



TRAVEL **WITH PURPOSE**

Hilton 2019 Corporate Responsibility Report

Hilton

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Canopy Portland Pearl District

Hilton was founded a century ago on the noble premise that travel could make the world a better place. Since then, we have shared the light and warmth of our hospitality with 3 billion guests, provided career opportunities to 10 million Team Members and invested \$1 trillion in our communities. We call that positive impact the “Hilton Effect.”

As I am writing this letter, travel is at a virtual standstill, and our business is suffering as a result of the COVID-19 global pandemic – but we are doing everything we can to keep the Hilton Effect going strong. We believe that no matter how profound our own challenges, the way that we respond to this global crisis says everything about who we are as a company and what our future will look like. That is why we took action to donate up to 1 million room nights to frontline medical professionals. And that is why we have hotels all over the world doing extraordinary things to help their communities weather this storm.



We are in urgent need of bold, innovative solutions to tackle the challenges our global society is facing.”

When we emerge from this crisis, our bold Travel with Purpose 2030 Goals will continue to guide our corporate responsibility strategy around the world. Our Goals, released in 2018, put us on a path to double our social impact and reduce by half our environmental footprint by 2030. To help us reach our 2030 Goals, we launched the Hilton Effect Foundation in May, on our 100th Anniversary, to support projects and partnerships that will create a better world to travel.

At the heart of our efforts are our Team Members, who volunteered over half a million hours in their local communities in 2019. They made it possible for us to expand our soap recycling program to nearly every hotel in our portfolio and to expand our food donation program to all our managed hotels in the United States and

Canada. On behalf of our entire Hilton family, I am thrilled to share all we have achieved together, and the humbling recognition we have earned as a result. In 2019, Hilton was:

- Named the Global Industry Leader on the Dow Jones Sustainability Indices;
- Featured in *Fortune’s* Change the World List for the second year in a row, the only hospitality company on the list; and
- Recognized on the CDP prestigious “A-List,” placing in the top 2% of the thousands of companies that were scored.

As proud as we are of our accomplishments, we recognize that the world needs our positive impact now more than ever – and we are in urgent need of bold, innovative solutions to tackle the challenges our global society is facing. At Hilton, we are raising our hands to lead on these solutions, so that future generations can Travel with Purpose for years to come.

Christopher J. Nassetta
President and Chief Executive Officer

Hilton is one of the largest and fastest growing hospitality companies in the world. For more than 100 years, we have been an innovator in the industry, driven by the vision of our founder Conrad Hilton “to fill the earth with the light and warmth of hospitality.” As of December 31, 2019, our portfolio included 6,110 properties across 17 brands in 119 countries and territories.

17
brands

119
countries & territories

6,110
properties

971,000+
rooms

OUR BRANDS

Luxury & Lifestyle
Full Service
Focused Service
Timeshare

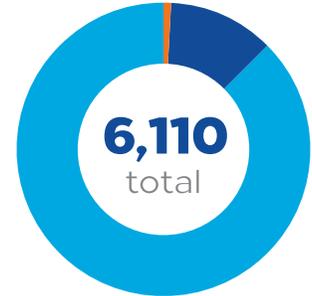
OUR BUSINESS MODEL

We organize our operations into two distinct and separately managed operating segments:

- (i) Management and franchise of hotels brands on behalf of third-party hotel owners
- (ii) Our ownership segment, comprised of hotels that are owned or leased by Hilton or our affiliates

Operating hotels

- 65 (1%)**
Owned / Leased / Joint Venture by Hilton
- 703 (11.5%)**
Managed by Hilton
- 5,342 (87.4%)**
Franchised



HILTON SUPPLY MANAGEMENT

Hilton Supply Management (HSM) is the global procurement and supply chain arm of Hilton. HSM develops and negotiates product and service supply programs with 1,100+ suppliers that make available goods and services at the best combination of price, quality and service. A more detailed description of our business model can be found in our [public filings](#).

OUR GUESTS

As of December 31, 2019, we had more than 103 million members in our award-winning guest loyalty program, Hilton Honors. We are passionate about delivering exceptional experiences for every guest during every stay.

PERCENTAGE OF GUESTS RATING THEIR EXPERIENCE A 9 OR ABOVE OUT OF 10*

2019	2018	2017
65.1%	64.7%	64.4%

* Source: Hilton Satisfaction and Loyalty Tracking (SALT) Survey data 2017 - 2019, all open properties. Overall Experience calculated as the percent of respondents rating a 9 or 10 out of 10 on the Overall Experience question in the SALT survey.

OUR TEAM MEMBERS

Hilton defines Team Members as employees at Hilton corporate offices and its owned and managed properties, and employees of franchisees who work on-property at independently owned and operated franchise properties in the Hilton portfolio. Our Team Members are our greatest asset and we are committed to fostering a culture of inclusivity and empowering all Team Members to leverage their full potential.

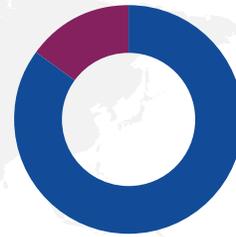
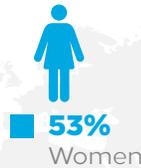
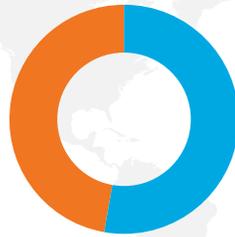
2019 GLOBAL WORKFORCE

424,791

Team Members

93%

Full Time Employees



2019 U.S. WORKFORCE

259,753

Team Members

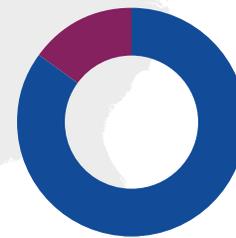
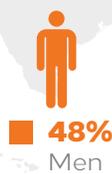
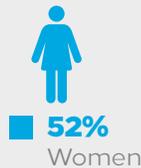
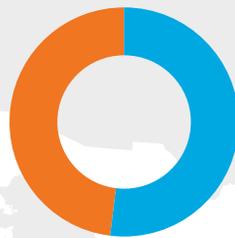
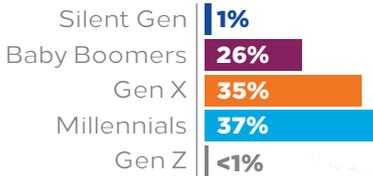
4%

U.S. workforce that self identifies as having a disability

Ethnicity (U.S.)



Age (U.S.)



SELECTED RECOGNITION AND AWARDS

- **Global Industry Leader**, Dow Jones Sustainability Indices
- Named the **#1 Best Company to Work For in the U.S.** and the **#2 World's Best Workplace** by Fortune Magazine
- Only hospitality company on Fortune's 2019 **Change the World List** for 2nd year in a row
- Named the **#1 Workplace for Diversity** by Fortune
- **100% rating** on the Human Rights Campaign's Corporate Equality Index for six years in a row
- Made CDP's prestigious **2019 "A List"** for climate change
- **2019 SEAL Business Sustainability Awards** winner for Organizational Impact

MEMBER OF

Dow Jones Sustainability Indices



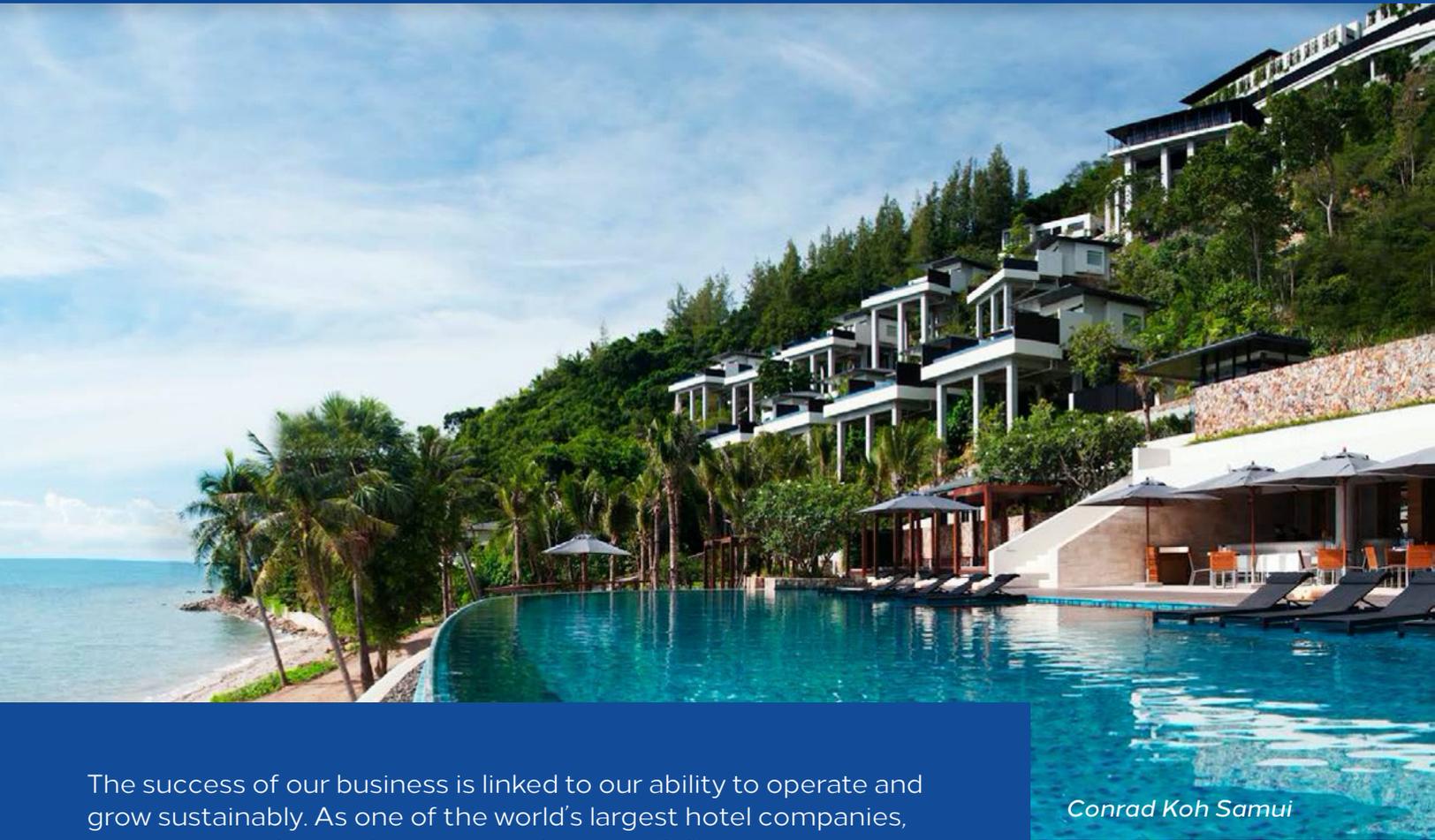
In collaboration with a RobecoSAM brand



HUMAN RIGHTS CAMPAIGN



CLIMATE



Conrad Koh Samui

The success of our business is linked to our ability to operate and grow sustainably. As one of the world's largest hotel companies, we recognize that we have a critical responsibility to protect our communities and our planet, so destinations remain vibrant and resilient for generations of travelers to come.

Travel with Purpose is Hilton's corporate responsibility strategy to drive responsible travel and tourism globally. We have committed to double our investment in social impact and cut our environmental impact in half by 2030. Our overarching Travel with Purpose 2030 Goals are underpinned by sub-targets which closely align with the global Sustainable Development Goals ("SDGs") adopted by the United Nations in 2015.

Through Travel with Purpose, we seek to create positive environmental and social impact across our operations, supply chain and communities. We pursue best-in-class operational excellence, engage our guests and Team Members, and use our innovation and influence to make meaningful differences in the destinations and communities in which we operate. We track, analyze and report our environmental and social impact at each of our hotels, and our progress towards our 2030 Goals, using LightStay, our award-winning corporate responsibility management system.

OVERVIEW

In 2019, in celebration of our 100th Anniversary, we launched the [Hilton Effect Foundation](#) with the mission to create a better world to travel. The Foundation is our primary international philanthropic arm, supporting efforts that help us meet our 2030 Goals. The Foundation is a U.S.-registered 501(c)(3) charitable organization. By investing in our communities and the environment, the Foundation aims to help build resiliency for generations to come.

The Foundation awards grants to projects and partners that will make a lasting positive impact on travel destinations around the world, in support of Hilton's 2030 Goals. As part of its strategic commitment, the Foundation also supports Hilton's signature multi-year partnerships with the International Youth Foundation and World Wildlife Fund.

2019 HILTON EFFECT GRANTS

Hilton Effect Grants are awarded annually to nonprofits that help us advance our Travel with Purpose 2030 Goals. In 2019, the Foundation announced its inaugural 15 Hilton Effect Grants – investments that will amplify the Hilton Effect in more than 20 communities around the world. The map below identifies our 15 Hilton Effect Grant recipients and the communities they are impacting.



DISASTER RELIEF

The Hilton Effect Foundation invests in short-term relief and long-term resiliency efforts to support communities impacted by natural disasters and hardship. The Foundation supports organizations in their on-the-ground response efforts in communities severely impacted. Since 2014, Hilton has invested more than \$3.2 million in disaster relief and resiliency efforts.



WATER STEWARDSHIP

VETERANS & DISASTER RELIEF

INCLUSIVE GROWTH

YOUTH OPPORTUNITY

By 2030, we are committed to double our investment in social impact and cut our environmental footprint in half through responsible hospitality across our value chain.

6 7 12 13

PRESERVING RESOURCES

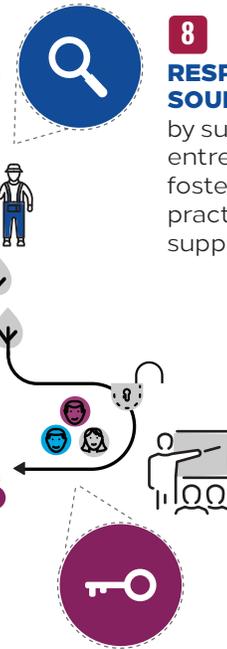
by tracking against science-based targets for carbon, driving water stewardship, re-engineering waste and innovating every day for sustainable operations



8 12 13 14

RESPONSIBLE SOURCING

by supporting local entrepreneurs and fostering responsible practices in our supply chain



3 11 12 15

RESPECTING DESTINATIONS

by preserving local cultural and natural heritage and fostering respect for all



1 8 12

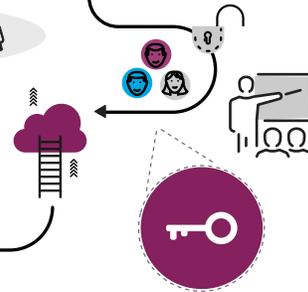
ENABLING BUSINESS

by accelerating access to tourism's economic benefits for local businesses

4 8 12

CREATING OPPORTUNITIES

by providing skills and employment to the local community, investing in innovative local solutions and deploying our commercial engine for local hotel owners to grow



We have aligned our 2030 Goals to the applicable United Nations Sustainable Development Goals

Prior to launching our Travel with Purpose 2030 Goals in 2018, we updated our materiality assessment to test the validity of our direction and inform the definition of our Goals. We consulted with key internal and external stakeholders and integrated strategic insights. To ensure that our program remains aligned with our most material issues, we have undertaken the following:

- Mapped 100% of our hotels and pipeline against selected external social and environmental risk indices
- Integrated social and environmental risk questions, including questions around climate change risk, in Hilton’s annual internal Global Enterprise Risk Survey, which is distributed to over 200 Hilton leaders
- Surveyed more than 145,000 Hilton guests and meeting planners to understand how they value a hotel company’s corporate responsibility practices
- Continually undertake gap analyses against best practices and expectations from external organizations, including companies, investors, clients, governments, benchmarks and rankings in order to inform our program and our reporting
- Map our programs against the UN SDGs

Further detail on our materiality assessment and the steps we take to continually evaluate the materiality of our CR programs to our business and the industry can be found in the Appendix. We plan to re-complete our detailed materiality assessment in the near future to further inform our programs and focus our efforts as we work towards our 2030 Goals.



Each impact area corresponds to each section of our value chain:

- Our Operations
- Our Communities
- Our Supply Chain
- Overarching Impact

We continually engage with our stakeholders to seek their expertise, expectations, feedback and priorities. This ongoing stakeholder engagement serves to inform our programs and refine our focus on our most material issues as we seek to redefine sustainable travel.

HILTON LEADERSHIP

Our Travel with Purpose (TWP) strategy is overseen by Hilton leadership at the very top of our business, and our leaders are frequently engaged on the development and direction of our programs. The Board of Directors' Nominating and Environmental, Social and Governance (ESG) Committee is responsible for overseeing our corporate responsibility strategy, practices and policies, and receives annual updates on our progress towards our 2030 Goals. Our CEO and Executive Committee review progress towards our 2030 Goals alongside other key business priorities during Quarterly Business Reviews. A quarterly TWP dashboard is also distributed to all Hilton leadership, including General Managers at managed hotels.

