

TRAVEL
WITH
PURPOSE

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About this report

This report contains information about Hilton's Environmental, Social and Governance (ESG) performance. Our report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards and integrates the recommendations of the Sustainability Accounting Standards Board (SASB) and the Taskforce on Climate-related Financial Disclosures (TCFD). In addition to the information found in this report and on our [website](#), we externally report on our Travel with Purpose strategy, programs and progress towards our 2030 Goals in Hilton's Form 10-K, [Annual Report](#) and [Proxy Statement](#). We obtain third party assurance over selected data disclosed in this report, as indicated in our [2020 Assurance Statement](#). All financial figures indicated in this report are in U.S. dollars, unless otherwise noted.



HILTON SEDONA RESORT AT BELL ROCK [↗](#)

About Travel with Purpose

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

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

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

About the Hilton Effect Foundation

Launched in 2019, the [Hilton Effect Foundation](#) is our primary global philanthropic arm, supporting efforts to create a better world to travel. The Foundation is a nonprofit established in the U.S. and is registered as a 501(c)(3) charitable organization.

The Foundation awards grants to projects and partners that will make a lasting positive impact on travel destinations around the world. Hilton Effect Grants are awarded annually to nonprofits that help us advance our Travel with Purpose 2030 Goals. The Hilton Effect Foundation also invests in short-term relief and long-term resiliency efforts to support communities and constituencies impacted by natural disasters and hardship. As part of its strategic commitment, the Foundation also supports signature multi-year partnerships with the International Youth Foundation and World Wildlife Fund.

PLEASE NOTE

The images in this report may not reflect COVID-19 related requirements such as face coverings and social distancing





“More than ever, the global community is relying on the private sector to lead the way in building resilience and inclusive growth in a complex world.”

From the outset of the COVID-19 pandemic, we knew that staying true to Hilton’s founding vision – to fill the earth with the light and warmth of hospitality – would be critical to sustaining our business and the people and communities we serve.

Throughout a year filled with uncertainty and upheaval, I’ve been so inspired by our Team Members who rose to the challenge, proving that our hospitality is an unstoppable force for good all around the world.

Despite the pandemic’s unprecedented impact on the global hospitality industry, Hilton remained fully committed to our Travel with Purpose 2030 Goals, and our teams worked tirelessly to be part of the solution to this global crisis. With the support of our Owners, Team Members and partners around the world, we focused on helping those on the front lines of the pandemic – from making one million room nights available to medical professionals, to supporting relief organizations with emergency funding, to donating food and other essential supplies to our local communities. We activated our Team Member Assistance Fund to offer direct support to those in need, and distributed more than a million dollars from the Hilton Effect Foundation, providing recovery funding to severely impacted communities and constituencies. In the face of social unrest around the world – particularly in the United States – we strengthened our commitments to diverse leadership in our hotels and corporate offices, as well as our partnerships with racial justice organizations fighting for a more just and equitable society.

Through it all, our Team Members were the heart of these efforts, spreading hospitality to our guests in communities across the globe, and offering gestures of hope that were all the more meaningful in such a turbulent year. Thanks to their grit, hard work and resilience, we continued to make a difference, and we were humbled to receive recognition for our efforts, including being:

- Named the 2020 Global Industry Leader on the Dow Jones Sustainability Indices for the second consecutive year;
- Recognized as the #1 Best Company to Work For in the U.S. and the #3 World’s Best Workplace by Great Place to Work Institute and Fortune Magazine; and,
- The only global hotel brand named to the 100 Best Corporate Citizens of 2020 list.

More than ever, the global community is relying on the private sector to lead the way in building resilience and inclusive growth in a complex world. Knowing that Hilton has a unique role to play in making that growth a reality, we refreshed our materiality assessment in 2020 to ensure that our Travel with Purpose goals are closely aligned with the most critical environmental, social and governance (ESG) issues, focusing our efforts where we can have the greatest impact.

In a year like no other, Hilton never wavered in its commitment to our people and the planet we all call home. As we look ahead, we will continue to lean into the legacy we have created, allowing us to have an even more profound and positive impact on the communities where we live, work and travel. I’m proud of all we have accomplished in 2020 and know that together, our Hilton family will continue leading the way in sustainable travel for years to come.

Christopher J. Nassetta
President and Chief Executive Officer
April 9, 2021

Hilton is one of the largest hospitality companies in the world. For more than 100 years, we have been an innovator in the industry, driven by the vision of our founder Conrad Hilton “to fill the earth with the light and warmth of hospitality.”

OUR BUSINESS

BAKER'S CAY RESORT KEY LARGO, CURIO COLLECTION BY HILTON [🔗](#)

About Hilton

Founded in 1919, Hilton is a leading global hospitality company with a portfolio of 18 world-class brands.

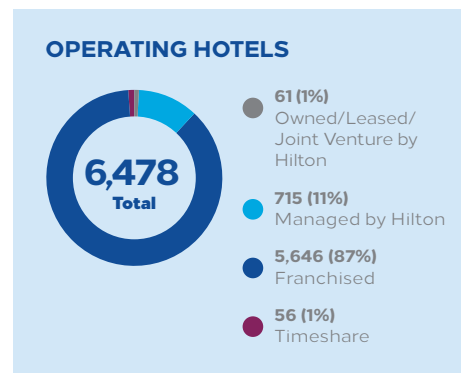
- 18** brands 
- 119** countries & territories 
- 6,478** properties 
- 363,605** Team Members (Global), including 230,960 in the U.S. 
- 1,019,287** rooms 

Our business model

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

1. Management and franchise of hotel brands on behalf of third-party hotel owners
2. Our ownership segment, comprising hotels that are owned or leased by Hilton or our affiliates

A more detailed description of our business model can be found in our [public filings](#).



Our Team Members

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

Hilton Supply Management

Hilton Supply Management (HSM) is the global procurement and supply chain arm of Hilton. HSM develops and negotiates product and service supply programs with suppliers around the world to make available goods and services at the best combination of price, quality and service. HSM services over 11,000 properties, including 4,500 non-Hilton branded hotels. Coordinating with over 80,000 Tier 1 suppliers globally, including more than 1,200 unique corporate and property contracted suppliers, HSM sources over 500,000 products for hotels around the world.

OUR BRANDS

Luxury and Lifestyle



Full Service



Focused Service



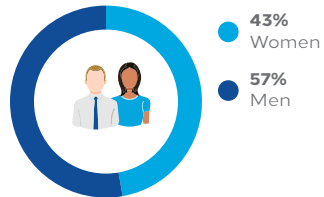
Timeshare



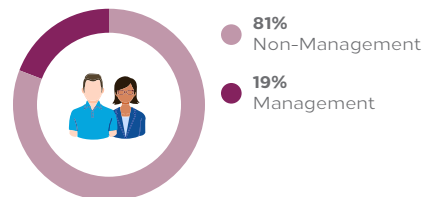
2020 Global workforce (Corporate offices, owned and managed hotels)



Gender¹



Management level



93%
Full time employees

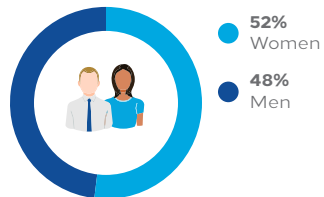
Board diversity²

11% Ethnic diversity³ **44%** Gender diversity¹

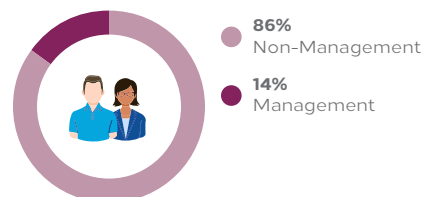
2020 U.S. workforce (Corporate offices, owned and managed hotels)



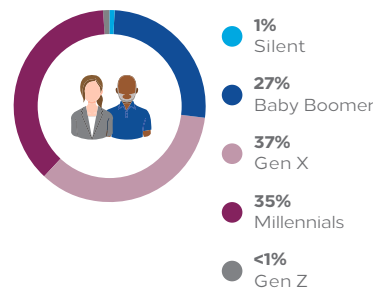
Gender¹



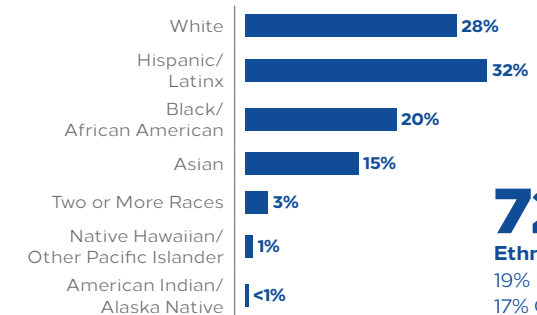
Management level



Generation



Ethnic diversity³



72%
Ethnically diverse
19% Hotel leadership⁴
17% Corporate leadership⁵

1 Data is based on self-identified gender. Hilton recognizes and supports Team Members who identify as non-binary.
2 Reflects the gender and ethnic diversity of our non-management directors.
3 Using race/ethnicity categories defined by the Equal Employment Opportunity Commission.

4 General Managers and Hotel Managers at U.S. managed hotels.
5 Senior Directors and above at U.S. corporate offices.

SELECTED ESG RECOGNITION AND AWARDS

Global Industry Leader, Dow Jones Sustainability Indices
Member of **Dow Jones Sustainability Indices**
Powered by the S&P Global CSA

Received **Gold Class distinction** in S&P's Sustainability Yearbook

Named the **#1 Best Company to Work For** in the U.S. and the **#3 World's Best Workplace** by Great Place to Work Institute (GPTW) and Fortune Magazine



Named the **#1 Great Place to work for Women** in the U.S. by GPTW and Fortune

Ranked **#2 in the DiversityInc's Top 50 Companies for Diversity**

100% rating on the Human Rights Campaign's Corporate Equality Index for seven years in a row



The only global hotel brand named to **100 Best Corporate Citizens List**

Assessing our material issues

We periodically assess our material issues to ensure we are aligning our programs with the issues that matter most to our business and our stakeholders.

In 2020, we worked with a third party to conduct a thorough ESG materiality assessment, leveraging guidance from the GRI, SASB and the World Economic Forum. Through our assessment, we identified more than 200 potentially material aspects which were consolidated into 17 most material focus areas. We then conducted interviews and surveys to capture feedback from nearly 1,500 internal and external stakeholders, including guests. This table demonstrates our stakeholders' perspectives on the relative importance of each of these 17 aspects. In addition to this summary, further detail can be found in our full [Materiality Assessment Report](#).

We use the results of our materiality assessments to ensure that our Travel with Purpose strategy remains aligned with our most material issues, inform management of ESG risks, and drive long-term value for our business and our stakeholders.

	Leadership	Team Members	Corporate Customers	Investors	Owners & Developers	Suppliers	Sustainability & Travel SMEs	NGOs	Community
ENVIRONMENTAL ASPECTS									
Disaster preparedness & response ↗	●	●	●	●	●	●	●	●	●
Biodiversity & destination stewardship	●	●	●	●	●	●	●	●	●
Climate action ↗	●	●	●	●	●	●	●	●	●
Energy conservation ↗	●	●	●	●	●	●	●	●	●
Waste management & circular economy ↗	●	●	●	●	●	●	●	●	●
Water stewardship ↗	●	●	●	●	●	●	●	●	●
Responsible sourcing of goods & services	●	●	●	●	●	●	●	●	●
SOCIAL ASPECTS									
Community engagement & empowerment	●	●	●	●	●	●	●	●	●
Economic impact on communities ↗	●	●	●	●	●	●	●	●	●
Employee development & wellbeing ↗	●	●	●	●	●	●	●	●	●
Diversity, equity & inclusion ↗	●	●	●	●	●	●	●	●	●
Employee & guest health, safety & security	●	●	●	●	●	●	●	●	●
Human rights	●	●	●	●	●	●	●	●	●
Engagement with suppliers	●	●	●	●	●	●	●	●	●
Healthy, safe & sustainable food	●	●	●	●	●	●	●	●	●
GOVERNANCE ASPECTS									
Ethical business practices & reg. compliance	●	●	●	●	●	●	●	●	●
Policy engagement & advocacy	●	●	●	●	●	●	●	●	●

200+
Material ESG issues considered

- Imperative
- Extremely important
- Very important
- Important
- ↗ Identified as growing in importance over the next 3-5 years

Engaging with our key stakeholders

We view our company as a local business that operates at a global scale. As we seek to redefine sustainable travel, we regularly consult with our stakeholders on their advice, feedback and priorities to inform our programs and refine our focus on the most material issues.

We engage with our internal stakeholders through multiple mechanisms.

Hilton leadership

BOARD OF DIRECTORS

Our Nominating & Environmental, Social and Governance (ESG) Committee oversees our ESG strategy, and the Board receives annual updates on progress towards our 2030 Goals.

CEO AND EXECUTIVE COMMITTEE

Our executives review progress towards our 2030 Goals alongside other key business priorities during Quarterly Business Reviews. This process was paused during 2020 due to the pandemic but will restart in 2021.

CORPORATE VPS AND MANAGED HOTEL GENERAL MANAGERS

Hilton leaders receive quarterly updates on Travel with Purpose performance, including progress towards 2030 Goals, as part of ongoing business updates.

Team Members

TRAVEL WITH PURPOSE CHAMPIONS

Our network of more than 1,250 Hilton leaders shape our Travel with Purpose programs and guide initiatives at our hotels and offices around the world.

TEAM MEMBERS

Feedback is continually captured through our Corporate Responsibility Inbox and Hilton Team Member Hotline, and all Team Members globally were invited to participate in our 2020 materiality assessment survey.



CANOPY BY HILTON CANCUN LA ISLA [↗](#)

We see increased interest and engagement of our external stakeholders in our ESG programs.

INVESTORS

We regularly meet with our investors to discuss our ESG programs and progress towards our 2030 Goals, and we provide material, decision-useful ESG information in our Form 10-K, Proxy Statement, Annual Report, and in ESG questionnaires and ratings indices.

OWNERS & DEVELOPERS

We continually consult with our owners on our Travel with Purpose programs through our Owner Advisory Councils, and we collaborate closely with our owners and developers to pilot new sustainability initiatives and achieve our mutual sustainability goals.

GUESTS

We monitor and address guest feedback and questions related to our Corporate Responsibility programs, and we take guest expectations into account as we refine our efforts.

CLIENTS

We engage with our corporate clients to solicit their feedback on our Travel with Purpose programs and do our best to align our efforts with their own sustainability objectives, such as reducing the environmental footprint of business travel.

SUPPLIERS

We work with our suppliers to help us achieve success in our ESG programs, including identifying innovative solutions through our strategic sourcing initiatives, fostering a diverse supply chain through our Supplier Diversity Program, and implementing human rights audits and assessments.

NGOS AND INTERNATIONAL ORGANIZATIONS

Hilton and the Hilton Effect Foundation partner with leading NGOs and international organizations in support of our ESG initiatives, including World Wildlife Fund (WWF) and the International Youth Foundation (IYF).

COMMUNITY MEMBERS

We engage with our communities to understand the issues that are of biggest importance to them, and to ensure our programs are addressing their needs.

INDUSTRY

We collaborate with our peers in the travel and tourism industry to advance collective action on environmental and social issues, including driving policy agendas that contribute to systems change.

POLICYMAKERS

Our Government Affairs team engages with policymakers on key ESG-related issues.

INDUSTRY COLLABORATION

Through our industry associations, including the Sustainable Hospitality Alliance (SHA), American Hotel & Lodging Association (AHLA), US Travel Association and World Travel & Tourism Council (WTTC), we contribute to the co-creation of industry commitments related to human rights, carbon, water, food waste and other critical topics. Among other initiatives, we worked with our peers to develop the Sustainable Hospitality Alliance's Principles on Forced Labor, the Hotel Carbon Measurement Initiative (HCMi) and the Hotel Water Measurement Initiative (HWMI) methodologies to consistently measure and report on carbon and water in hotels.

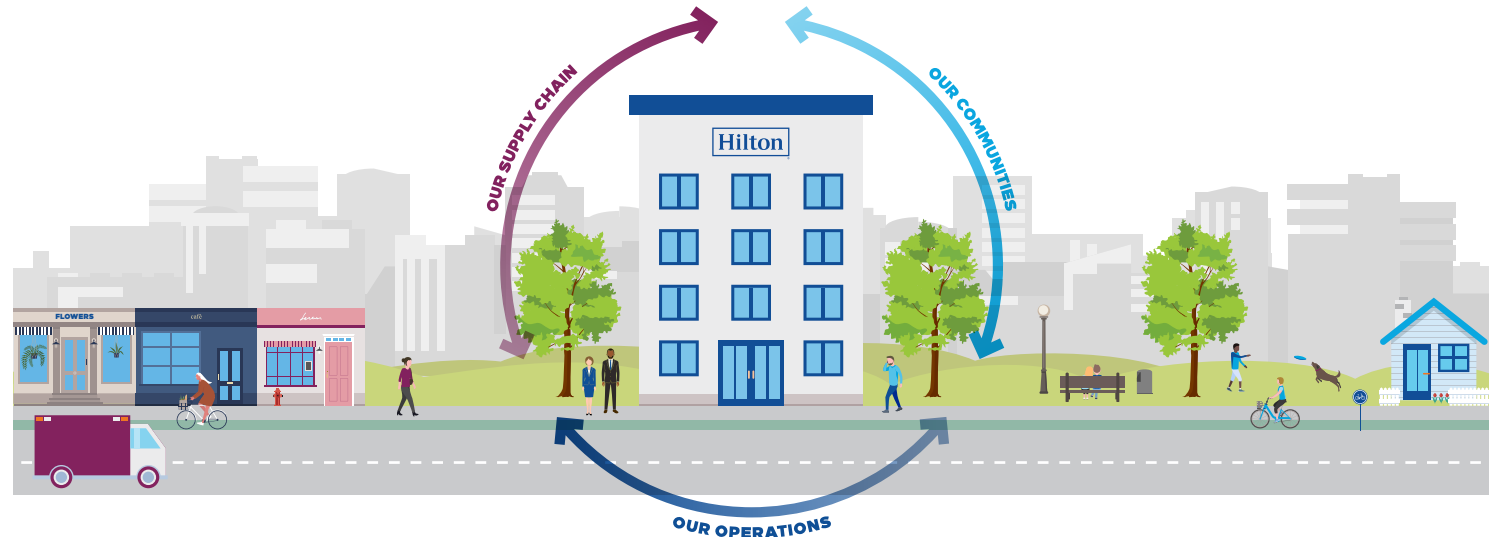
In addition to this work with SHA, we are also currently working with the lodging industry and WWF to develop a consistent methodology for the measurement of waste. We also participate in the Cornell Hotel Sustainability Benchmark (CHSB) Index, a free tool which benchmarks carbon and water consumption across hotel brands.

