

2020 SUSTAINABILITY REPORT



From Our Chairman and Chief Executive Officer



Dear Fellow Shareholders,

I am pleased to submit the Ryman Hospitality Properties, Inc. 2020/2021 Sustainability Report, which outlines our four-pronged commitment to sustainability through conservation, preservation, personification, and innovation. The report provides social and environmental performance data and information from 2019 and 2020. Our Environmental, Social and Governance (ESG) disclosures extend to our hospitality segment only, which equates to roughly 88% of our total revenue. For this year, we continue to disclose our performance in accordance with the Global Reporting Initiative (GRI) Index and added an additional disclosure aligned with the Sustainability Accounting Standards Board (SASB) Real Estate Infrastructure Segment Standard.

The year 2020 was without question the most difficult and tumultuous year in the hospitality industry. Here in Nashville, the year started with a series of tornadoes that created widespread destruction. Soon after those events, our nation felt the impact of the COVID-19 global pandemic. In May 2020, our country faced the senseless death of George Floyd, which brought renewed attention to racial injustice. This series of events was unlike anything any of us have experienced in our lifetimes, and I am very proud of the way our company has not only shown strength and resilience in the face of adversity, but also renewed commitments to our ESG progress, with a specific focus on diversity, equity and inclusion (DEI). We realize that our commitments to conducting business in a manner that all stakeholders deem to be ethical and in accordance with the highest standards of integrity is more important than ever.

During this last year, we have made ESG and DEI a priority throughout our organization and the communities in which we operate. The recent Gaylord Palms expansion was designed for efficiency, including public spaces that use energy efficient windows to maximize natural light, reduce energy consumption, and operate on water from a reclaimed water irrigation system. In response to COVID-19 and to support the reopening of the local Nashville business community, we partnered with Nashville Convention and Visitors Corp., Vanderbilt Health, and SERVPRO to create a hospitality safety program called Good to Go. Good to Go is a program in which participating businesses commit to following COVID-19 guidelines

established by Nashville's Metro Public Health Department. As part of the partnership, our company provided access to training materials and other information to the businesses enrolled in the program. Finally, the ongoing fight against injustice and for equality has continued to spotlight how important the values of DEI are to Ryman Hospitality Properties. To this end, in 2021, we carried out a deep examination of our practices and began instituting new initiatives to be a stronger community partner and agent for change. That work included my personal commitment to directly impact diversity and inclusion within the organization and in our communities through a four-part promise that supports diverse roles in hospitality, entertainment, leadership, and increased advocacy efforts.

We have also started working with our manager, Marriott, to find new ways to expand the existing programs at our hotels. Our Gaylord Hotels (a leading luxury brand of Marriott) develop programs and goals in line with the SERVE 360 Sustainability & Social Impact platform. New in this report, we illustrate the alignment between the Company's four sustainability commitments and the hotels' SERVE 360 initiatives to Nurture Our World, Sustain Responsible Operations, Empower Through Opportunity and Welcome All and Advance Human Rights.

Moving forward, we are inspired by BlackRock's CEO Larry Fink's call to action for companies to plan for the physical risks of climate change and prepare for a net-zero economy. As a first step, we conducted a portfolio wide assessment of water risk, climate risk, biodiversity and protected areas, socioeconomic risk, and relevant local laws and policies for our hospitality portfolio. We will build on this assessment to, in future years, set targets to hold ourselves accountable and improve performance in the key areas of energy, carbon emissions, water, and waste.

Thank you for your interest in our company and for joining us on our ESG/DEI journey.

Sincerely,

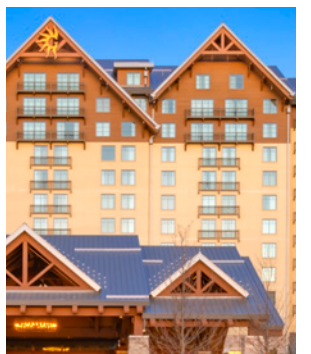
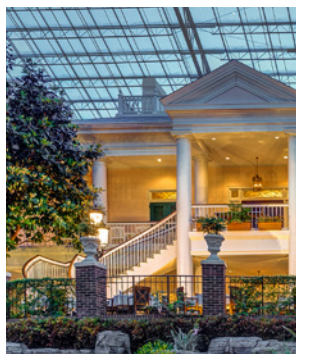
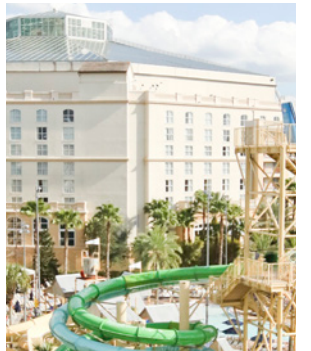
Colin V. Reed
CHAIRMAN OF THE BOARD
AND CHIEF EXECUTIVE OFFICER,
RYMAN HOSPITALITY PROPERTIES, INC.

During this last year, we have made ESG and DEI a priority throughout our organization and the communities in which we operate.

Table of Contents



- 4** About This Report
- 5** Our Hospitality Portfolio / Who We Are
- 8** Our Commitment to Sustainability
- 14** Conservation: Sustainable and Efficient Resource Use
- 19** Preservation: Preserving the Value of our Heritage
- 25** Personification: Our People-Centric Culture
- 32** Innovation: Sustainable Growth
- 34** Companywide Social and Hospitality Portfolio Historical Performance (2016-2020)
- 36** SASB Tables
- 40** GRI Disclosures



About This Report

This Sustainability Report highlights the environmental and social performance of Ryman Hospitality Properties, Inc.

("we", "us", or the "Company"), during the periods from 2019 to 2020, unless otherwise noted. In addition, this report also discloses our most recent four-pronged promise to directly impact diversity, equity and inclusion within the organization and in our communities.

The boundaries of this report are limited to our hospitality portfolio which, with respect to ESG, includes Gaylord Opryland Resort & Convention Center in Nashville, Tennessee ("Gaylord Opryland"), Gaylord Palms Resort & Convention Center in Kissimmee, Florida ("Gaylord Palms"), Gaylord Texan Resort & Convention Center in Grapevine, Texas ("Gaylord Texan"), Gaylord National Resort & Convention Center near Washington D.C. ("Gaylord National"), and Gaylord Rockies Resort & Convention Center in Aurora, Colorado ("Gaylord Rockies"). Our other owned hotel assets consist of the Inn at Opryland, a 303-room overflow hotel adjacent to Gaylord Opryland, and the AC Hotel at National Harbor, Washington D.C. ("AC Hotel"), an overflow hotel near Gaylord National. These hospitality properties are managed by Marriott International, Inc. ("Marriott"). Pertaining to our environmental data, metrics are based on 2019 and 2020 data from our wholly-owned hotel properties, as well as the Gaylord Springs Golf Links in Nashville, Tennessee ("Gaylord Springs"). (Please note that our environmental performance data has not been verified or certified.)

We have not yet incorporated our entertainment segment into our ESG data disclosures. Our media and entertainment assets include the Grand Ole Opry, the Ryman Auditorium, WSM-AM, Ole Red, Wildhorse Saloon, and the General Jackson Showboat.



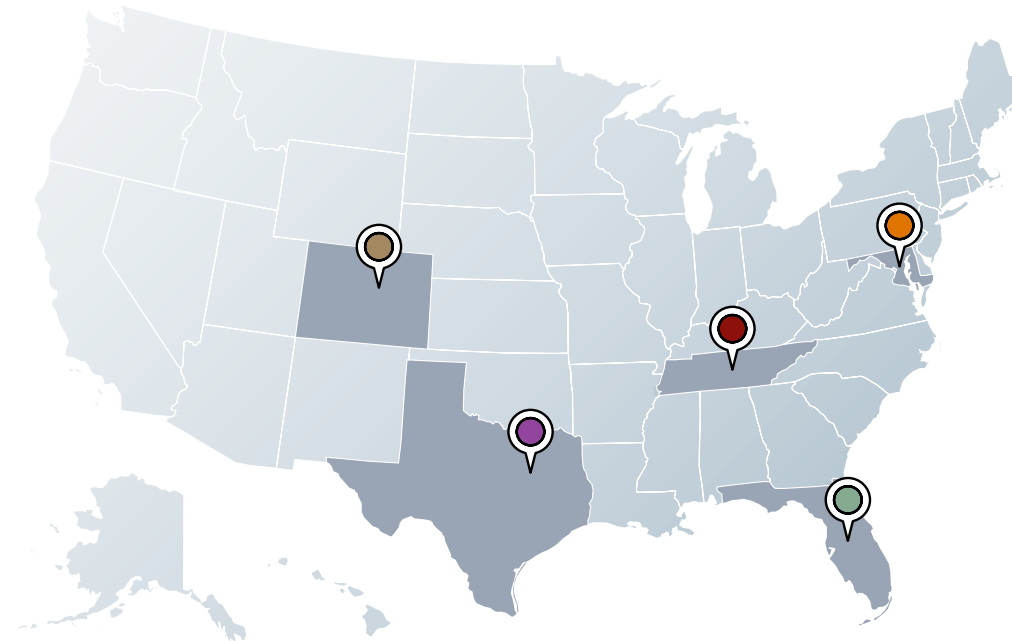
This report may contain "forward-looking statements" that are subject to risks and uncertainties that could cause actual results to differ materially from the statements made. These statements are identifiable by the fact that they do not relate strictly to historical or current facts. These forward-looking statements include information about possible or assumed future results of our overall business, financial condition, liquidity, results of operations, plans, and objectives, including, but not limited to, statements regarding the anticipated performance of our hospitality segment, development and acquisition plans, including those related to any joint ventures, and other business or operational issues.

This report is current as of July 31, 2021.

We assume no obligation to update or revise any of the information in this document or any of the assumptions or estimates used herein. We welcome feedback on any aspect of this report. Please direct your questions and/or comments to ESG@rymanhp.com.

Our Hospitality Portfolio / Who We Are

As an asset owner, our hospitality portfolio is purpose built to serve the group meetings market. With over one half of our customers identifying as corporate or association groups, our hospitality portfolio has emerged as a category leader in this market. Each of our award-winning Gaylord Hotels-branded properties incorporates not only high-quality lodging but also at least 400,000 square feet of meeting, convention and exhibition space, superb food and beverage options, and retail and spa facilities within a single, self-contained property. As a result, our Gaylord Hotels properties provide a convenient and entertaining environment for guests, with a primary focus on the large group meetings market in the United States.



2020 CUSTOMER MIX

Corporate Group: **48%**
 Transient: **32%**
 Association Group: **12%**
 SMERF* Group: **8%**

Portfolio Composition

As of December 31, 2020, our hospitality portfolio of assets included a network of five upscale, meetings-focused resorts totaling 9,615 rooms managed by Marriott under the Gaylord Hotels brand. Other owned hotel assets managed by Marriott include a 303 room overflow hotel adjacent to Gaylord Opryland and a 192 room overflow hotel near Gaylord National. In addition, effective as of December 31, 2018, we became the majority owner of the Gaylord Rockies joint venture and full owner in early 2021, thereby adding 1,501 rooms to our portfolio.

HOTEL	CITY	STATE	ROOMS	MEETING SPACE (SQ.FT)
● Gaylord Opryland	Nashville	TN	2,888	640,000
● Gaylord National	National Harbor	MD	1,996	500,000
● Gaylord Texan	Grapevine	TX	1,814	488,000
● Gaylord Rockies	Aurora	CO	1,501	409,000
● Gaylord Palms	Kissimmee	FL	1,416	400,000
● Inn at Opryland	Nashville	TN	303	14,000
● AC Hotel	National Harbor	MD	192	3,700
			10,110	2,454,700

Our Goal

Our goal is to be the nation's premier hospitality REIT for group-oriented, destination hotel assets in urban and resort markets. Our strategic plan, as it pertains to our hospitality segment, takes two approaches: (1) enhancing hotel property design; and (2) expanding our hospitality portfolio through selective acquisitions of assets meeting our investment criteria.

Reaching our goal begins with enhancing guest experiences by designing meeting and exhibition space, signature guestrooms, food and beverage offerings, fitness and spa facilities, and other attractions to satisfy all guest needs in one location. This approach not only focuses on the guest experience but also on meeting planners through the convenience of "all under one roof" planning and

outstanding customer service. We also intend to pursue attractive investment opportunities that meet our acquisition parameters:

group-oriented large hotels and overflow hotels with existing or potential leisure appeal. We also consider assets that are located in desirable meeting markets/locations that possess a repositioning opportunity and/or would significantly benefit from capital investment in additional rooms or meeting space.

Our goal is to be the nation's premier hospitality REIT for group-oriented, destination hotel assets in urban and resort markets.



Gaylord Rockies lobby with rustic Alpine charm

Enhancing Hotel Property Design

The Company derives unique value through our strong connection to the communities in which our assets are located. We incorporate elements into the design and entertainment offerings to provide an authentic, local experience for guests. Developing destination hotels requires extensive collaboration with our hotel operators and the communities in which we operate. In all of our resorts, we actively showcase the local communities through the interior design. For example, our Gaylord National hotel recently had an extensive rooms renovation in which all guest rooms feature luxurious and modern designs inspired by the Capital Region. Guests can also spend time in their lush atrium and watch the sunset over the Potomac River or dine at one of six restaurants, all of which mirror the culinary traditions of America. At the Gaylord Rockies property, stationed at the edge of the Front Range in Aurora, Colorado, rooms feature a rustic, alpine charm.



Gaylord National guest rooms inspired by the Capital Region

Guests can enjoy the picture-perfect views of the nearby Rocky Mountains. Finally, at our Gaylord Palms property in Kissimmee, our Everglades-inspired atrium acts as the centerpiece of the hotel and transports guests to the Everglades National Park. We also thoroughly engage with Marriott to review operator decisions to optimize roles and responsibilities of each party's relative strengths, which allows us to more closely monitor our goal of creating an "all under one roof" experience for our customers.

