

# GRI report

## STANDARD DISCLOSURES PART I: Profile Disclosures








### Key

 Full coverage
  Partial coverage
  No coverage
 N/A Not applicable to this

### 1.0 Strategy and analysis

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure
1.1	Statement from the most senior decision-maker of the organisation.		CEO Statement
1.2	Description of key impacts, risks, and opportunities.		Annual Report and Form 20-F 2014 Our approach Our strategy What matters to us  <a href="http://www.ihgplc.com/ourapproach">www.ihgplc.com/ourapproach</a> <a href="http://www.ihgplc.com/whatmatterstous">www.ihgplc.com/whatmatterstous</a>

### 2.0 Organisational profile

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure
2.1	Name of the organisation.		Annual Report and Form 20-F 2014 2014 Responsible Business Report: Introduction About IHG
2.2	Primary brands, products, and/or services.		Annual Report and Form 20-F 2014 2014 Responsible Business Report: About IHG
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures.		<a href="http://www.ihgplc.com">www.ihgplc.com</a> – Our structure
2.4	Location of organisation's headquarters.		Annual Report and Form 20-F 2014
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.		Annual Report and Form 20-F 2014
2.6	Nature of ownership and legal form.		<a href="http://www.ihgplc.com">www.ihgplc.com</a> – Investor relations
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		Annual Report and Form 20-F 2014
2.8	Scale of the reporting organisation.		Annual Report and Form 20-F 2014

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## 2.0 Organisational profile

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	●	Annual Report and Form 20-F 2014
2.10	Awards received in the reporting period.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Our stories  <a href="http://www.ihgplc.com/news">www.ihgplc.com/news</a>

## 3.0 Report parameters

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	●	<a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a>
3.2	Date of most recent previous report (if any).	●	2014 Responsible Business Report  <a href="http://www.ihgplc.com/responsiblebusiness">www.ihgplc.com/responsiblebusiness</a>
3.3	Reporting cycle (annual, biennial, etc.)	●	<a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a>
3.4	Contact point for questions regarding the report or its contents.	●	<a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a>
3.5	Process for defining report content.	●	<a href="http://www.ihgplc.com/ourapproach">www.ihgplc.com/ourapproach</a> <a href="http://www.ihgplc.com/whatmatterstous">www.ihgplc.com/whatmatterstous</a>
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	●	<a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a>
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	●	<a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a>
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	●	Annual Report and Form 20-F 2014  <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a>
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	◐	2014 Responsible Business Report; Our performance  <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a>
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report; Our performance  <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a>

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## 3.0 Report parameters

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report; Our performance  <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a>
3.12	Table identifying the location of the Standard Disclosures in the report.	●	2014 Responsible Business Report; Our performance  <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/ reportingandperformance</a> <a href="http://www.ihgplc.com/gritable">www.ihgplc.com/gritable</a>

## 4.0 Governance, Commitments, and Engagement

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a>
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a>
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a>
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a>
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance).	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a>
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a>
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	◐	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a>

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## 4.0 Governance, Commitments, and Engagement

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a> <a href="http://www.ihgplc.com/policies">www.ihgplc.com/policies</a> <a href="http://www.ihg.com/winningways">www.ihg.com/winningways</a>
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a> <a href="http://www.ihgplc.com/policies">www.ihgplc.com/policies</a>
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	●	Annual Report and Form 20-F 2014 2014 Responsible Business Report: Governance  <a href="http://www.ihgplc.com/governance">www.ihgplc.com/governance</a>
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses.	◐	2014 Responsible Business Report: Stakeholder engagement
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	●	2014 Responsible Business Report: Stakeholder engagement  <a href="http://www.ihgplc.com/stakeholderengagement">www.ihgplc.com/stakeholderengagement</a>
4.14	List of stakeholder groups engaged by the organisation.	●	2014 Responsible Business Report: Stakeholder engagement  <a href="http://www.ihgplc.com/stakeholderengagement">www.ihgplc.com/stakeholderengagement</a>
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	2014 Responsible Business Report: What matters to us Stakeholder engagement  <a href="http://www.ihgplc.com/stakeholderengagement">www.ihgplc.com/stakeholderengagement</a>
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	◐	2014 Responsible Business Report: What matters to us Stakeholder engagement  <a href="http://www.ihgplc.com/stakeholderengagement">www.ihgplc.com/stakeholderengagement</a> <a href="http://www.ihgplc.com/whatmatterstous">www.ihgplc.com/whatmatterstous</a>
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	●	2014 Responsible Business Report: What matters to us Stakeholder engagement  <a href="http://www.ihgplc.com/stakeholderengagement">www.ihgplc.com/stakeholderengagement</a> <a href="http://www.ihgplc.com/whatmatterstous">www.ihgplc.com/whatmatterstous</a>






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## STANDARD DISCLOSURES PART II: Performance Indicators


