

IHG[®] HOTELS & RESORTS

How we're creating Room to Belong

PROGRESS REPORT

2023



We're championing a diverse culture where everyone can thrive

I'm always proud to say that IHG Hotels & Resorts is a truly international business that's all about people. Around the world, the collective passion and commitment of our teams to creating a place where everyone can thrive shines through in everything we do, and is integral to our very special culture that is valued by millions of guests staying in our hotels, thousands of owners investing with us, and the talent of today and that of tomorrow who choose to join IHG.

In this 2023 Progress Report, you'll find a snapshot of the steps that – together – we're taking, guided by the commitments within our Journey to Tomorrow 2030 responsible business plan. From driving gender balance and a doubling of under-represented groups across our leadership, to cultivating inclusion, supporting our colleagues, and driving respect for human rights, what we're doing is making a real difference in many important ways.

Of course, in our evolving world, none of us should think that we've reached the end of this particular journey, and I look forward to seeing us collaborate to achieve even more in the year to come.



Purpose

True Hospitality for Good

Priority

Care for our people, communities and planet

Ambition

Champion a diverse culture where everyone can thrive

2030 Commitments

- Driving gender balance and a doubling of under-represented groups across our leadership
- Cultivating a culture of inclusion for our colleagues, owners and suppliers
- Supporting our colleagues in prioritising their own wellbeing and that of others
- Driving respect for and advancing human rights

DE&I Board Commitments

- Ensuring all corporate colleagues have conscious inclusion training
- Improving the way we measure and report diversity, equity and inclusion, including embedding our inclusion metric
- Delivering an enhanced range of diversity talent programmes
- Developing a wellbeing strategy and investing in programmes that bring it to life

A voice around the world

At IHG, we understand that the focus of each of our markets is unique. Our six regional DE&I councils – connected to our Global DE&I Board – are chaired by an increasingly diverse leadership and continue to make important progress by prioritising local agendas focused on what makes the biggest difference to those around them.



Americas

To increase leadership roles for under-represented groups, this year we've expanded our RISE programme to include leaders from our Kimpton and MLAC hotels, while more than 30% of our Ascend participants have been promoted or accepted expanded roles. Among many other initiatives, we've launched LIFT, our diverse owner programme, in the US and Canada."



Jolyon Bulley,
CEO, Americas
Chair, DE&I Council



Europe

We've made remarkable strides this year, such as with the launch of InCommunity, our intersectional community of ERGs - an important moment for our members and allies. Nurturing growth and potential has also remained a priority, and it's been great to see colleagues graduate from a diverse range of talent programmes."

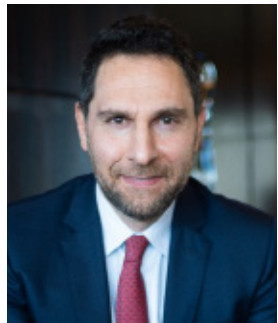


Karin Sheppard,
SVP, MD, Europe
Chair, DE&I Council

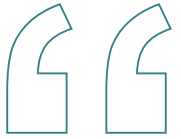


India, Middle East, Asia & Africa (IMEA)

This year we have driven gender balance in our workforce by increasing the number of female colleagues across all job band levels. We've also supported initiatives aimed at employing and upskilling local talent in our markets, with the aim of doubling under-represented groups in our teams."



Haitham Mattar,
SVP, MD, IMEA
Chair, DE&I Council

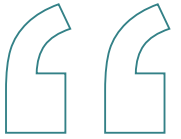


Japan, Australasia & Pacific (JAPAC)

One of many memorable moments this year came as we launched LINK in Australasia, connecting leaders across our business to find solutions to the DE&I-based challenges faced by us and our industry. As ever, we're going to keep growing, so watch out for LINK in Japan in 2024!"



Leanne Harwood,
SVP, MD, JAPAC
Chair, DE&I Council

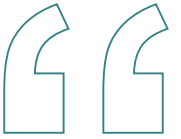


South East Asia & Korea (SEAK)

One of our ambitions is to attain gender parity among GMs across our region. I'm proud that we're on track to achieve this, thanks much to the additional places we have offered colleagues on our Journey to GM and RISE programmes over the past year."



Rajit Sukumaran,
MD, SEAK
Chair, DE&I Council



Greater China

Comparing our present state to five years ago, we can be proud of our progress. This includes doubling the number of female hotel GMs - a remarkable achievement considering our swift expansion in China, and the result of comprehensive internal and external strategies."



Weiwen Wang,
VP, BRR, Greater China
Chair, DE&I Council

Many years of milestones

2018

- Global D&I Board is established
- Listed in Hampton-Alexander Top 10 companies for female representation
- Launched pilot of RISE programme for aspiring female General Managers and EXCOM talent in New Zealand and Australia
- IHG becomes a founding member of Women in Hospitality Travel & Leisure (WiHTL)



2019

- Regional D&I councils and action plans established
- RISE expanded across all regions
- Inaugural Global IHG Pride celebrations
- Signatory of CEO Action on Diversity Charter & UN LGBTQ Standards



2020

- Responded to racial injustices in the US with action plan of 12 DE&I commitments, which include increasing racial/ethnic diversity of our US leadership, driving specific actions to Listen & Learn, Advocate and Act
- Global 7% increase in female GMs v 2017
- ERGs established in all regions
- Signatory of Valuable 500 and BITC Race at Work Charter



2021

- Rollout of conscious inclusion training to corporate colleagues and selected hotel leaders
- Launch of inclusion index, as part of the employee engagement survey
- Inaugural IHG Global Inclusion & Wellbeing Week
- Mental health guidelines and training for corporate and hotel people leaders
- Focused developmental support for racial/ ethnic minority colleagues in the UK and US with launch of our Ascend and WiHTL Ethnic Minority Future Leadership programmes



