

Hyatt 2015/2016 CORPORATE RESPONSIBILITY SCORECARD



Hyatt is in the business of caring for people so they can be their best. This guides every aspect of our company and is the foundation of our commitment to operating our business responsibly and caring for our communities. This scorecard highlights the progress we've made on our commitments to our people, our community, and our planet during the year 2015, with some highlights up to April 2016.

This scorecard complements our 2015/2016 Issue Reports which outline the topics that are most important to our business. You can find these reports, as well as more general information about corporate responsibility, at HyattThrive.com. You can also hear from our CEO by watching our [Hyatt Thrive video](#).



OUR COMMITMENTS

CARING FOR OUR COLLEAGUES

Our 100,000 colleagues are the heart of Hyatt. We aim to provide all of them with opportunities to grow, to thrive, and to be themselves.

CELEBRATING DIVERSITY AND INCLUSION

We value and encourage diverse viewpoints because we believe that the more inclusive we are, the more culturally invested and valued Hyatt will be globally.

OUR PROGRESS

Introduced a new online training platform for non-desk-based colleagues, replacing the traditional classroom approach.

Data shows a **62% rise in colleague satisfaction** compared to previous training.

Expanded **Diversity Business Resource Groups** to seven, with nearly 70 local chapters to support diversity and inclusion for colleagues worldwide. Examples include HyPride, Hyatt B.L.A.C.K., and Women@Hyatt.

We are proud of the recognition for our work:

FORTUNE 100 **Best Companies to Work For**[®] (2016) – third consecutive year, jumping 31 places higher in the list.

Gallup **Great Workplace Award** (2016) – sixth consecutive year.

Great Place to Work[®] 100 **Best Workplaces for Millennials** (2015).

World's Best Multinational Workplaces – **Great Place to Work**[®] (2015).

We are proud of the recognition for our work:

Human Rights Campaign **Best Place to Work for LGBT Equality** – (since 2005).

50 Best Workplaces for Diversity – Great Place to Work[®] (2015).

100 Best Workplaces for Women by Great Place to Work[®] (2015).

OUR COMMITMENTS



RESPECTING HUMAN RIGHTS

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



INVESTING IN OUR COMMUNITIES

We like to think of our communities as an extension of our hotels – and we invest in them accordingly. By sharing our time and resources, we create opportunities for people to advance academically, economically, and personally.

*Donations include those made through our company, colleagues, owners, and guests 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 2015 value of volunteer time, \$23.56/hour.

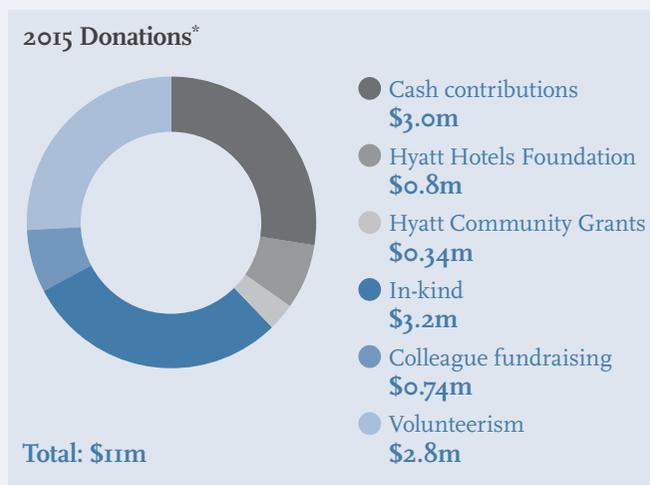
OUR PROGRESS

Signed the **ECPAT Code** (End Child Prostitution and Trafficking), furthering Hyatt's already strong commitment to address human trafficking within our sphere of influence.

In 2015, approximately **55,000 of our hotel colleagues** were required to take human trafficking training. Additionally, the training is a brand standard for our franchise hotels and we make our training modules available to our franchise partners who wish to use them.

Spearheading the **development of industry targets** around trafficking and human rights best practices through the Human Rights Working Group of the International Tourism Partnership.

Hyatt volunteers completed **116,000 volunteer hours** in their communities in 2015. Since 2011, volunteer hours have **more than tripled**.



31 nonprofits in 14 countries were awarded grants through the Hyatt Community Grants program, bringing the total donated to date to **\$2.4m**.

