



SAFETY FIRST. WELLBEING ALWAYS.

Providing a safe and clean environment for colleagues and guests is a top priority for Hyatt, and we always want guests to feel confident in the care we provide.

Guided by its purpose of care, Hyatt recently announced a Global Care & Cleanliness Commitment to further enhance its operational guidance and resources around colleague and guest safety and peace of mind.

GLOBAL CARE & CLEANLINESS COMMITMENT

Our multi-layered commitment focuses on three areas:

- An accreditation by the Global Biorisk Advisory Council (GBAC) at all Hyatt hotels around the world
- At least one person at all hotels trained as a Hygiene Manager who will be responsible for their hotel adhering to new operational guidance and protocols
- A cross-functional working group of medical experts and industry professionals that will offer input and recommendations across various aspects of the hotel experience



MORE INFORMATION ON HYATT'S COMMITMENT CAN BE FOUND HERE:
WWW.HYATT.COM/INFO/GLOBAL-CARE-AND-CLEANLINESS-COMMITMENT

Some specific health and safety measures Hyatt hotels will have in place include:



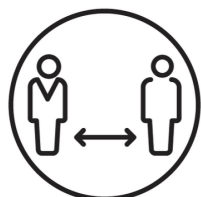
- Colleague certification, trainings and recertification process for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces



- 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



- Protective masks and other equipment for hotel colleagues
- Social distancing guidance in public areas across hotel properties

As the COVID-19 situation continues to evolve, we will continue to follow procedures and protocols developed in consideration of guidance and information from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), local authorities and other leading organizations and experts.