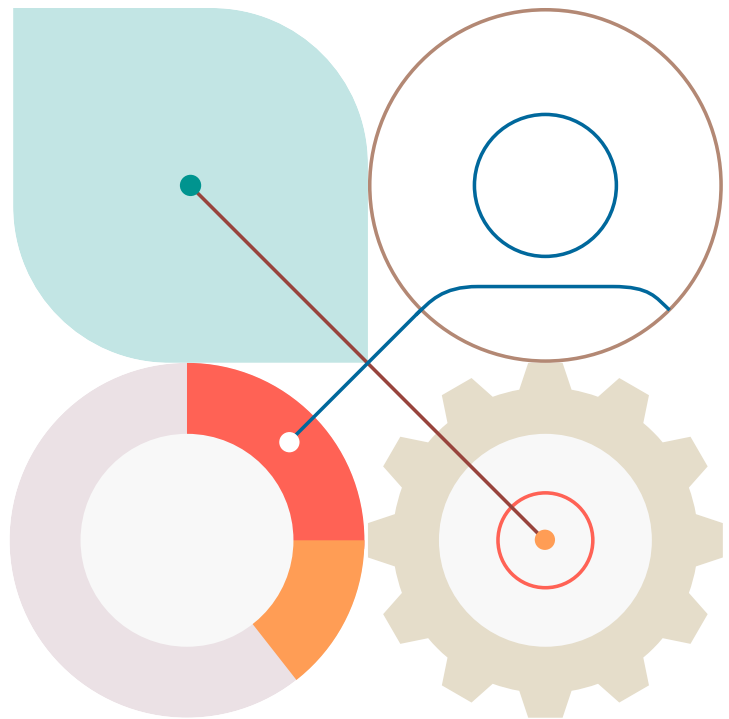
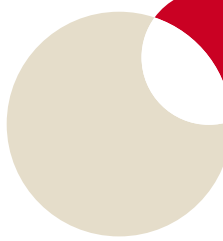


CASE STUDY

ULTRUS™ UL 360 Software Helps Power Hyatt's Sustainability-focused Success





Hyatt Scales Sustainability Data Management to Support Global Growth

Hyatt, a leading global hospitality brand founded in 1957, places its purpose to care for people so they can be their best at the heart of everything it does. Caring for the planet is one of the many ways by which Hyatt cares for the well-being of people and communities. Yet, keeping track of the constant flow of new sustainability reporting frameworks and an ever-expanding number of data points is very complex.

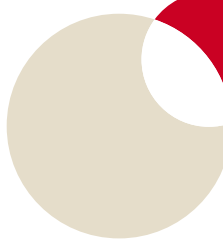
That complexity drew Hyatt to UL Solutions in 2014 to replace the utility and sustainability data tracking software that Hyatt had been using since 2002. For more than a decade now, a dedicated UL Solutions team has configured and optimized the ULTRUS™ UL 360 software to help Hyatt leverage data to advance its environmental sustainability efforts.

Since Hyatt began using UL 360, the portfolio size of Hyatt-branded hotels has roughly tripled.

"Today we have scaled our global sustainability data management capabilities to nearly 1,500 hotels. Not only have we evolved the software along with our quickly growing portfolio, but we have expanded the range of data we collect for each hotel significantly to match the growing expectation for detailed reports by our stakeholders."

Marie Fukudome, vice president of sustainability for Hyatt



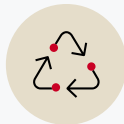


Sustainability focus areas

Hyatt has a set of the following environmental sustainability focus areas:



Climate change and
water conservation



Waste and
circularity



Responsible
sourcing

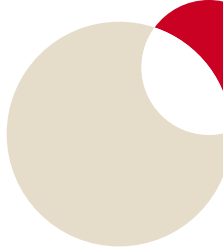


Thriving
destinations

Included in Hyatt's sustainability efforts is encouraging decarbonization to meet the company's science-based targets. Measuring and managing metrics is essential, and the UL 360 software is an integral tool to advance Hyatt's sustainability efforts.

Taking Hyatt's science-based targets as an example, the company is focused on advancing energy efficiency and promoting renewable energy use at hotels. Hyatt hotels face different energy improvement opportunities depending on building type and age, layout, climate and local infrastructure, among other factors.

Energy projects at Hyatt hotels include, but are not limited to, retrofits of lighting, upgrades to aging heating and cooling units, installation of new and efficient air handling systems, upgrades of kitchen and laundry equipment, renewable electricity, and implementation of building automation and energy optimization systems. Data is important to understand properties' performance and inform strategies, regardless of their unique circumstances.



