

## Responsible Sourcing Guidance (Suppliers)

### INTRODUCTION

Across IHG, we are committed to operating responsibly. More than ever, conducting business with honesty, integrity, and the highest ethical standards is essential. We intend to grow our business in a way that respects human rights, promotes inclusion, and positively impacts the environment and local communities. Our actions are shaped by a culture of strong governance and policies and a series of ambitious commitments related to our sustainability goals and objectives as set out in our 2030 responsible business plan - Journey to Tomorrow.

IHG is committed to growing our business innovatively and sustainably. IHG's suppliers play an important role in helping us meet those objectives. We work with suppliers who meet our supplier due diligence standards in many different areas, including, ethical standards and share our commitment to operating responsibly. To help in these areas, IHG has developed the following responsible sourcing guidance to strengthen our supplier's ethical, social, and environmental practises.

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**GENERAL REQUIREMENTS FOR ALL SUPPLIERS**

Procurement is one of many functional areas in IHG that play a key role in implementing our Journey to Tomorrow initiatives. IHG requires all new corporate suppliers and suppliers contracted by our Global Procurement team to provide goods and services for our hotels to confirm their acceptance of the IHG Supplier Code of Conduct (Supplier Code) or demonstrate that they have equivalent policies in place. These standards are applicable for the suppliers' own business and across a supplier's supply chains. Under the Supplier Code, suppliers are expected to support the protection of labour practices throughout their business activities concerning forced labour and human trafficking, strive to protect the environment in their operations and manufacturing processes, and encourage Diversity and Inclusion efforts, all of which align to IHG's responsible business agenda.

Additionally, suppliers participate in a sustainability assessment via a third party or the IHG Sustainability Questionnaire, helping us assess their environmental practices. The questionnaire features sustainability-related questions regarding raw materials, manufacturing methods, transportation, and the product lifecycle, in addition to understanding practices surrounding carbon, energy, waste, and water. We also ask questions about labour practices.

**THIRD-PARTY CERTIFICATIONS**

There are a number of globally recognized organizations who routinely evaluate whether suppliers embrace and practice certain standards. Many suppliers routinely and voluntarily provide this information in an effort to engage in continuous improvement of sustainability practices. Third-party certifications help to support that a company's operations align with globally recognised standards for sustainability, ethical practices, and corporate governance through independent verification. Whilst suppliers are not required to provide this information, external assessments can help to provide further transparency, and help IHG support its commitment to responsible sourcing.

The following Responsible Sourcing Guidance details relevant global third-party certifications and guidelines by commodity. These guidelines\* are meant to help support and educate our suppliers in key high-risk supply chain operations.

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## TEXTILES

### Category Specific Guidance

- Ensure strict adherence to all relevant labour laws and regulations concerning fair wages, health and safety, and freedom of association. Develop and enforce robust internal policies to safeguard workers' rights, explicitly prohibiting child labour and human trafficking, and ensuring a safe and fair working environment.
- Strive to implement sustainable and regenerative agricultural practices to improve soil health, enhance carbon sequestration, conserve water, and strengthen ecosystem resilience. This includes adopting integrated pest management (IPM) techniques to minimize environmental impact and support biodiversity.
- Promote comprehensive traceability throughout the textile supply chain to confirm adherence to human rights and environmental standards. Document and verify the origins of raw materials and production processes to ensure ethical sourcing and transparency.

### Third-Party Certification

Suppliers are encouraged to engage in third-party certifications to help demonstrate commitment to operating responsibly, further aligning with our [Environmental Policy](#), [Human Rights Policy](#), and [Supplier Code of Conduct](#).

Third-Party Certification	Overview
<a href="#">Global Organic Textile Standard</a>	Scope: Organic fibres (cotton, wool, silk, linen) and all stages of textile production, including spinning, dyeing, and garment production Focus: Organic farming, social criteria, wastewater treatment, prohibition of toxic chemicals.
<a href="#">OEKO-Tex</a>	Scope: A wide range of textile products, including raw fibres, yarns, fabrics, ready-to-wear garments, home textiles, and accessories. Focus: Chemical safety, harmful substances and safe for humans.
<a href="#">Fair Trade</a>	Scope: Textiles and raw materials like cotton, covering the entire production process from farming to final product, Focus: Social responsibility, fair wages, and ethical working conditions for workers, environmental sustainability.

