



HYATT®

2021 Global Reporting Initiative (GRI)

Driving meaningful change, together.

Caring for people so they can be their best has been at the core of Hyatt's DNA and story for the past 65 years. Last year, we reflected on ways in which our purpose is expressed with the launch of **World of Care** – our global Environmental, Social and Governance (ESG) platform.

With World of Care, we pledge to hold ourselves accountable by sharing progress, challenges, and solutions that are advancing us toward our commitments and ambitions. We are pleased to share our World of Care Highlights, Global Reporting Initiative (GRI) and Diversity, Equity and Inclusion Report, among other reporting platforms, which provide insights into our latest efforts, 2021 milestones and where we still have progress to make.

Grounded in Hyatt's longstanding efforts to make a difference in the lives of those we touch, World of Care is driven by actionable commitments to address areas of critical importance to our colleagues, guests, customers, owners and the communities in which we operate. Examples include:

- [Caring for the Planet](#) – We are committed to advancing environmental action so that destinations around the world are vibrant now and for future generations. Through our 2030 environmental goals, we are driving change in our communities with a focus on climate change and water conservation, waste and circularity, responsible sourcing and thriving destinations. For example, we are continuing to explore test-and-learn solutions to reduce food waste, such as ones led by Grand Hyatt Singapore in 2021 through which our colleagues introduced zero waste dishes and saved the equivalent of 21,000 meals, taking action in line with the [PLEDGE™ on Food Waste Certification](#) – a third-party certification and benchmarking system.
- [Caring for People](#) – We care for the wellbeing of our colleagues, guests, customers, owners and communities and are dedicated to advancing a culture of opportunity for all, with a focus on cultivating an environment where our colleagues can be their true selves and flourish both personally and professionally. This is achieved through efforts focused on colleague wellbeing – a unique differentiator for Hyatt – talent development, human rights, volunteerism and DE&I – including our [Change Starts Here commitments](#), through which we continue to call upon ourselves to do better. We are encouraged by the tremendous efforts of our colleagues who stand with us in these efforts, and are pleased to have seen increased representation across several groups including people of color in our U.S. workforce as well as women and people of color in leadership roles.
- [Caring for Responsible Business](#) – We embrace our responsibility to do business fairly and ethically, both within and beyond Hyatt and Hyatt properties. Beyond risk management, reporting and governance, we are committed to protecting the privacy and security of all who are part of our Hyatt family, utilizing world-class cyber security programs. In an effort to protect Hyatt, guests and stakeholders, Hyatt became the first hospitality company to utilize the HackerOne **Bug Bounty Program** through which security researchers test our websites to flag any vulnerabilities for Hyatt to address.

We are grateful for the collaboration and support of our guests and World of Hyatt loyalty members, hotel owners and operators, customers, suppliers and investors, as we know we cannot achieve our World of Care commitments and ambitions alone.

We are particularly thankful for our colleagues who bring World of Care to life every day with creativity, passion and care. It is truly a pleasure to bring their stories to you through our World of Care Highlights, DE&I Report and on our [World of Care website](#).



Mark Hoplamazian
President, Chief Executive Officer and
Co-Chair of the Global DE&I Council



Margaret Egan
Executive Vice President
and General Counsel



2021 Global Reporting Initiative (GRI)

Our 2021 GRI Index contains disclosure details and/or references to additional materials.

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 24 premier brands. As of December 31, 2021, our portfolio consisted of 1,162 hotel, all-inclusive, and wellness resort properties in 70 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 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, Secrets Resorts & Spas, Dreams Resorts & Spas, Breathless Resorts & Spas, Zoëtry Wellness & Spa Resorts, Alua Hotels & Resorts, and Sunscape Resorts & Spas and Hyatt Residence Club® brand names, and operate the World of Hyatt® loyalty program that provides distinct benefits and exclusive experiences to our valued members. In November 2021 Hyatt acquired Apple Leisure Group. Due to the timing of the acquisition and the time required to synchronize Environmental, Social, and Governance (ESG) data, this report does not include this new business within the boundaries.
102-3	Location of headquarters	Hyatt’s headquarters is located in Chicago, Illinois, USA.
102-4	Location of operations	As of December 31, 2021, Hyatt affiliates managed, franchised, leased, owned, and/or provided hospitality services for properties in 70-countries around the world. 2021 Form 10-K
102-5	Ownership and legal form	Hyatt Hotels Corporation is a publicly traded company in the United States. NYSE ticker symbol is H . 2021 Form 10-K
102-6	Markets served	2021 Form 10-K , p.5 - 8



