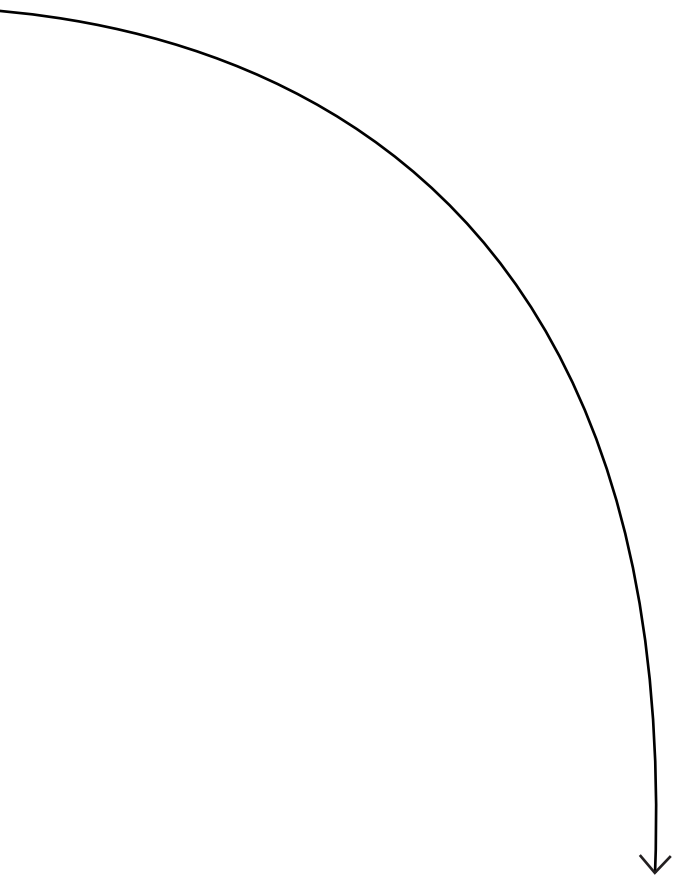


WYNDHAM
• **DESTINATIONS** —————→ **2019-2020 Social Responsibility Report**





ABOUT THIS REPORT

This Social Responsibility Report is the second annual summary published by Wyndham Destinations since the company was established in 2018. We used the Global Reporting Initiative Standards to inform the scope of this report's data and content.

This report summarizes 2019 performance. Wherever possible, we have aimed to provide historical data only, including Vacation Ownership and Exchange.



TABLE OF CONTENTS ↘

Business Overview

Message from Our President and CEO	4
Our Company	5
Panorama	6
Our Social Responsibility Strategy	7
Goals and Targets	8
Materiality and United Nations Sustainable Development Goals	9
Stakeholder Engagement	12

Global Inclusion and Diversity

Global Inclusion and Diversity	13
Our Mission and Focus Areas	14
Inclusion	15
Affinity	17
Marketplace Presence	18
Inclusion and Diversity Recognitions	23

Environmental Sustainability

Environmental Sustainability	24
Our Focus Areas and Targets	25
Energy and Emissions	27
Water	32
Waste	34
Biodiversity	38
Supply Chain	40
Maximizing Building Performance	42
Engaging Associates, Owners and Guests	46

Philanthropy

Our Philanthropic Commitment.....	48
Charitable Giving	49
Community Impact	50
Philanthropic Partnerships	51
Global Highlights	56

Ethics and Human Rights

Ethics and Human Rights	57
Company Values	58
Code of Conduct	59
Supply Chain Responsibility	60
Training, Awareness, and Enforcement	61
Working to Protect Human Rights	63

Responsible Business

Responsible Business	65
Human Capital Development	70
Customer Relationship Management	73
Responsible Marketing and Information Protection	77

Additional Resources

Performance and Metrics	79
Global Reporting Initiative Index	86



MESSAGE FROM OUR PRESIDENT AND CEO



At Wyndham Destinations, we are united by shared beliefs: We believe in putting the world on vacation, helping people find their perfect place, and delivering hospitality with heart. Even as we navigate the challenges of an unprecedented year, we remain steadfast in these beliefs.

Our beliefs are reflected in our efforts to think more holistically about the world around us, to fulfill our role as a global corporation engaged in our communities. Wyndham Destinations' social responsibility programs are anchored by a vision for inclusive, responsible, and sustainable business growth, enabling our company and our stakeholders to thrive.

We remain steadfast in our support of the United Nations Sustainable Development Goals — which expire in 2030. The challenges that our globe continues to face are critical. The effects of a global pandemic provide a stark reminder that our world is highly-connected and, at times, fragile. We will continue to do our part in contributing to global solutions, from climate change to inclusion and human rights — while acting locally in the communities where we operate.

In June, we responded to the heightened global awareness of race relations and the demand for change. We clarified with our global team of associates our intention to Listen, Learn, and then Act and our efforts began immediately. While we have a strong foundation to build upon, we are committed to enhancing our culture of inclusion and diversity.

2020 will be remembered as a transformative year, on many levels. The impact of COVID-19 collectively transformed the lives of the citizens of the world, with travel among the countless industries to pause. As our team responded with agility, we remained committed to making the best decisions for our customers, our business, and our stakeholders. We are encouraged by the restoration of operations and the return of our customers, and we remain optimistic for the future.

I am confident that we will continue to rise up and meet the challenges we face; and I remain inspired by the opportunities we have to advance responsible tourism while growing our business in the years to come. I look forward to keeping you updated on our progress.

Michael D. Brown
PRESIDENT AND CHIEF EXECUTIVE OFFICER
WYNDHAM DESTINATIONS



OUR COMPANY

As the world's largest vacation ownership and exchange company, we offer everyday travelers the opportunity to own, exchange, or rent their vacation experience while enjoying the quality, flexibility, and value that Wyndham Destinations delivers.

The company's global presence in 110 countries means more vacation choices for its more than four million members and owner families. Our resort portfolio includes 230 vacation club resorts, which offer a contemporary take on the timeshare model. We also have 4,200+ affiliated resorts through RCI, the world's leader in vacation exchange.

Wyndham Destinations remains connected to Wyndham Hotels & Resorts through the Wyndham Rewards loyalty program, the Blue Thread that continues to tie both companies together. Recently named the No. 1 hotel loyalty program by readers of USA TODAY and consistently named a best travel rewards program for the past four consecutive years by U.S. News and World Report, Wyndham Rewards is the world's most generous loyalty program, offering members an unparalleled portfolio of more than 25,000 hotels, vacation club resorts, affiliated resorts, and vacation rental properties around the globe.



LEARN MORE about the Wyndham Destinations brands and locations around the world by visiting our [Company Overview](#).

15,000+

associates
globally

(as of September 1, 2020)

230

vacation club
resorts

4,200+

RCI affiliated
resorts



PANORAMA

PANORAMA

In July 2020, Wyndham Destinations announced the creation of Panorama, a new business line to manage the company's exchange, membership, and travel technology brands.

The new Panorama portfolio will have three areas of focus, including timeshare exchange companies RCI — the world's largest vacation exchange network — 7Across (formerly known as DAE), and The Registry Collection; travel and leisure businesses Love Home Swap, TripBeat, and Extra Holidays; and leading travel technology platforms @Work International and Alliance Reservations Network (ARN).

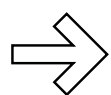
With more than 20 million timeshare and vacation club members globally, vacation ownership and exchange is a significant part of how the world enjoys vacation. Panorama aims to broaden the business, identify new capital efficient sources of supply, offer new and innovative products and develop new travel solutions in partnership with club affiliates in order to increase overall usage and satisfaction of club members. More than five million people vacationed using the company's exchange brands last year.



OUR SOCIAL RESPONSIBILITY STRATEGY

As a leader in the vacation industry, Wyndham Destinations is positioned to proactively contribute to advancements among the leading environmental, social, and economic issues that our destinations around the world face — from climate change and water scarcity, to youth unemployment and human trafficking, to threats to the world's oceans and forests.

Wyndham Destinations creates a positive impact on the world through the implementation of a targeted social responsibility strategy, which includes the following focus areas: Inclusion and Diversity; Environmental Sustainability; Philanthropy; Ethics and Human Rights.



The World Travel & Tourism Council reports that during the past five years, one in four jobs were created by the travel and tourism industry.



Wyndham Destinations brings vacations Full Circle.

We believe in putting the world on vacation... and we believe in a world traveled well.

With hospitality and responsible tourism at the heart of all we do, we bring out the best in people and places around the globe.

Our world is a place where environmental sustainability is a way of life and a spirit of inclusion and diversity thrives.

Here, our philanthropy strengthens the greater good, and ethics and human rights are universal truths.

**OUR WORLD IS
YOUR DESTINATION.**



SOCIAL RESPONSIBILITY GOALS AND TARGETS

Our current roadmap to drive progress across our social responsibility focus areas is guided by the following key goals and targets:

FOCUS AREAS	KEY GOALS AND TARGETS
Inclusion and Diversity	<ul style="list-style-type: none"> • Continue to enhance diverse talent pipeline to increase women and diverse representation at the Vice-President-and-above level by 10% • Continue focus on diverse hires at all levels • 15% diverse spend
Environmental Sustainability	<ul style="list-style-type: none"> • Achieve 40% reduction in greenhouse gas emissions and 25% reduction in water consumption per square foot by 2025 (from 2010 baseline) • Plant 2 million trees through our partnership with the Arbor Day Foundation by 2025
Philanthropy	<ul style="list-style-type: none"> • Leverage strategic partnerships to increase community impact • Increase Wish Day participation hours by 10% compared to 2018 baseline • Increase Associate Relief Fund donations by 10% and enhance global awareness
Ethics and Human Rights	<ul style="list-style-type: none"> • Increase associate awareness and engagement on ethics and compliance • Leverage Human Rights partnerships • Enhance associate awareness and education on Human Rights commitment



Each focus area is overseen by an executive sponsor and the Wyndham Destinations Governance Council. Progress against goals and targets are reported to our Board of Directors.

MATERIALITY AND U.N. SUSTAINABLE DEVELOPMENT GOALS

A Materiality-Based Approach to Social Responsibility

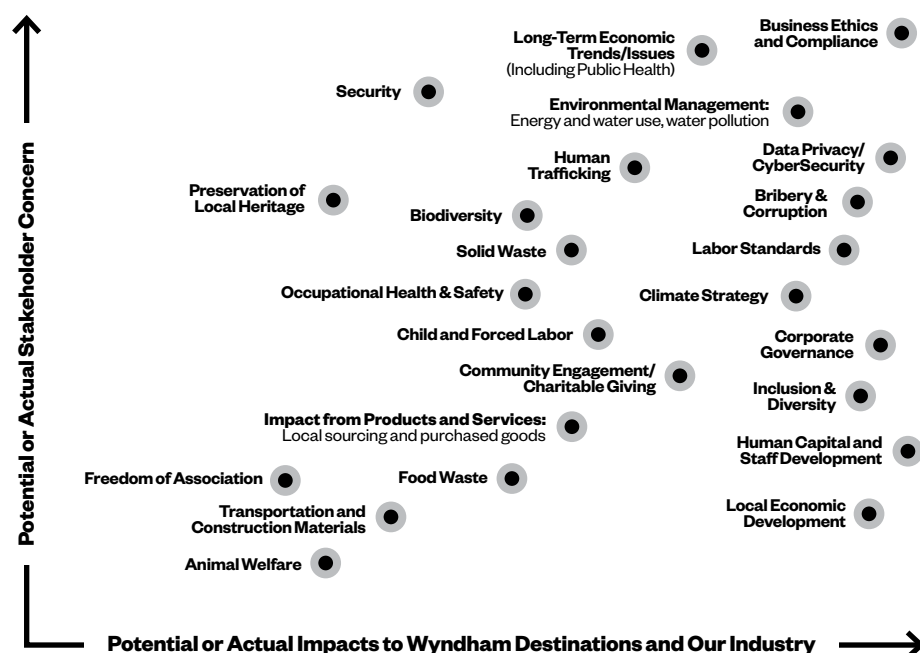
Wyndham Destinations approaches social responsibility with the Global Reporting Initiative's materiality principles and recommended approach as our guide. We also rely on engagement with industry experts and key stakeholders to understand the most significant issues and opportunities facing our industry.

The business conducted multiple surveys and interviews with more than 50 stakeholders. We then incorporated this information with data provided by the International Tourism Partnership, World Travel & Tourism Council, and other leading industry associations to prioritize the following issues:



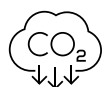
Wyndham Destinations vows to continually build upon these initial findings to further enhance our social responsibility strategies, programs, and reporting. We will be conducting another materiality assessment to reflect the current sentiment of stakeholders post-COVID.

⇒ OUR SOCIAL RESPONSIBILITY MATERIALITY MATRIX



Priority Issues Identified for Travel & Tourism Companies

Wyndham Destinations aligns our social responsibility strategy with the key issues prioritized by the International Tourism Partnership — a platform for industry leaders to share ideas, build relationships, and work collaboratively to transform tourism into one of the world's most responsible industries.



Carbon Emissions



Sustainable Supply Chains



Fair Labor Standards



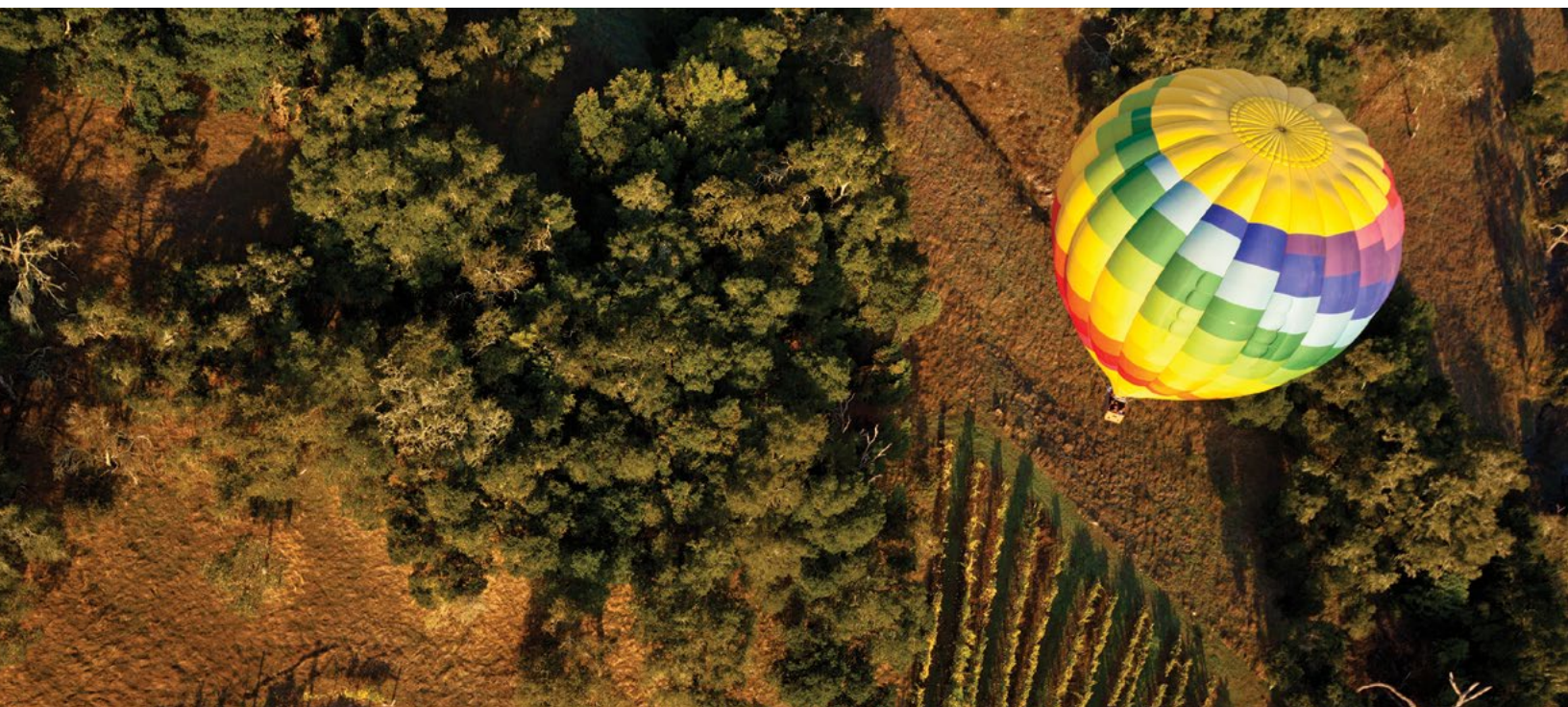
Water Stewardship



Human Trafficking





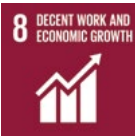





Youth Unemployment



Advancing the United Nations Sustainable Development Goals

Each focus area within our social responsibility strategy has been mapped and prioritized in alignment with the United Nations Sustainable Development Goals, a leading global framework for private and public action for the year 2030.

 <p>Wellness <i>Supporting the health and well-being of customers, associates, and communities</i></p>	 <p>Education <i>Driving local impact through investments in education for tomorrow's leaders in travel and tourism</i></p>	 <p>Women & Girls <i>Empowering women and girls across our value chain</i></p>	 <p>Water <i>Reducing our water footprint and protecting community access to clean water</i></p>
 <p>Inclusive Growth & Sustainable Tourism <i>Creating local jobs and economic opportunity, while preserving the culture and heritage of destinations</i></p>	 <p>Climate Change <i>Helping to increase the resiliency of destinations and dramatically reduce our carbon footprint</i></p>	 <p>Oceans <i>Promoting the health of oceans and marine life through our procurement practices and operating activities</i></p>	 <p>Biodiversity & Conservation <i>Protecting the world's forests through our partnership with Arbor Day Foundation and community impact investments</i></p>



FOCUSING ON SUSTAINABLE TOURISM

Collectively, our efforts to advance the United Nations Sustainable Development Goals are designed to support a powerful and compelling vision toward sustainable tourism, a lasting force for good.

Wyndham Destinations creates jobs and supports local economies — employing a diverse workforce that promotes social inclusiveness. We lead the charge to protect biodiversity and reduce emissions within our value chain. The business protects and celebrates the different cultures, customs, and heritages that make destinations around the world unique, while harnessing the power of travel to expand travelers' horizons and break down barriers that separate us as humans.





STAKEHOLDER ENGAGEMENT

Stakeholder engagement is integral to the Wyndham Destinations social responsibility strategy and will ensure the long-term health and prosperity of our business.

We define stakeholders as those who are directly impacted by our business activities, and whose partnership is critical to our success.

STAKEHOLDERS	TOPICS OF HIGH CONCERN	HOW WE ENGAGE
Customers	<ul style="list-style-type: none"> • Data Privacy • Health, Safety and Security • Responsible Marketing 	<ul style="list-style-type: none"> • Guest Satisfaction Survey • Wyndham Rewards Program • Dedicated Hotlines • Home Owners Associations (HOAs)
Associates	<ul style="list-style-type: none"> • Employment Practices • Wages and Benefits • Training and Development • Inclusion and Diversity • Environmental Stewardship 	<ul style="list-style-type: none"> • Associate Engagement Surveys • Roundtable Conversations and Town Hall Meetings • Training and Development Programs • Associate Business Groups • Green Teams
Communities	<ul style="list-style-type: none"> • Local Economic Opportunity • Cultural and Heritage Protection • Conservation 	<ul style="list-style-type: none"> • Charitable Giving • Volunteerism and Donations • Supplier Diversity Council • Board Memberships on Local Associations Promoting Diverse Businesses
Suppliers	<ul style="list-style-type: none"> • Economic Performance • Inclusion and Diversity • Environmental Stewardship 	<ul style="list-style-type: none"> • Supplier Code of Conduct • Mentor-Protégé Program and Recognition Programs • Risk Assessments and Monitoring
Investors	<ul style="list-style-type: none"> • Corporate Governance • Economic Performance • Climate Change • Inclusion and Diversity 	<ul style="list-style-type: none"> • Quarterly and Annual Financial Reporting • CDP Climate Response • Engagement with ESG Analysts



GLOBAL INCLUSION AND DIVERSITY

Wyndham Destinations understands that a culture of rich inclusion and diversity enhances our performance and ability to serve our customers. We strive to cultivate an inclusive environment where our associates, customers, suppliers, and communities feel appreciated, respected, and valued.



Executive Oversight

Our commitment to inclusion and diversity, as well as accountability for performance, begins at the highest levels. Michael Brown, President and CEO, is executive champion of inclusion and diversity, and engages directly with senior executives to ensure integrated efforts and initiatives across our global company.

OUR MISSION AND FOCUS AREAS

We invite every person regardless of race, color, religion, veteran status, national origin, ancestry, pregnancy status, sex, gender identity and expression, age, marital status, mental or physical disability, medical condition, sexual orientation or any other characteristics protected by law to feel acceptance, and to experience the opportunity to contribute within Wyndham Destinations. We strive to provide opportunity, education, resources, leadership, and a voice to every person so that we may collectively deliver a rewarding, memorable, and successful experience. Just as vacations allow people of all backgrounds to meet and celebrate their differences, our business strives to provide a memorable experience to everyone.

The Wyndham Destinations global inclusion and diversity strategy is anchored by the following three focus areas:

FOCUS AREAS	OBJECTIVES
Inclusion	Elevate, cultivate, and drive an inclusive culture within Wyndham Destinations.
Affinity	Promote sense of belonging, while appreciating differences and acknowledging intersectionality.
Marketplace Presence	Provide thought leadership; remain a global employer of choice across all indicators of diversity for our customers and associates; and support diverse suppliers in local markets and communities.

What is “intersectionality”?

As defined by the Merriam-Webster dictionary: “intersectionality” is the complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism, and classism) combine, overlap, or intersect, especially in the experiences of marginalized individuals or groups.

Why is it an essential priority for Wyndham Destinations?

We recognize that within our diversity strategy, it is important to acknowledge intersectionality. Millennials comprise 45% of our workforce, and have proven to hold a generationally unique view of diversity — largely because millennials are the most culturally and racially diverse generation so far, and may often associate with a number of different identities. Just one example of intersectionality may be a Hispanic/Latinx millennial veteran who also identifies as LGBTQIA+. By embracing and appreciating all identities, we create an inclusive culture and a sense of belonging.

When considering intersectionality from the perspective of our customers, Wyndham Destinations recognizes that the demographics of our customers are continually evolving. Millennials also serve as an apt example here: As more customers within this generation appreciate the flexibility that vacation ownership has to offer, it is imperative that Wyndham Destinations ensures our brand reflects a comprehensive spirit of inclusion and diversity.



INCLUSION

Developing an Inclusive Culture

Wyndham Destinations is committed to shaping a culture where each individual is embraced as they are, and where each associate is valued as a contributor at every level within the organization to deliver a memorable experience for our guests, members, and owners.

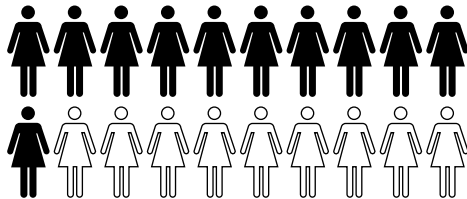
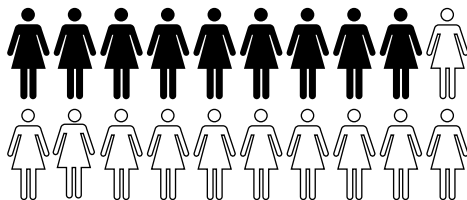
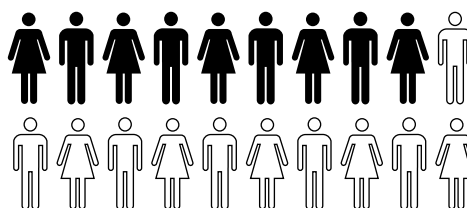
Our inclusive talent acquisition strategy focuses on developing a diverse pipeline of candidates that includes applicants from a variety of backgrounds, cultures, and experiences. This includes women, people of color, veterans, those with disabilities, mature job seekers, and more. In an effort to improve diversity at the Vice-President-and-above level, we have implemented an intentional approach where 50% of potential candidates presented to the hiring manager will be gender and/or ethnically diverse. With this approach, we anticipate that we increase our diverse representations at leadership levels, especially at Vice-President-and-above, as we also diversify our internal talent pipeline.

