



# MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT 2023

**PUBLISHED JUNE 2024**



# This statement outlines Hyatt's\* ongoing efforts in the prevention of slavery and human trafficking and is published in compliance with the UK Modern Slavery Act 2015.

Hyatt respects the fundamental human rights of all people, as embodied in the United Nations Universal Declaration of Human Rights. We have taken an aggressive approach to prevent human trafficking both at Hyatt properties and more broadly in the hospitality industry. Our zero-tolerance approach to human trafficking reflects our deep commitment to human rights and the dignity of people everywhere. We manage our business in line with this belief and strive to foster similar ideas in those with whom we do business. These principles align with Hyatt's purpose to care for people so they can be their best.

In respect of slavery and human trafficking risks that intersect with our industry, we are committed to taking actionable steps to prevent the use of Hyatt hotels for these crimes, raise awareness concerning such exploitation wherever Hyatt hotels are located, and protect potential risk populations including children, women, refugees and migrant workers.

\*As used in this document, the terms "Hyatt", "we", "our" and other similar terms are used for convenience to refer to Hyatt International (Europe Africa Middle East) LLC and Hyatt Hotels (UK) Limited, which are affiliates of Hyatt Hotels Corporation. Where in this statement it refers to "Hyatt", or "we" having done something (or other similar terms and concepts), this may refer to such thing having been done directly by Hyatt, or by any of Hyatt's affiliates.

## ABOUT HYATT'S STRUCTURE, BUSINESS AND SUPPLY CHAINS

Hyatt Hotels Corporation is a global hospitality company, with widely recognized, industry-leading brands, and a tradition of innovation developed for more than sixty-five years.

Our corporate headquarters are in Chicago and we have regional offices, sales offices, service centers, and data centers in Mexico, the United Arab Emirates, India, Hong Kong, People's Republic of China, the United Kingdom, Germany, Switzerland, and the United States.

We operate, manage, franchise, own, lease, license, or provide services to a portfolio of properties, consisting of full-service hotels, select-service hotels, all-inclusive resorts, and other properties, including timeshare, fractional, and other forms of residential and vacation ownership units. Managed hotels are independently owned by third

parties and Hyatt provides management and operational services. Franchised hotels are independently owned and operated by third parties.

Our supply chain is expansive and mostly consists of products and services needed to operate our portfolio of hotels and other properties, such as furniture and equipment, operational supplies and contracted services.

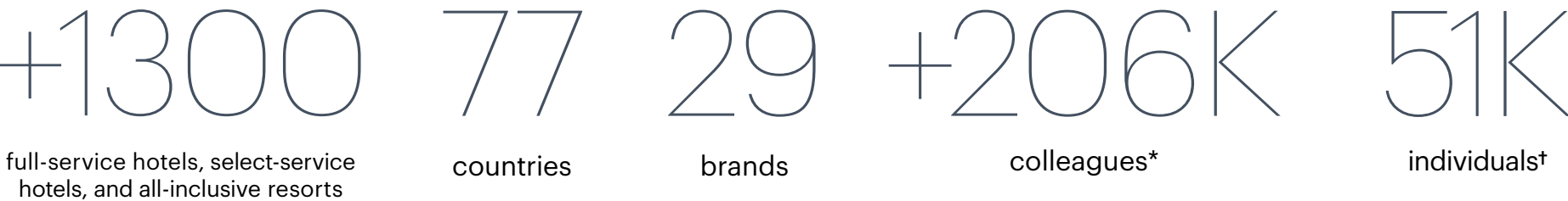
Care is at the heart of everything that we do at Hyatt. As our world evolves and new challenges emerge, we have brought our global Environmental, Social, and Governance ("ESG") strategy to life through

World of Care. Deeply embedded across all areas of our business, World of Care brings Hyatt's purpose of care to life through our actions in advancing care for the planet, people and responsible business. The advancement of human rights is an important component of Hyatt's World of Care, which reflects our commitment to advancing care for our colleagues, guests, business partners and the communities in which we operate around the world.

ABOUT HYATT'S STRUCTURE, BUSINESS AND SUPPLY CHAINS (CONT.)