2022 - 2023



- IHG LIFT, our diverse owner programme, is launched in the US and Canada
- Rollout of conscious inclusion education expanded to managed and franchised hotels
- IHG Skills Academy is launched to help increase social mobility and give more people access to learning and development opportunities
- More than 200 women graduate from our RISE programme
- Launch of myWellbeing – our commitment to support our people in a range of important areas, including their health, lifestyle and workplace
- Partner with Historically Black Colleges and Universities in the US, and Change 100 and 10,000 Black Interns in the UK, to develop more diverse and inclusive early careers pipelines in our largest markets
- Provide opportunities for disabled talent through key collaborations, including the Sarthak Educational Trust in India and Wuxi Special Education School in China
- Sponsor Pride in London on its 50th anniversary

Driving gender balance across our leadership

We're building on the significant progress we've made over the past decade towards achieving gender balance among our leaders and throughout our business.



35%

of our leaders* are female
(2025 ambition of 39%)



52%

of all employees** are female



Driving gender balance and a doubling of under-represented groups across our leadership.

*Leaders are defined as colleagues working at VP level and above.
**This population is made up of individuals in our corporate offices, reservation offices and General Managers in our managed, owned, leased and managed lease hotels.

Globally, 35% of our leaders working at VP level and above are female (versus an ambition of 39% by 2025), and we are one of the few large global businesses to have a gender-balanced all-employee** population, of which 52% is female. In the UK, we have reached gender balance with our leadership, of which 43% is female.

As part of our commitment to achieving gender balance in our corporate leadership teams by 2030, we're working to attract more women into functions that have been historically less gender balanced, such as Commercial, Operations, Technology and Development. We're also identifying and removing barriers to increase the number of female GMs across our estate, including establishing an alumnae network for graduates of our RISE programme.

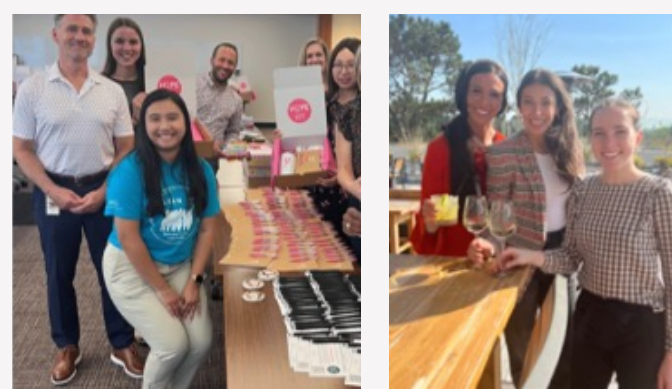


Creating connections with our Lean In circles

We're growing our global network of Lean In circles to empower our female colleagues to realise their leadership ambitions, and achieve their personal and professional goals. By supporting one another through small peer groups that meet regularly, they are learning and growing together so they can fulfil their potential.

Our Lean In circles are not just focused on their own regions, they connect across the globe to support many more colleagues, wherever they are. It's been great to see our established chapters in the US and UK share their wealth of knowledge to empower new circles to form in our IMEA and MLAC corporate offices.

We're also being recognised for our efforts, such as at the prestigious European Diversity Awards, held at InterContinental Park Lane, where we were honoured to be highly commended in the Outstanding Employee Network of the Year category.



Empowering female leaders in Japan



The inaugural IHG Women's Empowerment Initiative Event was held at ANA Crowne Plaza Kobe, as part of our effort to support Japanese women seeking to forge a career in hospitality.

Some 45 women from 27 managed properties, representing a wide variety of departments and positions, attended lectures, discussions and workshops aimed at helping them to grow in their roles and enjoy long and successful careers at IHG.

Senior Leaders, including Kenneth Macpherson, CEO, EMEAA, and Leanne Harwood, SVP & MD, JAPAC, were on hand to offer their personal insights during a packed programme, which also encouraged those attending to get to know one another (as well as themselves!) and form great relationships for the future.

RISE-ing to the top

Our RISE mentoring programme for female colleagues seeking hotel leadership roles is going from strength to strength, and now has cohorts in all of our regions. Overall, more than 200 women have graduated so far, and this year we proudly welcomed another 162 participants.

