

## Survey questions

1. Please describe the scope of your operations and supply chains in Qatar, including whether you or your projects will be increasing the rate of recruitment in Qatar ahead of the World Cup and/or across the Gulf, by how much and in what timeframe.

There are 8 IHG-branded hotels in Qatar. These are all managed hotels – for more information on IHG ownership model see page 6 of our [2021 Modern Slavery Statement](#).

We expect hotels in Qatar to recruit additional workers in the coming months ahead of the 2022 FIFA World Cup.

2. Does your company have a publicly available policy which requires that no worker in its operations or supply chains should pay for a job, and that the costs of recruitment (i.e., recruitment fees and related costs) should be borne by the employer ("Employer Pays Principle")? Yes

If yes, please provide link to the policy – please see the [Human Rights policy](#) on the IHG plc website.

3. Please complete the below table with information on the recruitment agencies and labour suppliers used by yourself and business partners in Qatar since 2020. If you no longer use a particular agency or supply, please state why the contract/ business association was ended.

IHG hotels in Qatar use a number of labour suppliers and recruitment agencies. They engage with their suppliers to gain a better understanding of their practices. Due diligence guidance (including 'Promoting Fair Recruitment and Employment – A Guidance Tool for Hotels in Qatar' developed and published by ILO and IHRB) is available to all IHG hotels. In addition, hotel colleagues in Qatar, including General Managers and HR leads, received training on responsible recruitment key topics from the International Migration Organisation in 2021 (see page 20 in IHG's 2021 Modern Slavery Statement for more details).

4. Please describe the due diligence process you undertake to ensure that your recruitment standards are applied. In your answer, please address specifically:
  - a) Whether you carry out due diligence on recruitment agents in sending countries? Yes/No. If yes, please provide details.
  - b) Do you take proactive steps to prevent fee prevention? For example, do you pay recruitment fees direct to agents to ensure workers do not pay? If yes, please provide details.
  - c) What % of workers do you interview prior to employment specifically to establish if fees have been paid? (Please provide details of process.)
  - d) What % of workers do you interview during employment to specifically establish if fees have been paid? (Please provide details of process.)
  - e) Do you monitor the compliance of business partners? Yes/No. If yes, please describe your monitoring process.

IHG is committed to ongoing human rights due diligence, including relationships with third-party hotel owners, our own operations, and our supply chain. Additional information on our approach to due diligence is provided in IHG's [2021 Modern Slavery Statement](#).

We continue to focus on carrying out regional due diligence to assess workforce risks in our operations and labour supply chains. In 2021 we partnered with the Philippines Office of the International Organization for Migration (IOM), also known as the UN migration agency, and the Sustainable Hospitality Alliance (the Alliance) to participate in the “Aligning Lenses Toward Ethical Recruitment” (ALTER) project. This multi-stakeholder project focuses on the labour supply chain and recruitment process between the Philippines and the GCC countries, including Qatar, to better understand the migrant journey of Filipino workers.

Six IHG managed hotels from across Oman, Qatar, Kuwait, and United Arab Emirates participated in the project by completing the full assessment process, which included a set of questionnaires, 36 worker interviews, and a validation meeting, to provide more information on their Filipino workforce, recruitment practices and use of recruitment agencies. For details on this project please see page 14 of the 2021 Modern Slavery Statement.

The majority of IHG-branded hotels in Qatar have processes in place to informally interview all recruited workers during their onboarding period and/or 90 days post joining sessions. Please note that not all hotels recruit through third-party labour providers. In 2020, we updated our brand standard supporting guidance materials (applicable to all IHG branded hotels) to recommend that inductions for migrant workers should include interviews to determine whether recruitment related fees have been paid so that remedial action can be taken.

5. How many instances of recruitment fees paid by workers in Qatar has your due diligence process uncovered in 2020, 2021 and to date in 2022, and how much (if any) was paid back to workers during each year. What percentage of your workforce were found to have paid fees in each year?

During 2020-2022, we received a small number of reports from colleagues who incurred costs during their recruitment process. IHG engaged with the recruitment agencies to better understand their practices, and subsequently decided to suspend the relationship with two agencies due to their lack of transparent practices.

We continue to work closely with the Supreme Committee to identify vetted and endorsed third party labour suppliers to collaborate with.

6. After the Qatar World Cup, do you commit to disclosing information on recruitment risks identified during the preparations for and while the tournament was happening, including how many workers were discovered to have paid fees, how much they paid, and how much was paid back within six months of the risks being identified?

We consider that increased transparency is key in the way businesses are addressing risks to combat modern slavery. As an organisation committed to respect human rights, we are focused on advancing our due diligence and remedy approach, including providing transparency on our efforts in our engagements with stakeholders and public reporting. We anticipate including information on modern slavery risks relevant to our organisation,

including recruitment risks in our next modern slavery statement. Please see our pages 15 – 17 of our 2021 Moderns Slavery Statement for information on risks as well as page 20 for information on our preparation for the FIFA World Cup.