

Leisure at heart, business in mind

MELIÃ HOTELS INTERNATIONAL

Leisure at heart,
business in mind

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MORE THAN 380 HOTELS IN 42 COUNTRIES

GRAN MELIÃ
HOTELS & RESORTS

ME
BY MELIÃ

PARADISUS
BY MELIÃ

MELIÃ
HOTELS & RESORTS

INSIDE
BY MELIÃ

TOYP
BY MELIÃ

SOL
BY MELIÃ

CIRCLE
BY MELIÃ

MELIÃ
REWARDS

MELIÃ
pro



MELIÃ HOTELS INTERNATIONAL

THE MOST SUSTAINABLE HOTEL COMPANY IN THE WORLD
According to the 2019 Corporate Sustainability Assessment
(CSA) by SAM



Leisure at heart, business in mind

Discover Us

Welcome to Meliá Hotels International

A company with more than 60 years of history that has never stopped growing and innovating.

Today, we continue being one of the leading hotel companies in the world and a benchmark for Spanish hospitality.

This expansion would not be possible without the strength of our brand portfolio and our firm commitment to quality and service excellence.

Meliá Hotels International is unique in having an origin in leisure and the ideal size to combine exceptional hospitality with management that is efficient and close to its stakeholders.

We are committed to offering the most comprehensive quality services to make your investment profitable and safeguard your assets, operating with professionalism, seriousness and the confidence of a major brand with international prestige.

Gabriel Escarrer Jaume
Executive Vice Chairman & CEO

3rd largest Hotel Group in Europe¹

Ranking	Company	Rooms	Hotels
1	INTERCONTINENTAL HOTELS GROUP	836.541	5.603
2	ACCOR HOTELS	703.806	4.780
3	MELIÁ HOTELS INTERNATIONAL	83.253	329
4	WHITBREAD	74.624	793
5	BARCELÓ HOTEL GROUP	55.670	251

20th largest group worldwide with a presence in 42 countries²

Largest hotel group in Spain



Some awards

Most Sustainable Hotel Company worldwide
Corporate Sustainability Assessment by SAM, 2019

7th Strongest Hotel Brand
Brand Finance Annual Report 2019

The Business of the Year
European Business Awards 2018

Global ESG leading Company
The European Magazine Awards

Best Luxury Leisure hotel Group
Leisure Lifestyle Awards of Global Traveler

Top 10 leading companies in digital transformation in Spain
Coordenadas Institute for Governance and Applied Economic

Global Award on Innovation in Environmental Sustainability
Telefónica & Agora Next Environmental sustainability Innovation Awards 2019

Gabriel Escarrer Jaume. Top Most Influential Hotel Professionals
Hotelier Middle East's Annual Power 50 Ranking.

Gabriel Escarrer Jaume, Top 20 Best Business Managers in Spain
Advice Strategic Consultants.

