

# 2020 SOCIAL RESPONSIBILITY REPORT

Wyndham Grand® Clearwater Beach  
Clearwater Beach, FL

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**Wyndham Garden® Lake Buena Vista**  
Lake Buena Vista, FL



# A Message from Our President and CEO



**Geoff Ballotti**

PRESIDENT AND  
CHIEF EXECUTIVE OFFICER  
WYNDHAM HOTELS & RESORTS

As we look back on the last year, we can't help but reflect on how much our world has changed. The start of a new decade brought with it an unprecedented global crisis, raising countless new questions and unforeseen complexities. Our responsibility as a company, now more than ever, is to help ensure the future remains bright for travelers around the world.

Wyndham Hotels & Resorts is committed to operating our business in a way that is socially, ethically and environmentally responsible. As the world's largest hotel franchising company, we have a unique opportunity to make a meaningful impact on the world while advancing our mission to make hotel travel possible for all.

We've always believed in thinking globally while acting locally, and it's never been more evident than in the face of new challenges. We're inspired every day by our team members and franchisees who are stepping up to support their communities and to provide our signature Count on Me service for guests – all while navigating through challenges of their own. We're also inspired by so many of our guests who serve as “everyday heroes” on the front lines of the crisis, and we're honoring them through our Wyndham Rewards program to thank them for their dedication and service and to help make their future trips as exceptional as they deserve to be.

We respect differences in people, ideas and experiences. Our core values, grounded in caring, respect, inclusiveness and fundamental human rights, infuse different perspectives that reflect our diverse customers, team members, and communities around the world. While we have been recognized for the progress we have made on our Diversity and Inclusion journey, we know we can do more. We are taking action to increase senior leadership engagement by adding a Diversity and Inclusion goal to the performance reviews of all of our senior team leaders; bolster our efforts to recruit, retain and promote diverse talent; expand our supplier diversity program; and continue our robust Diversity and Inclusion training programs – all to inspire our people to contribute to meaningful change in our company, our industry, our communities, and the world.

Travel is one of the world's most universal experiences, and Wyndham Hotels & Resorts remains committed to operating our business in a way that empowers and unites us through travel.

And when people travel, wherever they go, Wyndham will be there to welcome them.

# 2019 Highlights

## DIVERSITY & INCLUSION



- Supported pledge for CEO Action for Diversity & Inclusion™ and equal representation of men and women in leadership positions
- Achieved 100% gender pay equity at executive level globally
- Advanced participation in Wyndham's six affinity business groups
- Received perfect score on HRC Corporate Equality Index to support LGBTQ employees
- Recorded responsible supplier spend was 25% and diverse supplier spend was 12.6%

## ENVIRONMENTAL SUSTAINABILITY



- Launched Wyndham Green Certification Program to support franchisees
- Maintained LEED® Gold certification at corporate headquarters
- Partnered with franchisees to phase out single-use plastics
- Piloted cloud-based energy management systems to reduce operating costs and environmental impacts

## HUMAN RIGHTS



- Strengthened policies and training to support hotel workers through the 5-Star Promise
- Mandated training for all team members to identify and report human trafficking activities
- Partnered with BEST in efforts to end the sexual exploitation of children

## COMMUNITIES



- Associates volunteered over 2,300 hours for Wish Days
- Earned more than 100 million impressions through drowsy driving awareness campaign
- Partnered with the National Parks Conservation Association to protect and clean-up national parks
- Supported more than 50 local, regional and national charities through our Wyndham Championship event

## World's Most Ethical Companies



With a commitment to acting with integrity and a mission to making hotel travel possible for all, Wyndham Hotels & Resorts has been recognized as one of the [2020 World's Most Ethical Companies by the Ethisphere Institute](https://www.ethisphere.com/2020-worlds-most-ethical-companies). This distinction marks the second time the Company has been named to the list by Ethisphere, a leader in defining and advancing the standards of ethical business practices.

Wyndham Hotels & Resorts is one of only two companies recognized in the lodging and hospitality segment for 2020. Maintaining a strong focus on ethical practices is part of Wyndham Hotels & Resorts's robust social responsibility commitment.

# Values in Action

## Company Overview



**20** iconic brands



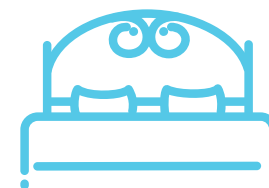
Approximately  
**9,300** affiliated  
hotels



Approximately **90**  
countries



Over **83** million  
enrolled Wyndham  
Rewards members



Approximately  
**828,000** rooms

As the world's largest hotel franchising company, we have a unique opportunity to make a meaningful impact on the world while advancing our mission to make hotel travel possible for all.

WYNDHAM GRAND

DOLCE  
HOTELS AND RESORTS  
BY WYNDHAM

esplendor.  
BY WYNDHAM

DAZZLER  
BY WYNDHAM

WYNDHAM

TRYP  
BY WYNDHAM

TM  
TRADEMARK  
COLLECTION BY WYNDHAM

LAQUINTA  
BY WYNDHAM

WINGATE  
BY WYNDHAM

WYNDHAM  
GARDEN

HAWTHORN  
SUITES BY WYNDHAM

AmericInn  
BY WYNDHAM

RAMADA  
BY WYNDHAM

RAMADA  
encore  
BY WYNDHAM

BAYMONT  
BY WYNDHAM

MICROTEL  
BY WYNDHAM

Days Inn  
BY WYNDHAM

Super  
8  
BY WYNDHAM

Howard Johnson  
BY WYNDHAM

Travelodge  
BY WYNDHAM

For more information, visit [www.wyndhamhotels.com](http://www.wyndhamhotels.com).

# Perspectives from our Leadership



“ At Wyndham Hotels & Resorts, we believe you can do well by doing good. Operating our business in a way that is socially, ethically and environmentally responsible is not only the right thing to do - it makes business sense.

Our strategic goals, grounded in our core values, are designed to drive growth for our brands, contribution for our owners and returns for our shareholders. As we strive to meet those goals, we are guided by the responsibility we have to our communities and the travelers we serve.

”

**Michelle Allen**  
CHIEF FINANCIAL  
OFFICER

“ The strength of our business is a reflection of our core values - integrity, accountability, inclusiveness, caring and fun - and we encourage our owners, team members and partners to uphold those values in all that we do.

Through our signature Count on Me service culture, our team members consistently go above and beyond what's expected of them to provide exceptional experiences to those we serve. Collectively, when we focus on making the world around us better, it's really another way of doing what we do best: hospitality.

”

**Lisa Checchio**  
CHIEF MARKETING  
OFFICER

“ Every day we work to incorporate diversity and inclusion, environmental sustainability, ethical behavior, human rights and community support into our business.

Whether it's learning opportunities through Wyndham University, empowering action through our Affinity Business Groups, community engagement with our Wish Days or finding new ways to go green, we're proactively building a culture that embraces our power to make change in the world and celebrates the diversity of our people.

”

**Mary Falvey**  
CHIEF ADMINISTRATIVE  
OFFICER

# Our Social Responsibility Program

Every day we work to empower new experiences for travelers in a way that positively impacts the world around us. That's why we're committed to our social responsibility efforts, focused on four key themes:



## A Culture of Diversity & Inclusion

We welcome different perspectives in our inclusive and fun workplaces and hotels

Travel empowers people to experience the incredibly diverse world we live in. Diversity is key to our business, and we strive to maintain a culture of inclusion for our team members, partners and guests.



## Protecting Human Rights

We are committed to the safety and well-being of our team members and guests

Through our Count on Me culture, we empower our team members, hotel owners and Wyndham Rewards members to make a difference, and we're incredibly proud of how they have stepped up to donate thousands of volunteer hours, loyalty points, rooms and more to their communities over the last year.



## Leadership in Sustainability

We are accountable for our part in protecting the environment

Through numerous initiatives, we take steps every day to minimize the impact of our operations, working to reduce our environmental footprint and preserve natural resources.



## Supporting Our Communities

We care for the communities in which we work and live

Helping to try to stop to human trafficking is a major priority for our entire industry. We continue to develop resources and educate our hotel owners, team members and stakeholders in an effort to combat human trafficking.



## Advancing the UN Sustainable Development Goals (SDGs)

Wyndham Hotels & Resorts has always believed that you can do well by doing good. That's why we have worked to integrate diversity and inclusion, environmental sustainability, human rights and community support initiatives into the fabric of our business.

We are committed to operating sustainably in a way that provides outstanding experiences for those we serve through places to stay that are socially, ethically and environmentally responsible. With a footprint spanning hundreds of communities around the world, we engage team members, owners and operators to uphold and leverage our core values to think globally and execute locally. The UN Sustainable Development Goals serve as a strategic guide for our Social Responsibility Program, which helps advance our company's mission of making hotel travel possible for all.

SDGs	Targeted Strategies and Actions	SDGs	Targeted Strategies and Actions
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<ul style="list-style-type: none"> <li>Promote and protect our Team Members' health with our <b>Be Well</b> Program</li> <li>Raise awareness in our <b>community</b> about good health and healthy lifestyles</li> <li>Encourage health and wellness for our guests with our <b>Stay Well</b> guest rooms</li> </ul>	 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<ul style="list-style-type: none"> <li>Provide <b>local hiring</b> opportunities in travel and tourism as we continue to expand around the globe</li> <li>Be at the forefront of industry initiatives to address <b>human trafficking</b> and <b>human rights</b> issues</li> <li>Provide <b>learning and development</b> opportunities through Wyndham University</li> </ul>
 <p>5 GENDER EQUALITY</p>	<ul style="list-style-type: none"> <li>Provide <b>leadership opportunities</b> among our female team members</li> <li>Support initiatives to empower women and girls through our <b>community</b> programs</li> <li>Develop <b>women-owned businesses</b> through our Diverse Suppliers Program</li> </ul>	 <p>13 CLIMATE ACTION</p>	<ul style="list-style-type: none"> <li>Embark on a multi-decade journey to reduce our <b>greenhouse gas emissions</b> in alignment with what is required to limit the rise in global temperatures</li> <li>Provide our <b>managed and franchised hotels</b> with tools and best practices through our Wyndham Green program to reduce our environmental impact</li> </ul>
 <p>6 CLEAN WATER AND SANITATION</p>	<ul style="list-style-type: none"> <li>Promote best practices around water conservation at our <b>hotels</b> through our Wyndham Green program</li> <li>Support the access to sanitation to all through our <b>community partnerships</b></li> <li>Reduce <b>single use plastics</b> to keep our waterways and oceans pollution-free and safe for wildlife</li> </ul>	 <p>15 LIFE ON LAND</p>	<ul style="list-style-type: none"> <li>Promote and expand best practices for biodiversity protection across our <b>properties</b></li> <li>Partner with <b>suppliers</b> to make a meaningful impact to protect forests and biodiversity</li> <li>Share best practices around waste diversion in order to reduce <b>waste sent to landfills</b> through our Wyndham Green Program</li> </ul>

In order to deliver on our mission, Wyndham Hotels & Resorts relies on the UN's SDGs and our core values of integrity, accountability, inclusivity, caring and fun to shape our strategy.



## 2025 Performance Targets

To support the UN Sustainable Development Goals and empower a compelling vision for sustainable tourism, we have set Wyndham's first-generation performance targets as a newly independent company. We will continue to evolve our targets and report on our progress as we advance on our social responsibility journey.

FOCUS AREAS	2025 PERFORMANCE TARGETS	STATUS
Environment	<b>15%</b> absolute emissions reduction in Scope 1 and 2 emissions*	<b>On Track</b>
	<b>15%</b> reduction in water consumption per square foot*	<b>Beginning of Journey</b>
	<b>100%</b> renewable energy at owned properties, corporate headquarters and North American offices	<b>On Track</b>
	<b>100%</b> elimination of single use plastics	<b>Beginning of Journey</b>
	<b>100%</b> of managed properties are Wyndham Green Certified	<b>Beginning of Journey</b>
	<b>100%</b> sourcing of cage-free eggs**	<b>Beginning of Journey</b>
Diversity & Inclusion	<b>100%</b> gender pay equity globally	<b>On Track</b>
	<b>100%</b> of corporate and hotel team members receiving unconscious bias training	<b>On Track</b>
Human Rights	<b>100%</b> of corporate and hotel team members receiving human rights training	<b>Ahead of Schedule</b>
Community Impact	<b>100%</b> Wish Day participation***	<b>On Track</b>

\* From 2019 base year

\*\* Based on our commitment to provide our owned, managed and franchised hotels exclusively with suppliers of cage-free eggs, in order to source 100% of our eggs (shell, liquid and egg products) from cage-free sources globally

\*\*\* Target is for eligible corporate team members in United States and Canada

## Materiality

Our social responsibility strategy and reporting is informed by the Global Reporting Initiative's materiality principles and approach. We have mapped environmental, social and governance topics with consideration to the greatest impacts on our business and our stakeholders. We have also aligned with industry priorities as defined by the American Hotel & Lodging Association, Global Sustainable Tourism Council, International Tourism Partnership, Sustainability Accounting Standards Board and World Travel & Tourism Council.

## Environmental, Social and Governance Topics Matrix

Importance to Stakeholders ↑	VERY HIGH	<ul style="list-style-type: none"> <li>Plastic Waste (Land and Oceans)</li> <li>Cultural Heritage Protection</li> <li>Water Quality</li> </ul>	<ul style="list-style-type: none"> <li>Climate Risk &amp; Opportunity Management</li> <li>Community Engagement</li> <li>Local Economic Development</li> <li>Operational Waste</li> <li>Water Consumption</li> </ul>	<ul style="list-style-type: none"> <li>Ethics &amp; Compliance</li> <li>Diversity &amp; Inclusion</li> <li>Greenhouse Gas Emissions</li> <li>Guest Health, Safety &amp; Security</li> <li>Human Rights</li> <li>Worker Health &amp; Safety</li> </ul>
	HIGH	<ul style="list-style-type: none"> <li>Animal Welfare</li> <li>Biodiversity</li> </ul>	<ul style="list-style-type: none"> <li>Advocacy and Responsible Lobbying</li> <li>Corporate Governance</li> <li>Supply Chain Responsibility</li> </ul>	<ul style="list-style-type: none"> <li>Data Privacy &amp; Security</li> <li>Employee Engagement</li> <li>Employee Wages &amp; Benefits</li> </ul>
	MEDIUM	<ul style="list-style-type: none"> <li>Food Waste</li> </ul>	<ul style="list-style-type: none"> <li>Deforestation</li> <li>Ethical Marketing &amp; Communications</li> <li>Taxes and Contributions to Communities</li> </ul>	<ul style="list-style-type: none"> <li>Customer Relationship Management</li> <li>Franchisee Engagement</li> <li>Team Member Training and Development</li> </ul>
		MEDIUM	HIGH	VERY HIGH
Relevance to our Business Model (Current and Potential Impacts) →				

# Governance

## Board of Directors

Wyndham Hotels & Resorts' Board of Directors is comprised of eight members, six of whom are independent directors, as defined by the rules of the New York Stock Exchange. Our independent directors bring experience, oversight and expertise from outside the Company and our industry, with the Chairman and Chief Executive Officer providing company-specific experience and expertise. The Board of Directors reflects our inclusive philosophy and is comprised of six men and two women in addition to Caribbean and Asian American representation.



