



2020 Global Reporting Initiative (GRI)

Hyatt’s purpose – to care for people so they can be their best – guides every aspect of our business. In 2021, Hyatt launched World of Care – our global Environmental, Social, Governance (ESG) platform – to continue to evolve our efforts to address today’s pressing challenges faced by our colleagues, guests, communities, and stakeholders and to enact meaningful change to report on environmental, social and governance topics to our stakeholders. The index contains disclosure details and/or references to additional materials organized by GRI indicator numbers.

INDICATOR	DESCRIPTION	RESPONSES
Organizational Profile		
102-1	Name of the organization	Hyatt. References in this report to “we,” “our,” “us,” “Hyatt,” and similar terms refer to Hyatt Hotels Corporation and/or one or more of its subsidiaries. In some contexts, such terms may also include the Hyatt Hotels Foundation. The term “managed hotels” refers to those hotels for which Hyatt provides management and similar hotel services.
102-2	Activities, brands, products, and services	Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company offering 20 premier brands. As of December 31, 2020, our portfolio included more than 975 hotel, all-inclusive, and wellness resort properties in 69 countries across six continents. 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. Our subsidiaries operate, manage, franchise, own, lease, develop, license, or provide services to hotels, resorts, branded residences, and vacation ownership properties, including under the <i>Park Hyatt</i> ®, <i>Miraval</i> ®, <i>Grand Hyatt</i> ®, <i>Alila</i> ®, <i>Andaz</i> ®, <i>The Unbound Collection by Hyatt</i> ®, <i>Destination by Hyatt</i> ™, <i>Hyatt Regency</i> ®, <i>Hyatt</i> ®, <i>Hyatt Ziva</i> ™, <i>Hyatt Zilara</i> ™, <i>Thompson Hotels</i> ®, <i>Hyatt Centric</i> ®, <i>Caption by Hyatt</i> , <i>JdV by Hyatt</i> ™, <i>Hyatt House</i> ®, <i>Hyatt Place</i> ®, <i>tommie</i> ™, <i>UrCove</i> , and <i>Hyatt Residence Club</i> ® brand names, and operate the World of Hyatt® loyalty program that provides distinct benefits and exclusive experiences to our valued members.
102-3	Location of headquarters	Hyatt’s headquarters is located in Chicago, Illinois, USA.
102-4	Location of operations	As of December 31, 2020, Hyatt affiliates managed, franchised, leased, owned, and/or provided hospitality services for properties in 69 countries around the world. Form 10K, p. 3

INDICATOR	DESCRIPTION	RESPONSES
102-5	Ownership and legal form	Hyatt Hotels Corporation is a publicly traded company in the United States. Form 10K, p. 4, 62
102-6	Markets served	Form 10K, p. 6-8
102-7	Scale of the organization	At December 31, 2020, Hyatt's worldwide portfolio consisted of 974 hotels (235,272 rooms). Form 10K, p. 4
102-8	Information on employees and other workers	At December 31, 2020, there were more than 115,000 colleagues working at Hyatt's corporate and regional offices and Hyatt's managed, franchised, and owned properties around the world. Hyatt directly employs approximately 37,000 of these colleagues. The remaining colleagues are employed by third-party owners and franchisees of Hyatt properties. Of the 99,944 colleagues at global managed hotels, 90% were full-time and 10% were part-time. World of Care – Caring for People Form 10K, p. 17
102-9	Supply chain	Hyatt's supply chain is expansive, and consists mostly of products and services needed to operate hotels and offices. These include operational supplies such as linens and bathroom amenities, food and beverage, contracted services, and furniture, fixtures, and equipment. Capital expenses for products such as larger equipment and building materials are managed by hotel owners. In the U.S. and a small number of other countries, we have centralized contracting for designated products and hotels manage their own procurement. Centralized contracts are limited for fresh food and beverage products, which are typically purchased directly through local distributors. In all other countries, purchasing decisions take place at the hotel level with the exception of globally contracted products. Hyatt has a global Supplier Code of Conduct and has set goals to increase environmentally and socially responsible purchasing. In the U.S., we also have goals to increase spend with minority-owned businesses. We advance our efforts in these areas through central contracting processes when feasible, integrating responsibility criteria into brand standards and product specifications, and through training and engagement of hotels for integrating responsibility criteria into purchasing decisions.
102-10	Significant changes to the organization and its supply chain	No significant changes.
102-11	Precautionary Principle or approach	Hyatt demonstrates a precautionary approach through several of the voluntary sustainability initiatives in which we participate.

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102-12	External initiatives	<p>Hyatt's World of Care environmental, social, and governance ("ESG") platform and priority areas support key areas of the United Nations Sustainable Development Goals (UNSDGs) that Hyatt can most directly influence.</p> <p>In addition to the UNSDGs, Hyatt aligns with a number of charters and frameworks, such as the UN LGBTI Standards of Conduct for Business, the Sustainable Hospitality Alliance's Forced Labour Principles, the End Child Prostitution and Trafficking (ECPAT) Code of Conduct, the Human Rights Campaign, and the Science Based Targets initiative.</p> <p>World of Care</p>
102-13	Membership of associations	<p>We support a range of organizations that help advance our ESG ambitions. By working with these organizations, Hyatt strives to continuously improve our own initiatives and help influence change within and beyond the hotel industry.</p> <p>The following are examples of associations Hyatt is a member of (additional information is provided in respective sections of relevant topics): The Sustainable Hospitality Alliance (formerly the International Tourism Partnership), the American Hotel & Lodging Association (AHLA for which Hyatt's CEO is the chair of the board), American Hotel & Lodging Educational Foundation (AHLEF), Asian American Hotel Owners Association (AAHOA), Association of Latino Professionals For America (ALPFA), CEO ACT!ON for Diversity & Inclusion™, Chicago United, Diversity Woman, Executive Leadership Council (ELC), Corporate Coalition (Chicago), Hire Opportunity Coalition, Hispanic Alliance for Career Enhancement (HACE), International Gay & Lesbian Travel Association (IGLTA), National Association for the Advancement of Colored People (NAACP), National Association of Black Hotel Owners, Operators & Developers (NABHOOD), National Black MBA Association, Inc. (NMBBAA), National Gay & Lesbian Chamber of Commerce (NGLCC), National Minority Supplier Development Council (NMSDC), National Urban League (UL), Tent Partnership, and the World Travel & Tourism Council (WTTC).</p>
Strategy		
102-14	Statement from senior decision-maker	Message from Hyatt's CEO
102-15	Key impacts, risks, and opportunities	CDP-Climate available at World of Care – Policies, Statements & Reporting Form 10K, Item 1A
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	<p>About Hyatt</p> <p>World of Care – Policies, Statements & Reporting Corporate Governance</p>

