

IHG Human Rights Policy

OUR COMMITMENT

At IHG Hotels & Resorts (IHG) we are committed to respecting human rights throughout our value chain, in accordance with the United Nations Guiding Principles on Business and Human Rights and the Organization for Economic Co-operation and Development Guidelines for Multinational Enterprises. Our commitment includes all internationally recognised human rights, including those contained in 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 Organization'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.

Our commitment to respect human rights applies globally to colleagues in all IHG corporate offices, reservation centres, and managed hotels and we expect those we do business with, including our owners, franchisees and suppliers, to prevent, mitigate and address adverse impacts on human rights. We seek to uphold these standards wherever we do business. Where national law and international human rights standards differ, we will strive to meet the higher standard. Where national law and international human rights standards conflict, we will comply with legal requirements while seeking to uphold the spirit of the international standards wherever possible.

Respect for human rights is an integral part of our global approach to responsible business. Guided by our purpose of True Hospitality for Good, we believe we can help shape the future of responsible travel together with those who stay, work, and partner with us and advance human rights through our business activities.

OUR SALIENT HUMAN RIGHTS ISSUES

In line with the UN Guiding Principles on Business and Human Rights, we have engaged with internal and external stakeholders to identify eight salient human rights issues where our business activities could have the most severe impact on people: our guests, our colleagues, workers in our supply chain, and the communities in which we operate.

Our commitment in relation to each salient issue is described below:

1. Guest Welfare

We are committed to providing a safe, secure, and healthy environment for all our guests in compliance with applicable laws and IHG's internal standards. We also commit to providing equal access to hotels and services and to the protection of guests' personal data in compliance with applicable laws.

2. Freedom of Association and Collective Bargaining

We respect the rights of our colleagues to freely form, join or not join associations, and to bargain collectively, without fear of reprisal or discrimination, under applicable laws. Where the right to freedom of association is restricted by law, we allow employees to gather independently to discuss workplace-related problems.

3. Discrimination and Harassment

We are committed to promoting a culture of inclusion where everyone feels safe, respected and valued and to providing equal opportunity in all hiring and employment practices. Workplace decisions are made based on individuals' suitability for the job and without regard to race, color, ethnicity, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, marital or familial status, veteran status, or any other characteristic protected by applicable laws.

4. Wages and Working Hours

We are committed to compliance with all applicable laws and regulations concerning compensation and benefits. We respect the right to rest, leisure, and family life and do not require our colleagues to work more than the regular and overtime hours allowed by applicable laws or relevant collective agreement. Any overtime worked must be compensated according to applicable laws.

5. Health and Safety

We are committed to providing a safe, secure, and healthy environment for all our colleagues. Where accommodation is provided to colleagues, it must be clean, safe, and meet their basic needs. All our operations are required to comply with all applicable health, safety, and security laws as well as IHG's internal standards.

6. Forced Labour and Child Labour

We condemn and prohibit the use of forced labour and child labour. Employment should be freely chosen, with no one paying recruitment fees or costs for a job or being indebted or coerced to work. All colleagues must be informed of their employment terms and conditions in writing and in advance without misrepresentation and always have freedom of movement, including unrestricted access to passports and valuable possessions.

We do not employ anyone younger than the country's legal minimum age for employment or the age established for completing compulsory education. When young workers are employed (above the legal working age but under 18 years of age), they do not undertake work that could jeopardise their physical, mental, moral well-being, or schooling.

7. Sex Trafficking and Sexual Exploitation

We condemn and prohibit trafficking and sexual exploitation of any person, including children, and are committed to compliance with all applicable laws.

8. Environment and Community

We recognise that a safe, clean, healthy, and sustainable environment is integral to the full enjoyment of a wide range of human rights, including the rights to life, health, livelihoods, food, water, and sanitation.

We are committed to minimising our environmental impact by reducing our energy use and greenhouse gas emissions, reducing unnecessary waste and plastics, incorporating efficiency measures to preserve and conserve water, and taking steps to support biodiversity conservation and regeneration where possible.

We seek to ensure any land acquisition or use respects the rights of indigenous people and communities impacted with due regard to the principles of free, prior, and informed consent. We respect the rights of human rights defenders, including those who may campaign against IHG operations or those of our business partners.

OUR APPROACH

To ensure our action on human rights is consistent, measurable and targeted to activities that will have the biggest impact, our approach focuses on the following five areas:

- **Governance and Policies:** Agreeing clear accountability for salient human rights risks and aligning relevant policies with international human rights standards.
- **Due Diligence:** Conducting human rights risk and impact assessments, integrating findings into management systems, and tracking performance.
- **Remediation:** Ensuring access to an effective grievance mechanism and providing remedy for adverse impacts that we have caused or contributed to. Our Confidential Reporting Hotline, accessible to anyone inside or outside IHG to raise human rights concerns, can be found at www.ihgethics.com.
- **Capabilities:** Driving awareness of human rights across the company and developing targeted training for our colleagues to understand the human rights commitments and actions relevant to their role.
- **Engagement:** Transparent dialogue with human rights stakeholders to learn from and address their concerns. Collaborating with our peers through industry forums like the Sustainable Hospitality Alliance, to address common human rights challenges. Regular reporting on our human rights progress and challenges.

OUR EXPECTATIONS OF OUR THIRD PARTIES

IHG operates an asset-light business model, predominantly focused on franchising hotels that are independently owned and operated under an IHG license. This means that most workers in IHG hotels are employed by third-party hotel owners, rather than by IHG directly. 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. We have a Brand Standard that requires our franchised hotels to develop and implement a human rights policy and we provide guidance and resources to support these efforts.

We strive to work with suppliers who share our commitment to human rights and, to support this, our Global Procurement Policy includes clear guidance for IHG colleagues on how to spend responsibly. We expect our suppliers to adhere to the standards set out in our Supplier Code of Conduct within their own business and apply them to their supply chains.

GOVERNANCE AND OVERSIGHT

This policy was approved by the Responsible Business Committee of the InterContinental Hotels Group PLC Board, which also is responsible for reviewing the progress of our human rights programme on an annual basis.

Overall accountability for the implementation of our Human Rights Policy sits with our Executive Vice President, General Counsel & Company Secretary, who is a member of the IHG Executive Committee. A Human Rights team within our Business Reputation and Responsibility function is responsible for operationalising IHG's human rights commitments and works closely with other teams across the business.

Several IHG global policies and standards support the principles set out in this policy including our Code of Conduct, Supplier Code of Conduct, Anti-Bribery Policy, Global Diversity and Inclusion Policy, Respect in the Workplace Policy, Brand Safety Standards, and Global Procurement Policy.

Effective Date: 21 December 2023

Supersedes: IHG Human Rights Policy dated 23 September 2019