

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 &amp; Resorts, LXR Hotels &amp; Resorts, Conrad Hotels &amp; Resorts, Canopy by Hilton, Tempo by Hilton, and Motto by Hilton; our full service hotel brands, Signia by Hilton, Hilton Hotels &amp; 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><a href="#">About Hilton</a></p> <p><a href="#">2020 Annual Report</a></p> <p><a href="#">2020 Form 10-K (Item 1. Business)</a></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 <a href="#">About Hilton</a> for more information.
102-5	Ownership and legal form	Hilton is a publicly traded company incorporated in the United States.
102-6	Markets served	<a href="#">2020 Form 10-K (Item 1. Business)</a>
102-7	Scale of the organization	As reported in our <a href="#">2020 Form 10-K</a> , 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><a href="#">2020 ESG Report (About Hilton, p. 6-7)</a></p> <p><a href="#">2020 Annual Report</a></p> <p><a href="#">2020 Form 10-K (Item 1. Business - "Overview")</a></p> <p><a href="#">Hilton Diversity &amp; Inclusion website</a></p>

GRI  
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**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 <a href="#">2020 ESG Report</a> (About Hilton, p. 6; Responsible Sourcing, p. 26-27), our <a href="#">Responsible Sourcing Policy</a> and Hilton’s <a href="#">Slavery and Trafficking Statement 2019</a>.</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 <a href="#">Science Based Targets initiative (SBTi)</a> 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 <a href="#">2020 ESG Report</a> and in our <a href="#">Environmental Policy Statement</a>.</p>
102-12	External initiatives	<p>Since 2012, Hilton has been a signatory to the <a href="#">United Nations (UN) Global Compact</a>, 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 <a href="#">2020 ESG Report</a>, 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 <a href="#">Sustainable Hospitality Alliance</a> and the <a href="#">World Travel &amp; Tourism Council</a>.</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 <a href="#">Science Based Targets initiative (SBTi)</a>. We are also members of The Climate Group’s <a href="#">EP100 initiative</a>, and signatories to the <a href="#">UN CEO Water Mandate</a>. In 2018, Hilton was the first hospitality company to join the <a href="#">Tent Partnership for Refugees</a>, 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 <a href="#">2020 ESG Report</a> for further detail.</p>

GRI  
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**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 <a href="#">Stakeholder Engagement Policy Statement</a> and our <a href="#">2020 ESG Report</a> (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><b>World Travel and Tourism Council:</b> 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><b>American Hotel &amp; Lodging Association:</b> Hilton is a member of the American Hotel &amp; 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><b>Sustainable Hospitality Alliance:</b> 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 &amp; Water, Youth and Human Rights Working Groups.</p> <p><b>Diversity, Equity &amp; Inclusion Associations:</b> 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 &amp; Lodging Educational Foundation, American Resort Development Association, Catalyst, Gay &amp; Lesbian Alliance Against Defamation, Human Rights Campaign, International Gay &amp; 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 &amp; Developers, National Business &amp; Disability Council, National Center for American Indian Enterprise Development Council, National Council of La Raza, National Gay &amp; 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 &amp; Equal Workplace Advocates, OutServe – SLDN, Point Foundation, Prospanica, Reaching Out MBA, Services &amp; 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 <a href="#">2020 ESG Report</a> (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	<a href="#">2020 ESG Report</a> (Executive Statement, p. 4)
102-15	Key impacts, risks, and opportunities	<a href="#">2020 Annual Report</a> <a href="#">2020 Form 10-K</a> (Item 1A. Risk Factors) <a href="#">2020 Form 10-K</a> (Item 1. Business – “Environment, Social and Governance”) <a href="#">2020 ESG Report</a> (Our Material Issues, p. 8) <a href="#">2020 Materiality Assessment Report</a>

**ETHICS AND INTEGRITY**

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

**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> <a href="#">2020 ESG Report</a> (Governance, p. 42-47) <a href="#">Board of Directors</a> <a href="#">Nominating and ESG Committee Charter</a> <a href="#">2021 Proxy Statement</a>

