

## Hyatt Newsroom

The ongoing devastation in Ukraine continues to cause us immense concern. Our focus remains on the safety and wellbeing of our colleagues and guests in both Ukraine and neighboring countries who face unconscionable challenges.

Guided by our purpose of care, we have never wavered in our support for our colleagues and guests impacted by the war in Ukraine. From the start, we focused on providing holistic support and care to both those members of the Hyatt family who remained in Ukraine and those who have sought refuge in other countries. Even with very limited operations, Hyatt Regency Kyiv has provided care, supplies and food for Hyatt colleagues and their families who remain in Ukraine. For members of the Hyatt family who have had to leave the country, we have expedited job transfers to other European properties and established a relief fund providing basic necessities, relocation support and care. Beyond that, the global Hyatt family has come together to send supplies to the people of Ukraine and provide refugee accommodations across Europe. World of Hyatt members are able to support the global Red Cross relief efforts via World of Hyatt points, and we continue to work on expanding our humanitarian efforts across the Hyatt portfolio.

As previously announced, we have halted development activities and new investments in Russia. We have also terminated or are suspending the provision of services to the third-party owners of all Hyatt hotels in Russia. The third-party owners may continue to operate the hotels in the Russian market under the relevant brand. We are grateful for our relationships with the hotels' owners – many of whom have been trusted partners for years – and look forward to a time when the circumstances allow us to resume providing services to these hotels.

We are particularly grateful for our colleagues at the hotels in Russia who have demonstrated dedication and care to guests throughout difficult circumstances. To the extent we are able to, we are working with the hotels' owners to ensure a smooth transition and minimize the impact on colleagues and guests. We are determining how best to support and care for the hotels' colleagues and current guests.

Guests and customers with questions regarding future stays at Hyatt hotels in Russia are encouraged to contact the hotels directly.

As a global Hyatt family, we hope for an end to the war and a resolution to this humanitarian crisis as quickly as possible.

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