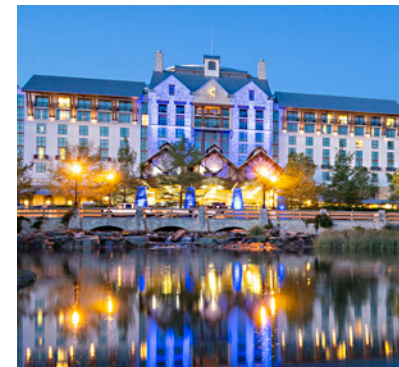


Gaylord Palms Everglades inspired atrium

Expanding Our Portfolio

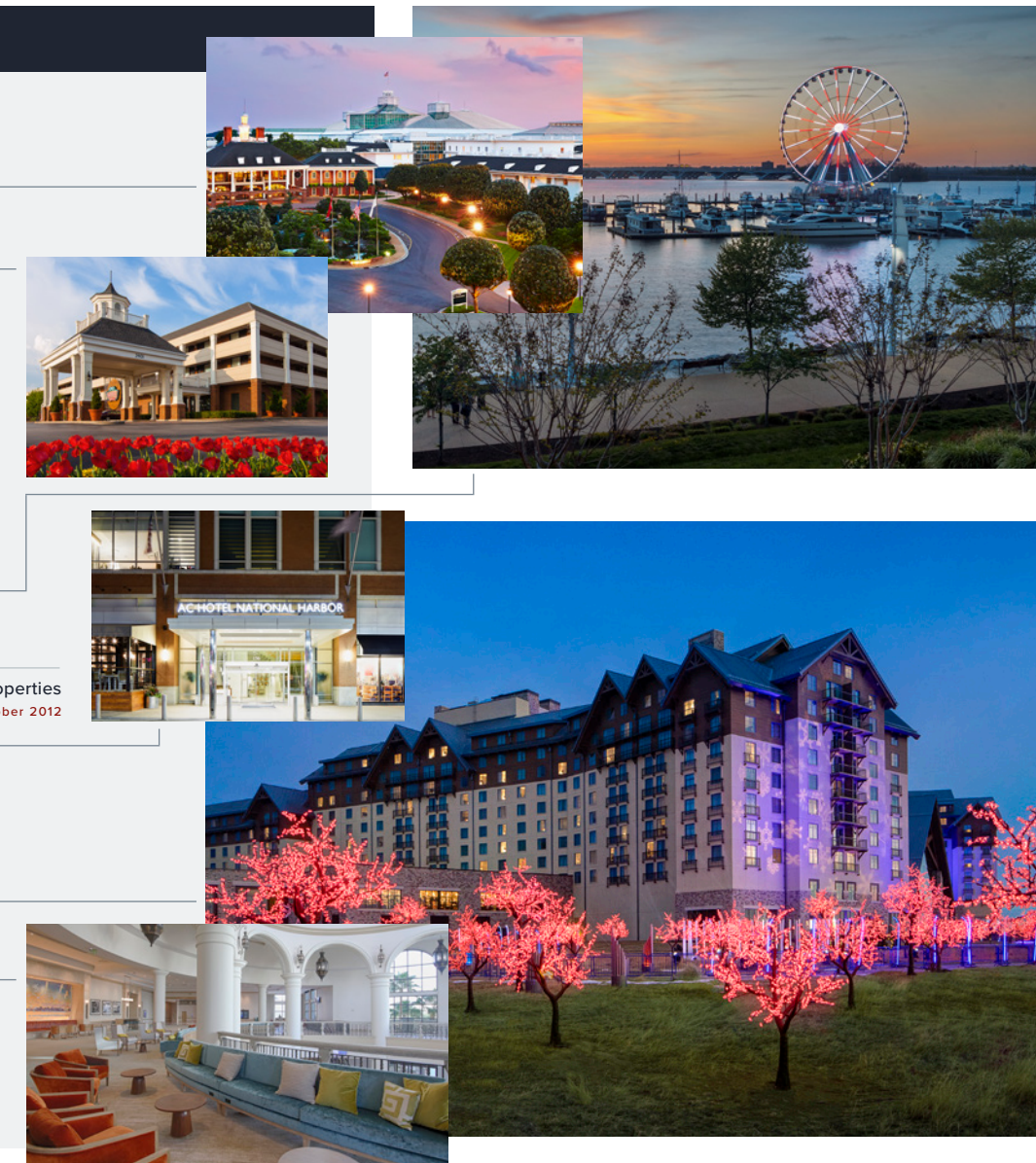
We believe that holding assets over the long-term is necessary to enhance the quality of our portfolio and the experiences of our guests. Given that our strategy involves being a long-term holder of high-quality convention hotel properties, our strategic focus has been primarily concentrated on asset enhancement. Our unique strategy allows for building long-term relationships and maximizing bookings, revenue, and profitability through strategic asset management (with a specific focus on

groups booking meetings at multiple properties over several years) and by leveraging the supply and demand imbalance in group-oriented hotels to further differentiate us from our peers. Recently, geographic diversification has emerged as a priority in our strategic planning with the opening and maturing of the Gaylord Rockies (see the graphic below on how our portfolio has been enhanced since our inception). In addition, we have also recently expanded the size and quality of our standing investments outside of Nashville including a rooms and meeting space expansion at Gaylord Texan, a rooms renovation at Gaylord National and a rooms and meeting space expansion and new resort pool complex at the Gaylord Palms.



HOTEL ACQUISITION TIMELINE

1925	Incorporated as Oklahoma Publishing Company
1977	Gaylord Opryland
1987	Inn at Opryland
1991	Creation of Gaylord Entertainment Company (GET) October 24, 1991
2002	Gaylord Palms February 2002
2004	Gaylord Texan March 2004
2008	Gaylord National April 2008
2012	GET becomes Ryman Hospitality Properties when Marriott takes over management in October 2012
2015	AC Hotel April 2015
2018	Gaylord Texan Expansion Opened May 2018
2019	The Company becomes majority owner of Gaylord Rockies December 2019
2021	Gaylord Palms Expansion 2021
2021	The Company becomes sole owner of Gaylord Rockies May 2021



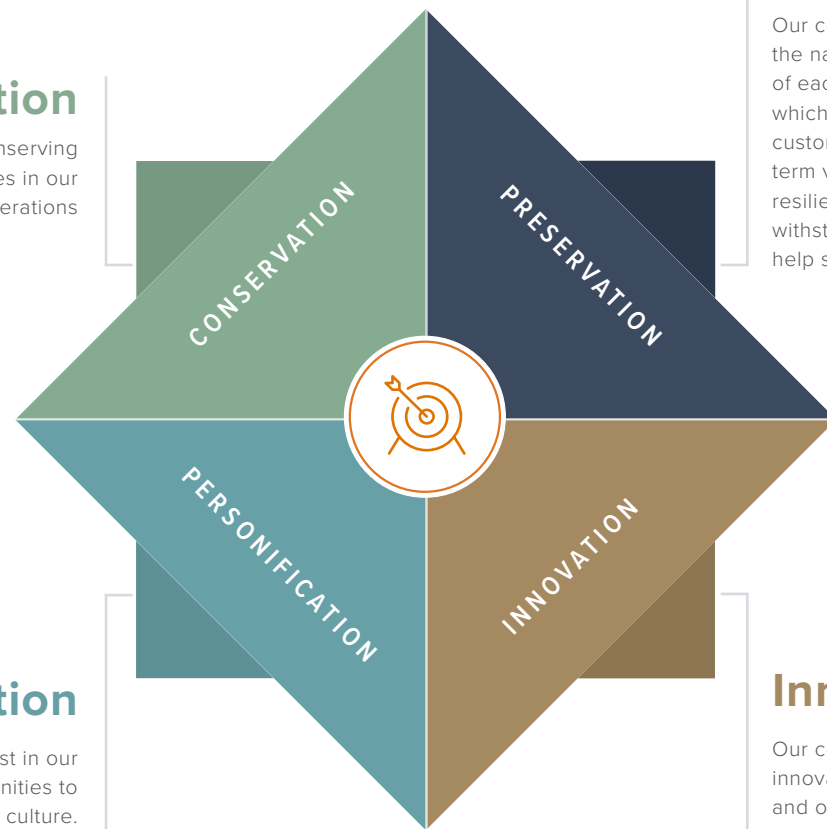
Our Commitment to Sustainability

With deep Nashville roots dating back nearly 100 years through our entertainment segment, we have a history of focusing on quality, built on longevity and long-term holding. Over time, the principles of sustainability emerged as closely aligned to our philosophy and core values, which became the natural next step in our company's journey. We intend to leverage sustainability to help in the planning, innovation, and growth of our company. In doing so, four commitments align our company to enhance our positive impact on our stakeholders and the environment. To carry out our commitments, governance mechanisms, like our ESG Committee, have been formed. Matched with our continuous monitoring at the property level, we hope to thread sustainability practices throughout each existing and future property.

Our Four Commitments

Conservation

Our commitment to conserving precious resources in our design and operations



Personification

Our commitment to invest in our people and our communities to develop a people-centric culture.

Preservation

Our commitment to preserving the natural and cultural heritage of each destination we invest in, which is integral to the unique customer experience and long-term value of each asset, with resiliency for our buildings to withstand the test of time and help strengthen communities

Innovation

Our commitment to constantly innovating and enhancing our brand and our assets, intertwined with the tenets and innovative opportunities in technology and best practices that sustainability offers

“During this last year, notwithstanding the complexities of COVID, we have made ESG and DEI a priority throughout our organization and the communities in which we operate.”

COLIN V. REED,
CHAIRMAN AND CHIEF EXECUTIVE OFFICER

Corporate Governance

Ryman Hospitality Properties' four commitments to sustainability could not be possible without its strong corporate governance platform. The Company is committed to the highest standards of ethical behavior and corporate conduct. All of our directors, officers, and employees have a responsibility to serve the shareholders in all aspects of their jobs with honesty, fairness, and integrity. A critical component of our corporate governance is oversight of matters related to ESG and DEI. In 2019, we formed an ESG Committee to hold



the highest level of responsibility for addressing ESG risks and developing relevant solutions to further connect our company with the community while staying aligned to our strategic goals. In 2020, the committee expanded its focus to include oversight of our DEI efforts. Our ESG committee identifies ESG- and DEI-related issues, risks and opportunities within our company and carries out our commitments by establishing and monitoring objectives and targets, policies, and programs. In the future, our committee will also oversee the monitoring and measuring of progress towards ESG and DEI goals once established.

ESG Committee

The ESG Committee is a cross-functional senior management committee of the Company. It is subject to the oversight of the Nominating and Corporate Governance Committee of the Board of Directors and will assist the committee in setting the Company's general strategy relating to its ESG and DEI program components. The ESG Committee also assists the CEO and executive management of the Company to develop, implement and monitor initia-

tives and policies based on that strategy. In addition, the ESG Committee oversees communications with employees, investors, and other stakeholders with respect to the ESG and DEI program components, and monitors developments relating to, and improving upon, the Company's understanding of the ESG and DEI program components. For more information see the ESG Committee Charter.

ESG Committee	Role	Department	Position
Scott Lynn	Chairperson	Legal	Executive Vice President & General Counsel
Todd Siefert	Member	Finance	Senior Vice President, Corporate Finance and Treasurer
Shannon Sullivan	Member	Communications	Vice President of Corporate & Brand Communications
Mike Koban	Member	Finance	Senior Financial Analyst
Patrick Chaffin	Member	Asset Management	Executive Vice President and Chief Operating Officer - Hotels
Brian Abrahamson	Member	Human Resources	Senior Vice President and Chief Human Resources Officer
Pete Weien	Member	Operations	Senior Vice President, Operations, Opry Entertainment Group
James Chamblin	Member	Design & Construction	Senior Vice President, Design & Construction

ESG GOVERNANCE BEST PRACTICES AT OUR PROPERTIES

Five of our hotels have a sustainability taskforce (or Green Team) that meets at least on a quarterly basis.

Six of our hotels have a sustainability coordinator or green champion.

Six of our hotels' green teams meet at least quarterly.

All seven of our hotels have an environmental management system in place at the property.

Business Ethics and Human Rights

We expect our valued partners and vendors to work together with us in upholding high ESG performance, which is evident in our [Vendor Code of Conduct](#). In 2019, we committed to the principles set out in the UN Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights. These principles are threaded throughout our ESG procedures and policies. Going forward, we also intend to champion these ethical standards to our external partners.

Our Vendor Code of Conduct presently covers our suppliers related to our hospitality portfolio. It is in place to ensure all current and future vendors align themselves with our core values. Notably, we expect our suppliers to (1) comply with all relevant laws; (2) conduct themselves with the spirit of environmental protection at the forefront; (3) employ

a zero-tolerance approach to forced labor, modern slavery and human trafficking, and other good practices related to Human Rights and inclusiveness; (4) provide a safe working environment to workers; and (5) conduct themselves in alignment with high business integrity.

FOR FURTHER INFORMATION

- [ESG Committee Charter](#)
- [ESG Procedures & Policies](#)
- [Code of Business Conduct & Ethics](#)

GLOBAL COMMITMENTS



The Company and its suppliers shall strive to meet the principles set out in the [UN Universal Declaration of Human Rights](#) and the [UN Guiding Principles on Business and Human Rights](#).



Sustainability Management in Acquisitions and Enhancements

As our hospitality portfolio evolves over time, sustainability will continue to increase in significance as we adapt and develop existing assets. We seek to ensure that all future changes to our portfolio are done in a socially and environmentally responsible manner. We take a “Plan-Do-Check-Act” approach to addressing critical issues and risks and tapping into emerging opportunities that arise in the enhancement of our hospitality portfolio. Training and resources are readily available for our internal and external partners to ensure proper awareness of various ESG topics. To address key issues, risks, and opportunities, a comprehensive set of policies and procedures were developed to guide our processes, including: Environmental Sustainability Policy, Human Rights and Inclusiveness Policy, and Vendor and Supplier Code of Conduct. As part of our philosophy, we plan by conducting assess-

ments at various stages of a project’s lifecycle. Technical specifications are evaluated via checklists at appropriate instances for documentation and screening processes.

Our Asset Management team also engages with our operator on a routine basis to discuss and evaluate progress on property-level ESG goals that are not necessarily shown through financial statements and consumption metrics. These goals could include hiring and retention initiatives, employee health and safety concerns, and community engagement opportunities. Meeting ESG goals very frequently goes hand-in-hand with thoughtful capital deployment, but improvement to the community around and within the asset is just as important.

Risks & Opportunities

The critical ESG-linked issues we face are related to climate change, environmental degradation and biodiversity, energy and carbon emissions, water scarcity and security, waste management, public health, sustainable procurement, supply chain management, and socioeconomic challenges. The COVID-19 pandemic is a public health risk that has caused unprecedented restrictions on travel, group gatherings, and non-essential activities. In addition to the obvious adverse impact to employee and customer health and safety, the pandemic has caused a major disruption to the travel and hospitality industry or sector, adversely affecting company financial conditions. In another example, climate change, which includes the warming

of global temperatures and rising of sea levels, could potentially impact our new developments and asset enhancement projects in worker safety, weather-related delays, construction materials design and manufacturing and increasing insurance costs. In addition, water scarcity may impact our assets based on specific locations of development and operations. There are various ESG risks that need to be addressed to mitigate the effects on our properties. It is our view that the flooding of the Gaylord Opryland in May 2010, which, we believe, was caused by a combination of a historical rainfall event and human error, serves as a reminder of the potential impact of climate change. Since that event, we have actively monitored the commissioning of our properties and continuously enhanced our assets over time to better withstand climate-related events. For more information on our ESG-linked issues and opportunities, please see our ESG Policies & Procedures. [ESG Policies & Procedures](#).

Risk Assessments

Presently, our risk assessments focus on the development and enhancement of our hospitality portfolio to mitigate environmental and social risks. In doing so, we conduct assessments during various stages of the project lifecycle, each with its corresponding checklists for documentation. Assessments are performed during the following instances:

- ✓ Site evaluation for new development or existing property renovation or enhancement
- ✓ Building valuation for budgeting in renovations or enhancement
- ✓ Key supplier selection for direct vendors and contractors
- ✓ Technical design and purchasing for projects overseen directly by design & construction
- ✓ Construction including impact monitoring
- ✓ Operator/Tenant fit-out and refurbishment, including technical design and purchasing when handled by the operator
- ✓ Ongoing performance monitoring for asset management



Our risk assessments cover the following topics, the depth of which will vary depending on the nature of the instance:

- ✓ Water
- ✓ Climate Change Adaptation and Resilience
- ✓ Biodiversity and Habitat
- ✓ Socio-economic Impact
- ✓ Utilities Management
- ✓ Health and Wellbeing
- ✓ Safety

Risk Assessments (CONTINUED)

As an example of our efforts to ensure the safety and security of our guests and employees, we recently engaged a third-party to assess the overall strength of our physical, technical, and operational security at our portfolio of hotel assets. As a result of this assessment, we were able to make focused investments in more advanced camera technology, lighting, and vehicular bollards, as well as changes to response procedures to enhance the safety of our guests and employees. Assessments occurred in 2019, and implementation of upgrades happened in 2020 and 2021.

In 2021, we conducted a portfolio wide assessment of water risk, climate risk, biodiversity proximity, socio-economic indicators, and transition risk of regulation and policy via research of relevant local policies for the hospitality portfolio. Through this study, we identified several areas of risks. Our resorts already have programs underway that address these risks, and more will be developed going forward.