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### GOVERNANCE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-22	Composition of the highest governance body and its committees	<a href="#">Committee Composition</a> <a href="#">Nominating and ESG Committee Charter</a> <a href="#">2020 ESG Report</a> (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 <a href="#">Board of Directors</a> webpage.
102-24	Nominating and selecting the highest governance body	<a href="#">Committee Composition</a> <a href="#">Nominating and ESG Committee Charter</a>
102-25	Conflicts of interest	<a href="#">Nominating and ESG Committee Charter</a> ("Conflicts of Interest")
102-26	Role of highest governance body in setting purpose, values and strategy	<a href="#">Nominating and ESG Committee Charter</a>
102-28	Evaluating the highest governance body's performance	<a href="#">Corporate Governance Guidelines</a> ("Evaluation of Board Performance")
102-35	Remuneration policies	<a href="#">2021 Proxy Statement</a>
102-36	Process for determining remuneration	<a href="#">2021 Proxy Statement</a>

### 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. <a href="#">Hilton Stakeholder Engagement Policy Statement</a> <a href="#">2020 ESG Report</a> (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. <a href="#">2020 Form 10-K</a> (Item 1. Business - "Employees") <a href="#">Hilton Stakeholder Engagement Policy Statement</a>

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### 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><a href="#">Hilton Stakeholder Engagement Policy Statement</a> <a href="#">2020 ESG Report</a> (Stakeholder Engagement, p. 9-10)</p>
102-43	Approach to stakeholder engagement	<p><a href="#">Hilton Stakeholder Engagement Policy Statement</a> <a href="#">2020 ESG Report</a> (Stakeholder Engagement, p. 9-10) <a href="#">Our 2030 Goals</a></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 <a href="#">Hilton Customer Help</a>.</p> <p><a href="#">Hilton Stakeholder Engagement Policy Statement</a></p>

### REPORTING PRACTICE

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-45	Entities included in the consolidated financial statements	<a href="#">2020 Form 10-K</a> (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 <a href="#">Materiality Assessment Report</a> for details on our 2020 materiality assessment.
102-47	List of material topics	<a href="#">2020 ESG Report</a> (Our Material Issues, p. 8) <a href="#">Materiality Assessment Report</a>
102-48	Restatements of information	None during the reporting period.
102-49	Changes in reporting	None during the reporting period.

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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 <a href="mailto:corporate_responsibility@hilton.com">corporate_responsibility@hilton.com</a>
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 <a href="#">2020 Assurance Statement</a> for more information.

Specific disclosures

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS

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

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

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
<b>Economic (continued)</b>		
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>
<b>Environmental</b>		
Energy	302 Management approach disclosure	<p><a href="#">2020 ESG Report</a> (Energy &amp; Carbon, p. 20-21)  <a href="#">2020 CDP Climate Change Questionnaire</a>  <a href="#">Hilton Environmental Policy Statement</a>  <a href="#">Hilton Energy Stewardship Policy Statement</a></p>
	302-1 Energy consumption within the organization	<p>In 2020, our total energy consumption was 14,972,203 megawatt hours. Please view our <a href="#">2020 ESG Report</a> (Energy &amp; Carbon, p. 20-21 and Performance Table, p. 50) for further detail. Our 2020 energy data has been externally assured, as noted in our <a href="#">2020 Assurance Statement</a>.</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 <a href="#">2020 ESG Report</a> (Energy &amp; Carbon, p. 20-21 and Performance Table, p. 50) for further detail. Our 2020 energy data has been externally assured, as noted in our <a href="#">2020 Assurance Statement</a>.</p>

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MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
<b>Environmental (continued)</b>		
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 <a href="#">2020 CDP Climate Change Questionnaire</a> for further detail on our energy performance and energy reduction activities.</p>
Water and Effluents	303 Management approach disclosure	<p><a href="#">2020 ESG Report (Water, p. 22-23)</a>  <a href="#">2020 CDP Water Security Questionnaire</a>  <a href="#">Hilton Environmental Policy Statement</a></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 <a href="#">2020 ESG Report (Water, p. 22-23 and Performance Table, p. 50)</a> for further detail. Our 2020 water data has been externally assured, as noted in our <a href="#">2020 Assurance Statement</a>.</p>
Emissions	305 Management approach disclosure	<p><a href="#">2020 ESG Report (Energy &amp; Carbon, p. 20-21)</a>  <a href="#">2020 CDP Climate Change Questionnaire</a>  <a href="#">Hilton Environmental Policy Statement</a>  <a href="#">Hilton Energy Stewardship Policy Statement</a></p>
	305-1 Direct (Scope 1) GHG emissions	<p>In 2020, our Scope 1 emissions were 329,570 metric tons of CO<sub>2</sub>e.</p> <p>Please view our <a href="#">2020 ESG Report (Energy &amp; Carbon, p. 20-21 and Performance Table, p. 49)</a> for further detail. Our 2020 Scope 1 emissions data has been externally assured, as noted in our <a href="#">2020 Assurance Statement</a>.</p>

