

Performance



Our performance

We engaged with internal and external stakeholders to set our 2018-2020 responsible business targets. Here we review our progress.

2018-2020 Targets

Environmental sustainability

6-7%

Reduce carbon footprint per occupied room.

- In 2018, we reduced our carbon footprint by 2.2% per occupied room.

6 projects

Launch two water stewardship projects per year.

- We launched our first project in London, UK, where we partnered with the Rivers Trust and five London IHG hotels. The project has provided us with vital learnings and helps reduce the exposure of our hotels to water related risks. As a result of the London project, a scalable water stewardship tool has been developed for the UK&I estate which connects hotels with the UK Rivers' Trust, which provides local river clean up opportunities.
- Our second project launched in Delhi, where the quality of water is poor and unfit for human consumption. In conjunction with seven IHG branded hotels, we have partnered with the Center for International Projects Trust (CIPT), a non-profit organisation based in Delhi and an affiliate of Columbia Water Center, and the Alliance for Water Stewardship, to identify key issues where we can develop and implement small scale innovations that can be replicated in other water stressed locations.

Community impact

30,000-40,000

Individuals provided with hospitality skills training through the IHG Academy.

- In 2018, 13,531 people benefitted from IHG Academy.
- 2,203 programmes ran across 729 IHG branded hotels in 70 countries.

\$3m

Contributed to community impact projects around the world from 2018-2020.

- We contributed \$1.2m to community impact projects in 2018 of which we donated \$400,000 during Giving for Good month.
- During our Giving for Good month, for every colleague that got involved, IHG contributed funds to one of our 11 charity partners on their behalf, donating a total of \$400,000 over the course of the month. IHG's list of charity partners was specially curated to support causes that tie closely to our business, including building skills and education in the hospitality industry and providing aid when disasters strike.

100,000

Colleagues involved in IHG's global community impact activities each year from 2018-2020.

- 139,942 colleagues engaged in community impact activities in 2018.
- Colleagues volunteered more than 125,000 hours of their time to support worthy causes around the world.

Our performance continued

2018-2020 Targets continued



Diversity

Increase diversity in terms of gender and nationality or ethnicity of IHG Senior Leaders.

- In 2018, we increased the percentage of women represented in the senior leadership population from 37% to 38%.

- We are a lead sponsor for the WiH2020 (Women in Hospitality) organisation. A cross industry organisation who are working to increase female senior representation in the hospitality industry sector.
- The 2018 Hampton-Alexander Review, for a third successive year, listed IHG in the top 10 companies for female representation across our Executive Committee and their direct reports.

Increase female representation

Increase number of females working in General Manager and Operations roles in managed hotels.

- In 2018, we increased the percentage of females in General Manager and Operations roles from 22% to 24%.

- We conducted interviews with colleagues to identify unconscious biases and the real and perceived barriers to women progressing into General Manager and operation roles to influence future work.

Track and report employee engagement each year

- We measure employee engagement through our bi-annual survey, Colleague HeartBeat, and corporate, managed hotel and customer reservations office employees are invited to take part and the overall score was 86%; 11% above Aon's top quartile benchmark.

- Our employee engagement scores garnered recognition from Aon Hewitt as a Global Best Employer for two years running.



Responsible procurement

Increase supplier audits

Increase the percentage of supplier risk profiles and supplier audits for IHG preferred suppliers.

- In 2018, we partnered with the British Standards Institute (BSI) for an end-to-end risk profiling, assessment and audit programme. The assessment was rolled out to all IHG Marketplace suppliers.
- Risk assessments were issued to all IHG Marketplace suppliers at the end of 2018.

- On-site risk audit plan are to be developed according to risk assessments findings.
- Further suppliers are to be risk assessed and audited in 2019 and beyond.
- We are working to build risk assessments into new supplier due diligence checks.

Increase ethical supplier awareness

Roll out new training for corporate colleagues and hotels.

- We have developed a mandatory education programme on responsible procurement and this will be launched in 2019.

IHG Green Criteria

Increase the percentage of suppliers that meet IHG Green Criteria.

- We have developed a green criteria that is now included with our BSI supplier assessment programme. Green Criteria have been developed in line with IHG's overall position on sustainability.

Our performance continued

Other performance data

Carbon footprint

Carbon Footprint per occupied room (kgCO₂e)



IHG's total carbon footprint (tCO₂)

Scope 1



Scope 2



Scope 3



Water

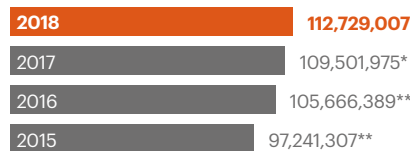
IHG's water use in water-stressed and non-water-stressed regions across the estate (%)



IHG's water use per occupied room across the global estate (m³)



IHG's total water consumption across the global estate (m³)



* Restated

**Data not restated as new baseline has been set (2017) for our 2018-2020 target.

We calculate performance up to 15 decimal places and we have rounded to 2 decimal places in this report.

We report Scope 1, Scope 2 and Scope 3 emissions as defined by the GHG protocol as follows:

Scope 1 emissions are direct emissions produced by the burning of fuels of the emitter.

Scope 2 emissions are indirect emissions generated by the electricity consumed and purchased by the emitter.

Scope 3 emissions are indirect emissions produced by the emitter activity but owned and controlled by a different emitter from the one who reports on the emissions (e.g. our franchise estate)

Our performance continued

Other performance data continued

Waste

IHG's waste per occupied rooms (kgs)

Total general waste



Total food waste



Total recycling



Total composting



Total waste



IHG Academy

