

WYNDHAM

HOTELS & RESORTS

2021 ESG REPORT



Wyndham Grand® Jupiter at Harbourside Place
Jupiter, FL

NEXT >

ABOUT THIS REPORT

This report contains information about Wyndham's Environmental, Social and Governance (ESG) performance. Our report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards and integrates the recommendations of the Sustainability Accounting Standards Board (SASB) and the Taskforce on Climate-related Financial Disclosures (TCFD). We obtain third party assurance over selected data disclosed in this report, as indicated by our 2020 Assurance Statement. All financial figures indicated in this report are in U.S. dollars, unless otherwise noted.

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Wyndham Grand® Clearwater Beach
Clearwater Beach, FL

Wyndham® Dreamland Resort Bali
Pecatu, Indonesia

PLEASE NOTE:

The images in this Report may not reflect COVID-19 related requirements such as face coverings and social distancing

Forward Looking Statements

This ESG Report ("Report") of Wyndham Hotels & Resorts, Inc. (the "Company") contains forward-looking statements within the meaning of Section 21E of the Securities Exchange Act of 1934, as amended. These statements include, but are not limited to, statements related to the Company's views and expectations regarding ESG targets, goals, commitments and programs and other business plans, initiatives and objectives. Forward looking statements include those that convey management's expectations as to the future based on plans, estimates and projections and may be identified by words such as "will," "expect," "believe," "plan," "anticipate," "intend," "goal," "future," "outlook," "guidance," "target," "objective," "estimate," "projection," and similar words or expressions, including the negative version of such words and expressions. Such forward-looking statements involve known and unknown risks, uncertainties and other factors, which may cause the actual results, performance or achievements of Wyndham Hotels & Resorts to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements. You are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date of this report and the Company assumes no obligation to correct or update any forward-looking statement, whether as a result of new information, future events or otherwise.

Factors that could cause actual results to differ materially from those in the forward-looking statements include without limitation general economic conditions; the continuation or worsening of the effects from the coronavirus pandemic ("COVID-19"); its scope, duration and impact on our business operations, financial results, cash flows and liquidity, as well as the impact on our franchisees and property owners, guests and team members, the hospitality industry and overall demand for travel; the success of our mitigation efforts in response to COVID-19; our performance in any recovery from COVID-19, the performance of the financial and credit markets; the economic environment for the hospitality industry; operating risks associated with the hotel franchising and management businesses; our relationships with franchisees and property owners; the impact of war, terrorist activity, political instability or political strife; concerns with or threats of pandemics, contagious diseases or health epidemics, including the effects of COVID-19 and any resurgence or mutations of the virus and actions governments, businesses and individuals take in response to the pandemic, including stay-in-place directives and other travel restrictions; risks related to restructuring or strategic initiatives; risks related to our relationship with CorePoint Lodging; our spin-off as a newly independent company; the Company's ability to satisfy obligations and agreements under its outstanding indebtedness, including the payment of principal and interest and compliance with the covenants thereunder; risks related to our ability to obtain financing and the terms of such financing, including access to liquidity and capital as a result of COVID-19; and the Company's ability to make or pay dividends, plans for and timing and amount of any future share repurchases and/or dividends, as well as the risks described in the documents the Company files from time to time with the Securities and Exchange Commission.

Materiality is used within this Report to describe issues relating to ESG strategies that we consider to be of high or medium importance in terms of stakeholder interest and potential business impact. Materiality, for the purposes of this Report should not, therefore, be read as equating to any use of the word in the Company's other reporting or filings. No part of this Report shall be taken to constitute, an invitation or inducement to invest in the Company.

Turtle Island Beach Resort, Trademark Collection® by Wyndham
San Pedro, Belize



INTRODUCTION

Wyndham Hotels & Resorts' mission and values guide the way we do business every day and are integral to helping us execute on our strategic Environmental, Social and Governance (ESG) framework.

A Message from Our President and CEO

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 delivering on our mission to make hotel travel possible for all.

Now, more than ever, we must help ensure the future remains bright for travelers. The global pandemic has tested our team members and owners like never before, yet the toughest times also bring out the best in people. Together, the Wyndham family continues to show resilience and unity in the face of unprecedented adversity.

As a hospitality company, service and volunteering are in our DNA. Our team members and franchisees have rallied during the pandemic to actively engage in their communities, generously giving time and resources to enhance the lives of others.

The examples are numerous, ranging from the Wyndham Garden® Dallas North in Texas, which offered 300 hotel rooms to first responders during the height of the pandemic; to the Microtel Inn & Suites® by Wyndham Niagara Falls, N.Y., where the hotel owner and his family handcrafted more than 2,000 face masks for the community when they were desperately needed; and to New Zealand, where the Ramada Suites® by Wyndham Queenstown Remarkables Park welcomed eight new babies when the nearest hospital had to relocate its maternity ward due to the pandemic.

Our owner-first mindset enabled the vast majority of our franchisees – who are primarily small business owners – to keep their hotels open when people were traveling less. We offered multiple fee waivers and extensions, access to hospital-grade cleaning and safety products at reduced prices when these items were difficult to source, and relaxed housekeeping requirements that helped reduce water and energy use. Whether our hotels are welcoming leisure travelers looking for an escape to national parks and beaches, or hosting everyday business travelers such as utility workers and construction crews, our flexible booking policies and enhanced health and safety protocols continue to reassure travelers that they can Count on Us® to put safety first when they stay with us.

We are committed to operating sustainably in a way that provides outstanding experiences to those we serve. We developed the Wyndham Green Program, a five-level certification program that helps reduce a hotel's environmental footprint. The program includes a proprietary environmental management tool that tracks data to help hotels improve energy efficiency, reduce emissions, conserve water, and reduce waste. Our work has been recognized through our participation in CDP's climate change response, where we achieved the leadership band for our sustainability performance and disclosure.

We strive to maintain a culture of diversity, equity and inclusion across our organization. We have increased senior leadership engagement in our Affinity Business Groups and continue to build on our robust Diversity, Equity and Inclusion training programs. We are proud to have received, for the third year in a row, a perfect score on the Human Rights Campaign's Equality Index, designating Wyndham as a best place to work, as well as having been named for two straight years to Ethisphere's list of the world's most ethical companies in 2019 and 2020. Strong ethics are the foundation of our corporate culture, with integrity being one of the Company's core values. We recognize that companies with effective compliance programs not only make good ethical decisions, but outperform their peers.

We respect differences in people, ideas, and experiences, and we understand that we can only truly succeed by bringing together varying backgrounds and points of view. While we have been recognized for the progress we have made on our journey to date, we know we can – and will – continue to do more.

Wyndham helps people realize the potential over every horizon. We believe in the power of travel – the ability to create lasting memories, to grow businesses, and to deepen our understanding of each other in a rapidly changing world. And as we emerge from this pandemic, we will continue to help build a future where all people feel welcomed and appreciated.



Geoff Ballotti
President and Chief Executive Officer
He/Him/His



Company Overview

Wyndham Hotels & Resorts (“Wyndham”) is an asset-light organization. As of 12/31/2020, 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 approximately 300 hotels on behalf of other hotel owners. The remainder of our approximately 8,900 hotels globally are franchised under one of our 20 brands and operated by independent hotel owners. Our franchisees operate their hotels in accordance with our brand standards and their own operating policies and procedures.



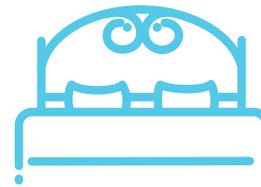
20 iconic brands



Approximately
8,900 affiliated
hotels



Approximately **95**
countries



Approximately
797,000 rooms
as of 3/31/2021



87 million enrolled
Wyndham Rewards®
members
as of 3/31/2021

For more information, visit corporate.wyndhamhotels.com.

Wyndham Hotels & Resorts' 2021 ESG Report reflects data as of year-end 2020. During 2020, the travel-related implications of COVID-19, including decreased occupancy at our hotels, had a tremendous effect on our business and significantly impacted our environmental and economic performance.

ESG Highlights

Launched **Count on US**[®] to elevate health and safety protocols at hotels



Count on Us[®]
to put safety first



Mandated **Human Trafficking Awareness Training** across hotels and corporate team members

Continued commitment to **CEO Action for Diversity and Inclusion**

Scored **100% perfect score** on the 2021 Corporate Equality Index for **3rd consecutive year**



Recognized in 2019 and 2020 as a **World's Most Ethical Company** by Ethisphere Institute



Provided over **2,800** Team Members with COVID-19 support through the Wyndham Emergency Assistance Fund

Donated 113+ million Wyndham Rewards[®] Points

supporting 14 non-profit organizations focused on family, military and the environment since inception



Two hotels achieved **Level 5 Expert** in our Wyndham Green Certification

Enhanced the **Diversity, Equity & Inclusion** journey across our organization at all levels



Strengthened partnership with Polaris with **10M points donation** to help combat human trafficking



Achieved **100% gender pay equity** at executive levels

Received **A- on CDP Response** to Climate Change for 2nd consecutive year

Metrics provided as of 12/31/2020

Our COVID-19 Response

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, starting with our guests, team members, and franchisees.

For Our Guests and Team Members

- We enacted flexible booking policies and loyalty benefits for travelers.
- We required masks to be worn by our team members and guests in public areas at all US and Canada hotels and elsewhere where required by local law.
- We launched Count on Us®, a new long-term, multi-faceted initiative to build confidence among guests and to support franchisees to welcome travelers back to their hotels, in alignment with our industry's AHHA Stay Safe® initiative.
- We provided regular communications on the impact of COVID-19, including health and safety protocols and procedures.
- We implemented on-site screening protocols including temperature checks where applicable.
- We instituted protocols to address actual and suspected COVID-19 cases and potential exposure.
- We offered all essential workers – such as truck drivers, delivery drivers, warehouse workers, construction workers, sanitation workers, grocery associates, and healthcare workers – an instant complimentary Wyndham Rewards Gold membership upgrade and special rates through our Everyday Heroes program.
- We awarded more than 45,000 first responders with 7,500 Wyndham Rewards points each, enough for a free one-night stay at thousands of hotels, on National First Responders Day, October 27th, 2020.



For Our Franchisees

- In March 2020, we implemented a series of significant relief measures to help franchisees through the pandemic, including the deferral of all fees accruing for the months of March, April and May 2020 to September 1, 2020.
- We extended additional fee relief measures for franchisees through June 2020, including Revenue Management Service, Loyalty Retraining, MOP (Mobile Operating Platform) and Quality Inspection fees for an additional 30 days.
- We provided access to difficult-to-source hospital grade cleaning and PPE products at cost through our Count on Us® initiative.
- We postponed our 2021 Global Conference to help relieve franchisees of event related fees and for the safety of our team members and franchisees.



Wyndham Hotels & Resorts and our stakeholders came together globally to aid the communities in which we work, live and enjoy during the past year to help overcome the challenges of COVID-19.

Honoring Everyday Heroes: Frontline and Essential Workers

- **Ramada®** Team Delivers Meals to Frontline Medical Workers in **Kuala Lumpur**
- **Wyndham Garden® Dallas North** Gives Free Rooms to First Responders
- Wyndham Team Member Delivers Thank You Packages to Grocery Store Employees
- **TRYP® by Wyndham San Pablo Paraíso** Offers Free Rooms to Health Professionals
- **Ramada®** General Manager Donates RV to Help First Responders

Helping Our Team Members and Their Communities

- Wyndham Team Member Raises Funds for Wyndham Relief Fund
- Wyndham Team Member Organizes Car Parade for Teen Battling Cancer
- **Wyndham® Boston Beacon Hill** Lights Up to Support Massachusetts General Hospital
- **Wyndham® Deerfield Beach** Resort Team Supports Team Members, Local Officers
- **Wyndham Garden®** General Manager Builds Water Basins for Local Community in **Bali**
- **The Alexander, a Dolce®** Hotel Becomes Satellite Kitchen for Second Helpings
- **Microtel®** Owner Makes Thousands of Masks for Area Hospitals
- **La Quinta®** General Manager Donates Hotel Items, Offers Complimentary Rooms to First Responders



Highlight

Bagus Ngurah, General Manager of **Wyndham Garden® Kuta Beach Bali**, started an initiative to build portable water basins for the local community. To date, he has built 50 water basins in public locations like common walkways and temples, and encourages locals to help by refilling them with water and soap when the supply runs low.



VALUES IN ACTION

Our Strategic ESG Framework

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 that are the centerpiece to Wyndham's strategic approach to ESG principles into our business.



A Culture of Diversity, Equity & Inclusion

We embrace different perspectives in our inclusive and fun workplaces and hotels where everyone has access to genuine opportunities to succeed

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, stakeholders and guests.



Protecting Human Rights

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

Helping to try to stop human trafficking is a major priority for our entire industry. We continue to support the development of resources and the education of hotel owners, team members and stakeholders in an effort to help combat human trafficking.



Supporting Our Communities

We care for the communities in which we work and live

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.

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	2020 Progress
Environmental 	15% absolute emissions reduction in Scope 1 and 2 emissions ¹	On Track	27.2% reduction in absolute Scope 1 and 2 emissions
	15% reduction in water consumption per square foot ¹	On Track	19.2% reduction in water consumption per square foot
	100% renewable energy at owned properties, corporate headquarters and North American offices	Beginning of Journey	Began sourcing power bundled with RECs at our corporate headquarters
	100% elimination of single use plastics ²	Beginning of Journey	Evaluating opportunities to implement bulk amenity dispensers
	100% of managed properties are Wyndham Green Certified	On Track	19% Wyndham Green certified managed properties
	100% sourcing of cage-free eggs ³	Beginning of Journey	Evaluating opportunities to seek suppliers to source cage-free eggs
Diversity, Equity & Inclusion 	100% gender pay equity globally	Ahead of Schedule	100% gender pay equity achieved at executive levels and 95% at all levels below executive levels
	100% of corporate and hotel team members receiving unconscious bias training	On Track	77.5% of team members received unconscious bias training
Human Rights 	100% of corporate and hotel team members receiving human rights training	On Track	81.8% of corporate and managed team members received human rights training
Community Impact 	100% Wish Day participation ⁴	Beginning of Journey	In spite of COVID-19, team members continued to volunteer their time through our Wish Day program

¹ From 2019 base year for owned, leased and managed properties.

² Based on our commitment to explore viable alternatives to single-use plastics, including but not limited to straws, utensils, containers and packaging, to offer our own and managed properties.

³ Based on our commitment to provide our owned, managed and franchised hotels with suppliers of cage-free eggs, in order to source 100% of our eggs (shell, liquid and egg products) from cage-free sources globally.

⁴ Target is for eligible corporate team members in United States and Canada.

Materiality & Stakeholder Engagement

Our social responsibility strategy and reporting is informed by the Global Reporting Initiative's (GRI) 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 (AHLA)**, **Global Sustainable Tourism Council (GSTC)**, **Sustainable Hospitality Alliance (SHA)**, **Sustainability Accounting Standards Board (SASB)**, **Task Force on Climate-related Financial Disclosures (TCFD)** and **World Travel & Tourism Council (WTTC)**.

