

# 2024 Global Reporting Initiative (GRI) Index

## Introduction

Hyatt is a hospitality company with global, widely recognized industry-leading brands and a tradition of innovation. For additional information about the company, please refer to the latest [Form 10-K](#).

This index references the Global Reporting Initiative (GRI) disclosures framework. This index contains details and/or links to additional materials. Please refer to [www.hyatt.com/WorldOfCare](http://www.hyatt.com/WorldOfCare). Detailed information is available in the policy and reporting pages.

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.

## World of Care

Hyatt’s purpose is to care for people so they can be their best. World of Care is how we bring that purpose to life. It’s our global commitment to caring for people, the planet, and responsible business. It guides how we serve guests and hotel owners, support our colleagues around the world, and uplift the communities and environments we call home. Our focus areas and goals reflect our continuous engagement with colleagues, guests, customers, owners, investors, and communities to understand what is important to them. Through ongoing listening with these stakeholders, as well as annual World of Care reporting, we are able to evolve our strategy and continue to drive positive impact across communities – now and well into the future.

Some examples of mechanisms we have in place to engage with our stakeholders on topics, including those related to World of Care, are:

- **Colleagues** – Hyatt solicits feedback from our colleagues through various engagement surveys, direct conversations, during quarterly Global Town Halls, and through a variety of intranet channels.
- **Guests and Loyalty Members** – Guest feedback and survey responses are analyzed by Hyatt’s consumer insights team.
- **Corporate Customers** – Hyatt’s sales team works closely with corporate customers, including discussing priorities of respective companies.

- **Hotel owners and franchisees** – Hyatt engages with hotel owners and franchisees through forums, business reviews, and day-to-day business.
- **Suppliers** – Hyatt communicates with suppliers through business reviews, audits, and requesting information and discussions.
- **Shareholders** – Hyatt engages with shareholders through earnings calls, investor meetings, conferences, and hosted visits at our headquarters in Chicago.
- **Communities** – Hyatt’s corporate offices and hotels have direct engagement with community representatives. Additionally, Hyatt works with a number of non-governmental organizations and advocacy groups at both the corporate and hotel level.

We engage with a range of organizations that help advance our World of Care ambitions. By working with external organizations, Hyatt strives to continuously improve our own initiatives and help influence change within and beyond the hotel industry. Additionally, we participate in a variety of working groups addressing environmental and social matters with other hospitality companies organized by the following industry organizations. These working groups help us to advance World of Care topics within our own organization as well as help to influence the broader industry.

As of December 2024 we participate in working groups for the following organizations:

- The World Sustainable Hospitality Alliance (WSHA)
- The American Hotel & Lodging Association (AHLA)
- American Hotel & Lodging Educational Foundation (AHLEF)
- American Hotel Lodging Association Foundation (AHLA Foundation), for which Hyatt's CFO serves as Chair of the No Room for Trafficking Advisory Council
- The World Travel & Tourism Council (WTTC)

## Governance

Composed of senior executives and subject matter experts across relevant functional areas, the World of Care Committee advances organizational understanding and collaboration for topics related to caring for the planet, people and responsible business. The committee is chaired by Hyatt’s Executive Vice President, General Counsel and Corporate Secretary, with input and collaboration from Hyatt’s senior leaders and subject matter experts across the company. Hyatt’s World of Care Leadership Committee includes the company’s Chief Financial Officer and Chief Human Resources Officer and has direct responsibility for the alignment of Hyatt’s principles across regions. World of Care is overseen by Hyatt's Board of Directors with the World of Care Committee chair reporting progress to the Nominating and Corporate Governance Committee.

## Code of Business Conduct and Ethics

All colleagues are required to adhere to Hyatt’s Code of Business Conduct and Ethics. Hyatt requires colleagues at managed hotels and corporate offices to review policies annually, including anti-corruption procedures, through compliance training and/or new hire or new promotion training intended to prevent corruption and other

ethical issues. Examples of training programs include Ethics: Code of Business Conduct, Conflict of Interest, Anti-Bribery and Corporate Governance. Training is included in new-hire onboarding and compliance training of managers and above as well as other select colleagues. As an example, over 98% of designated colleagues completed the annual training on Ethics: Code of Business Conduct in 2024. In addition to the training, all managed sites are included in an internal audit risk assessment covering topics included in Hyatt's Code of Business Conduct and Ethics.