INDICATOR	DESCRIPTION	RESPONSES
102-17	Mechanisms for advice and concerns about ethics	<p>All colleagues are required to adhere to applicable laws and to Hyatt’s Code of Ethics and Business Conduct. Additionally, Hyatt requires colleagues at corporate and regional offices and managed hotels to review policies and participate in training intended to prevent corruption and other ethical issues.</p> <p>In the event any colleague has a concern about a situation or has doubts about whether the situation is consistent with Hyatt’s ethical standards, we encourage them to bring their concerns to the attention of the colleague’s leadership team, the EthicsPoint Website, or the EthicsPoint phone line. Concerns can be made anonymously through the EthicsPoint platform.</p> <p>Colleagues are informed of mechanisms to support ethical business practices, including the anonymous reporting processes, through training and Hyatt’s Code of Business Conduct and Ethics. All reports submitted are given careful attention by Hyatt and investigated as applicable, and the online tool provides a mechanism for the reporter to review status or engage in follow-up discussions.</p> <p>Hyatt commits to taking the following actions in these circumstances:</p> <ul style="list-style-type: none"> • Promptly investigating the report and following up with the colleague who voiced the concern. • Taking appropriate action as a result of an investigation. • Escalating the concern for assistance when needed. • Maintaining the confidentiality of those involved in a manner that is consistent with the need to conduct the investigation and to the extent permissible by law. • Ensuring that the colleague who voiced the concern will not face retaliation. <p>Hyatt prohibits retaliation, which is outlined in several policies including:</p> <ul style="list-style-type: none"> • Whistleblower Policy • Our Commitment to Inclusion • Dignity, Respect and Harassment Policy for managed hotels in the US and corporate offices
Governance		
102-18	Governance structure	Hyatt Corporate Governance
102-19	Delegating authority	Corporate Governance Guidelines
102-20	Executive-level responsibility for economic, environmental, and social topics	<p>Hyatt has established an Environmental Social Governance Committee (the “ESG Committee”) in order to set general strategy related to ESG matters, advance cross-functional understanding and support for current and emerging priorities, ensure diverse topics are considered holistically across the organization, 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.</p> <p>The committee is comprised of senior executives and subject experts representing a comprehensive spectrum of functional areas. The Steering Committee of the ESG Committee is chaired by the Executive Vice President, General Counsel and Corporate Secretary, and includes the Chief Financial Officer, the Chief Human Resources Officer, and the Senior Vice President of Global Operations with direct</p>

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		responsibility for the alignment of Hyatt's principles across Hyatt's regional structure. The Committee is overseen by Hyatt's CEO as well as the Board's Nominating and Corporate Governance Committee.
102-22	Composition of the highest governance body and its committees	Committee Composition Corporate Governance Guidelines
102-23	Chair of the highest governance body	Corporate Governance Guidelines
102-24	Nominating and selecting the highest governance body	Corporate Governance Guidelines
102-25	Conflicts of interest	Corporate Governance Guidelines Hyatt Code of Ethics and Business Conduct
102-26	Role of highest governance body in setting purpose, values, and strategy	Hyatt's Board of Directors, through the Nominating and Governance Committee, oversees Hyatt's ESG strategy. Nominating and Corporate Governance Committee Charter
102-28	Evaluating the highest governance body's performance	Board attendance was 100% at board and committee meetings during the reporting period. Corporate Governance Guidelines
102-33	Communicating critical concerns	Corporate Governance Guidelines
102-35	Remuneration policies	Proxy Statement
102-36	Process for determining remuneration	Proxy Statement
102-37	Stakeholders' involvement in remuneration	Proxy Statement
Stakeholder Engagement		
102-41	Collective bargaining agreements	Form 10K, p. F-50

INDICATOR	DESCRIPTION	RESPONSES
102-43	Approach to stakeholder engagement	<p>Hyatt's stakeholders include our colleagues, guests, corporate customers, hotel owners and operators, suppliers, shareholders, communities, and organizations helping to elevate the causes we work on through our ESG efforts.</p> <p>We conduct several ongoing processes to engage our stakeholders:</p> <ul style="list-style-type: none"> • Colleagues – Hyatt solicits feedback from our colleagues through various engagement surveys, direct conversations, during quarterly Global Town Halls, and through a variety of intranet channels. • Guests – Guest feedback and survey responses are analyzed by Hyatt's consumer insights team. • Corporate Customers – Hyatt's sales team works closely with corporate customers, including discussing priorities of respective companies. • Hotel owners and franchisees – Hyatt engages with hotel owners and franchisees through forums, business reviews, and through day-to-day business. • Suppliers – Hyatt engages with suppliers through business reviews, audits, and requesting information and discussions. • Shareholders – Hyatt engages with shareholders through earnings calls, investor meetings, conferences, and hosted visits at our headquarters in Chicago. • Communities – Hyatt's corporate offices and hotels have direct engagement with community representatives, and we work with a number of non-governmental organizations and advocacy groups at both the corporate- and hotel-level.
102-44	Key topics and concerns raised	<p>Key topics and concerns raised are flagged in this Index and within Hyatt's ESG framework. We continue to evolve our strategy and reporting to reflect emerging subjects.</p> <p>World of Care</p>
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Form 10K, p.4
102-46	Defining report content and topic boundaries	Grounded in listening, we report on what matters to our stakeholders, and we hold ourselves accountable to the areas where we believe we can most effect change, including advancing ESG impact.
102-47	List of material topics	World of Care
102-48	Restatements of information	Environmental metrics from 2019 have been restated in the Environmental Data Summary document referenced in this GRI Index. As explained in the CDP submission of 2019 data, approximately 10% of the data was excluded at the time the information was originally prepared in 2020 in part because COVID-19 related business interruptions inhibited certain data review processes with hotels.

INDICATOR	DESCRIPTION	RESPONSES
102-49	Changes in reporting	There have been no significant changes from the previous reporting period.
102-50	Reporting period	Calendar year 2020, with some highlights up to April 2021.
102-51	Date of most recent report	2019/2020 Environmental Sustainability Highlights
102-52	Reporting cycle	Previously, reporting of the GRI Index was biennial. Moving forward, Hyatt anticipates providing annual updates.
102-54	Claims of reporting in accordance with the GRI Standards	This report references the GRI Standards.
102-56	External assurance	External assurance has not been sought for content and figures in this report that do not appear in the Annual Report on Form 10-K or filed Financial Statements.

By Topic

INDICATOR	DESCRIPTION	RESPONSES
CATEGORY: ECONOMIC		
Economic Performance		
201	Management Approach	Form 10K
201-1	Direct economic value generated and distributed	Form 10K, p.64-91
201-2	Financial implications and other risks and opportunities due to climate change	World of Care – Policies, Statements & Reporting

INDICATOR	DESCRIPTION	RESPONSES
201-3	Defined benefit plan obligations and other retirement plans	Form 10K, p. F-43
201-4	Financial assistance received from government	Form 10K, p. F-44 and F-45
203-1	Infrastructure investments and services supported	<p>Caring for the communities in which hotels operate is an extension of Hyatt’s purpose, and we are focused on strengthening our community impact through volunteerism, philanthropy, and disaster relief. In response to the COVID-19 pandemic, Hyatt pivoted quickly and we are proud to have put several measures in place to support our guests, colleagues and communities, including:</p> <ul style="list-style-type: none"> • Led the industry toward recovery, with Hyatt’s CEO serving as a voice for the industry through associations like the American Hotel & Lodging Association – for which Hyatt’s CEO is the chair of the board – and World Travel and Tourism Council. These organizations advocated on behalf of the industry for relief packages and thoughtful approaches to travel restrictions. • Launched the Hyatt Care Fund to support colleagues with the most pressing financial needs. The Fund was made possible by contributions from the Hyatt Hotels Foundation, Pritzker Family Foundations, colleague contributions, and salary reductions of Hyatt’s senior leadership team members. Over 30,000 individuals have benefitted from this program during 2020, and grants continue to be made in 2021. • Introduced Hyatt Loves Local as a way for our hotels to help local businesses during this time where many communities are experiencing loss in business. Hyatt hotels globally are providing complimentary resources and support to local businesses that have struggled during the pandemic. As a result, these businesses are able to continue operating in different ways. Of the collaborations, nearly 20 percent identified as minority- and/or female-owned. • Reflected Hyatt’s purpose of care across many hotels that stepped up to provide support to essential workers. For example, Hotel Revival, a JdV by Hyatt property in Baltimore, Maryland, opened its doors to local healthcare workers and first responders to offer complimentary accommodations for those who did not want to return home in fear of infecting their family members. Hyatt awarded thousands of healthcare professionals at one of New York’s hardest-hit hospitals, NYC Health + Hospitals/Elmhurst, complimentary vacations to help them recharge and reconnect with their loved ones once they are able to take time for themselves, in collaboration with American Airlines. Additionally, we extended our Friends & Family rate to help all healthcare workers worldwide recharge and reconnect with their loved ones once they are finally able to take a hard-earned break. <p>Beyond Hyatt’s response to the pandemic, we invest in communities through philanthropic efforts (described under 413), promoting diversity, equity and inclusion in communities (described under 405 and 406), and advancing environmental stewardship (described under Environment).</p>