Gaylord Rockies has very high baseline water stress due to reliance on the Colorado Water Basin and shortfall of precipitation. It is also located within 5 miles of the Rocky Mountain Arsenal which is a protected area. This new property was built with low flow showerheads and sink aerators. There are also automatic water conservation faucets and toilets in public space restrooms. In the future, Gaylord Rockies plans to implement a cooling tower water softener which will save more than 8 million gallons of water per year.



Gaylord National rooftop beehive

Gaylord National and AC Hotel Harbor are located in proximity to 32 threatened species, where over 40% are considered critically endangered. To support a declining population of bees, Gaylord National acquired several beehives for a rooftop bee program to harvest its own honey on the resort's rooftop.

Gaylord Opryland is the site with the highest risk to overall climate. In 2012, Ryman Hospitality Properties completed construction on a combined \$17 million perimeter flood protection system around the Gaylord Opryland Hotel and the Grand Ole Opry House, to protect the 100-plus-acre site from another monu-

mental flood. Gaylord Opryland and the Inn at Opryland also reside in an area with high food insecurity. As part of its efforts to address this risk, Gaylord Opryland lit up the resort in symbolic orange for Hunger Action Day to raise awareness of its neighbors struggling with hunger, and it also raised \$5000 in donations to The Store, a free referral based grocery store for those living with food insecurity.

Gaylord Palms has very high baseline water stress. It is also located within 5 miles of protected area along the Florida

Mitigations Bank. This hotel continues to move forward with water saving initiatives such as low flow showerheads, faucets and aerators. They are also installing drought tolerant plants throughout the exterior of the resort – and a reclaimed water irrigation system. To address biodiversity, Gaylord Palms partnered with Bottled Ocean and Florida Fish and Wildlife Conservation Commission to create a 161,000 gallon home to real Florida fish, including mangrove snappers, redbfish, snook, and tarpon.

Gaylord Texan also has very high baseline water stress. The hotel already has low flow fixtures throughout guestrooms and public restrooms. In the future, the hotel plans to upgrade its laundry machines with the intent of achieving a 2% year over year reduction in water usage.



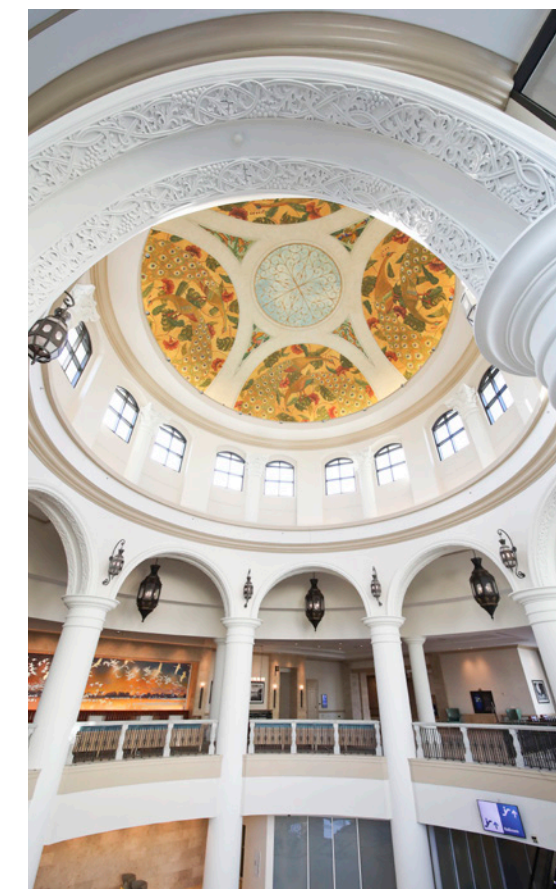
Gaylord Opryland lit up orange for Hunger Action Day

Sustainability and Engagement at our Properties

At Ryman Hospitality Properties, we are deeply involved with and value the relationship between our asset management team and the property general managers. Given the number of properties in our portfolio, we are in a unique position to have strong relationships with our executive teams at each of the properties. Every month, asset management engages with the general manager and executives at each property to discuss sustainability-specific concerns as part of the overall performance of the hotel the previous month. Our asset management team is working directly with our operator to devel-

op a short and long term ESG and DEI strategy. This strategy will elevate not only the physical asset of each hotel, but also the wellbeing of the employees and guests. The general manager at each property provides updates on their property's progress in meeting ESG and DEI goals, including diversity hiring initiatives, employee training opportunities, energy usage, and ROI opportunities. We hold each of our hotels accountable for not only the hotel's financial performance, but also the overall health of the business, whether that be employee or guest satisfaction, sustainability performance, mechanical infrastructure, or community engagement.

Driving the property-level strategy is the hotel's "STARS First" culture guarantee, and Marriott's "SERVE 360" program, designed to Nurture, Empower, Welcome, and Sustain the world around and within the property.







ALIGNMENT OF COMMITMENT

Our commitment to **Conservation** is closely aligned to Gaylord's commitment to **Sustain Responsible Operations**. These parallel commitments contain policies, goals, and programs to support environmental sustainability and the reduction of the energy, water, and waste footprint.

Our commitment to **Preservation** is aligned with Gaylord's commitment to **Nurture Our World**. These platforms both include community investment and engagement via volunteer hours and donations.

Our commitment to **Personification** is aligned with Gaylord's commitment to **Empower Through Opportunity** and **Welcome All & Advance Human Rights**. These categories address all topics related to human and social capital including diversity, equity and inclusion, human rights, employee health and wellness, talent development and more.

Gaylord Brand SERVE 360

-  Nurture Our World
-  Sustain Responsible Operations
-  Empower Through Opportunity
-  Welcome All and Advance Human Rights

SERVE 360 is Marriott's commitment to create positive and sustainable impact wherever they do business, guided by their 2025 Sustainability and Social Impact Goals, as well as the UN Sustainable Development Goals. SERVE 360 is Marriott's platform for "doing good in every direction". The platform is divided into four directional quadrants of a compass: N, S, E, W.

As a leading luxury brand of Marriott, Gaylord Hotels develops programs and goals in line with the SERVE 360 2025 Sustainability & Social Impact Goals. Throughout this report, we will illustrate the alignment between Ryman Hospitality Properties' sustainability commitments to conservation, preservation, personification, and innovation and the hotels' SERVE 360 initiatives.

Conservation: Sustainable and Efficient Resource Use

Ryman Hospitality Properties places a high value on protecting the environment where we own properties, live and work. As a hospitality REIT owner of destination hotel assets in urban and resort markets, we understand that the environmental impact of operations occurs primarily during new development, major renovation, and on-going operation of existing assets. We have learned from our sustainability management system that it is important to focus our conservation and sustainability efforts around particular risks and opportunities of our operations. As such, our environmental sustainability practices and policies are focused on the following key areas:

- ✓ Building materials
- ✓ Designing for efficiency
- ✓ Climate change adaptation and building resilience
- ✓ Local ecosystems



GAYLORD PALMS EXPANSION – DESIGNED FOR EFFICIENCY

Commissioning Agents were engaged as a design consultant from the very beginning of the Gaylord Palms expansion project to help with energy efficient design practices. The following practices were integrated into the completed expansion:

- ★ LED lighting and lighting occupancy controls were implemented throughout the expansion (hotel guestrooms, conference center and back of house spaces).
- ★ Air side energy recovery was utilized within the hotel guestrooms. The exhaust air from the guestroom bathrooms was utilized to pre-cool/pre-heat the outside air provided to the guestroom, capturing +/- 70% of the energy within the exhaust air.
- ★ Variable flow exhaust and outside air controls were utilized for the guestrooms. Based on the occupancy of the guestrooms, the outside and exhaust air modulates based on occupancy to reduce energy usage when the guestrooms were not occupied.
- ★ Occupied/Unoccupied/Sold/Unsold temperature set back controls were implemented for all guestrooms.
- ★ Demand based ventilation controls were implemented for all high occupancy spaces (i.e., all public spaces within the convention center) to modulate the amount of ventilation (outside air) based on space occupancy to reduce energy usage.
- ★ Variable flow pumping was utilized for both the new tertiary chilled and heating water piping systems for the expansion to reduce pump energy.
- ★ Both single zone and multizone VAV air handling systems were utilized throughout the convention center to reduce fan energy.
- ★ All pool/river water make-up at Gaylord Palms is metered, which provides a sanitary sewer credit from Toho Water Authority.

Building Materials

We aim to source building materials and furniture, fixtures, and equipment (FF&E) from local suppliers that showcase authenticity and incorporate green building attributes. For example, reclaimed barn wood was utilized at Ole Red Orlando and landscaping is locally sourced. The majority of packaged items in our hotels are sourced from Marriott's Procurement group which has a strong policy to minimize packaging.



Designing for Efficiency

Our efforts to reduce utility consumption begin with the design and construction phase, which includes sub-metering wherever possible. Our asset management team and on-property engineering team can use this specific data from sub-metering to proactively identify efficiencies (and potential problems, i.e., leaks). At one of our hotels, for example, we have installed sub-meters on everything from irrigation systems, cooling towers, pools, and water features, as well as our recently completed expansions. Our hotels are outfitted with low-flow showerheads, faucets, and toilets that save both on

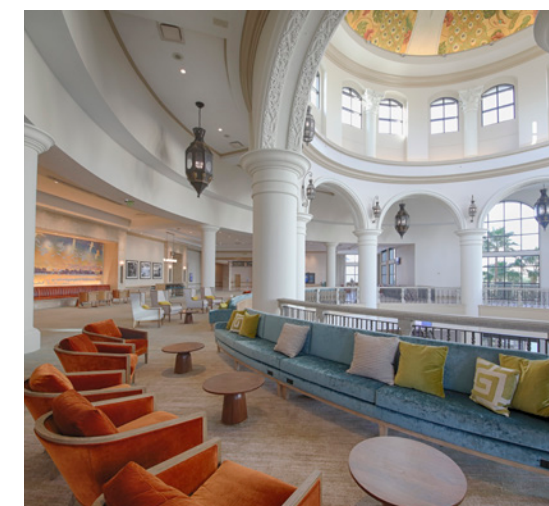
costs and environmental impacts. Given our expansive glass atriums, pool products, and extensive horticulture programs at many of our hotels, water efficiencies are a high impact item for both the guest experience and bottom-line.

In the recent Gaylord Palms expansion, public spaces were designed to maximize natural light to reduce energy consumption. This property also operates a reclaimed wa-

ter irrigation system. All windows used in the Gaylord Palms expansion are energy efficient. We seek to reuse construction and waste debris, and all our waste partners sort and recycle packaging and construction debris. Efforts then extend into asset management, which enhances sustainability with best practices and a focus on new opportunities, those missed during development, and new and emerging trends and technologies. As part of our "Plan-Do-Check-Act" approach, our asset management teams regularly monitor utility consumption and building commissioning by working with hotel operators to track energy, water, and waste. While the monitoring of usage is directly focused on improving the efficiency of our buildings, the latter also enhances the quality of guest experiences. To that end, we constantly communicate with our customers and operator to identify both small procedural changes and larger capital commitments to address efficiency opportunities. We remain committed to deploying capital with both our asset and customer in mind.

Building commissioning, the ongoing process of tuning and calibrating systems to make sure a building's HVAC is operating as efficiently as possible, ensures that our all-inclusive, quality assurance approach is threaded throughout our entire portfolio. Our operators monitor the temperature and air flows throughout our properties to ensure the HVAC system is commissioned effectively. This improves building efficiency, while enhancing the customer experience given the large common areas and meeting space at each Gaylord hotel. Furthermore, this continuous monitoring of our building commissioning also informs routine renovations and enhancements to each building.

Gaylord Palms common areas designed with natural light to reduce energy consumption



EFFICIENCY PROJECTS

In 2019, \$390,934 was invested in conservation measures at three Gaylord Hotels properties, which has begun to “payback” in terms of cost, energy, water and carbon emissions savings. In 2020, there were no efficiency projects undertaken due to the COVID pandemic. The 2019 projects included LED lighting at Gaylord Texan, water saving irrigation system at Gaylord Palms and upgraded HVAC at Gaylord Opryland.

- ★ Total Investment on Energy Projects: **\$390,934**
- ★ Total Cost Savings (USD): **\$145,719**
- ★ Total Energy Savings: **1,931,951 kWh**
- ★ Total Water Savings: **9,600 kGal**
- ★ Total Carbon Reduction: **824,338**

GAYLORD BRAND PROPERTY LEVEL – SUSTAIN RESPONSIBLE OPERATIONS

Marriott has set portfolio level goals to reduce its environmental footprint by 2025.

- ★ Reduce water intensity by **15%**
- ★ Reduce carbon intensity by **30%**
- ★ Reduce waste to landfill by **45%**
- ★ Reduce food waste by **50%**
- ★ Achieve a minimum of **30%** renewable energy use

In support of Marriott’s Serve 360 goals, the Gaylord Brand properties have set annual property level goals and developed programs to support electricity and water reduction and waste diversion goals.

Climate Change Adaptation and Building Resilience

The challenges of climate change are present, real, and everchanging. The Company proactively mitigates risks associated with disruptive weather patterns in its key markets. Our building resilience strategy is a priority-based approach based on due diligence, preventive maintenance, and infrastructure enhancements. Occurring on a regular basis, a cycle of planning and monitoring through numerous on-site inspections and strong relationships with our third-party operator, Marriott, is how we expect our assets to stand resiliently during challenges. In

2012, Ryman Hospitality Properties completed construction on a combined \$17 million perimeter flood protection system around the Gaylord Opryland Hotel and the Grand Ole Opry House, to protect the 100-plus-acre site from another monumental flood. The large floodwall, which stands 10 feet tall in some places, is built of brick and concrete; the barrier system is completed with aluminum planks stored on the property that groundskeepers can install quickly to stop water from coming through pedestrian and vehicle gates.

Local Ecosystems

We are committed to maintaining the biodiversity of our local communities. Lying on the Cumberland River, Nashville is surrounded by rich biodiversity with ecosystems flourishing in flora and fauna. As of July 2016, Tennessee had 75 endangered species and 18 threatened species listed under the federal Endangered Species Act. Our Marriott-managed golf course, Gaylord Springs, is certified by Audubon International as a Certified Audubon Cooperative Sanctuary, having met a rigorous framework of environmental standards in Site Assessment

and Environmental Planning, Wildlife and Habitat Management, Water, Resource Management and Outreach and Education. For more information on Audubon Cooperative Sanctuary Program, [click here](#). Going forward, we will commit to continued respect of local biodiversity in Nashville and our other geographic locations.

The Gaylord Palms, situated in Kissimmee, Florida, offers lush, tropical atriums that recreate three environments that immerse you in the sights and sounds of the Florida local ecosystems including the Everglades, Key West, and St. Augustine. The resort has partnered with Bottled Ocean and Florida Fish and Wildlife Conservation Commission to create a 161,000 gallon home to real Florida fish, including mangrove snappers, redfish, snook, and tarpon. The lagoon also provides a safe place for injured fish to heal. For example, Stamos the Tarpon stayed safe in the resort’s Key West lagoon holding tank because he could not be released into the wild until he was conditioned to the natural environment. The resort is also experimenting with growing native mangroves to further create a natural habitat for its inhabiting species.



Gaylord Palms tropical atrium modeled after Florida local ecosystems



2021 WATER REDUCTION GOALS:

- ★ Opryland – reduce by **1.45%**
- ★ Palms – reduce by **1%**
- ★ Texan – reduce by **1.45%**

WATER

Six of our hotels have faucets with low-flow aerators in at least 90% of guestrooms.

All seven of our hotels have water-conserving, low-flow showerheads.

Five of our hotels have sub-metered their water consumption.