Sustainability data management challenges

Hyatt hotels experience data management challenges that are common in the hotel industry. One shared issue is maintaining data quality. “Imagine hotel colleagues who are juggling the many demands of running the hotel and who spend limited time in front of the computer having to manage utility and other sustainability metrics,” Fukudome explained.

“We lean on UL 360 to help keep us organized,” Fukudome said. “Our data is fluid and we need to keep track of the constant change in our portfolio, such as hotel openings and closings, managed or franchised status, and more.” Hyatt manages this data through the Metering and Properties modules within the UL 360 software.

The Metering module builds on the UL 360 software by supporting both automated and manual data gathering, monitoring and reporting across thousands of meters. The Metering module collects electricity, gas and water data in various formats and units of measurement and presents the data in a unified manner.

The Hyatt corporate team relies on UL 360 software and its library of emission factors to track and report its Scope 1 and 2 emissions across its portfolio, including for franchise hotels, which is Hyatt’s Scope 3 emissions. The UL 360 software allows the team to manage emission factors for its brand portfolio of about 70 countries and to evolve along with changing reporting standards such as the need to manage market-based and location-based emissions in the software.

The UL 360 software



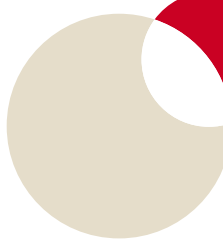
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Customized calculations, reports and dashboards

Hyatt hotels are diverse, so being able to engage colleagues across the globe through the UL 360 software is essential. Hyatt has worked to customize dashboards and reports so the data coming into the platform can be synthesized and displayed to colleagues in the most engaging and meaningful way possible.

Hyatt hotels rely on the UL 360 software for reporting of emissions per room night data, as such information is often requested

by corporate customers. Many of Hyatt's corporate customers have set their own science-based targets that extend to their supply chain, including travel, and request hotel-level metrics. Hyatt follows the Hotel Carbon Measurement Initiative (HCMI) methodology, which incorporates many steps within the calculation. By building this calculation within the UL 360 software, Hyatt can better support hotels to meet their customers' needs.

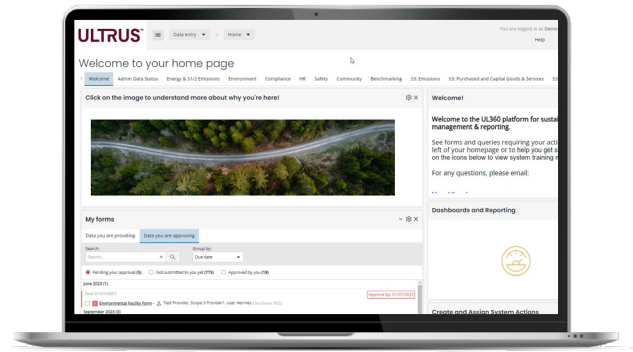




ULTRUS software's professional services team

Through UL Solutions' professional services team, Hyatt has access to a team of software professionals who work together with Hyatt to best customize the software to meet Hyatt's specific needs. Examples of such customization include creating custom reports and helping Hyatt create specialized calculations within the system. Kyle Miller is a software implementation manager at UL Solutions who has worked with Hyatt since 2021 and has built a strong, professional relationship with the core team at Hyatt while administering UL 360 software. "Working with Kyle helps take us to the next level because he already knows what pain points we're trying to solve for and he has an intimate knowledge of how we have set up the software," Fukudome added.

The UL 360 software team helps the Hyatt administrators translate sustainability strategies and goals into software-specific key performance indicators (KPIs), formulate plans to most efficiently enter the data into the UL 360 software, prepare easy-to-read dashboards and build out complex calculations that allow the administrators to report the data that stakeholders require.



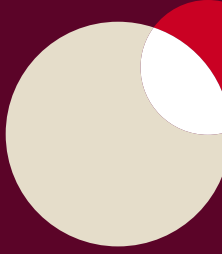
More recently, Hyatt is further integrating environmental metrics into other business dashboards used by hotel and corporate colleagues. UL Solutions' professional services team has set up application programming interfaces (APIs) that push calculation outputs to these systems to support the engagement of broader audiences.

How can we help you?

If you have questions or would like to see a demo of our ULTRUS UL 360 software capabilities, get in touch. We are ready to show you how to improve your sustainability reporting success.

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





UL 360 and ULTRUS™ software

UL 360 software is part of the ULTRUS software portfolio, which brings together digital products from UL Solutions to help customers manage regulatory, supply chain and sustainability challenges.