

# Our Global Diversity, Equity, Inclusion and Equal Opportunities Policy

Global - All Colleagues



Celebrating and embracing difference.

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# Introduction

IHG is committed to promoting a culture of inclusion where everyone feels safe, respected and valued. We represent multiple nationalities and the many cultures, religions, races, sexualities, abilities, backgrounds and beliefs that make the world such a wonderful place. We understand the importance of having a culture that values Diversity, Equity and Inclusion and we take pride in ensuring our colleagues feel this in their working environments at IHG.

## 1. Who is this policy for?

This policy applies to anyone who is directly employed by an IHG Hotels & Resorts company or works in an IHG managed hotel.

## 2. What is diversity?

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 deliver True Hospitality for good.

## 3. What is an inclusive and equitable culture?

We are committed to providing an inclusive culture where all colleagues feel safe, included, valued and respected – not just because it's the right thing to do, or the best way to behave – but because people are the best version of themselves when they feel these things.

An equitable culture is one in which everyone has access to the same opportunities. We're clear in our commitment as a company to ensure we're fair in how we treat, compensate and develop our colleagues.

## 4. What are IHG's ambitions and commitments?

Our ambition is simple –to champion a diverse culture where everyone can thrive.

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

We will:

- > Actively support diversity and inclusion to ensure that all our colleagues are valued and treated with dignity and respect.
- > Strive continually to provide people with a working environment that is free from racism, harassment and discrimination.
- > Foster an environment where our colleagues can work together to maintain an inclusive working environment where everyone's unique contribution is valued.
- > Ensure that all decisions affecting a colleagues' employment are made fairly and are based on an individual's ability and performance.
- > Provide all colleagues with the opportunity to join our Employee Resource Groups.
- > Provide colleagues with disabilities the appropriate support where reasonable and practicable to do so and in accordance with local requirements.
- > Ensure our recruitment, development and reward practices, and our approach to working arrangements, are designed to attract, develop, and retain diverse talent.
- > Work to educate our colleagues about the benefits that diversity and inclusion brings to our business and support interventions that improve diversity and inclusion in our places of work.

- > Ensure all colleagues are aware of this policy and complete any relevant training in relation to diversity and inclusion.
- > Ensure our customers experience an inclusive welcome and stay provided by our colleagues

IHG's Global DE&I board chaired by our CEO and our regional boards, feature representatives from across our company who offer a breadth of experience from different cultures, industries and organisation. They work with stakeholders to ensure we continue to honour our DE&I commitments and strive for best practice.

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 our diversity and inclusion commitments and we review our progress against them each year.

## Our 2030 commitments

We will continue to drive the changes that champion a diverse culture where everyone can thrive, by:

- > 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

## 5. What are my responsibilities?

Wherever you work within the business and regardless of your role we all have a part to play to ensure we are developing and sustaining an inclusive and diverse culture where individuals are recognised for their individual talents and can feel comfortable to bring their authentic, true self to work. We therefore should all:

- > Foster and build an environment of inclusion
- > Treat all colleagues fairly, equally and with respect
- > Ensure that all communications reflect in the language and images, the diversity of our people
- > Understand how you and your role can contribute to the diversity, equity and inclusion agenda/commitments
- > Be self-aware of our conscious and unconscious biases and actively seek to address these to ensure you treat colleagues fairly, equally and with respect

### For managers:

- > Attract, develop and retain talented and diverse people within our business.
- > Ensure that any behaviour or conduct which goes against our policies, Code or commitments is dealt with promptly and appropriately.
- > Encourage leaders and managers to actively seek out and consider different views and perspectives to inform better decision-making

## 6. What are equal opportunities and how do we support them?

At IHG Hotels & Resorts, we are proud to be an equal opportunity employer. We firmly believe that all our colleagues deserve to be treated equally and have the same opportunities to develop and grow their skills within our business and provide equal employment opportunities to all applicants and colleagues without regard to an individual's, 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 law.

We are committed to ensuring that during all aspects of employment including recruitment, training and development our equal opportunity principles are applied.

## 7. How do I raise any concerns I have about diversity, equity and inclusion issues?

If you have any concerns you should talk to your line manager immediately. If your complaint is in relation to your manager or you feel uncomfortable speaking to them, you should speak to your HR Business Partner or

to a senior manager within your function as this is often the most effective way of obtaining a response. However, for certain matters, we recognize that it may not always be appropriate to do this. In these instances, a confidential report can be filed, with the option to report anonymously if you wish (where allowed by law), through the IHG Confidential Reporting Hotline.

Any reports will be thoroughly investigated, and anyone found to be breaching this policy may be subject to appropriate action which could lead to the termination of their employment.

If you have made or supported a complaint in good faith, you will be protected from retaliation (victimisation). Retaliation against a colleague for reporting or complaining about discrimination or for assisting in an investigation about a complaint (other than in case of willful misrepresentation) will not be tolerated. Such misconduct may result in disciplinary action, up to and including termination.

Occasionally, once an investigation has taken place, it may be found that a malicious and/or false complaint has been made. Any individual found to have made such a complaint may be subject to disciplinary/conduct procedures.

### Related reading and supporting documents

- > Respect in the Workplace Policy