

18 August 2020

Thank you for your e-mail dated 12 August 2020, and for taking the time to write to IHG regarding the reference to the InterContinental Doha within the opinion piece: 'Getting Lucky: Client, not employer, decides where you live', as published by <https://www.migrant-rights.org/> on 27 July 2020. We have read the piece carefully, including the references to the living conditions of the GSS Certis security personnel described by the author.

IHG has a long-standing commitment to respecting human rights and responsible business practices and we expect those we do business with to uphold similar standards. We recognise that migrant workers can be more vulnerable with respect to labour practices and working conditions and, accordingly, this is an important area of focus for us. This includes working to ensure we have appropriate policies and processes in place to address these risks and providing hotels with appropriate tools and resources on these topics. Specifically within Qatar, IHG and our hotels have been participating in a project coordinated by the International Labour Organisation, which is focused on developing resources and guidance for the hospitality industry in areas such as worker welfare and recruitment practices as well as supplier due diligence.

We would therefore like to reassure you that we are taking seriously the concerns raised in the article, as we would with any issues of this type. In this regard we can confirm that, in response to Covid-19 and as part of the hotel's containment measures, some GSS Certis security personnel are currently being housed in IHG staff accommodation, rather than the accommodation provided by GSS Certis. With regard to other GSS Certis workers, we are actively following up with the InterContinental Doha, our teams and partners on the ground, to investigate further the specifics of the concerns raised in the article. We are also in the process of following up with GSS Certis and at this point our investigation remains ongoing.

We thank you again for bringing these concerns to our attention.

