COMPANY PROFILE
ACROSS THE ARCHIPELAGO AND BEYOND
John Flood, President & CEO

‘We are small enough to treasure each of our hotels but large and skilled enough to successfully compete on the global stage’. 

The Story

Archipelago International is the largest privately owned and independent hotel operator in Southeast Asia, one of the most dynamic and fastest growing regions for both domestic and outbound tourism. We are the market leader in Bali, one of the world’s most popular travel destinations. We have grown organically with much success in our home markets over the last 20 years, whilst at the same time perfecting our brand portfolio, technology, systems and standards. Now, with the capabilities to compete with and outperform any major international hotel chain, our group is successfully expanding to new global markets, while staying true to our Asian roots and the world-renowned Asian hospitality. Archipelago International is proud to be only the second hotel group (after IHG at the 2012 London Olympics) to set up and operate the Athletes Villages at a major international games. This took place in August 2018, when over 18,000 athletes were accommodated in two Athlete’s Villages in Jakarta and Palembang, Indonesia, during the Asian Games 2018. This is a larger number of athletes than the Olympic Games (as the quota of athletes per country is higher).

The Vision

To be universally recognized as the preferred hospitality company in Asia for guests, owners and employees.

The Mission

Exceeding guest expectations in all our hotels, helping our staff develop their careers, while supporting owners in designing, creating and successfully operating a ‘best in class’ hotel that they can be proud of.
Fast Facts

• Largest privately owned and independent hotel operator in Southeast Asia
• Independent from any stock market and public shareholder interest
• One of the largest project pipelines in Asia Pacific
• Proven global hotel chain capabilities
• Strong brand equity in the fastest growing region for outbound leisure travel globally
• One of the first Asian hotel groups in the Middle East and the Caribbean
• Brought condotels to Asia
• Pioneered cloud computing in the hotel industry
• Transparent and highly competitive fee structures with no hidden fees
• More than two decades of experience in running some of the most successful hotel operations in Southeast Asia
• An experienced, entrepreneurial and multinational Executive Management Team with accessibility, flexibility and transparency as our main credos.
• Advanced corporate infrastructure for industry leading Information Technology & Integration, E-Commerce, Sales & Marketing, Human Resources, Training, Technical Services and Asset Management
• Received the ISO 9001 quality certification
• The only hotel group in Asia (and second in the world) to set up and operate Athletes Villages for a major sports event, the 18th Asian Games in 2018, accommodating more than 18,000 athletes.
• 10 multi-award winning brands
• 30,000 keys across 200+ properties in 60+ destinations
• 15,000+ professional, dedicated, skilled and friendly employees, serving from their hearts

Archipelago International in Numbers

No. 1 PRIVATELY OWNED AND INDEPENDENT HOTEL OPERATOR IN SOUTHEAST ASIA
RANKED AMONG THE TOP 80 HOTEL GROUPS GLOBALLY
60+ DESTINATIONS
200+ PROPERTIES
3,000+ KEYS
120 MILLION GUESTS BY 2020
$4 BILLION ASSETS UNDER MANAGEMENT
10 MULTI-AWARD WINNING BRANDS
20+ YEARS OF INDUSTRY INNOVATION AND LEADERSHIP
15,000+ DEDICATED EMPLOYEES SERVING FROM THEIR HEARTS
PRESENCE ACROSS 3 CONTINENTS
ISO 9001:2015
ISO 14001:2015
OHSAS 18001:2007
CERTIFIED
$4 BILLION ASSETS UNDER MANAGEMENT
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ISO 9001:2015
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OHSAS 18001:2007
CERTIFIED
‘Ultimately, we understand that no matter what the operational model or partnering arrangement on a particular project, our role is to drive the top line, maximize profitability and ultimately realize the maximum return on investment for our owners and partners’.

Gerard Byrne, Managing Director - Archipelago Overseas

Partnering

Flexible, creative and dynamic in our approach, we put forward imaginative proposals, brands and business models, that are owner and partner centric. We seek like-minded owners and partners to work for and with in the years ahead.

