



HYATT®

# ADVANCING OUR PURPOSE OF CARE:

Diversity, Equity and Inclusion at Hyatt





## A MESSAGE FROM HYATT'S LEADERSHIP

Over the past six decades, while expanding to almost 70 countries on six continents, Hyatt has embraced the unique experiences and perspectives of its colleagues and guests and celebrated the diversity of the communities in which it operates. Our purpose is to care for people so they can be their best, and that means providing a truly inclusive experience and making a difference in the lives of everyone we touch.

From the Hotel of Hope – the only hotel in Atlanta to welcome Rev. Dr. Martin Luther King, Jr. and the Southern Christian Leadership Conference in 1967 – through our efforts today, we recognize that we have an opportunity and obligation to support actions that contribute to a more diverse, equitable and inclusive society where our colleagues and guests feel welcome, always.

We know there is more to be done and we remain focused on actions that support our vision of a world of understanding and care. At the heart of these efforts is our belief that systemic change comes through deliberate communication of who we are, what is important to us as an organization and the actions we are taking to drive change. That is why we are pleased to share Hyatt's first Diversity, Equity & Inclusion (DE&I) report and public disclosure of our workforce data, as well as our commitment to sharing our workforce data with you annually going forward.

Throughout this report, you will learn more about the progress Hyatt has made to date in advancing our purpose of care, and our path forward as part of our Change Starts Here commitment to advance DE&I both within our organization and beyond.

In everything we do, we lead with empathy and care. We believe in a world where diverse viewpoints are celebrated, where each person feels valued regardless of their background or innate characteristics and where true inclusion brings understanding and belonging. This is the Hyatt World of Care.

We look forward to sharing this journey with you.

Sincerely,



**Mark Hoplamazian**  
President, CEO and  
Co-Chair of the Global  
DE&I Council



**Malaika Myers**  
Chief Human  
Resources Officer



### OUR PURPOSE

We care for people so they can be their best.

### OUR VISION

A world of understanding and care.

### OUR MISSION

To deliver distinctive experiences for our guests.

### OUR CORE VALUES

Respect, integrity, humility, empathy, creativity and fun.

*At the core of our purpose – to care for people so they can be their best – is a fundamental promise to care for all. Since first opening our doors in 1957, we have worked to foster environments where all individuals feel welcome in our hotels and that they belong.*

# OUR DIVERSITY, EQUITY AND INCLUSION JOURNEY

We have a long history of focusing on DE&I actions and we are committed to holding ourselves accountable for continued change across our business.



“As a purpose-driven organization rooted in care, Hyatt is deeply committed to creating an inclusive culture where all colleagues and guests feel welcome and like they belong. There is a tremendous opportunity to make travel a more inclusive experience for all individuals.

Over the years, we have integrated our purpose – to care for people so they can be their best – into everything we do, which has been critical in advancing our commitment to DE&I. We have focused on bringing diverse perspectives and underrepresented voices to strengthen our organization.

At Hyatt, we see this as a ripple effect – colleagues must be able to bring their true and authentic selves to work each day so they can care for our guests and provide welcoming environments. If we apply this concept of a ripple effect, we can drive widespread change together.

Our hope is that our actions and initiatives will resonate more broadly into communities and other organizations.”

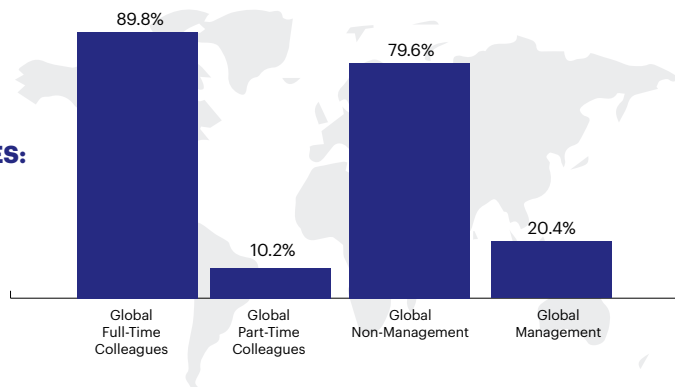


Tyronne Stoudemire, Global Vice President of DE&I and Co-Chair of the Global DE&I Council

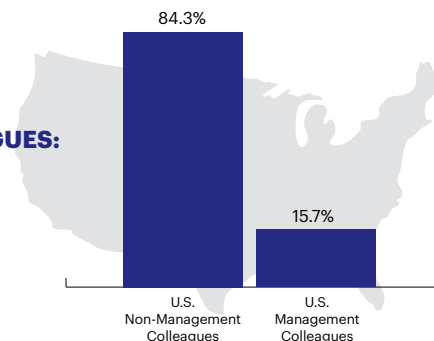
# OUR DIVERSITY, EQUITY AND INCLUSION REPRESENTATION TODAY

We are committed to increased communication and accountability around DE&I, acknowledging that we have work to do. As such, we have built on our existing practice of tying annual incentives to DE&I progress and announced in 2020 we are linking executive stock compensation via our Performance Share Unit Plan to achievement of our goals. Hyatt's Performance Share Unit Plan is a key component of the executive team and group president's compensation. All incentive-eligible colleagues have measurable individual goals focused on DE&I.