## Environmental, Social and Governance Oversight

The Board of Directors, through the Corporate Governance Committee, oversees and is updated on the performance and compliance of Wyndham Hotels & Resorts' Social Responsibility programs. The Chair on the Corporate Governance committee provides input into the strategy and direction of our Social Responsibility program. Our Chief HR Services Officer provides updates to the entire Board and the Corporate Governance committee. Within our Board's Corporate Governance committee, areas of focus include our annual social and environmental performance goals, team member development and compliance.

## Social Responsibility Council

Our Social Responsibility Council (SRC) is chaired by our President. The SRC meets quarterly to provide oversight and direction for the global Social Responsibility program. Subject matter experts will be invited to discuss pressing global social responsibility related topics, including human rights, health and safety, climate change, water and diversity, with the intent of receiving input and guidance on the organizational impacts. In addition, the SRC is designed to:

- Reinforce and promote an organizational culture that encourages active participation in Social Responsibility.
- Review emerging environmental and social risks and opportunities.
- Ensure we are on track with our strategic goals related to Social Responsibility key performance indicators.
- Drive engagement, build awareness and celebrate the successes of our Social Responsibility Programs.

# Stakeholder Engagement

Wyndham Hotels & Resorts' stakeholder engagement approach is designed to be inclusive, strategic and results-oriented to respond to key topics of greatest concern and opportunity.

Throughout the year, we actively engage with our team members, shareholders, suppliers, communities, franchisees and guests. Additionally, we actively participate in leading industry associations and academic and research institutions dedicated to solving global environmental, social and economic challenges.

## FRANCHISEES

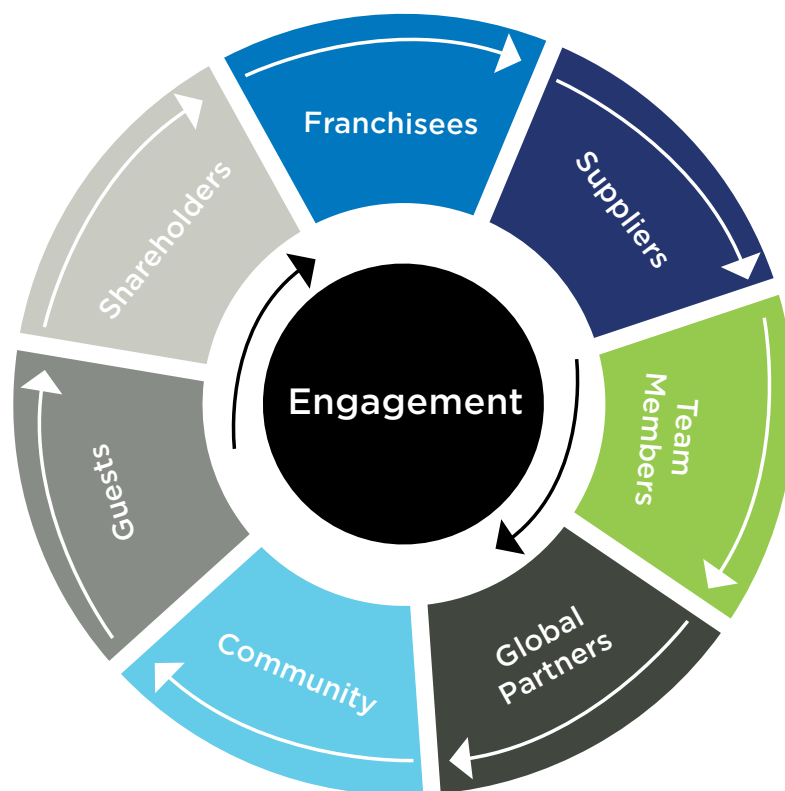
- Operational Training and Awareness Workshops
- Educational Opportunities
- Wyndham Green Program
- Count on Me Service Culture
- Global Conference

## SUPPLIERS

- Global Conference
- Wyndham Green Program
- Diversity Programs

## TEAM MEMBERS

- Count on Me Service Culture
- Compliance and Privacy Champions
- Performance Reviews
- Surveys and Town Hall Meetings
- Affinity Business Groups
- Mentoring and Training Programs
- Recognition Programs
- Wyndham Welcome
- Be Well Program
- Wyndham Green Program



## GLOBAL PARTNERS

- American Hotel & Lodging Association
- Asian American Hotel Owners Association
- International Tourism Partnership
- U.S. Travel Association

## COMMUNITY

- Wish Days (Volunteerism)
- Wyndham Championship
- Wyndham Rewards
- Wyndham Green Program

## GUESTS

- Wyndham Rewards Program
- Guest Satisfaction Survey
- Customer Care
- Wyndham Welcome
- Stay Well Program
- Wyndham Green Program

## SHAREHOLDERS

- Investor Relations
- Shareholder Services
- 10-K, Proxy and SEC Filings





# Engagement and Program Highlights

## Team Member Engagement

### COUNT ON ME

Wyndham Hotels & Resorts' signature Count on Me service promise defines how we interact with our guests, partners, communities and each other.

Through Count on Me, we aspire to:

- **Be Responsive:** we respond to the needs of everyone with care and consideration.
- **Be Respectful:** we are courteous and engaged with all people, in every way.
- **Deliver Great Experiences:** we are prepared to deliver great experiences, every time.



As a leader in hospitality, we recognize the critical role that service plays for our Company. Our Count on Me service promise aligns with our core values – integrity, accountability, inclusiveness, caring and fun – and is embedded and celebrated at all levels of our organization.

## Career Development

Our team members development is key to our long-term success and a top priority of the Company. We actively seek to identify and develop talent throughout the company and provide a variety of learning experiences and flexible delivery methods for a diverse learning audience. This includes on-the-job practice, coaching and counseling, effective performance appraisals and honest and timely feedback as well as formal programs such as:

### Leading 4 Success

Development at this level focuses on two integral areas – Managing: the day-to-day operational functions, and Leading: the inspirational and motivational skills required to lead a team. Coursework covers topics such as empowering teams, giving and receiving feedback, embracing an inclusive culture, motivating and recognizing others, coaching and mentoring.

### Thayer Leader Development Group

Also known as “Leadership Experience at West Point,” enables growth for executive-level leadership in the areas of increasing innovation, leading internal organizational growth, improving overall leadership quality and increasing employee commitment and retention.



### Castell Leadership Program

Is dedicated to accelerating the careers of women professionals in the hospitality industry. Castell delivers impactful development opportunities for talented women professionals who have demonstrated strong leadership potential. These programs include a workshop with professional trainers specialized in developing women executives, ongoing training and networking opportunities and performance metrics tracked by Georgia State University, an academic partner to Castell Project.



Thayer Leader Development Group



## Spotlight: Global Conference

Our 2019 Wyndham Global Conference was our largest conference ever with almost 7,000 attendees consisting of franchisees, sponsors, vendors and team members from around the globe. Attendees came to network, attend our largest Trade Show ever with 175 supplier partners and learn about Company initiatives to elevate our brands, deliver resources to our owners, grow our market presence and meet the needs of today’s travelers. Our franchisees attended more than 100 learning opportunities including educational sessions, learning bursts, tech talks and supplier showcases led by Wyndham University and industry experts alike.

### CONFERENCE HIGHLIGHTS



**20** brands represented



Over **33,000** connections were made at the Trade Show



Over **100** educational sessions

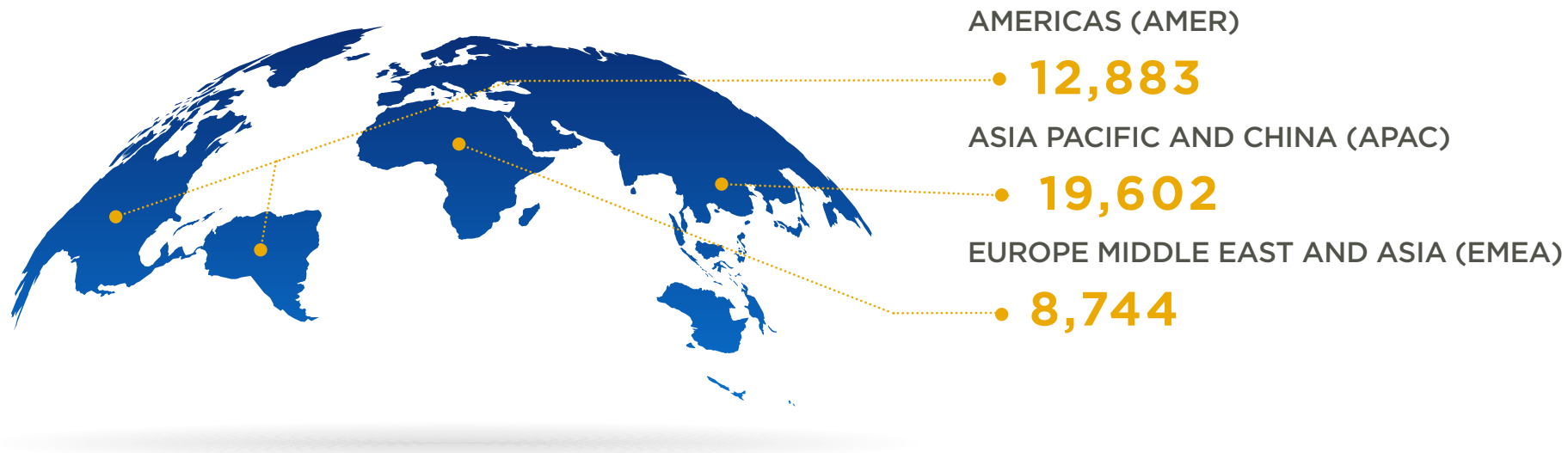


**52%** of attendees downloaded our mobile app

## Wyndham University

At Wyndham Hotels & Resorts, we're committed to helping people realize the possibilities that exist over every horizon through Wyndham University's online, virtual and in-person learning opportunities. We provide a variety of learning experiences that develop the knowledge, skills and abilities of our team members and franchisees via quality content and flexible delivery methods. Our trainings serve a diverse learning audience, which extends to our hotel owners and their teams as well as our own team members. In 2019, Wyndham University celebrated the global launch of its online platform to all regions and experienced strong engagement.

### INDIVIDUALS ENROLLED IN WYNDHAM UNIVERSITY BY REGION:



In Wyndham University's online platform, our learners will find curated learning experiences specific to their professional development needs. They can also:

- Explore fresh content through interactive learning webinars, courses, videos and job aids;
- Access mentorship materials, networking opportunities and industry certifications; and
- Gain knowledge on specialized topics across various roles and leadership levels to support professional development goals.

Our online learning platform experienced tremendous success with high enrollment across both the managed, corporate and franchisee population.



## Franchisee Engagement

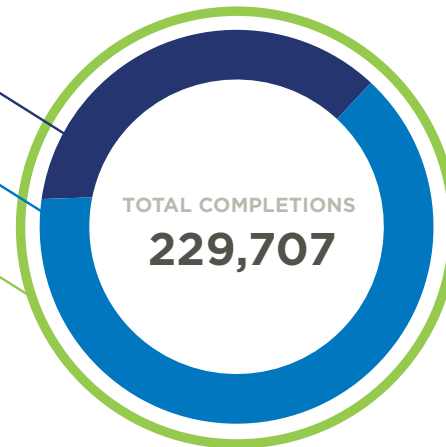
### # OF ENROLLED PARTICIPANTS IN WYNDHAM UNIVERSITY

**WH&R**

**Team Members 10,056**

**Franchisees 31,173**

**Completions - 229,707**



## Hospitality Management Program (HMP)

Additionally, Wyndham University supports conferences and events, including the Hospitality Management Program (HMP) for General Manager Certification. Our information-packed HMP features personalized content based on experience level, market segment and hotel brand, hands-on simulations, two trade shows and networking opportunities with fellow hoteliers and brand leaders. Franchisees are able to network with fellow participants while attending this training program, which lends itself to the mutual exchange of ideas, knowledge sharing and best practices. During 2019, 986 hospitality leaders participated in the highly coveted HMP across all brands.

With over 150 years of combined hospitality experience, our training team delivers impactful, customized training onsite at hotels to help franchisees achieve their operational and financial goals. They work to identify specific challenges or areas of opportunity and create an engaging learning experience.



# WYNDHAM REWARDS®

*You've earned this.®*



## Guest Engagement

### WYNDHAM REWARDS®

Named the number one hotel rewards program by readers of USA TODAY, Wyndham Rewards® is the world's most generous rewards program with more than 30,000 hotels, vacation club resorts and vacation rentals worldwide. Designed for the everyday traveler, members earn a guaranteed 1,000 points with every qualified stay and may redeem points for a wide-range of rewards, including free nights at any of approximately 9,300 hotels or tens of thousands of vacation club resorts and vacation rentals globally through our relationship with Wyndham Destinations and others. Wyndham Rewards has approximately 83 million enrolled members around the globe.

### WYNDHAM REWARDS® MEMBER GROWTH



## STAY WELL PROGRAM

In partnership with Stay Well by Delos, Wyndham Hotels & Resorts is turning hotel stays into a simply comfortable experience with a focus on health and well-being. Delos' Stay Well program is the product of collaboration between doctors, scientists, architects, designers and thought leaders, including Dr. Deepak Chopra, to identify, develop and integrate wellness features into the guest room. Our Stay Well guest rooms offer enhanced features and thoughtful amenities – from air purification to dawn simulation – that help guests rest easy and wake up refreshed.

The Stay Well program utilizes scientific research along with engineering and technological advancements to create a healthier guest room experience.

Available at select Wyndham Hotels & Resorts, our Stay Well rooms feature:



**Air Purification** – circulation of filtered air in guest rooms to reduce pollen, odors, allergens, toxins and other pollutants from the air



**Stay Well Mattress and Encasement** – a foam mattress made from organic cotton, pure hevea milk and essential oils, and accompanying encasement



**Dawn Simulation** – an alarm clock simulating a sunrise allows for a more natural waking process by using gradually increasing light



**Aromatherapy** – uses relaxing scents to help improve ambiance and mood while promoting relaxation





## Global Partners

Wyndham Hotels & Resorts actively engages with leading industry organizations to address pressing environmental and social challenges facing the travel and tourism industry. Our leadership participates in strategic planning discussions as board and committee members, active participants and supporters.



### AMERICAN HOTEL & LODGING ASSOCIATION

We continue to partner with the American Hotel & Lodging Association (AHLA) to advance environmental and social programs, including the 5-Star Promise, aimed at enhancing hotel safety for team members and guests. Geoff Ballotti, our President and CEO, currently serves as the Immediate Past Chair of the AHLA.