When you partner with Archipelago International, you gain access to our unparalleled expertise in key areas of hotel development and operations, together with our powerful brands that instill consumer confidence and loyalty.

While we continue to focus on fortifying our market leading position in Southeast Asia, we are making aggressive moves globally and have opened representative offices in Singapore, India, the Kingdom of Saudi Arabia, the UAE, Ireland and the Dominican Republic, to support our development internationally and in particular key markets in South Asia, The Middle East, Africa and Latin America.
Partnering

A range of flexible partnership models encompassing:

- Management
- Area Development Agreements
- Strategic Partnerships
- Country Master Franchising
- Franchising
- Manchising

We have a track record of successful partnering with:

- Private and Public Investors
- Developers
- Sovereign Wealth Funds
- Governments
- Private Equity Funds
- Industry Intermediaries

“Our success has really been based on partnerships from the very beginning”.

Bill Gates
‘We are a maverick, independent hotel operator, full of ideas, creativity and technical capability. We are the antidote to expensive and slow-moving global operators. A truly owner-centric organization, an asset manager rather than a brand manager. We are therefore innovators, disruptors and honest partners’.

Norbert Vas, Vice President - Business Development

Sales, Marketing and E-Commerce

Today’s consumer searches for, assesses and books their hotel room in a different way than before. Mobile bookings have rapidly increased, travel agents have moved online, metasearch has become a major factor, and selling, while marketing and advertising to the modern traveler has moved to digital platforms and social media.

Archipelago International recognized the importance of E-Commerce in the very early stages when many hotel groups still perceived online hotel bookings as a short-lived trend. We did not only react to the changing consumer behavior, but in fact took a pioneering role and positively impacted the industry with innovation and hunger for exploring and implementing new solutions - something that continues to the present day.

We use the latest systems available in the market, provide software integration and connections to all our hotel units and have an effective yield management system in place to ensure our revenues are maximized and hotel owners get the best returns.

Depending on property type, location and the market, our brand websites rank among the top three most generating revenue websites, competing with OTA partner websites. Everything we do online is intended to make the booking process as easy and transparent as possible, while building consumer confidence and trust with each click.

We use our own CRS and have it centralized by leveraging the capabilities of our large and highly experienced Corporate Office team, so that individual hotels in our group are not burdened by it. The classic CRS has been re-imagined by us and is now more focused on E-Commerce and yield management, ensuring a seamless booking process through the hotels systems or if guests are booking through our other channel partners.
Sales, Marketing and E-Commerce

The digital game changer

The E-Commerce team is responsible for connecting the guest touch points and driving direct revenue across all areas. We design high-impact campaigns and communication targeted at specific user groups and customer segments to maximize room nights, revenue, brand awareness and market share. We focus our advertising and offerings on content personalization to great effect, enabling us to tailor recommendations based on a customer’s previous stays or browsing trends and spending habits.

We have the ability to deliver geo-targeted pricing to consumers based on their location anywhere in the world, while we strive to better understand customer preferences and desires in order to build special offers unique to each traveler. The guest journey is digitally driven and often multi-channeled. Analyzing and understanding every step of that journey from A to Z - to deliver the best guest experience - is what we do.

As part of our overall CRS, we also provide an easy-to-use guest marketing and CRM solution complete with guest feedback management and analytics. It enables us to drive revenue and direct bookings by engaging guests before, during and after their stay.
Sustainability

We understand that we have a responsibility for our planet, our grandchildren, and their grandchildren. For us, an investment is not an investment if it harms mother nature and pollutes planet earth. We have rejected numerous projects previously, where business partners left us unconvinced that they care about sustainability and the importance of going green. We will remain selective in this regard and do our part to save the planet, while continuing to look for new ways to reduce our impact on the environment and implement the latest sustainability policies across all our properties.