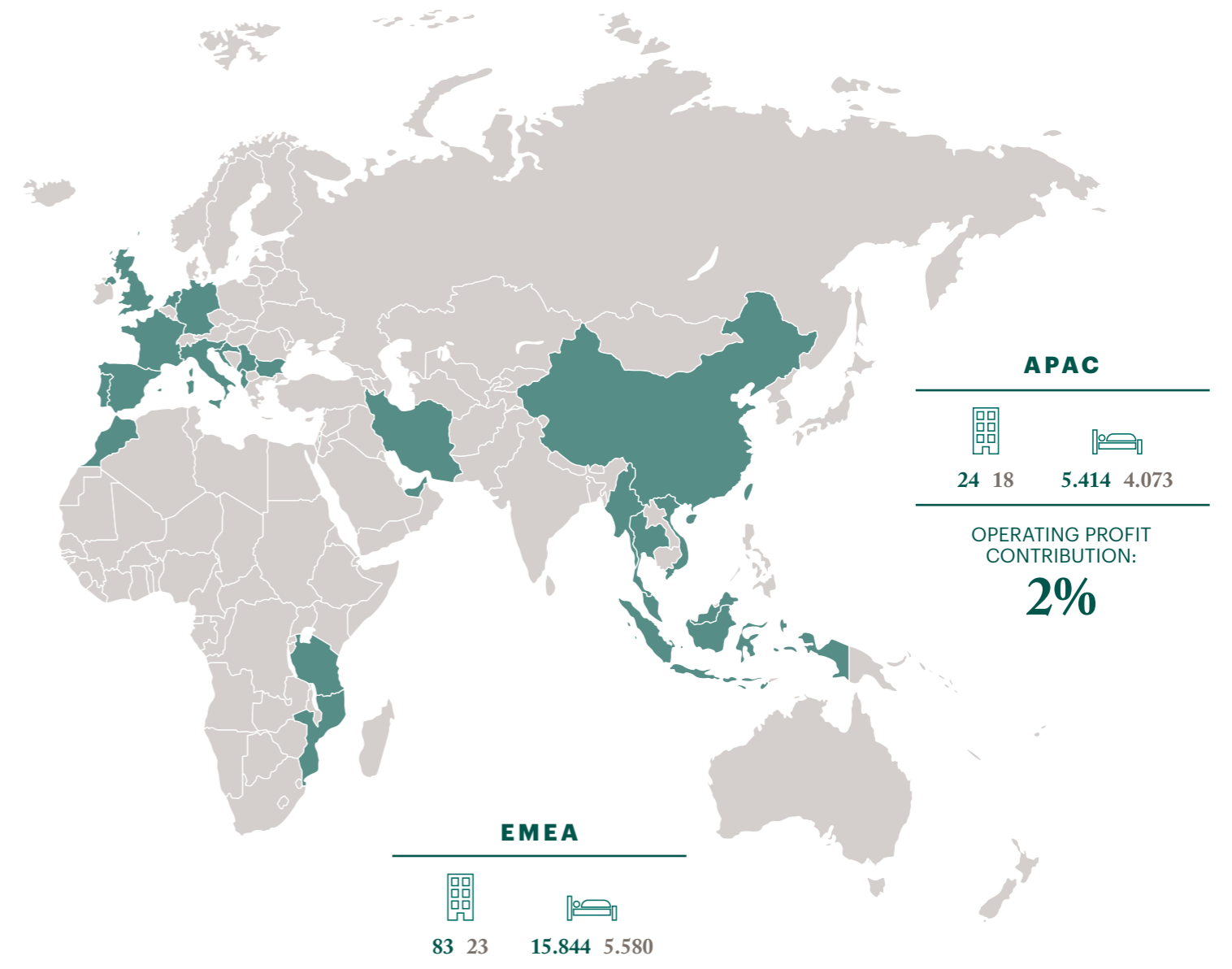