### ASIAN AMERICAN HOTEL OWNERS ASSOCIATION

The Asian American Hotel Owners Association (AAHOA) is a trade association that provides service and support for hoteliers through its educational offerings, political advocacy, professional development, and community engagement. Wyndham Hotels & Resorts was a founding member and currently participates in AAHOA events and activities.



### INTERNATIONAL TOURISM PARTNERSHIP

In collaboration with the International Tourism Partnership (ITP), Wyndham has worked to define the material topics for the travel and tourism industry. Key issues include further developing science-based industry targets for carbon emissions and water risk, identifying and assessing specific human and labor issues for the industry and establishing industry best practices and targets to protect human rights, ensure ethical labor standards and support youth career interest in the travel and tourism industry.



### U.S. TRAVEL ASSOCIATION

The U.S. Travel Association (USTA) is the national, non-profit organization representing all components of the travel industry. USTA advocates for policies to advance and elevate the industry on a national level, connecting association members with the tools, research and resources needed to influence change at federal, state and local levels. As a member, Wyndham Hotels & Resorts continues to partner with USTA on important industry initiatives.



## Supplier Engagement

### RESPONSIBLE SUPPLIER PROGRAM

Wyndham Hotels & Resorts has a vast supplier network to provide goods and services to properties around the globe. The Strategic Sourcing department leverages the Company's combined global purchasing power to negotiate the highest quality products and services at the best possible value. The primary sourcing categories include operating supplies, furniture and fixtures, food and beverage, technology, banking and other ancillary services.

The Strategic Sourcing team also works with the Social Responsibility team to ensure a wide range of product and service options align with our strong commitment to environmental, social and governance issues globally. In order to do business with Wyndham Hotels & Resorts, we demand the highest level of ethical behavior. In all instances, we expect adherence to our Core Values in addition to compliance with our Supplier Code of Conduct and all applicable laws and regulations in all locations where a supplier conducts business. We continue to evaluate our suppliers through our Responsible Supplier Survey, which not only focuses on sustainable products but also includes questions on suppliers' philanthropic initiatives and human rights protections. We recognize each supplier as "Responsible" based on the resulting score from the survey criteria.

The program is designed to encourage innovation for competitive differentiation, cost and associated risk reduction within our supply chain, and brand enhancement and to foster collaboration and engagement with our suppliers, franchisees and other stakeholders.



Our Responsible Supplier Survey is comprised of 50 questions and follows our four pillars of social responsibility. It includes questions on policies, data and targets around:

- Community
- Diversity & Inclusion
- Human Rights
- Sustainability

In 2019, Wyndham Hotels & Resorts had greater than 25% of procurable spend with suppliers that meet the Responsible Supplier criteria.

We are committing to provide our owned, managed and independently owned franchised hotels exclusively with suppliers of cage-free eggs, in order to source 100% of our eggs (shell, liquid and egg products) from cage-free sources globally by 2025. We commit to publicly reporting on progress annually and to translating the policy into key native languages.



# Diversity and Inclusion

## A Value Chain Approach

Wyndham's commitment to Diversity & Inclusion is central to our business. Throughout our value chain, from team members, franchisees, partners and suppliers to the community and our guests, we believe that a diversity of backgrounds, cultures and experiences helps drive our company's success.

Diversity is not just about doing the right thing - it's a business, financial and customer responsibility. Travel enables people of varied nationalities and backgrounds to connect and learn from different cultures. In the same way, we can raise our collective understanding and appreciation for one another at work.

Wyndham Hotels & Resorts fosters a workplace where all individuals are treated with respect and can achieve both personal and professional success. Diversity in perspective, talent and background have helped to make us one of the leading hospitality companies and a remarkable place to work.

## CEO Pledge

In 2018, our CEO signed on to The CEO Action for Diversity & Inclusion™ - the largest CEO-driven business commitment to advance diversity and inclusion within the workplace. This is a unique collaboration of more than 450 U.S. CEOs and academic presidents, representing nearly 12 million employees, who signed a pledge to take action to cultivate environments where diverse experiences and perspectives are welcomed and where employees feel comfortable and encouraged to discuss diversity and inclusion.

### Our Progress to the CEO Pledge

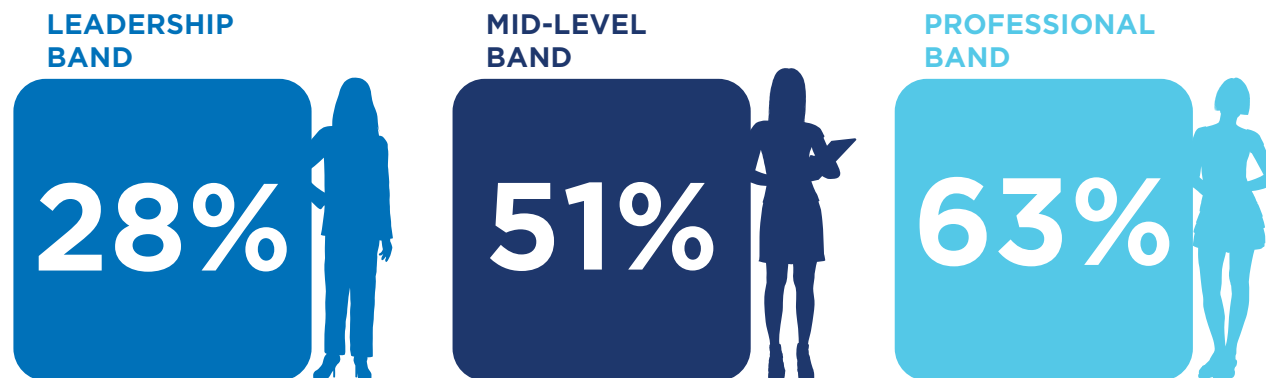
- Cultivated a workplace that supports open dialogue on complex, and sometimes difficult, conversations about diversity and inclusion by adding these topics to our Count on Me program and leadership development.
- Shared and collaborated across enterprises in order to advance Diversity and Inclusion within the business community with the continued promotion and development of our Affinity Business Groups.
- Implemented unconscious bias training in our workplace.

## Team Members

### 2019 Workforce Highlights

We have achieved 100% gender pay equity comparing the median compensation of females versus males at the executive level, measured on an unadjusted basis, for 2019. For all employees below the executive management level globally, we have achieved 95% gender pay equity, comparing the median compensation of females versus males, measured on an unadjusted basis, for 2019.

### Women in Leadership



### Minority Representation

**63%** of US workforce represents minority groups including:

Hispanic or Latino	<b>34.96%</b>
Black or African American	<b>20.16%</b>
Asian	<b>4.51%</b>
Two or more races	<b>2.91%</b>
American Indian or Alaska Native	<b>0.75%</b>
Native Hawaiian or Other Pacific Island	<b>0.57%</b>

## AFFINITY BUSINESS GROUPS

Affinity Business Groups serve as fully inclusive networks where empowered team members actively engage to foster innovation, help Wyndham Hotels & Resorts grow, and enhance Diversity & Inclusion globally. We continue to strive to increase membership and engagement domestically and internationally while being in alignment with our business initiatives. In addition to the Parsippany headquarters campus, we also have Affinity Business Groups in Saint John, Canada and Orlando, Florida.

### ¡FUERTE!

A unifying network that represents and promotes the richness of the Hispanic/Latinx culture at Wyndham Hotels & Resorts and the professional development of their team members.

### NEXT

A multigenerational network aimed to broaden perspectives and develop understanding about the values and expectations of each generation.

### PRIDE

Leveraging the passion of our team members, we strive to foster a culture of acceptance and equality within the LGBTQ community and to raise awareness of LGBTQ issues through education.

### SALUTES

An association of military and civilians where appreciation and commitment to fostering opportunities and experiences to help honor and advance those who served and their families.

### SPECTRUM

Leveraging and developing the SPECTRUM of African Americans/Blacks as internal and external resources through leadership, education, innovation and networking.

### WOMEN ON THEIR WAY®

Bringing together team members to support women in their development and advancement while creating a culture of camaraderie and teamwork.



## ABGs in Action



### ¡FUERTE!

Wyndham Hotel & Resorts signed the Hispanic Promise in 2019 showcasing our commitment to create a more inclusive environment for Hispanic people. The Hispanic Promise is the first-of-its-kind national pledge to hire, promote, retain and celebrate Hispanics in the workplace.

### SPECTRUM

Our Affinity Business Group SPECTRUM partnered with the Movember Foundation to support and help raise awareness for Men's Health Month. As a part of Movember, SPECTRUM organized a clothing drive to support the Market Street Mission in Morristown, NJ in their first ever men's Suits for Success drive for their Life Change Recovery Program graduation. Thanks to the combined efforts of the Wyndham Hotels & Resorts Community we helped raise over \$2,400 and collected over 100 suits supporting Movember to raise awareness and funds for men's health.



### SALUTES

In honor of Veterans Day, our Salutes Affinity Business Group held a flag ceremony on the Parsippany Campus featuring members of the Hope For The Warriors organization, who discussed their close partnership with our Super 8 by Wyndham brand as well as the many ways we are working together to support service members, veterans and military families. Representatives from Employer Support of the Guard and Reserve honored our Company with the Above and Beyond Award for our commitment to supporting the military. Additionally, our veterans in Parsippany received a surprise gift bag filled with La Quinta® by Wyndham and Super 8® by Wyndham gear, gift cards and more to thank them for their service.





## Five Generations Work at Wyndham

TRADITIONALISTS <1%	BOOMERS 21%	GEN X 27%	MILLENNIAL 47%	GEN Z 5%
<ul style="list-style-type: none"><li>• Great Depression</li><li>• World War II</li><li>• Disciplined</li><li>• Workplace Loyalty</li><li>• Moved to the “Burbs”</li><li>• Vaccines</li></ul>	<ul style="list-style-type: none"><li>• Vietnam, Moon Landing</li><li>• Civil/Womens Rights</li><li>• Experimental</li><li>• Innovators</li><li>• Hard Working</li><li>• Personal Computer</li></ul>	<ul style="list-style-type: none"><li>• Fall of Berlin Wall</li><li>• Gulf War</li><li>• Independent</li><li>• Free Agents</li><li>• Internet, MTV, AIDS</li><li>• Mobile Phone</li></ul>	<ul style="list-style-type: none"><li>• 9/11 Attacks</li><li>• Community Service</li><li>• Immediacy</li><li>• Confident, Diversity</li><li>• Social Everything</li><li>• Google, Facebook</li></ul>	<ul style="list-style-type: none"><li>• Age 20+/-</li><li>• Optimistic</li><li>• High Expectations</li><li>• Apps</li><li>• Social Games</li><li>• Tablet Devices</li></ul>

## Active Military, Veterans and Their Families

Wyndham Hotels & Resorts is not just military friendly, we are military family friendly. We work to support our military families by:

1. Hiring veterans and military spouses
2. Providing exclusive benefits through our Wyndham Rewards loyalty program
3. Engaging in community outreach and supporting non-profit veteran service organizations
4. Sourcing from veteran and military spouse-owned businesses

Wyndham Hotels & Resorts' commitment to the military continues to be recognized externally and was named:

- Military Friendly Top 10 Brand, Top 10 Gold Employer and Supplier Diversity Programs by G.I. Jobs Magazine (2020)
- “Best of the Best” Top Veteran-Friendly Company and Top Supplier Diversity Programs by U.S. Veterans Magazine (2019)
- “Best for Vets: Employers” by Military Times (2019)
- A “Military Friendly Spouse Employer” by Military Spouse Magazine (2019)





# Training and Mentoring Programs

## Training

We provide Diversity & Inclusion training throughout the development cycle of all team members from onboarding to executive leadership. Whether self-study or instructor led, individuals or team member groups, diversity and inclusion training is offered both online as well as in the classroom for an enhanced emotional and personal experience.

We believe that Diversity & Inclusion training should be provided as stand-alone sessions as well as incorporated into every leadership program we offer. Recruiters and hiring managers attend various Diversity & Inclusion trainings, and in particular, What is Unconscious Bias?, Types of Unconscious Bias, and Overcoming Unconscious Bias. The Leading for Success program focuses on enhancing interviewing skills with a specific lens of veteran and diversity best practices.

Through our performance management, mentorship and sponsorship programs as well as our global talent review and succession planning process, we seek out and nurture the best performers in our organization, with special attention to underrepresented groups. These individuals participate in various internal leadership development programs in addition to attending external programs based on their interests and needs.



## Mentoring

It has been a long-standing practice to support development of corporate and our managed hotel team members at every stage of their career. Mentoring leverages the Exposure component of Wyndham Hotels & Resorts' development framework (Experience, Exposure, and Education) by providing team members the opportunity to learn from the unique combination of backgrounds, experiences, perspectives and expertise of an individual within the organization over a period of time. Our Mentoring/Learning Circle program for team members provides an opportunity to assemble a diverse group of team members with common goals, interests and aspirations into an organically structured mentoring program that helps participants "own their development."

Overall, a mentor can provide expertise to help mentees enhance their development and learning by assisting in: developing competencies for their current roles, enhancing skills that can be transferable, understanding the inner workings of the organization or hotel, practicing the art of building relationships, giving and receiving feedback and building their networks.



## Suppliers

Wyndham Hotels & Resorts has a highly developed supplier diversity program, including strong efforts to engage suppliers owned by veterans, Latinos, African-Americans, women, the LGBTQ community, people with disabilities and other traditionally underrepresented groups. By maintaining a diverse supply chain, we are able to build on a rich foundation of perspectives, which benefits our company and our customers' experience. Our strong tier-1 and tier-2 programs, as well as extensive training and mentoring for diverse suppliers, helps ensure supplier diversity is thoroughly integrated into overall business strategy. We have an estimated 12.6% or \$150 million of total procurable spend with diverse suppliers.

Sobel Linen provides high-quality bedding and towels to many properties under the Wyndham Hotels & Resorts umbrella. With a certification from the National Minority Supplier Development Council, Sobel Linen brings a wealth of knowledge, experience and perspective to the table as a certified Hispanic-owned business.



American Hotel Register Company is not only the world's premier hospitality supplier; it is also an officially certified women-owned business from the Women's Business Enterprise National Council (WBENC). With extensive industry experience and more than 150 years of service, American Hotel offers customers over 70,000 products, 1,600 national brands, and an expanding portfolio of eco-friendly products and best value items from its own Registry® brand. The company also delivers award-winning design and project capabilities and fast delivery from distribution centers strategically located throughout the United States, Canada and the Caribbean. It is a privately-owned business and parent company to International Hotel Supply and serves customers in more than 140 countries.

## Empowering Diverse Guests and Communities

Wyndham Hotels & Resorts strongly believes that our team members are a critical component of our success. In order to continue to drive our financial performance and strengthen our bonds with our employees, we find it important to invest in our women, veterans and LGBTQ communities.