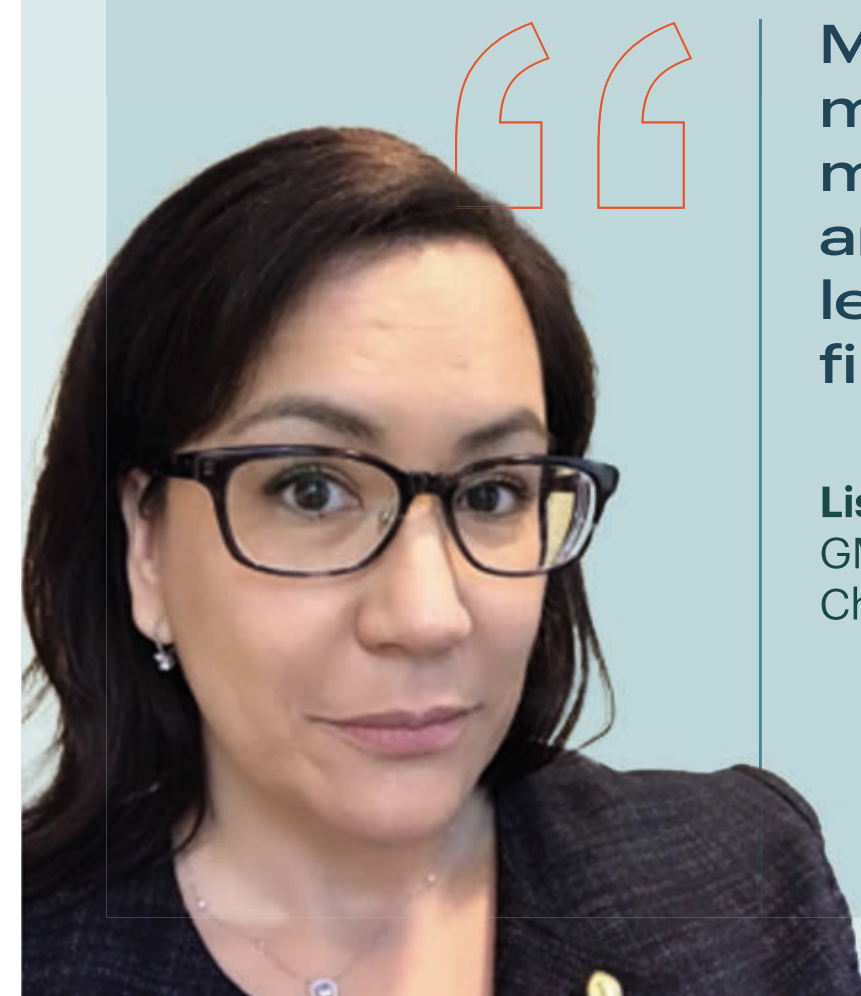
In Greater China, RISE has contributed to the doubling of female hotel GMs in just five years. Some 48 aspiring female hotel leaders have graduated since 2019, 45% of whom have since been developed and promoted, with 16 appointed as GMs. The programme has also grown in the Americas to include leaders from our Kimpton and MLAC hotels.

With so many successful graduates moving into new roles, we have also launched a global RISE alumnae community to create a network of peers that can provide knowledge and support.



“The knowledge and skills that you gain from the programme not only prepare you to progress, but also help you to differentiate yourself in the workplace.”

Mukta Khanna,
GM, Holiday Inn
Agra



“My RISE mentors were critical to my development. They allowed me to gain confidence in myself and inspire confidence in others, leading to a promotion to my first General Manager role.”

Lisa Ares,
GM, The Kimpton Gray Hotel,
Chicago



“RISE is trying to help change the mindset and demographics of this industry, and to provide women with the overdue opportunity to compete.”

Sandy Liw,
GM, InterContinental
Khao Yai Resort

Closing the gender pay gap in the UK

We've reduced our gender pay gap in the UK by 16% since 2017. See our latest report [here](#).

We regularly review our practices and provide training for employees responsible for decisions regarding pay to help ensure a fair, equitable and consistent approach across our employee population.

Demystifying menopause in the workplace



Our DAWN ERG has partnered with Women of a Certain Stage to produce a series of podcasts on the menopause.

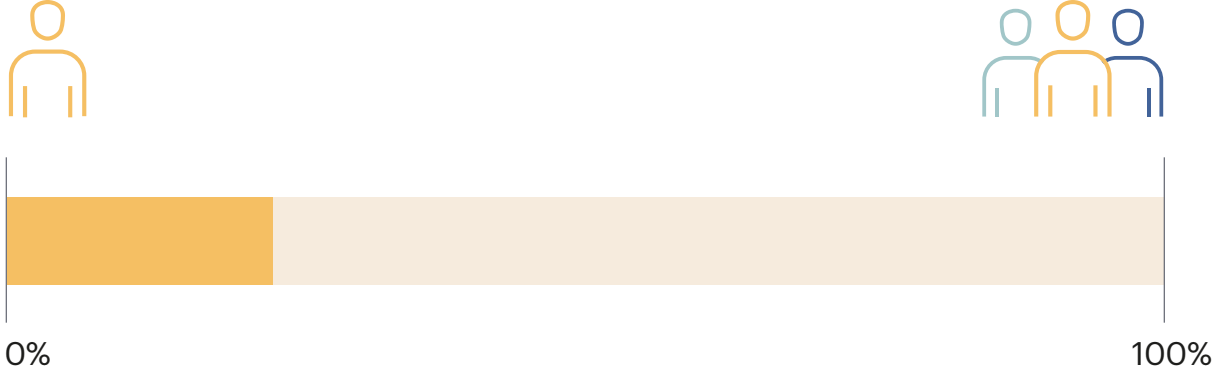
Each episode helps colleagues appreciate the impact of the menopause on their physical and mental health, and provides guidance on how to talk about a stage of life that directly impacts 50% of the population.



Lauren Chiren,
CEO, Women of a Certain Stage

Doubling under-represented groups among our leaders

We remain committed to having leaders who represent the diverse global nature of our business. As there is no universal definition of ethnic or racial diversity, we have worked with our local teams to agree a meaningful definition** for each market so we can focus our efforts on increasing under-represented leadership.



22%


of global leaders are ethnically diverse
(2025 ambition of 26%)

16

nationalities among our leaders

18% 

of leaders in the US are ethnically or racially diverse
(2025 ambition of 26%)

9% 

of leaders in the UK are ethnically or racially diverse
(2027 ambition of 20%)



Driving gender balance and a doubling of under-represented groups across our leadership.

Thanks to the self-disclosure of colleagues, we know that globally 22% of our leaders working at VP level and above are racially/ethnically diverse** and represent 16 nationalities. Our ambition is to increase this to 26% by 2025.