TEAM MEMBERS

We activate our TWP programs through our incredible Team Members, who bring our corporate responsibility efforts to life around the world every day. We maintain a network of more than 1,250 TWP Champions, comprised of leaders across our hotels and corporate offices who we engage for expertise and guidance as we develop our programs. Our Champions are also integral in implementing our initiatives, including our Global Team Member Volunteering program. In addition, any Team Member around the world can submit feedback and ideas to the Corporate Responsibility team using our Corporate Responsibility feedback platform.

We train our Team Members on our CR programs in a variety of ways, including integration of TWP into New Team Member Orientation, numerous mandatory and voluntary Hilton University trainings, and sessions at our internal conferences. We also offer extensive corporate responsibility resources through our LightStay system and on our internal Intranet, The Lobby, both of which are available to all Team Members. We obtain feedback from our colleagues on the effectiveness of our TWP programs through Hilton's Global Team Member Survey. We offer Team Member Resource Groups, sponsored by Hilton executives, that foster an inclusive environment in our hotels and offices. We also operate an anonymous Hilton Hotline that Team Members, suppliers, business partners, consumers and the community can use to report any potential violations of our Code of Conduct.

INVESTORS

We believe that our Corporate Responsibility programs represent material, decision-useful information for our investors, and we are proudly committed to transparently reporting on our environmental and social initiatives and impacts. We engage regularly with our investors on our CR programs and progress towards our 2030 Goals, and, in addition to the information disclosed in this Report, we have integrated key TWP information into our Form 10-K, Proxy Statement and Annual Report.

Our reporting integrates the recommendations of the Sustainability Accounting Standards Board (SASB) and the Taskforce on Climate-related Financial Disclosures (TCFD), and we participate in numerous Environment, Social and Governance (ESG) questionnaires and rating indices, including the Dow Jones Sustainability Index, CDP, ISS ESG, MSCI, and Sustainalytics.

OWNERS

We regularly consult with our owners on key TWP issues through our Owner Advisory Councils, including engaging on proposed brand standards. We work with our owners to pilot new sustainability programs and initiatives, and we provide regular updates on our CR programs and initiatives through our internal owner newsletters. We reward our hotels that are demonstrating outstanding performance, as measured by LightStay, through annual brand and regional Travel with Purpose awards.

GUESTS & CLIENTS

We are continually assessing the best opportunities to engage with our guests and clients around our TWP programs. Through in-hotel messaging and in-room collateral, including our Conserve to Preserve and Choose to be Green programs, we bring our guests along on the Travel with Purpose journey. Our Sales teams also engage with our corporate clients on our TWP programs and our Meet with Purpose sustainable meeting offering. Hotels that are implementing specific initiatives use collateral and messaging to share their progress with guests.

We work with our Guest Satisfaction, Public Relations and Social Media teams to continually monitor and respond to guest feedback and questions related to our Corporate Responsibility programs, and we take guest feedback into account as we shape our programs.

SUPPLIERS

We engage with our suppliers through our strategic sourcing initiatives, and we collaborate on key material responsible sourcing issues. We undertake supplier human rights audits and assessments in selected regions and we promote sourcing from diverse suppliers through our Supplier Diversity Program in the U.S.

We have integrated our [Responsible Sourcing Policy](#) into all new supplier contracts, outlining the standards expected of Hilton suppliers. Suppliers are encouraged to have appropriate management systems in place and to take steps to comply with our Policy, including holding their suppliers and subcontractors accountable. We also reserve the right to conduct unannounced assessments, audits and inspections of supplier facilities to ensure that reasonable efforts are being taken by our suppliers to operate in a manner consistent with our Responsible Sourcing Policy.

NGOs AND INTERNATIONAL ORGANIZATIONS

We partner with leading NGOs and international organizations in support of our CR initiatives and 2030 Goals, and we have strategic partnerships with organizations including World Wildlife Fund (WWF) and the International Youth Foundation (IYF). Through our partnerships we participate in expert forums and ongoing dialogues, and we contribute to white papers and other publications.

INDUSTRY

We recognize that effectively addressing environmental and social issues requires significant collective action, and we are proud to collaborate with our peers in the lodging industry on key CR issues. Through our industry associations, including the International Tourism Partnership (ITP), American Hotel & Lodging Association (AHLA) and World Travel & Tourism Council (WTTTC), we contribute to the co-creation of industry commitments related to human rights, carbon, water, food waste and other critical topics. Among other initiatives, we worked with our peers to develop the ITP Principles on Forced Labor and the ITP Hotel Carbon Measurement Initiative (HCMII) and Hotel Water Measurement Initiative (HWMII), methodologies to consistently measure and report on carbon and water in hotels. We are currently working with the lodging industry and WWF to develop a consistent methodology for the measurement of food waste. We also participate in the Cornell Hotel Sustainability Benchmark (CHSB) Index, a free tool which benchmarks carbon and water consumption across hotel brands.

POLICYMAKERS

Our Government Affairs team continually engages with policymakers on key CR-related issues, and we participate in multi-stakeholder initiatives across a wide variety of topics in support of our Travel with Purpose 2030 Goals.



Hilton CEO and World Travel & Tourism Council Chairman Chris Nassetta interviews President Barack Obama at the 2019 WTTTC Summit in Seville, Spain.

We leverage our Corporate Responsibility (CR) governance structure and our LightStay corporate responsibility management system to track and transparently report our progress as we work towards our 2030 Goals.

GOVERNANCE

Our President and CEO is responsible for corporate responsibility-related issues and decisions on Hilton's Board of Directors. Hilton's Executive Vice President (EVP), Communications & External Affairs, oversees the Corporate Responsibility department, which is responsible for the company's corporate responsibility strategy, Travel with Purpose. The EVP, Communications & External Affairs reports directly to Hilton's President and CEO. A detailed update on Travel with Purpose, including progress towards our 2030 Goals, is reviewed in Quarterly Business Reviews with Hilton's Executive Committee, including our President & CEO and our EVP, Communications & External Affairs.

The Board receives periodic updates from our CEO and EVP, Communications & External Affairs, on the company's corporate responsibility strategy and initiatives. The Board of Directors' Nominating & ESG Committee is responsible for periodically reviewing and assessing the company's CR strategy, practices and policies. The Board of Directors has overall responsibility for risk oversight, which includes understanding (1) material risks, (2) management steps to address these risks and (3) appropriate levels of risk for our company. As part of regular Board and committee meetings, the Board of Directors is responsible for general oversight of Executives' management of risks relevant to Hilton.

MATERIALITY

Our Travel with Purpose programs and 2030 Goals have been defined through iterations of materiality assessments based on internal and external data, and continuous engagement with a broad set of internal and external stakeholders, including Team Members, guests and subject matter experts. Our 2030 Goals align with the United Nations Sustainable Development Goals.

RISK MANAGEMENT

We map 100% of our hotels and pipeline countries against a series of external environmental and social risk indices defined by Verisk-Maplecroft that are updated at least annually. Information from these external indices is embedded in LightStay to help every hotel understand the key priority areas in its local operating environment and community.



Material CR risks, including risks related to climate change, environmental impact, social impact, human rights and responsible sourcing, are integrated in Hilton's Enterprise Risk Management System. Questions on those issues are fully embedded in our internal Global Enterprise Risk Survey, which is distributed to more than 270 Hilton leaders. The survey results are shared with the Executive Committee, Board of Directors and Audit Committee to inform enterprise-wide strategic planning. Health and safety risks are managed through a global team, supported by tools and systems utilized across all managed hotels and corporate offices, and made available to franchised properties.



IMPLEMENTATION

Our Travel with Purpose performance is primarily managed through LightStay, which each of our hotels globally is required to use to measure and report environmental and social impact. Hotels are also required to complete a detailed set of surveys that capture CR initiatives, and every hotel has a set of annual goals that align with our Travel with Purpose 2030 Goals. Key priorities are also embedded in a number of brand standards across some or all brands, such as the use of LightStay, completing anti-trafficking training, recycling soap, purchasing locally-sourced products and protecting endangered species.

Several brands also have standards that require individual hotels to establish Team Member community and/or environmental committees, which help to implement Travel with Purpose across the hotel's operations, supply chain and communities. Strategic implementation is further supported through regional Corporate Responsibility and Brand teams, and a network of Travel with Purpose Champions, consisting of leaders in hotel operations (General Managers) or functions (mid- to senior management) appointed by their respective leadership.



REPORTING

We externally report on our Travel with Purpose strategy, programs and progress towards our 2030 Goals in Hilton's 10-K, Annual Report and Proxy Statement, as well as in our annual CR Report and CR website. This year we took the step to report selected Sustainability Accounting Standards Board (SASB) metrics in our 10-K and in our CR Report.

The data that we report externally is captured in LightStay and undergoes a rigorous internal and external review prior to publication. We have obtained external assurance over our environmental data since 2013 and external assurance over selected social impact metrics since 2018.



Asia Pacific (left) and Europe, Middle East and Africa (right) Travel with Purpose Champions at their annual meetings. TWP Champions are integral in driving implementation and adoption of Hilton's CR programs across the hotels in their regions.

Since 2009, Hilton has used LightStay, our award winning corporate responsibility management platform, to measure and manage our environmental and social impact across our global portfolio of managed and franchised hotels.

Originally designed to track environmental data, LightStay has evolved to measure, manage and report all of Hilton's environmental and social performance metrics. We have continued to enhance and customize LightStay with features that include localized risk indices on the most material issues for the company, such as disaster vulnerability, water risk and modern slavery risk, to inform each hotel's priorities. LightStay's machine-learning algorithm also predicts every hotel's energy, water and waste performance and corresponding costs, and tracks actual consumption against these predictive models. As a global brand standard, every one of Hilton's 6,110 hotels is required to use LightStay to track its corporate responsibility performance against prior years and against peers. In 2019, we achieved Global Sustainable Tourism Council (GSTC) Recognized Standard status for LightStay.



LightStay features the following capabilities:

ENGAGEMENT TOOLS

- Best practice spotlights and improvement tips to provide recognition, inspiration and guidance
- Tools designed for hotel leaders to engage their teams on corporate responsibility best practices and analyze their hotel's environmental and social impact
- Local priority area analysis and recommendations for impactful environmental and community projects based on geolocation risk mapping
- Detailed tracking of hotels' internal and external CR certifications and awards
- Environmental footprint calculation tool for meetings and events
- Tailored reports for individual hotels' corporate clients, including our Meet with Purpose sustainable meeting program and Meeting Impact Calculator

STRATEGIC TRACKING

- Global performance tracking for all hotels and corporate offices
- Measurement of sustainability metrics across 200+ operational, design and construction practices
- Peer performance benchmarking between similar Hilton properties
- Environmental and social performance tracking aligned with the 2030 Goals
- Environmental and social impact data verified annually by an independent third party

ENVIRONMENTAL IMPACT TRACKING

- Energy, carbon, water and waste through data-driven modeling to analyze and predict utility consumption and cost
- Sourcing and procurement practices
- Building and property operations
- Environmental improvement projects

SOCIAL IMPACT TRACKING

- Volunteering events and hours
- Program impact data (youth, refugees, women and girls, veterans, persons with disabilities)
- In-kind donations (food, soap, items, etc.)
- Local partnerships



In 2019, we made significant strides towards our 2030 Goals to double our social impact investment and cut our environmental footprint in half.

Named **2019 Global Industry Leader** on the Dow Jones Sustainability Indices



Achieved **GSTC Recognized Standard status for Lightstay**, the first major hotel company to receive this recognition



Made **Fortune's 2019 Change the World List for the second year in a row**, the only hospitality company on the list



Launched the **Hilton Effect Foundation** to create a better world to travel

Recognized for our efforts to combat climate change on the **2019 CDP "A-List"**



DOUBLING OUR INVESTMENT IN SOCIAL IMPACT

Fostered economic and social integration for nearly **11,000 refugees** through volunteering, training and employment since 2015



Exceeded Open Doors pledge to connect, prepare or employ **one million young people** by 2019



Raised **\$3.2+ million for disaster response** to support Team Members and community members since 2014



Procured goods and services from nearly **3,500 women-, minority-, veteran-, disabled-, refugee- and LGBT-owned businesses**



Made our **industry-first training on Risks of Modern Slavery in Labor Sourcing** freely available to the whole industry via the International Tourism Partnership

Invested **549,887 volunteering hours** in local communities



CUTTING OUR ENVIRONMENTAL FOOTPRINT IN HALF

Committed to transitioning from **individual bath toiletries to full-size dispensers by 2022**



Announced the **expansion of Hilton's food donation initiative** to all managed hotels across the U.S. and Canada

Expanded our industry-leading soap recycling program to 5,300 properties, including all hotels in the U.S. and Canada

Implemented **global ban** on plastic straws, cocktail picks and stir sticks



Became the **first hotel group to sign the Cool Food Pledge**, committing to reducing food-related greenhouse gas emissions



Distributed more than **13 million bars of recycled soap** to those in need in 127 countries, and diverted over **3.4M pounds of soap and plastic bottles from landfill**

2019 PROGRESS

K E Y			
	Making Progress	On Track	Complete

Our targets align with the UN's Sustainable Development Goals, as noted below



CUTTING OUR ENVIRONMENTAL FOOTPRINT IN HALF

On Track

ENERGY AND CARBON GOALS

- Science-based target: reduce Scope 1 and 2 carbon intensity by 61% (MT CO₂e/m², 2008 baseline)
- Create and partner with cross-industry networks to support a low-carbon future

PROGRESS:

- 36% reduction in carbon emissions intensity (managed hotels)
- 32% reduction in carbon emissions intensity (all hotels)
- Continued to advance collaboration with World Wildlife Fund (WWF), World Resources Institute (WRI), The Climate Group, World Travel & Tourism Council (WTTTC), International Tourism Partnership (ITP) and local organizations

Making Progress

WATER GOALS

- Reduce water use in our managed operations by 50% (liters/m², 2008 baseline)
- Activate 20 context-based water projects in our communities and watersheds of top water risk

PROGRESS:

- 22% reduction in water intensity (managed hotels)
- 23% reduction in water intensity (all hotels)
- 3 pilots initiated

On Track

WASTE GOALS

- Reduce waste in our managed operations by 50% (MT/m², 2008 baseline)
- Reduce food waste sent to landfill by 50% in our managed operations (MT/m², 2017 baseline)
- Send zero soap to landfill by recycling all used guest soap bars, where available

PROGRESS:

- 44% reduction in waste intensity (managed hotels)
- 35% reduction in waste intensity (all hotels)
- 88% of portfolio participating in soap recycling
- Food waste program established in the Americas and piloting in Europe, Middle East and Africa (EMEA) and Asia Pacific (APAC)

Making Progress

RESPONSIBLE SOURCING GOAL

- Sustainably source (e.g. certified) all meat and poultry, produce, seafood and cotton at managed hotels (where available)

PROGRESS:

- Cage-free eggs: 89% of spend in U.S.; 77% of spend in Europe (Luxury & Full Service managed hotels)
- Seafood: 80 hotels in 6 countries have achieved Marine Stewardship Council (MSC) and/or Aquaculture Stewardship Council (ASC) Chain of Custody certification
- Reviewing towel and bed linen supplier sustainability attributes

OVERARCHING IMPACT

On Track

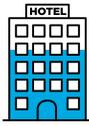
DESTINATION STEWARDSHIP GOALS

- Adopt a global standard for responsible travel and tourism, complementing our existing environmental certifications
- Engage guests in supporting responsible travel in destination hot spots

PROGRESS:

- Achieved Global Sustainable Tourism Council (GSTC)-Recognized Standard status for LightStay
- Mapped 100% of hotels against key social and environmental risks

DOUBLING OUR INVESTMENT IN SOCIAL IMPACT



On Track

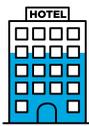


INCLUSIVE GROWTH GOALS

- Double our investment in programs that contribute to sustainable solutions and economic opportunity for all (2017 baseline)
- Double our sourcing spend from local, small and medium-sized enterprises and minority-owned suppliers for managed hotels and corporate offices (2017 baseline)
- Double our investment in youth opportunity programs in countries with lowest youth wellbeing (2017 baseline)

PROGRESS:

- Exceeded our 2014 Open Doors pledge to impact 1M young people by 2019
- Impacted nearly 11,000 refugees since 2015
- Sourced from 3,476 women-, minority-, veteran-, disabled- and LGBTQ-owned businesses
- 50% of brands have at least one brand standard requiring local sourcing
- Hired more than 30,000 veterans in the U.S. since 2013



On Track

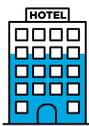


HUMAN RIGHTS GOALS

- Embed human rights due diligence across our global operations and in our supply chain, and partner with suppliers to address any form of forced labor or trafficking
- Create and partner with cross-industry networks to advance international human rights

PROGRESS:

- 94% of hotels with at least one Team Member trained in anti-human trafficking, including 78% of General Managers
- Made our training on Key Risks of Modern Slavery in Labor Sourcing publicly available for free
- 100% of hotels mapped against human rights risks, and 100 country-level human rights briefs and mitigation plans developed
- 44 labor agencies audited
- Active collaboration with industry organizations



On Track



COMMUNITY INVESTMENT GOALS

- Contribute 10 million volunteer hours
- Participate in food donation programs, where allowed by law (managed hotels)
- Double our monetary response, empowerment efforts and investment in resiliency against natural disasters (2017 baseline)
- Double Action Grants for hotel-led social and environmental impact projects in our communities
- Promote environmental awareness and open our LightStay technology in school educational programs

PROGRESS:

- 1,429,295 hours volunteered since 2017, including 549,887 hours in 2019
- Rolled out food donation program to managed hotels in North America
- \$3.2+ million raised for disaster relief since 2014
- Launched the Hilton Effect Foundation as a vehicle to double investment in social impact and awarded 15 inaugural grants
- Enhanced LightStay to improve tracking of skills-based and remote volunteering

OVERARCHING IMPACT



On Track

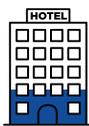


TEAM MEMBER ENGAGEMENT GOALS

- Train employees at Hilton managed hotels on relevant environmental and social issues

PROGRESS:

- 94% of hotels with at least one Team Member trained in anti-human trafficking, including 78% of General Managers
- 100% of hotel General Managers and Engineers required to be trained in using LightStay system, and 15,000+ Team Members trained in using LightStay since 2017



Making Progress



SUPPLIER ENGAGEMENT GOALS

- Encourage suppliers to set goals and validate through auditing and incentive program
- Create framework for collaboration program with top-tier suppliers
- Increase data visibility by incorporating social and environmental criteria into supplier registration and inquiry processes

PROGRESS:

- Reviewing sustainability management tools to track and validate supplier performance, and collaborating with suppliers to improve sustainability of sourcing of products, including meat, seafood and plastics
- Where relevant, we are routinely incorporating sustainability criteria into our sourcing exercises, catalogues and purchasing data

2030 GOALS

- Adopt a global standard for responsible travel and tourism
- Engage guests in supporting responsible travel in destination hot spots



On Track

PROGRESS:

- Achieved GSTC Recognized Standard status for LightStay
- Mapped 100% of hotels against key social and environmental risks

ADDRESSING BIODIVERSITY AND CLIMATE CHANGE RISK

We are taking steps to assess our biodiversity risk as well as our exposure to physical climate risks, in accordance with guidance from the Sustainability Accounting Standards Board (SASB) and the Taskforce for Climate-Related Financial Disclosures (TCFD).

