

# HYATT SUPPLIER CODE OF CONDUCT

At Hyatt Hotels Corporation, our mission is to provide authentic hospitality by making a difference in the lives of the people we touch every day. In keeping with this mission, we respect fundamental human rights, commit to a *Code of Business Conduct and Ethics*, recognize our responsibility to manage the environmental impact of our operations, and contribute positively to the well-being of the communities and cultures in which we do business. We have a responsibility to honor these operating principles and have programs in place to manage and monitor our performance in these areas. While we recognize that our suppliers may establish standards on an individual basis, we prefer to do business with suppliers who adhere to the basic principles and ideals outlined in this Supplier Code of Conduct. As Hyatt's corporate responsibility and supply chain management evolves, we anticipate further engagement with our suppliers so that we can expand socially and environmentally responsible and ethical business practices working together.

The Supplier Code of Conduct outlines the minimum standards for Hyatt suppliers. As appropriate, preference will be given to suppliers that demonstrate higher standards. Suppliers are expected to have appropriate management systems in place and take necessary steps to comply with this Code, including transparency concerning policies and practices and related employee education. We encourage our suppliers to hold their suppliers accountable to these standards. Adherence with this Code may be subject to periodic review.

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.

## **COMPLIANCE**

Hyatt Suppliers must follow all relevant national and local laws and regulations, including those related to labor, health and safety, and the environment. 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**

Hyatt respects fundamental human rights. Suppliers should recognize and be committed to upholding the human rights of workers, and to treat them with dignity and respect. Standards such as the Universal Declaration of Human Rights (UDHR), Social Accountability International (SAI) and the Ethical Trading Initiative (ETI) may be useful sources of additional information.

### **Freely Chosen Employment**

Forced, bonded or indentured labor or involuntary prison labor is not to be used. All work will be voluntary, and 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**

Child labor is not to be used in any stage of the work performed for Hyatt. If the minimum employment age in a jurisdiction is not defined, the term "child" refers to any person employed under the age of 15 or under the age for completing compulsory education or under the minimum age for employment in the country.

### **Non-Discrimination**

As a company supplying goods and/or services to Hyatt, you may be subject to national and local laws and accompanying regulations. To assure full compliance with such laws and regulations, all personnel actions, including recruiting, hiring, assignment and promotion, as well as decisions affecting compensation, benefits, transfers, and training, 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 of children.

### **Minimum 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 local 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 responsible for upholding a safe and healthy work environment. Suppliers shall comply with all laws, regulations and rules governing employee occupational health and safety in the jurisdiction where they operate. In cases where worker housing is provided, the housing must meet the health and safety standards outlined herein.

### **Health and Safety of Hyatt's Guests and Associates and the General Public**

Supplier shall take the necessary and appropriate steps to ensure the health and safety of Hyatt's guests, associates and general public in the communities where both Supplier and Hyatt operate.

### **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.

### **ENVIRONMENT**

Hyatt is committed to minimizing the impact of its operations, and those of its Suppliers, on the environment.

### **Environmental Permits and Registration**

Suppliers must obtain, maintain and keep current all required environmental permits and registrations and follow the operational and reporting requirements of such permits.

### **Product Content Restrictions**

Suppliers are to adhere to applicable laws and regulations regarding prohibition or restriction of specific substances including labeling laws and regulations for recycling and disposal.

### **Chemical and Hazardous Materials**

Chemical and other materials posing a hazard if released to the environment are to be identified and managed to ensure their safe handling, movement, storage, recycling or reuse and disposal.

## **Air Emissions**

Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from operations are to be characterized, monitored, controlled and treated as required prior to discharge.

## **Pollution Prevention and Resource Reduction**

Waste of all types, including water, energy, raw materials, and processed materials, is to be reduced or eliminated at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials. Any wastewater or solid waste that is generated from operations is to be characterized, monitored, controlled and treated as required prior to discharge or disposal according to applicable standards and codes.

## **Environmental Stewardship**

Suppliers must undertake ongoing efforts to improve in minimizing environmental impact of their operations, products, and services. Examples of considerations include reducing energy and water consumption, reducing greenhouse gas emissions, reducing waste and pollution, reducing impact on biodiversity and ecosystems, and reducing environmental impact of products during various lifecycle stages as applicable.

## **ETHICS**

Hyatt's Code of Business Conduct and Ethics requires that business be conducted with honesty and integrity, and in compliance with all applicable laws. As such, we expect Hyatt Suppliers and their agents to maintain high standards of ethics.

## **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 and legal actions.

## **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.

## **Community Engagement**

Hyatt is dedicated to the well-being of the communities in which we do business, as evidenced through charitable giving and various forms of community involvement. Suppliers are encouraged to engage with their communities to help foster social and economic development and sustainability.

Hyatt reserves the right to amend or modify this Code of Conduct. Hyatt may terminate its relationship with any Supplier found to be in violation of these standards or for any other reason consistent with Hyatt's agreement with such Supplier.