



CR REPORT 2016



TRAVEL WITH PURPOSE

Travel with Purpose allows us to take advantage of our global footprint and scale to provide opportunities, strengthen communities and preserve the environment.

As one of the world's largest industries, travel and tourism plays an important role in helping the international community reach the **Global Sustainable Development Goals set out by the United Nations in 2015.** Hilton has properties in over 100 countries, employs more than 360,000 Team Members*, and is part of the booming travel and tourism industry that contributes 1 in 10 jobs to the worldwide economy. We harness our global hospitality mission to help drive local solutions in the communities where we operate. Learn more about how we bring Travel with Purpose to life around the world.





Travel with Purpose

Our Approach

EXECUTIVE STATEMENT

At Hilton, our people and business are guided by our shared purpose – to be the most hospitable company in the world.

Our values serve as a compass for how we deliver our Hilton hospitality to the global community. They define our responsibilities to our Team Members, the guests we serve, the owners with whom we grow our business and the communities we call home.

Travel with Purpose has played an important role in bringing our vision and values to life by uniting our organization around a set of global issues that connect our business to society – youth opportunity, environmental stewardship and community resiliency. It provides a framework for goals and solutions while supporting our teams' efforts to innovate locally.

Together we have made significant progress in our three areas of focus – Opportunities, Communities and Environment:

- We have reached **more than 550,000 young people** through apprenticeship programs, career engagement and life skills training as part of our commitment to open doors for one million youth by 2019.
- We have **reduced energy use by 17 percent**, carbon output by **22.9 percent**, waste output by **29.1 percent** and water use by **16.7 percent** since 2009.
- We have **hired more than 10,000 veterans** and spouses to work at our owned, managed and independently operated franchised properties in the Hilton portfolio, reaching our "Operation: Opportunity" commitment two years ahead of schedule.
- We announced multi-year sustainable seafood goals in partnership with the World Wildlife Fund to source **at least 25 percent of our global seafood** volume from Marine Stewardship Council certified fisheries and Aquaculture Stewardship Council certified farms by 2022.
- We organized 4,166 volunteer projects resulting in **291,000 volunteer hours** during our 2016 Global Month of Service.
- We celebrated our first Earth Celebration in 2016 with 1,500 environment-focused projects in 900 communities across the globe.
- We partnered with Whole Foods Market and the U.S. Department of Energy to launch Better Buildings Challenge SWAP to uncover innovative ways to save energy.
- We awarded **more than \$320,000** to "intrapreneurs" across properties and corporate offices around the world, creating innovative solutions to local social and environmental problems through our Travel with Purpose Action Grants program.

- We won "**Product of the Year**" from Environmental Leader for our Corporate Responsibility Measurement Platform, LightStay.
- We launched a major **expansion of the industry's largest soap recycling program** with the first soap recycling brand standard for the All Suites brands, including Embassy Suites by Hilton, Homewood Suites by Hilton and Home2 Suites by Hilton.
- We received our third consecutive **perfect score on the annual Human Rights Campaign Foundation's Corporate Equality Index**.
- We earned **2016 Great Place to Work** awards for "Best Large Workplaces" in China, Colombia, India, Italy, Mexico, Netherlands, Peru, Sri Lanka, Turkey, United Arab Emirates, United Kingdom and the United States. We were also listed on 100 Best Workplaces for Women, World's 25 Best Multinational Workplaces, and as a Regional Winner in Europe and Latin America.

As we celebrate our successes of the past year, we are looking to the future. In 2015, the United Nations issued a new development agenda, the UN Sustainable Development Goals, which provide a set of goals and targets for government, NGOs and businesses to address the most pressing societal challenges of our time. The challenges of the world require the very best of what Hilton has to offer.

Over the next few years, our collective efforts will increasingly focus on the areas where we think Hilton can have the greatest impact: creating pathways to economic opportunities, building stronger and thriving communities and preserving our environment.

Our founder, Conrad Hilton, inspired others to assume their fair share of responsibility for the world in which they lived. At Hilton, we are fortunate to have the great privilege of serving others and fulfilling our vision in responsible and sustainable ways.

Thank you for traveling with us.

Christopher J. Nassetta
President and Chief Executive Officer



Creating Opportunities

The travel and tourism industry is the world's single largest employer.

▶ [YOUTH VIDEO](#)

The most important driver of our success is our people. We strive to create a diverse, inclusive culture and world-class learning and development programs to enable our people to reach their goals. We actively work to empower youth through our Open Doors Commitment.

“ I am aware of what I bring to the table for this company; this range of opportunities lets me dream of learning experiences in different countries. And I know that the hotel will open doors for me if my work is top quality – there are 94 other options. ”



Heiner Corrales
Lima, Peru



Strengthening Communities

360,000+ local intrapreneuers

We mobilize our 360,000 Team Members* to become changemakers in their local communities.

▶ [COMMUNITY VIDEO](#)

“Corporate Responsibility comes with doing programs such as helping the community out, making people aware of other people’s circumstances. It’s also just being grateful for what you have and how you can better the world. ”



Krupa Roy
Slate, Texas, USA



Preserving Environments

5,000+
learning labs

▶ [SOAP RECYCLING VIDEO](#)

We have nearly 5,000 hotels tracking their environmental footprint – from energy use, water use and waste to setting goals and sharing best practices – through LightStay, our innovative measurement platform implemented across all Hilton properties. We mobilize Hilton Team Members to build a more integrated sustainability culture across Hilton, encouraging environmentally smart choices both inside and outside of work.

“Our footprint could be huge throughout the world... if you think of the linen, lights, water we need to operate... but we have really taken a stand and put measures in place to reduce our global impact.”



Marsha Roach
Memphis, Tennessee, USA

STAKEHOLDER ENGAGEMENT

Team Members

- All Hilton Team Member meetings
 - Annual Global Hilton Team Member Survey
 - Heart of Hilton
 - Hilton Hotline
 - Executive leadership emails
 - Hilton Team Member Resource Groups
 - Travel with Purpose Committees
 - Team Member Travel Program
-

Franchise Employees

- Community champions
 - Conferences, summits and leadership meetings
 - Global Team Member Volunteer Program
 - Hilton Worldwide University
 - Recognition programs
 - Pre-shift huddles and learning conversations
-

Guests

- Service and Loyalty Tracking (SALT) for customers
 - Guest assistance
 - Our brands and loyalty program, Hilton Honors
 - Social media monitoring and engagement
-

Government Policymakers

- Ongoing dialogue on key issues
- Participation in multi-stakeholder initiatives
- Association membership

NGOs and International Organizations

- Participation in expert forums and ongoing dialogues, white papers, publications and surveys
 - Public-private partnerships and engagement on selected topics
 - Strategic partnerships and consultation around key material issues
-

Investors

- Annual and quarterly reports
 - Annual meeting of shareholders
 - Meetings, conferences and roadshows
 - Quarterly earnings conference calls
 - Surveys and questionnaires
 - Investor days and conferences
-

Owners

- Collaboration on key material issues
 - Global Owners Conference
 - Owners communications
 - Owners services
 - Owners surveys
 - Regional Owner Connections
-

Suppliers

- Collaboration on key material issues
- Questionnaires and surveys
- Responsible sourcing policy
- Strategic sourcing
- Supplier audits and assessments
- Supplier development program – seminars and training



YOUTH



550,000+

We have connected, prepared or employed more than 550,000 young people through our Open Doors commitment.



9,000

We provided Passport to Success for Hospitality, a life-skills training program created with our partner International Youth Foundation, to more than 66 Hilton trainers and over 9,000 young people.



70,000+

Since 2012, we have partnered with Room to Read to create greater access to educational opportunities for 70,000 youth, especially girls, in South Asia by 2017.

CHALLENGE

The largest youth generation in human history is breaking another, more unenviable record - they're facing the worst youth unemployment crisis in history, with an astonishing 71 million young people around the world currently looking for work. Too many of our youth across the globe don't have the minimum level of basic skills needed to be gainfully employed.

APPROACH

The United Nations Sustainable Development Goals set out an ambitious agenda to end poverty, protect the planet and ensure prosperity. Those goals can only be realized if we work together to invest in and empower the next generation. At Hilton, we've been taking the challenge of youth unemployment very seriously. In 2014, we committed to open doors for at least one million young people by 2019 by connecting with them, preparing them for the workforce or employing them. To date, we have reached over 550,000 young people through engaging, mentoring and training them to give them a brighter future.

ACTION

Connect

We have connected with tens of thousands of young people through career guidance talks and job shadowing events hosted by our hotels and offices around the world. In 2016, our hotels hosted over 1,100 events, reaching more than 102,600 youth around the world.

Prepare

We created Passport to Success (PTS) for Hospitality, a soft skills training initiative, in partnership with The International Youth Foundation (IYF). As of 2016, we trained more than 9,000 young Team Members and local youth around the world through the life-skills training program. Due to growing demand, we extended our partnership with IYF to develop an online version of PTS for Hospitality, which is available to all of our hotels through Hilton University (HU). Through HU, we provide recommended and required courses on professional development. These comprehensive, hands-on accelerated training programs help equip the next generation of hospitality leaders with key training in critical life and professional skills.