At December 31, 2023, Hyatt hotels globally had :

Hyatt and its affiliates directly employs approximately



TIMELESS COLLECTION



BOUNDLESS COLLECTION



INDEPENDENT COLLECTION



INCLUSIVE COLLECTION



\*This includes all those working at Hyatt's corporate and regional offices and Hyatt's managed, franchised, and owned properties around the world.  
†The remaining colleagues are employed by third-party owners and franchisees of Hyatt properties.

## HYATT'S CODES, POLICIES, AND STATEMENTS

### Hyatt maintains several codes, policies, and statements including:

- Hyatt's Code of Business Conduct and Ethics
- Hyatt's Human Rights Statement
- Hyatt's Supplier Code of Conduct

### Hyatt is a supporter of the Sustainable Hospitality Alliance's Forced Labour Principles

### Hyatt's Code of Business Conduct and Ethics:

- Is the core of our compliance program and provides a framework for making ethical business decisions.
- Requires that business be conducted with honesty and integrity, and in compliance with all applicable laws.
- Reiterates our commitment to the fundamental protection of human rights and the elimination of slavery and human trafficking.
- Establishes (in conjunction with training) ethical standards and guidelines for how we do business and ensure accountability.

All colleagues are required to follow this code, and we have clear accountability mechanisms in place to encourage reporting of any potential non-compliance with these standards. As part of our **Code of Business Conduct and Ethics**, we work to foster similar ideals in those with whom we do business.

## HYATT'S CODES, POLICIES, AND STATEMENTS (CONT.)

Through our **Supplier Code of Conduct**, Hyatt outlines minimum standards for suppliers, including expectations for suppliers' treatment of their employees and that no supplier's activities will contribute toward human exploitation. This code further reiterates our commitment to upholding the human rights of colleagues; our commitment to treating all workers with dignity and respect; our prohibition of forced labor; and our expectation that our business partners uphold the same principles.

Hyatt supports the Sustainable Hospitality Alliance's Forced Labour Principles which include:



**Every worker should have freedom of movement**



**No worker should pay for a job**



**No worker should be indebted or coerced to work**



## DUE DILIGENCE OF SLAVERY AND HUMAN TRAFFICKING RISKS IN OUR BUSINESS AND SUPPLY CHAIN

Given the nature of our business and the complexity of issues surrounding slavery and human trafficking, we are sensitive to the existence of slavery and human trafficking in the hospitality industry.

Hyatt's strategy for combatting human trafficking is overseen by the Corporate Social Responsibility department. Additionally, this topic is a focus area as part of Hyatt's World of Care efforts. Topics that are part of World of Care are further supported by the cross-functional World of Care Steering Committee in order to further advance organizational understanding and collaboration for current and emerging needs. The committee is comprised of senior executives and subject experts representing a comprehensive spectrum of functional areas. The World of Care Steering 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. World of Care and Environmental, Social, Governance (ESG) matters are overseen by the Board's Nominating and Corporate Governance Committee.

Within the recruiting practices across Hyatt's global properties, there are policies and processes in place to address risks related to forced labor. For example, we require that all of our properties verify the age of candidates. We require that colleagues work at Hyatt-branded properties at will, and that their identification documentation are not withheld.

Hyatt works with Avendra, a procurement solutions company specializing in hospitality-related businesses, for centralized contracting for operational and food-related supplies and services in the U.S., Canada, and a few additional countries. In collaboration with Avendra, Hyatt has introduced EcoVadis to certain suppliers of World of Care priority product categories. EcoVadis is a tool that screens suppliers on criteria, including labor and human rights. Hyatt is working to increase participation and score improvements. In addition, we are taking steps to collaborate with purchasing companies in Europe on similar efforts.

## STEPS TAKEN TO ADDRESS SLAVERY AND HUMAN TRAFFICKING RISKS IN OUR BUSINESS AND SUPPLY CHAIN

If a colleague has a concern about a situation or questions whether a situation is consistent with Hyatt's ethical standards, we encourage them to bring their concerns to Hyatt's attention. Various reporting options are identified in [Hyatt's Code of Business Conduct and Ethics](#), and include anonymous and confidential reporting through the [EthicsPoint Website](#), and the EthicsPoint phone line.

