

C0. Introduction

C0.1

**(C0.1) Give a general description and introduction to your organization.**

References in this report to “we,” “our,” “us,” “Hyatt,” and similar terms refer to Hyatt Hotels Corporation and/or one or more of its affiliates. The term “managed hotels” refers to those hotels for which Hyatt provides management and similar hotel services.

About our Company

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company guided by its purpose – to care for people so they can be their best. Our purpose to care for people so they can be their best informs our business decisions and growth strategy and is intended to attract and retain top employees, build relationships with guests and create value for shareholders. As of December 31, 2021, the Company’s portfolio included more than 1,150 hotel and all-inclusive properties in 70 countries across six continents. The Company’s offering includes the Park Hyatt®, Miraval®, Grand Hyatt®, Alila®, Andaz®, The Unbound Collection by Hyatt®, Destination by Hyatt™, Hyatt Regency®, Hyatt®, Hyatt Ziva™, Hyatt Zilara™, Thompson Hotels®, Hyatt Centric®, Caption by Hyatt, JdV by Hyatt™, Hyatt House®, Hyatt Place®, UrCove, and Hyatt Residence Club® brands, as well as resort and hotel brands under the AMR™ Collection, including Secrets® Resorts & Spas, Dreams® Resorts & Spas, Breathless Resorts & Spas®, Zoetry® Wellness & Spa Resorts, Alua Hotels & Resorts®, and Sunscape® Resorts & Spas. Subsidiaries of the Company operate the World of Hyatt® loyalty program, ALG Vacations®, Unlimited Vacation Club®, Amstar DMC destination management services, and Trisept Solutions® technology services. For more information, please visit [www.hyatt.com](http://www.hyatt.com).

On November 1, 2021, Hyatt completed the acquisition of Apple Leisure Group (including properties in the AMR Collection brands noted above). Due to the timing of the acquisition and the time required to synchronize ESG data, this report does not include data from this new business segment.

Environment Social Governance (ESG) at Hyatt

We support our purpose to care for people to be their best by adhering to a set of core values, which are respect, integrity, empathy, humility, creativity, and fun. Since opening our first hotel in 1957, we have always believed that the way we manage our business and operate our hotels defines who we are and what we stand for, and we believe that with our global presence, it is critical that our hotels operate in an environmentally and socially responsible way.

Hyatt’s new global ESG platform, World of Care, launched in July 2021 and builds on our continuing efforts to care for people, the planet, and responsible business practices. These pillars have been integral to our business and reflect our understanding that our actions can create long-term value for people and the communities where we work and live. We recognize that when our people, communities, and planet thrive, so does our business. Climate change is a critical focus for Hyatt within this platform.

Organizational Boundary for Emissions Reporting

The boundary of this report includes owned and managed hotels, over which we have operational control. Please note that emissions for franchised hotels are reported on as a Scope 3 emissions source in Question C6.5.

C0.2

**(C0.2) State the start and end date of the year for which you are reporting data.**

	Start date	End date	Indicate if you are providing emissions data for past reporting years	Select the number of past reporting years you will be providing emissions data for
Reporting year	January 1 2021	December 31 2021	No	<Not Applicable>

C0.3

**(C0.3) Select the countries/areas in which you operate.**

Algeria  
Argentina  
Armenia  
Aruba  
Australia  
Austria  
Azerbaijan  
Bahamas  
Brazil  
Bulgaria  
Cambodia  
Canada  
Chile  
China  
China, Macao Special Administrative Region  
Colombia  
Costa Rica  
Ethiopia  
France  
Germany  
Greece  
Guam  
Guatemala  
Honduras  
Hong Kong SAR, China  
India  
Indonesia  
Italy  
Jamaica  
Japan  
Jordan  
Kuwait  
Kyrgyzstan  
Malaysia  
Malta  
Mexico  
Morocco  
Nepal  
Netherlands  
New Zealand  
Northern Mariana Islands  
Oman  
Panama  
Philippines  
Puerto Rico  
Qatar  
Republic of Korea  
Russian Federation  
Saint Kitts and Nevis  
Saudi Arabia  
Serbia  
Singapore  
South Africa  
Spain  
Sweden  
Switzerland  
Taiwan, China  
Tajikistan  
Thailand  
Trinidad and Tobago  
Turkey  
Ukraine  
United Arab Emirates  
United Kingdom of Great Britain and Northern Ireland  
United States of America  
Uzbekistan  
Viet Nam

**C0.4**

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**(C0.4) Select the currency used for all financial information disclosed throughout your response.**

USD

**C0.5**

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**(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.**

Operational control

C-CN0.7/C-RE0.7

**(C-CN0.7/C-RE0.7) Which real estate and/or construction activities does your organization engage in?**

Buildings management

C0.8

**(C0.8) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)?**

Indicate whether you are able to provide a unique identifier for your organization	Provide your unique identifier
Yes, an ISIN code	US0004026250

C1. Governance

C1.1

**(C1.1) Is there board-level oversight of climate-related issues within your organization?**

Yes

C1.1a

**(C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.**

Position of individual(s)	Please explain
Chief Executive Officer (CEO)	The highest level of direct responsibility for climate-related issues within Hyatt resides with our President and Chief Executive Officer (CEO), who is a member of our Board of Directors. Oversight on climate-related issues, as well as Hyatt's ESG commitments, aligns with our CEO's role in leading our organization to achieve its core business strategies and create value for shareholders and stakeholders. Hyatt's ESG Steering Committee (consisting of senior executives), Environmental Sustainability department, and Risk Council inform the CEO on emerging topics and Hyatt's performance as it relates to energy and greenhouse gas emissions management.
Director on board	In addition to Hyatt's CEO, Hyatt's Board of Directors, through the Board's Nominating and Governance Committee, oversees Hyatt's ESG strategy, which includes climate change strategy. Hyatt's CEO and ESG Steering Committee update the Nominating and Governance Committee on Hyatt's ESG matters, including strategies related to climate change.

C1.1b

**(C1.1b) Provide further details on the board's oversight of climate-related issues.**

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Scope of board-level oversight	Please explain
Scheduled – some meetings	<ul style="list-style-type: none"> <li>Reviewing and guiding strategy</li> <li>Reviewing and guiding risk management policies</li> <li>Reviewing and guiding business plans</li> <li>Monitoring implementation and performance of objectives</li> <li>Monitoring and overseeing progress against goals and targets for addressing climate-related issues</li> </ul>	<Not Applicable>	<p>Hyatt's Board of Directors ensures that the long-term interests of Hyatt's shareholders are served by exercising strategic oversight of the company. This includes overseeing enterprise risk management, compliance, financial matters and human capital strategy.</p> <p>In 2020 Hyatt established an ESG Committee to further advance cross-functional strategy for current and emerging environmental, social and governance priorities, drive impact across the organization and geographies, and ensure that effective communication and disclosures are in place for colleagues, guests, customers, investors, hotel owners and operators, and the public. The committee is comprised of senior executives and subject matter experts representing a comprehensive spectrum of functional areas. The ESG Steering Committee is chaired by the Executive Vice President, General Counsel and Corporate Secretary, and includes the Chief Financial Officer and the Chief Human Resources Officer. The Committee is overseen by Hyatt's CEO as well as the Board's Nominating and Corporate Governance Committee. The Associate Vice President of Sustainability and ESG Reporting manages the climate-related strategies.</p> <p>Additionally, on a quarterly basis, the Risk Council evaluates risks, which are presented to the Executive Committee for input and discussion and are shared with the board's audit committee. Each year, the full Board of Directors is presented with the Risk Council Annual Report, which includes risks related to Environmental Sustainability and climate-related business interruptions increased by climate change.</p>

## C1.1d

### (C1.1d) Does your organization have at least one board member with competence on climate-related issues?

	Board member(s) have competence on climate-related issues	Criteria used to assess competence of board member(s) on climate-related issues	Primary reason for no board-level competence on climate-related issues	Explain why your organization does not have at least one board member with competence on climate-related issues and any plans to address board-level competence in the future
Row 1	No, and we do not plan to address this within the next two years	<Not Applicable>	Other, please specify (Hyatt sees climate change as an important subject. Hyatt relies on subject matter experts for a wide range of important topics and does not necessarily look to have a seat on the board for all subjects.)	Hyatt sees climate change as an important subject. Hyatt relies on subject matter experts for a wide range of important topics and does not necessarily look to have a seat on the board for all subjects.

## C1.2

### (C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.

Name of the position(s) and/or committee(s)	Reporting line	Responsibility	Coverage of responsibility	Frequency of reporting to the board on climate-related issues
Chief Executive Officer (CEO)	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	As important matters arise
Other C-Suite Officer, please specify (General Counsel)	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	Quarterly
Other, please specify (Risk committee)	<Not Applicable>	Assessing climate-related risks and opportunities	<Not Applicable>	Annually

## C1.2a

### (C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).

**HYATT'S ESG COMMITTEE:** In 2020 Hyatt established an ESG Committee to further advance cross-functional strategy for current and emerging environmental, social and governance priorities, drive impact across the organization and geographies, and ensure that effective communication and disclosures are in place for colleagues, guests, customers, investors, hotel owners and operators, and the public. The committee is comprised of senior executives and subject matter experts representing a comprehensive spectrum of functional areas. The ESG Steering Committee is chaired by the Executive Vice President, General Counsel and Corporate Secretary, and includes the Chief Financial Officer and the Chief Human Resources Officer.

**HYATT'S RISK COUNCIL:** Hyatt's Risk Council is responsible for assessing business risks, including climate-related risks. On a quarterly basis, our Risk Council evaluates risks, including climate change risks, which are presented to our Executive Committee for input and discussion, and a formal report is provided to the full Board of Directors annually. Climate-related issues that are identified and communicated to the Risk Council are evaluated in the same manner as other risks to our business. Hyatt's Risk Council is made up of corporate senior leaders from functions across the company, including finance, legal, accounting and tax, operations, human resources and environmental sustainability.

**ENVIRONMENTAL SUSTAINABILITY DEPARTMENT:** Hyatt's Associate Vice President of Sustainability and ESG Reporting is charged with defining Hyatt's environmental programs and policies, which include climate change management and mitigation. The department monitors climate-related risks, opportunities and challenges on an ongoing basis in order to inform Hyatt's strategy. This department relays information regarding climate-related issues to relevant stakeholders within the company, including the ESG Committee, the Risk Council, operations leads and Chief Executive Officer, whenever relevant.

**BUSINESS UNIT MANAGERS:** Hyatt's regional Vice Presidents and Directors of Engineering oversee the overall performance of facility operations, including the effective management of energy and water consumption, greenhouse gas emissions, and waste. These individuals are tasked with identifying opportunities for increased operating efficiency and implementing both operational and capital strategies to meet this end.

## C1.3

### (C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?

	Provide incentives for the management of climate-related issues	Comment
Row 1	Yes	

## C1.3a

**(C1.3a) Provide further details on the incentives provided for the management of climate-related issues (do not include the names of individuals).**

Entitled to incentive	Type of incentive	Activity incentivized	Comment
Business unit manager	Monetary reward	Emissions reduction target	The Associate Vice President of Environmental Sustainability and ESG Reporting is charged with defining and developing Hyatt's environmental programs and policies, which include climate change management and mitigation. Annual goals tied to compensation are set for this purpose.  Examples of goals that are incentivized and tied to this person's compensation include (1) setting company-wide GHG emissions reduction targets, (2) advancing efforts toward emissions targets, (3) issuing reports on Hyatt's climate change management practices and results and (4) implementing other behavioral change/reputation improvement platforms.
Business unit manager	Monetary reward	Emissions reduction project	The regional Vice Presidents and Directors of Engineering oversee the overall performance of facility operations, including the effective management of energy and water consumption, greenhouse gas emissions and waste in support of our environmental focus areas.  Goals tied to their compensation incentivize the execution of programs supporting hotels' operational efficiency improvements.
Facilities manager	Monetary reward	Efficiency project	The Directors of Engineering at Hyatt hotels have job requirements that include managing their hotels efficiently, which includes reducing energy and water consumption and carbon emissions through efficiency projects and behavioral change measures. Goals tied to compensation are set for optimizing the operations of hotels.
All employees	Non-monetary reward	Behavior change related indicator	Environmental stewardship is a responsibility that is shared across all Hyatt colleagues. Our hotels take the lead in identifying opportunities to reduce environmental impact and organizing colleague training and engagement initiatives.  In addition, through Hyatt's "Caring for our Planet" program, colleagues have specific tasks, according to their job functions, that are designed to reduce energy and water consumption, waste and carbon emissions.  Hyatt recognizes outstanding colleague achievements and commitments through various internal communication channels, including our intranet and internal social media channels.

## C2. Risks and opportunities

### C2.1

**(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?**

Yes

### C2.1a

**(C2.1a) How does your organization define short-, medium- and long-term time horizons?**

	From (years)	To (years)	Comment
Short-term	1	3	This time horizon is specific to climate-related risks. (Please note that, while climate-related risks are evaluated in the same manner as other risks to our business, the time horizon considerations differ from other business practices.) Examples of short-term risks include new regulations and taxes, increased cooling needs, water shortages, increased frequency of weather events, and changes in stakeholder expectations. Examples of short-term opportunities include proportionally avoided increases in energy costs resulting from early action to improve building efficiencies and building awareness of Hyatt's brand as it relates to climate action.
Medium-term	4	6	This time horizon is specific to climate-related risks. (Please note that, while climate-related risks are evaluated in the same manner as other risks to our business, the time horizon considerations differ from other business practices.) Examples of medium-term risks are high levels and prevalence of the risks identified for the short-term. Examples of medium-term opportunities include customers favoring Hyatt for ongoing climate action work, and the ability to take advantage of new renewable energy opportunities.
Long-term	7		This time horizon is specific to climate-related risks. (Please note that, while climate-related risks are evaluated in the same manner as other risks to our business, the time horizon considerations differ from other business practices.) Examples of long-term risks include the impact on desirability of certain destinations.

