information

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MANDARIN ORIENTAL
THE HOTEL GROUP SM

MANDARIN ORIENTAL – A GLOBAL BRAND

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world's most prestigious hotels, resorts and residences. During the last two decades, the Group has grown its business from its original flagship properties in Asia – the acclaimed Mandarin Oriental, Hong Kong and Mandarin Oriental, Bangkok – to successfully operate in major business centres and key leisure destinations around the world. Mandarin Oriental now operates, or has under development, 44 hotels representing close to 11,000 rooms in 25 countries, with 20 hotels in Asia, ten in The Americas and 14 in Europe, Middle East and North Africa. In addition, the Group operates, or has under development, 13 *Residences at Mandarin Oriental* connected to its properties.

Growth Strategy

The Group's strategy remains focused on positioning Mandarin Oriental as one of the world's leading luxury hotel brands. The growth strategy of the Group is to successfully operate 10,000 rooms in major business centres and key leisure destinations around the world, whilst continuing to expand our presence globally. Our current portfolio reaches across four continents, and we remain firmly on track with our development plans.

Listed below are details on the Group's brand-defining services.

Creative Design and Architecture

From a design perspective, the Group's hotels provide 21st century luxury with oriental charm and reflect the best of the place where they are located. Each hotel has its own individual charm with oriental touches that are particularly reflective of Mandarin Oriental's heritage. We work with some of the most respected architects and designers in the world, and are proud that no two projects are the same. Whether in London, Prague, New York or Hong

Kong, we want guests to feel that they are truly a part of the city they are visiting, and that our hotels are also admired for their creative design and are embraced by the local community.

In-room, Mandarin Oriental continues to lead the hospitality industry's digital revolution, and has invested significant research and effort in supplying hotels with the most advanced technology available. This connectivity is available both in-room and throughout the hotels, while at the same time being highly personalized and easy to use.

In keeping with the Group's heritage of providing personalized service, each hotel has technicians available on site to ensure that both events and equipment run smoothly. Whether assisting with personal laptop issues or with a conference for 500, Mandarin Oriental aims to provide technology that is both efficient and seamless, and which serves to enhance a guest's stay.

Holistic Spas

The multi-award winning Spas at Mandarin Oriental are havens for contemplation and discovery. Guided by our oriental heritage but influenced by local cultural diversity, the Group has created distinctive concepts with a unique sense of place in every location, with highly sophisticated spa offerings under development at all of the new hotels in the Group's upcoming portfolio. In recognition of the Group's expertise in this area, The *Forbes* 'Five Star Spa' award was granted to a record ten hotels in 2014, more than any other hotel group in the world.

Each Spa at Mandarin Oriental is designed to offer a complete holistic experience that goes well beyond simply delivering massages to tired bodies. A focus for the Group's spa experience is the signature "Time Ritual" which encourages guests to book time rather than specific treatments, so that services can be tailor-made to meet specific needs. Our highly

trained therapists are thoroughly educated to the Group's own exacting standards, and are all committed to excellence and take pride in delivering personalized, dedicated service.

In addition, Mandarin Oriental offers the unique service of a spa concierge, to provide guests with a resource that understands their health issues and how best to address them therapeutically. In this way it is hoped that the spa also becomes a centre of learning and exchange.

Each spa also provides a variety of other disciplines that include: fitness options, nutrition counselling, yoga, tai-chi, meditation, beauty and relaxation therapies. In addition, many spas have wet heat treatment areas that all guests are invited to enjoy as part of their spa journey. These have been developed from traditional bathing cultures in the Middle East (Hamam) and Europe (Kneipp bath and saunas).

Mandarin Oriental's Signature Spa Line

Mandarin Oriental's bespoke signature spa therapies, together with a product and homecare range was launched at many of the Group's luxury hotel spas worldwide, in June 2009. The signature treatments have been devised to address guests' increasing desire for simple, effective and authentic spa experiences, which can be extended to one's home.

Developed in consultation with specialists in Traditional Chinese Medicine (TCM) and master aromatherapists, each signature therapy consists of a relaxing, hands-on body massage ritual that combines the powerful effects of oriental meridian massage with the therapeutic benefits of custom-blended essential oils, created uniquely for Mandarin Oriental.

Mandarin Oriental's signature product line has been developed specifically for the Group by the award-winning UK based company, Aromatherapy Associates. Each aromatherapy-based product has been created according to the oriental principles of five elements: wood, fire, earth, metal and water. Bringing together the purest plant and flower oils from east and west,

the blends reflect the unique balancing properties of each of the elements. From the stimulating influence of earth to the releasing force of wood, each blend lends its own restorative effect depending on the needs of the individual.

