



JOURNEY — TO — TOMORROW



COMMUNITIES



OUR PEOPLE



CARBON &
ENERGY



WASTE



WATER

With the last emerging tourism trends, guests searching for sustainable and socially responsible companies became a new reality, growing exponentially in the past few years. Whether travelling for business or for leisure, these guests changed their criteria when selecting accommodations, adding a conscious component to their choice. This trend, combined with IHG Hotels and Resorts' aim of working towards a better future, made IHG's hotels conduct their business with responsibility and turn this trend into one of the main goals for the upcoming future.

To reinforce this commitment, IHG launched the "Journey to Tomorrow" program in 2021 - a program designed to positively impact people's lives, local communities, and the planet. With this plan, IHG aims to become an even stronger organization, with goals based on a culture that promotes inclusion, diversification, equality, and human rights, whilst focusing on environmental sustainability.

“It’s critical that we grow successfully and sustainably. Aligned with our purpose of **True Hospitality for Good** and building on years of important progress, our Journey to Tomorrow plan puts IHG on a longer-term path to positive change for our people, communities, and planet. We are making great progress and investing significantly in the global cause to cut carbon emissions and waste.”

For the upcoming years, our plan defines five clear ambitions:

OUR TEAMS	COMMUNITIES	CARBON PRINT AND ENERGY	WASTE	WATER
Defend a diversified culture where each and every person can thrive.	Improve the life of over 30 million persons in communities around the world.	Reduce our energy consumption and carbon print in the long term.	Be a pioneer in the transformation of the hospitality industry aiming for minimum waste.	Save water and help guarantee access to water in areas of great risk.

SUSTAINABILITY & GREEN ENGAGE INITIATIVES

Introducing Green Engage® Hotels by IHG®

At IHG®, part of creating Great Hotels Guests Love®, is designing, building, and running more sustainable hotels. We know that more and more of our guests want a greener hotel stay and that’s why we’ve made it easier for you to choose a hotel that matches your sustainable values. You can book a Green Engage Hotel today and enjoy a visit that benefits the environment, the community and the society where you are staying. The great news is, you will become an even more environmentally responsible traveller by staying at a Green Engage Hotel!

What is Green Engage?

Green Engage is an innovative program that allows IHG to design, build and run even more sustainable hotels. The innovative and advanced online system allows individual hotels to measure the impact on the environment from the day to day running of their hotel. For example, hotels on Green Engage know their energy, water, and waste usage and are provided with recommended actions to make their property even more sustainable. These actions are tailored to ensure that you, our guests, continue to have a memorable stay with us while at the same time reducing your impact on the environment. Green Engage can help our hotels to reduce energy by up to 25% per year. We have over 656,000 rooms in over 4,400 hotels in 100 countries and territories around the world. So we really can make a difference and use our size and scale for good.

How does choosing a Green Engage Hotel make a difference?

When you choose one of our Green Engage hotels, you can rest assured that you are making a personal commitment to greener and more responsible travel. As the world’s largest hotel company by number of available rooms, our global impact and opportunity to make a positive difference is substantial. Thank you for joining us in this effort.

IHG GREEN ENGAGE™ SYSTEM

We know that sustainability is as important to you as it is to us – and that’s why we’ve made it easy for you to stay at a hotel that shares your values. All our hotels use the IHG Green Engage system, an innovative online environmental sustainability system that gives our hotels the means to measure and manage their impact on the environment.

The hotels can choose from over 200 ‘Green Solutions’ that are designed to help them reduce their energy, water, and waste, and improve their impact on the environment. The IHG Green Engage system has four levels of certification that our hotels can achieve and those achieving Level 3 certification or above can reduce energy use by up to 25%. Level 1 is a requirement for all IHG hotels. From using smart design and innovative systems, every single thing that our hotels do to be sustainable can make a big difference to our planet. By staying in our hotels it means that you are part of a worldwide effort to protect our environment.

HOW OUR HOTEL SUPPORTS SUSTAINABILITY AND THE COMMUNITY

Our team is dedicated to caring for the environment and community that is around us. We are taking steps to ensure that we are creating an environmentally sustainable living and working environment for our guests and colleagues. Here are some of the sustainability and community practices that we have implemented to do our part to make positive changes in the world.