INDICATOR	DESCRIPTION	RESPONSES
Indirect Economic Impacts		
203	Management Approach	Hyatt's direct economic impact results from the business generated at hotels. However, our presence in the communities in which our hotels operate reveals our indirect economic contributions – for example, providing valuable employment, supporting local businesses and tourism attractions, and stimulating businesses in our supply chain. We operate in alignment with efforts designed to create positive indirect economic impact, including: a clear Code of Business Conduct and Ethics; human rights principles; commitment to inclusion within our workforce and with business partners; demonstrating environmental stewardship; and by expecting similar commitments from those with whom we do business. We reinforce these principles throughout our functional areas and further support these efforts through a variety of philanthropic efforts.
Anti-Corruption		
205	Management Approach	Hyatt is committed to integrity, honesty, and transparency in our business dealings. Hyatt's Code of Business Conduct and Ethics clearly outlines our stance against corruption and bribery, including: policies on gifts; accurate record keeping and financial reporting; conflicts of interest; insider trading; and adhering to competition laws. An ethics hotline is available for Hyatt colleagues and non-colleagues to anonymously report concerns. All reports are reviewed and managed in accordance with the Hyatt Whistleblower Policy, and appropriate investigation and remediation steps are determined. The office of the General Counsel oversees the execution of these policies. Internal risk assessments and audit procedures are also in place to reinforce these policies, and reporting data is analyzed to gain insights. Any violations of policies are addressed with appropriate corrective actions. Additional information is available in 102-17.
205-2	Communication and training about anti-corruption policies and procedures	All colleagues are required to adhere to Hyatt's Code of Business Conduct and Ethics. Hyatt requires colleagues at managed hotels and offices to review policies and participate in training intended to prevent corruption and other ethical issues. Examples of training programs include Ethics: Code of Business Conduct, Anti-Bribery, and Corporate Governance. Training is included in new-hire onboarding and compliance training of managers and above as well as other select colleagues. As an example, of the colleagues assigned the Ethics: Code of Business Conduct course in 2020, 98% completed the training. All managed sites are included in an internal audit risk assessment covering topics included in Hyatt's Code of Business Conduct and Ethics.
CATEGORY: ENVIRONMENTAL		
Energy		
302	Management Approach	Hyatt is committed to reducing our global greenhouse gas emissions and advancing energy efficiency. We use a global environmental management database, Hyatt EcoTrack, to collect and analyze sustainability data from hotels around the world. The database provides hotels with easy-to-read dashboards for data analysis, and includes projects and best practices for further improvements.

INDICATOR	DESCRIPTION	RESPONSES
		<p>Hyatt hotels face different energy efficiency opportunities depending on building type and age, climate, layout, and local infrastructure, among other factors. Energy projects include but are not limited to: retrofits of lighting; upgrades to aging heating and cooling plants; installations of new and efficient air handling systems; upgrades of kitchen and laundry equipment; renewable energy; and implementation of building automation and energy optimization systems. While 2020 was an abnormal year due to business interruptions related to the pandemic, 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. These hotels develop energy and water conservation plans with specific tactics for operating optimally, such as lighting schedules, water leak reporting and responding procedures, and equipment upgrades. 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 training materials, guidance documents, checklists of operational and technology best practices to advance efficiency, and case studies.</p> <p>In order to help hotel owners and developers integrate energy efficient design features, Hyatt's Global Technical Standards for new construction and renovation outline key topics such as insulation, lighting, cooling and heating efficiency, ventilation systems, and materials. Additionally, when Hyatt's 2020 environmental strategy was launched in 2014, full-service, managed hotels received customized energy reduction goals based on their performance relative to peers and historical progress. Oversight of energy performance is managed at the regional leadership level.</p> <p>World of Care - Caring for the Planet</p>
302-1	Energy consumption within the organization	<p>The total energy consumed by managed hotels in 2020 was 13,018 million megajoules.</p> <p>Environmental Data Summary World of Care - Policies, Statements & Reporting</p> <p>This indicator corresponds to Sustainable Accounting Standards Board (SASB) SV-HL-130a.1</p>
302-3	Energy intensity	<p>The energy intensity of managed hotels in 2020 was 816 megajoules per square meter.</p> <p>Environmental Data Summary World of Care - Policies, Statements & Reporting</p>
302-4 and 302-5	Reduction of energy consumption	<p>There were abnormal reductions in 2020 because of temporary suspension of operations at hotels and reduced occupancy due to the COVID-19 pandemic. However, Hyatt hotels actively work to reduce energy consumption as described above.</p> <p>Environmental Data Summary World of Care - Policies, Statements & Reporting</p>

INDICATOR	DESCRIPTION	RESPONSES
Water		
303	Management Approach	<p>Hyatt strives to accelerate water conservation efforts by elevating the focus on efficiency measures at hotels, prioritizing water conservation in drought-prone areas, and encouraging the use of grey water. Additionally, we are focused on locally specific water risks like scarcity, flooding, and water quality.</p> <p>We use a global environmental management database, Hyatt EcoTrack, to collect and analyze water data from hotels around the world. The database provides hotels with easy-to-read dashboards for data analysis.</p> <p>While 2020 was an abnormal year due to business interruptions related to the pandemic, our general approach to water use management is similar to the energy management described above, and is an impact area included in the third-party audits, conservation plans, training materials, and operational and technology best practice checklists described above. Typical water projects include: upgrading water fixtures, heating and cooling plants, kitchen and laundry equipment, and irrigation and landscaping practices.</p> <p>We use the World Resources Institute (WRI) Aqueduct Tool to identify locations in high water risk areas. When Hyatt's 2020 environmental strategy was launched in 2014, managed, full-service hotels received customized water reduction goals based on their performance relative to peers and historical progress, as well as their water risk level. Oversight of water performance is managed at the regional leadership level.</p> <p>Through Hyatt's Global Technical Standards for new construction and renovations, we help hotel owners and developers integrate water efficiencies as well as design considerations based on local water risk factors such as scarcity, pollution, and flooding.</p> <p>Additionally, we support our corporate customers' efforts to understand and mitigate their water use associated with business travel by providing metrics in alignment with the Hotel Water Measurement Initiative (HWMI) methodology. Hyatt contributed to the development of HWMI through a pre-competitive industry effort to have a standardized approach across companies for providing valuable insights to corporate customers and other stakeholders. HWMI is available as an open source resource through the Sustainable Hospitality Alliance.</p> <p>Finally, in order to develop meaningful benchmarking data based on actual hotel performance as a way to advance industry-wide environmental action, Hyatt has been participating in the annual Cornell Hotel Sustainability Benchmarking (CHSB) studies since its inaugural year and sits on the advisory council.</p> <p>World of Care – Caring for the Planet</p>
303-1	Water withdrawal by source	<p>The total water withdrawn by managed hotels in 2020 was 24,440,543 cubic meters.</p> <p>Environmental Data Summary</p> <p>This indicator corresponds to Sustainable Accounting Standards Board (SASB) SV-HL-140a.1</p>

