Dear Stakeholders,

At Hyatt, we are in the business of caring for people so they can be their best. Our purpose inspires how we engage with our guests, colleagues, owners, and communities, and makes a definitive statement about the difference we are trying to make in the world.

Our purpose is also a strategic imperative designed to ensure that Hyatt continues to strive to realize its ambition – to be the world’s most preferred hospitality brand, loved and respected by all. We take this ambition and the responsibility that goes with it seriously, and recognize that it requires us to make bold decisions, rooted in empathy and understanding, that influence how we operate our hotels and how we care for communities around the world.

With this in mind, I am very proud to share the key milestones Hyatt reached in 2016 toward caring for our colleagues, our communities, and our planet. Our steadfast focus on conserving energy and water and reducing carbon emissions resulted in efficiency improvements in our three regions. We’ve increased the percentage of responsible seafood purchases by more than 100% since 2014, continuously learning more about the challenges our planet faces as populations and consumption grow. Our colleagues bettered their communities by volunteering more than 140,000 hours with local organizations. Finally, we launched our new Global Family Assistance Policy as part of our ongoing dedication to support our colleagues by creating environments that allow them to thrive, bringing our purpose to life in our hotels every day.

But we cannot do it alone. Our focus areas align with the UN Sustainable Development Goals, which provide a clear call to collective action, and Hyatt has embraced this approach. We are collaborating across our industry through the International Tourism Partnership and the American Hotel and Lodging Association to address human rights, climate change, water scarcity, and food waste challenges. We are working with World Wildlife Fund (WWF) and Avendra to address sustainability within our supply chain. We support organizations like Youth Career Initiative and Hands On Education to provide vocational training and educational opportunities to disadvantaged populations. All of these partnerships play an important role in the progress and efforts we highlight in this scorecard.

As we celebrate our 60th anniversary, I am more inspired than ever by the difference we are making, and I am truly humbled by the thousands of colleagues that have taken this imperative to heart to make Hyatt the company it is today.

I am delighted to share with you Hyatt’s latest Corporate Responsibility Scorecard, which outlines our work and progress in 2016 and in the first part of 2017. As this is an interim year in our biennial reporting cycle, please refer to our Issue Reports available on HyattThrive.com for additional information about our programs.

All my best,

Mark Hoplamazian
Investing in Our Communities

**Our Commitment**

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 accordingly by sharing our time and resources to help ensure that our neighbors and our communities thrive.

**Our Work**

### 2016 Charitable Donations

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Contributions</td>
<td>$3.0m</td>
</tr>
<tr>
<td>Hyatt Hotels Foundation</td>
<td>$0.84m</td>
</tr>
<tr>
<td>Hyatt Community Grants</td>
<td>$0.35m</td>
</tr>
<tr>
<td>In-kind</td>
<td>$4.2m</td>
</tr>
<tr>
<td>Colleague Fundraising</td>
<td>$0.70m</td>
</tr>
<tr>
<td>Volunteerism</td>
<td>$3.4m</td>
</tr>
</tbody>
</table>

**Total Donations: $12.5m**

Donations include those made through our company, colleagues, owners, and guests 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 underreporting these donations.

The totals for volunteerism are based on the Independent Sector’s 2016 value of volunteer time, $24.14/hour.

#### Volunteerism

Hyatt colleagues around the world volunteered more than 140,000 hours in 2016. During our Annual Global Month of Service, colleagues from over 170 properties in 40 countries volunteered more than 25,000 hours – a 25% increase over the previous year.

#### Hyatt Community Grants Program

Hyatt colleagues helped direct more than $350,000 to 26 nonprofits focused on education, health and wellness, environmental sustainability, and economic development in eight countries through the 2016 grant cycle. Since 2008, more than $2.7m has been awarded to 215 nonprofits through the Hyatt Community Grants Program.

#### Creating Opportunity

At Hyatt, we believe that education and job readiness skills are foundational to a person’s success. We therefore direct our time and resources to help support programs that provide vocational training and educational opportunities for disadvantaged populations.

#### Supporting Youth Employment

- Donated $25,000 to Youth Career Initiative (YCI).
- 47 young people graduated from YCI programs at Hyatt hotels in 2016, and for the first time, Hyatt hotels in Mexico participated in the program.
- Hired 2,765 people under the age of 25 in support of the 100,000 Opportunities Initiative.

