

onPOST

Winter 2011

For Guests and Employees of IHG Army Hotels



Revitalized Army Lodging: The Next Phase Begins

It's official: Eleven more Army posts are now scheduled for major lodging upgrades under the Privatization of Army Lodging (PAL) program initiated in August 2009 by Actus Lend Lease and InterContinental Hotels Group. Renovations to existing on-post facilities are expected to begin in late 2011.

Even as renovations are under way, guests will see changes. The list of amenities at all hotels will include a complimentary breakfast, a free midweek barbecue social, concierge and courtesy shuttle services, and a pet-friendly policy that allows animals to stay in their owners' rooms. When complete, the hotels will offer all the comforts of branded off-post hotels, combined with the convenience of on-post lodging.

The military installations chosen for the second phase of the program range geographically from New York to New Mexico, Alaska to Puerto Rico. But they all have one thing in common: They need renovated and revitalized on-post hotels to meet the needs of Soldiers, their families, and guests of the U.S. Army.

For more information, please see the back page.



The newly added installations are:

- Fort Belvoir, Virginia
- Fort Bliss, Texas
- Fort Buchanan, Puerto Rico
- Fort Campbell, Kentucky
- Fort Gordon, Georgia
- Fort Hamilton, New York
- Fort Huachuca, Arizona
- Fort Knox, Kentucky
- Fort Leonard Wood, Missouri
- Fort Wainwright, Alaska
- White Sands Missile Range, New Mexico





LEFT: Issac Wright, Superintendent, Actus; Gretchen Turpen, Development Manager, Actus; BG Atkinson, Fort Hood Deputy Commanding General; Sandy Van Bibber, GM, IHG Army Hotels; Jeff Rainwater, Operations Manager, IHG Army Hotels and Teresa Colatarci, Regional Director, IHG

And the Ribbon-Cuttings Continue

Keith Ware Hall at Fort Hood has a new name. But the name is the least of the changes at the fully renovated hotel, newly branded as a Holiday Inn Express®. After more than a year of extensive renovations under the PAL program, the hotel, which becomes the second branded hotel ever opened on a U.S. military installation, had its formal re-christening on November 17, 2010. On hand for the ribbon-cutting were Brigadier General Peter Atkinson, Deputy Commanding General at Fort Hood, as well as other U.S. Army personnel and representatives of IHG and Actus Lend Lease.

Major additions to the existing hotel include a free Smart Start® breakfast bar with hot and cold selections, outdoor pool,

business center, lounge, and small convenience mart. Among the hotel's other new amenities are a weekly barbecue social, concierge service, and free on-post shuttle service.

Even while renovations were under way, the improvements generated positive customer feedback. "We've seen a continual increase in guest satisfaction," says general manager Sandy Van Bibber. "We get customer feedback through a third-party evaluation, and it's been very positive. Now that we have all the transitions in place, service will improve even more."

The remaining on-post lodging facilities at Fort Hood will remain open until a new Candlewood Suites® hotel is constructed in a later phase of the project.

Priority Club® Points

71,304,039

Yes, you read that right. Seventy million points, and then some. That's how many Priority Club® points we've awarded, as of November 30, to guests at IHG Army Hotels. Points that can be redeemed for free nights at more than 4,500 IHG hotels around the world, as well as for airline miles, merchandise, and a variety of other rewards.

If you aren't getting your share, stop by the front desk at any IHG Army Hotel to join Priority Club Rewards. Or sign up online at IHGAmyHotels.com or priorityclub.com.



Angela Brav,
Chief Operating Officer
North America, IHG

IHG: Creating Great Hotels Guests Love

We keep talking about milestones. But that's because we keep reaching them, and passing them, and going on to the next.

The six-month anniversary of the PAL program. The one-year anniversary. The grand opening of the first on-post Holiday Inn Express, at Fort Polk in early August. The second Holiday Inn Express grand opening, at Fort Hood in mid-November. The November unveiling of the renovated DVQ buildings at Fort Sam Houston. And now, the upcoming expansion of the PAL program, with renovations scheduled to begin next summer at 11 more Army installations in the U.S. and Puerto Rico.

It's been a remarkable journey, so far. What the next milestone will look like, we can hardly imagine.

And we can hardly wait.



Michaela and friend: LTC Chaplain Brunk

Employee Profile: Michaela Dudley

"They're here for us, as much as we are for them."

That's how Michaela Dudley feels about the guests she serves as Concierge at IHG Army Hotels at Fort Hood.

"They're here," she says, "away from their kids, their families, their homes. They come to train. They may eventually go overseas to war. They're serving us."

So we try our best to be their home away from home, and to make them as happy and comfortable as we possibly can."