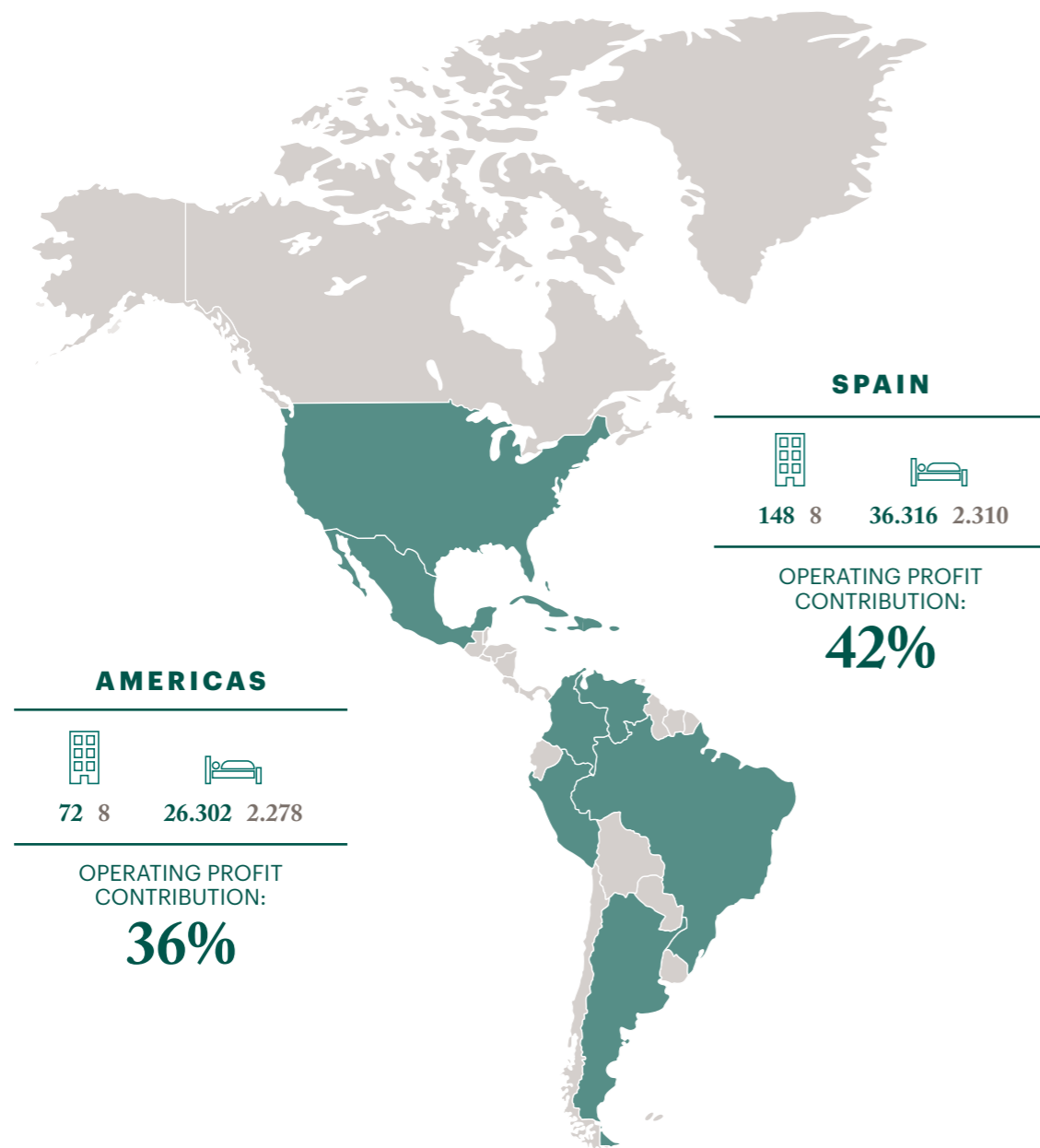