We have identified the UK and US – where we have our largest populations of corporate colleagues – as markets in

which we want to increase ethnic representation, and have set ourselves targets in each one. We have developed action plans, supported by stakeholders including our AMER and Europe DE&I councils, which focus on key issues such as strengthening our approach to talent planning.



*Leaders are defined as colleagues working at VP level and above.
**Ethnically and racially diverse includes ethnic/racial minorities as per government guidance in the US and UK (such as Black, Asian, mixed heritage and Hispanic (Latinx for US)). We also count local leaders in markets such as Asia and the Middle East because they have historically been and continue to be under-represented in the most senior levels of business. 87% of our leadership (VP and above) have self-disclosed globally.

Building a diverse pipeline of talent

Each of our regions and corporate functions conducts in-depth talent reviews with their CEO and CHRO to ensure we're developing a diverse pipeline of future leaders.

In the US, 33 ethnically diverse colleagues have so far taken part in our **Ascend advanced talent programme**, which includes access to an executive sponsor and the McKinsey Connected Leaders Programme to support their readiness for leadership roles. We're proud to celebrate that more than 30% of participants on our Ascend programme have been promoted or accepted expanded positions in our

organisation. An impressive 439 colleagues have also joined our **AMER mentoring initiative**, while 44 have participated in our reverse mentoring programme, to help diverse talent gain vital career support for the future.

In the UK, we are supporting the development of ethnically diverse colleagues through two cross-organisational **Diverse Talent programmes** that feature leaders as either sponsors or reverse mentors. For non-manager level employees, we are partnering with WiHTL – the community dedicated to increasing diversity and inclusion in

the Hospitality, Travel and Leisure (HTL) industry – to enrol colleagues onto their **Ethnic Future Leaders Programme**. For manager-level employees, we have partnered with the Network of Networks' Ethnically Diverse Programme.

Elsewhere in the world, we're driving initiatives that support the employment and upskilling of local people in our markets, including in response to mandated government targets. This includes hiring 26 Emiratis in our UAE hotels – a 1% increase on 2022 – and increasing the percentage of local talent from 36% to 44% across our estate in Saudi Arabia.



Being a sponsor of IHG's Diverse Talent programme was an honour and an exceptional experience. It really brought home to me the unconscious biases that are faced by many of our people, the critical importance of levelling the playing field, and the great value in providing genuine opportunities for everyone to shine."



Tom Rowntree,
VP, Global Luxury Brands



As the founding member of the WiHTL Advisory Board, IHG and its senior executives have always been deeply committed to DE&I and building a diverse, inclusive working environment in which everyone can thrive – not just in their organisation, but across the whole industry."



Tea Colaianni,
Founder and Chair,
WiHTL

Supporting early careers

We're premier partners with Historically Black Colleges and Universities (HBCUs) in Atlanta – Morehouse College and Clark Atlanta University – and are also working with career services teams at Howard University, Georgia Tech and Cornell University to diversify our early careers pipeline in the US, and attract students to our 10-week paid internships.

In 2023, our activities included welcoming 34 interns on a Corporate Summer Internship Programme at our corporate office in Atlanta (a 30% increase on last year), running HBCU Days at our Atlanta office to give students a taste of working for IHG, hosting talks and networking events for marketing students from Clark Atlanta University, hosting a careers day at Kennesaw State University, and refreshing our early careers website.

In the UK, we offered young people three-month paid work placement opportunities in our hotels and corporate offices. We also partnered with the 10,000 Black Interns charity to support Black or Black heritage students and graduates, and the Leonard Cheshire Change 100 programme, which supports young people who face long-term conditions and disabilities.



Amplifying our inclusive hiring practices

To ensure more and more people know about our inclusive hiring practices, we're establishing critical channels to connect with diverse communities and integrating inclusive language into our attraction and engagement activities.

Our recruitment processes are also evolving to be more data-driven, with our recruitment briefings now based on insights, earlier demand planning, and a commitment to consistently providing diverse shortlists.



IHG Academy & IHG Skills Academy

Our IHG Academy programme continues to engage participants every year across a diverse audience, with the aim of increasing social mobility and building hospitality skills for the future. Since it was established in 2006, more than 90,000 young people have benefited from work experience, internships and apprenticeships.

In 2022 we expanded the programme to launch IHG Skills Academy, our best-in-class virtual learning platform that has been accessed by over 20,000 users in more than 100 countries. This year we expanded our offering to include cognitive assessments in partnership with Cognises, allowing users to complete personality profiles and skills-mapping assessments to help them identify their ideal roles.