Hyatt commits to taking the following actions in these circumstances:

- Promptly investigating the report and following up with the colleague who voiced the concern.
- Taking appropriate action as a result of an investigation.
- Escalating the concern for assistance when needed.
- Maintaining the confidentiality of those involved in a manner that is consistent with the need to conduct the investigation and to the extent permissible by law.
- Ensuring that the colleague who voiced the concern will not face retaliation.



## STEPS TAKEN TO ADDRESS SLAVERY AND HUMAN TRAFFICKING RISKS IN OUR BUSINESS AND SUPPLY CHAIN (CONT.)

Slavery and human trafficking are complex issues, as a result, Hyatt frequently collaborates with industry groups and experts to shape our knowledge and programs.

Hyatt works in close partnership with the Sustainable Hospitality Alliance and is a longstanding and active member of the organization's Human Rights working group. In 2022, the Hyatt Hotels Foundation provided the initial donation to launch the American Hotel & Lodging Association Foundation's (AHLAF) "No Room for Trafficking Survivor Fund". With this donation, in 2023, a representative from Hyatt Hotels Foundation continued serving as co-chair of the "No Room for Trafficking" (NRFT) Advisory Council, which is bringing together industry executives to collaborate on opportunities for the industry's unified human trafficking prevention and awareness efforts. In addition, a Hyatt representative continued serving as a member of the NRFT Industry Impact Leaders group, where they work with representatives of diverse business verticals from across the hotel industry to drive deliverables in support of shared training, awareness, and survivor support goals.

In 2023, the NRFT Survivor Fund awarded its first round of grants to four non-profit organizations working in the human trafficking and survivor empowerment fields. Hyatt's representatives on the NRFT Advisory Council and NRFT Industry Impact Leaders group worked with industry peers and the AHLA Foundation to develop the grant process, review applications and approve recommended awardees, while combining efforts to amplify grantee's work throughout the award period. Through these collaborations, Hyatt gains insights and addresses potential risks related to human rights and forced labor in the hospitality industry.

- Hyatt works with our industry peers to:
  - Identify appropriate mechanisms to address human rights issues throughout the value chain, from direct employment through to supply chains.

- Identify appropriate human rights key evaluation indicators to implement guidance and define targets.
- Develop relevant training and other resources for those working in the industry.
- Hyatt helped to develop the Sustainable Hospitality Alliance's Position Statement on Human Trafficking.
- Hyatt supports the Sustainable Hospitality Alliance's Principles on Forced Labour.



*Hyatt CFO and NRFT Advisory Council Co-Chair, Joan Bottarini, speaks during the NRFT Summit in July 2023.*

## STEPS TAKEN TO ADDRESS SLAVERY AND HUMAN TRAFFICKING RISKS IN OUR BUSINESS AND SUPPLY CHAIN (CONT.)

Further ways that we express our commitment to combatting slavery and human trafficking include:

- Hyatt works with local law enforcement officials in preparation for, and during, international sporting events to create heightened awareness around human trafficking.
- Hyatt supports the U.S. Department of Homeland Security's Blue Campaign to end human trafficking.
- Hyatt adheres to employment laws respecting pay and hours worked.
- Every January, Hyatt participates in Human Trafficking Awareness Month to amplify colleagues' understanding and awareness about the issue, its impact and how they can help prevent and report human trafficking and modern slavery in their communities and at work through training and resources.
- Hyatt supports programs that help to prepare vulnerable youth with life and hospitality skills through partnerships with non-profit organizations focusing on youth employment. In addition, Hyatt works with non-profit organizations on extending employment opportunities to survivors of trafficking.
- Hyatt Hotels Foundation made financial donations to Survivor Alliance and the AHLAF's No Room for Trafficking Survivor Fund to fund their ongoing work to raise awareness, prevent human trafficking, and empower survivors.
- Hyatt's cloud security provider, Zscaler, engages with the Internet Watch Foundation (IWF) to block online access to child sexual abuse images on colleague systems globally.
- In 2023, Hyatt introduced a technology initiative at select U.S. properties with the aim of preventing technology at Hyatt hotels from being used to access exploitative materials.

