

# Hyatt 2017/2018 GRI INDEX



This Global Reporting Initiative (GRI) index accompanies Hyatt's 2017/2018 Corporate Responsibility Scorecard and information on HyattThrive.com. We use the GRI Standards as a guide to report on key issues and performance. The index is published biennially and contains references to where information is located and/or disclosure details.

## GENERAL STANDARD DISCLOSURES

GENERAL STANDARD DISCLOSURES	DESCRIPTION	LOCATION AND NOTES
<b>Organization profile</b>		
102-1	Name of the organization	Hyatt Hotels Corporation
102-2	Activities, brands, products, and services	<a href="#">Form 10K</a> , p. 4, 9-10
102-3	Location of headquarters	Hyatt's headquarters are located in Chicago, Illinois, USA.
102-4	Location of operations	<a href="#">Form 10K</a> , p. 3-4, 9-10
102-5	Ownership and legal form	<a href="#">Form 10K</a> , p. 4-6, 48-53
102-6	Markets served	<a href="#">Form 10K</a> , p. 9-12
102-7	Scale of the organization	<a href="#">Form 10K</a> , p. 3, 17, 48-53
102-8	Information on employees and other workers	<a href="#">Form 10K</a> , p. 3, 17
102-9	Supply chain	<a href="#">Responsible Sourcing</a>
102-10	Significant changes to the organization and its supply chain	<a href="#">Form 10K</a> , p. 7-10
102-11	Precautionary Principle or approach	Hyatt demonstrates a precautionary approach through several of the voluntary sustainability initiatives in which we participate. <a href="#">Audit Committee Charter</a>

GENERAL STANDARD DISCLOSURES	DESCRIPTION	LOCATION AND NOTES
102-12	External initiatives	<a href="#">Corporate Responsibility at Hyatt</a> <a href="#">Our People</a> <a href="#">Our Communities</a> <a href="#">Human Rights</a> <a href="#">Our Planet</a> <a href="#">Responsible Sourcing</a> <a href="#">Responsible Seafood</a>
102-13	Membership of associations	<a href="#">Corporate Responsibility at Hyatt</a>
<b>Strategy</b>		
102-14	Statement from senior decision-maker	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">Message from Hyatt's CEO</a>
102-15	Key impacts, risks, and opportunities	<a href="#">Corporate Responsibility at Hyatt</a>
<b>Ethics and integrity</b>		
102-16	Values, principles, standards, and norms of behavior	<a href="#">About Hyatt</a> <a href="#">Corporate Governance</a> <a href="#">Corporate Responsibility at Hyatt</a> <a href="#">Our People</a> <a href="#">Human Rights</a> <a href="#">Form 10K, p. 4-5</a>
102-17	Mechanisms for advice and concerns about ethics	<a href="#">Ethics Reporting</a>
<b>Governance</b>		
102-18	Governance structure	<a href="#">Hyatt Corporate Governance</a>
102-19	Delegating authority	<a href="#">Corporate Governance Guidelines</a>
102-20	Executive-level responsibility for economic, environmental, and social topics	<a href="#">CDP Response 2017</a>
102-21	Consulting stakeholders on economic, environmental, and social topics	<a href="#">Corporate Governance Guidelines</a>
102-22	Composition of the highest governance body and its committees	<a href="#">Committee Composition</a> <a href="#">Corporate Governance Guidelines</a>
102-23	Chair of the highest governance body	<a href="#">Corporate Governance Guidelines</a>