2021 ELECTRICITY REDUCTION GOALS:

- ★ Opryland – reduce by **2%**
- ★ Palms – reduce per by **1%**
- ★ Texan – reduce by **2%**

ENERGY

All seven of our hotels have a preventive maintenance plan that checks building energy and water equipment at least on a quarterly basis.

Four of our hotels have high-efficiency boilers.

All seven of our hotels have digital thermostats in over 90% of guestrooms.

2021 WASTE DIVERSION GOALS:

- ★ Opryland – increase from **14%** to **22%**
- ★ Palms – increase from **19%** to **21%**
- ★ Texan – increase by **10%**
- ★ Rockies – increase from **6%** to **10%**

WASTE

Recycling is practiced in common areas in all of our hotels.

Six of our hotels have implemented a waste management measure over the last four years.

Plastic straws have been eliminated, or reduced to an absolute minimum, in all of our hotels.



Five-Year Trend in Environmental Performance¹

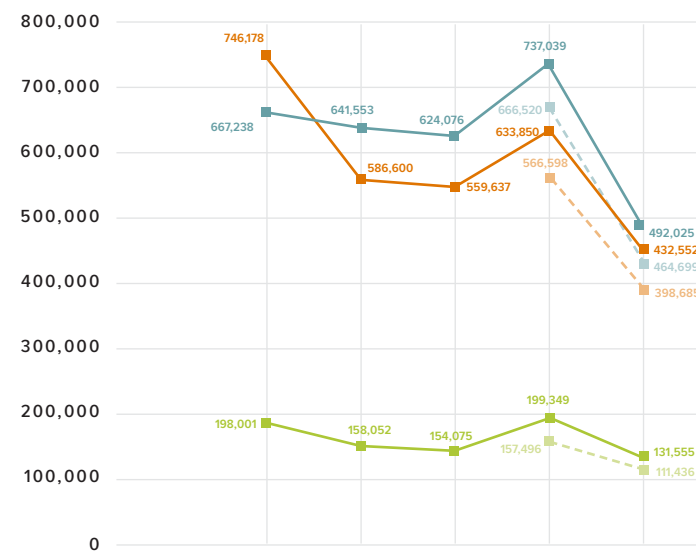
As expected, due to the COVID-19 pandemic, energy, carbon, and water declined from 2019 to 2020. Prior to 2019, there were absolute reductions across the board from our baseline year of 2016. The absolute energy, carbon and water increase from 2018 to 2019 is primarily due to the addition of Gaylord Rockies to the portfolio at the end of 2018, which was included in the inventory for the 2019 and 2020 reporting

years. The 2019 and 2020 Like-For-Like figures illustrate portfolio performance without Gaylord Rockies. Without Gaylord Rockies, the total energy, carbon, and water increased slightly from 2018 to 2019.

The intensity metrics normalize performance based on square footage or occupied rooms. The energy per square foot steadily decreased from 2016-2019, with a sharper decrease in 2020 due to the COVID-19 pandemic. Similarly, water usage per occupied room steadily decreased from 2016-2019, with a sharp increase in 2020 due to the reduced occupancy.

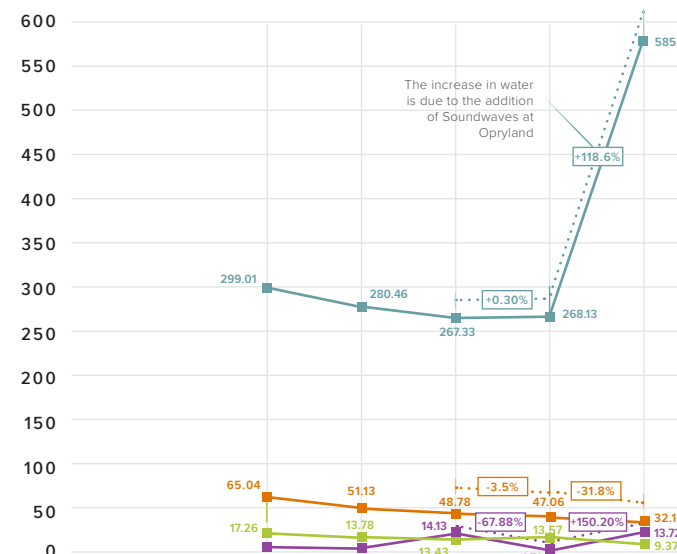


Commodity 2016 2017 2018 2019 2020



	ABSOLUTE	LIKE-FOR-LIKE
Total Energy Consumption (megawatt hours)	—	- - - -
Total Carbon Emissions (metric tons CO2e)	—	- - - -
Total Water Consumption (kilogallons)	—	- - - -

Intensity 2016 2017 2018 2019 2020



	LIKE-FOR-LIKE	% CHANGE YOY
Energy per square foot (kWh)	—	□
Carbon Emissions per square foot (kWh)	—	□
Water per occupied room (gallons)	—	□
Waste Generated per occupied room (pounds)	—	□

¹ Like-For-Like boundaries are limited to our hospitality portfolio

Preservation: Preserving the Value of our Heritage

Our deep roots in Nashville and Nashville's music history serves as an inspiration for celebrating the regional flair of the communities in which we operate. This helped formulate our destination-alignment business approach of our company. Positioning our assets as local tourism products both honors cultural heritage and creates an authentic local experience for our convention and meeting guests while improving our financial performance by increasing occupancy rates.

The collective success of our Nashville assets using a destination approach helped to create our strategy, which has been extended to the remainder of our properties. Our recently renovated Gaylord Texan in Grapevine, Texas is aligned with the destination by restaurant cuisine featuring an authentic Texan fare and a replica of the Alamo, adding a historical element to the guest experience. In addition, we recently completed a major expansion of the Gaylord Palms in Kissimmee, Florida, which has also been aligned to the destination by featuring local, live fish on a full-size floating restaurant boat in one atrium, while the other atrium is themed on the everglades with baby alligators, turtles, and other local biodiversity.

As we follow the path of creating unique, destination hotel assets in our portfolio's expansion, we recognize that preserving and celebrating the regional flavor of each of the communities where our properties are located is central to our business. Therefore, our assets need to be resilient over the long term within those communities since a halt in operations is also a closure to a destination attraction, as we learned from the flooding of the Gaylord Opryland in 2010 and the COVID-19 pandemic in 2020.

We preserve our assets' heritage through many channels. First, the interior design of our assets reflects the local aesthetic. In addition, where possible, we aim to source building materials and furniture, fixtures, and equipment (FF&E) from local suppliers that showcase authenticity. We believe



that engaging local suppliers and vendors is integral to the preservation of cultural heritage at our properties. For over 40 years, we have worked with Barge Waggoner, a Nashville-based engineering and architecture services firm, which has grown into a national corporation that ranked 165th on Engineering News-Record's 2019 Top 500 Design Firms list.



The Gaylord Palms rooms expansion features photos of local birds indigenous to Florida that were taken by the hotel General Manager who does this as a hobby. Two of his bird photos are the main art element of the new 300-room hotel expansion.

Resilience as Preservation

On May 3, 2010, Nashville experienced an unprecedented rainfall event amounting to 19 inches of rain over a two-day period. This rain event led to a thousand-year flood event that inundated the Grand Ole Opry House and Gaylord Opryland, both located along the bank of the Cumberland River, with more than 8 feet of water. This devastating flood event led to the emergency evacuation of more than approximately 1,500 guests and led to a six-month closure of Gaylord Opryland and a five-month closure of the Grand Ole Opry House. During the restoration event, we took the opportunity to add elements of resilience, including approximately \$15 million in flood protection walls and flood mitigation design elements. Unfortunately, the increase in disruptive weather patterns due to climate change is a tangible risk that properties will need to prepare for. Our priority-based approach to asset enhancement leverages building assets. Occurring on a regular basis, a cycle of planning and monitoring through numerous on-site inspections and strong relationships with our third-party operator, Marriott, is how we expect our assets to stand resiliently during challenges.



As COVID-19 took hold across the nation in early 2020, we temporarily closed our five Gaylord Hotel properties. During the closure, we continued to invest in our assets so that when we reopened in mid-summer, our customers were able to enjoy our safe and entertaining destinations once again. Just like in previous crises, since the COVID-19 global pandemic, we have emerged as a stronger and more resilient company. In addition to the investments made during the closure, we are now prepared for unprecedented health and safety events. Ryman Hospitality Properties and Marriott prioritized the safety and wellbeing of our guests and employees during the COVID-19 pandemic. We have made large investments in personal protective equipment and the latest cleaning technology and procedures, so that every person who enters our hotels is safe and comfortable in the environment that surrounds them.

Just like in previous crises, since the COVID-19 global pandemic, we have emerged as a stronger and more resilient company



Supporting Local Businesses as Preservation of Heritage

As part of our destination-alignment approach, our company engages local businesses in the communities we operate in. In all geographic areas of operations, many local businesses have become invaluable partners. Our properties invest in local services including food and beverage products, hardware suppliers and maintenance services.



LOCAL VENDOR HIGHLIGHT: RED KITCHEN FOODS

The Gaylord Texan has been partnering with Red Kitchen Foods for the last seven years, a food products and service provider in Keller, Texas roughly 25 minutes from the resort. Red Kitchen Foods is known for bringing local, homemade Tex-Mex flavor to the area for both commercial and home kitchens. Two of Gaylord Texan's most popular food and beverage outlets, Riverwalk and Texan Station, use Red Kitchen Food's chips, sauces, and pickles for many of their dishes. Red Kitchen Foods is one of the most used local vendors at the hotel and continues to provide quality products for the Gaylord Texan.

LOCAL PARTNERSHIP: NASHVILLE CONVENTION AND VISITORS, VANDERBILT HEALTH, RYMAN HOSPITALITY PROPERTIES AND SERVEPRO

Good to Go is a hospitality safety program in which participating businesses commit to following COVID-19 guidelines established by Nashville's Metro Public Health Department. As part of the partnership, the Company provides access to training materials and other information to the businesses. The Company was a co-founder and also a participant in the program, using the protocols in each of its businesses including:

- ★ Soundwaves at Gaylord Opryland
- ★ Grand Ole Opry House
- ★ Ryman Auditorium
- ★ Ole Red Nashville
- ★ Gaylord Springs Golf Links
- ★ Wildhorse Saloon
- ★ The Inn at Opryland



Participating businesses received signage that displays the program's signature green music note – designating their commitment to safety and health. They are also promoted [on the website](#).



Community Preservation

With a portfolio of destination hotel assets, we want to support resilient destinations, while helping preserve and enhance local heritage. As such, we made firm commitments to strengthen the local communities of our hotel operations, particularly in Nashville, the location of our corporate headquarters. We are highly committed to our communities' youth, arts, and education. Building on a longstanding tradition of community engagement, the Ryman Hospitality Properties Foundation ("RHP Foundation") was established in 2005 to formalize and help elevate our charitable commitments and impact on local communities.

In our future, we anticipate the UN SDGs will play an integral role in the enhancement of our ESG-linked policies, programs, and procedures. Presently, we contribute to several goals; however, our mindset of continuous improvement aims to maximize our orientation with these goals and expand into other areas of the global agenda. Our community preservation efforts are aligned to SDGs 1 and 4.

Goal 1 (No Poverty): Through our foundation, we support several charities that seek to eliminate poverty in the Greater Nashville Area.

Goal 4 (Quality Education): One of our foundation's focus areas is Youth, and prospective recipients who seek to provide quality education to underprivileged youth are highly prioritized by the RHP Foundation.



Foundation Spotlight: YMCA Foundation of Middle Tennessee

For more than 50 years, the YMCA of Middle Tennessee has nurtured young people, advocated for healthy living, and supported neighbors in need. In 2020, the Y stepped up for our community like never before, responding to the COVID-19 crisis by swiftly addressing critical needs without losing sight of the long-term well-being of the youth it serves. That included engaging young minds in healthy behaviors through a consistent routine of out of school programming and providing more than 58,000 meals for the now one in four children experiencing food insecurity in Middle Tennessee.



We are proud to be a high impact partner of the Y and look forward to continuing our support of their important work, which ultimately ensures more opportunities for underserved young people to grow, succeed and thrive. To learn more about the Y, [click here](#). The YMCA of Middle Tennessee aligns with the RHP Foundation in all its focus areas. By supporting the YMCA, the RHP Foundation helps educate and enrich the lives of our youth and ensure critical arts and cultural programs that heavily impact our local communities can move forward. Over 35,344 members of the YMCA benefit from financial assistance from partners like the Foundation. This partnership supports SDG 4: Quality Education.



Corporate Giving and Community Engagement

The RHP Foundation manages giving at the corporate level and focuses on making a difference in the communities directly impacted by our assets. Most of our grants are made to Nashville-area organizations that help enrich the lives of people living in our home city. The RHP Foundation proactively engages with local community organizations to understand specific needs and opportunities to maximize impact. In addition, the RHP Foundation evaluates grant requests on an ongoing basis and primarily provides unrestricted funds to organizations that focus on the following areas:

Youth: Enrichment programs with an emphasis on providing opportunities to disadvantaged children in the local area.

Arts: Arts and cultural education programs that directly impact the community and elevate awareness in the preservation of our history.

Education: Primary, secondary, undergraduate, and post-graduate institutions with special interest in schools located near our holdings.

In 2020, we made nearly \$332,000 in unrestricted cash donations to many organizations through the RHP Foundation and other non-foundation charitable giving efforts in addition to in-kind support and board leadership support. Since 2005, nearly \$6,400,000 has been donated to local charities.

Notable Beneficiaries of RHP Foundation

Foundation Spotlight: National Museum of African American Music

The highly anticipated National Museum of African American Music (NMAAM) has finally arrived. Located just steps from the Ryman Auditorium, NMAAM celebrates the many musical genres created, influenced, and inspired by African Americans through collections that share 400 years of history using artifacts and interactive technology. And the world is paying attention, with the Wall Street Journal writing, "This will be a must-add not only to the itinerary of Nashville tourists but for anyone interested in the history of music. Its state-of-the-art galleries powerfully affirm the centrality of African American music to this country's music story as a whole." We are proud to support NMAAM and the critical role it now plays in elevating the rich musical legacy of African Americans, in Nashville and beyond. To learn more about NMAAM and find out how you can visit, [click here](#).



With a goal of paying homage to the unique perspective of African American music and history, NMAAM aligns with the RHP Foundation's emphasis on supporting arts and cultural education efforts that impact the community and elevate awareness in preservation of our past. It is also an important partner as we seek to do more to amplify the contributions of Black and minority musicians—past and present. This partnership also supports SDG 4: Quality Education.



Foundation Spotlight: Adventure Science Center

The mission of Adventure Science Center is to open every mind to the wonders of science and technology, fostering a better understanding of ourselves and the world around us. Adventure Science Center is an independent, not-for-profit center. It is dedicated to delivering innovative, dynamic learning experiences within the realms of science and technology to foster a better understanding of ourselves and the world around us. The 44,000-square-foot space features more than 175 hands-on exhibits focused on biology, astronomy, physics, earth science, energy, weather, sound, and space and is home to the state-of-the-art Sudekum Planetarium. Supporting Adventure Science Center allows the RHP Foundation to further impact primary and secondary students in schools located near its holdings by providing unique learning opportunities within science and technology. We do have a leader on the board of directors and are a multi-year capital campaign contributor. This partnership also supports SDG 4: Quality Education.



Gaylord Hotel Properties in the Community

In partnership with the RHP Foundation, our hotels have engaged charities and supported invaluable initiatives that actively promote youth, arts, and education.

Our hotel operators have been active in their charitable giving through cash donations and donated room nights. In 2019, our Gaylord Hotels properties gave over \$1,000,000 in both cash and in-kind donations to various charitable organizations. In 2020, Gaylord Hotel properties gave a total of \$455,798 in cash and in-kind donations, even despite limited operations due to the COVID-19 pandemic.