INDICATOR	DESCRIPTION	RESPONSES
102-7	Scale of the organization	At December 31, 2021, Hyatt's worldwide portfolio consisted of 1,162 hotels (284,944 rooms). 2021 Form 10-K , p.4
102-8	Information on employees and other workers	At December 31, 2021, there were more than 164,000 colleagues working at Hyatt's corporate and regional offices and Hyatt's managed, franchised, and owned properties around the world. Hyatt directly employs approximately 44,000 of these colleagues. The remaining colleagues are employed by third-party owners and franchisees of Hyatt properties. World of Care - Caring for People 2021 Form 10-K , p.17 2021 DE&I Report
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, refreshed in early 2022, 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	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.
102-11	Precautionary Principle or approach	Hyatt demonstrates a precautionary approach through several of the voluntary sustainability initiatives in which we participate.
102-12	External initiatives	Hyatt's World of Care ESG platform and priority areas support key areas of the United Nations Sustainable Development Goals (UNSDGs) that Hyatt can most directly influence. 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. World of Care

INDICATOR	DESCRIPTION	RESPONSES
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>Hyatt became an official sponsor of the Special Olympics International, following years of ongoing regional support, to broaden our reach and partner on critical initiatives. This is a long-standing, meaningful relationship that furthers Hyatt’s efforts to support people with disabilities.</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 immediate past chair of the board), American Hotel & Lodging Educational Foundation (AHLEF), Asian American Hotel Owners Association (AAHOA), CEO ACTION for Diversity & Inclusion™, Chicago United, Diversity Woman, Executive Leadership Council (ELC), Corporate Coalition (Chicago), Hire Opportunity Coalition, Hispanic Alliance for Career Enhancement (HACE), Human Rights Campaign (HRC) 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. (NBMBAA), 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	Hyatt World of Care video [link]
102-15	Key impacts, risks, and opportunities	CDP Climate response available at World of Care – Policies, Statements & Reporting 2021 Form 10-K , Item 1A
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behavior	About Hyatt World of Care – Policies, Statements & Reporting Corporate Governance
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.

INDICATOR	DESCRIPTION	RESPONSES
		<ul style="list-style-type: none"> 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 ESG Committee in order to set general strategy and drive impact on ESG matters, advance cross-functional understanding and support for current and emerging priorities, ensure diverse topics are considered holistically across the organization, 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 and the Chief Human Resources Officer, with direct 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. The Nominating and Corporate Governance Committee receive quarterly updates ESG progress.</p>
102-22	Composition of the highest governance body and its committees	Committee Composition Corporate Governance Guideline
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	Corporate Governance Guidelines
102-33	Communicating critical concerns	Corporate Governance Guidelines
102-35	Remuneration policies	Proxy Statement

INDICATOR	DESCRIPTION	RESPONSES
102-36	Process for determining remuneration	Proxy Statement
102-37	Stakeholders' involvement in remuneration	Proxy Statement
Stakeholder Engagement		
102-41	Collective bargaining agreements	As of December 31, 2021, approximately 23 percent of our U.S.-based employees were covered by various collective bargaining agreements. 2021 Form 10-K , p.17
102-43	Approach to stakeholder engagement	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. We conduct several ongoing processes to engage our stakeholders: <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 day-to-day business. • Suppliers – Hyatt communicates 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. Additionally, Hyatt works with a number of non-governmental organizations and advocacy groups at both the corporate and hotel level.
102-44	Key topics and concerns raised	Key topics and concerns raised are flagged in this Index and within World of Care, Hyatt's ESG platform. We continue to evolve our strategy and reporting to reflect emerging subjects. World of Care 2021 Form 10-K Proxy Statement
102-41	Collective bargaining agreements	As of December 31, 2021, approximately 23 percent of our U.S.-based employees were covered by various collective bargaining agreements. 2021 Form 10-K , p.17
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Our consolidated financial statements present the results of operations, financial position, and cash flows of Hyatt Hotels Corporation and its majority owned and controlled subsidiaries.
102-46	Defining report content and topic boundaries	Grounded in listening, we report on what matters to our stakeholders outlined in 102-43, and we hold ourselves accountable to the areas where we believe we can most affect change, including advancing ESG impact.

INDICATOR	DESCRIPTION	RESPONSES
		World of Care
102-47	List of material topics	World of Care
102-48	Restatements of information	No restatements during this reporting period.
102-49	Changes in reporting	There have been no significant changes from the previous reporting period.
102-50	Reporting period	Calendar year 2021, with some highlights up to April 2022.
102-51	Date of most recent report	2020 GRI Index
102-52	Reporting cycle	Annual
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	2021 Form 10-K
201-1	Direct economic value generated and distributed	2021 Form 10-K , p.64
201-2	Financial implications and other risks and opportunities due to climate change	CDP Climate response available at World of Care – Policies, Statements & Reporting
201-3	Defined benefit plan obligations and other retirement plans	2021 Form 10-K , p. F-43 – F-44
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 the 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 diversity and 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.
203-1	Infrastructure investments and services supported	Caring for the communities in which hotels operate is an extension of Hyatt's purpose and World of Care commitments. We are focused on strengthening our community impact through a variety of efforts, including volunteerism, philanthropy and disaster relief. In response to the COVID-19 pandemic, Hyatt quickly pivoted to put into place several measures to support our guests, colleagues and communities, including launching the Hyatt Care Fund to support