Rooftop solar panels provide 115 MWh of electricity per year for the Hampton Inn & Suites Roseburg, Oregon [\[Z\]](#)



Driving change across our value chain

Hilton is committed to driving positive change in every aspect of our business. Through our Travel with Purpose 2030 Goals, we are taking steps to integrate social and environmental stewardship throughout our value chain every day. Below are some examples of how Hilton is creating positive change across our global operations, communities and supply chain. To learn more about Hilton’s 2030 Goals and how we are directly contributing to achievement of the UN’s Sustainable Development Goals (SDGs), please click the link below.



OUR SUPPLY CHAIN

We partner with our suppliers to protect human rights, ensure responsible sourcing and drive collective action across our business.

OUR OPERATIONS

We engage our Team Members, owners and business partners to advance our positive impact and preserve resources in our hotels around the world.

OUR COMMUNITIES

We invest in our communities to generate inclusive economic opportunities for all, and to protect the environment for future generations to come.

2030 GOALS



LEARN MORE

[About our 2030 Goals](#)

- Supporting local businesses by doubling our sourcing spend from local, small- and medium-sized enterprises and minority-owned suppliers
- Protecting human rights by partnering with suppliers to eradicate forced labor and trafficking
- Sustainably sourcing meat and poultry, seafood and cotton across managed operations
- Encouraging our suppliers to set their own environmental and social goals

- Preserving resources by reducing carbon emissions, water and waste
- Embedding human rights due diligence across our global operations
- Adopting global best practice standards for sustainability management
- Engaging and training our Team Members on environmental and social issues, to drive change in our hotels and beyond

- Creating opportunities and sustainable solutions for all, including women, youth, minorities, Veterans, and persons with disabilities
- Bringing Travel with Purpose to life in our communities through skills-based Team Member volunteering
- Preserving local cultural and natural heritage, and engaging guests in our destination stewardship efforts
- Advancing resiliency by investing in disaster response and relief efforts

Preserving destinations

Hilton recognizes that we have a responsibility to conserve the environment and protect the communities in which we operate, in order to preserve destinations for future generations of travelers.

Addressing biodiversity and climate change risk

We are taking steps to assess our biodiversity risk as well as our exposure to physical climate risks, in accordance with guidance from the Sustainability Accounting Standards Board (SASB) and the Taskforce for Climate-related Financial Disclosures (TCFD). We have mapped all of our hotels against the World Database of Protected Areas and the International Union for Conservation of Nature’s Red List of Threatened Species, and against Verisk-Maplecroft’s Climate Change Vulnerability Index. We have also mapped our U.S. hotels against 100-year flood zone areas, as designated by the U.S. Federal Emergency Management Agency. We are working to develop mitigation plans for existing properties as well as for new developments in high-risk areas, leveraging our established human rights due diligence processes.

Aligning with globally-recognized standards

We have aligned our LightStay management system with the criteria of the UN-founded Global Sustainable Tourism Council (GSTC), the most respected seal of approval for sustainable travel and tourism practices. This represents a significant step towards our goal of adopting a global standard for responsible travel and tourism. While our efforts to further our GSTC certification process were put on pause this year due to the pandemic’s impacts on our business, we continue to identify opportunities to achieve GSTC certification for our hotels to ensure the sustainability of our operations.



Identifying hot spots

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

OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



SPOTLIGHT



HILTON SEYCHELLES NORTHOLME RESORT & SPA [↗](#)

Protecting paradise in the Seychelles

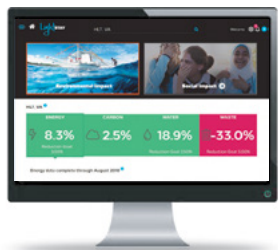
In order to preserve the incredible local environment, two Hilton hotels in the Seychelles have implemented a holistic approach to destination stewardship. Hilton Seychelles Labriz Resort & Spa sources 80% of its vegetables from sustainable local farmers, and Hilton Seychelles Northholme has partnered with the Marine Conservation Society to help preserve the local coral reefs. Both properties have extensive waste reduction programs, including a local bottling plant that has eliminated the need for single-use water bottles. Through their holistic approach and shared initiatives, these two properties are demonstrating best practice in destination stewardship.

Leveraging innovation and technology



Innovation is embedded in Hilton's DNA, and we are driving sustainability innovation at our hotels around the world.

We know that achieving our 2030 Goals will require more than just best-in-class operational training, which is why we are focused on continuous innovation and investing in leading technology solutions that drive economic and environmental benefits for our hotels. This year we continued to enhance our award-winning LightStay platform to drive value for our hotel owners around the world. We also engage in strategic partnerships and innovation challenges that enable us to identify, test and implement technologies that will contribute to further reductions.



Managing our footprint through LightStay

Since 2009, Hilton has used our LightStay management system to measure and manage the impact of our global portfolio. Originally designed to track environmental data, LightStay has evolved to measure, manage and report all of Hilton's environmental and social performance metrics. As a global brand standard, all of Hilton's 6,478 managed and franchised hotels are required to use LightStay to track their environmental and social performance against prior years and against peers. LightStay's features include:

- Environmental impact tracking:** Tracks energy, carbon, water and waste consumption, sourcing practices and improvement projects, and provides peer performance benchmarking
- Social impact tracking:** Measures the impact of volunteer and donation events and local partnerships
- Best practice sharing:** Tracks operational, design and construction sustainability practices, and enables hotels to share best practices within our portfolio
- Machine-learning:** Analyzes and predicts utility consumption and costs through Artificial Intelligence algorithms and data-driven models, and alerts hotel teams to significant consumption variances in real time
- Risk mitigation:** Maps all hotels against external risk indices including disaster, climate, water, and human rights risks, to inform local strategy and priorities
- Engagement tools:** Engages our hotel teams via recognition, guidance, trainings and customized reports, including reports that can be shared with sales clients
- Client reporting:** Enables us to accurately measure our clients' Scope 3 emissions from transient or group business
- Third-party verified:** Externally verified to ensure the accuracy and completeness of our data
- GSTC-Recognized:** Meets the stringent criteria of the GSTC

DRIVING INNOVATION THROUGH PARTNERSHIPS

When it comes to sustainable travel, Travel Labs Asia is already making waves. Launched by the Asian Development Bank in partnership with the Pacific Asia Travel Association and open innovation platform Plug and Play, Travel Labs Asia is the region's first corporate innovation program dedicated to sustainability in travel. As a corporate member, Hilton has access to sustainability-focused technology solutions, and the opportunity to articulate our technology needs and develop pilot proposals with solution providers. Through this partnership we aim to work with innovative suppliers that can provide triple bottom line solutions to our most pressing sustainability needs.

PUTTING OUR SUPPLIERS TO THE TEST

For our EMEA Engineering Operations team, evaluating new technology involves TV-worthy competition. Each year, Hilton suppliers submit proposals for innovative technology solutions that have the potential to save money and reduce the environmental footprint of our hotels. A group of hotel Engineering champions reviews the submissions, and top candidates are invited to present to our experts in a Dragon's Den/Shark Tank style face-to-face competition. A closely monitored field trial is arranged with the winners. If the technology meets our qualifications, the product becomes "Tech Den approved," allowing our hotel leaders to implement the technology with confidence.

2020 highlights

Our response to COVID-19

Throughout the year, Hilton took action to support our Team Members and community members impacted by the pandemic. Through Hilton's corporate efforts and the Hilton Effect Foundation, we awarded more than \$1 million dollars in COVID-19 community response—a significant achievement considering the severe impact the pandemic had on our industry.

PANDEMIC RESPONSE

Partnered with American Express and hotel owners to donate up to one million hotel room nights for U.S. frontline medical professionals leading the fight against COVID-19

Enabled Hilton Honors members to respond to the global pandemic by donating their Points directly to our partners

Provided meals to medical first responders and community members in need through partnerships with groups such as World Central Kitchen and Open Kitchens UK

Supported global organizations with COVID-19 emergency response grants, including World Central Kitchen, ResponseNet, Project HOPE, Direct Relief, Clean the World, and Consorzio Farsi Prossimo

Partnered with Meals On Wheels to deploy skills-based virtual volunteering



Recognized by Newsweek as one of the Top 50 U.S. Businesses that "Stood Out During the Pandemic" for our commitment to housing and providing meals to frontline medical professionals

Named to PEOPLE Magazine's 50 Companies that Care list



Awarded 23 Hilton Effect Grants to organizations driving inclusive pandemic recovery and community resiliency



Progress towards our 2030 Goals

We remain fully committed to our Travel with Purpose 2030 Goals to double our investment in social impact and cut our environmental footprint in half. Despite the challenges in 2020, Hilton realized many achievements. Additional 2020 highlights can be found in our end of year [press release](#).

ENVIRONMENTAL IMPACT

Trained our hotels to adopt techniques to conserve resources in times of low occupancy

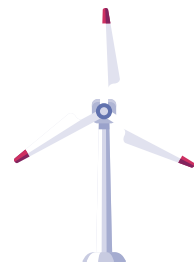
Continued to cut resource consumption in our hotels in line with our goal to halve our environmental footprint

Rolled out our Hilton EventReady program, creating environmental sustainability and social responsibility standards for all Hilton meetings and events



Contributed to the re-launch of the Sustainable Hospitality Alliance, harnessing the collective action of the hotel industry to drive positive impact at scale

Partnered with Travel Labs Asia to access and review sustainability innovations and solutions for our hotels.



Began sourcing 100% renewable electricity at the majority of our managed hotels in the U.K.

SOCIAL IMPACT

Provided more than \$600,000 to Team Members in disaster relief and hardship support through the Hilton Team Member Assistance Fund



Developed and implemented our Disaster Response Playbook to swiftly deploy support for our Team Members and communities struck by natural disaster in any location

Joined with Tent Partnership for Refugees and Human Rights Campaign to pledge to mentor LGBTQ refugees and asylum seekers

Awarded grants to nonprofits that are at the front lines of the fight for racial justice, including the NAACP and National Urban League



Launched our Courageous Conversations Series to engage Team Members in necessary conversations on racial justice and promoting equity in the workplace

RECOGNITION

Named 2020 Global Industry Leader on the Dow Jones Sustainability Indices for the second consecutive year

Member of
Dow Jones Sustainability Indices

Powered by the S&P Global CSA

Named the #1 Best Company to Work For in the U.S. and the #3 World's Best Workplace by Great Place to Work Institute (GPTW) and Fortune Magazine



Ranked #2 on the 2020 DiversityInc Top 50 Companies for Diversity List


The only global hotel brand named to the 100 Best Corporate Citizens of 2020 list

2030 Goal tracking


Our 2030 Goals align with the UN's Sustainable Development Goals and targets. The corresponding SDG for each of Hilton's 2030 Goals is included below.




LEGEND



Making progress



On track



Complete

Overarching impact

HILTON'S 2030 GOALS

SDGs

PROGRESS TO DATE

DESTINATION STEWARDSHIP



Adopt a global standard for responsible travel and tourism, complementing our existing environmental certifications

Engage guests in supporting responsible travel in destination hot spots



Achieved Global Sustainable Tourism Council (GSTC)-Recognized Standard status for LightStay

Mapped 100% of hotels against key social and environmental risks

Continued to advance collaboration with groups including WWF, WTTC and GSTC to advance sustainable destination management

TEAM MEMBER SUPPORT AND ENGAGEMENT



Support our Team Members affected by disasters

Achieve Hilton's Diversity & Inclusion targets ([learn more](#))

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



Distributed more than \$500,000 to Team Members directly impacted by COVID-19

Contributed to the development of WTTC's New Guidelines for Inclusion & Diversity

Launched our Courageous Conversations Series to engage Team Members in necessary conversations on racial justice and promoting equity in the workplace

Awarded grants to nonprofits that are at the front lines of the fight for racial justice, including the NAACP and National Urban League

91% of managed hotels globally have trained all Team Members in Diversity & Inclusion and Unconscious Bias, including 100% of managed hotels in the U.S.

100% of hotel General Managers and Engineers required to be trained in using LightStay system

SUPPLIER ENGAGEMENT



Encourage suppliers to set goals and validate through auditing and incentive program

Create framework for collaboration program with top-tier suppliers

Increase data visibility by incorporating social and environmental criteria into supplier registration and inquiry processes



Partnered with EcoVadis to track and validate supplier sustainability performance

All suppliers are encouraged to observe and abide by [Hilton's Responsible Sourcing Policy](#), which is included in all property contracts

Where relevant, routinely incorporate sustainability criteria into our sourcing exercises, catalogs and purchasing data

Cutting our environmental footprint in half

HILTON'S 2030 GOALS

SDGs

PROGRESS TO DATE

ENERGY AND CARBON



On track

Science-based targets: Reduce Scope 1 and 2 carbon intensity from managed hotels by 61%, and work with franchisees to reduce Scope 3 carbon intensity from franchised hotels by 52% (MT CO₂e/m², 2008 baseline)

Create and partner with cross-industry networks to support a low-carbon future



7.2,
7.3,
7.a **12.2** **13.1,**
13.3

56% reduction in carbon emissions intensity (managed hotels)*

47% reduction in carbon emissions intensity (all hotels)*

Began sourcing 100% renewable electricity at the majority of our managed hotels in the U.K., and added renewable energy option for U.S. managed hotels

100% of hotels mapped against climate risks

Continued to advance collaboration across industry networks

WATER



Making progress

Reduce water use in our managed operations by 50% (liters/m², 2008 baseline)

Activate 20 context-based water projects in our communities and watersheds of top water risk



6.3,
6.4,
6.6,
6.b **12.2**

47% reduction in water intensity (managed hotels)*

49% reduction in water intensity (all hotels)*

3 context-based water pilots initiated

Mapped 100% of hotels against WRI and WWF water risk indices; 37% of managed hotels identified to be in areas of high or very high water stress

Investing in community water stewardship efforts through the Hilton Effect Foundation

WASTE



On track

Reduce waste in our managed operations by 50% (MT/m², 2008 baseline)

Reduce food waste sent to landfill by 50% in our managed operations (MT/m², 2017 baseline)

Send zero soap to landfill by recycling all used guest soap bars, where available



3.3 **12.3,**
12.5 **14.1**

73% reduction in landfilled waste intensity (managed hotels)*

62% reduction in landfilled waste intensity (all hotels)*

88% of portfolio participating in soap recycling, including 100% of North America hotels

Food waste reduction program established

Collaborating with WWF and the hotel industry to develop a standardized waste measurement methodology

Launched Hilton EventReady program globally, creating waste reduction standards for all Hilton meetings and events

RESPONSIBLE SOURCING



Making progress

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



12.2,
12.5,
12.6 **14.4,**
14.b

Partnering with our suppliers to improve access to certified sustainable products

58 hotels in 7 countries have achieved Marine Stewardship Council (MSC) and/or Aquaculture Stewardship Council (ASC) Chain of Custody certification for sustainable seafood

Cage-free eggs represent 86% of our egg volume in the U.S. and 66% in the U.K. and nine European countries, for our Luxury and Full Service managed hotels

* Significant improvements in environmental measures during 2020 are primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic.

Doubling our investment in social impact

HILTON'S 2030 GOALS

SDGs

PROGRESS TO DATE

INCLUSIVE GROWTH



On track

Double our investment in programs that contribute to sustainable solutions and economic opportunity for all (2017 baseline)

Double our sourcing spend from local, small and medium-sized enterprises and minority-owned suppliers for managed hotels and corporate offices (2017 baseline)

Double our investment in youth opportunity programs in countries with lowest youth wellbeing (2017 baseline)



1.1,
1.2



4.4,
4.5



8.b,
8.5,
8.6

Positively impacted nearly 11,500 refugees since 2015

Sourced from 2,700 women-, minority-, veteran-, disabled- and LGBTQ-owned businesses in 2020

50% of brands have at least one brand standard requiring local sourcing

Joined with Tent Partnership for Refugees and Human Rights Campaign to pledge to mentor LGBTQ refugees and asylum seekers

Continued to partner with organizations expanding opportunities for youth, including International Youth Foundation, Jobs for America's Graduates, and Springboard

HUMAN RIGHTS



On track

Embed human rights due diligence across our global operations and in our supply chain, and partner with suppliers to address any form of forced labor or trafficking

Create and partner with cross-industry networks to advance international human rights



8.7,
8.8

124,796 Team Members completed our anti-human trafficking training, including 71% of hotel leaders

Achieved 91% compliance with training in Risks of Modern Slavery in Labor Sourcing across Europe, Middle East and Africa (EMEA) hotels

100% of hotels mapped against human rights risks, and 100+ country-level human rights briefs and mitigation plans developed

Active collaboration with industry organizations and partners including It's a Penalty and ECPAT-USA

COMMUNITY SUPPORT AND DISASTER RESPONSE



On track

Contribute 10 million volunteer hours

Participate in food donation programs, where allowed by law (managed hotels)

Double our monetary response, empowerment efforts and investment in resiliency against natural disasters (2017 baseline)

Double Action Grants for hotel-led social and environmental impact projects in our communities

Promote environmental awareness and open our LightStay technology in school educational programs



1.1,
1.5



11.5



12.3

Awarded over \$1M in COVID-relief grants through the Hilton Effect Foundation, prioritizing organizations supporting marginalized communities

Partnered with American Express to donate up to one million free room nights to frontline medical professionals

Donated \$350,000 through the Hilton Effect Foundation to community organizations supporting natural disaster relief

Developed and implemented Disaster Response Playbook

1,612,920 hours volunteered since 2017, including 184,425 hours in 2020

All managed hotels in North America are required to have food donation programs in place

Hilton operates in some of the most beautiful destinations around the world, and we recognize our critical responsibility to protect our planet so that it remains healthy and vibrant for future generations. In spite of 2020's challenges, we remain fully committed to halving our environmental impact throughout our value chain.