VOLUNTEER SERVICE

- ★ **Gaylord Opryland** – Volunteers teach Junior Achievement curriculum or students K-12.
- ★ **Gaylord Palms** – Employees volunteer at events supporting Community Hope Center, serving the homeless population of Osceola.
- ★ **Gaylord Texan** – Hosts multiple local schools on tours of facilities where property leaders were invited to teach modules to the students.
- ★ **Gaylord Rockies** – Volunteers teach Junior Achievement and present on hospitality and tourism.
- ★ **Gaylord National** – Classroom volunteers teach JA curriculum for students K-12.

SKILL BASED VOLUNTEER ACTIVITIES

- ★ **Gaylord Opryland** – Supports horticulture themed learning and provide teacher externship to learn about hospitality business/ horticulture discipline at Donelson Middle School.
- ★ **Gaylord Palms** – Sponsors the Poinciana High School aspiring culinarian program.
- ★ **Gaylord Texan** – Participates in the Junior Achievement culinary demonstrations and job shadow opportunities.

Gaylord Brand Property Level – Nurture Our World

Marriott has set portfolio level goals to impact the community through volunteering and service.

- **By 2025** contribute 15M hours of volunteer service to support our company priorities and community engagement strategy. 50% of hours will serve children and youth, including those at risk and disadvantaged, by developing their skills employability and supporting their vitality.
- **By 2025**, 80% of our managed hotels will have participated in community service activities.
- **By 2025**, 50% of all reported volunteer activities will be skills based.

In support of Marriott’s Serve 360 goals in the Nurture Our World quadrant, the Gaylord Brand properties have set property level goals and developed programs.

COMMUNITY SERVICE

- ★ **Gaylord Opryland** – Supports students in weekly reading/mentorship program at Two Rivers Middle School and in redesigning school entrance and student support in digital design at Dupont Tyler Middle School.
- ★ **Gaylord Palms** – Repurposed older but usable hotel amenities to the local community, including Clean the World, local animal shelter, Transition House of Osceola (Veterans), and Homeless Coalition of Osceola County.
- ★ **Gaylord Texan** – Participates in the Goodwill Industries of Fort Worth Apprenticeship program.
- ★ **Gaylord National** – Partners with local county public schools annually with backpacks and school supplies drives.

Personification: Our People-Centric Culture

Ryman Hospitality Properties employees consist of corporate and Opry Entertainment Group (OEG) employees. The scope of this section includes Ryman Hospitality Properties employees but does not include hotel employees. To achieve world-class customer service experiences in our entertainment businesses, we created a people-centric culture rooted in the Service Profit Chain operating philosophy. We believe that if we care for the people who work in our businesses and treat them with respect, they will in turn take care of our guests. We believe that this operating philosophy has helped to drive and maintain our competitive advantage in our businesses.

Human Capital

The Company focuses on creating fun, fair, safe, and inspiring environments for our corporate and OEG employees. Our human capital practices are concentrated on supporting the total well-being of our employees—from benefits and pay to long-term career development and mental health. Investing in our employees is mission-critical to our company’s success. We provide a full list of benefits for both full time and part-time employees encompassing a wide range of areas, from wellness and nutrition to paid vacation, concert tickets, tuition reimbursement and more. For more details, please see our [corporate website](#).



Ryman Hospitality Properties’ Employee Promise

We promise to provide you with the support and resources you need to deliver exceptional service in a fun environment where you feel respected, valued, and inspired.

We have a formal Employee Promise that encapsulates our commitment to their happiness and growth with our company. We invest in our corporate employees with a host of benefits and resources that support them both in and out of the office. Engaged employees work with passion and feel a profound connection to our company. They drive innovation and move the organization forward. To ensure employees are living our values as active members of our workplace, we provide regular opportunities for enrichment, dialogue, and recognition across the enterprise. A series of regular employee communications spotlights the good work happening across the company and reminds employees of available resources and opportunities. These include the monthly “The RHP Culture Chronicle” newsletter, with a culture-centered approach to sharing our news; “The RHP Weekly” newsletter, designed to provide employees with information they need to do their jobs effectively; regular memos and updates from executives; and dedicated quarterly leadership communications. Regular Employee Update meetings are also designed for full-time employees to hear directly from leadership about our business performance, growth, and vision for the future. The meetings also provide opportunities for employee celebration and recognition.

GUIDING PRINCIPLES



Passion
We are genuine, authentic, and passionate in everything we do.



Respect
We value differences and respect one another, our guests, and our history.



Winning Attitude
A winning attitude equals a willing attitude—positive, upbeat, and helpful.



Integrity
We do the right thing and encourage others to do the same. We are honest, reliable, and ethical.



Service
We strive to deliver exceptional service to our guests and each other every day.



Teamwork
We work as a team to create the best experience for our guests, as well as each other.



Pride
We eagerly tell our story and share the legacy.



Creativity
We encourage and celebrate innovative thinking.



Fun
We are fun, and we have fun.

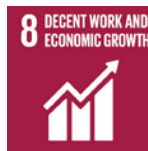


Aligning with the United Nations Sustainable Development Goals (UN SDGs)

As noted earlier, we anticipate the UN SDGs will play an integral role in the enhancement of our ESG-linked policies, programs, and procedures. Our human capital management efforts are aligned to SDGs 8 and 17:

Goal 8 (Decent Work and Economic Growth): Our extensive benefits packages for both full- and part-time employees create a sustainable livelihood that supports our employees and dependents while also providing opportunities for professional development, improved health and wellbeing, and an appropriate work-life balance.

Goal 17 (Partnerships for the Goals): We contributed to global partnerships by committing to several voluntary UN declarations and actively encouraging our countless suppliers and vendors to commit to them as well.



Training and Education

We want our employees to be positioned for success with the knowledge, training, and guidance to equip them to thrive and grow—from their very first day joining our company to their 10th anniversary and beyond. We created Ryman Hospitality University to ensure employees are fully immersed in all aspects of our company through branded training programs in a new, dedicated training center. Our company orientation also ensures all employees are armed with consistent messaging and expectations surrounding our vision of providing unforgettable experiences and exceptional service. We also implement various development strategies to ensure we are investing in our employees and retaining talent within our organization. We offer elective opportunities to all employees to encourage their career advancement. We also offer our full-time employees tuition reimbursement for upgrading skills and continuing their educations.

Career Development

All of our corporate employees receive regular performance and career development reviews. This annual process includes a self-evaluation and a leader-led review including opportunities throughout the year for employee mentoring on core competencies. SMART goal setting is also utilized to measure how each employee is contributing to the organization's objectives. The Company offers an annual performance bonus at all levels, tied to individual goals and our financial targets. At our hotels and managed attractions, we also work closely with Marriott to ensure operations staff within Gaylord Hotels properties have the necessary tools and resources to be successful and live our values.

Employee Volunteer Opportunities



Employees are encouraged to regularly engage with the community through company-organized volunteer opportunities with partners including Junior Achievement of Middle Tennessee, PENCIL Partners, and the YMCA of Middle Tennessee. In 2021, we developed plans to increase volunteerism efforts through more senior leadership participation and implementing other tactics designed to promote community engagement across the enterprise.

Other Compensation and Benefits Programs

Our compensation and benefits programs – designed to attract, motivate, and retain employees – are supported by competitive pay practices, competitive benefit offerings and a focused approach to wellbeing. Our extensive benefits packages for full- and part-time employees create a sustainable livelihood, supporting employees and their families and providing opportunities for professional development, improved health and wellbeing, and work-life balance. Benefit packages encompass a wide range of areas, from wellness and nutrition to paid vacation for full-time employees, paid sick leave for full-time employees, 401(k) matching, robust medical insurance plans with generous employer cost sharing, concert tickets, tuition reimbursement and more. Additional benefits include income protection such as disability and life insurance and an employee assistance program. Reinforcing our commitment to DEI, benefits also extend for same-sex couples and domestic partners.



Health & Wellness

The Company's Total Rewards Strategy is a wellness-driven, proactive approach to rewarding employees, and is specific to our organization's mission, business, and culture. It is built around a Total Wellbeing Philosophy, considering the physical, financial, career, social and emotional wellbeing of our employees and providing resources to support happier, healthier, more productive lives. Health and wellness offerings include an employee assistance program offering a range of free resources, such as financial planning and counseling; on-site nutrition workshops; nutrition challenges; on-site wellness and biometric screenings; weight management program; tobacco cessation programs; a 24-hour nurse hotline; virtual doctor visits; and on-site fitness classes for full-time employees at our corporate headquarters.

Work/Life Balance

Our compensation and benefits programs – designed to attract, motivate, and retain employees – are supported by competitive pay practices, competitive benefit offerings and a focused approach to wellbeing. Our extensive benefits packages for full- and part-time employees create a sustainable livelihood, supporting employees and their families and providing opportunities for professional development, improved health and wellbeing, and work-life balance.





Diversity, Equity & Inclusion (DEI)

The Company has committed to transforming its approach to DEI by building upon past successes and focusing on key areas for improvement. While our company has a strong track record of fair employment practices, we acknowledge there is more work to be done to create an inclusive experience for all employees and recruit more minority candidates to the business. In 2020, we carried out a deep examination of our diversity and inclusion practices and began instituting new initiatives to be a stronger community partner and agent for change. That work included a commitment from our Chairman and CEO Colin Reed, to directly impact DEI within the organization and in our communities.

The Company's four-pronged promise to directly impact DEI within the organization and in our communities:

A commitment to educational partnerships that encourage black and minority candidates to pursue careers in the hospitality and entertainment industries while also creating direct paths to leadership roles.

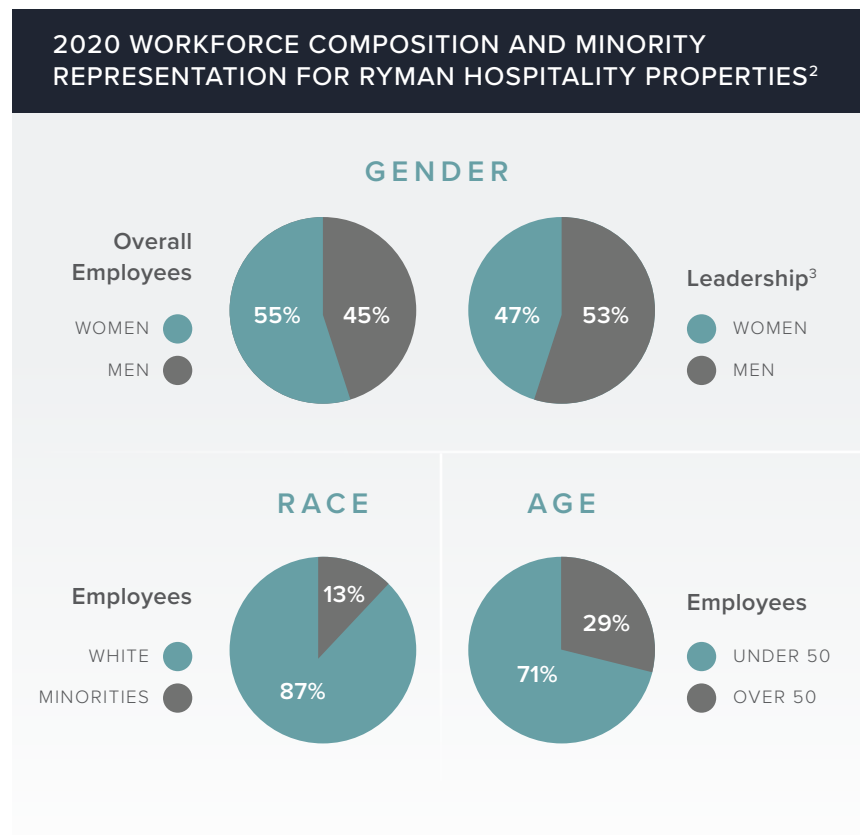
A commitment to increasing efforts to identify and showcase diverse talent on our Ryman Auditorium, Grand Ole Opry and Ole Red stages, as well as to using our marketing platforms to amplify diverse artists' contributions to country music.

A commitment to holding all levels of leadership accountable for efforts to foster an inclusive environment through specific annual performance goals related to training, leadership development and talent review processes.

A commitment to increasing our advocacy efforts for inclusive policies at the state, local and federal levels, actively lobbying against discriminatory legislation.

Workforce Composition and Minority Representation

The Company and its affiliated organizations are committed to equal employment opportunity (EEO), and it is our policy to provide EEO to all persons regardless of race, color, religion, sex (i.e., pregnancy, gender identity, or sexual orientation), national origin, age, mental and/or physical disability, genetic information, or military status. The Company has also enhanced recruitment initiatives to attract, employ and develop more minority candidates. In 2020, these efforts included establishing relationships with diverse Nashville-area community groups in preparation for future open positions and developing a protocol to ensure a diverse candidate pool is identified and interviewed for all senior open positions, director level and above. The Company has also increased its presence and partnerships with local schools and universities to hire more diverse graduates at its venues and engage them in career development programs. The table below illustrates the workforce composition for Ryman Hospitality Properties (corporate and OEG) employees for 2020. Looking ahead to 2021, we will promote our DEI mission more prominently across its career platforms.



²Ryman Hospitality Properties includes corporate REIT and Opry Entertainment Group (OEG) employees. The social performance data at the end of the report includes corporate REIT employees only.

³We define leadership positions as employees falling in the Exempt employment category.

Board Diversity

The makeup of a company's board is critical to guiding policies that will result in a more diverse and inclusive workplace. As such, our Board of Directors carefully considers age, gender, ethnicity, and other factors when selecting new members. In 2020, the Company's Board of Directors was comprised of six men and two women, three of whom identify as racially diverse. Three board members were under 50 years old, and five board members were over 50 years old.



Other Key Initiatives

In 2020, we developed and launched the Diversity Council, an advisory board of employee representatives who advocate for and monitor the Company's commitment to DEI efforts. The Diversity Council charter includes creating a diverse and welcoming company that prioritizes inclusion and belonging for underrepresented groups in our workplace, customer base and communities. The group provides ideas and feedback on new initiatives, policies, procedures, and campaigns related to DEI before they are implemented across the organization.

The Company also launched "Diversity Champions," a program open to all employees seeking to be involved in issues of workplace diversity, equity and inclusion outside of the council. Diversity Champions meets bi-monthly and fosters opportunities for mentorship, workplace enrichment, community volunteerism and other activities surrounding diversity and inclusion at the Company.

In 2021, the Company implemented a series of unconscious bias and workplace harassment training initiatives for select leaders in addition to its annual workplace harassment training for employees at all levels. The Company will also launch a Spotlight Program providing employees who show high potential additional development and mentorship opportunities to prepare for the next steps in their careers.

Pay Equity

Identifying and addressing pay gaps, particularly among female and minority employees, is a critical

priority for us. We ensure compliance with federally regulated laws and legislation and take a proactive approach to demonstrating our commitment to pay equity for all employees. The Company commissions a regular Pay Equity Analysis performed by third-party consultants, which looks for patterns of pay disparity favoring a certain group over another, including by gender, age, or race and across pay grades, job levels and job titles. The most recent audit conducted in 2019 found no significant pay disparities.





HOTEL OPERATIONS

Empower Through Opportunity and Welcome All and Advance Human Rights

Marriott, our hotel operator, has set the following company level goals to empower through opportunity by 2025:

- ✓ Invest at least \$5M to increase and deepen programs and partnerships that develop hospitality skills and opportunity among youth, diverse populations that develop hospitality skills and opportunity among youth, diverse populations, women, people with disabilities, veterans, and refugees.
- ✓ Achieve gender representation parity for global company leadership.

