

# Our Global Inclusion 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 promotes openness, integrity and values 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 inclusion?

Inclusion is more than different characteristics. It encompasses our openness to and appreciation of the different perspectives, cultures, experiences, backgrounds, geographies, identities and attributes of our employees, business partners and guests alike. Inclusion is the actions we take to create the environment that welcomes and celebrates the differences among our people, who work together to deliver True Hospitality for good.

### 3. What is an inclusive 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 and experience these things. An inclusive culture is also one in which everyone has equal access to 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 an inclusive culture where everyone can thrive.

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

We will:

- > Actively support our commitment to inclusion by ensuring that all our colleagues are valued and treated with dignity and respect.
- > Strive continually to provide everyone 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, and in accordance with local requirements.
- > Provide all colleagues with the opportunity to join or be an ally of 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 colleagues based on individual ability and performance.
- > Work to educate our colleagues about the benefits an inclusive culture brings to our business.

- > Ensure all colleagues are aware of this policy.
- > Ensure our customers experience an inclusive welcome and stay provided by our colleagues.

IHG's Global Inclusion board chaired by our CEO and our regional committees, feature representatives from across our company who offer a breadth of experience from different cultures, geographic locations, industries and organisations. They work with stakeholders to ensure we continue to honour our commitments to inclusion and strive for best practice.

It is our policy to comply with international, national and local regulatory requirements and laws. We review our inclusion commitments each year.

## Our 2030 commitments

We will continue to champion an inclusive culture where everyone can thrive, by:

- > Cultivating a culture of inclusion and equal opportunity for our colleagues and owners.
- > 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 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 range of cultural and regional differences of our people.
- > Understand how you and your role can contribute to cultivating a culture of inclusion.
- > In line with our Code and other policies, ensure you act with openness and integrity and treat all colleagues fairly, equally and with respect.

### For managers:

- > Attract, develop and retain colleagues within our business that make meaningful contributions to our culture, purpose and strategy.
- > 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 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 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/ Manager or to a senior manager/team member 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:

- > Online reports can be filed at [www.ihgethics.com](http://www.ihgethics.com)
- > Mobile reports can be made with this QR code:
- > For online and mobile reports, you can file a report online using your local language and translators will translate your report into English.
- > Telephone reports can be made using the toll-free number for your country.
- > This number can be found on the IHG ethical concerns poster displayed in your hotel or office or online at [www.ihgethics.com](http://www.ihgethics.com). If you need translation services, you must say the name of your preferred language in English when the operator answers the phone. You will then be passed to a translator who will speak your preferred language.



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 Resources

- > Respect in the Workplace Policy
- > [Inclusion Resource Hub](#).

### Policy / Guide Information

**Effective Date:** April 2025.

**Supersedes:** Global Diversity, Equity, Inclusion and Equal Opportunity Policy, dated November 2024.

### Policy /Guide ownership and confidentiality

Policy / Guide Owner: VP Inclusion

This policy is owned by IHG. If you have a printed copy, please check Our People Tools to make sure you have the most up to date version available.