Along with traditional approaches in diversity recruitment, which includes participating in national-level conferences,

such as Prospanica, we also promote our associate referral program, “More Like You”, with monetary benefits for associates who successfully refer new employees.

We understand the strategic importance of inclusion and how an inclusive environment empowers our associates. We continue to tailor our learning and development strategy to help retain, grow, and build a diverse pipeline of internal applicants through various developmental programs at every level. We have added the following topics to our internal leadership development programs: inclusive leadership, unconscious bias, and the business case for inclusion and diversity for future leaders.

We leverage our inclusion and diversity initiatives as a business accelerator to advance the company’s four **core competencies**, the key strengths and behaviors of our team that serve as measurable qualities of excellence: **Customer Obsession, Decision Velocity, Transparency, and Empowerment.**

⇒ 2019 GLOBAL WORKFORCE COMPOSITION¹**55%**of our associates
are women**46%**of our people
managers are
women**45%**of our associates
are millennials

¹ GRI 405-1 Reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95.

All employees at Wyndham Destinations are referred to as associates.

For purposes of this report, Millennials are defined as individuals born in years 1981 - 1996.

Inclusion by Wyndham

The Wyndham Vacation Clubs team in the Asia Pacific region is a great example of a team who celebrates the multi-dimensionality of diversity!

They launched a regional Inclusion by Wyndham initiative to recognize what makes each individual associate unique, and to help one another identify the common values that allow associates to connect as their authentic selves. As part of Inclusion by Wyndham, the team has identified associates across the business to serve as Inclusion Ambassadors. These ambassadors champion inclusion-specific initiatives within their location or business unit to foster a sense of belonging across our broad base of diverse associates.



AFFINITY

Strengthening Our Company Through Associate Business Groups and Their Supporters and Allies

Wyndham Destinations hosts five dedicated Associate Business Groups for our Black/African American, Hispanic/Latinx, LGBTQIA+, Veteran, and Women associates. Each of the Wyndham Destinations Associate Business Groups are designed to enable associates across various indicators of diversity to create communities and teams that support our business expansion process, personal development, and affiliation with colleagues across the business. Each Associate Business Group has an executive sponsor from our Senior Leadership team.

Engaging Our Remote and Regional Workforce

In 2019, our Associate Business Groups explored inclusion and diversity best practices across our global workforce.

In the fourth quarter, we were excited to welcome Kate Johnson, President of Microsoft US, to our global headquarters in Orlando, Florida. Kate spoke to associates about the importance of bringing one's authentic self to the workplace, and we shared a recording of the event globally.

Associate Business Groups also launched a new initiative focused on development. "Speed Networking" invited associates at the Manager-and-below level to receive one-on-one coaching from volunteers at the Director-and-above level. Coachees shared their personal elevator pitch and a single question to assist them in their professional/career development, and were able to get personalized feedback from each of the three leaders they met during the session. Throughout 2019, approximately 80 associates participated in this initiative at the global headquarters.



MARKETPLACE PRESENCE

Increasing Our Marketplace Presence and Community Outreach

Wyndham Destinations actively engages with community partners at a local and national level. These community-based partnerships strengthen our organization and showcase our success as an employer of choice.

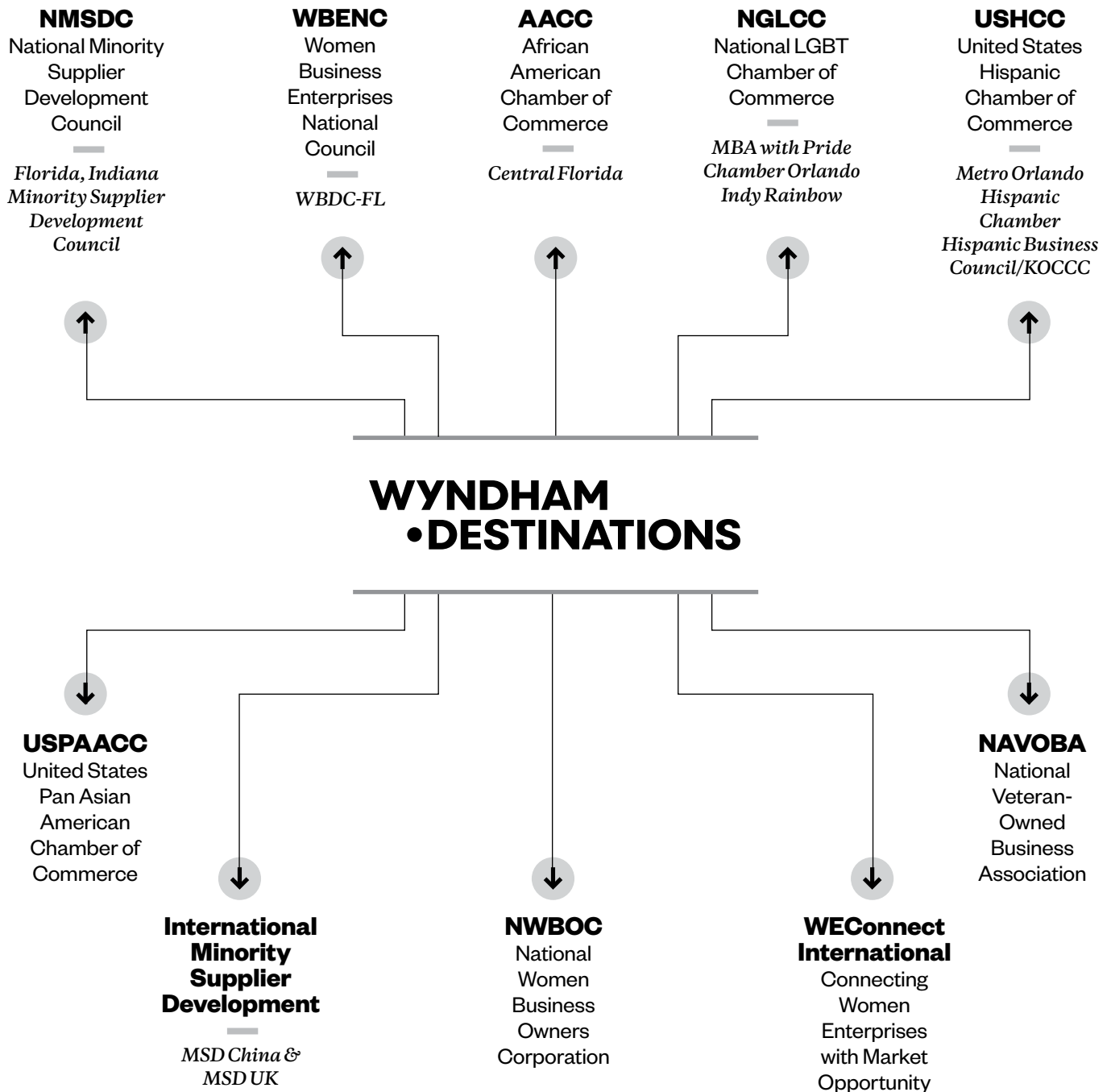
Our partnerships with Inclusion and Diversity (I&D) organizations at national and regional levels provide a platform for our associates to develop leadership skills and gain I&D education, while executives are given the opportunity to showcase thought leadership at sponsored programs and events. We also engage with local communities through advocacy, I&D research organizations, and community partners in the locations where we have a significant business presence.

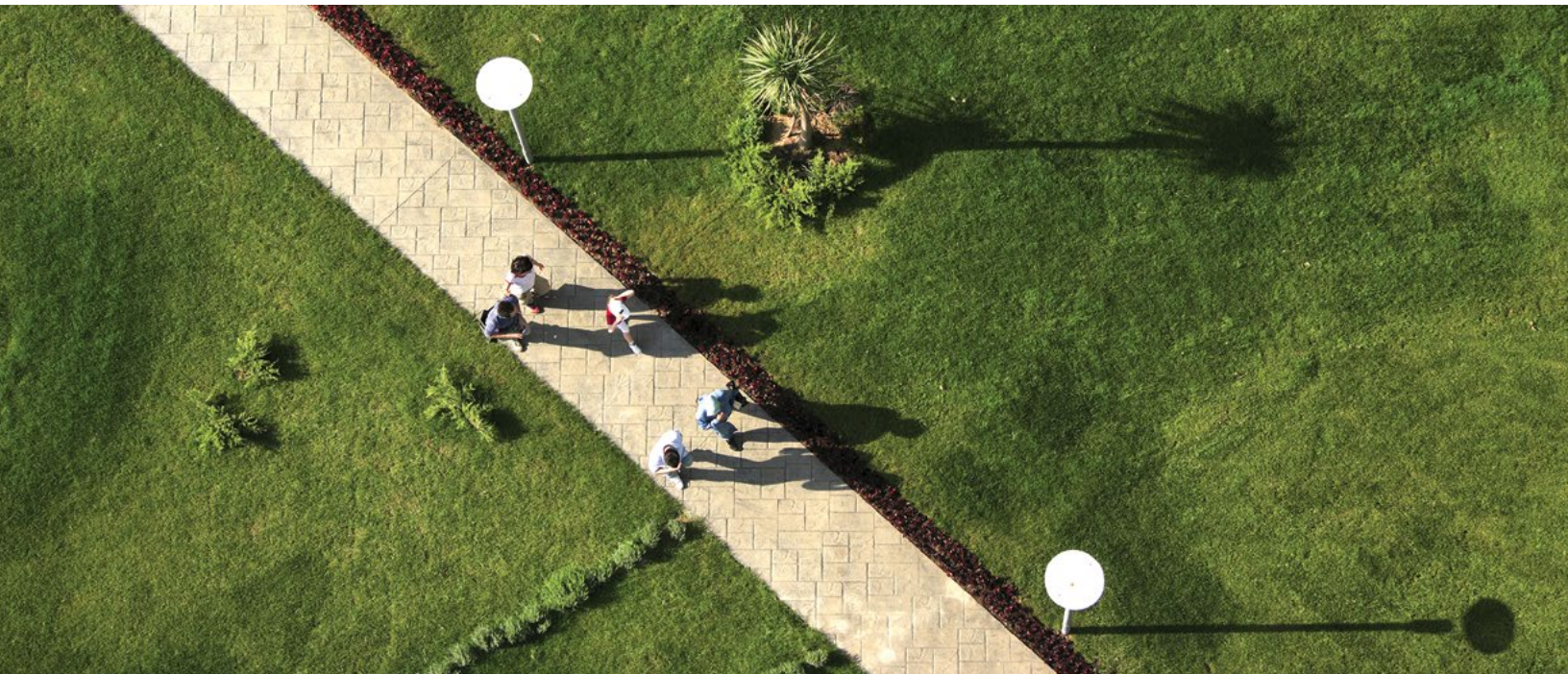
The Wyndham Destinations global headquarters is in the state of Florida, where members of our leadership and management team serve on the boards of: The Orlando Economic Partnership, The Florida Diversity Business Council, the African American Chamber of Commerce of Central Florida, the Florida State Minority Supplier Development Council, and the Kissimmee Osceola Chamber of Commerce Hispanic Business Council. Members of our leadership and management team also serve on the boards of the United States Pan Asian American Chamber of Commerce, Northeast Region; and the New York/New Jersey Minority Supplier Development Council.

Wyndham Destinations sponsors the Hispanic Chamber of Commerce of Metro Orlando's Supplier Diversity Excellence award, popularly known as the Traveling Cup. This coveted award recognizes corporations in the Central Florida community that have had an immense impact on the diverse business community. Wyndham Destinations sponsors this annual award to encourage other large corporations to conduct more business within the diverse business community.

AS PART OF OUR OUTREACH EFFORTS,

Wyndham Destinations supports the following diverse chambers of commerce and advocacy organizations including their affiliates, regional, and local chapters:





2019 SPEND ON DIVERSE SUPPLIERS

Nearly
18%
increase in
dollar spend
with diverse
suppliers

Total Spend on Diverse Suppliers

2017	12.8%
2018	12.8%
2019	14.7%

Supporting Diverse Suppliers Across Markets

The Wyndham Destinations supplier diversity initiative seeks to provide equal access to all suppliers for procurement opportunities. Diverse businesses include those owned by Women, African-Americans, Hispanic/Latinx-Americans, Asian-Americans, Native-Americans, LGBTQIA+, Veterans, and People with Disabilities.

The Wyndham Destinations supplier diversity initiative continues to grow, earning many distinguished industry recognitions along the way. Our mission, however, remains steadfast: to develop and implement an approach to supplier diversity that achieves results and adds value to our business strategy and objectives, while contributing to the economic vitality and job growth in the communities where we live, work, and play.

A Results-Oriented Approach

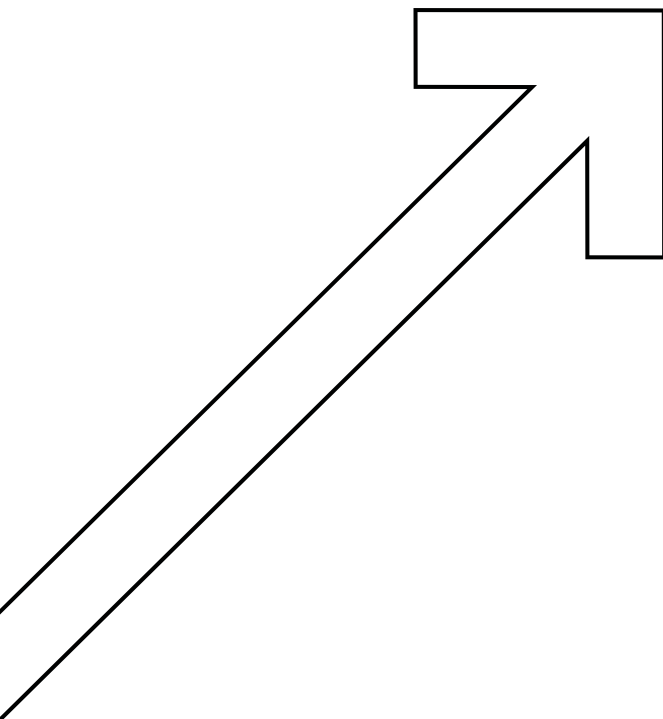
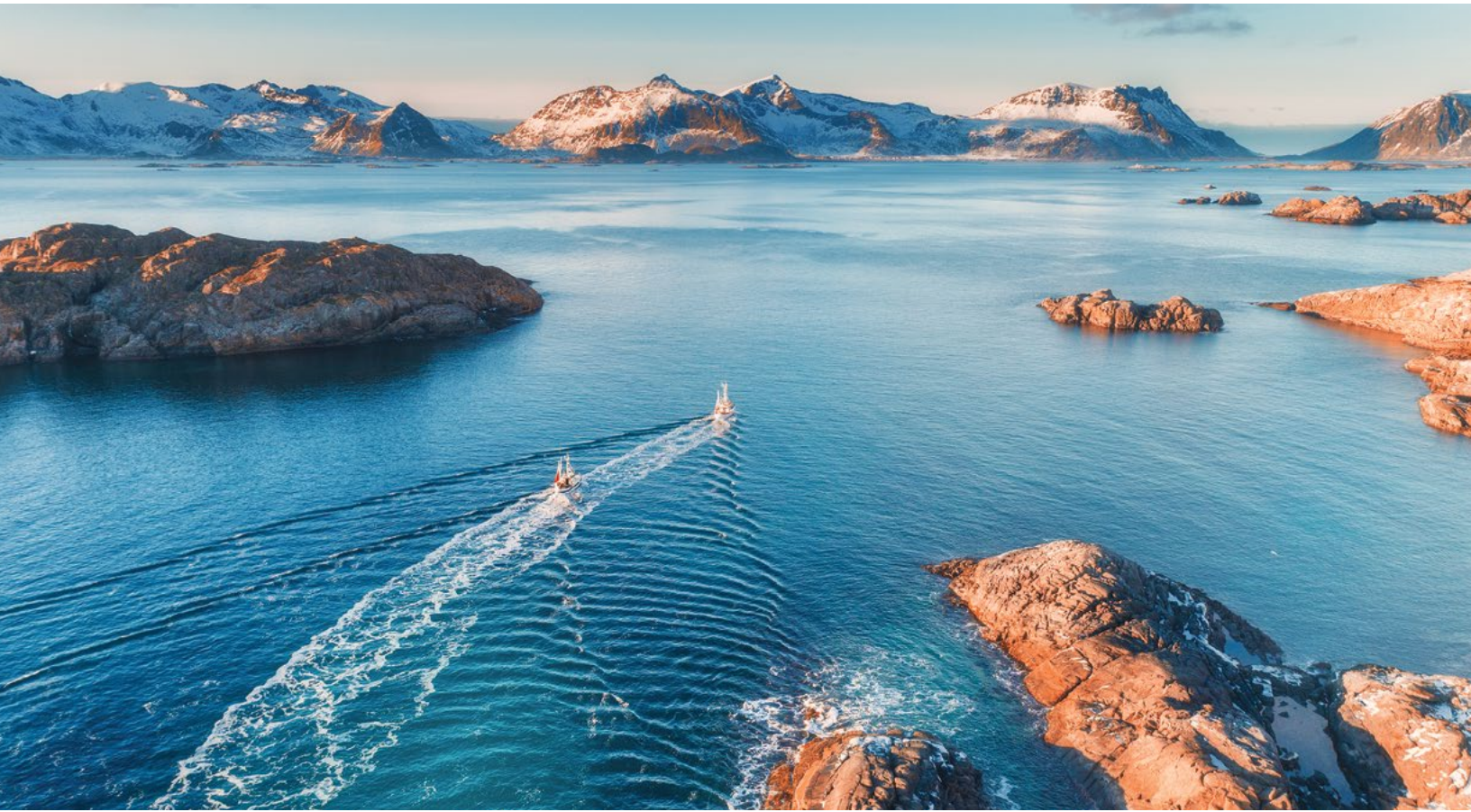
Our supplier diversity objectives are: to increase corporate spending with diverse suppliers, to increase the number of diverse suppliers with which we do business, and to grow and enhance our diverse business community outreach.

To achieve these objectives, Wyndham Destinations engages in a results-oriented approach. We consider supplier diversity early in the procurement process and identify potential new opportunities for diverse suppliers.

The business relies upon our strategic sourcing team to ensure maximum return on procurement investment, guaranteeing that diverse suppliers are included in each request for proposal. We then evaluate diverse suppliers and their bids from perspectives of market competition and to gauge secondary benefits of engagement. These secondary benefits can include increased marketing opportunities, improved community relations, mentorship of current and potential Wyndham Destinations suppliers, expansion of our diverse business community outreach, and expanded participation in diversity events.

The Wyndham Destinations supplier diversity initiative is supported by three signature programs:

SIGNATURE PROGRAMS	HOW WE ARE DRIVING IMPACT
The Academy	<p>Biennially, Wyndham Destinations convenes diverse suppliers to spend a full day with our company's executives.</p> <p>We share the company's strategic vision and objectives for the coming years, present pertinent business topics relating to department operations, and share tips on how to navigate corporate America. Our suppliers also share best practices, and the event concludes with a one-on-one matchmaking session, where we pair the suppliers with our procurement decision makers.</p>
Mentor-Protégé Program	<p>Our Mentor-Protégé Program is a 12-month mentorship program designed to provide business development assistance to promising diverse businesses. Over the course of the year, mentors evaluate and measure the protégé's progress.</p> <p>This program was created to help develop the capability and capacity of diverse businesses to provide products and services to large corporations like Wyndham Destinations.</p>
Supplier Diversity Council	<p>The Orlando, Florida-based Supplier Diversity Council was initiated, and has been sponsored and chaired, by Wyndham Destinations since inception. The council's membership is comprised exclusively of local corporate supplier diversity leaders — including Walt Disney World Resort and Duke Energy — diverse suppliers, and presidents of diverse advocacy groups in the community, including MBA Orlando and the local LGBTQIA+ chamber of commerce.</p> <p>The primary focus of the Supplier Diversity Council is to discuss shared interests and understand how each member can best work together to increase opportunities for the local diverse business community.</p> <p>The council also offers a "Certification Reimbursement Program" for diverse suppliers. Wyndham Destinations, through the Hispanic Chamber of Commerce, reimburses program cost to participating diverse suppliers (regardless of the diverse classification) that are successfully certified.</p>



Expanding Our Reach Among Second Tier Suppliers

A key objective of the Wyndham Destinations supplier diversity initiative is to ensure that our prime suppliers understand the business case for engaging diverse suppliers and the competitive advantage that these partnerships bring to our organization, mutual interests, and the community. Wyndham Destinations requests that prime suppliers actively seek qualified, diverse suppliers capable of providing competitive, high-quality products and services in order to support business objectives, and to support the development of diverse suppliers through mentoring and outreach.

Our second-tier procurement program has experienced strong growth over the past couple of years. Thirty of our prime suppliers have adopted credible supplier diversity initiatives that support our program. These efforts have led to increased business opportunities for diverse suppliers.



INCLUSION AND DIVERSITY RECOGNITION

In 2019, Wyndham Destinations received a perfect score on the Human Rights Campaign's Corporate Equality Index, and were named one of the Best Places to Work for LGBTQ Equality. The company was also named Best-of-the-Best Corporations for Inclusion by the National Business Inclusion Consortium (NBIC). We are recognized by Forbes in three areas: Best Employers for New Graduates, Best Employers for Diversity, and Best Employers in Canada. We are also recognized as a Noteworthy Company and Top Companies for LGBT Employees by Diversity Inc.

“ We are honored to again earn recognition by Forbes as an employer of choice in several important categories. At Wyndham Destinations, we strive to create a culture that values inclusion, diversity, and social responsibility, all while realizing our vision — to put the world on vacation. ”

— **KIMBERLY MARSHALL**, CHIEF HUMAN RESOURCES OFFICER





ENVIRONMENTAL SUSTAINABILITY

Our global presence enables Wyndham Destinations to consider many of the world's most beautiful and coveted travel destinations "home." As a part of our responsible business practices, we place a high value on protecting the environment and communities in which we live and operate.

Through our environmental sustainability practices, we have a simple goal: as the world vacations at our destinations, it is our responsibility to ensure each location in which we operate remains a breath of fresh air. By engaging and empowering both our associates and customers to understand sustainability-based best practices, we are cultivating a community who prioritizes minimizing our environmental footprint; and therefore, the health of our people and our communities.



Executive Oversight

Our commitment to environmental sustainability and accountability for performance begins at the highest levels. Our Chief Operating Officer - Wyndham Vacation Clubs, Geoff Richards, is the champion of environmental sustainability and engages with senior executives to integrate efforts and initiatives across our company.



OUR FOCUS AREAS AND TARGETS

Wyndham Destinations environmental sustainability has three primary areas of focus:

FOCUS AREAS	OBJECTIVES
Environmental Footprint	Reduce our energy, emissions, water, and waste footprint
Performance Drivers	Increase building and operational performance through certification programs and leading-edge practices
Stakeholder Engagement	Engage meaningfully with associates, owners, and guests to support the sustainability and resiliency of destinations

You can find more information on our [Environmental Sustainability Policy Statement](#).

WYNDGREEN 

In 2019, we introduced WYND Green as a way of identifying our existing Environmental Sustainability Program.

