

Supplier Code of Conduct



At Hyatt, our purpose is to care for people so they can be their best. This purpose guides how we operate our business so that we care for our colleagues, guests, owners, shareholders, and communities. Additionally, Hyatt's Code of Business Conduct and Ethics and Hyatt's environmental, social, governance initiatives provide a framework for making ethical and responsible business decisions.

Our Suppliers play an important role in helping us deliver on our purpose. While we recognize that our Suppliers may establish standards on an individual basis, we prefer to do business with Suppliers of any size and in any industry who adhere to the basic principles and ideals outlined in this Supplier Code of Conduct (the "Code"). Violation of this Code may jeopardize a Supplier's business relationship with Hyatt, and could result in termination of the relationship.

Suppliers are expected to have appropriate management systems in place and take necessary steps to comply with this Code, including having transparency concerning their policies and practices and mechanisms to inform their own employees and suppliers of these practices. We encourage our Suppliers to hold their suppliers accountable to these standards.

Hyatt reserves the right to amend or modify this Code as critical issues arise that require action by suppliers. Please reference the Code available at Hyatt.com/SupplierCodeOfConduct for the latest version. Suppliers are expected to review their practices at least annually, and Hyatt may audit any Supplier to confirm that a Supplier's practices are in conformity with this Code.

In addition to the expectations set forth in this Code, Hyatt strives to work with Suppliers that demonstrate efforts that align with Hyatt's environmental, social, governance initiatives. Additional topics and definitions relevant to Hyatt's responsible sourcing efforts can be found in Hyatt's Supply Chain Stewardship Position Statement, available at Hyatt.com/WorldOfCare/Statements.

For the purposes of this document "Supplier" means any company, corporation or other entity that sells, or seeks to sell goods or services to Hyatt. "Hyatt" is used in this document to refer to Hyatt Hotels Corporation and its affiliates. Hyatt also works with owners and franchisees of Hyatt hotels to advance the principles outlined in this code across their suppliers.

COMPLIANCE

Suppliers must follow all relevant national and local laws and regulations, including those related to labor, health and safety, the environment, ethics, and animal welfare. Suppliers are expected to inform their Hyatt contact person or supply chain manager should there be any significant breaches, allegations of non-compliance or investigation into non-compliance by authorities related to any goods or services that such Supplier provides to Hyatt that may materially affect a Supplier's ability to provide goods or services to a Hyatt hotel or Hyatt entity in a manner consistent with this Code.

HUMAN RIGHTS AND LABOR

Suppliers should recognize and be committed to upholding the human rights of workers, and to treating them with dignity and respect. Hyatt encourages Suppliers to incorporate the standards set forth in the Universal Declaration of Human Rights (UDHR), the UN Global Compact (UNGC), Social Accountability International (SAI) and the Ethical Trading Initiative (ETI) Base Code.

Freely Chosen Employment

Hyatt Hotels Corporation is a supporter of the Sustainable Hospitality Alliance's Principles on Forced Labour, and thereby expects Suppliers to adhere to these principles: 1) Every worker should have freedom of movement; 2) No worker should pay for a job; 3) No worker should be indebted or coerced to work. Forced, bonded or indentured labor or involuntary prison labor is not to be used. Workers should be free to terminate their employment upon reasonable notice. Workers shall not be required to relinquish control of government-issued identification, passports or work permits as a condition of employment.

Child Labor

Suppliers will not use child labor in any stage of the work performed for Hyatt. If the minimum employment age in a jurisdiction is not defined, the term "child" means any person under the age of 15, under the age for completing compulsory education or under the minimum age for employment in the jurisdiction. Hyatt requires Suppliers and their contractors (sub-suppliers) to follow all applicable laws governing the minimum working age and the type of work that may be performed.

Supplier Code of Conduct



Non-Discrimination

Suppliers are expected to assure full compliance with national and local laws and regulations for all personnel actions, including recruiting, hiring, assignment and promotion. This includes decisions affecting compensation, benefits, transfers, and training. Personnel actions shall be made without regard to creed, race, color, age, gender, sexual orientation, ethnicity, mental or physical disability, religion, political affiliation, health condition, pregnancy, union membership, marital status, or any other status protected by law.

Humane Treatment

There is to be no inhumane treatment, including any sexual harassment, sexual abuse, corporal punishment, mental or physical coercion of workers; nor is there to be the threat of any such treatment. No activities shall contribute toward human exploitation, including human trafficking and sexual exploitation.

Wages

Compensation paid to workers shall comply with all applicable local wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits.

