

ihg employee handbook 2022

ihg employee handbook 2022 serves as a comprehensive guide for employees working within the InterContinental Hotels Group (IHG). As one of the leading hospitality companies worldwide, IHG emphasizes transparency, professionalism, and employee well-being through its carefully crafted handbook. The 2022 edition reflects updates aligned with new policies, industry standards, and legal requirements, ensuring staff members are well-informed about their roles, responsibilities, and the resources available to them. Whether you're a new hire or a seasoned team member, understanding the contents of the IHG Employee Handbook 2022 is essential for fostering a positive work environment and ensuring compliance with company policies.

Overview of the IHG Employee Handbook 2022

The IHG Employee Handbook 2022 is designed to provide clear guidance on various aspects of employment within the organization. It covers everything from company values and code of conduct to operational procedures and employee benefits. The handbook aims to promote a culture of integrity, respect, and inclusivity while outlining the expectations for employees at all levels.

Key Objectives of the Handbook:

- Clarify employment policies and procedures
 - Promote a safe and respectful workplace
 - Outline employee benefits and resources
 - Ensure legal compliance
 - Foster a positive and productive work environment
-

Core Sections of the IHG Employee Handbook 2022

The handbook is organized into several main sections, each focusing on different facets of employment. Below is an overview of these sections:

1. Company Mission, Vision, and Values

- IHG's commitment to excellence in hospitality
- Emphasis on diversity, inclusion, and sustainability
- How employees can embody company values daily

2. Employment Policies

- Equal opportunity employment
- Anti-discrimination and harassment policies
- Recruitment, onboarding, and probationary periods
- Employment classifications (full-time, part-time, temporary)

3. Workplace Conduct and Expectations

- Code of conduct and ethical behavior
- Dress code and presentation standards
- Use of company property and technology
- Confidentiality and data protection
- Conflict resolution procedures

4. Compensation and Benefits

- Salary structures and payroll information
- Employee benefits including health insurance, retirement plans, and paid time off
- Bonus and incentive programs
- Employee discounts on hotel stays and services

5. Health, Safety, and Well-Being

- Workplace safety protocols
- Emergency procedures
- Wellness programs and resources
- Reporting injuries or unsafe conditions

6. Training and Development

- Opportunities for professional growth
- Mandatory training sessions
- Performance evaluations
- Succession planning and career advancement pathways

7. Leave Policies

- Vacation and paid time off
- Sick leave and family health leave
- Maternity, paternity, and parental leave
- Unpaid leave options

8. Employee Relations and Disciplinary Procedures

- Complaint and grievance processes
- Disciplinary actions and procedures
- Termination policies and exit procedures

9. Legal Compliance and Ethical Standards

- Adherence to local, national, and international laws
- Anti-bribery and corruption policies
- Data privacy and cybersecurity measures

Important Updates in the IHG Employee Handbook 2022

The 2022 edition of the IHG Employee Handbook introduces several notable updates aimed at enhancing clarity and addressing emerging workplace trends. Some of these updates include:

- Remote Work Policies: Clear guidelines on telecommuting arrangements, expectations, and security measures.
- Diversity and Inclusion Initiatives: Expanded policies promoting a more inclusive environment, including training modules and resource groups.
- Sustainability Commitments: Emphasis on environmentally responsible practices and employee participation in sustainability programs.
- Health and Safety Protocols: Enhanced procedures related to COVID-19, including vaccination policies, social distancing, and hygiene standards.
- Digital Resources: Introduction of online portals and mobile apps for easier access to HR services, training, and policy updates.

Employee Benefits and Resources Highlighted in the Handbook

IHG is committed to supporting its employees through comprehensive benefits and support systems. The handbook details these offerings to ensure staff members are aware of the resources available to them:

- **Health Insurance:** Medical, dental, and vision plans tailored to different employment types.

- **Retirement Plans:** 401(k) or pension schemes with company matching options.
- **Paid Time Off:** Vacation days, personal days, and holidays.
- **Employee Assistance Programs (EAP):** Confidential counseling services and support for personal or work-related issues.
- **Training and Development:** Access to e-learning platforms, workshops, and leadership programs.
- **Employee Discounts:** Reduced rates on hotel stays, dining, and services across IHG properties worldwide.

