



## DIVERSITY & INCLUSION AT HYATT

Over the last few years we have introduced and implemented diversity initiatives and programs that have taken our company from awareness, to implementation, and to full integration in our business strategy. Linking diversity to the challenges we face help us maximize the talent of our people and foster their innovation to help us compete more effectively in all markets, increase customer satisfaction in our increasing diverse clientele, recruit and retain a more diverse workforce, be responsive to business climate changes, and take full advantage of our diversity business linkages.



## ABOUT OUR SUPPLIER DIVERSITY PROGRAM

Hyatt, founded in 1957 by a family of entrepreneurs, continues to be guided by the spirit that fostered the formation and growth of our company for over fifty years. Our roots give us a perspective shared by businesspeople seeking to develop their companies and reach new levels of success. In our efforts to increase our overall purchasing with minority and women-owned businesses, we established benchmarks/goals for all of our hotels. To ensure that we accomplish our goals, we partnered with CVM Solutions, a company that provides supplier relationship management tools to manage the location, registration, and qualification of suppliers.

## RESULTS

Our end-of-year expenditures with minority and women owned vendors for 2008 reached 27% compared to 24.7% in 2005, 18.8% in 2004 and 8.5% in 2003. We realize how important the impact of doing business with minority and women vendors has on the communities, thus we will continue reaching new heights.

## PROGRAM GUIDELINES

To be a part of Hyatt's Supplier Diversity Program, a supplier must meet one of the following criteria:

- Minority Business Enterprise (MBE) - a sole proprietorship, partnership, corporation, or joint venture in which a minimum of 51% is owned, operated and controlled by one of more minorities. In the case of a corporation, minority stockholders must be in control of the management and daily business operations, and a majority of the directors must be minority group members.
- Women Business Enterprise (WBE) - a sole proprietorship, partnership, corporation, or joint venture in which a minimum of 51% is owned, operated and controlled by a woman. In the case of a corporation, women stockholders must be in control of the management and daily business operations, and a majority of the directors must be women.
- Disabled Veterans (DVBE) – a privately or publicly owned company where one or more disabled veterans hold at least 51% of the control or ownership. Nationwide, the Association of Service Disabled Veterans certifies DVBEs.
- Lesbian, Gay, Bisexual, and/or Transgender owned Business Enterprise (LGBTBE) - be at least fifty-one percent (51%) owned, operated, managed, and controlled by an LGBT person or persons who are either U.S. citizens or lawful permanent residents. Exercise independence from any non-LGBT business enterprise, have its principal place of business (headquarters) in the United States and have been formed as a legal entity in the United States

To be eligible, vendors must provide proof of certification from an approved agency. These agencies may include, but not limited to: the National Minority Supplier Development Council and its regional purchasing councils, Women's Business Enterprise National Council, National Gay & Lesbian Chamber of Commerce, and city or municipal certifying agencies.