### C2.1b

**(C2.1b) How does your organization define substantive financial or strategic impact on your business?**

In the context of climate-related risk, a 'substantive impact' is defined differently than material impacts described in financial reporting. Risks that have been raised at the corporate level and are included in the assessment process are considered substantive, since they have the potential to adversely impact our business in a way that could cause financial or reputational damage. More specifically, a substantive climate-related impact would include even one hotel's inability to operate as "business as usual" due to barriers in accessing necessary resources like water and supplies, impact to infrastructure due to extreme weather events, or a group of guests' inability to travel to the hotel. While the financial impact to Hyatt at the corporate level may not be significant, these impacts would have a negative impact on our guest experiences, possible implications to colleague and guest safety and wellbeing, and more targeted financial impact to our hotel owners.

In many cases, Hyatt provides management and support services to hotels across the world in many types of local markets with different environmental considerations, therefore our risks related to climate events are diversified. The majority of Hyatt-branded properties are assets owned by other entities.

### C2.2

**(C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.**

**Value chain stage(s) covered**

Direct operations  
Upstream  
Downstream

**Risk management process**

Integrated into multi-disciplinary company-wide risk management process

**Frequency of assessment**

More than once a year

**Time horizon(s) covered**

Short-term  
Medium-term  
Long-term

**Description of process**

COMPANY-LEVEL PROCESSES: At the cCompany level, the Environmental Sustainability department is responsible for staying abreast of emerging global climate change-related risks and opportunities by working with external thought-leaders, industry groups, our ESG Committee, our Risk Council and departmental channels including Engineering, Operations, Sales, Purchasing, Design Services, Finance and Legal. As part of the CDP Climate Change response development process, a cross-functional team conducts an annual evaluation of specific climate change-related risks and opportunities. The scope of Hyatt's risk and opportunity identification process includes those related to (i) regulations, (ii) operational and capital expenses, (iii) physical and weather-related conditions, (iv) reputation, (v) customer behavior and (vi) our supply chain.

HOTEL-LEVEL PROCESSES: At the hotel level, physical and regulatory risks at managed hotels are identified in collaboration with insurance companies, owners and consultants, and property protection experts including fire and natural disaster protection and prevention engineers. Onsite visits are generally conducted at managed hotels around the world on a periodic basis. In addition, we have a variety of data tracking and surveying tools in place that help keep Hyatt abreast on hotel-level information.

ASSESSMENTS: When entering a new market with development projects or acquisitions, Hyatt conducts market and site research. Assessments include local site and environmental issues, flood and storm concerns, access to resources, and - where appropriate - a security assessment of the local operating environment. Risks related to existing and emerging regulations, expenses, reputation or supply chain are generally identified at the asset level. Additionally, at the asset level, Hyatt prioritizes property-specific action plans based on energy audits, regional water risks and other considerations that we believe can help mitigate climate change-related risks, as well as provide properties with opportunities to demonstrate leadership in corporate responsibility.

DETERMINATION OF SUBSTANTIVE RISKS: Any risks that have been raised at the corporate level and are included in the assessment process are considered substantive, since they have the potential to adversely impact our business in a way that could cause financial or reputational damage. Hyatt uses two metrics to determine the relative significance of any given risk in relation other identified risks. The first is severity, or the potential intensity of the impact on our business. The second is velocity, or the speed with which a risk could potentially impact our business. Each identified risk is given a rating in both of these categories, and those risks with higher combined ratings are seen to have a higher relative significance than those with lower rankings. We review risks in this way from a financial and reputational standpoint.

On a quarterly basis, our Risk Council evaluates risks, including climate change risks, which are presented to our Executive Committee for input and discussion, and a formal report is provided to the full Board of Directors annually.

CRITERIA: Hyatt uses a materiality-based approach to prioritize identified risks and opportunities and to decide whether to mitigate, transfer, accept or control climate-related risks and how to capitalize on climate-related opportunities. The following criteria are considered in this approach: (1) Residual risk (exposure to the risk after consideration of Hyatt's existing controls), (2) Likelihood, (3) Financial impact and (4) Potential Timeframes for Risks.

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C2.2a

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**(C2.2a) Which risk types are considered in your organization's climate-related risk assessments?**

	Relevance & Inclusion	Please explain
Current regulation	Relevant, always included	Existing carbon tax schemes impact a small portion of our operations, which are typically identified at the asset level. Future schemes could impact a larger portion of our operations' costs associated with reporting and curbing emissions. Businesses throughout our supply chain would be similarly impacted by these regulations, which has the potential to result in increased costs of products and services.  For this reason, risks associated with current regulations are relevant and always included in our climate-related risk assessment for monitoring the severity and velocity of these risks.
Emerging regulation	Relevant, always included	In response to the Paris Agreement, many countries have committed to setting carbon reductions goals. These countries may begin to use new regulations as a mechanism to meet their goals, which could impact operating costs for Hyatt by increasing the cost of products and services that we purchase. Additionally, countries, including the US, have or are in the process of implementing regulations related to climate change disclosures.  For this reason, risks associated with emerging regulations are relevant and always included in our climate-related risk assessment for monitoring the severity and velocity of these risks.
Technology	Relevant, always included	At this time, we do not consider the costs of transitioning to lower emissions technologies or substitution of existing products and services with lower emissions options to be a material threat to our industry. However, there is a possibility that this risk may become relevant in the future, and therefore we monitor technology-related risks during our climate-related risk assessments for monitoring the severity and velocity of these risks.
Legal	Relevant, always included	At this time, we do not consider exposure to litigation as a result failure to mitigate the impacts of climate change or adapt to climate change to be a material threat to our business. However, there is a possibility that this risk may become relevant in the future, and therefore we evaluate legal risks during our climate-related risk assessments for monitoring the severity and velocity of these risks.
Market	Relevant, always included	In response to the Paris Agreement, many countries have committed to setting carbon reductions goals. These countries may begin to implement regulations and taxes to meet their goals, which could impact operating costs for Hyatt by increasing the cost of products and services that we purchase. The impacts on the transportation sector could also adversely impact our customers' travel frequencies. Additionally, corporate customers and guests are increasingly interested in sustainability practices at hotels.  For this reason, market risks are relevant and always included in our climate-related risk assessment for monitoring the severity and velocity of these risks.
Reputation	Relevant, always included	Increasingly, companies are evaluated on climate change impacts and management strategies. Poor ratings could negatively impact our Company's reputation across stakeholders including customers, colleagues, owners, investors and business partners. Additionally, as awareness around climate change and sustainability increases, some guests and corporate clients more strongly consider climate change mitigation practices into their considerations when selecting hotels and will look for hotels that demonstrate values aligned with their own.  A lack of direct action in this area could therefore result in loss of business, thus reputational risks are relevant and always included in our climate-related risk assessment for monitoring the severity and velocity of these risks.
Acute physical	Relevant, always included	Increases in the severity and frequency of extreme weather events such as tropical cyclones could impact business continuity, increase hotel repair costs and potentially increase insurance premiums. Natural disasters may also have severe physical and economic impacts on our communities and on our colleagues' families and homes. Sea level rise would compound the risks of tropical cyclones and flooding at Hyatt's coastal hotels. Droughts could also increase the number and severity of wildfires in arid regions, which could impact business and local communities. Floods, on the other hand, may result in structural and interior damage, increase in repair costs and increase in insurance premiums.  For this reason, acute physical risks are relevant and always included in our climate-related risk assessment for monitoring the severity and velocity of these risks.
Chronic physical	Relevant, always included	Changes in mean temperatures and extreme temperatures could result in increased heating and cooling demands and associated costs. Changes in mean temperature and precipitation could also impact the desirability of particular locations or travel patterns of customers. Droughts would likely increase the cost of water and interrupt the supply of fresh water. In the long-term, sea level rises would also be a chronic physical risk.  For this reason, chronic physical risks are relevant and always included in our climate-related risk assessment for monitoring the severity and velocity of these risks.

**C2.3**

**(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?**

Yes

**C2.3a**

**(C2.3a) Provide details of risks identified with the potential to have a substantive financial or strategic impact on your business.**

**Identifier**

Risk 1

**Where in the value chain does the risk driver occur?**

Upstream

**Risk type & Primary climate-related risk driver**

Market	Increased cost of raw materials
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**Primary potential financial impact**

Increased indirect (operating) costs

**Climate risk type mapped to traditional financial services industry risk classification**

<Not Applicable>

**Company-specific description**

In response to the Paris Agreement, many countries have committed to setting carbon reductions goals. These countries may begin to use fuel/energy taxes as a mechanism to meet their goals, impacting operating costs for Hyatt.

Fuel/energy taxes and regulations can raise costs for the utility sector, thereby increasing energy costs for hotels when costs are passed down. In addition, businesses throughout the supply chain are similarly impacted, which results in increased costs of products and services in many cases.

**Time horizon**

Short-term

**Likelihood**

Very likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

3800000

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – maximum (currency)**

&lt;Not Applicable&gt;

**Explanation of financial impact figure**

If 2019 (example of a normal business year) energy costs had increased by 1% as a result of taxes and regulations, for example, this would have resulted in increased operating costs for managed hotels of more than \$3.8 million. However, given our global operations and the local-nature of many risks, it is difficult to quantify more precise potential financial implications at the enterprise level.

**Cost of response to risk**

1000000

**Description of response and explanation of cost calculation**

Management methods:

- (1) We prioritize improving efficiency performance, which helps hotels to manage costs and meet new standards. New initiatives that hotels implemented during 2019 (under normal business conditions) were estimated to reduce GHG emissions by 7,000 metric tons annually.
- (2) We use Hyatt's Sustainable Building Design and Construction guidelines to integrate efficiency measures in new construction and renovation projects.
- (3) Many hotels have conducted onsite energy audits to prioritize capital investments.
- (4) We engage suppliers to address increasing risks within the supply chain. The collaborative relationship enables proactive approaches as costs and other business considerations change over time. (Additional information on supplier engagement can be found in our response to Question C12.1a)

These management methods cannot influence the likelihood of changes in the cost of raw materials and the associated risks, but they could reduce the potential magnitude of this risk's impact on our business at the present time and going forward.

Cost of Management:

Managed hotels invest in onsite energy audits, a critical step toward efficiency improvements and managing climate change risks. These audits typically cost between \$10,000 and \$20,000 per site.

The management cost of \$1 million dollars is estimated based on the number of managed full service hotels and frequency of audits.

**Comment**

The cost of efficiency projects varies greatly by initiative, and it is therefore difficult to provide cost estimates. However, in many cases these investments result in a payback that is under three years.

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

**Identifier**

Risk 2

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Chronic physical	Temperature variability
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**Primary potential financial impact**

Increased direct costs

**Climate risk type mapped to traditional financial services industry risk classification**

&lt;Not Applicable&gt;

**Company-specific description**

Rising mean temperatures could result in increased cooling demands and associated costs at hotels. Wide-spread increases in energy demand may also increase the cost of utilities for hotels.

**Time horizon**

Short-term

**Likelihood**

Very likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

3800000

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – maximum (currency)**

&lt;Not Applicable&gt;



**Explanation of financial impact figure**

If 2019 (example of a normal business year) energy costs had increased by 1% as a result of increased cooling demands, for example, this would have resulted in increased operating costs for managed hotels of more than \$3.8 million. However, given our global operations and the local-nature of many risks, it is difficult to quantify more precise potential financial implications at the enterprise level.

**Cost of response to risk**

1000000

**Description of response and explanation of cost calculation**

Management methods:

- (1) Efficiency is an important focus as utility costs are likely to rise. Our efforts include ongoing measurements of environmental metrics towards targets, working with hotels to implement operational and capital improvement projects, colleague engagement, and advancing efficiency criteria through Sustainable Design and Construction Guidelines.
- (2) As an example, Hyatt Regency Maui Resort and Spa has implemented a range of initiatives over the years. The property received LEED® EBOM Gold certification, and was able to demonstrate that it was 30% more energy efficient compared to similar resorts in the process. The hotel has also completed the installation of a nearly 600 kW solar photovoltaic system.
- (3) Managed hotels have preventative maintenance programs in place, which enable properties to check that equipment is operating optimally, and that the building is equipped to handle a range of environmental conditions.

These management methods cannot influence the likelihood of temperatures changing and the associated risks, but they could reduce the potential magnitude of this risk's impact on our business at the present time and going forward.

Cost of Management:

Managed hotels invest in onsite energy audits, a critical step toward efficiency improvements and managing climate change risks. These audits typically cost between \$10,000 and \$20,000 per site.

The management cost of \$1 million dollars is estimated based on the number of managed full service hotels and frequency of audits.

**Comment**

The cost of efficiency projects varies greatly by initiative, and it is therefore difficult to provide cost estimates. However, in many cases these investments result in a payback that is under three years.

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

**Identifier**

Risk 3

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Chronic physical	Changing precipitation patterns and types (rain, hail, snow/ice)
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**Primary potential financial impact**

Increased direct costs

**Climate risk type mapped to traditional financial services industry risk classification**

<Not Applicable>

**Company-specific description**

Access to water is critical to running a hotel. Droughts would likely increase the cost of water and cause issues with the supply of fresh water. It could also increase the number and severity of wild fires in arid regions, which could impact business and local communities.