### WOMEN

To encourage increased diversity among our third-party franchisees and within the hospitality industry, Wyndham Hotels & Resorts has launched a "Women in Development Incentive Program". The program, which is in its infancy, is intended to attract top women hotel developers and entrepreneurs from diverse backgrounds and involves Wyndham Hotels & Resorts qualifying franchisees to develop Wyndham-branded hotels. Our Affinity Business Group, Women on Their Way is partnering with external organizations to provide guidance and direction on this endeavor.

## VETERANS

Wyndham Hotels & Resorts actively participates in the The Hiring Our Heroes Corporate Fellowship Program which is an innovative program of the U.S. Chamber of Commerce Foundation that providing transitioning service members with professional training and hands-on experience in the civilian workforce. The professional development offered through the program prepares candidates for a smooth transition into meaningful civilian careers. Candidates then undergo exclusive on-the-job training at WH&R, gaining firsthand experience in the hospitality industry. This real-world experience is augmented by weekly educational sessions for the cohort, held in a classroom setting.

La Quinta® by Wyndham has been a leading partner with the Hiring Our Heroes Corporate Fellowship Program since 2015. Over five years in the program, La Quinta® has hosted 20 Fellows and hired 11 transitioning service members into General Manager and Assistant General Manager positions.

La Quinta® is honored to partner with several non-profits dedicated to supporting military personnel, veterans, and their families. Through our Salutes program, La Quinta® hotels have hired nearly 2,000 veterans and military spouses and established partnerships with military non-profits like **Carry the Load, Military Service Initiative of the George W. Bush Institute, Armed Services YMCA, Fisher House Foundation, Operation Homefront and more**. Additionally, through the generosity of our Wyndham Rewards members, one million Wyndham Rewards points have been donated to our veteran service organizations that are used for military families in need.



La Quinta® by Wyndham and Super 8® are happy to offer reserved parking for veterans at all hotels across the US and Canada.



## LGBTQ COMMUNITIES

At Wyndham Hotels & Resorts, we are committed to creating an inclusive work environment where all our team members can thrive. WH&R was named a best place to work for LGBTQ Equality by earning a perfect score on the Human Rights Campaign's Corporate Equality Index (CEI), a national benchmarking survey and report on practices related to LGBTQ workplace equality, administered by the Human Rights Campaign Foundation (HRC). The honor also marks Wyndham's second consecutive year earning a perfect score on the CEI, designating the company as a Best Place to Work for LGBTQ Equality every year since the company's inception.

Wyndham's commitment to supporting the LGBTQ community is reflected both inside and outside of the Company:



WH&R Saint John Operation Center  
Saint John Pride Walk

In 2019, Wyndham Hotels & Resorts joined the HRC Business Coalition for the Equality Act, a group of leading U.S. employers that support the Equality Act.



Wyndham offers a range of diversity and inclusion resources for team members and senior leadership, including an executive Social Responsibility Leadership Council and Pride, an Affinity Business Group.

Wyndham Hotels & Resorts also partners with leading organizations including HRC, National Gay & Lesbian Chamber of Commerce and International Gay & Lesbian Travel Association.

## SHARING THE PRIDE WITH OUR LGBTQ GUESTS AND COMMUNITIES

In June 2019, Wyndham Hotels & Resorts shared Pride collateral for fifty of our managed, full service properties in the U.S. (Wyndham Grand®, Dolce® and Wyndham brands®). This collateral was put up for the month to demonstrate our commitment to the LGBTQ community, which sent a powerful message of support to our guests and the communities in which we work.





## Environmental Sustainability

Wyndham Hotels & Resorts is an asset-light organization. We own two hotels, the Wyndham Grand® Orlando Bonnet Creek Resort and the Wyndham Grand® Rio Mar Puerto Rico Golf & Beach Resort, while we third-party manage over 392 hotels for other ownership organizations. The remainder of our approximately 9300 hotels globally are operated by our franchisees. Our franchisees operate their hotels in accordance with our brand and system standards and their own operating policies and procedures.

### Partnerships with Franchisees, Suppliers & Guests

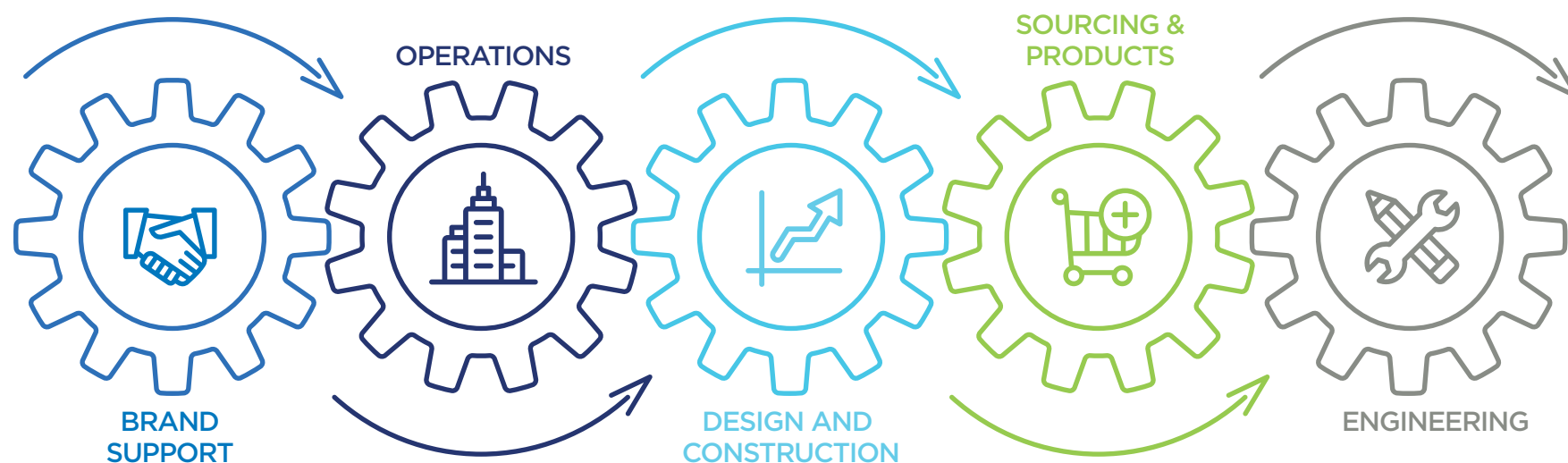
The partnership and bond between Wyndham Hotels & Resorts and our franchisees is what makes our hotels successful. As more travelers are looking for environmentally-friendly lodging options, it is critical to position our hotels optimally and provide new environmentally responsible options for our guests. With our 20 brands, we have a hotel for everyone's needs. We share our core values and operating best practices around energy and water conservation and waste diversion so that our franchise partners can join us in doing the right thing. We also provide our hotels and our franchised partners with preferred vendors that can provide the items required to operate a hotel sustainably.





## Wyndham Green Program

Wyndham Hotels & Resorts developed the Wyndham Green Program to show how hotels can reduce operating costs through efficiency, help drive revenue from environmentally conscious business travelers, remain competitive in the market and increase brand loyalty. We strive to fully integrate the Wyndham Green Program throughout our value chain by engaging and educating executive and brand leaders, team members, design and construction partners, franchisees and our suppliers. The combination of industry best practices and engagement aims to deliver triple bottom line results.



The Wyndham Green Program consists of three integral components:



## Wyndham Green Toolbox

Wyndham Hotels & Resorts continues to utilize the Wyndham Green Toolbox, a proprietary online environmental management system, specifically designed to track, measure and report energy, emissions, water and waste diversion performance globally. It allows us to visualize and analyze our footprint at the macro and micro levels while scaling to our organizational requirements. Data-driven insights allow us to identify risks and challenges in various markets to ensure we are striving towards our performance targets. Our properties can track and measure the impacts of efficiency measures that have been implemented, and we can monitor and benchmark the progress to reduce costs and environmental impact.



## Wyndham Green Certification Program

Wyndham Hotels & Resorts launched the Wyndham Green Certification, our internal certification program compiling best practices and projects, at our Global Conference in September 2019. In a relatively short time, we have reached almost 500 Wyndham Green Certified hotels and our goal for 2020 is to increase adoption even further. The program consists of five progressive levels consisting of five to seven best practices per level that address energy and water conservation, waste diversion, operational efficiency as well as guest and team member education and engagement.



The Wyndham Green Certification aligns with popular external certification programs such as TripAdvisor Green Leaders® and Green Key®, which provide common sense initiatives that parallel building certification programs such as LEED® and Green Globes®.

Wyndham Green Certified hotels proudly display the respective certification badge at their hotel's main entrance and website demonstrating their commitment to sustainability to guests.

## Wyndham Green Housekeeping Program

In order to further engage with our guests, we set out to expand on the existing linen and towel reuse program by launching the Wyndham Green Housekeeping Program in November 2019, allowing Wyndham Rewards members an opportunity to further reduce the environmental impact of their stays. Members can earn 500 bonus points if they elect to waive housekeeping service at participating hotels during stays of two or more nights. The goal of the program is to conserve water and energy while forging strong guest loyalty to Wyndham Hotels & Resorts. It also helps to conserve natural resources while driving operational efficiencies at the hotels.



# Our Focus Areas Moving Forward

Wyndham Hotels & Resorts is committed to leadership in environmental disclosure and performance. We have set 2019 as our new baseline specific to Wyndham Hotels & Resorts and set climate-related targets in alignment with science-based targets for Scope 1 and 2 related emissions. Our carbon emission target is in alignment with the 2-degree Celsius level of ambition, based on targeted absolute reductions of 2.5% annually. Water conservation and waste diversion goals will be re-established and re-evaluated on a routine basis to meet current and future environmental concerns based on bi-annual risk assessments and changes in regulations.

1. Increase adoption and engagement of Wyndham Green Certification Program
2. Work towards achieving our new 2025 Environmental performance targets



15% absolute emissions reduction in Scope 1 and 2 emissions



100% renewable energy at owned properties and North American Corporate Headquarters



100% sourcing of cage-free eggs



15% reduction in water consumption per square foot



100% elimination of single use plastics



## Energy and Emissions

Wyndham Hotels & Resorts is committed to reducing absolute carbon emissions. In Scope 1 and 2 emissions by 15% by 2025, compared to our 2019 baseline.

Reducing our energy and climate related footprint continues to be a focus area for Wyndham Hotels & Resorts. The Wyndham Green Certification Program involves many best practices around energy conservation. Forty percent of the certification items directly or indirectly impact energy conservation related efforts to minimize the use of energy.

### Wyndham Green Strategies for Energy Conservation

#### Hotel Exterior:

- Energy efficient lighting
- Air sealing

#### Common Areas:

- Energy efficient lighting



#### Guest Rooms:

- Energy efficient lighting
- Heating and cooling set points or occupancy controls
- Low flow showerheads and faucet aerators
- Wyndham Green Housekeeping or linen and towel reuse program

#### Back of House:

- Lighting occupancy controls
- Basic & advanced preventative maintenance programs
- Efficient appliances and equipment

### Cloud-Based Energy Management System Pilot at La Quinta®

In 2019, Wyndham Hotels & Resorts initiated a pilot program of a cloud-based energy management system specifically designed to reduce energy waste from heating and cooling in unoccupied guest rooms. Systems were installed at six La Quinta® by Wyndham hotels in California and Illinois taking advantage of robust incentives to reduce payback periods. The systems reduced energy waste by up to 40%. We will continue to explore these cloud-based energy management systems opportunistically in our managed hotel portfolio in 2020.



La Quinta® by Wyndham  
Chicago, IL



## United States Green Building Council – New Jersey Chapter

We have partnered with the U.S. Green Building Council (USGBC) to promote building environmentally responsible and high performing structures. We work closely with the USGBC New Jersey Chapter to support sustainability outreach and education within the state, and we have positively impacted over 15 pieces of New Jersey legislation in support of green building.

Our Corporate Headquarters is recognized as one of the highest performing Green Buildings in the country.

Our corporate headquarters received its 1st U.S. Green Building Council LEED Silver Certification for Commercial Interiors in 2010, a 2nd Silver Certification for Existing Buildings: Operations and Maintenance (EBOM) in 2013, and a Gold EBOM Certification in 2018, which was earned through water reduction, green cleaning and indoor air quality management. In 2019, we continued our pursuit of excellence in energy efficiency by completing an additional LED retrofit project converting nearly all of the lighting throughout the building to LED technology.

Wyndham Hotels & Resorts has purchased Renewable Energy Credits and Carbon Offsets for its corporate offices in the US in order to maintain our carbon neutral position.



## Renewable Energy

Our Dolce® Hotel and Resort by Wyndham La Hulpe in Brussels has a 264.4kW solar PV system that offsets 7% of its annual usage with renewable energy. We will continue to explore further opportunities to utilize renewable energy where feasible in 2020.

## Scope 3 Business Travel

Wyndham Hotels & Resorts is committed to reducing our Scope 3 emissions from business travel through two programs:



### UNITED AIRLINES ECO-SKIES CARBON CHOICE PROGRAM

The United Airlines Eco-Skies Carbon Choice program allows its corporate customers to track and offset emissions related to business travel.

Wyndham Hotels & Resorts has offset the carbon with Kenya's Chyulu Hills Redd+ Project, which delivers community benefits, enhances forest protection, protects the biodiversity of the area and restores degraded rangelands which is estimated to prevent the emission of 18 million tons of carbon dioxide equivalent over the next 30 years.



### AVIS BUDGET CARBON OFFSET PROGRAM

In conjunction with Avis Budget Group, Wyndham Hotels & Resorts offsets corporate car rentals through a partnership with NextEra Energy. Avis Budget contributes to the EarthERA Renewable Energy Trust which built the Capricorn Ridge IV Wind Farm on behalf of Wyndham Hotels & Resorts.

## Water

Wyndham Hotels & Resorts is committed to a 15% reduction in water usage per square foot by 2025. Through the Wyndham Green Certification Program, we ask hotels to follow best practices on water conservation, including many low-to-no cost upgrades that reduce both consumption and operating costs. These items represent 25% of overall certification requirements.

### Wyndham Green Strategies for Water Conservation

#### Hotel Exterior:

- Irrigation controls for landscaping

#### Common Areas:

- Low flow toilets



#### Back of House:

- Efficient laundry equipment

#### Guest Rooms:

- Low flow showerheads
- Low flow aerators for bathroom faucets
- Low flow toilets
- Wyndham Green Housekeeping/linen and towel reuse program



## Sustainable Supplier Partnership Spotlight

ECOLAB is a global leader in water, energy and hygiene technologies and services that operates at the center of the water-energy-food nexus. They help companies in over 40 industries throughout the world grow and succeed while minimizing their environmental impact. ECOLAB's partnership with Wyndham Hotels & Resorts helps provide clean, safe and resource-efficient operations and delivers a true win-win result. In 2019, we tracked the results of our products and services at almost 4,000 Wyndham properties globally with favorable results. Our eROI summary presents the impact of over 211.9 million gallons of water saved while saving over 1.3 million therms of natural gas and avoiding 727,900 pounds of waste to landfill.