Hilton has a team dedicated to developing relationships with more than 75 hospitality schools and universities around the world. Our global program offers summer and yearlong internships and apprenticeships. These programs allow individuals to gain exposure to the variety of opportunities that exist within hospitality and provide career-ready skills for future positions.

We have also created a program of school alliances in China, which has contributed nearly 1,500 interns and management trainees to our hotels every year. Our teams conduct over 200 Hilton training sessions for these school alliances.

Employ

We support more than 2,500 apprenticeships around the world and are a member of the Global Apprenticeship Network, which promotes work readiness programs. Building on our experience with designing and implementing thousands of apprenticeships, we are leading a UK-wide review of government apprenticeship standards.

In Turkey, we created the first ever hospitality apprenticeship curriculum as part of an EU-funded Lifelong Learning Program, which fosters the transfer of the apprenticeship model from EU countries to neighboring countries.

We participate in the Youth Career Initiative, an International Tourism Partnership program, which provides training and employment to young people from disadvantaged backgrounds.

Programs in Brazil, Mexico, Romania and Vietnam have provided over 60 young people with internships at our hotels. We expanded the program to hotels in Lebanon in the summer of 2016.

Partnerships | Associations | Awards

Hilton's signature partner in the youth development space is the International Youth Foundation (IYF). Through a holistic strategy, we have worked together to develop cutting edge pre-employment and development programs and a research platform to identify obstacles that deter young people from entering into the hospitality industry. We work with IYF to conduct research that can help all industries identify the challenges that youth face in the countries where they operate and work to address those challenges.

Since 2012, we have partnered with Room to Read, a global organization advocating for literacy and gender equality around the world, to directly support the education of youth – especially girls. As one of the organization's key partners, we have made a significant impact through direct support of Room to Read's programs and through creative Team Member engagement that helps Room to Read's community efforts thrive. To date, our partnership with Room to Read has equipped more than 70,000 young people in Asia with the resources they need to succeed. A year into our extended partnership with Room to Read, we made significant progress in creating opportunities for young people, particularly in India and Sri Lanka. The collaborative efforts between Room to Read and our teams have helped establish multiple educational institutions and literacy programs.

In Singapore, we partner with UN Women and its Girls2Pioneers program, to provide opportunities and introduce youth to the hospitality industry. For example, we provide youth tours of our hotels and focus on the variety of careers within Hilton, in particular within Engineering and Finance functions.

We are a founding member of the 100,000 Opportunities Initiative, the largest employer-led coalition in the U.S. committed to creating pathways to meaningful employment for young people. As a founding member of the White House's First Job Compact, we take action to identify, recruit and employ out-of-school, out-of-work young people.

In 2016, Great Place to Work named Hilton on the list for 'Best Large Workplaces' in China, Colombia, India, Italy, Mexico, Netherlands, Peru, Sri Lanka, Turkey, United Arab Emirates, United Kingdom and the United States.

Fortune listed Hilton as one of the 10 Best Workplaces in the Fortune 500, Best Companies to Work For (#56) and Best Workplaces for Millennials (#60).

In 2015, the United Nations issued a new development agenda – the UN Sustainable Development Goals (SDGs), which provide a set of goals and targets for government, NGOs and businesses to address the most pressing societal challenges of our time. The challenges of the world require the very best of what Hilton has to offer. Through our **YOUTH** work, we're helping to address the following SDGs:



DIVERSITY & INCLUSION



100+

We are creating opportunities in more than 100 countries and territories.



50%

Approximately 50 percent of Hilton's global workforce is female.



100

Great Place to Work® recognized Hilton as one of the World's 25 Best Multinational Workplaces. Hilton also ranked in all 14 country lists where it was eligible in 2016 including ranking #1 in China, Turkey and Saudi Arabia.

CHALLENGE

As a company that operates in over 100 countries, our goal is to serve any guest, anywhere in the world, for any travel need. The diversity and inclusivity of our workforce allow us to understand and reflect the various cultures, perspectives and needs of our guests, owners and communities around the world.

APPROACH

Hilton is committed to an inclusive workforce that fully represents many different cultures, backgrounds and viewpoints. Our global brands provide meeting places for people from all walks of life to connect, creating a welcoming environment for all.

Understanding our Team Members' unique perspectives, along with those of our Guests, Owners, Suppliers, and Partners, is essential to driving our competitive performance. Our company will always strive to reflect the global communities where we live and work.

Our strategy is to leverage and promote diversity and inclusion through a framework of Culture, Talent and Marketplace initiatives: 1) We create an engaging, innovative environment that promotes global inclusiveness, 2) We attract, develop, and retain the best and brightest talent in hospitality, 3) We engage, support and create business opportunities in our communities.

ACTION

We believe a diverse and inclusive culture starts with our executive leadership. Our senior leaders demonstrate ongoing support and commitment to diversity and inclusion through a variety of channels.

Our President and CEO, Chris Nassetta, chairs the Hilton Executive Diversity Council (EDC). The EDC is comprised of the company's most senior leaders and provides oversight of our diversity and inclusion programs and initiatives.

A Quarterly Diversity Dashboard, including updates on key diversity metrics and progress related to our culture, talent and marketplace initiatives, is reviewed by EDC members.

Our leaders are committed to our diversity and inclusion efforts, and we hold them accountable through Organizational Objectives that measure their performance against our diversity goals. We also monitor feedback directly provided by our Team Members on our leaders' diversity focus.

Through our Executive Committee (EC) Networking Program, Chris Nassetta and all EC members have at least two women mentees whom they meet with on a regular basis. The emerging leaders are diverse in background, functional area, geographic location and experience.

Culture

We have eight Team Member Resources Groups (TMRGs) that help foster an inclusive and innovative business culture, promote professional growth through networking and development, provide market insights, and support our communities. Our TMRGs are all sponsored by senior leaders. The success of these groups is reflected in the substantial growth in membership and in the number of chapters. Membership has increased more than 150% since 2012, and the number of chapters has jumped from 20 to 46. Hilton was recognized as #11 on DiversityInc's Top 12 Companies for Employee Resource Groups list in 2016.

Talent

In order to attract, develop and retain the best and brightest, we focus our efforts on sourcing and hiring diverse talent. Across all manager levels, we have established diverse hire targets for non-hourly job openings, candidates for all Director and above positions. Our sourcing efforts and scholarship support are targeted across a broad set of talent pools, including Black, Hispanic, Asian and Pacific Islander-serving colleges and universities.

We offer opportunities for Team Members at every level of the organization: professional development, programs with top universities, VP and GM Excellence Programs, leadership events & publications, Team Member Resource Groups, differential programs for women in leadership.

We have set three-year diversity goals for our corporate leadership targeting females and ethnically diverse leaders. Additionally, we have set regional goals for female representation of our global General Manager population.

We are deliberate in our approach to developing women leaders. We incorporated Women in Leadership sessions into key global internal meetings, including the inaugural Women In Leadership Conference in China. We became a pioneering Singapore IMPACT Champion in support of HeForShe, the UN Women solidarity movement for gender equality, making three pledges to advance gender equality across our hotels and offices in Asia Pacific;

- 1) All General Managers and Directors in Asia Pacific will attend an "Unconscious Bias" training by the end of 2016;
- 2) Double the number of female General Managers/Hotel Managers in Asia Pacific by the end of 2016, and
- 3) Implement flexible work initiatives in all corporate offices in Asia Pacific and run a pilot in at least one hotel in each region within Asia Pacific by the end of 2016.

We are also leading a number of other regional initiatives, including establishing Gender Equality in Leadership committees in APAC and driving efforts to increase our headcount of women in Saudi Arabia, which has seen a jump of over 60% in two years.

Additionally, we partner with the Women's Leadership Program at University of Virginia Darden School of Business to help our leaders successfully navigate their careers.

Marketplace

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

Through our award-winning Supplier Diversity Program, which began nearly a decade ago, we have cultivated relationships with more than 1,550 women-, minority-, and LGBT-owned businesses, by developing strategic alliances with companies whose culture and values are consistent with ours.

Partnerships | Associations | Awards

We provide support for numerous universities globally by participating in conferences and recruiting events, and through monetary and in-kind contributions for scholarships and student development programs.

Since 2014, we have supported Project Inspire, a joint initiative by UN Women and MasterCard to help young change-makers create a better world for women and girls in APAC, Middle East and Africa. The challenge presents 18-35 year olds with a 5-minute platform. They compete to win a top grant of \$25,000 (USD), or a runner up grant of \$10,000 (USD), sponsored by Hilton. Ten youth finalists selected from more than 400 applications from over 100 countries pitched their social change ideas to a panel that included UN Women, MasterCard, Bain & Company, INSEAD and Hilton.

Hilton became the first hospitality company to join the U.S. State Department's Global Equality Fund, an initiative working to advance and protect the human rights of lesbian, gay, bisexual and transgender (LGBT) persons around the world.