EMPOWER THROUGH OPPORTUNITY

Diversity Equity Inclusion (DEI) Leadership Council at Gaylord Opryland networks within local community organizations that support minority, gender equality, LBGQTQ communities to identify talent.

Gaylord Palms has a customized program established to identify and develop emerging leadership talent at different career stages with a specific focus on building diverse leadership pipeline.

In 2021 **Gaylord National** will enter into a partnership with Howard University's Marriott Sorenson School of Hospitality. Management STARS assist professors with guest speaking and Q&A about a career in hospitality.

Gaylord Texan hosts multiple local school tours and presents hospitality as a preferred employer and career pathway for youth.

Gaylord Rockies provides monthly education and awareness to property STARS about Diversity & Inclusion.

Marriott has set company level goals to welcome all and advance human rights by 2025:

- ✓ 100% of associates will have completed human rights training, including on human trafficking awareness, responsible sourcing and recruitment policies and practices.

In support of Marriott's Serve 360 goals, our Gaylord Brand properties have set annual property level goals and developed programs.

ADVANCE HUMAN RIGHTS

Gaylord Opryland conducts human trafficking training for all new and incumbent STARS.

Gaylord Palms annually supports I Dignity Osceola, serving the community and helping individuals apply for IDs. Palms also conducts human trafficking awareness training for all new and incumbent STARS.

Gaylord Texan conducts human trafficking training for all new and incumbent STARS and created a relationship with Texas Businesses Against Human Trafficking.

Gaylord Rockies conducts human trafficking training for all new and incumbent STARS.

Gaylord National conducts human trafficking training for all new and incumbent STARS.

Hotel Operations - STARS First Culture Guarantee

We also support our third-party operator, Marriott, in its efforts to instill our core values with their associates at our hotel properties. "STARS" is an acronym for Gaylord Hotel associates. Gaylord Hotels STARS bring a warm smile, genuine excitement and a "consider it done" spirit to work. In return, STARS experience the rewards of growing their career among a team of professionals with a passion for excellence. The STARS First Culture is aligned with our people-centric culture – which also is based on the belief that caring for the people who work in our business and communities leads to a more positive experience for our guests and gives us a competitive advantage in our industries. Our goal is to employ a highly engaged, high performing and satisfied workforce that is happy and empowered.

The underlying concept of the STARS First Culture is that a satisfied and fulfilled employee turns into a satisfied and happy guest, who is more likely to return to our hotels. The vision is for STAR employees to deliver flawless service to customers seeking meeting, convention, and leisure experiences. The STARS First Culture Guarantee is a promise to

STARS
Smiles
Teamwork
Attitude
Reliability
Service with a passion

Gaylord employees that the Company will provide the support and resources necessary to provide impeccable service to its guests.

At our hotels, we work closely with Marriott to carry out the vision of our company set forth over two decades ago. To ensure operations staff within our Gaylord Hotels properties have the tools and resources they need to be successful and live our values, we incorporate periodic reviews to ensure that our hotel operator has policies in line with our people-first approach. We also make investments in relevant projects to improve the work conditions of Marriott employees who work at our properties. For example, employee workout facilities are maintained at Gaylord Opryland, which offers employees the opportunity to stay active. Furthermore, we invest in physical safety and security measures to reduce hazards to an absolute minimum; provide the appropriate personal, protective equipment; and eliminate workplace-related injuries and death. Most notably, the Vanderbilt Health Gaylord Opryland Clinic has been created, in partnership with Vanderbilt University, to provide immediate service for Marriott associates at Gaylord Opryland, their family members, and guests.

COVID-19 Response

During the COVID-19 pandemic, the Company made a series of business adjustments and further commitments to employees. In March 2020, corporate employees began remote work, while other OEG businesses voluntarily closed. We provided continued pay and benefits for full-time employees of those businesses for 14 weeks, and part-time employees of those businesses for 8 weeks, while senior staff in director-level and higher positions took voluntary pay cuts for the remainder of 2020. To ensure the continued wellbeing of employees, we instituted regular employee meetings and communications, developed supportive policies for COVID-related leaves of absence, offered mindfulness for stress reduction classes and established proprietary health safety standards and training in partnership with Vanderbilt Health.

At the end of 2020, we paid discretionary awards for employees who demonstrated exceptional performance and commitment to our businesses and their fellow employees during this extraordinary operating environment. In early 2021, we committed to educating employees about vaccine safety and have instituted vaccine incentives and guidelines to encourage all employees to become vaccinated in 2021.

GAYLORD HOTELS STAR GUARANTEE

At Gaylord Hotels, we provide our STARS with the support and resources necessary to provide flawless service in an environment that fosters, fun, encourages open communication and development and upholds our values.



GAYLORD OPRYLAND CLINIC

The Vanderbilt Health Gaylord Opryland Clinic provides immediate service in a convenient location for STARS/Marriott Associates and their family members and guests. Almost any urgent care need can be treated without an appointment, even on most holidays. For more information, please follow this [this link](#).

HEALTH & WELLBEING BEST PRACTICES AT GAYLORD PROPERTIES

All seven of our hotels specify low- or no-VOC paints, finishes and other items for renovations.

Two of our hotels have conducted a health and wellness assessment within the past four years.

All seven of our hotels have HVAC system filters that are routinely checked and changed.

Five of our hotels have carbon monoxide and radon tests regularly conducted.

Innovation: Sustainable Growth

Being a unique and innovative lodging REIT, the Company takes an organic, sustainable approach to growth. We focus on growing our hospitality portfolio primarily through asset enhancement. Furthermore, we invest in strategic expansions, such as SoundWaves at Gaylord Opryland, to increase the value of our assets while improving guest experiences. Our recent ESG and DEI commitments add an additional pillar to our investment strategy by incorporating elements of environmental sustainability and social responsibility.

Asset Enhancement

By holding assets long-term, our corporate strategy focuses on asset enhancement in several ways including energy efficient programs. In 2018, we implemented a cogeneration system at Gaylord National where the steam from water heat was used to generate electricity. This project has reduced gas and electricity costs by \$493,000 from 2017. We anticipate this project to directly reduce carbon emissions over the long-term. We also add value to our properties through unique investments.

In 2018, we added an innovative resort water attraction, SoundWaves at Gaylord Opryland Resort in Nashville, as an aquatic attraction for hotel guests that unites extraordinary environments, exclusive up-scale amenities and relaxing water features with energetic rides, immersive music, and an extraordinary oasis for people of all ages to enjoy year-round.

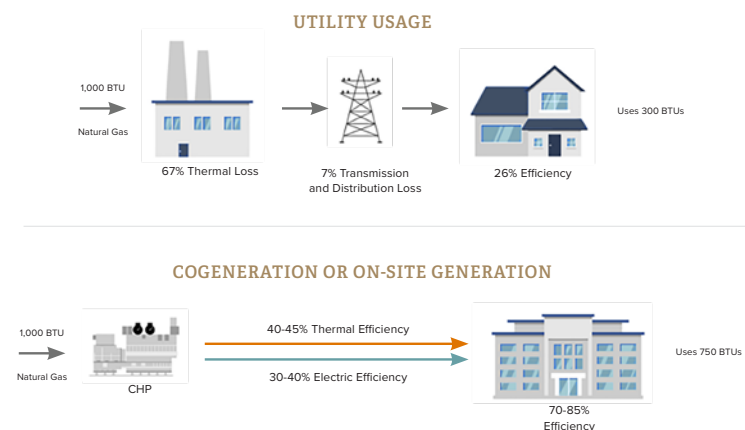
COGENERATION AT GAYLORD ROCKIES

At the Gaylord Rockies, we are in the process of installing a Combined Heat and Power (“CHP”) system through our partners at Unison Energy. At no cost to the hotel, these generators are installed onsite and provide thermal and electric services, which in the long-run provide savings to the hotel. More importantly, the system provides power redundancy to the hotel as the generators dispatch in parallel with the grid to ensure that power is always on. If the single power source of electricity were to fail at the hotel, the thermal system could handle the load. Current estimates have this system saving roughly \$6M-\$7M in utility costs over the twenty-year lifespan of this system. Based on Unison’s estimates, this system also reduces carbon emissions by 20%-40%.

GAYLORD PALMS HORTICULTURE/GARDENS

The Gaylord Palms property in Kissimmee, offers an Everglades-inspired atrium that acts as the centerpiece of the hotel and transports guest to the Everglades National Park. The 4.5 acre atrium houses 500 different plant genus and species, and over 40 palm varieties. In addition, the atrium has 300 orchids that bloom every 90-120 days and a 7,000 piece Caladium showcase. Caladium’s are Florida’s “hometown” flower. The Everglades atrium also has 500,000 gallons of waterways.

Cogeneration or Combined Heat and Power (CHP) Improves Efficiency



Geographic Diversification

At the end of 2019, we further diversified our hotel portfolio geographically by expanding into Colorado by acquiring a majority interest in the Gaylord Rockies project. In early 2021, we became the sole owner of the Gaylord Rockies project. The Gaylord Rockies is a 1,501-room resort hotel with over 485,000 square feet of exhibition, meeting, pre-function, and outdoor space. The hotel opened in December 2018 and is managed by Marriott International pursuant to a long-term management contract. The total project cost was approximately \$800 million.

We have also diversified our portfolio through large-scale asset enhancements. In May 2018, we completed a \$110 million expansion project at Gaylord Texan that included an additional 303 guestrooms and 88,000 square feet of meeting space. We recently completed, in early 2021, construction of another expansion project, costing

nearly \$158 million, at Gaylord Palms in Florida, which will include an additional 303 guest rooms and 90,000 square feet of meeting space, an expanded resort pool and events lawn, and a new multi-level parking structure. In connection with acquisitions and asset enhancements, we seek opportunities to innovate sustainably, including utilizing local suppliers, ecofriendly building materials and studying clean energy options. As we grow, our approach to sustainability management is to leverage our ESG and DEI commitments to maintain social responsibility and environmental sustainability while continuing our deep-rooted service excellence that built our company.

PORTFOLIO DIVERSIFICATION WITH GAYLORD ROCKIES

We continued the geographic diversification of our portfolio with the Gaylord Rockies. Not only does this property add a western entry point to the Gaylord hotel system but the local market is also quite limited with only two other hotels with over 1,000 rooms, and none with equivalent meeting space. In addition, this introduces new customers as 40% of group bookings are new to the Gaylord brand and 80% of bookings are new to the State of Colorado. Finally, there are opportunities for further strategic investment on adjacent land with a similar economic incentive structure. The Company began reporting the Gaylord Rockies on a fully consolidated basis as of January 1, 2019.

DOMINATING THE MEETING MARKET

Our assets are strategically located in many of the country’s top meeting destinations. With the Gaylord Rockies acquisition, we now own 5 of the top 10 largest hotels by meeting space square footage in the U.S. Gaylord Opryland and Gaylord Texan were recognized as the top 2 U.S. meeting hotels by Cvent in May 2018.

We have made countless investments on hotel amenities throughout our portfolio. Outside-the-room spending at our hotels, coupled with extensive meeting facilities, F&B outlets, spas, resort pools and other amenities help drive significant outside-the-room spend yielding a total RevPAR twice peer averages.



Historical Performance 2016-2020

Corporate (REIT employees only) Social and Hospitality Portfolio

COMPANY PROFILE ³	2016	2017	2018	2019	2020
Total Number of Properties	6	6	6	6	7
Total Number of Rooms Nights	3,037,800	3,031,690	3,101,519	3,690,150	3,700,260
ECONOMIC PERFORMANCE	2016	2017	2018	2019	2020
Revenue (In thousands)	\$1,149,207	\$1,184,719	\$1,275,118	\$1,604,566	\$525,475
Adjusted EBITDA (millions)	\$336.931	\$346.146	\$374.766	\$510.530	\$40.279
Revenue Per Available Room (RevPAR)	\$138.27	\$142.42	\$146.51	\$151.09	\$46.41
Occupied Rooms	2,278,197	2,287,510	2,334,461	2,418,790	728,674
Occupancy Rate	75.0%	75.5%	75.3%	77.0%	23.1%
SOCIAL PERFORMANCE ⁴	2016	2017	2018	2019	2020
Total Employees (#)	58	72	85	98	78
Gender					
Percent of Employees Men (%)	45%	44%	45%	51%	47%
Percent of Employees Women (%)	55%	56%	55%	49%	53%
Race					
Percent of Employees Asian (%)	1.7%	2.8%	2.4%	3.1%	3.9%
Percent of Employees Black or African American (%)	5.2%	4.2%	4.7%	4.1%	1.3%
Percent of Employees Hispanic or Latino (%)	0.0%	0.0%	0.0%	0.0%	0.0%
Percent of Employees White (%)	93.1%	93.1%	91.8%	91.8%	93.6%
Percent of Employees Other (%)	0.0%	0.0%	1.2%	1.0%	1.3%
Age					
Percent of Employees under 30 years old (%)	2%	8%	9%	13%	13%
Percent of Employees 30 – 50 years old (%)	62%	58%	61%	57%	63%
Percent of Employees over 50 years old (%)	36%	33%	29%	30%	24%
Other					
Total Employee Turnover (%) ⁵	11%	6%	10%	16%	15%
BOARD METRICS	2016	2017	2018	2019	2020
Total Board Members (#)	9	10	9	8	8
Total Independent Board Members (#)	8	9	8	7	7
Gender					
Board Members Men (#)	7	8	7	6	6
Board Members Women (#)	2	2	2	2	2
Age					
Percent of Board Members under 30 years old (%)	0%	0%	0%	0%	0%
Percent of Board Members 30 – 50 years old (%)	22.2%	40%	44%	37.5%	37.5%
Percent of Board Members over 50 years old (%)	77.8%	60%	56%	62.5%	62.5%
Race					
Percent of Board Members Asian (%)	0%	0%	0%	25%	25%
Percent of Board Members Black or African American (%)	11.1%	20%	22%	12.5%	12.5%
Percent of Board Members Hispanic or Latino (%)	0%	0%	0%	0%	0%
Percent of Board Members White (%)	77.78%	60%	56%	62.5%	62.5%
Percent of Board Members Other (%)	11.1%	20%	22%	0%	0%

⁴The employee demographics for corporate REIT and OEG employees are provided in the Personification section of this report. ⁵Metrics are inclusive of voluntary and involuntary turnover

Corporate (REIT employees only) Social and Hospitality Portfolio Historical Performance 2016-2020

