WELCOME

At Hyatt, our purpose is to care for people so they can be their best. We strive every day to operate with excellence. This means not only creating world-class experiences for our guests, but also supporting our colleagues, enriching our communities, and tending to our planet so that everyone has access to the resources they need to thrive. Caring for our people and our surroundings while addressing today’s complex environmental and social issues takes creative solutions and collaborative thinking. Our corporate responsibility approach guides our efforts to bring about positive change in the areas where we can have the greatest impact.

We are not alone in this endeavor. The United Nations Sustainable Development Goals outline the critical priorities for governments and stakeholders around the world to address if everyone is to have the resources needed for an improved quality of life. By aligning our efforts with this global framework, we are playing a role in an important collective drive to tackle some of today’s most pressing needs so we can provide a better future for generations to come.

This scorecard is a snapshot of the progress we have made, particularly updates on key milestones reached in 2017 and early 2018. Detailed information about corporate responsibility at Hyatt is available at hyattthrive.com.
Our colleagues in action

Giving our time
Volunteered more than 175,000 hours in 2017. This includes more than 26,000 hours by colleagues from over 170 properties in 44 countries during our annual Global Month of Service.

Empowering hotels to support their communities
Directed more than $357,000 to 31 nonprofits in 16 countries through hotel nominations, bringing the total to $3.1M donated to 240 nonprofits through the Hyatt Community Grants Program since 2008.

Creating opportunities for youth in 2017
62 young people graduated from Youth Career Initiative programs at Hyatt hotels in Mexico, India, and Brazil. 40 graduates were hired across nine Hyatt properties.

Hired 1,885 people who live in zip codes that have high populations of opportunity youth under the age of 25 in support of the 100,000 Opportunities Initiative.

Provided vocational training and job placement to 104 students with intellectual and physical disabilities at 16 Hyatt hotels through Hands On Education, and expanded the training to several Hyatt Place hotels. We also modified the program to enable high school students to train part time, after school, and on the weekends.

Sponsored 11 students from a Chicago school in a low-income neighborhood to take an educationally enriching 10-day Learning AFAR trip to Costa Rica in collaboration with No Barriers USA.

2017 charitable donations*

- Corporate and Hotel Giving** $7.0M
- Hyatt Hotels Foundation $0.73M
- Hyatt Community Grants $0.36M
- Volunteerism $4.3M

$12.4M
Total donations

* Donations include those made through our company, colleagues, owners, and guests coordinated by us at managed hotels, as well as disbursements made by the Hyatt Hotels Foundation. Because we rely on voluntary reporting from our properties and offices to capture our charitable contributions and colleague fundraising, we believe we may currently be underreporting these donations. The totals for volunteerism are based on the Independent Sector’s 2017 value of volunteer time, $24.69/hour.

** Corporate and hotel giving includes cash contributions, in-kind donations, and colleague fundraising.

Responding to disasters
Donated nearly $150,000 to colleagues impacted by hurricanes Harvey, Maria, and Irma, and tropical storm Nate, and another $250,000 to global disaster relief agencies supporting communities affected by disasters.

The three hotels that won Hyatt’s Global Month of Service photo contest donated their prize money to the charities with which they volunteered, including a local welfare society in India, a rural school in Argentina, and a youth literacy development center in China.

Investing in our communities
Our communities are the places where our colleagues live, our guests visit, and our owners invest. They are, quite simply, the places that we call home. We invest in them accordingly by sharing our time and resources to help ensure that our neighbors and our communities thrive.
Respecting human rights

We respect the fundamental human rights of all people. We manage our business in line with this belief and strive to foster similar ideas in those with whom we do business.

Combating human trafficking

Required more than 51,000 colleagues in key functions to take training in 2017 and January 2018 to recognize the warning signs of human trafficking and proactively respond.

Caring for our colleagues

Our colleagues are the heart of Hyatt. Our leaders create environments of care where colleagues can be their authentic selves and thrive, regardless of their chosen career path. It is critical that our qualified workforce represents our diverse customer base and the communities in which we operate. We strongly believe that diverse and inclusive mindsets power our ability to outperform the competition.

Promoting well-being

Conducted surveys, stakeholder interviews, and listening groups involving nearly 3,600 colleagues to better understand opportunities for a robust well-being program, and to inform our efforts moving forward.

