

onPOST

Fall 2010

For Guests and Employees of IHG Army Hotels



A New Brand, a New Beginning

When the newly branded Holiday Inn Express® hotel opened its doors at Fort Polk, Louisiana on August 4, 2010, it wasn't just another ribbon-cutting. It was a landmark moment for the Privatization of Army Lodging (PAL) program, which began in August 2009 as a collaborative effort between the Department of the Army, Actus Lend Lease and IHG. As the first branded hotel on a US Military installation, the Holiday Inn Express at Fort Polk offers Army travelers a consistent standard of branded amenities and services, along with a lodging experience tailored specifically to their needs.



All guest rooms now have new furnishings, bedding, linens, granite bathroom vanities, flat-screen TVs and upgraded air conditioning. The Holiday Inn Express signature Smart Start® breakfast bar has been added, providing guests with a complimentary hot breakfast seven days a week. The lobby and front desk have been renovated, and new carpeting, new window treatments and new fire alarm systems have been

installed throughout the hotel. There's a TV lounge, a business center, a guest laundry, and even a convenience mart so guests can grab a snack or frozen entrée any time of the day.

Needless to say, guests are noticing. "It's beautiful," says PFC Nicholas Proctor, who has been stationed at Fort Polk for three years now and has watched the changes from the beginning. "The rooms are a lot more

cozy, the beds are a lot softer, the TVs are a lot better. It's just nicer to stay here now."

Nine other Army posts, ranging from Virginia's Fort Myer to Hawaii's Fort Shafter/Tripler Army Medical Center, are also participating in the first phase of the PAL program. So stay tuned for more ribbon-cuttings, as additional on-post hotels are renovated and branded over the coming months.



What a Difference a Year Makes

It's been an amazing transformation. But it wouldn't have been possible without our equally amazing military guests, who watched with interest and patience as Actus Lend Lease tore out miles of carpeting, hauled old furniture and fixtures away for donation and recycling, upgraded mechanical equipment, renovated virtually everything in sight, and went around replacing literally every light bulb in the place.



In the year since the PAL program began its across-the-board upgrade of on-post lodging, the changes have been huge. And the response from our guests has been heartwarming. And so, as we officially celebrated our one-year anniversary with special events at every post involved in the first phase of the program, we were also celebrating the spirit that makes the US Military great. Yes, we're doing all this for you. But we couldn't have done it without you.

IHG Army Hotels Locations:

- Fort Rucker, Alabama
- Fort Leavenworth, Kansas
- Fort Riley, Kansas
- Fort Polk, Louisiana
- Fort Sill, Oklahoma
- Fort Hood, Texas
- Fort Sam Houston, Texas
- Yuma Proving Ground, Arizona
- Fort Myer, Virginia
- Fort Shafter/Tripler Army Medical Center, Hawaii



Angela Brav,
Chief Operating Officer
North America, IHG

IHG: Creating Great Hotels Guests Love

In August we passed not just one milestone, but two: the one-year anniversary of the PAL program, and the grand opening of the Holiday Inn Express at Fort Polk – the first branded hotel ever opened on a US Military installation.

What's next? Still more reasons to celebrate in the coming months, as existing IHG Army Hotels on other military posts are brought up to standard and branded. Already, our guests are telling us they can see the difference: the new furnishings, the new décor, the new amenities and services, and, of course, all those great new flat-screen TVs.

So onward to the next milestone, and the next. In the meantime, we can all enjoy the trip.



Paul Palmer, guest; Stacey Pearson, Concierge and Natalie Meiers, Guest Service Representative

A Guest's Perspective

After 23½ years in the Army, Paul Palmer retired in 2008. A year later, he was back, this time as a civilian. Since last September he's been working at Fort Leavenworth as Deputy Director for the US Army Information Proponent Office, staying at Hoge Barracks during the week and traveling home on weekends to be with his family in Des Moines, Iowa.

"I've seen all the changes that have taken place over the past year," he says, "and they've all been positive. When I was here in 1993, the hotel was dated and was barely meeting the minimums. This year I've seen Hoge Barracks transformed to the point where, if you do the math, there is no way you could get this value for the money anywhere else."

