



2016 Awards Criteria Americas Region

AWARD CATEGORIES

- **TORCHBEARER**

THIS AWARD IS GIVEN TO HOTELS THAT HAVE ACHIEVED THE HIGHEST LEVELS OF EXCELLENCE

- **QUALITY EXCELLENCE**

THIS AWARD IS GIVEN TO HOTELS THAT HAVE ACHIEVED THE HIGHEST LEVELS OF EXCELLENCE BUT ARE NOT ELIGIBLE FOR THE TORCHBEARER AWARD

- **NEWCOMER**

THIS AWARD IS GIVEN TO HOTELS THAT ARE CONSIDERED THE BEST ADDITIONS TO THE IHG FAMILY OF HOTELS

- **ARCHITECTURE & DESIGN**

RENOVATION - THIS AWARD IS GIVEN TO HOTELS THAT ARE CONSIDERED TO HAVE COMPLETED THE BEST MAJOR RENOVATION DURING THE PAST YEAR BASED ON THE PROPERTY IMPROVEMENT PLAN

NEW DEVELOPMENT DESIGN - GIVEN TO HOTELS THAT ARE CONSIDERED THE BEST IN CLASS PROVIDING EXEMPLARY BRAND DESIGN, QUALITY OF CONSTRUCTION AND ATTENTION TO DETAIL.

- **IHG REWARDS CLUB EXCELLENCE**

THIS AWARD IS GIVEN TO HOTELS THAT HAVE ACHIEVED THE HIGHEST LEVEL OF EXCELLENCE IN TERMS OF CUSTOMER LOYALTY

- **BEST OF THE BEST**

THESE AWARDS ARE GIVEN TO INDIVIDUALS WHO DEMONSTRATE OUTSTANDING AND UNIQUE SERVICE

- **CORPORATE RESPONSIBILITY**

IHG® ACADEMY – THIS AWARD ACKNOWLEDGES THE HOTEL THAT HAS MADE A SIGNIFICANT CONTRIBUTION TO SUPPORTING THE COMMUNITY THROUGH IHG'S WORKFORCE DEVELOPMENT PROGRAM.

IHG® SHELTER IN A STORM - THIS AWARD ACKNOWLEDGES THE HOTEL THAT HAS MADE A SIGNIFICANT CONTRIBUTION TO SUPPORTING THE COMMUNITY BY PARTICIPATING IN ACTIVITIES ALIGNED TO DISASTER PREPAREDNESS AND RELIEF, AND FUNDRAISING FOR THE PROGRAM.

ENVIRONMENT – THIS AWARD ACKNOWLEDGES THE HOTEL THAT HAS MADE A SIGNIFICANT CONTRIBUTION TO IMPROVING THE ENVIRONMENT THROUGH REDUCING ENERGY, WATER AND WASTE VIA THE IHG GREEN ENGAGE™ SYSTEM, AND INNOVATING NEW AND MORE SUSTAINABLE WAYS TO OPERATE.

OVERVIEW

- **Eligible Hotels**
All hotels in the Americas Region, across all nine brands, including brand extensions, are eligible. Provided they meet the individual award's Eligibility requirements and Measurement Criteria.
- **2016 Award Period** July 1, 2015 – June 30, 2016
Evaluation & Selection Period July 2016
Notifications August 2016
- **Selection Committee**
A panel composed of IHG executives has been established to determine the winners from eligible hotels for each award category. ALL Decisions are final.
- **Announcements**
All award winners unless otherwise noted on individual award information page will be notified in writing. Winners will also be announced via IHG Mail and posted on Merlin. Winners must be in the IHG system as of August 31, 2016.

Hotels must not publicize their award status until they receive written notification from IHG.

QUESTIONS

- **U.S. & Canada Hotels:**
Valerye Clark at +1 (770) 604-2923 or email to valerye.clark@ihg.com
- **Mexico, Latin America & Caribbean Hotels:**
Carmen Arregui at +52 333 6485322 or email to Carmen.arregui@ihg.com

TORCHBEARER AWARD

The Torchbearer Award is given to hotels that have achieved the highest levels of excellence based on the following eligibility requirements and criteria.

ELIGIBILITY REQUIREMENTS:

- The hotel must be open 2+ years and must have opened no later than June 30, 2014
- The hotel must have a 12 month score to qualify
- The hotel must not have been in License default status during the twelve month period from - July 1, 2015 – June 30, 2016
- The hotel must have a passing score on their most recent SE (Standards Evaluation) as of June 30, 2016 **and** be current on their MAP (management action plan)
- The hotel fees must be current during the evaluation and awards process

MEASUREMENT CRITERIA:

12-month Guest Love Score for the period ending June 30, 2016.