The product range incorporates body and bath oils matched to each of the five elements, as well as a generic body scrub, body wash and body lotion. All contain natural ingredients and are paraben free, and have been blended by a master blender to Mandarin Oriental's specifications. The products, which include a range of candles and travel-size oils, are available for purchase at Mandarin Oriental spas, so that guests can continue using specific blends at home.

Innovative Dining

Mandarin Oriental hotels have long been renowned for their excellence and innovation in food and beverage, and increasingly the Group is being acknowledged for its continued ability to appoint enthusiastic culinary talent. Talented chefs who are part of Mandarin Oriental culinary team include Chef Heston Blumenthal, who has won international acclaim for his unique and multi-sensory approach to cooking. Blumenthal opened his first restaurant outside of the village of Bray, at Mandarin Oriental Hyde Park, London in January 2011. The restaurant, *Dinner*, headed by Chef Ashley Palmer-Watts, who has worked with Blumenthal since 1999, features the chef's inimitable style of culinary alchemy with a menu heavily influenced by his ongoing research and discovery of historic British gastronomy. In October 2011, after only eight months of operation, *Dinner* received its first Michelin Star, and was voted in 9th place – highest new entry and number one restaurant in the UK – at the "World's 50 Best Restaurant Awards 2012". In 2013, the restaurant again made the "World's Best" list, moving up two places to number 7 and received its second Michelin star.

Mandarin Oriental Hyde Park is also home to the award-winning cuisine of Lyon-born chef Daniel Boulud at *Bar Boulud*, which opened in the hotel in Spring 2010. Designed as a

French inspired bistro and wine bar, *Bar Boulud, London* follows the successful format of *Bar Boulud* in New York. The restaurant has received significant acclaim and was voted "Restaurant of the Year" by Bloomberg just six months after opening.

Other talented members of the Mandarin Oriental culinary team include, Pierre Gagnaire who opened his first US restaurant at Mandarin Oriental, Las Vegas at the end of 2009. This follows Gagnaire's successful debut at the Group's flagship hotel, Mandarin Oriental, Hong Kong. In Barcelona, Chef Carme Ruscalleda is the Director of the hotel's signature restaurant, *Moments*. Ruscalleda is currently one of the only women in the world to be awarded a total of six Michelin stars. Chef Thierry Marx is at the helm of Mandarin Oriental, Paris, overseeing all of the hotel's culinary operations. His signature restaurant, *Sur Mesure* was awarded two Michelin stars just six months after its opening debut in 2011.

Chef Richard Ekkebus from Amber restaurant at The Landmark Mandarin Oriental, Hong Kong, has also been appointed Chef Consultant of Fifty 8° Grill at the Group's newest exciting contemporary French dining experience at the recently opened Mandarin Oriental Pudong, Shanghai. Under his watchful eye Amber has been voted one of the best restaurants in the world for the third time, and rose to 36 from its listing of 44 in 2012. Amber was also named best restaurant in China and listed 4th in the inaugural "Asia's 50 Best Restaurants" award list.

The Group's passion for creating memorable dining experiences has been recognised in the *Michelin Guide*, with a total of 16 Michelin stars being awarded to 11 diverse restaurants from around the world in the 2014 list.

In Europe, Moments restaurant, headed by the renowned chef Carme Ruscalleda and chef Raül Balam retained its two Michelin star status in the 2014 Spanish Guía Michelin. A testament indeed to the enthusiasm and passion of this dedicated culinary team. Dinner at Mandarin Oriental Hyde Park, London where Heston Blumenthal and Executive Chef,

Ashley Palmer-Watts, serve historic gastronomy with a 21st century twist, was delighted to be honoured with its second Michelin star in the 2014 guide.

At Mandarin Oriental, Geneva Rasoi by Vineet, the first fine dining restaurant in Geneva to offer contemporary Indian cuisine, also maintained its coveted one star status in Michelin's 2014 Guide for Switzerland. In Munich, Restaurant Mark's under the direction of Executive Chef Simon Larese, also retained its one Michelin star status.

In Asia, the Group's flagship property, Mandarin Oriental, Hong Kong, which is celebrating its 50th anniversary, now has three Michelin-starred restaurants. Pierre, which features the bold cuisine of multi award-winning, three Michelin starred chef, Pierre Gagnaire was awarded a second Michelin star in the 2014 guide. Man Wah, the hotel's Cantonese restaurant offering exquisite local and regional specialities was also awarded one Michelin star, while the Mandarin Grill + Bar, a Hong Kong dining institution, where artistic Executive Chef Uwe Opocensky serves a modern interpretation of grill classics and the city's finest seafood, retained its one Michelin star for the fifth consecutive year.