⇒ OUR ENVIRONMENTAL SUSTAINABILITY TARGETS

Renewable Energy

20% 

consumption of total electricity (of our managed resorts) by 2025

Waste

Set landfill diversion goal by 2022 (based on a 2020 baseline)

Biodiversity

2M 

trees planted by 2025 through partnership with Arbor Day Foundation

Reducing Our Environmental Footprint

Wyndham Destinations applies a number of environmental sustainability strategies, programs, and goals with the shared purpose of reducing emissions, water, and waste, while improving our biodiversity impact. Our reduction strategy focuses on the resorts that we manage as well as our corporate offices. Our portfolio is made up of three major groups: (1) our resorts, which makes up 93% of our portfolio, (2) our corporate offices, which makes up 3% of our portfolio, and (3) our leased locations (including our sales and administrative offices as well as data centers) which makes up the remaining 4% of our portfolio.



Tracking and Monitoring Our Data

Wyndham Destinations incorporates guidelines set forth by the International Standards Organization (ISO), specific to ISO 14001 in regard to efficient energy management systems. In order to achieve our carbon, water withdrawal and waste goals we utilize a proprietary, state-of-the-art eco-software designed to be a one-stop-shop to track, measure, and share best practices. It includes the ability to develop and share dashboards, with all users, which measure key performance indicators and goals. The WYND Green Toolbox also serves as the primary reporting mechanism for all publicly reported environmental data including, but not limited to: Carbon Disclosure Project, the annual Social Responsibility Report, Dow Jones Sustainability Index, Sustainalytics, MSCI, Just Capital, and more.



ENERGY AND EMISSIONS

Energy reduction at our locations correlates with two simple facts: (1) Energy efficiency measures positively impact both the environment and the communities where we operate; and (2) Reductions in energy consumptions translate to reduction in utility costs at our resorts — and reduces maintenance fees for our owners.

Wyndham Destinations is committed to reducing carbon emissions per square foot by 40% by 2025, compared to our 2010 baseline. We track performance against the baseline using square foot intensity of CO2 equivalent across our portfolio of more than 36 million square feet. By implementing our WYND Green strategy, partnered with focusing on increased building efficiency measures, we have already reduced our Scope 1 and Scope 2 carbon emissions intensity by 29%, while also increasing our overall portfolio square footage by 16%.

Wyndham Destinations uses a combination of proven conservation strategies and energy efficiency retrofits to achieve on-going reductions in energy and emissions. For example, 96% of our resorts have enacted the following low cost measures:

- ↑ **1. Energy efficient lighting** in units, common areas, and back of house
- 2. Motion sensors** for lighting in common-area restrooms, break rooms, and storage rooms
- 3. Default settings** for in-unit HVAC systems
- 4. Energy misers** for refrigerated drink machines

In addition to these low-cost efficiency projects, our Home Owners Associations have invested over **\$6.5 million in energy efficiency capital projects** that have included upgrades and replacements to HVAC systems, cooling towers, pumps, variable frequency drives, air handling units, and windows.

**RESORT SPOTLIGHT:**

WorldMark West Yellowstone

110 Gray Wolf Avenue
West Yellowstone, MT 59758
168,195 square feet

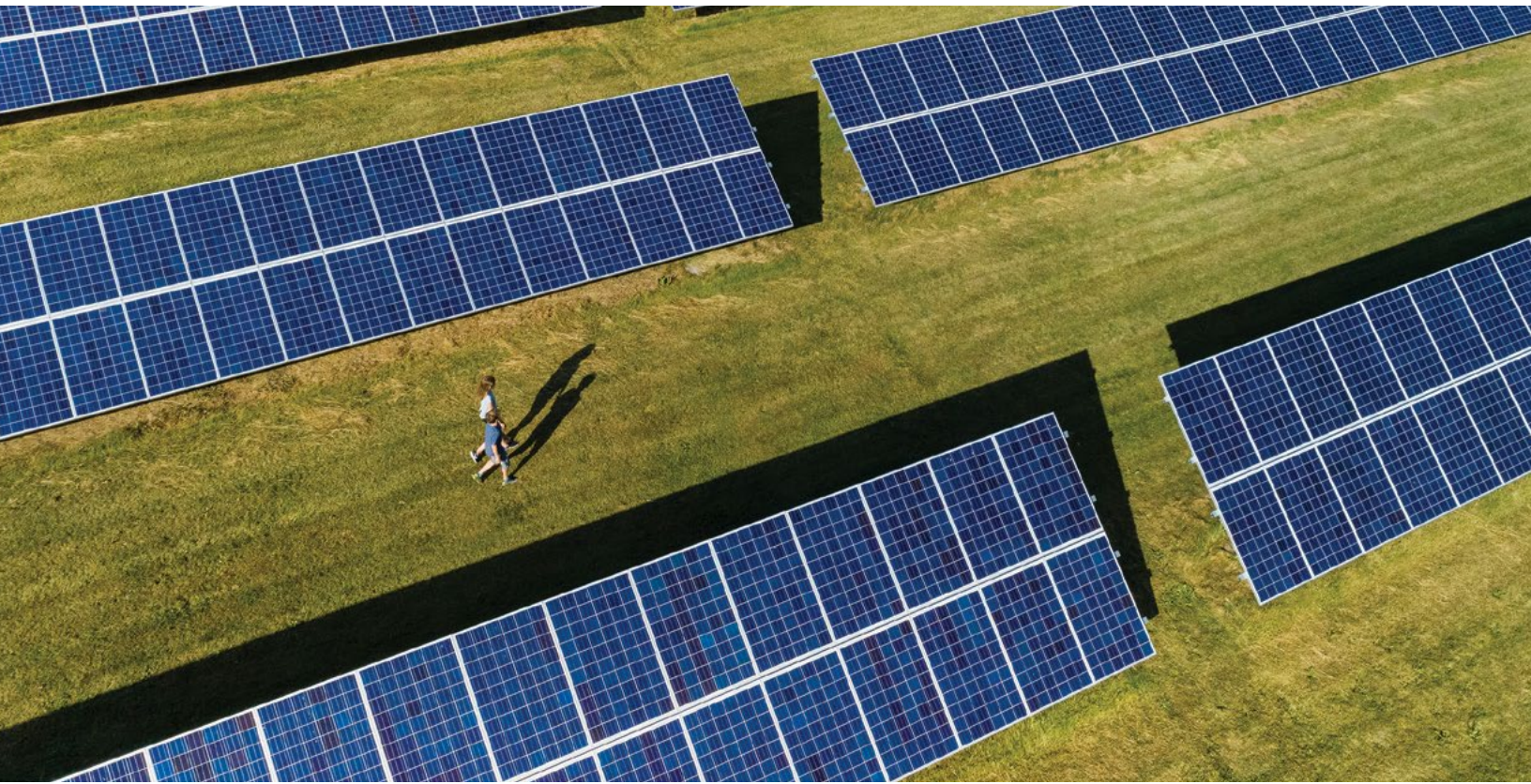
This year, we recognize our WorldMark property in West Yellowstone, Montana, as a leader among leaders when it comes to energy efficiency. In 2019, they achieved a year-over-year 8% reduction in absolute energy, normalized to weather and occupancy. Over the previous two years (2018 and 2019), the resort has maintained a 90% occupancy level, and even saw a slight increase in 2019 vs 2018. They were still able to reduce overall energy usage using innovative solutions.

A focus on building efficiency contributed to the year-over-year energy reduction. Among the projects completed in 2019:

- Installing LED lights around campus
- Upgrading to more efficient pool pumps
- Updating weather stripping to reduce heat demand
- Replacing outdoor path lights with solar powered lighting

Major strides to engage and educate associates also led to substantial savings. This resulted in lower turnover and created efficient solutions as simple as turning off items when not in use.





Accelerating Renewable Energy

Since 2015, Wyndham Destinations continues to grow our portfolio of on-site solar projects. In 2019, we completed installation of our 17th project in the past four years. These on-site solar projects have resulted in production of 7,500 MWh in alternative energy alone, which is approximately 2.2% of our energy consumed.

These projects are financed using power purchase agreements which lower the total cost of energy at the resort, while assuring nearly 90% of electricity production is carbon neutral. In 2019, these projects contributed to decreasing estimated business costs by more than \$350,000. During this same time period, the projects also combined for an aggregated removal of carbon from our atmosphere of nearly 3,000 metric tons. We are currently researching the implementation of further solutions to work towards our goal to achieve 20% renewable energy consumption at our managed resorts. These solutions include on-site and virtual solar power purchase agreements (PPAs), off-site wind, and the purchasing of Renewable Energy Certificates (RECs).

Technology Highlight – Stem Artificial Intelligence (A.I.) Solution

Wyndham Destinations acknowledges that technology is one of the many solutions for addressing climate change. Over the past two years, we have worked with our resorts to install specialized batteries in 12 locations. These batteries store energy in tandem with the Stem™ A.I. software, which reduces strain on the community's electric grid during peak demand times. Stem™ intelligently measures the amount of energy used at a location during peak demand times, and adjusts the method of electricity to pull from the installed batteries. In 2019, these 12 locations have seen gross cost savings of more than \$30,000 while reducing stress on the community's electric grid by an estimated 250,000 kWh of energy during peak times.

Beyond Efficiency – Offsets to Reduce Our Carbon Footprint

Efficiency within our resorts is a reliable way to cut energy use, drive cost reduction, and overall, reduces the company's carbon footprint. But, it may not be enough to combat our overall carbon output. In 2019, we worked to support climate change mitigation through offsets invested in protecting forests, offsetting the growing cost of our shade grown coffee from Arbor Day, and offsetting our Scope 3 emissions from business travel.

Renewable Energy Programs

PROGRAMS	HOW ARE WE DRIVING IMPACT	CARBON OFFSET RETIRED
Reducing Emissions from Deforestation and Forest Degradation (REDD+)	"Reducing Emissions from Deforestation and Forest Degradation" Forestry carbon credits from the Cordillera Azul project. The Cordillera Azul National Park is in Peru's high forest between the Andes and the Amazon Basin. Its stunning mountains, sparkling blue lagoons, rich biodiversity, and multicultural population have rightly earned this area the name the 'jewel of the Peruvian Amazon.' By purchasing Forestry Carbon Credits through the Arbor Day Foundation, Wyndham Destinations is supporting the preservation of this natural Peruvian wonder.	10,000 Metric Tons
Arbor Day Foundation: In-Suite Coffee	By offering shade grown Arbor Day coffee to our owners and guests, we are taking a small portion of the proceeds to help with the replanting of the trees in at our Peruvian farms where coffee is grown. Arbor Day then retires the total amount of carbon calculated in production of our coffee to assure all coffee is carbon neutral in production.	1,273 Metric Tons
United Airlines Eco-Skies Carbon Choice Program	The Eco-Skies Carbon Choice program enables the corporate customers of United Airlines to track and offset emissions related to business travel. Through this program, United Airlines provides customized enterprise level carbon emissions reports to counterbalance the emissions associated with air travel. Wyndham Destinations has offset the carbon with the Big Smile Wind Farm at the Dempsey Ridge in Oklahoma, which is estimated to deliver enough clean energy to power more than 46,000 U.S. homes annually.	674 Metric Tons
Avis Budget Carbon Offset Program	Wyndham Destinations offsets corporate car rentals through a partnership with NextEra. Avis Budget contributes \$0.50 per rental day to the EarthERA Renewable Energy Trust. The Trust uses 100% of the funds it receives to build new renewable energy facilities and projects.	Avis: 725.29 Metric Tons Budget: 184.54 Metric Tons



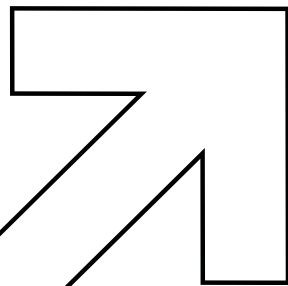
RESORT SPOTLIGHT:

WorldMark Rancho Vistoso

13355 North Hidden Springs Drive
Oro Valley, AZ 85737
145,135 Square Feet

In 2019, our 17th on-site solar installation was completed at WorldMark Rancho Vistoso in Arizona. Since installation, WorldMark Rancho Vistoso has been able to achieve, on average, nearly 75% of total energy production (312,000 kWh) coming from solar annual energy savings.





WATER

Wyndham Destinations recognizes that water efficiency at our resorts helps to improve the well-being of communities and the environment. We have committed to reducing water withdrawal intensity 25% by 2025, compared to our 2010 baseline. We track performance against the baseline using an intensity of water usage per square foot to normalize across our portfolio of properties. Through targeted projects and water efficiency measures, we have already reduced our water usage intensity by greater than 25%, while increasing our overall portfolio square footage by 16%. We were able to achieve our goal prior to 2025 and are in the process of establishing a new target.

Our water conservation strategies are focused at the resort level and include low- to no-cost upgrades that save both water consumption and operating costs. Some of these strategies our resorts have implemented are:

- 1. Smart timing for landscaping irrigation
- 2. Updated and efficient equipment for pools and spas
- 3. Low-flow showerheads
- 4. Exterior water saving sensors

**RESORT SPOTLIGHT:**

Club Wyndham Oceanside Pier Resort

Down 14% year-over-year in water reduction

333 N Meyers Street
Oceanside, CA 92054
434,200 square feet

This year, we recognize our Oceanside Pier Resort as a leader in Water Stewardship. In 2019, they achieved a year-over-year 14% reduction in the withdrawal of water. Over the past two years (2018 and 2019), the resort has maintained a 90% occupancy level, and even saw a slight increase in 2019 vs 2018. They were still able to reduce their overall footprint thorough the following innovative solutions:

- Building efficiency
- Completed installation of all new appliances (dishwashers and washing machines)
- Replaced all toilets with more efficient models that use only 1.2 gallon per flush
- Education and engagement
- Worked with housekeepers to stop the practice of running water in showers to steam walls prior to cleaning





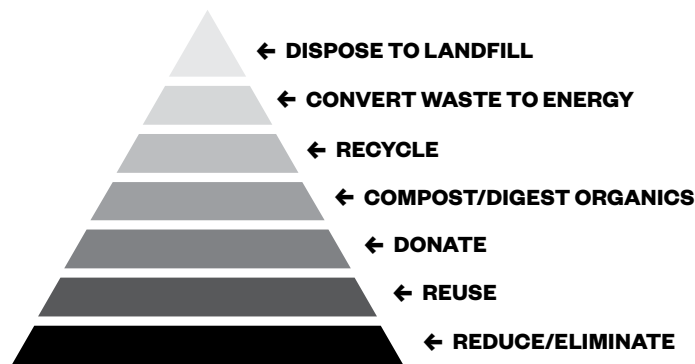
WASTE

Waste is a complex, global challenge for the travel and tourism industry and throughout the world. Waste costs are increasing due to diminishing landfill space, while legislation for diversion is becoming increasingly stringent.

To tackle the problem of waste, our plan is simple. Wyndham Destinations is launching a program to reduce, donate, and recycle waste using tools and strategic partnerships that support property participation. We are targeting the following waste streams: glass, plastic, aluminum, paper, soap, cardboard, food, lamps, batteries, e-waste, mattresses, furniture, linens, and carpet. Using this waste hierarchy, we are concentrating our focus on the base of the pyramid.

Wyndham Destinations continues to implement innovative waste management practices throughout the organization. Current practices deployed across our locations include:

- Commercial, back-of-house, front-of-house, and administrative office recycling
- Common area recycling available to guests
- In-unit recycle programs
- Fluorescent bulb and battery recycling
- Refrigerant recycling
- Toner and cartridge recycling
- Elimination of bottled water
- Utilization of paperless processes
- Elimination of Styrofoam at refreshment stations





Targeting Single-Use Plastics

In 2019, Wyndham Destinations took significant action against single-use plastics by committing to remove plastic straws and other single-use plastic from food and beverage operations at its timeshare resorts around the world. The effort will eliminate more than 750,000 single-use plastic straws in North America alone and 1.1 million across the globe.

Recognizing the true impact of plastics around the world, we did not want to stop there. We have also developed a plan to eliminate plastic cups and lids, Styrofoam to-go boxes, plastic cutlery, and plastic to-go bags across the company's managed resort locations. This initiative will eliminate more than 4.8 million single-use products by the end of 2020.



“The switch to biodegradable or paper straws is a small, but impactful change we can make for our environment, and aligns with our company's efforts to support sustainable tourism. By engaging and empowering both our associates and customers to understand sustainability-based best practices, we are cultivating a culture which prioritizes minimizing our environmental footprint and raising the health of our people and our communities.”

— **GEOFF RICHARDS**, CHIEF OPERATING OFFICER,
ENVIRONMENTAL SUSTAINABILITY EXECUTIVE SPONSOR



Establishing a Baseline

Wyndham Destinations conducted research at all of our locations to establish a baseline. Engaging and soliciting information through a simple survey allowed us to complete an insight gathering exercise around location-based waste footprints. The information led to establishing credible trash and recycling weights based on guidance from the Environmental Protection Agency, as well as other recognized sources relied upon by the tourism industry. 67% of locations (based on square feet) responded to our initial survey, creating estimated weights for the other 33% of locations. The initial estimation shows a current diversion rate of 14%, across our currently opened and operating locations. We have begun to have conversations with locations regarding practices as well as looking towards solutions to reduce waste and increase diversion rates. Results have also helped in pinpointing locations that more information needs to be gathered for even more accuracy.

Education and Engagement

Education and engagement are central to our waste management strategy. 20% of Wyndham Destinations-managed vacation club resorts are enrolled in a national program that includes enhanced education, reporting for recycling, and landfill diversion. This program resulted in an average diversion rate of 32%.

Paper Recycling

Wyndham Destinations resorts and offices throughout North America have a comprehensive shredding and recycling program in place through its partnership with Shred-it. Critical to our partnership with Shred-it is the assurance that all destroyed documents are actively recycled. After the paper is securely shredded, the confetti-sized pieces of paper are bundled and recycled into paper products. In 2019, **1,700,000 pounds** of paper were recycled and **14,000 trees** were saved as a result.



RESORT SPOTLIGHT: INNOVATIVE SOLUTIONS TO PLASTIC REDUCTION

WorldMark Fiji

Narewa Road, Nadi
Denarau Island, Fiji
245,912 square feet

Thinking outside of the box, from inside the box, our WorldMark resort began selling 10-liter boxes of water to all guests. One 10-liter box removes 21 16-ounce bottles. In only three months, WorldMark Fiji sold 1,100 units of 10-liter boxes, which removed roughly 234,500 16-ounce plastic bottles from the waste stream.



BIODIVERSITY

Wyndham Destinations is committed to protecting fragile habitats and conserving biodiversity. We have preserved millions of square feet of rainforest lands, improved the lives of thousands of farmers and their families, and helped to restore the planet's ecosystem — all through a focus on trees. In 2019, we became a founding member of Arbor Day's Evergreen Alliance, known as their "Time for Trees" initiative. The goal of this initiative is to plant 100 million trees and inspire 5 million tree planters to help carry the mission forward — all by April of 2022, the 150th anniversary of Arbor Day.

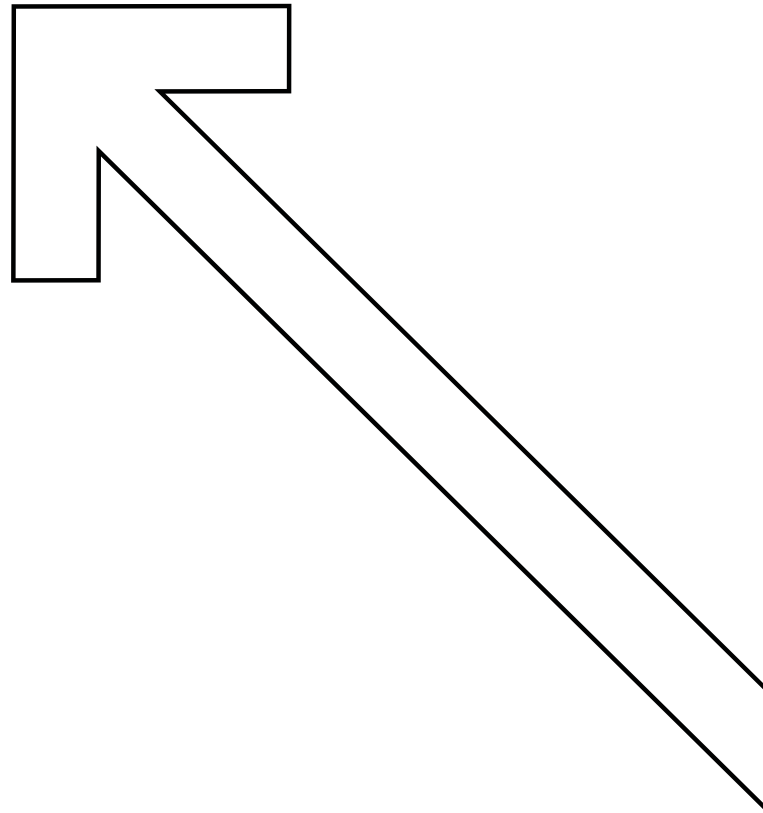
Since April of 2011, Wyndham Destinations has contributed to the planting of over 1.7 million trees and purchased more than 2.5 million pounds of shade-grown coffee.

In 2019 we planted 145,306 trees at the following locations:

Florida – Ecofina Creek Wildlife Management Area and Point Washington State Forest. Receding longleaf pine forests have led to the decline of wildlife habitat throughout Point Washington State Forest. Replanting efforts will reestablish longleaf pine and sandhill ecosystems that have disappeared, and the new trees will help wildlife return to the area. Through this project we were able to plant 130 acres of trees. In one year, this will contribute to **95,000 trees** planted.

Michigan – Aligning with the Michigan Department of Natural Resources, we are striving to replant several of Michigan's state forests on a large scale. Through this project we were able to plant 35 acres of trees. In one year, this will contribute to **35,468 trees** planted.

North Carolina – Bladen Lakes State Forest. In 2018, following a hurricane to the area, tens of thousands of trees were damaged from the resulting floods. Replanting in this area was to assure that ecosystem continues to grow and develop. Through this project we were able to plant 28 acres of trees. In one year this will contribute to **15,532 trees** planted.



⇒ 2019 OVERVIEW

26,273,630 
square feet of rainforest preserved

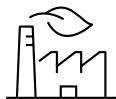
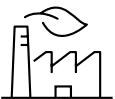
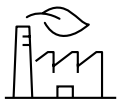


  **255,084**
total pounds of Arbor Day Coffee served

10,000   
metric tons of REDD+ carbon credits retired
from the Cordillera Azul National Park in Peru



        **145,306**
trees planted in 2019



1,273
metric tons

of carbon offset for carbon-neutral coffee





SUPPLY CHAIN

With our global presence, Wyndham Destinations considers many of the world's most beautiful and coveted travel destinations "home." We place a high value on protecting the environment and communities in which we live and operate. We ask our suppliers to share the commitments we have made in our [Environmental Sustainability Policy Statement](#) which affirms our commitment to reduce the environmental impacts associated with our operations and value chain. We require our suppliers to comply with all applicable environmental laws and regulations.

Priority Areas

We expect and encourage our suppliers to:

- Eliminate or minimize emissions, establish greenhouse gas emissions reduction targets, and select low greenhouse gas emissions products and services where possible.
- Ensure the responsible use of energy and water via the addition of efficiency measures, behavioral changes, and investments in renewable technologies.
- Minimize and properly manage waste by reducing, donating, and recycling waste streams generated by the supplier's business operations.
- Consume responsibly by partnering upstream suppliers that sustain, protect, and restore the environment, and maximize our procurement of sustainable, eco-efficient products and services.

As Wyndham Destinations provides information to its stakeholders on how we effectively manage the performance of our environmental footprint, we rely upon our suppliers to provide similar information and work collectively toward this goal. Wyndham Destinations may ask its suppliers to provide information on its efforts to identify, monitor, and minimize the environmental impacts of its operations.

Learn more about our [Supplier Code of Conduct](#).