Just a few of the green initiatives we already have in place:

- **Plastic reduction:** Plastic used in straws and toiletries packaging has been replaced by recyclable and environmentally-friendly materials. Some of our brands use soap dispensers. We have stopped the use of plastic water bottles in all guest rooms and provide mugs, which can be filled with water from water dispensers conveniently located on guest floors. Plastic impact on our oceans is a major issue and yet hundreds of millions of plastic bottles are wasted each year by hotels alone.

- **Water conservation:** We have an effective linen reuse program in place, that encourages our guests to refrain from having linen and towels exchanged and washed on a daily basis.

- **Sustainable cleaning products:** Natural alternatives, that are less irritating to the environment are preferred over products with chlorine bleach and other environmentally-damaging products.

- **Energy saving:** We continue to reduce energy by introducing energy-saving equipment in all public and back-of-the-house areas and constantly training our staff and fostering an energy saving work environment for all.

- **Recycling and waste reduction:** Programs are in place across all areas, that reduce the use of paper and other disposables, while at the same time food waste is kept at a minimum. The World Bank predicts that by 2050 humans will produce 3.6 billion tons of waste every year, ending up on landfills and in the oceans.
Archipelago International is a proud award-winning hotel group, that continues to receive awards as time goes by. Rewards include those recognizing the achievements of the group as a whole, individual brand awards but also, and perhaps most importantly, the many awards our individual hotels have received as a recognition for the hard work of their management and staff, vigorously serving millions of guests over the many years. In particular Service Excellence Awards make us very proud as they are a testimony to years of dedicated training extended to our 15,000+ employees, that serve from their hearts. Below is just a small selection of awards, received most recently, not including any of the numerous individual hotels’ awards.
## Brands at a Glance

<table>
<thead>
<tr>
<th>HIGH-END</th>
<th>UPMARKET</th>
<th>MDRANGE</th>
<th>ESSENTIAL</th>
<th>BUDGET</th>
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<td>ASTON</td>
<td>ASTON INN</td>
<td>favehotels</td>
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<tr>
<td>HUXLEY</td>
<td>The Alman</td>
<td>ASTON CITY</td>
<td>NED</td>
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<td>The Royal Alman</td>
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<td>MEETINGS &amp; EVENTS</td>
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<th>POSITIONING</th>
<th>ASTONINN</th>
<th>ASTONcity</th>
<th>Guest Hotels</th>
<th>NED+</th>
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<td>Number of room types</td>
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<td>FOOD &amp; BEVERAGE</td>
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<tr>
<td>MEETINGS &amp; EVENTS</td>
<td>Function Space (300 sqm)</td>
<td>Function Space (300 sqm)</td>
<td>Ballroom and Pre-function Space (200 sqm)</td>
<td>Function Space (300 sqm)</td>
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<td>WELLNESS</td>
<td>Swimming Pool</td>
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## Essential

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<td>Cafe</td>
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<td>WELLNESS</td>
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## Budgethotels

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<td>ROOMS</td>
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<td>Number of rooms</td>
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<td>Room size</td>
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<td>FOOD &amp; BEVERAGE</td>
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<tr>
<td>WELLNESS</td>
<td>Swimming Pool</td>
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</tbody>
</table>
ASTON Owner
‘I have been very impressed with the high level of service and commitment that I have received from Archipelago International. Everyone at the team has been great and very customer oriented. We completely trust the company and recommend it for anyone wanting a credible hotel management.’

favehotel Owner
‘When I needed to find a trusted hotel management company, I was so thankful to find out about Archipelago International. The company has been very helpful and professional and I would recommend this company to anyone needing their services.’

Hotel NEO Owner
‘I have several properties under management with Archipelago International for several years now. Their team has been good care of me and they are very knowledgeable, pleasant to work with and responsive.’
Charles Brookfield
Chairman
Charles has over 40 years of experience in the hotel industry. He has opened resorts in Cancun, Cebu, San Nicolas, Cabo, Park City, San Francisco, Jakarta, and Bali.

John Rood
President & CEO
Sam graduated in Germany and has been living in London, Paris, Copenhagen, and Hamburg before returning to Dublin, where he now lives. He opened hotels in Bali.

