We believe that an unwavering commitment to operate our business responsibly and with integrity is the only way to create lasting value – for our shareholders, our colleagues, our hotel owners, and our communities. As global awareness and recognition of human rights issues increase around the world, there is also a greater need to be part of global, collective action to address and develop solutions.

**OUR FOCUS**

Integrity is one of our core values, and it guides how we operate our business. It covers the ethical standards that frame our daily actions, the way in which we comply with local laws, and our responsibility to respect the fundamental human rights of everyone. This is reflected in the global policies that guide how we conduct ourselves and articulate the expectations we have of all those we work with:

- Code of Business Conduct and Ethics
- Human Rights Statement
- Supplier Code of Conduct
- Dignity, Respect, and Harassment Policy
SUPPLIER CODE OF CONDUCT
As a multinational company with a global supply chain, with reach well beyond our own operations, we believe that we have an opportunity to positively influence a range of issues that impact the environment and society. Our Supplier Code of Conduct, implemented in 2012, articulates the expectations that we have of those with whom we do business around issues such as human rights, labor, health and safety, environment, and ethics.

DEFINING OUR ACTIONS

CODE OF BUSINESS CONDUCT AND ETHICS
Hyatt requires all employees, including our executive officers and members of our Board, to comply with our Code of Business Conduct and Ethics. We have training programs to further explain Hyatt’s Code, which covers ethics and compliance with applicable laws. Hyatt colleagues are also expected to report misconduct and any potential violations via an independent, confidential phone line.

PROTECTING HUMAN RIGHTS
Hyatt has a long-standing commitment to support and respect the fundamental protection of human rights for all people as embodied in the Universal Declaration of Human Rights. Our Human Rights Statement articulates our commitment to respect the rights of our colleagues, guests, and business partners, who we also expect to uphold the same principles.

In addition, we continuously assess evolving human rights issues that have the potential to intersect with our business. Given the complexity of this issue, especially in a global context, we frequently collaborate with industry groups and experts to shape our knowledge and awareness of human rights.

This commitment is reflected in the 100% score received from the Human Rights Campaign since 2005

DEMONSTRATING MUTUAL RESPECT
Hyatt is committed to building an inclusive, dynamic, innovative, and caring culture. Such a culture is built on the foundations of dignity and respect, where every colleague has the freedom to express him or herself, without fear of harassment or intimidation. Our Dignity, Respect, and Harassment Policy outlines our strong stance against harassment, including harassment based on personal characteristics, and our colleagues and our workplaces elevate the importance of respecting one another.
ADDRESSING HUMAN TRAFFICKING

The UN reports that human trafficking is one of the world’s fastest-growing criminal activities, estimated to generate $150 billion in profits a year. Given the potential of this crime to intersect with the hospitality industry, Hyatt has taken an aggressive stance on identifying and attempting 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, and in 2014 we took further preventive action by identifying and blocking access to websites known for trafficking at U.S. hotels.

Human Trafficking Training

In 2012, we partnered with the nonprofit Polaris Project to develop a comprehensive human trafficking training program, which teaches our colleagues to understand the issue and how it can impact the hospitality industry. It also helps them to identify indications of a potential trafficking situation and the process for reporting it. The training, which covers labor, sex, and child sex trafficking and exploitation, is fully integrated into orientation for all new colleagues at owned and managed hotels and is also part of compliance training for key functions that include housekeeping, room service, front desk, concierge, and bell staff. The training is also a brand standard for our franchise hotels.

In addition, our global security teams undergo an enhanced version of the training to equip them to work with potential victims and authorities that may not be responsive when a situation is reported. Because there is a heightened risk of trafficking in cities hosting major global sporting events, we have developed specialized awareness training programs for hotel staff prior to major events.

In 2015, approximately 55,000 Hyatt colleagues were required to take human trafficking training. Additionally, the training is a brand standard for our franchise hotels and we make our training modules available to our franchise partners who wish to use them.

Protecting Children

In 2015, we signed the End Child Prostitution and Trafficking (ECPAT) Code of Conduct, which is an extension of our existing commitment to address human trafficking across our sphere of influence. The Code specifically focuses on improving awareness and providing tools and support to the tourism industry to protect children from sexual exploitation.
Supporting Those Most Vulnerable

In addition to our internal training and awareness programs, Hyatt supports vital programs such as the Youth Career Initiative (YCI). YCI provides young adults who are vulnerable to exploitation, drugs, and crime with the skills needed to secure employment in the hospitality industry and lead more self-sustaining lives. In partnership with the U.S. Department of State’s Office to Combat and Monitor Trafficking in Persons, YCI has developed programs that leverage hotels as learning platforms to provide young survivors of trafficking with more than 700 hours of valuable classroom and on-the-job training. These programs currently exist in Mexico, Vietnam, India and Ethiopia.

Example Actions

- Grand Hyatt Mumbai has provided survivors of human trafficking with hospitality skills training through the Youth Career Initiative (YCI) since 2013.

Among the Hyatt Community Grants awarded in 2015, two supported organizations that aid people including survivors of human trafficking:

- In Vietnam, Park Hyatt Saigon and Hyatt Regency Danang work with STREETS International, a non profit organization, to support an 18-month residential program in culinary and hospitality training.

- In the U.S., Hyatt Regency Austin and The Driskill are partners with Refugee Services of Texas, a social service agency that helps refugees, asylees, and survivors of human trafficking from over 30 countries.

COLLABORATING WITH EXPERTS, INDUSTRY, AND STAKEHOLDERS

Given the complexity of the issues, collaboration is an important part of our work around human rights. We worked with the International Tourism Partnership (ITP) and our industry partners to develop the ITP’s Position Statement on Human Trafficking and are currently part of their working group defining new industry targets with the goal of collectively advancing our progress on this issue.

We also work with industry bodies such as the American Hotel & Lodging Association, external human rights organizations, religious groups, and investors, and support and promote the U.S. Department of Homeland Security’s Blue Campaign to end human trafficking.

When we have the opportunity, we help advance best practices on human rights and improve our own understanding, raising awareness among our business partners, franchisees, and customers, as well as speaking at public events such as the Women’s Forum in France.