	Gallons	Therms	Metric Tons CO <sub>2</sub> e	Pounds Waste Avoided	Total Safety Impact	Total Asset Impact
3D TRASAR™ for Cooling Water	1.0 million	-	-	-	Real-time data monitoring keeps chemicals within safe limits	Reduced corrosion and scaling improves the useful life of capital equipment
Apex™ Warewashing Solids	2.4 million	33,890	210	13,100	Automated dispensing platform and non-corrosive, color-coded block	High performance maintains ware cleanliness and appearance
Aquanomic™ Low Temp Laundry Program	207.6 million	1.25 million	6,650	52,600	Automated dispensing system	High performance maintains towel cleanliness and appearance
Oasis & Oasis Pro® Concentrated Cleaners	-	-	-	620,000	Closed system and flexible packaging	-
SMARTPOWER™	240,000	3,700	20	1,500	Automated dispensing platform and non-corrosive, color-coded block	High performance maintains ware cleanliness and appearance
Solid Power™ XL	-	-	-	29,000	Closed system and flexible packaging	-
Wash 'N Walk™ No Rinse Floor Cleaner	672,000	12,510	70	11,700	Reduce slips & falls from greasy floors, automated dispensing system reduces exposure potential	-
<b>VALUE DELIVERED</b>	<b>211.9 million</b>	<b>1.3 million</b>	<b>6,950</b>	<b>727,900</b>	<b>Improved Safety</b>	<b>Improved Asset Life</b>
	Gallons	Therms	Metric Tons CO <sub>2</sub> e	Pounds Waste Avoided		

## Waste

Waste related topics have been a subject of increased public legislation, and we consider this as an opportunity. Mandatory recycling requirements, single-use plastic minimization, polystyrene foam and plastic straw bans, electronic waste regulations, composting and food waste management are all important initiatives, and Wyndham Hotels & Resorts will aim to support these where possible in our operations.

We are currently at a waste diversion rate of approximately 28% and are committed to establishing targets by 2021.

Increasing our waste diversion rates continues to be a focus area for Wyndham Hotels & Resorts. Embedded within the Wyndham Green Certification Program are many best practices around waste diversion, 25% of the certification items directly impact waste diversion related efforts.

### WYNDHAM GREEN STRATEGIES FOR WASTE DIVERSION

#### Hotel Exterior:

- Basic recycling
- Single-use plastic minimization

#### Common Areas:

- Basic recycling
- Water refill station
- Single-use plastic minimization



#### Guest Rooms:

- Basic recycling
- Single-use plastic minimization

#### Back of House:

- Recycling of hazardous materials
- Basic & advanced recycling – multiple streams
- Donation program
- Food waste composting
- Single-use plastic minimization

### SINGLE-USE PLASTICS

We are working on eliminating single-use plastics and will comply with local laws as required. As part of these efforts, we are exploring viable alternatives to single-use plastics, including, but not limited to, straws, utensils, containers and packaging to offer our owned and managed properties while ensuring a positive guest experience. We're proud of our franchise partners and managed teams that have already taken action on this commitment.

All 20 brands are evaluating and piloting bulk amenity dispensers in order to reduce the single-use plastics. In 2020, there will be bulk amenity dispenser options available for all brands.







## SPOTLIGHT: WYNDHAM GRAND® CLEARWATER BEACH RESORT

A Level 4 Advanced Wyndham Green Certified hotel, the Wyndham Grand® Clearwater Beach Resort progressed quickly through the Wyndham Green Certification program while really focusing on the elimination of single use plastics in their resort operations. As recognized by Ocean Allies in Clearwater Beach, they have eliminated single use plastics throughout their food and beverage operations with compostable paper straws, compostable to-go containers, plant-based cups and paper carry-out bags. Their housekeeping team members utilize re-usable laundry mesh bags to gather soiled linen and terry in lieu of single use plastic bags thereby eliminating hundreds of plastic bags daily. The hotel has also installed bulk amenity dispensers in all of its guest rooms, reducing waste and operating costs.





## Partnership with Clean the World

Wyndham Hotels & Resorts has partnered with Clean the World to recycle used soap bars and amenity bottles in order to divert more waste from landfills while simultaneously improving the quality of lives in those communities lacking resources for water, sanitation and hygiene.



Clean the World operates global health programs and partnerships, including WASH (Water, Sanitation, Hygiene) programs in 127 countries. Historically, we have helped distribute over 54 million bars of soap and diverted over 22 million pounds of waste from landfills.

## Recycling Soap, Saving Lives

	 Bars or Soap Distributed	 Lbs. of Soap Collected	 Lbs. of Plastic Collected
<b>Year to Date Totals</b>	<b>73,760</b>	<b>13,830</b>	<b>12,105</b>
<b>Historical Totals</b>	<b>726,565</b>	<b>136,231</b>	<b>98,715</b>
<b>Clean The World Impact Totals</b>	<b>54,148,013</b>	<b>20,558,244</b>	<b>2,381,421</b>

# Protecting Human Rights

## The 5-Star Promise

### WORKING TOWARD OUR COMMITMENT

In 2018, we partnered with American Hotel & Lodging Association (AHLA) for the 5-Star Promise, a pledge to provide tools and resources to enhance safety and security for hotel employees in hotels across the US. Through the initiative, we strengthened policies and provided new trainings and resources, including employee safety devices (ESDs), to further hotel safety, including prevention and response to sexual harassment and assault. Wyndham Hotels & Resorts is proud to unite with our industry in support of the 5-Star Promise, showing a shared commitment to the incredible people who help make our guests' travels memorable. We are dedicated to our team members' safety and security.

We are on track with our commitment to the 5-Star Promise; we have deployed employee safety devices to all of our managed hotels and rolled out AHLA 5-Star Promise training to our managed and corporate team members and made the training available to our franchisees.

We have worked to enhance our policies and mandated training of all our team members to help them identify and report trafficking activities. Wyndham Hotels & Resorts recorded over 23,000 training impressions viewed by our corporate and managed team members in 2019 including classes titled:

- **Anti-Sexual Harassment**
- **Safety & Security**
- **Human Trafficking Awareness**
- **Diversity & Anti-Discrimination**



Wyndham, along with other leaders in our industry, remains committed to supporting our industry's efforts to end human trafficking. We also make training opportunities available for our franchised hotels, which are independently owned and operated.

## ECPAT-USA and The Code

Wyndham is proud to work with ECPAT-USA, an organization whose mission is to protect every child's human right to grow up free from the threat of sexual exploitation and trafficking.

We signed The Code, which is a joint venture between the tourism private sector and ECPAT International to collaborate in efforts to end the commercial sexual exploitation of children.

## Human Rights Statement

We are committed to operating our business in a manner consistent with the principles contained in the United Nations Universal Declaration of Human Rights and Global Compact. In addition, the Company's core values showcase our commitment to ethical business practices and good corporate citizenship.

## Modern Slavery Statement

We are committed to combatting slavery and human trafficking by continuing to develop resources and educating our employees and stakeholders across relevant areas of our business and supply chain.

## Training

Hotels are one of many venues that traffickers use to exploit their victims. As a result, hospitality industry leaders are increasingly recognizing the role they can play in attempting to prevent and disrupt this crime.

Our online training program, available through the Educational Institute of the American Hotel & Lodging Association in partnership with ECPAT-USA and Polaris, expands education about human trafficking and the intersections between human trafficking and the hospitality industry.





# Supporting our Communities

## Giving and Volunteering

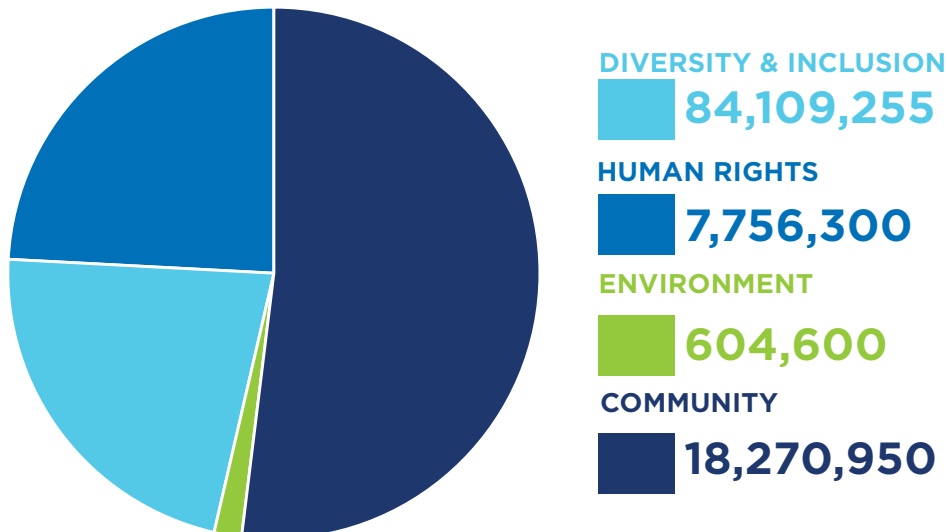
As a hospitality company, service is in our DNA. Our teams and franchisees around the world actively engage in their communities, generously giving in ways that enhance the lives of others. Wyndham Hotels & Resorts supported various charitable programs including youth and education, military, community and environmental programs in 2019 by donating \$1,369,591. Our charitable endeavors may change from year to year depending on need, but we look to support our programs such as:

- Wyndham Championship Fore! Good - our way to give back to the local Piedmont Triad by inspiring the next generation through education, supporting community development, and helping preserve our natural resources.
- Fisher House - Wyndham participates in the Hotels for Heroes program which provides hotel rooms to the families of wounded, injured, and ill military service members who are undergoing treatment.
- Polaris - is a non-profit organization that spearheads the effort to fight against human trafficking and operates the US National Human Trafficking Hotline, to which Wyndham donates Wyndham Rewards points to provide victims with temporary safe housing.

As part of our giving efforts, including Wyndham Rewards and its members, the program has donated more than 110 million points since inception to various non-profit organizations to redeem for travel and other related goods and services.

Our philanthropy captures the dedication and pledge of team members, leadership and business partners to make lasting, important contributions in the communities where we operate. This enables the Company to deliver on its core values and bring to life its Count on Me service culture to our customers and communities around the world.

### DONATION OF WYNDHAM REWARDS POINTS



Our program's mission is to improve the lives of future generations globally, focusing on education, wellness, conservation, disaster relief and other prioritized UN Sustainable Development Goals.

## VOLUNTEERING

- **Board Service** – Many executives serve or have served their time on non-profit boards such as AHLA, US Travel, and ECPAT -USA to name a few.
- **Mentoring** – We offer support and participate in Big Brothers Big Sisters (BBBS) and Junior Achievement programs.
- **Pro Bono** – Our teams provide support to organizations such as NJ LEEP and Pro Bono Partnership.
- **Walks/Runs** – Team members participate in events by the American Cancer Society, Big Brothers Big Sisters of America, Marine Corps, Carry The Load and Hope For The Warriors.
- **Be Well Garden** – Team members in Parsippany and Saint John donated all produce from their local company gardens to local food pantries.
- **Wish Days** – Each team member in the US and Canada is given a day off to volunteer. Team members contributed 2,313 Wish Hours in 2019 or \$119,803 equivalent.



### SPOTLIGHT: BE WELL GARDEN COMMITTEE

The Parsippany Be Well Garden Committee recently closed the 2019 gardening season with their final donation to the Interfaith Food Pantry in Morris Plains, New Jersey. This year, the dedicated committee donated more than 100 pounds of produce to the food pantry, including green beans, cucumbers, tomatoes, basil, garlic, radishes, bell peppers, romaine and sweet lettuce, tomatoes and sunflowers, which they harvested from the garden's four plots between April and October.

The Saint John Be Well Garden also donated all produce to a local food pantry in Saint John, Canada.







## Brand Partnerships

Our brands are committed to giving back to the communities that we work, live, and enjoy. Many of our brands have forged alliances with non-profit organizations or developed their own initiatives to give back.

### DAYS INN® BY WYNDHAM AND STARLIGHT FOUNDATION

Bringing some extra sunshine to those who need it most, Days Inn® by Wyndham teamed up with Starlight Children's Foundation to launch the latest design-a-gown contest, which invites Days Inn® guests young and old to tap into their childhood creativity and design a children's hospital gown that brightens the days of young patients while helping them feel safe, empowered and inspired. Through this initiative, which also included an ongoing social content series sharing words of encouragement to struggling children and their families, Days Inn® produced 1,000 gowns to be distributed at 10 hospitals across the country including our local Goryeb Children's Hospital at Morristown Medical Center.