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<a href="#">Cradle to Cradle</a>	<p>Scope: Products and materials across industries, including textiles, clothing, and home textiles Focus: Sustainability and circular economy principles, ensuring materials are safe, recyclable, and responsibly produced.</p>
<a href="#">Better Cotton Initiative</a>	<p>Scope: Cotton and cotton-based textiles, from farming through to the end product. Focus: Water management, reducing harmful pesticides, improving soil health, and promoting fair labour standards.</p>
<a href="#">Recycled Claim Standard (RCS) &amp; Global Recycled Standard (GRS)</a>	<p>Scope: Textiles made from recycled materials, including fibres, fabrics, garments, and accessories. Focus: Verification of recycled content, environmental and social criteria, chemical use, and supply chain transparency.</p>
<a href="#">EU Ecolabel</a>	<p>Scope: Clothing, home textiles, and other fabric-based products across the EU. Focus: Energy and water consumption, chemical restrictions, product durability, and recyclability.</p>
<a href="#">ISCC Certified Cotton</a>	<p>Scope: Cotton production and cotton-based products. Focus: GHG emission reduction, sustainable farming, social responsibility, traceability, and adherence to environmental protection laws.</p>
<a href="#">Responsible Down</a>	<p>Scope: Down and feather products (bedding) across the supply chain, from farm to final product. Focus: Animal welfare, traceability, and humane treatment of ducks and geese.</p>
<a href="#">Responsible Wool Standard</a>	<p>Scope: Wool and wool-based textiles, covering wool sourcing from farm to final product. Focus: Animal welfare in wool production, environmental management, fair labour practices, and supply chain traceability.</p>
<a href="#">WRAP</a>	<p>Scope: Apparel, footwear, and sewn products across the entire supply chain, from raw material sourcing to finished goods. Focus: Compliance with local labour laws, health and safety standards, environmental and ethical business practices, and traceability.</p>

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## ANIMAL PROTEINS

### Category-Specific Guidance

- Ensure strict adherence to all relevant labour laws and regulations concerning fair wages, health and safety, and freedom of association. Develop and enforce robust internal policies to safeguard workers' rights, explicitly prohibiting child labour and human trafficking, and ensuring a safe and fair working environment.
- Promote sustainable agricultural practices that mitigate environmental impacts related to animal protein production, including improving soil health, enhancing carbon sequestration, conserving water, and fostering ecosystem resilience. Encourage responsible management of pasture lands and feed crops through integrated pest management and regenerative practices.
- Encourage sustainable land management practices that protect natural habitats and ecosystems impacted by animal protein production, such as preventing overgrazing, reducing deforestation, and maintaining biodiversity in areas used for livestock farming.
- Ensure that animal proteins are produced under humane and ethical conditions, adhering to high standards of animal welfare, including appropriate housing, access to natural behaviours, and minimizing confinement. Provide comprehensive training for all workers handling animals to ensure they are equipped to apply and uphold humane treatment practices in line with recognized animal welfare standards.
- Source all eggs from 100% cage-free suppliers, preferably certified under-recognized animal welfare programs, to guarantee humane treatment and ethical sourcing.

### Third-Party Certifications

Suppliers are encouraged to engage in third-party certifications to help demonstrate commitment to operating responsibly, further aligning with our [Environmental Policy](#), [Human Rights Policy](#), and [Supplier Code of Conduct](#).

Third-Party Certification	Overview
<a href="#">Animal Welfare Approved</a>	Scope: Meat, poultry, eggs, and dairy. Focus: Ensures animals are raised with high welfare standards and in an environmentally sustainable way.
<a href="#">USDA Organic (Animal Products)</a>	Scope: Meat, poultry, eggs, and dairy. Focus: High animal welfare standards including organic feed, no synthetic hormones, and humane treatment.

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<a href="#">Global Animal Partnership</a>	<p>Scope: Meat, poultry, and eggs (chicken, turkey, beef, pork). Focus: Animal welfare standards covering the entire life of the animal.</p>
<a href="#">Certified Humane</a>	<p>Scope: Meat, poultry, eggs, and dairy. Focus: Humane farming practices that allow animals to express natural behaviour including no cages, crates, or tie stalls.</p>
<a href="#">UEP Certified &amp; UEP Certified Cage Free Eggs</a>	<p>Scope: Eggs from conventional housing systems and from cage-free systems. Focus: High animal welfare standards, science-based guidelines for hen welfare and environmental management</p>
<a href="#">Red Tractor (UK)</a>	<p>Scope: Meat, poultry, dairy, and produce Focus: Comprehensive standards for animal health and welfare, food safety, environmental sustainability, and worker safety.</p>