INDICATOR	DESCRIPTION	RESPONSES
		<p>colleagues with the most pressing financial needs. The Care Fund was made possible by contributions from the Hyatt Hotels Foundation, Pritzker Family Foundation, colleague contributions, and salary reductions of Hyatt’s senior leadership members. The Care Fund supported over 3,200 colleagues in 2020 and 2021.</p> <p>In 2020, Hyatt launched Hyatt Loves Local, a global effort to uplift and collaborate with small businesses that have been impacted by the COVID-19 pandemic. Through this ongoing effort, nearly 60 Hyatt hotels and resorts in destinations across the Americas, Asia Pacific, Europe and the Middle East have provided complimentary resources and exposure to select local businesses that have struggled during the pandemic. In turn, these businesses were able to continue operating in different ways and offer Hyatt guests distinct and enriching experiences that foster a meaningful connection to the destination’s local community.</p> <p>Celebrating local cultures is an important way to contribute to thriving communities. To this end, Thompson Hotels introduced Culture Lives Here in 2021, a campaign that celebrates the brand’s passion for elevating noteworthy and emerging creatives dubbed ‘culture shifters.’ Taking place at 13 Thompson Hotels via creative local collaborations in tandem with the brand’s 20th anniversary, this campaign recognizes the abundance of creativity that influences today’s cultural landscape by curating cultural experiences that connect hotel guests and neighbors with rising talent in music, art, fashion, design, and culinary.</p> <p>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. In 2021, financial relief was provided to colleagues impacted by natural disasters, including Winter Storm Uri in Texas and Hurricane Ida in Louisiana.</p> <p>Additional areas of priority support include investing in communities through philanthropic efforts (described under 413), promoting diversity, equity and inclusion (described under 405 and 406), and advancing environmental stewardship (described under Environment).</p>
Anti-Corruption		
205	Management Approach	<p>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.</p> <p>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.</p>
205-2	Communication and training about anti-corruption policies and procedures	<p>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</p>

INDICATOR	DESCRIPTION	RESPONSES
		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. In 2021, of the new hired and retained colleagues assigned the Anti-Bribery course, 96% completed the training. In addition to 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	<p>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 analysis, and includes projects and best practices for further improvements.</p> <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. Hotels are further encouraged to pursue environmental sustainability certifications to help benchmark and communicate these efforts.</p> <p>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. 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. 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. Oversight of energy performance is managed at the regional leadership level.</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.</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 2021 was 16,059 million megajoules.</p> <p>Environmental Data Summary CDP Climate response available at World of Care – Policies, Statements & Reporting 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 2021 was 991 megajoules per square meter.</p> <p>Environmental Data Summary CDP Climate response available at World of Care – Policies, Statements & Reporting</p>

INDICATOR	DESCRIPTION	RESPONSES
302-4 and 302-5	Reduction of energy consumption	<p>Energy consumption per square meter in 2021 increased compared to 2020 because temporary suspension of hotel operations and reduced occupancy due to the COVID-19 pandemic were more prevalent in 2020 compared to 2021. 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, and 2021 energy consumption per square meter was lower than 2019 values</p> <p>Environmental Data Summary CDP Climate response available at World of Care – Policies, Statements & Reporting</p>
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 analysis.</p> <p>While 2021 was an abnormal year due to the ongoing focus on the pandemic and recovery from business interruptions, 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, colleague training materials, operational and technology best practice checklists, and brand standards to engage guests in reusing linens and towels. Typical water projects include: upgrading water fixtures, heating and cooling plants, kitchen and laundry equipment, and irrigation and landscaping practices. We use the World Resources Institute (WRI) Aqueduct Tool to identify locations in high water risk areas. Prior to the pandemic, full service managed hotels had individualized goals that were based on performance relative to peers, historic progress, and local water risk ratings. 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>