Responsible Supply Chain Practices

Wyndham Destinations has several programs, relationships, and product requirements to maintain a responsible supply chain, as illustrated by the examples below.

PROCUREMENT CATEGORIES	SUSTAINABLE SOURCING BEST PRACTICES
Coffee	Arbor Day Coffee is making a positive impact that benefits both the environment and the people who live and work in tropical forest areas
Cleaning products	Nontoxic cleaning chemicals from EcoLab used for unit cleaning and common area guest-touch areas
Pesticides	Use of EcoLab pesticides without neonicotinoids at all U.S. locations
Dish soap and laundry detergent	EPA Design for the Environment-listed or EcoLogo certified soaps and detergents used in-unit
Bath tissue, facial tissue, and paper towels	Brand standard for paper products to be purchased from the Kimberly Clark Corporation, which meets FSC, EcoLogo, and EPA guidelines

Working with suppliers to REDUCE Scope 3 emissions

As we aim to gather better data and information to reduce our Scope 3 emissions, we have been working with CDP to learn more about our supply chain's disclosures. Out of our top 100 suppliers, in 2019, 79% of the requested companies have responded to CDP.



MAXIMIZING BUILDING AND OPERATIONAL PERFORMANCE

As part of the Wyndham Destinations commitment to environmental sustainability, we are focused on maximizing building performance by incorporating leading-edge practices across our portfolio. We use our own Green Certification program, LEED®, ENERGY STAR, and other certifications, ratings, and standards to guide our progress.

Green Certification Program

Wyndham Destinations has a robust and integrated environmental certification program for its managed vacation club properties. Since 2010, the program has been driving performance improvements across all areas of our environmental footprint. The Wyndham Destinations Green Certification Program is based on the premise that every managed vacation club property should be consistent in its approach to environmental stewardship and should highlight the incremental improvement of each resort's environmental impact. As such, individual resorts are annually measured by the Wyndham Destinations quality assurance team to determine the resort's front- and back-of-house daily environmental practices.

In alignment with ISO 14001: 2015 standards, the Wyndham Destinations Green Certification Program is continually evolving. We audit and update the program annually to promote new sustainability practices that place our focus on energy, water, and waste reduction. In 2019, we began to integrate standards related to Sustainable Tourism which led us to increase the expectations through the program. We identified the "Basic Certification" level as no longer being acceptable as the lowest level of the program.

With this conclusion, we have removed "Basic Certification", with all resorts not meeting at least "Silver" falling into the "No Certification" category.

The program focuses on leadership development as well as improving team and associate engagement. It also promotes sharing and recognizing green practices at the resort level with members, owners, and guests. Credit for the certification requires initiatives in the following categories: waste reduction, water conservation, green purchasing, environmental education, energy conservation and greenhouse gas reduction, recycling, and community involvement. Every year the criteria is reviewed and improved for consistency with overall company goals and increased drivers of performance.

Successful adoption of the required practices, in addition to the implementation of more advanced innovations, results in higher levels of program recognition and achievement all the way up to the highest — Crystal Green Certification. Recognition plaques for the Green Certification Program proudly hang in resort lobbies to remind associates and guests of our commitment to green practices.



RESORT SPOTLIGHT:

Club Wyndham Skyline Tower

10% absolute CO2e Drop

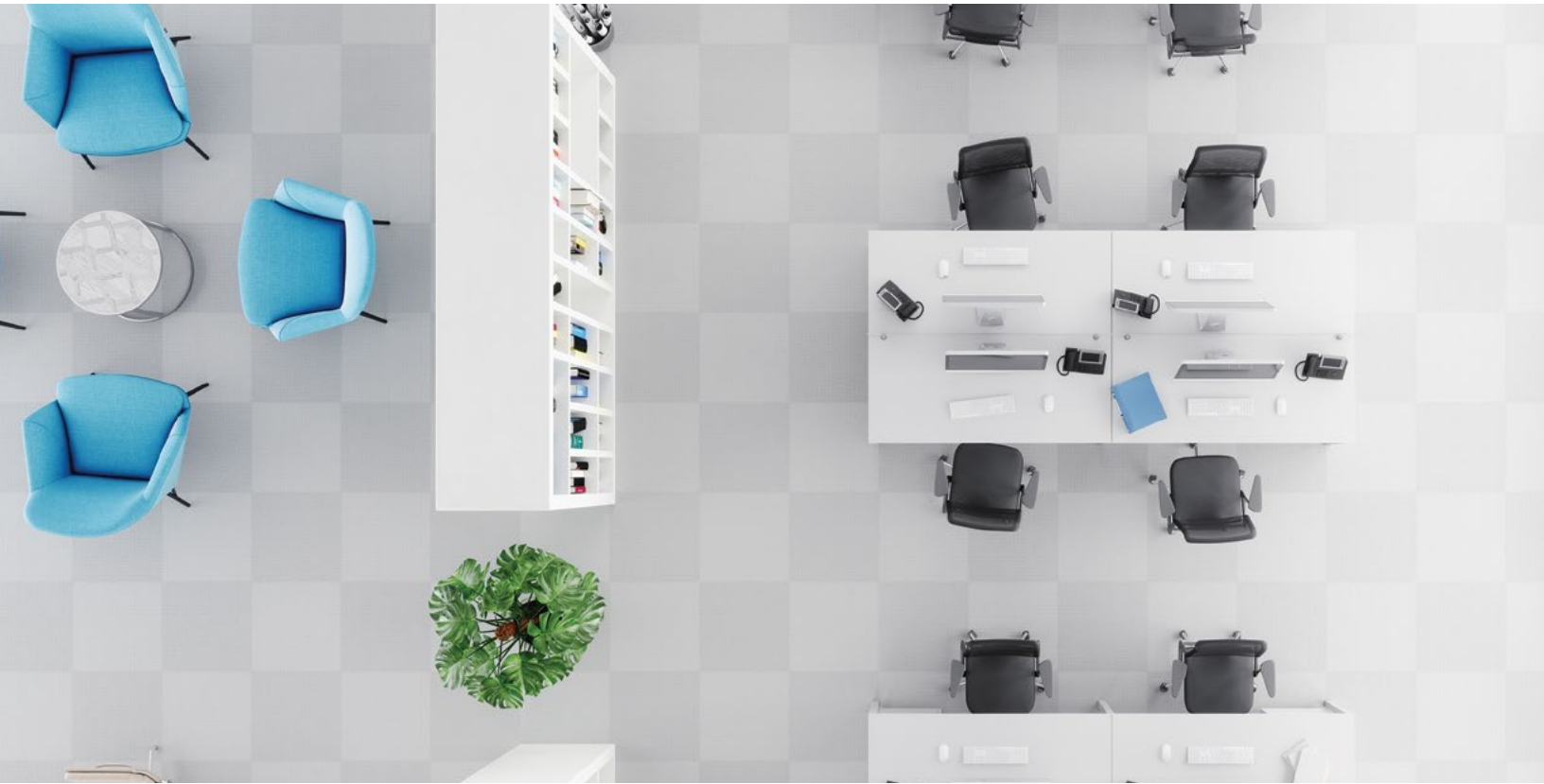
100 S North Carolina Ave.
Atlantic City, NJ 08401
328,495 square feet

Skyline Tower in Atlantic City, New Jersey was the top-scoring resort in the certification program for 2019. Associate engagement, innovation, training, and education are some of the keys to success for this resort.

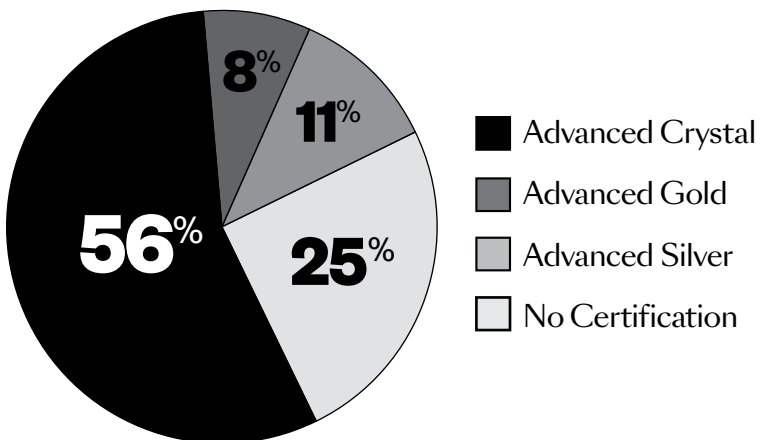
Following innovative programs set by the New Jersey SmartStart Buildings Program, this resort has replaced all lights, inside and outside, with LEDs, as well as installing efficient equipment throughout the building for both energy and cost reduction. In 2019, an Electric Vehicle (EV) charger was installed on-site, and Bluetooth-enabled thermostats were installed in all rooms to help control temperature.

The resort has developed partnerships with local organizations such as Absecon Lighthouse, Gardner's Basin Beachfront, and Clean Action Ocean. The local Green Team engages with these organizations to participate in various sustainability initiatives such as local beach and waterway cleanups.





⇒ 2019 GREEN CERTIFICATION LEVELS

**The RCI Green Award – North America and Europe**

RCI recognizes the most environmentally conscious resorts within the company's exchange network through the RCI Green Award, which celebrates RCI-affiliated resorts that actively engage in sustainable practices. Each resort has the opportunity to complete a 10-minute survey to represent their current efforts on location. Applicants are judged on their innovations in energy and water conservation, waste management, community outreach, and environmental management. To determine which resorts lead the industry in sustainability, RCI partners with an independent organization to assess and rate applicants for the awards program.

Data is based on the 162 managed resorts that participated in the Wyndham Destinations Green Certification Program in 2019.

LEED® Certifications and ENERGY STAR® Ratings

To manage our corporate offices, Wyndham Destinations aims to align with the best practices set by the LEED certification and ENERGY STAR rating programs.

Developed by the U.S. Green Building Council (USGBC), LEED is an internationally recognized green building certification system that provides third-party verification confirming a building or community was designed and built using strategies aimed at improving energy performance.

ENERGY STAR®

Developed by the U.S. EPA, the ENERGY STAR rating program provides an important benchmark for our corporate offices. Our corporate headquarters currently has an ENERGY STAR rating of 100. 10% of our locations have an ENERGY STAR rating of 90 or greater, with 25% of those currently having a perfect 100.

Accepting the Challenge

Wyndham Destinations joined the U.S. Department of Energy's Better Buildings Challenge with a goal to reduce energy usage intensity (EUI) 20% by 2024 for managed resorts and corporate locations. We have committed to over 25 million square feet of building space (over 70% of our portfolio), based on a 2014 baseline.



ENGAGING ASSOCIATES, OWNERS & GUESTS

To deliver on our environmental goals, Wyndham Destinations strives to engage meaningfully with associates, owners, and guests to support the sustainability and resiliency of destinations within our portfolio.

Associate Engagement

Wyndham Destinations provides associates with sustainability training geared to newly-hired associates, office-based staff, engineers, housekeeping staff, and resort management teams. Achieving Everyday Sustainability is a series of web-based training modules offered online and driven by the Green Certification Program. Functional areas that receive specialized training include housekeeping, front desk, and maintenance teams. Additionally, resort staff are offered energy conservation training through the Schneider Electric Energy University.

All Wyndham Destinations vacation club resorts and most corporate offices have Green Teams that are responsible for energy tracking and performance improvement. Green Teams drive associate engagement and participation around environmental days of awareness and celebration such as Earth Hour, Earth Day, and Worldwide Green Day.

Wyndham Destinations promotes best practices across our vacation club resort portfolio through sustainability-focused activities, events, and recognition programs. A great example of this is Caught Green Handed — a program that allows resort- and corporate-based associates to nominate co-workers for going the extra mile to promote sustainability in the workplace. Quarterly, the Wyndham Destinations Green Council votes on nominees for the Caught Green Handed award. The single winner best illustrates our commitment to deliver great vacations while also ensuring environmental responsibility.

International Coastal Cleanup Day

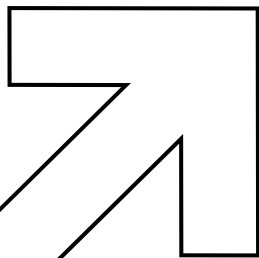
At Wyndham Destinations, 58% of our resorts are located in coastal communities. It is our responsibility to restore, protect, and enhance the coastal communities where we live, operate, and vacation. Locations around the world put together coastal cleanup teams with nearly 10,000 total volunteers. They took to the waterways and made a difference!



In 2019, Wyndham Destinations celebrated Earth Day and internally promoted Earth Week with a campaign encouraging associates across all corporate offices to commit to one sustainable act. With each commitment, we supplied one reusable straw with information on how to cut down on single use plastics. We then celebrated Arbor Day at the end of the week, with the President and CEO of Wyndham Destinations, Michael Brown, who broke ground in front of our corporate office in Orlando, FL to plant our 1.5 millionth tree.



- MICHAEL D. BROWN
PRESIDENT AND CHIEF EXECUTIVE OFFICER
WYNDHAM DESTINATIONS



Owner and Guest Engagement

At a resort level, Wyndham Destinations actively engages owners and guests to celebrate the environment and participate in sustainability-focused activities. All vacation club resort units are equipped with recycling bags, EcoLogo dish soap, and laundry detergent.

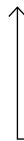
Earth Hour 2019

Wyndham Destinations proudly supports Earth Hour — one of the world's largest energy conservation campaigns. As part of the campaign, homes, businesses, and facilities are encouraged to turn off their lights for one hour to raise awareness that simply turning off lights can contribute to the reduction of carbon emissions. Without negatively impacting safety or the overall guest experience, Wyndham Destinations had several resorts from across all business units participate in some way, with some developing creative offerings for guests such as candlelight dinners or game night with glow-in-the-dark games.



OUR PHILANTHROPIC COMMITMENT

Wyndham Destinations serves millions of guests every year by providing memorable vacation experiences in some of the world's most beautiful destinations. Supporting communities where we live and work around the world, while providing vacation experiences to those less fortunate, is a key focus of the Wyndham Destinations philanthropy program.



Executive Oversight

Our commitment to philanthropy begins at the highest levels. Our Chief Human Resources Officer, Kimberly Marshall, is the champion of Philanthropy and engages with senior executives to integrate efforts and initiatives across our company.



CHARITABLE GIVING

Wyndham Destinations is dedicated to supporting organizations that hold values similar to our own. This commitment is sustained through financial contributions to signature charities, as well as local non-profit organizations in key Wyndham Destinations markets worldwide.

In 2019, Wyndham Destinations divided our philanthropic efforts between corporate giving, in-kind giving, and associate workplace giving:

⇒ WYNDHAM DESTINATIONS 2019 CHARITABLE GIVING

Total Corporate and In-Kind Giving

\$2,663,131.51



Certificates
issued in 2019,
to date, equal to

8.1M

Wyndham
Rewards points

=

\$106,275



COMMUNITY IMPACT

Associate Engagement

Wyndham Destinations gives all full-time and part-time associates, working 20 hours or more in the U.S. and Canada, 8 hours of paid time off per year to volunteer at a recognized charitable 501(c)(3) organization — a Wish Day. Because of Wyndham Destinations' strong commitment to a culture of giving generously, we attract associates who also prioritize philanthropic involvement within their communities. In 2019, more than 5,900 associates used their Wish Day, generating more than 39,100 hours of volunteer time. Wyndham Destinations is proud of its more than 15,000 associates across the globe, in 27 countries, who are passionate and committed to positively impacting our communities. Throughout the organization, associates volunteer their time during Wish Days and personal time, raise funds, and facilitate in-kind donations in order to support the missions of local non-profit organizations around the world.

Empowering Owners and Guests

In support of local community-improvement initiatives, vacation club owners and guests are invited to donate non-perishable food and drink items to benefit local, recognized food banks and charities. In 2019, our vacation club resorts collected **80,000 pounds of food donations**. In addition to supporting environmental sustainability by reducing waste from food and drink items that would have otherwise been thrown away, this effort allows us to help enhance the quality of life in the communities where we live and work.



⇒ **VOLUNTEER HOURS IN 2019**

39,100



PHILANTHROPIC PARTNERSHIPS

Strengthening Our Business Through Strategic Partnerships

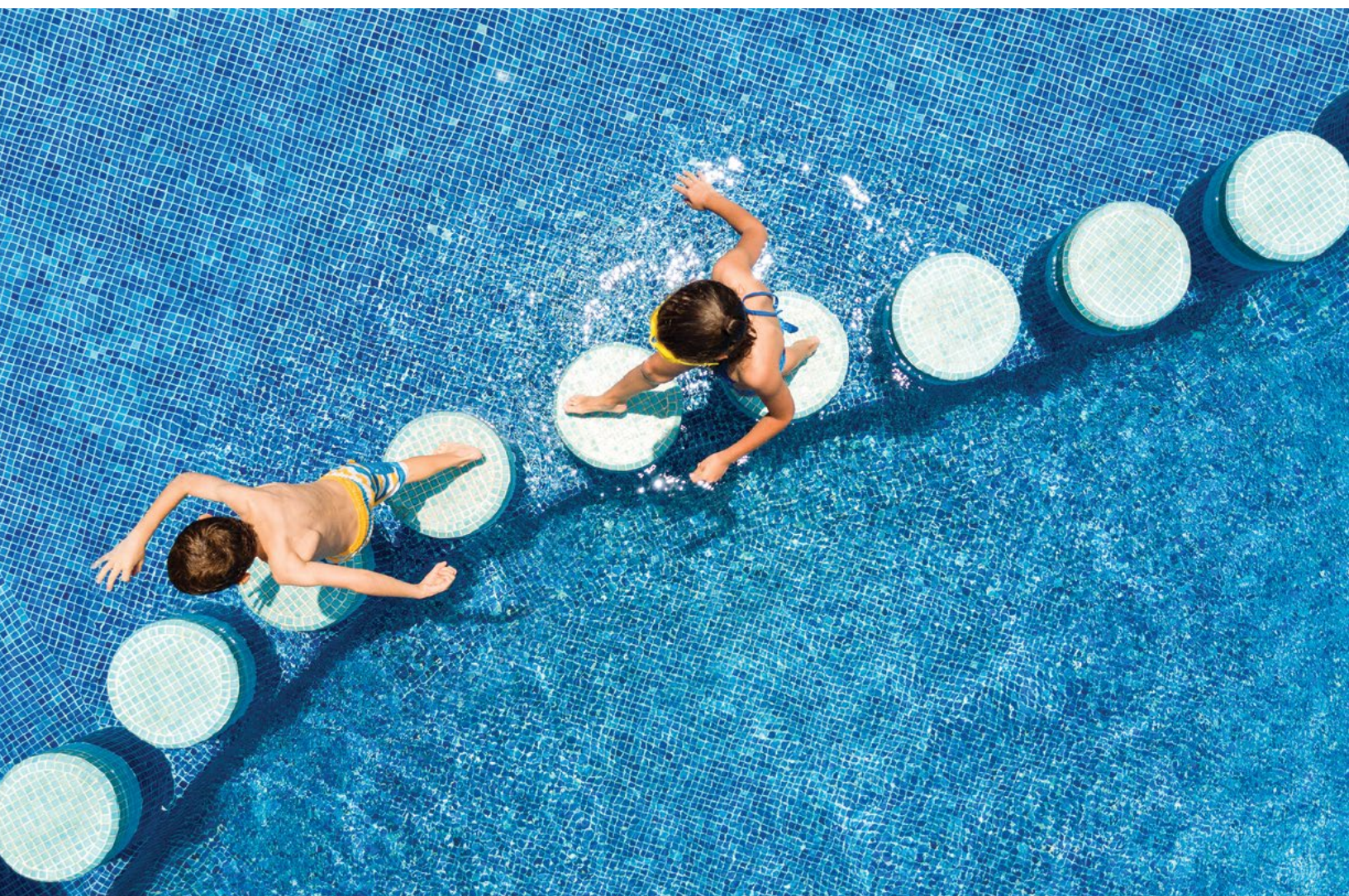
Wyndham Destinations captures the passion and commitment of the organization's mission to put the world on vacation through our spirit of philanthropy. With a focus on improving the lives of children and families through vacations, Wyndham Destinations supports charitable organizations with a similar focus and mission. Developing meaningful relationships while delivering impactful contributions in the communities where we operate, allows the Wyndham Destinations culture to benefit the greater good around the world.

Wyndham Destinations' charitable support is anchored by four strategic partnerships: Give Kids the World Village, Jack and Jill Late Stage Cancer Foundation, Christel House International, and the Wyndham Destinations Associate Relief Fund.



Global Highlights

The reach of our philanthropic efforts go well beyond North America. Our Australian teams support a different charity each quarter, and also raised funds to support the Facio-Scapulo-Humeral Dystrophy (FSHD) Foundation via their Surf Challenge. In Fiji, the Nadi Hospital's maternity unit benefitted from FJ\$2,500 worth of medical equipment; Nadele Public School students are studying in style after receiving new desks and chairs; and the Loloma Home, a safe refuge for women and their children, received warm clothes, food items, school supplies, and a Christmas barbecue party. In Thailand, our associates supported more than 400 orphans and underprivileged children in seven orphanages in Phuket with a Fun Run; while in the Philippines our staffers raised funds to support a home for underprivileged children with special needs and raised 32,000 Philippine pesos.



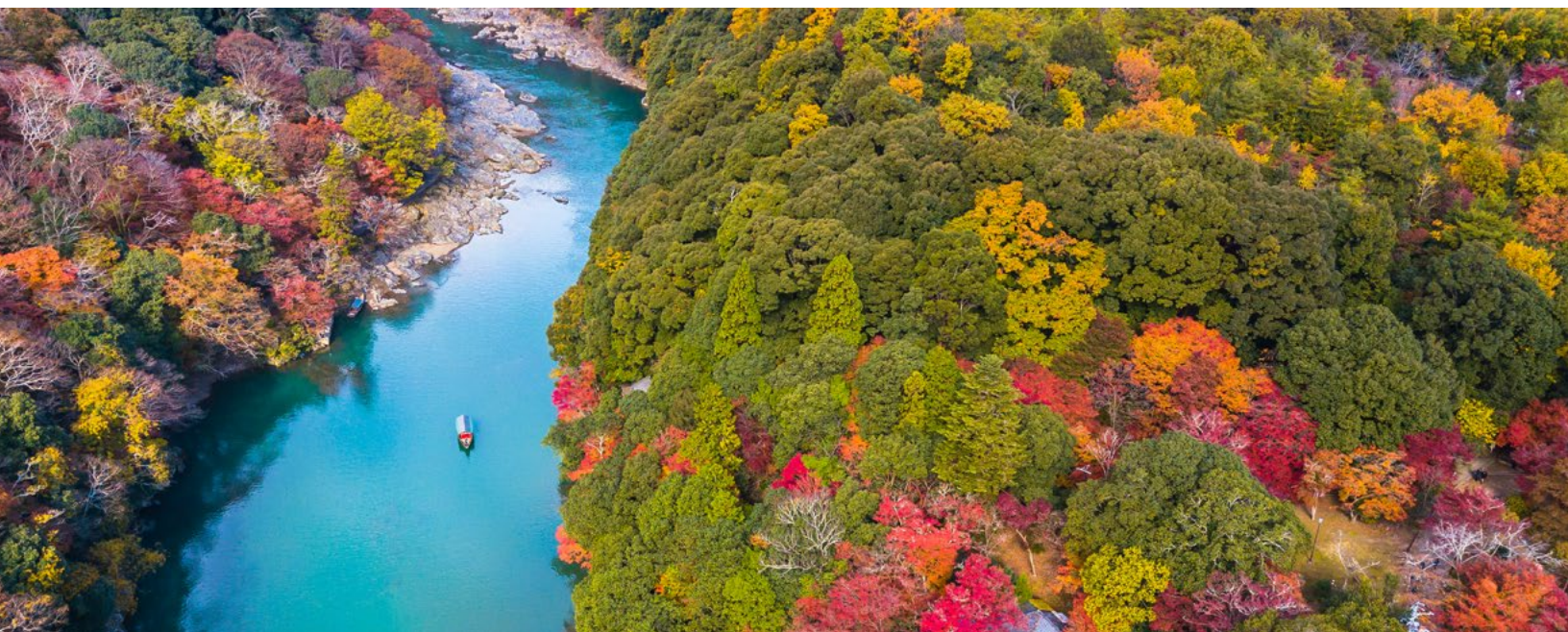
Give Kids the World Village

Give Kids The World is an 84-acre, non-profit “storybook” resort in Central Florida where children with critical illnesses and their families are treated to weeklong, cost-free vacations. Each year, 27,000 children in the U.S. are diagnosed with a critical illness — and half of all children eligible for a wish through a wish-granting organization choose to visit Central Florida and its collection of theme parks and other attractions.

