Performance Tables

At Hilton, we closely track and report on our environmental and social impact.

ENVIRONMENTAL IMPACT

ENERGY AND CARBON

Hilton is committed to reducing Scope 1 and 2 carbon emissions from managed hotels by 75% and working with franchisees to reduce Scope 3 carbon emissions from franchised hotels by 56%.

MT CO_2e/m^2, 2008 baseline

		2022	2021	2020	2019	2008 BASELINE
GREENHOUSE GAS EMISSIONS						
Scope 1 Direct Emissions	Emissions (MT CO_2e)	446,084	415,034	329,570	476,036	437,087
	Emissions intensity (MT CO_2e/m^2)	0.0157	0.0151	0.0132	0.0199	0.0307
Scope 2 Indirect Emissions	Location-based emissions (MT CO_2e)	1,922,844	1,778,303	1,419,705	1,949,324	1,562,544
	Location-based emissions intensity (MT CO_2e/m^2)	0.0678	0.0646	0.0569	0.0815	0.1098
	Market-based emissions (MT CO_2e)	1,904,610	1,762,174	1,388,664	1,931,834	1,792,500
	Market-based emissions intensity (MT CO_2e/m^2)	0.0672	0.0641	0.0557	0.0808	0.1260
Total Scope 1 + 2 Emissions	Location-based emissions (MT CO_2e)	2,368,928	2,193,338	1,749,275	2,425,360	1,999,631
	Location-based emissions intensity (MT CO_2e/m^2)	0.0835	0.0797	0.0701	0.1014	0.1405
	Market-based emissions (MT CO_2e)	2,350,694	2,177,208	1,718,234	2,407,870	2,229,587
	Market-based emissions intensity (MT CO_2e/m^2)	0.0829	0.0792	0.0689	0.1007	0.1567
Scope 3 Emissions	Franchise emissions (MT CO_2e)	4,020,579	4,087,530	3,189,909	3,884,715	3,019,210
	Franchise emissions intensity (MT CO_2e/m^2)	0.0742	0.0785	0.0749	0.0971	0.1363
	Emissions from business travel (MT CO_2e)	17,095	7,616	6,449	26,754	—
	Emissions from waste (MT CO_2e)	86,883	73,000	59,986	117,772	125,821
	Emissions from waste intensity (MT CO_2e/m^2)	0.0031	0.0027	0.0024	0.0049	0.0088
Total Location-Based Emissions: Managed and Franchised	Location-based emissions (MT CO_2e)	6,389,507	6,280,868	4,939,184	6,314,510	5,018,841
	Location-based emissions intensity (MT CO_2e/m^2)	0.0774	0.0789	0.0732	0.0988	0.1380
Total Market-Based Emissions: Managed and Franchised	Market-based emissions (MT CO_2e)	6,371,273	6,264,738	4,908,143	6,292,556	5,248,797
	Market-based emissions intensity (MT CO_2e/m^2)	0.0772	0.0787	0.0727	0.0985	0.1443
ENERGY						
Energy Consumption MWh	Managed	6,800,671	6,164,255	4,956,217	6,828,225	5,289,613
	Franchised	13,127,543	12,900,585	10,015,986	11,838,738	8,445,834
	Total	19,928,215	19,064,840	14,972,203	18,666,964	13,735,447
Energy Use Intensity MWh/m^2	Managed	0.2398	0.2241	0.1987	0.2856	0.3861
	Franchised	0.2423	0.2479	0.2353	0.2960	0.3813
	Total	0.2414	0.2396	0.2218	0.2921	0.3831

We use LightStay, our award-winning ESG 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.

DRAFTING ACHIEVABLE TARGETS

We are committed to continuously evolving our ESG strategy to ensure it aligns with best practices and the latest climate science. In 2022, we launched our new ESG strategic framework, which serves as a blueprint for our path forward to achieve our Travel with Purpose 2030 Goals. Building on our existing commitments, the framework includes our enhanced ESG goals and, as shown on our Goal Tracker (), we also updated sub-goals within each pillar: Environmental, Social, Governance, to reflect the priorities, programs and practices that will drive our success that we can measure, monitor and report.