ENVIRONMENTAL IMPACT

Fighting climate change

LEARN MORE
[Progress towards our 2030 Goals](#)

We are committed to leading the hospitality industry toward a zero-carbon economy and reducing our greenhouse gas emissions in line with climate science.

Our primary source of emissions is from the operation of our hotels. In 2020, we experienced a significant decrease in utility consumption across our global portfolio, primarily as a result of reduced occupancy and complete or partial temporary suspensions of properties. To reduce energy and carbon emissions in times of reduced occupancy, our hotels were encouraged to adopt operational best practices, such as partial building shut downs, variable plant load operation and implementation of enhanced building controls.

We recognize that the reductions achieved as a result of the pandemic are neither representative nor sustainable. As travel returns and our hotels reopen for business, we will continue our relentless focus on energy efficiency to reduce utility costs and greenhouse gas emissions from our hotels around the world.

Member of
Dow Jones Sustainability Indices
 Powered by the S&P Global CSA

Hilton was named the 2020 DJSI Global Industry Leader for the second consecutive year



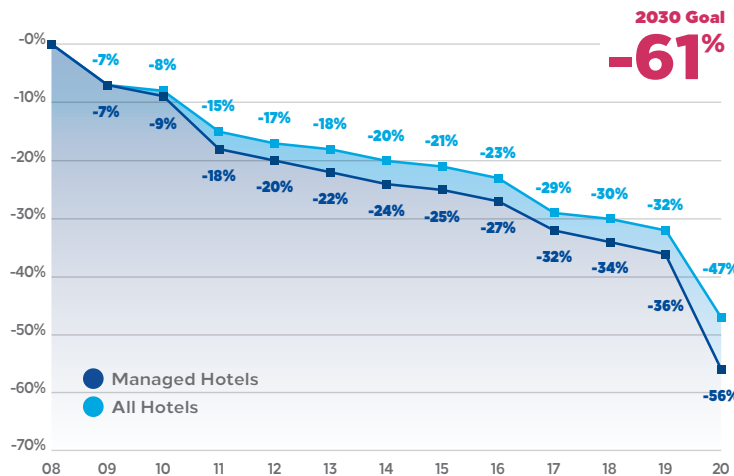
OUR SCIENCE-BASED TARGETS

We recognize climate change to be a critical threat to our planet, our communities and our business, and we've made combatting it a top business priority.

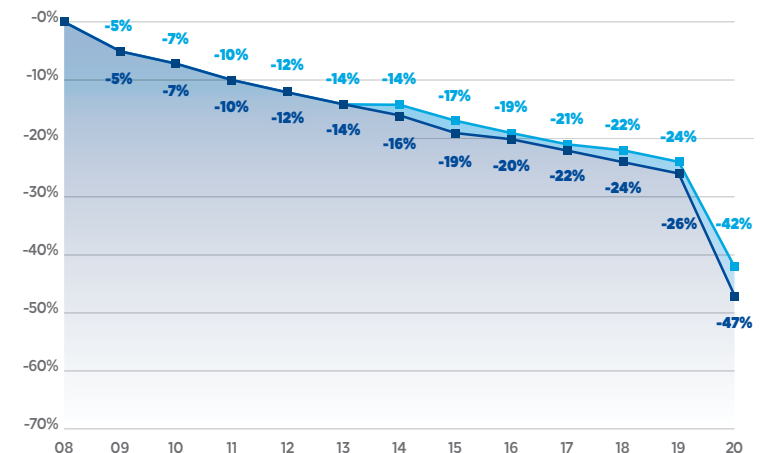
By 2030, we commit to:

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

Carbon reduction (MT CO₂e/m²)



Energy reduction (KWh/m²)



ENERGY AND CARBON

WATER

WASTE

RESPONSIBLE SOURCING

SPOTLIGHT



HILTON GARDEN INN FAROE ISLANDS [\[\]](#)

Discovering the Faroe Islands through a sustainable lens

When guests visit the new Hilton Garden Inn (HGI) in the remote Faroe Islands, it feels almost otherworldly. But what’s behind the scenes is just as impressive: the entire property was built with sustainability at its core. The hotel’s commitment to sustainability starts from the top: the roof is covered in grass, allowing for ultra-efficient insulation and a building that seamlessly blends into the local environment. Inside, ultra-efficient heating systems, including under floor heating, help keep guests warm and take into account occupancy levels to avoid heating unused spaces. Motion sensors on

water taps and motion-activated LED lighting further prevent energy waste. The hotel is powered by renewable energy from a local power plant that captures leftover energy from a range of industries, including turning waste from the Islands’ thriving salmon fishing industry. To help guests go green beyond the four walls of the hotel, the HGI Faroe Islands will be one of the first hotels on the island to offer electric vehicle charging stations. The result is a property with a minimal environmental footprint that embraces the archipelago’s own sustainable tourism strategy.


Increasing our use of renewable energy

In alignment with our science-based targets, in 2020 we took several steps to increase our sourcing of renewable energy at our hotels around the world. The majority of our managed hotels in the U.K., as well as our Watford and Glasgow corporate offices, began procuring 100 percent renewable electricity in 2020. Also starting in 2020, all of our managed hotels in the U.S. are encouraged to procure at least a portion of their electricity from renewable sources through our energy procurement services contract. We recognize that increasing access to affordable renewable energy will require governments to take swift action to implement ambitious emissions reduction plans. That is why in 2020 we joined more than 200 businesses and investors in calling on EU leaders to raise EU 2030 GHG emissions targets and endorse the ambitious goals set out in the European Green Deal.



Once completed, Hotel Marcel, Tapestry Collection by Hilton will be one of the first net-zero energy hotels in the U.S. [LEARN MORE](#) [\[\]](#)

100% 
of properties certified to ISO 14001 (Environmental Management) and ISO 50001 (Energy Management), the largest certified portfolio in the world

1,300 
hotels offering Electric Vehicle (EV) charging stations for guests

100% 
of Hilton’s corporate Scope 3 emissions from air travel and rental cars offset

Promoting low-carbon diets

In 2019, Hilton became the world’s first hotel company to sign the World Resource Institute’s Cool Food Pledge, committing to reduce food-related emissions. To achieve this we are taking steps to promote plant-based menu items, including in meetings and events.

OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:

<p>7 AFFORDABLE AND CLEAN ENERGY</p> 	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> 	<p>13 CLIMATE ACTION</p> 
<p>7.2, 7.3, 7.a</p>	<p>12.2</p>	<p>13.1, 13.3</p>

Embedding water stewardship throughout our global operations

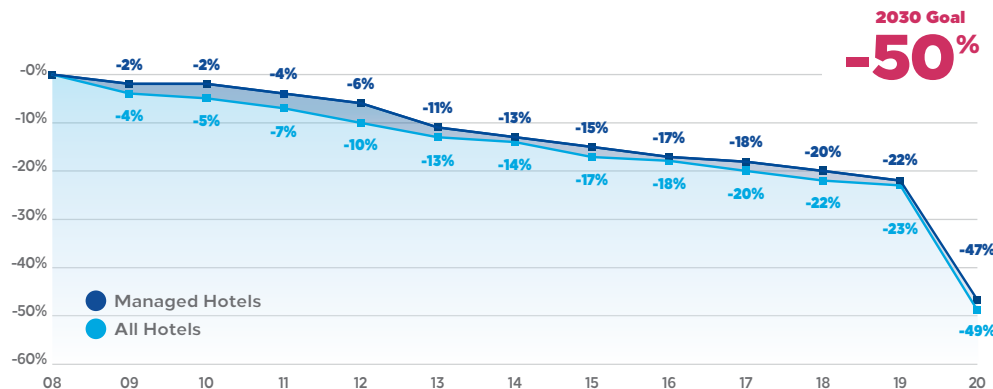
LEARN MORE
[Progress towards our 2030 Goals](#)

We are focused on driving holistic water stewardship across our value chain.

We are committed to working with our hotels, our suppliers and our community partners to improve water availability and quality in all of our locations around the world. Prior to 2020, we were behind target to hit our 2030 Goal to cut water consumption in our managed hotels by 50% per square meter. Our water reduction targets have proven to be more challenging to achieve than

our other environmental objectives. While 2020's significant reduction in global occupancy resulted in a corresponding drop in our water consumption, we recognize that we have work to do to ensure we will be on track to hit our 2030 Goals when occupancy levels return to normal. We are committed to implementing best-in-class solutions to ensure we can hit our targets.

Water reduction (liters/m²)



SPOTLIGHT



ROME CAVALIERI, A WALDORF ASTORIA HOTEL [↗](#)

Conserving water while maintaining the luxury experience

The team at Rome Cavalieri, A Waldorf Astoria Hotel is dedicated to providing guests with exceptional experiences that are both luxurious and sustainable. By optimizing the hotel's irrigation schedule and swimming pool water consumption, redeveloping the property's evaporative tower system, training housekeeping and kitchen teams to reduce water waste, and installing

low-flow dispensers on all taps and showerheads, the hotel's Engineering team reduced water consumption by 20% over three years. The hotel's commitment to sustainability extends well beyond water stewardship, and as a result of its holistic sustainability practices, the property was the first hotel in Rome to achieve the prestigious Green Key certification.



Through our partnership with the Student Conservation Association, the Hilton Effect Foundation is supporting conservation and educational efforts that contribute to protecting watersheds across the U.S.

SPOTLIGHT

Supporting water stewardship in South Africa

We invest in water stewardship projects in our communities experiencing elevated water risk. In 2020, the Hilton Effect Foundation partnered with World Wildlife Fund and the Wolseley Water Users Association to support the clearing of water-intensive invasive species in the Western Cape of South Africa. The Hilton Effect Foundation’s funding functioned as a seed for additional co-funding, enabling the project to clear a larger area than originally planned. This project has unique conservation value as it aims to reintroduce indigenous tree species that are

found in few other places, and through this project, unemployed community members have acquired course-oriented training, equipping them with skills and experience to be able to find employment in an area where employment is mostly seasonal due to the nature of the fruit and wine industries. In addition to supporting the local community through employment, this project also contributes to raising awareness among farmers and students about the benefits of planting trees and restoring the ecosystem.

Operational water efficiency

Our brand standards require water fixtures to meet local requirements for water efficiency and conservation, and we continually train our Team Members to take steps to save water. Many of our hotels in water stressed regions also use guest-facing messaging to encourage our guests to join us in conserving water. The reduction in occupancy due to COVID-19 enabled us to better understand where and how our hotels around the world are using water when our guest rooms and kitchens are closed. Through studying this year’s consumption patterns, we have determined that we need to focus on further reducing water use in landscaping and building operations, and in particular we are seeking opportunities to drive water efficiency and recycling in our HVAC systems and legionella control measures.

Contributing to collective action

We are committed to collective action around water stewardship, and we are proud to be members of the following collaborative efforts:

- Signatory to the CEO Water Mandate’s UN Water Action Platform to further our commitment to fighting the global water crisis
- Members of the California Water Action Collaborative and Ceres Connect the Dots Campaign

Understanding and addressing water risk

An effective water stewardship program must fully incorporate the contextual nature of water availability and quality. To understand our global water risk, we continually map all of our hotels against WWF’s Water Risk Filter and the WRI Aqueduct Water Risk Atlas. We use this mapping to analyze current and future water risks across our portfolio, and we have incorporated the results of this analysis into LightStay so that our hotels teams can understand and address water risks specific to their geolocation.



OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



6.2, 6.4, 6.6, 6.b 12.2

Preventing waste and driving towards a circular economy

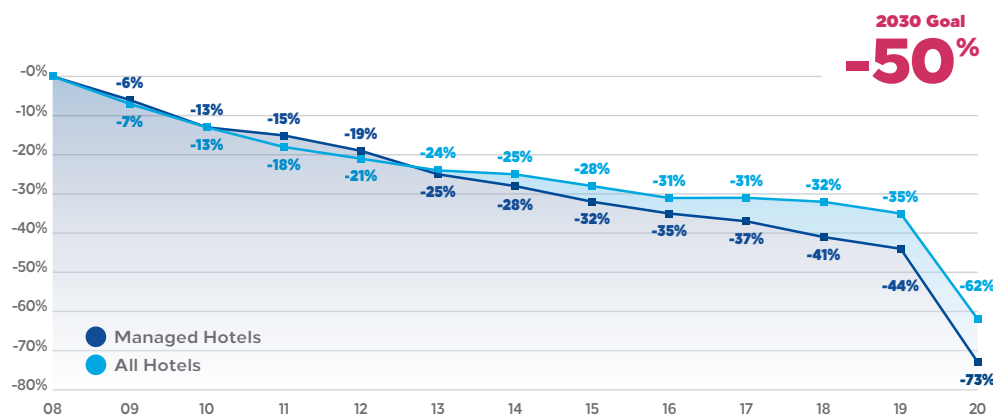
LEARN MORE
[Progress towards our 2030 Goals](#)

We are focused on reducing waste and employing a circular model across our value chain.

Our waste reduction strategy seeks to decrease the overall amount of waste produced in our hotels, while taking steps to divert remaining waste from landfill through donation, recycling, composting, energy from waste incineration and other opportunities. Waste is more closely linked to occupancy than

energy or water, and the amount of waste produced by our hotels decreased dramatically in 2020 due to the impacts of the pandemic. As we look to the future, we are working with our partners, including our waste haulers, suppliers and donation partners, to find innovative ways to continue to reduce waste.

Landfilled waste reduction (MT/m²)



Through a partnership with Open Kitchens UK, the team at the Hilton London Metropole provided 30,000 free nutritious meals to people in need across London. The meals were prepared using surplus produce that otherwise would have gone to waste.

[LEARN MORE](#)

Fighting food waste

The pandemic resulted in disruptions to food supply and a significant increase in global food insecurity, making fighting food waste both a business and moral imperative. We are committed to cutting our food waste by 50% by 2030, in alignment with SDG 12.3. To achieve this ambitious target, we are focused on driving a true culture shift in our hotels. We have deployed our comprehensive food waste reduction program to our hotels in the Americas, and we have piloted our food waste program in our Asia Pacific and EMEA regions. Our program, which leverages the Hotel Kitchen toolkit, guides hotels through

techniques for reducing food waste in every step of the Food & Beverage process: from purchasing and menu planning to donation of excess edible items and disposal of remaining inedible food. In 2020, we continued to improve our measurement capabilities around food waste, including partnering with WWF and our industry peers to develop a standardized waste measurement methodology for the hotel industry. Once finalized, this methodology will enable hotels around the world to better quantify food waste, in order to measure and report progress against reduction targets.

SPOTLIGHT



CANOPY BY HILTON AUSTIN DOWNTOWN

Solving for sustainable hydration

Hilton is focused on reducing our consumption of single-use water bottles by solving for sustainable hydration for all guests. Many of our hotels around the world have implemented sustainable hydration solutions such as reusable drinking vessels, refill stations and closed-loop bottling systems. We have also removed plastic water bottles from all meetings and events at managed hotels in Asia Pacific and EMEA regions.

All of our hotels are required to offer filtered water stations where water is potable, but we identified that implementation was inconsistent across some of our brands and regions. To solve for this, in 2020 we convened a cross-departmental working group focused on standardizing our hydration requirements and holistically addressing sustainable hydration across our global portfolio.

Addressing single-use plastics

We take the global issue of plastic pollution seriously as a threat to the communities, environments and destinations in which we operate. We also recognize that waste reduction is a critical focus for our guests. In 2020, we remained focused on reducing unnecessary single-use items in our hotels, including integrating comprehensive waste reduction guidance into our Hilton EventReady with CleanStay meeting and event offering. We continue to evaluate opportunities to reduce unnecessary single-use items. All of our hotels were required to remove plastic straws, stir sticks and cocktail picks in 2019, and we remain committed to continuing our transition from individual bath toiletries to full-size dispensers across our portfolio. The pandemic necessitated a delay in our deadline for implementing full-size bath dispensers. We are now aiming to achieve full roll out by mid-2023, although many of our hotels and brands are either already using full-size dispensers or planning to make this upgrade well ahead of this deadline.

34%  of waste diverted from landfill (managed hotels only)

1,400+  hotels globally have implemented composting programs

100%  of our hotels in North America participate in soap recycling



Through Hilton's partnership with [Clean the World](#) and other organizations, our soap has been recycled into more than 16 million new bars that have been donated to those in need around the world.

Saving lives by recycling soap

We are proud to have been the first hotel brand to make soap recycling a brand standard, and the first to set the commitment to send zero soap to landfill. We operate the largest soap recycling program in the hotel industry, with over 88% of our portfolio participating in soap recycling – including all hotels in the U.S. and Canada. Used soap from our guest rooms is collected by our housekeeping teams and sent to our soap recycling partners, including Clean the World, Soap Aid, Soap Cycling and Sundara, who sanitize the soap and turn it into new bars for donation. As of the end of 2020, we have recycled our soap into more than 16 million new bars that have been donated to those in need, diverting over 2.5 million pounds from landfill. The COVID-19 pandemic resulted in this program becoming more important in 2020 than ever before, and we are proud that our hotels around the world have continued to recycle soap-keeping waste from landfill and helping those who need it most.

OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:

<p>3 GOOD HEALTH AND WELL-BEING</p>  <p>3.3</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>  <p>12.3, 12.5</p>	<p>14 LIFE BELOW WATER</p>  <p>14.1</p>
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Amplifying our global impact through responsible sourcing



LEARN MORE
[Progress towards our 2030 Goals](#)

With global operations spanning 119 countries and territories, we recognize the immense economic, environmental and social impact we have through our supply chain.