We have mapped all of our hotels against the World Database of Protected Areas and the International Union for Conservation of Nature's Red List of Threatened Species, and against Verisk-Maplecroft's Climate Change Vulnerability Index. We have also mapped our U.S. hotels against 100-year flood zone areas, as designated by the U.S. Federal Emergency Management Agency (FEMA). We will work to develop mitigation plans for existing properties as well as for new developments in high-risk areas, leveraging our established human rights due diligence processes.

AFRICA BIG FIVE

In 2018, we launched our [Big Five commitment](#) to invest \$1 million to drive sustainable travel and tourism in Africa. Our Big Five focus areas, which were selected as the most material risks for our industry across the continent, are Youth Opportunity, Water Stewardship, Anti-Human Trafficking, Local Sourcing and Wildlife Protection. To date we have invested \$626,000 in hotel projects and local activations with WWF, IYF and Vital Voices in support of our Big Five initiative.



Hilton recognizes that we have a responsibility to protect the environment and ensure the success of the communities in which we operate, in order to preserve destinations for future generations of travelers. We are taking steps to foster responsible travel and tourism in our operations around the world.

GSTC RECOGNITION

In 2019 LightStay achieved recognition by the Global Sustainable Tourism Council (GSTC), which means that our LightStay management system is aligned with the UN-founded GSTC standard for good practice in hotel sustainability. This represents a significant step towards our goal of adopting a global standard for responsible travel and tourism. We will identify opportunities to achieve GSTC certification for our hotels to ensure the sustainability of our operations.



IDENTIFYING HOT SPOTS

We map 100% of our hotels and pipeline countries against a series of 26 risk indicators, from modern slavery to deforestation. We will be working with WWF to identify key destinations that might be experiencing higher social and environmental stress, to help us prioritize our destination stewardship efforts.



HUMAN RIGHTS RISK MITIGATION

As described in our [Slavery & Trafficking Statement](#), we conduct country-level human rights due diligence for all new country development. To date we have created risk-based, country-level mitigation plans for more than 100 countries, applicable to all new Hilton-branded hotels in that country.

COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Working with WWF to identify and manage destinations hot spots
- Collaborating with the International Tourism Partnership to foster collective action for safe migration between key source countries and destinations



ENVIRONMENTAL Impact



Conrad Bora Bora Nui

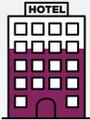
CUTTING OUR ENVIRONMENTAL IMPACT IN HALF

Hilton operates in some of the most beautiful destinations around the world, and we recognize our critical responsibility to protect our planet so that it remains healthy and vibrant for future generations. We are committed to halving our environmental impact throughout our value chain by conserving resources in our hotels, reducing the environmental footprint of our supply chain, and collaborating with our local communities to invest in projects that contribute to environmental stewardship and resiliency. We set and track energy, carbon, water and waste reduction goals for every hotel through our LightStay system, and our properties use LightStay to measure and manage their performance, identify priority areas, find and share best practices, and report ongoing sustainability initiatives.

We recognize that successful, large-scale environmental change requires significant collective action, and we collaborate closely with our suppliers and with our peers within the travel and tourism industry to address environmental challenges and opportunities, through industry associations including the International Tourism Partnership, American Hotel & Lodging Association, and World Travel and Tourism Council. We also rely upon the expertise of our primary environmental partner, World Wildlife Fund, to help us develop our strategies around key environmental areas, including climate action, destination stewardship, food waste, water stewardship and sustainable seafood.

2030 GOALS

- Science-based target: reduce Scope 1 and 2 carbon intensity by 61% (MT CO₂e/m², 2008 baseline)
- Create and partner with cross-industry networks to support a low-carbon future



On Track

PROGRESS SINCE 2008:

- 36% reduction (managed hotels)
- 32% reduction (all hotels)
- Collaboration with WWF, WRI, The Climate Group, and more

CLIMATE LEADERSHIP



First hotel brand

to set science-based carbon reduction targets



Named to

CDP's 2019 A-List

for our leadership in fighting climate change

Offset
100%



of Hilton corporate Scope 3 emissions from air travel and rental cars

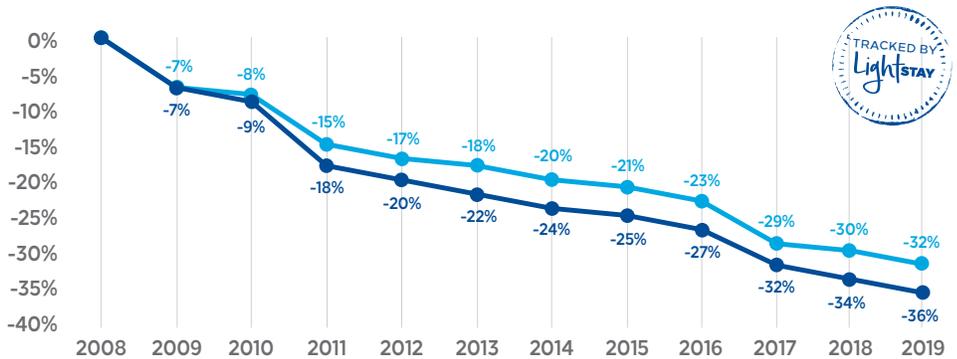
OUR SCIENCE-BASED TARGETS

We worked with the Science Based Targets initiative (SBTi) to institute carbon reduction targets that align with the reductions stipulated in the Paris Climate Agreement.

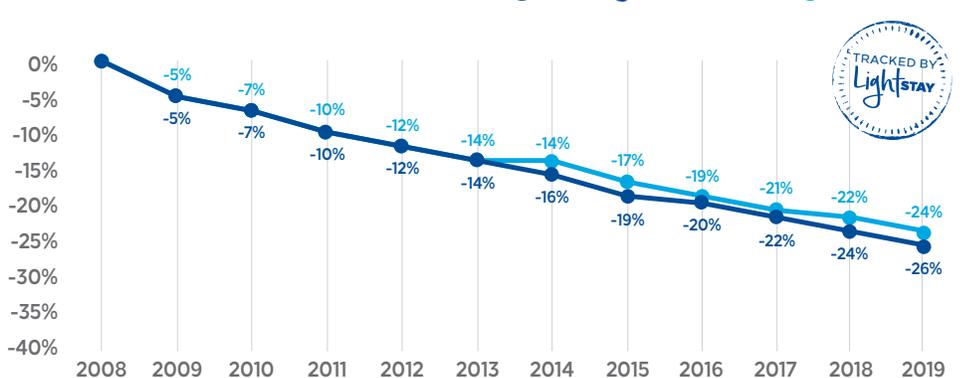
By 2030, we are committed to:

- Reduce Scope 1 and 2 carbon intensity from Hilton-managed hotels by 61%
- Work with our Franchisees to reduce Scope 3 carbon intensity from Franchises by 52%
- Encourage suppliers to set goals around reducing their environmental and social impact

CARBON REDUCTION (MT CO₂e/m²)



ENERGY REDUCTION (KWh/m²)



We recognize climate change to be a critical threat to our planet, our communities and our business, and we've made combatting it a top business priority. Our primary source of emissions is from the operation of our hotels, and this year we continued our relentless focus on driving energy efficiency. We also increased our focus on procuring renewable energy in line with our science-based targets. In addition to reducing our Scope 1 and 2 emissions from our managed hotels and Scope 3 emissions from Franchises, we have purchased carbon credits to offset our Scope 3 corporate emissions from air travel and rental cars this year and committed to continue doing so henceforth, while also taking steps to reduce those emissions across our company.

Fighting climate change will require significant levels of global collaboration and commitment that will transcend industries and geopolitical borders. We believe in the need for immediate action, which is why in 2019 we joined over 70 major businesses and U.S. labor unions in issuing a joint statement calling for accelerated action on climate change and urging the U.S. to remain in the Paris Climate Agreement. We are committed to doing our part and to working with suppliers and partners that can support us in this most critical of efforts.

ENERGY EFFICIENCY



6,445

energy efficiency projects logged in LightStay in 2019

1,100

hotels around the world completed LED re-lamping

100%

of properties certified to ISO 50001 (Energy Management System), the largest certified portfolio in the world



EP 100

Only global hotel brand

to have joined The Climate Group's Energy Productivity 100 (EP100) initiative



LOW-CARBON DIETS

This year Hilton became the **world's first hotel company** to sign the World Resource Institute's Cool Food Pledge, committing to reduce food-related emissions by promoting plant-based menu items



As the first hotel group in the Cool Food Pledge, Hilton is leading the industry with their commitment to climate friendly food.

Edwina Hughes, Head of Engagement, Cool Food Pledge



RENEWABLE ENERGY

As we drive energy reductions across our estate, we are also committed to increasing our use of renewable energy. Our operations teams continually assess opportunities to increase our procurement of renewables. Many of our hotels around the world are using on-site solar panels, including the **Conrad Cartagena, Hampton Inn & Suites Roseburg Oregon, Hilton Garden Inn Sevilla, Grand Wailea and the Hilton Cape Town City Centre (pictured).**



The hybrid Photovoltaic and Thermal system at the **Hilton Cape Town City Centre** produces clean energy for the hotel.

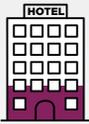
COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Joined businesses and U.S. labor unions in issuing a joint statement calling for accelerated action on climate change and urging the U.S. to remain in the Paris Climate Agreement
- Continued to support the achievement of the ITP's Carbon Goals



2030 GOALS

- Reduce water use in our managed operations by 50%
- Activate 20 context-based water projects in our communities and watersheds of top water risk



Making Progress

PROGRESS:

- 22% reduction (managed hotels)
- 23% reduction (all hotels)
- 3 context-based pilots initiated

COLLABORATIONS

We participate in key collaborations and campaigns to drive collective action around water stewardship, including:

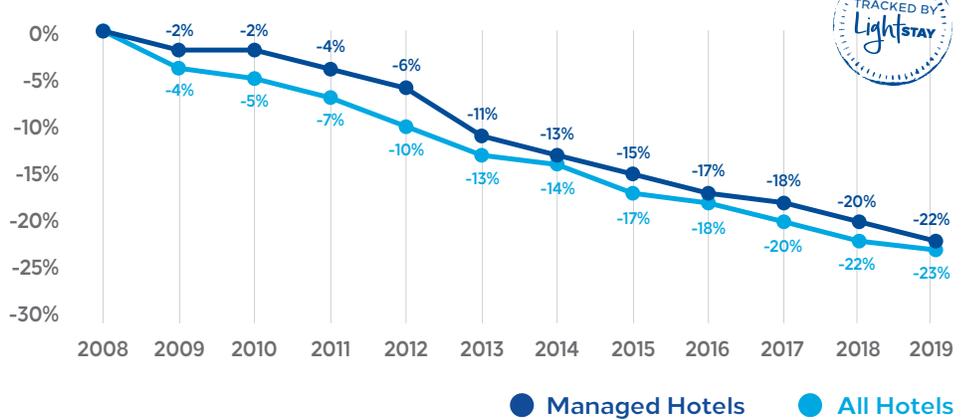


The CEO Water Mandate



Ceres Connect the Drops campaign

WATER REDUCTION (liters/m²)



We are focused on driving holistic water stewardship across our global operations, taking into account the contextual nature of water availability and quality. To conserve water in our operations, our hotels are required to follow guidelines on low-flow fixtures, and we provide continual training to our Team Members on behavioral changes that can reduce resource consumption, including conserving water. We also work with our suppliers and our community impact partners to implement water stewardship projects in our value chain.

We are behind target to hit our 2030 Goal to cut water consumption in our managed hotels by 50% per square meter. We are taking steps to understand why we are not achieving the water reduction goals that we have set for our hotels, and we continue to identify and implement opportunities to employ both water conservation technologies and behavioral techniques to reduce water consumption. In 2019, we began testing guest-facing messaging that encourages water conservation, and we plan to roll out this messaging to regions experiencing water shortages. We have also mapped all of our hotels against WWF's Water Risk Filter, and we are using the results of this exercise to inform our strategy as we implement context-based water stewardship projects in our regions of highest water risk. Moving forward, we will continue to focus on improving our progress towards our water stewardship goal, and we've identified several solutions that we anticipate will assist us in further reducing our consumption.



Team Members from **Hilton Hawaiian Village** volunteered with the Ko'olau Mountains Watershed Partnership to clear invasive species and outplant native species at the Manana Trail native forest restoration project.

WATER EFFICIENCY

We continue to identify opportunities to reduce water consumption within our hotels. Our brand standards require water fixtures to meet local requirements for water conservation. We continually train our Team Members to take steps to save water, and we seek suppliers and partners that can help us identify further opportunities to drive water efficiency.

100%

of hotels mapped against WWF's Water Risk Filter

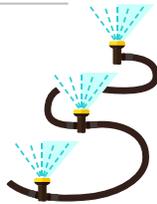


6,000

gallons saved each day by the greywater recycling system at the Hilton Garden Inn Dubai Mall of the Emirates

1,700+

hotels have installed smart irrigation controls and/or drip irrigation



As part of Hilton's Africa Big Five initiative, **Hilton Garden Inn Lusaka, Zambia** received a grant to build a water pump and pipe in partnership with Village Water Zambia. This project will provide clean water to local school children who are the most at risk from water-related illnesses.

AFRICA BIG FIVE

In 2018 we announced our commitment to investing in sustainable travel and tourism in Africa through our Big Five initiative. Water stewardship is a key focus of this program.



CONTEXT-BASED WATER PILOTS

The localized nature of water risk means that successful water stewardship must take into account the specific context of the water basin. In recognition of this, when we set our 2030 Goals we committed to implement 20 context-based water pilots in our communities and watersheds of top water risk. We have mapped all of our hotels against WWF's Water Risk Filter, and to date we have initiated three context-based water stewardship pilot programs in the following watersheds:

Santa Ana Watershed
(Los Angeles, California)



Boland Water Source Area
(Cape Town, South Africa)



Yangtze River Basin
(Shanghai, China)



In 2020 we will seek to finalize these pilot programs and select our next set of locations. We will also continue to seek opportunities to further align our efforts with the public sector, municipalities and other water basin stakeholders in all of the water basins in which we operate.