INDICATOR	DESCRIPTION	RESPONSES
Biodiversity		
304	Management Approach	<p>We strive to prioritize the vitality of our global communities by respecting local natural resources and cultural heritage; helping to protect biodiversity and animal welfare; addressing water risks; minimizing pollution; and advancing climate resilience.</p> <p>In 2020, we mapped our hotels against the World Database on Protected Areas (WDPA) and the Climate Risk Index to help inform strategies for protecting ecosystems, cultural heritage, and resilience to climate impacts.</p> <p>Within our supply chain, we prioritize responsibility criteria in relevant product categories that can help protect biodiversity and prevent deforestation.</p> <p>World of Care - Caring for the Planet</p> <p>This indicator corresponds to Sustainable Accounting Standards Board (SASB) SV-HL-160a.2</p>
304-3	Habitats protected or restored	<p>Hotel level examples of protecting biodiversity and habitats range from programs at hotels like Park Hyatt Abu Dhabi Hotel and Villas and Wild Dunes Resort to protect sea turtle habitats and hatching, to Hyatt Regency Tamaya Resort and Spa where rescued wild horses are rehabilitated.</p> <p>In 2020, Hyatt joined the emerging Tourism Action Coalition for a Sustainable Ocean, created in response to the High Level Panel for a Sustainable Ocean Initiative Transformations, to help the tourism industry build resilience into coastal areas globally. Additionally, Hyatt joined the Business Advisory Council to the Office of Marine Sanctuaries, a division of the US National Oceanic and Atmospheric Administration (NOAA), in order to help advance responsible recreation and tourism in national ocean parks, as well as across broader coastal areas.</p> <p>Hyatt has been working with World Wildlife Fund (WWF) for nearly a decade to increase the sourcing of more sustainable seafood as a way to protect biodiversity threatened by overfishing or destructive fishing methods. Hyatt took a leadership position in this area by being the first global hotel chain to set goals with WWF. Hyatt hotels strive to source seafood certified by the Marine Stewardship Council (MSC), the Aquaculture Stewardship Council (ASC), or other credible programs that require science-based evidence of more responsible practices.</p> <p>Additionally, through our work with WWF, we have supported several Fishery Improvement Projects (FIPs) for wild-caught fisheries, including a mahi mahi fishery in Peru and blue swimming crab fisheries in Southeast Asia. FIPs are voluntary conservation efforts that draw together fishers, industry, researchers, government, and nongovernmental organizations to help improve fishing practices and fishery management. Through a transparent step-wise approach, comprehensive FIPs can improve the health of a fishery's target stock, decrease negative impacts to the ecosystem, and set the fishery on a pathway to meet the requirements of the MSC standard. FIPs play an important role in increasing the available supply of more sustainably produced seafood, and they provide valuable support to local communities whose</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>livelihoods depend upon the success of these fisheries. For additional supply chain efforts, please refer to 102-9 and 308.</p> <p>World of Care – Caring for the Planet</p>
Emissions		
305	Management Approach	<p>Hyatt strives to accelerate climate action. We manage greenhouse gas emissions by prioritizing energy efficiency at hotels (as described in 302) and exploring renewable and low emission energy options. Greenhouse gas emissions are tracked in Hyatt EcoTrack in alignment with the Greenhouse Gas Accounting Protocol. Within Ecotrack, hotels are able to see which of their energy types contribute most to their greenhouse gas emissions to help inform strategy. In 2014 we announced 2020 goals to reduce greenhouse gas emissions per square meter of managed hotels by 25% in each region. We are proud to have reached this goal across all three regions in 2018.</p> <p>Building on this effort, Hyatt plans to work toward a 2030 science-based target to significantly reduce its greenhouse gas emissions and align with efforts to mitigate climate risks to global communities.</p> <p>In order to accelerate climate action, Hyatt has initiated work with 3Degrees, a B Corp that helps organizations around the world achieve renewable energy and decarbonization goals.</p> <p>We also support corporate customers' efforts to understand and mitigate their greenhouse gas emissions associated with business travel by providing customized reports on their footprint in alignment with the Hotel Carbon Measurement Initiative (HCMI) methodology. Hyatt contributed to the development of HCMI through a pre-competitive industry effort to have a standardized approach across companies for providing valuable insights into greenhouse gas emissions to corporate customers and other stakeholders. HCMI is available as an open source tool through the Sustainable Hospitality Alliance webpage.</p> <p>Beyond managing emissions, Hyatt works to evaluate and address climate risks including physical, regulatory, and transitional risks, as described in our CDP-Climate reports. Environmental risks are monitored by Hyatt's Risk Council and sustainability performance is overseen by Hyatt's ESG Committee. In order to develop meaningful benchmarking to advance industry-wide environmental action, Hyatt has been participating in the annual Cornell Hotel Sustainability Benchmarking (CHSB) studies since its inaugural year and sits on the advisory council. And as a way to engage the broader industry, Hyatt contributed to the development of the Business Case for Sustainable Hotels through the Sustainable Hospitality Alliance.</p> <p>World of Care – Policies, Statements & Reporting</p>
305-1	Direct (Scope 1) GHG emissions	<p>The total Scope 1 emissions in 2020 was 220,251 metric tons of CO₂e.</p> <p>Environmental Data Summary</p>

INDICATOR	DESCRIPTION	RESPONSES
		World of Care – Policies, Statements & Reporting
305-2	Energy indirect (Scope 2) GHG emissions	The total Scope 2 emissions (market-based) in 2020 was 1,066,148 metric tons of CO ₂ e. Environmental Data Summary World of Care – Policies, Statements & Reporting
305-3	Other indirect (Scope 3) GHG emissions	The total Scope 3 emissions (franchised) in 2020 was 363,576 metric tons of CO ₂ e. Environmental Data Summary World of Care – Policies, Statements & Reporting
305-4	GHG emissions intensity	The market-based GHG intensity (Scope 1 and 2) in 2020 was 0.0807 metric tons of CO ₂ e per square meter. Environmental Data Summary World of Care – Policies, Statements & Reporting
305-5	Reduction of GHG emissions	There were abnormal reductions in the 2020 as a result of temporary hotel closures and reduced occupancy due to the COVID-19 pandemic. However, Hyatt actively works to reduce energy consumption as described above. Environmental Data Summary World of Care – Policies, Statements & Reporting
Effluent and Waste		
306	Management Approach	<p>Hyatt strives to reduce waste generated on property—including minimization of food waste and single-use items—and increase recycling and composting. Hyatt’s 2030 goal is to reduce overall waste generation at managed hotels, including a 50% global reduction in food waste sent to landfill or incineration per square meter compared to 2019.</p> <p>Given that waste management practices, infrastructure, and opportunities vary by location, Hyatt provides materials integrating circular economy principles to help guide global hotels to improve waste reduction and waste diversion and strive to exceed standard local practices.</p> <p>Managing single-use packaging and plastic products is an important part of our waste reduction strategy. Hyatt has comprehensive guidance materials in place to help hotels reduce the use of single-use items, improve the sorting of recyclable materials and evaluate alternatives to plastic while avoiding unintended environmental tradeoffs.</p> <p>In 2019, Hyatt announced key initiatives to transition to large format bathroom amenities, as well as to provide options for guests looking to avoid single-use bottled water. The pandemic’s impact on business</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>and sensitivity to hygiene practices have slowed down progress on these fronts, but efforts to reduce plastic while maintaining safety will resume as business recovers.</p> <p>In order to advance food waste reduction efforts, Hyatt contributed to a pre-competitive effort led by World Wildlife Fund and the American Hotel & Lodging Association to create food waste prevention training materials based on pilot studies conducted at hotels. The training materials are available as an open source tool for the hotel and restaurant industry at HotelKitchen.org. Building on opportunities to for wider impact, in early 2021 Hyatt joined a call-to-action to the White House and Congress to advance a U.S. Food Loss and Waste Action Plan as a way to lend our voice to help accelerate progress in this area. For excess items that can be donated, we prioritize working with organizations that can help support people in need. For example, participating hotels work with organizations such as Clean the World to donate gently used soaps and shampoos, and prior to COVID, hotels reported donating more than 190,000 pounds of excess food to local charities.</p> <p>Hyatt and our hotels work with meeting and events planners around opportunities to reduce waste. Visit Hyatt Meetings & Events for options that are available at Hyatt full-service hotels.</p> <p>We continue to collaborate with the industry to advance waste management practices. Given the challenges in measuring waste mass across all locations globally, we are collaborating with other hotel brands, led by World Wildlife Fund, to create guidance for waste measurement and reporting.</p> <p>World of Care – Caring for the Planet</p>
306-2	Waste by type and disposal method	Hyatt plans to include waste metrics in reports after the hotel industry reporting guidance on this subject is made available. At the time of publishing, a guidance document was in development but not yet final.
Environmental Compliance		
307	Management Approach	World of Care – Policies, Statements & Reporting
307-1	Non-compliance with environmental laws and regulations	Hyatt is not aware of any non-compliance with environmental laws and regulations during the reporting period.
Supplier Environmental Assessment		
308	Management Approach	We recognize the importance of environmental stewardship as it relates to our supply chain and are committed to increasing 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. Key categories include but are not limited to coffee, tea, palm oil and soy-based products, animal proteins, seafood, bottled beverages, bathroom amenities, textiles, single-use

