

# Environmental Sustainability

## Overview

Hyatt's purpose is to care for people so they can be their best. As a global brand, we recognize that caring for the planet is integral to caring for people. We are committed to complying with regulations and working with our owned, managed, and franchised properties in tackling today's challenges that impact public health and safety so that destinations around the world are vibrant for our guests, colleagues, and communities. We work to advance the following focus areas through strong governance, measuring data where available, setting standards, providing colleague training materials, and working with broader stakeholders. Hotels are further encouraged to pursue environmental sustainability certifications to help benchmark and communicate these efforts.

### Our Focus Areas:

**Climate change and water conservation:** Accelerate climate and water action by elevating efficiency measures, prioritizing water conservation in drought-prone areas, and increasing the use of renewable energy and grey water.

**Waste and circularity:** Reduce waste generated at properties – including food waste and single-use items – and increase recycling and composting.

**Responsible sourcing:** Advance responsible sourcing of products and services associated with concerns for climate change, human rights, public health, deforestation, water risks, waste, resource scarcity, biodiversity, and animal welfare.

**Thriving destinations:** Prioritize the resilience of our global communities by respecting local environments and cultural heritage; helping to protect biodiversity and animal welfare; minimizing pollution; and advancing climate change resilience.

Additional information about Hyatt's environmental sustainability efforts and progress is available through a variety of documents, including the following, which are posted to the Policies and Reporting page of [Hyatt.com/WorldOfCare](https://www.hyatt.com/WorldOfCare):

- Climate risk disclosures
- Environmental Data Summary
- Responsible Sourcing (Eggs and Pork)

## Climate Change and Water Conservation

A stable climate and access to water are critical for the wellbeing of people and communities and we recognize that taking meaningful action to reduce carbon emissions and water use is one of many ways Hyatt and Hyatt hotels can care for people. We therefore continue to accelerate our efforts around advancing efficiency measures, prioritizing water conservation in drought-prone areas, and increasing the use of renewable energy and grey water.

Hyatt hotels take a variety of approaches to manage emissions, energy, and water, which consider building type and age, climate, and local infrastructure, among other factors. Our general approach is for full service, managed hotels to conduct third-party energy audits every five years to identify and prioritize property-specific projects to make improvements. Preventative maintenance and leak detection also play an important part in operating the buildings efficiently.

Examples of property-specific projects in existing properties include:

- Retrofits of lighting and water fixtures
- Upgrades to aging heating and cooling plants as well as kitchen and laundry equipment
- Installations of efficient air handling systems
- Use of alternative water sources such as grey water and recycling water
- Implementation of building automation and energy optimization systems
- Optimization of irrigation and landscaping practices
- Leveraging renewable energy – both onsite solutions and energy purchasing options

In order to help hotel owners and developers integrate energy efficient design features, Hyatt's Global Technical Standards for new construction and renovation outline key guidance for building aspects such as insulation, lighting, cooling and heating efficiency, ventilation systems, and materials. Hyatt provides advisory input to owners' capital expenditures and advocates initiatives that drive sustainable operations overtime.

We manage greenhouse gas emissions by encouraging hotels to prioritize energy efficiency and to increase the use of renewable and low emission energy options.

Beyond emissions from sources under Hyatt's operational control (Scope 1 and 2), we are working to address emissions across our value chain (Scope 3 emissions). For example, we are engaging key suppliers in setting science-based targets. 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. Avendra engages suppliers of high-impact products such as beef, paper, and oils on suppliers' mitigation practices related to their impact on climate change and deforestation.

### **Science-based target**

Hyatt has a science-based target approved by the [Science Based Target initiative](#).

For more information, refer to our [Environmental Data Summary](#) and other documents available on the [Policies and Reporting](#) page of [Hyatt.com/WorldOfCare](https://www.hyatt.com/WorldOfCare).

## Waste and Circularity

Hyatt recognizes that effectively managing waste streams and working to reduce the overall waste that is generated while increasing recycling and composting are important steps for optimizing resource use and contributing to healthier communities for people. Hyatt and Hyatt hotels seek to measure and manage waste types including but not limited to food waste, plastic, paper and cardboard, glass, landscape waste, other municipal solid waste, hazardous waste and renovation waste. Hyatt and Hyatt hotels are particularly focused on reducing food waste and single-use items.