INDICATOR	DESCRIPTION	RESPONSES
303-1	Water withdrawal by source	<p>The total water withdrawn by managed hotels in 2021 was 31,206,103 cubic meters.</p> <p>Environmental Data Summary</p> <p><i>This indicator corresponds to Sustainable Accounting Standards Board (SASB) SV-HL-140a.1</i></p>
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><i>This indicator corresponds to Sustainable Accounting Standards Board (SASB) SV-HL-160a.2</i></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>Hyatt participates in the Tourism Action Coalition for a Sustainable Ocean, created in 2020 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 is a member of 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. Hyatt is also a signatory to the World Travel & Tourism Council’s Declaration on Illegal Trade in Wildlife.</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</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>supply of more sustainably produced seafood, and they provide valuable support to local communities whose livelihoods depend upon the success of these fisheries. For additional supply chain efforts, please refer to 102-9 and 308.</p> <p>Finally, Hyatt Hotels Foundation provided support to WWF’s work on global mangrove preservation. Mangroves are forests located along the tropical and subtropical shorelines of more than 100 countries and play a critical role in protecting biodiversity important for the ecosystem as well as local fisheries and tourism, storing and capturing carbon, and providing buffers against extreme weather events. The donation was tied to Hyatt’s 2021 Global Day of Gratitude – a day when Hyatt colleagues, guests, customers, and owners take a moment to share personalized appreciation notes to those who made a difference in their life – Hyatt Hotels Foundation donated \$1 for every gratitude note to selected nonprofit organizations important to Hyatt’s World of Care platform.</p> <p>World of Care – Caring for the Planet WWF & Hyatt Sustainable Seafood</p>
Emissions		
305	Management Approach	<p>Hyatt strives to accelerate climate action. In 2021 we set Science Based Targets, which include the following:</p> <ul style="list-style-type: none"> • Reduce scope 1 and 2 emissions by 27.5% by 2030 compared to 2019 • Reduce scope 3 emissions from fuel and energy-related activities, waste generated in operations, business travel, and franchises 53% per square meter by 2030 compared to 2019 • 41% of suppliers by emissions covering purchased goods and services will have science-based targets by 2025. <p>These targets build on our previous 2020 goals to reduce greenhouse gas emissions per square meter of managed hotels by 25% in each region compared to 2006. We were able to achieve this goal across all three regions early in 2018, prior to the business interruptions caused by the pandemic.</p> <p>We manage greenhouse gas emissions by prioritizing energy efficiency at hotels (as described in 302) and exploring generating and/or purchasing renewable and low emission energy options. During 2021, over 30 hotels reported generating a portion of their energy through onsite renewable options like solar panels or actively purchasing renewable electricity. For example, Hyatt Regency Amsterdam and Hyatt Regency Phoenix purchased 100% renewable electricity, and we are working to elevate focus on this opportunity area. 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.</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>

INDICATOR	DESCRIPTION	RESPONSES
		<p>Beyond managing emissions, Hyatt works to evaluate and address climate risks including physical, regulatory, and transitional risks, as described in our CDP Climate responses. Environmental risks are monitored by Hyatt’s Risk Council and sustainability performance is overseen by Hyatt’s ESG Committee.</p> <p>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 and help provide industry-specific definitions on emerging topics, Hyatt contributed to the development of the Business Case for Sustainable Hotels along with other materials developed by the Sustainable Hospitality Alliance and participated in the review of the Net Zero Methodology for Hotels authored by Greenview.</p> <p>Finally, Hyatt’s food and beverage philosophy, Food. Thoughtfully Sourced. Carefully Served., guides the way we design menus to better serve our guests, our communities, and our planet. A recent focus area is to advance plant-forward options – whether a guest is vegan or simply looking to slightly reduce meat consumption, this is an important focus for health and lower carbon emissions.</p> <p>CDP Climate response available at World of Care – Policies, Statements & Reporting</p>
305-1	Direct (Scope 1) GHG emissions	<p>The total Scope 1 emissions in 2021 was 286,138 metric tons of CO₂e.</p> <p>Environmental Data Summary CDP Climate response available at World of Care – Policies, Statements & Reporting</p>
305-2	Energy indirect (Scope 2) GHG emissions	<p>The total Scope 2 emissions (market-based) in 2021 was 1,277,177 metric tons of CO₂e.</p> <p>Environmental Data Summary CDP Climate response available at World of Care – Policies, Statements & Reporting</p>
305-3	Other indirect (Scope 3) GHG emissions	<p>The total Scope 3 emissions (franchised) in 2021 was 510,222 metric tons of CO₂e.</p> <p>Environmental Data Summary CDP Climate response available at World of Care – Policies, Statements & Reporting</p>
305-4	GHG emissions intensity	<p>The market-based GHG intensity (Scope 1 and 2) in 2021 was 0.097 metric tons of CO₂e per square meter.</p> <p>Environmental Data Summary CDP Climate response available at World of Care – Policies, Statements & Reporting</p>
305-5	Reduction of GHG emissions	<p>GHG emissions per square meter in 2021 increased compared to 2020 because temporary suspension of hotel operations and reduced occupancy due to the COVID-19 pandemic were more prevalent in 2020 compared to 2021. However, Hyatt actively works to reduce energy consumption as described above, and 2021 GHG emissions per square meter was lower than 2019 values.</p> <p>Environmental Data Summary CDP Climate response available at World of Care – Policies, Statements & Reporting</p>
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>