GENERAL STANDARD DISCLOSURES	DESCRIPTION	LOCATION AND NOTES
102-24	Nominating and selecting the highest governance body	<a href="#">Corporate Governance Guidelines</a>
102-25	Conflicts of interest	<a href="#">Corporate Governance Guidelines</a>
102-28	Evaluating the highest governance body's performance	<a href="#">Corporate Governance Guidelines</a>
102-29	Identifying and managing economic, environmental, and social impacts	<a href="#">Corporate Governance Guidelines</a>
102-31	Review of economic, environmental, and social topics	<a href="#">Corporate Responsibility at Hyatt</a>
102-32	Highest governance body's role in sustainability reporting	<a href="#">CDP Response 2017</a>
102-33	Communicating critical concerns	<a href="#">Corporate Governance Guidelines</a>
102-35	Remuneration policies	<a href="#">Proxy Statement</a>
102-36	Process for determining remuneration	<a href="#">Proxy Statement</a>
102-37	Stakeholders' involvement in remuneration	<a href="#">Proxy Statement</a>
<b>Stakeholder engagement</b>		
102-40	List of stakeholder groups	<a href="#">Corporate Responsibility at Hyatt</a>
102-41	Collective bargaining agreements	<a href="#">Form 10K</a> , p. 17
102-42	Identifying and selecting stakeholders	<a href="#">Corporate Responsibility at Hyatt</a>
102-43	Approach to stakeholder engagement	<a href="#">Corporate Responsibility at Hyatt</a>
102-44	Key topics and concerns raised	<a href="#">Corporate Responsibility at Hyatt</a>
<b>Reporting practice</b>		
102-45	Entities included in the consolidated financial statements	<a href="#">Form 10K</a> , p. 48–53
102-46	Defining report content and topic Boundaries	<a href="#">Corporate Responsibility at Hyatt</a>
102-47	List of material topics	<a href="#">Corporate Responsibility at Hyatt</a>
102-48	Restatements of information	All restatements of data are noted as footnotes in the <a href="#">GRI Index Appendix</a> .
102-49	Changes in reporting	There have been no significant changes from the previous reporting period.

GENERAL STANDARD DISCLOSURES	DESCRIPTION	LOCATION AND NOTES
102-50	Reporting period	Calendar year 2017, with some highlights up to April 2018
102-51	Date of most recent report	<a href="#">2016/2017 Corporate Responsibility Scorecard</a>
102-52	Reporting cycle	Annual, with biennial GRI Index
102-53	Contact point for questions regarding the report	<a href="#">Contact Us</a>
102-54	Claims of reporting in accordance with the GRI Standards	This report references the GRI Standards.
102-55	GRI content index	GRI Index
102-56	External assurance	External assurance has not been sought for content and figures in this report that do not appear in the Annual Report on Form 10-K or filed Financial Statements.

## MATERIAL TOPICS

GENERAL STANDARD DISCLOSURES	DESCRIPTION	LOCATION
<b>CATEGORY: ECONOMIC</b>		
<b>ECONOMIC PERFORMANCE</b>		
201	Management approach	<a href="#">Form 10K</a>
201-1	Direct economic value generated and distributed	<a href="#">Form 10K</a>
201-2	Financial implications and other risks and opportunities due to climate change	<a href="#">CDP Response 2017</a>
<b>INDIRECT ECONOMIC IMPACTS</b>		
203	Management approach	<a href="#">Our Communities</a>
203-1	Infrastructure investments and services supported	<a href="#">2017/2018 Corporate Responsibility Scorecard</a>
203-2	Significant indirect economic impacts	<a href="#">2017/2018 Corporate Responsibility Scorecard</a>
<b>CATEGORY: ENVIRONMENTAL</b>		
<b>ENERGY</b>		
302	Management approach	<a href="#">Our Planet</a>
302-1	Energy consumption within the organization	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">GRI Index Appendix</a>
302-3	Energy intensity	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">GRI Index Appendix</a> <a href="#">CDP Response 2017</a>
302-4	Reduction of energy consumption	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">GRI Index Appendix</a> <a href="#">CDP Response 2017</a>
302-5	Reductions in energy requirements of products and services	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">GRI Index Appendix</a> <a href="#">CDP Response 2017</a>

GENERAL STANDARD DISCLOSURES	DESCRIPTION	LOCATION
<b>WATER</b>		
303	Management approach	<a href="#">Our Planet</a>
303-1	Water withdrawal by source	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">GRI Index Appendix</a>
<b>EMISSIONS</b>		
305	Management approach	<a href="#">Our Planet</a>
305-1	Direct (Scope 1) GHG emissions	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">GRI Index Appendix</a> <a href="#">CDP Response 2017</a>
305-2	Energy indirect (Scope 2) GHG emissions	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">GRI Index Appendix</a> <a href="#">CDP Response 2017</a>
305-3	Other indirect (Scope 3) GHG emissions	<a href="#">CDP Response 2017</a>
305-4	GHG emissions intensity	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">GRI Index Appendix</a> <a href="#">CDP Response 2017</a>
305-5	Reduction of GHG emissions	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">GRI Index Appendix</a> <a href="#">CDP Response 2017</a>
<b>EFFLUENTS AND WASTE</b>		
306	Management approach	<a href="#">Our Planet</a>
306-2	Waste by type and disposal method	<a href="#">2017/2018 Corporate Responsibility Scorecard</a>
<b>SUPPLIER ENVIRONMENTAL ASSESSMENT</b>		
308	Management approach	<a href="#">Responsible Sourcing</a>
308-1	New suppliers that were screened using environmental criteria	<a href="#">Responsible Sourcing</a> <a href="#">CDP Response 2017</a>