### Key

 Full coverage
  Partial coverage
  No coverage
 N/A Not applicable to this

### Economic






Indicator	Disclosure	Level of Reporting	Location of disclosure
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.		Annual Report and Form 20-F 2014 2014 Responsible Business Report: Sustainable communities  <a href="http://www.ihgplc.com/sustainablecommunities">www.ihgplc.com/sustainablecommunities</a>
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.		2014 Responsible Business Report: Environmental sustainability  <a href="http://www.ihgplc.com/environmentalsustainability">www.ihgplc.com/environmentalsustainability</a>
EC3	Coverage of the organisation's defined benefit plan obligations.		Annual Report and Form 20-F 2014
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		2014 Responsible Business Report: Responsible Procurement  <a href="http://www.ihgplc.com/responsibleprocurement">www.ihgplc.com/responsibleprocurement</a>
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.		2014 Responsible Business Report: What matters to us Environmental sustainability Sustainable Communities  <a href="http://www.ihgplc.com/whatmatterstous">www.ihgplc.com/whatmatterstous</a> <a href="http://www.ihgplc.com/environmentalsustainability">www.ihgplc.com/environmentalsustainability</a> <a href="http://www.ihgplc.com/sustainablecommunities">www.ihgplc.com/sustainablecommunities</a>

### Environmental

Indicator	Disclosure	Level of Reporting	Location of disclosure
EN3*	Direct energy consumption by primary energy source.		2014 Responsible Business Report: Our performance  <a href="http://www.ihgplc.com/carbonandenergy">www.ihgplc.com/carbonandenergy</a> <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/reportingandperformance</a>

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## Environmental

Indicator	Disclosure	Level of Reporting	Location of disclosure
EN4*	Indirect energy consumption by primary source.		2014 Responsible Business Report: Our performance  <a href="http://www.ihgplc.com/carbonandenergy">www.ihgplc.com/carbonandenergy</a> <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/reportingandperformance</a>
EN5	Energy saved due to conservation and efficiency improvements.		Annual Report and Form 20-F 2014 2014 Responsible Business Report: Our performance  <a href="http://www.ihgplc.com/carbonandenergy">www.ihgplc.com/carbonandenergy</a> <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/reportingandperformance</a>
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.		2014 Responsible Business Report: Environmental sustainability  <a href="http://www.ihgplc.com/ihggreenengage">www.ihgplc.com/ihggreenengage</a> <a href="http://www.ihgplc.com/carbonandenergy">www.ihgplc.com/carbonandenergy</a> <a href="http://www.ihgplc.com/ourstories">www.ihgplc.com/ourstories</a>
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.		2014 Responsible Business Report: Environmental sustainability  <a href="http://www.ihgplc.com/ihggreenengage">www.ihgplc.com/ihggreenengage</a> <a href="http://www.ihgplc.com/carbonandenergy">www.ihgplc.com/carbonandenergy</a> <a href="http://www.ihgplc.com/ourstories">www.ihgplc.com/ourstories</a>
EN8	Total water withdrawal by source.		2014 Responsible Business Report: Environmental sustainability  <a href="http://www.ihgplc.com/ihggreenengage">www.ihgplc.com/ihggreenengage</a> <a href="http://www.ihgplc.com/water">www.ihgplc.com/water</a> <a href="http://www.ihgplc.com/ourstories">www.ihgplc.com/ourstories</a>
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.		<a href="http://www.ihgplc.com/environmentalsustainability">www.ihgplc.com/environmentalsustainability</a>
EN16**	Total direct and indirect greenhouse gas emissions by weight.		2014 Responsible Business Report: Our performance  <a href="http://www.ihgplc.com/carbonandenergy">www.ihgplc.com/carbonandenergy</a> <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/reportingandperformance</a>
EN17**	Other relevant indirect greenhouse gas emissions by weight.		2014 Responsible Business Report: Our performance  <a href="http://www.ihgplc.com/carbonandenergy">www.ihgplc.com/carbonandenergy</a> <a href="http://www.ihgplc.com/reportingandperformance">www.ihgplc.com/reportingandperformance</a>
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.		2014 Responsible Business Report: Environmental sustainability  <a href="http://www.ihgplc.com/ihggreenengage">www.ihgplc.com/ihggreenengage</a> <a href="http://www.ihgplc.com/carbonandenergy">www.ihgplc.com/carbonandenergy</a> <a href="http://www.ihgplc.com/ourstories">www.ihgplc.com/ourstories</a>

\* EN3 & EN4 are reported as a total figure

\*\* EN16 & EN17 are reported as a total figure

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## Environmental



Indicator	Disclosure	Level of Reporting	Location of disclosure
EN23	Total number and volume of significant spills.	●	No spills occurred
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	◐	2014 Responsible Business Report: Environmental sustainability  <a href="http://www.ihgplc.com/ihggreenengage">www.ihgplc.com/ihggreenengage</a> <a href="http://www.ihgplc.com/ourstories">www.ihgplc.com/ourstories</a>
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	●	None