We are focused on integrating leading environmental and social considerations into our sourcing practices. This includes increasing our sourcing of certified sustainable products, identifying and implementing services and technologies that contribute to our Travel with Purpose objectives, and working with our suppliers to improve their environmental and social practices in line with our own expectations.

Engaging with our supply chain

To achieve our responsible sourcing goals, we engage closely with our suppliers and encourage our business partners to adopt their own sustainable practices, including setting science-based carbon reduction targets and conducting human rights due diligence. All suppliers are encouraged to observe and abide by Hilton's [Responsible Sourcing Policy](#), which is included in all property contracts. In 2020, we entered into a partnership with EcoVadis to assess our suppliers' sustainability risk and performance.

SPOTLIGHT

Inspiring a sea change through sustainable seafood

Diners experiencing the Asian and European flavors on the menu at Hilton Singapore are finding another reason to savor it all: incredibly fresh seafood that's sustainably caught and farmed. In 2015, Hilton Singapore became the first hotel in Asia to achieve Marine Stewardship Council (MSC) and Aquaculture Stewardship Council (ASC) Chain of Custody certifications, meaning that seafood dishes identified with the respective ecolabels have been prepared with sustainable seafood sources. Prior to Hilton Singapore's Chain of Custody certifications, consumers in Singapore only had the option of purchasing MSC- and ASC-certified seafood produce and products at select supermarkets and seafood purveyors in the country. Today, the hotel's MSC and ASC certifications have helped raise awareness about sustainable seafood in the region



MSC-certified Rockling Fish dish at Opus Bar & Grill located at Hilton Singapore [↗](#)

and set a precedent for businesses beyond hospitality. In addition to its sustainable seafood efforts, the hotel is also in the process of reviewing its menu to procure more locally farmed items, to support local businesses and reduce the carbon footprint of ingredients.

Our commitment to sustainable seafood

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

58
hotels in



7
countries achieved MSC and/or ASC Chain of Custody certification

86%
U.S.



66%
U.K. & Europe*
eggs from cage-free sources by volume for Hilton-managed Full Service and Luxury hotels

* Data available for Austria, Belgium, France, Germany, Italy, Netherlands, Poland, Spain, Portugal, Turkey

Protecting animal welfare

Hilton strives to work towards the legal, ethical, humane treatment of animals across our value chain. Our approach to animal welfare is informed by the “Five Freedoms” of care and codified in our Animal Welfare Statement. We are signatories to the World Travel & Tourism Council’s Declaration on Illegal Trade in Wildlife, committing to not knowingly purchase, utilize or facilitate the sale of illegally harvested wildlife products.

We have also committed to source 100% of our shell, liquid and egg products across our global portfolio from cage-free sources by the end of 2025. To support this goal, we have distributed our Cage-Free Egg Policy to all of our hotels, in 18 native languages. In 2020, in spite of significant challenges to our business, we maintained our positive trajectory towards our 2025 cage-free egg ambition. We also improved the transparency and accuracy of our reporting by sharing our percentage of cage-free eggs by volume instead of by dollar spend. In the U.S., our largest market, 86% of our egg volume (82% shell, 88% liquid) was from cage-free sources at our Full Service and Luxury branded hotels. For the U.K. and nine countries in Europe, this figure is 66% (61% shell, 78% liquid). By spend, cage-free eggs represent 89% of our egg spend in the U.S. and 75% in the U.K. and Europe.

We continue to work towards our goal of sourcing gestation crate-free pork for our Luxury and Full Service hotels in the U.S. and Europe, but we face limited availability in our supply chain



THE HILTON SEYCHELLES LABRIZ RESORT & SPA [\[\]](#)

and inconsistent legal limits on how long sows are held in gestation crates. We continue to work with our pork suppliers to transition towards group-housed pork and gestation crate-free pork in these countries, and in additional markets as supply becomes available.

Across our entire supply chain, we are dedicated to transparently sharing our progress towards our animal welfare commitments as we work with our hotels and suppliers. We also continue to obtain guidance from NGOs and other external experts as we work towards our commitments.

OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



12.2, 12.5, 12.6



14.4, 14.b

The importance of engaging our local communities, supporting our Team Members, and promoting a culture of equity took on new meaning and new urgency in 2020. We took action to support our Team Members and our communities during this unprecedented year.



NICK LI, MANAGER OF SAFETY AND SECURITY AT HILTON CHENGDU, CHINA LEADS LOCAL VOLUNTEERING EFFORTS [\[LINK\]](#)

Supporting our Team Members in challenging times

Our industry faced unprecedented challenges throughout most of 2020. As Hilton shifted into crisis response mode, we made a commitment to do everything we could to put our Team Members first.

Supporting our Team Members through the COVID-19 crisis

In Hilton's 101-year history, there has never been an event more devastating to the hospitality industry than the COVID-19 crisis. When the pandemic slowed travel to a standstill, we took swift action to protect the core of our business. In April, we made the difficult decision to temporarily furlough a significant percentage of our hotel and corporate Team Members across all levels. We also temporarily reduced salaries for corporate employees and Executive Committee members, and eliminated our CEO's salary from April 2020 through year-end.

We prioritized supporting all our Team Members during this difficult year, including those who were personally impacted by COVID-19, as well as those who were furloughed, part of a workforce reduction, or who continued working through the crisis. We took steps to ensure the health and safety of our teams, improve access to online training materials, offer flexible working hours, reduce executive salaries to save jobs, provide resources for financial and mental wellbeing and expand our outplacement services. We also activated our Team Member Assistance Fund to financially support our Team Members and their families who were directly impacted by the virus.

TO SUPPORT OUR FURLOUGHED TEAM MEMBERS, WE:

- Continued to provide Hilton-sponsored healthcare coverage and a portion of pay
- Offered tailored learning and development curricula from eCornell and other leading institutions
- Maintained other Hilton benefits including access to our Team Member Assistance Fund, short-term disability, parental leave, life insurance, student loan refinancing, and Hilton University

We also created the Hilton Workforce Resource Center, a custom site used to connect Hilton Team Members to temporary and permanent job opportunities at organizations experiencing COVID-19 hiring surges. More than 150 organizations posted over one million jobs on the portal. This unprecedented demand is a testament to the power of our service culture and the value of our Team Members' hospitality skills.

“Never did we think our recruitment team would be placing Hilton Team Members elsewhere...[but] we knew that this was a moment where we had to be even more committed to our values.”



LAURA FUENTES

Executive Vice President and Chief Human Resources Officer

TEAM MEMBER SUPPORT

DIVERSITY AND INCLUSION

INCLUSIVE GROWTH

HUMAN RIGHTS

COMMUNITY SUPPORT

DISASTER RELIEF

Our approach to pandemic-related cuts

2020 tested our company’s resilience in ways we never could have predicted. Despite our best efforts, the financial impacts of the pandemic forced us to reduce our global corporate workforce by 30 percent. The decision to separate these Team Members was heart-wrenching. We sought to maintain transparency and provide support throughout this process, including providing severance pay, access to Hilton’s outplacement service, and extended access to Go Hilton travel discounts and Hilton Honors status. We hope our former Team Members will be able to return to the Hilton family, and all of our alumni will receive an expedited recruitment process when we are able to rebuild our workforce.

Expansion of our Team Member Assistance Fund

No one should face a disaster alone. Since 2016, we have partnered with Global Impact to implement our Team Member Assistance Fund (TMAF), which provides monetary support to our managed and franchised hotel and corporate Team Members impacted by disaster and hardship. In 2020, we:

- Distributed nearly \$500,000 to more than 130 Team Members and their families to help cover medical expenses, groceries, and child or elder care for those who contracted the COVID-19 virus.
- Activated the TMAF for Team Members to make monetary and Hilton Honors Points donations to support their Hilton colleagues directly impacted by COVID-19.
- Supported Team Members who faced other disasters and personal hardships throughout the year, including those impacted by the Beirut Port Explosion, Malaysia flooding, U.S. West Coast wildfires, and the multiple severe hurricanes that struck countries along the Atlantic Ocean.

Protecting physical and mental health

When the virus struck, we acted immediately to ensure the safety and wellbeing of our Team Members around the world by implementing our Hilton CleanStay health and safety protocols, creating social distancing guidelines and signage, and providing PPE. We also provided job stability for those who were diagnosed or needed to quarantine.

In addition to physical health and safety, we took steps to protect our Team Members’ mental health by offering mental health resources, maintaining consistent, open communication from our leaders, and operating with transparency during this challenging time.

Supporting learning and development

All of our Team Members deserve a development path that enables them to thrive, even during the most difficult of times. Through Hilton University, our Team Members around the world can access over 25,000 courses and pursue job certifications across a number of areas. We believe everyone at Hilton is a leader, which is why all Team Members also have access to the Lead@Hilton leadership development platform, which includes content from best-in-class partners like eCornell and Harvard. In 2020, Hilton Team Members completed an average of nearly 40 hours of training per person. We also support our employees seeking education outside of Hilton, providing assistance to Team Members earning their GED, completing a college degree or pursuing a graduate certificate.



1m

job opportunities posted on the Hilton Workforce Resource Center



\$500k

distributed to Team Members to support expenses related to contracting the virus



\$26m

accessed by Team Members without penalty through the 401K Cares Act



40+

hours of learning undertaken on average per Team Member in 2020



HILTON BALTIMORE BWI AIRPORT

Building a diverse and inclusive workplace



LEARN MORE
[Our Diversity & Inclusion programs](#)

We are committed to creating a diverse, equitable and inclusive environment for all our Team Members and guests.

91%



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

100%



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

100%



rating on the Human Rights Campaign's Corporate Equality Index for the seventh year in a row

From holding our business accountable for making progress on diversity representation at all levels, training our staff in unconscious bias awareness, and investing in partnerships that contribute to a more equitable society, we're taking steps to ensure a welcoming environment in our hotels and offices around the world.

Our diversity & inclusion commitments

We are committed to creating an environment where every Team Member can thrive. As part of this commitment, our goal is to achieve global gender parity and 25% U.S. ethnic representation at our corporate leadership levels by the end of 2027.

A portion of Hilton leadership's annual compensation is tied to continued progress and achievement of our Diversity commitments.

Partnering to drive systemic change

By supporting organizations that are at the front lines of the fight for racial justice, we're embracing additional ways to stand up against systemic racism. We're proud to support NAACP's Empowerment Program, which helps advance equal rights. We've also partnered with the National Urban League to support their Workforce Development Program, which connects individuals to career development opportunities. Our efforts are further supported through our partnerships with organizations such as DiversityInc and Great Place to Work, which provide benchmarking and best practices to help drive our progress. This year our eight Team Member Resource Groups focused on virtual activations to deepen community, increase awareness and drive allyship. These groups support business initiatives ranging from business insights to recruiting efforts.

SPOTLIGHT



COURAGEOUS conversations

PRESENTED BY HILTON
 DIVERSITY & INCLUSION TEAM

Engaging in courageous conversations

Speaking out starts at the top. That's the idea behind Hilton's new virtual learning series that tackles critical topics including systemic racism, privilege, allyship and women leaving the workplace. The one-on-one live conversations with our most senior company leaders, including our CEO, focused on transparency around difficult topics. The accompanying workshops are a safe space for Team Members to create their own personal reflection plan and speak out while driving awareness to the need for lasting change.

“At Hilton, we are focused on investing in our diverse talent and providing a clearly defined path to growth. We have set diversity commitments to hold our leaders accountable and create a great place to work for all, and we are increasing the visibility of diverse talent, expanding networking opportunities and building allyship as part of our hospitality family. This is a time of real change, and we’re committed to taking the steps to create a diverse, equitable and inclusive workplace for all of our Team Members.”



DESHAUN WISE PORTER
Vice President Diversity, Inclusion and Recognition

Setting industry standards

This year, we were proud to contribute to and support the launch of the World Travel & Tourism Council’s (WTTC’s) new high-level guidelines for inclusion and diversity in the travel and tourism sector. The guidelines, which were compiled based on some of Hilton’s insights and frameworks, seek to support businesses of all sizes and provide an inclusive work environment for all employees.



We were proud to be ranked #2 on the 2020 DiversityInc Top 50 Companies for Diversity List



In 2020, we joined with the Tent Partnership for Refugees and Human Rights Campaign to pledge to mentor LGBTQ refugees and asylum seekers



100% rating on the Human Rights Campaign’s Corporate Equality Index for seven years in a row



#1 IN THE U.S.



#3 IN THE WORLD

Named the #1 Best Workplace for Women in the U.S. by Fortune and Great Place to Work



EMEA Women in Engineering Program

Women at Hilton

Women account for nearly half of all Hilton employees globally and more than half in the U.S. To empower and support our employees, we continue to invest in family-friendly benefits which are even more important in the wake of the pandemic. We are proud to offer industry-leading paid parental leave and adoption benefits. In 2020, Hilton ranked #1 on the Best Workplaces™ for Women U.S. list by Fortune and Great Place to Work for the second year in a row. Women at Hilton represent:

- 37% of corporate leadership (Senior Director and higher)
- 22% of hotel leadership (General Managers and Hotel Managers at managed hotels)
- 44% of our Board of Directors (non-management directors)

Since 2015 Hilton’s internal Women in Engineering program has supported female hotel engineers in the EMEA region. This year, 80 participants continued to virtually gather to support and mentor one another, sharing opportunities and best practices to raise their profile throughout our company. Additionally, our Women’s Team Member Resource Group includes a sub-group focused on supporting Women in Tech.

OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:

5.1, 5.5

10.2, 10.3

Contributing to economic opportunity for all

LEARN MORE
[Progress towards our 2030 Goals](#)

We believe economic growth should create opportunities for all, which is why we are focused on building partnerships that foster inclusive growth across our value chain.

This year’s events put the importance of equitable growth on the world stage. At Hilton, we have always believed that economic growth should be inclusive, and even during a tremendously challenging year, we took steps to create opportunities in the communities we serve. While many of our in-person training programs were temporarily paused, we pivoted to focus on long-term investments with partners that are working to empower youth, minority populations and those living in underserved communities. We also continued to invest in an inclusive supply chain through our award-winning Supplier Diversity Program.

The Hilton Effect Foundation's support of BCAGlobal empowers BIPOC communities in New York to drive a mindful approach to food, race and social justice, coupled with practical skills in the hospitality and culinary industries.

Supporting and empowering future talent

We’re dedicated to fostering inclusive growth in the communities in which we operate. We’re strengthening key partnerships with nonprofits that do the critical work of empowering youth and others living in underserved communities. At Hilton, we know that long-term investments bring lasting change.



Hilton and the Hilton Effect Foundation invest in organizations supporting young people with the development of soft skills and hospitality experience. Some of our partners include:



INTERNATIONAL YOUTH FOUNDATION
 The Hilton Effect Foundation’s signature social impact partner prioritizes equipping youth with the life skills they need to succeed in future hospitality careers. Hilton has partnered with IYF for eight years and has had great success creating opportunities for youth around the globe.



URBAN ALLIANCE
 Hilton and the Hilton Effect Foundation fund high school hospitality internships in the Northern Virginia region through this partner, supporting their mission to build a diverse next-generation workforce by providing job skills training, mentoring, and paid internships.



JOBS FOR AMERICA’S GRADUATES
 Our corporate partner is dedicated to lowering dropout rates among young people in America. Through our partnership, JAG students are exposed to opportunities in the hospitality industry.



KARI FOUNDATION
 Our support of the Indigenous Employment Pathways Program will help empower and support Aboriginal young people in Australia to obtain employment for long-term success.



FOXES ACADEMY
 Our partner helps adults in the UK living with disabilities prepare for job opportunities in the hospitality sector. Foxes Academy graduates have become an important source for talent in our EMEA hotels, and excel in roles throughout our properties.



MY BLOCK MY HOOD MY CITY
 Through a 2020 Hilton Effect Grant, we are supporting the expansion of youth engagement programs for black and brown youth from underserved communities across Chicago to help them explore potential career paths, including those in the hospitality industry.

SPOTLIGHT



HILTON BALI RESORT [🔗](#)

Investing in local sourcing

Hilton properties around the world are taking steps to invest in their local communities, including through local sourcing. The Hilton Bali Resort Food & Beverage team started a “Know Thy Neighbor” project to work with more local area vendors to provide more of the hotel’s offerings while supporting small, local enterprises and ensuring sustainable growth. Guests can take home a collection of organic salts from the island, sip tea with honey from local farmers, snack on organic fruit and eat sustainably-caught local seafood. As part of the program, even some of the restaurant’s chinaware was specially co-designed by the chefs, local designers and craftsmen.



The grand prize-winning team of the She Has a Deal hotel investment pitch competition was Team Datcher, made up of Cornell University Baker Program in Real Estate graduates Joanne Angbazo, Kristen Collins and Lera Covington. Datcher was awarded \$50,000 in deal equity for their Detroit boutique hotel.

Advancing women hoteliers

This year, Hilton launched a partnership with She Has a Deal, a nonprofit focused on creating hotel ownership pathways for women in a traditionally male-dominated industry through year-round education, networking and mentorship. As part of this effort, Hilton sponsored the organization’s inaugural hotel investment competition, which awards \$50,000 in deal equity to its grand prize winners. In the competition, which took place virtually and in-person at Hilton’s Innovation Gallery in McLean, Virginia, teams of women who are all early in their

hospitality ownership careers, pitched their strategic hotel projects to industry experts and investors, including Hilton development leads. The top prize was taken home by Team Datcher, a group of Cornell University graduates, who pitched an 80-room Detroit boutique hotel, which will be adapted from a vintage bank building.

Building a diverse supply chain

Through our award-winning Supplier Diversity Program, we engage, support and create business opportunities in our communities by partnering with suppliers whose culture and values align with our own. Since our program’s inception nearly a decade ago, we have cultivated relationships with over 4,900 women-, minority-, Veteran-, LGBTQ-, persons with disability-owned and small businesses in the U.S. In 2020 we sourced from 2,700 Supplier Diversity Program partners, accounting for over \$266 million of our supplier spend. Learn more about our Supplier Diversity Program in our [2020 Supplier Diversity Report](#).