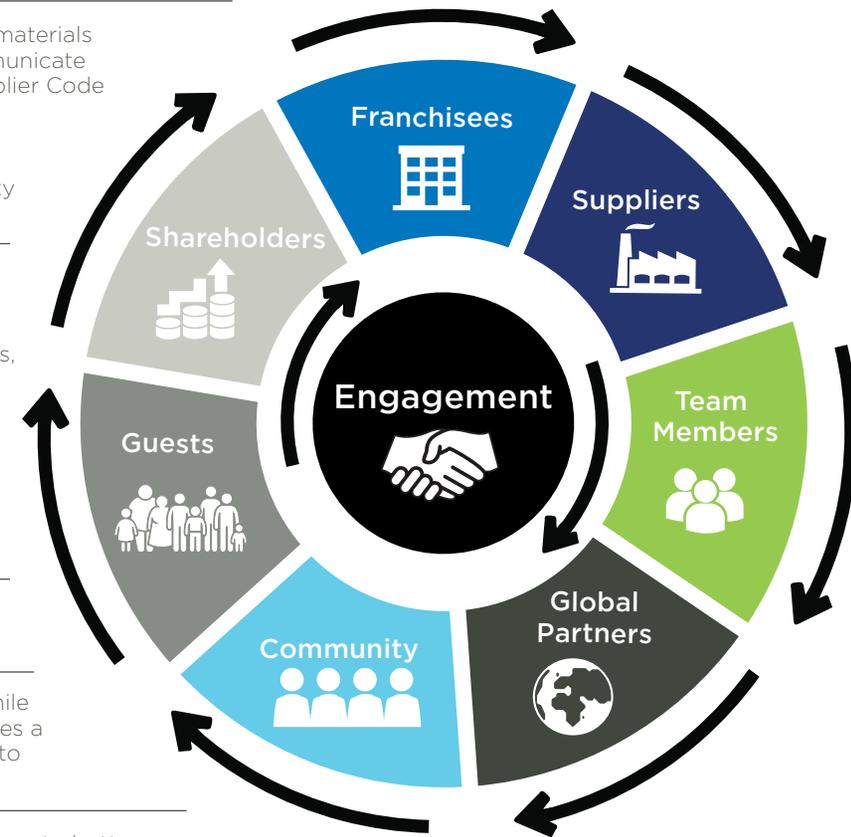
Environmental, Social and Governance Materiality Matrix

Importance to External Stakeholders ↑	EXTREMELY IMPORTANT <ul style="list-style-type: none"> Plastic Waste (Land and Oceans) Water Stewardship Energy Conservation 	<ul style="list-style-type: none"> Climate Action & Greenhouse Gas Emissions Economic Impact on Communities Community Engagement & Empowerment 	<ul style="list-style-type: none"> Ethics & Compliance Guest & Team Member Health, Safety & Security Diversity, Equity & Inclusion Privacy & Information Security Human Rights
	VERY IMPORTANT <ul style="list-style-type: none"> Animal Welfare Biodiversity 	<ul style="list-style-type: none"> Waste Management Corporate Governance Responsible Sourcing of Goods & Services 	<ul style="list-style-type: none"> Team Member Development & Wellbeing Franchisee Engagement Advocacy & Responsible Lobbying
	IMPORTANT <ul style="list-style-type: none"> Food Waste 	<ul style="list-style-type: none"> Guest Experience 	<ul style="list-style-type: none"> Team Member Training
	IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT
	Relevance to our Business Model (Current and Potential Impacts) →		

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 in addition to the critical COVID-19 support we provide. Additionally, we actively participate with leading industry associations and academic and research institutions dedicated to solving global environmental, social and economic challenges.

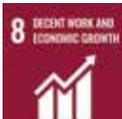
Stakeholders	Engagement Approach
Franchisees	We actively provide ongoing training, educational opportunities and tools to franchisees through our Wyndham Green and Count on Us® programs to promote health and long-term success while actively listening for feedback and integrating it into our brand standards and policies.
Suppliers	<p>We engage with our suppliers to help ensure we are responsibly sourcing materials and meeting our sustainability-related goals and objectives. We also communicate our expectations to help ensure ethical behavior through Wyndham’s Supplier Code of Conduct.</p> <p>We also engaged with suppliers, through Wyndham’s Supplier Diversity Program, which provided extensive training to ensure help supplier diversity is thoroughly integrated into our overall business strategy.</p>
Team Members	We aim to provide team members career development opportunities that promote diversity, equity and inclusion throughout our business and continue to support our team members’ wellness. Through our Business Principles, we communicate our Company’s commitment to our core values, culture and Count On Me service, and we serve as a guide for ethical decision making that is consistent with laws and regulations that apply to the Company.
Global Partners	We actively engage with leading industry and educational organizations to address pressing environmental and social challenges facing the travel and tourism industry.
Communities	Our team members and franchisees actively engage with the communities where the hotels are located through volunteerism and donations.
Guests	Wyndham is dedicated to providing Count On Me service to our guests while creating a memorable experience. Wyndham’s Customer Care team provides a platform for guests to log concerns and provide feedback, which helps us to continuously improve guest satisfaction.
Shareholders	Through our ESG reporting, Wyndham aims to increase our public disclosures to better demonstrate to shareholders our strategy and actions taken to better mitigate risk to drive more sustainable returns.



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, equity and inclusion, environmental sustainability, human rights and community support initiatives into the fabric of our business.

We are committed to continue 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 SDGs 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	SDGs	Targeted Strategies and Actions
	<p>Good Health & Well-Being</p> <ul style="list-style-type: none"> Help protect the health and safety of our team members and guests with our Count on Us® initiative Promote and protect our team members’ health with our Be Well Program Raise awareness in our community about good health and healthy lifestyles 		<p>Gender Equality</p> <ul style="list-style-type: none"> Provide equal opportunities and pay among our female team members Support initiatives to empower women and girls through our community programs Advance women-owned businesses through our Diverse Suppliers Program 		<p>Clean Water and Sanitation</p> <ul style="list-style-type: none"> Implement best practices around water conservation at our hotels through our Wyndham Green program Prioritize water conservation and efficiency measures at managed sites with high water stress Reduce single use plastics to keep our waterways and oceans clean
	<p>Decent Work and Economic Growth</p> <ul style="list-style-type: none"> Provide local hiring opportunities in travel and tourism as we continue to expand around the globe Enhance our policies to support our industry’s continued efforts to help address human trafficking and human rights issues Provide learning and development opportunities through Wyndham University 		<p>Climate Action</p> <ul style="list-style-type: none"> Embark on a low carbon journey to reduce our greenhouse gas emissions in alignment with what is required to limit the rise in global temperatures Provide our managed and franchised hotels with tools and best practices through our Wyndham Green program to help reduce their environmental impact 		<p>Life on Land</p> <ul style="list-style-type: none"> Promote and expand best practices for biodiversity protection across our properties Partner with suppliers to make a meaningful impact to protect forests and biodiversity Share best practices around waste diversion in order to reduce waste sent to landfills through our Wyndham Green Program

Global Highlights

1. **Wyndham Garden® Escazu**, Costa Rica in partnership with Education Ministry helps to teach children the opportunity that education can give them. They also achieved certification in Gender Parity by the Costa Rican National Institute for Women for gender pay equity.
2. **Wyndham Grand® Rio Mar Resort** team members visited earthquake ravaged Yauco and delivered hot meals and essentials to residents.
3. **Wyndham Garden®** General Manager Builds Water Basins for Local Community in **Bali**.
4. **Ramada® by Wyndham Khajuraho** has dedicated almost 5 acres of land for its own garden to sustainably provide the hotel’s food & beverage operation with fresh fruits and vegetables for its employees and guests, with plans to double its size in the future to provide 100% of the hotel’s fresh produce needs.
5. Our **South East Asia Pacific Rim (SEAPR)** team had tremendous success with the Earth Hour 2020 with engagement across the region.



Dolce® by Wyndham, La Hulpe Brussels
Belgium



ENVIRONMENTAL

Michele Allen

CHIEF FINANCIAL OFFICER
She/Her/Hers

“ 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. We engage team members, owners and operators around the world to uphold and leverage our core values to think globally and execute locally by embracing Wyndham Green to further reduce operating costs through efficiency and drive revenue from environmentally conscious travelers. ”

Wyndham Hotels & Resorts is committed to protecting the environment in which we live, work and enjoy while demonstrating leadership in environmental disclosure and performance. The relationship and bond between Wyndham Hotels & Resorts and our franchisees is what makes our branded 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. Across our 20 brands around the globe, we have a hotel for everyone's needs. We provide our franchisees with sourcing solutions to operate a hotel sustainably so that they can join us in doing the right thing and uphold our core values, Count on Me culture and operating best practices around energy and water conservation and waste diversion.

Howard Johnson® by Wyndham
Ocala, FL



Wyndham Green Program

Wyndham Hotels & Resorts continues to support and promote the Wyndham Green Program which was designed to show how hotels can reduce operating costs through efficiency, help drive revenue from environmentally conscious travelers, remain competitive in the market and increase brand loyalty. We are working 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 stakeholder engagement aims to deliver triple bottom line results of people, planet and profits.

The Wyndham Green Program consists of two integral components - the Wyndham Green Toolbox and Wyndham Green Certification. These components allow us to measure our impact, while aiming for continuous improvement across Wyndham properties.



Wyndham Green Toolbox

The Wyndham Green Toolbox, a proprietary online environmental management system, is specifically designed to track, measure and report energy, emissions, water and waste diversion performance globally. The Toolbox provides a visualization to analyze our franchisees' footprint at the macro and micro levels while scaling to our organization's goals. Data-driven insights allow us to identify risks and challenges in various markets to ensure we are striving towards our performance targets. Our branded properties have the ability to track and measure the impacts of efficiency measures that have been implemented, and we can monitor and benchmark their progress, allowing them to reduce operating costs and reducing our collective environmental impact.



Wyndham Green Certification Program

The Wyndham Green Certification is our internal certification program, comprised of five progressive levels and five to seven best practices per level that address energy and water conservation, waste diversion, operational efficiency, as well as guest, team member and franchisee education and engagement. The Program 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®. The first 3 levels prioritize quick-payback efficiency measures, some of which are no-cost to low-cost.



Wyndham Green Best Practices

Hotel Exterior

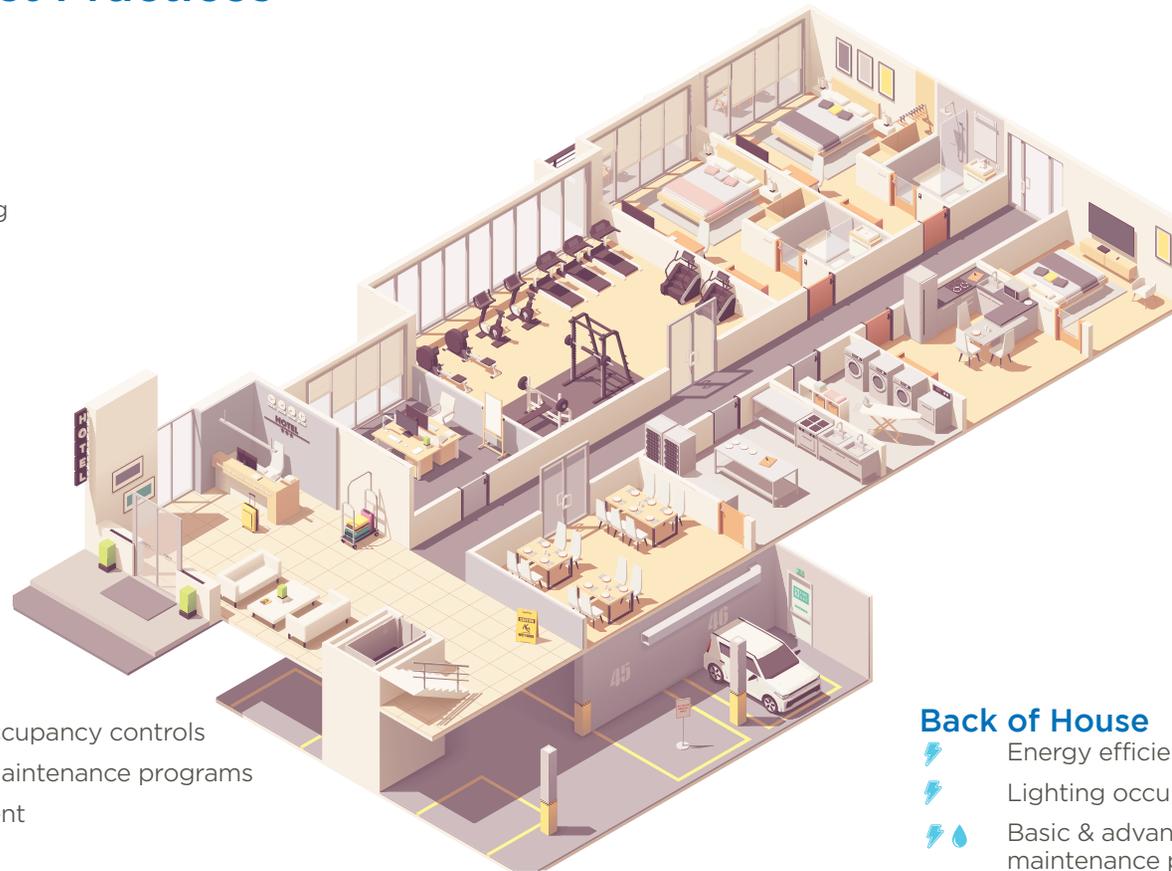
-  Energy efficient lighting
-  Air sealing
-  Irrigation controls for landscaping
-  Basic recycling
-  Single use plastic minimization

Common Areas

-  Energy efficient lighting
-  Low flow toilets
-  Basic recycling
-  Single use plastic minimization
-  Water refill station

Guest Rooms

-  Energy efficient lighting
-  Heat and cooling set points or occupancy controls
-  Basic & advanced preventative maintenance programs
-  Efficient appliances and equipment
-  Low flow showerheads
-  Low flow aerators for bathroom faucets
-  Low flow toilets
-  Linen and towel reuse
-  Basic recycling
-  Single use plastic minimization



Back of House

-  Energy efficient lighting
-  Lighting occupancy controls
-  Basic & advanced preventative maintenance programs
-  Efficient appliances and equipment
-  Basic recycling
-  Single use plastic minimization
-  Recycling of hazardous materials
-  Food waste composting



Energy Conservation



Water Conservation



Waste Diversion



Wyndham Grand® Clearwater Beach
Clearwater Beach, FL



Wyndham Grand® Deerfield Beach Resort
Deerfield Beach, FL

In 2020, we continued to increase adoption and awareness of the Wyndham Green Program among our managed and franchised hotels. Since its inception, we have certified over 500 hotels that have demonstrated their commitment to sustainability. Despite the challenging year due to the COVID-19 pandemic, sustainability remained a priority for our hotels. Two of our hotels, the **Wyndham® Deerfield Beach Resort** (franchised) and **Wyndham Grand® Clearwater Beach Resort** (managed), both progressed through the certification program to attain Level 5 Expert, our highest level of the program. It was their diligence, creativity, and steadfast support from their ownership that enabled them to attain this achievement during challenging circumstances. The **Howard Johnson®** by Wyndham located in Ocala, FL also demonstrated their commitment to sustainability by climbing to Level 4 Advanced with many other hotels also beginning their journey with Wyndham Green.

Highlight

Our Corporate Headquarters is recognized as one of the highest performing Green Buildings in the country by the U.S. Green Building Council (USGBC). It received its first USGBC LEED Silver Certification for Commercial Interiors in 2010, a second 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 order to be efficient, we also reduced our corporate headquarters footprint by consolidating into one building from two in 2020. In addition, our Corporate Headquarters received the EPA's Energy Star Certification.



Corporate Headquarters
Parsippany, NJ

Energy & Emissions

Dolce® by Wyndham, La Hulpe Brussels
Roof ☑

Approach

Wyndham remains committed to reducing our energy and carbon footprint of all Wyndham properties. We continuously evaluate opportunities to increase efficiencies and the usage of renewable energy where feasible. Through our Wyndham Green Program, we provide our owned, managed and franchised hotels with best practices around energy conservation in order to reduce their impact. In 2020, the travel-related implications of COVID-19 had a tremendous impact on our organization and significantly reduced our carbon emissions.