INDICATOR	DESCRIPTION	RESPONSES
		<p>products and packaging (including plastic and paper) and cleaning products. Refer to 102-9 for additional information.</p> <p>We take steps toward responsible sourcing by outlining our minimum expectations in our Supplier Code of Conduct. Additionally, we work with other organizations to determine the most relevant risk and opportunity categories within our supply chain and advance mechanisms to screen for suppliers that are working toward sustainability measures that align with Hyatt’s criteria.</p> <p>Below are examples of the areas on which Hyatt has been working:</p> <ul style="list-style-type: none"> • Established Hyatt as the first multinational hotel company to work with World Wildlife Fund to take a leadership position in sustainable seafood and set global goals. • Introduced new coffee featuring beans from Rainforest Alliance Certified™ farms that is offered at participating brands in the U.S. and Canada in guestrooms, restaurants, banquets, and function areas. • Switched to soap made with palm oil certified by the Roundtable on Sustainable Palm Oil (RSPO) standards at Hyatt Place and Hyatt House hotels in the Americas. • Elevated the focus on plant-forward, low-carbon meals that feature vegetables and grains including introducing plant-based meats at participating hotels. • Continued ongoing efforts to increase FSC-certified or recycled content paper products. • Continued ongoing efforts to increase efficient appliances. • Continued ongoing efforts to address animal welfare criteria across categories including eggs, chicken, and pork. • Continued ongoing efforts to reduce single-use waste and advance circular economy considerations by identifying reusable items, products made from post-consumer recycled materials, and items that are readily recyclable or compostable. Refer to 306 for additional information. <p>World of Care – Responsible Sourcing</p>
308-1	New suppliers that were screened using environmental criteria	<p>Hyatt works with Avendra for contracting with suppliers and distributors for operational and food related supplies and services primarily in the U.S. and Canada. Through Avendra, we verified that nearly 100% of those suppliers and distributors have environmental policies in place. In 2020 we introduced EcoVadis, a tool that screens suppliers on criteria such as environment, labor and human rights, ethics, and sustainable procurement, starting with a subset of manufacturers. We aim to roll out EcoVadis more broadly as our business and our suppliers’ businesses recover from the COVID-19 pandemic. Using insights gained from the EcoVadis assessments, we will work to engage suppliers on improvement opportunities through Avendra.</p>

INDICATOR	DESCRIPTION	RESPONSES
CATEGORY: SOCIAL		
Employment		
	Management Approach	<p>Our commitment to caring for people starts first with caring for our colleagues. Our focus is on cultivating an environment where our colleagues can be their true selves and flourish both personally and professionally. Our efforts advance holistic wellbeing, health and safety, talent development, and diversity, equity, and inclusion.</p> <p>We adapt our policies and procedures to provide safe, supportive, and meaningful work environments by understanding evolving colleague needs. In addition to a framework that supports direct engagement and feedback to managers, we conduct colleague surveys to understand successes and opportunity areas. We further provide extensive and meaningful communications via several internal channels and through quarterly Global Town Halls for colleagues to interact with leadership members, ask questions, and provide feedback.</p> <p>Of the more than 115,000 colleagues working at Hyatt’s corporate and regional offices and Hyatt’s managed, franchised, and owned properties around the world as of December 31, 2020, Hyatt directly employed approximately 37,000 while others are employed by Hyatt hotel owners or franchise operators. Hyatt therefore takes an approach of developing a global colleague experience framework, which is then customized by region, country, state, city, or business partner to meet specific local customs and needs. Hyatt’s framework includes: adherence to local age requirements for work; commitment to safe work environments; respect for colleagues’ rights to collective bargaining; transparent recruitment and termination procedures; efforts to minimize layoffs and mitigate impacts when they happen; transparent and competitive compensation and benefits structure; flex hours or overtime to accommodate atypical working hours; commitment to human rights and inclusion; support for colleagues with disabilities; meaningful opportunities for training and career development; and prioritization of recruitment of colleagues from local communities including for manager and above positions in addition to promoting within the organization.</p> <p>A unique differentiator for Hyatt is our commitment to colleague wellbeing. By cultivating a workplace where colleagues can be their best selves, we enable them to discover what truly makes them feel healthy, happy and fulfilled – in work and life. Hyatt’s Colleague Wellbeing Council helps evaluate and shape how we can continue to energize colleagues. As an extension of our purpose of care and as part of our ongoing commitment to colleague wellbeing, we partnered with Weill Cornell Department of Medicine to develop a new wellbeing assessment tool – <i>Hyatt Well-Check</i> – to help colleagues better understand the state of their own mental wellbeing and point them toward necessary resources.</p> <p>Additional examples of how we prioritize wellbeing globally include showing each other appreciation throughout the year and notably during the Global Day of Gratitude; offering and encouraging colleagues to learn and grow by providing ongoing and flexible learning tools; sponsoring Global Wellbeing Week with offerings to introduce new ways to support personal wellbeing; flexible working hours and meditation rooms in the corporate office; and providing space and amenities for hotel colleagues to re-energize when possible. Hyatt seeks feedback regularly from colleagues on their wellbeing and to provide leaders with the ability to understand where there are areas of opportunity.</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>Hyatt is proud to be recognized for our best-in class efforts by the following workplace awards:</p> <ul style="list-style-type: none"> • Fortune’s 100 Best Companies to Work For • Best Company to Work For in Greater China • Americas Best Employers for Diversity • Best Workplaces for Millennials • Best Places to Work for LGBT Equality <p>Hyatt Careers Press release (2021)</p>
401-1	New employee hires and employee turnover	<p>Hyatt’s annual voluntary turnover during 2020 at global managed hotels was 23%, including full-time, part-time, on-call colleagues, and retirements.</p> <p>Since the start of the COVID-19 pandemic, we have taken numerous actions to meet the challenges facing the hotel industry, including reductions of expenditures, extended salary reductions for the Senior Leadership Team and Board of Directors, and temporary work and/or pay reductions for all corporate colleagues. Unfortunately, due to the historic drop in travel demand and the expected slow pace of recovery, Hyatt made the extremely difficult decision to implement layoffs and restructure roles across our global corporate functions.</p> <p>We took steps to provide transition support to these colleagues as well as other employees impacted by furloughs and/or layoffs at the hotel level, including setting up the Hyatt Care Fund with the Hyatt Hotels Foundation to distribute financial support to over 30,000 managed and franchise colleagues, launching the Alumni Network to facilitate networking and job referrals, and additional location or country-specific measures. Within the US, for example, Hyatt paid up to three months of health care premiums for employees that were furloughed from offices or managed hotels, and applied all CARES Act provisions in our 401K plan that allowed employees to withdraw funds or take larger loans without penalty.</p> <p>This indicator corresponds to Sustainable Accounting Standards Board (SASB) SV-HL-310a.1</p>
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<p>Hyatt offers our employees competitive wages, health care, retirement savings, and performance-based incentives, while also offering additional perquisites to eligible colleagues, including complimentary hotel stays. In the U.S., benefits include employer-paid short-term disability, tobacco cessation coaches, free expert medical guidance for health conditions, and easy, low-cost access to doctors for employees and their families.</p>