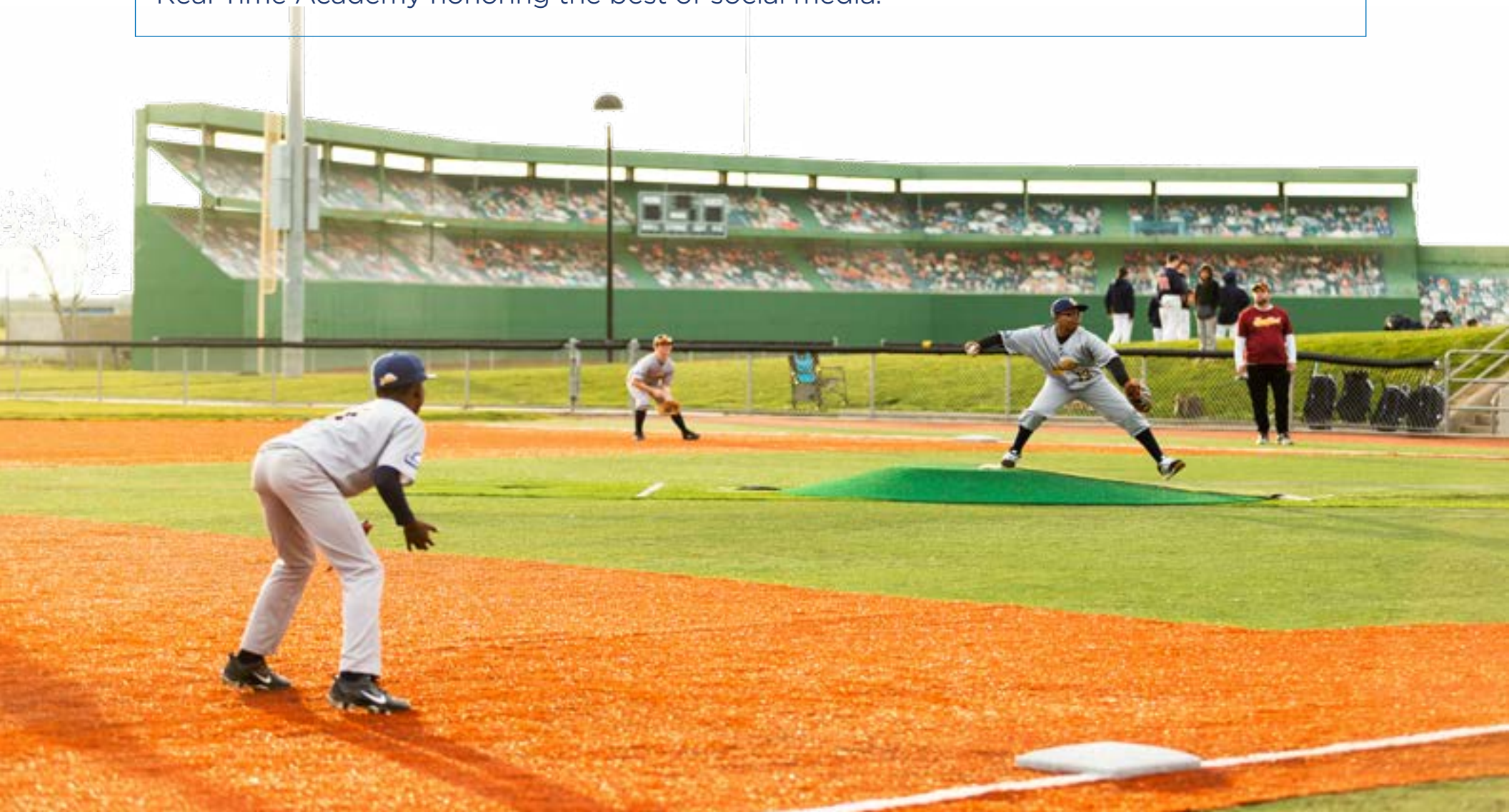




## DAYS INN® BY WYNDHAM - LEVEL THE PLAYING FIELD

Travel baseball can brighten kids' futures, but rising costs have created a widening gap between those who can and can't afford to join teams. With 1,400+ properties and a large travel-ball family customer base, Days Inn® by Wyndham wanted to help "level the playing field", so it started and sponsored a youth travel baseball team, the Golden Rays, for families for whom travel baseball was out of reach.

For this initiative, Days Inn® won the Shorty Social Good Award (Top Winner in Hospitality & Travel) and Shorty Social Good Award (Silver in Video Series), as recognized by the Real Time Academy honoring the best of social media.





## **SUPER 8® BY WYNDHAM - #JOURNEYSAFE**

Super 8® by Wyndham, as your trusted companion on the road, raised awareness and educated the public around the dangers of drowsy driving ahead of National Sleep Awareness Month and Daylight Saving Time. In partnership with philanthropist and actor Giacomo Gianniotti and sleep expert Dr. Janet Kennedy, the #JourneySafe campaign earned over 100 million impressions for the highly prevalent, yet starkly underreported issue linked to more than 100,000 crashes annually. We want to promote healthy habits and make highways safer for everyone. Our hotels are ready and waiting when you need to pull over and rest. And the safer you are, the further you can go.

## **SUPER 8® BY WYNDHAM - HOPE FOR THE WARRIORS**

Super 8® by Wyndham is proud to support those who serve – today and every day. Our brand offers reserved veteran parking at every hotel in North America and 15-20% off military discounts year-round. The brand is also partnering with Hope For The Warriors, dedicated to restoring a sense of self, family and hope for military members and their families. They provide comprehensive support programs focused on transition, health and wellness, peer engagement and connections to community resources. With our shared commitment to recognize and appreciate those who have served, Super 8® was honored to sponsor the Run for the Warriors in Long Island, N.Y. and encouraged Wyndham Rewards members to donate points to the charity in celebration of Military Family Appreciation Month. We're pleased to announce over 500,000 points have been donated, with a total of one million points donated to 501c military partners.



## HOWARD JOHNSON® BY WYNDHAM & YMCA

Delivering smiles in every town, Howard Johnson® has continued its partnership with the YMCA to encourage communities to create new memories by being active, bringing people closer together and fostering new friendships with the hope of positive change. In 2019, Howard Johnson® was the official sponsor of the 28th Annual Healthy Kids Day®, the YMCA's national initiative to improve health and well-being of kids and families reaching more than 1.3 million participants (adults and children).

Through this partnership, YMCA members can save up to 20% off at participating hotels across the country with 10% of every booking being donated back to the YMCA to help support its mission for youth development, healthy living and social responsibility.



## TRAVELODGE® AND NATIONAL PARKS CONSERVATION ASSOCIATION

Travelodge® by Wyndham – travelers’ basecamp for adventure – has a long history of celebrating and helping protect the environment. Known coast-to-coast for its laid-back California roots and iconic Sleepy Bear mascot, today, more than 75 percent of all Travelodge® hotels are located just an hour’s drive from some of the nation’s most celebrated National Parks. In an effort to help protect such vital landmarks, our brand is proud to serve as an official sponsor of the National Parks Conservation Association (NPCA). NPCA members are eligible to enjoy up to 20 percent off their next stay, with 5 percent being donated to NPCA, with our special discount being offered by participating hotels. Furthermore, in an effort to increase awareness around eco-friendly behaviors and travel, Travelodge® continues to encourage travelers to help protect and preserve our parks through our national volunteer clean-up initiative, Adventure Responsibly, while also educating the public on how to organize and host clean-up and preservation events of their own.







## Be Well

Wyndham Hotels & Resorts is committed to offering programs that focus on nutrition, exercise, lifestyle management, physical and emotional wellness, financial health and the quality of the environment in which we work and live. We believe that health and wellness invokes both professional and personal productivity, achievement and fulfillment. To help all of our team members lead healthier lifestyles while balancing family, work and other responsibilities, we offer several resources all under the branded Be Well – embracing a healthy lifestyle program. Many of our programs are offered at no cost to our team members and are available to their families as well. Below is a sample of the many Be Well successes Wyndham Hotels & Resorts celebrated in 2019.

### BE WELL DAY (MAY 22, 2019)

Each year Wyndham Hotels & Resorts celebrates wellness on Be Well Day. On this day, team members from all over the country participated in activities to promote the varied aspects of health and well-being, including physical, mental, emotional, social and financial health. These activities include health fairs, physical activity challenges, healthy cooking demonstrations, on-site health screenings and a wide variety of educational sessions. In 2019, Wyndham Hotels & Resorts encouraged our managed properties to participate in Be Well Day by facilitating a fun contest to win additional funds for future wellness activities.

### BE WELL HEALTH SERVICES

An onsite Be Well Health Services facility is located at our corporate location in New Jersey and provides services to hundreds of team members. This facility partnered with a quality local healthcare system to provide convenient and dedicated care. There is no cost to team members to access these clinic services. In addition to diagnosis and treatment for minor illnesses, our onsite Nurse Practitioner provides ongoing health education and a variety of preventative services. Wellness services include blood pressure monitoring, diabetes screenings, influenza vaccines, ergonomic evaluations and referrals to appropriate providers.

## ONSITE FITNESS FACILITY

The facility at our corporate location in New Jersey provides basic exercise equipment in a clean and friendly environment, in addition to a variety of classes and motivational programs. The health fitness specialist and program manager encourage team members to become more physically active and exceed their wellness goals. Not only does the fitness center impact team member physical health and well-being, but it also assists team members in stress management.

## CANCER SCREENINGS

The overall cancer screenings received by our U.S. based team members now surpasses our medical provider's book of business norm in two major categories – breast and cervical cancer. Utilization continues to increase with the promotion and incenting of the annual physical in addition to onsite education.

## INCREASING ACCESS TO CARE AND ONSITE PROGRAMS

Onsite flu shot clinics assist in keeping our team members healthy and minimizing absenteeism. Wyndham Hotels & Resorts brought flu shots onsite to most of our larger properties. Flu shots were also administered at our corporate locations in New Jersey and Texas.



**BE WELL**  
AT WYNDHAM



## WYNDHAM RELIEF FUND

In times of great need, Wyndham Hotels & Resorts is compelled to act by implementing programs designed to assist not only the community, but also our team members. The Wyndham Relief Fund was created to help employees who are facing financial hardship immediately after a natural disaster or an unforeseen personal hardship. We do this by donating financial support and Wyndham Rewards points. Both the Company and team members provide gifts to the Wyndham Relief Fund to help offer immediate assistance and also long-term benefits to those impacted by hardship. Following business challenges and hotel closures related to the COVID-19 pandemic, through the Wyndham Relief Fund, we were able to help over 2,800 associates that were impacted by furloughs and temporary closures.

## WYNDHAM CHAMPIONSHIP

Wyndham Rewards is the proud title sponsor of the Wyndham Championship, the final stop on the PGA TOUR FedEx Cup regular season.

Contested annually on the Donald Ross-designed course at Sedgefield County Club in Greensboro, N.C., the Wyndham Championship was founded in 1938, and has been creating significant charitable impact throughout the Piedmont Triad. The Wyndham Championship is presented by the Piedmont Triad Charitable Foundation, a registered 501(c3) non-profit organization.

Creating a positive impact in the community has always been a central focus of the Wyndham Championship, and the Wyndham Championship Fore! Good program highlights all of the ways the Tournament gives back. Whether inspiring the next generation through education, supporting community development, or helping preserve our natural resources, the Wyndham Championship's local impact is "Fore! Good." In 2019, the Championship supported over 50 local, regional and national charities with over \$1.5 million in charitable impact.

For the fourth consecutive year, Wyndham Rewards donated the "Key To Wyn" House, a fan amenity used during the Wyndham Championship golf tournament, to Habitat for Humanity to build a new home. It was carefully disassembled, loaded onto trucks and transported to the Habitat for Humanity site in Greensboro, NC where it was reassembled as a home for a local family.



# PERFORMANCE TABLES

## ECONOMIC

Our Company	2019	2018
Revenue (in millions)	\$2,053	\$1,868
Number of Employees	14,200	16,200
Number of Affiliated Hotels	9,280	9,157
Number of Properties Under Management	394	440
Number of Enrolled Wyndham Rewards Members (in millions)	81	61

## ENVIRONMENTAL

Greenhouse Gas Emissions		
In Metric Tons of CO <sub>2</sub> Equivalents	2019	2018
Scope 1 Emissions	73,688	57,578
Scope 2 Emissions	253,161	235,785
Combined Scope 1 & Scope 2 Emissions	326,849	293,363
Emissions Intensity (Tonnes CO <sub>2</sub> e/SQFT)	0.0085	0.0089

Energy Consumption		
In Megawatt Hours	2019	2018
Direct Energy Consumption	400,530	309,772
Indirect Energy Consumption	579,100	529,008
Total Energy Consumption	979,629	838,780
Energy Intensity (Kilowatt hours per square foot)	25.3	25.5
Renewable Energy Consumption	244	244

Water Consumption		
In Kilogallons	2019	2018
Municipal Water	2,386,260	1,922,512
Ground Water	9,546	16,416
Water Intensity (Kilogallons per square foot)	0.0619	0.05915

# SOCIAL

## WORKFORCE DIVERSITY

Age	2019	2018
Traditionalists	<1%	<1%
Boomers	21%	22%
Gen X	27%	27%
Millennials	47%	46%
Gen Z	5%	4%
Gender	2019	2018
% of Women in Workforce	62%	62%
% of Women in Leadership Band	28%	31%
% of Women in Mid-Level Band	51%	48%
% of Women in Professional Band	63%	64%
Race & Ethnicity	2019	2018
White	37%	37%
Hispanic or Latino	35%	34%
Black or African American	20%	21%
Asian	5%	4%
Two or more races	3%	2%
American Indian or Alaska Native	<1%	<1%
Native Hawaiian or Other Pacific Island	<1%	<1%

## WORKFORCE ENGAGEMENT

Employee Turnover	2019	2018
Hotel Employees Voluntary Turnover	67%	42%
Hotel Employees Involuntary Turnover	28%	18%
Corporate Employees Voluntary Turnover	16%	12%
Corporate Employees Involuntary Turnover	10%	10%
Voluntary Turnover Total	58%	37%
Involuntary Turnover Total	25%	17%

Training & Development	2019	2018
Total Trainings Completed	229,707 <sup>1</sup>	147,769

## SUPPLIER ENGAGEMENT

Training & Development	2019	2018
Spend with Diverse Suppliers	12.6%	12.5%

<sup>1</sup> The launch of Wyndham's new online training platform resulted in a significant increase in the number of trainings completed in 2019. This number represents trainings completed through Wyndham's new online system.

# GRI Content Index

To develop our Social Responsibility Report, Wyndham Hotels & Resorts has referenced the Global Reporting Initiative (GRI) Standards, which represents current best practice globally for reporting on economic, environmental and social performance.

This GRI Content Index is designed to assist our stakeholders in locating disclosures and metrics of interest. (To learn more about the GRI, please visit [www.globalreporting.org](http://www.globalreporting.org).)

## GENERAL DISCLOSURES:

Disclosures	Description	Location and/or Direct Answer
<b>Organizational Profile</b>		
102-1	Name of the organization	Wyndham Hotels & Resorts, Inc.
102-2	Activities, brands, products, and services	Company Overview ( <a href="#">page 5</a> )  Additional information can be found on pages 2-3 of our <a href="#">2019 10-K Filing</a> , pages 3-10 of our <a href="#">2020 Investor Presentation</a> (Published in February 2020) and the <a href="#">Our Brands</a> section of our corporate website.
102-3	Location of headquarters	Our corporate headquarters are located at 22 Sylvan Way, Parsippany, New Jersey 07054.
102-4	Location of operations	Company Overview ( <a href="#">page 5</a> )  Our global footprint encompassed more than 90 countries across six continents.
102-5	Ownership and legal form	Wyndham Hotels & Resorts is a publicly traded corporation.
102-6	Markets served	Company Overview ( <a href="#">page 5</a> )  Additional information can be found on pages 2-3 of our <a href="#">2019 10-K Filing</a> , pages 3-10 of our <a href="#">2020 Investor Presentation</a> (Published in February 2020) and the <a href="#">Our Brands</a> section of our corporate website.
102-7	Scale of the organization	Company Overview ( <a href="#">page 5</a> )  Wyndham Hotels & Resorts is the world's largest hotel franchising company based on number of properties, with approximately 9,300 hotels. Additional information can be found on pages 2-3 of our <a href="#">2019 10-K Filing</a> , pages 3-10 of our <a href="#">2020 Investor Presentation</a> (Published in February 2020) and the <a href="#">Our Brands</a> section of our corporate website.
102-8	Information on employees and other workers	Performance Tables ( <a href="#">page 54</a> )  As of December 31, 2019, we had approximately 14,200 employees, including approximately 1,300 employees outside of the United States. While we employ contractors and seasonal workers as needed, the majority of work is performed by our full-time employees.