For the past seven years, Wyndham Destinations has sponsored the Stars & Pars Golf Tournament — a community fundraising event for Give Kids the World Village. The golf tournament received its name from the Stars that are given to each child who visits the Village, which are left behind and displayed in the Castle of Miracles on the property.

At the seventh annual Stars & Pars Weekend in 2019, more than 75 Wyndham Destinations associates across various departments, as well as partners from the community, came together to lead and coordinate the event, which features a signature golf tournament and gala with live and silent auction. The Stars & Pars events achieved a major milestone in 2019. The event focus was the “Million Dollar Moment” – designed to celebrate the instant the one million dollar mark in cumulative donations raised since the event’s inception.

Over the past seven years, more than \$1.1 million dollars has been raised through the Stars & Pars events which has provided vacation experiences to over 175 families.



Jack and Jill Late Stage Cancer Foundation

The Jack and Jill Late Stage Cancer Foundation is dedicated to **“treating families to WOW! Experiences®, by giving children who will lose their Mom or Dad to cancer a timeout in order to create indispensable memories as a family ... while they can.”**

Closely aligned to the mission of the Wyndham Destinations philanthropy commitment — to improve the lives of children and families through vacations — the Jack and Jill Late Stage Cancer Foundation (JAJF) helps provide vacation experiences for more than 100 families each year, creating cherished memories and experiences that positively impact the lives of families close to losing a parent.

Founded by Jon Albert in 2006, JAJF partners with Oncologists across the United States to identify parents of minor children who are faced with a late-stage cancer diagnosis and who remain well enough to vacation and spend family time with their children. Since 2015, Wyndham Destinations has partnered with the organization to support families across the country at many vacation clubs resorts, where associates and on-site staff ensure a seamless and memorable experience for those staying with them, many for their last family vacation.

“With the help of Wyndham Destinations, we look forward to maintaining this significant role in the lives of children and families. As we continue this purposeful partnership, we are able to impact these families in a measurable and meaningful way.”

- JON ALBERT, FOUNDER - JACK AND JILL LATE STAGE CANCER FOUNDATION





Christel House International

Christel House International has been a core component of our philanthropy program for many years. Wyndham Destinations' ties with Christel House were established by the late Christel DeHaan, who co-founded RCI in 1974. After creating the largest timeshare exchange company in the world, Christel founded Christel House International in 1998. Wyndham Destinations proudly supports the mission of Christel House International, and takes great pride in knowing that through our support, the lives of deserving children around the world are transformed for the better.

Christel House works with more than 4,000 poverty-stricken children each year, going far beyond supplying basic survival needs. They give children healthcare, educational opportunities, positive role models, job placement assistance, and access to community outreach programs.

The Christel House mission is to transform the lives of impoverished children around the world — breaking the cycle of poverty and building self-sufficient, contributing members of society. Both Christel House and Wyndham Destinations share the belief that progress is measured one child at a time. Associates of Wyndham Destinations contribute year-round to Christel House through fundraisers, ongoing donations, and volunteer hours. In 2019, Wyndham Destinations and associates across the organization donated more than \$293,000 in monetary and in-kind donations.

⇒ MEASURING TRANSFORMATION

94%

Annual
K-12 student
retention

97%

Students
passed
graduation
exams

5,340

Students served including
college and careers

96%

Average
daily K-12
student
attendance

92%

Graduates
continuing
studies or
employed



Associate Relief Fund

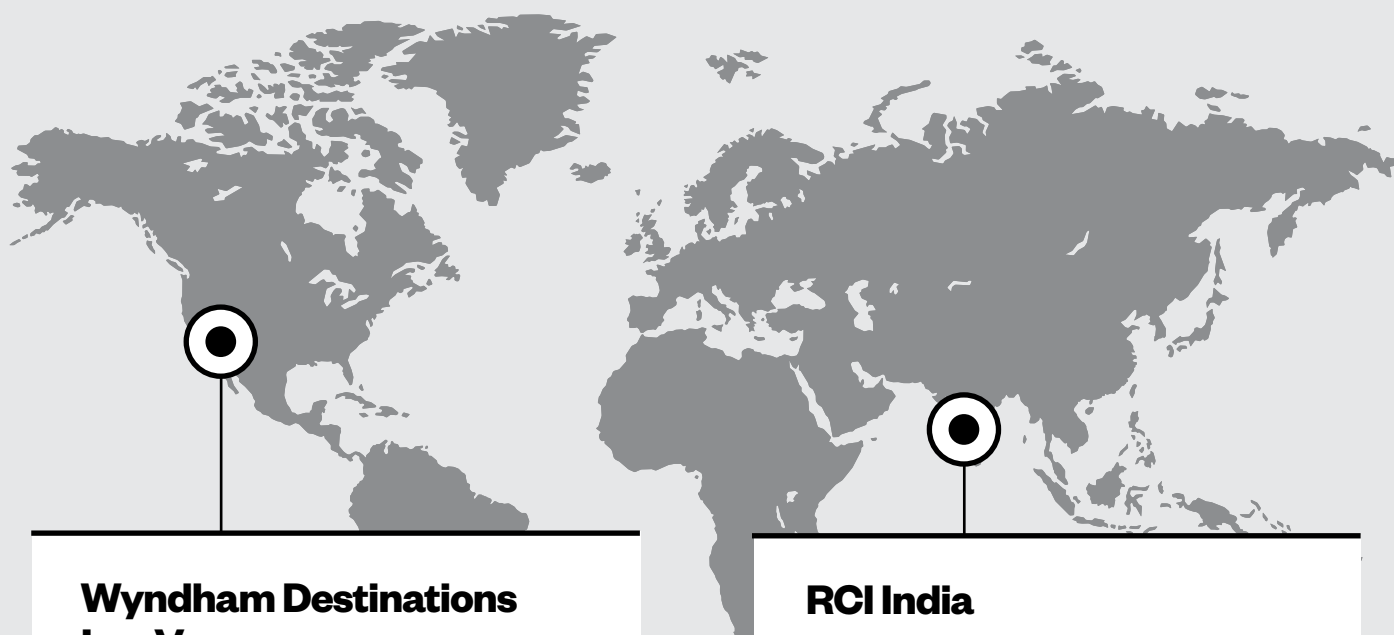
Recognizing that sometimes our own associates may fall on hard times, the Associate Relief Fund was created as a resource to provide a financial assistance grant to qualified Wyndham Destinations associates in the event of a disaster or hardship. At Wyndham Destinations, we are committed to making a memorable difference. Not only do we warmly welcome travelers from around the globe, we care for our own colleagues in need with the same spirit of hospitality. Wyndham Destinations pays all administrative costs associated with the fund to ensure each dollar contributed goes directly to associates in need.

Administered by the independent non-profit Emergency Assistance Foundation, the Associate Relief Fund was founded in 2016. It has helped provide assistance to more than 790 associates who have experienced a personal hardship, or who were directly impacted by a natural disaster including but not limited to hurricanes and wildfires.

Teams Step up for the Associate Relief Fund

Teams in Orlando and Las Vegas ignited their fundraising efforts for the Associate Relief Fund. Spearheaded by the local Human Resources teams, associates hosted multiple fundraising activities including raffles, an auction (with a signed Joe Namath football as top prize), a dunk tank and food sales and the Casual Days program. As a result of these events, the teams raised \$57,000 for the Associate Relief Fund.

GLOBAL HIGHLIGHTS



Wyndham Destinations Las Vegas

For the sixth straight year, Wyndham Destinations associates in Las Vegas spread holiday cheer to local children through their annual Giving Tree service project. Las Vegas-based associates adopted an at-risk elementary school and collected wish lists from each child. In 2019, more than 75 associates arrived at the school to deliver hundreds of new gifts to more than 500 children. They also provided gifts and lunch for teachers and staff.

Since 2016, the team in Las Vegas has paired with Martin Luther King Jr. Elementary as their Giving Tree recipient due to the level of need of students. All students at MLK Jr. qualify for free lunch and breakfast, a significant amount of the population are transient, many are homeless, and most are learning English as a second language. Over the past several years the many needs of these students has inspired the Las Vegas coalition to raise money and organize several other projects to help the school, including providing backpacks, school supplies, books, shoes, and socks for all students, as well as painting classrooms.

RCI India

Since 2001, the RCI India team has partnered with FAME India, an organization focused on helping children and adults affected with moderate to severe neuro development disabilities (NDD). FAME India makes a lifelong commitment to each person affected with NDD, which is referred to as the Full-Circle Approach; providing care and resources for impacted children and adults throughout the duration of their lives as life changes occur. RCI India supports the ongoing education program of Samarth I and II batch. Each batch consists of 9 special needs children.

Children with special needs in Samarth benefit from learning pre-vocational skills that prepare them for the future. Teachers aim to prepare students for a job that is within their abilities by helping them develop skills related to safety, personal care, time management, and endurance. Students are given various opportunities to exhibit their talents — through dance, drama, singing, leadership, and more. Various pre-vocational skills are also included in their curriculum such as tailoring, paperwork, office administration, housekeeping, kitchen work, and computer work.

Every year, RCI India celebrates Children's Day (November 14) with the FAME students.



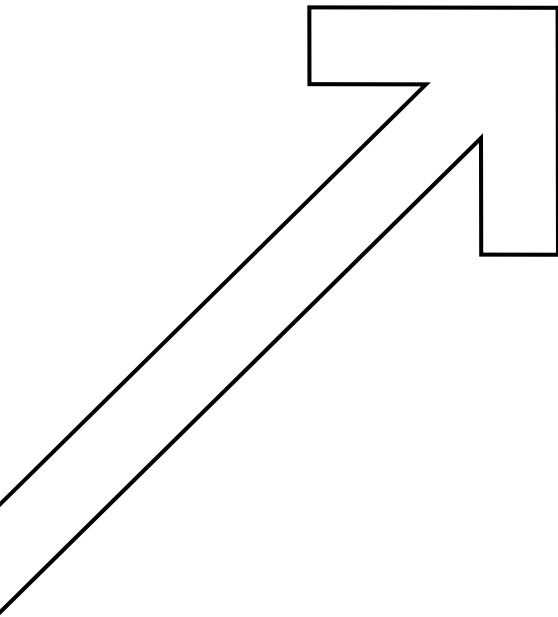
ETHICS AND HUMAN RIGHTS

Wyndham Destinations is committed to the highest standards of ethics, integrity, and responsible business practices across our global operations. With associates and business operations around the world, the organization is exposed to many different laws, customs, and cultures. We aim to go above and beyond compliance standards, and align with global best practices in the local markets where we operate.



Executive Oversight

Our commitment to ethics, integrity and the protection of human rights begins at the highest levels. Our Executive Vice President, General Counsel & Corporate Secretary, James Savina, is the champion of Ethics and Human Rights and engages with senior executives to integrate efforts and initiatives across our company.



COMPANY VALUES

Our commitment to the highest standards of ethical conduct begins with our President and CEO, and cascades through the company at all business levels. Our company values affirm our responsibility to uphold these core principles.

As we create a dynamic new legacy, our culture evolves — building on our strengths and clarifying the importance of caring for one another, our customers, and our communities. Our culture is guided by the following shared values:

Hospitality... treating everyone like family

Engagement... delivering our purpose

Accountability... owning our impact

Respect... considering others in every interaction

Teamwork... succeeding together

We develop global policies and training programs to support our commitment to ethics, integrity, and the protection of human rights.



CODE OF CONDUCT

Aligned with our global commitment to ethics and compliance, Wyndham Destinations enforces ethical practices through the company's Code of Conduct. The Code of Conduct outlines the company's expectations of all associates and serves to foster a culture of compliance and transparency within the organization. In addition to our associates, all stakeholders within the Wyndham Destinations value chain — suppliers and resort developers — are required to operate in a manner that is compliant with all applicable laws. The company's Code of Conduct is available in 13 languages (including Chinese, Japanese, and Spanish) based on our associate population globally.

The Wyndham Destinations Code of Conduct includes topics that range from equal and fair treatment of associates, owners, and guests; health and safety; conflicts of interest; protecting our information; anti-corruption; and financial and reporting integrity.



SUPPLY CHAIN RESPONSIBILITY

Wyndham Destinations expects its suppliers to conduct business through ethical standards consistent with our own. This includes treating others fairly, with dignity and respect; avoiding actual and potential conflicts of interest; and safeguarding all Wyndham Destinations assets.

These standards and expectations are set forth in the Wyndham Destinations [Supplier Code of Conduct](#), with which all suppliers must acknowledge and comply. In the Supplier Code of Conduct, we strictly prohibit the use of child labor, and expect that our suppliers provide transparency into their business operations and take action to tackle modern slavery throughout their own supply chain, consistent with disclosure obligations under the UK Modern Slavery Act 2015.

Wyndham Destinations also evaluates suppliers through the Office of Foreign Assets Control (OFAC) database, which screens for any individual or company that might have sanctions against them for being tied to a targeting foreign country, narcotics traffickers, or engaged in activities related to proliferation of weapons of mass destruction. Additionally, suppliers are required to complete Anti-Corruption Awareness Training.

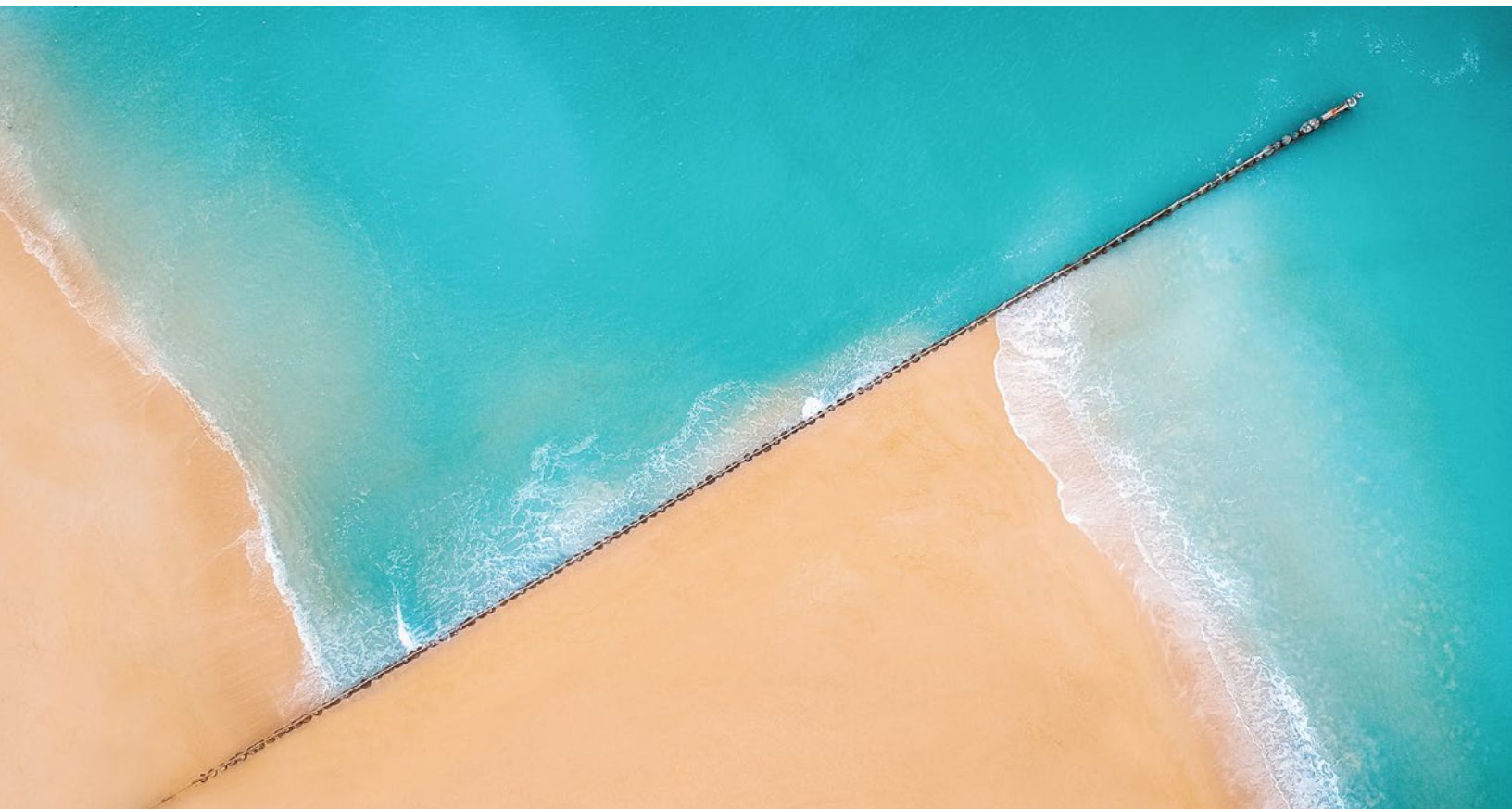


TRAINING, AWARENESS, AND ENFORCEMENT

Wyndham Destinations offers a variety of associate training opportunities with a clear and concise curriculum. The formalized training programs are offered in a variety of formats — including online and instructor-led courses — to address all business needs and audiences across the organization. In 2019, Wyndham Destinations launched enhanced and simplified training for associates focused on the Code of Conduct, Anti-Corruption, and Information and Privacy Management.

Wyndham Destinations maintains a strict anti-retaliation policy which encourages the reporting of any concerns without fear of retaliation. Options for communicating concerns include reporting to a manager, Human Resources business partner, the Ethics and Compliance team, or through the **Wyntegrity** hotline. Wyntegrity is the Wyndham Destinations internal reporting hotline, which is managed by a third-party to ensure anonymity and available 24/7.

The Wyndham Destinations Ethics and Compliance team partners with Human Resources, Legal, Internal Audit, and Information Technology to investigate and address concerns. The EthicsPoint reporting tool is also used as our case management system, where details of the case, actions taken, and remediation are captured. Data is analyzed to measure the effectiveness of the Ethics and Compliance program and to identify ways to prevent, detect, and measure future misconduct. Wyndham Destinations also has a consistent progressive disciplinary process to address substantiated allegations.



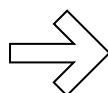
A Strict Stance Against Bribery and Corruption

Wyndham Destinations is committed to doing business with honesty, integrity, and in an ethical manner.

This means that we do our best to avoid and prevent corruption of all kinds. We are committed to compliance with all applicable anti-corruption laws, including local laws in every country in which we do or intend to do business. In addition to our Code of Conduct, we maintain our Anti-Corruption, Conflict of Interest, and International Trade Control Policies to manage risks associated with bribery and corruption. Wyndham Destinations has implemented processes to back up our policies and controls in place to alert if there is a potential concern.

We intentionally focus on advancing the awareness of our company's strict anti-corruption measures through more simplified policies, communication, and training. With the launch of the Code of Conduct and accompanying policies in 2019, our message is clear: we have zero tolerance for unethical practices. Associates have a duty to speak up, and we are all accountable to ensure that our policies are followed.

As part of our communication strategy, we host ad-hoc trainings throughout the year to enhance awareness and development. We communicate to associates through surveys, Wyndham Nation (the company intranet), and in-office communication tools (including internal television monitors and posters) as methods to further integrate our Anti-Corruption Policies. We are enhancing our contracts administration and third-party due diligence processes to better support risk assessments and mitigation strategies within our value chain.



In 2019, we developed a centralized third-party management system. Applying a risk-based strategy with continuous monitoring and automation, we have improved cross-functional workflows to deliver a holistic approach to protect Wyndham Destinations from financial and reputation harm.



WORKING TO PROTECT HUMAN RIGHTS

Wyndham Destinations is committed to protecting human rights within our sphere of influence and doing our part to combat all forms of human trafficking.

Our company is committed to addressing these issues through our [Human Rights Policy Statement](#), a document in which we pledge to operate in a manner consistent with the principles contained in the United Nations Declaration of Human Rights. The Human Rights policy applies to Wyndham Destinations and all associates, contractors, suppliers, resort developers, and partners within the value chain — all are required to operate in a manner compliant with applicable laws and operating standards.

The Wyndham Destinations [Human Rights Policy Statement](#) outlines our commitment to the rights of all humans, including non-discrimination; the right to freedom of peaceful assembly and association; the receipt of fair wage; and the prevention of exploitation of children, forced labor, modern slavery, and human trafficking.



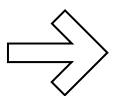
Taking a Stand Against the Exploitation of Children

Wyndham Destinations condemns all forms of the exploitation of children, including but not limited to, child labor and sexual exploitation. The company is supportive of laws enacted to prevent and punish the crime of sexual exploitation, and cooperates with law enforcement authorities to address such instances.

The travel and tourism industry has an opportunity to play an important role in preventing the exploitation of children. By partnering with ECPAT International and signing The Tourism Child-Protection Code of Conduct, we have taken a stand against the commercial sexual exploitation of children. The Tourism Child-Protection Code of Conduct is an industry-driven responsible tourism initiative in collaboration with ECPAT. It was founded by UNICEF International and supported by The World Tourism Organization (UNWTO), which is

specifically focused on protecting children from sexual exploitation in the travel and tourism industry.

As a subscriber to The Code, Wyndham Destinations commits to enhancing all policies condemning child trafficking, and providing training to associates globally. The training includes the proper tools and resources for identifying and reporting potential trafficking activities at any of the company's locations globally.



Wyndham Destinations is the first vacation ownership company to sign the Tourism Child-Protection Code of Conduct, and to enforce required training and education to associates globally in order to protect children from exploitation.



RESPONSIBLE BUSINESS

Corporate Governance and Risk Management

Strong corporate governance is an integral part of our operations and values, and our Board of Directors is committed to exercising sound corporate governance principles and practices. Our Corporate Governance Guidelines, together with the charters of the Audit, Compensation Governance, and Executive Committees of the Board, provide the framework for effective governance.

Our Chairman

The Wyndham Destinations Board of Directors is led by Stephen P. Holmes, former CEO of Wyndham Worldwide, who serves as our non-executive chairman. Mr. Holmes' experience as the former CEO and his knowledge and familiarity with our business and industry bring a valuable perspective to the Board.

In his role, Mr. Holmes continues to provide leadership to the Board by, among other things, working with the CEO of Wyndham Destinations, the Lead Director, and the Corporate Secretary to facilitate effective operation of the Board and its committees; assisting in consideration and Board adoption of the company's long-term and annual operating plans; and helping to promote senior management succession planning.

The Role of Independent Directors

The Wyndham Destinations Board of Directors recognizes the importance of having independent Board leadership. We have appointed an independent Lead Director, and six of eight current directors are independent. The Audit, Compensation, and Corporate Governance Committees are comprised solely of independent directors. Our independent directors, led by Lead Director, bring experience, oversight and expertise from outside Wyndham Destinations and our industry, which balances the company-specific experience and expertise that our non-executive chairman and CEO bring to the Board.



Board Oversight Over Economic, Social, and Environmental Risks

Wyndham Destinations is committed to delivering shareholder and stakeholder value through our Social Responsibility program, WYND Full Circle, which remains an integral part of our company culture and global business operations.