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## SEAFOOD

### Category-Specific Guidance

- Ensure strict adherence to all relevant labour laws and regulations concerning fair wages, health and safety, and freedom of association. Develop and enforce robust internal policies to safeguard workers' rights, explicitly prohibiting child labour and human trafficking, and ensuring a safe and fair working environment.
- Prioritize sourcing seafood from sustainable fisheries or aquaculture operations that adhere to responsible fishing practices, thereby minimising the environmental impact and maintaining healthy fish stocks in order to contribute to long-term ecosystem resilience.
- Encourage the use of bycatch reduction techniques to prevent the capture of non-target species. Ensure that no endangered or protected species are distributed, in compliance with local and international conservation legislation.
- Promote fisheries and aquaculture operations that actively protect marine habitats and ecosystems. Ensure that all species involved in the farming or fishing process are treated humanely, following ethical standards throughout the supply chain.
- Ensure adherence to all applicable local, national, and international fishing laws and regulations, maintaining transparency and accountability throughout the supply chain.

### Third-Party Certifications

Suppliers are encouraged to engage in third-party certifications to help demonstrate commitment to operating responsibly, further aligning with our [Environmental Policy](#), [Human Rights Policy](#), and [Supplier Code of Conduct](#).

Third-Party Certification	Overview
<a href="#">Marine Stewardship Council</a>	Scope: Wild-caught seafood. Focus: Sustainable fishing practices, minimising environmental impact, and effective fisheries management.
<a href="#">Best Aquaculture Practices</a>	Scope: Farmed seafood (fish, shrimp, mussels). Focus: Ensures responsible aquaculture from farm to table, covering the entire seafood production chain.
<a href="#">Aquaculture Stewardship Council</a>	Scope: Farmed seafood, for example fish, shellfish, shrimp. Focus: Promotes sustainable and socially responsible aquaculture practices.
<a href="#">Global G.A.P. (GGN)</a>	Scope: Farmed seafood, for example fish, crustaceans, shellfish. Focus: Focuses on food safety, environmental integrity, animal welfare, and worker safety in aquaculture.

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## TEA AND COFFEE

### Category-Specific Guidance

- Ensure strict adherence to all relevant labour laws and regulations concerning fair wages, health and safety, and freedom of association. Develop and enforce robust internal policies to safeguard workers' rights, explicitly prohibiting child labour and human trafficking, and ensuring a safe and fair working environment.
- Sustainable agricultural practices are encouraged to mitigate impacts on soil health, enhance carbon sequestration, promote water conservation and ecosystem resilience. This includes the integrated use of pest management techniques, agroforestry practises and efficient water management such as rainwater harvesting and drip irrigation.
- Prioritise suppliers committed to sourcing tea and coffee from areas not associated with deforestation whilst respecting the land rights of indigenous communities and local populations in tea and coffee-producing regions.
- Strive for robust traceability systems to monitor and document the entire supply chain of products, ensuring transparency in sourcing practices.

### Third-Party Certifications

Suppliers are encouraged to engage in third-party certifications to help demonstrate commitment to operating responsibly, further aligning with our [Environmental Policy](#), [Human Rights Policy](#), and [Supplier Code of Conduct](#).

Third-Party Certification	Overview
<a href="#">Fair Trade</a>	Scope: Tea, coffee, and other agricultural products. Focus: Ensures fair wages, safe working conditions, and environmental sustainability for farmers and workers.
<a href="#">Rainforest Alliance</a>	Scope: Tea, coffee, and other agricultural products. Focus: Promotes environmental, social, and economic sustainability in coffee-growing communities, conserving biodiversity and improving livelihoods
<a href="#">UTZ Certified</a>	Scope: Tea, coffee, cocoa, and other commodities. Focus: Promotes sustainable farming through better agricultural practices, traceability, and worker well-being.