INDICATOR	DESCRIPTION	RESPONSES
401-3	Parental leave	Hyatt is proud to have been among the first companies of our size in the hotel industry to provide a Global Family Assistance Policy, offering primary caregivers or domestic partners with paid time off after childbirth or adoption, as well as financial assistance for adoption.
Occupational Health and Safety		
403	Management Approach	<p>Hyatt’s objective is simple: Every day, the people who work at our properties should leave work as healthy and as safe as when they arrived. We provide colleagues with tools, training and resources to perform their work in a safe manner, promoting a culture that values safe behavior in all actions. We believe a safe and secure workplace is fundamental to our success. Our efforts have helped us achieve prestigious awards for safety achievements from the National Safety Council, an organization that provides resourceful information for safety at the workplace, home, or when traveling.</p> <p>Hyatt strives to provide a safe, healthy, and secure workplace for all colleagues, reduce workplace risks and instill a mindset of continuous improvement to always be better. An example of a continuous improvement measure includes managed hotels in the Americas region providing a signaling device to employees who have need to enter an occupied guest room, which they may use to attract attention to their location in a personal safety emergency situation – one of the initiatives aligned with AHSA’s 5-Star Promise to enhancing safety.</p> <p>Our new cross functional Health, Safety and Security Council continues to evolve our programs to align with current needs. In 2020 Hyatt developed new work procedures and mandatory trainings in response to COVID-19 and introduced daily colleague surveys to measure colleague comfort as well as a property’s cleanliness, working order, and customer service. The surveys enabled property and office leaders to make adjustments as necessary and meet the needs of colleagues and guests in real time, as well as to understand how colleagues were coping with behavioral changes posed by the pandemic – such as working from home and isolation – so that we can determine how to address mental wellbeing alongside physical safety. All Hyatt hotels now have Hygiene and Wellbeing Leaders. Additionally, individuals in key roles at the corporate office have received health and safety certifications.</p>
403-1	Workers representation in formal joint management-worker health and safety committees	Hyatt’s managed hotels comply with our safety management systems, which are designed to identify and mitigate risk, develop workplace safety standards, provide colleagues at managed hotels engagement opportunities and identify safety training requirements. Hyatt implemented safety management systems in response to regulatory requirements, including federal and state occupational safety and health administration requirements, as well as risk management best practices. These include, but are not limited to, safety communication, ergonomics, safety training, accident reporting and investigation, hazard identification and control process, chemical safety and hazard communication, and clear responsibilities and expectations for manager and employees. Safety committees are mandatory in the U.S. and any jurisdiction where it is required by law. In all other locations, safety committees are recommended to hotels and guidance documents are provided.

INDICATOR	DESCRIPTION	RESPONSES
Training and Education		
404	Management Approach	<p>Hyatt's competitive advantage comes from our people, and we are focused on attracting and keeping the best. We believe that learning is a lifelong process, not just a series of courses to be completed. Hyatt is not only a place where jobs can start, it's a place where careers are built.</p> <p>We offer meaningful learning and development initiatives to help colleagues at our corporate and regional offices and managed hotels explore their passions and achieve their highest potential. Regular performance conversations provide structured feedback on strengths and opportunities and development plans are leveraged to enable colleague growth.</p> <p>Hyatt is proud to say that many Hyatt leaders grew their careers from entry-level roles with Hyatt and Hyatt hotels, and we support opportunities for colleagues to move between functions and locations for professional and personal development.</p>
404-1	Average hours of training per year per employee	Hyatt offers meaningful learning and development initiatives to help colleagues explore passions and reach their highest potential. Training and learning are everyday occurrences for our colleagues as customer needs change frequently, and information and processes evolve. On average, we estimate that colleagues at managed hotels participate in 50 hours per year of formal and informal learning, including on-the-job training, focused trainings, and formal education programs. This number can fluctuate by role, location, tenure, brand, region, and country.
404-2	Programs for upgrading employee skills and transition assistance programs	All colleagues at global managed hotels and offices have access to learning and development programs and opportunities, including e-learning with a vast catalogue of online, self-paced trainings. Alongside job training, we offer these colleagues development opportunities such as rotational programs, coaching and mentorships, and support for relevant external training. Participating properties also offer reimbursement for higher education degrees or other designated learning opportunities.
404-3	Percentage of employees receiving regular performance and career development reviews	In our corporate offices and global managed hotels, our practice is for managers to engage in regular check-in conversations with their team members to support our colleagues to be their best and to ensure that performance expectations are being met. This is just one of the several approaches to providing colleagues at managed hotels and offices with feedback on their performance and development. Regular and frequent conversations support managers to stay connected with employees and gain insight to their wellbeing.
Diversity and Equal Opportunity / Non-Discrimination		
405 and 406	Management Approach	Hyatt has a strong commitment to inclusion and clear policies against discrimination and harassment. At the core of our purpose – to care for people so they can be their best – is a fundamental promise to care for all. We have a long history of focusing on diversity, equity, and inclusion (DE&I) and are committed to holding ourselves accountable for continued change holistically across our business. Hyatt maintains a Global DE&I Council, led by our CEO, to shape and drive Hyatt's diversity and inclusion

INDICATOR	DESCRIPTION	RESPONSES
		<p>strategy and link achievements and progress toward our goals to annual compensation for designated leaders.</p> <p>Since the first Hyatt hotel opened its doors more than 60 years ago, Hyatt has worked to foster environments where all individuals feel welcome in our hotels. We believe we must be deeply involved in actions that both stop and prevent racial injustice and inequality. In June 2020, Hyatt announced our Change Starts Here commitments to accelerate our DE&I efforts across who we employ, develop, and advance; who we support; and who we buy from and partner with. Hyatt has set specific and measurable goals for 2025 in each of these areas. These goals include doubling the representation of women and of people of color demographic groups in key leadership roles, as well as specific efforts to improve supplier diversity and philanthropy that impacts the black community.</p> <p>Hyatt sponsors eight colleague-led Diversity Business Resource Groups with chapters around the globe to support workforce diversity and foster inclusive environments around the globe. Furthermore, Hyatt is a signatory of the UN LGBTI Standards of Conduct for Business, aimed at addressing discrimination in the workplace, and Hyatt’s CEO participates in the CEO ACTION for Diversity & Inclusion™ initiative.</p> <p>Hyatt colleagues are eager to learn, participate, and impact this space, and Hyatt strives to provide tools that will help foster inclusive work environments. Nearly all employees have completed training to prevent discrimination. Hyatt begins setting expectations for colleagues at managed hotels and offices on their role in preventing discrimination during the orientation program. Hyatt reinforces those expectations through required new hire and annual retraining programs, such as Preventing Workplace Harassment. Additionally, Hyatt offers a number of programs to build awareness and shape skills to prevent discrimination; for example, our Leading Inclusively training is a four-hour program for people managers introduced in late 2019. Additionally, Hyatt hotels in the U.K. comply with pay gap reporting requirements.</p> <p>Hyatt is actively involved in the following organizations to advance DE&I: Hirepurpose to enhance recruitment of U.S. veterans and military spouses; American Hotel and Lodging Educational Foundation (AHLEF) to provide resources and scholarships to traditional minority and first generation college students; Association of Latino Professionals For America (ALPFA); Historically Black Colleges and Universities Consortium – Hospitality Management (HBCU – HM); Hispanic Alliance for Career Enhancement (HACE), National Black MBA Association, Inc. (NBMBAA), National Society of Minorities in Hospitality (NSMH) to enhance diversity recruiting efforts; and Hands ON Education to provide vocational training and job placements for individuals with intellectual and physical disabilities.</p> <p>World of Care – Diversity, Equity & Inclusion Dignity, Respect and Harassment Policy Our Commitment to Inclusion Hyatt Code of Ethics and Business Conduct</p>