In addition, Amber at The Landmark Mandarin Oriental, Hong Kong, also maintained its coveted two Michelin star status. The restaurant features the innovative and exhilarating cuisine of talented Chef Richard Ekkebus.

Finally, at Mandarin Oriental, Tokyo, Signature serving contemporary French cuisine maintained its single star status for the seventh time, and Sense, featuring contemporary Cantonese cuisine set against the city's dramatic skyline, achieved one-star Michelin status.

At Mandarin Oriental, Paris, the hotel's signature restaurant Sur Mesure, under Chef Thierry Marx stewardship, was again awarded two Michelin stars in the 2014 Michelin Guide, bringing the current number of Michelin starred restaurants in the Group's portfolio to eleven, and the number of stars to sixteen.

Mandarin Oriental Hotel Group is also known for its creative restaurant and bar design, that frequently deploys the talents of internationally acclaimed architects and interior designers such as Adam Tihany and Tony Chi. Each design remains true to Mandarin Oriental's stipulations for excellence and attention to detail, while retaining a strong sense of place.

Legendary Service

Discreet and flawless service underpins everything that we do, and The Group is committed to exceeding guests' expectations on a daily basis. We therefore have rigorous and effective staff training programmes in place at all hotels. In addition our hotels are regularly benchmarked by external parties to ensure that standards are maintained and that we continue to excel in all areas of operation.

Global Advertising Campaign – "She's/He's a Fan"

Mandarin Oriental's US$ multi-million global print advertising campaign, which launched in 2000, continues to gather 'fans' from around the world. The campaign simply and elegantly connects the Group's well-recognized symbol – the fan- with international celebrities who regularly stay at the hotels and are true fans of the Group.

In 2006, Mary McCartney was appointed as the official photographer of the Group's award-winning international advertising campaign, replacing the late Patrick Lichfield, world-famous photographer and British Royal. Ms McCartney has established a strong reputation for portrait photography and advertising campaigns for luxury brands internationally.

Each fan is in a location of their choice which, for them, best represents the feeling of well-being. In appreciation of their support, the Group makes a donation to each celebrity's individual choice of charity.

The Group recently welcomed two new personalities as fan, making a total of 28 celebrities endorsing our brand. Recent additions include Lin Chiling, the Taiwanese model and actress, Italian actress Caterina Murino, Italian Opera Singer, Cecilia Bartoli, British collage artist, Sir Peter Blake, and our newest fan, the award-winning US actor and director Morgan Freeman. They join Mandarin Oriental's existing fans: Karen Mok, Kevin Spacey, Christian Louboutin, Sophie Marceau, Harry Connick Jr., Hélène Grimaud, Sa Ding Ding, IM Pei, Michelle Yeoh, Jane Seymour, Kenzo Takada, Jerry Hall, Vanessa Mae, Vivienne Tam, Barry Humphries, Frederick Forsyth, Darcey Bussell, Bryan Ferry, Liam Neeson, Helen Mirren, Maggie Cheung, Sigourney Weaver and Sir David Tang.

The Residences at Mandarin Oriental

At *The Residences at Mandarin Oriental*, owners are offered a truly unique lifestyle with the best of both worlds: the comforts of a private home combined with the unsurpassed amenities and legendary service of Mandarin Oriental. Residents can enjoy the Group's signature services from indulgent spa treatments, to cutting edge cuisine and attentive concierge service, plus exclusive resident-only services and amenities.

The Residences at Mandarin Oriental are currently located in London, Macau, New York, Boston and Las Vegas. Abu Dhabi, Atlanta, Bodrum, Costa Rica, Dellis Cay, Grand Cayman, Marbella and Taipei will open in the coming years.

Corporate Responsibility and Sustainability

The Group is dedicated to advancing sustainability and its second sustainability report can be viewed at www.mandarinoriental.com. We are committed to energy efficiency and to reducing our carbon emissions and report our results on an annual basis. We are also actively involved in supporting local communities in which we operate. The Group also works to preserve cultural heritage through various initiatives with such organisations as the Asian cultural council.

Future Developments

The Group's current portfolio reaches across four continents, and we remain firmly on track with our development plans. The following is a brief description of each development. For more information please visit www.mandarinoriental.com.

