

# Travel with Purpose

2023 REPORT



Hilton



ABOUT THIS REPORT

This report provides an annual update about the Hilton Travel with Purpose strategy and performance. It 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). Our Environmental, Social and Governance (ESG) strategy and reporting practices are informed by our [materiality assessment](#).

In addition to the information found in this report, we externally report on our Travel with Purpose strategy in the Hilton Worldwide Holdings Inc. (“Hilton”, “we”, “us” or “the Company”) [Form 10-K](#), [Proxy Statement](#), and on the [Our Reporting page](#) of [esg.hilton.com](#). We obtain third-party limited assurance over selected data disclosed in this report, as indicated in our [2023 Assurance Statement](#).

All financial figures indicated in this report are in U.S. dollars, unless otherwise noted. We define Team Members as employees at Hilton corporate offices and owned, leased and managed properties, and employees of franchisees who work on-property at independently owned and operated hotels in the Hilton portfolio. In this report, goals and progress updates, references to Hilton’s “managed hotels” or “managed portfolio” include all hotels we operate, including owned, leased and managed hotels. Information about our supply chain is provided by our global procurement and supply chain arm, [Hilton Supply Management](#). HSM works with 90k+ Tier 1 suppliers to source 500k+ products for hotels around the world, serving nearly 17k properties, including 7.5k+ non-Hilton branded hotels and non-hotel businesses. Last updated February 2025.

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MESSAGE FROM OUR CEO

At Hilton, we are driven by a firm belief that our hospitality holds the power to be a transformative force for good in the world.

Today, our founding vision to spread the light and warmth of hospitality has never been more important. Through the power of 465,000+ passionate and committed Hilton Team Members serving guests across 126 countries and territories, we’re creating an engine of opportunity for the people and communities we are so privileged to serve.

Our Travel with Purpose program is an integral component of our business strategy, and it is also reflective of our desire to offer our guests the dynamic and restorative travel experiences they expect—experiences that connect them closer to the people, cultures and natural environments they visit.

It also underscores our commitment to remain the best citizen, neighbor, partner and supporter of every community, guest, Team Member and owner we serve.

2023 was another monumental year of progress, with important gains across several critical fronts.

Creating Opportunities for our Team Members

In 2023, we were named the #1 Best Place to Work in the World by Great Place to Work and Fortune Magazine.

Helping our Guests Travel Sustainably

In 2023, we continued to provide our guests with an extensive electric vehicle (EV) charging network, making EV chargers available at over 1,800 hotels globally. We also created Sustainable Design Checklists to support owners in incorporating energy efficiency into the hotels they’re developing.

Enabling our Communities to Flourish

When a new Hilton opens, our presence lifts up entire communities through both our economic impact and our support of local nonprofits. In 2023, the Hilton Global Foundation prioritized charitable investments across three core areas: Environmental Sustainability, Career Development, and Community Resilience.

These highlights are just the tip of the iceberg of our Travel with Purpose strategy, and I invite you to explore our initiatives and achievements in this report.

I’ve never been more excited about the future of the Company and our unique role as an engine of opportunity for the communities we serve. Thank you for being part of our Hilton family.