We were proud to be named #1 on DiversityInc’s Top Companies for Supplier Diversity list in 2020.

OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



1.1, 1.2



4.4, 4.5



8.b, 8.5, 8.6

Promoting universal respect for human rights



LEARN MORE
[Progress towards our 2030 Goals](#)

As a business of people serving people, respecting human rights is core to our mission.

Our human rights strategy is informed by the UN Guiding Principles for Business and Human Rights. Our commitments and expectations are established in our [Code of Conduct](#), [Human Rights Principles](#) and [Responsible Sourcing Policy](#), and include the prohibition of forced labor, bonded labor, child labor, slave labor, human trafficking and recruitment fees. Our policies also prohibit any Hilton property, product or service from being used in any manner that supports or enables any form of abuse or exploitation.

This year we focused on solidifying our interventions, adapting, and collaborating with nonprofits, advocates and activists around the world to strengthen our human rights approach. We have also continued to prioritize understanding and mitigating human rights risks throughout our operations and supply chain. We continued to collaborate across the hospitality industry through organizations such as the Sustainable

Hospitality Alliance, including contributing to the development of a new guidance tool to support fair recruitment and employment in the Qatar hospitality sector.

Addressing risks in our operations

We recognize the risk that hotels around the world may be used by traffickers for commercial sexual exploitation. To mitigate this risk, we are focused on educating stakeholders, maintaining updated policies and collaborating with leading organizations. Since 2011, we have remained proud signatories to the ECPAT Tourism Child-Protection Code of Conduct, and all of our hotel-based Team Members are required to complete ECPAT's anti-human trafficking training on an annual basis, per our global brand standards. We measure compliance with this requirement through our Hilton University learning system,

and through our Quality Assurance (QA) program. We are working with our Learning & Development, Compliance and QA teams to improve our management and tracking of this training requirement.

All Team Members are encouraged to report potential human rights recruitment issues and signs of trafficking, directly to hotel management or anonymously through the [Hilton Hotline](#).

Managing supply chain risk

Our [Responsible Sourcing Policy](#) outlines the standards required of Hilton suppliers. Suppliers are required to have appropriate management systems in place to comply with this policy. Based upon spend and identified regional risks, we require certain suppliers in our EMEA region to undergo enhanced due diligence and compliance checks, including initial screening on human rights, before the agencies are placed on a regional list of preferred suppliers. We are also actively implementing the EcoVadis platform to further inform our supplier risk assessments and vetting processes.

Our data-centered approach

We continuously map all of our operating hotels against external human risk indices that inform us on both operational and sourcing risks. In 2020, we further enhanced our data analytics to support victim-centered anti-exploitation efforts in the U.S.

124,796 

Team Members completed our online anti-human trafficking training

71% 

of hotels leaders trained in anti-human trafficking

100% 

of hotels mapped for human rights risks

5,000+ 

procurement Team Members trained in Key Risks of Modern Slavery in Labor Sourcing

SPOTLIGHT

Raising awareness to fight human trafficking

Michelle Gehman, General Manager of the Hilton Garden Inn Lancaster, Pennsylvania, became passionate about fighting human trafficking after attending an event where she heard trafficking victims' stories firsthand. Michelle is the president of the local hotelier association and she was inspired to organize a Stand Up to Human Trafficking Day. The event brought more than 25 local hoteliers together for a virtual and in-person training to educate hotel leaders on the signs of human trafficking, and how hotel teams can help combat trafficking in the local community.

Michelle found that the local hotel community did not realize how prevalent human trafficking is today, and the event was very eye-opening for the participants. By educating fellow hoteliers, this close-knit group of businesses is now better prepared to stand up to human trafficking in the local community. The group has continued to meet virtually and they plan to continue educational and community outreach activities moving forward to work towards their collective goal of ending human trafficking in Lancaster County.

“Everyone at a hotel, no matter what your role is, can potentially make a difference in fighting human trafficking. By one kind act toward another human being, together we can make the world a better place for future generations.”



MICHELLE GEHMAN
General Manager
Hilton Garden Inn, Lancaster, PA

Hilton partnered with It's a Penalty to train our hotel teams and raise awareness among guests to fight human trafficking around Super Bowl LIV in Miami, Florida and Super Bowl LV in Tampa, Florida



Collaborating towards change

We invest in community partners that are advancing human rights for all. Some of our valued partners include:



Vital Voices (U.S.):
Our decade-long partnership with Vital Voices, a non-profit that invests in women leaders, allows us to bring meaningful change to ending human trafficking around the world. Through the Global Freedom Exchange (GFE), a leadership program Hilton co-created with Vital Voices, we work to support leaders working on the frontlines of global trafficking initiatives. In light of the pandemic, many of our GFE fellows are reporting increasing rates of violence and exploitation in the areas they serve, which makes the call to address trafficking and violence even more urgent.



Lligam (Spain):
With some women and children unable to escape domestic violence during the pandemic, the Spain-based nonprofit is focused on supporting victims' economic independence and is a longtime partner of Hilton Barcelona. Through support from the Hilton Effect Foundation, Lligam is able to help survivors of domestic violence obtain safe housing, legal guidance, work skills and soft-skills training.



It's a Penalty (U.S.):
During the 2020 Super Bowl in Miami, we partnered with It's a Penalty to educate our Team Members and guests at all of our hotels in the greater Miami area on recognizing and reporting human trafficking. We also supported the organization's launch of their "What is Human Trafficking" film, which addresses the misconceptions and the realities of human trafficking and exploitation, and prepared for activations around major 2021 sporting events including the Super Bowl LV in Tampa, Florida.

OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



8.7, 8.8

Supporting our global communities



LEARN MORE
[Progress towards our 2030 Goals](#)

As stewards of the destinations in which we operate, we are committed to leveraging our skills and global footprint to contribute to community growth and resilience.


Hilton has a history of prioritizing the wellbeing of the communities in which we operate, directly investing our skills and support to build communities' resilience and growth. Every day, our Team Members around the world extend their hospitality beyond the walls of our hotels through our Travel with Purpose programs and initiatives. We saw an outpouring of community support from our Team Members when the COVID-19 pandemic hit, and we witnessed countless acts of service to support the most vulnerable populations and those severely impacted in our local communities. From making masks to producing meals for those in need, our Team Members leveraged their skills to volunteer in this time of need.

One Million Rooms: responding to a global pandemic

In spring 2020, Hilton and American Express partnered to donate up to one million free room nights to medical professionals on the front lines of fighting COVID-19. Over the course of this program, Hilton and its owners made rooms available across 3,000 hotels, providing free housing to tens of thousands of medical professionals. The hospitality provided by our incredible Team Members gave these doctors, nurses, EMTs, paramedics, and other frontline medical staff a clean place to safely sleep, recharge, and isolate from their families.

To further extend our hospitality to frontline workers, we expanded our One Million Rooms program to provide



Hilton and American Express partnered to donate up to one million free room nights to frontline medical professionals. [LEARN MORE](#) 

healthy, freshly prepared meals through a partnership with José Andrés' World Central Kitchen (WCK). The program with WCK not only provided fresh meals to frontline heroes staying in our hotels, but it also helped support

restaurant owners and their employees who may have previously been out of work. The partnership delivered nearly 30,000 free meals to frontline heroes staying at our hotels.

2020 Hilton Effect Foundation Grantees

Recognizing the severe impact the pandemic had on marginalized communities, the Hilton Effect Foundation awarded 23 Hilton Effect Grants to organizations addressing some of the most urgent humanitarian needs: food security, sanitation/hygiene, economic security, and clean air and water. Consistent with Hilton’s commitment to respecting human rights, driving racial equality and promoting inclusive growth for all, the Foundation prioritized organizations addressing these needs, while also directly supporting minority populations and other vulnerable communities that have been disproportionately impacted by the pandemic. Through these grants and other donations made in 2020, the Foundation awarded more than \$1 million in COVID-19 community response efforts.

In 2020, the Hilton Effect Foundation awarded 23 grants to organizations driving inclusive pandemic recovery and community resiliency



Grantee Love Beyond Walls is providing portable hand washing stations with clean water and soap to give people experiencing homelessness access to hand washing during the COVID-19 pandemic.

HILTON AND THE HILTON EFFECT FOUNDATION'S 2020 CHARITABLE CONTRIBUTIONS



\$3.8m
Monetary gifts



\$19.6m
In-kind donations



\$5m
Volunteer time equivalent*



\$28.5m
Total charitable giving

*Based on Independent Sector Value of Volunteer Time calculator. [\[L\]](#)

SPOTLIGHT

Leveraging unique skills to volunteer during a pandemic

Our Hilton Reservation and Customer Care (HRCC) Team Members partnered with Meals on Wheels to provide some Hilton Hospitality during this time of limited in-person connection. 60% of Meals on Wheels recipients are seniors who live alone, and their delivery is often the only personal contact they have each day. With volunteers no longer able to deliver groceries in person, that connection was at risk of being lost. Through our partnership, over 100 Hilton Team Members volunteered almost 500 hours, leveraging their customer service skills to provide over 9,000 friendly phone calls - fostering connections with seniors in need of a little hospitality. Hilton continues to expand our skills-based volunteering programs to enable our Team Members to give back to our communities in the ways that will be most beneficial.



In 2020, Hilton Corporate Team Members across the U.S. participated in an at-home, socially-distant volunteer event, packing 15,000 hygiene kits that were donated to our local communities in Northern Virginia, Memphis and Dallas.

Team Member volunteering

The challenges of this year required us to rethink our usual in-person volunteering programs, but as always, our Team Members rose to the challenge. This year Hilton corporate and our hotels around the world primarily contributed to our local communities through in-kind donations of food, accommodations and supplies. We also encouraged skills-based volunteering by providing guidance tools

for Team Members and establishing remote volunteering programs with select NGOs. Where possible, our hotel teams continued to spread the light and warmth of hospitality through responsible in-person volunteering. Given the challenges, including our significantly reduced global workforce, we are incredibly proud of the number of volunteer hours our Team Members recorded this year.



*Based on Independent Sector Value of Volunteer Time calculator. [↗](#)



During the pandemic, the Hotel Maya - a DoubleTree Hotel in Long Beach, California housed frontline workers and provided free meals through World Central Kitchen. [↗](#)

OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



Responding in times of disaster

LEARN MORE
[Progress towards our 2030 Goals](#)

Hilton and the Hilton Effect Foundation invest in short-term relief and long-term resiliency efforts to support communities impacted by disasters.

This year, Hilton continued to respond to natural and manmade disasters in spite of the barriers of the pandemic. Through quick response and strategic partnerships, Hilton and the Hilton Effect Foundation were able to support our communities impacted by disaster and hardship throughout the year. In 2020, we responded to disasters across the globe, including Australian bushfires, Hurricane Eta, Hurricane Laura, Typhoon Ulysses and the West Coast wildfires, as well as the Beirut Port Explosion.

Disaster Response Playbook

This year, we developed and implemented a Playbook to ensure we are prepared to support our Team Members and communities when disaster strikes.

Our new Disaster Evaluation Scorecard uses a five-point scale across 10+ qualifiers to fairly and objectively determine Hilton's community response efforts when disaster strikes. There are three categories for disaster response, determined by the Disaster

Evaluation Scorecard. Each category of response requires Hilton to take action to ensure our Team Members and community members are supported to the best of our ability.

LEARN MORE
[About our Disaster response campaigns](#)

SPOTLIGHT



Responding to the Beirut Port Explosion

On August 4th, 2020 two major explosions near Beirut's port leveled buildings, killed hundreds and injured thousands. Within hours, we were able to support our Hilton Team Members through our Team Member Assistance Fund. We also began working quickly to support World Central Kitchen's efforts to feed the impacted communities.



OUR DISASTER PLAYBOOK OUTLINES HOW WE:

Support emergency preparedness before disaster strikes



Provide immediate aid in the aftermath of a disaster to our impacted Team Members



Partner work with partners and local NGOs to deploy emergency response teams to our communities when appropriate



Rebuild engage in long-term rebuilding and resiliency efforts to disaster-stricken communities

OUR EFFORTS CONTRIBUTE TO THE FOLLOWING SUSTAINABLE DEVELOPMENT GOALS:



11.5

Hilton's robust corporate governance structure is designed to ensure the success and longevity of our business. We hold ourselves and our partners to the highest standards and Hilton's Values guide our approach to ethical business practices, risk management, and public policy and advocacy.

GOVERNANCE

Corporate governance and ESG oversight

Board composition and independence

Our Board oversees our company and conducts its business through meetings and its three standing committees: the Audit Committee; the Compensation Committee; and the Nominating & ESG Committee. Our Board has a majority of independent directors, and all of our Board's committees are fully independent. The only executive member of our Board is our CEO Christopher J. Nassetta.

Our Board's lead independent director serves as a liaison between the CEO and independent and non-management directors, including advising as to the scope and production of Board materials, managing our Board's self-evaluation process, providing input on meeting agendas, chairing executive sessions of independent directors, monitoring communications between stockholders and our board, and consulting on corporate governance matters.

The Board conducts annual self-evaluations to determine whether it and its committees are functioning effectively as required by applicable law and the rules of the New York Stock Exchange (NYSE). The Board also periodically considers the mix of skills and experience that directors bring to the Board to assess whether the Board has the necessary tools to perform its oversight function effectively. Each committee conducts an annual self-evaluation that compares the performance of the committee with the requirements of its written charter, and the committees report the results of these assessments to the Board.

Further information on our Board composition can be found in the Governance section of our [2021 Proxy Statement](#) and in our [Corporate Governance Guidelines](#).

“Hilton is committed to creating long-term value for our business and our stakeholders through ESG practices that minimize our environmental impact and promote the wellbeing and prosperity of our Team Members and our communities.”

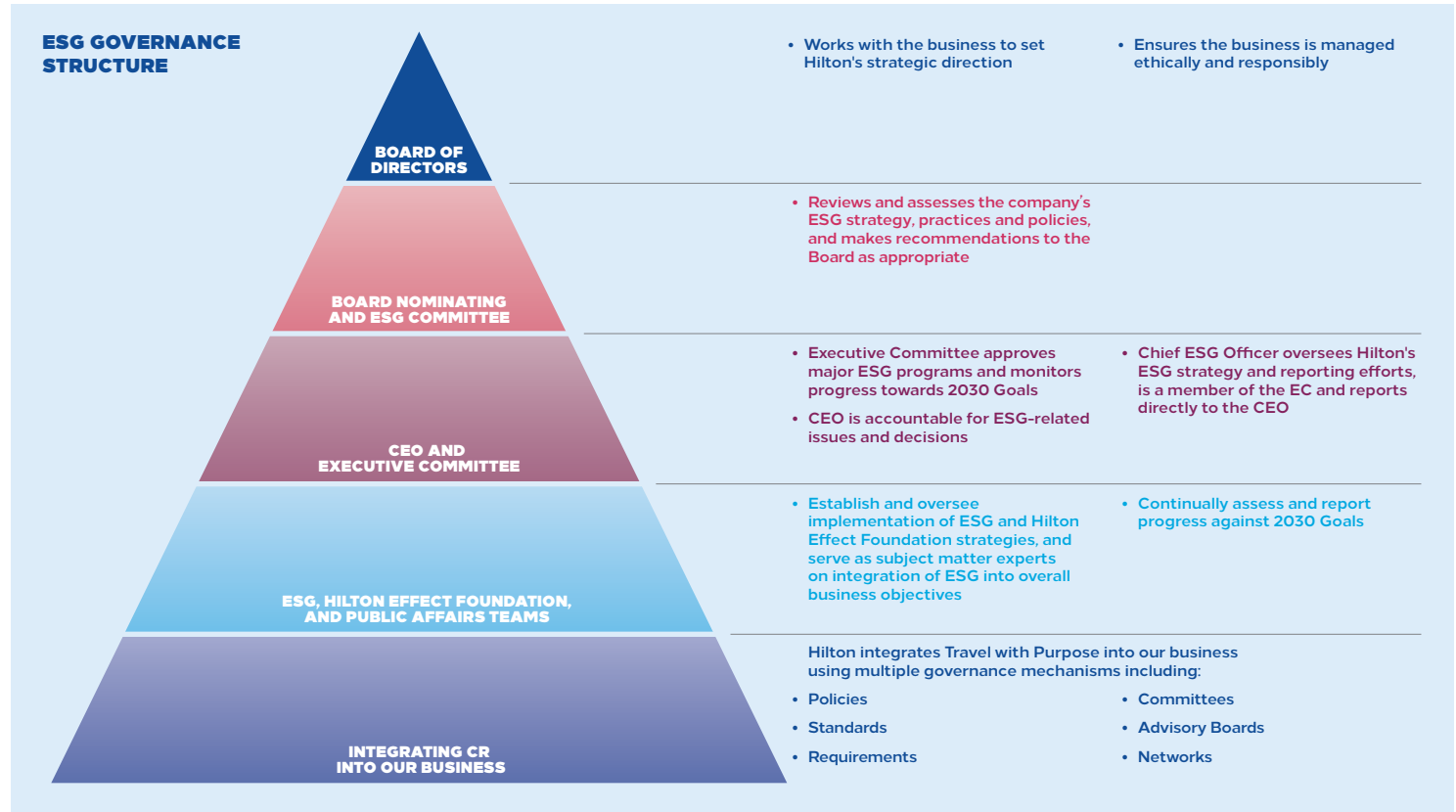


KRISTIN CAMPBELL
General Counsel &
Chief ESG Officer



One of our newest brands, Motto by Hilton offers a social common space and flexible and efficient rooms with a small environmental footprint. [🔗](#)

Our ESG efforts are supported by a robust governance structure, designed to ensure our objectives are fully embedded in our business priorities as we work towards our 2030 Goals.