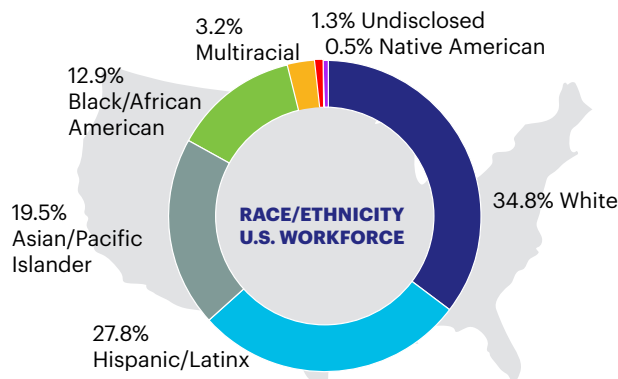
## GLOBAL COLLEAGUES: 99,944



## U.S. COLLEAGUES: 34,486



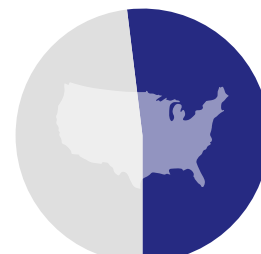
## RACE/ETHNICITY



## GENDER



**Global Colleagues**  
55.2% Male  
44.1% Female

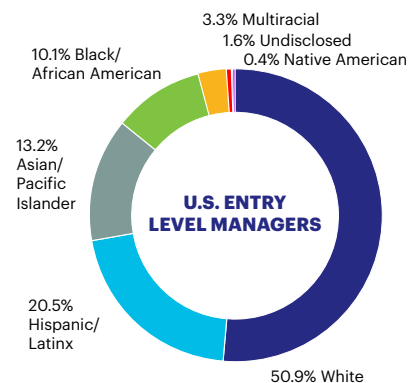
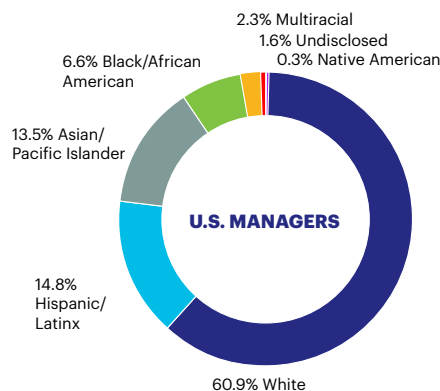
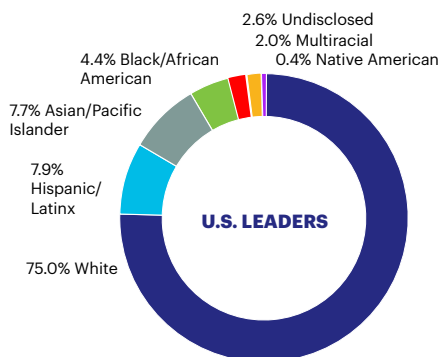


**U.S. Colleagues**  
48.0% Male  
51.8% Female

**63.8% POC Colleagues**  
**22.3% POC Leaders**

**37.5% POC Managers**  
**47.5% POC Entry-Level Managers**

**38.5% Female Leaders (u.s.)**  
**55.2% Female Managers (u.s.)**  
**50.3% Female Entry-Level Managers (u.s.)**



POC (people of color) include those who identify as Black/African American, Asian/Pacific Islander, Hispanic/Latinx, Native American or multiracial. All data as of December 31, 2020.



# OUR CHANGE STARTS HERE 2025 COMMITMENTS & GOALS

In 2020, we launched our *Change Starts Here* commitment with actionable goals to accelerate our DE&I efforts by 2025 across three key areas.

## WHO WE EMPLOY, DEVELOP & ADVANCE

- We are committed to hiring, promoting and retaining diverse talent.
- We will focus on ensuring our leadership better reflects our broader company and communities.
- We will continue to ensure a level playing field for career growth for all colleagues, through our Internal Recruiting & Hiring Guidelines and requiring diverse candidates for all posted leadership roles.
- We will audit our hiring and promotion processes to ensure we are delivering diverse candidates in the selection process.
- We will continue to link achievement of our DE&I goals to executive compensation.