At a glance

- Meliá joined the Ibex35 Index in 2016 after 13 years listed in the Ibex Medium Cap.
- Market cap³: 1.885 millions euros
- Main Shareholders: Escarrer Family: 52%; Free- float: 48%
- Listed on the Spanish Stock Exchange since 1996
- Member of the FTSE4Good Ibex index since 2008

Our Portfolio

Portfolio diversification

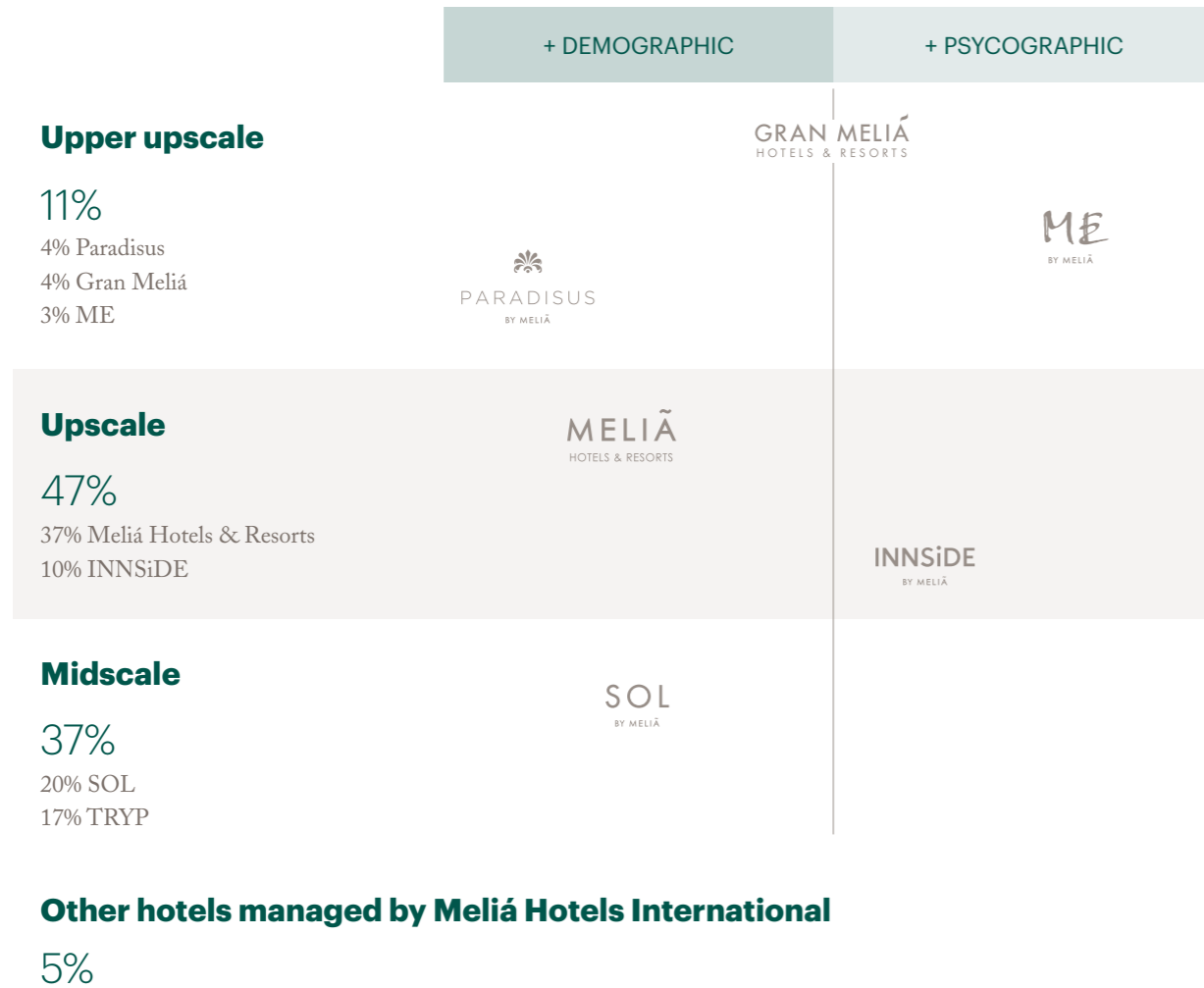


■ In operation
■ Pipeline

Unique Brands

Strength and diversity of our brands

Our hotel brands reflect the company strategy of growth centred on the premium and upscale segments.



Timeshare Holidays

A unique, innovative and dynamic new concept in timeshare holidays. Circle by Meliá focuses around all of its members to truly deliver an exceptional service in a luxurious and high-end experience.

A new concept of holiday membership that will extend the benefits of being a member to before and after the stay, always with a personalised conversation. Totally integrated with the MeliáRewards programme, Circle members “will receive year after year the best experience from all our brands.”



A world of Infinite Vacations

GRAN MELIÁ HOTELS & RESORTS

A life well lived



Gran Meliá Iguazu



Gran Meliá Arusha

Brand purpose

A dedication to a life well lived brought to life through the delivery of intuitive personal service, the fine execution of exceptional experiences, and a modern expression of Spanish luxurious culture. Gran Meliá takes residence at a collection of the world's most beautiful luxury landmarks.

13 6 3.052 1.566



ME BY MELIÁ

A collection of Luxury Hotels inspired by the contemporary European lifestyle



ME London



ME Ibiza

Brand purpose

Combining creativity with sophistication, ME by Meliá is a place to discover contemporary culture through the lens of ME's bold, charismatic personality. Bringing destination, design and service together, we deliver personal, enriching experiences for the stylish modern traveller.