INDICATOR	DESCRIPTION	RESPONSES
		<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. Hotels strive to reduce, reuse, and recycle when possible, and otherwise manage waste streams responsibly including but not limited to food waste, plastic, paper and cardboard, glass, landscape waste, other municipal solid waste, hazardous waste, and renovation waste.</p> <p>Waste data tends to be more challenging to consistently measure, compared to other types of environmental data at hotels. Due to the common data gaps across the industry, Hyatt, along with other leading hotel companies, collaborated with World Wildlife Fund (WWF) to publish the Hotel Waste Measurement Methodology in 2021, to provide guidance for measuring and reporting data that would enable a consistent approach across the industry.</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. In some cases, hotels are able to bottle their own water for guests. The pandemic's impact on business and sensitivity to hygiene practices have slowed down progress on these fronts, but efforts to reduce plastic while maintaining safety are resuming as business recovers, including advancing towards transitioning to large format shampoos, conditioners, and soaps by the end of 2022.</p> <p>In order to advance food waste reduction efforts, Hyatt contributed to a pre-competitive effort led by WWF 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 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.</p> <p>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>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 incorporating the newly published hotel industry reporting guidance on this subject.
Environmental Compliance		
307	Management Approach	World of Care – Policies, Statements & Reporting

INDICATOR	DESCRIPTION	RESPONSES
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	<p>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 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, which was updated in early 2022. 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 as described in Hyatt’s Supply Chain Stewardship Statement.</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. • Hyatt is committed to working with all managed and franchised hotels globally to source cage-free eggs, with a goal of sourcing 100% cage-free shell and egg products globally by the end of 2025. In 2021, 57% of the shell eggs and 52% of the egg products used in managed hotels in the U.S. were cage-free. For managed hotels in Western Europe, 51% of eggs were cage-free based on available data. • 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>As the examples show, Hyatt’s food and beverage philosophy, Food. Thoughtfully Sourced. Carefully Served., has provided a strong foundation for advancing responsible sourcing efforts. World of Care – Responsible Sourcing</p>

INDICATOR	DESCRIPTION	RESPONSES
308-1	New suppliers that were screened using environmental criteria	<p>Hyatt works with Avendra for contracting with suppliers 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 suppliers in priority areas. At the end of 2021, over 80% by spend of these priority suppliers had been engaged to undergo the assessment and we will work with this group to increase the assessment completion rates and performance improvements.</p> <p>Additionally, through Avendra we have focused on implementing steps to engage suppliers of high impact commodities such as beef, paper, oils, and other animal products on climate and deforestation risks.</p>
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 164,000 colleagues working at Hyatt’s corporate and regional offices and Hyatt’s managed, franchised, and owned properties around the world as of December 31, 2021, Hyatt directly employed approximately 44,000 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>

INDICATOR	DESCRIPTION	RESPONSES
		<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> <p>Hyatt is proud to be recognized in 2021 for our best-in class efforts by the following workplace awards:</p> <ul style="list-style-type: none"> • 2021 World's Most Admired Companies (FORTUNE) <ul style="list-style-type: none"> ○ Ranking has improved year-over-year from #5 to #3 in the Hotels, Casinos and Resorts category ○ Ranked #3 among all other peers for social responsibility • 2021 Best Places to Work (Glassdoor) <ul style="list-style-type: none"> ○ Recognized for the first time • 2021 Best Places to Work for LGBTQ+ Equality (Human Rights Campaign) <ul style="list-style-type: none"> ○ Recognized for the 17th consecutive year ○ 100% Rating on the Corporate Equality Index • 2021 Best Large Workplaces for Women (FORTUNE) <ul style="list-style-type: none"> ○ Ranking at #10, up from #17 in 2020 and #20 in 2019 • 2021 America's Best Employers For Diversity (Forbes) <ul style="list-style-type: none"> ○ Recognized each year since the inaugural ranking in 2018 • 2021 Best Companies to Work For (FORTUNE) <ul style="list-style-type: none"> ○ Recognized for the 8th consecutive year • 2021 100 Best Large Workplaces for Millennials (FORTUNE) <ul style="list-style-type: none"> ○ Recognized for the 3rd year • 2021 Companies that Care (PEOPLE) <ul style="list-style-type: none"> ○ Recognized for the 2nd consecutive year • 2021 Best Company to Work For in Greater China (Great Places to Work) <ul style="list-style-type: none"> ○ Recognized for the 1st year <p>Hyatt Careers</p>
401-1	New employee hires and employee turnover	<p>Hyatt's annual voluntary turnover during 2021 at global managed hotels was 35%, including full-time, part-time, on-call colleagues, and retirements.</p> <p><i>This indicator corresponds to Sustainable Accounting Standards Board (SASB) SV-HL-310a.1</i></p>
401-2	Benefits provided to full-time employees that are not	<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</p>