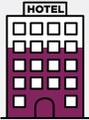
COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Signatory to the CEO Water Mandate's UN Water Action Platform to further our commitment to fighting the global water crisis



2030 GOALS

- Reduce waste in our managed operations by 50%
- Reduce food waste sent to landfill by 50% in our managed operations
- Send zero soap to landfill by recycling all used guest soap bars



On Track

PROGRESS:

- 44% reduction in landfilled waste (managed hotels)
- 35% reduction in landfilled waste (all hotels)
- 88% of portfolio participating in soap recycling
- Food waste program established in the Americas and piloting in EMEA and APAC

LANDFILLED WASTE REDUCTION (MT/m²)



We work with our partners, including our waste haulers, suppliers and donation partners, to find innovative ways to address waste. Our waste reduction strategy seeks to reduce the overall amount of waste produced in our hotels, while taking steps to divert remaining waste from landfill through donation, composting, recycling, energy from waste incineration and other diversion opportunities. While we continually seek and deploy options and innovations to reduce waste across all aspects of our operations, in 2019 we were especially focused on three material areas of waste: soap recycling, food waste and single-use plastics.



35% of waste diverted from landfill

(managed hotels only)

SOAP RECYCLING

We are proud to have been the first hotel brand to make soap recycling a brand standard, and the first to set the commitment to send zero soap to landfill. We operate the largest soap recycling program in the industry, and in 2019 we expanded our soap bar recycling program to 5,300 hotels (88% of our portfolio) – including all hotels in the U.S. and Canada. Used soap from our guest rooms is collected by our housekeeping teams and sent to our soap recycling partners, such as Clean the World, Soap Aid, Soap Cycling and Sundara, who sanitize the soap and turn it into new bars for donation.

5,300

hotels participating



13M+

bars of recycled soap



Donated to those in need in

127 countries



In 2019 our All-Suites and Focused Service brands successfully completed the [Clean the World Challenge](#), recycling enough soap to create more than 2M new bars that have been distributed to communities in need.

FOOD WASTE

Our food waste reduction program is an integral component of our efforts to cut our environmental footprint in half by 2030. Food production is the single biggest cause of deforestation, water extraction, and habitat and biodiversity loss, and yet globally one-third of food is wasted. Based on waste audits at our hotels, we estimated that in 2017 approximately 41% of the waste that we produced was food waste. We are focused on improving our measurement capabilities to better understand our current food waste levels and reduce this amount, to help mitigate the related environmental impacts from food loss.

We have worked with WWF to deploy our comprehensive food waste reduction program to our hotels in the Americas, including expanding our [food donation program](#) to all managed hotels in the U.S. and Canada. In 2019, we piloted our food waste program in our Asia-Pacific and Europe, Middle East and Africa regions in preparation for 2020 rollout. The program, which leverages the [Hotel Kitchen](#) toolkit, guides hotels through techniques for reducing food waste in every step of the Food & Beverage process, from purchasing and menu planning to donation of excess edible items and disposal of remaining inedible food.

6M+

pounds of food waste diverted from landfills by Americas hotels



60%

reduction in buffet waste in 6 hotels in Egypt and the Middle East through use of food waste measurement technologies



890

hotels globally have implemented composting programs

SINGLE-USE PLASTICS

We take the global issue of plastic pollution seriously as a threat to the communities, environments and destinations in which we operate. We continue to refine our approach to reducing single-use plastics in our hotels, continually seeking opportunities to transition to reusable items where ever possible. In 2019, we took steps to reduce our use of disposable plastics, and we will further drive these efforts in 2020.

Announced that we will continue to transition from individual bath toiletries to [full-size dispensers](#) across our global portfolio by 2022



Removed plastic water bottles from all meetings and events at managed hotels in Asia Pacific and Europe, Middle East and Africa

Implemented global ban on plastic straws, cocktail picks and stir sticks



More than 1,000 hotels offer our Meet with Purpose sustainable meeting program, which includes a focus on reducing waste in meetings.



Conrad Maldives Rangali Island commissioned international artist John Melvin to create an art installation from plastic waste, to catalyze conversations on sustainability and environmental protection.

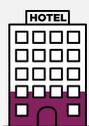
COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Member of the United States Department of Agriculture, Environmental Protection Agency, and Food and Drug Administration's U.S. Food Loss and Waste 2030 Champions network of organizations that have committed to fighting food waste



2030 GOALS

- Sustainably source all meat and poultry, produce, seafood and cotton at managed hotels (where available)
- Encourage suppliers to set goals and validate through auditing and incentive program
- Create framework for collaboration program with top-tier suppliers
- Increase data visibility by incorporating social and environmental criteria into supplier registration and inquiry processes



Making Progress

PROGRESS:

- Cage-free eggs: 89% of spend in U.S.; 77% of spend in Europe (Luxury & Full Service managed hotels)
- Seafood: 80 hotels in 6 countries have achieved MSC and/or ASC Chain of Custody certification
- Reviewing towel and bed linen supplier sustainability attributes

With global operations spanning 119 countries and territories, we recognize the immense economic, environmental and social impact we have on our supply chain. In 2016, we announced our global commitment to responsibly source our seafood by 2022. Since then we expanded our focus to include other aspects of responsible sourcing, including our 2030 Goals to sustainably source meat, poultry, produce, seafood and cotton, and to collaborate with our suppliers to improve our responsible sourcing. We continue to work with our suppliers to drive progress towards our responsible sourcing goals.

The spend data reflected in this section is based on 2019 data from Hilton Supply Management (HSM), Hilton's central purchasing organization. HSM manages national and regional procurement contracts for our managed hotels, with many of our franchised hotels also participating in HSM contracts.

SUSTAINABLE SEAFOOD

In partnership with World Wildlife Fund (WWF), Hilton is committed to responsibly sourcing seafood globally by 2022. This includes banning the procurement of endangered species, sourcing at least 25% of our seafood globally from fisheries and farms certified by the most credible sustainability standards, the Marine Stewardship Council (MSC) and the Aquaculture Stewardship Council (ASC), and ensuring the remaining portion of our seafood is working towards certification, sustainable improvement or are on WWF green lists.



Achieved MSC and/or ASC Chain of Custody certification at

80 hotels in 6 countries



Worked with WWF to invest in

6 Fishery Improvement Projects

in our supply chain to improve ocean health and support local community livelihoods

19



U.S. seafood suppliers engaged to develop roadmaps and reporting in support of our 2022 seafood targets

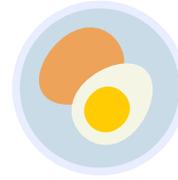
Local fishermen improve sustainability practices through WWF's Honduran Spiny Lobster Fishery Improvement Project supported by Hilton. © Antonio Busiello WWF-US.

ANIMAL WELFARE

Hilton strives to work towards the legal, ethical, humane treatment of animals across our value chain. Our approach to animal welfare is informed by the Five Freedoms of care and codified in our [Animal Welfare Statement](#).

In May 2019, Hilton announced an expanded commitment to source 100% of our shell, liquid and egg products across our global portfolio from cage-free sources by the end of 2025. We are committed to transparently sharing our progress towards this commitment as we work with our hotels and suppliers.

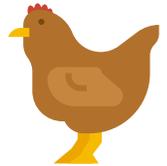
We were unable to meet our 2018 commitment to source gestation crate-free pork for our Luxury and Full Service hotels in the U.S and Europe, due to limited availability in our supply chain and inconsistent legal limits on how long sows are held in gestation crates. We continue to work with our pork suppliers to transition towards group-housed pork and gestation crate-free pork.



Distributed our **Cage-Free Egg Policy** to all hotels, in 18 native languages

**89% (U.S.)
77% (Europe)**

eggs from cage-free sources (by dollar spend for Hilton-managed Full Service and Luxury hotels)



Please refer to our [Animal Welfare Fact Sheet](#) for more information on our animal welfare practices and progress towards our goals.

SUPPLIER DUE DILIGENCE

Based on our supply chain risk assessment, we identified the following categories for additional attention from a modern slavery perspective: services, meat, seafood, produce, garments and textile. We continued to roll out our training on Key Risks of Modern Slavery in Labor Sourcing and our due diligence process on all outsourcing agencies in EMEA, and extended it to recruitment agencies.

In line with our goal to responsibly source cotton, we are currently reviewing our towel and bed linen suppliers' sustainability attributes, including:

- Production locations
- Third-party labor audits
- OekoTex 100 certification
- Wash performance and product life



Responsible Sourcing Policy

included in all new contracts



44

labor agencies audited



200+

suppliers and hotel leaders attended our Hilton Supply Management responsible sourcing workshops in South America and Southeast Asia



91%

assigned labor sourcing leaders in EMEA trained in key risks of Modern Slavery

COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Signatory to the World Travel & Tourism Council's [Declaration on Illegal Trade in Wildlife](#), committing to not knowingly purchase, utilize or facilitate the sale of illegally harvested wildlife products





SOCIAL

Impact



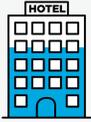
DOUBLING OUR SOCIAL IMPACT INVESTMENT

As a business of people serving people, our primary focus is creating a culture that best serves our guests, Team Members, business partners and community members. We foster inclusive growth by enabling everyone to participate in and benefit from travel. From empowering our Team Members to bring their full selves to work to creating opportunities for all in our communities; from creating market access for local and diverse suppliers to showcasing local culture to our guests – we are committed to driving positive social impact. We contribute our time, skills and resources to build capacity and resilience in our destinations, including in times of disaster, and we are taking significant steps across our value chain and within our industry to foster respect for human rights for all.

Ismaeil Dawod, originally from Syria, is finishing his two-year apprenticeship at Hilton Frankfurt. Watch Ismaeil's story in our [Room 702 video series](#).

2030 GOALS

- Train employees at Hilton managed hotels on relevant environmental and social issues



On Track

PROGRESS:

- 99% hotels with at least one Team Member trained in anti-human trafficking
- 100% of hotel General Managers and Engineers required to be trained in using LightStay system, and 15,000+ Team Members trained in using LightStay since 2017

We are in the business of people serving people, and we invest in our Team Members to ensure their continued success. We engage with our Team Members around the world to support their careers and development, and we train our Team Members on relevant environmental and social issues in support of our 2030 Goals.



Launched in 2017, **Thrive at Hilton** is our promise to our Team Members, to help them grow and flourish in body, mind and spirit.

LEARNING & DEVELOPMENT

Growing Professionally: All Team Members deserve a great career, a great leader and a development path that enables them to thrive. We offer tools and resources for them to grow personally and professionally.

- Hilton University: Team Members can access free online learning from SkillSoft, Culture Wizard (our online cultural university) and a six-part eLearning course from ThriveGlobal
- Mobile apps for CultureWizard, LinkedIn Learning and SkillSoft
- Best-in-class hospitality learning via eCornell: Hospitality-focused courses (among many other topics) available for free from Cornell University
- GED assistance and tuition reimbursement programs: We offer assistance to Team Members earning their GED, completing a college degree or pursuing a graduate certificate

Growing Leaders: We believe that everyone is a leader and that's why we're committed to leadership development for all Team Members.

- **Lead@Hilton:** The Lead@Hilton framework gives all Team Members the opportunity to grow as a leader – from entry level to senior executive. From our Leadership Unscripted video series where senior leaders share career advice and insights to our virtual development programs created in partnership with Harvard, everyone has development opportunities and resources to help them achieve their career goals.
- **General Manager (GM) Academy:** Our groundbreaking new General Manager Academy will develop our hotel leaders with a curated path to build GM skills and a career coaching hotline for hotel leaders. The new GM Academy creates a pipeline of GMs that are fully developed as leaders.
- **Passport to Success:** As a part of Hilton's commitment to creating opportunities for young people, Hilton partnered with the International Youth Foundation (IYF) and co-developed a life skills training to upskill entry-level Team Members. The training has been embedded in Hilton's apprenticeships curriculum.



25,000 courses, videos, book summaries and job aids available through Hilton University

Growth in Numbers

75,000+ new and early-stage managers developed each year

58% of SHINE 1 (development program for future hotel executive roles) trainees promoted

46% of SHINE 2 (development program for future General Managers) trainees have been promoted

ENGAGING WORKPLACE

We celebrate our Team Members through Catch Me at My Best, our spontaneous recognition program aimed at catching Team Members in the act of delivering exceptional hospitality. We also celebrate our Team Members during International Housekeeping Week and Team Member Appreciation Week.

We cultivate an inclusive environment with best-in-class Team Member Resource Groups and regional inclusion councils that drive our diversity and inclusion strategy around the globe.

In our Heart of House areas at hotels and corporate offices, we bring Team Members together in inspiring spaces to ensure they have the fuel to collaborate, innovate and thrive. Team Members also receive new Under Armor wardrobes designed to ensure they can dress for success, comfort, pride and individuality.



You've Been "Caught at Your Best"
In 2019, there were more than two million Team Member "catches" for more than 243,000 Team Members at our managed and franchised hotels in 107 countries.

PERKS AND BENEFITS FOR ALL

Hilton offers perks and benefits for careers and well-being, including family support:

- Parental leave: New parents receive fully paid time off including fathers and adoptive parents. In 2019, we expanded paid parental leave to four weeks for all with an additional eight weeks of paid leave for moms giving birth.
- Adoption: Financial assistance is available for all adoptive parents, including LGBTQIA+ Team Members.
- Milk Stork: Our new partnership to allow all new moms on business travel to ship or carry breast milk home to their babies at no cost.



Ten Team Members are selected each year for the "Give a Dream, Live a Dream" four-week paid Thrive Sabbatical – a once-in-a-lifetime opportunity to give back to the community or achieve a personal goal. Mira Macud, Administrative Assistant at **Conrad Dubai** received a Thrive Sabbatical to return to her home country to learn American Sign Language at the Philippine School for the Deaf, allowing her to have a conversation with her 15-year old son for the first time.



Named the
#1 Best Company to Work For in the U.S. and the
#2 World's Best Workplace by *Fortune* Magazine



Diversity and Inclusion is about creating a sense of belonging that celebrates, supports and, most of all, respects all people. Hilton scored in the top ten in multiple categories of DiversityInc’s Top Companies for 2019 list because of our commitment to a culture of inclusion – for guests and Team Members of every background, gender, sexual identity, ability, heritage and belief.

Diversity & Inclusion at Hilton

69% of all U.S. Team Members are Ethnically Diverse

43% of Global Managers are Women

37% of Global Team Members are Millennials

40+ languages are represented across
170+ nationalities globally

We have created numerous initiatives to expand our culture of diversity and make Hilton a “for all” career destination.

- Partnerships with multicultural, LGBTQIA+ and disability-focused organizations
- Recruitment and scholarships that support diversity and the economically disadvantaged
- Non-college-degree-based hiring and promotion
- Accommodations for employees with physical or cognitive disabilities

GROWING AN INCLUSIVE WORKPLACE

We require hotel and corporate Team Members globally to complete our Inclusive & Respectful Workplace curriculum annually. The training is part of our ongoing commitment to provide a welcoming environment for Team Members and guests. The four components include: Anti-Trafficking (all Team Members), Diversity & Inclusion/Unconscious Bias (all Team Members), Code of Conduct (managed hotels and corporate Team Members), Harassment Free Workplace (managed hotels and corporate Team Members).



To be the most hospitable company in the world, we need to be the most inclusive. We want our Team Members to be able to bring their whole selves to work every day.”

Matt Schuyler, Chief Human Resources Officer

88%

of hotels globally have trained all Team Members in Diversity & Inclusion and Unconscious Bias, including **100%** of managed hotels in the U.S.

100%

of U.S. managed hotels delivered Harassment-Free Workplace training



100%

rating on the Human Rights Campaign’s Corporate Equality Index for the sixth year in a row

HILTON TEAM MEMBER RESOURCE GROUPS



ABILITIES

ASIAN & PACIFIC ISLANDER

MILLENNIAL

NEXTGEN

AFRICAN AMERICAN

HISPANIC/LATINO

MILITARY

WOMAN

EXPANDED TO 39 GLOBAL CHAPTERS AND 274 OWNED AND MANAGED PROPERTIES IN THE U.S. IN 2019

WOMEN

Women at Hilton – in corporate offices and across owned and managed properties – account for more than half of all employees in the U.S. To ensure they're empowered to be their best, Hilton has invested in a growing list of family-friendly benefits. In 2019, Hilton ranked #1 on the [Best Workplaces™ for Women U.S.](#) list by Fortune and Great Place to Work.

WOMEN REPRESENT:



50%
of our Board of Directors



48%
of our top 10% earners globally



52%
of our Team Members in the U.S.



54%
of managers and executives in the U.S.

OPERATION: OPPORTUNITY

OUR MISSION IS YOUR SUCCESS

Over the last three years, Hilton has hired an average of nine veterans or military family members every day in the U.S.

VETERANS

Hilton has a long legacy of supporting the military, dating back to our founder, Conrad Hilton, a proud World War I veteran. In 2019 we achieved our [Operation: Opportunity](#) target of hiring 30,000 veterans, military spouses and caregivers over the past six years across hotels, corporate offices and work-from-home positions in the U.S. We have expanded our commitment to hire 25,000 additional veterans, military spouses and caregivers by 2025. This commitment is the largest in the hospitality industry and one of the largest in the U.S. private sector.

SUPPLIER DIVERSITY

We engage, support and create business opportunities in our communities. Diversity is continually promoted within our business through our supplier diversity program, multicultural marketing to diverse customer segments, partnerships with numerous diverse nonprofit organizations, and development of property ownership opportunities for women and minorities. We partner with key stakeholders to create opportunity for suppliers, guests, communities and owners.