DONATIONS AND COMMUNITY SERVICE	2016	2017	2018	2019	2020
RHP Foundation Charitable Giving (USD)	\$335,461	\$371,263	\$285,062	\$456,000	\$332,000
Brand Donations					
Total Amount of Cash Donations (USD)	N/A	N/A	\$380,181	\$374,839	\$31,175
Total Amount of In-Kind Donations (USD)	N/A	N/A	\$616,307	\$665,787	\$424,623
Total Value of All Donations (USD)	N/A	N/A	\$996,488	\$1,040,626	\$455,798
ENVIRONMENTAL PERFORMANCE	2016	2017	2018	2019	2020
Floor Area Coverage for Intensity Metrics (S.F.)	11,473,163	11,473,163	11,473,163	13,467,607	13,467,607
Occupied Rooms for Intensity Metrics (S.F.)	2,278,197	2,287,510	2,334,461	2,334,461	9,998
Investment in Energy Conservation and GHG Reduction Projects (USD)	N/A	N/A	\$1,551,574	\$390,934	0
Total Cost Savings from Energy Conservation Projects (USD)	N/A	N/A	\$1,177,754	\$145,719	N/A
Total Water Savings from Water Conservation Projects (kGal)	N/A	N/A	N/S	9,600	N/A
Total Energy Savings from Energy Conservation Projects (kilowatt-hours)	N/A	N/A	10,929,898	1,931,951	N/A
Total Carbon Emissions Savings from Energy Conservation Projects (kgCO2e)	N/A	N/A	4,949,400	824,338	N/A
Energy					
Total Energy Consumption (megawatt hours)	746,178	586,600	559,637	633,850	432,552
Total Direct Energy Consumption (megawatt hours)	547,232	392,838	362,000	375,808	270,230
Total Indirect Energy Consumption (megawatt hours)	198,946	193,761	197,638	258,041	162,321
Like-for-Like Total Energy Consumption (megawatt hours)	N/A	583,948	556,568	566,598	398,685
Like-for-Like Total Direct Energy Consumption (megawatt hours)	N/A	391,797	360,666	338,473	256,546
Like-for-Like Total Indirect Energy Consumption (megawatt hours)	N/A	192,150	195,901	228,124	142,140
Energy Consumption per square foot (kilowatt-hours)	65.04	51.13	48.78	47.06	32.12
% Energy from Renewables	1.95%	2.43%	2.6%	3.6%	5.7%
Carbon Emissions					
Total Greenhouse Gas Emissions (metric tons CO2e)	198,001	158,052	154,075	182,811	117,829
Total Scope 1 Emissions (metric tons CO2e)	99,034	71,197	65,607	67,967	47,235
Total Scope 2 Emissions (metric tons CO2e)	98,967	86,855	88,469	114,844	70,594
Total Like-for-Like Greenhouse Gas Emissions (metric tons CO2e)	N/A	156,991	152,894	157,496	111,436
Total Like-for-Like Scope 1 Emissions (metric tons CO2e)	N/A	71,007	65,365	61,201	46,507
Total Like-for-Like Scope 2 Emissions (metric tons CO2e)	N/A	85,984	87,529	96,295	64,929
Greenhouse Gas Emissions per square foot (kgCO2e)	17.26	13.78	13.43	13.57	9.37
Water					
Total Water Consumption (kilo-gallons)	667,238	641,553	624,076	737,039	492,025
Total Like-for-Like Water Consumption (kilo-gallons)	N/A	641,553	624,076	666,520	464,699
Water Consumption per occupied room (gallons)	299.01	280.46	267.33	268.13	582.22
Waste ⁶					
Total Waste Generated (metric tons)	13,985	13,974	14,662	-	-
Total Like-for-Like Waste Generated (metric tons)	N/A	13,974	14,662	-	-
Waste Landfilled (metric tons)	12,680	12,976	13,261	-	-
Waste Landfilled (percentage)	90.7%	92.9%	90.4%	-	-
Waste Recycled (metric tons)	1,305	999	1,401	-	-
Waste Recycled (percentage)	9.3%	7.1%	9.6%	-	-

⁶2019 and 2020 waste data were not available in a complete format at the time of reporting.

SASB Disclosures

Activity Metrics

CODE	METRIC DESCRIPTION	RESPONSE
IF-RE-000.A	Number of assets	7 hotels; 1 golf course
IF-RE-000.B	Leasable floor area	13,467,607 SQ FT
IF-RE-000.C	Percentage of indirectly managed assets	100%
IF-RE-000.D	Average occupancy rate	23.15%

Energy Management

CODE	METRIC DESCRIPTION	RESPONSE
IF-RE-000.130a.1	Energy consumption data coverage as a percentage of total floor area	100%
IF-RE-000.130a.2	Total energy consumed by portfolio area with data coverage	432,551,500 kWh
	Energy consumption data coverage as a percentage of total floor area	32.55%
	Percentage grid electricity	4.94%
IF-RE-000.130a.3	Like-for-like percentage change in energy consumption for the portfolio area with data coverage	-35.75%
IF-RE-000.130a.4	Percentage of eligible portfolio that has an energy rating	14.8%
	Percentage of eligible portfolio that is certified to ENERGY STAR	14.8%
IF-RE-000.130a.5	Description of how building energy management considerations are integrated into property investment analysis and operational strategy	<p>Ryman Hospitality Properties places a high value on protecting the environment where we own properties, live and work. As a hospitality REIT owner of destination hotel assets in urban and resort markets, we understand environmental impact of operations occurs primarily during new development, major renovation, and on-going operation of existing assets. We have learned from our sustainability management system, that it is important to focus our conservation and sustainability efforts around particular aspects of our operations.</p> <p>We at our company submeter our electricity use for efficiency and usage reduction. Key decision-making is done during the early stages of development and renovation sets the precedent for future sustainability alignment. Efforts then extend into asset management, which enhances sustainability with best practices and a focus on new opportunities, those missed during development, and new and emerging trends and technologies.</p>

Water Management

CODE	METRIC DESCRIPTION	RESPONSE
IF-RE-000.140a.1	Water withdrawal data coverage as a percentage of total floor area	100%
	Water withdrawal data coverage as a percentage of floor area in regions with High or Extremely High Baseline Water Stress	25%
IF-RE-000.140a.2	Total water withdrawn by portfolio area with data coverage	492,025.11 kilo-gallons
	Percentage in regions with High or Extremely High Baseline Water Stress	38% or 43%
IF-RE-000.140a.3	Like-for-like percentage change in water withdrawn for portfolio area with data coverage	-30.28%
IF-RE-000.140a.4	Description of water management risks and discussion of strategies and practices to mitigate those risks	<p>Water related risks are of importance to our portfolio considering that 38%-43% of properties are located in areas of high or extremely high-water stress.</p> <p>We seek to manage and mitigate water risk through our due diligence and project management processes. We also now integrate a comprehensive water risk assessment that allows us to judge the water risk at our properties' location, including water stress, flood zone, and usage as it relates to price.</p>

Management of Tenant Sustainability Impacts

CODE	METRIC DESCRIPTION	RESPONSE
IF-RE-410a.1	Percentage of new leases that contain a cost recovery clause for resource efficiency-related capital improvements and associated leased floor area, by property subsector	Tenant cost recovery clause that can be used for energy efficiency related capital improvements. Allows the landlord to implement energy efficiency measures during the lease to recover a proportion or all of those costs from the tenant.
IF-RE-410a.2	Percentage of tenants that are separately metered or sub metered for grid electricity and water withdrawals by property subsector	5% ⁷
IF-RE-410a.3	Discussion of approach to measuring, incentivizing, and improving sustainability impacts of tenants	<p>A changing climate, extreme weather events, increasing temperatures, and rising sea levels pose an emerging risk for the built environment. Climate-resilient actions are incorporated into the design phase of construction.</p> <p>We design flood-resistant buildings while also conducting flood hazard and risks assessments for proposed projects; assess the durability and performance of building materials in a changing climate; and protect the natural environment by implementing sustainable stormwater management, which will eliminate disruption of stormwater flow.</p>

Climate Change Adaptation

CODE	METRIC DESCRIPTION	RESPONSE
IF-RE-450a.1	Area of properties located in 100-year flood zones	0 Square Feet

⁷ Estimated based on the sub-metered laundry facilities at Gaylord Texan, Gaylord Rockies and Gaylord National

GRI Disclosures

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Organizational Profile			
102-1	Name of the organization	RYMAN HOSPITALITY PROPERTIES, INC. ("Ryman Hospitality")	Form 10-K 2020 (p.2)
102-2	Activities, brands, products, and services	<p>Ryman Hospitality is a Delaware corporation that began operating as a self-advised and self-administered REIT for federal income tax purposes on January 1, 2013. We specialize in group-oriented, destination hotel assets in urban and resort markets.</p> <p>Our owned assets include a network of five upscale, meetings-focused resorts totaling 9,615 rooms that are managed by Marriott International under the Gaylord Hotels brand. Other owned hotel assets managed by Marriott International include the Inn at Opryland, a 303-room overflow hotel adjacent to Gaylord Opryland, and the AC Hotel at National Harbor, Washington D.C., a 192-room overflow hotel adjacent to Gaylord National. We also own a majority interest in a joint venture that owns Gaylord Rockies, which opened in December 2018 and is managed by Marriott International under the Gaylord Hotels brand.</p>	Form 10-K 2020 (p.2, 3)
102-3	Location of headquarters	Our corporate headquarters are located at One Gaylord Drive, Nashville, Tennessee 37214.	Corporate Website - Contact Us
102-4	Location of operations	Our five primary hotels and resorts, which the Company refers to as the Gaylord Hotels properties, consist of the Gaylord Opryland Resort & Convention Center in Nashville, Tennessee, the Gaylord Palms Resort & Convention Center in Kissimmee, Florida, the Gaylord Texan Resort & Convention Center near Dallas, Texas, the Gaylord National Resort & Convention Center near Washington D.C., and the Gaylord Rockies Resort & Convention Center in Aurora, Colorado.	Form 10-K 2020 (p.89)

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Organizational Profile			
102-5	Ownership and legal form	Ryman Hospitality is a self-advised and self-administered REIT for federal income tax purposes. Our common stock is listed on the New York Stock Exchange under the symbol "RHP".	Form 10-K 2020 (p.2)
102-6	Markets served	We are generally interested in highly accessible upper-upscale assets with over 400 hotel rooms in urban and resort group destination markets. Presently, our lodging properties ("hospitality segment") are spread throughout five states, which include: Colorado, Florida, Maryland, Tennessee, and Texas.	Form 10-K 2020 (p.3-6)
102-7	Scale of organization	As of March 31, 2021, Ryman Hospitality owned 7 lodging properties representing 10,110 rooms and 2,454,700 square feet of meetings, exhibit, and pre-function space. In addition, total 2020 YE hospitality revenues were \$466,045,000. The hospitality segment constitutes 89% of our total revenues.	Form 10-K 2020 (p.7-8)
102-8	Information on employees and other workers	On December 31, 2020, we employed 476 full-time and 519 part time employees in our Entertainment and Corporate segments.	Form 10-K 2020 (p.12)
102-9	Supply chain	As a self-administered REIT, our properties are managed by our third-party operator, Marriott International, who oversees the full spectrum of operations. Through Marriott, our properties benefit by leveraging the brand's purchasing power as a complete global supply chain solutions provider.	Sustainability Report (p. 5 of pdf)
102-10	Significant changes to the organization and its supply chain	This is our second year of reporting.	GRI Content Index
102-11	Precautionary principle or approach	We formed an Environmental, Social, Governance (ESG) Committee to hold the highest level of responsibility for addressing ESG risks and developing relevant solutions to further connect our company with the community while staying aligned to our strategic goals.	Sustainability Report (p. 9 of pdf)
102-12	External initiatives	Ryman Hospitality aims to support the United Nations Sustainable Development Goals through operations of our hotels and resorts. In addition, we are an advocate for the American Hotel & Lodging Association's 5-star promise on sexual harassment.	Sustainability Report (p. 22, 26 of pdf)
102-13	Membership of associations	Ryman Hospitality is a member of NAREIT and the American Hotel & Lodging Association.	GRI Content Index

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Strategy			
102-14	Statement from senior decision-maker	A letter from our Chairman and Chief Executive Officer is included in our annual sustainability report.	Sustainability Report (p. 2 of pdf)
102-15	Key impacts, risks and opportunities	<p>As a lodging REIT, we are subject to numerous risks. The many environmental risks and effects associated with lodging REITs are outlined in our Annual Report. Furthermore, we grow our portfolio through acquisitions and capital improvements, which yields numerous environmental risks.</p> <p>The key ESG-related issues and opportunities of New Developments, Acquisitions, and Renovations are categorized into Climate Change, Environmental Degradation and Biodiversity, Energy and Carbon, Water Security, Waste Management, Sustainable Procurement, Supply Chain, and Socio-Economic. For further details, please see our ESG Policies & Procedures.</p> <p>In addition, capital improvements of new acquisitions may give rise to the following risks: possible environmental problems; construction cost overruns and delays; the possibility that revenues will be reduced while rooms, restaurants or other facilities are out of service due to capital improvement projects; a possible shortage of available cash to fund capital improvements and the related possibility that financing for these capital improvements may not be available to us on attractive terms; and uncertainties as to market demand or a loss of market demand after capital improvements have begun.</p>	<p>Form 10-K 2020 (p. 17-39)</p> <p>ESG Policies & Procedures</p> <p>Sustainability Report (p. 11 of pdf)</p>

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Ethics and integrity			
102-16	Values, principles, Standards, and norms of behavior	<p>Ryman Hospitality is committed to achieving high standards of business, personal and ethical conduct for itself, its directors, and all personnel. Through performance in accordance with these standards, the Company, its directors and all its employees will merit and enjoy the respect of one another, the business community, our stockholders, our customers and suppliers, and the public.</p> <p>Each employee and director must endeavor to deal fairly with Ryman Hospitality's customers, suppliers, competitors, and other employees. No employee or director shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged or confidential information, misrepresentation of a material fact, or any other unfair dealing practice.</p> <p>All employees are required to read, understand, and conduct business according to our Code of Business Conduct and Ethics. Compliance with the conduct policies set forth in our Code of Business Conduct is required of all employees and enforcement is the direct responsibility of every supervisor.</p>	Code of Business Conduct and Ethics (p. 2, 5, 9, 10)
102-17	Mechanisms for advice and concerns about ethics	<p>General questions regarding our Code of Business Conduct or the application of our Code of Business Conduct to situations may be directed to Ryman Hospitality's General Counsel. Questions from Directors and Executive Officers may also be discussed with the Chairman of the Board, the Chief Executive Officer, or the Chairman of the Nominating and Corporate Governance Committee.</p> <p>Good faith⁸ reports of wrongdoing⁹ should be submitted, in writing, to the Senior or Executive Vice President to whom an employee ultimately reports, the Vice President of Human Resources or the General Counsel, or by a phone call to the Company's ethics hotline at 888-736-9830.</p>	Code of Business Conduct and Ethics (p. 10, 12)
Governance Structure			
102-18	Governance Structure	Our Board of Directors, the highest governance body at Ryman Hospitality, is charged with approving broad policies of the Company, its general direction, and its overall priorities. The Board typically shall consist of not less than 7 nor more than 11 Directors. No more than three of them may be employees of the Company.	Corporate Governance Guidelines Board of Directors
	Delegating authority	We formed an ESG Committee to hold the highest level of responsibility for addressing ESG risks and developing relevant solutions to further connect our company with the community while staying aligned to our strategic goals. The committee then reports directly to the Nominating and Corporate Governance Committee who then shares pertinent findings with the Board of Directors.	ESG Committee Charter

⁸"Good faith report" shall mean a report of conduct defined as wrongdoing, which the person making the report has reasonable cause to believe is true and which is made without malice or consideration of personal benefit.

⁹"Wrongdoing" shall mean a violation which is not of a merely technical or minimal nature of a federal or state statute or regulation or of this Code designed to protect the interest of the public or Ryman Hospitality.