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<a href="#"><u>International Sustainability &amp; Carbon Certification</u></a>	<p>Scope: Tea, coffee, and other agricultural products. Focus: Sustainable land use, carbon footprint reduction, traceability, and social responsibility.</p>
<a href="#"><u>Regenerative Organic Certified</u></a>	<p>Scope: Tea, coffee, and other agricultural products. Focus: Soil health improvement, carbon sequestration, ecosystem restoration, animal welfare, and social equity.</p>
<a href="#"><u>USDA Organic</u></a>	<p>Scope: Organic tea and coffee production. Focus: Certifies coffee produced without synthetic pesticides, herbicides, or genetically modified organisms (GMOs), focusing on environmental sustainability</p>

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## COCOA

### Category-Specific Guidance

- Ensure strict adherence to all relevant labour laws and regulations concerning fair wages, health and safety, and freedom of association. Develop and enforce robust internal policies to safeguard workers' rights, explicitly prohibiting child labour and human trafficking, and ensuring a safe and fair working environment.
- Sustainable agricultural practices are encouraged to mitigate impacts on soil health, enhance carbon sequestration, promote water conservation and ecosystem resilience. This includes the integrated use of pest management techniques, agroforestry practices and efficient water management such as rainwater harvesting and drip irrigation.
- Prioritise suppliers committed to sourcing cocoa from areas not associated with deforestation whilst respecting the land rights of indigenous communities and local populations in cocoa-producing regions.
- Stive for robust traceability systems to monitor and document the entire supply chain of cocoa products, ensuring transparency in sourcing practices.

### Third-Party Certifications

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Third-Party Certification	Overview
<a href="#">Fair Trade</a>	Scope: Cocoa and other agricultural products. Focus: Ensures fair wages, safe working conditions, and environmental sustainability for farmers and workers.
<a href="#">Rainforest Alliance</a>	Scope: Cocoa and other agricultural products. Focus: Promotes environmental, social, and economic sustainability in coffee-growing communities, conserving biodiversity and improving livelihoods.
<a href="#">UTZ Certified</a>	Scope: Coffee, tea, cocoa, and other commodities. Focus: Promotes sustainable farming through better agricultural practices, traceability, and worker well-being.

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<a href="#"><u>International Sustainability &amp; Carbon Certification</u></a>	<p>Scope: Cocoa and other agricultural products. Focus: Sustainable land use, carbon footprint reduction, traceability, and social responsibility.</p>
<a href="#"><u>Regenerative Organic Certified</u></a>	<p>Scope: Cocoa and other agricultural products. Focus: Soil health improvement, carbon sequestration, ecosystem restoration, animal welfare, and social equity.</p>
<a href="#"><u>USDA Organic</u></a>	<p>Scope: Organic cocoa production. Focus: Certifies coca produced without synthetic pesticides, herbicides, or genetically modified organisms (GMOs), focusing on environmental sustainability</p>

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## TIMBER AND PAPER PRODUCTS

### Category-Specific Guidance

- Ensure strict adherence to all relevant labour laws and regulations concerning fair wages, health and safety, and freedom of association. Develop and enforce robust internal policies to safeguard workers' rights, explicitly prohibiting child labour and human trafficking, and ensuring a safe and fair working environment.
- Sustainable agricultural practices are encouraged to mitigate impacts to soil health, enhance carbon sequestration, promote water conservation and ecosystem resilience. This includes the integrated use of pest management techniques, agroforestry practices and efficient water management systems.
- Prioritize suppliers who actively implement measures to conserve high conservation value (HCV) forests, protect habitats of endangered species, and preserve overall ecosystem integrity. Ensure that suppliers avoid sourcing from areas prone to deforestation and land degradation.
- Prioritize paper products that contain high levels of recycled content, post-consumer waste, or pulp sourced from forests certified under-recognized sustainability standards. Encourage suppliers to improve the sustainability of their products by increasing the use of recycled materials and supporting initiatives that reduce the demand for virgin pulp.
- Ensure that timber suppliers respect and uphold the land rights of indigenous communities and local populations in timber-harvesting areas.
- Strive for comprehensive traceability systems to monitor and document the entire supply chain of timber and paper products, ensuring visibility of product origins.

### Third-Party Certifications

Suppliers are encouraged to engage in third-party certifications to help demonstrate commitment to operating responsibly, further aligning with our [Environmental Policy](#), [Human Rights Policy](#), and [Supplier Code of Conduct](#).

Third-Party Certification	Overview
<a href="#">Forest Stewardship Council</a>	Scope: Timber, paper, and wood products. Focus: Sustainable forest management, protection of wildlife habitats, support for local communities, and prevention of deforestation.
<a href="#">Programme for the Endorsement of Forest Certification</a>	Scope: Timber, paper, and wood products. Focus: Forest management, legal compliance, ecosystem preservation, and community rights.

