

IHG Human Rights Policy

Our Commitment

At InterContinental Hotels Group® (IHG®) we are committed to respecting human rights, in accordance with the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic Social and Cultural Rights and the International Labour Organisation's (ILO's) Declaration on Fundamental Principles and Rights at Work. As a global leader in the hospitality and tourism sector, we believe we have an opportunity to affect positive change in people's lives, which includes the advancement of human rights through our business activities.

We seek to uphold these standards wherever we do business. Where national law conflicts with international standards, we will comply with legal requirements while seeking to uphold the spirit of the international standards wherever possible.

This IHG Human Rights Policy sets out the core principles that we embed into our policies and processes to uphold our commitment. Our approach is also informed by the Guidelines for Multinational Enterprises of the Organisation for Economic Cooperation and Development, the UN Global Compact and the UN Guiding Principles on Business and Human Rights.

Our Approach

Our commitment to respecting human rights applies globally to all IHG corporate offices, reservation centres, managed hotels and we expect those we do business with to uphold similar standards. We understand the importance of ensuring that the human rights of all our colleagues, guests and communities are protected, and will encourage those we do business with including our suppliers, owners and franchisees, to prevent, mitigate and address adverse impacts on human rights.

We strongly believe that working together with others to identify challenges and best practice is an effective way to address salient issues. We are part of a number of industry forums and working groups including the International Tourism Partnership (ITP) Human Rights Working Group. These engagements inform our broader approach to ongoing human rights due diligence, and include supporting industry led initiatives such as ITP's Forced Labour Principles.

Human rights impacts and opportunities

We recognise that human rights due diligence is an ongoing commitment, and we continue to review and develop our policies and processes in support of this.

In 2018 we undertook a human rights impact assessment across IHG's operations – covering our supply chains, our hotels and our corporate offices. The findings from the

impact assessment have helped us to identify key risk areas, but also those areas where IHG has an opportunity to help develop and influence the protection of human rights.

Labour practices

We are committed to compliance with all applicable laws and regulations, including those concerning hours, compensation, opportunity, and working conditions.

Forced labour

We are committed to supporting International Tourism Partnership's forced labour principles:

1. Every worker should have freedom of movement. The ability of workers to move freely should not be restricted by their employer through abuse, threats and practices such as unlawful retention of passports and valuable possessions.
2. No worker should pay for a job. Fees and costs associated with recruitment and obtaining employment should not be paid by workers.
3. No worker should be indebted or coerced to work. Workers should work voluntarily, be informed of their employment terms and conditions in advance without misrepresentation and paid regularly as agreed and in accordance with any applicable laws and regulations.

Child rights

We comply with child labour laws across our operations in accordance with applicable national legislation and ILO labour standards as set out in ILO Conventions No. 138 and 182.

Freedom of association and collective bargaining

We respect our employees' rights to voluntary freedom of association, under the law. Employees have the right to organise or join associations, and bargain collectively, if they so choose.

Safety and security

We firmly believe in the importance of providing a safe, secure and healthy environment for all our colleagues, guests and visitors. All our operations are required to comply with all applicable health, safety and security laws as well as IHG's internal standards.

Diversity and inclusion

We are committed to providing equality of opportunity without discrimination. We recruit and promote individuals based on their suitability for the job and do not discriminate on the grounds of race, colour, ethnic or national origin, gender, sexual orientation, gender identity or expression, age, religion, marital status, disability, or any other characteristic protected by national, state or local legal requirements.

Human Trafficking

IHG condemns and prohibits any form of human trafficking including the commercial sexual exploitation of children and we are committed to compliance with all applicable laws and regulations regarding the prevention of human trafficking. In addressing key risks, we have training in place for IHG-branded hotels on how to spot signs of, and help combat, human trafficking-related activities.

Franchised Operations

IHG operates a franchised business model, whereby third parties can own and operate IHG branded properties around the world. We seek to engage owners whose values align with ours. We require owners to operate in compliance with applicable laws and regulation and expect owners to conduct their business in an ethical manner. To assist franchisees in meeting this expectation, IHG makes various resources available including human rights training and guidance and is committed to working with and to encourage our owners and franchisees, to prevent, mitigate and address adverse impacts on human rights.

Community and environment

We believe we can have a positive impact on communities by creating jobs, stimulating local economic development, and helping create more sustainable communities through hospitality skills training.

We seek to ensure any land acquisition respects the rights of individuals and communities impacted.

We are committed to complying with environmental regulations, preserving and protecting the environment and reducing our environmental impact. We endeavour to reduce our use of energy and water. We re-use and recycle the resources consumed by our business, wherever practical, and encourage the development and integration of sustainable technologies. We are also committed to constructive participation with all stakeholders in the ongoing process of sustainable growth.

We respect the rights of human rights defenders, including those who may campaign against IHG operations or those of our business partners.

Responsible procurement

Our procurement strategy is focused on working with suppliers who share our commitment to our responsible business agenda and ethical standards of business. To support this, our Global Procurement Policy includes clear guidance for IHG colleagues on how to spend responsibly. In addition, our Supplier Code of Conduct sets out the minimum standards under which IHG suppliers are expected to operate. These principles and practices promote ethical conduct in the workplace, safe working conditions in the supply chain, treatment of persons with respect and dignity, avoidance of bribery or any form of financial crime and environmentally responsible practices.

Supporting Policies

IHG policies which are relevant to, and support, the principles set out in this policy include:

- IHG Code of Conduct
- Supplier Code of Conduct
- Anti-Bribery Policy
- Global Diversity and Inclusion Policy
- Global Procurement Policy

Remedy

Our commitment to respecting human rights includes proactively avoiding human rights infringements within our sphere of influence. However, where we have caused or contributed to adverse human rights impacts, we are committed to providing effective remedy.

We have a confidential reporting process which encourages colleagues to report any ethical concerns or breaches of the IHG Code of Conduct, specifically including human rights. This channel is available to colleagues in franchised hotels and is also accessible for external parties including third party suppliers and guests. We do not permit retaliation against employees making good faith reports of suspected breaches of the IHG Code of Conduct or IHG policies, even if it may result in a loss of business to IHG.

Governance and Oversight

The Corporate Responsibility Committee of the IHG Board is responsible for reviewing our overall human rights programme and approval of this IHG Human Rights Policy. Our human rights performance is reported to the Corporate Responsibility Committee on an annual basis.

The Corporate Responsibility Committee of the IHG Board approved this Policy on 18th September 2019.