Associations

We partner with many organizations that promote diversity and inclusion, including:

- Ascend Pan-Asia Leaders
- Asian Hotel Owners Association
- Asian Pacific Islander American Scholarship Fund
- American Hotel & Lodging Educational Foundation
- American Resort Development Association
- Catalyst
- Gay & Lesbian Alliance Against Defamation (GLAAD)
- 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 Black MBA Association, Inc.
- National Association of Black Hotel Owners, Operators & Developers

- 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 GLBT Elders (SAGE)
- U.S. Hispanic Chamber of Commerce
- U.S. Pan Asian American Chamber of Commerce
- WEConnect International
- Women’s Business Enterprise National Council

Awards

- 10 Best Workplaces in the Fortune 500, 2016
- Best Companies to Work For (#56), 2016
- Best Workplaces for Women (#56), 2016
- Best Workplaces for Millennials (#60), 2016
- Best Multinational Workplaces, 2016
- World’s Most Admired Companies, 2015 & 2016 Fortune Magazine
- Best Large Workplaces Award, 2016:
 - China (#1) • Mexico • Turkey (#1)
 - Colombia • Netherlands • United Arab Emirates
 - India • Peru • United Kingdom
 - Italy • Sri Lanka • United States
- Regional Winner in Europe and Latin America, 2016
- 100 Best Workplaces for Women, 2016
- World’s 25 Best Multinational Workplaces, 2016 Great Place To Work
- America’s Best Employers, 2016 Forbes

- Top 50 Companies for Diversity (#42), 2016
- Top 15 Companies for Mentoring (#3), 2016
- Top 13 Companies for Supplier Diversity (#4), 2016
- Top 12 Companies for Employee Resource Groups (#11), 2016 DiversityInc
- Corporate Equality Index Rating of 100 Percent, 2016 Human Rights Campaign

- Corporate Leadership Award, 2016
- National LGBTQ Task Force

- The 25 Most LGBT-Friendly Brands, Trailblazing LOGO

- Most Valuable Employer, 2016 CivilianJobs.com

- Top 50 Organizations for Multicultural Business Opportunities (#38), 2016 DiversityBusiness.com

- USA Top 100 Most Attractive Employers Ranking for Business, 2016
- APAC Top 50 Most Attractive Employers, 2016 Universum USA & Universum China

- Top 50 Companies for Latinas to Work, 2016 LATINA Style 50

- LATINO 100 - Companies Providing the Most Opportunities for Latinos, 2016 LATINO Magazine

- Workforce 100: Ranking the World’s Top Companies for HR, 2016 Workplace Magazine

- Top 100 Military Friendly Employers, 2016
- Top 100 Military Spouse Friendly Employers, 2016
- Best for Vets: Employers, 2016 Military Times Magazine

- Top Supplier Diversity Program, 2016
- Top Diversity Employer of Women, 2016 Professional Woman’s Magazine

- Top Supplier Diversity Program, 2016
- Top Diversity Employer, 2016 Black EOE Journal

- 50 Out Front Companies for Diversity Leadership (#26), 2016 Diversity MBA

In 2015, the United Nations issued a new development agenda - the UN Sustainable Development Goals (SDGs), which provide a set of goals and targets for government, NGOs and businesses to address the most pressing societal challenges of our time. The challenges of the world require the very best of what Hilton has to offer. Through our **INCLUSION** work, we’re helping to address the following SDGs:



HUMAN RIGHTS



1ST

We conducted a global human rights impact assessment of our operations and supply chain and published our first Human Rights Policy Statement and Responsible Sourcing Policy.



1,500

We partnered with the Global fund for children to support grassroots anti-trafficking efforts reaching 1,500 children around the world.



65,000

We trained more than 65,000 Hilton Team Members on issues related to ethics, human trafficking and child trafficking through the global rollout of our Code of Conduct.

CHALLENGE

As a business of people serving people, we recognize the importance of respecting everyone's rights in order to deliver safe, high-quality products and services that are respectful to guests and business partners. The United Nations Guiding Principles on Business and Human Rights (UNGPs) clearly define the duty of governments to protect human rights and companies' responsibility to respect human rights in this shared agenda for human dignity. This framework helps inform how we shape policies, develop partnerships and elevate standards to deliver on our mission to create a positive impact in our communities.

APPROACH

Hilton operates with a respect for the rights of the people we employ, serve as customers and do business with along our value chain. Our approach focuses on continually evaluating and prioritizing respect for human rights. In 2014, we completed a global human rights impact assessment across our business activities. This assessment focused on the risk that our business operations may pose to individuals' rights in terms of severity and likelihood and included an assessment of risks in the area of modern slavery and human trafficking. We used this assessment to fine-tune our internal policies and procedures and made it a goal to implement further efforts to identify and prevent human trafficking and modern slavery. Specifically, we engage in awareness and education of our leadership, team members, franchisees, owners and supply chain. We also conduct risk-based reputational due diligence within our hotel ownership and supply chains. Our policies currently include our Human Rights Policy Statement, our Code of Conduct and our Responsible Sourcing Policy.

Our commitment to human rights issues is a central part of who we are as a business of people serving people around the world, and we are proud of our mission to strengthen the communities in which we operate. We will continue to build upon our existing efforts to prevent human rights abuses and combat modern slavery and human trafficking across our global operations, and work with our industry partners to share best practices.

ACTION

Team Members

Hilton continues to assess and develop awareness and educational tools to help our team members meet the human rights and ethical standards expressed in our policies. In 2016, we trained more than 65,000 team members on topics related to ethics, human rights, and slavery and human trafficking through the continued global rollout of our Global Code of Conduct.

We encourage our team members to report any instances of misconduct or potential violations of laws or policies through the Hilton Hotline, which is administered by an independent third party and coordinated with our internal Compliance team.

Our Efforts to Prevent Trafficking

In 2011, Hilton signed the ECPAT Code of Conduct. ECPAT is a global organization that leads the fight against the crime of child trafficking and sexual exploitation. Using this code as a guide, we implemented a training and education programme to raise awareness of risks of child trafficking, which more than 3,000 hotel team members have taken to date. The programme was updated in October 2016.

In order to support the global fight against sexual exploitation, we launched the Global Freedom Exchange programme in partnership with Vital Voices, an international network of activists on the forefront of global efforts to prevent and respond to the crime of child trafficking. Since 2013, Hilton and Vital Voices have brought together more than 100 women leaders from 39 countries to participate

in a two-week learning and networking programme. We also have funded programme participants to launch or expand local training, advocacy and survivor services programmes.

In 2014, we created the Hilton Anti-Trafficking Fund with the Global Fund for Children to support grassroots anti-trafficking efforts around the world. The fund supports five innovative, high-potential organizations in affected communities with annual grants and services. Over the course of the three-year project, an estimated 1,500 children in Nigeria, South Africa, Thailand, Turkey and the United Kingdom were reached.

In 2015, we partnered with the Metropolitan Police, London Borough of Hammersmith and Fulham, the Royal Borough of Kensington and Chelsea London, and Westminster City Council to launch the Operation MakeSafe campaign. This effort focused on child trafficking awareness raising, and included in-person training for hotel teams across London. It also involved all UK heads of housekeeping and our UK labor agency partners.

Supply Chain

Hilton works closely with our supply chain to ensure that their activities meet our expectations as set out in our Responsible Sourcing Policy. We encourage our owners, managers, developers and suppliers to maintain at least the same level of commitment. In 2015, we conducted a mapping exercise of our global supply chain across a range of economic, environmental and social risks, including human rights. In the same year, we established a Global Responsible Sourcing Advisory Council, with representatives from regional leads on procurement and corporate responsibility and launched the Responsible Sourcing Policy which we have begun communicating to our key suppliers.

The policy confirms that Hilton reserves the right to conduct unannounced audits and inspections of facilities to ensure that our suppliers are taking reasonable efforts to operate in a manner consistent with the policy. Violations or non-compliance may lead to termination of the supplier relationship.

Leaders in key internal functions (e.g. procurement, human resources, development, design and construction) and our key suppliers have been educated with respect to risks that have been identified as high-risk sourcing arrangements in the industry (i.e. recruitment and employment agencies). In the UK, we request our suppliers that provide employment services to conduct an ethical audit with a third-party auditor and/or desktop reviews, and to implement any suggested action items. In 2016 we launched a working group to expand and align our approach to other countries of operations, primarily in the Middle East.

We will continue to work with our suppliers in the future to refine and enforce our policies and principles with respect to modern slavery and human trafficking and in particular will be focusing on continued education of our suppliers and hotel owners and methods to ensure and confirm compliance with our Code of Conduct and Responsible Sourcing Policy.

Construction Workers

Hilton does not build hotels, nor are we involved in the sourcing of labor for construction of hotels or related facilities. However, we work towards increasing our hotel owners' awareness of the risks associated with the conditions of recruitment, work and accommodation for construction site workers. We are also working with the International Tourism Partnership to raise awareness, share best practice, and develop positive mitigation tools in this area.

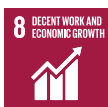
Refugee Crisis

Our hotels have been proactively engaged in supporting individuals being affected by the refugee crisis. Over 20 hotels across Europe are working with local partners to support individuals who have fled war and hardship.

Partnerships | Associations | Awards

Hilton engages with global, regional and local organizations to increase awareness of human rights issues, particularly modern slavery and human trafficking. We are signatories to the United Nations Global Compact. The United Nations Guiding Principles on Business and Human Rights (UNGPs) help inform how we shape policies, develop partnerships and elevate standards to deliver on our mission. Using these UNGPs, we focus on continually evaluating and prioritizing respect for human rights across our business. We were the first hospitality company to join the Global Business Initiative on Human Rights and have been an active member of its steering committee since August 2016. This coalition works to advance human rights in a business context through cross-industry peer learning, outreach and capacity building, and by informing policy. We are also members of the human rights working group at the International Tourism Partnership (ITP), which brings global hospitality brands together to develop common approaches to industry-wide challenges. In November 2016, we also became a founding member of the UK Stop Slavery Hotel Industry Network.

