

# Celebrating difference at IHG

## Our global Diversity and Inclusion policy



### Policy statement

**IHG is a global business with a global outlook. Working in hotels and offices in almost 100 countries, our colleagues represent multiple nationalities, as well as the many cultures, religions, races, sexual orientation, backgrounds and beliefs that make the world such an interesting place. It makes for a diverse and inclusive culture we're proud of, and it's why our purpose is to provide True Hospitality for everyone.**

We're a business all about people – 375,000 colleagues who together create a diverse and inclusive culture that's valued by millions of guests staying in our hotels, thousands of owners investing with us, and the talent of tomorrow who choose to work with us. We just wouldn't be able to achieve great things if we were all the same. D&I is crucial to who we are, how we work together and how we grow our business.

**Diversity is more than different characteristics. It encompasses our openness to and appreciation of the different perspectives, cultures, experiences, backgrounds and attributes of our employees, business partners and guests alike. Inclusion is the environment we have created to welcome and celebrate the diversity of our people, who work together to True Hospitality for everyone.**

### Our values

As one team, we work to a set of values we believe are important to IHG and our guests. Do the right thing, Show we care, Aim higher, Celebrate difference, and Work better together. These values guide everything we do – from how we work together, to how we support and recognise our people, and make sure they learn new things and grow. Our commitment to Celebrate difference emphasises that we:

- Welcome different perspectives and listen to everyone's ideas;
- Are respectful of all cultures and look to learn from others; and
- Play an active role in the communities in which we operate

As a company operating in the service sector, we know that it is our people that deliver our brand promises to our guests. Every colleague makes a difference and we want them to bring the same passion and energy they have for their hobbies and interests to their work. In return, we have made a commitment to give our IHG employees the 'Room to be yourself' by creating an environment where our people can bring their unique personality to work.

### Scope

This policy applies to people directly employed by an IHG group company. We encourage our franchised operations and those managed hotels where we do not directly employ people to follow the principles outlined in this policy.

### How we support Diversity and Inclusion

#### Diversity practices

Our recruitment, development and reward practices, and our approach to working arrangements, are designed to attract, develop and retain diverse talent and to embrace individual needs at different career and life stages.

#### Diversity training and education

We work to educate our employees about the benefits that diversity and inclusion brings to our business and support interventions that improve diversity and inclusion in our places of work.

#### Diversity and inclusion sponsorship

As an organisation we seek to create a diverse and inclusive environment and doing so is the responsibility of the Board, Executive Committee and all of our employees. The Executive sponsor of our Diversity and Inclusion agenda is our Chief Human Resources Officer, who is a member of our Executive Committee. As of 2018, we have also have a D&I Board in place, chaired by our Group CEO, which is focused on setting IHG's focus areas and priorities in this space.

#### External relationships

Wherever we operate, we are committed to developing productive, mutually beneficial and long-term relationships with diverse groups of stakeholders. We work to accommodate the different cultures, lifestyles, heritage and preferences of local communities.

#### Compliance, monitoring and reporting

It is our policy to comply with international, national and local regulatory requirements and where required, any affirmative action as stipulated by local laws. We set measurable objectives for achieving diversity and inclusion for the Board and the Group and we review our progress against them each year.

#### Equal opportunities

We are an equal opportunity employer. We employ people on the basis of the role requirements. We select people for roles based on their skills, qualifications and experience. It is our policy not to discriminate against individuals on the basis of race, colour, ethnic or national origin, gender, sexual orientation, gender identity or expression, age, religion, marital status or disability or any other characteristic/group as defined by a country's legislation.

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