WATER

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

WASTE

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

		2022	2021	2020	2019	2008 BASELINE
Water Consumption Megaliters	Managed	13,766	12,287	9,672	14,026	10,335
	Franchised	25,196	22,435	16,788	23,327	16,988
	Total	38,962	34,722	26,460	37,353	27,323
Water Consumption Intensity Liters/m²	Managed	485	447	388	586	754
	Franchised	465	431	394	583	767
	Total	472	436	392	585	762
Water Withdrawal Megaliters	Managed	55,065	49,147	38,687	56,103	41,342
	Franchised	100,784	89,740	67,154	93,309	67,951
	Total	155,849	138,887	105,841	149,412	109,293
Water Withdrawal Intensity Liters/m²	Managed	1,942	1,787	1,551	2,346	3,018
	Franchised	1,860	1,724	1,578	2,333	3,068
	Total	1,888	1,756	1,568	2,338	3,049
Total Waste Generated MT	Managed	143,678	114,226	96,609	192,230	159,537
	Franchised	271,114	239,453	212,321	332,103	264,321
	Total	414,792	353,679	308,929	524,334	423,858
Total Waste Intensity MT/m²	Managed	0.0051	0.0042	0.0039	0.0080	0.0112
	Franchised	0.0050	0.0046	0.0050	0.0083	0.0119
	Total	0.0050	0.0044	0.0046	0.0082	0.0117
Landfilled Waste Generated MT	Managed	92,429	77,659	63,815	125,289	133,852
	Franchised	249,702	217,948	188,956	281,772	221,765
	Total	342,131	295,607	252,772	407,061	355,617
Landfilled Waste Intensity MT/m²	Managed	0.0033	0.0028	0.0026	0.0052	0.0094
	Franchised	0.0046	0.0042	0.0044	0.0070	0.0100
	Total	0.0041	0.0037	0.0037	0.0064	0.0098
Waste Diverted from Landfill MT	Managed	51,249	36,566	32,794	66,941	25,686
	Franchised	21,412	21,505	23,364	50,332	42,556
	Total	72,661	58,072	56,158	117,273	68,242
Waste Diversion Intensity MT/m²	Managed	0.00181	0.0013	0.0013	0.0028	0.0018
	Franchised	0.0004	0.0004	0.0005	0.0013	0.0019
	Total	0.0009	0.0007	0.0008	0.0018	0.0019
Waste Diversion Rate %	Managed	35.7%	32.0%	33.9%	34.8%	16.1%
	Franchised	7.90%	9.0%	11.0%	15.2%	16.1%
	Total	17.52%	16.42%	18.2%	22.4%	16.1%

SOCIAL IMPACT

COMMUNITIES

Hilton is committed to meaningfully impact 20 million community members through local support, disaster relief and economic opportunities.

CONDUCT

Hilton promotes responsible, inclusive conduct across 100% of its value chain operations.

		2022	2021	2020	2019
Volunteering	Volunteering Number of Hours[1]	344,958	197,824	184,425	549,887
Refugee Support	Refugees Impacted[2]	78,588	26,335	11,725	10,883
Supplier Diversity	Supplier Diversity Program: Number of women, minority, veteran and LGBTQ– owned businesses we have supported	2,438	2,508	2,700	3,476
Human Rights	Preventing Human Trafficking Training[4]				
	Managed	98%	54%[3]	71%	78%
	Franchised	70%	—	—	—

1   Reduction in logged 2020 and 2021 volunteer hours is primarily attributable to the temporary closing or suspension of hotels due to the pandemic.

2   Figures provided are cumulative impact since 2015.

3   2021 was an anomalous year. Many hotels faced significant challenges training staff as they continued to experience issues related to the business impacts of the pandemic, including closures, low occupancy, staff shortages and furloughed employees. As lean teams faced conflicting priorities, course completions suffered, as reflected in the data. We also expect some of the reduction to be attributable to under-reporting.

4   2019–2021 human trafficking training numbers are combined managed and franchised. For 2022, we have broken out managed and franchised for greater detail.