## Social: Labour Practices and Decent Work

Indicator	Disclosure	Level of Reporting	Location of disclosure
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	◐	Annual Report and Form 20-F
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	◐	Annual Report and Form 20-F
LA4	Percentage of employees covered by collective bargaining agreements.	●	Annual Report and Form 20-F 2014 Responsible Business Report 2014 Our people  <a href="http://www.ihgplc.com/humanrights">www.ihgplc.com/humanrights</a>
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	●	Annual Report and Form 20-F 2014 Responsible Business Report 2014 Our people  <a href="http://www.ihgplc.com/humanrights">www.ihgplc.com/humanrights</a>
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	◐	Annual Report and Form 20-F 2014 Responsible Business Report 2014  <a href="http://www.ihgplc.com/riskmanagement">www.ihgplc.com/riskmanagement</a>
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	Annual Report and Form 20-F 2014 Responsible Business Report 2014 Our people  <a href="http://www.ihgplc.com/ourpeople">www.ihgplc.com/ourpeople</a>
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	◐	Annual Report and Form 20-F 2014 Responsible Business Report Our performance

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## Social: Human Rights

Indicator	Disclosure	Level of Reporting	Location of disclosure
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.		No quantitative data. 2014 Responsible Business Report Responsible procurement  <a href="http://www.ihgplc.com/responsibleprocurement">www.ihgplc.com/responsibleprocurement</a>
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.		No quantitative data. 2014 Responsible Business Report Responsible procurement  <a href="http://www.ihgplc.com/humanrights">www.ihgplc.com/humanrights</a>

## Social: Society

Indicator	Disclosure	Level of Reporting	Location of disclosure
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.		2014 Responsible Business Report Sustainable communities  <a href="http://www.ihgplc.com/sustainablecommunities">www.ihgplc.com/sustainablecommunities</a>
S05	Public policy positions and participation in public policy development and lobbying.		2014 Responsible Business Report Environmental sustainability  <a href="http://www.ihgplc.com/environmentallegislation">www.ihgplc.com/environmentallegislation</a>
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		IHG makes no political donations

## Social: Product Responsibility

Indicator	Disclosure	Level of Reporting	Location of disclosure
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		Annual Report and Form 20-F




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## STANDARD DISCLOSURES PART III: Disclosures on Management Approach (DMAs)


### Key

 Full coverage
  Partial coverage
  No coverage
 N/A Not applicable to this


### *Disclosure on Management Approach EC*

Disclosure	Level of Reporting	Location of disclosure
Economic performance, Market presence, Indirect economic impacts		Annual Report and Form 20-F

### *Disclosure on Management Approach EN*


Disclosure	Level of Reporting	Location of disclosure
Materials, Energy, Water, Biodiversity, Emissions, effluents and waste, Products and services, Compliance, Transport, Overall.		2014 Responsible Business Report Environmental sustainability Carbon and energy Water Waste IHG Green Engage™ system Environmental legislation  <a href="http://www.ihgplc.com/environmentalsustainability">www.ihgplc.com/environmentalsustainability</a> <a href="http://www.ihgplc.com/carbonandenergy">www.ihgplc.com/carbonandenergy</a> <a href="http://www.ihgplc.com/waste">www.ihgplc.com/waste</a> <a href="http://www.ihgplc.com/ihgreenengage">www.ihgplc.com/ihgreenengage</a> <a href="http://www.ihgplc.com/environmentallegislation">www.ihgplc.com/environmentallegislation</a>

### *Disclosure on Management Approach LA*


Disclosure	Level of Reporting	Location of disclosure
Employment, Labour/management relations, Occupational health and safety, Training and education, Diversity and equal opportunity, Equal remuneration for women and men.		Annual Report and Form 20-F Our people Human rights Risk management  <a href="http://www.ihgplc.com/ourpeople">www.ihgplc.com/ourpeople</a> <a href="http://www.ihgplc.com/humanrights">www.ihgplc.com/humanrights</a> <a href="http://www.ihgplc.com/riskmanagement">www.ihgplc.com/riskmanagement</a>

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## Disclosure on Management Approach HR

Disclosure	Level of Reporting	Location of disclosure
Investment and procurement practices, Non-discrimination, Freedom of association and collective bargaining, Child labour, Prevention of forced and compulsory labour		Annual Report and Form 20-F 2014 Responsible Business Report How we do business Our people Responsible procurement Human rights  <a href="http://www.ihgplc.com/ourpeople">www.ihgplc.com/ourpeople</a> <a href="http://www.ihgplc.com/responsibleprocurement">www.ihgplc.com/responsibleprocurement</a> <a href="http://www.ihgplc.com/humanrights">www.ihgplc.com/humanrights</a>

## Disclosure on Management Approach SO

Disclosure	Level of Reporting	Location of disclosure
Corruption, Public policy, Anti-competitive behaviour, Compliance, Customer Health and safety		Annual Report and Form 20-F 2014 Responsible Business Report Sustainable communities Risk management  <a href="http://www.ihgplc.com/sustainablecommunities">www.ihgplc.com/sustainablecommunities</a>

## Disclosure on Management Approach PR

Disclosure	Level of Reporting	Location of disclosure
Customer Health & Safety, Compliance		Annual Report and Form 20-F 2014 Responsible Business Report Risk management  <a href="http://www.ihgplc.com/riskmanagement">www.ihgplc.com/riskmanagement</a>

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