INDICATOR	DESCRIPTION	RESPONSES
	provided to temporary or part-time employees	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. In 2021, we waived the requirement for colleagues to work an average of 30 hours per week to maintain benefit eligibility so that no one would lose health insurance as a result of the ongoing business fluctuations resulting from the pandemic.
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>We are committed to the wellbeing of the people that work for our organization and are focused on promoting a culture that values a safe, healthy and secure workplace. We work hard to ensure the people who work at our properties leave work as healthy and as safe as when they arrived. We provide an effective occupational health & safety system designed to protect workers, reduce workplace risks and instill a mindset of continuous improvement. Our efforts have helped us gain recognition with 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>One of our continuous improvement measures aligned with the American Hotel and Lodging Association's (AHLA's) 5-Star Promise to enhancing safety and includes requiring hotels in the Americas region to provide personal duress signaling devices to colleagues who work alone and have a need to enter an occupied guest room or public space. These devices allow colleagues to attract attention to their location in a personal safety emergency situation and remains a top priority to our commitment to colleague safety.</p> <p>Our cross functional Health, Safety and Security Council continues to evolve our programs to align with current needs and creates a forum for our organization to provide strategic input and advice in the direction of Hyatt's health, safety and security initiatives. In 2021, a few of the challenges we addressed were emergency preparedness and response to growing concerns around the rise in gun violence in the U.S., enhanced crisis communication protocols, structural maintenance protocols, use of Narcan in our U.S. hotels to fight the opioid epidemic, and expansion of our global Automated External Defibrillator (AED) program. Hyatt developed a new "Safety First, Wellbeing Always" resource library and launched new mandatory Core Safety Compliance trainings in three core languages for our U.S. based colleagues.</p> <p>In our ongoing response to the COVID-19 pandemic, we continue our practice of daily colleague surveys to measure colleague comfort as well as property cleanliness, working order, and customer service. The surveys enable 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 are 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 at least one dedicated Hygiene and Wellbeing Leader. 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	We know that our colleagues are our greatest assets, and we continuously strive to understand how our environment and demographics have evolved to shape the new and unique needs that challenge the wellbeing of our colleagues of today. We prioritize the wellbeing of each individual and have always made "Safety First, Wellbeing Always" our goal.

INDICATOR	DESCRIPTION	RESPONSES
		<p>Hyatt's managed hotels have implemented our safety management system, which is designed to identify and mitigate risk, develop workplace safety standards, provide colleagues at managed hotels engagement opportunities and fulfill safety training requirements. By continuing to practice colleague inclusion, seeking out their perspectives on how we can help to improve the way they perform their job, involving them in decision making, and communicating the importance in their role in safety, we are able to use data to test, learn and change the way we approach safety.</p> <p>Hyatt has implemented a foundational safety management system to help ensure a safe work environment 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 clearly defined responsibilities and expectations for manager and employees. Safety committees at properties 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.</p>
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, 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 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 into their wellbeing.
Diversity and Equal Opportunity / Non-Discrimination		