Workplace Conduct and Expectations

Maintaining a professional and respectful workplace is a cornerstone of IHG's corporate culture. The 2022 handbook emphasizes:

Code of Conduct

- Upholding integrity and honesty in all dealings
- Respect for colleagues, guests, and vendors
- Zero tolerance for harassment, discrimination, or bullying
- Reporting unethical behavior through designated channels

Dress Code and Presentation

- Standards vary depending on department and role
- Emphasis on neat, professional appearance
- Specific guidelines for uniforms, grooming, and personal hygiene

Use of Technology and Social Media

- Proper use of company devices and internet
- Protecting sensitive data and proprietary information
- Responsible social media engagement, avoiding negative or inappropriate content

Health, Safety, and Emergency Procedures

Safety is a top priority at IHG, especially given the nature of hospitality services. The handbook provides detailed protocols:

- Regular safety training and drills
- Procedures for reporting accidents or hazards
- Emergency response plans for fires, natural disasters, or security threats
- COVID-19 specific measures, including screening and sanitization practices

Training, Development, and Career Growth

IHG invests in its workforce through continuous learning opportunities. The 2022 handbook encourages employees to pursue professional advancement by:

- Attending mandatory and optional training sessions
- Participating in leadership development programs
- Seeking mentorship opportunities
- Applying for internal job postings and promotions

Legal and Ethical Standards

Compliance with legal standards is integral to IHG's operations. The handbook outlines policies to prevent misconduct and ensure adherence to laws:

- Anti-bribery and corruption policies
- Data privacy and cybersecurity measures
- Fair employment practices
- Compliance with local labor laws

Conclusion

The IHG Employee Handbook 2022 is more than just a policy document; it embodies the company's commitment to fostering a safe, inclusive, and engaging workplace. By understanding the policies, benefits, and expectations outlined in the handbook, employees can navigate their roles effectively, contribute positively to the company culture, and advance their careers within IHG. For current and prospective employees

alike, familiarizing oneself with this comprehensive guide is a vital step toward a successful and fulfilling employment experience with one of the world's leading hospitality brands.

Frequently Asked Questions

What are the key updates in the IHG Employee Handbook 2022?

The 2022 edition includes updated policies on remote work, diversity and inclusion initiatives, new health and safety protocols, and revised code of conduct to reflect current industry standards.

How does the IHG Employee Handbook 2022 address remote working policies?

It provides guidelines on eligibility, expectations for remote employees, data security measures, and communication protocols to ensure productivity and safety while working remotely.

What are the company's expectations regarding employee conduct according to the 2022 handbook?

Employees are expected to uphold integrity, professionalism, respect for colleagues, adherence to safety policies, and compliance with all applicable laws and regulations.

Are there any new health and safety protocols in the IHG Employee Handbook 2022?

Yes, the handbook introduces enhanced health measures, including COVID-19 safety guidelines, vaccination policies, and procedures for reporting health concerns.

How does the 2022 handbook outline employee benefits and compensation?

It details updated information on health insurance, paid time off, employee discounts, retirement plans, and performance bonus programs.

What training and development opportunities are highlighted in the 2022 handbook?

The handbook emphasizes ongoing training programs, leadership development courses, and opportunities for career advancement within IHG.

How are diversity and inclusion policies addressed in the 2022 employee handbook?

It underscores IHG's commitment to creating an inclusive workplace, detailing anti-discrimination policies, diversity training, and employee resource groups.

What procedures are outlined for reporting workplace concerns or violations in the 2022 handbook?

Employees are encouraged to report issues through designated channels such as HR, anonymous hotlines, or direct supervision, with assurances of confidentiality and protection against retaliation.

Does the 2022 handbook specify the company's stance on sustainability and environmental responsibility?

Yes, it highlights IHG's commitment to sustainability, including policies on energy conservation, waste reduction, and eco-friendly practices across properties.

Where can employees access the IHG Employee Handbook 2022?

Employees can access the handbook via the company's employee portal, intranet, or request a printed copy from their HR representative.

Additional Resources

IHG Employee Handbook 2022: A Comprehensive Guide to Policies, Expectations, and Resources

The IHG Employee Handbook 2022 serves as a vital resource for team members working across InterContinental Hotels Group properties worldwide. It encapsulates the company's core values, operational procedures, employee rights, and responsibilities, ensuring a cohesive and productive work environment. Whether you're a new hire or a seasoned employee, understanding the contents of this handbook is essential for aligning with IHG's standards and fostering a positive workplace culture.

Introduction to the IHG Employee Handbook 2022

The IHG Employee Handbook 2022 is more than just a set of policies; it's a reflection of IHG's commitment to creating an inclusive, respectful, and efficient work environment. It provides clarity on employment terms, benefits, conduct expectations, and procedures for addressing concerns. As a globally recognized leader in the hospitality industry, IHG emphasizes transparency and fairness, making its employee handbook a cornerstone document for operational excellence.

The Purpose and Scope of the Handbook

Why the Handbook Matters

- Guidance: Offers clear instructions on workplace policies.
- Consistency: Ensures uniform application of rules across all locations.
- Protection: Defines employee rights and responsibilities.
- Resource: Provides information on benefits, training, and support services.

Who the Handbook Applies To

The handbook applies to all employees, including full-time, part-time, seasonal, and temporary staff across all IHG brands, including InterContinental, Holiday Inn, Crowne Plaza, and others.