INTEGRATING TRAVEL WITH PURPOSE INTO OUR BUSINESS

POLICIES AND BRAND REQUIREMENTS:

Policies
Our policy statements govern our ESG programs and establish our expectations for Team Members and business partners

Read our policies on our [ESG website](#)

Brand Standards
Our Brand Standards establish requirements for our hotels, including franchises; ESG-related requirements include use of LightStay, completing anti-trafficking training, recycling soap, purchasing locally sourced products and protecting endangered species

COMMITTEES AND NETWORKS:

Hilton Effect Foundation Board & Advisory Committee
Hilton's Executive Committee is the HEF Board. The Advisory Committee is composed of leaders across the business nominated by EC members to provide input on the alignment of Hilton's philanthropic efforts with business priorities

Responsible Sourcing Advisory Board
Leaders across the global Hilton Supply Management and ESG functions, responsible for implementing Hilton's responsible sourcing objectives

ISO Governance Committee
Hilton leaders across our ESG, Engineering, Operations, Brand and Internal Audit departments, responsible for overseeing global adherence to ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and ISO 50001 (Energy Management)

Travel with Purpose Champions Network
Network of more than 1,250 hotel and corporate office leaders that guide Hilton's ESG strategy and strategic implementation

A culture of integrity

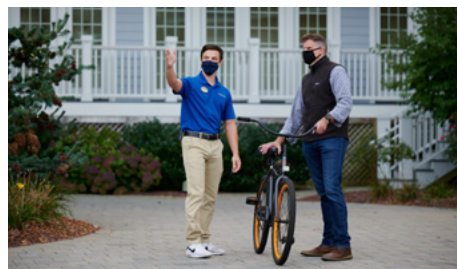
We are committed to maintaining the highest ethical standards in the hospitality business, acting with integrity, and conducting our business in compliance with the law.

Our ethics and compliance program is a core underpinning of our entire organization. Our [Code of Conduct](#) is applicable to all Team Members, officers, and directors of Hilton and to the Team Members of all hotels owned, operated or managed by Hilton. Our Code is intended to define our responsibilities to our stakeholders and guide our decision-making. All Team Members must complete training on the Code of Conduct and must adhere to following its principles and policies.

Team Members are expected to report suspected misconduct and are encouraged to do so through the [Hilton Hotline](#), which is available online and by telephone 24 hours a day, 7 days a week. The Hotline is run by an independent company. Reports are anonymous unless otherwise required by law. Hilton takes steps to protect the confidentiality of anyone who makes a good faith report of an actual or suspected violation to the extent

reasonably possible. Any alleged failures to comply with the Code of Conduct are investigated and disciplinary action is taken as appropriate, up to and including termination.

Hilton was named to Ethisphere's Most Ethical Companies in the World list for the third consecutive year in 2020. Hilton is also a member of the Ethisphere Institute's Business Ethics Leadership Alliance, a global community of companies who recognize the inherent value of ethical leadership and who are working together to elevate performance through progressive values and purpose.



MADISON BEACH HOTEL, CURIO COLLECTION BY HILTON [↗](#)

Anti-corruption and bribery

Our Code of Conduct explicitly prohibits bribery and corruption, and our Anti-Corruption Policy provides our Team Members with additional detailed guidance regarding the requirements of anti-bribery laws applicable to Hilton, bribery risk areas specific to Hilton business activities and the responsibilities of Team Members to prevent and report potential bribery. Our Group Finance, Legal Compliance, Internal Audit and Risk functions oversee compliance with our anti-corruption and bribery standards, including monitoring and investigating Hilton Hotline matters. Additionally, risk-based Internal Audits and other related governance activities are performed at hotels and corporate offices in the United States, Asia Pacific, Europe, the Middle East & Africa. Additionally, we conduct background checks on all prospective partners.

All Corporate Team Members, General Managers and senior Team Members are expected to actively support anti-corruption policies and practices at corporate offices and properties globally. Certifications of compliance with the Code of Conduct are obtained from all locations annually.

Hilton Values

Our vision is to fulfill our founder Conrad Hilton's ambition "to fill the earth with the light and warmth of hospitality," and all of our Team Members are expected to always act in a manner that is consistent with Hilton's values.

Hospitality

We are passionate about delivering exceptional guest experiences.

Integrity

We do the right thing, all the time.

Leadership

We are leaders in our industry and in our communities.

Teamwork

We are team players in everything we do.

Ownership

We are owners of our actions and decisions.

Now

We operate with a sense of urgency and discipline.

Evaluating and managing risk

Managing risk across our business

The Board of Directors has overall responsibility for risk oversight, which includes understanding (1) material risks, (2) management steps to address these risks and (3) appropriate levels of risk for our company. As part of regular Board and committee meetings, the Board of Directors is responsible for general oversight of Executives' management of risks relevant to Hilton.

The Audit Committee assists the Board in fulfilling its risk oversight responsibilities by regularly reviewing our accounting, reporting and financial practices, including the integrity of our financial statements, the oversight of administrative and financial controls, our compliance with legal and regulatory requirements and our enterprise risk management program. Our Chief Accounting & Risk Officer updates the Audit Committee on a quarterly basis and the full Board on an annual basis and as needed.

The Compensation Committee assists the Board by overseeing and evaluating risks related to compensation structure and programs, including the formulation, administration and regulatory compliance with respect

to compensation matters, and coordinating, along with the Board's Chair, succession planning discussions.

The Nominating & ESG Committee assists the Board by overseeing and evaluating programs and risks associated with Board organization, membership and structure, corporate governance and ESG matters. In addition, our Board receives regular detailed ESG performance reviews from management.



HOTEL OCEANA SANTA MONICA, LXR HOTELS & RESORTS [L](#)

Evaluating ESG-related risks

To evaluate ESG-related risks, we map 100% of our hotels and pipeline countries against a series of external environmental and social risk indices that are updated at least annually. Information from these external indices is embedded in LightStay to help every hotel understand the key priority areas in its local operating environment and community.

Material ESG risks, including risks related to climate change, environmental impact, social impact, human rights, and ethics, fraud and corruption are integrated in Hilton's

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



Data privacy and cybersecurity

Hilton is committed to delivering the highest levels of customer service, which includes respecting our customers' privacy and protecting personal information. [Our Global Privacy Statement](#) describes how we collect, use and disclose personal information. As described in the statement, we have a Data Protection Officer dedicated to addressing privacy concerns. Our Data Protection Officer sits within Hilton's Legal Compliance and Privacy team.

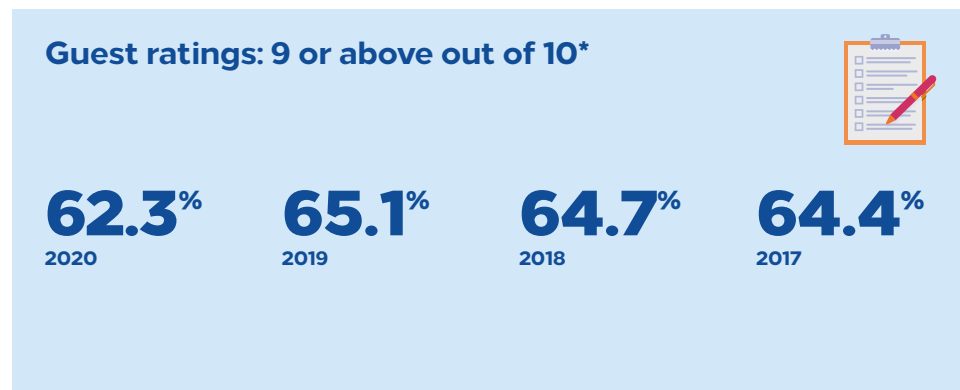
To protect our customers' and Team Members' personal data, Hilton Team Members are required to complete annual Cybersecurity and Privacy training courses. We engage with third parties to conduct periodic insider threat assessments on Hilton's cybersecurity at both the corporate and property level, and to perform on-site breach simulation exercises. We also undergo audits to ensure our technology environment remains aligned with the ISO 27001 security control requirements. As a service provider and merchant under the Payment Card Industry's (PCI) Data Security Standards (DSS), we undergo an annual comprehensive third-party audit to process billions of dollars in credit card payments. Additionally, the Audit Committee assists the Board in monitoring cybersecurity risk by receiving quarterly reports from our Technology team that cover, among other things, our information security framework, threat assessment, response readiness, and training efforts.

Managing guest satisfaction

As of December 31, 2020, we had more than 112 million members in our award-winning guest loyalty program, Hilton Honors. We are passionate about delivering exceptional experiences for every guest during every stay. We continually monitor guest satisfaction through our Satisfaction and Loyalty (SALT) survey, which is used at every level of the enterprise, from property Team Members to our CEO, to keep a pulse on guest experiences, maintain accountability for delivering excellent services, and drive innovation.

At the property-level, guest feedback is top priority. Individual survey responses trigger a "close the loop" process based on guests' Overall Experience rating. If guests are dissatisfied with their stay, the property must respond to the guest to resolve the issue within 24 hours of the survey being received, or the matter is automatically escalated to our corporate Guest Assistance team who will resolve the guests issue (for a fee charged to the property). We have a similar process in place for TripAdvisor reviews, to ensure that Hilton is responding to guest feedback regardless of the channel.

SALT guest surveys were paused from March 18 – June 8, 2020 in response to the pandemic, and therefore Overall Experience comparisons between 2019 and 2020 are included as a reference point only. The decline from 2019 to 2020 reflects changing guest expectations related to cleanliness/sanitation, amenity availability, and service during the pandemic.



This year DoubleTree by Hilton published the official bake-at-home recipe for the brand's beloved chocolate chip cookie, so families and at-home bakers could come together for a moment of comfort and happiness during this difficult time. [LEARN MORE](#) [↗](#)

* Source: Hilton Satisfaction and Loyalty Tracking (SALT) Survey data 2017–2020, all open properties. Overall Experience calculated as the percent of respondents rating a 9 or 10 out of 10 on the Overall Experience question in the SALT survey.

Our approach to public policy and advocacy

Hilton is a member of several industry associations that share our common goals, and we routinely work together to advance public policies of interest to Hilton and the hospitality and travel industry.

In 2020, Hilton paid \$155,638 in dues associated with lobbying in the United States to the American Hotel & Lodging Association, Asian American Hotel Owners Association, International Franchise Association, U.S. Chamber of Commerce, and the U.S. Travel Association. All payments are publicly disclosed, along with political activity, on Hilton’s Investor Relations [website](#) and updated semiannually.

Hilton is engaged globally with our industry’s trade associations, including as a member of the Hotel Association of Canada, UKHospitality, and the World Travel & Tourism Council, for which Hilton’s President & CEO served as Chairman.

The 2020 CPA-Zicklin Index of Corporate Political Disclosure and Accountability ranked Hilton among the “most-improved companies” for gains in their overall score from 2019 to 2020. Hilton received a score of 78.6 for 2020.

Throughout 2020, our industry trade partners were focused on COVID-19 relief and recovery efforts for their member companies. This included helping Hilton advocate for our owners and Team Members on topics including the Paycheck Protection Program, tax relief, enhancements to unemployment benefits, and relief for troubled debt. At the right are additional priorities of our Trade Associations.



Dual-branded Home2 Suites by Hilton Grove City Columbus [↗](#) and Tru by Hilton Grove City Columbus, Ohio [↗](#)

TRADE ASSOCIATION

PUBLIC POLICY PRIORITIES

American Hotel & Lodging Association

Advocates for policies in support of the U.S. lodging industry including workforce and labor, online consumer protections, travel promotion, anti-human trafficking, and tax reform.

Hilton’s Chief Financial Officer and President of Global Development currently serves on the Executive Committee, and our President of the Americas serves on the Board of Directors.

Asian American Hotel Owners Association

Works to advance and protect the business interests of hotel owners by advocating for policies that promote travel and tourism, reform the tax code, and protect small businesses.

International Franchise Association

Advocates for policies that protect, enhance, and promote franchising. This includes promoting policies and regulations that enhance brand protections, provide fairness for franchises, and expands economic opportunities for the franchise industry.

Hilton’s Senior Vice President and Assistant General Counsel serves on the Board of Directors.

U.S. Chamber of Commerce

Works to advance policies that help businesses of every size, sector, and region and drive economic growth. This includes advancing policies related to infrastructure, immigration, trade, diversity and inclusion, and tax reform.

U.S. Travel Association

Purpose is to increase travel to and within the U.S. including policies related to destination marketing, infrastructure, visa reform, and trade.

Hilton’s Senior Vice President and Head of Public Affairs and ESG serves on the Board of Directors.

APPENDIX

Performance Tables

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

PLEASE NOTE

Improvements in environmental measures during the year ended December 31, 2020 are primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic, which included the complete or partial suspensions of hotel operations at approximately 380 of our managed, owned and leased hotels at some point during the period. The decrease in occupancy resulted in reduced consumption of energy, water and waste at hotels around the world.

Environmental impact


Energy and Carbon



Hilton is committed to reducing our Scope 1 and 2 carbon intensity by 61% by 2030, in line with our science-based targets.

GREENHOUSE GAS EMISSIONS	2020	2019	2018	2008 (BASELINE)
SCOPE 1 DIRECT EMISSIONS				
Emissions (MT CO ₂ e)	329,570	476,036	533,382	437,087
Emissions intensity (MT CO ₂ e/m ²)	0.0132	0.0199	0.0233	0.0307
SCOPE 2 INDIRECT EMISSIONS				
Location-based emissions (MT CO ₂ e)	1,419,705	1,949,324	1,873,715	1,562,544
Location-based emissions intensity (MT CO ₂ e/m ²)	0.0569	0.0815	0.0819	0.1098
Market-based emissions (MT CO ₂ e)	1,388,664	1,931,834	1,845,111	1,792,500
Market-based emissions intensity (MT CO ₂ e/m ²)	0.0557	0.0808	0.0807	0.1260
TOTAL SCOPE 1 + 2 EMISSIONS				
Location-based emissions (MT CO ₂ e)	1,749,275	2,425,360	2,407,097	1,999,631
Location-based emissions intensity (MT CO ₂ e/m ²)	0.0701	0.1014	0.1052	0.1405
Market-based emissions (MT CO ₂ e)	1,718,234	2,407,870	2,378,493	2,229,587
Market-based emissions intensity (MT CO ₂ e/m ²)	0.0689	0.1007	0.1040	0.1567
SCOPE 3 EMISSIONS				
Franchises – emissions (MT CO ₂ e)	3,189,909	3,884,715	3,685,459	3,019,210
Franchises – emissions intensity (MT CO ₂ e/m ²)	0.0749	0.0971	0.0997	0.1363
Emissions from business travel (MT CO ₂ e)	6,449	26,754	31,016	–
Emissions from waste (MT CO ₂ e)	59,986	117,772	120,372	125,821

PERFORMANCE
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STATEMENTPerformance tables
continued

ENERGY	2020	2019	2018	2008 (BASELINE)
ENERGY CONSUMPTION (MWH)				
Managed	4,956,217	6,828,225	6,728,534	5,289,613
Franchised	10,015,986	11,838,738	11,084,182	8,445,834
Total	14,972,203	18,666,964	17,812,716	13,735,447
ENERGY USE INTENSITY (MWH/m²)				
Managed	0.1987	0.2856	0.2942	0.3861
Franchised	0.2353	0.2960	0.2999	0.3813
Total	0.2218	0.2921	0.2977	0.3831
Water 				
Hilton is committed to reducing our water use intensity in our managed operations by 50% by 2030.				
WATER	2020	2019	2018	2008 (BASELINE)
WATER CONSUMPTION (MEGALITERS)				
Managed	9,672	14,026	13,841	10,335
Franchised	16,788	23,327	21,777	16,988
Total	26,460	37,353	35,618	27,323
WATER CONSUMPTION INTENSITY (LITERS/m²)				
Managed	388	586	605	754
Franchised	394	583	589	767
Total	392	585	595	762
WATER WITHDRAWAL (MEGALITERS)				
Managed	38,687	56,103	55,363	41,342
Franchised	67,154	93,309	87,110	67,951
Total	105,841	149,412	142,473	109,293
WATER WITHDRAWAL INTENSITY (LITERS/m²)				
Managed	1,551	2,346	2,420	3,018
Franchised	1,578	2,333	2,357	3,068
Total	1,568	2,338	2,381	3,049

Performance tables
continued

Waste



Hilton is committed to reducing our waste intensity in managed operations by 50% by 2030.

WASTE	2020	2019	2018	2008 (BASELINE)
TOTAL WASTE GENERATED (MT)				
Managed	96,609	192,230	192,163	159,537
Franchised	212,321	332,103	320,074	264,321
Total	308,929	524,334	512,238	423,860
TOTAL WASTE INTENSITY (MT/m²)				
Managed	0.0039	0.0080	0.0084	0.0112
Franchised	0.0050	0.0083	0.0087	0.0119
Total	0.0046	0.0082	0.0086	0.0117
LANDFILLED WASTE GENERATED (MT)				
Managed	63,815	125,289	128,055	133,852
Franchised	188,956	281,772	270,761	221,765
Total	252,772	407,061	398,817	355,617
LANDFILLED WASTE INTENSITY (MT/m²)				
Managed	0.0026	0.0052	0.0056	0.0094
Franchised	0.0044	0.0070	0.0073	0.0100
Total	0.0037	0.0064	0.0067	0.0098
WASTE DIVERTED FROM LANDFILL (MT)				
Managed	32,794	66,941	64,108	25,686
Franchised	23,364	50,332	49,313	42,556
Total	56,158	117,273	113,421	68,243
WASTE DIVERSION RATE (%)				
Managed	33.9%	34.8%	33.4%	16.1%
Franchised	11.0%	15.2%	15.4%	16.1%
Total	18.2%	22.4%	22.1%	16.1%

Performance tables continued

Social impact

Inclusive growth



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

INCLUSIVE GROWTH	2020	2019	2018
Supplier Diversity Program (number of women, minority, veteran and LGBTQ- owned businesses we have supported)	2,700	3,476	3,352
Refugees impacted ¹	11,725	10,883	5,392

Human rights



Hilton is committed to embedding human rights due diligence across our global operations and supply chain by 2030.