#### Providing Opportunities For People With Disabilities

- Provided vocational training to 117 students with disabilities at 13 Hyatt hotels through Hands On Education. Over 1,700 students have been trained in the last 19 years at 35 of our hotels.

#### Enriching Schools

- Adopted a second school in Chicago’s Back of the Yards neighborhood, allowing us to positively impact even more low-income, at-risk students by providing tutoring and mentoring resources, college readiness opportunities, and financial support to improve the students’ learning environment.
- 2016: Adopted Robert Fulton Elementary School.
## Responding to Disasters

<table>
<thead>
<tr>
<th>Our Commitment</th>
<th>Our Work</th>
</tr>
</thead>
</table>
| We are committed to supporting our communities when it matters most. When catastrophic disasters strike, we work with our disaster relief partners and our global community of hotels to help our colleagues and neighbors recover, rebuild, and thrive again. | **Preparedness**  
In 2016, there were no catastrophic disasters that triggered Hyatt’s disaster response protocol. However, when needed, our hotel properties provided aid and support to assist those impacted by local disasters, including Hurricane Matthew and flooding in Louisiana. |
| **Partnering to Provide Relief**  
Hyatt partners with Mercy Corps and the American Red Cross to help provide financial assistance and relief to disaster-stricken communities. We also mobilize our internal fundraising platform to help provide financial assistance when colleagues are personally impacted by disasters.  
Since 2012, Hyatt has contributed nearly $1 million to communities and colleagues affected by disasters through corporate donations and charitable contributions from Hyatt colleagues, guests, and loyalty program members. | |

## Respecting Human Rights

<table>
<thead>
<tr>
<th>Our Commitment</th>
<th>Our Work</th>
</tr>
</thead>
</table>
| 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. | **Industry Collaboration**  
Hyatt continuously assesses evolving human rights issues that have the potential to intersect with our business. Given the complexity of this issue, we collaborate with industry groups and experts to shape our knowledge.  
For example, Hyatt is a founding member of the Human Rights Working Group of the International Tourism Partnership (ITP), where we work to identify mechanisms to effectively address risks throughout the value chain and to set industry targets and standards. |
| **Combating Human Trafficking**  
Hyatt has taken an aggressive stance on identifying and working to prevent human trafficking, including sex and labor trafficking and the sexual exploitation of children, within our sphere of influence. The policies and practices we have implemented globally underscore our commitment to this important issue.  
**Training and Compliance**  
In 2012, Hyatt developed a comprehensive human trafficking training program. This training is fully integrated into orientation for all new hires at Hyatt’s managed properties, and is also part of mandatory compliance training for key functions. Between 2015 and 2016, approximately 35,000 colleagues were required to take the human trafficking training program.  
Additionally, Hyatt is in compliance with the UK’s Modern Slavery Act 2015. |
Caring For Our Colleagues

Our 110,000 colleagues are the heart of Hyatt. Our leaders create environments of care where colleagues can be their authentic selves and thrive, regardless of their chosen career path. It is critical that our qualified workforce represents our diverse customer base and communities in which we operate. We strongly believe that diverse and inclusive mindsets power our ability to outperform the competition.

Our Commitment

Supporting Our Hyatt Families
In 2016, Hyatt implemented a new Global Family Assistance Policy to help ensure that colleagues have the support they need when they welcome a new child into their family. This policy provides benefits to primary caregivers and domestic partners through paid time off after childbirth or adoption, as well as financial assistance for adoption.

The policy covers both full-time and part-time colleagues at all managed properties, corporate and regional offices, and contact centers who have completed at least one year of service.

Hyatt’s Europe, Africa, Middle East and South-West Asia region also implemented bold policies aimed at creating a better work-life balance for all hotel colleagues. With more regulated working hours and days off, and improved scheduling and vacation planning, these guidelines provide greater flexibility to help ensure that our colleagues have the opportunity to spend more meaningful time with friends and family outside of work.

Our Work

Workplace and Diversity & Inclusion Awards

Great Place to Work® World’s Best Multinational Workplaces (2016) – jumping up seven spots to #11
Gallup Great Workplace Award (2017) – sixth consecutive year

Great Place to Work® 100 Best Workplaces for Millennials (2016)
FORTUNE 50 Best Workplaces for Giving Back (2017) – ranked 23rd
FORTUNE 100 Best Companies to Work For® (2017) – fourth consecutive year, moving up fifteen places from last year to #32
FORTUNE 30 Best Workplaces to Retire From® (2016)

Human Rights Campaign Best Place to Work for LGBT Equality (2017) – received every year since 2005

Great Place to Work® 100 Best Workplaces for Women (2016)
By 2020: Reduce energy use and greenhouse gas (GHG) emissions per square meter and water per guest night in each region by 25% compared to 2006. In water-stressed areas, we aim to reduce water use per guest night by 30%.