6 5 1.061 898



PARADISUS
BY MELIÀ

Embrace your nature



Paradisus Palma Real



Paradisus Los Cabos

Brand purpose

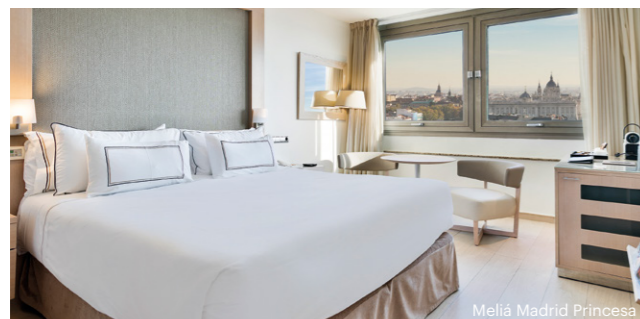
Paradisus by Melià delivers an indulgent, ethical resort experience that offers guests the chance to reconnect with nature, in a luxurious and quietly modern setting. Through the prioritizing of eco-actions and following a program that positively impacts the local environment and culture, Paradisus is truly unique.

12 2 6.319 998

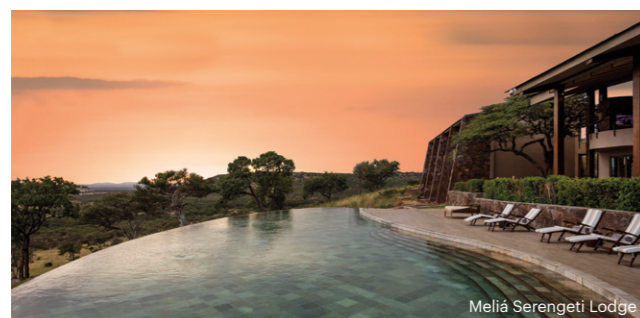


MELIÀ
HOTELS & RESORTS

Soul Matters



Melià Madrid Princesa



Melià Serengeti Lodge

Brand purpose

Melià Hotels & Resorts are reliable, trustworthy and familiar international flagship hotels with a distinctive passion for service and the wellbeing of its guests.

119 26 34,947 7.438



INNSiDE

BY MELIÀ

Stay curious



Innside Berlin



Innside Calvià Beach

Brand purpose

Goodbye to the work-trip. Bleisure has evolved, and rather than work and play, or play and work, our audience are looking to blend their professional and personal lives seamlessly, as they travel to exciting locations that stir their souls. This fluid behaviour, allowing our audience to switch off, but never disconnect, means that they can expect more than just one-dimensional offers.

28 14 5.044 2.578



SOL

BY MELIÀ

#LetYourSolShine



Sol Benoa Bali



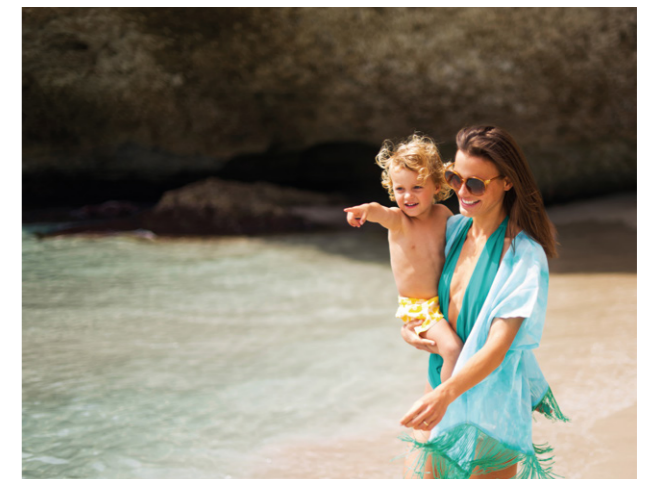
Sol Barbados

Brand purpose

Sol is an established family brand, providing security and trust with a human touch, creating warm & welcoming environments for every traveller. From Families to Adult experiences.

