At Hyatt, our purpose is to care for people so they can be their best. This purpose is at the heart of how we care for our guests and colleagues, and is the reason why addressing today’s environmental and social issues is important to us. A healthy planet and thriving communities are paramount for the wellbeing of all people.

We focus our efforts in areas that impact our business and that we can most effectively influence, including providing an inclusive workplace that allows our colleagues to grow and be themselves, giving back to the communities we call home, advocating for human rights, and mitigating negative environmental impacts.

Key highlights this year:
- Launched RiseHY to elevate our focus on connecting unemployed youth with career opportunities in the hospitality industry.
- Removed plastic straws at hotels globally as part of our broader effort to address single-use disposables.
- Celebrated our first ever Global Day of Gratitude as we expand our focus on wellbeing.
- Joined the CEO ACTION for Diversity & Inclusion™ initiative – another step that will better equip us to build a world of understanding.

A significant development in 2018 for Hyatt was the acquisition of Two Roads Hospitality, which grew the Hyatt family to nearly 140,000 colleagues. We see this as an incredible opportunity to further deliver on our purpose by building on our joint expertise and passion.

As our world changes at a rapid pace and organizations like the Intergovernmental Panel on Climate Change outline the urgency for rapid and significant action, we recognize that collective efforts are more critical than ever. At Hyatt, we strive to be part of the solution by collaborating across our industry and beyond. We leverage the United Nations Sustainable Development Goals as a framework for aligning our initiatives.

This document is a snapshot of our progress and key highlights in 2018 and early 2019. Detailed information about corporate responsibility at Hyatt is available at HyattThrive.com.
INVESTING IN OUR COMMUNITIES

Our communities are the places where our colleagues live, our guests visit, and our owners invest. They are, quite simply, the places that we call home. We invest in them by sharing our time and resources to help ensure that our neighbors and our communities thrive.

2018 CHARITABLE DONATIONS*

- Corporate and Hotel Giving** $5.0m
- Hyatt Hotels Foundation $0.56m
- Hyatt Community Grants $0.37m
- Volunteerism $3.9m

Total donations: $9.8m

*Donations include those made through our company, colleagues, owners, and guests coordinated by us at managed hotels, as well as disbursements made by the Hyatt Hotels Foundation. Because we rely on voluntary reporting from our properties and offices to capture our charitable contributions and colleague fundraising, we believe we may currently be under-reporting these donations. The totals for volunteerism are based on the Independent Sector’s 2018 value of volunteer time, $25.43/hour.

**Corporate and hotel giving includes cash contributions, in-kind donations, and colleague fundraising.

Giving our time

Volunteered more than 150,000 hours in 2018. This includes 28,000 hours volunteered by more than 11,000 colleagues from 216 properties in 46 countries during our annual Global Month of Service.

Responding to disasters

Donated a total of $127,000 to colleagues impacted by Typhoon Yutu, flooding in Kochi and Trinidad, and California wildfires, and to global disaster relief agencies supporting affected communities.

Helping youth RiseHY

In 2018, we launched RiseHY, our new global program that aims to hire 10,000 Opportunity Youth* by 2025. RiseHY was developed to address one of today’s critical issues: more than 40 percent of the world’s young people are either unemployed or living in poverty**. The hospitality industry is uniquely positioned to be part of the solution for youth unemployment as it is an industry where entry-level opportunities often lead to fulfilling, life-long careers.

• Developed a virtual reality experience to give young people, anywhere in the world, a glimpse of what it’s like to work in various functions within a hotel – enabling people, whatever their background, to visualize themselves in fulfilling hospitality careers.

• Worked with Grads of Life, a nonprofit that supports employers striving to recruit Opportunity Youth, to develop three toolkits and evaluation templates that will help community-based organizations and Hyatt hotels ensure effective processes are in place for local recruitment and onboarding of these candidates.

• Empowered hotels to provide grants to local organizations in their community focused on supporting under-resourced and Opportunity Youth through the Hyatt Community Grants Program.

Supported 93 young people who graduated from Youth Career Initiative programs at Hyatt hotels in Brazil, India, Mexico, and Nepal.

Through all these actions, we continue supporting the International Tourism Partnership’s (ITP) commitment to collectively impact one million young people under the age of 25 through employability programs by 2030.

*Opportunity Youth are people between the ages of 16 and 24 who are neither in school nor working.
**International Labour Organization data.

Pictured above: Aya, part of the culinary team at Grand Hyatt Amman.
RESPECTING HUMAN RIGHTS

We respect the fundamental human rights of all people. We manage our business in line with this belief and strive to foster similar ideas in those with whom we do business.

Combating human trafficking

Trained more than 55,000 colleagues in key functions to recognize the warning signs of human trafficking and how to proactively respond. Designated colleagues are now required to complete the training every year, rather than bi-annually.

Refreshed human trafficking training modules with Polaris, a nonprofit working to combat modern day slavery, and expanded our focus to provide more resources to front-line staff, in addition to managers and security personnel.

Protecting the rights of workers

Signed on to support ITP’s Principles on Forced Labour, which state that:

I. Every worker should have freedom of movement.
II. No worker should pay for a job.
III. No worker should be indebted or coerced to work.

