At Hyatt, we are in the business of caring for people so they can be their best. Our purpose defines our practices: We create an environment for people to thrive by building strong communities and fostering a sustainable planet.

FORTUNE “100 Best Companies to Work For®” (2014 and 2015)
Glassdoor Top 50 Places to Work (2014)
Gallup Great Workplace Award (2014) – Fourth consecutive year

Caring for People
Our 100,000 colleagues are the heart of Hyatt. We aim to provide all of them with opportunities to grow, to thrive and to be valued both for who they are and for what they contribute.

Celebrating Diversity & Inclusion
We understand that diversity and inclusion significantly enhance the quality of products and services we provide to our guests and colleagues. We are committed to valuing and encouraging diverse viewpoints and believe that the more inclusive we are, the more culturally invested and valued Hyatt will be globally.

Sincerely,
Brigitta Witt
Global Head, Corporate Responsibility

How Hyatt Makes an Impact
Our 2014/2015 Corporate Responsibility Scorecard
It’s our pleasure to introduce Hyatt’s first Corporate Responsibility Scorecard, which highlights the progress we’ve made on our social and environmental commitments and goals. As an interim reporting year for Hyatt, this scorecard is a simple and easy way to keep you updated on our journey and share key milestones and accomplishments from 2014 through the middle of 2015. We’re passionate about our efforts to make a difference for people, our communities and the planet, so we want to keep ourselves accountable, informing you with regular updates. Please visit HyattThrive.com for more information about corporate responsibility at Hyatt.

Our Commitments
Our Progress

U.S. Awards:
More than doubled the representation of women in senior executive roles globally from 2014 to 2015

Eleventh consecutive year receiving Best Place to Work for LGBT Equality, Human Rights Campaign (2014)
Six Diversity Business Resource Groups with more than 60 local chapters support diversity and inclusion for colleagues worldwide

More than 200 senior executives and leaders completed the Intercultural Development Inventory® training

Global Awards:
Hyatt recognized on World’s Best Multinational Workplaces list as a result of Great Place to Work® awards earned in China, Germany, India, the United Arab Emirates, the U.K. and the U.S.

Hyatt Regency Hangzhou – Recipient of Hyatt’s 2014 Thrive Leadership Award for “Doing It All”

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Human Trafficking

During 2013 and 2014 we required 54,000 colleagues globally to undergo training to combat human trafficking. Blocked onsite access to several websites commonly used for human trafficking across all U.S. hotels.

2014 Donation Breakdown*

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount (in USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>11,000,000</td>
</tr>
<tr>
<td>Hyatt Hotels Foundation</td>
<td>2,500,000</td>
</tr>
<tr>
<td>In-Kind</td>
<td>4,200,000</td>
</tr>
<tr>
<td>Hyatt Community Grants</td>
<td>360,000</td>
</tr>
<tr>
<td>Colleague Fundraising</td>
<td>1,000,000</td>
</tr>
<tr>
<td>Volunteerism</td>
<td>2,300,000</td>
</tr>
</tbody>
</table>

* 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 2014 value of volunteer time, $23.07/hour.

Our Commitments

Respecting Human Rights

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

Investing in Our Communities

We like to think of our communities as an extension of our hotels—and we invest in them accordingly. By sharing our time and resources, we strive to create opportunities for people to advance academically, economically and personally everywhere we operate.

Responding to Disasters

We’re committed to being there for our communities when it matters most. When disasters strike, we help our colleagues and neighbors recover, rebuild and thrive again.

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Donated more than $370,000 from employee fundraising and corporate contributions to benefit Mercy Corps and colleagues impacted by natural disasters in Kathmandu, Nepal and Baja California Sur, Mexico.

Ready to Thrive:

Continued our focus on literacy and career readiness through Hyatt’s philanthropic program, Ready to Thrive. Accomplishments from 2014 to early 2015 include:

- More than 500 children learned to read through our partnership with the nonprofit organization Room to Read
- 422 low-income youth in Brazil graduated from training programs in career readiness and hospitality skills provided by AlfaSol and Associação Projeto Roda Viva
- 42 students from disadvantaged backgrounds completed skill development programs at Hyatt hotels through the Youth Career Initiative (YCI)

Hyatt Hotels Foundation, founded in late 2013, actively launched operations in 2014.

Our colleagues volunteered over 101,000 hours throughout the year.

Seventh consecutive year of donating micro-grants to nonprofits in our communities through Hyatt Community Grants, totaling over $2 million across 167 organizations in 38 countries since 2008.

Donating more than $370,000 from employee fundraising and corporate contributions to benefit Mercy Corps and colleagues impacted by natural disasters in Kathmandu, Nepal and Baja California Sur, Mexico.
## Our Goals

**Reduce Energy and GHG Emissions**

By 2020:
Reduce energy use and greenhouse gas (GHG) emissions per square meter in each region by 25% compared to 2006

**Conserve Water**

By 2020:
Reduce water use per guest night by 25% in each region compared to 2006, 30% in water-stressed areas

**Divert Waste**

Beginning in 2015:
Recycle materials when renovating managed hotels

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

*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 & Southwest Asia (EAME/SW Asia). These reductions result from, among other things, upgraded equipment with improved efficiency, diligent management of resource consumption, and, in some cases, shifting certain operations, such as 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. Some historical data have been restated.