TORCHBEARER	
InterContinental Hotels & Resorts	All Hotels in ELITE status OR, at a minimum the top one (1) hotel each in: US/C, LA/Caribbean & Mexico*
Crowne Plaza Hotels & Resorts	All Hotels in ELITE status OR at a minimum the top one (1) hotels each in: US/C, LA/Caribbean & Mexico*
Hotel Indigo	All Hotels in ELITE status
Holiday Inn	All Hotels in ELITE status OR at a minimum the top one (1) hotels each in: US/C, LA/Caribbean & Mexico*
Holiday Inn Resort	Top Hotel in ELITE status OR at a minimum the top overall hotel in the Americas
Holiday Inn Club Vacations	Top Hotel in ELITE status
Holiday Inn Express	All Hotels in ELITE status OR at a minimum the top one (1) hotels each in: US/C, LA/Caribbean & Mexico*
Staybridge Suites	All Hotels in ELITE status OR at a minimum the top one (1) hotels each in: US/C, LA/Caribbean & Mexico*
Candlewood Suites	All Hotels in ELITE status OR at a minimum the top one (1) hotels each in: US/C, LA/Caribbean & Mexico*

QUALITY EXCELLENCE

The Quality Excellence Award is given to hotels that have achieved Superior levels of excellence that meet the criteria.

ELIGIBILITY REQUIREMENTS:

- The hotel must be open 2+ years to qualify for the Quality Excellence Award with an opening date no later than June 30, 2014
- The hotel must have a 12 month score to qualify
- The hotel must not have been in License default status during the twelve month period from - July 1, 2015 – June 30, 2016
- The hotel must have a passing score on their SE (Standards Evaluation) as of June 30, 2016 and be current on their MAP (management action plan)
- The hotel fees must be current during the evaluation and awards process
- Must be in Superior status or above

MEASUREMENT CRITERIA:

12-month Guest Love Score for the period ending June 30, 2016.

QUALITY EXCELLENCE	
InterContinental Hotels & Resorts	All hotels in Superior after Torchbearer in the Americas
Crowne Plaza Hotels & Resorts	All hotels in Superior after Torchbearer in the Americas
Hotel Indigo	All hotels in Superior after Torchbearer in the Americas
Holiday Inn	Hotels with an 87.75 min. 12-mo OSAT OR, at minimum, the second overall hotel per sub-region: US/Canada, LA/Caribbean and Mexico after Torchbearer
Holiday Inn Resort	Hotels with an 87.75 min. 12-mo OSAT OR, at minimum, the second overall hotel per sub-region: US/Canada, LA/Caribbean and Mexico after Torchbearer
Holiday Club Vacations	Second overall property in the Americas
Holiday Inn Express	Hotels with a 89.75 min. 12-mo OSAT OR, at minimum, the second overall hotel per sub-region: US/Canada, LA/Caribbean and Mexico after Torchbearer
Staybridge Suites	Top 8 hotels in Superior after Torchbearer in the Americas
Candlewood Suites	Top 10 hotels in Superior after Torchbearer in the Americas

NEWCOMER AWARD

The Newcomer Award is given to hotels that are considered the best additions to the IHG family of hotels whether they are a new development or conversion from another hotel chain.

ELIGIBILITY REQUIREMENTS:

- The hotel must have opened between July 1, 2014 and June 30, 2015
- The hotels must have a 12 month score to qualify
- The hotel must not have been in License default status during the twelve month period from - July 1, 2015 – June 30, 2016
- The hotel must have a passing score on their SE (Standards Evaluation) as of June 30, 2016 and be current on their MAP (Management Action Plan)
- The hotel fees must be current during the evaluation and awards process
- Must be in Superior status or above

MEASUREMENT CRITERIA:

12-month Guest Love Score for the period ending June 30, 2016.