Norbert Vas
Vice President- Business Development
Norbert is a graduate of the world renowned César Ritz in Switzerland and has over 30 years of hospitality industry experience. He is currently working to standardize many aspects of the company’s ever-expanding portfolio and future growth.

Jules Brookfield
Managing Director
Jules specializes in software development and internet related business.

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Business Development
Sam has more than 20 years of experience in the hospitality industry, and has been instrumental in developing and strengthening Archipelago’s ever-expanding portfolio and licensing agreements.

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Vice President- Business Development
Norbert is a graduate of the world renowned César Ritz in Switzerland and has over 30 years of hospitality industry experience. He is currently working to standardize many aspects of the company’s ever-expanding portfolio and future growth.

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GRAND ASTON

‘Contemporary hotels committed to living up to the highest guest standards, with a wide range of facilities and uncompromising service for demanding leisure travelers and time-pressed executives.’

Each individually-designed hotel reflects the brand’s eclectic character throughout the entire guest journey.

When arriving at the GRAND ASTON, guests step into a lively lobby, a place where they meet and mix, rather than just check-in and out. The lobby lounge is the focal point and sets the mood for more. The tone of pure sophistication extends throughout the hotel.

The choice of shapes, colors and materials make a GRAND ASTON a special place where guests immediately feel at ease, reflecting the brand’s commitment to impeccable detail in every trim and finish. In addition to meeting resistance, comfort and upkeep criteria, the materials, color combinations and textures create a pleasant, subdued and restful atmosphere.
ASTON

ASTON INN

ASTON CITY

‘ASTON stands for authentic Asian hospitality, where guests are served full-heartedly and with a natural smile throughout modern and eclectic hotels.’

For the sophisticated and experienced business and leisure traveler alike, who appreciates quality and wants a friendly and accessible hotel, ASTON provides comfortable facilities and personalized service, perfectly addressing the changing travel needs and trends of today and tomorrow. Aston sets itself apart with an untainted track record of serving millions of happy domestic and international guests for more than two decades, making it the best known and most trusted hotel name in the Archipelago and beyond.

ASTON - where trust is a history of kept promises.
‘HUXLEY inspires everyone who visits, stays or works within its space, to write their own story, create their own narrative, build their own scene.’

A new lifestyle hotel for a new generation of traveler, who likes to explore places that inspire with uniqueness, impress with stories and invigorate with energy. HUXLEY is a social place where people feel welcome and at ease, surrounded by a crowd they love.

Fittingly, iconic Havana is the birthplace of our first HUXLEY, nestled against the spectacular and extensively written-about sunsets of historic Havana Bay on the lively Malecón esplanade. Whereas Hemingway brought Cuba to the world, we now bring HUXLEY to Cuba.

Far more than just another hotel brand, it is a lifestyle brand that creates unique experiences, that let people be themselves and come together, to let their hair down for a night, to rest and escape or to tone up. Unpretentious, modern - and full of life.
‘Subdued yet arousing, sophisticated yet friendly. Guests are rejuvenated and invigorated by the relaxing atmosphere of THE ALANA, featuring stylish designs in its guest rooms and facilities.’

Inspired by modern baroque designs, each hotel is an urban oasis with a concept, that combines regency touches with bold modern decors. Blending classic sophistication with contemporary chic, the hotels come with modern event spaces, thus flawlessly link work and play.

THE ALANA hotels are designed as user-friendly 4 and 5 star hotels, that cater to the discerning travelers, who want to spend quality time in stimulating and tranquil surroundings.
'KAMUELA VILLAS are designed for romantic and family holidays alike, pleasing each of the five senses and creating everlasting memories through highly personalized service, reminiscent of twenty-first-century Southeast Asia.'

Villas are becoming increasingly popular in resort destinations, driven by market demand for a unique holiday experience with privacy and own personal space. The luxurious villas at the four-star KAMUELA and the five-star ROYAL KAMUELA are equipped with their own master suite bathrooms, indoor and outdoor bathrooms, a private dining room and a personal plunge pool, ensuring peace and quiet in solitude with loved ones.