Through our award-winning supplier diversity program, which began nearly a decade ago, we have cultivated relationships with nearly 3,500 women-, minority-, Veteran-, and LGBTQ-owned businesses, by developing strategic alliances with companies whose culture and values are consistent with ours. In 2018, women- and minority-owned businesses accounted for over \$436 million of our supplier spend.

STRATEGIC Partners



...AND MORE

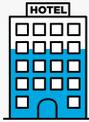
COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Partnering with industry associations and expert NGOs to foster access to opportunities and skills for all current and future Team Members



2030 GOALS

- Double our investment in programs that contribute to sustainable solutions and economic opportunity for all (2017 baseline)
- Double our sourcing spend from local, small and medium-sized enterprises and minority-owned suppliers for managed hotels and corporate offices (2017 baseline)
- Double our investment in youth opportunity programs in countries with lowest youth wellbeing (2017 baseline)



On Track

PROGRESS:

- Exceeded our 2014 Open Doors pledge to impact 1 million young people by 2019
- Impacted nearly 11,000 refugees since 2015
- Sourced from 3,476 women-, minority-, veteran-, disabled- and LGBTQ- owned businesses
- 50% of brands have at least one brand standard requiring local sourcing
- Hired more than 30,000 veterans in the U.S. since 2013

YOUTH ENGAGEMENT

Young people are our future Team Members, guests and business partners. Investing in their skills and opportunities is necessary to sustain the growth of our business and the success of our communities. In 2014, Hilton pledged to impact 1 million youth by its centennial anniversary in 2019. We are proud to have surpassed this goal.

We have implemented many programs to connect, prepare and employ youth, including our three flagship programs:

Careers@Hilton is our campaign to raise awareness of hospitality as a career. Hotels and offices hosted over 3,400 projects including job fairs, career guidance talks, trainings and job shadowing events, reaching 208,000 young people.

Opening Doors in Space: Our DoubleTree brand [partnered with Scholastic](#) to engage 140,000 students around hospitality, STEM and space at the occasion of the first cookie baked in space.

We believe economic growth should be inclusive, creating opportunities for all. At Hilton, inclusive growth means that we enable and empower everyone to participate in and benefit from the golden age of travel. We build partnerships and develop innovations to foster inclusive growth across our operations, communities and supply chain.



We track our inclusive growth impact on LightStay and Hilton University, as well as through our Human Resources and partner data.

YOUTH IMPACTED

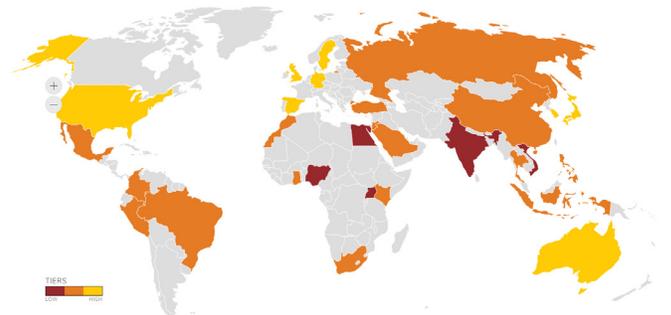


1,300,000+

young people impacted since 2014, exceeding our pledge to Open Doors for 1 million youth by 2019



Passport to Success for Hospitality is a life-skills curriculum co-developed with the International Youth Foundation. The training is available in-person and online. Nearly 8,500 young people have received the training since 2014.



Going forward, we will increase our focus on youth programs in countries with lower youth wellbeing, as informed by the [Global Youth Wellbeing Index](#).

REFUGEE ENGAGEMENT

Hilton was the first hospitality company to join the Tent Partnership for Refugees in 2018, pledging to impact 16,000 refugees through employment, hospitality training programs and procurement from refugee-run businesses by 2030. Hilton also supports refugees through in-kind donations to and skills-based volunteering with refugee centers.

In 2019, we updated LightStay to enable hotels to report their refugee impact, leading to increased representation of our impact. We plan to use this updated data to inform our objectives going forward.

Nearly 11,000

refugees supported through Hilton's volunteering, training, employment and procurement practices since 2015



Hilton McLean Tysons Corner partnered with [Tables Without Borders](#) to welcome Chef Nejat for a month-long paid training program, which culminated in a pop-up dinner series featuring dishes from his home country of Afghanistan.

3,000+

refugees supported in Germany since 2016, exceeding our [Wir Zusammen](#) pledge



Hemamalika Wjeratna, a smallholder producer in Thanthirimale, Sri Lanka, took part in International Fund for Agricultural Development (IFAD) training to learn sound farming practices. Hilton partners with IFAD to connect smallholder farmers to our **hotels in Argentina, Seychelles and Sri Lanka**. Credit: IFAD.

LOCAL SOURCING

We promote local culture and products by sourcing locally. By staying with us, our guests are contributing to our work to break down the barriers for local, small and diverse entrepreneurs to enter hotel supply chains. Hotels self-report impact numbers on LightStay, and we are working towards improving our controls to ensure data quality. We are also in the process of establishing our 2017 spend baseline.



50%

of brands include at least one brand standard requiring local sourcing

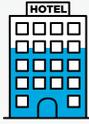
COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Working with the International Tourism Partnership to provide hospitality training and careers to young people from disadvantaged background through the Youth Career Initiative
- Working with the International Fund for Agricultural Development (IFAD) to provide access to market for smallholder farmers that receive technical assistance in the Seychelles, [Sri Lanka](#) and Argentina



2030 GOALS

- Embed human rights due diligence across our global operations and in our supply chain, and partner with suppliers to address any form of forced labor or trafficking
- Create and partner with cross-industry networks to advance international human rights



On Track

PROGRESS:

- 94% of hotels with at least one Team Member trained in anti-human trafficking, including 78% of General Managers
- Made our training on Key Risks of Modern Slavery in Labor Sourcing publicly available for free
- 100% of hotels mapped against human rights risks, and 100 country-level human rights briefs and mitigation plans developed
- 44 labor agencies audited
- Active collaboration with industry organizations

OPERATIONS

We recognize the risk that hotels may be used by traffickers for commercial sexual exploitation. To best equip our teams to identify the signs and report them appropriately, annual anti-trafficking training is mandatory for all hotel-based Team Members. Team Members can raise concerns via the anonymous Hilton Hotline, and are strongly encouraged to report potential signs of trafficking to hotel management, who are trained to best assess the situation and contact local law enforcement as appropriate.

100%

Hotel-based Team Members required to be trained in anti-human trafficking (managed and franchised)

COLLECTIVE ACTION ON FORCED LABOR

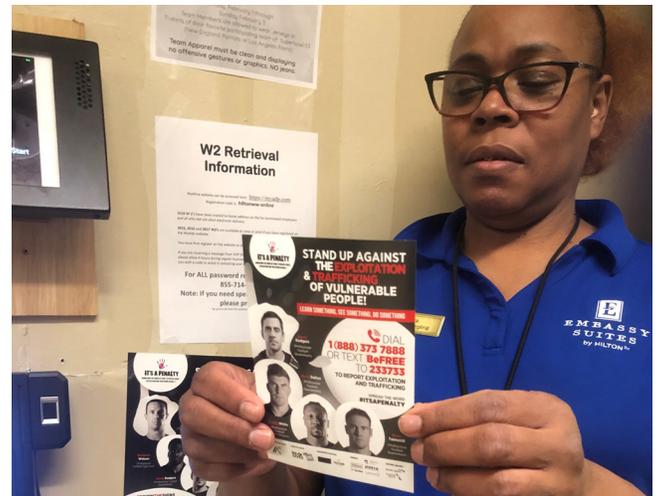
We supported the development and launch of the International Tourism Partnership (ITP) Human Rights Statement and Principles. To bring the Principles to life, we donated our industry-first training on Key Risks of Modern Slavery in Labor Sourcing to ITP and made it [freely available to the whole industry](#).

ITP FORCED LABOR PRINCIPLES

- Every worker should have freedom of movement
- No worker should pay for a job
- No worker should be indebted or coerced to work

As a business of people serving people, respecting human rights is a core part of our mission. Our human rights strategy is informed by the UN Guiding Principles for Business and Human Rights.

Our commitments and expectations are set out in our [Code of Conduct](#), [Human Rights Principles](#) and [Responsible Sourcing Policy](#), including the prohibition of forced labor, bonded labor, child labor, slave labor, human trafficking and recruitment fees. The policies also detail the prohibition for any Hilton property, product or service from being used in any manner that supports or enables any form of abuse and exploitation. Learn more about our human rights journey [here](#).



A Housekeeper at **Embassy Suites Buckhead** reviews the list of signs of trafficking on a pamphlet developed with [It's a Penalty](#), with whom Hilton partnered during the 2019 Super Bowl to continue raising awareness about human trafficking across 60+ hotels in Atlanta.

124,500+

Team Members trained in anti-trafficking since 2017

4,717

General Managers trained by the end of 2019



Hilton's training is used across our membership of leading hospitality companies to better equip their teams to identify and address the risks of modern slavery within their recruitment practices."

Madhu Rajesh, Director, International Tourism Partnership



Signatory to the ECPAT Code to prevent human trafficking in tourism since 2011

SUPPLY CHAIN

Our [Responsible Sourcing Policy](#) outlines the standards expected of Hilton suppliers. Based upon spend and identified regional risks, we require priority suppliers to undergo a deeper due diligence.

LABOR SOURCING

We require outsourcing agencies in EMEA to conduct third-party audits and will expand this to other regions. We enhanced our recruitment manual and processes in the Middle East to continue fostering ethical recruitment.

In 2019 we shared our best practices and contributed to the development of industry guidance through a [Qatar working group on fair recruitment](#).

GOODS SOURCING

We have developed an initial risk-based prioritization of goods suppliers. In 2019, we piloted due diligence for our textile suppliers.



44

audits conducted on outsourcing agencies



91%

labor sourcing leaders trained in modern slavery (EMEA)



100

countries assessed for human rights risks

GLOBAL FREEDOM EXCHANGE

In 2013, Hilton and Vital Voices co-created the Global Freedom Exchange (GFE), a leadership training program for women advocates fighting human trafficking on the front lines. In 2019, we accelerated efforts to provide destination-specific capacity building. We reconvened all 24 Fellows from 11 countries across the African continent for continuous learning, including co-creation sessions with Hilton regional leaders.



VITAL VOICES
GLOBAL PARTNERSHIP

\$259K

disbursed to support 27 GFE Fellows' organizations in 20 countries, benefiting:



830

public officials through training



4,630

community members through prevention



1,800

trafficking survivors through rehabilitation



80%

report improved capability for impact

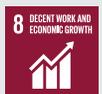


126

anti-trafficking leaders from 50 countries

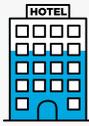
COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Co-founded the [World Travel & Tourism Council's Anti-Trafficking Task Force](#) in 2019
- Co-created International Tourism Partnership's Human Rights strategy and [Forced Labor Principles](#)
- Co-founder of [UK Stop Slavery Hotel Industry Network](#)
- Supported launch of the [American Hotel & Lodging Association's No Room For Trafficking](#) campaign



2030 GOALS

- Contribute 10 million volunteer hours
- Participate in food donation programs where allowed by law (managed hotels)
- Double our monetary response, empowerment efforts and investment in resiliency against natural disasters (2017 baseline)
- Double Action Grants for hotel-led social and environmental impact projects in our communities
- Promote environmental awareness and open our LightStay technology in school educational programs



On Track

PROGRESS:

- 1,429,295 hours volunteered since 2017, including 549,887 hours in 2019
- Rolled out food donation program to managed hotels in North America
- \$3.2M+ raised for disaster relief
- Launched the Hilton Effect Foundation as a vehicle to double investment in social impact and awarded 15 inaugural grants
- Enhanced LightStay to improve tracking of skills-based and remote volunteering



130 hotels across the world participated in over 370 clean-up events in 2019, from parks and cities to beaches, helping to keep destinations clean and welcoming for all. In the Middle East, hotels took it underwater, organizing 'Dives Against Debris' in partnership with Project AWARE®, a community movement coordinated by PADI with the purpose of ocean protection and conservation.

As stewards of the destinations in which we operate, we are committed to investing our skills and support to build communities' resilience and growth.

Our Team Members extend our hospitality beyond the walls of our hotels through our global volunteering programs. With the combined power of 420,000 Team Members across 6,110 communities, we contribute our time and expertise to strengthen the communities where we work, live and travel.

Hotels are encouraged to voluntarily track their community impact activities in LightStay, logging detailed information on volunteer events and donations. In 2019, only 30% of hotels recorded volunteering data, which based on our reviews is significantly underrepresentative of the actual levels of volunteering taking place at our hotels around the world. We are taking steps to strengthen our reporting guidelines, criteria and hotel engagement to improve reporting of volunteer events, to enable us to more accurately track and report our global community impact.

VOLUNTEERING

In 2019, Hilton Team Members volunteered



549,887
hours across



107
countries
through



10,431
events



1.4M+
volunteer hours
since 2017



That's equal to
\$14M

invested in
our communities
globally through
volunteerism*

*Based on [Independent Sector 2019](#) rate of \$25.43 per hour for volunteering

FOOD DONATIONS

We are committed to donating food from our managed hotels, where legally allowable. Our hotels partner with local food rescue organizations to provide excess prepared food to those in need in our communities, and we have developed guidance materials, including a Food Donation Toolkit, to support these efforts. In 2019, we expanded our food donation program to all of our managed hotels in the U.S. and Canada, representing one of the largest hotel food donation initiatives to date. With our food donation program in North America alone, we expect to donate enough food to feed more than 160,000 people while also diverting millions of pounds of food waste from landfills.



Volunteers with Team Rubicon repair a roof as part of their Puerto Rico Rebuild Program. Team Rubicon, a 2019 Hilton Effect Grant recipient, supports communities impacted by disaster by leveraging the skills and experiences of military veterans and uniting them with first responders.

DISASTER RELIEF

We operate in areas where the risk of natural disaster or other catastrophic losses exists, and Hilton is deeply committed to supporting our Team Members and communities in times of hardship. Hilton and the Hilton Effect Foundation invest in short-term relief and long-term resiliency efforts to support communities impacted by disasters. Hilton also operates a Team Member Assistance Fund that aids Team Members impacted by disaster and hardship. Since 2014, Hilton has raised more than \$3.2 million to support these efforts.

\$3.2+ million

Raised for disaster response to support Team Members and communities

INVESTING FOR RESILIENCE AND GROWTH

Hilton invests in our communities around the world through our primary international philanthropic arm, the Hilton Effect Foundation. In 2019, we supported more than 20 organizations to strengthen the positive impact they are creating every day in the communities we serve. From investing in Hawaii watershed improvement projects that increase water conservation to tackling youth unemployment through skills training in Italy, we believe in Hilton's ability to effect positive change, leaving our communities and the environment more resilient for generations of travelers to come.



COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Founded the Hilton Effect Foundation to accelerate our capability to address root cause challenges to achieve the SDGs
- Investing our skills to build capacity for organizations at the front line of fighting poverty and protecting the environment



We entered 2020 with a clear vision and path forward for the year – a plan that prioritized continued progress towards the achievement of our 2030 Goals and maintaining our industry leadership in corporate responsibility. While the COVID-19 global pandemic has required us to alter our everyday actions and reconsider the way we operate as a business, our commitment to our Team Members, guests, community members and the environment remains unchanged.

The unprecedented impact of the pandemic has shone a light on the power of collective action towards a common goal. We have seen countless stories, large and small, of individuals and communities around the world coming together to support each other. We have been proud to see our hotels rally to [help their communities weather this storm](#), offering free rooms to healthcare workers, donating to those in need, and truly living out the light and warmth of hospitality that our founder Conrad Hilton so deeply believed in. We have been humbled by the suppliers and business partners that have offered their help to our Team Members and to our business during this difficult time.

During this time of extreme need, we have focused our business on supporting those most impacted. We activated our Team Member Assistance Fund to help our people and their families affected by the virus, and we created a [workforce center](#) to connect displaced Team Members to short-term job opportunities. In support of our communities, we provided grants through the Hilton Effect Foundation to organizations fighting the spread of infection and aiding communities in need, and we enabled our Team Members and guests to donate their Hilton Honors Points to support our community partners. We were also proud to partner with American Express to [donate up to 1 million hotel rooms](#) to frontline medical professionals.

While it is too early to fully understand the impact that 2020's events will have on the global economy or on our business, we believe that our core business of connecting people to each other across communities and nations will only grow in importance in the months to come. We are also confident that our company is well positioned to navigate the challenges we currently face, and we will emerge from this situation a stronger, more resilient Hilton.



The **Hilton San Diego Bayfront** joined hotels around the world in honoring healthcare workers battling the COVID-19 pandemic.



Coming out of this crisis, the need for corporate responsibility leadership will be greater than ever.”