102-9	Supply chain	Wyndham Hotels & Resorts manages a vast supplier network that provides goods and services to properties around the globe. Our primary sourcing categories include Operating Supplies, Furniture and Fixtures, Food and Beverage, Technology, Banking and other ancillary services.  Additional information can be found in the “Supplier Engagement” section pages X-Y of this Report.
102-10	Significant changes to the organization and its supply chain	Not applicable during the reporting period
102-11	Precautionary Principle or approach	Our Social Responsibility Program ( <a href="#">page 8</a> ) Environmental Sustainability ( <a href="#">page 32</a> )
102-12	External initiatives	Advancing the UN Sustainable Development Goals ( <a href="#">page 8</a> ) Diversity & Inclusion ( <a href="#">page 22</a> ) Human Rights ( <a href="#">page 32</a> )
102-13	Membership of associations	Global Partners ( <a href="#">page 20</a> )
<b>Strategy</b>		
102-14	Statement from the most senior decision-maker about the relevance of sustainability and organization's strategy	A Message from our President and CEO ( <a href="#">page 3</a> )
102-15	Key impacts, risks, and opportunities	Our Social Responsibility Program ( <a href="#">page 8</a> ) Materiality ( <a href="#">page 10</a> ) Advancing the UN Sustainable Development Goals ( <a href="#">page 8</a> ) Additional information can be found in the “Our Strategy” and “Risk Factors” sections on pages 6-8 and 12-21 of our <a href="#">2019 10-K Filing</a> . We also report on climate-related risks and opportunities in Question C2 of our <a href="#">annual CDP Climate disclosures</a> .

## Ethics and Integrity

102-16	Values, principles, standards, and norms of behavior	<p>Wyndham Hotels &amp; Resorts considers its ethical culture as integral to all we do to make hotel travel possible for all. We were recognized in 2019 and 2020 as one of the World's Most Ethical companies by the Ethisphere Institute, a leader in measuring corporate ethical standards and advancing and promoting best ethical business practices. In 2020, we were one of only two lodging and hospitality organizations globally to receive this recognition. Additionally, Ethisphere's Business Ethics Leadership Alliance (BELA), consisting of almost 300 leading member companies, selected our Chief Privacy Officer as one of two individual recipients of its Beacon Award recognizing demonstrated thought leadership, engagement and commitment to growing the compliance and ethics community.</p> <p>Additional information can be found in the <a href="#">Mission &amp; Values</a> section of our corporate website, and in our <a href="#">Business Principles</a> and <a href="#">Human Rights Statement</a>.</p>												
102-17	Mechanisms for advice and concerns about ethics	<p>Strong ethics are the foundation for our culture at Wyndham Hotels &amp; Resorts, with Integrity and Accountability as two of our core values. As part of our commitment to these values, we offer our Integrity Line, available 24 hours a day, 7 days a week and 365 days per year for confidential and anonymous reporting of concerns. We do not tolerate retaliation in any form against team members for reporting potential ethical violations in good faith or for participating in an investigation.</p> <p>In 2019, we enhanced our Integrity Line capabilities with web-based reporting (U.S.), and launched an awareness campaign to promote hotline usage. The campaign focused on a new tagline message of "Speak Up! Help us live our Company's core values of Integrity and Accountability by reporting your ethical concerns" to encourage reporting, and reminding team members that compliance and ethics are everyone's responsibility. Campaign materials included flyers and posters for location displays, as well as desk drop supplementary materials, such as cards and stickers. Reader-friendly infographic 5x7 cards provided transparency into the Integrity reporting, investigation and resolution processes as well as dispelled frequent "hotline myths", while stickers for mobile phones with Integrity Line contact information were provided to facilitate team member reporting anytime or anywhere from their mobile devices.</p> <p>The following concerns were reported by category and percentage in 2019:</p> <table><tr><th>Category</th><th>Category</th></tr><tr><td>Employee Relations. Includes: bullying, discrimination, falsification of employment records, favoritism, harassment (non-sexual), protected concerted activity, sexual harassment, wage &amp; hour, other employee relations issues</td><td>83%</td></tr><tr><td>Business Integrity. Includes: antitrust, conflicts of interest, legal or regulatory violations, marketing integrity violation, policy issues, product quality concern, retaliation, sabotage, sales integrity violation, theft</td><td>7%</td></tr><tr><td>Financial Misconduct. Includes: accounting/audit irregularities, bribery/kick-backs, falsification of company records, fraud, improper loans to executives, insider trading, money laundering</td><td>4%</td></tr><tr><td>Environment, Health &amp; Safety. Includes: human rights, safety &amp; sanitation issues, substance abuse, workplace violence</td><td>4%</td></tr><tr><td>Misuse/Misappropriation of Assets. Includes: customer relations, data privacy violations, improper use of resources, releases of proprietary information</td><td>2%</td></tr></table>	Category	Category	Employee Relations. Includes: bullying, discrimination, falsification of employment records, favoritism, harassment (non-sexual), protected concerted activity, sexual harassment, wage & hour, other employee relations issues	83%	Business Integrity. Includes: antitrust, conflicts of interest, legal or regulatory violations, marketing integrity violation, policy issues, product quality concern, retaliation, sabotage, sales integrity violation, theft	7%	Financial Misconduct. Includes: accounting/audit irregularities, bribery/kick-backs, falsification of company records, fraud, improper loans to executives, insider trading, money laundering	4%	Environment, Health & Safety. Includes: human rights, safety & sanitation issues, substance abuse, workplace violence	4%	Misuse/Misappropriation of Assets. Includes: customer relations, data privacy violations, improper use of resources, releases of proprietary information	2%
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102-17	Mechanisms for advice and concerns about ethics	<p>We also maintain standards concerning discrimination, harassment, bullying and retaliation to encourage reporting of any inappropriate activity. All reports are investigated and disciplinary action is taken as appropriate, up to and including termination.</p> <p>Additional information can be found in the <a href="#">Mission &amp; Values</a> section of our corporate website, and in our <a href="#">Business Principles</a> and <a href="#">Supplier Code of Conduct</a>.</p>
<b>Governance</b>		
102-18	Governance structure	<p>Governance (<a href="#">page 11</a>)</p> <p>Additional information can be found in the <a href="#">Corporate Governance</a> section of our corporate website.</p>
102-22	Composition of the highest governance body and its committees	<p><a href="#">The composition of our Board and its Audit, Compensation, Corporate Governance and Executive Committees is reported on our Committee Composition webpage.</a></p> <p>Additional information can also be found in our <a href="#">2020 Proxy Statement</a>.</p>
102-23	Chair of the highest governance body	<p>Stephen P. Holmes, former Chairman and CEO of Wyndham Worldwide Corporation, serves as Non-Executive Chairman of our Board.</p> <p>Additional information can be found in our <a href="#">2020 Proxy Statement</a>.</p>
102-24	Nominating and selecting the highest governance body	<p>Diversity, age, skills and experience are considered to enhance the Board's ability to manage and direct the affairs and business of the Company including, when applicable, to enhance the ability of committees of the Board to fulfill their duties and to satisfy any independence requirements imposed by law, regulation or the New York Stock Exchange.</p> <p>Our Board currently consists of eight members, six of whom are independent Directors under applicable listing standards and our corporate governance documents.</p> <p>Additional information can be found in our <a href="#">Corporate Governance Committee Charter</a>, our <a href="#">Corporate Governance Guidelines</a>, our <a href="#">Director Independence Criteria</a> and our <a href="#">2020 Proxy Statement</a>.</p>
102-25	Conflicts of interest	<p>Our policies regarding conflicts of interest are set forth on page 2 of our <a href="#">Corporate Governance Guidelines</a>, and in our <a href="#">Code of Business Conduct and Ethics for Directors</a>.</p>
102-28	Evaluating the highest governance body's performance	<p>Pursuant to the "Assessing Board Performance" section on page 6 of our <a href="#">Corporate Governance Guidelines</a>, the Corporate Governance Committee conducts an annual self-evaluation. The Corporate Governance Committee utilizes the results of this self-evaluation process in assessing and determining the characteristics and critical skills required of prospective candidates for election to the Board and making recommendations to the Board with respect to assignments of Board members to various committees.</p>
102-36	Process for determining remuneration	<p>We report on our process for determining remuneration on pages 27-55 of our <a href="#">2020 Proxy Statement</a>.</p>

Stakeholder Engagement		
102-40	List of stakeholder groups	Stakeholder Engagement ( <a href="#">page 12</a> )
102-41	Collective bargaining agreements	Approximately 6% of our employees are subject to collective bargaining agreements governing their employment with our Company.  This information is also reported on page 11 of our <a href="#">2019 10-K Filing</a> .
102-42	Identifying and selecting stakeholders	We identify and engage with stakeholders in consideration of our value chain impacts.
102-43	Approach to stakeholder engagement	Stakeholder Engagement ( <a href="#">page 12</a> )
102-44	Key topics and concerns raised	Materiality ( <a href="#">page 10</a> )
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Our Consolidated and Combined Financial Statements include Wyndham Hotels' assets, liabilities, revenues, expenses and cash flows and all entities in which Wyndham Hotels has a controlling financial interest.  This information is also reported on page 27 of our <a href="#">2019 10-K Filing</a> .
102-46	Defining report content and topic boundaries	We have defined report content in consideration of our value chain impacts and the information of greatest interest to our stakeholders.
102-47	List of material topics	Please refer to the Management Approach Disclosures in this GRI Content Index, where we have provided disclosures on a series of economic, environmental and social topics.
102-48	Restatements of information	None during the reporting period.
102-49	Changes in reporting	Not applicable during the reporting period.
102-50	Reporting period	Our reporting period is calendar year 2019.
102-51	Date of most recent report	2019
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	<a href="mailto:socialresponsibility@wyndham.com">socialresponsibility@wyndham.com</a>
102-56	External assurance	LRQA reviewed specified indicators within the report in accordance with the attestation standards established by the American Institute of Certified Public Accountants.  The Independent Accountants' Review Report can be found on pages 72 of this report.



## MANAGEMENT APPROACH AND TOPIC-SPECIFIC DISCLOSURES:

Material Topics	GRI Disclosures		Location and/or Direct Answer
ECONOMIC			
Economic Performance	103	Management approach	<a href="#">2019 10-K Filing</a>  <a href="#">2020 Investor Presentation</a> (Published in February 2020)
	201-1	Direct economic value generated and distributed	<a href="#">2019 10-K Filing</a>  Supporting Our Communities ( <a href="#">page 45</a> )
	201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change	<a href="#">CDP Climate Change Response</a>  Wyndham Green Toolbox ( <a href="#">page 34</a> )  Chronic physical risks are identified and assessed cross-functionally in alignment with the Task Force for Climate-Related Disclosures (TCFD) framework across our Company with leadership driven by Social Responsibility, Business Continuity and Enterprise Risk Management teams. Examples of chronic physical risks that are potentially relevant to our Company include rising sea levels, rising mean temperatures, changes in precipitation patterns (including droughts) and extreme variability in weather patterns.
Indirect Economic Impacts	103	Management approach	Advancing the UN Sustainable Development Goals ( <a href="#">page 8</a> )  Human Rights ( <a href="#">page 43</a> )  Supporting Our Communities ( <a href="#">page 45</a> )
	203-1	Infrastructure investments and services supported	Supporting Our Communities ( <a href="#">page 45</a> )

Material Topics	GRI Disclosures		Location and/or Direct Answer
Anti-Corruption	103	Management approach	<p>As a global company, we strive to grow our business responsibly, enhance the communities in which we operate and avoid practices that could be harmful to others. In accordance with our Business Principles, all team members are expected to do their part to maintain the highest ethical standards and behavior as we continue to grow in communities around the world. As corrupt practices have devastating impacts globally, we are committed to conducting our business fairly and in compliance with all applicable anti-corruption legislation, including the US Foreign Corrupt Practices Act and the UK Bribery Act. Our commitment to ethical business practices is reflected in our Anti-Corruption and Anti-Fraud Policy; Gifts, Travel &amp; Entertainment and Contributions Standard; Conflict of Interest Standard and Political Activity Standard.</p> <p>The Business Principles sets forth compliance and ethical standards and information concerning our anti-corruption policies and procedures for all team members, including directors, to carry out these commitments.</p> <p>Additional information can be found in our <a href="#">Business Principles</a>, <a href="#">Supplier Code of Conduct</a> and <a href="#">Code of Business Conduct and Ethics for Directors</a>.</p>
	204-1	Communication and training on anti-corruption policies and procedures	<p>Wyndham Hotels &amp; Resorts provides training in support of its anti-corruption efforts, as well as its ethics and compliance and related programs in a variety of formats customized to various stakeholders and business needs. Core training courses were streamlined and relaunched to include instructor-led, online and tablet or mobile compatible formats.</p> <p>Our Global Anti-Corruption Training content was updated to educate team members not only on how to comply with our policies and procedures, but to facilitate their understanding of the devastating effects of corruption on global communities. Fighting corruption is not only a compliance matter, but as it disproportionately affects the poor and most vulnerable, increasing their costs and reducing access to critical health, education and other services, it is an ethical concern where we encourage our team members to think globally and act locally.</p> <p>Suppliers are also required to view our Anti-Corruption Awareness Training, available at: <a href="https://suppliers.wyndham.com">https://suppliers.wyndham.com</a>.</p>

Material Topics	GRI Disclosures		Location and/or Direct Answer
ENVIRONMENTAL			
Energy	103	Management approach	Energy and Emissions ( <a href="#">page 36</a> )
	302-1	Energy consumption within the organization <ul style="list-style-type: none"><li>• Independently assured</li></ul>	Performance Tables ( <a href="#">page 54</a> )
	302-3	Energy intensity <ul style="list-style-type: none"><li>• Independently assured</li></ul>	Performance Tables ( <a href="#">page 54</a> )
Water	103	Management approach	Water ( <a href="#">page 38</a> )
	303-3	Water withdrawal by source <ul style="list-style-type: none"><li>• Independently assured</li></ul>	Performance Tables ( <a href="#">page 54</a> )

Material Topics	GRI Disclosures		Location and/or Direct Answer
Emissions	103	Management approach	Energy and Emissions ( <a href="#">page 36</a> )
	305-1	Direct greenhouse gas (GHG) emissions (Scope 1)  • Independently assured	Performance Tables ( <a href="#">page 54</a> )  Our scope 1 emissions include natural gas and other fuels combusted on site in addition to gasoline use in our fleet vehicles.  The following gases are included in the GHG inventory: CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, and HFCs and the reductions are compared to prior year emissions. For the calculation of Scope 1 and 2 emissions, we utilized the World Resources Institute/World Business Council for Sustainable Development Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition (the GHG Protocol)  We used the IPCC Fifth Assessment Report (AR5) as the source of Global Warming Potential values.
	305-2	Energy indirect greenhouse gas (GHG) emissions (Scope 2)  • Independently assured	Performance Tables ( <a href="#">page 54</a> )  Please refer to 305-1 for the list of gases included in Scope 2 calculation, and our calculation methodology. Our scope 2 emissions include district chilled water and all electricity consumed at our hotels.
	305-2	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Performance Tables ( <a href="#">page 54</a> )  In 2019, Net Scope 3 emissions from compliant business travel were 2,068.33 metric tons of CO <sub>2</sub> e.  2019 Gross Scope 3 emissions were 3,629.20 metric tons of CO <sub>2</sub> e less carbon offsets from United EcoSkies and AvisBudget Group programs of 1,590.87 metric tons of CO <sub>2</sub> e.
	305-4	Greenhouse gas (GHG) emissions intensity	Energy & Emissions ( <a href="#">page 36</a> )  GHG emissions included in this calculation include Scope 1 and Scope 2 emissions reported under GRI 305-1 and 305-2.



