

## **Focusing on the safety and wellbeing of colleagues and guests during the COVID-19 pandemic and beyond, Hyatt's commitment includes Global Biorisk Advisory Council accreditation, hotel-level sanitization specialists, and a working group of trusted medical and industry advisors**

**CHICAGO (April 29, 2020)** – Guided by its purpose of care and experience delivering world-class hospitality for more than 60 years, Hyatt today announced a Global Care & Cleanliness Commitment to further enhance its operational guidance and resources around colleague and guest safety and peace of mind. The multi-layered commitment builds on Hyatt's existing rigorous protocols and will include an accreditation process by the Global Biorisk Advisory Council (GBAC) at all hotels around the world, colleague training and support resources, and a cross-functional working group of medical experts and industry professionals that will contribute to various aspects of the hotel experience.

"The world as we knew it has been fundamentally changed by COVID-19 and when we are all ready to travel again, we want to make sure that every Hyatt colleague and guest feels confident that each aspect of our commitment is designed with their safety in mind, and that we're putting their wellbeing first," said Mark Hoplamazian, president and CEO, Hyatt. "To do this, we must critically examine the hotel experience from every vantage point – from our rooms and our lobbies to our spas and dining – bringing in the latest research, technology and innovation to make that happen. Hyatt's Global Care & Cleanliness Commitment is an important expression of our purpose to care for people so they can be their best – now and in the future."

### ***Global Cleanliness Accreditation***

Hyatt remains committed to providing safe and clean environments and upholding the highest standards of cleanliness for colleagues and guests at all hotels globally. In May 2020, Hyatt plans to introduce a GBAC STAR™ accreditation through a performance-based cleaning, disinfection and infectious disease prevention program that will focus on establishing hotel environments that are sanitary, safe and healthy. GBAC is a division of ISSA, the worldwide cleaning industry association, and is composed of leaders in the area of microbial-pathogenic threat analysis and mitigation, designed specifically to deal with biological threats and real-time crises like the COVID-19 pandemic. Hyatt is the first hospitality brand to announce plans to commit to GBAC STAR™ accreditation which will include detailed training at more than 900 Hyatt hotels worldwide. Hyatt intends to complement this with regular internal and third-party auditing.

### ***Hotel-Level Sanitization Specialists***

The wellbeing of colleagues is at the heart of Hyatt's business and core to advancing care for guests and customers. In response to COVID-19, Hyatt is continuing to develop new work procedures and mandatory trainings in an effort to ensure safety for colleagues and guests. Daily colleague surveys will be introduced to measure colleague comfort, a hotel's cleanliness, working order and customer service, enabling hotel leaders to address opportunities, make adjustments as necessary and meet colleagues' needs in real time.

Further, as part of Hyatt's Global Care & Cleanliness Commitment, by September 2020, every Hyatt hotel will have at least one person on property trained as Hygiene & Wellbeing Leader who will be responsible for their hotel adhering to new operational guidance and protocols, some of which may include:

- Colleague certification, trainings and recertification process for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces
- Implementation of enhanced food safety and hygiene protocols for restaurants, room service and group meetings and events
- Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances
- Exploring purification and sanitization device installation in an effort to ensure enhanced air quality
- Protective masks and other equipment for hotel colleagues
- Social distancing guidance in public areas across hotel properties

### ***Cross-Functional Panel of Industry Experts and Professionals***

At the onset of the COVID-19 crisis, Hyatt assembled a global cross-functional response team and engaged infectious diseases and occupational health experts to support efforts with COVID-19 research findings and information, which enabled Hyatt to promptly update detailed guidance to hotels and address specific needs and situations.

Hyatt continues to engage additional medical experts and leading industry professionals as part of its commitment. The goal of

the working group will be to provide counsel on key areas of Hyatt's business, challenging Hyatt to act even more holistically in this new environment. Topic areas and advisors in discussion include:

- **Health & Hygiene:** Dr. Daniel Lucey, M.D., M.P.H., Infectious Diseases Professor, Georgetown University Medical Center; Fellow, Infectious Disease Society of America
- **Colleague Safety:** Dr. Charles Yarborough, M.D., M.P.H., Preventive/Occupational Medicine Expert; affiliated with Johns Hopkins Department of Medicine and Johns Hopkins School of Public Health
- **Food & Beverage Safety:** Dr. Elaine Black, Ph.D., Food Science and Microbiology, Ecolab
- **Travel Journey:**
  - Julie Rath, Vice President, Customer Experience, Innovation and Delivery, American Airlines;
  - David Peckinpaugh, President, Maritz Global Events
- **Space Design:** Tom Ito, FAIA, LEED® AP, Global Hospitality Leader, Principal, Gensler
- **Technology:** Ahmad Ouri, Chief Executive Officer, Sonifi
- **Wellbeing:** senior leadership from the Global Wellness Institute

"As a key part of our loyalty collaboration with Hyatt, we are committed to looking at the holistic experience of our customers with a special focus on their wellbeing," said Julie Rath, vice president, customer experience, innovation and delivery American Airlines. "The benefit of this collaboration is that we can share insights from our enhancements to cleaning and protective procedures while applying best practices from Hyatt to elements of our operation."

Additional COVID-19 relief efforts underway by Hyatt include **The Hyatt Care Fund**, a program designed to support colleagues with the most pressing financial needs due to COVID-19, through a series of coordinated efforts around the world. Impacted Hyatt colleagues in owned, managed and franchised hotels and in Hyatt's corporate offices around the world are eligible to apply. More information is available at [www.hyatt.com/hyattcarefund](http://www.hyatt.com/hyattcarefund).

For more information about Hyatt's Global Care & Cleanliness Commitment, please visit [www.hyatt.com/info/global-care-and-cleanliness-commitment](http://www.hyatt.com/info/global-care-and-cleanliness-commitment).