Thanks for reading,

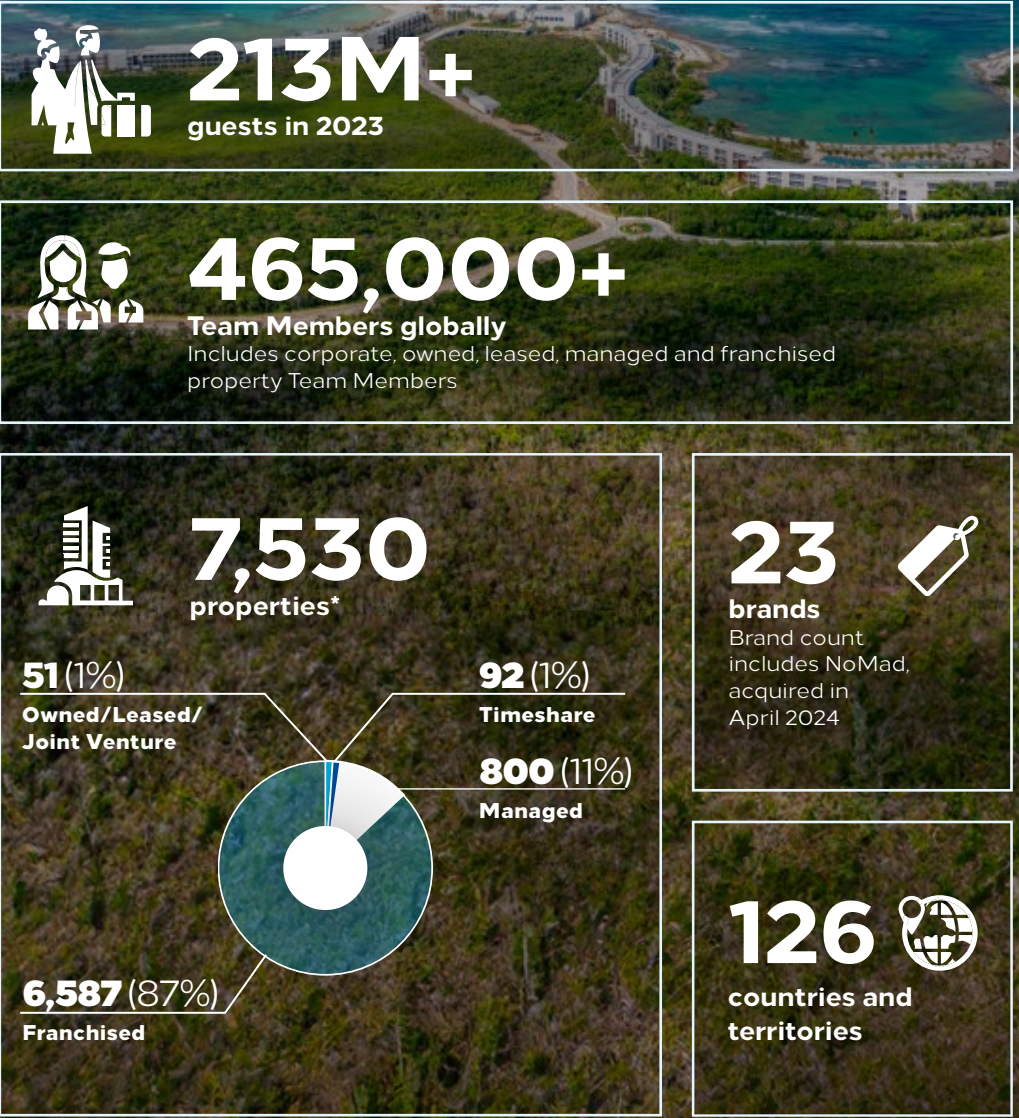
Christopher J. Nassetta  
President and Chief Executive Officer

“Our Travel with Purpose program is an integral component of our business strategy, and it is also reflective of our desire to offer our guests the dynamic and restorative travel experiences they expect—experiences that connect them closer to the people, cultures and natural environments they visit.”

HILTON AT-A-GLANCE

Hilton is one of the largest and most recognized hospitality companies in the world. Since 1919, 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 mission is to be the most hospitable company by creating heartfelt experiences for guests, meaningful opportunities for Team Members, strong value for owners, and positive impact in our communities.



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

\*Properties includes hotels and timeshares as of December 31, 2023



# Travel with Purpose

At Hilton, Travel with Purpose is our environmental, social and governance (ESG) strategy to drive responsible travel and tourism globally. This strategy is **integrated throughout our global business**, including our operations, our supply chain and our engagement with our communities.

**Botánika Osa Peninsula, Curio Collection by Hilton,** helps preserve the region’s rich ecosystem and educate guests and the local community. Botánika partners with the non-profit foundation BioSur to host the largest insect museum in southern Costa Rica with over 6,000 species of endemic butterflies, beetles, and moths.

## OUR 2030 GOALS

In 2018, we set our ambitious **Travel with Purpose 2030 Goals** to hold ourselves accountable for the environmental and social progress we aim to create in our business. Our 2030 Goals closely align with the United Nations’ Sustainable Development Goals (SDGs) and include emissions-reduction targets validated by the Science Based Targets initiative (SBTi) and aligned with the Paris Climate Agreement.

## THE ESG STRATEGIC FRAMEWORK

Our **ESG strategic framework** serves as a blueprint for how we achieve our goals, organized into three pillars:

E

ENVIRONMENTAL

We are building a more sustainable future for the hospitality industry through climate action and destination stewardship. We are focused on reducing the environmental footprint of our hotels through efforts that reduce the use of **watts** (energy/carbon), **water** and the generation of **waste**.

S

SOCIAL

Our business serves as an engine of opportunity in the places where our hotels operate, with a commitment to human rights and an inclusive culture. Our social initiatives provide **career** growth opportunities, positively impact our **communities** and promote responsible, inclusive **conduct**.

G

GOVERNANCE

We are committed to a robust governance structure, which allows us to advance and measure our goals with integrity and transparency.