Openings 2014 and Beyond

Asia

Mandarin Oriental, Bali

Mandarin Oriental, Bali, which is slated to open at the end of 2017, will be located on Bali's southern Bukit peninsula, and will form part of the luxurious Bukit Pandawa development. Perched on a cliffside plateau, the resort will offer dramatic and spectacular 180 degree views with direct access to a secluded and protected white-sand beach.

Mandarin Oriental, Beijing

Mandarin Oriental, Beijing will be one of the finest luxury hotels in the city, located in the new, landmark headquarters of China Central Television in the central business district of the Chinese capital. It will feature 241-room. The spectacular location, innovative architecture and design, along with Mandarin Oriental's award-winning hospitality will ensure Mandarin Oriental, Beijing's reputation as one of the world's legendary hotels.

Mandarin Oriental, Chengdu

Mandarin Oriental, Chengdu will form part of a prestigious mixed-use development located on a prime riverfront site in the Jin-jiang district. The hotel is on the top 33 floors of an iconic tower featuring 345 spacious rooms with outstanding views of the Jin-jiang river, the city skyline and Wang-jiang Park. The hotel will offer a wide selection of restaurants and bars. It will include a variety of multi-purpose function and meeting spaces and an all-encompassing 2,740 sq.m *Spa at Mandarin Oriental* as well as extensive fitness facilities.

Mandarin Oriental, Chongqing

Mandarin Oriental, Chongqing will form part of a premier mixed use project located in Jiangbeizui Central Business District. Located on the top floors of an impressive 248 metre tower, the property will feature 231 spacious rooms including 25 expansive suites and 18 serviced apartments. Offering the finest dining in the city, Mandarin Oriental, Chongqing will have five restaurants and bars to choose The hotel will also have a 1,200 sq. m grand ballroom and a variety of additional multi-purpose function spaces. An all-encompassing *Spa at Mandarin Oriental* will feature eight expansive treatment suites, offering the most comprehensive range of wellness, beauty and massage treatments available in the region. The hotel will also offer extensive fitness facilities including a heated indoor swimming pool.

Mandarin Oriental, Maldives

Mandarin Oriental, Maldives will feature 114 spacious, stand-alone villas, including 20 water villas and four Presidential villas, all with their own private pools. This luxurious hideaway is being developed on its own exclusive island, Maavelavaru in the Noonu Atoll. An eclectic selection of alfresco and underwater dining options will be available at seven restaurants and bars. The resort will also include The Spa at Mandarin Oriental, Maldives, a destination in itself, focusing on the well-being of its guests by offering total rejuvenation and relaxation.

Mandarin Oriental, Shenzhen

Mandarin Oriental, Shenzhen will form part of the premier Shum Yip's UpperHills mixed use project and is located minutes away from Futian Central Business District the financial centre of the city. Located on the top of an impressive 400 metre tower, the property will feature 190 spacious rooms including 17 expansive suites, with outstanding views of the city skyline and the surrounding city parks. It includes an innovative selection of dining including a sky-high rooftop speciality restaurant and bar, Chinese restaurant and Mandarin Oriental cake shop. The hotel will also offer a spectacular grand ballroom and a variety of multi-purpose function spaces. An all-encompassing 1,200 sq.m *Spa at Mandarin Oriental* will feature six expansive treatment suites with extensive fitness facilities including a heated indoor swimming pool.

Mandarin Oriental, Manila

The new luxury 275 room hotel in the heart of Metro Manila. It will be part of a mixed-use development centrally located within Makati City. The hotel will feature spacious rooms and a range of elegant and contemporary facilities, including a variety of restaurants and a signature spa. The hotel, which will be owned and developed by Ayalaland Hotels & Resorts, will be positioned as one of the leading luxury hotels in the city upon opening.

The Americas

Mandarin Oriental, Costa Rica

The 130-room Mandarin Oriental, Costa Rica will open as the cornerstone of an exclusive 538-acre gated golf and residential development, Rancho Manzanillo, which will feature branded Mandarin Oriental residences, beach and golf villas, and exclusive private homes. The stunning retreat will offer an array of leisure activities, from the 18-hole Fred Couples Signature Championship golf course, to exotic wildlife viewing from the property's 200 acres of protected tropical dry forest, home to some of world's most diverse flora and fauna. The resort's natural beach, lined with coconut palms, will also provide the perfect backdrop for active watersports or total relaxation.

Mandarin Oriental, Grand Cayman

Mandarin Oriental, Grand Cayman will be an intimate hideaway, set on an unspoiled 10-acre site that features a 950-foot stretch of pristine white sand, known as Barefoot Beach. All of the resort's 114 lavish guest rooms and suites will feature expansive outdoor terraces and balconies providing panoramic ocean views. Included in the development will be 32 private residences providing an opportunity for ownership in this unparalleled island retreat.