Floods, on the other hand, may result in structural and interior damage, increase in repair costs, and an increase in insurance premiums.

Extreme precipitation may impact suppliers' ability to effectively conduct business and trade, thereby increasing supply chain costs.

New regulations and costs could also be developed as a result of frequent or extreme droughts.

**Time horizon**

Short-term

**Likelihood**

Very likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

822000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

If 2019 (example of a normal business year) overall water costs had increased by 1%, for example, this would have resulted in a more than \$822,000 increase in operational spend for managed hotels.

**Cost of response to risk**

300000

**Description of response and explanation of cost calculation**

Management methods:

- (1) Efficiency is an important focus for Hyatt's long-term sustainability strategy since we expect water costs to rise and issues around access to water to become increasingly severe. Our efforts around managing water efficiency include ongoing measurements of environmental metrics, engaging hotels around implementing operational and capital improvement projects to work towards efficiency targets, colleague engagement, and the Sustainable Design and Construction Guidelines.
- (2) Some properties have also installed utility monitoring systems, which enable them to monitor water use in real time, detect abnormalities immediately, and identify conservation opportunities.
- (3) Hyatt stays up to date with developments in water-efficient technology and buildings by attending conferences, trainings, and encouraging colleagues to receive LEED® Accredited Professional or Green Associate credentials.

These management methods cannot influence the likelihood of changes in precipitation patterns/extreme variability in weather patterns and the associated risks, but they could reduce the potential magnitude of this risk's impact on our business at the present time and going forward.

Cost of Management:

Cost of management includes the installation of real-time utility monitoring equipment, which helps properties gain even better insight into data, which is approximately \$30,000 per hotel.

The cost to hotel owners of \$300,000 dollars is estimated based on 10 hotels installing one of these systems.

**Comment**

Other examples of costs include professional fees to business partners that provide data tracking and utility management services, professional fees for external experts, and salaries of Hyatt colleagues managing these programs.

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

**Identifier**

Risk 4

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Chronic physical	Sea level rise
------------------	----------------

**Primary potential financial impact**

Decreased revenues due to reduced production capacity

**Climate risk type mapped to traditional financial services industry risk classification**

&lt;Not Applicable&gt;

**Company-specific description**

Hyatt's coastal properties may need to make capital investments in systems to mitigate the effects of sea level rise, such as structural reinforcement and improved drainage systems. Sea level rise would also compound the risks of tropical cyclones and flooding mentioned above for Hyatt's coastal properties, which could impact business continuity and increase capital costs needed for repairs.

Sea level rise could also impact the desirability of particular locations or travel patterns of customers.

**Time horizon**

Long-term

**Likelihood**

Likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

7700000

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – maximum (currency)**

&lt;Not Applicable&gt;

**Explanation of financial impact figure**

If overall profit was impacted by 1%, for example due in part by reduced customer demand, this would roughly equal a \$7.7 million financial impact to managed hotels at 2019 revenue levels (example of a normal business year).

**Cost of response to risk**

0

**Description of response and explanation of cost calculation**

Management methods:

- (1) To ensure long-term business viability, Hyatt conducts market research prior to development or hotel acquisitions. Assessments include local site and environmental issues, local requirements, flood and storm concerns, and access to resources.
- (2) To prepare our hotels for severe weather events, Hyatt has preventative maintenance programs in place so hotels can ensure buildings operate at optimum levels.
- (3) We have developed Hyatt's Sustainable Building Design and Construction guidelines to integrate efficiency measures in new construction and renovation projects.

These management methods cannot influence the likelihood of rising sea levels and the associated risks, but they could reduce the potential magnitude of this risk's impact on our business in the long term (e.g., 7-20 years).

**Cost of Management:**

The management cost is indicated as \$0 because market research, preventative maintenance, and scheduled routine renovations are already embedded into regular business practices. Additional renovation needs would be case-by-case.

**Comment**

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

**Identifier**

Risk 5

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Acute physical	Cyclone, hurricane, typhoon
----------------	-----------------------------

**Primary potential financial impact**

Increased capital expenditures

**Climate risk type mapped to traditional financial services industry risk classification**

<Not Applicable>

**Company-specific description**

Increases in the severity and frequency of extreme weather events such as tropical cyclones and floods could impact business continuity, increase property repair costs, and potentially increase insurance premiums. Natural disasters may also have severe physical and economic impacts on our communities and on our colleagues' families and homes. Sea level rise would compound the risks of tropical cyclones and flooding mentioned above for Hyatt's coastal properties.

Severe weather events could also cause a decline in the level of business and leisure travel in certain regions, and could reduce the demand for lodging which may adversely affect our financial and operating performance.

**Time horizon**

Short-term

**Likelihood**

Very likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

7700000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

If overall profit was impacted by 1%, this would roughly equal a \$7.7 million financial impact to managed hotels at 2019 revenue levels (example of a normal business year).

However, given the global nature of our operations, it is difficult to quantify precisely the potential financial implications.

**Cost of response to risk**

0

**Description of response and explanation of cost calculation**

Management methods:

- (1) To ensure long-term business viability, Hyatt conducts market research prior to development or acquisitions. Assessments include local site and environmental issues, local requirements, flood and storm concerns, and access to resources.
- (2) Hyatt has procedures in place to identify and mitigate risks including risk transfer to insurers by means of insurance policies. Managed hotels usually go through a review process before opening and periodically after opening with the goal of reviewing the operations associated with the safety of our guests and colleagues and protection of the building.
- (3) In the event that disaster strikes, hotels have emergency response plans in place to keep our guests and colleagues safe.

These management methods cannot influence the likelihood of increasing severity of extreme weather events and the associated risks, but they could reduce the potential magnitude of this risk's impact on our business at the present time and going forward.

**Cost of Management:**

There are no additional costs of managing and mitigating these risks, as salaries of Hyatt staff monitoring and managing risks, professional fees, and insurance would be part of daily business operations. Therefore the cost of management is \$0.

**Comment**

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

**Identifier**

Risk 6

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Reputation	Increased stakeholder concern or negative stakeholder feedback
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**Primary potential financial impact**

Decreased revenues due to reduced demand for products and services

**Climate risk type mapped to traditional financial services industry risk classification**

<Not Applicable>

**Company-specific description**

Increasingly, companies are evaluated on climate change impacts and management strategies. ESG analyst firms including MSCI, RobecoSAM and Sustainalytics rate companies on behalf of investors. Additionally, some online booking channels provide sustainability ratings to customers. Poor ratings could negatively impact the Company's reputation across stakeholders including customers, colleagues, owners, investors and business partners.

**Time horizon**

Short-term

**Likelihood**

Likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

7700000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

If environmental performance caused a reduction in 2019 profit by 1%, for example, this would have equated to approximately \$7.7 million across managed hotels.

**Cost of response to risk**

9000000

**Description of response and explanation of cost calculation**

Management methods:

- (1) We have strengthened our efforts to communicate our sustainability performance through the launch of World of Care.
- (2) While much of our hotels' environmental efforts are behind the scenes, we have guest-facing programs that demonstrate our commitment and help guests reduce their climate change impact during travel, including serving local, sustainable ingredients in restaurants; transitioning to large format bathroom amenities; removing plastic straws from hotel operations; and providing guests the option to reuse linens and towels.
- (3) To improve the data provided to our corporate clients, Hyatt played a leading role in developing the Hotel Carbon Measurement Initiative, and uses this methodology to provide consistent information to our clients about the carbon, energy and water impact of their meetings and stays with Hyatt.

As a result of these management methods, we believe that both the likelihood and potential magnitude of the impact of this risk could be reduced over the next 1-3 years.

Cost of Management:

In 2019 (example of a normal business year), it was estimated that Hyatt and Hyatt hotel owners invested over \$9 million over 100 reported emissions reduction projects, which help to manage this risk.

**Comment**

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

**Identifier**

Risk 7

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Reputation	Shifts in consumer preferences
------------	--------------------------------

**Primary potential financial impact**

Decreased revenues due to reduced demand for products and services

**Climate risk type mapped to traditional financial services industry risk classification**

<Not Applicable>

**Company-specific description**

As awareness around climate change and sustainability increases, we anticipate that some guests and corporate clients will factor climate mitigation practices into their consideration when selecting hotels, and will look for hotels that demonstrate values aligned with their own.

A lack of direct action in this area could therefore result in loss of business. In particular, many of our corporate clients have climate change strategies in place and are looking at the business travel industry for opportunities to better manage their footprint. Environmental questions are now fairly standard in Request for Proposals (RFPs).

**Time horizon**

Short-term

**Likelihood**

Very likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

7700000

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – maximum (currency)**

&lt;Not Applicable&gt;

**Explanation of financial impact figure**

If environmental performance caused a reduction in 2019 profit by 1% for example (example of a normal business year), this would have equated to approximately \$7.7 million across managed hotels.

**Cost of response to risk**

9000000

**Description of response and explanation of cost calculation**

Management methods:

(1) We have strengthened our efforts to communicate our sustainability performance through launching World of Care.

(2) While much of our hotels' environmental efforts are behind the scenes, we have guest-facing programs that demonstrate our commitment and help guests reduce their climate change impact during travel, including serving local, sustainable ingredients in restaurants; transitioning to large format bathroom amenities; removing plastic straws from hotel operations; and providing guests the option to reuse linens and towels.

(3) To improve the data provided to our corporate clients, Hyatt played a leading role in developing the Hotel Carbon Measurement Initiative, and uses this methodology to provide consistent information to our clients about the carbon, energy and water impact of their meetings and stays with Hyatt.

As a result of these management methods, we believe that both the likelihood and potential magnitude of the impact of this risk could be reduced over the next 1-3 years.

Cost of Management:

In 2019 (example of a normal business year), it was estimated that Hyatt and Hyatt hotel owners invested over \$9 million over 100 reported emissions reduction projects, which help to manage this risk.

**Comment**

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

**Identifier**

Risk 8

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Acute physical	Wildfire
----------------	----------

**Primary potential financial impact**

Decreased revenues due to reduced demand for products and services

**Climate risk type mapped to traditional financial services industry risk classification**

&lt;Not Applicable&gt;

**Company-specific description**

Wildfires have been an increasing issue in areas such as Australia and California. In addition to the risks related to property damage and safety concerns, even where hotels are not directly in the line of the fire, surrounding air quality and accessibility can be severely impacted. In some cases hotel operations may need to stop.

**Time horizon**

Short-term

**Likelihood**

Virtually certain

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – maximum (currency)**

&lt;Not Applicable&gt;

**Explanation of financial impact figure**

Other than general climate action to help contribute to mitigating climate change impacts like droughts, hotel level focus includes response procedures to ensure the safety of guests and colleagues and local relief efforts through philanthropy or volunteerism.

**Cost of response to risk**

**Description of response and explanation of cost calculation**

**Comment**

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C2.4

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**(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?**

Yes

C2.4a

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**(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.**

**Identifier**

Opp1

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Development and/or expansion of low emission goods and services

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

Hyatt has voluntarily calculated emissions in accordance with the GHG Protocol since 2009, and has calculated its emissions inventory since 2006.

Because we have had the systems, expertise and mindset in place for tracking and reporting our GHG emissions, Hyatt has been well positioned to accurately report its environmental footprint and manage future reporting requirements.

**Time horizon**

Medium-term

**Likelihood**

Very likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

7700000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

As an example, a 1% increase in overall 2019 profit as a result of increased customer loyalty and strategic management of costs would have resulted in an approximate \$7.7 million increase across managed hotels based on 2019 performance (example of a normal business year).

**Cost to realize opportunity**

300000

**Strategy to realize opportunity and explanation of cost calculation**

Management methods for this opportunity are as follows:

Through our online database, Hyatt EcoTrack, Hyatt has been tracking global utility data by hotel, brand, region and company-wide.

Our proactive commitment to mitigate our impact, and to track and report our emissions would help us to quickly adjust to new needs. This preparedness could help us avoid added costs and increase customer loyalty and demand.

We believe that these management methods could increase the potential magnitude of the impact of this opportunity over the next 4-6 years. These management methods cannot, however, influence the likelihood of emission reporting obligations and the associated perceived opportunities.

**Cost of management:**

Cost to realize the opportunity include the installation of real-time utility monitoring equipment, which helps properties gain even better insight into data, which is approximately \$30,000 per hotel.

The cost to hotel owners of \$300,000 dollars is estimated based on 10 hotels installing one of these systems.

**Comment**

Other examples of costs include professional fees to business partners that provide data tracking and utility management services, professional fees for external experts, and salaries of Hyatt colleagues managing these programs.

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

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**Identifier**

Opp2

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Energy source

**Primary climate-related opportunity driver**

Use of new technologies

**Primary potential financial impact**

Reduced direct costs

**Company-specific description**

Hyatt hotels have a long history of working on improving building efficiencies using existing and emerging technologies, including LED lighting, centralized building monitoring systems, use of Energy Star and other certified efficient appliances, and onsite renewable and low-emissions energy.

We have also incorporated Sustainable Design guidelines into Hyatt's Global Technical Design Standards, which specify efficiency measures for all new builds and major renovations.

**Time horizon**

Short-term

**Likelihood**

Virtually certain

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

3800000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

As an example, a 1% decrease in energy costs would have resulted in more than \$3.8 million in savings across managed hotels based on energy 2019 spend (example of a normal business year).