Whether it is the finely manicured surrounding gardens, inviting furniture pieces or the creative architecture, KAMUELA VILLAS are crafted to the finest quality standards. Located by the sea or surrounded by paddy fields, rich in sophistication and elegance, KAMUELA means Bali getaway at its best.
‘Modern yet infused with rustic charm, each HARPER conveys a residential feel and balanced functionality, offering unobtrusive service and never-ending innovation.’

The HARPER brand is designed for 3 and 4 star hotels ranging from 100 to 250 rooms in either city or resort locations, ideally suited for the astute and worldly traveller who values individualism, style, character and genuine home experience in a convenient location.

The signature style is modern-rustic to suit the demand for both comfort and functionality. Room designs capitalize on natural light with oversized windows, creating a low-energy environment, while dining is offered in the form of home-cooked dishes at the hotels’ relaxing Rustik Bistro & Bar. With its homey and warm character, HARPER makes missing home less of an issue.
‘COLLECTION BY ASTON takes the brand’s diversity and eclectic character to the next level.’

Each Collection masterpiece has its own personality and the liberty to push boundaries.

Created for guests that value individualism and freedom, every hotel looks and feels very different. Whether the choice of color, the curious art piece or the bold bar design, there is always something unique about each Collection hotel, as the brand ignores the ‘how?’ and ‘what?’ and simply asks ‘why not?’. The facilities are stylish and modern and guests know they are staying at the ASTON, but that is where the consistency stops. Deliberately so, by design - by ASTON.
QUEST HOTELS and QUEST VIBE typically feature 100 to 250 comfortable and cozy guest rooms, together with convenient facilities, that include a restaurant, swimming pool, parking space, gym and more.

Convenient, practical and pleasing, QUEST HOTELS are the ideal choice for families on the quest for value, stylish facilities and tranquillity. Parents and children alike will enjoy the accessibility and the functional layouts of each hotel. A place where the nearest and dearest bond and play, spend quality time together, rest their heads and recharge.
‘Breaking the mould of conventional hospitality, Hotel NEO is one step ahead of the norm.’

Created in a modern-contemporary style befitting the new trends in hotel design, HOTEL NEO offers uncluttered open spaces that create an atmosphere of relaxation and revitalization in a trendy but reasonably priced environment.

Born from the realization that the modern and well-travelled guest regards a midrange hotel, that is well-designed and attractive, as more than just an alternative to larger and more expensive upmarket hotels.

Larger 3 star hotels use the HOTEL NEO+ logo, while smaller 2.5 star ones are branded as HOTEL NEO.
‘Industry leading budget hotels, that have become the favorite choice for stylish, price-conscious travelers.’

Fun, fresh and friendly, embracing unique and inspiring designs that recognize the importance of guest experience, personal preferences and technology, favehotels place emphasis on encouraging guest productivity and facilitating relaxation by way of its 100 to 200 rooms’ smart layout and clever use of space.

In designing favehotels we have strived to avoid the ‘cookie cutter approach’ to budget-class branded hotels. Each favehotel boasts the signature Lime Cafe and well-equipped meeting rooms, that make for a comfortable and productive stay.

Flexibility is key, preserving the essence of favehotels while still developing unique hotels, each one daringly playful and slightly different to the next.
NOMAD Hostels provide safe and sociable budget accommodation where guests can rent a bed in a dormitory and share a bathroom, lounge, restaurant, laundry and super-fast Wi-Fi connection.

With its unique design and best-in-class service, some of the hostels also provide multifunctional spaces with a connecting games-room, vending machines, coin-operated laundry machines and indoor/outdoor public coffee shops.

The NOMAD HOSTELS brand-concept redefines backpacker accommodation, so that globetrotters and nomads from all corners of the world can rest their heads at comfortable and clean bunk beds in prime locations.
To find out how to start your project on the right path and set off in the right direction, please contact us:

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