Our 2019 Corporate Responsibility Report showcases the significant work our hotels and company accomplished in the last year, but the progress we have made on our social and environmental programs is just the beginning as we enter uncharted territory. We believe that coming out of this crisis, the need for corporate responsibility leadership will be greater than ever. As we move through 2020 and beyond, we are committed to continue seeking the right partners, leveraging technology and innovation, and deploying the passion of our Team Members to work towards our 2030 Goals and the United Nations Sustainable Development Goals. And when our guests are able to travel again, we will welcome them with the same hospitality we have proudly shared for the last 100 years.

Katie Beirne Fallon,
Executive Vice President,
Communications & External Affairs



At Hilton, we closely track and report on our environmental and social impact. We use LightStay, our award-winning corporate responsibility performance measurement platform, to measure our hotels' impacts in the communities in which they operate. We believe that transparent external reporting allows us to better engage our stakeholders on the most material issues impacting our business and collaborate on solutions to address them. Accuracy of our data is important to us, which is why we have obtained independent external assurance over all of the data points listed below. Learn more about our assurance process [here](#) and read more about our environmental and social impact in our [CR Report](#).

ENVIRONMENTAL IMPACT



ENERGY & CARBON: Hilton is committed to reducing our Scope 1 and 2 carbon intensity by 61% by 2030, in line with our science-based targets. Since 2008, we have achieved a 36% reduction in Scope 1 and 2 carbon emissions.

GREENHOUSE GAS EMISSIONS	2019	2018	2017	2008 (Baseline)
Scope 1 direct emissions				
Emissions (MT CO ₂ e)	476,036	533,382	505,640	437,087
Emissions intensity (MT CO ₂ e/m ²)	.0199	.0233	.0236	.0307
Scope 2 indirect emissions				
Location-based emissions (MT CO ₂ e)	1,949,324	1,873,715	1,811,065	1,562,544
Location-based emissions intensity (MT CO ₂ e/m ²)	.0815	.0819	.0846	.1098
Market-based emissions (MT CO ₂ e)	1,931,834	1,845,111	1,785,222	1,792,500
Market-based emissions intensity (MT CO ₂ e/m ²)	.0808	.0807	.0834	.1260
Total Scope 1 + 2 emissions				
Location-based emissions (MT CO ₂ e)	2,425,360	2,407,097	2,316,705	1,999,631
Location-based emissions intensity (MT CO ₂ e/m ²)	.1014	.1052	.1083	.1405
Market-based emissions (MT CO ₂ e)	2,407,870	2,378,493	2,290,862	2,229,587
Market-based emissions intensity (MT CO ₂ e/m ²)	.1007	.1040	.1071	.1567
Scope 3 emissions				
Franchises – emissions (MT CO ₂ e)	3,884,715	3,685,459	3,473,170	3,019,210
Franchises – emissions intensity (MT CO ₂ e/m ²)	.0971	.0997	.1000	.1363
Emissions from business travel (MT CO ₂ e)	26,754	31,016	28,145	
Emissions from waste (MT CO ₂ e)	117,772	120,372	118,609	125,821

ENERGY	2019	2018	2017	2008 (Baseline)
Energy consumption (MWh)				
Managed	6,828,225	6,728,534	6,419,729	5,289,613
Franchised	11,838,738	11,084,182	10,647,230	8,445,834
Total	18,666,964	17,812,716	17,066,959	13,735,447
Energy use intensity (MWh/m ²)				
Managed	.2856	.2942	.3000	.3861
Franchised	.2960	.2999	.3066	.3813
Total	.2921	.2977	.3041	.3831



WATER: Hilton is committed to reducing our water consumption intensity in our managed operations by 50% by 2030. Since 2008, we have achieved a 22% reduction in water consumption at our managed hotels and a 23% reduction across our total portfolio.

WATER	2019	2018	2017	2008 (Baseline)
Water consumption (megaliters)				
Managed	14,026	13,841	13,372	10,335
Franchised	23,327	21,777	21,057	16,988
Total	37,353	35,618	34,429	27,323
Water consumption intensity (liters/m ²)				
Managed	586	605	625	754
Franchised	583	589	607	767
Total	585	595	610	762
Water withdrawal (megaliters)				
Managed	56,103	55,363	52,628	41,342
Franchised	93,309	87,110	84,229	67,951
Total	149,412	142,473	136,857	109,293
Water withdrawal intensity (liters/m ²)				
Managed	2,346	2,420	2,459	3,018
Franchised	2,333	2,357	2,426	3,068
Total	2,338	2,381	2,439	3,049



WASTE: Hilton is committed to reducing our waste intensity in managed operations by 50% by 2030. Since 2008, we have reduced our waste to landfill by 44% at our managed hotels and by 35% across our total portfolio.

WASTE	2019	2018	2017	2008 (Baseline)
Total waste generated (MT)				
Managed	192,230	192,163	185,104	159,537
Franchised	332,103	320,074	304,369	264,321
Total	524,334	512,238	489,473	423,860
Total waste intensity (MT/m²)				
Managed	.0080	.0084	.0087	.0112
Franchised	.0083	.0087	.0088	.0119
Total	.0082	.0086	.0087	.0117
Landfilled waste (MT)				
Managed	125,289	128,055	126,180	133,852
Franchised	281,772	270,761	257,539	221,765
Total	407,061	398,817	383,719	355,617
Landfilled waste intensity (MT/m²)				
Managed	.0052	.0056	.0059	.0094
Franchised	.0070	.0073	.0074	.0100
Total	.0064	.0067	.0068	.0098
Waste diversion from landfill (MT)				
Managed	66,941	64,108	58,924	25,686
Franchised	50,332	49,313	46,830	42,556
Total	117,273	113,421	105,755	68,243
Waste diversion rate (%)				
Managed	34.8%	33.4%	32.0%	16.1%
Franchised	15.2%	15.4%	15.4%	16.1%
Total	22.4%	22.1%	21.6%	16.1%

SOCIAL IMPACT



INCLUSIVE GROWTH: Hilton empowers everyone to participate in and benefit from travel and tourism across our value chain.

INCLUSIVE GROWTH	2019	2018	2017
Supplier Diversity Program (number of women, minority, veteran and LGBTQ-owned businesses we have supported)	3,476	3,352	3,000
Open Doors Pledge – Youth impacted (number of young people) ¹	1,323,414	919,772	795,848
Refugees impacted ²	10,883	5,392	2,376

¹ Figures provided are cumulative impact since launch of the pledge in 2014.

² Figures provided are cumulative impact since 2015.



HUMAN RIGHTS: We are committed to embedding human rights due diligence across our global operations and supply chain by 2030.

HUMAN RIGHTS	2019	2018
Mandatory Anti-Trafficking Training (% of General Managers having completed)	78%	68%



COMMUNITY INVESTMENT: We are committed to doubling our investment in social impact by 2030.

COMMUNITY INVESTMENT	2019	2018	2017
Volunteering (number of hours)	549,887	513,055	365,553

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB)



We seek to provide material, decision-useful sustainability information to our investors in line with the recommendations of the Sustainability Accounting Standards Board (SASB). We considered SASB's Hotel & Lodging and Restaurant Standards in developing the following table of key sustainability metrics for our managed, owned and leased properties. We also report selected SASB data in our [2019 10-K](#).

SASB TABLE

SASB CODE	METRIC	2019	2018	2017
Energy Management				
SV-HL-130a.1	Total energy consumed, in gigajoules per square meter	1.03	1.06	1.06
	Total energy consumed, in million gigajoules ⁽¹⁾	24.6	24.2	23.1
	Percent total energy from grid electricity	53.8	54.0	48.8
	Percent total energy from renewables	1.4	1.2	2.1
Water Management				
SV-HL-140a.1	Amount withdrawn, in cubic meters per square meter	2.35	2.42	2.46
	Amount withdrawn, in million cubic meters (m ³) ⁽¹⁾	56.1	55.4	52.6
	Amount consumed, in cubic meters per square meter	0.586	0.605	0.615
	Amount consumed, in million cubic meters (m ³) ⁽¹⁾	14.0	13.8	13.4
	Percent in regions with high or extremely high baseline water stress	32	33	33
SV-HL-160a.2	Environmental management policies and practices to preserve ecosystem services	<ul style="list-style-type: none"> • Hilton Corporate Responsibility Statement • Hilton Environmental Statement 		
Waste Management				
FB-RN-150a.1	Amount generated, in metric tons per square meter	0.0080	0.0084	0.0087
	Amount generated, in million metric tons ⁽¹⁾	0.192	0.192	0.185
	Percent food waste ⁽²⁾	41.0	41.0	41.0
	Percent diverted from landfills	34.8	33.4	32.0
Labor Practices				
SV-HL-310a.1	Voluntary turnover rate for lodging facility employees (U.S. only, includes retirements)	19.0%	–	–
SV-HL-310a.4	Policies and programs to prevent worker harassment	<ul style="list-style-type: none"> • Code of Conduct • Diversity & Inclusion Brochure 		

¹ While Hilton's energy, water and waste intensity decreased on a per square meter basis from 2017-2019, absolute consumption increased as a result of a 11.7 percent increase in the total floor area of Hilton's managed, owned and leased properties, from 21.4 million square meters as of December 31, 2017 to 23.9 million square meters as of December 31, 2019.

² Food waste percentage estimated based on a sample of approximately 50 food waste reduction pilots worldwide. Hilton continues to refine its food waste reporting in alignment with the WRI's Food Loss and Waste Protocol.

Our reporting follows the Global Reporting Initiative (GRI) disclosure framework, which is an internationally recognized set of indicators for economic, environmental and social aspects of business performance. The tables below set forth how the GRI framework has been applied to our corporate responsibility reporting process in alignment with global best practices.

In the GRI Index, we provide our stakeholders with references where they can locate content of interest. We also provide direct answers to specific indicators covered in the GRI framework.

GENERAL DISCLOSURES:

ORGANIZATIONAL PROFILE

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-1	Name of the organization	Hilton Worldwide Holdings Inc. ("Hilton")
102-2	Activities, brands, products, and services	<p>Hilton is a leading global hospitality company with a portfolio of 17 world-class brands comprising more than 6,110 properties, with more than 971,000 rooms in 119 countries and territories as of December 31, 2019. Dedicated to fulfilling our mission to be the world's most hospitable company, Hilton has welcomed more than 3 billion guests in our 100-year history. In 2019 we earned the top spot on the World's Best Workplaces list, and we were named the 2019 Global Industry Leader on the Dow Jones Sustainability Indices.</p> <p>Our premier brand portfolio includes: our luxury and lifestyle hotel brands, Waldorf Astoria Hotels & Resorts, LXR Hotels & Resorts, Conrad Hotels & Resorts and Canopy by Hilton; our full-service hotel brands, Signia by Hilton, Hilton Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Tapestry Collection by Hilton and Embassy Suites by Hilton; our focused service hotel brands, Motto by Hilton, Hilton Garden Inn, Hampton by Hilton, Tru by Hilton, Homewood Suites by Hilton and Home2 Suites by Hilton; and our timeshare brand, Hilton Grand Vacations. In January 2020, we launched a new brand, Tempo by Hilton.</p> <p>Please refer to the following for further detail:</p> <p>About Hilton 2019 Annual Report 2019 Form 10-K (Item 1. Business)</p>
102-3	Location of headquarters	Our corporate headquarters are located at 7930 Jones Branch Drive, McLean, Virginia 22102 in the United States.
102-4	Location of operations	At year-end 2019, Hilton managed or franchised hotels and resorts in 119 countries and territories. Refer to About Hilton for more information.
102-5	Ownership and legal form	Hilton is a publicly traded company incorporated in the United States.
102-6	Markets served	2019 Form 10-K (Item 1. Business)
102-7	Scale of the organization	As reported in our 2019 Form 10-K , at year-end 2019 Hilton managed or franchised 6,110 properties comprising 971,780 rooms in 119 countries and territories. We have over 424,000 Hilton Team Members worldwide: we employ over 174,000 people at our managed, owned and leased properties and at our corporate locations, and more than 250,000 franchise employees work on-property at independently owned and operated franchise properties in the Hilton portfolio.
102-8	Information on employees and other workers	<p>We disclose detailed information about our employees and other workers in the following:</p> <p>2019 CR Report (About Hilton, p. 5) 2019 Annual Report 2019 Form 10-K (Item 1. Business – "Overview")</p>

ORGANIZATIONAL PROFILE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-9	Supply chain	<p>What we buy, source, use and serve every day are essential components of the exceptional experience that we aim to deliver to every hotel, every guest, every time. As such, Hilton manages a large global supply chain containing key components, which include food and beverage, information technology, furniture, fixtures, equipment, linens and apparel.</p> <p>Additional information on our supply chain and responsible sourcing efforts can be found in our 2019 Annual Report (About Hilton, p. 4; Responsible Sourcing, p. 26-27), our Responsible Sourcing Policy and Hilton's Slavery and Trafficking Statement 2019.</p>
102-10	Significant changes to the organization and its supply chain	<p>There have been no significant changes to our organization or our supply chain during the reporting period.</p>
102-11	Precautionary Principle or approach	<p>As a signatory to the UN Global Compact, we adhere to the principle that businesses should support a precautionary approach to environmental challenges.</p> <p>Through our Travel with Purpose 2030 Goals, we are committed to cutting our environmental footprint in half and doubling our social impact by 2030. In 2018 Hilton became the first major hotel company to set science-based carbon targets approved by the Science Based Targets initiative (SBTi) and aligned with the Paris Climate Agreement. Hilton commits to reduce Scope 1 and 2 GHG emissions 61% per square meter by 2030 from a 2008 base year. Hilton also commits to work with our franchisees to reduce Scope 3 GHG emissions from Franchises 52% per square meter by 2030 from a 2008 base year.</p> <p>Additional information on our management approach, programs, targets and performance can be found throughout our 2019 CR Report and in our Environmental Policy Statement.</p>
102-12	External initiatives	<p>Since 2012, Hilton has been a signatory to the UN Global Compact, a voluntary initiative based on a CEO-led commitment to implement ten sustainability principles supporting the goals of the UN.</p> <p>We have also aligned our corporate responsibility strategies and objectives to support the UN Sustainable Development Goals – a global framework for coordinated action to address critical topics by 2030.</p> <p>We participate in leading industry initiatives designed to collaboratively advance sustainability across the travel and tourism industry, including our work with the International Tourism Partnership and the World Travel & Tourism Council.</p> <p>We are committed to fighting climate change, and we are proud to have been the first major hotel company to set science-based carbon targets approved by the Science Based Targets initiative (SBTi). We are also members of The Climate Group's EP100 initiative and signatories to the UN CEO Water Mandate. In 2018, Hilton was the first hospitality company to join the Tent Partnership for Refugees, pledging to impact 16,000 refugees through employment, hospitality training programs and procurement from refugee-run businesses by 2030. In 2019 we joined businesses and U.S. labor unions in issuing a joint statement calling for accelerated action on climate change and urging the U.S. to remain in the Paris Climate Agreement. In 2019 we also became the first hotel company to join the WRI's Cool Food Pledge, committing to reduce food-related greenhouse gas emissions.</p> <p>Please refer to our 2019 CR Report for further detail.</p>

ORGANIZATIONAL PROFILE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-13	Membership of associations	<p>Hilton engages with trade associations, nongovernmental organizations and other stakeholders on an ongoing basis to inform them about our priorities, seek their views and expertise, inform our programs and create innovative partnerships to redefine sustainable travel. In 2019, we continued to engage with our stakeholders to seek their expertise, expectations, feedback and priorities. Please see our 2019 CR Report (Stakeholder Engagement, p.10-11) for further detail on our stakeholder engagement process.</p> <p>In 2019, key memberships and affiliations included the following:</p> <p>World Travel and Tourism Council: The World Travel and Tourism Council (WTTC) works to raise awareness of travel and tourism in one of the world’s largest industries. In 2018, our Chief Executive Officer became the Chairman of the WTTC. We are also members of the WTTC Climate Change Task Force, which works to identify industry priority action areas for the future and evaluate industry progress against climate change commitments.</p> <p>American Hotel & Lodging Association: Hilton is a member of the American Hotel & Lodging Association (AHLA) and chairs the AHLA Sustainability Committee, which focuses on environment, engineering and corporate responsibility for the hotel and lodging industry. Our Chief Executive Officer serves on the Executive Committee of the AHLA.</p> <p>International Tourism Partnership: The International Tourism Partnership (ITP) brings together the world’s leading international hotel companies to provide a voice for environmental and social responsibility in the industry. Hilton is a founding member of this travel industry consortium and participates in various working groups, including the Hotel Carbon Measurement Initiative, the Hotel Water Measurement Initiative, the Youth Career Initiative and the Human Rights Working Group. Our Executive Vice President of Corporate Affairs is the Vice Chair of the Board for ITP.</p> <p>Diversity & Inclusion Associations: Hilton has partnered with many organizations that promote diversity and inclusion, including American Hotel & Lodging Educational Foundation, American Resort Development Association, Ascend Pan-Asia Leaders, Asian Hotel Owners Association, Asian Pacific Islander American Scholarship Fund, Catalyst, Gay & Lesbian Alliance Against Defamation, Human Rights Campaign, International Gay & Lesbian Travel Association, Latino Hotel Association, League of United Latin American Citizens, National Association for the Advancement of Colored People (NAACP), National Association of Black Accountants, Inc., National Association of Black Hotel Owners, Operators & Developers, National Black MBA Association, Inc., National Business & Disability Council, National Center for American Indian Enterprise Development Council, National Council of La Raza, National Gay & Lesbian Chamber of Commerce, National Hispanic Corporate Council, National LGBTQ Task Force, National Minority Supplier Development Council, National Society of Black Engineers, National Urban League, National Veteran-Owned Business Association, Out & Equal Workplace Advocates, OutServe – SLDN, Point Foundation, Prospanica, Reaching Out MBA, Services & Advocacy for LGBT Elders (SAGE), U.S. Hispanic Chamber of Commerce, U.S. Pan Asian American Chamber of Commerce, WEConnect International and Women’s Business Enterprise National Council.</p>