By 2025, we are committed to:

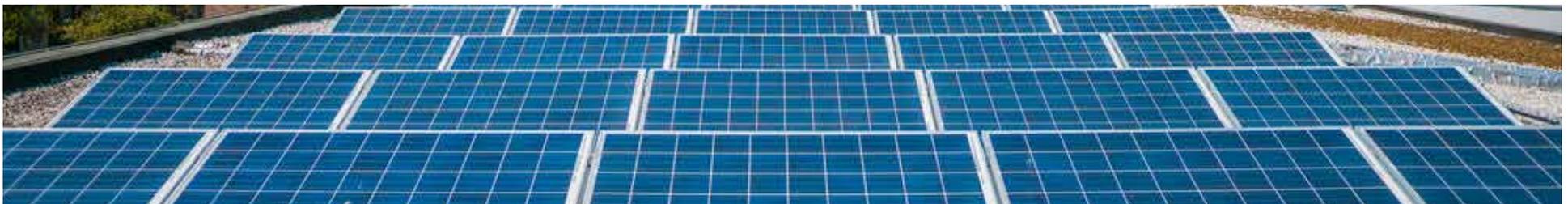
- Reducing absolute carbon emissions in Scope 1 and 2 emissions by 15%, compared to our 2019 baseline
- Achieving 100% renewable energy at owned properties, corporate headquarters and North American offices

Our climate-related targets are aligned with science-based targets for Scope 1 and 2 related emissions with 2019 serving as our baseline. Our carbon emission target is in alignment with the 2-degree Celsius level of ambition, based on targeted absolute reductions of 2.5% annually.

Performance

Greenhouse Gas Emissions	2018	2019	2020
Scope 1 Emissions	57,578	73,688	54,613
Scope 2 Emissions (location based)	235,785	253,161	183,452
Combined Scope 1+2 Emissions	293,363	326,849	238,065
Emissions Intensity (Tonnes CO2e/SQFT)	0.0089	0.0085	0.0069

Energy Consumption	2018	2019	2020
Direct Energy Consumption	309,772	400,530	295,556
Indirect Energy Consumption	529,008	579,100	422,705
Total Energy Consumption	838,780	979,629	718,261
Energy Intensity (kWh/SQFT)	25.5	25.3	20.67
Renewable Energy Consumption (MWh)	244	244	4,319



Energy & Emissions

Highlights

Wyndham branded properties continuously seek opportunities to implement renewable energy projects where feasible. In 2020, several Wyndham properties invested in on-site renewable energy generation and procurement.

Dolce® BMO Institute for Learning, a managed hotel in Toronto, Canada has implemented a vast array of sustainability initiatives to reduce their environmental impact focused on minimizing energy consumption and carbon emissions. This ISO 140001 certified site used 100% renewable electricity, representing approximately 3.6 million kWh of energy for the facility in 2020.

Wyndham Grand® Izmir Ozdilek, a franchised hotel in Turkey, uses 100% renewable energy powered with a 0.8MW tri-generation system.

Travelodge® by Wyndham Livingston Yellowstone, a franchised hotel, installed a rooftop solar photovoltaic (PV) array in 2020 which offsets approximately 40% of its electricity usage or 80,000 kWh.

Wyndham® Chongqing Yuelai, a franchised hotel in China, installed solar film and motorized curtains on their rooftop atrium in order to improve its thermal insulation and thereby reduce energy waste and consumption.



Wyndham Grand® Izmir Ozdilek
Izmir Ozdilek, Turkey



Dolce® BMO Institute for Learning
Toronto, Canada



Wyndham® Chongqing Yuelai
China

Next Steps

Through our Wyndham Green Certification Program, we will continuously aim to increase energy efficiency. Approximately forty percent of the current certification items directly or indirectly impact energy conservation related efforts to minimize the use of energy. In order to achieve our carbon emission target, Wyndham will continue to promote and advance our Wyndham Green Certification Program by guiding our owned, managed and franchised hotels with practical and high impact energy efficiency projects and best practices and by expanding our certification goals from managed hotels to also include franchised hotels in the future.

Water



Approach

As part of our strategic vision of fostering a values-driven culture, Wyndham Hotels & Resorts understands that it is essential to protect our natural capital and resources to deliver long-term sustainable value. We remain committed to increasing water conservation efforts and identifying risks and opportunities through our annual water risk assessment. In 2020, the impacts of COVID-19 significantly reduced water consumption for our organization.

As part of our strategy, we launched a 2025 target to reduce water usage by 15% per square foot. We are also committed to evaluating opportunities at our managed hotels and recommend to install low flow fixtures and implement water conservative laundry programs and irrigation controls where appropriate.

Through the Wyndham Green Certification Program, we also 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.



Performance

Below is the water consumption for our owned, leased and managed properties.

Water Consumption (in kilogallons)	2018	2019	2020
Municipal Water	1,922,512	2,386,260	1,732,499
Ground Water	16,416	9,546	6,732
Water Intensity (kgal/SQFT)	0.05915	0.0619	0.0500

Water

Highlights

ECOLAB

Wyndham Hotels & Resorts works with ECOLAB to provide clean, safe and resource-efficient operations to hotels. ECOLAB is a global leader in water, energy and hygiene technologies and services that operates at the center of the water-energy-food nexus. Their partnership with Wyndham Hotels & Resorts helps provide clean, safe and resource-efficient operations and delivers a true win-win result for our owned, managed and franchised hotels.



Wyndham Grand® Manama
Manama, Bahrain

Bringing the Numbers to Life | Global 2020



The managed **Wyndham Grand® Manama** focused its sustainability efforts on both energy and water conservation. They installed low flow aerators throughout the hotel and experienced 37% water savings in that application as a result, while also implementing a water reuse system that collects air conditioning condensate for landscaping irrigation.

Water Risk Assessment

In 2020, Wyndham conducted a water risk assessment at all our managed and owned properties globally. We assessed our exposure to water risks by mapping properties using the World Resources Institute (WRI) Aqueduct tool to identify locations with baseline water stress, riverline and coastal flood, drought and future water stress risks. FEMA's Flood Maps were also used to identify U.S. locations in 100-year flood zones. Based on our assessment, approximately 35% of water used was in areas with high or extremely high baseline water stress. We will continue to utilize these results to prioritize the implementation of efficiency measures at properties with high water stress.

Next Steps

In 2021, Wyndham will begin prioritizing managed properties located in areas with high water stress. We will evaluate opportunities to recommend to implement additional water efficiency projects, including the installation of low-flow fixtures and water reduction practices, such as drought tolerant landscaping.

Waste



Approach



Waste related topics have been a subject of increased public legislation, and we consider this as an opportunity for our hotels globally. 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 committed to improving waste tracking and measurement for our managed hotels and to exploring setting a target in the coming year.

Highlights

The **Ramada® by Wyndham Ajman**, an independently owned and operated franchisee, is on a journey to reduce their waste and launched the Zero Landfill Project. In 2020, they achieved an estimated 90% waste diversion through a comprehensive recycling program that aligns with the Wyndham Green Certification, a dedicated zero landfill room to separate recyclables and the installation of a dewaterer and waste macerator machine, which grinds food waste into fine particles and through centrifugal action, forces out the excess liquid for grey water use and organic material for composting.

In 2020, through our relationship with Clean the World, a non-profit organization that recycles 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, Wyndham Hotels & Resorts was able to divert over 9,500 pounds of soap and plastic from landfills and distribute over 34,000 bars of soap.



Ramada Hotel & Suites® by Wyndham Ajman
Ajman, United Arab Emirates



Waste Diversion		2020	Lifetime
Soap Collected (lbs)		5,447	139,876
Soap Bars Distributed		34,065	753,325
Plastic Recycled (lbs)		4,148	79,103

Next Steps

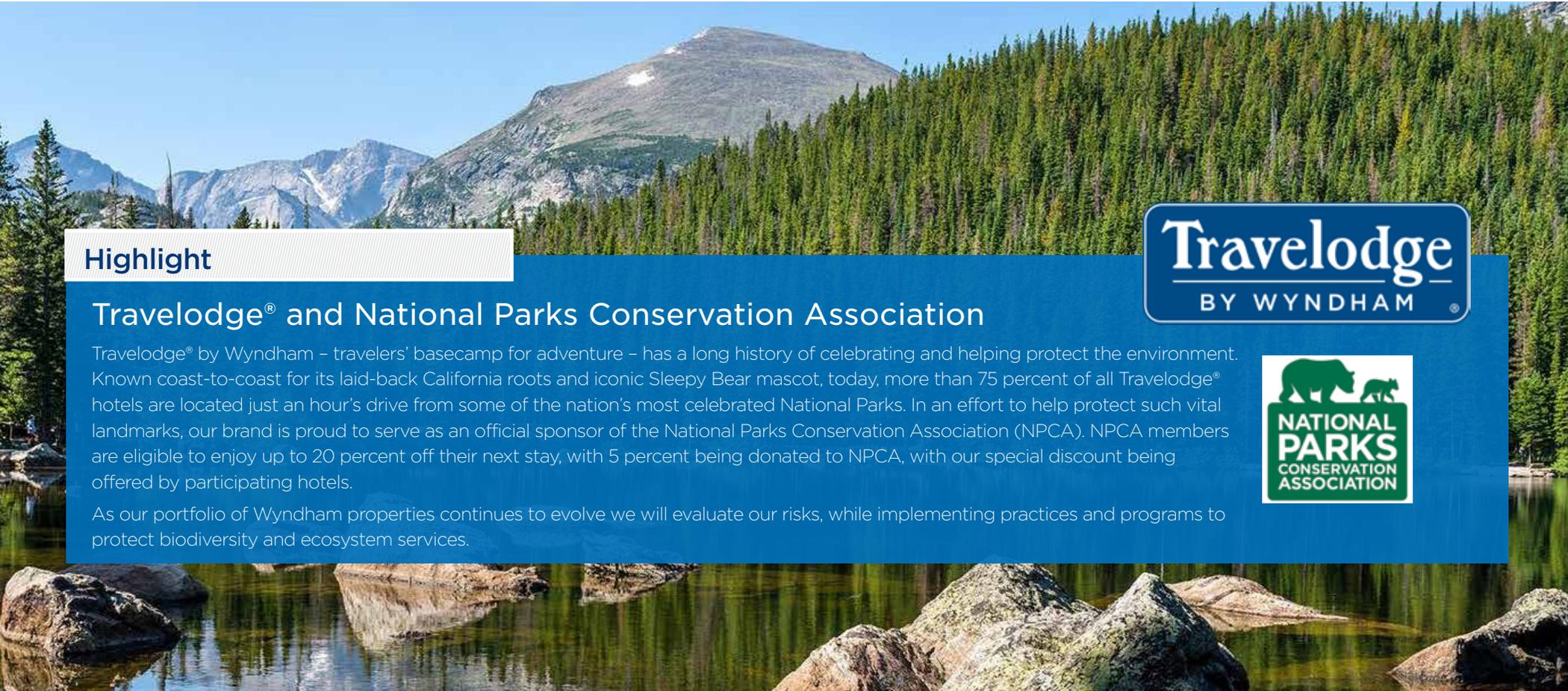
In 2021, we aim to improve our waste data capture and increase waste diversion rates. Waste diversion practices are currently embedded within the Wyndham Green Certification Program, with 25% of the certification items directly impacting waste diversion related efforts. We will continue to use this program to accelerate our waste goals and increase waste diversion globally.

Biodiversity

Biodiversity is crucial for the health and functionality of all ecosystems and their services, and is connected to climate and water-related risks, human health and human rights. Along with our franchisees, Wyndham is committed to protecting biodiversity where we and our independently owned franchisees operate. We regularly review our portfolio and develop and implement any necessary mitigation measures for hotels located near areas classified under the World Conservation Union (IUCN) designation I-IV, UNESCO Natural World Heritage Sites, UNESCO Man and the Biosphere Reserves, wetlands designated under the Convention on Wetlands of International Importance (known as the “Ramsar Convention”) and Key Biodiversity Areas.

In 2020, Wyndham conducted a biodiversity risk assessment, of all managed and owned properties globally, using IUCN, UNESCO, Ramsar Convention and Key Biodiversity classified areas. Based on this assessment, 29 managed and owned lodging facilities were located near key biodiversity or protected areas.

At Wyndham’s corporate headquarters in Parsippany, New Jersey, the building has native vegetation covering a minimum of 25% of the total land area. These natural areas provide a habitat and promote biodiversity.



Highlight

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.

As our portfolio of Wyndham properties continues to evolve we will evaluate our risks, while implementing practices and programs to protect biodiversity and ecosystem services.



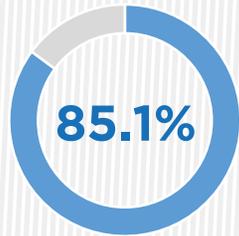
Sustainable Sourcing

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

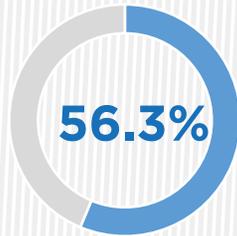
- Increasing responsible supplier spend
- Achieving 100% cage-free sourcing options for all of our hotels globally¹

	2018	2019	2020
Responsible Supplier Spend	N/A	25%	28%
Cage-Free Eggs	N/A	2%	1% ²

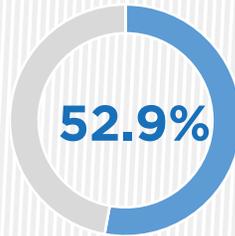
Our responsible supplier survey seeks to better understand the suppliers commitment to sustainability and the systems, plans and processes they have in place to minimize their impact on the environment.



85.1%
respondent suppliers have implemented efforts to increase waste diversion



56.3%
respondent suppliers have implemented a system to track and measure their environmental data



52.9%
respondent suppliers have a plan or program to reduce energy and/or GHG emissions



50.6%
respondent suppliers have implemented water conservation practices



35.6%
respondent suppliers use renewable energy

The Sourcing team works with the Social Responsibility team to ensure that a wide range of product and service options align with our strong supplier commitment to environmental, social and governance issues globally. In order to do business with Wyndham Hotels & Resorts, we expect exemplary ethical behavior from our suppliers. In all instances, we require 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 annually through our Responsible Supplier Survey, which includes questions on suppliers' sustainability efforts, philanthropic initiatives and human rights protections. We recognize each supplier as "Responsible" based on the resulting score from the survey criteria.

Wyndham will be working with our suppliers to provide our branded hotels with a guide to obtain the appropriate products and services necessary to be Wyndham Green certified and continue efforts to further minimize their impacts on the environment.



¹Based on our commitment to provide our owned, managed and franchised hotels with suppliers of cage-free eggs, in order to source 100% of our eggs (shell, liquid and egg products) from cage-free sources globally.

²Due to COVID-19, expenditures on cage-free eggs was impacted.

Wyndham Grand® Rio Mar Puerto Rico Golf & Beach Resort
Rio Grande, Puerto Rico



SOCIAL

Monica Melancon

CHIEF HUMAN RESOURCE OFFICER
She/Her/Hers

“

At Wyndham, our values underpin our inclusive culture, drive our growth, nurture innovation, and inspire the great experiences we create for team members and the people we serve. Our signature Count on Me service culture encourages each team member to be responsive, respectful, and deliver great experiences to our guests, stakeholders, communities and each other. ”

Diversity, Equity & Inclusion

Wyndham's commitment to Diversity, Equity & 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.

Highlight

Count on Me

Wyndham Hotels & Resorts' signature Count on Me service promise defines how we interact with our guests, stakeholders, 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 and is the culture program that is followed and delivered at all of our branded hotels.



A Value Chain Approach

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, Equity and Inclusion journey, we know we can do more. This year we enhanced our Diversity, Equity and Inclusion journey to inspire our team members to contribute to meaningful change in our company, our industry, our communities, and the world. We are taking action to increase senior leadership engagement by adding a Diversity, Equity and Inclusion goal to the performance reviews of all of our senior team leaders; sponsorship of our Affinity Business Groups by members of the Executive Committee; bolster our efforts to recruit, retain and promote diverse talent; expand our supplier diversity program; and continue our robust Diversity, Equity and Inclusion training programs.



