

GRI Index

This is a GRI referenced report, using the GRI G4 Guidelines to inform our reporting where applicable. Our GRI index indicates which elements of the guidelines are covered in our reporting and the contribution we make to the United Nations Sustainable Development Goals. The Goals are connected and interlinked. However, we have identified the seven where we believe we can have the greatest impact. Aligning our report with GRI allows us to measure performance and achieve transparency. For further information on the GRI, see www.globalreporting.org

General Standard Disclosures

Key ● Full coverage ◐ Partial coverage ○ No coverage N/A Not applicable

Strategy and analysis

Profile disclosure	Disclosure	Level of reporting	Location of disclosure	Alignment with the SDGs*
G4-1	Statement from the most senior decision-maker of the organisation.	●	2017 Responsible Business Report: CEO Statement	-
G4-2	Description of key impacts, risks, and opportunities.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Introduction Developing our responsible business approach Our culture of responsible business Environmental sustainability Sustainable communities www.ihgplc.com/introduction www.ihgplc.com/ourtargets www.ihgplc.com/ourculture www.ihgplc.com/developingourresponsible www.ihgplc.com/businessapproach www.ihgplc.com/environmentalsustainability www.ihgplc.com/sustainablecommunities	-

Organisational profile

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
G4-3	Name of the organisation.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: About IHG www.ihgplc.com/responsiblebusiness	-
G4-4	Primary brands, products, and/or services.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: About IHG www.ihgplc.com/responsiblebusiness	-
G4-5	Location of organisation's headquarters.	●	Annual Report and Form 20-F 2017	-
G4-6	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	●	Annual Report and Form 20-F 2017	-
G4-7	Nature of ownership and legal form.	●	Annual Report and Form 20-F 2017	-
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	●	Annual Report and Form 20-F 2017	-
G4-9	Scale of the reporting organisation.	●	Annual Report and Form 20-F 2017	-
G4-10	Total workforce by employment type, employment contract, and region, broken down by gender.	◐	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our people Our performance www.ihgplc.com/ourpeople www.ihgplc.com/ourperformance	Goal 8
G4-11	Percentage of employees covered by collective bargaining agreements.	○	None	-
G4-12	Organisation's supply chain.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/ourculture	-
G4-13	Significant changes during the reporting period regarding size, structure, ownership, or supply chain.	●	Annual Report and Form 20-F 2017	-

* Based on a more detailed analysis available on the SDG Compass website www.sdgcompass.org

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Organisational profile continued

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
G4-14	Whether and how the precautionary approach or principle is addressed by the organisation.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business Environmental sustainability www.ihgplc.com/ourculture www.ihgplc.com/environmentalsustainability	-
G4-15	Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses.	◐	2017 Responsible Business Report: Stakeholder engagement www.ihgplc.com/stakeholderengagement	-
G4-16	Memberships of associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: has positions in governance bodies; participates in projects or committees; provides substantive funding beyond routine membership dues; or views membership as strategic.	●	2017 Responsible Business Report: Stakeholder engagement www.ihgplc.com/stakeholderengagement	-

Identified material Aspects and Boundaries

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
G4-17	All entities included in the organisation's consolidated financial statements or equivalent documents and whether any of these entities is not covered by the report.	●	Annual Report and Form 20-F 2017	-
G4-18	Process for defining report content, and the Aspect Boundaries. How the organisation has implemented the Reporting Principles for defining report content.	◐	2017 Responsible Business Report: Introduction Developing our responsible business approach Our culture of responsible business www.ihgplc.com/introduction www.ihgplc.com/developingourapproach www.ihgplc.com/ourculture	-
G4-19	List all the material Aspects identified in the process for defining the report.	◐	2017 Responsible Business Report: Developing our responsible business approach www.ihgplc.com/responsiblebusiness	-
G4-20	The Aspect Boundary within the organisation for each material Aspect.	◐	Annual Report and Form 20-F 2017 2017 Responsible Business Report: www.ihgplc.com/ourculture	-
G4-21	The Aspect Boundary outside the organisation for each material Aspect.	◐	Annual Report and Form 20-F 2017 2017 Responsible Business Report www.ihgplc.com/responsiblebusiness	-
G4-22	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statements (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our performance www.ihgplc.com/ourperformance	-
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report www.ihgplc.com/responsiblebusiness	-