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<a href="#">Rainforest Alliance</a>	<p>Scope: Timber, paper, and other agricultural products.            Focus: Sustainable land use, biodiversity conservation, fair treatment of workers, and climate resilience.</p>
<a href="#">Sustainable Forestry Initiative (SFI)</a>	<p>Scope: Timber, paper, and forest products.            Focus: Forest management, habitat conservation, biodiversity protection, and social responsibility</p>
<a href="#">FSC Recycled</a>	<p>Scope: Recycled paper and wood products.            Focus: Certifies that products are made from 100% recycled materials or a mix of recycled and sustainably sourced fibres.</p>

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## CLEANING PRODUCTS

### Category-Specific Guidance

- Ensure strict adherence to all relevant labour laws and regulations concerning fair wages, health and safety, and freedom of association. Develop and enforce robust internal policies to safeguard workers' rights, explicitly prohibiting child labour and human trafficking, and ensuring a safe and fair working environment.
- Ensure that all cleaning products are formulated with safe, non-toxic ingredients and are free from harmful chemicals that can pose risks to human health and the environment. Provide clear and comprehensive labelling of all ingredients, including safety data sheets and usage instructions.
- Promote cleaning products that use biodegradable ingredients that break down naturally and manufacturing processes that incorporate energy-efficient technologies and water conservation practices to minimize overall environmental impact.
- Design products with minimal packaging and utilising recyclable or reusable materials to reduce overall waste.

### Third Party Certifications

Suppliers are encouraged to engage in third-party certifications to help demonstrate commitment to operating responsibly, further aligning with our [Environmental Policy](#), [Human Rights Policy](#), and [Supplier Code of Conduct](#).

Third-Party Certification	Overview
<a href="#">Safer Choice</a>	Safer Choice helps consumers, businesses, and purchasers find products that perform and contain ingredients that are safer for human health and the environment. It includes practices that reduce, eliminate, or prevent pollution at its source, such as using safer ingredients in products without sacrificing quality or performance.
<a href="#">Green Seal</a>	Scope: Cleaning products and other products. Focus: Ensures products meet stringent environmental and health standards, including reduced toxicity and improved sustainability
<a href="#">EU Ecolabel</a>	Scope: Cleaning products and other consumer goods. Focus: Certifies products with reduced environmental impact throughout their lifecycle, including manufacturing, usage, and disposal.

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<a href="#">EcoLogo</a>	<p>Scope: Cleaning products and other goods. Focus: Environmental performance, sustainability, and product safety.</p>
<a href="#">Cradle to Cradle</a>	<p>Scope: Cleaning products and other materials. Focus: Certifies products designed for a circular economy, focusing on material health, recyclability, and sustainable manufacturing processes</p>

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*Last revised: December 2024*



## ELECTRICAL AND ELECTRONIC EQUIPMENT

### Category-Specific Guidance

- Ensure strict adherence to all relevant labour laws and regulations concerning fair wages, health and safety, and freedom of association. Develop and enforce robust internal policies to safeguard workers' rights, explicitly prohibiting child labour and human trafficking, and ensuring a safe and fair working environment.
- Strive to manufacture or select electrical and electronic equipment that meets recognized efficiency standards that also incorporate energy-efficiency technologies and sustainable materials that minimise the environmental impact of the equipment throughout its lifecycle.
- Prioritize the design and manufacture of products that are free from hazardous substances, considering products end-of-life management and facilitating safe recycling, disposal, or repurposing systems.
- Promote that all products undergo rigorous testing to verify safety and quality, implementing traceability systems to ensure transparency in sourcing practising, including procurement of raw materials and components.

### Third-Party Certifications

Suppliers are encouraged to engage in third-party certifications to help demonstrate commitment to operating responsibly, further aligning with our [Environmental Policy](#), [Human Rights Policy](#), and [Supplier Code of Conduct](#).

Third-Party Certification	Overview
<a href="#">Restriction of Hazardous Substances</a>	Scope: Electronics and electrical equipment. Focus: Hazardous substances, product safety, and environmental health.
<a href="#">CE Marking</a>	Scope: Electronics and electrical equipment sold in the European Economic Area (EEA). Focus: Indicates that products meet European health, safety, and environmental protection standards.
<a href="#">Energy Star Certification</a>	Scope: Electronics, electrical equipment, and appliances. Focus: Energy efficiency, performance, and environmental impact.
<a href="#">Electronic Product Environmental Assessment Tool (EPEAT)</a>	Scope: Electronics and IT products. Focus: Environmental impact, energy efficiency, and sustainability.

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