INDICATOR	DESCRIPTION	RESPONSES
405 and 406	Management Approach	<p>Hyatt has a strong commitment to inclusion and clear policies against discrimination and harassment.</p> <p>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 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 65 years ago, Hyatt has worked to foster environments where all individuals feel welcome. 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 work 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>Progress in 2021 included:</p> <ul style="list-style-type: none"> • Continued to track and increase representation across several key groups, including people of color and women in leadership, through hiring and development programs. • Identified 220 new Black suppliers • Surpassed our 2025 goal of 1,000 hours of pro-bono and volunteer support in Black communities in Chicago by the end of 2021 with 1,331 hours – with a focus on continuing to serve and strengthen these communities as we look ahead. • Achieved 45% of Opportunity Youth hires with Black Opportunity Youth in the U.S. through our RiseHY program alongside our goal to maintain this percentage moving forward. • Drove action and accountability on Black Equity in Corporate America through the Management Leadership for Tomorrow Black Equity at Work Certification • Launched a new diversity business resource group, focused on Hyatt’s Middle Eastern and North African community. • Announced our new Change Starts Here Grant program to magnify our long-term focus on helping Opportunity Youth through RiseHY, strengthen our Chicago communities and support small and diverse-owned businesses. • Partnered with Have Her Back to audit talent practices and support with listening roundtables. <p>Key to Hyatt’s DE&I efforts has been the establishment of affinity groups, or Diversity Business Resource Groups (DBRGs). DBRGs represent our colleagues’ diverse cultures, backgrounds, and viewpoints and function to educate and influence inclusion for our colleagues, clients, and customers. Hyatt sponsors eight colleague-led DBRGs with chapters around the globe, including disABILITIES, HyPride, Women @ Hyatt, Latinos @ Hyatt, Veterans @ Hyatt, Hyatt Asian Pacific Islanders, Hyatt B.L.A.C.K., and Hyatt Middle East and North Africa (MENA). 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</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>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; Human Rights Campaign (HRC) to support the achievement of LGBTQ+ equality; International LGBTQ+ Travel Association (IGLTA) to advance LGBTQ+ travel and provide resources; 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. (NMBBAA), National Society of Minorities in Hospitality (NSMH) to enhance diversity recruiting efforts; Have Her Back to further hone an inclusive and diverse company culture; Management Leadership for Tomorrow to aid in ensuring measurable progress toward equity within the workforce, workplace, and marketplace, via the MLT Black Equity Index Certification, 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>
405-1	Diversity of governance bodies and employees	<p>As of December 31, 2021, 20% of Hyatt's non-management Board members and 50% of the executive committee are women, and 20% of non-management Board members and 17% of the executive committee are persons of color.</p> <p>World of Care – Diversity, Equity & Inclusion 2021 Diversity, Equity, and Inclusion Report</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</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>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 domestic and 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.</p> <p>In 2020 for example, 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>Hyatt engaged in the Sustainable Hospitality Alliance (the Alliance) and the International Organization for Migration (IOM) project "Promoting Ethical Recruitment in the Hotel and Tourism Industry" to develop relevant training resources for the hospitality industry. As part of the project, IOM and the Alliance developed training for key stakeholders in HR, Operations and Finance/Procurement at a country level, hotel level, and corporate level with the aims to establish ethical recruitment standards in cross-border labour migration and make international recruitment fair for everyone.</p> <p>Hyatt participated in the design of the training with Corporate Social Responsibility and HR team members, providing feedback and input to complete resource development. Training content delivered included ethical recruitment principles and the IRIS Standard, Policies and commitment, Grievance, remedy, and migrant voice.</p> <p>The IOM, in partnership with the Blas F. Ople Policy Centre and Training Institute, Inc., Diginex Solutions and Hyatt, as a member of the Sustainable Hospitality Alliance, continued their collaboration on the Aligning Lenses Towards Ethical Recruitment (ALTER) project in 2021. ALTER seeks to reduce the prevalence of human trafficking and labour exploitation among Overseas Filipino Workers through increased access to ethical recruitment channels. The project focused on the recruitment and migration journey of Overseas Filipino Workers between the Philippines and the GCC countries to better understand their migrant journey. IOM engaged with main stakeholders, including government, employers, recruitment agencies, civil society groups, and workers to identify systemic challenges and build capacity for both recruitment agencies and employers, resulting in a detailed research report.</p> <p>Hyatt company hotels (managed) from Saudi Arabia, United Arab Emirates, Kuwait and Qatar as well as their preferred recruitment agencies participated in the pilot of a Labour Migration Mapping Process</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>tool. This included completing a set of self-assessment questionnaires to provide more information on their migrant labour workforce, recruitment practices and use of recruitment agencies.</p> <p>World of Care – Human Rights and Trafficking Modern Slavery and Human Trafficking Statement Global Human Rights Statement</p>
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 to prevention efforts. 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 was 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 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 disconnected from the economy by neither being 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 of 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. In 2021, Hyatt continued to provide Hyatt Care Fund relief grants to colleagues impacted by COVID-19 as well as Care Fund grants to colleagues impacted by other rapid-onset disasters like Winter Storm Uri and Hurricane Ida.</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 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 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	<p>Highlights of our community impact programs include the following.</p> <p>RiseHY: As described in section 413, Hyatt has set a goal to hire 10,000 Opportunity Youth across our offices and hotels. At the end of 2019 – prior to the disruption caused by COVID-19, we reached 1,801 hires across our hotels. With the return of travel in 2021, Hyatt and Hyatt properties resumed the work to upskill, train and hire Opportunity Youth into our workforce. In 2021, Hyatt hotels hired 656 Opportunity Youth globally, including 109 Black Opportunity Youths hired in the U.S., aligned with our Change Starts Here goal outlined in section 405-406.</p> <p>Hyatt Community Grants: The Hyatt Community Grant program, funded in part by the Hyatt Hotels Foundation, works with Hyatt hotels and resorts all over the world to donate funds directly to nonprofits doing important work in their communities. Through this program, Hyatt proudly awarded over \$450,000 to 13 nonprofits across the globe in 2021. The grants celebrate and build upon our hotels'</p>

