At Hyatt¹, our purpose is to care for people so they can be their best. This includes supporting the communities in which we operate by caring for the planet. The devastating impacts of the COVID-19 pandemic have put further pressure on our global community and underscore the need for coordinated climate action. In connection with the economic recovery from the crises caused by the pandemic, there is a unique opportunity to revitalize and rebuild stronger, healthier and more resilient communities. As a global hospitality company serving those communities, Hyatt is committed to reimagining our business toward a more sustainable future—for the benefit of all stakeholders.

In 2014, we updated multi-year sustainability goals focused on key outcomes in areas in which we believed we could have the greatest impact:

- reducing greenhouse gas emissions and water use intensities
- diverting waste
- purchasing responsibly by choosing more sustainable product alternatives
- collaborating with hotel developers to design, build, and renovate more efficient, lower impact hotels
- innovating and inspiring to help address complex environmental challenges and drive change

We are proud of our efforts over the last several years and recognize the imperative to press on with a renewed and reimagined commitment to sustainability efforts that will support a healthier, more just society. In 2021, we will introduce a new set of long-term environmental goals and associated strategies, which will build on our ongoing efforts related to climate change, water stewardship, waste, sourcing, and caring for our communities. This work, along with our efforts like Change Starts Here and RiseHY, will allow us to be a part of ensuring that the communities in which we operate are resilient and support the needs of its residents.

Detailed information about Hyatt’s environmental sustainability and broader corporate responsibility efforts is available at hyattthrive.com.

¹The terms “Hyatt,” “we,” “our,” and similar terms are used in this document for convenience to refer to Hyatt Hotels Corporation, one or more of its affiliates, and/or one or more properties operating under a Hyatt brand, including properties managed by Hyatt or a third party.
Goals announced in 2014:
Reduce 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 use per guest night by 30%.

Due to business interruptions caused by COVID-19, the sustainability performance of 2020 is irregular and, therefore, the 2019 metrics are more representative of Hyatt’s environmental sustainability results.

GHG and water data are based on reported information from managed hotels in our three regions: Americas, Asia Pacific (ASPAC), Europe, Africa, Middle East & 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 GHG emissions and water reduction goals and intensities. This segment makes up roughly 2% of our overall GHG emissions.
DIVERT WASTE

Goal announced in 2014:
Every managed hotel will divert >40% of its waste from landfills by the end of 2020.

Tackling food waste
• Ongoing focus that includes full-service hotels creating food waste management plans such as smaller displays and à la minute food preparation for buffets.
• >190,000 pounds of excess edible food donated to local charities.
• Nearly 7,000 tons of food waste composted rather than landfilled.

Shifting to a circular economy
Announced three efforts2 to reduce single-use plastic waste, building on previous guidance of eliminating non-essential plastics like covers used for onsite laundry, cotton swabs with plastic stems, and single-use bottled water in Hyatt offices.
1. Transition to large-format bathroom amenities to replace traditional small bottles of shower gel, shampoo, conditioner and lotion.
2. Increase the number of water stations in key public spaces at hotels for guests who wish to refill reusable water bottles.
3. Serve water in carafes or other containers for meetings and events; bottled water will be available by request.

34% of managed hotels globally have exceeded a 40% waste diversion rate, including Alila hotels in Indonesia that achieved zero waste.

13 hotels used onsite filtration and bottling equipment to provide guests with water in refillable bottles. Watch a video from Hyatt Regency Delhi.

PURCHASE RESPONSIBLY

Goals announced in 2014:
Choose more sustainable alternatives for at least eight purchasing categories by the end of 2018.

Increasing certified products
• Transitioned to linen made of cotton certified to the Better Cotton Initiative (BCI) and manufactured and distributed by facilities certified to SteP by OEKO-TEX® for Hyatt Place and Hyatt House hotels in the U.S. and Canada.
• Switched to soap made with palm oil certified to the Roundtable on Sustainable Palm Oil (RSPO) standards at Hyatt Place and Hyatt House hotels in the Americas.
• Continued efforts to increase certified products in categories such as paper and efficient appliances.

• Introduced new coffee featuring beans from Rainforest Alliance Certified™ farms that is offered in restaurants, banquetts, and function areas at Grand Hyatt, Hyatt Regency, Destination Hotels, Hyatt, Hyatt Centric, Hyatt Place and Hyatt House hotels in the U.S. and Canada.
• Elevated plant forward meals to enhance focus on vegetables and grains even for meals that are not vegetarian or vegan.
• Engaged with World Wildlife Fund in Mexico to identify opportunities to source more sustainable domestic product.
• Seafood efforts highlighted by the United Nations Environmental Programme in their publication, Transforming Tourism through Sustainable Procurement, and Hyatt Regency Chesapeake Bay and Park Hyatt Tokyo featured by World Wildlife Fund.
• Continued supplier engagement on animal welfare practices.

2 Timeline of these efforts announced during 2019 will be reevaluated to reflect COVID-19 considerations.

34%

13
54 managed and franchised properties have been LEED certified.

- Alila Villas Uluwatu achieved EarthCheck Platinum, building on its previous Gold certification and marking a new milestone for the Alila hotels’ EarthCheck priority.
- 28 hotels generate a portion of their energy through onsite renewable energy system, including solar thermal and photovoltaic technology.
- Hyatt Regency Maui Resort and Spa became the first resort in Hawaii to increase its LEED certification for Existing Buildings from Silver to Gold.
- Grand Hyatt Jakarta became the first hotel in Indonesia to install solar panels, and also received recognition from the Indonesian government for its environmental stewardship efforts.

INNOVATE AND INSPIRE

Take collective action to help address complex environmental challenges and drive change.

- Hyatt has been an active member of the International Tourism Partnership for over a decade. With the relaunch of the organization as the Sustainable Hospitality Alliance, we have cemented our commitment to continue in collective work to address critical environmental and social needs, which will be even more important as we rebuild from the impacts of COVID-19.
- Contributed to the development of the Business Case for Sustainable Hotels published by the Sustainable Hospitality Alliance in collaboration with the International Finance Corporation (IFC) to provide publicly available information and engage the broader industry—owners, developers, investors, franchisees, operators—to collaborate to advance sustainability considerations.
- Ongoing participation in the Cornell Hotel Sustainability Benchmarking Index effort to increase transparency to the industry’s sustainability data and provide benchmarks for public benefit.
- Launched a new webpage to facilitate the collaboration of designing more sustainable events with meeting planners.