STRATEGY

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-14	Statement from senior decision-maker	2019 CR Report (Executive Statement, p.3)
102-15	Key impacts, risks, and opportunities	2019 Annual Report 2019 Form 10-K (Item 1A. Risk Factors) 2019 Form 10-K (Item 1. Business – “Corporate Responsibility”) 2019 CR Report (Our Material Issues, p.9) Our 2030 Goals

ETHICS AND INTEGRITY

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-16	Values, principles, standards and norms of behavior	Vision, Mission and Values Hilton Code of Conduct Corporate Responsibility Statement Responsible Sourcing Policy Human Rights Principles Hilton Slavery and Trafficking Statement 2019
102-17	Mechanisms for advice and concerns about ethics	Hilton Code of Conduct Hilton EthicsPoint Hotline 2019 CR Report (Stakeholder Engagement, p.10-11)

GOVERNANCE

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-18	Governance structure	The Board of Directors' Nominating and ESG Committee is responsible for periodically reviewing and assessing the company's CR strategy, practices and policies. Our Board receives periodic updates from management on Travel with Purpose initiatives. Quarterly reports on progress toward the 2030 Goals are provided to the Executive Committee, including our CEO. Board of Directors Nominating and ESG Committee Charter 2019 Proxy Statement 2019 CR Report (Governance and Management, p.12-13)
102-22	Composition of the highest governance body and its committees	Committee Composition Nominating and ESG Committee Charter 2019 CR Report (Governance and Management, p.12-13)
102-23	Chair of the highest governance body	Our Board of Directors is chaired by Jonathan Gray, a non-executive. Mr. Gray has served as a director of Hilton since 2007. Additional information on Mr. Gray's background and qualifications can be found on our Board of Directors webpage.
102-24	Nominating and selecting the highest governance body	Committee Composition Nominating and ESG Committee Charter
102-25	Conflicts of interest	Corporate Governance Guidelines ("Conflicts of Interest")
102-26	Role of highest governance body in setting purpose, values and strategy	Nominating and ESG Committee Charter
102-28	Evaluating the highest governance body's performance	Corporate Governance Guidelines ("Evaluation of Board Performance")
102-35	Remuneration policies	2019 Proxy Statement
102-36	Process for determining remuneration	2019 Proxy Statement

STAKEHOLDER ENGAGEMENT

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-40	List of stakeholder groups	We engage with a broad range of internal and external stakeholders on an ongoing basis, including our Hilton Team Members, franchise employees, guests, policymakers, NGOs and international organizations, investors, owners and suppliers. 2019 CR Report (Stakeholder Engagement, p.10-11)
102-41	Collective bargaining agreements	As of December 31, 2019, approximately 31 percent of our employees worldwide and 37 percent of our employees in the U.S. were covered by various collective bargaining agreements generally addressing pay rates, working hours, other terms and conditions of employment, certain employee benefits and orderly settlement of labor disputes. 2019 Form 10-K (Item 1. Business – “Employees”)
102-42	Identifying and selecting stakeholders	We engage with stakeholders that can help inform and enhance our business and corporate responsibility strategy. From developing hotel concepts and products in partnership with owners and guests to evolving our internal programs to engage Hilton Team Members and build a common culture with franchise employees to working with governments on policy reforms to dialoguing with conservation organizations on a variety of products in our supply chain, we view stakeholder engagement as an enabler of continuous improvement, innovation and reputation management. 2019 CR Report (Stakeholder Engagement, p.10-11)
102-43	Approach to stakeholder engagement	2019 CR Report (Stakeholder Engagement, p.10-11) Our 2030 Goals Hilton Corporate Responsibility Policy Statement
102-44	Key topics and concerns raised	Through engagement with both internal and external stakeholders, we are able to identify interests and concerns that should be taken into consideration as we continue to grow. Our Travel with Purpose strategy was developed by mapping social and environmental issues that are impacted by our business and will continue to be critical to our long-term success. We continue to revisit and evolve our approach based on key topics and concerns raised by stakeholders. We manage key topics and concerns relating to customer satisfaction through our Service and Loyalty Tracking (SALT) program and social media monitoring. Additional information on our approach and industry recognitions for customer service can be found at Hilton Customer Help .

REPORTING PRACTICE

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-45	Entities included in the consolidated financial statements	2019 Form 10-K (Item 1. Business)
102-46	Defining report content and topic boundaries	We have conducted a materiality assessment to inform the selection of topics for our Corporate Responsibility Report, in alignment with the framework and best practices set forth in the GRI Standards.
102-47	List of material topics	2019 CR Report (Materiality Assessment, p.9, 62-65) Hilton Slavery and Trafficking Statement 2019
102-48	Restatements of information	None during the reporting period.
102-49	Changes in reporting	None during the reporting period.
102-50	Reporting period	Our reporting period is for the calendar year 2019. Unless otherwise noted, reported environmental and social figures refer to our impact across our owned, managed and franchised portfolio. We use 2008 as our baseline for our energy, carbon, water and waste reporting.

REPORTING PRACTICE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-51	Date of most recent report	2019
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	For more information, contact us at corporate_responsibility@hilton.com
102-56	External assurance	We recognize that the accuracy and credibility of our data is critical to managing our impact and transparently reporting on our performance. That is why we have worked with Dekra Certification, Inc. to obtain limited independent assurance over our environmental impact data (greenhouse gas emissions, energy, water and waste) since 2013. Since 2018, Dekra has also provided limited assurance over selected social impact metrics. Please see our 2019 Assurance Statement for more information.

SPECIFIC DISCLOSURES:

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
ECONOMIC		
Economic Performance	201	Management approach disclosure 2019 Annual Report 2019 Form 10-K (Item 1. Business)
	201-1	Direct economic value generated and distributed 2019 Annual Report 2019 Form 10-K
	201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change 2019 CDP Climate Change Questionnaire
	201-3	Defined benefit plan obligations and other retirement plans 2019 Annual Report 2019 Form 10-K (Item 1. Business – "Employee Benefit Plans")
Indirect Economic Impacts	203	Management approach disclosure Social Impact 2019 CR Report (p. 29-39) Hilton Corporate Responsibility Policy
	203-1	Infrastructure investments and services supported 2019 CR Report (p. 29-39) 2019 Assurance Statement

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL		
Anti-Corruption	205	<p>Management approach disclosure</p> <p>Bribery and corruption are explicitly prohibited in our Code of Conduct, with oversight from our Group Finance and Risk Management functions. Internal Audits are also conducted at the Group's hotels and corporate offices in Asia Pacific, Europe and the Middle East. In the United States, these audits are conducted by an independent third-party auditor. Additionally, we conduct background checks on all prospective partners.</p> <p>We maintain a whistleblower policy and procedure to encourage the reporting of any inappropriate activity. Any failures to comply with the Code of Conduct are investigated and disciplinary action is taken as appropriate, up to and including termination.</p> <p>All General Managers and senior colleagues are expected to actively support anti-corruption policies at individual hotels and properties. Certifications of compliance with the Code of Conduct are obtained from all hotels annually, with a mid-year update.</p>
	205-2	<p>Communication and training on anti-corruption policies and procedures</p> <p>2019 CR Report (Human Rights, p. 36)</p> <p>Hilton Code of Conduct</p> <p>Responsible Sourcing Policy</p> <p>Hilton EthicsPoint Hotline</p>
Energy	302	<p>Management approach disclosure</p> <p>2019 CR Report (Energy & Carbon, p. 20-21)</p> <p>CDP Climate Change Response</p> <p>Hilton Environmental Policy</p> <p>Hilton Energy Stewardship Policy</p>
	302-1	<p>Energy consumption within the organization</p> <p>In 2019, our total energy consumption was 18,666,964 megawatt hours. Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 43) for further detail. Our 2019 energy data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	302-3	<p>Energy intensity</p> <p>In 2019, our normalized energy use intensity was 2921 megawatt hours per square meter, representing an annual decrease of 1.9% per square meter and a 2.4% decrease per occupied room across the Hilton global portfolio of owned, managed and franchised hotels.</p> <p>Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 43) for further detail. Our 2019 energy data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	302-4	<p>Reduction of energy consumption</p> <p>Across our global operations (owned, managed and franchised hotels), Hilton has reduced total energy use intensity by 23.7% since 2008. For our managed portfolio only, we have reduced total energy use intensity by 26.0% since 2008. Reductions in energy have been achieved as a result of ongoing energy conservation activities, efficiency projects and implementation of innovative energy-saving technologies.</p> <p>Refer to our CDP Climate Change Response for further detail on our energy performance and energy reduction activities.</p>

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL (CONTINUED)		
Water and Effluents	303	<p>Management approach disclosure</p> <p>2019 CR Report (Water, p. 22-23) CDP Water Response Hilton Environmental Policy</p>
	303-3	<p>Water withdrawal</p> <p>In 2019, our total net fresh water withdrawal was 149,412 megaliters (149.4 million cubic meters). Municipal water comprised 98.7% of our water footprint, with 1.3% in surface water and groundwater consumption. Our normalized water consumption intensity was 585 liters per square meter, representing an annual decrease of 18% per square meter across the Hilton global portfolio of owned, managed and franchised hotels.</p> <p>Across our global operations (owned, managed and franchised hotels), Hilton has reduced total water use intensity by 23.3% since 2008. For our managed portfolio only, we have reduced total water use intensity by 22.3% since 2008. Please view our 2019 CR Report (Water, p. 22-23, and Performance Table, p. 43) for further detail. Our 2019 water data has been externally assured, as noted in our 2019 Assurance Statement.</p>
Emissions	305	<p>Management approach disclosure</p> <p>2019 CR Report (Energy & Carbon, p. 20-21) CDP Climate Change Response Hilton Environmental Policy Hilton Energy Stewardship Policy</p>
	305-1	<p>Direct (Scope 1) GHG emissions</p> <p>In 2019, our Scope 1 emissions were 476,036 metric tons of CO₂e. Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 42) for further detail. Our 2019 Scope 1 emissions data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	305-2	<p>Energy Indirect (Scope 2) GHG emissions</p> <p>In 2019, our Scope 2 location-based emissions were 1,949,324 metric tons of CO₂e. Our Scope 2 market-based emissions were 1,931,834 metric tons of CO₂e. Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 42) for further detail. Our 2019 Scope 2 emissions data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	305-3	<p>Other indirect (Scope 3) GHG emissions</p> <p>Per our Operational Control boundary, onsite emissions at properties owned and operated by franchisees are reported as Scope 3 emissions. In 2019, Hilton's Scope 3 emissions from franchisees were 3,884,715 metric tons CO₂e. The total includes emissions from on-site fuels combustion (965,670 metric tons CO₂e) and indirect emissions from the generation of electricity, heat or steam purchased from a utility provider (2,919,045 metric tons CO₂e).</p> <p>In addition, in 2019 we generated Scope 3 emissions of 26,754 metric tons CO₂e from employee business and air travel, and 117,772 metric tons CO₂e from the disposal of waste associated with our operations.</p> <p>Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 42) for further detail. Our 2019 Scope 3 emissions data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	305-4	<p>GHG emissions intensity</p> <p>In 2019, our total Scope 1 and 2 location-based emissions intensity was .1014 metric tons per square meter, which represents a 3.6% decrease over prior year. Our total 2019 market-based Scope 1 and 2 emissions intensity was .1007 metric tons per square meter, representing a 3.2% decrease over prior year.</p> <p>Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 42) for further detail. Our 2019 Scope 1 and 2 emissions data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	305-5	<p>Reduction of GHG emissions</p> <p>From 2008-2018, Hilton has reduced our total Scope 1 and 2 emissions intensity by 36% across our global portfolio of owned and managed properties. Reductions in emissions have been achieved as a result of ongoing energy conservation activities, efficiency projects, and implementation of innovative energy-saving technologies, as well as renewable energy projects and the purchase of Renewable Energy Credits. Refer to our CDP Climate Change Response for further detail on our emissions performance and reduction activities.</p>

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL (CONTINUED)		
Effluents and Waste	306	Management approach disclosure 2019 CR Report (Waste, p. 24-25) Hilton Environmental Policy
	306-2	Waste by type and disposal method In 2019, our landfilled waste was 407,061 metric tons. Our normalized landfilled waste intensity was .0064 metric tons per square meter, representing an annual decrease of 4.4% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. Across our global operations, Hilton has reduced landfilled waste intensity by 34.8% since 2008. For our managed portfolio only, we have reduced landfilled waste intensity by 44.3% since 2008. Our 2019 landfill diversion rate for our global operations was 22.4%, while the managed portfolio achieved a diversion rate of 34.8% in 2019. Our diversion rate accounts for ongoing waste streams that are recycled, composted, incinerated for waste-to-energy, or otherwise diverted from landfill. Please view our 2019 CR Report Waste, p. 24-25 and Performance Table, p. 44) for further detail. Our 2019 waste data has been externally assured, as noted in our 2019 Assurance Statement .
Environmental Compliance	307	Management approach disclosure Hilton Environmental Policy
	307-1	Non-compliance with environmental laws and regulations In 2019, Hilton did not identify any known instances of non-compliance with environmental laws and/or regulations.
Supplier Environmental Assessment	308	Management approach disclosure 2019 CR Report (Responsible Sourcing, p. 26-27) Responsible Sourcing Policy Hilton Environmental Policy
	308-1	New suppliers that were screened using environmental criteria We have conducted a thorough analysis of our most material sourcing categories: seafood, meat and proteins, produce, and apparel and linens. To drive responsible sourcing across these categories, we created a dedicated role and a cross-functional advisory group. This group oversees the development of our comprehensive responsible sourcing strategy and guides global decisions related to implementation. Additional information can be found on our 2019 CR Report (Responsible Sourcing, p. 26-27)
SOCIAL		
Employment	401	Management approach disclosure 2019 Annual Report 2019 Form 10-K (Item 1. Business) Great Places to Work Discover Hilton Corporate Awards Diversity & Inclusion Brochure Hilton Slavery and Trafficking Statement 2019 2019 CR Report (About Hilton, p. 5 and Team Member Engagement, p. 30-31)
	401-2	Benefits provided to full-time employees Discover Hilton

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
SOCIAL (CONTINUED)		
Training and Education	404	<p>Management approach disclosure</p> <p>A comprehensive approach to recruiting, training/mentoring, leadership development and talent management allows us to understand where and how we can improve around the world.</p> <p>Our leadership roadmap helps our current and future leaders at all levels discover their talents, enhance their leadership skills and develop their careers with us. We offer a mix of opportunities for leaders at all levels and ensure we retain the best talent around the world.</p> <p>Our Thrive@Hilton platform is designed to help our Team Members understand our people programs and flourish in every area of the business.</p>
	404-1	<p>Average hours of training per employee per year</p> <p>Hilton employees complete an average of 57 hours of training per year.</p>
	404-2	<p>Programs for upgrading employee skills and transition assistance programs</p> <p>Hilton Team Members have many opportunities to learn from some of the great thinkers, innovators and teachers of our time. Hilton University features a broad range of proprietary content from Hilton, as well as top-tier external partners like Harvard, Cornell, Thrive Global TED and LinkedIn Learning. Hilton's Leadership Development framework, Lead@Hilton, develops leaders at every level of the organization through a multifaceted approach—Learn with Us, Learn from Leaders, Learn by Doing and Learn on Your Own. Learning takes place in a variety of formats in multiple languages across over 25,000 courses, including Virtual Instructor Led Training, Virtual Reality, digital learning, videos, e-books, podcasts, webinars and classroom training. We strive to make learning easily accessible and relevant to all Team Members, to support their growth in their current and future roles. Required and voluntary trainings help Hilton Team Members develop new skills, expand upon existing knowledge, and benefit from coaching and leadership advice. Many of our hotels and our corporate offices offer tuition reimbursement for courses directly related to the job, to prepare Hilton Team Members to take on additional responsibilities, gain certifications or complete a degree.</p>
	404-3	<p>Percentage of employees receiving regular performance and career development reviews</p> <p>Hilton Team Members are evaluated through our Performance Management Review process; this includes setting objectives and, goals, addressing concerns and providing regular feedback and coaching.</p>
Diversity and Equal Opportunity	405	<p>Management approach disclosure</p> <p>Diversity & Inclusion Brochure Great Places to Work Profile</p>
	405-1	<p>Diversity of governance bodies and employees</p> <p>Four of Hilton's eight Board members are women (50%) and 54% of managers and executives in the United States are women. 53% of the global workforce and 52% of the U.S. workforce are women. 69% of all U.S. Team Members are ethnically diverse, and 37% of global Team Members are millennials.</p>

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
SOCIAL (CONTINUED)		
Human Rights Assessment	412	Management approach disclosure Human Rights Principles Hilton Slavery and Trafficking Statement 2019 CR Report (Human Rights, p. 36-37) Hilton Corporate Responsibility Policy
	412-1	Operations that have been subject to human rights reviews or impact assessments Hilton Slavery and Trafficking Statement 2019 (Our Risk Identification and Management) CR Report (Human Rights, p. 36-37)
	412-2	Employee training on human rights policies or procedures Hilton Slavery and Trafficking Statement 2019 CR Report (Human Rights, p. 36-37)
Local Communities	413	Management approach disclosure CR Report (Social Impact, p. 29-39) Hilton Corporate Responsibility Policy
	413-1	Operations with local community engagement, impact assessments, and development programs CR Report (Social Impact, p. 29-39)
Supplier Social Assessment	414	Management approach disclosure CR Report (Responsible Sourcing, p. 26-27 and Human Rights, p. 36-37) Responsible Sourcing Policy Human Rights Principles Hilton Slavery and Trafficking Statement 2019
	414-1	New suppliers that were screened using labor practices criteria CR Report (Responsible Sourcing, p. 26-27 and Human Rights, p. 36-37) Hilton Slavery and Trafficking Statement 2019 (Our Risk Identification and Management)
Customer Privacy	418	Management approach disclosure Global Privacy Statement
	418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data No known significant breaches occurred during the reporting period.