*The term "Hyatt" is used in this release for convenience to refer to Hyatt Hotels Corporation and/or one or more of its affiliates.*

For further information:

### **About Hyatt Hotels Corporation**

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company with a portfolio of 20 premier brands. As of December 31, 2019, the Company's portfolio included more than 900 hotel, all-inclusive, and wellness resort properties in 65 countries across six continents. The Company's purpose to care for people so they can be their best informs its business decisions and growth strategy and is intended to attract and retain top employees, build relationships with guests and create value for shareholders. The Company's subsidiaries develop, own, operate, manage, franchise, license or provide services to hotels, resorts, branded residences, vacation ownership properties, and fitness and spa locations, including under the **Park Hyatt®**, **Miraval®**, **Grand Hyatt®**, **Alila®**, **Andaz®**, **The Unbound Collection by Hyatt®**, **Destination®**, **Hyatt Regency®**, **Hyatt®**, **Hyatt Ziva™**, **Hyatt Zilara™**, **Thompson Hotels®**, **Hyatt Centric®**, **Caption by Hyatt**, **Joie de Vivre®**, **Hyatt House®**, **Hyatt Place®**, **tommie™**, **Hyatt Residence Club®** and **Exhale®** brand names, and operates the World of Hyatt® loyalty program that provides distinct benefits and exclusive experiences to its valued members. For more information, please visit [www.hyatt.com](http://www.hyatt.com).

### **Forward-Looking Statement**

*Forward-Looking Statements in this press release, which are not historical facts, are forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Exchange Act of 1934. Our actual results, performance or achievements may differ materially from those expressed or implied by these forward-looking statements. In some cases, you can identify forward-looking statements by the use of words such as "may," "could," "expect," "intend," "plan," "seek," "anticipate," "believe," "estimate," "predict," "potential," "continue," "likely," "will," "would" and variations of these terms and similar expressions, or the negative of these terms or similar expressions. Such forward-looking statements are necessarily based upon estimates and assumptions that, while considered reasonable by us and our management, are inherently uncertain. Factors that may cause actual results to differ materially from current expectations include, but are not limited to, the short- and longer-term effects of the COVID-19 pandemic, including on the demand for travel, transient and group business, and levels of consumer confidence; actions that governments, businesses, and individuals take in response to the COVID-19 pandemic or any future resurgence, including limiting or banning travel; the impact of the COVID-19 pandemic, and actions taken in response to the COVID-19 pandemic or any future resurgence, on global and regional economies, travel, and economic activity, including the duration and magnitude of its impact on unemployment rates and consumer discretionary spending; the*

ability of third-party owners, franchisees or hospitality venture partners to successfully navigate the impacts of the COVID-19 pandemic; the pace of recovery following the COVID-19 pandemic or any future resurgence; general economic uncertainty in key global markets and a worsening of global economic conditions or low levels of economic growth; the rate and the pace of economic recovery following economic downturns; levels of spending in business and leisure segments as well as consumer confidence; declines in occupancy and average daily rate; limited visibility with respect to future bookings; loss of key personnel; domestic and international political and geo-political conditions, including political or civil unrest or changes in trade policy; hostilities, or fear of hostilities, including future terrorist attacks, that affect travel; travel-related accidents; natural or man-made disasters such as earthquakes, tsunamis, tornadoes, hurricanes, floods, wildfires, oil spills, nuclear incidents, and global outbreaks of pandemics or contagious diseases or fear of such outbreaks, such as the COVID-19 pandemic; our ability to successfully achieve certain levels of operating profits at hotels that have performance tests or guarantees in favor of our third-party owners; the impact of hotel renovations and redevelopments; risks associated with our capital allocation plans; the seasonal and cyclical nature of the real estate and hospitality businesses; changes in distribution arrangements, such as through internet travel intermediaries; changes in the tastes and preferences of our customers; relationships with colleagues and labor unions and changes in labor laws; the financial condition of, and our relationships with, third-party property owners, franchisees, and hospitality venture partners; the possible inability of third-party owners, franchisees, or development partners to access capital necessary to fund current operations or implement our plans for growth; risks associated with potential acquisitions and dispositions and the introduction of new brand concepts; the timing of acquisitions and dispositions, and our ability to successfully integrate completed acquisitions with existing operations; failure to successfully complete proposed transactions (including the failure to satisfy closing conditions or obtain required approvals); our ability to successfully execute on our strategy to expand our management and franchising business while at the same time reducing our real estate asset base within targeted timeframes and at expected values; declines in the value of our real estate assets; unforeseen terminations of our management or franchise agreements; changes in federal, state, local, or foreign tax law; increases in interest rates and operating costs; foreign exchange rate fluctuations or currency restructurings; lack of acceptance of new brands or innovation; general volatility of the capital markets and our ability to access such markets; changes in the competitive environment in our industry, including as a result of industry consolidation, and the markets where we operate; our ability to successfully grow the World of Hyatt loyalty program; cyber incidents and information technology failures; outcomes of legal or administrative proceedings; violations of regulations or laws related to our franchising business; and other risks discussed in the Company's filings with the SEC, including our annual report on Form 10-K, which filings are available from the SEC. All forward-looking statements attributable to us or persons acting on our behalf are expressly qualified in their entirety by the cautionary statements set forth above. We caution you not to place undue reliance on any forward-looking statements, which are made only as of the date of this press release. We do not undertake or assume any obligation to update publicly any of these forward-looking statements to reflect actual results, new information or future events, changes in assumptions or changes in other factors affecting forward-looking statements, except to the extent required by applicable law. If we update one or more forward-looking statements, no inference should be drawn that we will make additional updates with respect to those or other forward-looking statements.


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