

A night-time photograph of the Grand Hyatt Macau. The building is a large, modern structure with a curved glass facade, illuminated from within and reflecting the city lights. In the foreground, there is a large, multi-tiered fountain with several water jets. A curved road leads towards the building. A sign in the center of the road reads "GRAND HYATT MACAU". The overall scene is vibrant and modern.

# GO

# GRAND

*WORLD OF CARE AT  
GRAND HYATT MACAU*

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## OUR PHILOSOPHY

Grand Hyatt Macau is committed to environmental sustainability and the well-being of our communities. We believe in creating a more sustainable world for current and future generations.

We actively implement sustainable practices to reduce our impact on the planet and seek innovative solutions for responsible business operations. We comply with all relevant regulations while continuously improving our environmental performance.

Through World of Care, we collaborate to shape a more sustainable world. We engage in eco-friendly initiatives and provide guests with responsible choices, to create a memorable guest experience while promoting a greener future through continuous improvement.

# OUR FRAMEWORK: WORLD OF CARE

Hyatt's purpose, to care for people so they can be their best, guides every aspect of our business, including how we tackle important environmental and social issues. Building on our purpose, our global framework, World of Care, elevates our efforts to care for the planet, people and responsible business.



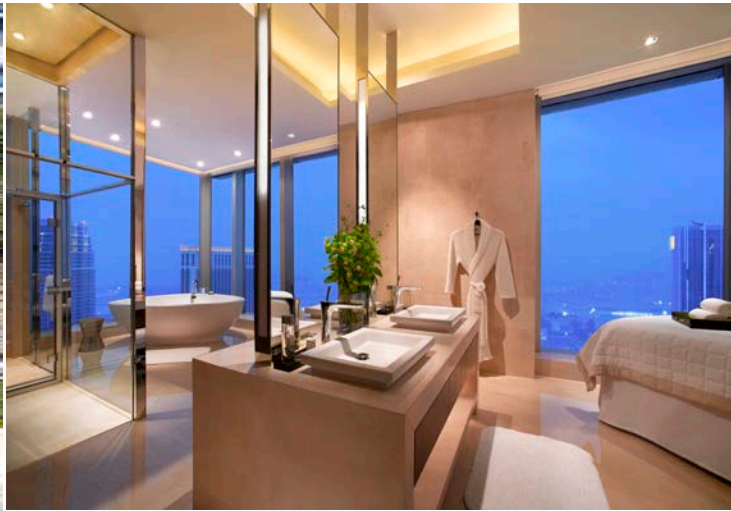
# **CARING FOR THE PLANET**

**We are committed to advancing environmental action so that destinations around the world are vibrant**

# CLIMATE CHANGE & WATER CONSERVATION

We strive to operate our property efficiently to reduce emissions and water use. We use EcoTrack to track sustainability metrics including greenhouse gas emissions, energy, water, waste and recycling.

- Energy consumption for 2023 was reduced to 7.8% per square meter compared to a 2019 baseline.
- Regular maintenance of heating and air-conditioning systems to improve energy efficiency and reduce energy waste.
- Lights are switched off in meeting rooms, restrooms and back of house pantries when not in use.
- Installation of water sub-meters for monitoring water consumption and can effectively identify any areas for reduction opportunities.



# WASTE AND CIRCULARITY – REDUCTION OF PLASTICS AND WASTE

- Since 2019, approximately 257,000 single use plastic items have been avoided by replacing takeaway packaging and cutlery with non-plastic alternative.
- Small single use bottled bathroom amenities have been replaced with large format amenities. Eliminating 756,000 disposable plastic bottles annually.
- Recycling bins placed in all guest floor lift landings and the lobby area in 2024 to encourage guests to separate their waste.





## WASTE AND CIRCULARITY – REDUCTION OF PLASTICS AND WASTE

- Approximately 585,000 single use plastic items such as plastic slipper packaging and laundry covers have been eliminated and replaced with reusable or non-plastic alternatives.
- In 2023, we have replaced plastic room keycards to Forest Stewardship Council (FSC) certified wooden keycards.
- The hotel takes a more purposeful approach to Christmas decorating. Instead of using plastic decorations and tinsel, the hotel's Christmas trees are crafted from 13,000 reusable glasses.
- In September 2023, plastic key card have been replaced by wooden key card, saving approximately 30,000 to 36,000 plastic key cards per year.
- In 2018, all internal decorations feature fresh flower arrangement. No use of artificial trees and decoration within the hotel.





## **WASTE AND CIRCULARITY – REDUCTION OF FOOD WASTE**

In 2023, we have invested in Lumitics, an AI-enabled food waste management system, to track, record and monitor food waste. Reports are generated and allow our culinary team to leverage data to optimize production and actively reduce food waste. To date, mezza9 has reduced approximately 1,880kg of food waste.