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VOLUNTEERISM AND ENGAGEMENT



4,144

We activated more than 4,144 community projects across 93 countries aimed at addressing local issues during our global volunteer celebration.



\$2.5 MILLION

We have offered \$2.5 million USD in support through our Hilton Disaster Responds Fund, backing communities with long-term rebuilding efforts following a disaster.



\$850,000

We have provided more than \$850,000 USD of support to properties and community organizations addressing local and social environmental issues around the world.

CHALLENGE

To deliver everything that a guest expects in a hotel – friendliness, support, dynamism, resilience, safety – it takes a community. This is why we see the hotels we open as key partners in a larger community. Once we open a hotel, it becomes a permanent fixture in a unique neighborhood – mixing cultures, industries and generations. Our hotel teams are active members of the community, not just employees of a local business. We see each of our Team Members and owners as an agent of change. They provide personal insights into local social challenges and lead solutions to strengthen the resilience of their communities and make a lasting positive impact.

APPROACH

Community service has been a tradition at Hilton for nearly 100 years. Our community strategy focuses on utilizing the talent and expertise of our Team Members and the service-oriented culture of our unique brands. We create programs and resources that enable all hotels and offices to volunteer throughout the year, and activate our hotels to provide support in times of disaster. We empower all of our hotels to join our community initiatives and provide them with the flexibility to address global issues in localized ways, helping to build vibrant, resilient communities around them.

ACTION

Community Engagement

Hilton sees service as a tool that can both aid in recruitment and professional development, but also strengthen relationships with our guests and partners.

An overview of our community service approach and strategy is included in orientations for new Team Members, with additional in-person sessions for General Managers and Directors of Sales. Our Brand Performance Support and Brand Hospitality teams are crucial advocates of Travel with Purpose, our integrated corporate responsibility strategy. These advocates help ensure we embed community engagement in daily operations and brand training throughout the year. In select hotels across North America, we engage our guests in on-site community projects as part of meetings and events offerings. We have also hosted similar events with some of our largest clients and partnered with meeting planners to integrate a service element into conferences or events held at our properties.

Global Team Member Volunteer Program

Volunteerism is driven by Hilton's culture and legacy. Our Global Team Member Volunteer Program provides numerous ways for Team Members to engage in the community—whether as individuals, as a department, or as teams. A dedicated Hilton corporate team works across functions to aid our thousands of hotels in organizing and supporting the coordination of these volunteer opportunities. Every year, teams design and complete large-scale “signature” volunteer projects during our annual Global Month of Service.

Volunteer projects address a range of issues from opportunities to food security to environmental conservation. In 2015, Hilton Team Members contributed over 420,000 volunteer hours around the world valued at over US \$9.8 million. (Calculated through Points of Light's Economic Impact volunteer calculator, this value does not include pro-bono services.)

Global Month of Service is our annual, global celebration in which all hotels and offices around the world are encouraged to coordinate or participate in hands-on volunteer projects. In 2016, hotels from 93 countries participated in more than 4,166 community projects, generating over 291,620 volunteer hours.

Travel with Purpose Action Grants

In 2013, we launched Travel with Purpose Action Grants, a program designed to invest in our hotels' ideas to address local issues impacting their communities. Since 2013, more than 300 grants have been awarded, providing over \$850,000 to support projects around the world and creating the foundation for longer-term projects. In 2016, we received more than 500 applications to support innovative, local approaches that address social and environmental challenges.

Network of Champions

We have Community and Sustainability Champions at more than 1,500 properties in our full-service and luxury brand hotels to help activate Travel with Purpose in their local communities. To help ensure we have a clear line of communication with our property-level Champions, we have created a global group of 40 region- and function-specific Travel with Purpose subject matter experts who receive additional training and resources.

Additionally, a network of 21 Community Committees located in our corporate and regional offices serve as ambassadors of Travel with Purpose to coordinate, educate and activate key campaigns throughout the year.

Hilton Responds Fund

We developed the Hilton Worldwide Responds Fund to enable Team Members to voluntarily contribute funds that support communities around the world. The fund provides immediate aid in the aftermath of a disaster and engages in long-term rebuilding efforts in disaster-affected communities. One special aspect of the Hilton Worldwide Responds Fund is that it provides assistance to those Team Members and families who are impacted by disaster and may need support. It also provides a vehicle for Hilton Worldwide to match the generosity of our Team Members' voluntary contributions. For most of our disaster campaigns, Hilton Worldwide matches contributions dollar for dollar.

Partnerships | Associations | Awards

We partner with Points of Light, an international service nonprofit, to develop community engagement opportunities around the world. Through our relationship with Points of Light, we connect with organizations and measure the impact of our community service work in key markets. Points of Light also helps us execute our annual volunteer celebration, Global Month of Service, around the world.

In 2014, we collaborated with Points of Light and the Taproot Foundation to create Hospitality+Service, an online curriculum designed to help nonprofit staff and volunteers enhance guest and client experiences by building enduring cultures of hospitality. To date, nearly 600 organizations, ranging from large nonprofits and government agencies to smaller local organizations, have downloaded the curriculum.

In 2015, the United Nations issued a new development agenda - the UN Sustainable Development Goals (SDGs), which provide a set of goals and targets for government, NGOs and businesses to address the most pressing societal challenges of our time. The challenges of the world require the very best of what Hilton has to offer. Through our **VOLUNTEERISM AND ENGAGEMENT** work, we're helping to address the following SDGs:

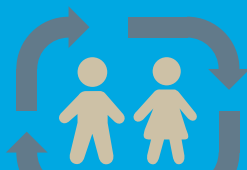


ENERGY



112,520

We conserved enough energy to power 112,520 homes for a year.



4,900

We certified more than 4,900 hotels in ISO 50001 for energy management.



-17%

We reduced actual energy use intensity by 2.7 percent in 2015 over 2014. Hilton cumulatively reduced energy use intensity by 17 percent between 2009 and 2015, based on the per square foot normalized results for Hilton's managed and franchised hotels worldwide.

CHALLENGE

Energy is a vital resource for our operations. Our focus on energy efficiency drives us to uncover new technologies and best practices that will reduce our carbon impact, enhance guests' experiences, and strengthen our communities.

APPROACH

Hilton has invested in energy data collection and analysis for almost a decade to provide our teams, owners and management groups the insight they need to make informed decisions and improve performance. To ensure progress across our global portfolio, we require hotels to set goals and complete improvement projects to actively reduce energy use. With over 4,900 hotels reporting data and actively identifying new solutions, we are increasing the overall effectiveness of our energy initiatives. Our teams drive energy reduction and savings through a combination of on-property energy efficiency projects, Team Member insights and behavioral changes, partnerships and renewable energy usage directly or through credits.

ACTION

Measurement

We leverage LightStay, our proprietary corporate responsibility performance measurement platform, to understand how our hotels are managing energy and driving improvements over time. Since launching LightStay, we've gathered more than seven years of global data that allows us to drive greater efficiencies, savings and value for our company and owners, and to create tools and training for our hotels.

Energy Management and Forecasting

Through LightStay we track historical energy and weather data to forecast future energy consumption levels and predict the impact of performance on cost. This enables our hotels, owners, and management groups to take corrective action to influence future performance. The system cross-references the data hotels submit with expected performance to send automatic alerts to hotels when performance falls below expected levels. Hotels are also required to track and complete improvement projects each year, enabling us to uncover and share learning and best practices from nearly 10,000 energy-efficiency projects. We also actively monitor and negotiate energy contracts while managing supply-side energy risks to ensure our hotels have favorable energy prices and, where possible, drive efficiencies leading to more competitive pricing.

In our owned and managed hotels, the bonus potential for our Hilton Directors of Property Operations & Engineering is tied to the attainment of our environmental goals, including reductions in energy consumption for their hotel's respective operations. Directors are responsible for identifying and executing relevant energy projects and coordinating across functions at the hotel to drive energy efficiency and improve performance. We also partner with our strategic suppliers to embark on an aggressive campaign to reduce energy use through more efficient lighting. Property level audits identify the best combination of lighting that will reduce energy usage and cost. This program is required for all owned and managed properties in the United States.

Earth Month

During the month of March, we celebrate Earth Month, a time when we educate Team Members on responsible energy, water and waste practices by providing examples developed by their colleagues across the globe. In 2016, we had over 1,500 environment projects launched during Earth Month.

For the sixth consecutive year, our hotels around the world united to celebrate Earth Hour, a key time within Earth Month. Earth Hour is the world's largest grassroots movement that celebrates climate action. In 2007, World Wildlife Fund (WWF) developed the idea for Earth Hour at the Hilton in Sydney, Australia. Since Earth Hour's inception, Hilton hotels have organized energy saving projects such as switching off exterior lighting, dimming lobby and reception lighting, and hosting candlelit dinners with sustainable food and drink menus.