Expanded and strengthened partnerships to advance Hyatt's commitment to education and career readiness.

Highlights include:

\$25,000 donation and ongoing partnership with Youth Career Initiative (YCI). In 2015, **46 young people graduated** from the YCI programs at Hyatt hotels.

Joined the **100,000 Opportunities Initiative** and supported Opportunity Fair & Forum around the U.S. to help young people find employment.

Partnered with Khan Academy, an innovative, free online learning platform. Through our sponsorship of LearnStorm, more than **100,000 Chicago-area students** enrolled in the challenge to improve their math skills.

18 hotels trained 120 students with disabilities through Hands On Education. Over the course of 18 years, **35 hotels have trained more than 1,600 students**.

OUR COMMITMENTS

OUR PROGRESS



RESPONDING TO DISASTERS

We're committed to being there for our communities when it matters most. When disasters strike, we help our colleagues and neighbors recover, rebuild, and thrive again.

OUR PROGRESS

Hyatt contributed more than \$300,000 to support people affected by the earthquake that struck Nepal in 2015. Funds were donated to Mercy Corps, our international disaster relief partner, and over 120 Nepalese colleagues around the world received financial support raised through internal fundraising.

HOW WE'RE DOING ON OUR 2020 ENVIRONMENTAL SUSTAINABILITY VISION

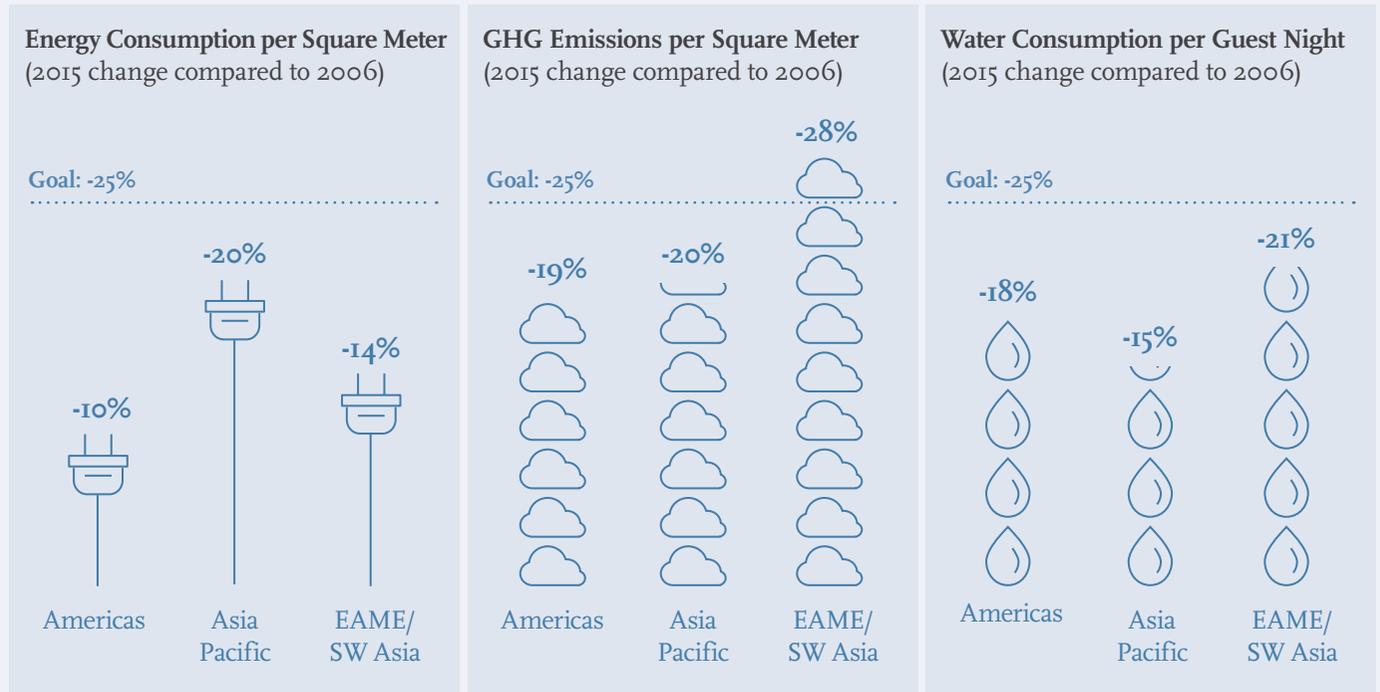
OUR GOALS

OUR PROGRESS



REDUCE ENERGY, GHG EMISSIONS, AND WATER

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



Energy, GHG, and water 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). These 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 emission, and water reduction goals. This segment makes up roughly 3% of our overall GHG emissions.