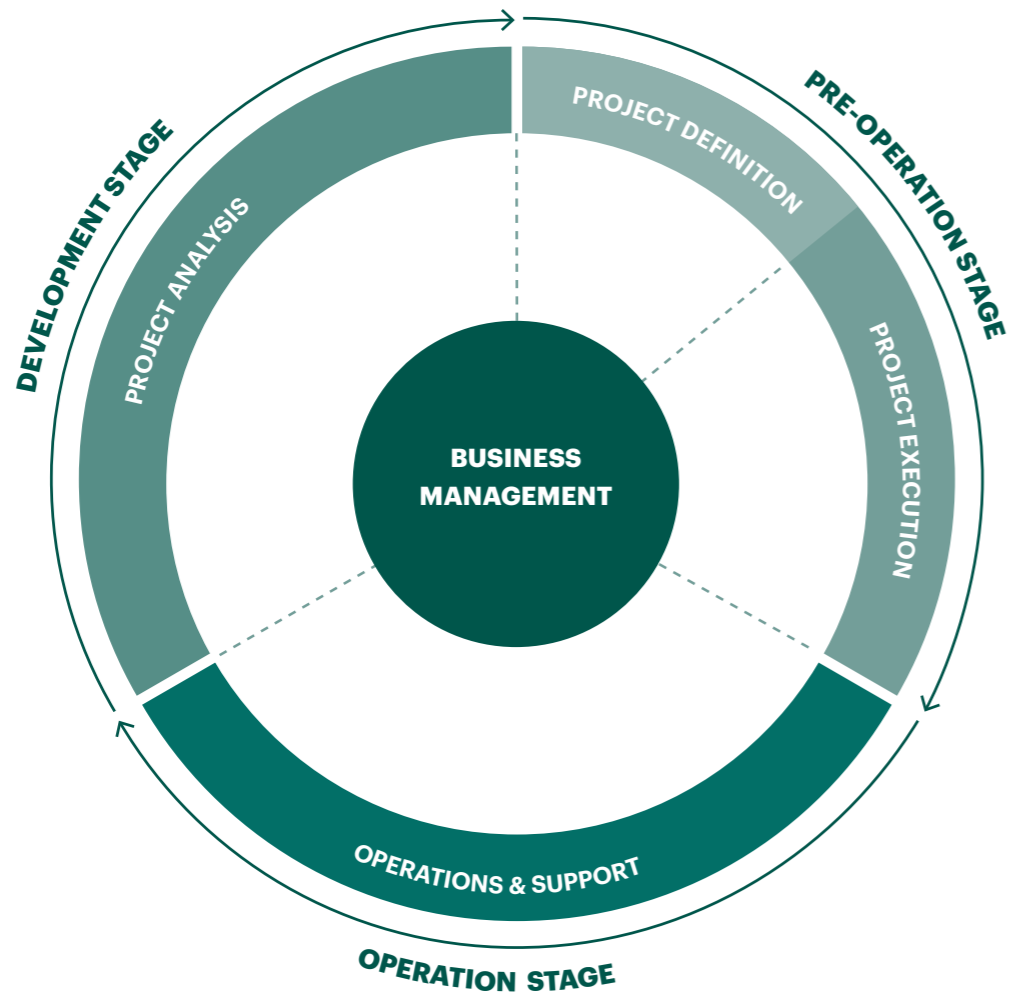
A new generation of hotels & resorts designed for the new modern family, which includes great kids facilities and adult-oriented areas and programs.

72 2 21.381 490



Business Management

“Next to you every step of the way”



Development Stage

We have a dedicated team of experts to help our Owners define the most suitable brand for the asset and refurbishment strategy in order to maximize their investments.

Pre-Operation Stage

Upon signature we provide our Owners with tailor-made advice for the phases of Design, Construction, Project Definition and Preopening, taking into consideration efficiency, sustainability and cost-reduction criteria.

Operation Stage

We pursue long-term relationships with all of our Owners thanks to our close day-to-day collaboration and with an agile, trustworthy and transparent communication.

