

Business and Human Rights Resource Centre
2018 Questions for Hotel Companies in the UAE
Migrant Worker Rights

At IHG, doing business responsibly is a core part of our culture. It underpins our entire strategy and our commitment to providing True Hospitality for everyone. To us it is essential to ensure that the way we operate is trusted by our guests, our business partners, the communities we work in and our colleagues.

Our Code of Conduct sets out the ethical values and expected standards of behaviour that help us to act responsibly at all times. It includes information on our key global policies, such as Human rights and modern slavery, Respect in the workplace, Diversity and inclusion and Safety and security. IHG has had a human rights policy since 2009. This policy, along with the IHG Code of Conduct, sets out our commitment in this area in relation to voluntary freedom of association, working conditions, forced labour and the exploitation of children. In 2017, we updated our Code of Conduct to include increased focus on modern slavery and set out our zero-tolerance approach. The human rights policy and Code both apply globally to our directors, officers and employees and our managed hotels, and they are publicly available at www.ihgplc.com.

We are committed to protecting human rights:

- We have had a Human Rights Policy since 2009.
- We became a signatory to the UN Global Compact in 2010, aligning our operations and strategies with the 10 universal principles that include commitments to human rights and labour standards.
- In 2011, we began our long-standing collaboration with our industry peers on human rights via the International Tourism Partnership (ITP) Working Group on Human Trafficking. In 2016, this group expanded in focus to incorporate broader human rights issues and IHG made a public commitment to the ITP goals on human rights. www.tourismpartnership.org/global-goals/
- In 2013, we commissioned Maplecroft to complete an external assessment of those human rights risks most relevant for the travel and hospitality industry, both globally and regionally.
- In 2014, we introduced a brand standard requiring all our hotels to have, display and make colleagues aware of a human rights policy.
- In 2015, we introduced human rights e-learning focused on human rights and modern slavery available to all IHG branded hotels globally.
- In 2016, we developed a suite of on-property materials to raise awareness of IHG's approach to human rights and to help colleagues identify signs of modern slavery, with guidance on reporting concerns.
- In 2017, we updated our Code of Conduct to include a zero-tolerance approach to modern slavery.
- In 2018, IHG has publicly committed to ITP's Principles on Forced Labour, and these are:

1. Every worker should have freedom of movement.

The ability of workers to move freely should not be restricted by their employer through abuse, threats and practices such as unlawful retention of passport and valuable possessions.

2. No worker should pay for a job.

Fees and costs associated with recruitment and obtaining employment should not be paid by workers.

3. No worker should be indebted or coerced to work.
Workers should work voluntarily, be informed of their employment terms and conditions in advance without misrepresentation, and paid regularly as agreed and in accordance with any applicable laws and regulations.

IHG's UAE hotels

As at 30 September, 2018

We have 21 IHG hotels in UAE, and IHG manages 13 of those.

No.	Name of hotel	Business model
1	Holiday Inn Abu Dhabi	Managed
2	InterContinental Abu Dhabi	Managed
3	Staybridge Abu Dhabi - Yas Island	Managed
4	Crowne Plaza Abu Dhabi - Yas Island	Managed
5	Holiday Inn Dubai - Downtown Dubai	Managed
6	Crowne Plaza Dubai - Festival City	Managed
7	Crowne Plaza Dubai - Deira	Managed
8	Holiday Inn Dubai Festival City	Managed
9	InterContinental Dubai Festival City	Managed
10	Holiday Inn Bur Dubai - Embassy District	Managed
11	InterContinental Dubai Marina	Managed
12	InterContinental Residence Suites Dubai F.C	Managed
13	InterContinental Fujairah Resort	Managed
14	Holiday Inn Abu Dhabi Downtown	Franchised
15	Crowne Plaza Abu Dhabi	Franchised
16	Holiday Inn Dubai - Al Barsha	Franchised
17	Crowne Plaza Dubai	Franchised
18	Holiday Inn Express Dubai Airport	Franchised
19	Holiday Inn Express Dubai - Internet City	Franchised
20	Holiday Inn Express Dubai - Jumeirah	Franchised
21	Holiday Inn Express Dubai - Safa Park	Franchised

IHG franchised hotels are independently owned and operated, with the employees of these hotels employed by owners rather than by IHG directly. In managed hotels, the General Manager is typically employed by IHG, and they are responsible for overseeing the overall operations of the hotels.

IHG takes part in labour compensation and benefit surveys to ensure it is benchmarked competitively and adequately in the locations where it operates including the UAE. We review compensation and reward practices annually and we provide hotels with a pay tool that includes policy and guidance on pay levels linked to position, grade and employment type.

IHG has entered into partnerships with different organisations in the UAE including the Ministry of HR & Emiratisation, the Dubai College of Tourism, and others, to employ Emirati in its workforce. Hotels also employ foreign workers from a number of different countries.

IHG has a confidential reporting system that allows employees and workers to report violations on wage and pay, other employment related matters, and any ethical concerns or violations of the Code of Conduct. This is available online or via a global toll free number. IHG does not permit retaliation against employees making good faith reports of suspected breaches of the Code, even if it may result in a loss of business to IHG.