

Via email to the Business & Human Rights Resource Centre

6 July 2023

To whom it may concern,

Thank you for your email dated 15 June 2023, regarding concerns related to workers employed by USM Qatar. At IHG Hotels & Resorts, we are committed to conducting business responsibly, including respect for human rights throughout our operations. We take all reports concerning labour and human rights issues within our hotels and supply chains seriously and are committed to ongoing human rights due diligence.

We have investigated the concerns highlighted in the report and can confirm that the InterContinental Doha Beach & Spa worked with USM from 2015 to April 2020, after which the contract was terminated. None of the IHG Hotels in Doha worked with USM during the Qatar World Cup. We work to ensure that our operations across markets, including Qatar, have appropriate policies and processes in place and that hotels are provided with tools and resources to help navigate identified risks. In 2022, IHG hotels in Qatar were amongst the first, globally, to implement our Responsible Labour Requirements which set minimum standards for recruitment and employment, staff accommodation, worker voice and due diligence when using recruitment agencies and third-party labour suppliers.

More information on the subject can be found in our 2021 and 2022 Modern Slavery Statements [here](#).

Kind regards,
IHG Hotels & Resorts

