



# MODERN SLAVERY AND HUMAN TRAFFICKING STATEMENT 2020

**PUBLISHED JUNE 2021**



This statement outlines Hyatt's\* ongoing efforts in the prevention of slavery and human trafficking and is published in compliance with the UK Modern Slavery Act 2015.

Hyatt respects the fundamental human rights of all people, as embodied in the United Nations Universal Declaration of Human Rights. We manage our business in line with this belief and strive to foster similar commitments from those with whom we do business. These principles align with Hyatt's purpose to care for people so they can be their best.

The advancement of human rights is an important component of our strategy to advance care to our colleagues, guests, business partners and the wider community.

In respect of slavery and human trafficking risks that intersect with our industry, we are committed to taking steps to prevent these crimes and protect potential risk populations including children, women, and migrant workers.

\*As used in this document, the terms "Hyatt", "we", "our" and other similar terms are used for convenience to refer to Hyatt International (Europe Africa Middle East) LLC and Hyatt Hotels (UK) Limited, which are affiliates of Hyatt Hotels Corporation. Where in this statement it refers to "Hyatt", or "we" having done something (or other similar terms and concepts), this may refer to such thing having been done directly by Hyatt, or by any of Hyatt's affiliates.

## ABOUT HYATT'S STRUCTURE, BUSINESS AND SUPPLY CHAINS

Hyatt Hotels Corporation is a global hospitality company, with widely recognized, industry-leading brands, and a tradition of innovation developed over more than sixty years.

Our corporate headquarters are in Chicago and we have regional offices, sales offices, service centers, and data centers in the US, the People's Republic of China, Japan, India, the United Arab Emirates, Indonesia, the United Kingdom, Germany, Australia, Mexico, Russia, France, Brazil, Canada, and Switzerland.

We operate, manage, franchise, own, lease, develop, license, or provide services to a portfolio of properties, consisting of full-service hotels, select-service hotels, resorts, and other properties, including timeshare, fractional, and other forms of residential, vacation, and condominium ownership units. Managed hotels are independently owned by third parties and Hyatt provides management and operational services. Franchised hotels are independently owned and operated by third parties.

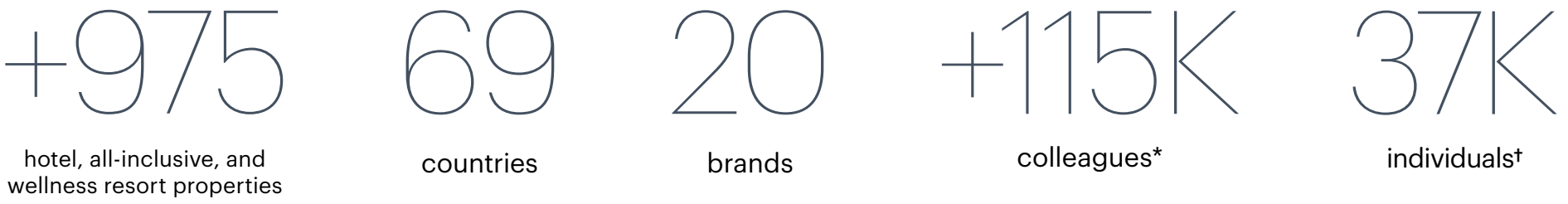
Our supply chain is expansive and mostly consists of products and services needed to operate hotels and offices, such as furniture and equipment, operational supplies and contracted services.





ABOUT HYATT'S STRUCTURE, BUSINESS AND SUPPLY CHAINS (CONT.)

At December 31, 2020, we had:



Hyatt directly employs approximately



TIMELESS PORTFOLIO



BOUNDLESS PORTFOLIO



INDEPENDENT COLLECTIONS



\*This includes all those working at Hyatt's corporate and regional offices and Hyatt's managed, franchised, and owned properties around the world.  
†The remaining colleagues are employed by third-party owners and franchisees of Hyatt properties.