SUSTAINABILITY & GREEN ENGAGE INITIATIVES

Remove Plastic Straws

In alignment with IHG's pledge to remove single-use plastic straws from all hotels, we have removed all plastic straws from our restaurant and bar in 2018.

Upgrades in Technology

In the past two years our hotel has invested in updating onsite technology to be more efficient, reduce electricity consumption, and be more sustainable. The upgrade of our chillers on the hotel roof in 2018 has reduced electricity consumption by 18%. The 2020 upgrade of the hotel lifts has seen a 40% reduction in electricity consumption.

Bulk Amenities

IHG has implemented bulked amenities in order to move away from single-use plastic toiletries – over 200 million miniatures per year worldwide. Say goodbye to mini bottles and hello to large shampoo, conditioner, and moisturizer.

ENERGY, ALL ENERGY ACTIONS AND ALTERNATIVE SOURCES

Operating sustainably and responsibly is critical to meeting changing guest expectations and environmental challenges. We will continue to enhance how our hotel can run more sustainably, including driving adoption of energy reduction measures and, developing our water and waste. We will be scaling up the development of renewable energy and low-carbon new-build solutions alongside preparing a NextGen Green Engage system to better support hotel energy efficiency with actionable insights.

At InterContinental Lisbon all our light bulbs are LED; all our service areas have movement sensors; all our pumps are equipped with speed variations; we are replacing all our air handling units with EC fans; all our rooms are equipped with intelligent systems to optimize consumption whenever our guest are out of the rooms and all our shower heads have eco-systems to reduce water consumption.

Our Building Management System drives all pieces of equipment to optimize consumption and our chillers are equipped with heat-recovering systems that use the wasted heat in our hot sanitary waters. At InterContinental Lisbon the heat exchangers are from the latest technology generation allowing us to reduce carbon consumption.

SUPPORTING OUR COMMUNITY

In the past years, our social and environmental commitment has developed thoroughly in agreement with IHG's values and goals for the future. As sustainability increasingly became more important to guests, it also turned into one of the key factors of our day-to-day operations at the hotel. Additionally, our social commitment also became a priority, allowing for partnerships with local institutions to develop on a daily basis:



Refood

ReFood is an organization that helps deliver food to families in need. They collect quality excess food from commercial outlets and deliver it directly to more than 110 families across the area of Lisbon. Our hotel helps Re-Food since 2018, by donating its food to this worthwhile charity.

Cerci

At InterContinental Lisbon: we have a human resources policy where diversity is regarded as a source of enrichment, innovation, and creativity; we secure equal opportunities at every step of the career, through selection and recruitment procedures and mobility. Any barrier cannot prevent individuals from succeeding. Since 2017 we Bring To Life several successful programs that allowed us to integrate special colleagues from CERCI - a proactive organization that provides answers to around 900 people with intellectual and multiple disabilities, in different areas of social intervention and throughout of the entire Life Cycle.

Inclusive Employer

The Inclusive Employer seal is an initiative of the IEFP (Instituto de Emprego e Formação Profissional) that aims to recognize the actions developed by companies, in relation to people with disabilities. The InterContinental Lisbon is the first and only hotel with the 'Inclusive Employer Brand' seal, conquered on the basis of promoting equality and diversity in the workplace.

Aldeias SOS

Aldeias SOS - SOS Children's Villages in Portugal, belong to a world federation (SOS Kinderdorf International) that works to protect and care for children who have lost parental care or are at risk of losing them.

At Aldeias SOS, children and young people are welcome to a family model that works as differentiated alternative care. Here, children live in a house, with a caregiver of reference and remain with their biological siblings in the protective environment of the Village and being an active and integral part of the community. The InterContinental Lisbon has worked directly with this association by donating the equivalent of two scholarships for two different children under Aldeias SOS care.

Carta Portuguesa Para a Diversidade (Portuguese Charter for Diversity)

Since 2018 the InterContinental Lisbon became a signatory company for the Diversity Charter. The charter is based upon principles such as recognition; respect and the valuation of the differences between each person – including the differences regarding gender identity; sexual preferences; religion; ethnicity; belief; country of origin; culture; language; nationality; age; political or social orientation; civil state; family situation; economic situation; health situation; physical incapacities; personal style and studies.