**LEARN MORE**  
**Materiality Assessment Report**  
is used to ensure our strategy aligns with the issues of highest importance to our business and our stakeholders. Hilton continuously assesses materiality to validate that our goals and ESG strategic framework align to material, relevant topics for our business and reporting.

**Stakeholder Engagement** Hilton engages with internal and external stakeholders to seek their expertise, set expectations and align priorities for the development of ESG programs.

## ESG LEADING RECOGNITION

We proudly serve as an industry leader in ESG, yet we continuously strive to advance our strategy and evolve our programs to do better – for our guests, our communities and the planet.

7th consecutive year on both the **World** and **North America Dow Jones Sustainability Indices**  
Member of  
**Dow Jones Sustainability Indices**

**EcoVadis**  
Gold Medal Sustainability Rating

**Fair 360 Hall of Fame**  
#1 Top Company for ESG and #4 Company for Philanthropy

**S&P Global Sustainability Yearbook Member**

**Human Rights Campaign**  
Equality 100 Award

**PEOPLE®**  
U.S. Companies that Care

**Zicklin Index**  
List of U.S. companies meeting standards of transparency and accountability in political spending

**Fortune and Great Place to Work** No. 1 World’s Best Workplace

**Brand Finance**  
Highest Sustainability Perceptions Value

**3BL’s**  
100 Best Corporate Citizens

**IR Magazine**  
Best ESG Reporting—Large Cap

**Center for Political Accountability**



# The Driving Forces Behind Travel with Purpose

Through Travel with Purpose, Hilton aims to redefine and advance sustainable travel by combining the **power of our people**, who are at the heart of this work, and a **robust roster of initiatives**, which serves as its backbone. Achieving our ambitious Travel with Purpose 2030 Goals will require deep collaboration and a powerful set of programs.

## THE BACKBONE OF TRAVEL WITH PURPOSE

### LIGHTSTAY

Our robust ESG management system helps track, analyze, and report our environmental and social impact at each of our hotels and corporate offices, as well as our progress. Hotel leaders can also use [LightStay](#) to identify improvement actions based on individual hotel performance and the performance of their peers for the metrics tracked in the system.

### HILTON SUPPLY MANAGEMENT (HSM)

Our global procurement and supply chain arm develops relationships and negotiates with suppliers around the world to source goods and services at the best combination of price, quality, and service. [HSM's](#) Responsible Sourcing Team helps us make progress on our sourcing goals. Learn more about this work in the [Conduct](#) section.

### PARTNERSHIPS

Hilton works closely with [partner organizations](#), such as World Wildlife Fund and the International Youth Foundation, that provide expertise and advance initiatives that create meaningful change for our communities and planet.

### HILTON GLOBAL FOUNDATION (HGF)

The [Hilton Global Foundation](#) supports projects around the world led by nonprofit partners and Hilton Team Members who make a positive impact on our communities. Through the Team Member Assistance Fund, HGF also supports Hilton Team Members in the aftermath of disasters or financial hardship due to unexpected personal circumstances.



## THE HEART OF TRAVEL WITH PURPOSE

### TEAM MEMBERS

It's our incredible people who turn our commitments into a reality. Our Team Members take action each day to pursue our goals. Whether turning off unused lighting, or recycling soaps, or volunteering at a local nonprofit, there are [countless ways](#) each Team Member is empowered to operate our hotels more sustainably and responsibly.

### HOTEL OWNERS

Our owners and developers are critical partners in the advancement of a more sustainable future for the hospitality industry. They collaborate, share program feedback, help pilot new initiatives and are visionary leaders to inspire and drive environmental and social progress. [Check out](#) how one Hilton owner is setting an example for a brighter, fossil-fuel free future.

### CUSTOMERS

Our guests inspire us to take action so they can travel more sustainably and responsibly. We use guest feedback to shape our ESG initiatives and collaborate with customers to help them achieve their own environmental and social impact goals. Our [Meet with Purpose](#) program enables customers to achieve their goals to protect the planet and impact communities.

### COMMUNITIES

Each Hilton hotel operates as a hub in its community, convening community members and serving as a gateway for new visitors to the destination. Small businesses, nonprofits, local government leaders, and neighbors engage with our hotels to inform strategies that contribute to local initiatives. [See](#) how hotels jumped into action to support relief from the Maui wildfires.



# Enabling our Guests to Achieve their Goals

Increasingly, guests are seeking more sustainable travel experiences and opportunities to better immerse themselves in the culture and communities of the destinations they visit. We are working to provide our guests with more options that empower them to travel in better alignment with their personal values or their organization’s ESG goals and guiding principles.