Among Paul's favorite changes are the new beds and bedding, the flat-screen TVs with extensive channel options, the high-speed Internet access, and the addition of hot breakfasts and weekly barbecue socials. "And free laundry," he adds. "Where else are you going to get that?" He has kudos for the hotel staff, too. "They go out of their way to take care of us. They understand our needs and do everything they can to accommodate us."

"Honestly, I don't see why anyone would choose to stay off-post."

Priority Club® Rewards

As members of Priority Club Rewards, guests at IHG Army Hotels can earn points for every stay. Priority Club points can be earned and redeemed at more than 4,500 IHG hotels around the world. They can also be redeemed for airline miles, merchandise and a variety of other rewards.



For more information, visit IHGAmyHotels.com or PriorityClub.com, or join at the hotel front desk.



Tidbits

The Army Sets a New Record – At Indy

On September 3, 2010, as thousands of race fans watched, the new US Army dragster roared off the starting line at O'Reilly Raceway Park in Indianapolis. Moments later, seven-time world champion Tony "The Sarge" Schumacher had set a new Indy track record of 324.83 mph, surpassing teammate Antron Brown's previous record by nearly six mph.

But, as Sergeant Major Kenneth O. Preston was quick to point out at the unveiling ceremonies for the new dragster, Tony Schumacher is far more than a driver. He's also an ambassador who's visited hundreds of schools, youth education programs and Future Soldier Centers of Influence events, encouraging kids to continue their education, choose careers and set goals for themselves.

"In addition to that," said Preston, "he's been to Iraq, he's been to Afghanistan, he's been to Walter Reed Medical Center and to Brooke Army Medical Center in San Antonio to visit our wounded warriors. He's really been a great advocate out there representing the Army."

Sergeant Major Preston then pinned Tony "The Sarge" Schumacher, promoting him to honorary Sergeant First Class.

Adapted from an original story by Spc. John Crosby at www.army.mil.



(Photo credit Spc. John Crosby)
The new US Army dragster roars away from the starting line at Indy





From the Owner/Developer's Desk: We're Just Getting Started

On the Horizon...

Actus Lend Lease is continuing its mission of delivering the improvements, renovations and upgrades needed to bring several other existing hotels up to the standards required to operate under the IHG Holiday Inn Express brand. Between now and spring 2011, extensive renovation work will be completed and we will celebrate the grand openings of several more newly branded Holiday Inn Express hotels made possible through the PAL program.

Installation	Building	Holiday Inn Express Grand Opening
Fort Hood, TX	Keith Ware Hall	Fall 2010
Fort Sill, OK	Allin Hall & Aultman Hall	Winter 2010
Fort Polk, LA	Cypress Inn	Spring 2011

When the first phase of the development plan is complete, Soldiers, their families, and all government travelers will have access to nearly 4,000 renovated hotel rooms and suites located across ten installations—all offering the same IHG-branded amenities and services available “outside the gate” but having the added security and convenience of being located right on post.

In addition to these renovations, Actus has programmed the construction of several new hotels which IHG will operate under its Candlewood Suites® and Staybridge Suites® brands. Construction of these new hotels is anticipated to commence in fall 2011, following completion of the initial, two-year development period of the project.

We look forward to many more milestone celebrations. The new Holiday Inn Express at Fort Polk is only the beginning!



Hard Hat Update

Key Project Stats
As of August 31, 2010

- \$43M spent so far to renovate hotels
- Initial renovations complete at 45 of 62 hotels
- Improvements include:
 - 3,300 branded bedding and linen packages
 - 2,200 new mattresses
 - 2,700 new flat-screen TVs
 - 3,000 new showerheads, rods & curtains



Sustainability Update

Throughout the delivery of the PAL program, Actus Lend Lease maintains its strong commitment to sustainability, a core value of the company. Aggressive conservation initiatives and recycling and reuse programs across all ten installations have resulted in:

- Replacing 6,500 light bulbs with CFL bulbs, saving electricity and waste.
- Donating furniture, hundreds of televisions, artwork, mirrors and more to local communities; giving back to those in need & recycling/reusing items that would otherwise have ended up in landfills.
- At one hotel alone, 7,124 yards of carpet were recycled; the equivalent to over 4 miles, or enough to cover an NFL football field from end zone to end zone, sideline to sideline — with enough left over to line the team and coach's area!