Working Hours

Work weeks are not to exceed the maximum set by applicable law or an applicable collective agreement. Overtime shall not be coerced and shall be accompanied by additional compensation, as required by law.

Freedom of Association

Open communication and direct engagement between workers and management are the most effective ways to resolve workplace and compensation issues. Suppliers will respect the rights of workers to associate freely, including the right to join a labor union or similar organization, and to communicate openly with management regarding working conditions without fear of reprisal, intimidation or harassment.

HEALTH AND SAFETY

Suppliers are expected to hold paramount the safety and wellbeing of their employees, customers and the public. Suppliers are responsible for upholding a safe and healthy work environment and ensuring the health and safety of the people and communities that may be affected by the Supplier's products or services. Suppliers shall comply with all laws, regulations and rules governing employee occupational health and safety in the jurisdiction where they operate. Suppliers shall assign responsibility for health and safety to a senior management representative.

Occupational Injury and Illness

Procedures and systems are to be in place to manage, track and report occupational injury and illness, including provisions to: i) encourage worker reporting; ii) classify and record injury and illness cases; iii) provide necessary medical treatment; iv) investigate cases and implement corrective actions to eliminate their causes; and v) facilitate the return of workers to work. Employees should receive training on safety, including, where appropriate, proper use of equipment, chemicals, and use of personal protective equipment.

Worker Housing

In cases where worker housing is provided, the housing must meet all local health and safety standards. Worker housing shall be clean, safe, and meet basic needs of the workers, including access to clean sanitary facilities, potable water, and food storage.

ENVIRONMENT

Suppliers shall comply with all applicable environmental regulations and permits, including those addressing pollution controls, greenhouse gas emissions, product content restrictions, and responsible handling of hazardous materials and waste.

Environmental Stewardship

Suppliers should strive to minimize environmental impact of their operations, products, and services.

Transparent Sales and Marketing

A Supplier making sustainability statements regarding its products, services, or packaging, such as "eco-friendly", "sustainable", "natural", "green", "compostable", "biodegradable", "recyclable" etc., must provide adequate substantiation of such assertion.

Supplier Code of Conduct



Wildlife

Hyatt supports the Convention on International Trade in Endangered Species of Wildlife Fauna and Flora (“CITES”) and strictly prohibits any form of trade or promotion of illegal wildlife products that is contrary to CITES or any other local, regional, national international laws and regulations. Additionally, Hyatt prohibits the purchase or use of seafood from known Illegal, Unreported, and Unregulated (“IUU”) sources.

ANIMAL WELFARE

Suppliers shall adhere to all applicable laws and regulations regarding animal welfare.

ETHICS

Suppliers are expected to adhere to the principles set forth in Hyatt’s Code of Business Conduct and Ethics. Accordingly, Suppliers and their employees, contractors and agents must maintain high standards of ethics and conduct business with honesty and integrity.

No Corruption, Extortion, or Embezzlement

The highest standards of integrity are expected in all business interactions. Any and all forms of corruption, extortion and embezzlement are strictly prohibited and may result in, or subject a Supplier to, immediate termination of the Supplier’s business relationship with Hyatt and further legal action.

Disclosure and Privacy of Information

Means to effectively safeguard customer information and intellectual property regarding business activities, financial situation, performance, and/or any other information deemed confidential shall be implemented and such information shall be disclosed only in accordance with the guidelines specified within any agreed upon non-disclosure agreement, privacy policy and as provided for by law.

No Improper Advantage

Bribes or other means of obtaining undue or improper advantage are not to be offered or accepted. No Supplier, or its representatives or employees, shall offer to any employee a kickback or bribe. Suppliers should observe local custom with respect to gifts, although the value of such offers should never be considered material enough to influence business decisions or contravene applicable regulations.

Record keeping

Financial records shall be kept in accordance with all applicable accounting practices and comply with all relevant legal and regulatory requirements.

SUPPLY CHAIN DUE DILIGENCE

A growing number of jurisdictions worldwide require companies to monitor and remediate human rights and environmental issues throughout their extended supply chains. Hyatt Suppliers are expected to meet or exceed the requirements of all applicable supply chain due diligence laws and regulations.

COMMUNITY ENGAGEMENT

Hyatt is dedicated to the wellbeing of the communities in which we do business, as evidenced through charitable giving, various forms of community involvement, and efforts to hire opportunity youth (people between the ages of 16 and 24 who are neither in school nor working). Suppliers are encouraged to similarly engage with their communities to help foster social, economic, and environmental sustainability.