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Governance Structure			
102-20	Executive-level responsibility for economic, environmental, and social topics	General oversight of environmental, social, and economic impacts, risks, and opportunities fall under the responsibility of our ESG committee, chaired by the Executive Vice President & General Counsel, who reports to our Nominating and Corporate Governance Committee.	ESG Committee Charter
102-22	Composition of the highest governance body and its committees	<p>The highest governance body, our Board of Directors, is comprised of seven independent members and our Chairman and Chief Executive Officer - Colin V. Reed.</p> <p>Our Board's management directors will consist of the Chief Executive Officer. Others who may serve as managing directors are senior executives selected from the primary operating businesses of the Company. The General Counsel will not serve on the Board but will be expected to attend Board meetings in an advisory capacity.</p> <p>The committees of the Board are the Executive Committee, the Audit Committee, the Human Resources Committee, and the Nominating and Corporate Governance Committee.</p>	Corporate Governance Guidelines Board of Directors
102-23	Chair of the highest governance body	Robert Prather, President and CEO of Heartland Media and Chairman of the Nominating and Corporate Governance Committee at Ryman Hospitality Properties, serves as our Independent Lead Director, while Colin V. Reed, our Chief Executive Officer, is also our Chairman.	Board of Directors Proxy Statement for the 2021 Annual Meeting of Stockholders (p. 19)
102-24	Nominating and selecting the highest governance body	The Nominating and Corporate Governance Committee is appointed by the Board of Directors of Ryman Hospitality to assist the Board, on an annual basis, by identifying individuals qualified to become Board members (consistent with criteria approved by the Board) and to recommend to the Board the director nominees for the next annual meeting of stockholders. Further details of the Committee can be found in our Nominating and Corporate Governance Committee Charter, and our Proxy Statement for the 2021 Annual Meeting of Stockholders.	Nominating and Corporate Governance Committee Charter Proxy Statement for the 2021 Annual Meeting of Stockholders (p. 16-19)
102-25	Conflicts of interest	Ryman Hospitality must have the confidence of its customers and the public. Directors and employees must avoid conflicts or the appearance of conflicts. Specifically, employees should avoid any outside financial interests that might conflict with the Company's interests. Such outside interests could include, among other things: personal or family financial interests in or indebtedness to enterprises that have business relations with the Company; and acquiring any interest in outside entities, properties, etc., in which the Company has an interest or potential interest. This would include stock in businesses being considered for acquisition, or real estate or possible new or expanded company operations, and the conduct of any business not on behalf of the Company with any vendor, supplier, customer or agency or any of their officers or employees. Employees and directors should report any material transaction or relationship that could result in a conflict of interest to Ryman Hospitality's General Counsel.	Code of Business Conduct and Ethics (p. 2)

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Governance Structure			
102-28	Evaluating the highest governance body's performance	<p>The Human Resources Committee holds the highest responsibility for director and executive compensation and all other compensation-related decisions. Further details of board performance evaluation are included in our Human Resources Committee Charter.</p> <p>The Human Resources Committee (which functions as our compensation committee) is comprised entirely of independent directors. In addition, there are no relationships among our executive officers, members of the committee, or entities whose executives serve on the Board or the committee that require disclosure under applicable regulations of the SEC.</p>	Human Resources Committee Charter Proxy Statement for the 2021 Annual Meeting of Stockholders (p. 21)
102-35	Remuneration policies	Our Human Resources Committee annually reviews our executive compensation program to determine how well actual compensation targets and levels meet our overall compensation philosophy and to compare our compensation programs to our peers. The committee also oversees our compensation programs.	Proxy Statement for the 2021 Annual Meeting of Stockholders (p. 37)
102-36	Process for determining remuneration	<p>The Human Resources Committee annually determines whether our overall executive compensation program is consistent with our business strategy and promotes our compensation philosophy. In determining target total annual compensation for each Named Executive Officer (NEO), the committee relies on its general experience and subjective considerations of various factors, including our strategic business goals, information with respect to the peer group set forth above, proprietary and publicly available compensation surveys and data with respect to REITs and other public companies provided by Aon (our compensation consultant), and each executive officer's position, experience, level of responsibility, individual job performance, contributions to our corporate performance, job tenure and future potential.</p> <p>In addition, the committee uses proprietary and publicly available compensation surveys and data with respect to REITs and other public companies provided by our compensation consultant, Aon, to obtain a general understanding of current compensation practices, including to confirm that the base salary and other elements of target total compensation opportunity for our executive officers is at a competitive market level.</p>	Proxy Statement for the 2021 Annual Meeting of Stockholders (p. 21-22, 21-26,37)
102-37	Stakeholders' involvement in remuneration	<p>The committee uses a compensation peer group of 13 similar companies to gain insight on industry standards for director and executive compensation. The 13 companies, which are mentioned in our Proxy Statement, were chosen based on their industry focus and status as a REIT.</p> <p>Consistent with the views of our stockholders, initially expressed in 2011 and reaffirmed in 2017, we continue to conduct an annual "say-on-pay" advisory vote to solicit our stockholders' views on our compensation programs. At our annual meeting in May 2020, approximately 95.5% of the stockholder votes, excluding broker non-votes, were cast in favor of the say-on-pay resolution</p>	Proxy Statement for the 2021 Annual Meeting of Stockholders (p. 37, 46)

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Stakeholder Engagement			
102-40	List of stakeholder groups	Our direct stakeholders, pertaining only to our hospitality segment, are our stockholders, third-party operator, suppliers, and corporate employees. Other stakeholder groups include employees of our third-party operator, Marriott International, the local communities of our properties and industry associations.	GRI Content Index
102-41	Collective bargaining agreements	Collective bargaining agreements are negotiated between the third-party hotel managers and labor unions. We do not have the ability to control the outcome of these negotiations. In addition, none of our corporate employees are covered by collective bargaining agreements.	Form 10-K 2020 (p. 26)
102-42	Identifying and selecting stakeholders	Stakeholders are determined by their impact on our company and its business activities.	GRI Content Index
102-43	Approach to stakeholder engagement	Our approach to stakeholder engagement within our hospitality portfolio focuses primarily on our employees, community, and third-party operator, Marriott International. We leverage our third-party operator, Marriott International, to provide us with insight on guest satisfaction. In addition, we engage our operator during feedback sessions on the relationship with our suppliers and vendors. Finally, we engage our community stakeholders by participating through membership in various industry associations, and through our foundation – Ryman Hospitality Properties Foundation.	Sustainability Report (p. 23 of pdf)
102-44	Key topics and concerns raised	Key issues and concerns are identified through our annual employee satisfaction survey and addressed by key decision-makers during an annual general meeting.	GRI Content Index
Reporting Practices & Materiality			
102-45	Entities included in the consolidated financial statements	The assets in our hospitality portfolio included in our consolidated financial statements are outlined in our Annual Report.	Annual Report 2020 (p. F-55, F-69)

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Reporting Practices & Materiality			
102-46	Defining report content and topic boundaries	This report is limited to the assets in our hospitality portfolio. In the calculation of our environmental performance, we included our five primary assets, and the two overflow properties in Nashville and National Harbor as well. We included the Gaylord Springs, our golf course, in the totals of our consumed utilities as well, although their consumption was not included in intensity figures. Our report content and topic boundaries are structured around four themes we deem essential to our company, which includes: 1. Environmental and Resource Conservation 2. Preservation of our heritage, assets and local communities 3. Personification of our employees, operations, and partnerships 4. Innovation through creativity and intertwining growth with sustainability	Sustainability Report (p. 4 of pdf)
102-47	List of material topics	The list of material topics covered currently aligns with our portfolio of hotels and resorts in this second year of reporting. The material topics covered include: Organizational Profile, Strategy, Ethics and Integrity, Governance Structure, Stakeholder Engagement, Reporting Practices & Materiality, Economic Performance, Indirect Economic Impacts, Anti-Corruption, Energy, Water and Effluents, Emissions, Effluents and Waste, Employment, Occupational Health & Safety, Training and Education, Diversity and Equal Opportunity, Local Communities, Customer Health and Safety, and Customer Privacy.	GRI Content Index
102-48	Restatements of information	N/A	GRI Content Index
102-49	Changes in reporting	Effective December 31, 2018, we became the majority owner of the Gaylord Rockies joint venture and full owner in early 2021, thereby adding 1,501 rooms to our portfolio. The ESG performance data from Gaylord Rockies is now included in our report.	Sustainability Report (p. 5 of pdf)
102-50	Reporting Period	Our reporting period is the calendar year 2020 (January 1 - December 31, 2020).	GRI Content Index

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Reporting Practices & Materiality			
102-51	Date of most recent report	Our current sustainability report was published as of July 2021.	Sustainability Report (p. 4 of pdf)
102-52	Reporting cycle	Our sustainability report will be updated on an annual basis.	Sustainability Report (p. 4 of pdf)
102-53	Contact point for questions regarding the report	One Gaylord Drive Nashville, TN 37214 +1 615 316 6000 ESG@rymanhp.com	Contact Us
102-55	GRI Content Index	Our GRI Content Index is listed in our annual Sustainability Report.	Sustainability Report (p. 40-52 of pdf)
102-56	External assurance	In its oversight role, the Audit Committee relies on the work and assurances of management, which has the primary responsibility for financial statements and reports, and of Ernst & Young LLP, which in its report expresses an opinion on the conformity of our annual financial statements with generally accepted accounting principles. Our environmental, social, and governance content has not been externally assured during the reporting period.	Proxy Statement for the 2021 Annual Meeting of Stockholders (p. 70)
Economic Performance			
201-1	Direct economic value generated and distributed	Hospitality Segment Total Segment Results. The following presents the financial results of our Hospitality segment for the years ended December 31, 2020: Total Hospitality Revenue: \$466,045,000	Annual Report 2020 (p. F-9)
201-2	Financial implications and other risks and opportunities due to climate change	Climate change, which includes the warming of global temperatures and rising sea levels, could potentially impact our new developments and major renovation projects in worker safety, weather-related delays, construction materials design and manufacturing and increasing insurance costs. Climate change will continue to drive physical, regulatory, and business risks over time, requiring resilience planning and continuous assessment Further details on the financial implications and other risks and opportunities due to climate change are outlined in our ESG Policies & Procedures Document.	ESG Policies & Procedures Document – Sustainability Management System (p.2-3) ESG Policies & Procedures Document – Environmental Sustainability Policy (p.6-7)

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Indirect Economic Impacts			
203-1	Infrastructure investments and services supported	Our executives and employees participate in many charitable and civic endeavors in their communities. We sponsor and administer the Ryman Hospitality Properties Foundation, which annually provides support to many charitable organizations, with a specific focus on education and the arts. In addition, we sponsor and administer the Opry Trust Fund, which partners with other organizations to provide, on a confidential basis, direct financial assistance to music industry participants facing medical or other personal emergencies. We strive to be a good corporate citizen in the markets in which we operate through financial and volunteer support of worthy causes, as well as through direct community engagement. We are also committed to educational partnerships that encourage minority candidates to pursue careers in the hospitality and entertainment industries while also creating direct paths to leadership roles. We are committed to increasing efforts to identify and showcase diverse talent on our Ryman Auditorium, Grand Ole Opry and Ole Red stages, as well as to using our marketing platforms to amplify diverse artists' contributions to country music	Proxy Statement for the 2021 Annual Meeting of Stockholders (p. 28) Foundation Sustainability Report (p. 4 of pdf)
Anti-Corruption			
205-1	Operations assessed for risks related to corruption	Our Code of Business Conduct and Ethics covers conflicts of interest, corporate opportunities, confidentiality, fair dealing, and compliance with laws, rules, and regulations.	Code of Business Conduct and Ethics (p. 1-13)
205-2	Communication and training on anti-corruption policies and procedures	All employees are required to read, understand, and conduct business according to our Code of Business Conduct and Ethics. Compliance with the conduct policies set forth in the Code is required of all employees. Managers and supervisors may be sanctioned for failure to instruct their subordinates adequately or for failing to detect noncompliance with applicable policies and legal requirements, where reasonable diligence on the part of the manager or supervisor would have led to the discovery of any problems or violations and given the Company the opportunity to correct them earlier.	Code of Business Conduct and Ethics (p. 9-13)
205-3	Confirmed incidents of corruption and actions taken	There were no confirmed incidents of corruption during the reporting period.	GRI Content Index

Management Approach Disclosures: Environmental

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Energy			
302-1	Energy consumption within the organization	Total energy consumption was 432,551 megawatt-hours during the 2020 reporting period.	ESG Performance
302-3	Energy intensity	The 2020 energy intensity was 32.12 kilowatt-hours per square foot.	ESG Performance
302-4	Reduction of energy consumption	From our 2016 baseline, we reduced our energy by 42.0% in 2020. This is primarily the result of the closure of our hotels during the COVID-19 pandemic. Presently, we track Purchased Electricity and Natural Gas at our hotel properties. Commodities such as district chilled water and steam are not applicable to our hotel properties.	ESG Performance
Water and Effluents			
303-5	Water consumption	Total water consumption was 492,025 kilogallons during the 2020 reporting period.	ESG Performance
Emissions			
305-1	Scope 1 emissions	Total Scope 1 emissions were 48,762 metric tons during the 2020 reporting period.	ESG Performance
305-2	Scope 2 emissions	Total Scope 2 emissions were 77,424 metric tons during the 2020 reporting period.	ESG Performance
305-4	Greenhouse gas intensity (GHG)	Greenhouse gas intensity was 9.37 kilograms per square foot in 2020.	ESG Performance
Effluents and Waste			
306-2	Waste by type and disposal method	2020 waste data were not available in a complete format at the time of reporting.	ESG Performance

Management Approach Disclosures: Social

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Employment			
401-2	Benefits provided to fulltime employees that are not provided to temporary or part-time employees	We invest in our employees with a host of benefits and resources that support them both in and out of the office. We provide a full list of benefits for both full time and part-time employees encompassing a wide range of areas, from wellness and nutrition to paid vacation, concert tickets, tuition reimbursement and more. For more details, please see our corporate website.	Ryman Corporate Website
Occupational Health & Safety			
403-6	Promotion of worker health	We offer comprehensive medical, prescription drug, dental and vision coverage to our full-time employees. Furthermore, we promote health and wellbeing through wellness nutrition workshops, discounted on-site CrossFit and yoga classes, employee assistance programs, and other health-linked programs. We also promote the health of Marriott associates at our hotel properties by investing in physical safety and security measures to reduce hazards to an absolute minimum; provide the appropriate personal, protective equipment; and eliminate workplace-related injuries and death. Most notably, the Vanderbilt Health Gaylord Opryland Clinic has been created, in partnership with Vanderbilt University, to provide immediate service for STARS/Marriott associates and their family members, and guests.	Our Benefits Vanderbilt Health Gaylord Opryland Clinic
403-9	Work-related injuries	There were no work-related injuries or deaths at Ryman Hospitality Properties during the reporting period.	
Training and Education			
404-2	Programs for upgrading employee skills and transition assistance programs	We presently offer our full-time employees tuition reimbursement for upgrading skills and furthering their education. Furthermore, we offer an employee assistance program to both full-time and part-time employees.	Our Benefits
403-2	Percentage of employees receiving regular performance and career development reviews	100% of our corporate employees receive regular performance and career development reviews.	Sustainability Report (p. 26 of pdf)

NUMBER	DESCRIPTION	RESPONSE/DISCLOSURE	REFERENCES
Diversity and Equal Opportunity			
405-1	Diversity of governance bodies and employees	Ryman Hospitality Property's Board of Directors is comprised of six men and two women. Also, 55% of our employees are women while 45% are men.	Sustainability Report (p. 28-29 of pdf)
Local Communities			
413-1	Operations with local community engagement, impact assessments, and development programs	<p>The Ryman Hospitality Properties Foundation manages giving at the corporate level and focuses on making a difference in communities that are directly impacted by our assets. The Foundation has developed guidelines to help us evaluate the requests we receive each year.</p> <p>In addition, we sponsor and administer the Opry Trust Fund, which partners with other organizations to provide, on a confidential basis, direct financial assistance to music industry participants facing medical or other personal emergencies.</p>	Foundation Proxy Statement for the 2021 Annual Meeting of Stockholders (p. 28)
Customer Health and Safety			
416-1	Assessment of the health and safety impacts of product and service categories	Health and safety elements have been included in our Ongoing Performance Monitoring and Site Evaluation checklists. Further details on the health & safety-linked risks of our business on our employees, suppliers, and partners are outlined in our Environmental Sustainability Policy, which is contained in our ESG Policies & Procedures disclosure.	ESG Policies & Procedures - Environmental Sustainability Policy (p.6-7)
Customer Privacy			
418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	There were no substantiated complaints regarding violations of customer privacy and losses of customer data during the reporting period.	GRI Content Index