## CATEGORY: ENVIRONMENTAL

<b>ENERGY</b>	<b>Document references*</b>
302 Management Approach	Hyatt Environmental Sustainability
302-1 Energy consumption within the organization	Environmental Data Summary
302-3 Energy intensity	Environmental Data Summary
302-4, 302-5 Reduction of energy consumption	Environmental Data Summary
<b>WATER</b>	
303 Management Approach	Hyatt Environmental Sustainability
303-3 Water withdrawal	Environmental Data Summary
<b>BIODIVERSITY</b>	
304 Management Approach	Hyatt Environmental Sustainability
304-3 Habitats protected or restored	Hyatt Environmental Sustainability
<b>EMISSIONS</b>	
305 Management Approach	Hyatt Environmental Sustainability
305-1 Direct (Scope 1) GHG emissions	Environmental Data Summary
305-2 Energy indirect (Scope 2) GHG emissions	Environmental Data Summary
305-3 Other indirect (Scope 3) GHG emissions	Environmental Data Summary
<b>WASTE</b>	
306 Management Approach	Hyatt Environmental Sustainability
306-3 Waste generated	Environmental Data Summary
<b>SUPPLIER ENVIRONMENTAL ASSESSMENT</b>	
308 Management Approach	Hyatt Environmental Sustainability  <i>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. Through Avendra, Hyatt and Hyatt hotels leverage EcoVadis, a tool that screens suppliers on criteria such as environment, labor and human rights, ethics and sustainable procurement. Based on 2023 spend, over 90% of manufacturers and distributors contracted by Avendra were engaged to participate in the EcoVadis platform.</i>

\*Document references are available on the Policies at Statements page of [Hyatt.com/WorldOfCare](https://www.hyatt.com/WorldOfCare) unless otherwise noted.

## CATEGORY: SOCIAL

<b>EMPLOYMENT</b>	<b>Document references*</b>
401 Management Approach	Our Colleagues
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our Colleagues
401-3 Parental leave	Our Colleagues
<b>OCCUPATIONAL HEALTH AND SAFETY</b>	
403 Management Approach	Our Colleagues
403-5, 403-6 Worker training on occupational health and safety and promotion of worker health	Our Colleagues
<b>TRAINING AND EDUCATION</b>	
404 Management Approach	Our Colleagues
404-1 Average hours of training per year per employee	Our Colleagues
404-2 Programs for upgrading employee skills and transition assistance programs	Our Colleagues
404-3 Percentage of employees receiving regular performance and career development reviews	Our Colleagues
<b>DIVERSITY AND EQUALITY OPPORTUNITY / NON-DISCRIMINATION</b>	
405, 406 Management Approach	Dignity, Respect, and Harassment Policy  <i>Over 95% of the designated colleagues have completed the annual compliance training on preventing workplace harassment.</i>
405-1 Diversity of governance bodies and employees	<a href="#">Investor Relations</a>
<b>CHILD LABOR AND FORCED LABOR</b>	
408, 409 Management Approach	Human Rights Statement Modern Slavery Statement
<b>LOCAL COMMUNITIES</b>	
413 Management Approach	Our Colleagues
413-1 Operations with local community engagement, impact assessments, and development programs	Our Colleagues
<b>SUPPLIER SOCIAL ASSESSMENT</b>	
414 Management Approach	Human Rights Statement Modern Slavery Statement  See 308 above
<b>PUBLIC POLICY</b>	
415 Management Approach	Hyatt Code of Ethics and Business Conduct
<b>CUSTOMER PRIVACY</b>	
418 Management Approach	Privacy Policy
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Hyatt is not aware of any material security incidents during the reporting period.

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