Our Pledge for Action

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.

Since 2018, Wyndham has been a signatory to the pledge for 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 1,600 U.S. CEOs across 85 industries representing approximately 13 million employees in the U.S., 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 Meet the Pledge for Action

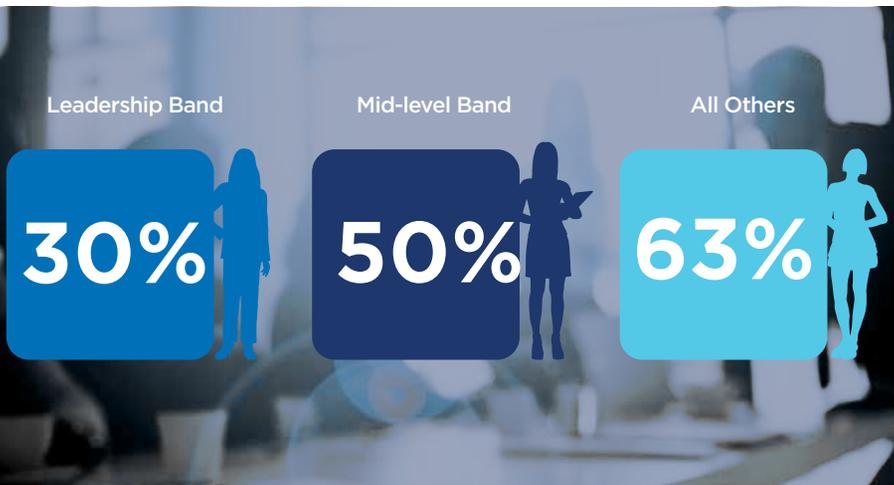
- Shared strategic Diversity, Equity and Inclusion plans with our Board of Directors.
- Cultivated a workplace that supports open dialogue on complex, and sometimes difficult, conversations about Diversity, Equity and Inclusion by adding these topics to our Count on Me program and leadership development.
- Collaborated across enterprises in order to advance Diversity, Equity and Inclusion within the business community with the continued promotion and development of our Affinity Business Groups, including executive sponsorship.
- Mandated unconscious bias training in our workplace.



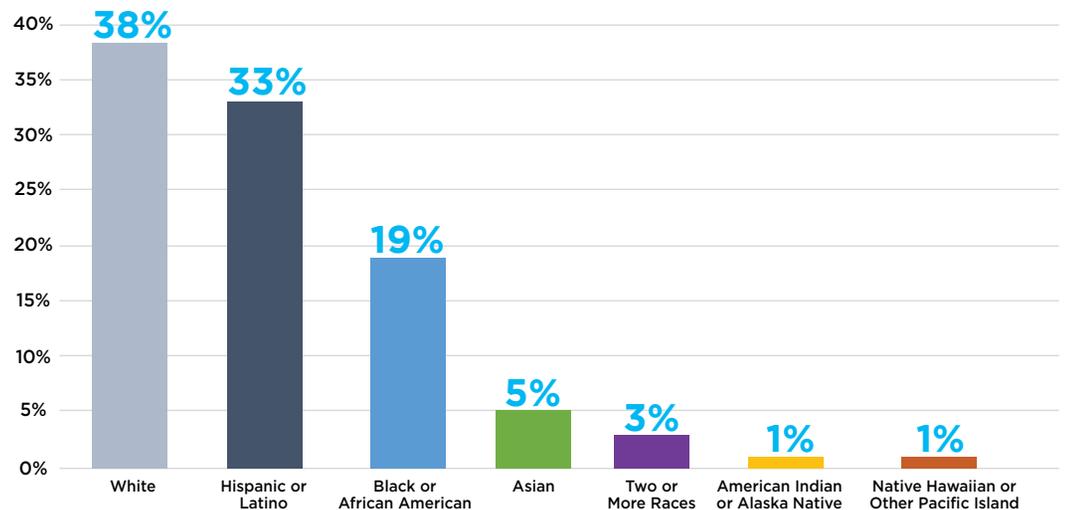
Focus on Equity in Pay and Representation

Wyndham Hotels & Resorts is committed to providing equal opportunities, and we believe that all team members should receive equal pay for equivalent skill and level within our organization. At the executive levels, we have achieved 100% gender equity and below our executive levels we have achieved 95% compared to the external marketplace of 80%. As an organization we continue to stay focused on continuing to move forward towards equitable pay for all of our team members.

Women in Leadership



Minority Representation of Team Members

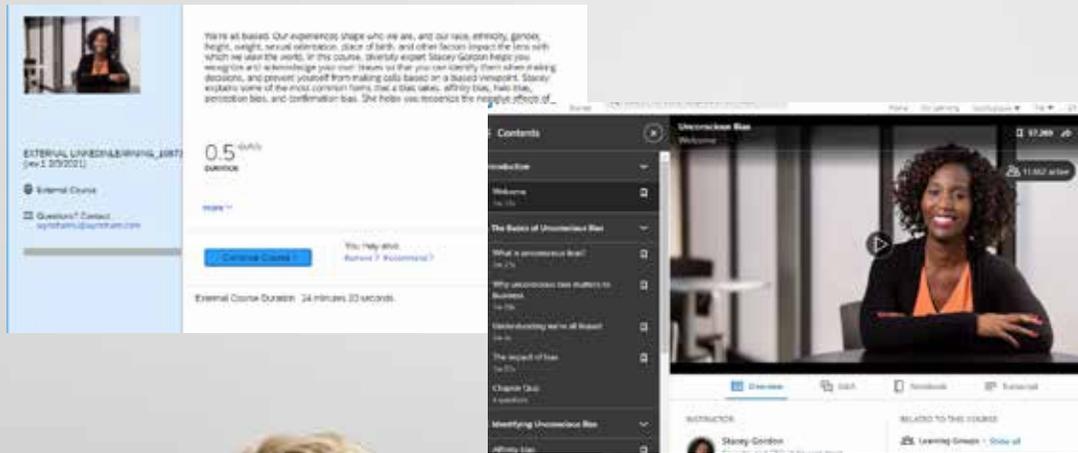


Diversity, Equity and Inclusion Training

We provide Diversity, Equity & 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, equity and inclusion training is offered both online as well as in the classroom for an enhanced emotional and personal experience. We made additional enhancements and expanded our Diversity, Equity and Inclusion training to include an anti-racism library and variety of other topics in support of our focus to build our training to address racial inequality, anti-racism and allyship.

We believe that Diversity, Equity and 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, Equity and Inclusion trainings, including *What is Unconscious Bias? Types of Unconscious Bias*, and *Overcoming Unconscious Bias*. The Leading for Success program focuses on Inclusive Leadership and 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.



Affinity Business Groups

At Wyndham Hotels & Resorts, we have established seven Affinity Business Groups (ABGs) that are fully inclusive networks where empowered team members actively engage to foster innovation, drive growth, demonstrate our culture and enhance diversity and inclusion globally. Specific ABGs have been developed to support women, African-American/Black/People of Color, Hispanic/Latinx, LGBTQ+, veteran, multi-cultural and intergenerational team members. We experienced a 23% growth in overall membership despite being in a virtual environment.

In 2020, our Executive Committee members became Executive Sponsors to each of the ABGs. In addition, the ABG co-chairs became members of the Social Responsibility Council which ensures the integration of social responsibility into our business strategy.

Executive Sponsors oversee each ABG's progress toward established objectives and performance metrics across the following four pillars.

- Culture & Engagement
- Personal & Professional Development
- Community Outreach
- Business Initiatives

¡FUERTE!

To create a Hispanic/Latinx team members business group that will support individual growth and business initiatives that promotes the richness of our culture. To create value for WHR by attracting, developing and retaining team members, while providing educational awareness and enrichment to Hispanic/Latinx communities.

- The Spanish hour was a success for the members having the opportunity to practice their conversational Spanish with interactive activities led by the members. Due to the overwhelming demand to continue these, we have incorporated this Spanish Hour session every other month this year.

SALUTES

This group seeks to have WHR recognized as a veteran friendly organization that provides support to veterans through mentoring, identification of work opportunities and engagement in community projects.

GenCONNECT

To leverage the unique perspectives of Wyndham Hotels and Resorts multi-generational workforce with the objective of fostering a community of awareness, respect, innovation and engagement.

PRIDE

To leverage the passion of our WHR team members to support the LGBTQ+ community; by developing our policies and procedures with their needs in mind, to have a positive impact on Wyndham business goals and to influence the industry as a whole.

- Celebrated International Pronouns Day with an introductory workshop and guest speaker Max Masure who helped team members take action and learn new ways to support transgender and non-binary communities. Team members are encouraged to share their preferred pronouns in email signatures if comfortable.

SPECTRUM

To drive business value to Wyndham by empowering, leveraging and developing the SPECTRUM of African American /Black/People of Color team members and internal and external resources through leadership, education, innovation and networking.

- Membership increased by 80% as a result of stronger programming to better connect team members with expert speakers like Karol Espejo who spoke about "Starting the Conversation about Race & Racism with your Children", Essential Conversations which allowed the safe exchange of ideas and a book club with its first selection was "Caste" by Isabel Wilkerson.

EMPOWER

To create a culture of inclusion and camaraderie to support and empower the growth and advancement of women in the workplace through community outreach, networking and professional development.

MOSAIC

To leverage and develop team members from all cultures and raise awareness of diversity through leadership, education, innovation and networking. We will strive to foster a culture of understanding and equality for all.

Supplier Diversity

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, 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, help ensure supplier diversity is thoroughly integrated into overall business strategy. We have an estimated 9.3% or \$69 million of total procurable spend with diverse suppliers in 2020 from spend influenced by our sourcing team, which was reduced by COVID-19 and its adverse impact on our diverse suppliers.

	2018	2019	2020
Diverse Supplier Spend	12.5%	12.6%	9.3%

Wyndham was recognized for its commitment to veteran suppliers in 2020.



Highlight



Wyndham Hotels & Resorts uses American Hotel Register Company as a supplier for our owned, managed and franchised hotels. 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.

Health & Well-Being

Through our brand programs, we remain committed to the health and wellness of our guests and team members. In 2020, we continued to expand on our initiatives, including implementing new brand standards and protocols to help protect the health and safety of our guests and team members.

Guests Count on Us®

Count on Us®, a new long-term, multi-faceted initiative to build confidence among guests and support all of our properties as they prepare to welcome back travelers. The program, which builds upon Wyndham’s signature Count on Me service culture, zeroes in on efforts to elevate health and safety at our hotels in the wake of COVID-19, and aims to give properties and guests peace of mind about future travel.

In June 2020, Wyndham secured difficult-to-source critical supplies for properties, introduced new brand standards that included mandated training grounded in guidance from the U.S. Centers for Disease Control and Prevention (CDC). We are also the first major hotel franchising company to partner with industry-leader Ecolab to require the consistent use of its EPA-registered disinfectant products in hotel guestrooms and public spaces nationwide, building trust with guests who are counting on us for clean, and welcoming environments.



Masks required in indoor public areas at all U.S. and Canada hotels



More frequent cleaning and disinfecting of high-touch areas



Disinfecting wipes with your key card at check-in



Complimentary travel-size hand sanitizer for each room



Enhanced social distancing measures in public spaces



Meeting spaces accommodate social distancing and virtual attendees



Team Members

Be Well

Wyndham Hotels & Resorts is committed to offering team member benefit programs that focus on nutrition, exercise, lifestyle management, physical emotional wellness, financial health and quality of the environment in which we work and live.

We believe that health and wellness invokes both professional and personal productivity, as well as 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 brand 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.

We are proud to reward our U.S. full time team members with comprehensive benefit programs and resources which include:

- Health insurance with HSA and FSA options
- Dental insurance
- Vision insurance
- Life/AD&D insurance
- Short- and Long-Term Disability coverage
- 401(k) with company matching

Be Well Health and Fitness Services

An onsite Be Well Health Services facility is located at our corporate headquarters in New Jersey and provides services to 42% of our corporate team members when our corporate headquarters is open. 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 on-site 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.

We provide our team members with an onsite fitness facility that provides exercise equipment in a clean and friendly environment, in addition to a variety of classes and motivational programs for our team members in both Parsippany, NJ and Saint John, New Brunswick, Canada covering 75% of our corporate team members. The onsite health fitness specialist and program manager encourages team members to become more physically active and exceed their wellness goals. Our fitness facility not only promotes physical health and well-being, but also assists team members in stress management.

During the pandemic, we continued to provide health and wellbeing resources to our team members. Through a partnership with Atlantic Health, we were able to provide telephonic health and wellbeing support services provided by a nurse practitioner for our remote U.S. Corporate based team members. In addition, we also partnered with EXOS to provide all U.S. based team members' access to exosathome.com, an interactive web experience that provides the guidance and motivation team members need to get active, unwind and stay strong during these tough times through bodyweight workouts, yoga, mindset practices and even workouts that their children can participate in.

BE WELL AT WYNDHAM



Cancer Screenings

In the U.S., we provide cancer screenings for our team members through our medical provider. We continue to encourage team members to have annual physicals in addition to providing onsite health education.

Parental Leave

As the world's largest hotel franchising company focused on providing great experiences, we continually evaluate opportunities to further enhance and align our benefits with our core values of inclusivity and caring when it comes to supporting our team members.

With this in mind, as of January 1, 2020 we provide parental leave to our U.S. team members for paid time off for activities related to the care and well-being of a newborn or newly adopted child. We also continue to provide financial assistance to help with adoption fees.

Supporting Team Members During COVID-19

During these extraordinary times we are all navigating together Wyndham Hotels & Resorts offer access to free 24/7 virtual health care visits for U.S. based team members enrolled in our medical plans.

This includes appointments for general medical as well as behavioral and mental health telemedicine visits.

With stay at home orders and team members concerned about their health and safety and families, corporate team members are provided with work from home flexibility for positions that can be done remotely. Wyndham has allowed more flexible work schedules as home and work lives blur together, also extended Be Well Fridays which are "Summer Friday" office hours. On-site team members were provided with additional personal protective equipment (PPE) and cleaning supplies as needed, while also establishing new physical distancing procedures.

We had previously established the Wyndham Relief Fund three years ago to help team members who are facing financial hardship immediately after a natural disaster or an unforeseen personal hardship. We quickly transitioned this to the Wyndham Emergency Assistance Fund in order to provide prompt assistance to our many team members in need. This fund assisted over 2,800 impacted team members in 2020. In general, we also provided severance to impacted team members in accordance with Company policy.



Highlight

What Makes You Grateful Global Photo Contest

During the stressful time of 2020, it was more important than ever for our team members to focus on the things they are grateful for including our loved ones and everyday heroes.

Team members were encouraged to share a photo and a brief caption explaining what they are grateful for. More than 2,500 photos were submitted and over 100 weekly and grand prize winners from various hotels and offices around the world were awarded over four million Wyndham Rewards points. Gratitude is powerful, and we were thrilled to promote it through our contest.



Training & Development

We consider our team members' career development a top priority and key to our long-term success of attracting, rewarding and retaining the best people. 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 – Through this program, we focus on development in two integral areas – Managing (the day-to-day operational functions) and Leading (the inspirational and motivational skills required to lead a team).



Castell Leadership Program – This program aims to accelerate the careers of women professionals in the hospitality industry. Castell delivers impactful development opportunities for talented women professionals who have demonstrated strong leadership potential.

Thayer Leadership – “Leadership Experience at West Point” – This training helps to enable growth for executive-level leadership, with a focus on increasing innovation, leading internal organizational growth, improving overall leadership quality and improving employee commitment and retention.