Core Values and Mission of IHG

Understanding IHG's foundational principles helps employees align their actions with corporate expectations.

IHG's Core Values

- Guest First: Prioritizing guest satisfaction in every interaction.
- Respect: Valuing diversity and fostering an inclusive environment.
- Integrity: Upholding honesty and transparency.
- Collaboration: Working together to achieve common goals.
- Responsibility: Acting sustainably and ethically.

Mission Statement

To deliver memorable experiences for guests, support our team members, and make a positive impact in the communities we serve.

Employment Policies and Procedures

Employment Status and Classification

- Full-Time Employees: Work the standard weekly hours and are eligible for full benefits.
- Part-Time Employees: Work fewer hours but have access to certain benefits.
- Temporary Employees: Hired for specific projects or seasonal periods.
- Probation Periods: New hires typically undergo a probation period to assess suitability.

Equal Opportunity Employment

IHG is committed to diversity and prohibits discrimination based on race, gender, age,

religion, disability, or other protected characteristics.

Recruitment and Onboarding

- Clear application procedures.
- Orientation programs to familiarize new hires with policies.
- Training modules to ensure understanding of job roles and expectations.

Workplace Conduct and Expectations

Professional Behavior

Employees are expected to demonstrate professionalism, punctuality, and respect toward colleagues and guests.

Dress Code

- Adherence to brand-specific uniform policies.
- Maintaining personal hygiene and grooming standards.

Anti-Harassment and Bullying

- Zero tolerance policy.
- Procedures for reporting and addressing incidents.
- Confidentiality assurances.

Use of Company Property

- Proper use of equipment, technology, and facilities.
- Restrictions on personal use of company assets.

Compensation, Benefits, and Work Hours

Salary and Payroll

- Pay schedules (weekly, bi-weekly, or monthly).
- Overtime policies and rates.
- Procedures for salary inquiries or adjustments.

Employee Benefits

- Health insurance options.
- Retirement plans or pension schemes.
- Paid time off (vacation, sick leave, holidays).
- Employee discounts on hotel stays and services.

Work Hours and Scheduling

- Standard shift hours.
- Flexibility policies.
- Overtime and shift differential policies.
- Procedures for shift swaps and time-off requests.

Health, Safety, and Wellbeing

Workplace Safety Protocols

- Emergency procedures.
- Incident reporting.
- Regular safety training sessions.

COVID-19 and Health Guidelines

- Hygiene and sanitation standards.
- Social distancing policies.
- Vaccination and testing requirements (as applicable).

Employee Assistance Programs (EAP)

- Confidential counseling services.
- Support for mental health and wellbeing.
- Resources for work-life balance.

Training and Development

Learning Opportunities

- On-the-job training.
- Online courses and certifications.
- Leadership development programs.

Performance Management

- Regular performance reviews.
- Goal setting and feedback.
- Recognition programs for outstanding performance.

Addressing Concerns and Grievances

Reporting Procedures

- Who to contact (HR, manager, designated ombudsman).
- Confidentiality and non-retaliation policies.

Disciplinary Actions

- Progressive discipline process.
- Grounds for suspension or termination.
- Appeals process.

Termination and Resignation Policies

Voluntary Resignation

- Notice period requirements.
- Exit interview procedures.
- Final paycheck and benefits settlement.

Involuntary Termination

- Grounds for dismissal.
- Severance policies.
- Post-employment confidentiality obligations.

Resources and Support Systems

- HR contact information.
- Employee portals and communication channels.
- Wellness programs and community engagement initiatives.

Conclusion: Embracing the IHG Culture

The IHG Employee Handbook 2022 embodies the company's dedication to fostering an ethical, inclusive, and high-performing workplace. By familiarizing yourself with its contents, you not only ensure compliance but also contribute to a positive environment that values growth, respect, and excellence. As IHG continues to evolve, so will its policies, but the core principles of integrity, guest focus, and teamwork remain steadfast.

Remember: Your adherence to the policies outlined in the handbook is vital for your success and the collective success of the IHG family. Stay informed, stay engaged, and strive to make every guest experience memorable.

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2024-07-08 The 2024 edition of OECD Tourism Trends and Policies analyses the latest tourism

performance and policy trends across 50 OECD countries and partner economies. Thematic chapters provide insights on strengthening the tourism workforce and building the evidence base for sustainable tourism policies.

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Management perks should only be distributed to the personnel concerned. Perhaps, the most important clause is to incorporate the following into the Employee Handbook: Changes may need to be incorporated in this Handbook relating to your terms and conditions and, where these are required, these will be communicated to you because these will then form a part of your contract of service. IMPORTANT: The Management should ensure all employees acknowledge receipt of the Employee Handbook and file the acknowledgement in the respective employee's personal folder.

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