**Cost to realize opportunity**

9000000

**Strategy to realize opportunity and explanation of cost calculation**

Management methods for this opportunity are as follows:

As part of Hyatt's commitment to environmental sustainability, we have been focused on gaining efficiency improvements across hotels to help manage costs associated with increased utility prices and potential future carbon and fuel/energy taxes.

These efforts also help hotels to respond quickly to advances in technology, avoid added costs, and leverage opportunities to demonstrate leadership in sustainability.

We believe that these management methods could increase the potential magnitude of the impact of this opportunity at the present time and going forward.

**Cost Management:**

In 2019, it was estimated that Hyatt and Hyatt hotel owners invested over \$9 million over 100 reported emissions reduction projects, which help to manage this risk (example of a normal business year).

**Comment**

Hotels and hotel owners make these investments to address other business needs (including necessary end-of-life replacements on machinery and equipment), in addition to helping to directly realize this opportunity.

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

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**Identifier**

Opp3

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Energy source

**Primary climate-related opportunity driver**

Use of lower-emission sources of energy

**Primary potential financial impact**

Reduced direct costs

**Company-specific description**

Local renewable energy regulations could result in incentives such as rebates, which could increase the opportunity for hotels to capitalize on environmental and operational efficiencies resulting from the use of renewable energy. Countries with potential opportunity for Hyatt include China and India – countries that are key markets for Hyatt, and where efforts are being made to add renewable energy into their grids.

Additionally, in response to the Paris Agreement many countries have committed to setting carbon reductions goals. These countries may begin to use renewable energy regulations as a mechanism to meet their goals, which could create new opportunities for hotels to benefit from renewable energy initiatives.

Hyatt may also benefit from the positive reputational attributes associated with use of renewable energy.

**Time horizon**

Medium-term

**Likelihood**

Very likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

1600000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

We estimate near-term annual savings of \$1.6 million across relevant hotels based on the growing number of hotels with onsite renewable energy.

**Cost to realize opportunity**

750000

**Strategy to realize opportunity and explanation of cost calculation**

Management methods for this opportunity are as follows:

Hyatt has modeled and is evaluating a science-based target to guide future programs and capitalize on renewable energy opportunities around the world.

Our Sustainable Design Guidelines encourage hotels to evaluate the feasibility of leveraging renewable energy.

New onsite renewable energy systems continue to be installed at our hotels. Currently about 30 Hyatt hotels are sourcing power from onsite renewable energy.

We believe that these management methods could increase the potential magnitude of the impact of this opportunity over the next 4-6 years.

Cost of Management:

Costs associated with the opportunity vary on a project-by-project basis. Based on reported projects in recent years, we are estimating \$750,000 costs to applicable hotel owners annually. Many of these projects have additional subsidies from local governments and utilities.

**Comment**

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

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**Identifier**

Opp4

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Resource efficiency

**Primary climate-related opportunity driver**

Move to more efficient buildings

**Primary potential financial impact**

Reduced direct costs

**Company-specific description**

Effective energy and water efficiency management at hotels and ongoing work to demonstrate our leadership to customers and external stakeholders will help Hyatt manage the increases in operational costs and potentially gain a competitive business advantage and market share.

**Time horizon**

Short-term

**Likelihood**

Likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

3800000



**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

If Hyatt avoided 1% in energy cost increases in 2019, the positive financial impact would have been more than \$3.8 million in savings across managed hotels based on 2019 energy spend (example of a normal business year).

**Cost to realize opportunity****Strategy to realize opportunity and explanation of cost calculation**

Management methods for this opportunity are as follows:

- (1) We prioritize improving efficiency performance across hotels, which helps to manage costs and meet new standards.
- (2) We have developed Hyatt's Sustainable Building Design and Construction guidelines to integrate efficiency measures in new construction and renovation projects.
- (3) Managed full service hotels have conducted onsite energy audits to prioritize capital investments.
- (4) Participating properties have also installed utility monitoring systems, which enable them to monitor energy use in real time, detect abnormalities immediately, and identify conservation opportunities.

These management methods cannot influence the likelihood of temperature extremes and the associated perceived opportunities, but they could increase the potential magnitude of the impact of this opportunity over the next 1-3 years.

**Cost of Management:**

Hyatt hotels invest in onsite energy audits, a critical step toward efficiency improvements, which typically costs a hotel between \$10,000 and \$20,000.

The management cost of \$1 million dollars is estimated based on the number of full service Hyatt properties and frequency of audits.

**Comment**

Actual energy efficiency projects vary greatly, making it difficult to provide cost estimates. However, in many cases these investments result in a payback that is under three years.

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

**Identifier**

Opp5

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Shift in consumer preferences

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

Today's consumers increasingly pay attention to environmental attributes, eco-labels and certifications. Hyatt has an opportunity to meet these consumer expectations and potentially increase our market share.

Climate change is also quickly becoming an increasing priority for our corporate clients and leisure travelers as well. In particular, many of our corporate clients (companies with business travel) have climate change strategies in place themselves and are looking at business travel for opportunities to better manage their footprint. As a result, environmental sustainability questions are now part of standard RFP questions.

For leisure travelers, online travel agents and online forums are supporting this focus by increasingly providing information on hotels' sustainability efforts to guests.

It is possible that climate change consideration will hold more weight in consumers' purchasing decisions, thereby also increasing the opportunity for Hyatt to gain new business.

**Time horizon**

Short-term

**Likelihood**

Likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

7700000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

While the specific financial impact is difficult to quantify, an increasing number of corporate customers are focusing on hotel carbon emissions data.

A 1% increase in profit due in part to environmental attributes of hotels would result in an approximate \$7.7 million gain across managed hotels based on 2019 performance

(example of a normal business year).

**Cost to realize opportunity**

9000000

**Strategy to realize opportunity and explanation of cost calculation**

Management methods for this opportunity:

- (1) We have strengthened our efforts to communicate our sustainability performance through launching World of Care.
- (2) While much of our hotels' environmental efforts are behind the scenes, we have guest-facing programs that demonstrate our commitment and help guests reduce their climate change impact during travel, including serving local, sustainable ingredients in restaurants; transitioning to large format bathroom amenities; removing plastic straws from hotel operations; and providing guests the option to reuse linens and towels.
- (3) To improve the data provided to our corporate clients, Hyatt played a leading role in developing the Hotel Carbon Measurement Initiative, and uses this methodology to provide consistent information to our clients about the carbon, energy and water impact of their meetings and stays with Hyatt.

We believe that these management methods could increase both the likelihood and potential magnitude of the impact of this opportunity over the next 1-3 years.

Cost of Management:

In 2019, it was estimated that Hyatt and Hyatt hotel owners invested over \$9 million in over 100 reported emissions reduction projects, which help to manage this risk (example of a normal business year).

**Comment**

Hotels may also pay fees to receive sustainability labels and certification.

Hotels and hotel owners make these investments to address other business needs, in addition to helping realize this opportunity.

2019 is used to reflect normal business level benchmarks, as business was significantly impacted by the pandemic thereafter.

**C3. Business Strategy**

**C3.1**

**(C3.1) Does your organization's strategy include a transition plan that aligns with a 1.5°C world?**

**Row 1**

**Transition plan**

No, but our strategy has been influenced by climate-related risks and opportunities, and we are developing a transition plan within two years

**Publicly available transition plan**

<Not Applicable>

**Mechanism by which feedback is collected from shareholders on your transition plan**

<Not Applicable>

**Description of feedback mechanism**

<Not Applicable>

**Frequency of feedback collection**

<Not Applicable>

**Attach any relevant documents which detail your transition plan (optional)**

<Not Applicable>

**Explain why your organization does not have a transition plan that aligns with a 1.5°C world and any plans to develop one in the future**

Hyatt has a well-below 2 degrees science-based target in place, and our public disclosures are drafted around this scenario. However, we understand that the standards are now shifting to 1.5 degrees and we are incorporating this into our planning.

**Explain why climate-related risks and opportunities have not influenced your strategy**

<Not Applicable>

**C3.2**

**(C3.2) Does your organization use climate-related scenario analysis to inform its strategy?**

	Use of climate-related scenario analysis to inform strategy	Primary reason why your organization does not use climate-related scenario analysis to inform its strategy	Explain why your organization does not use climate-related scenario analysis to inform its strategy and any plans to use it in the future
Row 1	No, but we anticipate using qualitative and/or quantitative analysis in the next two years	Other, please specify (Hyatt has set a science-based target and is considering climate scenarios in the company strategy. However, we will fully incorporate climate-related scenarios when further guidance on scenario planning is available. )	Hyatt has set a science-based target and is considering climate scenarios in the company strategy. However, we will fully incorporate climate-related scenarios when further guidance on scenario planning is available.

**C3.3**

**(C3.3) Describe where and how climate-related risks and opportunities have influenced your strategy.**

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Yes	<p>To mitigate against disruptions to our services from climate-related events such as changes in precipitation patterns, rising sea levels and increased severity of extreme weather events, Hyatt conducts market research prior to development or hotel acquisitions. Assessments include local site and environmental issues, local requirements, flood and storm concerns, and access to resources.</p> <p>We have also seen that climate change is increasingly a priority for both our corporate clients and leisure travelers. In particular, many of our corporate clients (companies with business travel) have climate change strategies in place themselves, and are looking at business travel for opportunities to better manage their footprint, and as a result environmental sustainability questions are now part of standard RFP questions. We have been able to capitalize on the opportunity of shifts in consumer preferences by focusing on greenhouse gas reductions across our hotels and by responding to these RFP questions and providing the information our clients are looking for through various channels, including the CDP supply chain module, increasing our opportunity to win business.</p> <p>The potential magnitude of these impacts on our business is currently expected to be low in the context of our global portfolio of owned, managed and franchised hotels and over the time-horizons evaluated.</p>
Supply chain and/or value chain	Yes	<p>In the short-term we have experienced increases in utility prices in recent years in certain markets, in part as a result of increased regulation on the utility sector. Because we anticipate utility costs to rise due in part to rising mean temperatures and changes in precipitation patterns, efficiency has been an important focus at Hyatt. Our efforts include ongoing measurements of environmental metrics towards targets, implementing operational and capital improvement projects, increasing colleague engagement, and implementing Sustainable Design and Construction Guidelines. Many hotels have conducted onsite energy audits to prioritize capital investments. Several properties have also installed utility monitoring systems, which enable them to monitor energy use in real time, detect abnormalities immediately, and identify conservation opportunities. Hyatt hotels also have preventative maintenance programs in place, which enable properties to ensure equipment is operating optimally, and that the building is equipped to handle a range of environmental conditions.</p> <p>Understanding our supply chain of products has exposure to climate-related risks and opportunities, we also are increasing our efforts around responsible sourcing, which includes identifying suppliers with environmental policies, efficiency efforts, and addressing topics like deforestation.</p> <p>The potential magnitude of these impacts on our business is currently expected to be low in the context of our global portfolio of owned, managed and franchised hotels and over the time-horizons evaluated.</p>
Investment in R&D	No	As a hospitality company, investment in R&D is not applicable to our business.
Operations	Yes	<p>To mitigate against disruptions to our services from climate-related events such as changes in precipitation patterns, rising sea levels and increased severity of extreme weather events, Hyatt conducts market research prior to development or hotel acquisitions. Assessments include local site and environmental issues, local requirements, flood and storm concerns, and access to resources.</p> <p>We have also seen that climate change is increasingly a priority for both our corporate clients and leisure travelers. In particular, many of our corporate clients (companies with business travel) have climate change strategies in place themselves, and are looking at business travel for opportunities to better manage their footprint, and as a result environmental sustainability questions are now part of standard RFP questions. We have been able to capitalize on the opportunity of shifts in consumer preferences by focusing on greenhouse gas reductions across our hotels and by responding to these RFP questions and providing the information our clients are looking for through various channels, including the CDP supply chain module, increasing our opportunity to win business.</p> <p>The potential magnitude of these impacts on our business is currently expected to be low in the context of our global portfolio of owned, managed and franchised hotels and over the time-horizons evaluated.</p>

**C3.4**

**(C3.4) Describe where and how climate-related risks and opportunities have influenced your financial planning.**

	Financial planning elements that have been influenced	Description of influence
Row 1	Revenues Direct costs Indirect costs	<p><b>DIRECT AND INDIRECT COSTS:</b> Hyatt supports climate-related considerations in annual budgeting for managed hotels. During a typical year, Hyatt's capital planning process prompts hotels to consider equipment upgrades that would reduce energy use and greenhouse gas emissions for requesting budget approval from their owners. Additionally, Hyatt provides guidance for operational improvements and associated budget such as retro-commissioning, lighting upgrades and building management system installations.</p> <p><b>REVENUE:</b> As an increasing number of corporate clients are focusing on environmental performance of hotels, Hyatt is working with hotels to improve clear communication of environmental efforts, and identify opportunity areas for performance improvement.</p>

**C4. Targets and performance**

**C4.1**

**(C4.1) Did you have an emissions target that was active in the reporting year?**

- Absolute target
- Intensity target

**C4.1a**

**(C4.1a) Provide details of your absolute emissions target(s) and progress made against those targets.**

**Target reference number**

Abs 1

**Year target was set**

2021

**Target coverage**

Company-wide

**Scope(s)**

Scope 1

Scope 2

**Scope 2 accounting method**

Market-based

**Scope 3 category(ies)**

<Not Applicable>

**Base year**

2019

**Base year Scope 1 emissions covered by target (metric tons CO2e)**

321625

**Base year Scope 2 emissions covered by target (metric tons CO2e)**

1514770

**Base year Scope 3 emissions covered by target (metric tons CO2e)**

<Not Applicable>

**Total base year emissions covered by target in all selected Scopes (metric tons CO2e)**

1836395

**Base year Scope 1 emissions covered by target as % of total base year emissions in Scope 1**

100

**Base year Scope 2 emissions covered by target as % of total base year emissions in Scope 2**

100

**Base year Scope 3 emissions covered by target as % of total base year emissions in Scope 3 (in all Scope 3 categories)**

<Not Applicable>

**Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes**

100

**Target year**

2030

**Targeted reduction from base year (%)**

27.5

**Total emissions in target year covered by target in all selected Scopes (metric tons CO2e) [auto-calculated]**

1331386.375

**Scope 1 emissions in reporting year covered by target (metric tons CO2e)**

286138

**Scope 2 emissions in reporting year covered by target (metric tons CO2e)**

1277117

**Scope 3 emissions in reporting year covered by target (metric tons CO2e)**

<Not Applicable>

**Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)**

1563315

**% of target achieved relative to base year [auto-calculated]**

54.0743239781301

**Target status in reporting year**

Underway

**Is this a science-based target?**

Yes, and this target has been approved by the Science Based Targets initiative

**Target ambition**

Well-below 2°C aligned

**Please explain target coverage and identify any exclusions**

Please refer to 6.4 for details on excluded emission sources.