The Wyndham Destinations Board of Directors focuses on the most significant risks facing the business and our general risk management strategy, and seeks to ensure that risks undertaken are consistent with a level of risk that is appropriate and aligned with the achievement of our business objectives and strategies.

The Audit Committee provides oversight for risk assessment and risk management, including financial accounting and reporting, internal audit, information technology, cybersecurity, and compliance. The Compensation Committee oversees assessment and management of risks relating to executive compensation. The Corporate Governance Committee provides oversight to management of risks associated with the independence of the Board and potential conflicts of interest.

While each committee is responsible for providing oversight with respect to the management of risks, the entire Board of Directors is regularly informed about risk through committee reports and management presentations. This includes briefings and oversight of the Wyndham Destinations social responsibility program and its most material issues, including Inclusion and Diversity, Environmental Sustainability, Philanthropy, and Ethics and Human Rights.

Our CEO and other senior executives are responsible for day-to-day risk management analysis and mitigation, and report to the full Board of Directors or relevant committee regarding risk management. We believe this division of responsibility and leadership structure is the most effective approach to manage and mitigate risk throughout the business.

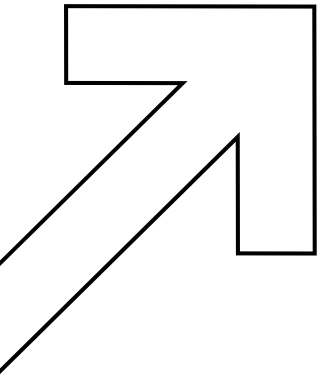


Risks Related to Corporate Social Responsibility

Many factors influence our reputation and the value of our brands including the perception held by our customers and other key stakeholders and the communities in which we do business. Our business faces increasing scrutiny related to environmental, social and governance activities and risk of damage to our reputation and the value of our brands if we fail to act responsibly or comply with regulatory requirements in a number of areas, such as safety and security, responsible tourism, environmental stewardship and sustainability, supply chain management, climate change, diversity, human rights and modern slavery, philanthropy, and support for local communities.

The continuing evolution of social media presents new challenges and requires us to keep pace with new developments and trends. Negative posts or comments about us, the properties we manage, or our brands on any social networking or user-generated review website, including travel and vacation property websites, could affect consumer opinions of us and our products, and we cannot guarantee that we will timely or adequately redress such instances.

Current and future international operations expose us to additional challenges and risks that may not be inherent in operating solely in the United States including, but not limited to, our ability to sell products and services, enforce intellectual property rights and staff and manage operations due to different social or cultural norms and practices that are not customary in the United States, distance and language.



Our Business Continuity Plan (BCP)

The Wyndham Destinations Business Continuity Team ensures our global assets — including corporate offices and managed resorts — have emergency preparedness plans in place that are specific to each individual site based on the potential risks. These plans include associate assistance plans, communication plans, and site-specific plans for dealing with and recovering from an incident.

The Wyndham Destinations **Business Continuity Plan (BCP)** Steering Team, comprised of key leaders from select departments (Information Technology, Human Resources, Facilities, and Safety & Security), provides the scope and goals for the program. Each year, the BCP models an annual lifecycle, ensuring plans are up-to-date and tested.

During the annual life cycle, the BCP team meets with department liaisons within the organization to conduct an analysis of their operations which predicts consequences of disruption. The result is establishing recovery time objectives to help business leaders validate and prioritize recovery strategies.

The Wyndham Destinations Business Continuity team holds informational webinars prior to hurricane and fire season with Resort Operations and Corporate locations. Before incidents (with timely notice), key leaders are invited to a conference call to discuss preventative measures taken at their location. During incidents, impacted resorts are in constant communication with the Business Continuity team. Post incident, a process map that details each corporate department's role in assisting Resort Operations to recover is followed.

Numerous other plans also support execution on our Business Continuity Plan and the company's ability to protect associates, owners and customers:

Communications Plan: Our Communications Plan ensures we are able to communicate with our owners, guests, and associates during and after an incident.

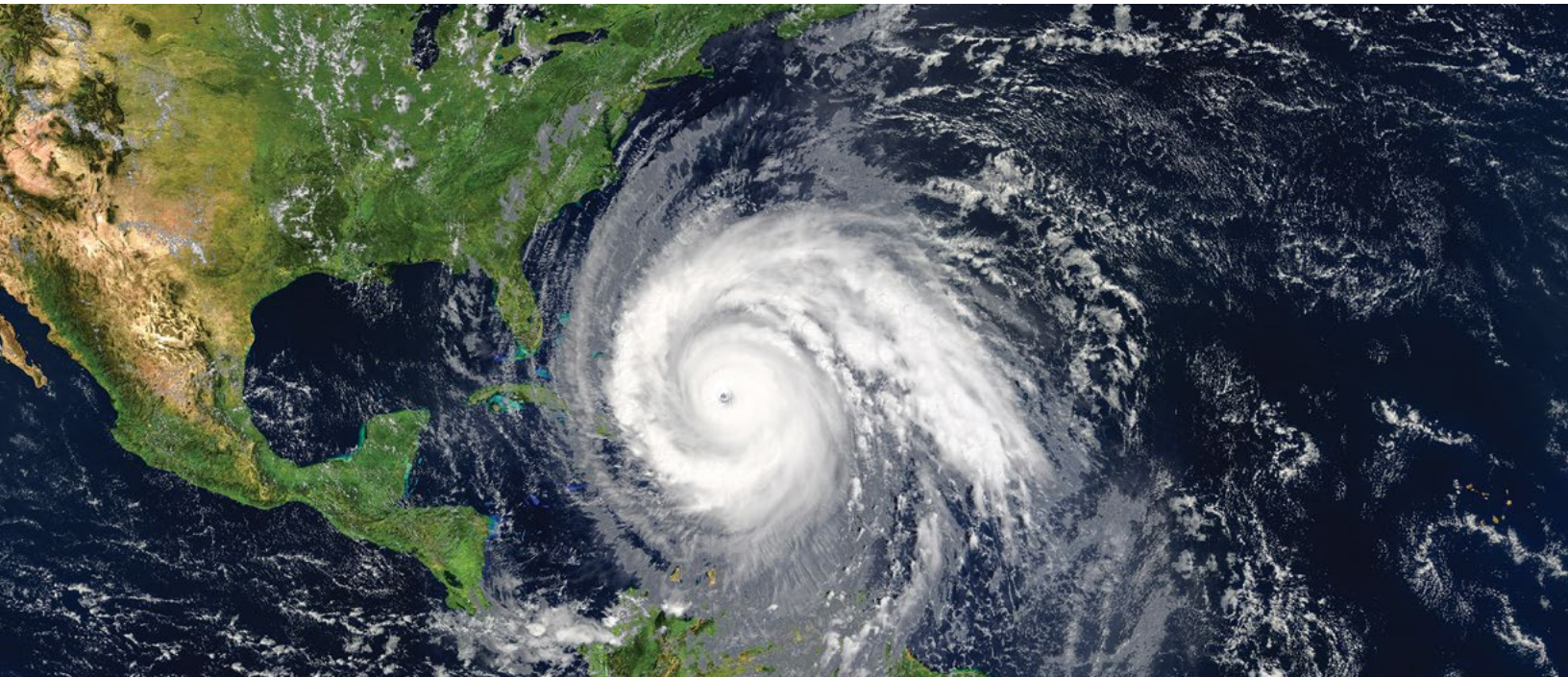
Emergency Closure Plan: Our Emergency Closure Plan is designed to provide consistency for shutting down corporate locations, ensuring all necessary business functions are cared for.

Emergency Preparedness Guide: Our Emergency Preparedness Guide assists leaders in responding to a number of different situations such as fires, workplace violence, severe weather, and an additional 24 emergency scenarios. Our Emergency Preparedness Guide sets the groundwork for responding to an incident, but additional precautions are often applied dependent upon the nature of the incident.

Associate Disaster Benefit Plan: The Associate Disaster Benefit Plan was created to ensure our associates receive personal support when displaced during and after an incident. This plan is in alignment with OSHA's standard on fire prevention.

Fire Prevention Plan: Wyndham Destinations follows a Fire Prevention Plan to reduce the cause of fires and prevent loss of life and property. This plan details mitigation efforts from reporting potential fire risks to maintaining sprinkler heads. Corporate locations conduct fire drills annually to practice evacuating. Resort Operations conducts one fire drill per quarter per shift.

Pandemic Plan: Our Pandemic Plan provides guidance for handling illnesses that are impacting a region (such as Zika Virus), location (such as a Norovirus), or a global pandemic (in the case of COVID-19).



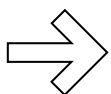
Safety for Associates, Owners, and Customers

Disasters come in all shapes and sizes. In 2019, there were 14 weather and climate disaster events globally with losses exceeding \$1 billion each across the United States. These events included three flooding events, eight severe storm events, two tropical cyclone events, and one wildfire event. Overall, these events resulted in significant economic effects on the areas impacted. The 1980–2019 annual average is 6.5 events (Consumer Price Index - adjusted); the annual average for the most recent 5 years (2015–2019) is 13.8 events (Consumer Price Index - adjusted). This information was collected from the most recent weather and climate disasters overview by the [NOAA's National Centers for Environmental Information \(NCEI\)](#).

The increase in weather and climate disaster events leaves businesses more susceptible to existing and emerging impacts. In 2020, the world also faced an unprecedented challenge in modern times with the global outbreak of COVID-19. The mission of Wyndham Destinations is to put the world on vacation. Mitigating incidents through developing business continuity strategies across our organization allows us to provide the utmost safety for associates, owners and customers.

COVID-19 Response

In light of the novel coronavirus outbreak, Wyndham Destinations created a COVID-19-specific plan for the safety and well-being of our associates, guests, and customers. This plan mirrored the direction from the Center for Disease Control and Prevention guidelines for the United States and other equivalent government agencies in the regions where we operate globally.





HUMAN CAPITAL DEVELOPMENT

Wyndham Destinations believes in fueling our associates' passion for the organization by providing the education, tools, and information they need to own their development. This level of empowerment reinforces the company's strategic pillars and brings to life our vision of putting the world on vacation by creating an environment where the diverse contributions of our associates are strengthened and valued.

We are committed to building an internal pipeline of talent by helping associates develop knowledge, skills, and an extensive network of supporters throughout their career. We foster an inclusive and diverse workplace that provides everyone the opportunity to learn, grow, and make a positive impact.

Deeper Integration to Support Our Business

In February 2019, Wyndham Destinations enhanced our culture by introducing the following four competencies to all associates: Customer Obsession, Decision Velocity, Transparency, and Empowerment.

Associates are encouraged to master these competencies through individual development plans, performance reviews, and training.



Destination U and Career Progression Programs

Global Learning and Development is aligned under the umbrella of Destination U — a single solution that puts the ownership of each associates' career development directly into their hands. By fostering growth potential for all associates at Wyndham Destinations, each individual can clearly understand where their role fits within the company and access courses that are designed specifically to advance their development. Through Destination U, associates can learn how to create an even greater impact on the overall performance of Wyndham Destinations. The resource provides associates with the script to prompt more meaningful conversations with their leader about growth and opportunity.

The format of Destination U includes three stages of internal development:

1. **Start Your Role:** Designed for new associates, this stage allows those new to Wyndham Destinations to jump into their role through onboarding and skill-building tools.
2. **Grow Your Expertise:** Associates looking to expand expertise in their current role are given access to a variety of development tools and resources, including instructor-led training, mentorship programs, job shadowing and job rotation programs, and self-paced learning resources such as TED talks, book abstracts, and e-learning courses.
3. **Develop Your Potential:** Developed for associates looking to grow their career, this stage gives the tools to seek feedback on performance and growth potential.

Wyndham Destinations offers additional programs focused on career progression including: formal talent reviews, succession planning, high-potential associate development programs, executive coaching, leader onboarding plans, new leader orientation, new leader transition training, and tuition and certification reimbursement.



Measuring Employee Engagement

In 2019, Wyndham Destinations completed our first Associate Engagement Survey as an organization. Administered by Gallup, Inc., the survey served as a benchmark measurement for the growth of our culture, adoption of values, and overall engagement of our teams. Through the partnership with Gallup, we have identified our areas of strength and opportunity in order to make necessary changes and improvements within our business.

Leveraging the Power of Information to Drive Results

Engaging employees to be successful creates a work environment that breeds innovation. Using the knowledge that technology is a factor for improving our employees overall engagement, we recognized that a new Human Resources Information System (HRIS) solution was needed to simplify and standardize HR-related processes. Results from prior engagement surveys, as well as searching for efficiency to reduce the amount of systems used, led us to explore the market. In order to maintain our high engagement results, we sought a system that would enable workforce planning through position management, empower associate engagement through mobile-first technology, and deliver key integrated business and people solutions.

Our research led us to a cloud-based Human Capital Management (HCM) system intended to replace our current environment for human resources software, talent management programming, learning and development modules and talent acquisition software – rolling all four separate solutions into one easy-to-use HCM system.

In 2019, we selected Workday™, which provides numerous, user-friendly features and benefits. For example, Workday's mobile applications enables communication to all associates, including those without access to email or a computer. Through creation of videos and communications, we are able to intelligently reach all segments of our workforce. From the very start, technology creates and delivers onboarding engagement and makes paperwork completion simpler while also providing the ability to complete performance management reviews, all on a handheld device. We are also able to create integrated leader dashboards to track a range of people-related metrics, including employee turnover or the ability to support sales, marketing and hospitality operations across functions and roles.



CUSTOMER RELATIONSHIP MANAGEMENT

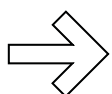
Monitoring Guest Satisfaction and Experience

Wyndham Destinations actively measures and manages customer satisfaction across its business lines by developing customized programs by market, such as loyalty and customer service programs, to strengthen relationships with customers. Each business has a dedicated executive manager tasked with implementing, managing, and overseeing customer response and satisfaction programs.

Our Customer Care departments offer a comprehensive platform for improving front line customer interactions, speeding case resolution, and generating customer feedback for process improvements. Customer service concerns are monitored and managed via emails generated from our websites, social media channels, direct guests feedback, calls into contact centers, and guest surveys. On-site guest complaints are typically responded to within 15 minutes or less.

Wyndham Destinations measures Net Promoter Score and satisfaction rates by conducting surveys for key customer-facing contacts in the following departments: Sales, Resorts, Digital (website management), and Contact Centers. Satisfaction surveys, which are based on a scale from 1 to 5, where 4 is satisfied and 5 is extremely satisfied, are monitored weekly, monthly, and quarterly. Associates and leaders are held accountable for performance.

Wyndham Destinations achieved an above average Net Promoters Score (intent to recommend) among its resort guests — measuring almost 10 points above the external hospitality benchmark.



Nearly 9 out of 10 owners, guests of owners, and rental guests who stayed at a vacation club resort are delighted with their experience (rated 4 or 5).



Improving Guest Satisfaction and Experience

Collecting and analyzing owner and guest satisfaction data is the beginning of providing the best customer experience possible. The next step is transforming the data analysis into actionable items. That is where the Wyndham Destinations Business Improvement and Quality department steps in to assure the resort guest experience is always a step above. The department looks at solutions from two different angles. The first is refining existing processes and solving pain points in the operation. Second, they visit every resort, every year, to gather feedback for corporate about how well programs are being adopted in the field, as well as if there are gaps in implementation. These two angles help to assure the programs rolled out are based on informed decisions from the stakeholders involved. Some significant improvement initiatives recently created are (1) rolling out wristbands to replace keys, (2) revising the Night Audit procedure to eliminate redundancy and improve internal controls, and (3) sourcing and rolling out panic buttons to comply with legal guidelines.

In 2019, our research helped us to implement guest experience programs that are quickly becoming a success among our owners and associates. Some of these programs improved efficiency of room readiness allowing our guests to get to their rooms quicker.

Fast Desk Program

Our Fast Desk Program was created specifically in response to needs of our guests. Last year we piloted Surface Pro devices at 30 of our larger resorts to aid in the check-in process. This not only expedited the check-in process, but it also enabled our resort team members to be mobile and able to address needs of all of our guests.



TrustYou Messaging

We leverage a mobile texting solution that provides convenience from an individual's phone. From pre-check in, to on-site needs, to check-outs, a guest can receive personalized communications, provide real-time feedback (which can be addressed in real time), request amenities to be sent to their room, all while creating guest profiles for future visits. TrustYou text was created without the need to download an app, making the process friendly to mobile users of all types. TrustYou has already shown a direct increase in customer experience; 170 base points (BPS) in overall experience, 30 BPS in Net Promoter Score, and 100 BPS in check in.

4.7M

TOTAL MESSAGES
EXCHANGED

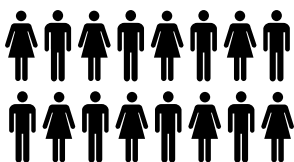
1:1.11

RESPONSE RATIO
(GUEST:STAFF)



1.3M

GUESTS REACHED



3.6M

TEXT MESSAGES
PER GUEST

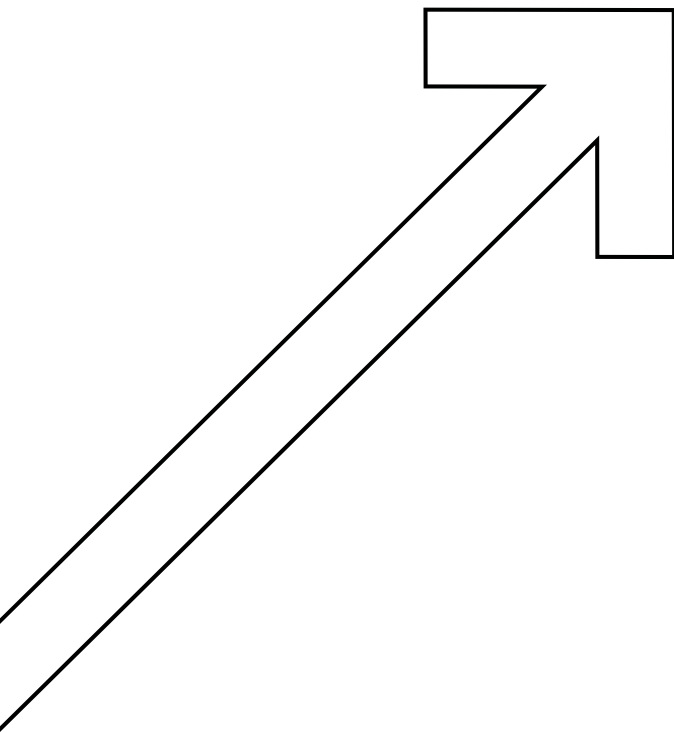


<0.5%

OPT OUT
PERCENTAGE

Panorama Acquires Alliance Reservations Network (ARN) to Improve Customer Experience

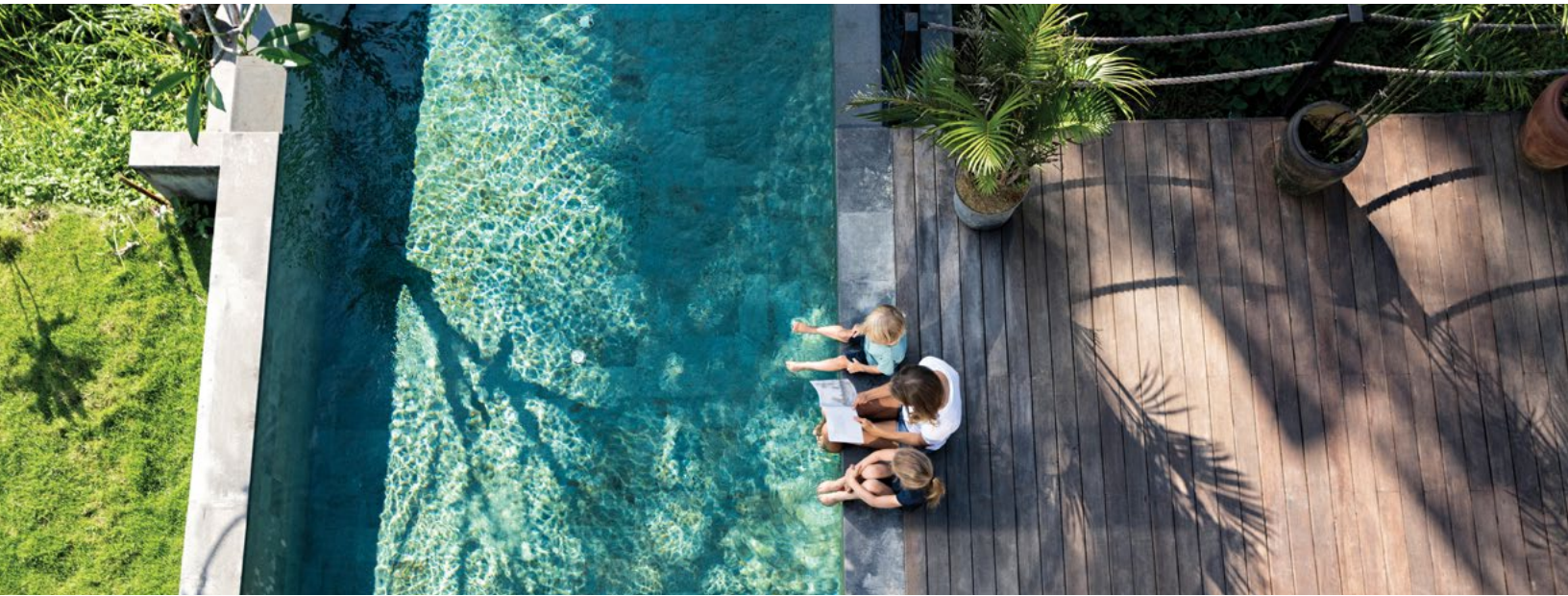
We continue to re-ignite our exchange business and broaden our membership travel services. Our new Panorama business line leverages our legacy of innovation, technology, and analytics expertise and paves the way for future growth. The foundational capabilities of Panorama have enabled a ground-breaking expansion into the broader travel market. We will become a leading travel membership provider through the selective pursuit of business opportunities that offer services to travelers both within and outside of our traditional member base. In 2019, we acquired Alliance Reservations Network (ARN), a cutting-edge private-label travel booking engine. Through ARN, we have the ability to offer travelers a wide array of ancillary travel and lifestyle services through the delivery of optimized booking engine, inventory, content and pricing resources. These enhanced capabilities revolutionize our standing in the exchange industry, while elevating our presence and influence across the full spectrum of hospitality and travel.



Loyalty Program: Wyndham Rewards

Wyndham Destinations is a proud partner of Wyndham Hotels & Resorts, participating in the Wyndham Rewards program, which enables Wyndham Rewards members to earn points for qualified stays at Wyndham Destinations properties. A 100-year partnership has been established with Wyndham Hotels & Resorts, and serves as the “Blue Thread” to connect the two businesses and provide Wyndham Destinations owners and guests with access to thousands of vacation experiences around the world. Wyndham Destinations actively engages our Wyndham Rewards members to ensure that they are able to successfully navigate the program, and are able to leverage the points structure to vacation their way.

We emphasize the benefits of Wyndham Rewards with our owners and guests through pre-arrival communications, during check-in, during post-vacation communications, and through ongoing marketing communications with our owners. Because Wyndham Rewards members typically represent the vacation ownership target market — proven through higher close rates and higher transaction sizes — this further demonstrates the value of this Blue Thread partnership to both our company and our owners.



RESPONSIBLE MARKETING AND INFORMATION PROTECTION

Our Integrity

Our sales and marketing teams fuel the continued growth of Wyndham Destinations, and by building strong relationships with our customers, we will remain a premier leader in our industry. Customer Obsession is at the forefront of our success. From our very first interaction with a customer through every single touch point that follows, we have the ability to create customer engagement, excitement, and trust.