INDICATOR	DESCRIPTION	RESPONSES
405-1	Diversity of governance bodies and employees	<p>As of December 31, 2020, 22% of Hyatt's non-management Board members and 50% of the executive committee are women, and 11% of non-management Board members and 17% of the executive committee are persons of color.</p> <p>World of Care – Diversity, Equity & Inclusion</p>
Human Rights Assessment		
412	Management Approach	<p>Hyatt respects the fundamental human rights of all people as embodied in the United Nations Universal Declaration of Human Rights. Hyatt's Human Rights Statement and Modern Slavery and Human Trafficking Statement articulate our commitment to respect the rights of Hyatt colleagues, guests, business partners, and community members, including indigenous peoples. We expect our business partners to uphold the same principles and articulate this expectation to suppliers and customers through Hyatt's Supplier Code of Conduct and Sales & Events agreements. In addition, Hyatt continues to assess evolving human rights issues. Given the complexity of these issues, Hyatt frequently collaborates with industry groups and experts to shape our knowledge and programs.</p> <p>We recognize the potential of human trafficking to intersect with our industry and have proactively taken steps to prevent this issue both at Hyatt properties and more broadly in hospitality. Hyatt has a robust training for colleagues to equip them to identify potential signs and risks, was among the first hospitality brands to sign the End Child Prostitution and Trafficking (ECPAT) Code of Conduct (The Code) in 2015, supports the Sustainable Hospitality Alliance Principles on Forced Labour, complies with the UK Modern Slavery Act, and supports the U.S. Department of Homeland Security's Blue Campaign to end human trafficking. We also regularly work with local law enforcement officials in preparation for and during international sporting events to create heightened awareness around human trafficking. Finally, Hyatt's ethics hotline is available for reporting any internal concerns and an anti-retaliation policy is in place to protect colleagues reporting any concerns.</p> <p>Understanding the challenges in combatting human trafficking, Hyatt actively works with the broader hospitality industry to affect change beyond our properties. As a member of the Sustainable Hospitality Alliance, Hyatt is working with a variety of international agencies to improve ethical recruitment practices in the industry, including a hospitality working group in Qatar.</p> <p>The Ministry of Administrative Development, Labour and Social Affairs together with the International Labour Organization Project Office in Qatar and the Institute for Human Rights and Business have established a working group for sustainable growth and decent work in Qatar's hospitality sector. A new tool, Promoting Fair Recruitment and Employment - A Guidance Tool for Hotels in Qatar, has been developed as a part of this engagement with hotels including inputs from relevant stakeholders such as the Sustainable Hospitality Alliance. The tool includes a set of resources and practical steps that hotels can take to strengthen and implement internal policies and procedures; carry out due diligence of service providers and labour recruiters; and improve workplace relations through effective grievance handling and worker representation.</p> <p>World of Care – Human Rights and Trafficking</p>

INDICATOR	DESCRIPTION	RESPONSES
		Modern Slavery and Human Trafficking Statement Global Human Rights Statement
412-2	Employee training on human rights policies or procedures	<p>Recognizing signs of possible human trafficking and knowing how to report them is critical. Human trafficking training is a brand standard for all Hyatt hotels, including franchisees. Hyatt’s training modules are available in multiple languages and are integrated into orientation for new hires and mandatory compliance training at Hyatt’s managed hotels. In addition, these trainings are made available to Hyatt franchise partners to complete. Starting in 2021, a requirement to complete an enhanced training module will be extended to all colleagues at managed and franchised properties globally.</p>
Local Communities		
	Management Approach	<p>Hyatt hotels have a deep connection with the communities in which they operate. It is important to our business that our hotels are well integrated into each of their communities, providing a meaningful workplace for community members and a place to gather. Hyatt’s purpose to care for people so they can be their best and our values – respect, integrity, humility, empathy, creativity, and fun in Hyatt workplaces – enable Hyatt to integrate in the wide range of communities around the world. Wherever Hyatt hotels operate, they are expected to adhere to our priorities related to inclusivity, human rights, and environmental stewardship. Furthermore, Hyatt hotels celebrate and strive to showcase local cultures and traditions to guests through the design and interior decoration, the meals they serve, and the hospitality that they provide. Below are some of our key community engagement programs. Refer to Indirect Economic Impact (203) for additional information on community engagement.</p> <p>RiseHY: A priority focus for Hyatt’s local community engagement is our RiseHY program, through which hotels provide career pathways for Opportunity Youth, or young people aged 16-24 who are neither in school nor working, in order to help them reach their full potential. As a business that can open the doors to rich and meaningful career paths for people with diverse backgrounds and skillsets, we are eager to help individuals grow to their potential and have set the goal to hire 10,000 Opportunity Youth by 2025.</p> <p>We engage Opportunity Youth within local communities by working with a range of organizations that tackle unemployment and skill gaps, as well as by providing a glimpse of what it’s like to work in various functions within a hotel by inviting youth who may otherwise not set foot into hotels to job shadow opportunities or experience hotels through Hyatt’s Virtual Reality program. RiseHY is integrated into recruitment practices of both existing hotels and in new hotel opening processes. See an example of how our skills training can transform lives.</p> <ul style="list-style-type: none"> • Sustainable Hospitality Alliance’s Youth Employment Programme – Hyatt hotels welcome and provide skills development training to young adults from disadvantaged backgrounds. • Hire Opportunity Coalition – Hyatt and Hyatt hotels have hired hundreds of people under the age 25 in the U.S. who live in areas with high populations of unemployed youth. • Grads of Life – Hyatt partners with this nonprofit organization to develop toolkits and evaluation templates that will help community-based organizations and hotels ensure effective processes are in place for local recruitment and onboarding of these candidates.