## HYATT'S CODES, POLICIES, AND STATEMENTS

**Hyatt maintains several codes, policies, and statements including:**

- [Hyatt's Code of Business Conduct and Ethics](#)
- [Hyatt's Human Rights Statement](#)
- [Hyatt's Supplier Code of Conduct](#)

**Hyatt is a supporter of the**  
[Sustainable Hospitality Alliance's Forced Labour Principles](#)



## HYATT'S CODES, POLICIES, AND STATEMENTS (CONT.)

### Hyatt's Code of Business Conduct and Ethics:

- Requires that business be conducted with honesty and integrity and in compliance with all applicable laws.
- Reiterates our commitment to the fundamental protection of human rights and the elimination of slavery and human trafficking.
- Establishes (in conjunction with training) ethical standards and guidelines for how we do business.

All colleagues are required to follow this code, and we have clear accountability mechanisms in place to encourage reporting of non-compliance and establish accountability. As part of our Code of Business Conduct and Ethics, we work to foster similar ideals in those with whom we do business.

## HYATT'S CODES, POLICIES, AND STATEMENTS (CONT.)

Through our **Supplier Code of Conduct**, Hyatt outlines minimum standards for suppliers, including expectations for suppliers' treatment of their employees and that no supplier's activities will contribute toward human exploitation. This code further reiterates our commitment to upholding the human rights of workers; our commitment to treating all workers with dignity and respect; our prohibition of forced labor; and our expectation that our business partners uphold the same principles.

Hyatt supports the **Sustainable Hospitality Alliance's Forced Labour Principles** which include:



**Every worker should  
have freedom  
of movement**



**No worker  
should pay  
for a job**



**No worker should  
be indebted or  
coerced to work**

## DUE DILIGENCE INTO SLAVERY AND HUMAN TRAFFICKING RISKS IN OUR BUSINESS AND SUPPLY CHAIN

Given the nature of our business, we are sensitive to the existence of slavery and human trafficking. We are committed to implementing measures to help prevent the use of Hyatt hotels for human trafficking and slavery, and to raising awareness concerning such exploitation wherever Hyatt hotels are located.

In 2020, Hyatt established an Environmental Social Governance Committee to set general strategies related to ESG matters and advance cross-functional understanding and support for current and emerging ESG priorities, including topics related to slavery, forced labor, and human trafficking. The committee is comprised of senior executives and subject experts representing a comprehensive spectrum of functional areas. The Steering Committee of the Environmental Social Governance Committee is chaired by the 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.

Hyatt works with Avendra, a procurement solutions company specialized 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. In 2020, by working with Avendra, Hyatt introduced EcoVadis to a small group of suppliers. EcoVadis is a tool that screens suppliers on criteria, including labor and human rights. Hyatt is working with Avendra to further expand the rollout of EcoVadis.





## STEPS TAKEN TO ADDRESS SLAVERY AND HUMAN TRAFFICKING RISKS IN OUR BUSINESS AND SUPPLY CHAIN

If a colleague has a concern about a situation, or questions whether a situation is consistent with Hyatt's ethical standards, we encourage them to bring their concerns to Hyatt's attention. Various reporting options are identified in Hyatt's Code of Business Conduct and Ethics, and include anonymous reporting through the [EthicsPoint Website](#), and the EthicsPoint phone line.

### **Hyatt commits to taking the following actions in these circumstances:**

- Promptly investigating the report and following up with the colleague who voiced the concern.
- Taking appropriate action as a result of an investigation.
- Escalating the concern for assistance when needed.
- Maintaining the confidentiality of those involved in a manner that is consistent with the need to conduct the investigation and to the extent permissible by law.
- Ensuring that the colleague who voiced the concern will not face retaliation.

