

## Values and Count on Me Script – Mary Falvey Video

Hi Team, I'm Mary Falvey, Chief Administrative Officer.

I'd like to take a moment to talk about the key elements that define our culture at Wyndham Hotels & Resorts - our core values and Count on Me service promise.

Our commitment to our values and Count on Me service promise are recognized and celebrated at all levels within our organization.

Our five core values are the lens through which we make our decisions. They anchor our commitment to serve our guests, communities and each other, and represent those deeply held principles that we believe to be right and true.

Every team member should know our values by heart. Here they are:

[Show values on screen]

- **Integrity** – We hold ourselves to the highest standards. We're responsible, truthful and transparent. We do the right thing.
- **Accountability** – We honor our commitments and deliver results. Under any circumstance, we stand up and say: "Count on me."
- **Inclusivity** – We respect differences in people, cultures, ideas and experiences. We foster partnership and we welcome all. The best decisions come together by different perspectives coming to the table.
- **Caring** – We never underestimate the power of compassion. We generously give our time, attention and action.
- **And Fun!** Who doesn't like to have fun?! When we have fun doing what we love, our guests love their experiences with us.

We ask that you embrace these important principles in all you do.

Count on Me [Show pineapple logo on the side of the screen] is our Company's service promise in which each team member aims to be responsive, respectful and deliver great experiences.

What makes Count on Me unique is that it's proactive; it means going that extra mile, giving 110 percent and showing others that they can count on you for a helping hand.

We're so proud of both our Count on Me culture and core values, and we hope you'll help us demonstrate them each and every day.

Thank you again for all you do, and if you're a new team member, welcome to Wyndham Hotels & Resorts, and we look forward to an exciting journey together!