INDICATOR	DESCRIPTION	RESPONSES
		<p>Supporting Hyatt's Hometown: Hyatt's headquarters and more than 20 Hyatt hotels are located in the Chicago area, and we take great pride in our hometown. Since 2015, we have two adopted schools in the Back of the Yards community, a low-income, at-risk neighborhood, and support them through school supplies and holiday gift drives, career workshops, job shadow days and other projects like fundraisers to help the schools purchase much-needed school supplies and equipment. We also work with organizations including Year Up Chicago, Salt & Light Coalition, Skills for Chicagoland's Future, City Year Chicago, Big Brothers Big Sisters of Metro Chicago, Chicago Urban League and Urban Alliance to provide internships, mentoring, tutoring, career readiness workshops, and employment opportunities to students across Chicago.</p> <p>Disaster Relief: When disasters strike in communities where Hyatt hotels operate, we help those communities and colleagues affected to recover, rebuild, and thrive again. Hyatt teams up with the American Red Cross and Mercy Corps to help respond quickly and deliver financial assistance, while internal fundraising campaigns provide additional support to colleagues when possible.</p> <p>Philanthropy: Hyatt has a number of philanthropic mechanisms to support the causes listed above and beyond:</p> <ul style="list-style-type: none"> • Charitable giving: Hyatt participates in charitable giving through disbursements of the Hyatt Hotel Foundation, donations from our company, colleagues, owners, and guests, and fundraising efforts to support causes important to our colleagues and communities. Additionally, our hotels provide in-kind support to nonprofit organizations in many ways – from room stays to donations that include excess food and gently used items. • Locally driven support: With hotels in hundreds of cities around the world, every community's needs are different. Since 2008, the Hyatt Community Grants Program has empowered Hyatt hotels to identify the most pressing issues in their communities and support the nonprofit organizations providing meaningful local solutions. • Volunteerism: In addition to year-round volunteerism activities, Hyatt's collective impact is magnified during our Global Month of Community Service, when colleagues around the world come together to give back locally. Hyatt's giving supports education, career readiness, wellness, and environmental conservation projects.
413-1	Operations with local community engagement, impact assessments, and development programs	As described in 413, Hyatt has a goal to have 10,000 Opportunity Youth hired across our offices and hotels. At the end of 2019, we reached 1,801 hires across our hotels. Although 2020 was a challenging year for hiring, we are still committed to upskilling Opportunity Youth around the world. Hyatt invested over \$360,000 into community-based organizations that align with RiseHY through our Hyatt Community Grant program. The grants will help the organizations prepare and support Opportunity Youth while our industry recovers from COVID-19 and prepares to resume hiring.

INDICATOR	DESCRIPTION	RESPONSES
Supplier Social Assessment		
414	Management Approach	<p>Hyatt's Human Rights Statement articulates our commitment to respect the rights of our colleagues, guests, and business partners, who we also expect to uphold the same principles. Hyatt's Supplier Code of Conduct outlines our expectations in more detail, and we support the Sustainable Hospitality Alliance's Forced Labour Principles. Hyatt is committed to increasing responsible sourcing of products and services associated with concerns for climate change, deforestation, human rights, waste, public health, resource scarcity, biodiversity, and animal welfare. We take steps to identify product and service categories with social risks, work to integrate targeted questions in RFPs and supplier engagements, and take measures to elevate certifications that help address upstream social issues.</p> <p>Within the U.S., Hyatt's <i>Change Starts Here</i> goals advance Hyatt's efforts to increase work with businesses owned by persons of color.</p>
414-1	New suppliers that were screened using social criteria	<p>Hyatt works with Avendra for contracting with suppliers and distributors for operational and food related supplies and services in the U.S., Canada, and a few additional countries. In 2020, by working with Avendra, Hyatt introduced EcoVadis to a subset of manufacturers. EcoVadis is a tool that screens suppliers on criteria such as environment, labor and human rights, ethics, and sustainable procurement. Given the pandemic's impact on our business as well as our suppliers' businesses, we aim to ramp up the roll out as the economy recovers. Using insights gained from the EcoVadis assessments, Hyatt plans to work to engage suppliers on improvement opportunities through Avendra.</p> <p>Please see 405 and 406 for additional information about minority spend in the U.S.</p>
Public Policy		
415	Management Approach	<p>Hyatt does not operate a political action committee, and Hyatt Hotels Corporation does not make donations to federal or congressional campaigns.</p> <p>Hyatt respects individual colleague political participation, but such participation needs to remain separate from our business. Hyatt complies with all laws that govern corporate participation in the political process.</p> <p>Hyatt participates in trade associations such as the American Hotel & Lodging Association (AHLA) and the World Travel and Tourism Council and many Hyatt hotels participate in local-level trade associations. These organizations advocate on behalf of the industry. During 2020, the primary focus was to support business relief packages in the U.S., and thoughtful approaches for travel restrictions.</p> <p>Hyatt Code of Ethics and Business Conduct</p>
Customer Health and Safety		
	Management Approach	<p>Foundational to employees' and guests' wellbeing is Hyatt's commitment to health and safety. Our cross functional Health and Safety Security Council oversees a comprehensive framework that includes standards, safety protocols, and procedures to address the variety of relevant topics such as occupational</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>safety, weather events, injury and illness prevention, food and product safety, and a variety of potentially threatening events. The council meets quarterly to review key performance indicators and management approaches related to mitigation, planning, response, and recovery.</p> <p>In response to COVID-19, Hyatt quickly reviewed cleaning chemicals and procedures, personal protective equipment, and guest interaction protocols to provide a safe environment across properties. Hyatt's Global Care & Cleanliness Commitment includes a Global Biorisk Advisory Council (GBAC) STAR™ cleanliness and training accreditation process at all hotels. Colleagues, guests, and vendors are regularly surveyed to understand their perception of safety levels and gain feedback.</p> <p>As part of our Global Care & Cleanliness Commitment, we assembled a cross-functional panel of trusted medical and industry advisors – including experts from Cleveland Clinic – to help fine-tune safety protocols and consider various aspects of the entire hotel experience.</p> <p>World of Care - Wellbeing</p>
416-1	Assessment of the health and safety impacts of product and service categories	Hyatt is the first hospitality brand to commit to the GBAC STAR™ accreditation program, which includes detailed training at more than 1,000 Hyatt hotels worldwide and will be complemented with regular internal and third-party audits.
Customer Privacy		
418	Management Approach	<p>We are committed to protecting the privacy and security of the data we collect. Hyatt's Privacy Committee consists of cross functional areas and oversees policies and protocols related to data security and privacy. Hyatt's Chief Commercial Services Officer oversees cyber security matters and the General Counsel oversees data privacy. The Privacy Committee reports annually and as needed to the Board's Audit Committee, and quarterly to the Risk Council.</p> <p>Hyatt's Cyber Security program has adopted the Center for Internet Security (CIS) Top 20 Critical Security Controls (CSC20) as our foundational Security Risk Management Framework (SRMF). Our Cyber Security Policy is based on the CSC20 and our Cyber Security Standards are referential of the Policy, the SRMF, and any applicable regulatory security controls. Our SRMF has associated control metrics, and the performance is assessed by an independent third party annually.</p> <p>Hyatt's Cyber Security team consists of specific functions, including Operations, Engineering, Governance, Risk Management, Compliance, Vulnerability Management, Architecture, Threat Intelligence, and International Support. The team is empowered to make changes to Hyatt's computing environment to ensure the safety of our guest and colleague information. As a result, innovative solutions have been implemented, such as our public Bug Bounty program, which compensates security researchers with cash payments of up to \$10,000 for security defects they may identify in Hyatt systems. We were the first hospitality brand to launch this type of program in January 2018.</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>Hyatt invests in industry-leading security technology that can be used to manage and mitigate cyber security risks, and the security team is responsible for the maintenance and monitoring of those technology solutions. We recognize that any one security technology has inherent risks associated with it, and we have structured our control investments to ensure overlap and maximize the chance that intruders are detected before they are able to cause harm. We have built numerous advanced capabilities that include:</p> <ul style="list-style-type: none"> • Endpoint Detection and Response • Next-Generation Anti-Virus • Secure Web Gateway • Secure Email Gateway • Privileged Access Management • Secure Remote Access • Vulnerability Scanning and Remediation • Threat Intelligence Platform • Security Incident and Event Monitoring • Web Application Firewall • Bot Mitigation • Single Sign-On • Multi-Factor Authentication <p>While we have designed a control environment that is meant to be resilient against all forms of attacks, we believe that our colleagues are an important factor in our overall security posture. Examples of cyber security training at Hyatt include the following:</p> <ul style="list-style-type: none"> • Privacy, assigned annually to all colleagues at managed hotels and offices. • Handling of credit card information, assigned annually to relevant colleagues at managed hotels and offices. • Phishing awareness testing, performed every other month across all colleagues with electronic mailboxes. <p>Privacy Policy Audit Committee Charter</p>
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Hyatt is not aware of any major security incidents during the reporting period.