Partnerships | Associations | Awards

In 2016, we continued our collaboration with World Wildlife Fund to support our environmental goals. We participate in the Corporate Renewable Energy Buyers Principles led by WWF to advance renewable energy purchasing options as part of the broader Renewable Energy Buyers Alliance.

In 2014, following LightStay upgrades, we achieved ISO 50001 certification for energy management for the entire Hilton portfolio. Companies gain certification by implementing policies, procedures and systems that follow and meet international ISO standards, which are assessed by a third-party certification body, DEKRA. This certification complements our additional global system-wide certifications of ISO 9001 (quality management) and 14001 (environmental management). With these certifications, we became one of the first multinational companies to certify our entire system globally, achieving one of the largest-ever volume certifications of commercial buildings.

With our company-wide ISO 50001 Energy Management certification, we continue to partner with the U.S. Department of Energy (DOE) to bring the DOE's Superior Energy Performance (SEP) certification and recognition program to the hotel industry. Three Hilton properties are now the first commercial buildings to receive DOE SEP certification. We also joined the DOE's Better Buildings SEP Accelerator initiative, making Hilton the first commercial company to join the partnership.

Following the certification, we were asked to join DOE's Better Building Challenge, an initiative to better share innovative ideas across industries. We partnered with Whole Foods Market to execute a "SWAP" (switching our Hilton energy management team with Whole Foods' team), to evaluate one another's operations and identify opportunities for improvement. We have implemented a number of the ideas identified, and will continue to reduce energy intensity across our buildings portfolio by learning and sharing best practices.

Hilton has also developed several partnerships that offer laundering technologies that can reduce hot water use by up to 45 percent. P&G Tide Coldwater and Ecolab Aquanomics are both laundry detergent solutions that eliminate hot water from the wash process and maximize laundry efficiency. We are also performing trials with the Xeros polymer bead-based washing system, which uses less water, energy and chemical detergents. We collaborate with eTemp, a company that has developed a technology that reduces compressor cycle times in refrigeration units. All Hilton owned and managed properties in the United States are required to undergo an audit and install these laundering and refrigeration devices where they make sense.

In 2015, the United Nations issued a new development agenda - the UN Sustainable Development Goals (SDGs), which provide a set of goals and targets for government, NGOs and businesses to address the most pressing societal challenges of our time. The challenges of the world require the very best of what Hilton has to offer. Through our **ENERGY** work, we're helping to address the following SDGs:



WATER



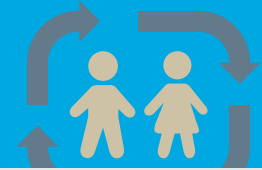
1,770,611

We have used “room ready” bedding products (where possible), to eliminate first wash, saving 1,770,611 gallons of water since 2014.



-16.7%

We reduced actual water use by 1.4 percent in 2015 over 2014. Hilton cumulatively reduced water use intensity by 16.7 percent between 2009-2015.



5,272

We saved enough water to fill 5,272 Olympic-sized swimming pools (based on actual annual savings between 2009-2015 for Hilton’s global portfolio).

CHALLENGE

Water is the lifeline to our hotels’ hospitality, our culinary offerings, our guests’ comfort and our communities’ livelihoods. Through our global footprint and operations, we see an opportunity to lead on local solutions to preserve water and on behavioral changes in high-risk geographic regions.

APPROACH

Hilton set up a global collaboration with the World Wildlife Fund (WWF) to develop a multi-year water stewardship strategy. We actively contribute to industry and cross-sector working groups and partnerships to define shared standards and foster collective impact.

Our water strategy focuses on measuring water consumption and translating the data into relevant metrics that Team Members, owners and management groups can use to drive decisions and set goals to improve performance and long-term value. Our consumption data helps us to uncover best practices we can leverage to develop global tools, processes and training to support our hotels.

We require hotels to set goals and complete improvement projects based on their local operating context and environment. Our teams drive water reduction efforts through a combination of on-site water efficiency projects, Team Member insights and behavioral changes. In addition, we leverage our participation in association working groups and partnerships to understand opportunities to improve and drive shared value.

ACTION

Measurement

We leverage LightStay, our proprietary corporate responsibility performance measurement platform, to understand how our hotels are managing water and improving over time. Through LightStay, we've gathered more than seven years of global data across the portfolio that we use to drive greater efficiencies, save value, and create tools and training for hotels. We compile the data to project anticipated water use and cost impacts in future months, which allows us to start planning how we can play a role in the larger water crisis. LightStay automates alerts to hotels if they have reached a higher than anticipated water usage threshold, and uses hotel data to provide suggested projects that reduce consumption. We require all hotels to have reduction targets in place and ongoing water improvement projects recorded, which drives continuous improvement, efficiencies, and learnings across our global portfolio.

Earth Month

Our annual Earth Month celebration empowers Team Members to make changes that improve energy use, water efficiency and waste reduction. Throughout Earth Month, we provide hotels with simple tips for low- or no-cost water reduction activities that are inspired by their colleagues' best practices around the world. The month encourages Hilton Team Members to identify where they use the most water in the hotel and to make simple operational changes to reduce the usage and identify new ways of conserving water. In 2016, we launched over 1,500 environmental projects at hotels and offices during the first-ever Earth Month celebration.

Work Stream

Through a 2016 mapping exercise, we aimed to expand our operational efforts into parts of our value chain that are exposed to high water risk, as well as to communities that are increasingly exposed to water stress. The findings from this exercise will help outline next steps and potential pilot programs, to be launched in 2017.

Partnerships | Associations | Awards

We continued our collaboration with World Wildlife Fund (WWF) to build upon our existing efforts to develop an industry-leading, multi-year water stewardship strategy. As Hilton's signature environmental partner, WWF is working with us to evolve our global business practices in furtherance of WWF's mission to protect and conserve the Earth's life-supporting resources.

As members of the International Tourism Partnership (ITP), we collaborate with other leading international hotel companies on the ITP water working group, examining risks around water and ways we can standardize the measurement and communications of consumption in our industry.

In collaboration with Ecolab, we use the Center for Sustainable Procurement (an initiative of Business for Social Responsibility) to evaluate current water usage and diversion practices and develop metrics to track, measure and report data.

In collaboration with P&G and Tide Professional, we have developed several partnerships that offer laundering technologies and products, including P&G/Tide Professional and Ecolab Aquanomic Low-Temp Laundry Programs, that reduce water consumption by up to 40 percent and energy consumption between 50 and 75 percent. These programs improved washing processes and also resulted in a reduction in linen replacement.

We achieved ISO 14001 certification for environmental management by requiring our global portfolio of hotels to measure usage and set reduction targets with improvement projects in place for energy, water and waste. Companies gain certification from ISO by implementing policies, procedures and systems that follow and meet international ISO standards, which are assessed by DEKRA, a third-party certification body. This certification complements our global system-wide certifications of ISO 9001 (quality management) and 50001 (energy management). Hilton is one of the only multinational companies to certify its entire system globally, achieving one of the largest-ever volume certifications of commercial buildings. Our environmental efforts have been recognized by Newsweek's 2016 Top Green Companies in the World rankings.

In 2015, the United Nations issued a new development agenda - the UN Sustainable Development Goals (SDGs), which provide a set of goals and targets for government, NGOs and businesses to address the most pressing societal challenges of our time. The challenges of the world require the very best of what Hilton has to offer. Through our **WATER** work, we're helping to address the following SDGs:

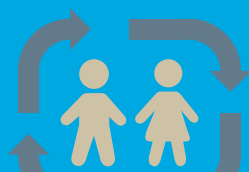


WASTE



11

We have developed 11 property level food waste pilots around the world.



-29.1%

We reduced actual waste intensity by 2.0 percent in 2015 over 2014. Hilton cumulatively reduced hotel waste intensity by 29.1 percent between 2009-2015.



5,000,000

Since 2011, more than 1,600 hotels have been involved in soap and amenity recycling, donating over 1,000,000 pounds of used soap and distributed over 5,000,000 new bars of soap.

CHALLENGE

The World Bank estimates that global urban populations create 1.6 billion tons of solid waste per year, and more than half of that ends up in landfills. In the United States, the hospitality industry alone produces 1.9 billion pounds of waste annually¹. We see this area as an opportunity to leverage relevant partner organizations and unlock our Team Members' creative minds to rethink our approach to materials and provide innovative solutions to recycle and redefine waste.

APPROACH

After years of collecting and analyzing data on waste output and diversions, we are able to inform our teams' decisions to improve performance and promote a 'second life' mindset at our hotels. We have shifted from hotel goals that target a reduction of total waste output, to goals that focus on total diversion from landfill in an effort to promote recycling and donations at the hotel level. Hotels are now required to set individual annual goals that drive team engagement and understanding. By empowering teams to own the issue, we foster the creation of simple, yet impactful practices, which we scale to other properties.

¹UN Food and Agriculture Organization (FAO)

ACTION

Measurement

We leverage LightStay, our proprietary corporate responsibility performance measurement platform, to understand how our hotels are managing waste and driving improvements over time. Since launching LightStay, we've gathered over seven years of global data across our hotel portfolio and have used this information to drive greater efficiencies, savings and value and to create best practices and training for hotels. We track and record our properties' waste hauling data, allowing hotels to monitor current performance against their diversion targets and share their annual waste initiatives.