CARING FOR OUR COLLEAGUES

Our colleagues are the heart of Hyatt. Our leaders foster environments of care to support our colleagues’ wellbeing and allow them to be their authentic selves.

Promoting wellbeing

Celebrated Hyatt’s first Global Day of Gratitude, giving our colleagues and guests an opportunity to send postcards to people for whom they are grateful as a way to positively impact emotional wellbeing.

Conducted wellbeing pilots involving nearly 8,000 colleagues at 13 hotels and 5 corporate office locations in 6 countries to inform our global colleague wellbeing framework.

Achieved WELL Certification at our corporate headquarters in Chicago, for high quality air, water, and lighting among other criteria.

Fostering inclusion and diversity

Signed the UN LGBTI Standards of Conduct for Business, aimed at addressing discrimination in the workplace.

Joined the CEO ACTION for Diversity & Inclusion™ initiative, a collaboration of CEOs from many industries.

Continued working with Hirepurpose to enhance recruitment of U.S. veterans and military spouses.

Launched a discount rate for U.S. veterans, active military personnel, and their immediate family members for stays at participating hotels in the U.S.

Provided vocational training and job placements to 94 students with intellectual and physical disabilities at 10 Hyatt hotels through Hands On Education, and expanded the training programs to several Hyatt Place hotels.

Workplace awards

The recognition we receive each year highlights our commitment to caring for our colleagues.

Great Place to Work® World’s Best Multinational Workplaces (2018) – moving up two spots to #14
Great Place to Work® 100 Best Workplaces for Diversity (2018) – ranked #17
Great Place to Work® 100 Best Workplaces for Women (2018) – jumping nearly 60 spots to #6
FORTUNE 100 Best Companies to Work For® (2019) – 6th consecutive year, ranked #32
America’s Best Employers for Diversity (Forbes) (2019) – ranked #69
100% on the Human Rights Campaign Corporate Equality Index, every year since 2005
Glassdoor 2018 – Hyatt’s CEO ranked among the top 100 U.S. CEOs
OUR 2020 ENVIRONMENTAL SUSTAINABILITY VISION

REDUCE ENERGY, GHG EMISSIONS, AND WATER

Goals announced in 2014:

100% of our global managed and franchised hotels track and report environmental performance data in Hyatt EcoTrack by the end of 2016.

Reduce energy use and greenhouse gas (GHG) emissions per square meter and water per guest night by 25% in each region by the end of 2020 compared to 2006. In water-stressed areas, we aim to reduce water use per guest night by 30%.

2018 intensities

As a result of ongoing work, below are the efficiency levels that each region achieved in 2018.

<table>
<thead>
<tr>
<th>Region</th>
<th>Energy (megajoules per square meter)</th>
<th>GHG Emissions (kilograms of CO2e per square meter)</th>
<th>Water (liters per guest night)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>1,182</td>
<td>Americas: 99</td>
<td>Americas: 462</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>1,218</td>
<td>Asia Pacific: 143</td>
<td>Asia Pacific: 999</td>
</tr>
<tr>
<td>EAME/SW Asia</td>
<td>1,223</td>
<td>EAME/SW Asia: 136</td>
<td>EAME/SW Asia: 840</td>
</tr>
</tbody>
</table>

Energy, GHG, and water data are based on reported information from managed hotels in our three regions: Americas, Asia Pacific (ASPAC), Europe, Africa, Middle East & Southwest Asia (EAME/SW Asia). These reductions result from, among other things, upgraded equipment with improved efficiency, diligent resource management, and, in some cases, shifting certain operations, like laundry, to outside vendors. GHG emissions change as a result of energy consumption, energy types and updates in emission factors. U.S. select service managed properties are currently excluded from the regional-level energy, GHG emissions, and water reduction goals and intensities. This segment makes up roughly 2% of our overall GHG emissions.

80% of Hyatt hotels tracked data in EcoTrack, Hyatt’s global sustainability database. This includes nearly all managed hotels and 62% participation from franchise hotels, which are owned and operated by third parties.

Pictured above: LEED certified Hyatt House Portland Downtown.
DIVERT WASTE

Goal announced in 2014:
Every managed hotel will divert >40% of its waste from landfills by the end of 2020.

Tackling food waste

- Launched comprehensive food waste prevention and management guidance to hotels globally, building on a previous industry collaboration, the Hotel Kitchen Toolkit.
- Deepened our understanding of food waste in different markets by conducting in-depth food waste audits at select hotels in Europe, building on previous audits in the U.S.
- Established a relationship with Food Donation Connection to aid hotels in implementing food donation programs.
- Began testing an app that facilitates selling surplus food at a discount toward the end of a meal period.

23% of managed hotels globally have exceeded a 40% waste diversion rate.

50% increase in the number of hotels reporting donation of excess food.

PURCHASE RESPONSIBLY

Goals announced in 2014:
Choose more sustainable alternatives for at least eight purchasing categories by the end of 2018.
Source more than 50% of global seafood responsibly, with more than 15% from Marine Stewardship Council (MSC) or Aquaculture Stewardship Council (ASC) certified fisheries or farms by the end of 2018.