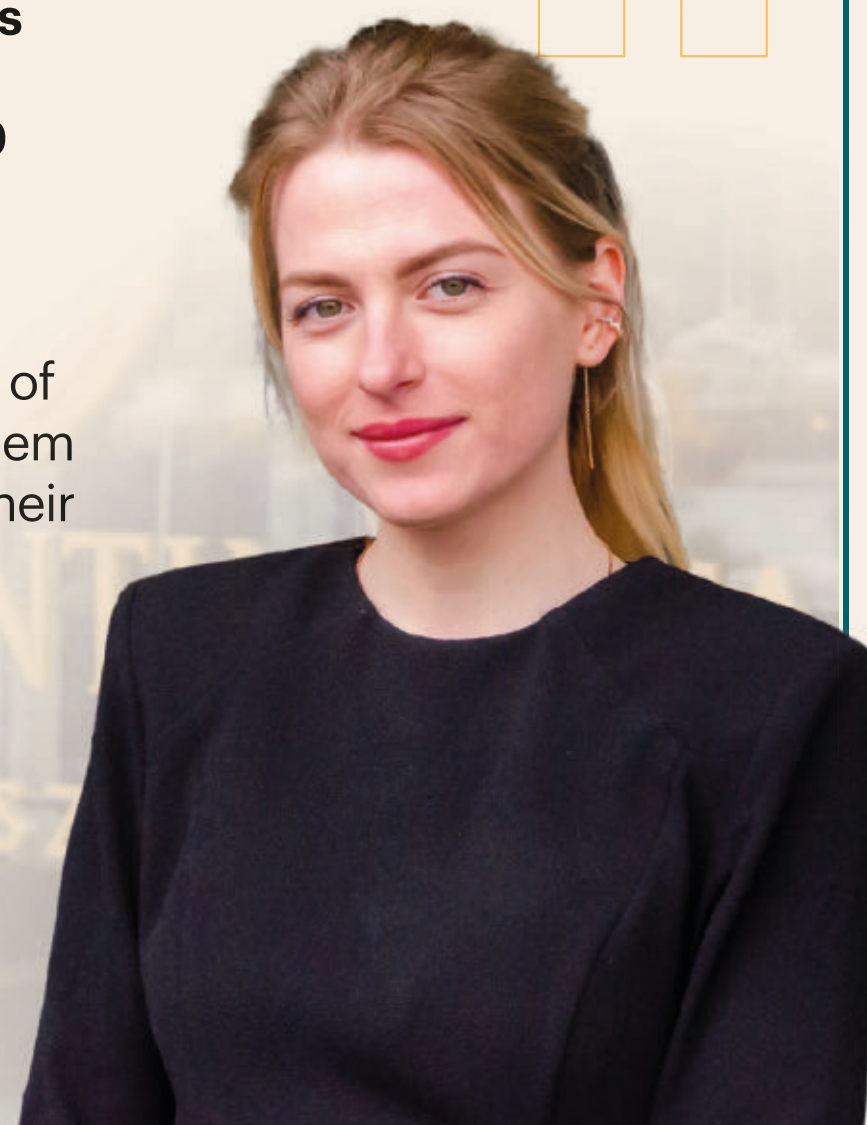
Sylvia,
an IHG Skills Academy student,
now working at InterContinental
Doha Beach & Spa

I have always wanted to study hospitality but never had the finances. Thanks to IHG Skills Academy, I was given the opportunity to learn for free and improve my hospitality knowledge, which led to an internship and roles at two IHG hotels."

Supporting refugees

We have teamed up with the Tent Partnership for Refugees in the US to train and hire 100 refugees by 2025, including providing them with access to our IHG Skills Academy. Having welcomed 80 into our teams so far (45 in US hotels and 35 in Canada), we're already making progress.

In the UK, we have partnered with the Department of Work and Pensions to hire refugees and provide them with English language support as they settle into their new homes and roles. In Europe, our membership of the Sustainable Hospitality Alliance has enabled us to support Ukrainian refugees by encouraging our hotels to post jobs on Hospitality Unite, its talent acquisition platform.



Iryna's story

I worked at InterContinental Warsaw in 2014 while studying at university. After graduating, I relocated back to Ukraine, but the situation soon became very dangerous. Then Joanna, my supervisor from IC Warsaw, called and offered me the chance to return to the hotel, including accommodation for me and my family. I will be eternally grateful to her and the team for their incredible show of kindness and support."

Partnering with Jobs for America's Graduates (JAG)

IHG Academy is a proud partner of Jobs for America's Graduates (JAG), which aims to support the growth and development of high school students considering future career paths.

Our collaboration enables us to showcase the wide range of career opportunities available in hospitality to high-risk students from low-income areas in the US by sponsoring three annual events, as well as offering students access to IHG Skills Academy and 'First Look' sessions, which give students insight into careers in hospitality.

IHG received special recognition for our dedication to supporting jobs for American graduates at this year's JAG conference.

Creating a culture of inclusion for our colleagues, owners and suppliers

At IHG, inclusion means creating a culture that values having colleagues from a wide variety of backgrounds and provides everyone with Room to Belong.



9 out of **10**

colleagues feel IHG has an inclusive culture



90%

Inclusion Index rating by colleagues



Cultivating a culture of inclusion for our colleagues, owners and suppliers

Having rolled out conscious inclusion training for GMs and corporate employees in key markets in 2021, we have now extended it to hotel colleagues, with more than 16,000 having completed training in 2023.

Our Employee Resource Groups (ERGs), employee listening sessions, and insights from our Inclusion Index, are also among the many ways we're tracking our progress. In 2023, the Index showed that nine out of 10 employees considered IHG to have an inclusive culture.

Looking ahead, we know that to retain and attract an even more diverse range of talent with different experiences and backgrounds, we need to keep creating engaging opportunities, while continuing to support the wellbeing of our people.

We're building out the next phase of our DE&I education roadmap and ensuring our overall learning experience is inclusive and accessible for all.



Providing colleagues with Room to Belong

At IHG, our purpose of True Hospitality for Good is not just about providing exceptional service to our guests and supporting our communities, it ensures we make a positive difference in our workplace, too.



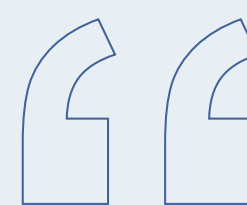
This year, our inaugural Room to Belong Week shone a spotlight on the many ways we're nurturing our inclusive culture and supporting colleague wellbeing.



Showing our support on a global scale



In addition to our inaugural Room To Belong week, our teams created innovative and engaging activities around important global celebrations, including World Mental Health Day, the International Day of People with Disabilities, International Women's Day and Pride Month.



I am truly happy to be working for a company that champions diversity equity and inclusivity. Being out opens many opportunities for me to go further with IHG.

