

Via email to the Business & Human Rights Resource Centre

20 November 2023

To whom it may concern,

Thank you for your email dated 6 November 2023, regarding concerns related to migrant workers hired through staffing agencies at the Holiday Inn LAX.

Respecting human rights is an integral part of our global commitment to be a responsible business. We take all allegations concerning labour and human rights issues within our hotels and supply chains seriously.

IHG operates a franchised business model, whereby third parties can own and operate IHG branded properties around the world. We seek to engage owners whose values align with ours. We require owners to operate in compliance with applicable laws and regulation and expect owners to conduct their business in an ethical manner. To assist franchisees in meeting this expectation IHG makes various resources available including human rights training and guidance and is committed to working with and to encourage our owners and franchisees, to prevent, mitigate and address adverse impacts on human rights.

The Holiday Inn LAX property is independently owned and operated. As IHG is not involved in the hiring of employees at its franchised properties, we have passed along your inquiry to, and are staying engaged with, hotel ownership.

Kind regards,

IHG Hotels & Resorts