Strategic Focus

To be positioned among the first hotel groups in the upscale and premium segments, reinforcing our leadership in the Leisure and Bleisure markets, while being recognised as a world benchmark in excellence, responsibility and sustainability.

Digitalisation & Innovation

Our ambition leads us to reinvent ourselves constantly and has made us global pioneers in different areas, with special attention being paid to customer innovation and to our ever-increasing digitalized operating model.

Shareholder value

At Meliá Hotels international we generate improvements in profitability, maximizing the contribution of our own channels, enabling the creation of value to our shareholders and ensuring an international forward-looking projection and return on investment.

Customer Experience

We stand out from our competitors by offering personal extras and creating intimate connections by building exciting hotel experiences with leading leisure brands.

Empowering People

With more than 44.000 employees of 143 different nationalities, in more than 40 countries, we develop and strengthen the capabilities of our people in a digital, versatile and ever-changing world.

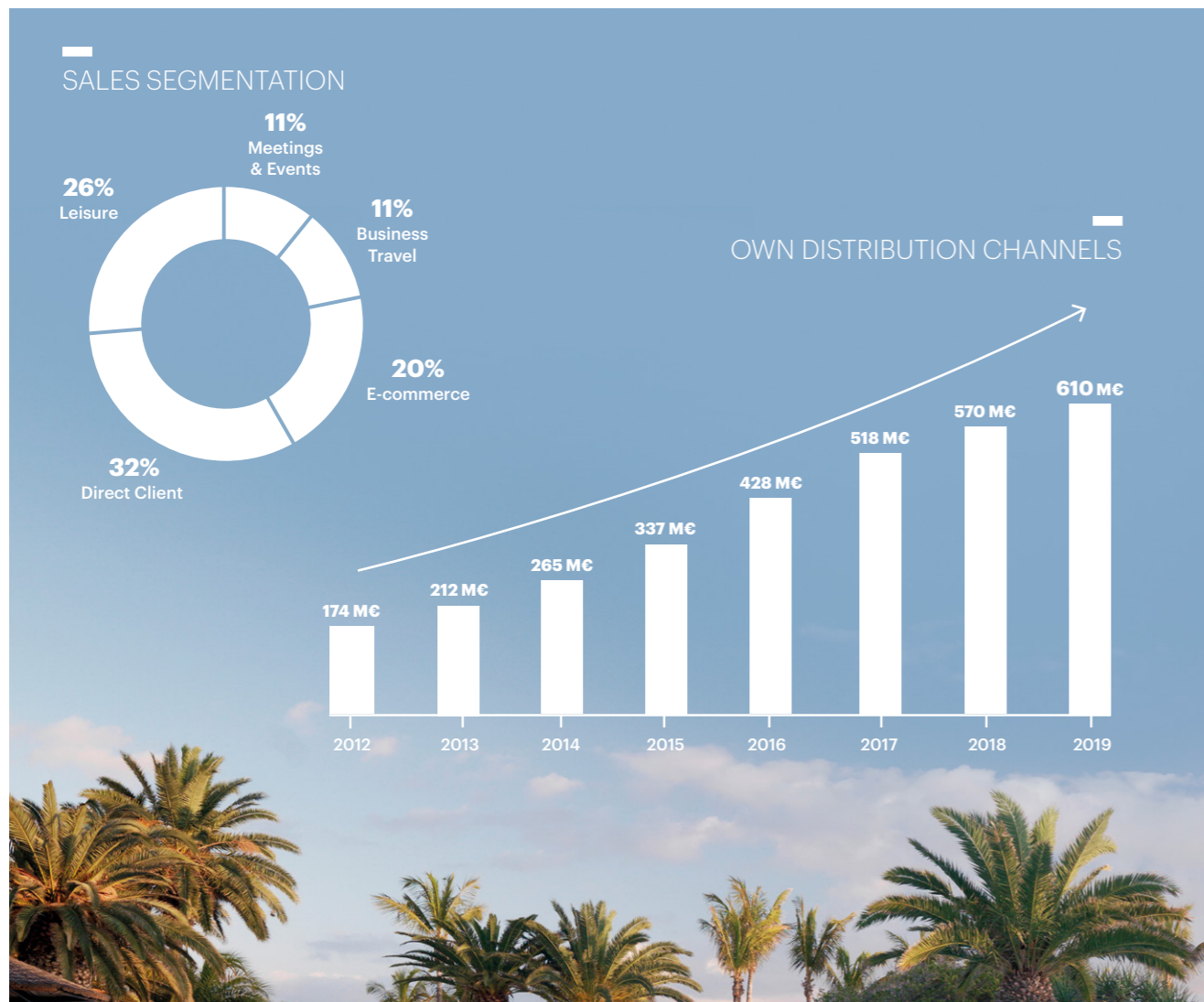
ESG Impact

We are focused on the consolidation of an ethical, transparent and responsible Management philosophy, being a benchmark in the transformation towards a sustainable tourism model.



Sales & Distribution

From a Global perspective to local realities, with over 20 sales teams all over the world.



Our platform for professionals, where they enjoy benefits, instant commissions and special rates.

- +46.000 agencies registered.
- +300.000 companies using MeliáPRO Corporate.
- +120.000 MeliáPRO Rewards members.



Our unique loyalty programme, serving all our audiences: B2C, B2B and our employees.

- +12.6 million MeliáRewards cardholders worldwide (77% international members).
- 680.000 Premium customers.
- 20% more hotel expenditure than non-loyal guests.

Sustainability