### Engagement with PACT

- Hyatt was among the first signatories to the PACT's Tourism Child-Protection Code of Conduct, which focuses on the protection of children from sexual exploitation in the travel and tourism industries.

### Engagement with International Organization for Migration\*

- In 2023, Hyatt continued its collaboration with IOM (through its membership in the Alliance) through its flagship Corporate Responsibility in Eliminating Slavery and Trafficking (CREST) initiative, which supports businesses in upholding the human and labour rights of migrant workers in key sectors and migration corridors in Asia.

As part of the initiative, all four Hyatt hotels in Hong Kong, as well as their associated recruitment agencies, participated in a Labour Migration Mapping Process using IOM's bespoke methodology and advisory support. In addition to the hotel self-assessments done in 2022 for this project, IOM carried out interviews directly with Filipino workers at the participating hotels. The IOM reports will help inform planning and due diligence processes with recruitment providers.

\*Hyatt partners with the International Organization for Migration (IOM), a related-organization of the United Nations committed to the principle that humane and orderly migration benefits migrants and society, acts to: assist in meeting the operational challenges of migration, advance understanding of migration issues, encourage social and economic development through migration, and work towards effective respect of the human rights and well-being of migrants.

## TRAINING

Recognizing and knowing how to report the signs of possible slavery and human trafficking is a critical component of prevention efforts. Accordingly, Hyatt maintains slavery and human trafficking training programs in 10 languages.

Hyatt's modern slavery and human trafficking training is one of the most comprehensive in the hospitality industry. It is a brand standard and is required of all of Hyatt's more than 206,000 colleagues globally, including new Hyatt colleagues, corporate office colleagues, and colleagues at franchised hotels. In 2023, our modern slavery and human trafficking training was completed by 97 percent of colleagues as part of their annual compliance training.

These training modules are updated regularly to ensure they are kept current with best practices and with changing indicators. In 2020, Hyatt partnered with Polaris (a non-profit organization working to end human trafficking) to update the training. The revised training includes an additional focus on human trafficking indicators and tactics used by traffickers, to help ensure colleagues are well-placed to identify potential issues.

Based on heightened risk factors surrounding major events in cities where Hyatt has a presence, Hyatt routinely requires key hotel team members to take supplemental modern slavery and human trafficking training to combat the specific risks posed by these events.



## TRAINING (CONT.)

In addition to new hire and annual compliance training, Hyatt provides the following resources to all colleagues:

- Professionally designed back-of-house and front-of-house posters have been created for Hyatt properties to use globally to increase awareness of human trafficking and modern slavery and how to report suspected incidents. The posters are made available for properties to translate locally.
- Responding to and Reporting a Potential Trafficking Incident guide.
- Human Trafficking Role Playing Scenario script, which was developed in collaboration with Polaris to help colleagues feel better prepared for identifying and reacting to potential trafficking situations.
- U.S. National Center for Missing & Exploited Children Posters & Tipline information.
- U.S. Department of Homeland Security's Blue Campaign Trafficking vs. Smuggling Tip Card.
- U.S. Department of Homeland Security's Blue Campaign Hospitality toolkit (English and Spanish).
- Polaris' Human Trafficking Myths and Misconceptions document.



*In support of World Day Against Trafficking in Persons, members of Hyatt's UK chapter of Women@Hyatt volunteered at Ella's, a London-based charitable organization working with women who have survived trafficking and sexual exploitation.*

## CLOSING STATEMENT

Hyatt's purpose is to care for people so they can be their best. Our purpose guides every aspect of our business and is central to our commitment to upholding and protecting human rights.

In 2023, we advanced our commitment by strengthening collaborations with industry alliances, adding new human trafficking and modern slavery awareness and prevention partnerships, increasing the number of colleagues taking and completing our human trafficking and modern slavery training, introducing new initiatives to protect children from exploitation, and increasing participation in our supplier screening program. We look forward to continuing and improving these efforts in 2024.

This statement has been approved by the boards of Hyatt International (Europe Africa Middle East) LLC and Hyatt Hotels (UK) Limited on 30 June 2024.



**Javier Aguila**

Chairman of the Board of Managers,  
Hyatt International (Europe Africa Middle East) LLC  
Director, Hyatt Holdings (UK) Limited