Established a multi-disciplinary Colleague Well-Being Council with representatives from offices and hotels around the world to guide our programs and enhance our global strategy.

Workplace awards

The recognition we receive each year highlights our commitment to caring for our colleagues.

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<tr>
<th>Award</th>
<th>Rank</th>
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<tbody>
<tr>
<td>Great Place to Work® World’s Best Multinational Workplaces (2017)</td>
<td>ranked #16</td>
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<tr>
<td>Great Place to Work® 100 Best Workplaces for Diversity (2017)</td>
<td>ranked #2</td>
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<tr>
<td>Great Place to Work® Best Workplaces for Working Parents (2017)</td>
<td>ranked #13</td>
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<tr>
<td>Great Place to Work® 100 Best Workplaces for Women (2017)</td>
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<tr>
<td>Great Place to Work® 50 Best Workplaces for Giving Back (2017)</td>
<td>ranked #23</td>
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<tr>
<td>FORTUNE 100 Best Companies to Work For® (2018)</td>
<td>moving up 23 places from last year to #9</td>
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<tr>
<td>America’s Best Employers for Diversity Forbes (2018)</td>
<td>ranked #17</td>
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Fostering inclusion and diversity

Provided opportunities for colleagues to support groups underrepresented in the workplace by volunteering with the Road Home Program at Rush for veterans and partnering with the Women’s Business Development Center to sponsor one of their events, among other initiatives.

Established a cross-functional Global Inclusion & Diversity Council, expanding on the work of an existing council in the Americas region.

<table>
<thead>
<tr>
<th>Index</th>
<th>Year</th>
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<tr>
<td>100% on the Human Rights Campaign Corporate Equality Index™</td>
<td>every year since 2005</td>
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Our 2020 environmental sustainability vision

Reduce energy, GHG emissions, and water

GOALS ANNOUNCED IN 2014:

100% of our global owned, managed, and franchised hotels track and report environmental performance data in Hyatt EcoTrack by the end of 2016.

Reduce energy and greenhouse gas (GHG) emissions per square meter and water per guest night by 25% in each region by the end of 2020 compared to 2006. In water-stressed areas, we aim to reduce water per guest night by 30%.

PROGRESS:

78% of Hyatt hotels tracked data in EcoTrack, Hyatt’s global sustainability database, with 57% participation from franchise hotels, which are owned and operated by third parties. We continue to collaborate with these operators to achieve full participation.

Energy, GHG, and water data are based on reported information from managed hotels in our three regions: Americas, Asia Pacific (ASPAC), and Europe, Africa, the Middle East and Southwest Asia (EAME/SW Asia). These reductions result from, among other things, upgraded equipment with improved efficiency, diligent resource management, and, in some cases, shifting certain operations, like laundry, to outside vendors. GHG emissions change as a result of energy consumption, energy types and updates in emission factors.

U.S. select service managed properties are currently excluded from the regional-level energy, GHG emissions, and water reduction goals. This segment makes up roughly 3% of our overall GHG emissions.

We surpassed our GHG emissions goal in all three regions and surpassed our water goal in the EAME/SW Asia region.

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**Divert waste**

**GOALS ANNOUNCED IN 2014:**
Every managed hotel diverts >40% of its waste from landfills by the end of 2020.
Recycle materials when renovating managed hotels.

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**PROGRESS:**
17% of managed hotels globally have exceeded a 40% diversion rate.

**Examples of recent renovation recycling**
- Hyatt Regency Saint Louis at the Arch recycled an estimated 40 tons of vinyl wallcovering.
- Hyatt Regency Tamaya donated approximately 500 double-size bed sets to Beds4Kidz, a local charity that provides clean, comfortable beds free of charge to people in need, from families with cancer and other critical health issues to homeless people getting back on their feet.

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**FOCUSING ON FOOD WASTE**
> Tested strategies for reducing food waste from buffets in conjunction with human-centered design firm IDEO.
> Conducted in-depth food waste audits at five hotels. Learnings will be applied to training materials and used to inform our food waste prevention and management strategy.
> Launched food waste-specific 2020 targets starting with full service hotels in the Americas:
  - All hotels will complete Hyatt’s food waste prevention training, and will implement a food waste prevention plan.
  - We will double the percentage of North America hotels that have a food donation program in place.
  - Hotels will find an alternative method of managing inedible food waste where feasible and where local infrastructure allows.