In addition, we educate Team Members through resources and partnerships that help them understand how to reduce non-traditional items, ranging from soap to bed mattresses.

Food Waste Pilots

Through our partnership with World Wildlife Fund (WWF) we have launched multiple food waste pilots, aimed at identifying opportunities to reduce waste through self-audit procedures. One example is our work at Hilton St. Louis, focused on separating out food waste in order to measure it by category and re-evaluate all actions within the food and beverage operations chain, from purchasing habits to plate preparation. We will continue to expand our food waste pilots and share lessons learned to strategically reduce food waste across our portfolio.

Earth Month

Earth Month, celebrated throughout March, empowers and inspires Team Members to implement small changes that will reduce waste. Hotel teams are encouraged to identify a item frequently wasted and investigate ways to manage that waste through low-cost and creative changes.

Many of our hotels develop new waste reduction ideas during Earth Month that can be replicated around the world. For example, No-Bin Day encourages Hilton Team Members to remove all waste bins from their dining areas, reminding them to take less and leads to smaller meal portions, leading to reduced food waste and cost savings. No-Bin Day grew from an idea at one hotel into a weekly program that all Hilton Team Member restaurants in the Asia Pacific region, and several in the Europe, Middle East and Africa regions, are now participating in regularly.

Responsible Meetings

In 2015, we launched Meet with Purpose, a concept that makes it easier for meeting professionals to reduce waste and incorporate health and wellness into their meetings and events. We continue to expand the concept and global participation. Meet with Purpose encourages more meeting and event planners to re-evaluate event dining options, and consider low-cost practices that are less resource-intensive, such as using paperless registration and water pitchers and giving out notepads only upon request.

Brand Standard

In 2016, we announced that all 750 properties across our All Suites brands in the United States and Canada will recycle discarded soap and amenity bottles through our partnership with Clean the World. This major expansion marked the first time in the industry

that this has been required as a brand standard. We already had the industry's largest soap recycling program, which will now include more than 1,600 hotels participating in the partnership with Clean the World. Our All Suites brands include Embassy Suites by Hilton, Homewood Suites by Hilton and Home2 Suites by Hilton. The new brand standard will nearly double the number of hotels participating in the soap-recycling program.

Partnerships | Associations | Awards

We are two years into our three-year collaboration with World Wildlife Fund (WWF) to reach our environmental goals and progress, and drive value for our operations. One focus of our work together is evaluating additional ways to reduce food waste within the company's operations and supply chain by separating and measuring waste. We are also focused on getting more hotels to participate in food rescue and food waste landfill diversion.

In collaboration with Waste Management, we are partnering with the Center for Sustainable Procurement, to evaluate current waste and diversion practices and develop metrics to track, measure and report data.

Hilton was the first major hospitality company to partner with Global Soap in 2011, which recently joined forces with Clean the World. We've been instrumental in providing operational expertise and expanding Global Soap's footprint. We continue to be the largest global hospitality company donating to the soap recycling efforts led by Clean the World.

We also partner with SoapCycling and Soap Aid and are engaged with Soap4Hope, a soap recycling program of SealedAir/Diversey (one of our strategic soap suppliers) to support more than 75 hotels in Asia Pacific, Africa and Latin America. Across our partnerships, Hilton continues to be the largest multi-brand hospitality company currently participating in soap recycling with over 1,600 hotels recycling soap and amenities around the world.

In collaboration with Serta, Simmons, and Global Sustainability Solutions, our hotels in the US are able to recycle their mattresses and box springs rather than sending them to a landfill. The components of the mattresses and box springs are repurposed into various products with approximately 95 percent of the components being repurposed into new products. Bed frames are also recycled through the mattress-recycling program.

We also partner with Waste Management Sustainability Services (WMSS), which provides recycling consulting and support to owned and managed properties in the Americas. Together, we've focused on recycling fluorescent lamps, lighting ballasts, batteries, and mercury-containing devices. Another major WMSS initiative includes utilizing monitors on compactors to eliminate waste hauls, which in turn reduce truck emissions.

We have partnered with Totally Green to offer our hotels the Orca organic food waste disposal system. This technology disposes food waste on site, converts organic waste into environmentally safe water within 24 hours and reduces the amount of wet waste that goes to landfills.

Our environmental efforts have been recognized in Newsweek's 2016 Top Green Companies in the World rankings.

In 2015, the United Nations issued a new development agenda - the UN Sustainable Development Goals (SDGs), which provide a set of goals and targets for government, NGOs and businesses to address the most pressing societal challenges of our time. The challenges of the world require the very best of what Hilton has to offer. Through our **WASTE** work, we're helping to address the following SDGs:



CARBON



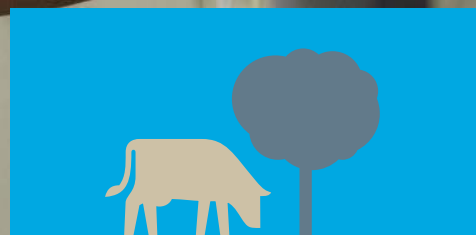
-23%

We reduced actual carbon emissions intensity by 2.3 percent in 2015 over 2014. Hilton cumulatively reduced carbon emissions intensity by 23 percent between 2009 and 2015.



148,058

Our reduced carbon output is the equivalent of taking 148,058 cars off the road from 2009 to 2015.



70

We offer the Clean Air Program to more than 70 Asia-Pacific hotels, giving customers different ways to offset emissions from their meetings.

CHALLENGE

Tracking carbon emissions gives us a great opportunity to understand our tangible impact on the environment and a unique source of intelligence to apply towards implementing strategies of reduction or offsetting.

APPROACH

Our carbon emissions strategy focuses on the direct and indirect impacts that are most critical to our business. By collecting robust data across our portfolio, we can measure and manage our performance over time by setting goals and implementing best practices. We focus heavily on driving reductions in energy use, which has the most influence on our carbon emissions. We also leverage renewable energy credits and carbon offsets in targeted areas to help reduce impact.

ACTION

Measurement

Through LightStay, our proprietary corporate responsibility performance measurement platform, we are able to track patterns and understand how our hotels are managing energy—allowing us to drive improvement over time. Since launching LightStay, we've gathered more than seven years of global data, which allows us to create tools and trainings for hotels, save value for our company and owners, and improve our reporting to share best practices and reduce our impact.

With a recent upgrade to LightStay, we provide hotels with more information on how to improve energy efficiencies and operational performance, which in turn will lower carbon output across our global hotel portfolio. The upgraded system leverages historical data to predict future energy use and resulting cost implications. This enables our hotels, management groups and owners to adjust their real-time behaviors to influence future performance.

We also designed a simplified performance dashboard and distributing process for sharing results across the hotel to drive greater engagement. LightStay will also send automatic data alerts and performance tips to hotels. These tips will show hotels how to improve based on successful projects that have been completed at other hotels.

Carbon Offsets

To calculate the carbon footprint of any event at one of our hotels, we have created a tool called the Meeting Calculator for our Sales and Marketing teams to use through LightStay. The tool provides our customers and hotels with ideas on how to minimize customers' footprints during their stay based on best practices we track throughout the portfolio.

Our Clean Air Program is an effort to offset carbon from meetings and events in more than 70 participating Asia Pacific hotels. We use the Meeting Calculator to calculate the carbon emissions generated by meetings and events to purchase carbon credits to offset the impact. The credits go toward a program of our customer's choice, such as rainforest protection projects in Indonesia and Australia or wind-generated energy projects in India and China.

Partnerships | Associations | Awards

In 2016, we participated for the third time in the Carbon Disclosure Project (CDP), an organization that works with companies to disclose their environmental impacts. Improving on last year's score of 97-B, we earned a disclosure and performance score of A-, well above the industry average of C.

We are members of the Hotel Carbon Measurement Initiative. The International Tourism Partnership and the World Travel & Tourism Council (WTTC) formed this initiative to set an industry standard to calculate the carbon footprint of hotel stays and meetings. All of our 4,900 hotels are able to report to this standard.

We are also members of the WTTC Climate Change Task Force. The task force is designed to identify industry priority action areas for the future and evaluate industry progress against climate change commitments that were made in 2009.

In 2014, following LightStay upgrades, we achieved ISO 50001 certification for energy management for the entire Hilton portfolio. Companies gain certification by implementing policies, procedures and systems that follow and meet international ISO standards, which are assessed by a third-party certification body, DEKRA. This certification complements our global system-wide certifications of ISO 9001 (quality management) and 14001 (environmental management). With these certifications, we became one of the first multinational companies to certify our entire system globally, achieving one of the largest-ever volume certifications of commercial buildings.

Our environmental efforts have been recognized in Newsweek's 2016 Top Green Companies in the World.

In 2015, the United Nations issued a new development agenda - the UN Sustainable Development Goals (SDGs), which provide a set of goals and targets for government, NGOs and businesses to address the most pressing societal challenges of our time. The challenges of the world require the very best of what Hilton has to offer. Through our **CARBON** work, we're helping to address the following SDGs:



RESPONSIBLE SOURCING



1,550

We partnered with more than 1,550 women-minority and veteran-owned businesses.



41

We are the first global hotel company to achieve the Marine Stewardship Council's (MSC) group certification for 41 of our owned, leased and managed hotels in Europe.