Rhenz Sañosa,
Team Manager, Instant
Service Center



Employee Resource Groups

Our Employee Resource Groups (ERGs) contribute tremendous value to our unique culture at IHG by bringing together people of under-represented groups and their allies.

Hosting celebrations and events throughout the year, they shine a light on the value of inclusion and provide a valuable voice to the business by creating a culture in which our leaders are constructively challenged and DE&I is kept at the forefront of our minds. We're proud to have grown our ERGs to more than 4,000 members and allies in 29 chapters worldwide.



This year, we've increased membership across the Americas, including expanding access to our chapters in MLAC, organised more activities across Greater China and the Philippines, and launched Out & Open Australasia & Pacific – our first ERG in JAPAC.

We've united our UK and Europe ERGs to create InCommunity – our intersection community that works collaboratively in line with our DE&I agenda to remove barriers that impact colleagues with intersectional identities.



BERG, our Black Employee Resource Group, aims to increase the impact of Black colleagues on our business and has been instrumental in enabling courageous conversations while driving change in support of our response to racial inequality in the US.

AMER



SOMOS promotes the cultural diversity and professional development of our Hispanic and Latino employees and creates a supportive and inclusive working environment.

AMER



Lean In's mission is to empower women to achieve their ambitions through small peer groups that meet regularly to learn and grow together and provide advice and sounding boards.

AMER, Europe, SEAK, IMEA, JAPAC and Greater China



DAWN, our Disability and Wellbeing Network, provides members with a safe environment in which they can share their experiences of living with a health condition or disability.

Europe, AMER and SEAK



Hype is dedicated to supporting employees in the first decade of their careers, although it is open to all ages and experience levels.

Europe, AMER, Greater China and SEAK



FAVE, our Field and Virtual Employees network, gives remote employees a sense of team citizenship, engagement and inclusion, and encourages professional development.

AMER



EMbrace is a UK-based network for employees of ethnic minority backgrounds and their allies, aimed at giving them the confidence to belong, celebrating difference and supporting their room to grow.

Europe and IMEA



PATH, Pan-Asians for True Hospitality, celebrates and promotes Asian ideas and culture throughout IHG, while establishing a platform for development and inclusion.

AMER



Out & Open provides employees with a platform to participate in LGBTQ+ focused conversations and activities and support their local LGBTQ+ community.

Europe, JAPAC, AMER and SEAK



Baby Boomers & GenXers provides members with resources through which they can share their experience and insights and encourage opportunities for professional development.

AMER



Support and Engagement Resources for Veteran Employees helps members translate service skills into creating fulfilling careers, navigate civilian and professional life, and retain the spirit of shared purpose between them.

AMER

Supporting people with disabilities



We are building relationships and collaborating across our markets to support people with disabilities, helping them to develop the skills they need to enjoy a successful career with IHG.

In Greater China, we employ more than 500 colleagues with disabilities and have established partnerships with Wuxi Special Education School, Special Education College Guangzhou City Polytechnic, Sichuan Zhixiang Vocational Technology School, and The Second Deaf School of Xi'an, and Leshan Normal University to help develop disabled talent.

In IMEA, our focus on people of determination (POD) has seen us welcome more POD colleagues to our hotels in Saudi Arabia, while in south-west Asia we have attracted more disabled talent through our partnerships with NGOs, including Youth4jobs and Muskaan.

In India, we are partnering with Sarthak Educational Trust and Samarthanam Trust to provide opportunities in a variety of roles, while in Europe and other markets our hotels have been offering sign language lessons to their teams to help them effectively communicate with deaf colleagues and guests.

In Thailand, we're partnering with Steps – an organisation that empowers employers to realise the potential of neurodivergent people. Having provided work experience, internships and full-time work for Steps trainees and students in five Bangkok hotels, we're now extending the programme to other destinations.

Action plans for older colleagues

In Greater China, we have developed action plans to support colleagues in the latter stages of their careers. With seniors now comprising 15% of our total hotel workforce in the region, we're providing guidance to our hotels on how to establish an inclusive workplace for older workers and enhance their wellbeing support.



During this year's FISU World University Games in Chengdu, a substantial portion of our additional hotel staff comprised senior workers and colleagues with disabilities, enabling us to offer them opportunities while meeting the surge in demand for rooms.

We've also had great success in Japan, where we have been harnessing the experience of our late-career GMs to mentor the next generation of talent forging careers across our estate.



Listening to the next generation of talent across our business

In 2018, we created our Global DE&I Board to oversee the progress we're making on our DE&I commitments. Alongside representatives from our regional DE&I councils, we have a rotating position for a Next Generation member to ensure we're listening to the next generation of talent and prioritising its needs.



It has been a tremendous year representing Gen Z, connecting colleagues across the globe, and giving our powerful upcoming generation a voice at IHG to help shape a successful future.

I have joined forces with our Hype ERG chapters in the UK, Greater China and the Americas, and connected NextGen talents around the world, to discuss global emerging patterns, concerns and opportunities, best practices and success visions for NextGen in the workplace."

Mareke Watson,
GM of Holiday Inn Express
Munich City West is our
current Next Generation
DE&I Board member



#NextGenVoice

Creating LINKs in Australasia

Colleagues in Australasia launched LINK in 2022, bringing together people from different areas and levels of the business with the common goal of providing fresh perspectives and a forward-thinking approach to the challenges facing IHG and our industry.

LINK is a forum that opens up dialogue between colleagues to help them feel valued, heard and engaged, while keeping all of us true to our DE&I objectives. Having quickly become a highly valued source of insights, there are plans to establish similar forums in other markets, including Japan.