**Plan for achieving target, and progress made to the end of the reporting year**

These targets will be achieved through a combined focus on energy efficiency and renewable energy, including Environmental Attribute Certificates (EACs). During 2021, over 30 hotels reported generating a portion of their energy through onsite renewable options like solar panels or actively purchasing renewable electricity or EACs. We will be engaging hotels and their owners to accelerate these best practices.

On the energy efficiency side, while 2021 was an abnormal year due to ongoing focus on the pandemic and recovery from business interruptions, our general approach is for full service, managed hotels to conduct third-party energy audits every five years to identify and prioritize property-specific projects to improve energy efficiency. Prior to the pandemic, full service, managed hotels had individualized energy reduction goals based on their performance relative to peers and historic progress. Capital expense projects require hotel owners' funding, and we support hotel owner engagement around these projects through the managed hotels' annual budgeting process. Additionally, we provide all hotel segments with colleague training materials, guidance documents, checklists of operational and technology best practices to advance efficiency, case studies, and brand standards to engage guests in reusing linens and towels.

Progress made during the reporting year is difficult to assess because the abnormally low business levels related to the pandemic is the predominant factor in hotels' low

emissions during 2021.

List the emissions reduction initiatives which contributed most to achieving this target

<Not Applicable>

---

#### C4.1b

---

(C4.1b) Provide details of your emissions intensity target(s) and progress made against those target(s).

**Target reference number**

Int 1

**Year target was set**

2021

**Target coverage**

Company-wide

**Scope(s)**

Scope 3

**Scope 2 accounting method**

<Not Applicable>

**Scope 3 category(ies)**

Category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

Category 5: Waste generated in operations

Category 6: Business travel

Category 14: Franchises

**Intensity metric**

Metric tons CO2e per square meter

**Base year**

2019

**Intensity figure in base year for Scope 1 (metric tons CO2e per unit of activity)**

<Not Applicable>

**Intensity figure in base year for Scope 2 (metric tons CO2e per unit of activity)**

<Not Applicable>

**Intensity figure in base year for Scope 3 (metric tons CO2e per unit of activity)**

0.042

**Intensity figure in base year for all selected Scopes (metric tons CO2e per unit of activity)**

0.042

**% of total base year emissions in Scope 1 covered by this Scope 1 intensity figure**

<Not Applicable>

**% of total base year emissions in Scope 2 covered by this Scope 2 intensity figure**

<Not Applicable>

**% of total base year emissions in Scope 3 (in all Scope 3 categories) covered by this Scope 3 intensity figure**

46

**% of total base year emissions in all selected Scopes covered by this intensity figure**

46

**Target year**

2030

**Targeted reduction from base year (%)**

53

**Intensity figure in target year for all selected Scopes (metric tons CO2e per unit of activity) [auto-calculated]**

0.01974

**% change anticipated in absolute Scope 1+2 emissions**

0

**% change anticipated in absolute Scope 3 emissions**

-1

**Intensity figure in reporting year for Scope 1 (metric tons CO2e per unit of activity)**

<Not Applicable>

**Intensity figure in reporting year for Scope 2 (metric tons CO2e per unit of activity)**

<Not Applicable>

**Intensity figure in reporting year for Scope 3 (metric tons CO2e per unit of activity)**

0.038

**Intensity figure in reporting year for all selected Scopes (metric tons CO2e per unit of activity)**

0.038

**% of target achieved relative to base year [auto-calculated]**

17.9694519317161

**Target status in reporting year**

Underway

**Is this a science-based target?**

Yes, and this target has been approved by the Science Based Targets initiative

**Target ambition**

Well-below 2°C aligned

**Please explain target coverage and identify any exclusions**

Please refer to 6.4 for details on excluded emission sources.

**Plan for achieving target, and progress made to the end of the reporting year**

The near-term focus will be engagement of franchise owners and operators related to energy efficiency and renewable energy.

Progress made during the reporting year is difficult to assess because the abnormally low business levels related to the pandemic is the predominant factor in hotels' low emissions during 2021.

**List the emissions reduction initiatives which contributed most to achieving this target**

<Not Applicable>

---

**C4.2**

---

**(C4.2) Did you have any other climate-related targets that were active in the reporting year?**

Other climate-related target(s)

**C4.2b**

---

**(C4.2b) Provide details of any other climate-related targets, including methane reduction targets.**

**Target reference number**

Oth 1

**Year target was set**

2021

**Target coverage**

Company-wide

**Target type: absolute or intensity**

Absolute

**Target type: category & Metric (target numerator if reporting an intensity target)**

Other, please specify	Other, please specify (Supplier engagement)
-----------------------	---

**Target denominator (intensity targets only)**

<Not Applicable>

**Base year**

2019

**Figure or percentage in base year**

0

**Target year**

2025

**Figure or percentage in target year**

**Figure or percentage in reporting year**

**% of target achieved relative to base year [auto-calculated]**

<Calculated field>

**Target status in reporting year**

Underway

**Is this target part of an emissions target?**

It is part of Hyatt's Science Based Target

**Is this target part of an overarching initiative?**

Please select

**Please explain target coverage and identify any exclusions**

The goal is for 41% of suppliers by emissions covering purchased goods and services will have science-based targets by 2025.

**Plan for achieving target, and progress made to the end of the reporting year**

Initiatives are underway to engage key suppliers in setting science-based targets, and determining the best way to report on this progress.

**List the actions which contributed most to achieving this target**

<Not Applicable>

**C4.3**

**(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.**

No

**C4.3d**

**(C4.3d) Why did you not have any emissions reduction initiatives active during the reporting year?**

Due to the impacts of COVID-19 on the hospitality industry, emission reduction initiatives were minimal during 2021. Please refer to past CDP responses for examples of emission reduction initiatives. It is likely that some of these activities did continue during 2021, but feasibility was overall limited, and this data has not been collected.

**C4.5**

**(C4.5) Do you classify any of your existing goods and/or services as low-carbon products?**

No

**C5. Emissions methodology**

C5.1

---

(C5.1) Is this your first year of reporting emissions data to CDP?

No

C5.1a

---

(C5.1a) Has your organization undergone any structural changes in the reporting year, or are any previous structural changes being accounted for in this disclosure of emissions data?

Row 1

Has there been a structural change?

No

Name of organization(s) acquired, divested from, or merged with

<Not Applicable>

Details of structural change(s), including completion dates

<Not Applicable>

C5.1b

---

(C5.1b) Has your emissions accounting methodology, boundary, and/or reporting year definition changed in the reporting year?

	Change(s) in methodology, boundary, and/or reporting year definition?	Details of methodology, boundary, and/or reporting year definition change(s)
Row 1	No	<Not Applicable>

C5.2

---

(C5.2) Provide your base year and base year emissions.

Scope 1

Base year start

January 1 2019

Base year end

December 31 2019

Base year emissions (metric tons CO2e)

321625

Comment

Scope 2 (location-based)

Base year start

January 1 2019

Base year end

December 31 2019

Base year emissions (metric tons CO2e)

1537279

Comment

Scope 2 (market-based)

Base year start

January 1 2019

Base year end

December 31 2019

Base year emissions (metric tons CO2e)

1514770

Comment



**Scope 3 category 1: Purchased goods and services**

**Base year start**

January 1 2019

**Base year end**

December 31 2019

**Base year emissions (metric tons CO2e)**

891057

**Comment**

**Scope 3 category 2: Capital goods**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 3: Fuel-and-energy-related activities (not included in Scope 1 or 2)**

**Base year start**

January 1 2019

**Base year end**

December 31 2019

**Base year emissions (metric tons CO2e)**

280621

**Comment**

**Scope 3 category 4: Upstream transportation and distribution**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 5: Waste generated in operations**

**Base year start**

January 1 2019

**Base year end**

December 31 2019

**Base year emissions (metric tons CO2e)**

45194

**Comment**

**Scope 3 category 6: Business travel**

**Base year start**

January 1 2019

**Base year end**

December 31 2019

**Base year emissions (metric tons CO2e)**

27280

**Comment**

**Scope 3 category 7: Employee commuting**

**Base year start**

January 1 2019

**Base year end**

December 31 2019

**Base year emissions (metric tons CO2e)**

70125

**Comment**

**Scope 3 category 8: Upstream leased assets**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 9: Downstream transportation and distribution**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 10: Processing of sold products**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 11: Use of sold products**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 12: End of life treatment of sold products**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 13: Downstream leased assets**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3 category 14: Franchises**

**Base year start**

January 1 2019

**Base year end**

December 31 2019

**Base year emissions (metric tons CO2e)**

478515

**Comment**

**Scope 3 category 15: Investments**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3: Other (upstream)**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

**Scope 3: Other (downstream)**

**Base year start**

**Base year end**

**Base year emissions (metric tons CO2e)**

**Comment**

C5.3

**(C5.3) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.**

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

C6. Emissions data

---

C6.1

---

**(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO2e?**

**Reporting year**

**Gross global Scope 1 emissions (metric tons CO2e)**

286138

**Start date**

<Not Applicable>

**End date**

<Not Applicable>

**Comment**

C6.2

---

**(C6.2) Describe your organization's approach to reporting Scope 2 emissions.**

**Row 1**

**Scope 2, location-based**

We are reporting a Scope 2, location-based figure

**Scope 2, market-based**

We are reporting a Scope 2, market-based figure

**Comment**

C6.3

---

**(C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO2e?**

**Reporting year**

**Scope 2, location-based**

1283813

**Scope 2, market-based (if applicable)**

1277177

**Start date**

<Not Applicable>

**End date**

<Not Applicable>

**Comment**

C6.4

---

**(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?**

Yes

C6.4a

---

**(C6.4a) Provide details of the sources of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure.**

**Source**

Non-hotels, such as residences

**Relevance of Scope 1 emissions from this source**

Emissions are relevant but not yet calculated

**Relevance of location-based Scope 2 emissions from this source**

Emissions are relevant but not yet calculated

**Relevance of market-based Scope 2 emissions from this source (if applicable)**

Emissions are relevant but not yet calculated

**Explain why this source is excluded**

Non-hotels, such as residences, represent approximately 2% of Hyatt's global room count. In addition to the limited impact on our global emissions, in many instances each unit's energy is managed independently. For this reason, the emissions are not yet calculated at this time.

**Estimated percentage of total Scope 1+2 emissions this excluded source represents**

2

**Explain how you estimated the percentage of emissions this excluded source represents**

Estimated based on room count representation.

---

**Source**

PFCs, HFCs, and SF6

**Relevance of Scope 1 emissions from this source**

Emissions are relevant but not yet calculated

**Relevance of location-based Scope 2 emissions from this source**

No emissions from this source

**Relevance of market-based Scope 2 emissions from this source (if applicable)**

No emissions from this source

**Explain why this source is excluded**

Emissions from refrigeration or air conditioning equipment for HFCs are typically not material compared to our total emissions and are also a challenge to collect uniformly across our hotels. We have begun tracking major individual leakages of refrigerants in our database for the purpose of reporting environmental metrics to clients following the Hotel Carbon Measurement Initiative (HCMI) guidance. However, according to a study published by the Cornell University's Center for Hospitality Research, while fugitive emissions from refrigerant leakages could be significant at the hotel-level, they would likely not meet a materiality threshold of 1% for an entire portfolio at the Company reporting level.

PFCs and SF6 are not found in hotels.

**Estimated percentage of total Scope 1+2 emissions this excluded source represents**

1

**Explain how you estimated the percentage of emissions this excluded source represents**

Based on Cornell University Study

---

**C6.5**

**(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.**

**Purchased goods and services**

**Evaluation status**

Relevant, calculated

**Emissions in reporting year (metric tons CO2e)**

548786

**Emissions calculation methodology**

Average spend-based method

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

0

**Please explain**

Methodology:

Quantis/WRI Scope 3 Screening Tool was used to estimate the emissions of this category. The total spend across Hyatt's managed hotels for this Scope 3 category was estimated using sample hotels to represent Hyatt's various brands. Product categories within the Quantis tool that were evaluated due to relevance to hotels' purchasing included Food and Beverages; Textiles and Textile Products; Pulp and Paper; Chemicals and Chemical Products, Plastics, and Electrical/Optical Equipment.