Michaela, whose two daughters are now 18 and 13, came to Fort Hood about six years ago from Fort McCoy, Wisconsin. "She was so highly recommended by the Fort McCoy GM," says her boss, IHG Army Hotels at Fort Hood General Manager Sandy Van Bibber, "that I created a position for her as Training Coordinator/ Payroll Clerk. Her energy and enthusiasm are invaluable. She is open and genuine and forms relationships quickly with our guests."

Her friendships with hotel guests, in fact, are one of Michaela's favorite parts of her job as concierge. "We have a lot of guests who have been here for a while," she says. "They're always wondering how I am doing and what is going on in my life. It's nice to know people still care about that and take the time to talk to you."

When asked about her hopes for the future, her answer is simple:

"To be in a management position," she says. "And to see my girls graduate from college."



Tidbits



Photo: Nichole Riley, Moncrief Army Community Hospital

Heroes & Horses

At Fort Jackson, South Carolina, horses are helping to guide wounded warriors along the road to resiliency. Through Heroes & Horses, an equine-assisted psychotherapy program, Soldiers with Fort Jackson's Warrior Transition Unit (WTU) are capitalizing on the keen senses of horses to help them better understand themselves and to heal.

Surprisingly enough, the Heroes & Horses program doesn't involve riding. The program is based on the ability of horses to pick up on, and reflect, the behaviors and emotions of human beings. Activities are designed to serve as metaphors for issues the Soldiers are working on in their professional and personal lives, providing them with opportunities to imagine the possibility of a smooth transition – whether from combat to garrison, military to civilian life, or just moving beyond the WTU to serving in the regular Army again.

"The body language of the horses, where they position their heads, their body relative to the people, their ears, and what they're looking at, basically gives feedback on what they are picking up on from the people," says Stephanie Bowman, founder of Turning Point Growth & Learning Center, which facilitates the program at Fort Jackson. By observing how the horses and Soldiers interact in obstacle courses and other challenges, therapists can help the participants increase their awareness of how their coping and problem-solving skills are progressing.

If you'd like to know more about the Heroes & Horses program, visit www.TurningPointGLC.com. You can also read the longer story online at www.army.mil.

Adapted from an original story by Kris Gonzales and Mike A. Glasch at www.army.mil.



From the Owner/Developer's Desk: The Future Looks Bright

11 More Installations Added to PAL Program

In September, it was officially announced that the U.S. Army has asked Actus Lend Lease to implement the second phase of the PAL program, which involves the renovation, development and maintenance of on-post lodging facilities at 11 additional Army installations in the U.S. and Puerto Rico. This phase will add nearly 5,000 hotel rooms to the 3,200 rooms already under renovation in the first phase of the project. IHG, the world's largest hotel group, will continue as the project's hotel operator in this second phase.

Approximately \$350 million will be invested in development and construction services at the 11 additional installations. Actus is also currently working to obtain additional financing for further renovations and new hotel construction at the 10 installations of the first phase.

"The PAL program is an excellent example of the tremendous value public-private partnerships offer," says Marc Sierra, Actus Lend Lease managing director. "By leveraging the government's assets and raising private funds, we can deliver exceptional facilities for the Department of Defense that greatly improve the experience of on-post stays, thereby enriching the lives of Soldiers, their families and all government travelers."

The transformation of on-post lodging continues across the PAL portfolio, with the successful branding of two Holiday Inn Express® hotels (Fort Polk's Magnolia House and Fort Hood's Keith Ware Hall) already completed, two more set to take place in January 2011 at Fort Sill, and another two to occur in Spring 2011 at Fort Polk.



Hard Hat Update Key Project Stats As of November 30, 2010

- \$55M spent so far on renovations
- All initial work complete at 50 of 62 hotels (2,190 rooms)
- Second Holiday Inn Express opened on November 17, 2010
- Work complete at all 62 hotels includes:
 - New mattresses, box springs and flat screen TVs
 - IHG signature items such as bedding and linen packages, showerheads, and curved shower curtain rods



Sustainability Update

Throughout the PAL program, Actus maintains its strong commitment to sustainability, one of the company's core values. Aggressive recycling, reuse and conservation efforts are in place at every installation, providing resources for the local community while improving the overall quality of stay for guests of IHG Army Hotels.

During the renovation of the DVQ buildings at Fort Sam Houston, for example, we have already recycled more than 300 pounds of raw copper from the demolition of the existing fire alarm wiring. The funds generated from the recycling effort were donated to Fisher House.

At Fort Hood, where Keith Ware Hall was recently branded as a Holiday Inn Express, we donated 70 bed sets, 180 TVs, and many public-space furnishings to Soldiers and other on-post groups. \$1,913 was also donated to the Fort Hood Fisher House by IHG Army Hotels employees.