Stakeholder engagement

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
G4-24	List of stakeholder groups engaged by the organisation.	●	Annual Report and Form 20-F 2017	-
G4-25	Basis for identification and selection of stakeholders with whom to engage.	◐	Annual Report and Form 20-F 2017	-
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	◐	Annual Report and Form 20-F 2017	-
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	●	Annual Report and Form 20-F 2017	-

* Based on a more detailed analysis available on the SDG Compass website www.sdgcompass.org

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Report profile

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
G4-28	Reporting period (e.g., fiscal/calendar year) for information provided.	●	2017 Responsible Business Report www.ihgplc.com/responsiblebusiness	-
G4-29	Date of most recent previous report (if any).	●	2017 Responsible Business Report www.ihgplc.com/responsiblebusiness	-
G4-30	Reporting cycle (annual, biennial, etc.).	●	2017 Responsible Business Report: Our performance www.ihgplc.com/ourperformance	-
G4-31	Contact point for questions regarding the report or its contents.	●	2017 Responsible Business Report: Our performance www.ihgplc.com/ourperformance	-
G4-32	Report the 'in accordance' option the organisation has chosen; the GRI Content Index for the chosen option and the reference to the External Assurance Report, if the report has been externally assured.	○	None	-
G4-33	Report the organisation's policy and current practices in regard to seeking external assurance for the report.	○	None	-

Governance

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
G4-34	The governance structure of the organisation, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/governanceandleadership	-
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	●	Annual Report and Form 20-F 2017	-
G4-38	Report the composition of the highest governance body and its committees by: Executive or non-executive; independence; tenure on the governance body; number of each individual's other significant positions and commitments, and the nature of the commitments; gender; membership of under-represented social groups; competences relating to economic, environmental and social impacts; and stakeholder representation.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/governanceandleadership	-
G4-39	Indicate whether the Chair of the highest governance body is also an executive officer.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/governanceandleadership	-
G4-40	The nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	◐	Annual Report and Form 20-F 2017	-
G4-41	Processes in place for the highest governance body to ensure conflicts of interest are avoided and managed.	●	Annual Report and Form 20-F 2017	-
G4-47	The frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/governanceandleadership	-
G4-44	The processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics and whether such evaluation is independent or not, and its frequency. Actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organisational practice.	◐	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/governanceandleadership	-

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Governance continued

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
G4-45	The highest governance body's role in the identification and management of economic, environmental and social impacts, risks and opportunities. Include the highest governance body's role in the implementation of due diligence processes. Whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/governanceandleadership	-
G4-49	The process for communicating critical concerns to the highest governance body.	●	Annual Report and Form 20-F 2017	-
G4-51	The remuneration policies for the highest governance body and senior executives. How performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.	●	Annual Report and Form 20-F 2017 www.ihgplc.com/governanceandleadership	-




Ethics and integrity

Indicator	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
G4-56	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	●	Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business Our performance www.ihgplc.com/introduction www.ihgplc.com/ourculture www.ihgplc.com/policies www.ihgplc.com/ourperformance	-







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Specific Standard Disclosures: Performance Indicators

Key	 Full coverage	 Partial coverage	 No coverage	N/A Not applicable
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Economic

Indicator	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
DMA-EC	Disclosure on Management Approach EC (Economic Aspects).		Annual Report and Form 20-F 2017	-
G4-EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.		Annual Report and Form 20-F 2017	Goal 8
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.		2017 Responsible Business Report: Environmental sustainability www.ihgplc.com/environmentalsustainability	Goal 13
G4-EC3	Coverage of the organisation's defined benefit plan obligations.		Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our people www.ihgplc.com/ourpeople	-
G4-EC8	Understanding and describing significant indirect economic impacts, including the extent of impacts.		2017 Responsible Business Report: Environmental sustainability Sustainable communities www.ihgplc.com/environmentalsustainability www.ihgplc.com/sustainablecommunities	Goal 8, 10 and 17
G4-EC9	Proportion of spending on locally-based suppliers at significant locations of operation.		2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/responsibleprocurement	Goal 12