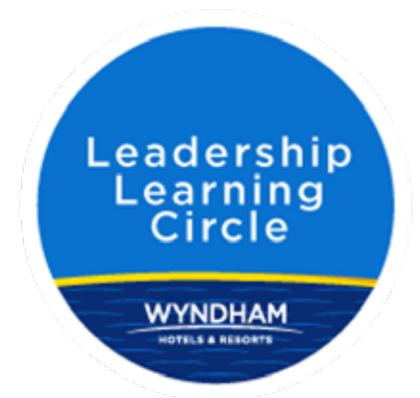
Wyndham University – Through Wyndham University, we provide a variety of learning experiences that develop the knowledge, skills, and abilities of our team members and franchisees.



Mentoring

Wyndham's long-standing practice to support development of corporate and managed hotel team members at every stage of their career continues to be a high priority for our Company. 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.

Through our Mentoring/Learning Circle Program, we aim to help team members develop competencies for their current roles, enhance transferable skills, provide understanding of the inner workings of our organization or hotel, and practice the art of building relationships, giving and receiving feedback and building professional networks. The program 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.”



New Hire Orientation

To support onboarding of new General Managers and Assistant General Managers at our managed hotels, Wyndham provides a weeklong training program. Attendees develop skills to support teams from within the organization, hear from subject matter experts, receive mentoring support, network with other new hires and learn best practices. This program is offered once a month. In 2020 to support the challenging times of COVID-19 we transitioned this program to be delivered virtually.

Our virtual program for corporate team members offers between 8 to 13 hours of blended learning that includes self-paced courses, live webinars, job aids and more. New hires learn about the mission, vision and values of the company, our brands, our Social Responsibility strategy and receive valuable tools, resources and systems from Wyndham Hotels & Resorts to support the team members on property.

Wyndham University

At Wyndham Hotels & Resorts, we are 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' employees via quality content and flexible delivery methods. Our trainings serve a diverse group of stakeholders, which extends to our hotel owners and their teams as well as our own team members. Our training resources are developed by our Company's subject matter experts and additional content is sourced by outstanding vendor partnerships. In 2020, Wyndham University made significant changes to how training was being offered in support of the impacts of COVID-19. We transformed key in-person training programs into virtual training programs, and provided new trainings in a virtual format. This allowed for a broader reach to our audiences, supported properties with changes and challenges with hotel staff and provided accommodations so our audience did not need to leave their hotels in order to receive training.

In Wyndham University's online platform, our learners will find curated learning experiences specific to their professional development needs. All that have access have the opportunity to:

- View 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 the managed, corporate and franchisee populations.

As of 2020, Wyndham University training programs had enrolled over 11,000 Wyndham Hotels & Resorts' team members and over 19,000 franchisees. In 2020, the total completions nearly doubled, with over 450,000 completed courses compared to 2019.



WYNDHAM
UNIVERSITY



Hospitality Management Program

Additionally, Wyndham University supports conferences and events, including our 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. Attendees 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.

In 2020, to support the challenging times of COVID-19 we transitioned this program to be delivered virtually. Our virtual program offers over 20 hours of blended learning that includes self-paced courses, live webinars, job aids and more. Through both our in-person program in early 2020 and our virtual program, we trained 726 General Managers and Owners.



Onsite Training

With over 30 years of combined hospitality experience, our training team delivers impactful, customized training onsite at hotels or virtual in the current environment to help properties achieve their operational and financial goals. They work to identify specific challenges or areas of opportunity and create an engaging learning experience.



Highlight

Virtual Managed Operations Conference

Wyndham Hotels and Resorts made the decision to reschedule the Managed Operations Conference to a virtual event so General Managers could remain with their hotels and support local teams and guests while the COVID-19 pandemic was rapidly evolving within their communities.

In place of the Conference, we worked to make an abbreviated General Session and made many of our Education Sessions available in live webinar formats, so that General Managers and any of their team members could participate. Additionally, we added an Educational Session that provided tools to address the COVID-19 situation on property.



141 people certified in Count on Me culture program



1,299 attendees for the virtual educational sessions



16 virtual educational sessions held over 3 days

Human Rights

Protecting Human Rights

Wyndham's core values highlight our commitment to help support ethical business practices and good corporate citizenship, including our commitments to help combat slavery and human trafficking. We aim to operate our business in a manner consistent with the principles contained in the United Nations Universal Declaration of Human Rights and Global Compact. We also continue to help develop resources to educate our team members and stakeholders across relevant areas of our business and supply chain.

As part of our commitment, we enhanced our policies and mandated training of all our team members and independently owned and operated franchisees to help identify and report trafficking activities. We also continue to work alongside other leaders in our industry, to supporting our industry's efforts to try to end human trafficking.

Risk Assessments

We have developed a risk-based approach to report, manage and roll out programs intended to help protect human rights in areas where we believe there is a high risk of such activity and where we have operational control over the business and our supply chain.

Additionally, clear accountability mechanisms are in place to monitor and report on compliance with our Business Principles and Human Rights Policy. In addition, parties contracting with the Company, such as franchisees and vendors, are also required to operate in a manner which is compliance with all applicable laws and subject to certain operating standards. Our leadership team is responsible for providing oversight of the enforcement of Human Rights, which includes but is not limited to the continual improvement of risk monitoring and assessment procedures. We also seek to incorporate feedback from stakeholders as we advance our engagement activities to respect and protect human rights within our sphere of influence; and we are committed to publicly reporting our progress to our stakeholders.

The 5-Star Promise

Since 2018, we have partnered with American Hotel & Lodging Association (AHLA) to support 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 and owned hotels and rolled out AHLA 5-Star Promise training to our managed and corporate team members and made the training available to our franchisees.



Human Trafficking Awareness Training

Hotels are one of many venues that traffickers use to exploit their victims. As a result, we provide access to online training programs, available through partnerships with **BEST** (Businesses Ending Slavery and Trafficking), **ECPAT-USA**, **Polaris** and **Sustainable Hospitality Alliance**, to expand education about human trafficking, awareness and reporting.

Wyndham recorded over 34,000 training impressions viewed by our corporate and managed team members and independently owned and operated franchisees in 2020 (a 19% increase YOY) including classes titled:

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

As part of our ongoing Business Continuity Plan Emergency Preparedness Guide and Training, we also include checklists, escalation protocols and information to assist our property management and various staff in identifying the key warning signs of human trafficking and guidance on how to report cases. Wyndham has mandated human trafficking awareness training for all hotels and corporate team members.



Supply Chain Responsibility

As a global hospitality company, we and our franchised properties purchase services and products all over the world. Our supply chain covers procurement at corporate and local levels, and we expect our suppliers to act in a compliant and ethical manner. As such, we ask them to meet our Supplier Code of Conduct (“Supplier Code”), which sets forth our expectations concerning forced labor and child hiring practices.

Our approved supplier program supports purchasing for our stakeholders by negotiating prices and volume discounts with third-party suppliers. We take a risk-based approach to our approved supplier due diligence, including reviewing suppliers doing business in high-risk countries or offering high-risk products or services. Should a supplier not meet our requirements or ethical standards, we will not approve that supplier. For previously approved suppliers, we require corrective action or termination if needed. We utilize a risk-based approach to report, manage and roll out programs intended to combat slavery and human trafficking in areas where we believe there is a high risk of such activity and where we have operational control over the business and supply chain.

Remediation Actions

As permitted by law, we encourage our team members and franchisees to report certain matters confidentially or anonymously through a third party whistleblower hotline. In addition, for our North America operations, we make available a third party hotline, operated by Polaris, whereby team members of our owned and managed properties can consult with experts who will help them identify suspected signs of slavery and human trafficking and report such matters to the authorities. Moreover, globally, we distribute information at our owned and managed properties (and encourage the use of these materials by our franchised hotels) which assists team members with identifying potential signs of slavery and human trafficking and provides a process for timely escalating concerns within the organization.

Community

As a hospitality company, service and volunteering is in our DNA. Our team members and franchisees around the world actively engage in their communities, generously giving in ways that enhance the lives of others. We support various charitable programs, including youth and education, military, community and environmental programs, such as Fisher House, Save the Children, Christel House and Operation Homefront.

In 2020, we contributed over \$850,000 to a variety of non-profit organizations while team members donated 730 hours to organizations near and dear to each of them through our signature Wish Days.

As part of our giving efforts Wyndham Rewards and its members, have donated more than 113 million points since the program's inception to various non-profit organizations focused on family, military and the environment to redeem for travel and other related goods and services.

Our philanthropy captures the dedication of our team members, leaders and business partners who have pledged to make lasting, important contributions to the communities in which we operate.

Spotlight

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(c)(3) 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 2020, the Championship supported approximately 50 local, regional and national charities, including:

- Backpacks Program which since 2014 has provided more than 590,000 nutritious meals for children when school is not in session
- The First Tee of the Triad, which runs afterschool programs throughout the school year and various summer programs for 1,500 students at 18 Piedmont Triad locations
- Carolina Core, an award-winning economic development organization that fosters opportunities for growth, entrepreneurship and innovation across the region

In partnership with McConnell Golf, the Wyndham Championship through the Piedmont Triad Charitable Trust is invested in exploring and adopting sustainable practices to improve the environment by using fewer chemicals, less water and less intensive maintenance while promoting recycling and green cleaning with the use of stabilized aqueous ozone.



Brand Partnerships

Our brands are empowered to further the mission of Wyndham Hotels & Resorts of doing well by doing good. Each brand is committed to giving back to the communities in which we work, live, and enjoy by working to further advance health and safety, supporting veterans, environmental conservation and youth development. Many of our brands have forged alliances with non-profit organizations or developed their own initiatives to give back.

Days Inn® by Wyndham & Starlight Foundation

Bringing some extra sunshine to those who need it most, Days Inn® by Wyndham has continued to team up with Starlight Children’s Foundation to help families with hospitalized children get closer and make great memories. Through innovative programs like Starlight Virtual Reality, Starlight Gowns®, and Starlight Fun Centers®, the organization has transformed typical hospital experiences into brighter ones for more than 16 million seriously ill children. Days Inn® is proud to be a part of making a difference with our Brighter Day Rate where guests can book and save 5%, and we’ll give 5% back to supporting Starlight Children’s Foundation.



Super 8® by Wyndham - #JOURNEYSAFE

Super 8® by Wyndham, as your trusted companion on the road, continued to sound the alarm on the dangers of drowsy driving ahead of National Sleep Awareness Month. In partnership with sleep expert Dr. Janet Kennedy, the #JourneySafe campaign participated in more than 30 satellite TV and radio interviews with news outlets across the country, earning over 79 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 help 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.

- In 2020 the #JourneySafe campaign received the “Best in Show” Adrian Award in Digital Marketing.



Super 8® by Wyndham & La Quinta® by Wyndham Military

Super 8® by Wyndham and La Quinta® by Wyndham are proud to support those who serve – today and every day. These brands offer reserved veteran parking at every hotel in North America and up to 15% off military discounts year-round. In honor of Veteran’s Day, we launched a match on Wyndham Rewards points donations to select military non-profit partners up to one million points including Fisher House Foundation, Operation Homefront, Hope For The Warriors and Armed Services YMCA.



Howard Johnson® by Wyndham & YMCA

Delivering smiles in every town, Howard Johnson® has continued its partnership since 2018 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. 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.



Wyndham Grand® Crete, Mirabello Bay
Agios Nikolaos, Greece



GOVERNANCE

Paul Cash

GENERAL COUNSEL
He/Him/His

“ Strong corporate governance principles, ethical business practices and an effective compliance program are core to our culture and mission to make hotel travel possible for all. ”

Board of Directors

Our Company's Board of Directors is comprised of eight members, six of whom are independent and 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 Black and Asian representation.



The Board regularly reviews information regarding risks associated with our finances, credit and liquidity; our business, operations and strategy; legal, regulatory and compliance matters; and reputational exposure and is comprised of three committees:

- **Audit Committee:** Provides oversight on our programs for risk assessment and risk management, including with respect to financial accounting and reporting, internal audit services, information technology, cybersecurity and compliance
- **Compensation Committee:** Provides oversight on our assessment and management of risks relating to our executive compensation.
- **Corporate Governance Committee:** Provides oversight of our management of risks associated with the independence of the Board and potential conflicts of interest.

Learn more about our Company's governance structure and Board of Directors [here](#).

ESG Oversight

The Board of Directors, through the Corporate Governance Committee, is responsible for overseeing Wyndham's Social Responsibility program, including social and environmental performance goals, team member development and compliance. The Corporate Governance Committee Chair guides the strategy and direction of our Social Responsibility program, including on our Company's material topics including climate change; diversity, equity and inclusion; and health and safety. Additionally our Company's management team provides updates to the entire Board and the Corporate Governance Committee on our Social Responsibility program regularly.



Social Responsibility Council

To support our Social Responsibility program, Wyndham's Social Responsibility Council (SRC) was established with the following objectives:

- Reinforce and promote our Count on Me 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 specific key performance indicators; and
- Drive engagement, build awareness and celebrate the successes of our Social Responsibility Programs.

The SRC is chaired by our President and CEO, and is comprised of team members across marketing, finance, legal, development, operations, sourcing, information technology, and General Managers across the organization including the leaders of our affinity business groups and international representation. The SRC meets at least quarterly to provide oversight and direction for the Company's Social Responsibility program. Subject matter experts speak with the Council to discuss pressing global environmental, social and governance topics, with the intent of receiving input and guidance on the organizational impacts.



Risk Management

Through our core values and signature Count on Me culture we maintain a resilient organization by adapting and managing risks to better address the needs of our organization and stakeholders. Wyndham's general risk management strategy seeks to ensure that risks undertaken by the Company are aligned with the achievement of our business objectives and strategies.

Our Board is actively engaged, as a whole and at the committee level in providing oversight of our Company's management of our most significant risks. To effectively manage risks and ensure the resiliency of our business, Wyndham's CEO and other senior management are primarily responsible for day-to-day risk management analysis and mitigation and report to the full Board or the relevant Committee regarding risk management.

Corporate Security, Safety & Business Continuity

To protect the safety and security of our guests, Wyndham provides on-going training to our operational teams to ensure guest safety during emergency events and situations. This includes preparation and response measures 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 terrorist attacks, civil unrest, and global pandemics. To manage property risks, our Corporate Security, Safety, & Business Continuity team engages with all of our corporate facilities to develop risk profiles. Based on the risk assessment, a recovery time objective (RTO) is determined and appropriate business recovery solutions are designed for the location to meet objectives. When any event occurs Wyndham, senior leaders and property managers for that location are alerted, allowing us to proactively take measures to minimize the adverse impact of the event.

Our management approach is to try to ensure the workplace safety is rigorous and both data and process driven for our team members. 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. In alignment with our goal to maintain a consistently high standard of safety performance, we also use an online incident reporting and loss prevention system which enables stakeholders to identify and track work-related risks and hazards.

All owned and managed hotels are also provided with a Wyndham Hotels & Resorts Emergency Preparedness Guide to assist them to prepare for and manage an emergency. The Emergency Preparedness Guide establishes minimum requirements and provides a responsible managerial plan detailing the protection of life at each of Wyndham Hotels & Resorts properties. Management at all levels provides the means for prompt corrective action in an effort to eliminate unsafe acts, unsafe conditions, damage, and abuse of equipment, machinery, materials and supplies.

In order to facilitate notifications to key corporate stakeholders as well as to provide external support to the property when needed, Wyndham also established the Emergency Reporting Service (ERS). The Emergency Reporting Service is 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 managed properties.



Ethics & Compliance

Wyndham Hotels & Resorts considers its ethical culture as integral to all we do to make hotel travel possible for all.

Our Approach

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 & Entertainment and Contributions Standard; Conflict of Interest Standard and Political Activity Standard.

Hotline Reporting System

Strong ethics are the foundation for our culture at Wyndham Hotels & Resorts, with Integrity and Accountability as two of our core values. As part of our commitment to these values, we offer our Integrity hotline, 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.