### Energy Consumption per Square Meter

<table>
<thead>
<tr>
<th>Region</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>8%</td>
<td>10%</td>
<td>11%</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>11%</td>
<td>13%</td>
<td>14%</td>
</tr>
<tr>
<td>EAME/SW Asia</td>
<td>12%</td>
<td>13%</td>
<td>16%</td>
</tr>
</tbody>
</table>

Goal: 25%

### GHG Emissions per Square Meter

<table>
<thead>
<tr>
<th>Region</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>17%</td>
<td>19%</td>
<td>22%</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>17%</td>
<td>20%</td>
<td>21%</td>
</tr>
<tr>
<td>EAME/SW Asia</td>
<td>25%</td>
<td>28%</td>
<td>29%</td>
</tr>
</tbody>
</table>

Goal: 25%

### Water Consumption per Guest Night

<table>
<thead>
<tr>
<th>Region</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>17%</td>
<td>19%</td>
<td>19%</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>18%</td>
<td>20%</td>
<td>21%</td>
</tr>
<tr>
<td>EAME/SW Asia</td>
<td>25%</td>
<td>25%</td>
<td>25%</td>
</tr>
</tbody>
</table>

Goal: 25%

### 2016 Totals

- **Energy**: 15,075 million megajoules
  - Direct Energy: 5,091 million megajoules
  - Indirect Energy: 9,984 million megajoules
- **GHG Emissions**: 1.58 million metric tons of CO₂e
  - Scope 1: 0.27 million metric tons of CO₂e
  - Scope 2: 1.31 million metric tons of CO₂e
- **Water**: 30.1 million cubic meters

### 2016 Intensities

- **Energy** (Megajoules per Square Meter)
  - Americas: 1,214
  - Asia Pacific: 1,242
  - EAME/SW Asia: 1,243
- **GHG Emissions** (Kilograms per Square Meter)
  - Americas: 109
  - Asia Pacific: 152
  - EAME/SW Asia: 148
- **Water** (Liters per Guest Night)
  - Americas: 472
  - Asia Pacific: 1,070
  - EAME/SW Asia: 933

Energy, GHG, and water data are based on reported information from managed hotels in our three regions: Americas, Asia Pacific (ASPAC) and Europe, Africa, the Middle East and South-West 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. This segment makes up roughly 3% of our overall GHG emissions.
Divert Waste

Our Commitment

GOAL 1
By 2020: Every managed hotel will divert >40% of its waste from landfills.

GOAL 2
Beginning in 2015: Recycle materials when renovating managed hotels.

Our Work

Goal 1: 16% of managed hotels globally have exceeded a 40% diversion rate.
We developed and distributed comprehensive waste management guidelines and trainings to hotels.

Goal 2: Furniture and fixture items from a hotel suites revamp were diverted from landfill.
We partnered with the Habitat for Humanity Philadelphia ReStore resale outlet to donate these items.

Build Smart

Our Commitment

GOAL 1
Beginning in 2015: Managed hotels will follow enhanced sustainable design guidelines for new construction and major renovation projects.

GOAL 2
Beginning in 2015: Wholly owned full service hotels will achieve LEED or equivalent certification for new construction or major renovations.

Our Work

Goal 1: Integrated enhanced Sustainable Design Requirements into Global Technical Design Standards.
In addition to integrating sustainability requirements into Hyatt’s Technical Standards, we completed an energy modeling and construction cost study in eight locations globally to estimate the return on investment for implementing the Sustainable Design Requirements.

Goal 2: 33 owned, managed, and franchised properties have achieved LEED certification.
Hyatt-owned Grand Hyatt Rio de Janeiro, which opened in 2016, achieved LEED certification, one of the most widely recognized sustainable construction standards.
Purchase Responsibly

**Our Commitment**

**GOAL 1**
By 2016: Incorporate sustainability into purchasing criteria for brand-standard products.

**GOAL 2**
By 2018: Choose more sustainable alternatives for at least eight purchasing categories.

**GOAL 3**
By 2018: Source more than 50% of global seafood responsibly, with more than 15% from Marine Stewardship Council (MSC) or Aquaculture Marine Stewardship Council (ASC) certified fisheries or farms.