Material Topics	GRI Disclosures		Location and/or Direct Answer
Effluents and Waste	103	Management approach	Waste ( <a href="#">page 40</a> )
	306-2	Waste by type and disposal method	Waste ( <a href="#">page 40</a> )  This indicator is partially reported.
Environmental Compliance	103	Management approach	Environmental Sustainability ( <a href="#">page 32</a> )
	307-1	Non-compliance with environmental laws and regulations	None during the reporting period.
Supplier Environmental Assessment	103	Management approach	Supplier Engagement ( <a href="#">page 21</a> )  <a href="#">Supplier Code of Conduct</a>
	308-1	New suppliers that were screened using environmental criteria	Supplier Engagement ( <a href="#">page 21</a> )
<b>SOCIAL</b>			
Employment	103	Management approach	Engagement and Program Highlights ( <a href="#">page 13</a> )  <a href="#">Wyndham Careers</a>
	401-1	Employee turnover	Performance Tables ( <a href="#">page 54</a> )

Material Topics	GRI Disclosures		Location and/or Direct Answer
Occupational Health and Safety	403-1	Management approach	<p>Be Well – Health &amp; Well-Being of our Team (<a href="#">page 51</a>)</p> <p>Our management approach to ensure workplace safety is rigorous and both data and process-driven. Wyndham utilizes an Occupational Health and Safety Management System to establish and maintain an effective process for implementing safety standards and procedures across our business. To ensure we maintain the highest level of safety awareness, health and safety reviews are conducted which evaluate the performance of individually owned and operated hotels within the areas of regulatory compliance, associate training, emergency preparedness, fire, and life safety.</p> <p>In alignment with our goal to maintain a consistently high standard of safety performance, the Company uses an online incident reporting and loss prevention system which enables stakeholders to identify and track work-related risks and hazards.</p>
	403-6	Promotion of Worker Health	Be Well – Health & Well-Being of our Team ( <a href="#">page 51</a> )
Training and Education	103	Management approach	Engagement and Program Highlights ( <a href="#">page 13</a> )
	404-2	Programs for upgrading employee skills and transition assistance programs	Engagement and Program Highlights ( <a href="#">page 13</a> )
Diversity and Equal Opportunity	103	Management approach	Diversity and Inclusion ( <a href="#">page 22</a> )
	405-1	Diversity of governance bodies and employees	<p>Performance Tables (<a href="#">page 54</a>)</p> <p>The Board of Directors is comprised of six men and two women and includes both Caribbean and Asian American representation.</p>

Material Topics	GRI Disclosures		Location and/or Direct Answer
Human Rights Assessment	103	Management approach	Protecting Human Rights ( <a href="#">page 43</a> )  <a href="#">Human Rights Statement</a>  <a href="#">Modern Slavery Statement</a>  <a href="#">Supplier Code of Conduct</a>
	412-2	Employee training on human rights policies or procedures	Protecting Human Rights ( <a href="#">page 43</a> )
Local Communities	103	Management approach	Supporting our Communities ( <a href="#">page 45</a> )
	413-1	Operations with local community engagement, impact assessments, and development programs	Local community engagement programs were in place across our all major countries of operations during the reporting period.

Material Topics	GRI Disclosures		Location and/or Direct Answer
Supplier Social Assessment	103	Management approach	<p>Supplier Engagement (<a href="#">page 21</a>)</p> <p>Diversity and Inclusion (<a href="#">page 22</a>)</p> <p><a href="#">Supplier Code of Conduct</a></p>
	414-1	New suppliers that were screened using labor practices criteria	<p>Supplier Engagement (<a href="#">page 29</a>)</p> <p>Diversity and Inclusion (<a href="#">page 22</a>)</p> <p>Wyndham Hotels &amp; Resorts is committed to provide our owned, managed and franchised hotels exclusively with suppliers of cage-free eggs, in order to source 100% of our eggs (shell, liquid and egg products) from cage-free sources globally by 2025. We are at the beginning of this journey providing our owned, managed and independent franchised hotels with sourcing options for suppliers of cage-free eggs as we strive towards this new target just set in 2019. In 2019, 2% of shell eggs and 2% of egg products (liquid/processed) are currently cage-free within our supply chain. .</p>



Material Topics	GRI Disclosures		Location and/or Direct Answer
Customer Health and Safety	103	Management approach	<p>Stay Well Program (<a href="#">page 19</a>)</p> <p>To protect the safety and security of our guests, Wyndham conducts assessments and implements strategies at all our owned and managed properties to ensure guest safety during emergency events and situations. Preparation and response measures are in place to protect guest safety and manage operations during extreme weather events, such as hurricanes and wildfires, as well as other urgent circumstances that require immediate response, such as terroristic attacks and global pandemics.</p> <p>Our Corporate Security and Business Continuity teams work with all of our owned and managed assets that are deemed to be business critical and develop risk profiles. Based on the risk profile, a recovery time objective (RTO) is determined – this is how quickly the location has to be operating at what capacity. Once the RTO is determined, appropriate business recovery solutions are designed for the location to meet that objective. All managed hotels are also provided an emergency preparedness guide to assist them in not only preparing for an emergency event but also for managing one as it occurs.</p> <p>We have a dedicated 24/7 toll free number for property managers to report critical incidents and immediately receive guidance and support in managing the event and minimizing the impact of the event on our properties. All critical locations have been entered into a system by latitude and longitude. When any event occurs within a pre-designated radius of the hotel, Wyndham gets an email alert along with the senior leaders and property manager for that location. This allows us to receive an early warning system and permits us to proactively take measures to minimize the adverse impact of the event.</p>
	416-1	Assessment of the health and safety impacts of product and service categories	Assessments and systems to protect guest health and safety are implemented at all of our owned and managed properties.

Material Topics	GRI Disclosures	Location and/or Direct Answer
Customer Privacy	103 Management approach	<p>Wyndham Hotels &amp; Resorts recognizes that our guests, Wyndham Rewards® members, team members and others place their trust in us when they provide us with their personal information. We demonstrate our commitment to our ethical culture, our core values of Integrity and Accountability and that we are deserving of their trust when our privacy practices align with our Count on Me! team member philosophy. We believe that to truly deliver a great experience and build customer loyalty, we must respect individuals' choices about how their personal information is used, and be responsive to their privacy-related requests.</p> <p>Our privacy program focuses holistically on the information lifecycle, and works in close partnership with our information management and information security programs. Our activities include training and awareness initiatives for both our corporate and property-based team members, evaluating new services or providers that may process personal information in conjunction with information security and vendor risk management, monitoring key performance indicators including the number of privacy requests, incidents or hotline inquiries per quarter, and processing all privacy requests. In recognition of the importance personal information has to our customers, members and others, we consider, evaluate and appropriately respond to privacy requests from individuals worldwide, and do not limit individuals' ability to submit requests to jurisdictions where this is legally required.</p> <p>We recently redeveloped our electronic learning modules, streamlining content and ensuring compatibility with mobile devices to more flexibly facilitate property-based team member course completion. Our new content focuses not only on privacy and security legal, technical or process requirements, but provides context for privacy and security principles in both corporate and property-based settings, so that our team members understand and relate to the concept of personal information rights and recognize how these are reflected within the information lifecycles of their operations.</p> <p>Our standard curriculum is supplemented with engaging activities to encourage team members to directly relate to and embrace privacy and information security principles. We regularly collaborate with information security, information management and company leadership to celebrate Data Privacy Day, offering team members the opportunity to learn about not only the latest legal developments or potential risks relevant to our operations, but "hot topics" such as artificial intelligence, phishing, spoofing, ransomware, location tracking and more and how they relate to team members and their families in their daily personal activities. We also embrace our core value of Fun and apply it to role-specific privacy training. For example, for the California Consumer Privacy Act (CCPA), we collaborated with our marketing, digital and Wyndham Rewards departments to deliver an interactive training session with a "California" beach theme, music, giveaways and refreshments.</p> <p>We also regularly provide updates to our Board and the Audit Committee on our privacy, information management and security program activities, as well as key emerging issues and risks in these ever-developing areas from our leadership. The Board has also been provided privacy and security awareness training from third party subject matter experts.</p> <p>Wyndham Hotels &amp; Resorts also recognizes the value in cross-industry thought leadership to promote privacy awareness and "raise the bar" for continuous privacy improvements across organizations. To that end, we participate in groups such as the Ethisphere Institute's Business and Ethical Leadership Alliance (BELA), and our Chief Privacy Officer serves as the current co-chair of the BELA Compliance and Privacy Working Group (CPWG). The CPWG works to share knowledge on key privacy developments and trends, and to create relevant tools and templates BELA members may use to enhance their own practices.</p> <p>Additional information on our privacy practices can be found in our <a href="#">Privacy Notice</a>.</p>

Material Topics	GRI Disclosures		Location and/or Direct Answer
	418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	None during the reporting period.



## LRQA Independent Assurance Statement Relating to Wyndham Hotels & Resorts, Inc.'s CY2019 Assurance

This Assurance Statement has been prepared for Wyndham Hotels & Resorts, Inc.'s in accordance with our contract.

### Terms of Engagement

Lloyd's Register Quality Assurance, Inc. (LRQA) was commissioned by Wyndham Hotels & Resorts, Inc.'s (WHR) to provide independent assurance on its Greenhouse Gas (GHG) Emission and Water data assertion ("the Report") for the calendar year 2019 against the assurance criteria below to a limited level of assurance and materiality of the professional judgment of the verifier using ISO 14064 - Part 3 for greenhouse gas data.

Our assurance engagement covered WHR's operations and activities in its managed hotels and corporate offices and specifically the following requirements:

- Verifying conformance with:
  - World Resources Institute / World Business Council for Sustainable Development Greenhouse Gas Protocol: A corporate accounting and reporting standard, revised edition (otherwise referred to as the WRB/WBCSD GHG Protocol) for the GHG data<sup>1</sup>
- Evaluating the accuracy and reliability of data and information for only the selected indicators listed below:
  - Direct (Scope 1) and Energy Indirect (Scope 2) GHG emissions
  - Water Consumption, Energy Consumption
  - Energy Intensity, Emissions Intensity

LRQA's responsibility is only to WHR. LRQA disclaims any liability or responsibility to others as explained in the end footnote. WHR's responsibility is for collecting, aggregating, analysing and presenting all the data and information within the Report and for maintaining effective internal controls over the systems from which the Report is derived. Ultimately, the Report has been approved by, and remains the responsibility of WHR.

### LRQA's Opinion

Based on LRQA's approach, except for the effect of the matters described in the Basis for Qualified Opinion, nothing has come to our attention that would cause us to believe that WHR has not, in all material respects:

- Met the requirements of the criteria listed above; and
- Disclosed accurate and reliable performance data and information as summarized in Table 1 below.

The opinion expressed is formed on the basis of a limited level of assurance<sup>2</sup> and at the materiality of the professional judgement of the verifier.

### Basis for Qualified Opinion

While WHR addressed the majority of the findings identified during the verification activities, the following items remain open:

- Corrected activity data for purchased electricity and natural gas for a small number of hotels could not be updated because of hotel closures around the Coronavirus. This is not material.

<sup>1</sup> <http://www.ghgprotocol.org/>

<sup>2</sup> **Note:** The extent of evidence-gathering for a limited assurance engagement is less than for a reasonable assurance engagement. Limited assurance engagements focus on aggregated data rather than physically checking source data at sites. Consequently, the level of assurance obtained in a limited assurance engagement is lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.



Table 1. Summary of WHR's Key Data for CY2019:

Parameter	Quantity	Units
Scope 1 GHG Emissions	74,106	Tonnes CO <sub>2</sub> e
Scope 1 GHG Emissions minus Offsets <sup>1</sup>	73,688	Tonnes CO <sub>2</sub> e
Scope 2 GHG emissions (Location-based) <sup>2</sup>	254,225	Tonnes CO <sub>2</sub> e
Scope 2 GHG emissions (Market-based) <sup>2</sup>	253,161	Tonnes CO <sub>2</sub> e
Water Consumption	2,395,938	KGal
Energy Consumption	979,629,449	kWh
Energy Intensity	25.33	kWh/SQFT
Emissions Intensity	0.00849	Tonnes CO <sub>2</sub> e/SQFT

1. The Report includes a deduction from WHR's emissions of 418 tonnes CO<sub>2</sub>e relating to offsets. We have verified that these offsets were acquired and that their inclusion in the Report is reasonable. We have not performed any procedures regarding the providers of these offsets and express no opinion on whether they have, or will, result in a reduction of CO<sub>2</sub>e.

2. Scope 2, Location-based and Scope 2, Market-based are defined in the GHG Protocol Scope 2 Guidance, 2015

### LRQA's Approach

LRQA's assurance engagements are carried out in accordance with our verification procedure. The following tasks were undertaken as part of the evidence gathering process for this assurance engagement:

- interviewing relevant employees of the organization responsible for managing GHG emissions data and records;
- assessing WHR's data management systems to confirm they are designed to prevent significant errors, omissions or mis-statements in the Report. We did this by reviewing the effectiveness of data handling procedures, instructions and systems, including those for internal quality control; and
- verifying historical GHG emissions data and records at an aggregated level for the calendar year 2019.

### LRQA's Standards and Competence

LRQA implements and maintains a comprehensive management system that meets accreditation requirements for ISO 14065 Greenhouse gases - Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition and ISO/IEC 17021 Conformity assessment - Requirements for bodies providing audit and certification of management systems that are at least as demanding as the requirements of the International Standard on Quality Control 1 and comply with the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants.

LRQA ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all verification and certification assessments is then internally reviewed by senior management to ensure that the approach applied is rigorous and transparent.

Signed

Dated: June 30, 2020

Heather Moore, P.E.

LRQA Lead Verifier

On behalf of Lloyd's Register Quality Assurance, Inc. (LRQA) 1330 Enclave Parkway, Suite 200 Houston, TX 77077

LRQA reference: UQA00001519/3634138

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