Meliá Hotels International.
The Most Sustainable Hotel Company In The World.

Global Sustainable Assessment by SAM 2019

Purpose

Working towards a sustainable future from a responsible present

At Meliá we have defined a Corporate Responsibility model aligned with the **United Nations Sustainable Development Goals** to generate a positive impact and value to be shared in our main destinations.

This commitment and the progress made have been recognized last year 2019 as a world leader in sustainability and corporate responsibility by the SAM Sustainable Investment Agency.



We aim to be seen as an international reference in excellence, responsibility and sustainability

ETHICS, TRUST & REPUTATION



- Transparency
- Human Rights
- Code of Ethics
- Sustainable Brands
- Responsible Supply Chain

#Melia4Trust

SOCIAL PROGRESS



- Children Protection
- Talent development
- Employability
- Social Action & philanthropy

#Melia4theProgress

CONTRIBUTION TO THE PLANET



- Climate change
- Resource management
- Innovation and circular economy
- Measurement and impact

#Melia4thePlanet

Development strategy

Selective growth plan

We are on track to consolidate our presence in key markets and strengthen our internationalisation process, empowering our brand awareness and the prestige of Meliá Hotels International.



■ Reposition mature assets in leisure destinations, following our successful case study in Calviá, Mallorca.



■ Look for quality growth with first-level partners, ensuring a sound balance between risk and profit growth.

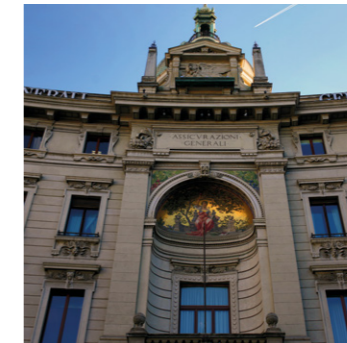
■ Foster sustainable growth in leisure and urban leisure destinations and consolidate presence in urban destinations.

Upcoming projects

Our future plans



Gran Meliá Cam Ranh Bay
Vietnam



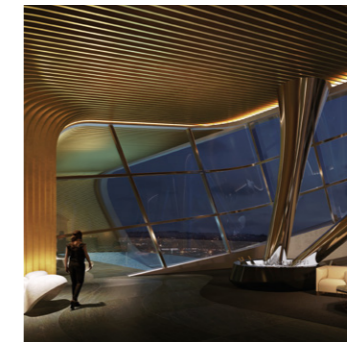
Gran Meliá Cordusio Milan
Italy



Inside Amsterdam
Netherlands



ME Barcelona
Spain



ME + Inside Malta
Malta



Meliá Albania Durres
Albania



Meliá Bandung Dago
Indonesia



Paradisus Playa Mujeres
Mexico