## STEPS TAKEN TO ADDRESS SLAVERY AND HUMAN TRAFFICKING RISKS IN OUR BUSINESS AND SUPPLY CHAIN (CONT.)

Given the complexity of the issues surrounding slavery and human trafficking, Hyatt frequently collaborates with industry groups and experts to shape our knowledge and programs.

Hyatt works in close partnership with the Sustainable Hospitality Alliance and is a leading member of the organization's Human Rights working group. Through this collaboration, Hyatt gains insights and addresses potential risks related to human rights and forced labor in the hospitality industry.

- Hyatt works with our industry peers to:
  - Identify appropriate mechanisms to address human rights issues throughout the value chain, from direct employment and supply chains.
  - Identify appropriate human rights key evaluation indicators to implement guidance and define targets.
  - Develop relevant training and other resources for those working in the industry.

- Hyatt helped to develop the Sustainable Hospitality Alliance's Position Statement on Human Trafficking.
- Hyatt supports the Sustainable Hospitality Alliance's Principles on Forced Labour.
- Hyatt coordinates with a variety of international agencies to support ethical recruitment practices in the hospitality industry, including a hospitality working group in the Middle East.



## STEPS TAKEN TO ADDRESS SLAVERY AND HUMAN TRAFFICKING RISKS IN OUR BUSINESS AND SUPPLY CHAIN (CONT.)

Other ways that we express our commitment to combating slavery and human trafficking include:

- Hyatt works with local law enforcement officials in preparation for, and during, international sporting events to create heightened awareness around human trafficking.
- Hyatt was among the first signatories to the ECPAT Tourism Child-Protection Code of Conduct, which focuses on the protection of children from sexual exploitation in the travel and tourism industries.
- Addressing some of the risks highlighted by ECPAT, Hyatt has updated its requests for proposals and sales contracts with the intent of ensuring that its customers follow Hyatt's commitments to prohibiting sex trafficking.
- Hyatt supports the U.S. Department of Homeland Security's Blue Campaign to end human trafficking.
- Hyatt adheres to employment laws respecting pay and hours worked.
- Hyatt supports programs that help to prepare vulnerable youth with life and hospitality skills through partnerships with non-profit organizations focusing on youth employment.
- Hyatt has participated in programs by the Business & Human Rights Resource Centre assessing Hyatt's policies and procedures for their effectiveness in protecting the human rights of migrant workers in the hospitality sector in the UAE and Qatar.



## TRAINING

Recognizing the signs of possible slavery human trafficking, and knowing how to report them, is critical in preventing them. Accordingly, Hyatt maintains slavery and human trafficking training programs in multiple languages.

Slavery and human trafficking training for key positions at all hotels continued to be a brand standard in 2020. From 2021, Hyatt's slavery and human trafficking training is a brand standard for all Hyatt colleagues at all hotels and locations.

These training modules are updated to ensure they are kept current with best practices. In 2020, Hyatt partnered with Polaris (a non-profit organization working to end human trafficking) to update the training, to include additional focus on human trafficking indicators and tactics used by traffickers, to ensure that colleagues have a better chance of identifying them.

Based on heightened risk factors surrounding major events, Hyatt routinely requires key hotel team members (including at franchised hotels) to take supplemental slavery and human trafficking training to combat the specific slavery and human trafficking risks posed by these events.



## CLOSING STATEMENT

Hyatt's purpose is to care for people so they can be their best. This purpose guides every aspect of our business and is central to our commitment to upholding and protecting human rights.

Despite the challenges brought to our industry by the Covid pandemic, in 2020, we advanced our commitment by strengthening collaborations with industry alliances, enhancing our training programs and implementing a supplier screening program. We look forward to continuing and improving these efforts through 2021.

This statement has been approved by the boards of Hyatt International (Europe Africa Middle East) LLC and Hyatt Hotels (UK) Limited on 30 June 2021.



**Peter Fulton**

Chairman of the Board of Managers,  
Hyatt International (Europe Africa Middle East) LLC  
Director, Hyatt Holdings (UK) Limited