**Our Work**

**Goal 1: Incorporated sustainability in the criteria used to evaluate brand-standard products in 2015.**

Hyatt Centric®, one of our newest brands, introduced specifications in 2016 for foodservice disposables that include napkins made with post-consumer recycled content, cup lids made with bio-resin, and compostable knives, forks, and plates. This is just one example of how this goal has been implemented.

**Goal 2: Ongoing work is underway to identify opportunity categories and to support existing initiatives.**

Hyatt collaborated with Avendra* and WWF on a supply chain risk analysis and opportunity assessment in order to prioritize efforts within our diverse and fragmented supply chain. The findings will help inform a new set of purchasing goals for additional categories, such as palm oil in baked goods, that will build upon our continued work on the initiatives below.

- Launched a brand standard for cage-free breakfast eggs at Hyatt Place and Hyatt House hotels. As a result, it is a brand standard to offer cage-free eggs across our hotels in the U.S.
- Eliminated nearly all disposable food and beverage products containing expanded polystyrene foam in the U.S. Fewer than 1% of products now contain expanded polystyrene foam.

*Avendra is a professional supply chain and procurement solutions company serving the hospitality industry in North America.

**Goal 3: 100% increase in the percentage of responsible seafood from our 2014 baseline.**

In 2016, 18% of Hyatt’s global seafood volume came from responsible sources, with 11% from MSC- or ASC-certified sources*. Additionally, the following strategic efforts were completed to help advance sustainable seafood purchasing at Hyatt hotels:

- Launched a sustainable seafood pilot for Hyatt hotels in Shanghai. Outcomes from this pilot will inform broader sustainable seafood procurement strategy in China.
- Finalized contracts for introducing ASC- and MSC-certified smoked salmon and canned tuna to our North America operations in 2017.
- Participated in seven Fishery Improvement Projects (FIPs)** through WWF in countries such as Vietnam, Honduras, and Nicaragua to help expand availability of sustainable options in the supply chain.
- Supported Aquaculture Improvement Projects (AIPs)** for farm-raised seafood through WWF by engaging with Chilean aquaculture companies and demonstrating support for sustainable farming practices.
- Refreshed global training materials to help hotels identify and purchase sustainable seafood.

*Based on available reported data from our suppliers.

**FIPs and AIPs are transparent and time-bound projects to achieve sustainable status for wild-caught seafood and farmed seafood, respectively. Hyatt maintained FIP Participant status.

*Based on available reported data from our suppliers.
## Innovate and Inspire

<table>
<thead>
<tr>
<th>Our Commitment</th>
<th>Our Work</th>
</tr>
</thead>
</table>
| **GOAL 1** | **Goal 1: Launched Food Waste Prevention Pilots.**
In an effort to address the growing issue of food waste, Hyatt is partnering with Feeding America and its network of local food banks on food donation pilot programs at four Hyatt hotels. Additionally, we are actively participating in the American Hotel and Lodging Association’s Food Waste Working Group, through which we are running pilots to identify best practices for preventing food waste across the industry. Outcomes from these efforts will guide strategies for reducing the amount of edible food that goes to waste at our hotels. |

**GOAL 2** | **Goal 2: Under Evaluation.**
Hyatt has not set up a dedicated fund but instead reviews opportunities to invest in sustainability projects at owned hotels on a case by case basis. Recent highlights include the installation of a hydrogen fuel cell at Hyatt Regency Greenwich, the achievement of LEED certification at Grand Hyatt Rio de Janeiro, and ongoing lighting efficiency upgrades across hotels. |

**GOAL 3** | **Goal 3: 45% of franchise hotels entered data in Hyatt’s EcoTrack system in 2016.**
We continue collaborating with franchise partners to evaluate strategies for reaching 100% participation. |

**GOAL 4** | **Goal 4: 99% of Hyatt’s Avendra suppliers and distributors have sustainability policies in place.**
This represents Hyatt’s operational and food and beverage suppliers and distributors in North America, our largest market and the only one in which we have centralized contracts. |

**Beginning in 2015:** Select hotels to test and prove the business case for innovative sustainability solutions.

**Beginning in 2015:** Establish a dedicated fund for owned hotels’ sustainability projects that demonstrate environmental and efficiency benefits with a return on investment.

**By 2016:** 100% of our franchised hotels will track and report environmental performance data.

**By 2017:** 100% of our major suppliers (by spend) will have sustainability policies in place.