

CARING FOR PEOPLE

What We Believe

At Hyatt, we care for people so they can be their best.

We are at our best when we respect the dignity of every individual, foster trust, and encourage all colleagues to reach their full potential. This foundational belief requires that we encourage one another to share our diverse perspectives, actively participate in creating our culture and drive our business success.

We can achieve our greatest success when all colleagues feel comfortable and confident bringing their whole selves to work each day. Our individual points of view are a source of strength, connecting us more closely to those we serve, including guests, customers, our communities, vendors and owners.

We are committed to creating an environment where every colleague feels respected and has a voice, and where we promptly address issues when colleagues feel they are not respected or heard – without fear of retaliation. Demonstrating our purpose of care requires all Hyatt colleagues to live our values of empathy, experimentation, inclusion, integrity, respect and wellbeing.

What We Expect

Each and every Hyatt colleague has a duty to contribute to a workplace of dignity and respect. All colleagues are expected to do this by:

- Respecting and valuing all colleagues' backgrounds, experiences and perspectives
- Accepting others without biases based on differences of any kind
- Listening and seeking to learn from and understand others
- Assuming positive intent

Managers have a responsibility to promote care, respect and inclusion, such as:

- Seeking and encouraging diverse viewpoints
- Fostering a culture of dignity and respect
- Displaying empathy in behaviors and interactions with others
- Providing direct and honest feedback
- Applying all rules fairly and objectively

What We Will Not Tolerate

Any conduct failing to respect the dignity of our colleagues is unacceptable, including discriminatory behavior based on any characteristic protected by applicable law.

We strictly prohibit discrimination as described above in all terms and conditions of employment. Harassment is a form of discrimination, which includes offensive verbal, physical or visual behaviors and actions directed toward an individual.

We will not tolerate retaliation of any kind and no adverse action will be taken against a colleague for making a good-faith complaint or assisting in an investigation of discriminatory behavior.

If any colleague – or non-colleague such as a vendor or guest – is not being treated with dignity and respect, action will be taken.

Concerns can be resolved directly or reported to a manager, Human Resources or any Hyatt leader. Concerns may also be reported to Hyatt's Ethics Point Hotline at (866) 294-3528 or www.hyattethics.com.

All reported incidents of discrimination, harassment or retaliation will be investigated, and action taken based on that investigation.