Environmental

Indicator	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
DMA-EN	Disclosure on Management Approach EN (Environmental).		2017 Responsible Business Report: Environmental sustainability Our performance www.ihgplc.com/environmentalsustainability www.ihgplc.com/ourperformance	
G4-EN3	Energy consumption within the organisation.		2017 Responsible Business Report: Our performance www.ihgplc.com/ourperformance	Goal 8 and 13
G4-EN6	Reduction of energy consumption.		Annual Report and Form 20-F 2017 2017 Responsible Business Report: Environmental sustainability Our performance www.ihgplc.com/environmentalsustainability www.ihgplc.com/ourperformance	Goal 8, 12 and 13
G4-EN7	Reductions in energy requirements of products and services.		2017 Responsible Business Report: Environmental sustainability Our performance www.ihgplc.com/environmentalsustainability www.ihgplc.com/ourperformance	Goal 8 and 12
G4-EN8	Total water withdrawal by source.		2017 Responsible Business Report: Environmental sustainability Our performance www.ihgplc.com/environmentalsustainability www.ihgplc.com/ourperformance	Goal 6
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1).		2017 Responsible Business Report: Our performance www.ihgplc.com/ourperformance	Goal 12 and 13
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2).		2017 Responsible Business Report: Our performance www.ihgplc.com/ourperformance	Goal 12 and 13

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Environmental continued

Indicator	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
G4-EN19	Reduction of greenhouse gas (GHG) emissions.		2017 Responsible Business Report: Environmental sustainability Our performance www.ihgplc.com/environmentalsustainability www.ihgplc.com/ourperformance	Goal 13
G4-EN24	Total number and volume of significant spills.		No spills occurred	Goal 6 and 12
G4-EN27	Extent of impact mitigation of environmental impacts of products and services.		2017 Responsible Business Report: Environmental sustainability www.ihgplc.com/environmentalsustainability	Goal 6, 12 and 13
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		None	-


Social: Labour Practices and Decent Work

Indicator	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
DMA-LA	Disclosure on Management Approach LA (Labour Practices and Decent Work).		Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our people www.ihgplc.com/ourpeople	Goal 8
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operations.		Annual Report and Form 20-F 2017 Responsible Business Report: Our people www.ihgplc.com/ourpeople	Goal 8
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		2017 Responsible Business Report: Our people www.ihgplc.com/ourpeople	Goal 8
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.		Annual Report and Form 20-F 2017 Responsible Business Report: Our people Our performance www.ihgplc.com/ourpeople www.ihgplc.com/ourperformance	Goal 8

Social: Human Rights

Indicator	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
DMA-HR	Disclosure on Management Approach HR (Human Rights).		Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/ourculture	-
G4-HR10	Percentage of new suppliers, that were screened using human rights criteria.		2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/ourculture	-



Social: Society

Indicator	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
DMA-SO	Disclosure on Management Approach SO (Society).		Annual Report and Form 20-F 2017 2017 Responsible Business Report: Our culture of responsible business www.ihgplc.com/ourculture	-
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments and development programmes.		2017 Responsible Business Report: Environmental sustainability Sustainable communities www.ihgplc.com/environmentalsustainability www.ihgplc.com/sustainablecommunities	-
G4-SO6	Total value of political contributions by country and recipient/beneficiary.		IHG makes no political donations	-

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Social: Product Responsibility

Indicator	Disclosure	Level of Reporting	Location of disclosure	Alignment with the SDGs*
DMA-PR	Disclosure on Management Approach PR (Product Responsibility).		Annual Report and Form 20-F 2017	-
G4-PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		Annual Report and Form 20-F 2017	-

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