25%

We announced our Sustainable Seafood Goals that include banning the procurement of endangered species*, sourcing 25 percent of seafood for owned, managed and leased hotels from MSC or Aquaculture Stewardship Council Certified sources and supplying the rest from other sustainable sources.

CHALLENGE

What we buy, source, use and serve every day are essential components of the exceptional experience we deliver—every hotel, every guest, every time.

APPROACH

In 2015, we conducted a thorough analysis of the following categories of sourcing: 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 the global decisions related to implementation.

We are committed to working with suppliers who share our standards. In 2015, we updated our Responsible Sourcing Policy to reinforce our expectation that our suppliers and partners support and help us achieve our goals of long-term sustainable supply by addressing known business, environmental and social issues.

*Endangered species as identified by WWF, which include IUCN endangered and critically endangered and CITES.

ACTION

Inclusive Sourcing

Our goal is to forge strong relationships with our wide range of vendors and suppliers that reflect the diversity of our global portfolio of hotels and guests. Through our award-winning Supplier Diversity Program in the United States, we have cultivated relationships with more than 1,550 women, minority and veteran-owned enterprises. We are currently evaluating ways to expand our program into other markets.

Local Sourcing

Hilton Team Members and suppliers also look for local sourcing opportunities and form relationships with area farmers to collect and distribute products to our hotels. We work with suppliers to develop unique training for farmers related to handling, safety guidelines and insurance requirements needed to supply our properties. To date, we have more than 40 hotels in 11 major cities in Europe, Latin America, the United States and Canada participating in our local sourcing and education programs.

Sustainable Seafood

Following our ban on shark fin across all properties globally in 2014, we began focusing on the sustainability and traceability of the seafood we source. Hilton Singapore became the first hotel in Asia to achieve Marine Stewardship Council (MSC) and Aquaculture Stewardship Council (ASC) chain-of-custody certification, which ensures that the MSC and ASC seafood we serve is fully traceable to a sustainable source. We also became the first global hotel company to achieve MSC group chain-of-custody certification for 41 of our hotels in the UK, Netherlands and Belgium. These hotels now all serve MSC-certified cod in their restaurants.

In 2016, we announced a comprehensive shrimp program with Sysco and their Portico line to improve the responsible sourcing of our farmed shrimp for North America. As one of our largest volume purchases, this work has great potential to positively impact the regions that we source from.

To further drive this momentum, we collaborated with World Wildlife Fund (WWF) on our recently launched Sustainable Seafood Goals. By 2022, we will source at least 25 percent of total global seafood volume for owned, managed and leased properties from MSC certified fisheries and ASC certified farms. The remaining seafood will be sourced from fisheries and farms working to credibly transition to greater sustainability. This includes fisheries and farms in assessment for MSC or ASC certification or in comprehensive fishery and aquaculture improvement projects, tuna products sourced from International Seafood and Sustainability Foundation (ISSF) participating companies, or species listed as “green” on WWF regional seafood guides. Globally, we have committed to remove endangered species from all property menus. WWF will support our team to drive and measure progress to assist us in reaching our goals.

Animal Welfare

In 2015, we committed to switching to cage-free eggs by December 31, 2017 for Hilton Hotels & Resorts, Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, Canopy by Hilton and DoubleTree by Hilton hotels. Additionally, by December 31, 2018, all pork products for these properties must be purchased from suppliers that house breeding pigs in groups rather than in gestation crates. These changes are being initially implemented in 19 countries where these products are currently available and will be adopted in additional markets as supply comes online.

Responsible Meetings

We expanded Meet with Purpose, a concept designed to make it easier for meeting professionals to incorporate balanced meals and wellness into meetings and events, to over 40 properties in the U.S. and across all of Europe, the Middle East and Africa. Meet with Purpose encourages meeting and event planners to consider using locally sourced food items that can provide fresh and balanced menu options, in a bid to boost participants’ energy levels and reduce impact on the environment.

Partnerships | Associations | Awards

With the support of World Wildlife Fund (WWF) we continue to progress towards our environmental goals and drive value for our operations. WWF will help us expand our sustainable seafood efforts and continue to work with us to further evolve our responsible sourcing strategy to incorporate new products.

Through our membership with WEConnect International, an organization that empowers women business owners to succeed in local and global markets, we connect hotels throughout Asia with opportunities to consider diverse suppliers in their purchasing decisions.

In 2016, we co-founded the Better Buying Lab led by the World Resource Institute to research and catalyze action that enables consumers to buy more sustainable foods. Leading companies in the food industry, behavioral economics and marketing are joining forces to try to shift diets to preserve the environment.

We are a member of the Business for Social Responsibility (BSR) Procurement Leadership Group, a group of sustainability and procurement professionals across industries that explores innovative approaches to sustainable supply chains.

Our environmental efforts resulted in Newsweek naming us to its list of the 2016 Top Green Companies in the World.

In 2015, the United Nations issued a new development agenda - the UN Sustainable Development Goals (SDGs), which provide a set of goals and targets for government, NGOs and businesses to address the most pressing societal challenges of our time. The challenges of the world require the very best of what Hilton has to offer. Through our **RESPONSIBLE SOURCING** work, we're helping to address the following SDGs:



GRI-G4 Guide

This table sets out how the Global Reporting Initiative (GRI) 4.0 Reporting Framework has been applied to our corporate responsibility reporting process. The purpose of our reporting process is to disclose our approach to corporate responsibility and our performance against the issues that are most material to our business and stakeholders. We also use our report to engage with stakeholders by enabling

them to have a dialogue with us and understand the issues related to our business and impact. The GRI Reporting Framework forms a key part of our commitment to continuous improvement and transparency. Our 2014 Corporate Responsibility report is in accordance with GRI-G4 and is self-assured.

Key:

Indicator
G4-X: GRI-G4 Indicator

Level of disclosure

F: Full coverage reporting
P: Partial coverage reporting

Indicator	Description	Level	Location	Notes
	General Standards Disclosure			
G4-1	Provide a statement from the most senior decision-maker of the organization	F	CEO Letter	
G4-2	Provide a description of key impacts, risks, and opportunities.	F	10-K	
G4-3	Report the name of the organization.	F	Our Approach Global Website	
G4-4	Report the primary brands, products, and services.	F	10-K Annual Report	Tru by Hilton was launched.
G4-5	Report the location of the organization's headquarters.	F	Contact Us	
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	F	Annual Report	
G4-7	Report the nature of ownership and legal form.	F	10-K	
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	P	10-K	
G4-9	Report the scale of the organization.	F	10-K	
G4-10	Total workforce by employment type.	P	Annual Report	
G4-11	Percentage of employees covered by collective bargaining agreements.	F	10-K	
G4-12	Describe the organization's supply chain.	P	Responsible Sourcing Factsheet	
G4-13	Significant changes regarding the organization's size, structure, ownership or supply chain.	F	REIT Spin-off	
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	P	Annual Report	

Indicator	Description	Level	Location	Notes
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	F	Our Approach Volunteerism and Engagement Factsheet	
G4-16	Memberships of associations and national or international advocacy organizations.	F	Diversity & Inclusion Factsheet	
G4-17	List all entities included in the organization's consolidated financial statements or equivalent documents.	F	Annual Report	
G4-18	Process for defining the report content.	F	This report covers January 2015 to January 2016 information and data. Our last report was published in 2015. The content of this report is based on a materiality assessment where both internal and external stakeholders were engaged.	
G4-19	Material aspects identified.	F	Corporate Responsibility Website	Aspects include the topics of Human Rights, Community, Youth, Diversity & Inclusion, Energy, Water, Waste, Carbon, Responsible Sourcing.
G4-20	Aspect boundaries within the organization.	F	Content and data from this report include owned and operated properties, and our independently owned franchises unless otherwise indicated. All metrics in the report refer to data from January 2015 to October 2016 unless otherwise indicated.	LightStay metrics include owned, managed and franchised properties. Reporting parameters of other metrics are defined through footnotes. To confirm the effective implementation and validity of LightStay, Hilton commissioned DEKRA Certification Inc. to perform third-party audits and validate results.
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	F	Hilton reports on water, supply chain (upon request) and climate action through the Carbon Disclosure Project (CDP), as well as the standard Ecovadis and Ecodesk for customers and suppliers.	
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	F	No restatements of information provided in previous reports.	
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	F	No significant changes from previous periods in scope and aspect boundaries.	

Indicator	Description	Level	Location	Notes
G4-24	Provide a list of stakeholder groups engaged by the organization.	F	Our Approach	
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	P	Our Approach	
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	F	Our Approach SALT Scores Human Rights Policy	Hilton engages with stakeholders on an ongoing basis. Including business partners, community organizations, advocacy groups, industry leaders and guests.
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	F	All Factsheets	
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	F	January 2015 to January 1, 2016	
G4-29	Date of most recent previous report (if any).	F	2015 Report	
G4-30	Reporting cycle (such as annual, biennial).	F	The Corporate Responsibility Report is published annually. This is our fifth report.	
G4-31	Provide the contact point for questions regarding the report or its contents.	F	corporateresponsibility@hilton.com	
G4-32	GRI content index.	F	For the fourth time, our report relies on the guidance provided by GRI. We are reporting in accordance with GRI-G4, the latest guidelines.	
G4-33	The organization's policy and current practice with regard to seeking external assurance for the report.	F	This report is aligned with GRI standards and self-assured, but environmental data is third-party audited and all content is reviewed by legal.	
G4-34	The governance structure of the organization.	F	Corporate Governance	We leverage our investment in Travel with Purpose across the full portfolio and with our President and CEO, Chris Nassetta. For further details, see link to Corporate Governance.
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	F	Corporate Governance	The Corporate Responsibility strategy, Travel with Purpose, is led by the Vice President of Corporate Responsibility. The global team monitors and reports the outcomes of all Corporate Responsibility efforts to the Executive team, who report to the Board of Directors.