Mandarin Oriental Dellis Cay, Turks and Caicos

Mandarin Oriental Dellis Cay, Turks and Caicos will be located on an unspoiled 35-acre beachfront site on the scenic south western shore of the island, surrounded by pristine white sands, sheltered coral reefs and protected mangrove reserves. The hideaway will feature 150 rooms. A 22,000 square foot comprehensive Spa will be built over a tranquil lake.

Europe and Middle East

Mandarin Oriental, Abu Dhabi

Mandarin Oriental, Abu Dhabi will be a new luxury resort located on Saadiyat Island, the natural island being developed in an environmentally sensitive manner, 500 metres offshore from the city centre. The hotel will sit on a pristine stretch of beach with protected sand dunes and extensive ocean views and will feature 160 luxurious guestrooms and suites, as well as 35 serviced apartments and 50 branded *Residences at Mandarin Oriental*. As well as innovative dining options, other facilities will include an all-encompassing Spa at Mandarin Oriental, comprehensive fitness facilities including a large outdoor swimming pool and easy access to two championship golf courses.

Mandarin Oriental, Doha

Mandarin Oriental, Doha, will feature 158 luxurious guestrooms with 91 serviced apartments. Located in Musheireb, it will be part of a development of a 35 hectare site adjacent to Doha's cultural gem, Souk Waqif, and the city's business centre in West Bay.

Featuring a variety of restaurants and bars, Mandarin Oriental, Doha will offer some of the finest cuisine in the city from gastronomic dining to the Group's popular 'cake shop' concept. Other facilities will include an all-encompassing Spa at Mandarin Oriental, an indoor swimming pool and fitness centre and extensive banqueting and meeting facilities.

Mandarin Oriental Bosphorus, Istanbul

Mandarin Oriental Bosphorus, Istanbul will enjoy a prime waterfront location on the banks of the famed strait, in the area of Beşiktaş. The hotel will be situated close to Istanbul's financial district as well as many of the city's famous historical sites. The property will feature approximately 130 spacious guestrooms and suites. The hotel will offer guests and local clientele a wide variety of innovative restaurants and bars with al fresco waterside dining as well as expansive banqueting facilities. The Spa at Mandarin Oriental will offer a choice of

deluxe VIP treatment suites. An indoor swimming pool, large fitness centre with top of the range equipment, as well as a meditation room, will further enhance the hotel's leisure facilities.

Mandarin Oriental, Marbella

Mandarin Oriental, Marbella will be located within a tranquil and protected environmental area of outstanding natural beauty, with stunning views of the Mediterranean, the Rock of Gibraltar and the Moroccan coastline. This peaceful and spacious 114-room property is a short drive from the centre of the historic city of Marbella and the equally stylish resort of Puerto Banus. The development will include 94 luxury residential apartments which will be branded and managed as *Residences at Mandarin Oriental*.

Mandarin Oriental, Marrakech

Mandarin Oriental, Marrakech will be an intimate and exclusive retreat, set in 20 hectares of landscaped olive groves in the heart of the exotic Palmeraie region. The resort will feature 54 individual villas, or *riads.* The resort's palatial main building will house a further seven expansive suites, bringing the total number of guestrooms to 61. An eclectic selection of Moroccan and international cuisines will be provided by five innovative restaurants and bars. Mandarin Oriental, Marrakech will also feature an 80-seat ballroom with three additional function rooms. Other facilities will include an expansive 1,800 sq.m *The Spa at Mandarin Oriental, Marrakech,* a comprehensive fitness centre and an indoor swimming pool.

Mandarin Oriental, Milan

Designed as a stylish and intimate hotel, featuring 104 guestrooms including 34 suites, Mandarin Oriental, Milan will be housed in the re-development of three elegant 19th Century buildings, ideally located on Via Monte di Pieta, one of Milan's most prestigious addresses. The property provides easy access to the city's important commercial, fashion and cultural centres, and is a short walk from many major tourist and shopping attractions.

Mandarin Oriental, Moscow

Mandarin Oriental, Moscow will be perfectly located on Tverskaya Street, just a five minute walk from the famous Red Square, with its architectural attractions including the Kremlin and St Basil's Cathedral.

The 262 luxurious guestrooms will be housed in the redevelopment of a historic building that was originally constructed in the early 19th Century. Restoration of the period architecture will be an integral part of the building's transformation into a hotel featuring Mandarin Oriental's "21st century luxury with oriental charm".