HUMAN RIGHTS	2020	2019	2018
Mandatory Anti-Trafficking Training (% of General Managers having completed)	71%	78%	68%

Community investment



Hilton is committed to doubling our investment in social impact by 2030.

HUMAN RIGHTS	2020	2019	2018
Volunteering (number of hours) ²	184,425	549,887	513,055

¹ Figures provided are cumulative impact since 2015.

² Reduction in logged 2020 volunteer hours is primarily attributable to the temporary closing or suspension of hotels due to the pandemic.

We seek to provide material, decision-useful sustainability information to our investors in line with the recommendations of the Sustainability Accounting Standards Board (SASB). We considered SASB's Hotel & Lodging and Restaurant Standards in developing the following table of key sustainability metrics for our managed, owned and leased properties. We also report selected SASB data in our [2020 Form 10-K](#).

PLEASE NOTE

Improvements in environmental measures during the year ended December 31, 2020 are primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic, which included the complete or partial suspensions of hotel operations at approximately 380 of our managed, owned and leased hotels at some point during the period. The decrease in occupancy resulted in reduced consumption of energy, water and waste at hotels around the world.

1 While the percentage of hotels in regions with high or extremely high baseline water stress remained consistent at 34% between 2019 and 2020, we identified an increase in the percentage of water being consumed in areas of higher water stress. This is partially attributable to some of our larger properties being located in regions that experienced higher levels of occupancy during the COVID-19 pandemic.

2 Approximately 41 percent of total waste is estimated to be food waste, based on a sample of approximately 50 food waste reduction pilots worldwide. Hilton continues to refine its food waste reporting in alignment with the WRI's Food Loss and Waste Protocol.

SASB Table

SASB CODE	METRIC	2020	2019	2018
ENERGY MANAGEMENT				
SV-HL-130a.1	Total energy consumed, in gigajoules per square meter	0.72	1.03	1.06
	Total energy consumed, in million gigajoules	17.8	24.6	24.2
	Percent total energy from grid electricity	56.3%	53.8%	54.0%
	Percent total energy from renewables	2.6%	1.4%	1.2%
WATER MANAGEMENT				
SV-HL-140a.1	Amount withdrawn, in cubic meters per square meter	1.55	2.35	2.42
	Amount withdrawn, in million cubic meters (m ³)	38.7	56.1	55.4
	Amount consumed, in cubic meters per square meter	0.388	0.586	0.605
	Amount consumed, in million cubic meters (m ³)	9.7	14.0	13.8
	Percent in regions with high or extremely high baseline water stress ¹	37.0%	32.0%	33.0%
SV-HL-160a.2	Environmental management policies and practices to preserve ecosystem services	<ul style="list-style-type: none"> • Hilton ESG Policy Statement • Hilton Environmental Policy Statement 		
WASTE MANAGEMENT				
FB-RN-150a.1	Amount generated, in metric tons per square meter	0.0039	0.0080	0.0084
	Amount generated, in million metric tons	0.097	0.192	0.192
	Percent food waste ²	41.0%	41.0%	41.0%
	Percent diverted from landfills	33.9%	34.8%	33.4%
LABOR PRACTICES				
SV-HL-310a.1	Voluntary turnover rate for lodging facility employees (U.S. only, includes retirements)	11.7%	19.0%	—
		• Hilton Code of Conduct		
SV-HL-310a.4	Policies and programs to prevent worker harassment	• Hilton Diversity & Inclusion website		

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

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

Global Reporting Initiative (GRI)

General disclosures

ORGANIZATIONAL PROFILE

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-1	Name of the organization	Hilton Worldwide Holdings Inc. (“Hilton”)
102-2	Activities, brands, products, and services	<p>Hilton (NYSE: HLT) is a leading global hospitality company with a portfolio of 18 world-class brands comprising more than 6,400 properties and more than one million rooms, in 119 countries and territories. Dedicated to fulfilling our mission to be the world’s most hospitable company, Hilton has welcomed more than 3 billion guests in its 100-year history. In 2020 we were named the Global Industry Leader on the Dow Jones Sustainability Indices for the second year in a row.</p> <p>Our premier brand portfolio includes: our luxury and lifestyle hotel brands, Waldorf Astoria Hotels & Resorts, LXR Hotels & Resorts, Conrad Hotels & Resorts, Canopy by Hilton, Tempo by Hilton, and Motto by Hilton; our full service hotel brands, Signia by Hilton, Hilton Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Tapestry Collection by Hilton, and Embassy Suites by Hilton; our focused service hotel brands, Hilton Garden Inn, Hampton by Hilton, Tru by Hilton, Homewood Suites by Hilton and Home2 Suites by Hilton; and our timeshare brand, Hilton Grand Vacations.</p> <p>Please refer to the following for further detail:</p> <p>About Hilton</p> <p>2020 Annual Report</p> <p>2020 Form 10-K (Item 1. Business)</p>
102-3	Location of headquarters	Our corporate headquarters is located at 7930 Jones Branch Drive, McLean, Virginia 22102 in the United States.
102-4	Location of operations	At year-end 2020, Hilton managed or franchised hotels and resorts in 119 countries and territories. Refer to About Hilton for more information.
102-5	Ownership and legal form	Hilton is a publicly traded company incorporated in the United States.
102-6	Markets served	2020 Form 10-K (Item 1. Business)
102-7	Scale of the organization	As reported in our 2020 Form 10-K , at year-end 2020 Hilton managed or franchised 6,478 properties comprising 1,019,287 rooms in 119 countries and territories. We have over 363,000 Hilton Team Members worldwide: we employ over 141,000 people at our managed, owned and leased properties and at our corporate office locations, and more than 222,000 franchise employees work on-property at independently owned and operated franchise properties in the Hilton portfolio.
102-8	Information on employees and other workers	<p>We disclose detailed information about our employees and other workers in the following:</p> <p>2020 ESG Report (About Hilton, p. 6-7)</p> <p>2020 Annual Report</p> <p>2020 Form 10-K (Item 1. Business – “Overview”)</p> <p>Hilton Diversity & Inclusion website</p>

GRI
continued

ORGANIZATIONAL PROFILE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-9	Supply chain	<p>What we buy, source, use and serve every day are essential components of the exceptional experience that we aim to deliver to every hotel, every guest, every time. As such, Hilton manages a large global supply chain containing key components, which include food and beverage, information technology, furniture, fixtures, and equipment, linens and apparel.</p> <p>Additional information on our supply chain and responsible sourcing efforts can be found in our 2020 ESG Report (About Hilton, p. 6; Responsible Sourcing, p. 26-27), our Responsible Sourcing Policy and Hilton’s Slavery and Trafficking Statement 2019.</p>
102-10	Significant changes to the organization and its supply chain	<p>There have been no significant changes to our organization or our supply chain during the reporting period.</p>
102-11	Precautionary Principle or approach	<p>As a signatory to the UN Global Compact, we adhere to the principle that businesses should support a precautionary approach to environmental challenges.</p> <p>Through our Travel with Purpose 2030 Goals, we are committed to cutting our environmental footprint in half and doubling our social impact by 2030. In 2018 Hilton became the first major hotel company to set science-based carbon targets approved by the Science Based Targets initiative (SBTi) and aligned with the Paris Climate Agreement. Hilton commits to reduce Scope 1 and 2 GHG emissions 61% per square meter by 2030 from a 2008 base-year. Hilton also commits to work with its franchisees to reduce Scope 3 GHG emissions from Franchises 52% per square meter by 2030 from a 2008 base-year.</p> <p>Additional information on our management approach, programs, targets and performance can be found throughout our 2020 ESG Report and in our Environmental Policy Statement.</p>
102-12	External initiatives	<p>Since 2012, Hilton has been a signatory to the United Nations (UN) Global Compact, a voluntary initiative based on a CEO-led commitment to implement ten sustainability principles supporting the goals of the UN.</p> <p>As described on p. 16-18 of our 2020 ESG Report, we have also aligned our ESG strategies and objectives to support the UN Sustainable Development Goals – a global framework for coordinated action to address critical topics by 2030. We have mapped each of our 2030 Goals against the SDGs and their specific sub-targets.</p> <p>We participate in leading industry initiatives designed to collaboratively advance sustainability across the travel and tourism industry, including our work with the Sustainable Hospitality Alliance and the World Travel & Tourism Council.</p> <p>We are committed to fighting climate change and we are proud to have been the first major hotel company to set science-based carbon targets approved by the Science Based Targets initiative (SBTi). We are also members of The Climate Group’s EP100 initiative, and signatories to the UN CEO Water Mandate. In 2018, Hilton was the first hospitality company to join the Tent Partnership for Refugees, pledging to impact 16,000 refugees through employment, hospitality training programs and procurement from refugee-run businesses by 2030 and further extended our pledge in 2020 to support LGBTQ refugees.</p> <p>Please refer to our 2020 ESG Report for further detail.</p>

GRI
continued

ORGANIZATIONAL PROFILE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-13	Membership of associations	<p>Hilton engages with trade associations, non-governmental organizations, and other stakeholders on an ongoing basis to inform them about our priorities, seek their views and expertise, inform our programs and create innovative partnerships to redefine sustainable travel. In 2020, we continued to engage with our stakeholders to seek their expertise, expectations, feedback and priorities. Please see our Stakeholder Engagement Policy Statement and our 2020 ESG Report (Stakeholder Engagement, p. 9) for further detail on our stakeholder engagement process.</p> <p>In 2020, key memberships and affiliations included the following:</p> <p>World Travel and Tourism Council: The World Travel and Tourism Council (WTTC) works to raise awareness of travel and tourism in one of the world’s largest industries. In 2018, our Chief Executive Officer became the Chairman of the WTTC. We are also members of the WTTC Sustainability Working Group, which works to identify industry priority action areas for the future and evaluate industry progress against sustainability commitments.</p> <p>American Hotel & Lodging Association: Hilton is a member of the American Hotel & Lodging Association (AHLA) and chairs the AHLA Sustainability Committee, which focuses on environment, engineering and corporate responsibility for the hotel and lodging industry. Our Chief Financial Officer and President of Global Development serves on the Executive Committee of the AHLA as a Brand Representative.</p> <p>Sustainable Hospitality Alliance: The Sustainable Hospitality Alliance (SHA) brings together the world’s leading international hotel companies to provide a voice for environmental and social responsibility in the industry. Hilton is a founding member of this travel industry consortium and participates in various working groups, including the Carbon & Water, Youth and Human Rights Working Groups.</p> <p>Diversity, Equity & Inclusion Associations: Hilton has partnered 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, 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 and Women’s Business Enterprise National Council.</p> <p>Please refer to our 2020 ESG Report (Public Policy and Advocacy, p. 47) for further detail on our membership in Trade Associations.</p>

GRI
*continued***STRATEGY**

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-14	Statement from senior decision-maker	2020 ESG Report (Executive Statement, p. 4)
102-15	Key impacts, risks, and opportunities	2020 Annual Report 2020 Form 10-K (Item 1A. Risk Factors) 2020 Form 10-K (Item 1. Business – “Environment, Social and Governance”) 2020 ESG Report (Our Material Issues, p. 8) 2020 Materiality Assessment Report

ETHICS AND INTEGRITY

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-16	Values, principles, standards, and norms of behavior	About Hilton Hilton Code of Conduct Hilton ESG Policy Statement Hilton Responsible Sourcing Policy Hilton Human Rights Principles Hilton Slavery and Trafficking Statement 2019
102-17	Mechanisms for advice and concerns about ethics	Hilton Code of Conduct Hilton EthicsPoint Hotline 2020 ESG Report (Stakeholder Engagement, p. 9-10) Hilton Stakeholder Engagement Policy Statement

GOVERNANCE

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-18	Governance structure	<p>The Board of Directors’ Nominating and ESG Committee is responsible for periodically reviewing and assessing the company’s ESG strategy, practices and policies. Our Board receives periodic updates from management on Travel with Purpose initiatives. Quarterly reports on progress towards the 2030 Goals are provided to the Executive Committee, including our CEO.</p> 2020 ESG Report (Governance, p. 42-47) Board of Directors Nominating and ESG Committee Charter 2021 Proxy Statement

GRI continued

GOVERNANCE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-22	Composition of the highest governance body and its committees	Committee Composition Nominating and ESG Committee Charter 2020 ESG Report (Governance, p. 42-47)
102-23	Chair of the highest governance body	Our Board of Directors is chaired by Jonathan Gray, a non-executive. Mr. Gray has served as a director of Hilton since 2007. Additional information on Mr. Gray's background and qualifications can be found on our Board of Directors webpage.
102-24	Nominating and selecting the highest governance body	Committee Composition Nominating and ESG Committee Charter
102-25	Conflicts of interest	Nominating and ESG Committee Charter ("Conflicts of Interest")
102-26	Role of highest governance body in setting purpose, values and strategy	Nominating and ESG Committee Charter
102-28	Evaluating the highest governance body's performance	Corporate Governance Guidelines ("Evaluation of Board Performance")
102-35	Remuneration policies	2021 Proxy Statement
102-36	Process for determining remuneration	2021 Proxy Statement

STAKEHOLDER ENGAGEMENT

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-40	List of stakeholder groups	We engage with a broad range of internal and external stakeholders on an ongoing basis, including our Hilton Team Members, franchise employees, guests, policymakers, NGOs and international organizations, investors, owners and suppliers. Hilton Stakeholder Engagement Policy Statement 2020 ESG Report (Stakeholder Engagement, p. 9-10)
102-41	Collective bargaining agreements	As of December 31, 2020, approximately 35 percent of our employees worldwide and 45 percent of our employees in the U.S. were covered by various collective bargaining agreements generally addressing pay rates, working hours, other terms and conditions of employment, certain employee benefits and orderly settlement of labor disputes. 2020 Form 10-K (Item 1. Business - "Employees") Hilton Stakeholder Engagement Policy Statement

GRI

continued

STAKEHOLDER ENGAGEMENT (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-42	Identifying and selecting stakeholders	<p>We engage with stakeholders that can help inform and enhance our business and ESG strategy.</p> <p>From developing hotel concepts and products in partnership with owners and guests, to evolving our internal programs to engage Hilton Team Members and build a common culture with franchise employees, to working with governments on policy reforms, to dialoguing with conservation organizations on a variety of products in our supply chain, we view stakeholder engagement as an enabler of continuous improvement, innovation and reputation management.</p> <p>Hilton Stakeholder Engagement Policy Statement 2020 ESG Report (Stakeholder Engagement, p. 9-10)</p>
102-43	Approach to stakeholder engagement	<p>Hilton Stakeholder Engagement Policy Statement 2020 ESG Report (Stakeholder Engagement, p. 9-10) Our 2030 Goals</p>
102-44	Key topics and concerns raised	<p>Through engagement with both internal and external stakeholders, we are able to identify interests and concerns that should be taken into consideration as we continue to grow. Our Travel with Purpose strategy was developed by mapping social and environmental issues that are impacted by our business and will continue to be critical to our long-term success. We continue to revisit and evolve our approach based on key topics and concerns raised by stakeholders.</p> <p>We manage key topics and concerns relating to customer satisfaction through our Service and Loyalty Tracking (SALT) program and social media monitoring. Additional information on our approach and industry recognitions for customer service can be found at Hilton Customer Help.</p> <p>Hilton Stakeholder Engagement Policy Statement</p>

REPORTING PRACTICE

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-45	Entities included in the consolidated financial statements	2020 Form 10-K (Item 1. Business - "Employees")
102-46	Defining report content and topic boundaries	We have conducted a materiality assessment to inform the selection of topics for our ESG Report, in alignment with the framework and best practices set forth in the GRI Standards. Refer to our Materiality Assessment Report for details on our 2020 materiality assessment.
102-47	List of material topics	2020 ESG Report (Our Material Issues, p. 8) Materiality Assessment Report
102-48	Restatements of information	None during the reporting period.
102-49	Changes in reporting	None during the reporting period.

GRI
continued

REPORTING PRACTICE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-50	Reporting period	Our reporting period is for the calendar year 2020. Unless otherwise noted, reported environmental and social figures refer to our impact across our owned, managed and franchised portfolio. We use 2008 as our baseline for our energy, carbon, water and waste reporting.
102-51	Date of most recent report	April 9, 2021
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	For more information, contact us at corporate_responsibility@hilton.com
102-56	External assurance	We recognize that the accuracy and credibility of our data is critical to managing our impact and transparently reporting on our performance. That is why we have worked with Dekra Certification, Inc. to obtain limited independent assurance over our environmental impact data (greenhouse gas emissions, energy, water and waste) since 2013. Since 2018, Dekra has also provided limited assurance over selected social impact metrics. Please see our 2020 Assurance Statement for more information.