GENERAL STANDARD DISCLOSURES	DESCRIPTION	LOCATION
<b>CATEGORY: SOCIAL</b>		
<b>EMPLOYMENT</b>		
401	Management approach	<a href="#">Our People</a>
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<a href="#">Form 10K</a> pages F-34 to F-35
<b>TRAINING AND EDUCATION</b>		
404	Management approach	<a href="#">Our People</a>
404-1	Average hours of training per year per employee	<a href="#">Our People</a>
404-2	Programs for upgrading employee skills and transition assistance programs	<a href="#">Our People</a>
404-3	Percentage of employees receiving regular performance and career development reviews	<a href="#">Our People</a>
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>		
405	Management approach	<a href="#">Our People</a>
405-1	Diversity of governance bodies and employees	Hyatt's Board of Directors comprises nine men and two women.
<b>HUMAN RIGHTS ASSESSMENT</b>		
412	Management approach	<a href="#">Human Rights</a>
412-2	Employee training on human rights policies or procedures	<a href="#">2017/2018 Corporate Responsibility Scorecard</a>
<b>LOCAL COMMUNITIES</b>		
413	Management approach	<a href="#">Our Communities</a>
413-1	Operations with local community engagement, impact assessments, and development programs	<a href="#">2017/2018 Corporate Responsibility Scorecard</a> <a href="#">Our Communities</a>

GENERAL STANDARD DISCLOSURES	DESCRIPTION	LOCATION
<b>SUPPLIER SOCIAL ASSESSMENT</b>		
414	Management approach	<a href="#">Responsible Sourcing</a>
414-I	New suppliers that were screened using social criteria	<a href="#">Responsible Sourcing</a>
<b>CUSTOMER PRIVACY</b>		
418	Management approach	Whether on our website or at our reception desks, we are taking the necessary steps to safeguard our customers' and colleagues' data and protect their privacy. By adhering to our Security Risk Management Framework, Hyatt and our affiliates stay mindful of the cybersecurity implications of our information transactions, thereby better identifying and responding to any potential cybersecurity and privacy risks.



## APPENDIX: ENVIRONMENTAL DATA

	2015*	2016	2017
<b>GLOBAL ENVIRONMENTAL DATA</b>			
Total Energy (million megajoules)	14,900	15,075	15,430
Direct Energy (million megajoules)	5,028	5,091	5,116
Indirect Energy (million megajoules)	9,872	9,984	10,314
Total Water (million cubic meters)	29.3	30.1	33.0
Total Greenhouse Gas Emissions (million metric tons CO <sub>2</sub> e)	1.58	1.58	1.6
Scope 1 (million metric tons CO <sub>2</sub> e)	0.27	0.27	0.28
Scope 2 (million metric tons CO <sub>2</sub> e)	1.31	1.31	1.32

	2015	2016	2017
<b>ENERGY INTENSITY, MEGAJOULES PER SQUARE METER BY REGION</b>			
Americas	1,219	1,214	1,190
Asia Pacific	1,251	1,242	1,230
Europe, Africa, Middle East and South-West Asia	1,281	1,243	1,249

	2015	2016	2017
<b>WATER INTENSITY, LITERS PER GUEST NIGHT BY REGION</b>			
Americas	477	472	480
Asia Pacific	1,123	1,070	1,044
Europe, Africa, Middle East and South-West Asia	935	933	859

	2015	2016	2017
<b>GHG INTENSITY, KILOGRAMS OF CO<sub>2</sub>E PER SQUARE METER BY REGION</b>			
Americas	114	109	105
Asia Pacific	155	152	144
Europe, Africa, Middle East and South-West Asia	152	148	147

\*2015 scope 1 and total GHG emissions were corrected due to a previous calculation error.

Energy, water, and GHG data are based on reported information from managed hotels in our three regions: Americas, Asia Pacific (ASPAC), and Europe, Africa, Middle East and South-West Asia (EAME/SW Asia). Reductions result from, among other things, upgraded equipment with improved efficiency, diligent management of resource consumption, and, in some cases, shifting certain operations, such as 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 and intensity values, but are included in the aggregate values. This segment makes up roughly 3 percent of our overall GHG emissions.