Explanation:

Estimation is required because of hotels' decentralized supply chain, including many purchasing decisions made at the hotel level. In addition to the Quantis estimations, emissions for outsourced laundry is included based on reported data collected from Hyatt's managed hotels. While primary data is difficult to obtain from decentralized suppliers, Hyatt is working to advance responsible sourcing of products and services associated with concerns for climate risks, water risks, deforestation, human rights, waste, public health, resource scarcity, biodiversity, and animal welfare.

## Capital goods

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Capital expenses are managed by hotel owners. Only 5% by room count of Hyatt's hotel portfolio was owned or leased by Hyatt at December 31, 2021. Therefore emissions related to capital expenses are negligible.

## Fuel-and-energy-related activities (not included in Scope 1 or 2)

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

268992

### Emissions calculation methodology

Fuel-based method

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

93

### Please explain

Methodology:

DEFRA Conversion Factors for GHG reporting were used to calculate fuel-and-energy-related activities.

## Upstream transportation and distribution

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Emissions related to upstream transportation & distribution are part of the life cycle impact of the products and services listed above.

## Waste generated in operations

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

33415

### Emissions calculation methodology

Waste-type-specific method

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

65

### Please explain

Waste data collected from Hyatt's managed hotels was used to estimate this data. Where there were data gaps, the new waste methodology for the hotel industry in development by World Wildlife Fund was followed to fill in gaps. This data was then multiplied by the Mixed Municipal Solid Waste emission factor published by the US Environmental Protection Agency.

## Business travel

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

5505

### Emissions calculation methodology

Spend-based method

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

### Please explain

Quantis/WRI Scope 3 Screening Tool was used to estimate the emissions of this category for Hyatt's business air travel.

**Employee commuting****Evaluation status**

Relevant, calculated

**Emissions in reporting year (metric tons CO2e)**

56100

**Emissions calculation methodology**

Other, please specify (Based on employee count)

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

0

**Please explain**

Quantis/WRI Scope 3 Screening Tool was used to estimate the emissions of employee commuting.

**Upstream leased assets****Evaluation status**

Not relevant, explanation provided

**Emissions in reporting year (metric tons CO2e)**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

Emissions from Hyatt's upstream leased assets are included in our Scope 1 and 2 emissions reported above since we have operational control over these leased assets, such as hotel buildings and vehicle fleets.

**Downstream transportation and distribution****Evaluation status**

Not relevant, explanation provided

**Emissions in reporting year (metric tons CO2e)**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

Hyatt provides hospitality and lodging services, and does not produce, process, transport, or dispose of goods for sale.

**Processing of sold products****Evaluation status**

Not relevant, explanation provided

**Emissions in reporting year (metric tons CO2e)**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

Hyatt provides hospitality and lodging services, and does not produce, process, transport, or dispose of goods for sale.

**Use of sold products****Evaluation status**

Not relevant, explanation provided

**Emissions in reporting year (metric tons CO2e)**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

Emissions associated with the use of sold hotel rooms, meeting spaces, etc., are accounted for in Scope 1 and 2.

## End of life treatment of sold products

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Hyatt provides hospitality and lodging services, and does not produce, process, transport, or disposal of goods for sale.

## Downstream leased assets

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

At December 31, 2021, 5% of Hyatt's hotel rooms were in owned or leased hotels. Some of these hotels may lease small amounts of space to retailers or restaurants. These emissions would be negligible, and frequently included in Scope 1 and 2.

## Franchises

### Evaluation status

Relevant, calculated

### Emissions in reporting year (metric tons CO2e)

### Emissions calculation methodology

Franchise-specific method

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

61

### Please explain

61% of this data is based on reported information collected from Hyatt's franchised properties. Extrapolation based on room count and service type was used to represent 100% of Hyatt's franchised properties.

## Investments

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Hyatt has some investment in property ownership. Emissions associated with these investments are covered in our Scope 1 and 2.

## Other (upstream)

### Evaluation status

Not relevant, explanation provided

### Emissions in reporting year (metric tons CO2e)

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

No other sources of upstream emissions have been evaluated at this time.

**Other (downstream)**

**Evaluation status**

Not relevant, explanation provided

**Emissions in reporting year (metric tons CO2e)**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

No other sources of downstream emissions have been evaluated at this time.

C6.7

---

**(C6.7) Are carbon dioxide emissions from biogenic carbon relevant to your organization?**

No

C6.10

---



**(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.**

**Intensity figure**

0.00052

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

1562951

**Metric denominator**

unit total revenue

**Metric denominator: Unit total**

3028000000

**Scope 2 figure used**

Market-based

**% change from previous year**

15

**Direction of change**

Decreased

**Reason for change**

The 15% decrease reflects a 21% increase in emissions over a 44% increase in revenue compared to the previous year. The start of a recovery from the severe business interruptions of 2020 caused by COVID-19 is the reason for the increases in both the numerator and the denominator. In typical years, energy efficiency efforts are the primary focus, though other factors such as changes in the portfolio mix also contribute to changes in intensity values.

Note that hotel brands' reported revenue values include sources of revenue such as franchise hotels, for which emissions are included in Scope 3.

**Intensity figure**

0.092

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

1563315

**Metric denominator**

Other, please specify (Square meters)

**Metric denominator: Unit total**

16989299

**Scope 2 figure used**

Market-based

**% change from previous year**

14

**Direction of change**

Increased

**Reason for change**

The 13% increase reflects a 25% increase in emissions over a 9% increase in square meters for the hotels in this boundary.

The start of a recovery from the severe business interruptions of 2020 caused by COVID-19 is the reason for the increases in the numerator. The increase in the denominator reflects the growth in the portfolio of managed hotels.

In typical years, energy efficiency efforts are the primary focus, though other factors such as changes in the portfolio mix also contribute to changes in intensity values.

We have defined the boundary of this row to exclude hotels that newly opened or left the portfolio during the year.

**C7. Emissions breakdowns**

**C7.1**

**(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?**

Yes

**C7.1a**

**(C7.1a) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used greenhouse warming potential (GWP).**

Greenhouse gas	Scope 1 emissions (metric tons of CO2e)	GWP Reference
CO2	285809	IPCC Fourth Assessment Report (AR4 - 100 year)
CH4	132	IPCC Fourth Assessment Report (AR4 - 100 year)
N2O	196	IPCC Fourth Assessment Report (AR4 - 100 year)

## C7.2

### (C7.2) Break down your total gross global Scope 1 emissions by country/region.

Country/Region	Scope 1 emissions (metric tons CO2e)
United States of America	97436
China	82761
India	12581
Republic of Korea	13801
Australia	5832
Indonesia	3781
Mexico	5595
Canada	2772
United Arab Emirates	3048
Japan	10027
United Kingdom of Great Britain and Northern Ireland	3551
France	1230
Germany	52
Saudi Arabia	2053
Malaysia	1794
Thailand	1451
Turkey	2623
Other, please specify (Rest of World)	35752

## C7.3

### (C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

By business division

### C7.3a

#### (C7.3a) Break down your total gross global Scope 1 emissions by business division.

Business division	Scope 1 emissions (metric ton CO2e)
Americas	112757
Asia Pacific	131402
Europe Africa Middle East & Southwest Asia	41978

## C7.5

### (C7.5) Break down your total gross global Scope 2 emissions by country/region.

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
United States of America	309426	312383
China	376135	376135
India	115066	100359
Republic of Korea	53652	53652
Australia	17258	17258
Indonesia	36854	36854
Mexico	18110	18110
Canada	5828	5828
United Arab Emirates	67890	67890
Japan	38222	38222
United Kingdom of Great Britain and Northern Ireland	2721	3889
France	5105	5205
Germany	10266	14854
Saudi Arabia	36641	36641
Malaysia	17392	17392
Thailand	14836	14836
Turkey	6223	6223
Other, please specify (Rest of World)	152189	151447

## C7.6

(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

By business division

## C7.6a

(C7.6a) Break down your total gross global Scope 2 emissions by business division.

Business division	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Americas	363981	365898
Asia Pacific	589106	589106
Europe Africa Middle East & Southwest Asia	330726	322173

## C7.9

(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Increased

## C7.9a

(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption	10873	Decreased	0.9	As renewable energy installations, credits and power purchase agreements become more available and economically attractive, we have seen a gradual increase in the number of hotels installing onsite renewable systems and/or purchasing instruments to offset their emissions. The estimated change is based on hotels that newly expanded the use of renewable energy in 2021.
Other emissions reduction activities	0	No change	0	During a typical year, emission reduction activities can contribute to the change in year over year emissions. Changes in emissions in 2021 compared to 2020 are primarily a reflection of the impact of COVID-19 on business. Therefore, the impact of emissions reduction activities is considered to be negligible for this year's calculations.
Divestment	0	No change	0	The sale and acquisition of owned hotels would be included in "changes in output" along with changes in Hyatt's managed hotels.
Acquisitions	0	No change	0	The sale and acquisition of owned hotels would be included in "changes in output" along with changes in Hyatt's managed hotels.
Mergers	0	No change	0	Not applicable
Change in output	82379	Increased	6.4	Each year new Hyatt hotels open, and existing Hyatt hotels are closed, de-flagged or transition to franchise. The emission factors of the locations where these changes occur also has an impact on Hyatt's emissions. The estimated changes in 2021 emissions that resulted from these transitions is an increase of 6.4%.
Change in methodology	0	No change	0	Hyatt's methodology has remained the same; however, emission factors are updated as new sets are released.
Change in boundary	0	No change	0	No change in boundary. In November 2021 Hyatt acquired Apple Leisure Group. Due to the timing of the acquisition and the time required to synchronize ESG data, this report does not include this new business within the boundaries.
Change in physical operating conditions	183664	Increased	14	The presence of COVID-19 during 2020 and 2021 had the most influence on operating conditions. Temporary suspensions of operations at hotels and limited travel resulted in abnormally low emissions during 2020. Cities and countries opening back up during 2021 resulted in the different degrees of business recovery, which led to the rise of emissions in 2021 compared to 2020. The changes in emissions of comparable hotels between 2020 and 2021 was 183,664. While other factors such as changes in weather and energy management tactics would also contribute to this number, it is assumed that those factors would be limited compared to the business recovery that resulted from the changes in operating conditioned during the two years.
Unidentified	0	No change	0	No "unidentified" sources were determined to have impacting Hyatt's GHG emissions compared to the previous year, beyond the emissions reduction activities and change in boundary identified above and occupancy and weather-related changes mentioned that are difficult to quantify at this time.
Other	0	No change	0	No other sources identified during the reporting year.

## C7.9b

(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Market-based

## C8. Energy

C8.1

**(C8.1) What percentage of your total operational spend in the reporting year was on energy?**

More than 5% but less than or equal to 10%

C8.2

**(C8.2) Select which energy-related activities your organization has undertaken.**

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	Yes
Consumption of purchased or acquired steam	Yes
Consumption of purchased or acquired cooling	Yes
Generation of electricity, heat, steam, or cooling	Yes

C8.2a

**(C8.2a) Report your organization's energy consumption totals (excluding feedstocks) in MWh.**

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	Unable to confirm heating value		1491406	1491406
Consumption of purchased or acquired electricity	<Not Applicable>	61014	2362627	2423641
Consumption of purchased or acquired heat	<Not Applicable>		61628	61628
Consumption of purchased or acquired steam	<Not Applicable>		143365	143365
Consumption of purchased or acquired cooling	<Not Applicable>		337301	337301
Consumption of self-generated non-fuel renewable energy	<Not Applicable>	3392	<Not Applicable>	3392
Total energy consumption	<Not Applicable>	64405	4399718	4464124

C8.2b

**(C8.2b) Select the applications of your organization's consumption of fuel.**

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	Yes
Consumption of fuel for the generation of heat	Yes
Consumption of fuel for the generation of steam	Yes
Consumption of fuel for the generation of cooling	Yes
Consumption of fuel for co-generation or tri-generation	Yes

C8.2c

**(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.**

**Sustainable biomass**

**Heating value**

**Total fuel MWh consumed by the organization**

**MWh fuel consumed for self-generation of electricity**

**MWh fuel consumed for self-generation of heat**

**MWh fuel consumed for self-generation of steam**

**MWh fuel consumed for self-generation of cooling**

**MWh fuel consumed for self- cogeneration or self-trigeneration**

**Comment**

**Other biomass**

**Heating value**

Total fuel MWh consumed by the organization

MWh fuel consumed for self-generation of electricity

MWh fuel consumed for self-generation of heat

MWh fuel consumed for self-generation of steam

MWh fuel consumed for self-generation of cooling

MWh fuel consumed for self- cogeneration or self-trigeneration

**Comment**

**Other renewable fuels (e.g. renewable hydrogen)**

**Heating value**

Total fuel MWh consumed by the organization

MWh fuel consumed for self-generation of electricity

MWh fuel consumed for self-generation of heat

MWh fuel consumed for self-generation of steam

MWh fuel consumed for self-generation of cooling

MWh fuel consumed for self- cogeneration or self-trigeneration

**Comment**

**Coal**

**Heating value**

Total fuel MWh consumed by the organization

MWh fuel consumed for self-generation of electricity

MWh fuel consumed for self-generation of heat

MWh fuel consumed for self-generation of steam

MWh fuel consumed for self-generation of cooling

MWh fuel consumed for self- cogeneration or self-trigeneration

**Comment**

**Oil**

**Heating value**

Total fuel MWh consumed by the organization

MWh fuel consumed for self-generation of electricity

MWh fuel consumed for self-generation of heat

MWh fuel consumed for self-generation of steam

MWh fuel consumed for self-generation of cooling

MWh fuel consumed for self- cogeneration or self-trigeneration

**Comment**

**Gas**

**Heating value**

Unable to confirm heating value

Total fuel MWh consumed by the organization

1283964

MWh fuel consumed for self-generation of electricity

MWh fuel consumed for self-generation of heat

MWh fuel consumed for self-generation of steam

MWh fuel consumed for self-generation of cooling

MWh fuel consumed for self- cogeneration or self-trigeneration

**Comment**

We do not track the end use of each non-renewable fuel type across properties.