INDICATOR	DESCRIPTION	RESPONSES
		<p>long-standing partnerships with local community-based organizations, providing on-the-job training and employment opportunities to Opportunity Youth and under-resourced youth. Learn more about our grantees here.</p> <p>Change Starts Here Grants: In 2021 we developed and launched our DE&I Change Starts Here Grant Program, a multi-year initiative that awards grants from the Hyatt Hotels Foundation over three years. Please refer to section 405-406 for additional details on Change Starts Here. In 2021, Hyatt selected six grantees located in Chicago, Atlanta and Minneapolis, with two grantees for each pillar of focus for Change Starts Here. Learn more about our grantees here.</p> <p>The three focus areas for our Change Starts Here Grant Program are:</p> <ul style="list-style-type: none"> • RiseHY: We will magnify our long-term focus on helping Opportunity Youth prepare for and secure employment, especially for the Black members of our communities who suffer some of the highest rates of unemployment. • Strengthen Chicago’s Communities: We will invest in organizations committed to strengthening the support network for underserved populations in Chicago’s South and West communities, with a special focus on members of the Black population. • Small & Diversity-Owned Businesses: We will invest in initiatives that support Black and other diversity-owned businesses in the U.S.
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 described in section 405-406 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 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 suppliers in priority areas. At the end of 2021, over 80% by spend of these priority suppliers had been engaged to undergo the assessment and we will work with this group to increase the assessment completion rate as well as improvement opportunities.</p> <p>Please see 405 and 406 for additional information about minority spend in the U.S.</p>
Public Policy		
415	Management Approach	Hyatt does not operate a political action committee, and Hyatt Hotels Corporation does not make donations to federal or congressional campaigns.

INDICATOR	DESCRIPTION	RESPONSES
		<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 2021, 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 guests' wellbeing is Hyatt's commitment to health and safety. Our cross functional Health and Safety Security Council is committed to implementing robust frameworks and strategies, promoting global emergency preparedness, providing timely and relevant training, developing an informed security culture, and supporting the consistent global rollout of protocols and programs. With Executive Committee oversight, we are actively identifying and managing risks and aligning resources to effectively execute a global health, safety, and security program. The council meets quarterly to review key performance indicators and management approaches related to mitigation, planning, response, and recovery.</p> <p>Gun violence in the U.S., civil disobedience, acts of terrorism, and extreme weather continue to be a focal point. In partnership with the U.S. Department of Homeland Security we have enhanced our firearm and active shooter preparedness guidelines. Further demonstrating our commitment to guest and colleague safety, a Security Organizational Assessment and gap analysis was reviewed resulting in a Special Situations Management re-organization and Global Emergency Response re-alignment with our current organizational structure and rapid response needs. These enhanced protocols address increasing high seasonality physical risks from extreme weather, and further extend our communication platform for Human Trafficking prevention efforts. We continue to align with the new International Organization for Standardization (ISO) Travel Risk Management guidelines, and globally we have mandated Overseas Security Advisory Council (OSAC) membership for general managers based outside of the U.S.</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 accreditation process and a dedicated Hygiene and Wellbeing leader who is certified annually 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>

INDICATOR	DESCRIPTION	RESPONSES
416-1	Assessment of the health and safety impacts of product and service categories	<p>To further deliver on Hyatt's purpose of care during the COVID-19 pandemic and beyond, the Global Care & Cleanliness Commitment was made in April 2020. This commitment focuses on the following 3 areas:</p> <ol style="list-style-type: none"> 1. Accreditation by the Global Biorisk Advisory Council (GBAC) at all Hyatt hotels around the world: Hyatt introduced GBAC STAR™ accreditation through a performance-based program that focuses on establishing environments that are safe, sanitary, and healthy. 2. Colleague training and support resources: <ul style="list-style-type: none"> • Colleague certification, training and recertification process for hygiene and cleanliness • Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces • Implementation of enhanced food safety and hygiene protocols for restaurants, room service and group meetings and events • Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances • Exploring purification and sanitization device installation in an effort to ensure enhanced air quality • Protective masks and other equipment for hotel colleagues • Social distancing guidance in public areas across hotel properties 3. A cross-functional working group of medical and industry experts to offer input and recommendations across various aspects of the hotel experience: Hyatt has engaged medical experts and leading industry professionals with the goal to provide counsel on key areas of Hyatt's business in today's new environment. <p>We have developed a comprehensive Health, Safety and Security Management Operations Review (MOR) leveraging external vendors to perform onsite inspections that include a security and COVID Clean certification, and Fire Life Safety Audits. Our enhanced loss prevention programs are designed to demonstrate an enhanced duty of care and compliance, include independent verification by hotel industry experts, and provide guests and colleagues with peace of mind.</p>
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 version 8 of the Center for Internet Security (CIS) Critical Security Controls (CSC) as our foundational Security Risk Management Framework (SRMF). Our Cyber Security Policy is based on the CSC 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>

INDICATOR	DESCRIPTION	RESPONSES
		<p>Hyatt's Cyber Security team consists of specific functions, including Operations, Engineering, Governance, Risk Management and Compliance (GRC), Vulnerability Management, Architecture, Threat Intelligence, Compliance Operations, Fraud Investigation, Franchise Cyber Security, 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> <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 relying on 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 potential intruders are detected before they are able to engage in wrongdoing. 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 • Cloud Security Posture 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>

INDICATOR	DESCRIPTION	RESPONSES
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.