At the heart of our Customer Obsession is integrity. In order to create these strong, positive feelings in our customers, we must be guided by our shared values, core competencies, and service commitment. Integrity is the fundamental factor that should drive our behavior. By building on our strengths and caring for one another, our customers, and our communities, everyone that walks through the door will feel better about Wyndham Destinations after meeting us than they did before.

With this in mind, we have developed Sales and Marketing manuals based solely on integrity. These manuals provide clear direction on what is, and is not, expected of every sales or marketing interaction with potential and existing customers.

Protecting Data Privacy

Wyndham Destinations recognizes and supports the need to appropriately protect the privacy of information collected from customers, associates, and applicable third parties who provide us their personal information. We implement, maintain, and monitor comprehensive privacy policies and a privacy compliance program appropriate to the business and generally accepted privacy principles, as well as applicable laws, regulations, industry standards, and contractual obligations. We also publicly post privacy notices on our websites that outline how we and our various brands process personal information. For an example, please visit wyndhamdestinations.com/privacy-notice.

Wyndham Destinations includes reasonable privacy protections into company practices, such as data security, collection limits, retention practices, and data accuracy, as well as maintaining comprehensive data management procedures. Wyndham Destinations strives to promote privacy throughout the organization through both scheduled mandatory courses and ad-hoc training.

Protecting Our Owners

Wyndham Destinations has developed programs to help ensure that its timeshare owners are well-informed about their ownership plans and how to avoid any predatory and/or misleading practices from third party exit firms. In an effort to continue to protect our customers, we have created Certified Exit – backed by Wyndham™ and Scambusters programs to give owners a higher level of protection and support.

Scambusters

Scambusters is an initiative focused on gathering and sharing details about third-party companies and who could potentially harm owners.

Some of these entities make claims to help owners with their timeshare or assist them in exiting their ownership, when in fact, they charge predatory fees and offer little to no support to the owner. The Wyndham Destinations Scambusters program provides owners with a safe and secure outlet to report any suspicious activity they experience. Wyndham Destinations then uses this information to monitor and analyze the impact of reported scams, and create strategies to educate and protect our owners.

Over the years, we've remained committed to educating, informing, and assisting the small number of owners who may be looking for alternative options regarding their ownership or to exit the product altogether. And as fraudulent third-party companies continue to be an issue, it's more important than ever to ensure owners know we are committed to them and Wyndham is their trusted source when it comes to questions about their ownership.


Certified Exit — backed by Wyndham™

In 2015, we led the industry by introducing the award-winning Ovation by Wyndham program. Ovation by Wyndham was designed to help owners seeking simple, safe, and secure options to transition out of their ownership with peace of mind. Through research and feedback from owners, we realized we still had opportunities to improve the program.

In 2020, we launched Certified Exit – backed by Wyndham™, an evolution of Ovation by Wyndham. We know that our owners are overwhelmingly happy with their ownership, but we also understand that, for a small portion of owners, their travel needs and situations change over time. This program will help our nearly 900,000 owners better understand their options should this time come and lets them know we will be here to support them with the exceptional service and expertise they know and love.

The same options available with Ovation will remain, but Certified Exit – backed by Wyndham™ expands to encompass all ownership modification and exit options under one umbrella. From listing extra points to resale guidance to options for exiting ownership, we understand that each owner's situation is unique and can help them learn what options are available given their situation.

Options for owners seeking to exit may include:

- 
1. Allowing owners to exit their timeshare and continue to travel for three years at no additional cost.
 2. Allowing owners to exit their timeshare and walk away at no cost.
 3. Enabling owners to transfer their ownership to an immediate family member at no cost.
 4. Referring owners to a trusted third-party resale company.

Wyndham Holds Exit Companies Accountable

Wyndham Destinations has filed lawsuits against third-party exit companies with cases pending in Federal Courts in Florida, New Jersey, and Tennessee. Wyndham Destinations is also pursuing claims in bankruptcy against the principals of certain exit companies in Bankruptcy Courts in California, Florida, and Nevada. To date, our actions have led Courts to enter more than 20 permanent injunctions preventing these companies and their owners from continuing to mislead and prey on Wyndham Owners.



PERFORMANCE AND METRICS

Unless specified, all metrics are global in scope, and are reported on a fiscal year basis. All numbers have been restated to only include Vacation Ownership and Exchange.

Please note that environmental performance data has been restated all the way back to our 2010 baseline to match the current footprint. Specified indicators for 2018 and 2019 have been subject to assurance under the current company name and scope of Wyndham Destinations as indicated within the following pages. Comparative specified indicators for periods prior to 2018 as well as other information aside from the specified indicators were not assured.

ECONOMIC

⇒ WYNDHAM DESTINATIONS YEAR-END RESULTS 2019

Gross VOI Sales

\$2.4B ⇒ **4%**
Growth

Further Adjusted EBITDA

\$991M ⇒ **4%**
Growth

Further Adjusted EPS

\$5.62 ⇒ **16%**
Growth

Adjusted Free Cash Flow

\$617M

Put
8 million +
people on vacation

Blue Thread Sales increased

31%

Sales to GenX and Millennials increased

20%

⇒ INCOME STATEMENT DATA BREAKDOWN *As of or For Year Ended December 31, 2019*

INCOME STATEMENT DATA <i>(in millions)</i>	2019	2018	2017
Net Revenues	\$4,043	\$3,931	\$3,806
Expenses			
→ Operating and Other ¹	3,106	3,051	3,000
→ Separation and Related Costs	45	223	26
→ Asset Impairments	27	(4)	205
→ Depreciation and Amortization	121	138	136
Total Expenses	3,299	3,408	3,367
→ Gain on sale of Business	(68)	---	---
Operating Income	812	523	439
Other (income), net	(23)	(38)	(28)
Interest Expense	162	170	155
Interest (income)	(7)	(5)	(6)
Income before income taxes	680	396	318
Provision/(benefit) for income taxes	191	130	(328)
Net income from continuing operations	489	266	646
(Loss)/income from operations of discontinued business, net of income taxes	---	(50)	209
Gain on disposal of discontinued business, net of income taxes	18	456	---
Net Income	507	672	855
Net Income attributable to noncontrolling interest	---	---	(1)
Net Income attributable to Wyndham Destinations shareholders	\$507	\$672	\$854

¹ Includes operating, cost of VOIs, consumer financing interest, marketing, restructuring, and general and administrative expenses.

→ WYNDHAM VACATION CLUB BRANDS BY RESORT (As of For Year Ended December 31, 2019)

	DOMESTIC		INTERNATIONAL		Total Resorts	Total Units
	Resorts	Units	Resorts	Units		
Club Wyndham	103	13,696	33	1,646	136	15,342
WorldMark by Wyndham	87	7,055	10	575	97	7,630
Presidential Reserve by Wyndham	18	392	---	---	18	392
Shell Vacations Club	22	1,934	3	292	25	2,226
Margaritaville Vacation Club	3	238	---	---	3	238
TOTAL (including dual-branded resorts)	233	23,315	46	2,513	279	25,828
<i>Less dual-branded resorts</i>					(49)	

→ TOTAL RESORTS **230**

⇒ OPERATING STATISTICS BY BUSINESS LINE

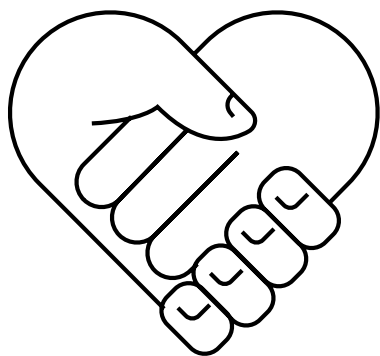
OPERATING STATISTICS	2019	2018	2017
Wyndham Vacation Clubs			
→ Gross VOI sales (in millions)	\$2,355	\$2,271	\$2,138
→ Tours (in 000s)	945	904	869
→ Volume Per Guest ("VPG")	\$2,381	\$2,392	\$2,345
Panorama			
→ Average number of members (in 000s)	3,887	3,847	3,799
→ Exchange revenue per member	\$166.54	\$171.04	\$176.74

KEY ⇒ **VOI:** Vacation Owner Interests **VPG:** Volume Per Guest

SOCIAL

Philanthropy

⇒ WYNDHAM DESTINATIONS 2019 CHARITABLE GIVING



\$2,663,131.51
Total Donations

Our Workforce¹

As of December 31, 2019, Wyndham Destinations employed approximately 24,729 associates, including 4,613 associates outside of the U.S.

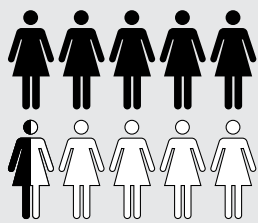
⇒ ASSOCIATE PERCENTAGE (>1%) BY REGION



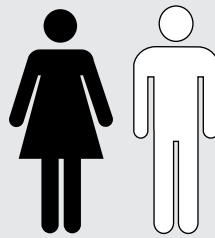
¹ GRI 102-8 Reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95.

Inclusion and Diversity

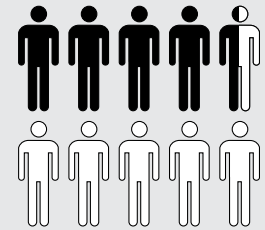
⇒ GLOBAL GENDER REPRESENTATION ¹



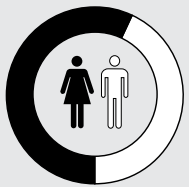
55%
of our
associates
are women



45%
of our
associates
are men

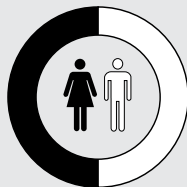


ASSOCIATE



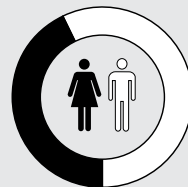
56% **44%**

MANAGER



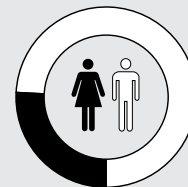
50% **50%**

DIRECTOR



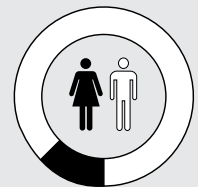
43% **57%**

VP/SVP



26% **74%**

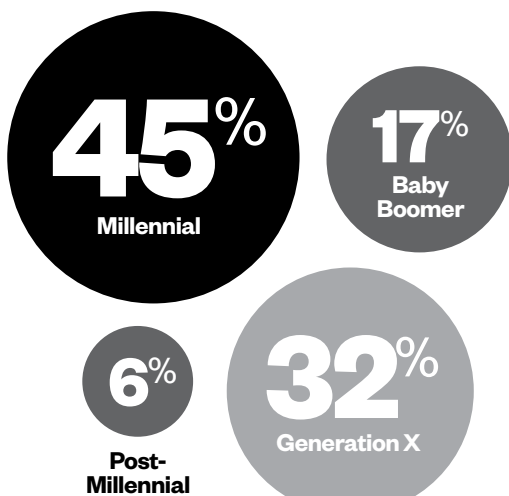
EVP



10% **90%**

GLOBAL GENDER DISTRIBUTION BY BAND

⇒ GLOBAL GENERATIONAL REPRESENTATION



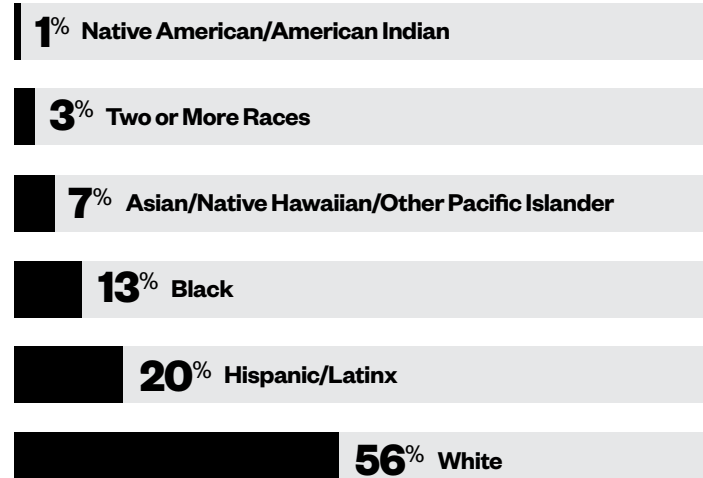
Generations

Traditionalist 1932-1945
Baby Boomers 1946-1964
Generation X 1965-1980
Millennial 1981-1996
Post-Millennial 1997-2012

0%
Traditionalist

⇒ U.S. ETHNIC GROUP REPRESENTATION ¹

We report on Ethnic Group Representation based on U.S. totals as each country has their own standards for this metric.



¹ GRI 405-1 Reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95.

ENVIRONMENTAL

The boundary for our environmental reporting is based on operational control, and includes all our operating assets that we own, manage, or lease.

⇒ GREENHOUSE GAS EMISSIONSⁱ (Calculations below based on MTCO₂e)

	2019	2018	2017
Scope 1ⁱⁱ	51,299	50,564	47,518
Scope 2ⁱⁱ	137,314	148,385	146,800
Scope 3ⁱⁱ	6,941	7,080	6,061
Scope 1 and 2 Emissions Intensity (per square foot)	0.00522265	0.00557273	0.00553310
Progress From Prior Year (intensity)	↑6.3%	↑0.7%	↓2.8%
Progress Against 2010 Baseline (2010 intensity - 0.00733300)	↓ 28.8%	↓ 24.0%	↓ 24.5%



ⁱ The following gases are included in the GHG inventory: CO₂, CH₄, N₂O, and HFCs and the reductions are compared to prior year emissions. We utilized Greenhouse Gas Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard published by the World Business Council for Sustainable Development and the World Resources Institute for reporting the GHG inventory. Reductions reported occurred in direct (Scope 1) energy and indirect (Scope 2) emissions. We utilized the latest available emission factors for each fuel type and region and Global Warming Potential factors from the Second Assessment Report (SAR) published by Intergovernmental Panel on Climate Change to calculate GHG inventory.

ⁱⁱ Energy Intensity and Reductions calculations include all types of energy consumed by the company and are compared to prior year. Actual amounts of energy consumed were reported for approximately 95% of the properties within the boundary based on total square footage with 5% estimated based on average usage based on property type.

⇒ WATER STEWARDSHIP¹

	2019	2018	2017
Total Consumption (kGals) ^{iv}	1,662,835	1,606,982	1,607,558
Water Intensity (gallons per square foot)	46.04	45	45.8
Progress from Prior Year (intensity)	↑2.3%	↓1.7%	↓3.2%
Progress against 2010 Baseline (2010 intensity - 58.4)	↓ 26.1%	↓ 23.0%	↓ 21.7%

¹ GRI 303-1 Reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95.

⇒ BIODIVERSITY



Trees planted
through partnership
with Arbor Day

..... **2019**

145,306

..... **2018**

173,412



Carbon Neutral
Coffee Offset
(mt CO₂)^v

..... **2019**

1,273

..... **2018**

1,152

⇒ BOUNDARY

Total Square Feet

..... **2019**

36,114,396

..... **2018**

35,700,412

..... **2017**

35,119,296

ⁱⁱⁱ Scope 3 is solely based on Wyndham Destinations business travel captured through BCD Travel

^{iv} Water includes municipal water supplies. Other sources of water such as surface water, ground water, rainwater, and waste water from another organization are either not used or estimated to not be a significant source of overall water usage.

^v Offset and retired on behalf of Wyndham Destinations through trees planted in the Greentrees Reforestation Project from providing Arbor Day coffee at our destinations.

GLOBAL REPORTING INITIATIVE INDEX

Our Social Responsibility Report contains disclosures from the Global Reporting Initiative (GRI) Standards, which include an internationally-recognized set of indicators to reporting on economic, environmental and social aspects of business performance. For additional information on the GRI Standards, please visit globalreporting.org.

To assist readers, this GRI Index includes references to content in this report in addition to external sources on our corporate website.

⇒ I. GENERAL DISCLOSURES

INDICATOR	DESCRIPTION	REFERENCES
→ ORGANIZATIONAL PROFILE		
102-1	Name of the organization	Wyndham Destinations, Inc.
102-2	Activities, brands, products, and services	<ul style="list-style-type: none"> • Our Company, page 5 • Wyndham Destinations Company Overview
102-3	Location of headquarters	Our corporate headquarters is located at 6277 Sea Harbor Drive in Orlando, Florida 32821
102-4	Location of operations	<ul style="list-style-type: none"> • Our Company, page 5 • Wyndham Destinations Company Overview
102-5	Ownership and legal form	Wyndham Destinations, Inc (“WYND”) is a publicly-traded corporation on the New York Stock Exchange. NYSE: WYND
102-6	Markets served	<ul style="list-style-type: none"> • Our Company, page 5 • Wyndham Destinations Company Overview • Investor Presentation (August 2020)
102-7	Scale of the organization	<ul style="list-style-type: none"> • Our Company, page 5 • 2019 10-K Filing, pages 3-4 • Wyndham Destinations Company Overview • Investor Presentation (August 2020)

102-8	<p>Information on employees and other workers <i>*reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95</i></p>	<p>• Performance and Metrics, page 82</p> <p>All figures are based on FTE (permanent) employees contracted at will.</p> <p>Female 13,603 Male 11,126 Grand Total 24,729</p> <table><tr><th>Country</th><th>Associates</th><th>Country</th><th>Associates</th></tr><tr><td>AR</td><td>6</td><td>IN</td><td>159</td></tr><tr><td>AU</td><td>1,402</td><td>IT</td><td>1</td></tr><tr><td>BR</td><td>17</td><td>JP</td><td>170</td></tr><tr><td>CA</td><td>354</td><td>MX</td><td>572</td></tr><tr><td>CN</td><td>47</td><td>NZ</td><td>65</td></tr><tr><td>CO</td><td>5</td><td>PH</td><td>311</td></tr><tr><td>EG</td><td>14</td><td>PT</td><td>25</td></tr><tr><td>ES</td><td>8</td><td>RU</td><td>1</td></tr><tr><td>FI</td><td>10</td><td>SG</td><td>147</td></tr><tr><td>FJ</td><td>298</td><td>TH</td><td>136</td></tr><tr><td>GB</td><td>191</td><td>TR</td><td>2</td></tr><tr><td>GR</td><td>8</td><td>US</td><td>20,116</td></tr><tr><td>ID</td><td>52</td><td>UY</td><td>383</td></tr><tr><td>IE</td><td>120</td><td>ZA</td><td>109</td></tr></table> <table><tr><th>Employment Type</th><th>Female</th><th>Male</th></tr><tr><td>Full Time</td><td>12,322</td><td>10,495</td></tr><tr><td>Part Time</td><td>1,281</td><td>631</td></tr></table>	Country	Associates	Country	Associates	AR	6	IN	159	AU	1,402	IT	1	BR	17	JP	170	CA	354	MX	572	CN	47	NZ	65	CO	5	PH	311	EG	14	PT	25	ES	8	RU	1	FI	10	SG	147	FJ	298	TH	136	GB	191	TR	2	GR	8	US	20,116	ID	52	UY	383	IE	120	ZA	109	Employment Type	Female	Male	Full Time	12,322	10,495	Part Time	1,281	631
Country	Associates	Country	Associates																																																																				
AR	6	IN	159																																																																				
AU	1,402	IT	1																																																																				
BR	17	JP	170																																																																				
CA	354	MX	572																																																																				
CN	47	NZ	65																																																																				
CO	5	PH	311																																																																				
EG	14	PT	25																																																																				
ES	8	RU	1																																																																				
FI	10	SG	147																																																																				
FJ	298	TH	136																																																																				
GB	191	TR	2																																																																				
GR	8	US	20,116																																																																				
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Full Time	12,322	10,495																																																																					
Part Time	1,281	631																																																																					
102-9	Supply chain	<p>• Supporting Diverse Suppliers Across Markets, page 20</p> <p>• Supply Chain, page 40</p> <p>• Supply Chain Responsibility. Page 60</p> <p>In 2019, we had over 45,000 suppliers with \$2.1B spend (North America)</p>																																																																					
102-10	Significant changes to the organization and its supply chain	<p>• <u>2019 10-K Filing</u>, pages 5-8 and 19-22</p>																																																																					
102-11	Precautionary Principle or approach	<p>• Goals and Targets, page 8</p> <p>• Environmental Sustainability, page 24</p>																																																																					

102-12	External initiatives	<ul style="list-style-type: none"> • Materiality and UN Sustainable Development Goals, pages 9-11 • Working to Protect Human Rights, page 63 • Human Rights Policy Statement
102-13	Membership of associations	<ul style="list-style-type: none"> • Marketplace Presence, page 18
→ STRATEGY		
102-14	Statement from the most senior decision-maker	<ul style="list-style-type: none"> • Message From Our President and CEO, page 4
102-15	Key impacts, risks, and opportunities	<ul style="list-style-type: none"> • Materiality and U.N. Sustainable Development Goals, pages 9-11 • 2019 10-K Filing, pages 4-6 and 22-34 • Investor Presentation (August 2020)
→ ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	<ul style="list-style-type: none"> • Ethics and Human Rights, pages 57-64 • Wyndham Destinations Code of Conduct • Beliefs and Values • Human Rights Policy Statement
102-17	Mechanisms for advice and concerns about ethics	<ul style="list-style-type: none"> • Training, Awareness, and Enforcement, page 61 • Wyndham Destinations Code of Conduct, pages 59
→ GOVERNANCE		
102-18	Governance structure of the organization	<ul style="list-style-type: none"> • Board Oversight Over Economic, Social, and Environmental Risks, page 66 • Committee Charters and Governance Documents • 2020 Proxy Statement
102-22	Composition of the highest governance body and its committees	<ul style="list-style-type: none"> • Committee Composition
102-23	Chair of the highest governance body	<ul style="list-style-type: none"> • 2020 Proxy Statement, pages 9-10
102-24	Nominating and selecting the highest governance body	<ul style="list-style-type: none"> • Corporate Governance Guidelines, pages 1-4 • Corporate Governance Committee Charter, pages 1-2 • 2020 Proxy Statement, pages 11-12
102-25	Conflicts of interest	<ul style="list-style-type: none"> • Code of Business Conduct and Ethics for Directors
102-28	Evaluating the highest governance body's performance	<ul style="list-style-type: none"> • Corporate Governance Guidelines, page 5
102-36	Process for determining remuneration	<ul style="list-style-type: none"> • 2020 Proxy Statement, pages 23-51

→ STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	• Stakeholder Engagement, page 12
102-41	Collective bargaining agreements	• 2019 10-K Filing, page 18 <i>Approximately 1% of our associates are subject to collective bargaining agreements governing their employment with our company.</i>
102-42	Identifying and selecting stakeholders	• Stakeholder Engagement, page 12
102-43	Approach to stakeholder engagement	• Stakeholder Engagement, page 12 • Customer Relationship Management, pages 73-76
102-44	Key topics and concerns raised	• Stakeholder Engagement, page 12
→ REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	• 2019 10-K Filing, page 62
102-46	Defining report content and topic boundaries	• Materiality and U.N. Sustainable Development Goals, page 9
102-47	List of material topics	• Materiality and U.N. Sustainable Development Goals, page 9
102-48	Restatements of information	• Performance and Metrics, page 79
102-49	Changes in reporting	• About This Report, page 2
102-50	Reporting period	• Our reporting period is calendar year 2019.
102-51	Date of most recent report	• About This Report, page 2
102-52	Reporting cycle	• Annual
102-53	Contact point for questions regarding the report	• wyndfullcircle@wyn.com
102-56	External assurance	Deloitte & Touche LLP reviewed specified indicators within the report in accordance with the attestation standards established by the American Institute of Certified Public Accountants. The Independent Accountants' Review Report can be found on Pages 94-95 of this report.