Specific disclosures

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
Economic		
Economic Performance	201	Management approach disclosure 2020 Annual Report 2020 Form 10-K (Item 1. Business)
	201-1	Direct economic value generated and distributed 2020 Annual Report 2020 Form 10-K
	201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change 2020 CDP Climate Change Questionnaire
	201-3	Defined benefit plan obligations and other retirement plans 2020 Annual Report 2020 Form 10-K (Item 1. Business – "Employee Benefit Plans")
Indirect Economic Impacts	203	Management approach disclosure 2020 ESG Report (Community support & Disaster response, p. 37-40) Hilton ESG Policy Statement
	203-1	Infrastructure investments and services supported 2020 ESG Report (Community support & Disaster response, p. 37-40) 2020 Assurance Statement

GRI
continued

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
Economic (continued)		
Anti-Corruption	205 Management approach disclosure	<p>Bribery and corruption are explicitly prohibited in our Code of Conduct, with oversight from our Group Finance and Risk Management functions. Internal Audits are also conducted at the Group’s hotels and corporate offices in Asia Pacific, Europe and the Middle East. In the United States, these audits are conducted by an independent third-party auditor. Additionally, we conduct background checks on all prospective partners.</p> <p>We maintain a whistleblower policy and procedure to encourage the reporting of any inappropriate activity. Any failures to comply with the Code of Conduct are investigated and disciplinary action is taken as appropriate, up to and including termination.</p> <p>All General Managers and senior colleagues are expected to actively support anti-corruption policies at individual hotels and properties. Certifications of compliance with the Code of Conduct are obtained from all hotels annually, with a mid-year update.</p>
Environmental		
Energy	302 Management approach disclosure	<p>2020 ESG Report (Energy & Carbon, p. 20-21) 2020 CDP Climate Change Questionnaire Hilton Environmental Policy Statement Hilton Energy Stewardship Policy Statement</p>
	302-1 Energy consumption within the organization	<p>In 2020, our total energy consumption was 14,972,203 megawatt hours. Please view our 2020 ESG Report (Energy & Carbon, p. 20-21 and Performance Table, p. 50) for further detail. Our 2020 energy data has been externally assured, as noted in our 2020 Assurance Statement.</p>
	302-3 Energy intensity	<p>In 2020, our energy use intensity was 0.2218 megawatt hours per square meter, representing an annual decrease of 24% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. This decrease is primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic.</p> <p>Please view our 2020 ESG Report (Energy & Carbon, p. 20-21 and Performance Table, p. 50) for further detail. Our 2020 energy data has been externally assured, as noted in our 2020 Assurance Statement.</p>

GRI
*continued***MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)**

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
Environmental (continued)		
Energy (continued)	302-4 Reduction of energy consumption	<p>Across our global operations (owned, managed and franchised hotels), Hilton has reduced total energy use intensity by 42% since 2008. For our managed portfolio only, we have reduced total energy use intensity by 47% since 2008. Reductions in energy have been achieved as a result of ongoing energy conservation activities, efficiency projects, and implementation of innovative energy saving technologies. Significant reductions in 2020 were also primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic.</p> <p>Refer to our 2020 CDP Climate Change Questionnaire for further detail on our energy performance and energy reduction activities.</p>
Water and Effluents	303 Management approach disclosure	<p>2020 ESG Report (Water, p. 22-23) 2020 CDP Water Security Questionnaire Hilton Environmental Policy Statement</p>
	303-3 Water withdrawal	<p>In 2020, our total net freshwater withdrawal was 105,841 megaliters (105.8 million cubic meters). Municipal water comprised 99% of our water footprint, with 1% in surface water and groundwater consumption reported. Our water consumption intensity was 392 liters per square meter, representing an annual decrease of 33% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. Significant reductions in 2020 were primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic.</p> <p>Across our global operations (owned, managed and franchised hotels), Hilton has reduced total water use intensity by 49% since 2008. For our managed portfolio only, we have reduced total water use intensity by 47% since 2008. Significant reductions in 2020 were primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic.</p> <p>Please view our 2020 ESG Report (Water, p. 22-23 and Performance Table, p. 50) for further detail. Our 2020 water data has been externally assured, as noted in our 2020 Assurance Statement.</p>
Emissions	305 Management approach disclosure	<p>2020 ESG Report (Energy & Carbon, p. 20-21) 2020 CDP Climate Change Questionnaire Hilton Environmental Policy Statement Hilton Energy Stewardship Policy Statement</p>
	305-1 Direct (Scope 1) GHG emissions	<p>In 2020, our Scope 1 emissions were 329,570 metric tons of CO₂e.</p> <p>Please view our 2020 ESG Report (Energy & Carbon, p. 20-21 and Performance Table, p. 49) for further detail. Our 2020 Scope 1 emissions data has been externally assured, as noted in our 2020 Assurance Statement.</p>

GRI
continued

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
Environmental (continued)		
Emissions (continued)	305-2 Energy Indirect (Scope 2) GHG emissions	<p>In 2020, our Scope 2 location-based emissions were 1,419,705 metrics tons of CO₂e. Our Scope 2 market-based emissions were 1,388,664 metrics tons of CO₂e.</p> <p>Please view our 2020 ESG Report (Energy & Carbon, p. 20-21 and Performance Table, p. 49) for further detail. Our 2020 Scope 2 emissions data has been externally assured, as noted in our 2020 Assurance Statement.</p>
	305-3 Other indirect (Scope 3) GHG emissions	<p>Per our Operational Control boundary, onsite emissions at properties owned and operated by franchisees are reported as Scope 3 emissions. In 2020, Hilton's Scope 3 emissions from franchisees were 3,189,909 metric tons CO₂e. The total includes emissions from on-site fuels combustion (745,601 metric tons CO₂e) and indirect emissions from the generation of electricity, heat or steam purchased from a utility provider (2,444,307 metric tons CO₂e).</p> <p>In addition, in 2020 we generated Scope 3 emissions of 6,449 metric tons CO₂e from employee business and air travel, and 59,986 metric tons CO₂e from the disposal of waste associated with our operations.</p> <p>Please view our 2020 ESG Report (Energy & Carbon, p. 20-21 and Performance Table, p. 49) for further detail. Our 2020 Scope 3 emissions data has been externally assured, as noted in our 2020 Assurance Statement.</p>
	305-4 GHG emissions intensity	<p>In 2020, our total Scope 1 and 2 location-based emissions intensity was 0.0701 metric tons per square meter, which represents a 31% decrease over prior year. Our total 2020 market-based Scope 1 and 2 emissions intensity was 0.0689 metric tons per square meter, representing a 32% decrease over prior year. This decrease is primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic.</p> <p>Please view our 2020 ESG Report (Energy & Carbon, p. 20-21 and Performance Table, p. 49) for further detail. Our 2020 Scope 1 and 2 emissions data has been externally assured, as noted in our 2020 Assurance Statement.</p>
	305-5 Reduction of GHG emissions	<p>From 2008-2020, Hilton has reduced our total Scope 1 and 2 emissions intensity by 56% across our global portfolio of owned and managed properties. Reductions in emissions have been achieved as a result of ongoing energy conservation activities, efficiency projects, and implementation of innovative energy saving technologies, as well as renewable energy projects and the purchase of Renewable Energy Credits. Significant reductions in 2020 were also primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic.</p> <p>Refer to our 2020 CDP Climate Change Questionnaire for further detail on our emissions performance and reduction activities.</p>

GRI
continued

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
Environmental (continued)		
Effluents and Waste	306	Management approach disclosure 2020 ESG Report (Waste, p. 24-25) Hilton Environmental Policy Statement
	306-2	Waste by type and disposal method In 2020, our landfilled waste was 252,772 metric tons. Our landfilled waste intensity was 0.0037 metric tons per square meter, representing an annual decrease of 41% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. Across our global operations, Hilton has reduced landfilled waste intensity by 62% since 2008. For our managed portfolio only, we have reduced landfilled waste intensity by 73% since 2008. Significant reductions in 2020 were primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic. Our 2020 landfill diversion rate for our global operations was 18%, while the managed portfolio achieved a diversion rate of 34% in 2020. Our diversion rate accounts for ongoing waste streams that are recycled, composted, incinerated for waste-to-energy, or otherwise diverted from landfill. Please view our 2020 ESG Report (Waste, p. 24-25 and Performance Table, p. 51) for further detail. Our 2020 waste data has been externally assured, as noted in our 2020 Assurance Statement .
Environmental Compliance	307	Management approach disclosure Hilton Environmental Policy Statement
	307-1	Non-compliance with environmental laws and regulations In 2020, Hilton did not identify any known instances of non-compliance with environmental laws and/or regulations.
Supplier Environmental Assessment	308	Management approach disclosure 2020 ESG Report (Responsible Sourcing, p. 26-27) Hilton Responsible Sourcing Policy Hilton Environmental Policy Statement
	308-1	New suppliers that were screened using environmental criteria We have conducted a thorough analysis of our most material sourcing categories: seafood, meat and proteins, produce, and apparel and linens. To drive responsible sourcing across these categories, we created a dedicated role and a cross-functional advisory group. This group oversees the development of our comprehensive responsible sourcing strategy and guides global decisions related to implementation. Additional information can be found on our 2020 ESG Report (Responsible Sourcing, p. 26-27)

GRI
continued

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
Social		
Employment	401	<p>Management approach disclosure</p> <p>2020 Annual Report 2020 Form 10-K (Item 1. Business) Hilton Great Places to Work profile Hilton Careers website Corporate Awards Hilton Diversity & Inclusion website Hilton Slavery and Trafficking Statement 2019 2020 ESG Report (About Hilton, p. 6 and Team Member Support, p. 29-30)</p>
	401-2	<p>Benefits provided to full-time employees</p> <p>Hilton Careers website (Benefits page)</p>
Training and Education	404	<p>Management approach disclosure</p> <p>A comprehensive approach to recruiting, training/mentoring, leadership development and talent management allows us to understand where and how we can improve around the world.</p> <p>Our leadership roadmap helps our current and future leaders at all levels discover their talents, enhance their leadership skills and develop their careers with us. We offer a mix of opportunities for leaders at all levels and ensure we retain the best talent around the world.</p> <p>Our Thrive@Hilton platform is designed to help our Team Members understand our people programs and flourish in every area of the business.</p>
	404-1	<p>Average hours of training per employee per year</p> <p>Hilton employees complete an average of 40 hours of training per year.</p>

GRI
continued

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
Social (continued)		
Training and Education (continued)	404-2 Programs for upgrading employee skills and transition assistance programs	<p>Hilton University provides a global learning framework for Hilton Team Members around the world. Hilton University delivers its curricula through five unique colleges, each with an assigned executive sponsor and dean. Collectively, the five colleges offer more than 25,000 courses delivered in a variety of ways, including classroom training, e-learning, webinars and e-books.</p> <p>Required and voluntary trainings help Hilton Team Members in our owned and managed hotels and corporate offices develop new skills, expand upon existing knowledge, and benefit from coaching and advice. For example, we have training available for English as a Second Language (ESL), management and leadership skills, and cross-cultural skills. We also offer tuition reimbursement for courses directly related to the job, to prepare Hilton Team Members to take on additional responsibilities, or to complete a degree.</p> <p>We also have the hospitality industry's largest U.S. high school equivalency degree program – the GED Assistance benefit, which will give thousands of eligible Hilton Team Members the opportunity to earn their high school equivalency diploma.</p>
	404-3 Percentage of employees receiving regular performance and career development reviews	Hilton Team Members are evaluated through our Performance Management Review process; this includes the setting of objectives, goals, concerns and allowing regular feedback and coaching
Diversity and Equal Opportunity	405 Management approach disclosure	<p>Hilton Diversity & Inclusion website 2020 ESG Report (Diversity & Inclusion, p. 31-32) Hilton Great Places to Work profile</p>
	405-1 Diversity of governance bodies and employees	<p>Our Board of Directors is 44% women and 11% ethnically diverse. Globally, women at Hilton represent 37% of corporate leadership (Senior Directors and higher) and 22% of hotel leadership (General Manager and Hotel Managers at managed hotels). 72% of our U.S. Team Members are ethnically diverse, including 19% of hotel leadership and 17% of corporate leadership. 35% of our U.S. Team Members are millennials.</p> <p>Hilton Diversity & Inclusion website 2020 ESG Report (Diversity & Inclusion, p. 31-32)</p>

GRI
*continued***MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)**

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
Social (continued)		
Human Rights Assessment	412	Management approach disclosure Hilton Human Rights Principles Hilton Slavery and Trafficking Statement 2019 2020 ESG Report (Human Rights, p. 35-36) Hilton ESG Policy Statement
	412-1	Operations that have been subject to human rights reviews or impact assessments Hilton Slavery and Trafficking Statement 2019 (Our Risk Identification and Management) 2020 ESG Report (Human Rights, p. 35-36)
	412-2	Employee training on human rights policies or procedures Hilton Slavery and Trafficking Statement 2019 2020 ESG Report (Human Rights, p. 35-36)
Local Communities	413	Management approach disclosure 2020 ESG Report (Social Impact, p. 28-40) Hilton ESG Policy Statement
	413-1	Operations with local community engagement, impact assessments, and development programs 2020 ESG Report (Social Impact, p. 28-40)
Supplier Social Assessment	414	Management approach disclosure 2020 ESG Report (Responsible Sourcing, p. 26-27 and Human Rights, p. 35-36)
	414-1	New suppliers that were screened using labor practices criteria Hilton Slavery and Trafficking Statement 2019 ("Our Risk Identification and Management")
Customer Privacy	418	Management approach disclosure Hilton Global Privacy Statement 2020 ESG Report (Risk Management, p. 45)
	418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data No known significant breaches occurred during the reporting period.

2020 Independent Limited Assurance Report for Hilton Worldwide Holdings, Inc.



To the stakeholders of Hilton Worldwide Holdings Inc.:

This assurance statement has been prepared by DEKRA Certification, Inc. (DEKRA) at the request of Hilton, Inc. (Hilton). DEKRA has conducted an independent assessment of Hilton's publicly reported ESG data ("Reported Data"), detailed in the tables below, covering the period from January 1, 2020 to December 31, 2020.

Objective and Level of Assurance

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

Scope and Criteria

The Reported Data covers Hilton corporate offices and all Hilton properties, managed and franchised, for the reporting period of 1/1/20 to 12/31/20. This includes direct (Scope 1) and indirect (Scope 2) greenhouse gas (GHG) emissions from the operation of Hilton owned and managed properties and Hilton's corporate offices, Scope 3 emissions from Hilton's franchised properties, and other Scope 3 emissions from business travel and waste. GHG reporting covers the following gases: CO₂, CH₄ and N₂O.

The Reported Data also includes Hilton's social impact data: refugees impacted, volunteering hours, disaster relief funds distributed, Grants awarded through the Hilton Effect Foundation, number of diverse suppliers and anti-trafficking training.

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

The specific data assessed is presented in Tables 1, 2 and 3 on the following pages.

Assurance Standard and Assessment Activities

DEKRA conducted the verification of the SASB Standard Reported Data in accordance with ISO 14021:2016 – Environmental labels and declarations – Self-declared environmental claims and DEKRA's Verification Approach for the environmental impact data. The verification activities were documented in a sampling plan created and updated by considering Hilton's data management system and findings uncovered during the verification process.

- Key activities included interviews with individuals responsible for the collection and analysis of the Reported Data via Hilton's LightStay platform. All Hilton properties are required to report energy, waste, and water activity data into LightStay monthly. All properties also use LightStay to record social impact metrics, such as volunteer hours and donations. DEKRA reviewed the quality assurance activities in place

and the treatment of incomplete activity data.

- In 2020, due to the COVID-19 pandemic, auditors were not able to physically visit Hilton's managed properties. However, In 2018 and 2019, DEKRA auditors visited 113 Hilton properties worldwide, covering all regions and all brands. During these audits, auditors: verified the accuracy of data input into LightStay by reviewing utility bills and meter logs; verified that all energy sources on site were being included in LightStay; and assessed the competence of individuals responsible for inputting data into LightStay.
- Recalculation of emissions from activity data to verify emissions factors and Global Warming Potentials (GWP) calculations were applied correctly.
- Evaluation of a sensitivity analysis developed to determine the potential impact of Hilton's assumptions regarding incomplete and incorrect data.
- Review of raw data to review for anomalies and confirm the adequacy of Hilton's internal data cleansing procedures.

Conclusion

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

Recommendations

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

Table 1—Greenhouse gas emissions

INDICATOR	2020 TOTAL MT CO ₂ e	INTENSITY MT CO ₂ e/m ²	INTENSITY CHANGE FROM 2019
Scope 1 Direct emissions	329,570	0.0132	-33.6%
Scope 2 Indirect emissions (Location-based)	1,419,705	0.0569	-30.2%
Scope 2 Indirect emissions (Market-based)	1,388,664	0.0557	-31.1%
Scope 1 + 2 emissions (Location-based)	1,749,275	0.0701	-30.8%
Scope 1 + 2 emissions (Market-based)	1,718,234	0.0689	-31.6%
Scope 3 emissions from Franchises	3,189,909	0.0749	-22.9%
Scope 3 emissions from Landfilled Waste	59,986	0.0024	-51.2%
Scope 3 emissions from Business Travel	6,449	—	-75.9%

Table 2—Other environmental data

INDICATOR	2020 TOTAL	INTENSITY	INTENSITY CHANGE FROM 2019
ENERGY CONSUMPTION	MWH	MWH/m²	%
Managed	4,956,217	0.1987	-30.4%
Franchised	10,015,986	0.2353	-20.5%
Total	14,972,203	0.2218	-24.1%
WATER CONSUMPTION	MEGALITERS	LITERS/m²	%
Managed	9,672	388	-33.9%
Franchised	16,788	394	-32.4%
Total	26,460	392	-32.9%
WATER WITHDRAWALS	MEGALITERS	LITERS/m²	%
Managed	38,687	1,551	-33.9%
Franchised	67,154	1,578	-32.4%
Total	105,841	1,568	-32.9%
LANDFILLED WASTE	METRIC TONS	MT/m²	%
Managed	63,815	0.0026	-51.2%
Franchised	188,956	0.0044	-37.0%
Total	252,772	0.0037	-41.2%
WASTE DIVERTED FROM LANDFILL	METRIC TONS	MT/m²	%
Managed	32,794	0.0013	-53.0%
Franchised	23,364	0.0005	-56.4%
Total	56,158	0.0008	-54.7%
WASTE DIVERSION RATE (%)			
Managed	33.9%	–	-0.9%
Franchised	11.0%	–	-4.2%
Total	18.2%	–	-4.2%

ABOUT DEKRA

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

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

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

Table 3—Social impact data

INDICATOR

2020 TOTAL

Disaster relief funds distributed to Hilton Team Members through the Hilton Responds Fund (USD)	\$542,093
Volunteering (number of hours)	184,425
Grants awarded to community partners through the Hilton Effect Foundation	\$1,897,500
Mandatory Anti-Trafficking Training (% of General Managers having completed)	71%
Supplier Diversity Program (number of women, minority, veteran and LGBTQ-owned businesses we have supported)	2700
Refugees Impacted (cumulative since 2015)	11,725

ATTESTED BY



ZED BATES
 CARB Accredited Verifier
 Executive Order H-15-171
 Lead Auditor
 DEKRA Certification, Inc.



CEM ONUS
 Managing Director
 DEKRA Certification, Inc.





WALDORF ASTORIA EDINBURGH 