Indicator	Description	Level	Location	Notes
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	F	The Vice President of Corporate Responsibility at Hilton reports directly to the Global Head of Corporate Affairs who reports directly to the Chief Operating Officer.	
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	P	Our Approach	Our strategy and all information within our report is reviewed by the Executive Committee, made up of our most senior leadership including our CEO, Chris Nassetta. The Executive Committee reports to the Board of Directors, who reviews and identifies risks with our Corporate Responsible strategy annually.
G4-38	Composition of the highest governance.	F	Corporate Governance	
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	F	Corporate Governance	Chris Nassetta serves as the President and CEO of Hilton Worldwide.
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	F	Corporate Governance	
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed.	F	Corporate Governance	
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	F	A global council of 52 Senior Leaders was led by the CEO to review the goals, strategy and policies of the company.	
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	P	Diversity & Inclusion Factsheet	
G4-44	Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment.	F	10-K	
G4-45	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due-diligence processes.	F	10-K	

Indicator	Description	Level	Location	Notes
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	F	10-K	
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	F	Hilton's Vice President of Corporate Responsibility reviews the Travel with Purpose strategy and potential impacts, risks and opportunities with the Executive Committee on an annual basis (and quarterly if needed).	
G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	F	Sign-off by the Vice President of Corporate Responsibility and reviewed by CEO.	
G4-49	Report the process for communicating critical concerns to the highest governance body.	F	Proxy Statement Governance Documents	
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	P	10-K	
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	F	Mission Statement Code of Conduct	Good governance and acting ethically are inherent in our six core values. Our Global Code of Conduct, to which all of our Hilton Team Members are bound, defines our responsibilities to our stakeholders and guides our decision-making.
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	F	Annual Report	Hilton provides standards, governance structures, training, communications and reporting, and investigation procedures to promote legal compliance and ethical behavior globally.
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	F	Annual Report Hilton Hotline	Our Ethics Hotline is available globally, with the exception of six countries with works council/privacy registration requirements that are in progress.
EC1	Report the direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization's global operations as listed below. If data is presented on a cash basis, report the justification for this decision and report the basic components.	P	Investors' Report Environment Website	Every quarter, Hilton releases a public account of the overall performance of the portfolio.

Indicator	Description	Level	Location	Notes
EC2	Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure.	F	10-K Energy Factsheet Water Factsheet Waste Factsheet Carbon Factsheet	
EC3	Where the plan's liabilities are met by the organization's general resources, report the estimated value of those liabilities.	F	Careers Website	
EC5	When a significant proportion of the workforce is compensated based on wages subject to minimum wage rules, report the ratio of the entry level wage by gender at significant locations of operation to the minimum wage.	P	Diversity & Inclusion Factsheet Careers Website	
EC6	Report the percentage of senior management at significant locations of operation that are hired from the local community.	P	Diversity & Inclusion Factsheet	
EC7	Report the extent of development of significant infrastructure investments and services supported.	P	Waste Factsheet Responsible Sourcing Factsheet	
EC8	Report examples of the significant identified positive and negative indirect economic impacts the organization has.	F	10-K Waste Factsheet	We acknowledge and address that every decision we make can make a negative or positive impact.
EN3	Report total fuel consumption from non-renewable sources in joules or multiples, including fuel types used.	F	Energy Factsheet Carbon Factsheet	
EN4	Report energy consumed outside of the organization, in joules or multiples.	P	Energy Factsheet	
EN5	Report the energy intensity ratio.	F	Energy Factsheet	
EN6	Report the amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.	F	Energy Factsheet Preserving Environment Website	
EN7	Report the reductions in the energy requirements of sold products and services achieved during the reporting period, in joules or multiples.	F	LightStay Wins Product of the Year Energy Factsheet Hilton Achieves Superior Energy Performance Certification	
EN8	Significant indirect economic impacts, including extent of impacts.	P	Water Factsheet	
EN9	Report the total number of water sources significantly affected by withdrawal by type.	P	Water Factsheet Waste Factsheet Responsible Sourcing Factsheet	
EN10	Percentage and total volume of water recycled and reused.	P	Water Factsheet CDP Response (A-)	

Indicator	Description	Level	Location	Notes
EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	P	Water Factsheet Responsible Sourcing Factsheet Sustainable Seafood Commitment	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	P	Water Factsheet Responsible Sourcing Factsheet 10-K	
EN13	Habitats protected or restored.	P	Water Factsheet Carbon Factsheet	
EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	P	Responsible Sourcing Factsheet Environment Website Volunteerism & Engagement Factsheet	
EN15	Direct greenhouse gas (ghg) emissions (scope 1).	F	Carbon Factsheet	
EN16	Energy indirect greenhouse gas (ghg) emissions (scope 2).	F	Carbon Factsheet	
EN17	Other indirect greenhouse gas (ghg) emissions (scope 3).	P	Carbon Factsheet	
EN18	Greenhouse gas (ghg) emissions intensity.	F	Carbon Factsheet	
EN19	Reduction of greenhouse gas (ghg) emissions.	F	Carbon Factsheet	
EN22	Total water discharge by quality and destination.	P	Water Factsheet	
EN23	Total weight of waste by type and disposal method.	P	Waste Factsheet	
EN24	Total number and volume of significant spills.	F	Waste Factsheet (None reported)	
EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff.	P	Responsible Sourcing Factsheet Water Factsheet Environment Website	
EN27	Extent of impact mitigation of environmental impacts of products and services.	P	Environment Website	
EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.	P	Carbon Factsheet Responsible Sourcing Factsheet	In 2014, we submitted a Carbon Disclosure Project (CDP) response for Supply Chain activity in accordance with a large business partner's request.
EN31	Total environmental protection expenditures and investments by type.	F	Carbon Factsheet Water Factsheet Responsible Sourcing Factsheet LightStay Overview	

Indicator	Description	Level	Location	Notes
EN32	Percentage of new suppliers that were screened using environmental criteria.	P	Responsible Sourcing Factsheet Responsible Sourcing Policy	
EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken.	F	10-K Environment Website	In this year's 10-K we clearly explain the risks and environmental impacts of our supply chain.
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	F	Careers Website	
LA3	Return to work and retention rates after parental leave, by gender.	F	Careers Website Parental Leave Policies	
LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	P	10-K	
LA7	Workers with high incidence or high risk of diseases related to their occupation.	P	Human Rights Factsheet	
LA8	Health and safety topics covered in formal agreements with trade unions.	P	Human Rights Policy	
LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	F	Hilton University Careers Website	
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	F	Careers Website	
LA14	Percentage of new suppliers that were screened using labor practices criteria.	P	Human Rights Policy Responsible Sourcing Policy	
LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken.	P	10-K Human Rights Factsheet	In this year's 10-K, we disclose the risks that can be associated with labor practices.
HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	P	Human Rights Factsheet Code of Conduct	
HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	P	Human Rights Policy Human Rights Factsheet	
HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	P	Code of Conduct	

Indicator	Description	Level	Location	Notes
HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	P	Human Rights Policy Human Rights Factsheet	
HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	P	Human Rights Factsheet ECPAT Partnership Responsible Sourcing Factsheet	
HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.	F	Human Rights Factsheet	
HR10	Percentage of new suppliers that were screened using human rights criteria.	F	Responsible Sourcing Policy Human Rights Factsheet Responsible Sourcing Factsheet	
HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	F	Human Rights Policy Human Rights Factsheet	
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	P	Volunteerism & Engagement Factsheet Global Month of Service Press Release	We do not report on the percentage but rather the number of projects completed during our annual volunteer program along with projects happening throughout the year.
SO2	Operations with significant actual and potential negative impacts on local communities.	F	Volunteerism & Engagement Factsheet Annual Report	We understand that our industry can affect natural habitats and resources and take steps to minimize this impact and support local economies and communities. We do not currently track the number of operations that Hilton may have potential negative impacts on local communities.
SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	F	Code of Conduct Human Rights Factsheet	
SO4	Communication and training on anti-corruption policies and procedures.	F	Code of Conduct Human Rights Policy Human Rights Factsheet	Code of Conduct includes anti-corruption language, which is given to each new Team Member throughout the global portfolio.
SO6	Total value of political contributions by country and recipient/beneficiary.	P		
SO9	Percentage of new suppliers that were screened using criteria for impacts on society.	F	Diversity & Inclusion Factsheet Responsible Sourcing Policy	
SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken.	F	Annual Report 10-K Governance Documents Responsible Sourcing Policy	

Indicator	Description	Level	Location	Notes
PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements.	F	Responsible Sourcing Factsheet Responsible Sourcing Policy Development Website	
PR5	Results of surveys measuring customer satisfaction.	F	SALT Scores	