Because waste and recycling infrastructure varies by location, Hyatt supports hotels to advance best practices in the following ways:

- Requires adherence to local regulation, including hazardous waste management.
- Provides guidance on tactics that help reduce waste, improve recycling sorting, and prioritize food waste reduction
- Offers tools to measure and manage performance
- Evaluates opportunity areas by conducting pilots and auditing waste streams
- Contributes to industry efforts, like the industry project HotelKitchen.org, an open-source tool that supports the hotel and restaurant industry to prevent food waste.
- Encourages hotels to implement best practices such as donating gently used soaps and shampoos, towels and linens, or excess food.

## Tackling Food Waste

Food waste is an important challenge we are taking measures to address. We strive to guide hotels to make reductions by focusing on prevention methods, for example by encouraging hotels to streamline ingredient purchasing and preparation processes and rethinking menu and buffet designs. Many hotels have implemented technology that tracks food waste streams to better inform decisions that help reduce waste. Composting and other diversion mechanisms are also important to hotels where appropriate options are available.

## Tackling Single-Use Items

We recognized that reducing the volume and variety of single-use items in hotels is critical. Our efforts in this area include creating standards that encourage hotels' transition to large format shampoos, conditioners, and soaps. We are also working to increase the availability of filtered water stations at hotels to support guests who wish to refill water bottles. In some instances, hotels even have their own water bottling plants. Where we cannot avoid single-use items, we are working with suppliers to identify options that reduces impact to the environment. Solutions like replacing in-room compendiums with online versions and offering digital key solutions can also help to reduce waste.

## Responsible Sourcing

Addressing potential risks in the supply chain that may cause negative impacts to climate, water, deforestation, human rights, waste, public health, resource scarcity, biodiversity and animal welfare can help to build a more resilient economy. We take steps toward responsible sourcing by outlining our minimum expectations in our [Supplier Code of Conduct](#). Additionally, we work with other organizations to determine the most relevant risk and opportunity categories within our supply chain and advance mechanisms to identify suppliers that are working

toward sustainability measures that align with Hyatt's criteria as described in [Hyatt's Supply Chain Stewardship Statement](#).

We work to gain visibility into our supply chain and to increase the use of products that demonstrate sustainability attributes in relevant areas. Key categories that we monitor for improvement opportunities include, but are not limited to, coffee, tea, palm oil and soy-based products, animal proteins, seafood, bottled beverages, bathroom amenities, textiles, single-use products and packaging (including plastic and paper) and cleaning products.

## **Food. Thoughtfully Sourced. Carefully Served.**

Hyatt's food and beverage philosophy, *Food. Thoughtfully Sourced. Carefully Served.*, is another driving force for advancing responsible sourcing efforts. Our food philosophy is grounded in delighting our guests with dining experiences that are good for people, planet and the community.

This philosophy comes to life by focusing on a number of principles including encouraging hotels to serve food options that are healthier and align with guest preferences and restrictions, efficient practices in the kitchen, and of course the ingredients that hotels procure. Some example areas where we continue to increase our efforts include encouraging properties to:

- Utilize seafood that's certified to Marine Stewardship Council (MSC) or Aquaculture Stewardship Council (ASC) standards or aligned with other responsible practices. Hyatt was the first multinational hotel brand to establish a global position in this area with World Wildlife Fund.
- Source eggs, pork, and other animal products that adhere to higher welfare standards.
- Brew coffee that is certified to Rainforest Alliance or aligned with other responsible practices.
- Provide plant-forward, low-carbon meals that feature vegetables and grains.
- Work with local farmers.

## **In-room products**

We are focused engaging hotels to expand use of in-room products that reflect responsible supply chain practices. For example, Hyatt hotels are increasing the use of toilet paper that is made with recycled content or has FSC certification in order to address forest management considerations. Hyatt hotels are increasingly using bed linens that use cotton with sustainability certifications for farm level practices as well as certifications like Oeko Text to address chemical use.