NEWCOMER	
InterContinental Hotels & Resorts	Top 1 New Hotels in the Americas
Crowne Plaza Hotels & Resorts	Top 2 New Hotels the Americas
Hotel Indigo	Top 1 New Hotels in the Americas
Holiday Inn	Top 7 New Hotels in the Americas
Holiday Inn Resort	Top New Hotel in the Americas
Holiday Inn Club Vacations	Top New Hotel in the Americas
Holiday Inn Express	Top 10 New Hotels in the Americas
Staybridge Suites	Top 2 New Hotels in the Americas
Candlewood Suites	Top 2 New Hotels in the Americas

FORMULA BLUE® ARCHITECTURE & DESIGN AWARDS

Holiday Inn Express Hotels ONLY

The FORMULA BLUE Renovation Award and the FORMULA BLUE New Development Award is given to hotels that best demonstrate excellence in total management of Formula Blue planning, execution and delivery. **Hotel must not be in unsatisfactory status during award period for any of the Architecture & Design Awards**

FORMULA BLUE® Renovation Award

ELIGIBILITY REQUIREMENTS:

- The hotel must have completed a major Formula Blue renovation of the property, including guest room areas and commercial areas by June 30, 2016
- If the brand requires use of a mandated Design Scheme within the hotel, then the hotel renovation must include the Brand's Design Scheme design features in the Guest Room and / or Commercial areas.
- The hotel fees must be current during the evaluation and awards process
- The hotel PIP renovation must have been completed within License Agreement milestone dates and has been signed off as completed by the PIP consultant
- Upon completion of the renovation the hotel must be in compliance with all brand standards and brand design guidelines

FORMULA BLUE® New Development Design Award

ELIGIBILITY REQUIREMENTS:

- The hotel must have opened by June 30, 2016
- The hotel must be a full Formula Blue construction with the Formula Blue design in the guest rooms and commercial areas
- The hotel fees must be current during the evaluation and awards process
- The hotel construction must have been completed within License Agreement milestone dates
- The hotel must have followed all required design submittal processes, with all design requirements completed prior to opening
- Upon opening, the hotel must be in compliance with all brand standards and brand design guidelines

MEASUREMENT CRITERIA:

The measurement criteria below will have equal weighting across all three phases as applicable to Formula Blue Renovations and New Development

Planning phase:

- Demonstrated effective planning and coordination with Architecture and Design throughout process
 - Owner participation in PIP walk through of hotel at start of process
 - Owner participation in Kickoff call
 - Timely submission of plans with complete plan review package

Build/Renovation phase:

- Renovation – effectively managed guest satisfaction (Guest Love) performance during renovation

Opening:

- Excellent Design Execution
 - Built/Renovated to plan
- Demonstrated successful marketing of the hotel after opening

ARCHITECTURE & DESIGN AWARDS

The Renovation Award or New Development Award is given to hotels that are considered the best in class providing exemplary brand design, quality of construction, and attention to detail. **Hotel must not be in unsatisfactory status during award period for any of the Architecture & Design Awards**

Renovation Award

ELIGIBILITY REQUIREMENTS:

- The hotel must have completed a major renovation of the property, including guest room areas, commercial areas, and the exterior by June 30, 2016
- If the brand requires use of a mandated Design Scheme within the hotel, then the hotel renovation must include the Brand's Design Scheme design features in the Guest Room and / or Commercial areas.
- The hotel fees must be current during the evaluation and awards process
- The hotel PIP renovation must have been completed within License Agreement milestone dates and has been signed off as completed by the PIP consultant
- Upon completion of the renovation the hotel must be in compliance with all brand standards and brand design guidelines

New Development Design Award

ELIGIBILITY REQUIREMENTS:

- The hotel must have opened by June 30, 2016
- If the brand requires use of a mandated Design Scheme within the hotel, then the hotel construction must include the Brand's Design Scheme design features in the Guest Room, Commercial and Exterior areas
- The hotel fees must be current during the evaluation and awards process
- The hotel construction must have been completed within License Agreement milestone dates
- The hotel must have followed all required design submittal processes, with all design requirements completed prior to opening
- Upon opening, the hotel must be in compliance with all brand standards and brand design guidelines

MEASUREMENT CRITERIA:

Hotels must show positive trending of Guest Love "Overall Physical Condition" scores following hotel opening, or as determined by the Award selection committee.

IHG REWARDS CLUB EXCELLENCE

The IHG Rewards Club Excellence Award is given to hotels that have achieved the highest level of excellence in terms of customer loyalty, based on these categories.

ELIGIBILITY REQUIREMENTS:

The hotel must have opened between July 1, 2014 and June 30, 2015

- The hotel must not have been in License default status during the past twelve months (July 1, 2015 – June 30, 2016)
- The hotel fees must be current during the evaluation and awards process
- The hotel must be in compliance with all standards as reported on Performance Tracker as of April 30, 2016
- The hotel must be in the IHG system at the time the award is finalized

Criteria for U.S. and Canada

Award given to the TOP hotel in each brand. Winners will be chosen based on the IHG Rewards question on the Guest Love Survey

Criteria for Mexico

Award given to the TOP hotel among ALL brands. Winners will be chosen based on the IHG Rewards question on the Guest Love Survey

Criteria for Latin America & Caribbean

Award given to the TOP hotel among ALL brands. Winners will be chosen based on IHG Rewards question on the Guest Love Survey

BEST OF THE BEST

Best of the Best Awards are given to individuals who demonstrate outstanding and unique service to the property, guests and community. Best of the Best categories vary by brand. Only one winner will be selected for each award category per brand.