### 2025 GOAL:

Double representation for Women and POC groups respectively in key leadership roles, which includes doubling the representation of Black Leaders.

## WHO WE SUPPORT

The Hyatt Hotels Foundation is committing to make financial contributions totaling \$1M USD in support of strengthening Black communities in the U.S.

### We are also committing to:

- Magnifying our long-term focus on helping Opportunity Youth prepare for and secure good jobs.
- Investing in our Chicago hometown by supporting organizations committed to strengthening underserved populations, with a focus on the Black population.
- Investing in initiatives that support Black- and minority-owned businesses with a philanthropic focus on Chicago.

### 2025 GOALS:

Achieve 45% Black RiseHY hires over the duration of 2021-2025, U.S. only.

Make financial contributions totaling \$1M USD in support of strengthening Black communities in the U.S. through the Hyatt Hotels Foundation.

Provide 1,000 hours of probono or volunteer support in Black communities in Chicago.

## WHO WE BUY FROM & WORK WITH

- We commit to working with organizations to significantly increase our spend with diverse suppliers and vendors in our supply chain, evaluate investments in diverse businesses and provide resources to help diverse businesses.
- We are focused on expanding our purchasing with minority-owned businesses, especially those that are Black-owned.

### 2025 GOAL:

Achieve 10% of Black spend as a percentage of all minority- and women-owned supplier spend.



# CHANGE STARTS HERE: ACCELERATING DIVERSITY, EQUITY AND INCLUSION AT HYATT

## WHO WE EMPLOY, DEVELOP & ADVANCE

### GLOBAL DE&I COUNCIL

chaired by President and CEO, Mark Hoplamazian, and Global Vice President of DE&I, Tyronne Stoudemire.

This council gathers 30 colleagues from around the world for a two-year term to share best practices for engaging and promoting diverse talent, and driving actions, behaviors and inclusionary practices into all areas of the business.

**7** Diversity Business Resource Groups.

### NEARLY 70%

of global workforce completed Leading Inclusively training.

**50+** roundtables and listening interviews with Black colleagues in 2020 - 2021.

### TALENT PRACTICES

**AUDIT** conducted to improve diverse hiring and talent management.

### EMERGING LEADERS PROGRAM

in ASPAC and EAME/SWA, leveraged to develop emerging female leaders.

## WHO WE SUPPORT

**1,800** hires of Opportunity Youth\* at Hyatt and Hyatt hotels through RiseHY, with goal of 10,000 hires.

Since 2018, **\$2.3M+** invested in community organizations globally through the **Hyatt Community Grant** program and **Hyatt Hotels Foundation**.

Surpassed volunteer and pro-bono hours by **3X** our target in 2020.

Signatory to the **UN LGBTI Standards of Conduct for Business** and the **CEO ACT!ON for Diversity & Inclusion™** initiative.

**150** laptops donated to HBCU students within the Atlanta University Center Consortium (AUCC). The AUCC is comprised of four member institutions – Clark Atlanta University, Morehouse College, Morehouse School of Medicine and Spelman College.

Active involvement in the following organizations:



\*OpportunityYouth: people ages 16 to 24 who are neither in school nor working.

## WHO WE BUY FROM & WORK WITH

Identified **192** new Black-owned suppliers as of 2021.

Entered partnership with the **National Minority Business Supplier Development Council** in 2020.

Launched **more than 160 Hyatt Loves Local collaborations** since 2020 to help revitalize small businesses recovering from the pandemic, with a focus on Black- and female-owned businesses.

Our efforts support key aspects of the **United Nations Sustainable Development Goals** 5, 10 and 17.







## DIVERSITY, EQUITY AND INCLUSION GOVERNANCE AT HYATT



**Seven colleague-led Diversity Business Resource Groups** with chapters around the globe to support workforce diversity and foster inclusive environments.

**Women@Hyatt | HyPride | Asian-Pacific Islander B.L.A.C.K. | disABILITIES | Latino | Veterans**



**Global Diversity, Equity and Inclusion Council**, led by our CEO and Global Vice President of DE&I, shapes and drives our diversity and inclusion strategy.



**Environmental Social Governance (ESG) Committee** sets strategy, cross-functional support and impact across the organization, including DE&I efforts. The Committee is comprised of senior executives and subject experts across ESG functional areas.



**ESG Steering Committee**, chaired by the Executive Vice President, General Counsel and Corporate Secretary, and includes the Chief Financial Officer, the Chief Human Resources Officer and the Senior Vice President of Global Operations, with direct responsibility for the alignment of Hyatt's principles across Hyatt's regional structure. The Committee is overseen by our CEO as well as the Board's Nominating and Corporate Governance Committee.

## AWARDS & RECOGNITION



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