We have also been working to limit hotels' use of plastic in in-room amenities offered. Participating brands now offer toothbrushes, razors, and combs that are made from wheat straw or bamboo. Packaging of these amenities and others like cotton rounds and sewing kits are fiber-based and FSC-certified where possible.

## **Supplier Screening**

Through Avendra, all suppliers are required to have an environmental policy and we leverage EcoVadis, a tool that screens suppliers on criteria such as environment, labor and human rights, ethics and sustainable procurement. We are working to increase participation and score improvements particularly across priority supplier categories. We are taking steps to collaborate with properties' purchasing companies in Europe on similar efforts.

## Thriving Destinations

Hyatt hotels have a deep connection with the communities in which they operate. The wellbeing of the destinations around the world and their community members are foundational to the wellbeing of our colleagues and guests, as well as of our business.

Hyatt encourages Hyatt hotels to understand the sustainability and conservation challenges most relevant to their location and determine the best way to contribute to solutions. These efforts come to life in different ways, depending on the hotel. Some examples of hotel efforts include:

- Incorporating passive design principles into the building that help to better integrate it with the surrounding nature.
- Getting involved with local organizations through philanthropic donations or through volunteerism by colleagues and guests.
- Offering education about the local environment, communities, or traditions to colleagues and guests.
- Showcasing local cultures and traditions to guests through unique experiences as well as through the design and interior decoration of the hotel.
- Supporting local businesses and artists through purchasing decisions.
- Installing electric vehicle charging stations to help reduce local air quality impacts.

So that properties may be more resilient to physical impacts of climate change, Hyatt has set requirements for properties to secure appropriate insurance, as well as guidelines for properties to implement emergency response plans. These resiliency measures are further supported through adherence to local building codes that strive to address local weather-related risks and preventative maintenance protocols that help buildings operate optimally.

## Hyatt EcoTrack and Environmental Data

We use a global environmental management database, Hyatt EcoTrack, to collect and analyze sustainability data from hotels around the world. Hyatt calculates greenhouse gas emissions within the tool in alignment with the Greenhouse Gas Protocol. The database provides hotels with easy-to-read dashboards for analysis and for prompting improvements. Within EcoTrack, hotels are able to see which of their energy types contribute most to their greenhouse gas emissions to help inform strategy.

Corporate customers understand that the greenhouse gas emissions of the hotels where they stay impact their own travel footprint. We therefore understand that it is important to these customers that our hotels advance climate action. Many Hyatt hotels support corporate customers' efforts to understand and mitigate their greenhouse gas emissions associated with business travel by providing emissions per room night values and customized reports on their footprint in alignment with the Hotel Carbon Measurement Initiative (HCMI) methodology. Hyatt contributed to the development of HCMI and the Hotel Water Measurement Initiative (HWMI) methodologies through a pre-competitive industry effort to have a standardized approach across companies for providing valuable insights into greenhouse gas emissions to corporate customers and other stakeholders. HCMI is available as an open-source tool through the World Sustainable Hospitality Alliance webpage.

Waste data tends to be more challenging to consistently measure, compared to other types of environmental data at hotels. Due to the common data gaps across the industry, Hyatt, along with other leading hotel

companies, collaborated with World Wildlife Fund (WWF) to publish the Hotel Waste Measurement Methodology (HWMM) to provide guidance for measuring and reporting data that would enable a consistent approach across the industry.

Finally, to develop meaningful benchmarking data based on actual hotel performance to advance industry-wide environmental action, Hyatt has been participating in the annual Cornell Hotel Sustainability Benchmarking (CHSB) studies since its inaugural year and sits on the advisory council.

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References in this report to “we,” “our,” “us,” “Hyatt,” and similar terms refer to Hyatt Hotels Corporation and/or one or more of its subsidiaries. In some contexts, such terms may also include the Hyatt Hotels Foundation and/or one or more Hyatt hotel. The term “managed hotels” refers to those hotels for which Hyatt provides management and similar hotel services.