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**Purchase responsibly**

**GOALS ANNOUNCED IN 2014:**
Incorporate sustainability in purchasing criteria for brand-standard products by the end of 2016.
100% of our major suppliers have sustainability policies in place by the end of 2017.
Choose more sustainable alternatives for at least eight purchasing categories by the end of 2018.
Source more than 50% of global seafood responsibly, with more than 15% from Marine Stewardship Council (MSC)- or Aquaculture Stewardship Council (ASC)-certified sources by the end of 2018.

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**PROGRESS:**
Sustainability considerations have been integrated into the process of evaluating brand-standard products.

**NEW IN 2017**
**Brand-standard earbuds at Hyatt North America fitness centers are recyclable rather than single-use.**

**21%** of global seafood purchase volumes came from responsible sources, with **12%** from MSC- or ASC-certified sources.**
Increasing responsible seafood purchases quickly has been a challenge at the global level due to difficulties gaining insight from suppliers and ensuring proper reporting. However, we continue to make year-over-year progress, particularly around seafood from MSC and ASC sources.
Updated HyattThrive.com to provide more information on how we work with World Wildlife Fund (WWF), as part of our efforts to protect our oceans and raise awareness of the issues.

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**MAINTAINED 90%**
**Purchasing of cage-free liquid and shell eggs at managed hotels in the U.S. and Canada.**

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*Avendra is a professional supply chain and procurement solutions company serving the hospitality industry. Hyatt works through Avendra for operational and food and beverage suppliers and distributors in North America, our largest market and where we have many of our centralized contracts. This number was calculated based on Hyatt’s long-term suppliers, and excludes a small group of suppliers that were temporarily made available due toAvendra and hospitality business changes during 2017.
**Based on reported data.
Build smart

GOALS ANNOUNCED IN 2014:
Wholly owned full service hotels achieve LEED or equivalent certification for new construction or major renovations. Managed hotels follow enhanced sustainable design guidelines for new construction and major renovation projects.

PROGRESS:

37 owned, managed, and franchised properties are LEED certified.

Hyatt’s new headquarters office is LEED Platinum certified. Furniture and electronics from the old office were donated to local schools and nonprofits whenever possible.

Innovate and inspire

GOALS ANNOUNCED IN 2014:
Select hotels to test and prove the business case for innovative sustainability solutions. Establish a dedicated fund for owned hotels’ sustainability projects that demonstrate environmental and efficiency benefits.

PROGRESS:

Hyatt reviews opportunities to invest in sustainability projects at owned hotels on a case-by-case basis.

Evaluated and piloted energy optimization technologies in all three regions, which automatically adjust heating and cooling equipment using real-time data to ensure optimal operating efficiency. Findings will determine future technologies for widespread use.

Enhanced Sustainable Design Guidelines have been integrated into Hyatt’s Global Technical Design Standards, which we use with our owners and developers. We will continue to evolve these standards as new technologies develop and as opportunities for sustainable design advance.

Collaborated with other businesses and organizations to inspire sustainable action and innovation:

- Helped develop the International Tourism Partnership’s 2030 Goals, calling the tourism industry to unite in tackling key sustainability issues including water scarcity and carbon emissions, in addition to human rights and youth employment.
- Contributed to the creation and launch of a toolkit to advance industry-wide food waste prevention, in collaboration with other hotel companies, the American Hotel and Lodging Association, World Wildlife Fund, and with support from The Rockefeller Foundation. As part of this work, we tested prevention strategies at selected Hyatt hotels.
- Galvanized companies to reduce emissions and waste in their Chinese operations by joining the Race to Zero initiative, organized by the Paulson Institute and the China Center for International Economic Exchanges.
- Participated in a Hotel Owners for Tomorrow Coalition workshop in an effort to raise awareness and elevate collaboration with owners in Asia.
- Signed the World Travel and Tourism Council Declaration on Illegal Trade in Wildlife to combat exploitation of vulnerable species and protect communities and wildlife.