OUR GOALS



DIVERT WASTE

By 2020: Every managed hotel diverts 40% of its waste from landfills.

Beginning in 2015: Recycle materials when renovating managed hotels.



PURCHASE RESPONSIBLY

By 2016: Incorporate sustainability in purchasing criteria for brand-standard products.

By 2018: Choose more sustainable alternatives for at least eight purchasing categories.

By 2018: Source more than 50% of global seafood responsibly, with more than 15% from Marine Stewardship Council (MSC) or Aquaculture Stewardship Council (ASC) certified fisheries or farms.

OUR PROGRESS

12% of owned and managed full service hotels globally reported **exceeding a 40% diversion rate**.

Worked with a waste and recycling company to complete **comprehensive waste audits** at five U.S. hotels. Pilot findings are being leveraged to develop global training programs to improve recycling outcomes.

Worked with Habitat for Humanity ReStore resale outlet to pilot the donation of furniture and fixtures resulting from a 325-room renovation of a Hyatt owned hotel.

Updated our **brand standards** in 2015 to consider sustainability in all product decisions.

Identified sustainable alternatives in the Americas, including switching wax-lined produce delivery boxes to **recyclable or reusable options**, and offering digital rather than printed guest newspapers.

Continued efforts around **cage-free eggs** and the **elimination of polystyrene packaging** in our U.S. hotel supply chain. Due to supply challenges we remained at 90% for full service managed hotels that exclusively use cage-free eggs (liquid and shell), and at 92% elimination of polystyrene from disposable food and beverage packaging.

We made significant progress toward our **sustainable seafood goals** in 2015, including:

- Completed an audit of our seafood purchasing across managed full service hotels globally, which will inform our strategy across all markets through 2018.
- Launched a global training program for culinary and purchasing colleagues.
- Conducted two in-depth studies with Hyatt hotels in Hong Kong and India to identify procurement strategies in challenging markets. Based on preliminary data, as much as one-third of seafood by volume is now procured from responsible sources in each of these markets.
- Began to transition shrimp, our second largest seafood category, to ASC-certified options at our hotels in the Americas.

OUR GOALS



BUILD SMART

Beginning in 2015: Managed hotels will follow enhanced sustainable design guidelines for new construction and major renovation projects.

Beginning in 2015: Wholly owned full service hotels will achieve LEED or equivalent certification for new construction or major renovations.



INNOVATE & INSPIRE

Beginning in 2015: Identify hotels to test and prove the business case for innovative sustainability solutions.

Beginning in 2015: Establish a dedicated fund for owned hotels' sustainability projects that demonstrate environmental and efficiency benefits with a return on investment.

By 2016: 100% of our franchised hotels will track and report environmental performance data.

By 2017: 100% of our major suppliers (by spend) will have sustainability policies in place.

OUR PROGRESS

Developed a comprehensive list of regionally relevant, **sustainable design** requirements that are being integrated into technical standards for all brands.

Finalized a **sustainable design scorecard** to be piloted in new construction and major renovation projects across all regions in 2016.

Initiated two new development projects for wholly owned hotels, both of which are **designated for LEED certification**.

24 owned, managed, and franchised properties have achieved LEED certification, one of the most widely recognized sustainable construction standards.

Outcomes from energy, water, and waste projects from hotels in **11 countries** compiled and to be shared globally to help scale up best practices.

Hyatt Regency Greenwich in Connecticut became the **first hotel to operate a Bloom Energy fuel cell**, which could reduce annual GHG emissions by 40%.

EcoTrack, Hyatt's environmental tracking database, was launched to franchise hotels in 2015.

94% of Hyatt's major suppliers and distributors of operational and food and beverage supplies for North American hotels have sustainability policies in place. This is our largest market, and the only one in which we have centralized contracts, which makes this an important milestone.