Flexible working

We want our colleagues to consider opportunities to grow their careers at IHG, but appreciate that can require more than a little flexibility from both sides.

Our Flexible Working Policy encourages our people to organise their time in the best way to suit them and our business – whether that’s working full-time, taking on a part-time role, or perhaps through a job share agreement. We’ve also taken further steps to create more flexible workspaces that support colleagues seeking a balance of remote and office working. In December 2022, we moved into our new Global Headquarters in Windsor, UK – a modern, creative and sociable working environment – while we have also refurbished our Americas HQ in Atlanta and corporate office in Dubai.

Hotel colleagues are also benefiting from initiatives such as myFlex in Australia, which has evolved to ensure we provide our people with maximum flexibility, including working at multiple IHG locations. For hotel service roles, where being on site is a prerequisite, the rostering system offers a level of self-scheduling – a function now used by most of our properties.

In Scotland, our hotels have been trialling a four-day flexible working week for their Front Office and F&B teams, which recognises the value and importance of offering flexibility, whatever the role, when the situation allows.



Precious time – our family leave policies



As part of helping the parents and carers in our teams find the perfect work/life balance, we have market-specific family leave policies that are regularly evaluated to ensure they support our people to be at their best.

Taking extended paternity leave ahead of our second child’s first birthday ensured I could enjoy, and play a full part in, a very special time for our family, including being there as our son joined nursery and my wife returned to work.”



Mark Debenham,
VP, EMEA Corporate Affairs

Easing the burden on parents and carers

We understand the demands faced by our working parents and carers and know that childcare provisions vary around the world.

In the UK, where childcare costs can prohibit women returning to work, we are partnering with Busy Bees nurseries to offer our corporate and managed hotel colleagues a 20% discount on childcare fees.

In the Philippines, our hotels are creating working environments that support the basic needs of the single parents in their teams, from solo parent huddles to breastfeeding support groups and collaboration with local social welfare officers.



Fostering a culture of inclusion within our brands



Our commitment to DE&I runs through the heart of our business and guides us in making a positive difference across the globe. Our 19 hotel brands play a major role in this, embracing our values and bringing them to life in many wonderful ways for our guests, colleagues and owners.

A great example of this is our InterContinental Hotels & Resorts brand, which was inspired by how the power of travel can change perceptions, broaden horizons and make the world a smaller place – an ethos it continues to embrace as it places DE&I at the core of its current evolution.

At InterContinental Lifou Wadra Bay Resort, located in the south of Lifou outer island of New Caledonia, colleagues are working with local families to preserve the tradition of passing down stories between generations and encouraging young Lifou islanders to do the same.

The team has also appointed an in-house cultural guide to help guests understand the etiquette around sightseeing and interacting with local communities, so they can play their part in respecting and preserving the much-valued local customs.



It's important to us that we make a positive contribution as a significant member of our community."



Emmanuelle Masson,
GM, InterContinental Lifou
Wadra Bay Resort

Diversifying our supply chain

We're continuing to develop our supplier diversity programme EPIC (Engaging Partnerships through Inclusion and Collaboration) by forming engaging partnerships and driving inclusion throughout our global supply chain.

This year, we've expanded our supplier diversity efforts to the UK, where we have met small, diverse businesses with a view to matching them with areas of opportunity at IHG.

We have also launched our Supplier Diversity Tier 2 programme, inviting key suppliers who share our values to report their diverse spending.

Measuring our corporate and managed hotel spend with diverse and small suppliers is key to driving progress. We currently do business directly with 1,000 diverse suppliers and, in 2022, our diverse spend was \$81.6 million.

Alongside this, we continue to strengthen our relationships with leading supplier diversity councils, including the National Minority Supplier Development Council (NMSDC), Greater Women's Business Council (GWBC), and WeConnect International.



Owner diversity – we have LIFT off

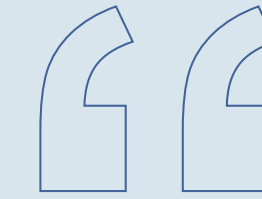
To further diversify our hotel owner communities in the US and Canada, we have introduced IHG LIFT – an owner growth programme focused on creating more hotel development support for historically under-represented groups within the hospitality industry.

IHG will commit more than \$30 million of support over the next five years, with the aim of unlocking common barriers to hotel ownership among these groups and empowering diverse owner-entrepreneurs for success.

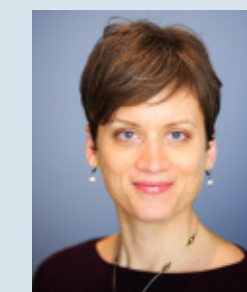
Standing for Leadership, Inclusivity, Facilitation and Transformation, IHG LIFT continues a strong tradition of championing owner diversity for our business, including our many decades of working closely with the Asian-American hotel franchise community.

Our support for under-represented groups has also involved sponsoring conferences, speaking engagements and providing expertise for organisations such as the National Association of Black Hotel Owners, Operators and Developers (NABHOOD) and the Latino Hotel Association.

To help expand opportunities for women seeking hotel ownership and investment, we're supporting programmes including She Has A Deal and AHLA's ForWard.



As our industry grows, we need to enable more success for our diverse ownership base. Barriers such as a lack of access to capital and the right networks put these owners at a disadvantage. The IHG LIFT programme is specifically designed to help ease the path to ownership, and ultimately support owners. Diversifying ownership is not only better for IHG, it also lifts up our entire industry."



Julienne Smith,
Chief Development Officer,
Americas

Supporting colleagues to prioritise their wellbeing and that of others

In 2022, we launched myWellbeing – our commitment to support our people in a range of important areas, including their health, lifestyle and workplace.