## Our Progress

### Energy Consumption per Square Meter (2014 change compared to 2006)

<table>
<thead>
<tr>
<th>Region</th>
<th>Change</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>-8%</td>
<td>-25%</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>-13%</td>
<td>-25%</td>
</tr>
<tr>
<td>EAME/SW Asia</td>
<td>-13%</td>
<td>-25%</td>
</tr>
</tbody>
</table>

**Total Energy:** 13,893 million megajoules

### GHG Emissions per Square Meter (2014 change compared to 2006)

<table>
<thead>
<tr>
<th>Region</th>
<th>Change</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>-17%</td>
<td>-25%</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>-17%</td>
<td>-25%</td>
</tr>
<tr>
<td>EAME/SW Asia</td>
<td>-25%</td>
<td>-25%</td>
</tr>
</tbody>
</table>

**Total GHG Emissions:** 1.51 million metric tons CO₂e

**Scope 1:** 0.24 million metric tons CO₂e

**Scope 2:** 1.27 million metric tons CO₂e

### Water Consumption per Guest Night (2014 change compared to 2006)

<table>
<thead>
<tr>
<th>Region</th>
<th>Change</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americas</td>
<td>-17%</td>
<td>-25%</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>-12%</td>
<td>-25%</td>
</tr>
<tr>
<td>EAME/SW Asia</td>
<td>-22%</td>
<td>-25%</td>
</tr>
</tbody>
</table>

**Total Water:** 27.7 million cubic meters

In response to severe droughts in California and Brazil, hotels are expediting water conservation initiatives and engaging guests in the process.

17% of owned and managed full service hotels in the U.S. exceeded a 40% diversion rate. We are enhancing waste tracking abilities for hotels outside of the U.S.

Hyatt Regency Baltimore identified as a pilot project for donating renovation materials to Habitat for Humanity.

### How We’re Doing on Our 2020 Environmental Sustainability Vision

- **Energy Consumption per Square Meter**
  - Americas: -8%
  - Asia Pacific: -13%
  - EAME/SW Asia: -13%

- **GHG Emissions per Square Meter**
  - Americas: -17%
  - Asia Pacific: -17%
  - EAME/SW Asia: -25%

- **Water Consumption per Guest Night**
  - Americas: -17%
  - Asia Pacific: -12%
  - EAME/SW Asia: -22%

- **Total Energy:** 13,893 million megajoules
- **Total GHG Emissions:** 1.51 million metric tons CO₂e
- **Total Water:** 27.7 million cubic meters

*Please visit HyattThrive.com for the full description of environmental goals.*
## Our Goals

### Purchase Responsibly

<table>
<thead>
<tr>
<th>By 2016:</th>
<th>Incorporate sustainability in purchasing criteria for brand-standard products</th>
</tr>
</thead>
<tbody>
<tr>
<td>By 2018:</td>
<td>Choose more sustainable alternatives for at least eight purchasing categories</td>
</tr>
<tr>
<td>By 2018:</td>
<td>Source more than 50% of global seafood purchases responsibly, with more than 15% Marine Stewardship Council (MSC) or Aquaculture Stewardship Council (ASC) certified</td>
</tr>
<tr>
<td>By 2018:</td>
<td>Brand standards updated to consider sustainability in all product decisions</td>
</tr>
<tr>
<td>By 2018:</td>
<td>Eliminated polystyrene from 92% of disposable food &amp; beverage packaging in the U.S. hotel supply chain</td>
</tr>
<tr>
<td>By 2018:</td>
<td>Over 90% of U.S. full service managed hotels exclusively use cage-free eggs (liquid and shell)</td>
</tr>
<tr>
<td>By 2018:</td>
<td>Instituted a complete ban of shark fin in all of our restaurants and food and beverage outlets worldwide in 2014</td>
</tr>
<tr>
<td>By 2018:</td>
<td>Launched a sustainable seafood training program to full service managed hotels worldwide</td>
</tr>
<tr>
<td>By 2018:</td>
<td>Working with World Wildlife Fund (WWF) in India and Hong Kong to develop regional procurement strategies</td>
</tr>
<tr>
<td>By 2018:</td>
<td>Working with WWF to support Fishery and Aquaculture Improvement Projects that help fisheries and farms reach MSC and ASC standards. Currently sourcing from projects in countries including Peru, Vietnam and Ecuador</td>
</tr>
</tbody>
</table>

### Build Smart

| Beginning in 2015: | Managed hotels will follow enhanced sustainable design guidelines for new construction and major renovation projects |
| Beginning in 2015: | Wholly owned full service hotels will achieve LEED or equivalent certification for new construction or major renovations |
| Beginning in 2015: | Sustainable design guidelines to be introduced globally by end of 2015 |
| Beginning in 2015: | 22 owned, managed and franchised properties have achieved LEED certification to date. At the time of publishing, no new wholly owned projects applicable to this goal have been initiated |

### Innovate & Inspire

| 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 franchised hotels will track and report environmental performance data |
| By 2017: | 100% of major suppliers (by spend) will have sustainability policies in place |
| By 2016: | 88% of Hyatt’s major suppliers and distributors of operational and food & beverage supplies for North American hotels have sustainability policies in place |
| By 2017: | 11 countries are home to hotels initiating pilot projects for energy and water conservation and waste reduction |
| By 2017: | Hyatt Regency Greenwich is slated to be the first hotel to install a Bloom Energy fuel cell as part of a pilot project that will reduce the property's carbon emissions by an estimated 41% |
| By 2017: | Launched the enhanced EcoTrack system to full service managed hotels to better support a broader group of stakeholders to understand utility data and manage sustainability performance. The tool will soon launch to all Hyatt properties, including franchise hotels, by the end of 2015 |