



June 11, 2020

Dear Valued Customer,

Recently, I opened our global all-colleague Town Hall with a clear message to the Hyatt family. It is with this same message that I am reaching out to all of you now: *“Black Lives Matter. Black Lives Matter at Hyatt. Black Lives Matter in every community. At Hyatt, there is no room for racism or discrimination of any kind.”*

Since opening our doors more than 60 years ago, we have worked to foster environments where all individuals feel welcome in our hotels. Inclusion and diversity are at the core of our purpose – to care for people so they can be their best – so we must be deeply involved in actions that fight racism.

We are proud of the efforts we have made to advance inclusion and diversity within Hyatt over the past five years, such as:

- Launching a Global Inclusion & Diversity Council, which I co-chair and gathers 30 colleagues from around the world to share best practices for engaging and promoting diverse talent globally, and drive actions, behaviors and inclusionary practices into all areas of the business.
- Creating seven Diversity Business Resource Groups, each chaired by an executive sponsor, that represent our colleagues’ diverse cultures, backgrounds and viewpoints, and provide an opportunity to work, connect and do business inclusively;
- Participating in the CEO Act!on for Diversity & Inclusion™ initiative;
- Committing to hiring 10,000 Opportunity Youth by 2025 through the RiseHY initiative; and
- Committing to strengthening the representation of women and people of color in management positions by 2025 through the use of data, analytics and leader accountability.

This commitment to diversity has been reflected in recent workplace awards, such as Great Place to Work’s 100 Best Workplaces for Diversity and Forbes’ America’s Best Employers for Diversity.

However, we know that we must do more. Change starts here, and we are committing to invest \$1 million as a broader action plan in these areas:

1. Expanding Hyatt’s work in helping Opportunity Youth prepare for and secure employment opportunities, especially for the Black members of our communities who suffer some of the highest rates of unemployment;
2. Investing in our Chicagoland hometown community by supporting organizations committed to strengthening the support network for underserved populations, with special focus on members of the Black population and young people in those communities;
3. Investing in initiatives that support Black and other minority-owned businesses with a philanthropic focus on Hyatt’s hometown Chicago;
4. Further expanding purchasing with minority-owned businesses, with a special focus on Black-owned businesses; and
5. Collaborating with advocacy and network organizations to significantly increase the inclusion of diverse suppliers in our supply chain opportunities, and evaluate strategic investments in diverse businesses.

I leave you with this: in 1967, when Civil Rights leaders were denied a place to gather, one hotel opened its doors – Hyatt Regency Atlanta, which would become known as “The Hotel of Hope.” It is with hope in my heart today that we pledge these commitments so that we can fight systemic racism and achieve equality together.



My best,

A handwritten signature in black ink that reads "Mark". The signature is written in a cursive, flowing style.

MARK HOPLAMAZIAN
President & CEO

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