Best of the Best nomination forms and brand categories will be published on MERLIN after the 2016 Award Winners are announced.

NOMINATION REQUIREMENTS:

- The nomination form must be submitted by the candidates Principal Correspondent, General Manager, or by the hotel's management company, unless noted otherwise.
- Nominations must be submitted via electronic nomination form posted on the Merlin website
- Only one completed nomination form will be considered per candidate

NOMINATING HOTEL ELIGIBILITY REQUIREMENTS:

- The hotel has had no failures or defaults during the award period July 1, 2015 – June 30, 2016.
- The hotel is current on all fees during the nomination and awards process.

Candidate Eligibility Requirements:

- Must have been employed continuously:
 - For a minimum of one year in the position for which he/she is nominated.
 - By the nominating hotel from July 1, 2015 until the time of the award presentation.
- Must be current with all training certification/re-certification.
 - The GM category requires current training certification/re-certification for GM plus staff.

Best of the Best Categories by Brand	ICON	CP	IND	HI	HICV	HIRT	HI EXP	SB	CW
Activities Director/Children's Ambassador						**X			
Breakfast Bar Host							X	X	
Chief Engineer	*X		*X						
Concierge	*X								
Controller	*X								
Crowne Meeting Director		*X							
Director of Catering/Convention Services	*X								
Director of Sales/Marketing	*X	*X	*X	*X		*X	*X	*X	*X
Executive Assistant Manager	*X								
Executive Chef	*X								
Executive Housekeeper	*X	X	*X	X		X	X	X	
Food & Beverage Director/Manager	*X	X	*X						
Front Office Manager	*X								
General Manager	*X	X	*X	X	*X	X	X	X	X
Guest Experience Champion				*X	*X		*X		
Guest Services Employee					X			X	
Guest Services Manager		X		X			X		
Human Resources Director	*X								
Inspiration Maker			*X						
IT Director/Manager	*X								
Lead Housekeeper									X
Loyalty Champion	*X			*X	*X	*X	*X		
Maintenance Engineer		X		X		X	X	X	X
Operations Manager									X
Reservations/Revenue Manager	*X	*X		*X		*X	*X		
Team Member			*X						
* Per the Brand teams - Hotels DO NOT have to be a TB or QE winner to nominate for this category									
**Employee can be nominated with less than one year of employment at the hotel									

AMER Corporate Responsibility Awards

1. IHG ACADEMY

Award Owner	Matt Turner
Contact E-Mail	matt.turner@ihg.com
Introduction	<p>This award acknowledges the hotel that has made a significant contribution to supporting the community through:</p> <ul style="list-style-type: none"> • Raising skills and aspirations in the hospitality industry and building links with your community through participation in IHG Academy program(s).
Additional Criteria / Selection / Measurement	<p>Hotels must be enrolled in IHG ACADEMY and have at least one approved program. All related data for the hotel must be up-to-date and accurate via www.ihgacademy.com.</p> <p>In addition, hotels need to demonstrate performance against the following criteria:</p> <ul style="list-style-type: none"> ○ Robust educational/ work experience program(s) ○ Establishing a sustainable partnership with a local community organization or education institution to provide hospitality skills training and job opportunities to local people. ○ Transforming the lives of local people, by enhancing employment opportunities in the hospitality industry ○ Engaging colleagues in delivering skills development, work experience and/or mentoring to the local community. <ul style="list-style-type: none"> • Entries will be judged on innovation and effectiveness – the measurable or demonstrable impact, financial or otherwise, on the hotel's community or neighbourhood. • All nominations should outline a clear case for outstanding delivery against each of the above criteria • Winners are selected by IHG's Corporate Responsibility Team. • Winners MUST be in Superior Status or Above as of June 30, 2016
Nomination Q1	<p>DEMONSTRATED PERFORMANCE</p> <p>Referring to the criteria, please provide details of your:</p> <ul style="list-style-type: none"> - IHG Academy program(s) - Success stories of program participants
Nomination Q2	<p>DETAILS OF YOUR CONTRIBUTION TO SUPPORTING THE LOCAL COMMUNITY THROUGH WORKFORCE DEVELOPMENT</p> <p>Please detail any outcomes of your activities that highlight the benefits to the community, to the hotel, to your employees and any other stakeholders.</p>
Nomination Q3	<p>Please provide any other information you would like to share about your program (including but not limited to photos, participant testimonials)</p>