**Other non-renewable fuels (e.g. non-renewable hydrogen)**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

207441

**MWh fuel consumed for self-generation of electricity**

**MWh fuel consumed for self-generation of heat**

**MWh fuel consumed for self-generation of steam**

**MWh fuel consumed for self-generation of cooling**

**MWh fuel consumed for self-cogeneration or self-trigeneration**

**Comment**

We do not track the end use of each non-renewable fuel type across properties.

**Total fuel**

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

1491406

**MWh fuel consumed for self-generation of electricity**

**MWh fuel consumed for self-generation of heat**

**MWh fuel consumed for self-generation of steam**

**MWh fuel consumed for self-generation of cooling**

**MWh fuel consumed for self-cogeneration or self-trigeneration**

**Comment**

We do not track the end use of each non-renewable fuel type across properties.

**C8.2d**

(C8.2d) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

	Total Gross generation (MWh)	Generation that is consumed by the organization (MWh)	Gross generation from renewable sources (MWh)	Generation from renewable sources that is consumed by the organization (MWh)
Electricity	2163	2163	2163	2163
Heat	1229	1229	1229	1229
Steam				
Cooling				

**C8.2e**

(C8.2e) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero or near-zero emission factor in the market-based Scope 2 figure reported in C6.3.

**Sourcing method**

Direct procurement from an off-site grid-connected generator e.g. Power purchase agreement (PPA)

**Energy carrier**

Electricity

**Low-carbon technology type**

Wind

**Country/area of low-carbon energy consumption**

India

**Tracking instrument used**

Contract

**Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)**

10895

**Country/area of origin (generation) of the low-carbon energy or energy attribute**

India

**Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)**

**Comment**

**Sourcing method**

Direct procurement from an off-site grid- connected generator e.g. Power purchase agreement (PPA)

**Energy carrier**

Electricity

**Low-carbon technology type**

Hydropower (capacity unknown)

**Country/area of low-carbon energy consumption**

India

**Tracking instrument used**

Contract

**Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)**

13295

**Country/area of origin (generation) of the low-carbon energy or energy attribute**

India

**Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)**

**Comment**

---

**Sourcing method**

Green electricity products from an energy supplier (e.g. green tariffs)

**Energy carrier**

Electricity

**Low-carbon technology type**

Renewable energy mix, please specify

**Country/area of low-carbon energy consumption**

Austria

**Tracking instrument used**

Contract

**Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)**

1817

**Country/area of origin (generation) of the low-carbon energy or energy attribute**

Austria

**Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)**

**Comment**

---

**Sourcing method**

Green electricity products from an energy supplier (e.g. green tariffs)

**Energy carrier**

Electricity

**Low-carbon technology type**

Renewable energy mix, please specify

**Country/area of low-carbon energy consumption**

Netherlands

**Tracking instrument used**

Contract

**Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)**

1377

**Country/area of origin (generation) of the low-carbon energy or energy attribute**

Netherlands

**Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)**

**Comment**

---

**Sourcing method**

Green electricity products from an energy supplier (e.g. green tariffs)

**Energy carrier**

Electricity

**Low-carbon technology type**

Renewable energy mix, please specify

**Country/area of low-carbon energy consumption**

Argentina

**Tracking instrument used**

Contract

**Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)**

3609

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**Country/area of origin (generation) of the low-carbon energy or energy attribute**

Argentina

**Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)**

**Comment**

---

**Sourcing method**

Green electricity products from an energy supplier (e.g. green tariffs)

**Energy carrier**

Electricity

**Low-carbon technology type**

Solar

**Country/area of low-carbon energy consumption**

India

**Tracking instrument used**

Contract

**Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)**

1505

**Country/area of origin (generation) of the low-carbon energy or energy attribute**

India

**Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)**

**Comment**

---

**Sourcing method**

Unbundled energy attribute certificates (EACs) purchase

**Energy carrier**

Electricity

**Low-carbon technology type**

Renewable energy mix, please specify (wind and solar)

**Country/area of low-carbon energy consumption**

United States of America

**Tracking instrument used**

US-REC

**Low-carbon energy consumed via selected sourcing method in the reporting year (MWh)**

28516

**Country/area of origin (generation) of the low-carbon energy or energy attribute**

United States of America

**Commissioning year of the energy generation facility (e.g. date of first commercial operation or repowering)**

**Comment**

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## C8.2g

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**(C8.2g) Provide a breakdown of your non-fuel energy consumption by country.**

**Country/area**

China

**Consumption of electricity (MWh)**

555242

**Consumption of heat, steam, and cooling (MWh)**

137386

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

692628

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

United States of America

**Consumption of electricity (MWh)**

775557

**Consumption of heat, steam, and cooling (MWh)**

170240

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

945797

---



Is this consumption excluded from your RE100 commitment?  
<Not Applicable>

---

**Country/area**  
India

**Consumption of electricity (MWh)**  
158392

**Consumption of heat, steam, and cooling (MWh)**  
243

**Total non-fuel energy consumption (MWh) [Auto-calculated]**  
158635

Is this consumption excluded from your RE100 commitment?  
<Not Applicable>

---

**Country/area**  
United Arab Emirates

**Consumption of electricity (MWh)**  
116609

**Consumption of heat, steam, and cooling (MWh)**  
59470

**Total non-fuel energy consumption (MWh) [Auto-calculated]**  
176079

Is this consumption excluded from your RE100 commitment?  
<Not Applicable>

---

**Country/area**  
Japan

**Consumption of electricity (MWh)**  
61464

**Consumption of heat, steam, and cooling (MWh)**  
43093

**Total non-fuel energy consumption (MWh) [Auto-calculated]**  
104557

Is this consumption excluded from your RE100 commitment?  
<Not Applicable>

---

**Country/area**  
Indonesia

**Consumption of electricity (MWh)**  
48112

**Consumption of heat, steam, and cooling (MWh)**  
0

**Total non-fuel energy consumption (MWh) [Auto-calculated]**  
48112

Is this consumption excluded from your RE100 commitment?  
<Not Applicable>

---

**Country/area**  
Republic of Korea

**Consumption of electricity (MWh)**  
99955

**Consumption of heat, steam, and cooling (MWh)**  
8586

**Total non-fuel energy consumption (MWh) [Auto-calculated]**  
108541

Is this consumption excluded from your RE100 commitment?  
<Not Applicable>

---

**Country/area**  
Saudi Arabia

**Consumption of electricity (MWh)**  
48233

**Consumption of heat, steam, and cooling (MWh)**  
45386

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

93619

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

Australia

**Consumption of electricity (MWh)**

25091

**Consumption of heat, steam, and cooling (MWh)**

0

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

25091

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

Malaysia

**Consumption of electricity (MWh)**

26157

**Consumption of heat, steam, and cooling (MWh)**

0

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

26157

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

Mexico

**Consumption of electricity (MWh)**

45457

**Consumption of heat, steam, and cooling (MWh)**

358

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

45815

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

Thailand

**Consumption of electricity (MWh)**

31871

**Consumption of heat, steam, and cooling (MWh)**

0

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

31871

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

Germany

**Consumption of electricity (MWh)**

18913

**Consumption of heat, steam, and cooling (MWh)**

16958

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

35871

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

Turkey

**Consumption of electricity (MWh)**

14367

**Consumption of heat, steam, and cooling (MWh)**

0

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

14367

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

Canada

**Consumption of electricity (MWh)**

18393

**Consumption of heat, steam, and cooling (MWh)**

5674

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

24067

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

France

**Consumption of electricity (MWh)**

21263

**Consumption of heat, steam, and cooling (MWh)**

19697

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

40960

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

United Kingdom of Great Britain and Northern Ireland

**Consumption of electricity (MWh)**

12084

**Consumption of heat, steam, and cooling (MWh)**

0

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

12084

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

---

**Country/area**

Other, please specify (Rest of the world)

**Consumption of electricity (MWh)**

348644

**Consumption of heat, steam, and cooling (MWh)**

36432

**Total non-fuel energy consumption (MWh) [Auto-calculated]**

385076

**Is this consumption excluded from your RE100 commitment?**

<Not Applicable>

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**C9. Additional metrics**

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**C9.1**

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(C9.1) Provide any additional climate-related metrics relevant to your business.

**Description**

Please select

**Metric value**

**Metric numerator**

**Metric denominator (intensity metric only)**

**% change from previous year**

**Direction of change**

<Not Applicable>

**Please explain**

C-CE9.6/C-CG9.6/C-CH9.6/C-CN9.6/C-CO9.6/C-EU9.6/C-MM9.6/C-OG9.6/C-RE9.6/C-ST9.6/C-TO9.6/C-TS9.6

(C-CE9.6/C-CG9.6/C-CH9.6/C-CN9.6/C-CO9.6/C-EU9.6/C-MM9.6/C-OG9.6/C-RE9.6/C-ST9.6/C-TO9.6/C-TS9.6) Does your organization invest in research and development (R&D) of low-carbon products or services related to your sector activities?

	Investment in low-carbon R&D	Comment
Row 1	No	

C-RE9.9

(C-RE9.9) Does your organization manage net zero carbon buildings?

No, but we plan to in the future

C-CN9.11/C-RE9.11

(C-CN9.11/C-RE9.11) Explain your organization's plan to manage, develop or construct net zero carbon buildings, or explain why you do not plan to do so.

At the end of 2021, Hyatt owned or leased 5% by room count of our portfolio. As countries and businesses increase focus on climate change, we anticipate certain hotel owners will elect to invest in net zero carbon buildings. In the meantime, Hyatt's Global Technical Standards outlines criteria for building and renovating hotels to incorporate energy efficiency and renewable energy where options are feasible.

C10. Verification

C10.1

(C10.1) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	No third-party verification or assurance
Scope 2 (location-based or market-based)	No third-party verification or assurance
Scope 3	No third-party verification or assurance

C10.2

(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?

No, but we are actively considering verifying within the next two years

C11. Carbon pricing

C11.1

(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

No, and we do not anticipate being regulated in the next three years

## C11.2

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### (C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?

No

## C11.3

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### (C11.3) Does your organization use an internal price on carbon?

No, and we do not currently anticipate doing so in the next two years

## C12. Engagement

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### C12.1

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#### (C12.1) Do you engage with your value chain on climate-related issues?

Yes, our suppliers

Yes, our customers/clients

Yes, other partners in the value chain

### C12.1a

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#### (C12.1a) Provide details of your climate-related supplier engagement strategy.

##### Type of engagement

Engagement & incentivization (changing supplier behavior)

##### Details of engagement

Other, please specify (Engagement to have an environmental policy in place)

##### % of suppliers by number

99

##### % total procurement spend (direct and indirect)

99

##### % of supplier-related Scope 3 emissions as reported in C6.5

##### Rationale for the coverage of your engagement

Hyatt has global guidance in place for hotels to advance responsible sourcing practices, supported by a Supplier Code of Conduct. Hyatt's Supplier Code of Conduct (and environmental standards) are publicly available at: <https://www.hyatt.com/Hyatt-Supplier-Code-of-Conduct.pdf>.

We have additional efforts in North America where we have centralized purchasing through Avendra, a procurement solutions company specialized in hospitality-related business. Of the food and beverage and operating supplies we source within the United States, Canada, and the Caribbean, nearly all of our contracts have an environmental policy in place as a result of active engagement and confirmation.

##### Impact of engagement, including measures of success

By requesting this information, we are highlighting to current and potential suppliers the importance of sustainability and signaling that environmental considerations are an important factor in the Company's decision making process.

In addition to this step, Hyatt began to introduce the EcoVadis supplier questionnaire to a small group of suppliers through Avendra and is working to expand this rollout. The questionnaire covers a wide range of environmental and social topics, including climate change.

Furthermore, Hyatt is advancing responsible sourcing criteria across key products categories, including criteria addressing climate change. Recent milestones have

included transitioning 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 and introducing coffee featuring beans from

Rainforest Alliance Certified farms that is offered

in restaurants, banquets, and function areas at participating brands in the U.S. and Canada.

To learn more about Hyatt's responsible sourcing efforts, visit [Hyatt.com/WorldOfCare](https://www.hyatt.com/WorldOfCare)

##### Comment

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### C12.1b

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**(C12.1b) Give details of your climate-related engagement strategy with your customers.**

**Type of engagement & Details of engagement**

Collaboration & innovation	Other, please specify (See below)
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**% of customers by number**

100

**% of customer - related Scope 3 emissions as reported in C6.5**

**Please explain the rationale for selecting this group of customers and scope of engagement**

We engage all guests by making information about Hyatt's sustainability efforts and initiatives publicly available on Hyatt.com/WorldOfCare, and through on-property mechanisms like offering linen and terry reuse programs.

For corporate customers, Hyatt contributed to the development of the Hotel Carbon Measurement Initiative (HCMI) led by Sustainable Hospitality Alliance. With corporate customers' increasing focus on climate change and sustainability, Hyatt actively works to understand its needs related to advancing sustainable practices and seamless communication.

