

IHG Supplier Code of Conduct

OUR COMMITMENT

At IHG, we are committed to operating responsibly. Conducting business with honesty, integrity, and the highest ethical standards is crucial. We aim to grow our business while respecting human rights, promoting inclusion, and positively impacting the environment and local communities. Our actions are guided by strong governance, policies and commitments outlined in our Journey to Tomorrow responsible business plan.

OUR EXPECTATIONS OF OUR SUPPLIERS

We expect our suppliers to share our commitment to operating responsibly. Suppliers must meet their obligations under agreement with IHG, adhering to the standards set out in this Supplier Code of Conduct (Supplier Code). These standards are informed by the Guidelines for Multinational Enterprises of the Organisation for Economic Cooperation and Development, the UN Guiding Principles on Business and Human Rights and the Ten Principles of the UN Global Compact. We expect our suppliers to adhere to these standards across their businesses and supply chains.

IHG reserves the right to conduct unannounced assessments and on-site audits to ensure compliance with the Supplier Code. Whilst we aim to work with suppliers to resolve issues, material breaches of the Supplier Code may lead to contract termination.

OUR STANDARDS

1. Compliance with Laws and Regulations

Suppliers must comply with all applicable laws and regulations, including those related to labour, health and safety, the environment, animal welfare, anti-bribery, economic and trade sanctions, competition/antitrust and data privacy/protection in the countries they source, operate and supply. If local laws offer a lower standard, we expect our suppliers to uphold the higher standard set by the Supplier Code. In cases where local law conflicts with the Supplier Code, suppliers must comply with legal requirements while striving to uphold the spirit of the Supplier Code.

2. Human Rights

Suppliers are expected to have in place processes to identify and address human rights risks from their business activities or relationships. If a supplier's activities have caused or contributed to a negative impact on human rights, they are expected to provide and support remediation for affected stakeholders.

3. Labour practices

Suppliers must comply with the following labour practices:

- a. **Freely chosen work.** Workers must not be indebted or coerced to work or pay recruitment fees or costs for a job. They must always have freedom of movement, including unrestricted access to passports and valuables. Workers must be informed of their engagement terms in writing and in advance without misrepresentation.
- b. **Child labour and young workers.** Employment of children younger than the country's legal minimum age for work or the age for completing compulsory education is not permitted. Young workers (above the legal working age but under 18 years of age) must not do work that jeopardises their physical, mental, moral well-being or schooling.
- c. **Freedom of association and collective bargaining.** Workers' rights to organise or join associations, and bargain collectively if they so choose must be respected under the law. Where freedom of association is restricted by law, workers must be allowed to gather independently to discuss workplace-related issues.
- d. **Wages and working hours.** Compensation must comply with all applicable local wage laws, including minimum wages, overtime hours and legally mandated benefits. Workers should not be required to work more than the regular and overtime hours allowed by local law or collective agreements.
- e. **Non-discrimination.** Equal opportunity must be provided in all hiring and employment practices. Discrimination based on race, colour, ethnicity, national origin, religion, sexual orientation, gender, age, disability, marital or familial status, veteran status, or any other characteristic protected by law is not permitted.
- f. **Humane treatment.** Workers must be treated with dignity and respect and provided with a workplace free from physical, sexual, psychological or verbal harassment, abuse or intimidation. They should be able to communicate openly with management about working conditions without fear of retaliation.

4. Human Trafficking

Suppliers must adopt a zero-tolerance approach to human trafficking and sexual exploitation of any person, including children. They must ensure compliance with all applicable laws and regulations regarding the prevention of human trafficking.

5. Health and Safety

Suppliers must provide a safe, secure and healthy working environment in compliance with all applicable health, safety and security laws. Worker accommodations must be clean, safe, and meet the basic needs of the workers, including adequate privacy clean sanitary facilities, potable water, and food storage.

6. Land Rights

Suppliers must respect the property and land rights of individuals, indigenous people and local communities. They must ensure all negotiations adhere to the principles of free, prior and informed consent.

7. Environment

Suppliers must preserve the environment and reduce the impacts of operations, products and services, including complying with environmental regulations and endeavour to:

- a) Increase energy efficiency of operations, reduce greenhouse gas emissions (GHGs) and optimise the role of renewable energy, where possible
- b) reduce unnecessary waste and plastics and explore circular economy solutions
- c) incorporate efficiency measures to preserve and conserve water
- d) monitor, record and benchmark their environmental performance regularly, setting specific and measurable goals
- e) Support biodiversity conservation and regeneration, where possible

8. Animal Welfare

IHG acknowledges the importance of animal welfare in ensuring safe and responsible operations. Suppliers must recognise their responsibility for the ethical treatment of animals within their care as well as the care of their suppliers, employees, and contractors.

9. Development and Localisation in our Supply Chain

We encourage our suppliers to use good faith efforts to include local, small and medium-sized businesses in their supply chain. IHG reserves the right to request suppliers to report their work and spend with these companies.

10. Business Integrity and Anti-Bribery

Suppliers are expected to act with integrity. Bribery and any form of financial crime, including improper payments, fraud, money laundering and tax evasion or the facilitation of tax evasion, are not permitted under any circumstances. This also applies to any agents, consultants and other service providers engaged by a supplier in providing goods to or performing services for, IHG.

11. Gifts and Entertainment

Suppliers must ensure any gifts or entertainment offered to IHG comply with IHG guidelines. They must not be used to improperly influence business transactions or decisions. Gifts and entertainment to IHG personnel are prohibited if the supplier is engaged in negotiations for the award or renewal of IHG business.

12. Conflicts of Interest

Suppliers are expected to compete on the merits of their products and services. They must implement appropriate mitigations against and disclose to IHG any real or perceived conflict of interest.

13. Confidentiality and Data Protection

Suppliers must respect IHG's confidential and proprietary information as well as its employee and customer privacy and personal information. Suppliers must respect IHG's intellectual property rights and ensure the data security posture of their supply chains.

14. Accurate Financial Records

Suppliers must accurately record and disclose information regarding business activities, structure, financial situation and performance in accordance with applicable laws, regulations and good industry practices.

15. Grievance Mechanisms

Suppliers must establish grievance mechanisms for workers to report concerns, including processes for anonymous complaints. They must communicate these mechanisms to workers and respond to concerns raised in a fair and timely manner. Workers must be able to communicate openly with management and raise grievances without fear of retaliation.

REPORTING CONCERNS

We expect our Suppliers to raise concerns about any potential breach of our Supplier Code or our business conduct standards. Concerns can be raised directly with your IHG contact or through our confidential reporting service. This channel is accessible to external parties, including IHG Suppliers and their workers to report any ethical concerns or breaches of the IHG Code and IHG Supplier Code of Conduct. Online reports can be filed at www.ihgethics.com. Telephone reports can be made using the toll-free number for your country. This number can be found online at www.ihgethics.com.



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