10	+10	AVERAGE
A	PROJECT DESIGN FEES	8,50%	7,50%	7,00%	5,00%	4,5%	6,50%	A	PROJECT DESIGN FEES	7,50%	6,50%	6,00%	5,00%	5,00%	6,00%
B	INTERIOR DESIGN FEES	2,00%	2,00%	1,75%	1,50%	1,50%	1,75%	B	INTERIOR DESIGN FEES	2,00%	2,00%	1,75%	1,50%	1,50%	1,75%
C	CONSTRUCTION MANAGEMENT FEES	6,00%	5,00%	4,00%	3,00%	3,00%	4,20%	C	CONSTRUCTION MANAGEMENT FEES	5,50%	5,00%	4,50%	4,00%	4,00%	4,60%
TOTAL FEES / OF PROJECT		16,50%	14,50%	12,75%	9,50%	9,00%	12,45%	TOTAL FEES / OF PROJECT		15,00%	13,50%	12,25%	10,50%	10,50%	12,35%

(1) Under 500k€ investments FEES to be studied.

(2) For New Opening projects TSA to be charged as 1.000€ per room.

(3) PCE market pricing FEES do not include taxes, licence costs and contingencies.

(1) Under 500k€ investments FEES to be studied.

(2) For New Opening projects TSA to be charged as 1.000€ per room.

(3) PCE market pricing FEES do not include taxes, licence costs and contingencies.

BU- SPAIN		0,5-1	1-3	3-6	6-10	+10	AVERAGE	BU- ITALY		0,5-1	1-3	3-6	6-10	+10	AVERAGE
A	PROJECT DESIGN FEES	6,00%	5,50%	5,00%	4,50%	4,0%	5,00%	A	PROJECT DESIGN FEES	6,00%	5,50%	5,00%	4,50%	4,0%	5,00%
B	INTERIOR DESIGN FEES	2,00%	2,00%	1,50%	1,50%	1,00%	1,60%	B	INTERIOR DESIGN FEES	2,00%	2,00%	1,50%	1,50%	1,00%	1,60%
C	CONSTRUCTION MANAGEMENT FEES	5,00%	4,50%	3,50%	3,00%	3,00%	3,80%	C	CONSTRUCTION MANAGEMENT FEES	5,00%	4,50%	4,00%	3,50%	3,00%	4,00%
TOTAL FEES / OF PROJECT		13,00%	12,00%	10,00%	9,00%	8,00%	10,40%	TOTAL FEES / OF PROJECT		13,00%	12,00%	10,50%	9,50%	8,00%	10,60%

(1) Under 500k€ investments FEES to be studied.

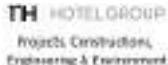
(2) For New Opening projects TSA to be charged as 1.000€ per room.

(3) PCE market pricing FEES do not include taxes, licence costs and contingencies.

(1) Under 500k€ investments FEES to be studied.

(2) For New Opening projects TSA to be charged as 1.000€ per room.

(3) PCE market pricing FEES do not include taxes, licence costs and contingencies.


NH MARKET PRICING
(including Corporate Expenses)

BU- AMERICA		0,5-1	1-3	3-6	6-10	+10	AVERAGE
A	PROJECT DESIGN FEES	6,00%	5,50%	5,00%	4,50%	4,0%	5,00%
B	INTERIOR DESIGN FEES	2,00%	2,00%	1,50%	1,50%	1,00%	1,60%
C	CONSTRUCTION MANAGEMENT FEES	5,00%	4,50%	3,50%	3,00%	3,00%	3,80%
TOTAL FEES / OF PROJECT		13,00%	12,00%	10,00%	9,00%	8,00%	10,40%

(1) Under 500k€ investments FEES to be studied.

(2) For New Opening projects TSA to be charged as 1.000€ per room.

(3) PCE market pricing FEES do not include taxes, licence costs and contingencies.

For further information:

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