2. IHG Shelter in a Storm

Award Owner	Matt Turner
Contact E-Mail	Matt.Turner@ihg.com
Introduction	<p>This award acknowledges the hotel that has made a significant contribution to supporting the community through:</p> <ul style="list-style-type: none"> • Active participation and engagement in the IHG Shelter in a Storm program
Additional Criteria / Selection /Measurement	<p>Hotels need to demonstrate performance against the following criteria:</p> <p>ENGAGEMENT IN SEVERAL FACETS OF the IHG SHELTER IN A STORM program:</p> <ul style="list-style-type: none"> ○ Extraordinary effort to support those in need during/following times of disaster. ○ Engaging colleagues and/or guests to raise funds to support disaster relief through IHG Shelter in a Storm, including participation during the annual dedicated fundraising and awareness week (ie IHG Race Around the World). ○ Collaborating in disaster preparedness/mitigation activities in partnership with relief organizations <ul style="list-style-type: none"> • Entries will be judged on innovation and effectiveness – the measurable or demonstrable impact, financial or otherwise, on the hotel's community or neighbourhood • All nominations should outline a clear case for outstanding delivery against each of the above criteria • Winners are selected by IHG's Corporate Responsibility Team • Winners MUST be in Superior Status or Above as of June 30, 2016
Nomination Q1	<p>DEMONSTRATED PERFORMANCE</p> <p>Referring to the criteria, please provide details of your:</p> <ul style="list-style-type: none"> - IHG Shelter in a Storm fundraising activity (including involvement in IHG Race Around the World) - Response efforts following disaster (s) - Disaster preparedness and mitigation activities and plans - Related community involvement (ie volunteering, blood drives, etc)
Nomination Q2	<p>DETAILS OF YOUR CONTRIBUTION TO SUPPORTING THE LOCAL COMMUNITY</p> <p>Please detail any outcomes of your activities that highlight the benefits to the community, to the hotel, to your colleagues and any other stakeholders.</p>
Nomination Q3	<p>Please provide any other information you would like to share about your program, (including photos, testimonials, etc)</p>

3. Environment

Award Owner	Maury Wolfe
Contact E-Mail	maury.wolfe@ihg.com
Introduction	This award acknowledges the hotel that has made a significant contribution to improving the environment through reducing energy, water and waste and innovating new and more sustainable ways to operate.
Additional Criteria / Selection / Measurement	<ul style="list-style-type: none"> • Hotels should be enrolled in Green Engage. • Hotels need to demonstrate performance against some of the following criteria: <ul style="list-style-type: none"> ○ <i>Green Engage Champion</i>: Demonstrating exceptional performance through Green Engage and significantly reducing the hotel's environmental impacts (water, energy and waste). ○ <i>Innovation in the Environment</i>: Leading an innovative environmental/sustainability program that significantly improves the environment. ○ <i>Environmental Engagement</i>: Demonstrating passion, to engage colleagues and guests in conserving the local environment. ○ <i>Environmental Legacy</i>: Conserving a local environment to benefit future generations. ○ <i>Work Better Together</i>: Establishing a partnership or working with a local charity/community organization to protect or restore the local environment. • Nominations are encouraged from all brands from all Americas. • Nominations need to include details of sustainable investment and supporting IHG's overall corporate responsibility approach through the use of Green Engage • Entries will be judged on innovation and effectiveness – the measurable or demonstrable impact, financial or environmental, on the hotel and it's community • All nominations should outline a clear case for outstanding delivery against the above criteria • Winners will be selected by the Corporate Responsibility Team. • Winners MUST be in Superior Status or Above as of June 30, 2016
Nomination Q1	<p>DEMONSTRATED PERFORMANCE</p> <p>Referring to the criteria, please provide details how your project performed against the following: Green Engage champion, innovation in the environment, environmental engagement, environmental legacy, working better together.</p>
Nomination Q2	<p>DETAILS OF YOUR CONTRIBUTION TO SUPPORTING THE IHG APPROACH TO SUSTAINABILITY</p> <p>Please include broader details of how you support IHG's approach to sustainability, including how you are using Green Engage</p> <ul style="list-style-type: none"> ▪ Activities, Initiatives (i.e. Setting up a Green Team, how you have embedded a culture of Corporate Responsibility). ▪ Result(s) / Outcome(s).
Nomination Q3	Please provide any other information you would like to share about your program