JOURNEY TO TOMORROW AWARD

For all the initiatives and actions in our support of communities and for all changes that are being implemented on a daily-basis for the reduction of carbon emissions, the InterContinental Lisbon earned the Journey to Tomorrow Impact Award, an award given by InterContinental Hotels Group.

TEAM, AWARDS & CERTIFICATES

People management has been one of InterContinental Lisbon's focuses to ensure the hotel's success, with a strong focus on in-house talents – by recognizing their commitment and dedication, investing in training, and promoting the good spirit of collaboration between all.

“We’re all in to build one team, because success is best shared! From modern technology to talent initiatives, we are investing in driving performance, growth, and giving colleagues room to belong, grow and make a difference. We are making great progress in advancing our talent and diversity agenda, and being there for our communities in times of need. At InterContinental Lisbon we promote a culture that retains and attracts the best people and embraces opportunities to positively impact the world around us.”

In recognition of these efforts and initiatives, the InterContinental Lisbon was awarded the following recognitions:



The **Healthy Workplaces Award** aims to recognize and distinguish Portuguese organizations with management practices that promote safety, well-being, and health in the workplace. The Companies that demonstrate the strongest commitment and participatory approach in the management of psychosocial risks and occupational Health, as well as in the promotion of conditions that support the health and well-being of their workers, are distinguished. The prize falls within the scope of a partnership with the ACT (Authority for Working Conditions) and with the EU-OSHA (European Agency for Safety and Health at Work), as well as the High Sponsorship of the Ministry of Labour, Solidarity and Social Security, the Ministry of Health and the National Health Service.



The **Great Place to Work® Award** is an international reference, present in more than 100 countries that focuses on analysing each organization's working environment and distinguishing the companies with the best results in this area. They also focus on research and consultancy, which later allow for each company to design a constant improvement strategy, while focusing on innovation, resilience, and efficiency. This certificate is awarded based on the evaluation made by all the company's employees, in relation to the organizational culture, health and well-being, happiness and good practices of diversity, inclusion and equity.

SUSTAINABILITY AWARDS



The We Care and We Share seals are awarded by the AHP - Portugal's Hotelier Association (Associação de Hotelaria de Portugal) for the range of activities and commitments promoted under the HOSPES program (Corporate Social Responsibility and Environmental Sustainability Program for Hospitality from Portugal). Following the actions of support towards local communities and the dynamics implemented in favor of environmental sustainability, the InterContinental Lisbon was recognized in the two categories: WE SHARE - Social Responsibility | WE CARE - Environmental Sustainability.

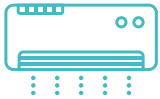
HOW TO PARTICIPATE IN OUR JOINT EFFORTS

The InterContinental Lisbon is deeply committed to an ethical approach to environmental sustainability, through the IHG Green Engage system that ensures we progress on a daily basis. All the hotels in the group use the IHG Green Engage system, which makes it easy to measure and optimise water and energy consumption, reduce waste, and improve the impact on the environment. InterContinental Lisbon has a Green Engage Level 2 certification with a great many ecological measures already in place.

You too can play an active role by adopting eco-responsible actions during your stay:



🔑 You may choose not to change your bed sheets or towels by simply stating your preferences when you make your reservation or notifying the staff of at any time during your stay.



🔑 Your room key allows you to control power consumption. Removing the key will automatically switch off the air-conditioning/heating as well as all electrical appliances.

There is no need to leave the key inserted to ensure air-conditioning. Thanks to our reversible air-conditioning units, it takes mere seconds to achieve the ideal room temperature while saving electricity, and the system automatically switches off when the windows are opened.



🔑 There are lots of activities and wonderful views in the area, all accessible on foot or by bicycle. The concierge will be delighted to help you with reservations for both regular and electric bikes for great outings.



🔑 Public transport here is extensive with metro, bus, tramway, and even water shuttle stations easily accessible from the hotel.



🔑 We have chosen to dematerialise a lot of paper documents, starting with registration cards at check-in and all restaurant menus. We have also set up a "Fast check out": at the end of your stay you can consult your invoice on the TV in your room and if everything is in order we will proceed with the billing and send you all the relevant documents by email.

All these small gestures will give all of us together a greater respect for the environment and help reduce the impact of our activities.