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MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
<b>Environmental (continued)</b>		
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 CO<sub>2</sub>e. Our Scope 2 market-based emissions were 1,388,664 metrics tons of CO<sub>2</sub>e.</p> <p>Please view our <a href="#">2020 ESG Report</a> (Energy &amp; 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 <a href="#">2020 Assurance Statement</a>.</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 CO<sub>2</sub>e. The total includes emissions from on-site fuels combustion (745,601 metric tons CO<sub>2</sub>e) and indirect emissions from the generation of electricity, heat or steam purchased from a utility provider (2,444,307 metric tons CO<sub>2</sub>e).</p> <p>In addition, in 2020 we generated Scope 3 emissions of 6,449 metric tons CO<sub>2</sub>e from employee business and air travel, and 59,986 metric tons CO<sub>2</sub>e from the disposal of waste associated with our operations.</p> <p>Please view our <a href="#">2020 ESG Report</a> (Energy &amp; 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 <a href="#">2020 Assurance Statement</a>.</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 <a href="#">2020 ESG Report</a> (Energy &amp; 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 <a href="#">2020 Assurance Statement</a>.</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 <a href="#">2020 CDP Climate Change Questionnaire</a> for further detail on our emissions performance and reduction activities.</p>

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

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
<b>Environmental (continued)</b>		
Effluents and Waste	306	Management approach disclosure  <a href="#">2020 ESG Report</a> (Waste, p. 24-25) <a href="#">Hilton Environmental Policy Statement</a>
	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 <a href="#">2020 ESG Report</a> (Waste, p. 24-25 and Performance Table, p. 51) for further detail. Our 2020 waste data has been externally assured, as noted in our <a href="#">2020 Assurance Statement</a> .
Environmental Compliance	307	Management approach disclosure  <a href="#">Hilton Environmental Policy Statement</a>
	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  <a href="#">2020 ESG Report</a> (Responsible Sourcing, p. 26-27) <a href="#">Hilton Responsible Sourcing Policy</a> <a href="#">Hilton Environmental Policy Statement</a>
	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 <a href="#">2020 ESG Report</a> (Responsible Sourcing, p. 26-27)

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

<b>MATERIAL ASPECTS</b>	<b>GRI INDICATORS</b>	<b>RESPONSE AND/OR REFERENCES</b>
<b>Social</b>		
Employment	401	<p>Management approach disclosure</p> <p><a href="#">2020 Annual Report</a>  <a href="#">2020 Form 10-K</a> (Item 1. Business)  <a href="#">Hilton Great Places to Work profile</a>  <a href="#">Hilton Careers website</a>  <a href="#">Corporate Awards</a>  <a href="#">Hilton Diversity &amp; Inclusion website</a>  <a href="#">Hilton Slavery and Trafficking Statement 2019</a>  <a href="#">2020 ESG Report</a> (About Hilton, p. 6 and Team Member Support, p. 29-30)</p>
	401-2	<p>Benefits provided to full-time employees</p> <p><a href="#">Hilton Careers website</a> (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
<b>Social (continued)</b>		
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><a href="#">Hilton Diversity &amp; Inclusion website</a>  <a href="#">2020 ESG Report (Diversity &amp; Inclusion, p. 31-32)</a>  <a href="#">Hilton Great Places to Work profile</a></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><a href="#">Hilton Diversity &amp; Inclusion website</a>  <a href="#">2020 ESG Report (Diversity &amp; Inclusion, p. 31-32)</a></p>

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

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