The Integrity hotline system is administered by a leading third party provider, NAVEX Global. It includes phone and web-reporting capabilities (U.S.), and allows us to utilize issue identification, prioritization, assignment and escalation functionality to promptly raise and investigate reported concerns. The most critical category matters are identified as a "Matter Requiring Reporting" (MRR). MRRs require investigation and resolution in an escalated timeframe, with oversight from senior leadership including the General Counsel and Chief Compliance Officer. MRRs are reviewed on an ongoing basis with our external auditors, and selected representative MRRs are discussed quarterly with the Audit Committee of the Board of Directors. The Audit Committee is also briefed quarterly by the General Counsel and Chief Compliance Officer concerning core hotline statistics such as overall case volume, topic or root cause trends.

When cases are closed, our case management teams conduct a root cause analysis and consider enhancements in operations or processes to prevent recurrence of similar scenarios. Our human resources teams are included as part of our core case management teams, not only to support investigations and any related necessary employment or disciplinary actions, but also to monitor related operations to ensure retaliation does not occur.

Highlight



World's Most Ethical Companies

In both 2019 and 2020 Wyndham was recognized 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. Wyndham is actively involved with Ethisphere's Business Ethics Leadership Alliance, which consists of almost 300 leading member companies..

Our Integrity hotline is supported internally with awareness campaigns to promote usage. Our campaigns use the 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 include flyers and posters for location displays, as well as desk drop supplementary materials, such as cards and stickers. Reader-friendly infographic 5x7 cards provide transparency into the Integrity reporting, investigation and resolution processes as well as dispelled frequent “hotline myths”, while stickers for mobile phones with Integrity hotline contact information facilitate team member reporting anytime or anywhere from their mobile devices.

WYNDHAM HOTELS & RESORTS INTEGRITY LINE MYTHS

MYTH I will face retaliation for contacting Integrity with my ethics concern.	FACT Wyndham does not tolerate retaliation in any form against team members for reporting prohibited ethical concerns in good faith. We will thoroughly investigate any retaliation allegations and take appropriate action if substantiated.
MYTH I need all the facts before reporting my concern.	FACT We do not require you to have all the facts and should not independently investigate. Wyndham will assign trained investigators to obtain further information.
MYTH Wyndham can trace my call or report.	FACT Integrity is operated by a third party vendor that does not use Caller ID, record calls or track web reports. Wyndham cannot trace the report and has retained the anonymity of the matter as reported from the vendor.
MYTH If I contact Integrity my case will not be opened.	FACT All Integrity issues are taken seriously, promptly reviewed and may be further investigated as necessary. All cases are responded to, either individually if you provided your contact information or broadly via email if you reported anonymously.
MYTH The behavior I observed will continue whether I report it or not.	FACT Wyndham may not be aware of all unethical practices or behaviors as occurring. We encourage and rely on you to speak up about any concerns you may have. Your reporting allows us to take appropriate measures to stop any unethical practices or behaviors, enhance our procedures, and improve our communications. Thank you and encourage everyone else at team members going forward.

Speak up! Help us live our Company’s core values of Integrity and Accountability by reporting your ethical concerns.

WYNDHAM HOTELS & RESORTS INTEGRITY LINE REPORTING

<p>REPORT</p> <ul style="list-style-type: none"> You observe something that might be improper or unethical, and report your concern. Integrity gives you a PIN number you can use to track the case – even if you report anonymously. 	<p>INVESTIGATE</p> <ul style="list-style-type: none"> The case will be assigned to a manager and team depending on the issue reported and location. If an investigation is needed, it may include interviews and documentation reviews. 	<p>RESOLUTION</p> <ul style="list-style-type: none"> You may receive case updates either directly, or by a message left in your case file if you reported anonymously. Note that to respect others’ privacy, you may be advised that a case has been resolved, but not receive details on specific findings or disciplinary or other actions taken.
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Speak up! Help us live our Company’s core values of Integrity and Accountability by reporting your ethical concerns

Global Anti-Corruption Training

Wyndham 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.

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.

Policy Influence

Global Partners & Policy Influence

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.

Industry Associations	Public Policy Priorities	Engagement
 <p>American Hotel & Lodging Association (AHLA)</p>	<ul style="list-style-type: none"> • Workforce support • Guests and community advocacy • Travel and tourism advancement • 5 Star Promise and Employee Safety 	<p>Our EVP and Chief Marketing Officer serves on the Board of Directors and other leaders serve on other committees.</p>
 <p>Asian American Hotel Owners Association (AAHOA)</p>	<ul style="list-style-type: none"> • Workforce relations • Travel and tourism funding 	<p>Wyndham Hotels & Resorts is an active member participating in AAHOA events and activities.</p>
 <p>International Franchise Association (IFA)</p>	<ul style="list-style-type: none"> • Protect and promote the franchise model • Champion economic relief and opportunities for franchise business • Promote franchisor/franchisee relations 	<p>Our SVP - Legal, responsible for litigation and government relations, serves on the Board of Directors.</p>
 <p>US Travel Association (USTA)</p>	<ul style="list-style-type: none"> • Tourism and trade promotion • Infrastructure development • Travel industry growth 	<p>Our General Counsel and Corporate Secretary serve on the Board of Directors.</p>
 <p>Sustainable Hospitality Alliance (SHA)</p>	<ul style="list-style-type: none"> • Human rights • Climate change • Water stewardship • Youth employment 	<p>Our President EMEA sits on the Senior Advisory Council and other leaders are involved in the working groups to address SHA's key issues.</p>

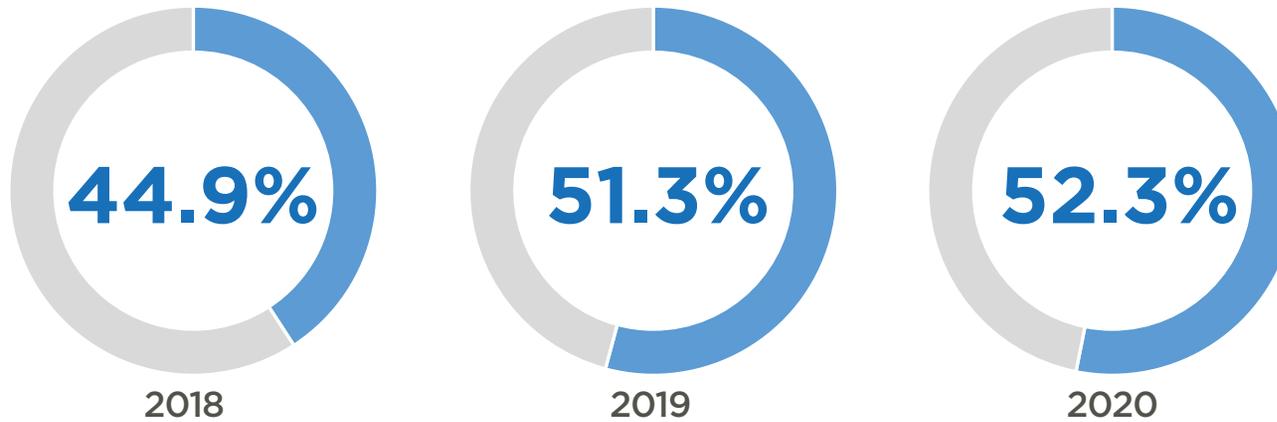
In 2020, we paid \$126,743 in estimated dues associated with lobbying expenses with AHLA, AAHOA, IFA and USTA.

Wyndham Hotels & Resorts has also established a political action committee in accordance with applicable laws. Through our Wyndham Hotels & Resorts Political Action Committee (PAC), we are able to make contributions to federal candidates and other committees that are in pursuit of common interests in support of the hospitality industry and Wyndham. In 2020, we contributed \$10,000 to industry association political action committees.

Guest Satisfaction

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. We are dedicated to providing Count On Me service to our guests and hotels while creating a memorable experience. If for any reason, that experience is less than expected, our goal is to ensure our guests feel their concerns have been heard and we are taking appropriate action. We work with our hotels to present a united front in resolving all concerns related.

Percentage of Highly Satisfied Customers (“Promoters”)*

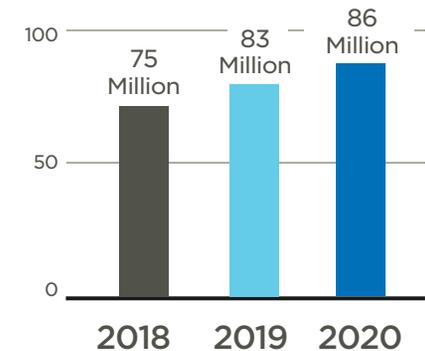


* Measured as % of guests who scored us a 9 or higher (on a 10 point scale) when answering our Likelihood to Recommend question on the Medallia survey

Wyndham’s Customer Care team provides a platform for guests to log concerns in regards to their stay via our brand websites, toll free numbers or social media sites. We alert franchisees of the concerns that are raised and provide a three business day window for the property to resolve the concern. When concerns are not addressed in the allotted timeframe, Customer Care resolves the concern on behalf of the property.



Wyndham Rewards® is our award-winning guest loyalty program that supports our portfolio of brands. It has been recognized as one of the simplest, most rewarding loyalty programs in the hotel industry, providing more value to members than any other program. It has won more than 100 awards in the past five years.



As of 3/31/2021, 87 million Wyndham Rewards members.

Data Privacy & Cybersecurity

Privacy and Information Security

Wyndham Hotels & Resorts recognizes that our guests, Wyndham Rewards members, team members, hotel owners, suppliers and others place their trust in us when they provide us with their personal information, and that managing privacy and information security effectively is an integral part of fulfilling our mission of making hotel travel possible for all. We demonstrate our commitment to our ethical culture, our core values of Integrity and Accountability and that we are deserving of this trust when our privacy and information security practices align with our Count on Me team member philosophy. We believe that to truly deliver a great experience and build industry relationships and customer loyalty, we must respect individuals' choices concerning their personal data, work to ensure it is appropriately protected and be responsive to their information-related requests or concerns.

Governance

Our privacy and information security programs focus holistically on the information lifecycle, and work in close partnership with our information management program. The three programs are all under the oversight of the Information Risk Committee (IRC). The IRC is chaired by the Chief Information Security Officer and the SVP- Legal, with the Chief Financial Officer, Chief Information Officer and General Counsel and Chief Compliance Officer as members. The IRC meets regularly to review operations of the three programs, as well as emerging legal, technical or other risks. The Audit Committee of the Board of Directors is the Board-level committee with oversight for privacy and security matters. IRC members update the Audit Committee quarterly to provide company risk updates and general education on privacy and information risk trends. The Board also receives periodic privacy and security awareness training from third party subject matter experts.

Information Governance Structure



Key Program Activities

Our privacy and information security teams collaborate on a number of processes designed to support key information privacy and security principles, corresponding global laws and regulations reflecting these principles, and the concerns of our stakeholders.

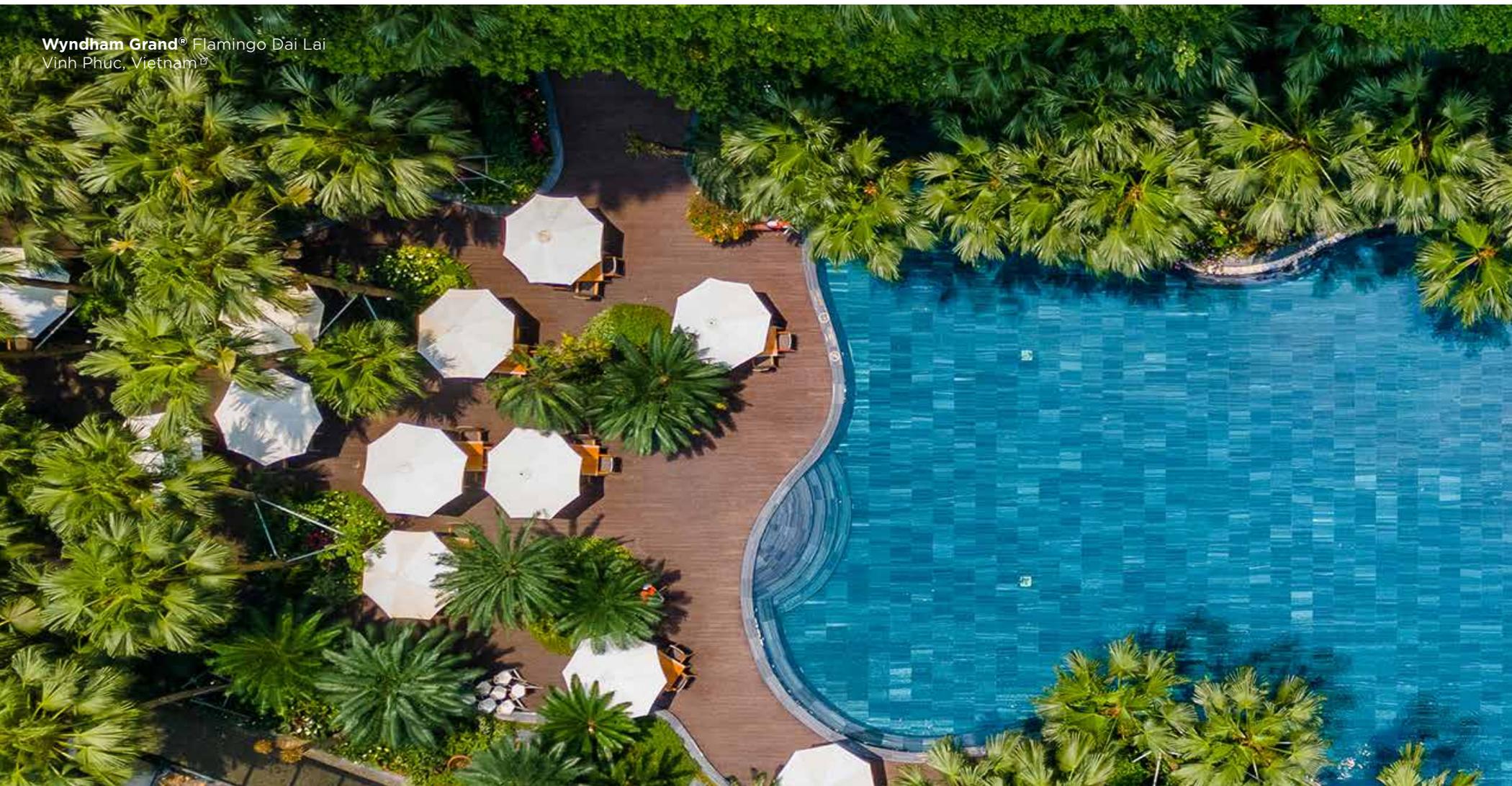
- **Risk Assessments:** Our teams conduct vendor risk assessments of third party suppliers that may receive access to personal data or connectivity to our systems, for which such vendor risk assessments include information security control assessments and privacy impact assessments, regardless of the sensitivity of personal data potentially involved. We conduct similar internal assessments should any process potentially result in a significant change to our data processing practices concerning sensitive data, or having a potentially material impact to individuals' data and respective rights.
- **Privacy By Design:** Our privacy and information security teams collaborate with our operations teams to review new initiatives, processes and engagements to ensure privacy and security is considered and incorporated into planning from project inception. Reviews focus not only on respecting rights and appropriately safeguarding personal data processed, but ensuring that concepts such as data minimization (processing the minimal amount of personal data needed to fulfill the project's objective) are applied throughout project lifecycles.
- **Data Subject Requests:** Our privacy, information security, information technology and program teams collaborate to respond to individuals' data related requests (such as for access, rectification, deletion or restrictions on processing). This applies whether requests are submitted by individuals from jurisdictions with certain legal requirements, such as those imposed by the General Data Protection Regulation (GDPR) in Europe, the California Consumer Protection Act (CCPA) or submitted from others in jurisdictions where no such requirements exist.
- **Threat Monitoring:** Our information security teams regularly conduct threat intelligence activities, penetration testing and monitoring for emerging risks, as well as proactively share with and learn from other entities in the industry to better enable collective detection and response capabilities against emerging security threats targeting the hospitality sector. We also utilize external auditors annually to review segments of our security practices.
- **Training & Awareness:** All team members are trained on privacy and security risks, with training ranging from principles and risks discussed in our core Business Principles course, and certain team member roles receiving additional assigned courses, as well as ad hoc specific trainings for certain products, departments, data types or in response to upcoming legislative or regulatory changes. We also conduct proactive quarterly phishing awareness training exercises for all computer-based team members.
- **Notifications:** We comply with global notification requirements should we experience an applicable information security incident. Additionally, we utilize analytics to assist us in detecting potentially unauthorized attempts to access personal data of our guests or members, and may make discretionary notifications to individuals of such attempts as appropriate, so that they may consider taking additional precautions to help protect their data.