Shifting to a circular economy

- Removed plastic straws at hotels globally. Straws are offered upon request only, and eco-friendly alternatives are provided whenever possible.
- Continued to increase use of compostable or recycled content in product categories like to-go food containers.
- Completed pilots to test consumer feedback on in-shower dispensers for soap and other amenities. This option is now being phased in at Hyatt Regency hotels in North America.
- Maintained efforts to increase the use of amenity bottles made with post-consumer recycled content.

Sourcing food thoughtfully

- Approximately 90% of liquid and shell eggs at managed hotels in the U.S. and Canada are cage-free.

Introduced the Beyond Burger™, a 100% plant-based burger made without gluten, soy or GMOs, at Hyatt Regency and Hyatt Place hotels in the U.S.

- Encouraged one of our largest pork suppliers to convert several pig farms to group sow houses. As a result, in 2018 Hyatt introduced nitrate-free bacon from farms with group sow housing at participating hotels in the U.S.
- Worked with suppliers in the U.S. that support the GAP (Good Agricultural Practices) principles for broiler chickens.

Sourcing seafood sustainably

23% of global seafood purchase volumes came from responsible sources, with 15% from MSC- or ASC-certified fisheries or farms.*

*Based on reported data.

Reached our MSC- or ASC-certified seafood goal. We did not achieve our overall goal, but we increased our understanding of the challenges and made progress despite the unanticipated difficulty in accessing information on seafood origins. We did achieve both goals in the U.S., in part because centralized contracts enabled more robust communication with suppliers.

Between now and the end of 2020, we will focus on working with suppliers and putting in new tracking processes to address these challenges more effectively. Hotels will continue working to increase sustainable seafood purchases.

“Hyatt has been a long-time partner of World Wildlife Fund (WWF) and was one of the first multinational hotel chains to make a commitment to increase sustainable seafood sourcing. We are excited to see Hyatt succeed in reaching their global target for sourcing from certified fisheries and farms. We look forward to Hyatt’s next phase of work with WWF and their commitment to further increase their sustainable seafood sourcing.”

Caroline Tippett, Senior Director of Seafood Engagement, WWF

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Caroline Tippett, Senior Director of Seafood Engagement, WWF
The program is funded by CalRecycle through California Climate Investments, and managed by the San Diego Food System Alliance.

41 managed and franchised properties have been LEED certified.

Reducing waste during recent renovations

- Hyatt Regency O'Hare recycled more than 1,200 tons of construction materials, including carpet, carpet pads, and case goods.
- Hyatt Regency Atlanta recycled nearly 175 tons of construction materials.
- Hyatt Regency Calgary sent nearly 40 tons of case goods and nearly 130 mattresses to a local company to be refurbished and upcycled.

27 hotels generate a portion of their energy through onsite renewable energy systems, including solar thermal and solar photovoltaic technology.

INNOVATE AND INSPIRE

Identify scalable solutions and opportunities for collective action to help address complex environmental challenges and drive change.

Collaborating globally

Contributed to collective action and engagement of a broader audience in order to drive change. Groups and initiatives in which we participated include the International Tourism Partnership, Phuket Hotels for Islands Sustaining Tourism, United Nations Environment Programme's initiative to leverage sustainable procurement to transform tourism, Hotel Owners for Tomorrow Coalition, and the Cornell Hotel Sustainability Benchmarking Index.

Andaz London Liverpool Street was recognized by the Association of Energy Engineers for the hotel's use of cloud-based utility monitoring and intelligent building automation to optimize energy efficiency and achieve significant reductions in energy use. After 21 months, the hotel had saved over 2 million kilowatt-hours of electricity and 250,000 cubic meters of natural gas.

Advancing best practices and innovation

- Hyatt House Irvine opened as the first hotel in California to use reclaimed water in all toilets and urinals throughout the property.
- Park Hyatt Aviara was selected to join a small group of businesses participating in Smart Kitchens San Diego*, a two-year food waste prevention program aimed at decreasing overproduction and increasing food donation.
- All four Alila Bali hotels achieved their goal of zero waste to landfill by approaching waste in an innovative way, including an onsite laboratory where all waste streams are transformed into higher value products and services.
- Grand Hyatt Manila introduced new plant-forward, vegetarian and vegan dishes, and became the first hotel in the Philippines to offer Beyond Meat™ options. The hotel participates in the Green Monday initiative, and is exploring healthy meals that also reduce the carbon and water footprint associated with food served at the hotel.
- Hyatt Regency Mexico City hosted WWF-Mexico's Sustainable Seafood Roundtable, which brought local seafood distributors, fisheries and buyers together to discuss how to drive sustainable seafood procurement in Mexico.
- Park Hyatt Washington collaborated with MSC and American fisheries to raise appreciation for sustainably sourced wild-caught seafood as part of their Masters of Food & Wine event.
- Park Hyatt Zurich has been raising awareness of cooking with all parts of an animal. The hotel prepares dishes using typically less desired parts and features them in its restaurant. The executive chef has also collaborated with a local association on organizing a competition and speaking at a conference to engage more chefs on this topic.

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