88%

of our colleagues feel IHG takes care of their wellbeing



Supporting our colleagues in prioritising their own wellbeing and that of others

Since launching MyWellbeing, we've established regular touchpoints to encourage employees to take care of their mental health, made enhancements to our UK healthcare plan (including the addition of IVF treatment and gender dysphoria) and continued to champion initiatives such as Focused Fridays, where we limit meetings, and Recharge Days, where colleagues have a day to do whatever they need to unwind.

These initiatives have helped us achieve a 3% increase in our Wellbeing Index scores for all of our colleagues, and a 2% increase to 89% for our hotel colleagues on last year's scores.

Looking ahead, we're embedding myWellbeing across our people practices, including our learning curriculum, and creating action plans to address wellbeing hot spots identified through colleague feedback.

We're also continuing to provide support in areas including financial wellness and mental health, and celebrate global and regional events, such as World Mental Health Day and International Menopause Day.



Driving respect for and advancing human rights

An integral part of our global commitment to responsible business is driving respect for and advancing human rights in accordance with internationally recognised standards.



Our Human Rights Policy sets out our commitment to respect the human rights of all individuals impacted by our business activities – our guests, colleagues, workers in the supply chain, and the communities in which we operate. It also clarifies our expectation that those with whom we do business – including our suppliers, owners and franchisees – uphold similar standards.

We seek to advance human rights by working with others to strengthen our practices and address common industry challenges. By undertaking ongoing due diligence, we are able to identify and take action to address negative human rights impacts associated with our people.

Our Responsible Labour Requirements explain how to put our human rights commitment into practice. These aim to provide our colleagues with a positive experience throughout their IHG journeys by setting minimum standards to ensure they are recruited responsibly, have decent staff accommodation (where provided), and are able to freely voice any concerns.

For further information, please refer to [IHG's Modern Slavery Statements](#).

Prevention through partnerships

In support of our commitment to drive respect for and advance human rights, we have announced renewed partnerships with leading organisations PACT (formerly ECPAT-USA) and Polaris, which strengthen our ongoing efforts to prevent human trafficking.



IHG has already supported both organisations through the donation of IHG One Rewards points to help them provide refuge for those escaping dangerous situations. Now, the forging of even closer ties has led to senior advisors from both PACT and Polaris joining our anti-human trafficking steering committee, through which they're providing expertise to strengthen our initiatives to deter trafficking via identification and reporting.

IHG is the only hospitality sponsor of Polaris' National Survivor Study, which compiled detailed expert and evidence-based research to help combat trafficking.

We were also proud to co-host survivors, business leaders, advocates and law enforcement officials for the Survivors Speak – Human Trafficking Insights for Impactful Change event in Atlanta, attended by our CEO, Elie Maalouf, and other IHG leaders, along with government officials and industry partners.



Now, the forging of even closer ties has led to senior advisors from both PACT and Polaris joining our anti-human trafficking steering committee”



United Nations
Global Compact

IHG is a member of the United Nations Global Compact (UNGC) and is committed to its 10 principles in relation to human rights, environment and anti-corruption.



IHG is a member of the Sustainable Hospitality Alliance (SHA) and actively participates in standing committees and working groups to collaborate with industry peers.

Beyond our business

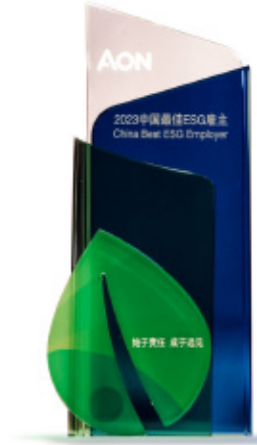
We have committed our support to a range of influential business and industry movements...



CEO **ACT!ON** FOR DIVERSITY & INCLUSION



External recognition for our efforts (so far)...



#2 on The Financial Times Europe's Diversity Leaders 2024: An outstanding achievement based on an independent ranking that highlights employers who have taken real action to promote change and create an inclusive environment.

Forbes World's Best Companies for Women 2023: We were honoured to receive this coveted accolade regarding which more than 70,000 women from 37 countries across 4,000 organisations were surveyed.

2023 Human Rights Campaign Corporate Equality Index survey: We were proud to receive a perfect 100 score for the ninth consecutive year in the US and third year running in MLAC.

In the US, we have been named one of the **Best Workplaces for Parents for large companies by Great Place To Work®.**

In Greater China, we were honoured to be named **Aon China Best ESG Employer.**

Yahoo!/ INvolve EMpower Role Model List: Yasmin Diamond, EVP Global Corporate Affairs, was listed among global leaders who are breaking down barriers and smashing the ceiling for people of colour within the business.

Peggy Berg Castell Award: Julienne Smith, Chief Development Officer, Americas, was the 2023 recipient. Presented by the AHLA Foundation, the award highlights women trailblazers who are paving the way for others to rise to the top of the hospitality industry.

WeAreTheCity The Rising Stars 2023: Three of our UK corporate colleagues were listed as winners in the Rising Stars of Hospitality category.

Fortune Best Workplaces for Women 2023: We were proud to receive this prestigious award.

Checking-IN 50 LGBTQ+ Hospitality Champions List: Two colleagues were named as individuals who are progressing LGBTQ+ rights in the hospitality industry.

European Diversity Awards: Our Lean In UK & Europe ERG was shortlisted for the European Diversity Awards' Outstanding Employee Network of the year category.

We believe everyone can thrive.
Let's do it together...

Please share your ideas and questions GlobalDEI@ihg.com