Transparency

Our information practices, including individuals' rights and mechanisms by which they may submit requests for consideration are further described in our Privacy Notice. Our Privacy Notice may be updated with certain changes taking effect as of the posting of the notice either for data collected after that point or to make technical, formatting or non-material changes or clarifications concerning data already collected and processed. Should we consider making changes to materially change data processing for data we already hold, we would provide prior notice of these changes and obtain consent for such changed processing.

Wyndham Grand® Flamingo Đai Lai
Vinh Phuc, Vietnam



APPENDICES

Performance Tables

Workforce Diversity

Age	2020	2019	2018
Silent	1%	<1%	<1%
Baby Boomers	22%	21%	22%
Gen X	29%	27%	27%
Millennials	45%	47%	46%
Gen Z	5%	5%	4%

Gender	2020	2019	2018
% of Women in Workforce	60%	62%	62%
% of Women in Leadership Band	30%	28%	31%
% of Women in Mid-Level Band	50%	51%	48%
% of Women in All Other Bands	63%	63%	64%

Race & Ethnicity	2020	2019	2018
White	38%	37%	37%
Hispanic or Latino	33%	35%	34%
Black or African American	19%	20%	21%
Asian	5%	5%	4%
Two or more races	3%	3%	2%
American Indian or Alaska Native	1%	<1%	<1%
Native Hawaiian or Other Pacific Island	1%	<1%	<1%

Workforce Engagement

Employee Turnover	2020	2019	2018
Managed Employees:			
Voluntary Turnover	15%	18%	27%
Corporate Employees:			
Voluntary Turnover	9%	16%	12%
Total Employees:			
Voluntary Turnover	13%	17%	25%

Trainings & Development	2020	2019	2018
Total Trainings Completed	457,780	229,707	147,769

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.)

GENERAL DISCLOSURES:

Disclosures	Description	Location and / or Response
Organizational Profile		
102-1	Name of the organization	Wyndham Hotels & Resorts, Inc.
102-2	Activities, brands, products and services	Company Overview (page 6) Our Brands 2020 10-K (“Business”, pages 2-10) 2021 Investor Presentation (“The Wyndham Family of Brands”, page 28)
102-3	Location of headquarters	Our corporate headquarters is located at 22 Sylvan Way, Parsippany, New Jersey 07054.
102-4	Location of operations	Company Overview (page 6) 2020 10-K (“Business”, pages 2 and 5)
102-5	Ownership and legal form	Wyndham Hotels & Resorts is a publicly traded corporation.
102-6	Markets served	Company Overview (page 6) 2020 10-K (“Business”, pages 2-10)
102-7	Scale of the organization	Company Overview (page 6) 2020 10-K (“Business”, pages 2-10) 2021 Investor Presentation (“Introduction to Wyndham Hotels & Resorts”, page 2)
102-8	Information on employees and other workers	Company Overview (page 6) 2020 10-K (“Human Capital”, page 8) Performance Tables (page 55) While we utilize contractors and seasonal workers as needed, the majority of work is performed by our full-time employees.

Disclosures	Description	Location and / or Response
Organizational Profile		
102-9	Supply chain	<p>Wyndham manages a vast supplier network that provides good and services to owned, managed and franchised properties around the globe. Our primary sourcing categories include operating supplies, furniture, fixtures and equipment, food and beverage, technology, banking and other ancillary services.</p> <p>In 2020, we had 191 contracted suppliers, representing approximately \$62 million in corporate and managed spend.</p> <p>Sustainable Sourcing (page 27) Supply Chain Responsibility (page 41)</p>
102-10	Significant changes to the organization and its supply chain	<p>There were no significant changes to our organization or our supply chain during the reporting period. However, Wyndham experienced significant business impacts from the sharp decline in travel demand as a result of the COVID-19 pandemic in 2020.</p> <p>2020 10-K (“Business”, pages 2-3)</p>
102-11	Precautionary principle or approach	<p>2025 Performance Targets (page 12) Environmental (pages 16-27) Sustainability Policy</p>
102-12	External initiatives	<p>UN Sustainable Development Goals (page 15) Human Rights (pages 40-41) Policy Influence (“Global Partners & Policy Influence”, page 50)</p>
102-13	Membership of associations	<p>Policy Influence (“Global Partners & Policy Influence”, page 50)</p>
Strategy		
102-14	Statement from senior decision-maker	<p>Message from Our President and CEO (page 5)</p>
102-15	Key impacts, risks and opportunities	<p>Our Strategic ESG Framework (page 11) Materiality & Stakeholder Engagement (page 13) 2025 Performance Targets (page 12) 2020 10-K (“Risk Factors”, pages 13-23) 2020 CDP Climate Change response (pages 3-7)</p>
Ethics and Integrity		
102-16	Values, principles, standards and norms of behavior	<p>Ethics & Compliance (pages 48-49) Mission and Values Business Principles Human Rights Policy Statement</p>

Disclosures	Description	Location and / or Response												
102-17	Mechanisms for advice and concerns about ethics	<p>Ethics & Compliance (pages 48-49)</p> <p>Business Principles (pages 7 and 28)</p> <p>Supplier Code of Conduct</p> <p>The following concerns about ethics were reported in 2020:</p> <table border="1"> <thead> <tr> <th>Categories</th> <th>Percentages</th> </tr> </thead> <tbody> <tr> <td>Employee Relations. Includes: bullying, discrimination, falsification of employment records, favoritism, harassment (non-sexual), protected concerted activity, sexual harassment, wage & hour, other employee relations issues</td> <td>85%</td> </tr> <tr> <td>Environment, Health & Safety. Includes: human rights, safety & sanitation issues, substance abuse, workplace violence</td> <td>8%</td> </tr> <tr> <td>Financial Misconduct. Includes: accounting/audit irregularities, bribery/kickbacks, falsification of company records, fraud, improper loans to executives, insider trading, money laundering</td> <td>5%</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>1%</td> </tr> <tr> <td>Misuse/Misappropriation of Assets. Includes: customer relations, data privacy violations, improper use of resources, releases of proprietary information</td> <td>1%</td> </tr> </tbody> </table>	Categories	Percentages	Employee Relations. Includes: bullying, discrimination, falsification of employment records, favoritism, harassment (non-sexual), protected concerted activity, sexual harassment, wage & hour, other employee relations issues	85%	Environment, Health & Safety. Includes: human rights, safety & sanitation issues, substance abuse, workplace violence	8%	Financial Misconduct. Includes: accounting/audit irregularities, bribery/kickbacks, falsification of company records, fraud, improper loans to executives, insider trading, money laundering	5%	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	1%	Misuse/Misappropriation of Assets. Includes: customer relations, data privacy violations, improper use of resources, releases of proprietary information	1%
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Misuse/Misappropriation of Assets. Includes: customer relations, data privacy violations, improper use of resources, releases of proprietary information	1%													
Governance														
102-18	Governance structure	<p>Board of Directors (page 45)</p> <p>Corporate Governance</p>												
102-22	Composition of the highest governance body and its committees	<p>Board of Directors (page 45)</p> <p>Committee Composition</p> <p>2021 Proxy Statement (pages 6-11)</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 of Directors.</p> <p>Board of Directors</p> <p>2021 Proxy Statement (page 11)</p>												
102-24	Nominating and selecting the highest governance body	<p>Corporate Governance Committee Charter</p> <p>Corporate Governance Guidelines</p> <p>Director Independence Criteria</p> <p>2021 Proxy Statement (pages 6, 9-10 and 12)</p>												

Disclosures	Description	Location and / or Response
Governance		
102-25	Conflicts of interest	Corporate Governance Guidelines (page 2) Code of Business Conduct and Ethics for Directors (page 12)
102-28	Evaluating the highest governance body's performance	Corporate Governance Guidelines (page 6)
102-36	Process for determining remuneration	2021 Proxy Statement (pages 14-17, 25-57)
Stakeholder Engagement		
102-40	List of stakeholder groups	Stakeholder Engagement (page 14)
102-41	Collective bargaining agreements	Approximately 7% of our employees are subject to collective bargaining agreements governing their employment at our managed properties with the Company. 2020 10-K ("Human Capital", page 8)
102-42	Identifying and selecting stakeholders	We identify and engage with stakeholders in consideration of our value chain impacts. Stakeholder Engagement (page 14)
102-43	Approach to stakeholder engagement	Stakeholder Engagement (page 14)
102-44	Key topics and concerns raised	Materiality & Stakeholder Engagement (page 13)
Reporting Practice		
102-45	Entities included in the consolidated financial statements	2020 10-K ("Business and Overview", page 28)
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	Materiality & Stakeholder Engagement (page 13)
102-48	Restatements of information	We have adjusted our calculation methods for voluntary turnover.
102-49	Changes in reporting	None during the reporting period
102-50	Reporting period	Our reporting period is calendar year 2020
102-51	Date of most recent report	August 2020 (covering 2019 performance)
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	socialresponsibility@wyndham.com
102-56	External assurance	Independent Assurance Statement (page 71)

MANAGEMENT APPROACH AND TOPIC-SPECIFIC DISCLOSURES:

Material Topics		GRI Disclosures	Location and / or Response
Economic			
Economic Performance (2016)	103	Management approach	2020 10-K 2021 Investor Presentation
	201-1	Direct economic value generated and distributed	2020 10-K (“Selected Financial Data”, pages 25-27)
	201-2	Financial implications and other risks and opportunities due to climate change	TCFD Report (pages 66-70) 2020 CDP Climate Change response
Indirect Economic Performance (2016)	103	Management approach	Company Overview (page 6) 2020 10-K (“Business”, pages 2 and 5)
	203-1	Infrastructure investments and services supported	UN Sustainable Development Goals (page 15) Community (pages 42-43)
Anti-Corruption (2016)	103	Management approach	Ethics & Compliance (pages 48-49) Business Principles Code of Business Conduct and Ethics for Directors Supplier Code of Conduct
	205-2	Communication and training on anti-corruption policies and procedures	Ethics & Compliance (pages 48-49)
Environmental			
Energy (2016)	103	Management approach	Energy & Emissions (pages 21-22) Sustainability Policy
	302-1	Energy consumption within the organization Independently assured <input checked="" type="checkbox"/>	Energy & Emissions (pages 21-22) Assurance Statement (page 71)
	302-3	Energy intensity Independently assured <input checked="" type="checkbox"/>	Energy & Emissions (pages 21-22) Assurance Statement (page 71)

Material Topics		GRI Disclosures	Location and / or Response
Environmental			
Water and Effluents (2018)	103	Management approach	Water (pages 23-24) Sustainability Policy
	303-1	Interactions with water as a shared resource	Water (pages 23-24) Sustainability Policy
	303-3	Water withdrawal Independently assured <input checked="" type="checkbox"/>	Water (pages 23-24) Assurance Statement (page 71)
Biodiversity (2016)	103	Management approach	Biodiversity (page 26) Sustainability Policy
	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Biodiversity (page 26)
Emissions (2016)	103	Management approach	Energy & Emissions (pages 21-22) Sustainability Policy
	305-1	Direct (Scope 1) GHG emissions Independently assured <input checked="" type="checkbox"/>	Energy & Emissions (pages 21-22) Assurance Statement (page 71)
	305-2	Energy indirect (Scope 2) GHG emissions Independently assured <input checked="" type="checkbox"/>	Energy & Emissions (pages 21-22) Assurance Statement (page 71)
	305-3	Other indirect (Scope 3) GHG emissions Independently assured <input checked="" type="checkbox"/>	TCFD Report (pages 66-70) Assurance Statement (page 71)
	305-4	GHG emissions intensity	Energy & Emissions (pages 21-22) Assurance Statement (page 71)
Waste (2020)	103	Management approach	Waste (page 25) Sustainability Policy
	306-2	Management of significant waste-related impacts	Waste (page 25) Sustainability Policy
	306-4	Waste diverted from disposal	Waste (page 25)
Environmental Compliance (2016)	103	Management approach	Environmental (pages 16-20) Sustainability Policy
	307-1	Non-compliance with environmental laws and regulations	None during the reporting period.
Supplier Environmental Assessment (2016)	103	Management approach	Sustainable Sourcing (page 27) Supplier Code of Conduct
	308-1	New suppliers that were screened using environmental criteria	Sustainable Sourcing (page 27)

Material Topics		GRI Disclosures	Location and / or Response
Social			
Employment (2016)	103	Management approach	Health and Wellbeing (“Team Members”, pages 35-36) Training & Development (pages 37-39) Wyndham Careers
	401-1	New employee hires and employee turnover	Performance Tables (page 55)
	401-3	Parental leave	Health & Wellbeing (“Parental Leave”, page 36)
Occupational Health and Safety (2018)	103	Management approach	Health & Wellbeing (“Team Members”, page 47)
	403-1	Occupational health and safety management system	Health & Wellbeing (“Team Members”, page 47)
	403-6	Promotion of worker health	Our COVID-19 Response (pages 8-9) Health & Wellbeing (“Team Members”, page 47)
	403-8	Workers covered by an occupational health and safety management system	Health & Wellbeing (“Team Members”, page 47) Wyndham’s Occupational Health and Safety Management System is implemented across our business and covers all team members.
	403-9	Work-related injuries	In 2020, there were zero employee fatalities as a result of work-related injury and no known contractor work-related fatalities.
Training and Education (2016)	103	Management approach	Training & Development (pages 37-39)
	404-2	Programs for upgrading employee skills and transition assistance programs	Training & Development (pages 37-39) Performance Tables (page 55) Wyndham Careers
Diversity and Equal Opportunity (2016)	103	Management approach	Diversity & Inclusion (pages 29-33)
	405-1	Diversity of governance bodies and employees.	Diversity & Inclusion (pages 29-33) Performance Tables (page 55) The Board of Directors is comprised of six men and two women and includes both Black and Asian representation.

Material Topics		GRI Disclosures	Location and / or Response
Social			
Human Rights Assessment (2016)	103	Management approach	Human Rights (pages 40-41) Human Rights Policy Statement Modern Slavery Statement Supplier Code of Conduct
	412-2	Employee training on human rights policies or procedures	2025 Performance Targets (page 12) Human Rights (pages 40-41)
Local Communities (2016)	103	Management approach	Our COVID-19 Response (pages 8-9) Community (pages 42-43)
	413-1	Operations with local community engagement, impact assessments, and development programs	Community (pages 42-43) Local community engagement programs were in place across our countries of operations during the reporting period.
Supplier Social Assessment (2016)	103	Management approach	Diversity & Inclusion (“Supplier Diversity”, page 33) Human Rights (“Supply Chain Responsibility”, page 41) Supplier Code of Conduct
	414-1	New suppliers that were screened using labor practices criteria	Diversity & Inclusion (“Supplier Diversity”, page 33) Human Rights (“Supply Chain Responsibility”, page 41)
Public Policy (2016)	103	Management approach	Policy Influence (page 50)
	415-1	Political Contributions	Policy Influence (page 50)
Customer Health & Safety (2016)	103	Management approach	Our COVID-19 Response (pages 8-9) Health & Wellbeing (“Guests”, page 34) Risk Management (“Corporate Security, Safety & Business Continuity”, page 47)
	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.
Customer Privacy (2016)	103	Management approach	Data Privacy & Cybersecurity (pages 52-53)
	418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	None during the reporting period

SASB Disclosures

The Sustainable Accounting Standards Board (SASB) is an independent, private sector organization with a mission is to develop and disseminate sustainability accounting standards that help public corporations disclose material, decision-useful information to investors. (For additional information on SASB, please visit www.sasb.org.)

