

InterContinental Hotels Group PLC

TRT Hotels, Resorts & Cruise Lines

Member of DJSI World, DJSI Europe

Company Information

Country	United Kingdom
Market cap (USD million)*	11,178

*Source: S&P Global BMI, 31 July 2017

Company Description

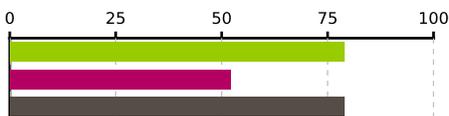
Intercontinental Hotel Group (IHG) is active in nearly 100 countries with 5,221 hotels and more than 770,000 guest rooms generating 2016 revenues above USD 1.7 billion. IHG is positioned in the upper midscale, upscale and luxury segments of the hotel industry with a portfolio of 12 brands individually tailored to meet guests' needs on all occasions. The company takes three distinct approaches to operating hotels: as a franchisor, a manager and on an owned and leased basis. IHG predominantly franchises hotel brands to, or manage hotels on behalf of, third-party hotel owners, resulting in an asset-light business model.

Industry Drivers

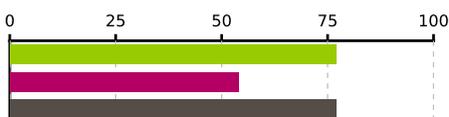
The travel & tourism industry has embraced the sustainability agenda as a means of attracting customers, enhancing product offerings and engaging more actively with stakeholders. Sustainability criteria play an increasingly important role in selecting suppliers for business customers in this space. Environmental preservation and an increased interest in both eco-tourism and volunteer tourism have led to new business opportunities. Hotels, resorts and cruise operators are increasing their efforts to limit their environmental impact. In doing so, they have attracted more environmentally-conscious, private clients as well as more sustainably-minded corporate clients. The increased use of indicators to measure the impact of local operations and value generation are essential to identifying areas for improvement and engagement. Human rights issues linked to local employment must be addressed and the implementation of local monitoring systems is crucial. Industry-wide efforts to address issues like human trafficking offer an opportunity for companies to jointly tackle these issues in a consistent and effective way. Long-term risk management systems must address economic, geopolitical and climate risks to ensure business continuity and adaptability to changing global conditions.

Sustainability Scores

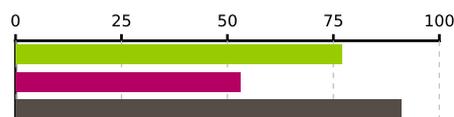
Total Scores



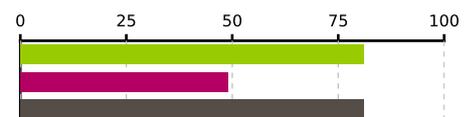
Economic Dimension



Environmental Dimension



Social Dimension



■ Industry best score ■ Industry average score ■ InterContinental Hotels Group PLC

Sustainability Performance

InterContinental Hotels Group (IHG) has achieved the leadership position in the Consumer Services sector with outstanding performance in industry's most material issues. The nature of the hospitality sector demands a holistic and clear understanding of guests' needs in order to guarantee long term business viability. IHG has demonstrated strong client orientation which in turn has been rewarded with high levels of client satisfaction in 2016 (and constantly increasing since 2013). With regards to the company's climate strategy, all IHG hotels have been equipped with the IHG Green Engage system, an online environmental sustainability system that gives hotels the means to measure and manage their impact on the environment. This system provides IHG with accurate and auditable data on its carbon emissions and it is used as a tool to prepare the company for tighter existing and new building standards.

Company Performance for Selected Criteria



■ Industry best score ■ Industry average score ■ InterContinental Hotels Group PLC

For more information on assessment criteria, please visit www.robecosam.com/csa

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