## RESPONSIBLE SOURCING

- Prioritizing sourcing of products with third-party certifications such as Marine Stewardship Council (MSC) for sustainable seafood and Forest Stewardship Council (FSC) for responsibly sourced paper, among others.
- Strive to offer high-quality animal protein raised in a humane way by identifying suppliers that have strong animal welfare practices.
- Prioritizing the use of different non-plastic materials for festive occasions such as the Mid-Autumn Festival gift box packaging, that was made of bamboo, wood and paper.
- Utilizing chemicals provided by Ecolab and Diversey, companies that are committed to phasing out high risk substances, increasing biodegradability of their products, ensuring their products are safe for use and kind on the environment.
- Select items produced locally, in mainland China or nearby regions, to reduce carbon emissions caused by transportation.

# **CARING FOR PEOPLE**

**We care for the holistic wellbeing of our colleagues, guests, owners and communities, and are committed to advancing a culture of opportunity for all.**





## COLLEAGUE ENGAGEMENT

We strive to foster an inclusive, welcoming and caring workplace culture that supports personal and professional growth through various activities such as:

- Celebrate **Hyatt's Global Day of Gratitude** at **Full House**;
- Collect colleagues' ideas from the "Plant an Idea for Our Planet" suggestion wall on **Earth Day**;
- Organize "Creating Equity in the Workplace" Workshop during **International Women's Day**;
- Distribute Wellbeing Gift Sets and organize Pilates Workshop on **Global Wellness Day**;
- Equity and Inclusion related training programs are also included in orientation for all colleagues and specific training for leaders to raise awareness of DE&I at workplace



# COMMUNITY ENGAGEMENT

We invest in the communities not only to accelerate positive change in them, but to bring more opportunities, hope and joy into the lives of those in our community.

Over the years, we have partnered with organizations for activities such as:

- Trail clean up at the Hac Sá Reservoir Natural Park with **San Ngai Macau**;
- Home visiting, house cleaning for single elders and telephone support service with **Peng On Tung**;
- Charity bake sale for **Caritas Macau**;
- Clothing recycling activity for **The Salvation Army** and **Walk for a Million**







## WELLBEING ALWAYS

We support colleagues in prioritizing their wellbeing by connecting to build a cohesive team through activities and access to platforms to support colleague wellbeing.

- Colleagues have complimentary access to **Headspace**, an app that offers guided meditation and mindful workouts;
- Different activities and departmental gatherings, including Hyatt Eats to foster team spirit;
- Organize fun games for all departments to participate and enjoy on **Sports Day**;
- Celebrate success and extend appreciation to team effort.

# **CARING FOR RESPONSIBLE BUSINESS**

**We embrace our responsibility to create fair, ethical, and transparent business.**



# GOVERNANCE

We are committed to sound principles of corporate governance. Our business is conducted by our colleagues and officers under the direction of the President and CEO and the oversight of the Board of Directors. The Corporate Governance Guidelines, Code of Business Conduct and Ethics and Charters of each of the Board Committees provide the framework for corporate governance at Hyatt Hotels Corporation. The Corporate Governance Guidelines, the Code of Business Conduct and Ethics and the Charters of each of the Board Committees can be accessed by clicking on the links below.

## COMMITTEE CHARTERS

- [Audit Committee Charter](#)
- [Talent and Compensation Committee Charter](#)
- [Finance Committee Charter](#)
- [Nominating and Corporate Governance Committee Charter](#)

## GOVERNANCE DOCUMENTS

- [Amended and Restated Bylaws](#)
- [Amended & Restated Certificate of Incorporation](#)
- [Corporate Governance Guidelines](#)

## BUSINESS ETHICS

- [Code of Business Conduct and Ethics](#)
- [Human Rights Statement](#)
- [Supplier Code of Conduct](#)

# CODE OF BUSINESS CONDUCT & ETHICS

Our Code of Business Conduct and Ethics provides a framework for making ethical business decisions and outlines our stance against corruption and bribery. Key elements of the Code include:

- Doing What's Right
- Care Enough to Speak Up
- How We Treat One Another
- How We Protect Information and Assets
- How We Demonstrate Integrity in Our Business Dealings
- How We Communicate Honestly and Transparently
- How We Act as Responsible Professionals
- How We Care for Our Communities and the Planet



## DATA PRIVACY & SECURITY

We are committed to protecting the privacy and security of the data we collect by investing in industry leading security technology that can be used to manage and mitigate cybersecurity risks.

Global privacy policy for guests:

<https://www.hyatt.com/en-US/info/privacy-policy-global>

Global privacy policy for employees:

<https://www.hyatt.com/en-US/info/employees-privacypolicy-global>

## AWARDS AND RECOGNITIONS

- 2024-2026 Macao Green Hotel Award – Gold Prize | Macau Environmental Protection Bureau
- 2021-2023 Macao Green Hotel Award – Gold Prize | Macau Environmental Protection Bureau
- 2015-2020 Macao Green Hotel Award – Gold Prize | Macau Environmental Protection Bureau
- 2010-2013 Macao Green Hotel Award – Bronze Prize | Macau Environmental Protection Bureau







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