**Impact of engagement, including measures of success**

This engagement can help our hotels cut down on energy and water consumption, and also allows our guests to actively contribute to our conservation measures.

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**C12.1d**

**(C12.1d) Give details of your climate-related engagement strategy with other partners in the value chain.**

Hyatt engages with a range of stakeholders across our value chain, including our hotel owners and franchise operators.

**HOTEL OWNERS:** Hyatt's commitment to environmental sustainability as part of our environmental, social and governance strategy is directly shared with owners and developers. Hyatt's Sustainable Design Guidelines are reviewed with these stakeholders during the design process. After a hotel opens, we continue to engage with hotel owners by identifying impactful capital expenditure projects.

Hyatt is an inaugural industry partner of the Hotel Owners for Tomorrow (HOT) Coalition, which is focused on hotel owners in Asia and encourages ownership companies to commit to five actions focused on increasing the sustainability of their hotels. These commitments include incorporating sustainability in investment decisions, evaluating renewable energy projects, monitoring environmental performance, supporting brand efforts and sharing best practices.

**FRANCHISE OPERATORS:** Hyatt's franchise properties are operated by other business entities. The emissions at these properties are part of Hyatt's Scope 3 emissions since we do not have operational control over this segment. However, we provide resources and guidance materials to help third-party franchisors to reduce their Scope 1 and 2 emissions. Additionally, we collect emissions data from these hotels in Hyatt EcoTrack where possible, and support them in providing carbon information to stakeholders such as corporate customers.

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**C12.2**

**(C12.2) Do your suppliers have to meet climate-related requirements as part of your organization's purchasing process?**

Please select

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**C12.3**

**(C12.3) Does your organization engage in activities that could either directly or indirectly influence policy, law, or regulation that may impact the climate?**

**Row 1**

**Direct or indirect engagement that could influence policy, law, or regulation that may impact the climate**

Yes, we engage indirectly through trade associations

**Does your organization have a public commitment or position statement to conduct your engagement activities in line with the goals of the Paris Agreement?**

**Attach commitment or position statement(s)**

<Not Applicable>

**Describe the process(es) your organization has in place to ensure that your engagement activities are consistent with your overall climate change strategy**

Hyatt currently engages indirectly on climate change policy through trade associations or NGO partners rather than direct involvement such as lobbying. Our processes to ensure that indirect activities are consistent with our overall climate change strategy are as follows: (1) Any relevant and new support for an association or initiatives are identified by functional or regional representatives and raised to the environmental sustainability department and the ESG Steering Committee to ensure consistency with the Company strategy; (2) Any issues raised would be escalated to the executive level by the Environmental Sustainability Department; and (3) We utilize our annual disclosures to the CDP Climate Change program to assess whether the public policy positions of trade associations with which Hyatt has an affiliation are consistent with our own climate change strategy.

**Primary reason for not engaging in activities that could directly or indirectly influence policy, law, or regulation that may impact the climate**

<Not Applicable>

**Explain why your organization does not engage in activities that could directly or indirectly influence policy, law, or regulation that may impact the climate**

<Not Applicable>

**C12.3b**

**(C12.3b) Provide details of the trade associations your organization engages with which are likely to take a position on any policy, law or regulation that may impact the climate.**

**Trade association**

Other, please specify (American Hotel and Lodging Association (AHLA))

**Is your organization's position on climate change consistent with theirs?**

Consistent

**Has your organization influenced, or is your organization attempting to influence their position?**

Please select

**State the trade association's position on climate change, explain where your organization's position differs, and how you are attempting to influence their position (if applicable)**

Within the context of climate change, AHLA strives to advance the industry's efforts and best practices, and commitments. Specifically AHLA provides a variety of resources and information.

Hyatt supports the AHLA through membership and participation in the Sustainability Committee. In addition to promoting sustainability best practices across the industry, the committee works on projects like addressing food waste in the hospitality sector.

**Funding figure your organization provided to this trade association in the reporting year, if applicable (currency as selected in C0.4) (optional)**

**Describe the aim of your organization's funding**

<Not Applicable>

**Have you evaluated whether your organization's engagement with this trade association is aligned with the goals of the Paris Agreement?**

Please select

**Trade association**

Other, please specify (World Travel and Tourism Council)

**Is your organization's position on climate change consistent with theirs?**

Consistent

**Has your organization influenced, or is your organization attempting to influence their position?**

Please select

**State the trade association's position on climate change, explain where your organization's position differs, and how you are attempting to influence their position (if applicable)**

Within the context of climate change, WTTC strives to advance the industry's efforts, best practices, and commitments.

Hyatt's Environmental Sustainability team has engaged with WTTC through working groups.

**Funding figure your organization provided to this trade association in the reporting year, if applicable (currency as selected in C0.4) (optional)**

**Describe the aim of your organization's funding**

<Not Applicable>

**Have you evaluated whether your organization's engagement with this trade association is aligned with the goals of the Paris Agreement?**

Yes, we have evaluated, and it is aligned

**C12.4**

**(C12.4) Have you published information about your organization’s response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).**

**Publication**

In other regulatory filings

**Status**

Complete

**Attach the document**

Hyatt 10k.pdf

**Page/Section reference**

Page 28, 34, 47

**Content elements**

Risks & opportunities

**Comment**

Climate change is specifically referenced as a risk related to the hospitality industry and a potential regulatory risk factor.

**Publication**

In other regulatory filings

**Status**

Complete

**Attach the document**

Hyatt Proxy.pdf

**Page/Section reference**

Pg 11

**Content elements**

Governance

**Comment**

Governance and climate change as a focus is outlined in Hyatt’s Proxy.

**Publication**

In voluntary communications

**Status**

Complete

**Attach the document**

**Page/Section reference**

<https://about.hyatt.com/en/world-of-care/policies-statements-reporting.html>

**Content elements**

Governance  
 Strategy  
 Risks & opportunities  
 Emissions figures  
 Emission targets  
 Other metrics

**Comment**

GHG and energy data, in addition to strategies to reduce GHG emissions and energy consumption, are reported in Hyatt’s ESG reporting.

**C15. Biodiversity**

**C15.1**

**(C15.1) Is there board-level oversight and/or executive management-level responsibility for biodiversity-related issues within your organization?**

	Board-level oversight and/or executive management-level responsibility for biodiversity-related issues	Description of oversight and objectives relating to biodiversity	Scope of board-level oversight
Row 1	Yes, executive management-level responsibility	Biodiversity is an impact area covered under two pillars of Hyatt’s Environmental Sustainability framework – Responsible Sourcing and Thriving Designations. Opportunity areas within these pillars are identified by the Environmental Sustainability Department and discussed with executives of the ESG Steering Committee.	<Not Applicable>

**C15.2**



**(C15.2) Has your organization made a public commitment and/or endorsed any initiatives related to biodiversity?**

	Indicate whether your organization made a public commitment or endorsed any initiatives related to biodiversity	Biodiversity-related public commitments	Initiatives endorsed
Row 1	Yes, we have endorsed initiatives only	<Not Applicable>	SDG

**C15.3**

**(C15.3) Does your organization assess the impact of its value chain on biodiversity?**

	Does your organization assess the impact of its value chain on biodiversity?	Portfolio
Row 1	Yes, we assess impacts on biodiversity in our upstream value chain only	<Not Applicable>

**C15.4**

**(C15.4) What actions has your organization taken in the reporting year to progress your biodiversity-related commitments?**

	Have you taken any actions in the reporting period to progress your biodiversity-related commitments?	Type of action taken to progress biodiversity-related commitments
Row 1	Yes, we are taking actions to progress our biodiversity-related commitments	Species management Education & awareness

**C15.5**

**(C15.5) Does your organization use biodiversity indicators to monitor performance across its activities?**

	Does your organization use indicators to monitor biodiversity performance?	Indicators used to monitor biodiversity performance
Row 1	No	Please select

**C15.6**

**(C15.6) Have you published information about your organization's response to biodiversity-related issues for this reporting year in places other than in your CDP response? If so, please attach the publication(s).**

Report type	Content elements	Attach the document and indicate where in the document the relevant biodiversity information is located
In voluntary sustainability report or other voluntary communications	Biodiversity strategy	WWFReport.pdf

**C16. Signoff**

**C-FI**

**(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.**

Forward-Looking Statements

Forward-Looking Statements in this press release, which are not historical facts, are forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Our actual results, performance or achievements may differ materially from those expressed or implied by these forward-looking statements. In some cases, you can identify forward-looking statements by the use of words such as "may," "could," "expect," "intend," "plan," "seek," "anticipate," "believe," "estimate," "predict," "potential," "continue," "likely," "will," "would" and variations of these terms and similar expressions, or the negative of these terms or similar expressions. Such forward-looking statements are necessarily based upon estimates and assumptions that, while considered reasonable by us and our management, are inherently uncertain. Factors that may cause actual results to differ materially from current expectations include, but are not limited to, risks associated with the acquisition of Apple Leisure Group ("ALG"), including the related incurrence of material additional indebtedness; our ability to realize the anticipated benefits of the acquisition of ALG as rapidly or to the extent anticipated, including successful integration of the ALG business; the duration and severity of the COVID-19 pandemic and the pace of recovery following the pandemic, any additional resurgence, or COVID-19 variants; the short and long-term effects of the COVID-19 pandemic, including on the demand for travel, transient and group business, and levels of consumer confidence; the impact of the COVID-19 pandemic, any additional resurgence, or COVID-19 variants, and the impact of actions that governments, businesses, and individuals take in response, on global and regional economies, travel limitations or bans, and economic activity, including the duration and magnitude of its impact on unemployment rates and consumer discretionary spending; the broad distribution and efficacy of COVID-19 vaccines and treatments, wide acceptance by the general population of such vaccines, and the availability, use, and effectiveness of COVID-19 testing, including at-home testing kits; the ability of third-party owners, franchisees, or hospitality venture partners to successfully navigate the impacts of the COVID-19 pandemic, any additional resurgence, or COVID-19 variants; general economic uncertainty in key global markets and a worsening of global economic conditions or low levels of economic growth; the rate and the pace of economic recovery following economic downturns; global supply chain constraints and interruptions, rising costs of construction-related labor and materials, and increases in costs due to inflation or other factors that may not be fully offset by increases in revenues in our business; risks affecting the luxury, resort, and all-inclusive lodging segments; levels of spending in business, leisure, and group segments as well as consumer confidence; declines in occupancy and average daily rate; limited visibility with respect to future bookings; loss of key personnel; domestic and international political and geo-political conditions, including political or civil unrest or changes in trade policy; hostilities, or fear of hostilities, including future terrorist attacks, that affect travel; travel-related accidents; natural or man-made disasters such as earthquakes, tsunamis, tornadoes, hurricanes, floods, wildfires, oil spills, nuclear incidents, and global outbreaks of pandemics or contagious diseases, or fear of such outbreaks; our ability to successfully achieve certain levels of operating profits at hotels that have performance tests or guarantees in favor of our third-party owners; the impact of hotel renovations and redevelopments; risks associated with our capital allocation plans, share repurchase program, and dividend payments, including a reduction in, or elimination or suspension of, repurchase activity or dividend payments; the seasonal and cyclical nature of the real estate and hospitality businesses; changes in distribution arrangements, such as through internet travel intermediaries; changes in the tastes and preferences of our customers; relationships with colleagues and labor unions and changes in labor laws; the financial condition of, and our relationships with, third-party property owners, franchisees, and hospitality venture partners; the possible inability of third-party owners, franchisees, or development partners to access capital necessary to fund current operations or implement our plans for growth; risks associated with potential acquisitions and dispositions and the introduction of new brand concepts; the timing of acquisitions and dispositions and our ability to successfully integrate completed acquisitions with existing operations; failure to successfully complete proposed transactions (including the failure to satisfy closing conditions or obtain required approvals); our ability to successfully execute on our strategy to expand our management and franchising business while at the same time reducing our real estate asset base within targeted timeframes and at expected values; declines in the value of our real estate assets; unforeseen terminations of our management or franchise agreements; changes in federal, state, local, or foreign tax law; increases in interest rates, wages, and other operating costs; foreign exchange rate fluctuations or currency restructurings; lack of acceptance of new brands or innovation; general volatility of the capital markets and our ability to access such markets; changes in the competitive environment in our industry, including as a result of the COVID-19 pandemic, industry consolidation, and the markets where we operate; our ability to successfully grow the World of Hyatt loyalty program and Unlimited Vacation Club paid membership program; cyber incidents and information technology failures; outcomes of legal or administrative proceedings; violations of regulations or laws related to our franchising business; and other risks discussed in the Company's filings with the U.S. Securities and Exchange Commission ("SEC"), including our annual report on Form 10-K and our Quarterly Reports on Form 10-Q, which filings are available from the SEC. These factors are not necessarily all of the important factors that could cause our actual results, performance or achievements to differ materially from those expressed in or implied by any of our forward-looking statements. We caution you not to place undue reliance on any forward-looking statements, which are made only as of the date of this press release. We undertake no obligation to update publicly any of these forward-looking statements to reflect actual results, new information or future events, changes in assumptions or changes in other factors affecting forward-looking statements, except to the extent required by applicable law. If we update one or more forward-looking statements, no inference should be drawn that we will make additional updates with respect to those or other forward-looking statements.

C16.1

**(C16.1) Provide details for the person that has signed off (approved) your CDP climate change response.**

	Job title	Corresponding job category
Row 1	Associate VP of Sustainability and ESG Reporting	Environment/Sustainability manager

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