⇒ II. SPECIFIC DISCLOSURES: MANAGEMENT APPROACH DISCLOSURES AND INDICATORS

MATERIAL ASPECTS	GRI INDICATORS		REFERENCES
→ ECONOMIC			
Economic Performance	103	Management approach	<ul style="list-style-type: none">• 2019 10-K Filing, all pages• Investor Presentation (August 2020)
	201-1	Direct economic value generated and distributed	<ul style="list-style-type: none">• Performance and Metrics, pages 79-85• 2019 10-K Filing, page 37
	201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change	<ul style="list-style-type: none">• Environmental Sustainability, pages 24-46• Our Business Continuity Plan, page 68• CDP Climate Change Response, Question C2
	201-3	Coverage of the organization's defined benefit plan obligations	<ul style="list-style-type: none">• 2019 10-K Filing, pages 105-106
Indirect Economic Impacts	103	Management approach	<ul style="list-style-type: none">• Philanthropy, pages 48-56
	203-1	Infrastructure investments and services supported	<ul style="list-style-type: none">• Philanthropy, pages 48-56
Anti-Corruption	103	Management approach	<ul style="list-style-type: none">• A Strict Stance Against Bribery and Corruption, page 62
	205-2	Communication and training on anti-corruption policies and procedures	<ul style="list-style-type: none">• A Strict Stance Against Bribery and Corruption, page 62
→ ENVIRONMENTAL			
Energy	103	Management approach	<ul style="list-style-type: none">• Environmental Sustainability, pages 24-29 and 42-47
	302-1	Energy consumption within the organization <i>*reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95</i>	<p>In 2019, energy consumption was 607,374 MWHs (with 269,789 MWHs of direct consumption of fuel and 337,589 MWHs of indirect consumption of electricity)</p> <ul style="list-style-type: none">• Non-renewable fuel (including natural gas, propane, diesel - mobile, gasoline - mobile)• Consumed electricity (including renewable onsite + non-renewable purchase)
	302-3	Energy intensity <i>*reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95</i>	<p>In 2019, energy intensity was 16.8 kWh per square foot.</p> <ul style="list-style-type: none">• Energy included in this calculation includes total energy consumed within the organization as reported under GRI302-1.

MATERIAL ASPECTS	GRI INDICATORS		REFERENCES
Water	103	Management approach	• Environmental Sustainability, page 32
	303-1	Water withdrawal by source <i>*reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95</i>	• Performance and Metrics, page 85
Biodiversity	304	Management approach	• Biodiversity, page 38
	304-3	Habitats protected or restored	• Biodiversity, page 38
Emissions	103	Management approach	• Environmental Sustainability, pages 24-29 and 42-45
	305-1	Direct greenhouse gas (GHG) emissions (Scope 1) <i>*reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95</i>	• Performance and Metrics, page 84
	305-2	Energy indirect greenhouse gas (GHG) emissions (Scope 2) <i>*reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95</i>	• Performance and Metrics, page 84
	305-3	Other indirect greenhouse gas (GHG) emissions (Scope 3) <i>*reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95</i>	• Performance and Metrics, page 84
	305-4	Greenhouse gas (GHG) emissions intensity <i>*reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95</i>	• Performance and Metrics, page 84
Effluents and Waste	103	Management approach disclosure	• Waste, pages 34-36
	306-2	Waste by type and disposal method	• Waste, page 35
Supplier Environmental Assessment	103	Management approach	• Supply Chain, page 40
	308-1	New suppliers that were screened using environmental criteria	• Supply Chain, page 40
→ SOCIAL			
Employment	103	Management approach	• Stakeholder Engagement, page 12 • Human Capital Development, pages 70-72 • <u>Careers</u>
	401-1	New hires and associate turnover	• In 2019, we had 7,196 active new hires and our turnover rate was 41.31%

MATERIAL ASPECTS	GRI INDICATORS		REFERENCES																																																																					
Training and Education	103	Management approach	• Human Capital Development, pages 70-72																																																																					
	404-2	Programs for upgrading associate skills and transition assistance programs	• Human Capital Development, pages 70-72																																																																					
	404-3	Percentage of associates receiving regular performance and career development reviews	• Human Capital Development, pages 70-72																																																																					
Diversity and Equal Opportunity	103	Management approach	• Global Inclusion and Diversity, pages 13-23																																																																					
	405-1	Diversity of governance bodies and associates <i>*reviewed by Deloitte and Touche LLP, as detailed in the Independent Accountants' Review Report on Pages 94-95</i>	• Global Inclusion and Diversity, page 16 • Performance and Metrics, pages 82-83 <table><tr><th>Age of Associates</th><th>Female</th><th>Male</th></tr><tr><td><30 years</td><td>27%</td><td>26%</td></tr><tr><td>30 - 50 years</td><td>49%</td><td>50%</td></tr><tr><td>>50 years</td><td>24%</td><td>24%</td></tr></table> <table><tr><th colspan="6">Associate Age Group by Band</th></tr><tr><th>Age Group</th><th>Associate</th><th>Manager</th><th>Director</th><th>VP/SVP</th><th>EVP</th></tr><tr><td><30 years</td><td>29%</td><td>8%</td><td>1%</td><td>0%</td><td>0%</td></tr><tr><td>30 - 50 years</td><td>47%</td><td>69%</td><td>70%</td><td>64%</td><td>40%</td></tr><tr><td>>50 years</td><td>24%</td><td>23%</td><td>29%</td><td>36%</td><td>60%</td></tr></table> <table><tr><th colspan="4">Board</th></tr><tr><th colspan="2">Gender</th><th colspan="2">Diversity</th></tr><tr><th>Female</th><th>Male</th><th>White</th><th>Latino</th></tr><tr><td>25%</td><td>75%</td><td>88%</td><td>12%</td></tr></table> <table><tr><th>Age of Board</th><th>Female</th><th>Male</th></tr><tr><td><30 years</td><td>0%</td><td>0%</td></tr><tr><td>30 - 50 years</td><td>0%</td><td>0%</td></tr><tr><td>>50 years</td><td>100%</td><td>100%</td></tr></table> We do not report associates by function since functions are still evolving.	Age of Associates	Female	Male	<30 years	27%	26%	30 - 50 years	49%	50%	>50 years	24%	24%	Associate Age Group by Band						Age Group	Associate	Manager	Director	VP/SVP	EVP	<30 years	29%	8%	1%	0%	0%	30 - 50 years	47%	69%	70%	64%	40%	>50 years	24%	23%	29%	36%	60%	Board				Gender		Diversity		Female	Male	White	Latino	25%	75%	88%	12%	Age of Board	Female	Male	<30 years	0%	0%	30 - 50 years	0%	0%	>50 years	100%
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Human Rights Assessment	103	Management approach	• Ethics and Human Rights, pages 57-59																																																																					
	412-2	Associate training on human rights policies or procedures	• Ethics and Human Rights, pages 61-63																																																																					

Local Communities	103	Management approach	• Philanthropy, pages 48-56
	413-1	Operations with local community engagement, impact assessments, and development programs	• Philanthropy, pages 48-56
Supplier Social Assessment	103	Management approach	• Global Inclusion and Diversity, pages 20-22 • Supply Chain Responsibility, page 60
	414-1	New suppliers screened using labor practices criteria	• Supply Chain Responsibility, page 60
Public Policy	103	Management approach	• <u>Political Contribution Statement</u>
	415-1	Political contributions	• <u>Federal Election Commission Disclosures</u>
Customer Health and Safety	103	Management approach	• Safety for Associates, Owners and Customers, page 69
	416-1	Assessment of the health and safety impacts of product and service categories	• Safety for Associates, Owners and Customers, page 69
Marketing and Labeling	103	Management approach	• Responsible Marketing and Information Protection, page 77
	417-2	Requirements for product and service information	• Responsible Marketing and Information Protection, page 77
Customer Privacy	103	Management approach	• Protecting Data Privacy, pages 77 • <u>Privacy Notice</u>
	418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	• None during the reporting period

INDEPENDENT ACCOUNTANTS' REVIEW REPORT

To the Board of Directors
Wyndham Destinations, Inc.
Orlando, Florida

We have reviewed the following indicators presented in the 2019-2020 Social Responsibility Report (the "specified indicators") of Wyndham Destinations, Inc. (the "Company") for the year ended December 31, 2019:

- 302-1: Energy consumption within the organization
- 302-3: Energy Intensity
- 303-1: Water withdrawal by source
- 305-1: Direct greenhouse gas (GHG) emissions (Scope 1)
- 305-2: Energy indirect greenhouse gas (GHG) emissions (Scope 2)
- 305-3: Other indirect greenhouse gas (GHG) emissions (Scope 3)
- 305-4: Greenhouse gas (GHG) emissions intensity

and as of December 31, 2019:

- 102-8: Information on employees and other workers
- 405-1: Diversity of governance bodies and employees

The Company's management is responsible for preparing and presenting the specified indicators above in accordance with the following:

- 302-1: Energy consumption within the organization in accordance with Disclosure 302-1 *Energy consumption within the organization* from the Global Reporting Initiative (GRI) Sustainability Reporting Standards: 302 Energy 2016 ("GRI Disclosure 302-1")
- 302-3: Energy Intensity in accordance with Disclosure 302-3 *Energy intensity* from the GRI Sustainability Reporting Standards: 302 Energy 2016 ("GRI Disclosure 302-3")
- 303-1: Water withdrawal by source in accordance with Disclosure 303-1 *Water withdrawal by source* from the GRI Sustainability Reporting Standards 303: Water 2016 ("GRI Disclosure 303-1")
- 305-1: Direct greenhouse gas (GHG) emissions (Scope 1) in accordance with Disclosure 305-1 *Direct (Scope 1) GHG emissions* from the GRI Sustainability Reporting Standards 305: Emissions 2016 ("GRI Disclosure 305-1")
- 305-2: Energy indirect greenhouse gas (GHG) emissions (Scope 2) in accordance with Disclosure 305-2 *Energy indirect (Scope 2) GHG emissions* from the GRI Sustainability Reporting Standards 305: Emissions 2016 ("GRI Disclosure 305-2")
- 305-3: Other indirect greenhouse gas (GHG) emissions (Scope 3) in accordance with Disclosure 305-3 *Other indirect (Scope 3) GHG emissions* from the GRI Sustainability Reporting Standards 305: Emissions 2016 ("GRI Disclosure 305-3")
- 305-4: Greenhouse gas (GHG) emissions intensity in accordance with Disclosure 305-4 *GHG emissions intensity* from the GRI Sustainability Reporting Standards 305: Emissions 2016 ("GRI Disclosure 305-4")
- 102-8: Information on employees and other workers in accordance with Disclosure 102-8 *Information on employees and other workers* from the GRI Sustainability Reporting Standards 102: General Disclosures 2016 ("GRI Disclosure 102-8")
- 405-1: Diversity of governance bodies and employees in accordance with Disclosure 405-1 *Diversity of governance bodies and employees* from the GRI Sustainability Reporting Standards 405: Diversity and Equal Opportunity 2016 ("GRI Disclosure 405-1")

Our responsibility is to express a conclusion on the specified indicators based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA) in AT-C section 105, *Concepts Common to All Attestation Engagements*, and AT-C Section 210, *Review Engagements*. Those standards require that we plan and perform the review to

obtain limited assurance about whether any material modifications should be made to the specified indicators in order for them to be presented in accordance with the criteria. A review is substantially less in scope than an examination, the objective of which is to obtain reasonable assurance about whether the specified indicators are presented in accordance with the criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. We believe that our review provides a reasonable basis for our conclusion.

In performing our review, we have complied with the independence and other ethical requirements of the *Code of Professional Conduct* issued by the AICPA. We applied the Statements on Quality Control Standards established by the AICPA and, accordingly, maintain a comprehensive system of quality control.

Our review was limited to those indicators specified by management and such specified indicators may not necessarily reflect the overall sustainability profile of the Company.

The preparation of the specified indicators requires management to interpret the criteria, make determinations as to the relevancy of information to be included, and make estimates and assumptions that affect the reported information. Measurement of certain amounts, some of which may be referred to as estimates, are subject to substantial inherent measurement uncertainty resulting for example from units of measure, conversion factors, or estimation assumptions used by management. Obtaining sufficient, appropriate review evidence to support our conclusion does not reduce the inherent uncertainty in the amounts and metrics. The selection by management of different but acceptable measurement methods, input data, or assumptions, may have resulted in materially different amounts or metrics being reported.

The comparative specified indicators for periods prior to December 31, 2018, as well as all other information presented within the Company's 2019-2020 Social Responsibility Report other than the specified indicators noted below were not reviewed by us and, accordingly, we do not express any assurance on them.

Based on our review, we are not aware of any material modifications that should be made to the following specified indicators presented in the 2019-2020 Social Responsibility Report of Wyndham Destinations, Inc. for the year ended December 31, 2019:

- 302-1: Energy consumption within the organization in order for it to be presented in accordance with GRI Disclosure 302-1
- 302-3: Energy Intensity in order for it to be presented in accordance with GRI Disclosure 302-3
- 303-1: Water withdrawal by source in order for it to be presented in accordance with GRI Disclosure 303-1
- 305-1: Direct greenhouse gas (GHG) emissions (Scope 1) in order for it to be presented in accordance with GRI Disclosure 305-1
- 305-2: Energy indirect greenhouse gas (GHG) emissions (Scope 2) in order for it to be presented in accordance with GRI Disclosure 305-2
- 305-3: Other indirect greenhouse gas (GHG) emissions (Scope 3) in order for it to be presented in accordance with GRI Disclosure 305-3
- 305-4: Greenhouse gas (GHG) emissions intensity in order for it to be presented in accordance with GRI Disclosure 305-4

and as of December 31, 2019:

- 102-8: Information on employees and other workers in order for it to be presented in accordance with GRI Disclosure 102-8
- 405-1: Diversity of governance bodies and employees in order for it to be presented in accordance with GRI Disclosure 405-1

October 30, 2020



Wyndham Destinations
Non-GAAP Measure: Reconciliation of Net Income to Adjusted EBITDA to
Further Adjusted Net Income From Continuing Operations
(in millions, except diluted per share amounts)

	Twelve Months Ended December 31			
	2019	EPS	2018	EPS
Net Income attributable to WYND shareholders	\$ 507	\$ 5.48	\$ 672	\$ 6.77
Gain on disposal of discontinued operations, net of income taxes	18		456	
Income/(loss) from discontinued operations, net of income taxes	—		(50)	
Net income from continuing operations	\$ 489	\$ 5.29	\$ 266	\$ 2.68
Restructuring costs	9		16	
Separation and related costs	45		223	
Legacy items	1		1	
Amortization of acquired intangibles ^(a)	9		12	
Debt modification costs in interest expense ^(b)	—		3	
Impairments	27		(4)	
Gain on sale of business	(68)		—	
Acquisition and divestiture costs	1		—	
Value-added tax refund	—		(16)	
Taxes ^(c)	6		(36)	
Adjusted net income from continuing operations	\$ 520	\$ 5.62	\$ 466	\$ 4.69
Income taxes on adjusted net income	185		166	
Stock-based compensation expense ^(d)	20		23	
Depreciation	112		126	
Interest expense	162		167	
Interest income	(7)		(5)	
Adjusted EBITDA	\$ 991		\$ 942	
Separation and other adjustments	—		15	
Further adjusted EBITDA	\$ 991		\$ 957	
Depreciation	(112)		(121)	
Interest expense	(162)		(164)	
Interest income	7		5	
Stock-based compensation	(20)		(18)	
Further adjusted taxes	(185)		(179)	
Further adjusted net income from continuing operations	\$ 520	\$ 5.62	\$ 480	\$ 4.84
Diluted Shares Outstanding	92.4		99.2	

Amounts may not add due to rounding. The table above reconciles certain non-GAAP financial measures to their closest GAAP measure. The presentation of these adjustments is intended to permit the comparison of particular adjustments as they appear in the income statement in order to assist investors' understanding of the overall impact of such adjustments. In addition to GAAP financial measures, the Company provides adjusted net income from continuing operations and adjusted diluted EPS from continuing operations to assist our investors in evaluating our ongoing operating performance for the current reporting period and, where provided, over different reporting periods, by adjusting for certain items which in our view do not necessarily reflect ongoing performance. We also internally use these measures to assess our operating performance, both absolutely and in comparison to other companies, and in evaluating or making selected compensation decisions. The Company is also presenting non-GAAP results on a further adjusted basis as if the spin-off of its hotel business and the sale of its European vacation rentals business had occurred for all periods presented. These supplemental disclosures are in addition to GAAP reported measures. Non-GAAP measures should not be considered a substitute for, nor superior to, financial results and measures determined or calculated.

See "Definitions, Page 99" for the definitions of these non GAAP measures.

- (a) Amortization of acquisition-related assets is excluded from adjusted net income from continuing operations, adjusted EBITDA, further adjusted EBITDA and further adjusted net income from continuing operations.
- (b) Debt modification costs in interest expense are excluded from adjusted net income from continuing operations, adjusted EBITDA, further adjusted EBITDA and further adjusted net income from continuing operations.
- (c) In the twelve months ended December 31, 2019, amount represents \$13 million of tax expense incurred by the Company in connection with the separation of the hotel business partially offset by \$7 million in relation to the net tax effects of the adjustments. In the twelve months ended December 31, 2018, amounts represent the tax effect of the adjustments totaling \$76 million partially offset by \$27 million of non-cash state tax expense incurred by the Company in connection with the separation of the hotel business and \$13 million of primarily non-cash tax expense from certain internal restructurings associated with the sale of its European vacation rentals business.
- (d) All stock-based compensation is excluded from adjusted EBITDA and further adjusted EBITDA. Stock-based compensation for the Wyndham Destinations' equity recipients is included as a reduction to further adjusted net income from continuing operations.

Wyndham Destinations
Non-GAAP Measure: Reconciliation of Net VOI Sales to Gross VOI Sales
(in millions)

The Company believes gross VOI sales provide an enhanced understanding of the performance of its vacation ownership business because it directly measures the sales volume of this business during a given reporting period.

The following table provides a reconciliation of Net VOI sales to Gross VOI sales:

Year					
2019	Q1	Q2	Q3	Q4	Full Year
Net VOI sales	\$ 375	\$ 481	\$ 528	\$ 464	\$ 1,848
Loan loss provision	109	129	135	106	479
Gross VOI sales, net of Fee-for-Service sales	484	610	663	570	2,327
Fee-for-Service sales	—	16	—	12	28
Gross VOI sales	\$ 484	\$ 626	\$ 663	\$ 582	\$ 2,355
2018					
Net VOI sales	\$ 358	\$ 462	\$ 503	\$ 446	\$ 1,769
Loan loss provision	92	126	132	106	456
Gross VOI sales, net of Fee-for-Service sales	450	588	635	552	2,225
Fee-for-Service sales	15	14	5	12	46
Gross VOI sales	\$ 465	\$ 602	\$ 640	\$ 564	\$ 2,271
2017					
Net VOI sales	\$ 350	\$ 446	\$ 466	\$ 422	\$ 1,684
Loan loss provision	85	111	123	101	420
Gross VOI sales, net of Fee-for-Service sales	435	557	589	523	2,104
Fee-for-Service sales	3	5	11	15	34
Gross VOI sales	\$ 438	\$ 562	\$ 600	\$ 538	\$ 2,138

Note: Amounts may not add due to rounding.

Wyndham Destinations
Non-GAAP Measure: Reconciliation of Net Cash Provided by Operating Activities from Continuing Operations to Adjusted Free Cash Flow from Continuing Operations
(in millions)

	Twelve Months Ended December 31, 2019
Net cash provided by operating activities from continuing operations	\$ 453
Property and equipment additions	(108)
Sum of proceeds and principal payments of non-recourse vacation ownership debt	185
Free cash flow from continuing operations	\$ 530
Separation and other adjustments ^(a)	87
Adjusted free cash flow from continuing operations	\$ 617

(a) Includes cash paid for separation-related activities and transaction costs for acquisitions and divestitures.

Definitions

Adjusted EBITDA: A non-GAAP measure, defined by the Company as net income before depreciation and amortization, interest expense (excluding consumer financing interest), early extinguishment of debt, interest income (excluding consumer financing revenues) and income taxes, each of which is presented on the Consolidated Statements of Income. Adjusted EBITDA also excludes stock-based compensation costs, separation and restructuring costs, transaction costs and impairments, gains and losses on sale/disposition of business, and items that meet the conditions of unusual and/or infrequent. We believe that when considered with GAAP measures, Adjusted EBITDA is useful to assist our investors in evaluating our ongoing operating performance for the current reporting period and, where provided, over different reporting periods. We also internally use these measures to assess our operating performance, both absolutely and in comparison to other companies, and in evaluating or making selected compensation decisions. Adjusted EBITDA should not be considered in isolation or as a substitute for net income or other income statement data prepared in accordance with GAAP and our presentation of Adjusted EBITDA may not be comparable to similarly-titled measures used by other companies.

Adjusted net income from continuing operations: A non-GAAP measure, defined by the Company as net income from continuing operations adjusted to exclude separation and restructuring costs, amortization of acquisition-related assets, debt modification costs, impairments, gains and losses on sale/disposition of business and items that meet the conditions of unusual and/or infrequent and the tax effect of such adjustments.

Adjusted diluted earnings per share: A non-GAAP measure, defined by the Company as Adjusted net income from continuing operations divided by the diluted weighted average number of common shares.

Further adjusted earnings measures: For 2018, a non-GAAP measure, defined by the Company to exclude certain items including impairment charges, restructuring and other related charges, transaction-related items, contract termination costs and other significant charges which in the Company's view does not reflect ongoing performance. Further adjusted earnings measures adjust for license fees, credit card income and corporate expense to reflect the performance of the Company as if it were separated from Wyndham Hotels & Resorts and the sale of the European rentals business was completed for all reported periods. All further adjusted earnings measures are reported from continuing operations, unless otherwise noted. Wyndham Destinations believes that these measures are useful to investors as supplemental measures in evaluating the aggregate performance of the Company.

Gross Vacation Ownership Interest Sales: A non-GAAP measure, represents sales of vacation ownership interests (VOIs), including sales under the fee-for-service program before the effect of loan loss provisions. We believe that Gross VOI sales provide an enhanced understanding of the performance of our vacation ownership business because it directly measures the sales volume of this business during a given reporting period.

Tours: Represents the number of tours taken by guests in our efforts to sell VOIs.

Volume Per Guest (VPG): Represents Gross VOI sales (excluding tele-sales upgrades, which are non-tour upgrade sales) divided by the number of tours. The Company has excluded non-tour upgrade sales in the calculation of VPG because non-tour upgrade sales are generated by a different marketing channel.

Average Number of Members: Represents paid members in our vacation exchange programs who are current on their annual membership dues or within the allowed grace period.

Exchange Revenue Per Member: Represents total revenues generated from fees associated with memberships, exchange transactions, and other servicing for the period divided by the average number of vacation exchange members during the period.

Free Cash Flow from Continuing Operations (FCF): A non-GAAP measure, defined by the Company as net cash provided by operating activities from continuing operations less property and equipment additions (capital expenditures) plus the sum of proceeds and principal payments of non-recourse vacation ownership debt. The Company believes FCF to be a useful operating performance measure to evaluate the ability of its operations to generate cash for uses other than capital expenditures and, after debt service and other obligations, its ability to grow its business through acquisitions and equity investments, as well as its ability to return cash to shareholders through dividends and share repurchases. A limitation of using FCF versus the GAAP measures of net cash provided by operating activities as a means for evaluating Wyndham Destinations is that FCF does not represent the total cash movement for the period as detailed in the consolidated statement of cash flows.

Adjusted Free Cash Flow from Continuing Operations: A non-GAAP measure, defined by the Company as net cash provided by operating activities from continuing operations less property and equipment additions (capital expenditures) plus the sum of proceeds and principal payments of non-recourse vacation ownership debt, while also adding back corporate and other costs, transaction costs for acquisitions and divestitures, and separation adjustments associated with the spin-off to reflect the performance of the Company as if it were separated from Wyndham Hotels & Resorts during all reported periods.



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