2019 INDEPENDENT LIMITED ASSURANCE REPORT FOR HILTON, INC.



To the stakeholders of Hilton, Inc.:

This assurance statement has been prepared by Dekra Certification, Inc. (Dekra) at the request of Hilton, Inc. (Hilton). Dekra has conducted an independent assessment of Hilton's publicly reported corporate responsibility data ("Reported Data"), detailed in the tables below, covering the period from January 1, 2019 to December 31, 2019.

Objective and Level of Assurance

The objective of the assessment was to provide a limited level of assurance that the Reported Data is free of material misstatements. A limited level of assurance indicates that Dekra's assessment did not discover evidence of errors in the Reported Data. When evaluating potential errors in the Reported Data, Dekra used a materiality threshold of 5%.

Scope and Criteria

The Reported Data covers Hilton corporate offices and all Hilton properties, managed and franchised, for the reporting period of 1/1/19 to 12/31/19. This includes direct (Scope 1) and indirect (Scope 2) greenhouse gas (GHG) emissions from the operation of Hilton owned and managed properties and Hilton's corporate offices, Scope 3 emissions from Hilton's franchised properties, and other Scope 3 emissions from business travel and waste. GHG reporting covers the following gases: CO₂, CH₄ and N₂O.

The Reported Data also includes Hilton's social impact data: youth impacted, volunteering hours, disaster relief and Action Grants funds distributed, number of diverse suppliers and anti-trafficking training.

Hilton's Reported Data was prepared following the guidance of the World Resource Institute / World Business Counsel for Sustainable Development (WRI/WBCSD) *Greenhouse Gas Protocol Corporate Accounting and Reporting Standard* ("GHG Protocol") and Hilton's internal procedures.

The specific data assessed is presented in Tables 1, 2 and 3 below.

Assurance Standard and Assessment Activities

Dekra conducted the verification of the Reported Data in accordance with ISO 14064-3:2006 - Specification with guidance for the validation and verification of greenhouse gas assertions for the GHG data and Dekra's Verification Approach for the environmental impact data. The verification activities were documented in a sampling plan created and updated by taking into account Hilton's data management system and findings uncovered during the verification process. They key activities included:

- Interviews with individuals responsible for the collection and analysis of the Reported Data via Hilton's LightStay platform. All Hilton properties are required to report energy, waste, and water activity data into LightStay monthly. All properties also use LightStay to record social impact metrics, such as volunteer hours and donations. Dekra reviewed the quality assurance activities in place and the treatment of incomplete activity data.
- In 2019 Dekra auditors visited 62 Hilton properties worldwide, covering all regions and all brands. During these audits, auditors: verified the accuracy of data input into LightStay by reviewing utility bills and meter logs; verified that all energy sources on site were being included in LightStay; and assessed the competence of individuals responsible for inputting data into LightStay.
- Recalculation of emissions from activity data to verify emissions factors and Global Warming Potentials (GWP) calculations were applied correctly.
- Evaluation of a sensitivity analysis developed to determine the potential impact of Hilton's assumptions regarding incomplete and incorrect data.
- Review of raw corporate responsibility data to review for anomalies and confirm the adequacy of Hilton's internal data cleansing procedures.



Conclusion

Dekra can provide Limited Assurance that the Reported Data listed in Tables 1 and 2 is free of material misstatements. During its assessment, Dekra did not find any evidence indicating the Reported Data was incorrect, nor did Dekra find any evidence that, where applicable, the calculation and reporting of data was not in conformance with the guidance and methodology of the GHG Protocol or Hilton's internal procedures.

Recommendations

As part of the assurance engagement, Dekra has provided Hilton with a series of recommendations to ensure the continual improvement of the collection, storage, analysis, and reporting of specific sustainability performance data at the corporate and facility level.

TABLE 1 – GREENHOUSE GAS EMISSIONS

INDICATOR	2019 total - MT CO ₂ e	Intensity - MT CO ₂ e/m ₂	Intensity - Change from 2018
Scope 1 Direct emissions	476,036	0.0199	-14.6%
Scope 2 Indirect emissions (Location-based)	1,949,324	0.0815	-0.5%
Scope 2 Indirect emissions (Market-based)	1,931,834	0.0808	0.1%
Scope 1 + 2 emissions (Location-based)	2,425,360	0.1014	-3.6%
Scope 1 + 2 emissions (Market-based)	2,407,870	0.1007	-3.2%
Scope 3 emissions from Franchises	3,884,715	0.0971	-2.6%
Scope 3 emissions from Landfilled Waste	117,772	0.0049	-6.4%
Scope 3 emissions from Business Travel	26,754	–	-13.7%



TABLE 2 - OTHER ENVIRONMENTAL DATA

INDICATOR	2019 total	Intensity	Intensity - Change from 2018
Energy consumption	MWh	MWh/m²	%
Managed	6,828,225	0.2856	-2.9%
Franchised	11,838,738	0.2960	-1.3%
Total	18,666,964	0.2921	-1.9%
Water consumption	Megaliters	Liters/m²	%
Managed	14,026	586	-3.1%
Franchised	23,327	583	-1.3%
Total	37,353	585	-1.8%
Water withdrawals	Megaliters	Liters/m²	%
Managed	56,103	2,346	-3.1%
Franchised	93,309	2,333	-1.0%
Total	149,412	2,338	-1.8%
Landfilled Waste	Metric Tons	MT/m²	%
Managed	125,289	0.0052	-6.4%
Franchised	281,772	0.0070	-3.8%
Total	407,061	0.0064	-4.4%
Waste diverted from landfill	Metric Tons	MT/m²	%
Managed	66,941	0.0028	-0.1%
Franchised	50,332	0.0013	-5.7%
Total	117,273	0.0018	-3.2%
Waste diversion rate (%)			
Managed	34.8%	—	1.4%
Franchised	15.2%	—	-0.2%
Total	22.4%	—	0.3%



TABLE 3 – SOCIAL IMPACT DATA

INDICATOR	2019 total
Disaster relief funds distributed to Hilton Team Members through the Hilton Responds Fund (USD)	\$107,977
Hours volunteered by Hilton Team Members	549,887 hours
Grants awarded to community partners through the Hilton Effect Foundation	\$580,000
Youth impacted through Hilton’s Open Doors pledge	403,642 young people
Property GMs that have completed Anti-Trafficking training	78%
Number of diverse suppliers supported through Supplier Diversity Program	3,476 suppliers

Attested By:



Justin Dunning
 CARB Accredited GHG Verifier
 Executive Order H-15-038
 Lead Auditor
 Processing Sustainability, LLC



Cem Onus
 Managing Director
 Dekra Certification, Inc

About Dekra

DEKRA Certification, Inc. is an ANSI-ASQ National Accreditation Board (ANAB) accredited Certification Body and conforms to the requirements of ISO 17021-1:2015: covering the auditing and certification of management systems. Dekra has certified Hilton to the ISO 9001, 14001, and 50001 standards since 2010. Two key principles for Certification Bodies are Impartiality and competence.

Dekra did not assist or consult with Hilton at any time in generating the Reported Data within the scope of the assurance statement. Dekra has procedures in place to ensure its work is free from bias and is not unduly influenced by outside parties. The Dekra employees and contractors who participated in assurance activities were free from personal, financial, or other relationships that would potentially compromise their impartiality.

Likewise, the personnel who performed assurance activities were all experienced environmental and energy auditors. The competence of these individuals is continually monitored and recorded. All assurance activities were subject to Dekra’s peer review and quality assurance processes.

2014 MATERIALITY ASSESSMENT

We engage with stakeholders on an ongoing basis to inform our strategy and get insight on their expertise, expectations, feedback and priorities. In 2014, we conducted an in-depth materiality assessment. We interviewed a panel of internal and external stakeholders and reviewed a number of internal and external documents to gather the information.

Internal stakeholders on their sustainability and responsibility priorities for Hilton and beyond:

1,100

Team Member surveys across markets

50+

corporate Team Member interviews

Internal data and documents review:

- Spend data (to identify areas of impact)
- LightStay data – data on all of our hotels’ energy, water and waste reported since 2009
- Strategic documents, policies and sustainability reports

External stakeholders on their sustainability and responsibility expectations from hotels:

400

guest surveys (U.S. and China)

400+

hotels covered by owner interviews

200

nongovernmental organizations in six markets

- [International Tourism Partnership materiality matrix](#), based on stakeholder engagement roundtables with investors, labor unions, NGOs, ownership groups, certification bodies and industry groups in London and Hong Kong
- In-depth engagement with key partners (e.g., the International Youth Foundation and the World Wildlife Fund)

External data review:

- Competitor benchmark
- Utility cost trends in key markets
- Media analysis
- Online hotel discussion and rating platforms (reviewed for insight on traveler priorities)
- Priorities of suppliers, clients, investors and policymakers

The materiality assessment was complemented with deeper analysis in two key areas: supply chain and human rights.



The supply chain mapping exercise analyzed:

- Interviews with 17 internal supply chain stakeholders across seven support functions and operations
- Gap analysis against best practices from other external organizations
- Spend data through Hilton Supply Management (the procurement arm of Hilton)
- Category risk assessments across environmental, social and economic factors based on external indices



The global human rights impact assessment followed a robust methodology informed by the United Nations (UN) [Guiding Principles on Business and Human Rights](#), and based on:

- Interviews with 14 internal human rights stakeholders across eight support functions and operations
- Gap analysis against best practices from other external organizations
- Likelihood, scale, severity and remediability of impacts
- Company’s operating context (influence, business dependencies, structure)

2017-18 ENHANCEMENT AND SITUATIONAL ASSESSMENT OF KEY TOPICS

Throughout 2017 and early 2018, we conducted an update of our materiality assessment to test the validity of our direction and inform the definition of our Travel with Purpose 2030 Goals (launched in May of 2018). We consulted with key internal and external stakeholders and integrated strategic insight based on the following reviews:

- Mapped 100% of our Hotels and pipeline countries** against 24 chosen social and environmental risk indices from Verisk-Maplecroft. We found that the prevalence of water and modern slavery risks were more significant and higher than in 2014.
- Surveyed 73,000 Hilton Guests in November 2017, and 72,000 Hilton Guests in May 2018** who recently stayed at our hotels. The results confirmed that Guests value a hotel company's corporate responsibility practices and that local sourcing is important to them.
- Gap analysis against best practices and/or expectations from other external organizations** (companies, investors, clients, governments, benchmarks and rankings). The trend shows increasing expectations for transparent, science-based and meaningful targets, practices and impact in terms of human rights and environmental management. We notably reviewed the expectations for the following rankings, which we report to each year.

86% guests say hotel environmental and social responsibility is important to them, and that it will have at least some influence in their booking decisions over the next 12 months, an 8 point increase compared to the previous 12 months.

33% guests actively seek this information before booking, including 44% of under-25-year-olds.

56% guests buy local, organic or fair trade at least once a week.

- Included social and environmental risk questions** in the annual internal Global Enterprise Risk Survey, distributed internally to over 200 Hilton leaders. We identified human rights as a material issue at an enterprise level.



Human Rights were included in one of the top risk categories that emerged from the Survey.

Corporate Responsibility (CR) was included in the annual financial report for the first time in 2018.



The **Dow Jones Sustainability Indices** tracks the stock performance of the world's leading companies in terms of economic, environmental and social criteria. The Indices' methodology is aligned with their research on the most financially material topics as well as accepted sustainability reporting frameworks such as GRI, SASB and CDP. We also evaluate our performance against the **JUST Capital** rankings, which assesses companies that put workers, customers, communities and the environment at the heart of just business practices. This year, we are publicly reporting more of our social impact metrics in line with their focus on transparency.

- Mapped our CR programs against the UN Sustainable Development Goals (SDGs)**. We found that we contribute to all 17 of the SDGs, and can have the most significant impact on four SDGs in particular.



DEFINING OUR 2030 GOALS

We developed our [Travel with Purpose 2030 Goals](#), in line with our materiality matrix, with an overarching commitment to cut our environmental footprint in half and double our investment in social impact by 2030. This framework is supported by 23 detailed objectives which address our material issues. See below for our list of material issues mapped against our Hilton enterprise and Travel with Purpose 2030 Goals.

Impact Area	Material Issue	Hilton Goals	Value Chain Area	SDG
Social Impact				
Inclusive Growth	Talent Pipeline	Double our investment in youth opportunity programs in countries with lowest youth well-being	Communities	SDG 1 SDG 4 SDG 8
	Diversity and inclusion	Double our investment in programs that contribute to sustainable solutions and economic opportunity for all (e.g., women, veterans, persons with disabilities, etc.)	Operations	
	Equal opportunities	Double our sourcing spend from local, small and medium-sized enterprises and minority-owned suppliers	Supply Chain	
Human Rights	Human trafficking	Embed human rights due diligence in our supply chain and partner with suppliers to eradicate any form of forced labor or trafficking	Supply Chain	SDG 8
		Create and partner with cross-industry networks to advance international human rights	Communities	
Community Investment	Economic impact	Promote environmental awareness and open our LightStay technology in school educational programs	Communities	SDG 1 SDG 11 SDG 12
	Volunteering	Contribute 10 million volunteer hours to activate our Travel with Purpose commitment in our communities	Communities	
	Disaster relief support	Double our monetary response, empowerment efforts and investment in resiliency against natural disasters	Communities	
	Philanthropic giving	Double Action Grants for social and environmental impact projects in our communities	Communities	
		Participate in food donation programs where allowed by law	Communities	

MATERIALITY ASSESSMENT DETAIL



Impact Area	Material Issue	Hilton Goals	Value Chain Area	SDG
Environmental Impact				
Energy & carbon	Energy and climate change	Reduce Scope 1 and 2 carbon intensity by 61%	Operations	SDG 7
		Create and partner with cross-industry networks to support policies for a low carbon future and to advance international human rights	Communities	SDG 12 SDG 13
Water	Water	Reduce water use in our managed operations by 50%	Operations	SDG 6
		Activate 20 context-based water projects in our communities and watersheds of top water risk	Communities	SDG 12
Waste	Waste	Reduce waste output in our managed operations by 50%	Operations	SDG 3 SDG 12
		Zero soap to landfill by recycling all used Guest soap bars where available	Operations	
		Reduce food waste sent to landfill by 50% in our managed operations	Operations	
Responsible sourcing	Responsible sourcing	Sustainably source (e.g., certified) all meat and poultry, produce, seafood and cotton at managed hotels (where available)	Supply Chain	SDG 12 SDG 14 SDG 15
Overarching Impact				
Team Member Engagement	Career Development	Train employees at Hilton-managed hotels on relevant environmental and social issues	Operations	SDG 13
Supplier Engagement	Effective partnerships	Encourage suppliers to set goals and validate through auditing and incentive program	Supply Chain	SDG 12
		Increase data visibility by incorporating social and environmental criteria into supplier registration and enquiry processes	Supply Chain	
		Create framework for collaboration program with top-tier suppliers	Supply Chain	
Driving Responsible Tourism and Travel	Guest awareness of CR issues	Adopt a global standard for responsible travel and tourism, complementing our existing environmental certifications	Operations	SDG 11
		Engage Guests in supporting responsible travel in destination hot spots	Operations	
	Modern slavery	Create and partner with cross-industry networks to advance international human rights	Communities	



DoubleTree by Hilton Hainan - Xinglong Lakeside

Hilton

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