

## RISKS IN THE HOSPITALITY INDUSTRY

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While much of the attention on the links between the hospitality industry and human trafficking lies in sex trafficking and exploitation, hotels can also be inadvertently involved in modern slavery through procurement — particularly in the sourcing of food and beverages — and recruitment. The hospitality industry, therefore, has the responsibility to tackle modern slavery on multiple fronts: recognising potential victims of sex trafficking, and establishing policies to rid hotel operations and supply chains of labour trafficking and forced labour.



## ABOUT INTERCONTINENTAL HOTELS GROUP (IHG)

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The InterContinental Hotels Group (IHG) is one of the largest hotel groups in the world, franchising, managing, leasing, and owning more than 5,000 hotels in nearly 100 countries, and has reported a revenue of \$1.7 billion in 2016. IHG predominantly franchises its brand to or manages hotels from independent third-party owners, with 4,321 franchised hotels, and 845 managed hotels (as of 2016).

## BEST PRACTICES

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### 1. Policies and due diligence processes covering both IHG's suppliers and own operations

The InterContinental Hotels Group has policies covering its own employees and managed hotels, and its suppliers. For its employees and managed hotels globally, IHG has put in place a Human Rights Policy along with a Code of Conduct which covers issues such as freedom of association, working conditions, and forced labour. IHG has also a policy of “**no retaliation**” along with a Confidential Reporting process for employees to report any human rights issues that may be in breach of the Code of Conduct. IHG further requires and provides guidance to all of its branded hotels to enact their own human rights policies, and conducts due diligence on third party hotel owners.

In terms of procurement, in 2015, IHG has asked the majority of its new and existing suppliers to sign its Vendor Code of Conduct which covers human rights issues. Since then, **1,600 suppliers have signed the Code**. The same year, IHG also launched an automated

procurement system across its corporate offices which allows its central procurement team to better monitor and manage its supply chains, while new suppliers that enter this new system are required to take a due diligence questionnaire which includes questions on human rights.

### 4. Training programs

IHG has created an e-learning tool covering its approach to human rights and indicators to spot incidences of human trafficking. This tool has been made available to all its franchised hotels, and employees in all its managed hotels are required to take the training; by the end of 2016, **27,000 employees have been trained through this tool**. IHG has further created a 10-minute face-to-face training session, along with a poster, on human rights, modern slavery and human trafficking, which has been made available to all its hotels. IHG also provides additional training to high risk areas of sex trafficking, such as hotels located next to major events such as the Super Bowl and the Olympics

## SOURCES AND FURTHER READING:

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- [MSA Statement](#)
- [Human Rights Policy](#)
- [Code of Conduct](#)
- [Vendor Code of Conduct](#)
- [Responsible Business Report](#)