To support investors and stakeholders, Wyndham Hotels & Resorts has provided the following disclosures based on the SASB Standard for Hotels & Lodging.

SUSTAINABILITY DISCLOSURE TOPICS & ACCOUNTING METRICS:

Topic	Metric Description	Codes	Location and/or Response
Energy Management	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	SV-HL-130a.1	In 2020, total energy consumption was 718,261 MWh. 59% of energy consumption was grid electricity and 0.6% of energy consumption was from renewable sources. Energy & Emissions (pages 21-22)
Water Management	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	SV-HL-140a.1	In 2020, approximately 35% of total water withdrawn was in regions with high or extremely high baseline water stress. Water (pages 23-24)
Ecological Impacts	Number of lodging facilities located in or near areas of protected conservation status or endangered species habitat	SV-HL-160a.1	In 2020, 29 lodging facilities were located in or near areas of protected conservation status or endangered species habitat. Biodiversity (page 26)
	Description of environmental management policies and practices to preserve ecosystem services	SV-HL-160a.2	Biodiversity (page 26) Sustainability Policy
Labor Practices	Voluntary turnover rate for lodging facility employees	SV-HL-310a.1	In 2020, our hotel employee voluntary turnover rate was 15% in the US and Canada.
	(1) Average hourly wage and (2) percentage of lodging facility employees earning minimum wage, by region	SV-HL-310a.3	In 2020, the average hourly wage was \$15.29 and approximately 8% of employees earned minimum wage in the US and Canada.
	Description of policies and programs to prevent worker harassment	SV-HL-310a.4	Human Rights (pages 40-41) Human Rights Policy Business Principles
Climate Change Adaptation	Number of lodging facilities located in 100- year flood zones	SV-HL-450a.1	In 2020, 30 lodging facilities were located in 100-year flood zones.

ACTIVITY METRICS:

Topic	Metric Description	Codes	Location and/or Response
	Number of available room-nights	SV-HL-000.A	In 2020, there was 296,804,064 available room nights.
	Average occupancy rate	SV-HL-000.B	In 2020, the average occupancy rate was 38.5%. During 2020, the hotel industry experienced a sharp decline in travel demand due to COVID-19, which significantly affected our average occupancy rate for the year. 2020 10-K (“Business”, page 5)
	Total area of lodging facilities	SV-HL-000.C	In 2020, the total effective area of lodging facilities was 34,752,232* square feet.
	Number of lodging facilities and the percentage that are: (1) managed, (2) owned and leased, (3) franchised	SV-HL-000.D	As of year-end 2020, there were 8,941 facilities in our brand portfolio. Approximately 3% were managed, less than 1% were owned and approximately 97% were franchised. Company Overview (page 6) 2020 10-K (“Business”, page 5)

*Includes owned, leased and managed facilities only.

Task Force on Climate-related Financial Disclosures (TCFD) Report

Wyndham Hotels & Resorts' ("Wyndham") approach to climate risk and opportunity management considers the priorities our company and stakeholders, including franchisees, team members, guests, suppliers, global partners, community and shareholders. We manage our climate-related risks by integrating programs and processes throughout our business, including managing, monitoring and setting goals.

For additional information on TCFD, please visit <https://www.fsb-tcfid.org> and refer to Wyndham's [2020 CDP Climate Change response](#).

Section 1. Governance

Disclose the organization's governance around climate-related risks and opportunities.

Board's oversight of climate-related risks and opportunities

The Board of Directors, through the Corporate Governance Committee, is responsible for overseeing Wyndham's Social Responsibility program, including the strategy and direction of our sustainability, climate change and energy programs. Additional oversight on climate-related issues and our Company's Social Responsibility program is provided by our Chief Executive Officer, who also serves on our Board of Directors. Additionally, our Management team periodically provides the Governance Committee with regular updates on progress for our social responsibility program and related objectives.

The entire Board of Directors also maintains an active role in providing oversight with respect to management of our risks, which include those associated with climate change.

Management's role in assessing and managing climate-related risks and opportunities

To provide additional oversight and direction for Wyndham's global Social Responsibility program, we have established a Social Responsibility Council, which is chaired by our Chief Executive Officer.

Wyndham's Social Responsibility Team is responsible for advancing our sustainability, energy and climate strategies, monitoring our operational performance and communicating our progress to key stakeholders, which include our guests, investors and employees. We also employ a dedicated Director of Sustainability who is responsible for monitoring climate-related issues.

Additional information can be found in the Board of Directors section of this Report (page 45) and Wyndham's [2020 CDP Climate Change response](#) (pages 2-3, C1.1 and C1.2).

Section 2: Strategy

Disclose the actual and potential impacts of climate-related risks and opportunities on the organization’s businesses, strategy and financial planning where such information is material.

Climate-related risks and opportunities identified over short-term, medium-term and long-term horizon

Wyndham continuously monitors and prioritizes climate-related risks and opportunities based on the financial and strategic impacts on our business.

Time Horizons

We have identified climate-related risks with potential impact to our business over short-term (1 – 2 years), medium-term (3 – 6 years) and long-term (7 – 10 years) time horizons.

Climate-Related Risks

Risk Type	Risk Classification	Risk Description	Time Horizon
Transition	Reputation	Increased stakeholder concern or negative stakeholder feedback: Our stakeholders (notably our guests, investors and team members) are increasingly interested in our approach to managing climate-related risks and opportunities. Additionally, due to our Company’s scale within the hotel industry, we may be subject to increased scrutiny.	1 – 2 years
Physical	Acute	Increased severity and frequency of extreme weather events such as cyclones and floods: Increases in the frequency and severity of extreme weather events, such as hurricanes and wildfires, could impact travel demand in specific markets, lead to supply chain interruptions and may cause damage to our physical assets.	1 – 2 years
Physical	Chronic	Rising sea levels: Many of our Wyndham-branded hotels are located in coastal areas that could be threatened should sea levels dramatically rise. Due to this risk, these properties may experience decreased revenue and/or property damage that could impact the revenue and cash flow generated from these assets.	7 – 10 years

Climate-Related Opportunities

Risk Type	Risk Description	Time Horizon
Resource Efficiency	Move to more efficient buildings: Increasing the energy efficiency of our Wyndham-branded hotels can help to increase our management revenues and franchise revenues in addition to supporting global efforts to reduce greenhouse gas emissions.	1 – 2 years
Products & Services	Shifts in Consumer Preferences: Our guests are increasingly interested in practices that promote sustainable tourism across each touchpoint during their experience within our portfolio of Wyndham-branded hotels. Industry research has also indicated a correlation between sustainability and customer satisfaction within the hotel industry, which can create an opportunity for our Company.	3 – 6 years
Resilience	Participation in renewable energy programs and adoption of energy-efficiency measures: The development and enactment of renewable energy regulations at the national, state and local levels may create new investment opportunities for our Company. Additionally our managed hotels have the opportunity to capitalize on rebates from utilities and governments in support of our energy efficiency measures.	3 – 6 years

Impact on businesses, strategy and financial planning

Potential risks associated with products and services, our supply chain and operations have been integrated into our business strategy and planning process through our (1) commitment to achieving emissions reductions to support a low-carbon, science-based pathway; (2) launch of the Wyndham Green Certification Program and Social Responsibility Council; and (3) execution of our Business Continuity programs and associated emergency response plans.

The most significant risk identified as having a potential impact to our revenues is related to reputation, as guests, corporate customers, governmental customers and meeting planners are increasingly interested in climate change and broader sustainability issues. The management of these risks presents a potential opportunity to increase revenue through competitive differentiation. To mitigate this risks, we will continue to advance our programs to engage with franchisees to promote sustainability.

Impact of different scenarios, including a 2°C scenario

Wyndham's current 2025 emissions target has been designed to limit a global temperature rise by 2 degrees Celsius. Our target is based on a linear pathway, where we plan to focus on energy intensity and efficiency specifications through our 2025 target, and from 2025-2050 to explore increasing renewable energy for generation of electricity both onsite and offsite, as outlined by the Sectoral Decarbonization Approach (SDA) and its methodology for power generation.

The scenario analysis that has directly influenced our business objectives and strategy is that we align our emissions reduction strategies and investments in energy efficiency and renewable energy use to support our multi-decade journey to reduce our greenhouse gas emissions in alignment with what is required to limit the rise in global temperatures in alignment with Intergovernmental Panel on Climate Change (IPCC) recommendations.

Additional information on Wyndham's climate-related risks and opportunities can be found in the Wyndham Green Program (pages 18-20), Energy & Emissions (pages 21-22) and Risk Management (page 47) sections of this Report and Wyndham's [2020 CDP Climate Change response](#) (pages 3-11, C2.1-C2.4, C3.1b and C3.1d-C3.1f).

Section 3: Risk Management

Disclose how the organization identifies, assesses, and manages climate-related risks.

Process for identifying and assessing climate-related risks

Enterprise risks, including those related to sustainability, climate and energy, are identified and assessed on an ongoing basis. The results of these assessments are presented to the Board of Directors' Corporate Governance Committee.

During this process, we consider all markets where we own, manage or franchise hotel properties. We also consider global environmental and socioeconomic trends, which may impact the fair value of the hotel.

Processes for managing climate-related risks

To manage climate-related risks, Wyndham has implemented the following goals, programs and procedures:

- **Wyndham Green Toolbox:** Wyndham's Green Toolbox tracks, measures and reports on energy, emissions, water and waste diversion performance, globally.
- **Renewable Energy Procurement:** We aim to achieve 100% renewable energy at owned properties, corporate headquarters and North American offices.
- **Carbon Reduction:** We aim to achieve a 15% absolute emissions reduction in Scope 1 and 2 emissions for owned, leased and managed properties.
- **LEED® Certification:** We actively implement measures and advocate for green building and LEED® certification. Additionally, we aim to have 100% of our managed properties Wyndham Green certified.
- **Responsible Sourcing Strategy:** We are committed to increasing our spend with responsible suppliers, including those that aim to reduce energy consumption and GHG emissions.
- **Emergency Response Plans:** All owned and managed hotels are provided with a Wyndham Hotels & Resorts Emergency Preparedness Guide to assist them to prepare for and manage an emergency, including those related to extreme weather events.

Integration into overall risk management

Wyndham's process for identifying, assessing and responding to climate-related risks and opportunities is fully integrated into its multi-disciplinary, Company-wide risk management process. Our Board of Directors is also actively engaged, as a whole and at the committee level, in providing oversight of our Company's management of our most significant risks.

Additional information can be found in the 2025 Performance Targets (page 12), Wyndham Green Program (pages 18-20), Energy & Emissions (pages 21-22), Board Oversight (pages 45-46) and Risk Management (page 47) sections of this Report and Wyndham's [2020 CDP Climate Change response](#) (pages 4-12, Questions C2.2, C2.3 and C3.1).

Section 4: Metrics and Targets

Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.

Metrics used by the organization to assess climate-related risks and opportunities

In addition to measuring and reporting on our scope 1, 2 and 3 emissions, we also use energy consumption and intensity metrics (including renewable energy) and green building certification metrics.

We also track the number of properties located in areas with high or extremely high baseline water stress.

Scope 1, 2 and 3 greenhouse gas emissions

Greenhouse Gas Emissions	2020 Metrics* (metric tons of CO2)
Scope 1	54,613
Scope 2 (market-based)	183,452
Scope 2 (location-based)	181,714
Scope 3 (Business Travel)	1,512

Targets used and performance against targets

2025 Targets	*2020 Progress Against Targets
15% absolute emissions reduction in Scope 1 and 2 emissions from 2019 baseline	27.2% reduction in absolute Scope 1 and 2 emissions
100% renewable energy at owned properties, corporate headquarters and North American offices	2.2% renewable energy at owned properties, corporate headquarters and North American offices

Wyndham also has a goal to reduce water consumption by 15% per square foot by 2025 from a 2019 baseline.

Additional information can be found in the 2025 Performance Targets (page 12) and Energy & Emissions (pages 21-22) sections of this Report and Wyndham's [2020 CDP Climate Change response](#) (pages 12-30, Questions C4-C9)

** Please note that, due to the decreased occupancy at our hotels during the COVID-19 pandemic, our greenhouse gas emissions in 2020 were significantly lower than in prior years.*

Assurance Statement



LR Independent Assurance Statement

Relating to Wyndham Hotels and Resorts for the Calendar Year 2020

This Assurance Statement has been prepared for Wyndham Hotels and Resorts in accordance with our contract but is intended for the readers of this Report.

Terms of engagement

Lloyd's Register Quality Assurance Limited (LR) was commissioned by Wyndham Hotels and Resorts (WHR) to provide independent assurance on its assertion ("the Report") for the calendar year 2020 against the assurance criteria below to a limited level of assurance and materiality of the professional judgement of the verifier using ISO 14064 - Part 3 for greenhouse gas data.

Our assurance engagement covered WHR's operations and activities around the world under its operation control and specifically the following requirements:

- Verifying conformance with:
 - WHR's reporting methodologies for selected datasets
 - 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 WRI/WBCSD GHG Protocol) for the GHG data¹
- Evaluating the accuracy and reliability of data and information for only the selected indicators listed below:
 - Direct (Scope 1), Energy Indirect (Scope 2) and Other Indirect (Scope 3) GHG Emissions
 - Scope 3 GHG emissions only include emissions from business travel
 - Water usage and water usage per square foot
 - Total energy consumption and total energy consumption per square foot

Our assurance engagement excluded the data and information of WHR's suppliers, contractors and any third parties mentioned in the report.

LR's responsibility is only to WHR. LR 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.

LR's Opinion

Based on LR'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 no errors or omissions were detected

The opinion expressed is formed on the basis of a limited level of assurance² and at the materiality of the professional judgement of the verifier.

¹ <http://www.ghgprotocol.org/>

² 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.



Basis for Qualified Opinion

- WHR was unable to produce a contractual basis for its usage of Renewable Energy Credits from one site due to COVID-19. This finding is immaterial.
- Activity data for a small number of properties were missing. This finding is immaterial.

Table 1. Summary of WHR Key Data for Calendar Year 2020:

Parameter Reported	Quantity	Units of Measure
Scope 1 GHG Emissions	54,613	Tonnes-CO ₂ e
Scope 2 GHG Emissions (Location-based)	183,452	Tonnes-CO ₂ e
Scope 2 GHG Emissions (Market-based)	181,714	Tonnes-CO ₂ e
Scope 3 GHG Emissions (business travel only)	1,512	Tonnes-CO ₂ e
Total Energy Consumed	718,260,581	kWh
Total Energy Usage Intensity	20.67	kWh/square foot
Total Water Usage	1,739,230,319	Gallons
Total Water Usage Intensity	0.050	k-Gal/square foot
Note: Scope 2, Location-based and Scope 2, Market-based are defined in the GHG Protocol Scope 2 Guidance, 2015		

LR's approach

LR's assurance engagements are carried out in accordance with our verification procedure. The following tasks though 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;
- checking emission factors, assumptions, and calculation methods;
- verifying historical GHG emissions data and records at an aggregated level for the calendar year 2020.

LR's standards, competence and independence

LR 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.

LR 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.

Dated: 19 April 2021

Heather Moore, P.E.

LR Lead Verifier

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

LR reference: UQA00001519 / 4104292

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