See some examples of how guests might experience Travel with Purpose when they stay at one of our hotels.



**Electric vehicle (EV) chargers**  
to enable our guests to “recharge” on road trips



**Digital Key**  
so guests can skip the front desk—and the plastic key card



**Full-size bath products**  
to reduce single-use plastic waste



**Locally sourced, low-carbon meals**  
on restaurant and banquet menus



**Hydration stations**  
to refill reusable water bottles

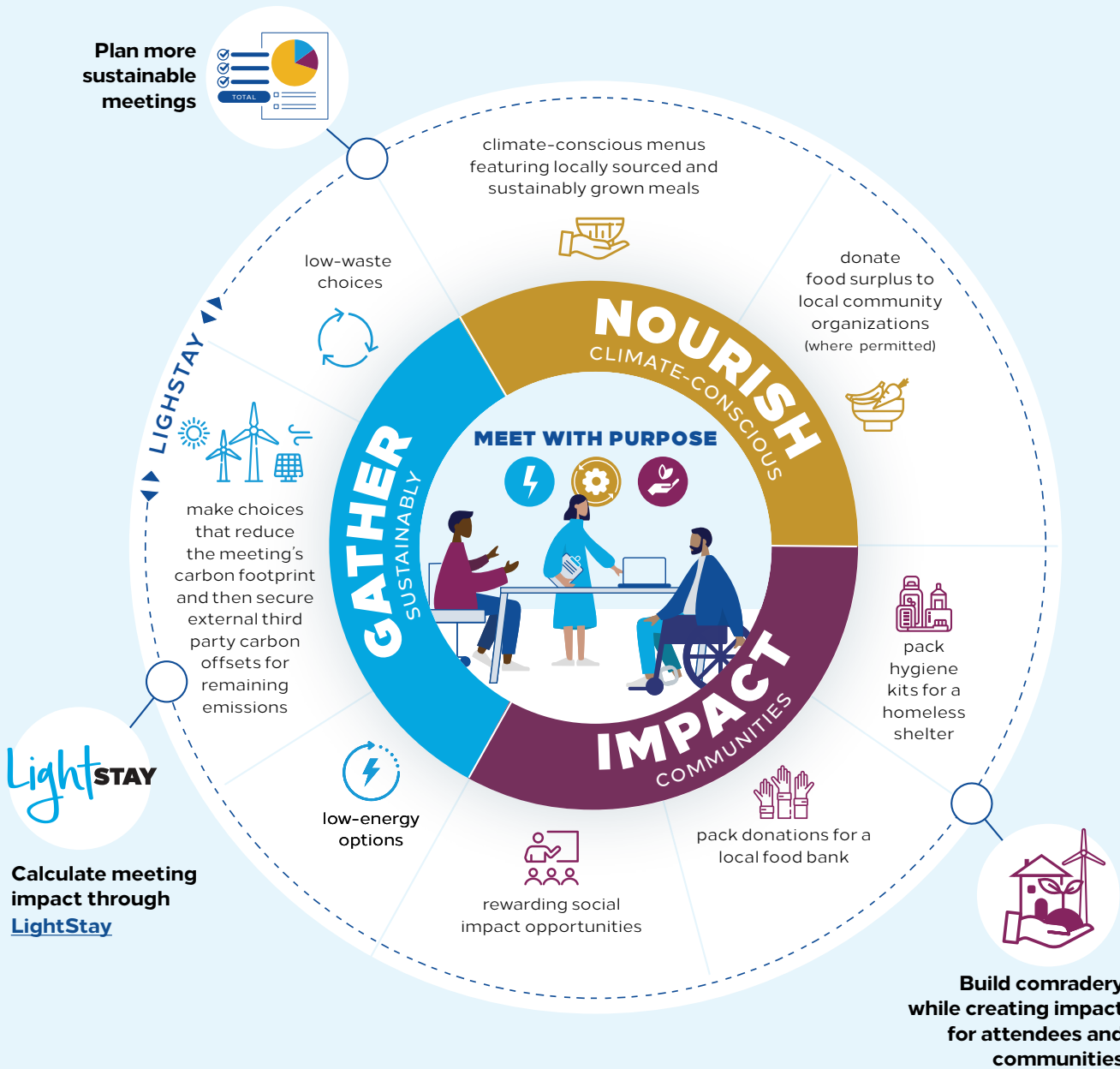
▼ **Hilton London Heathrow Airport** demonstrates the many ways in which their Team Members have implemented Travel with Purpose elements in their operations for their guests and customers.



## MEET WITH PURPOSE

Our [Meet with Purpose](#) program allows customers to integrate environmental and social considerations into their meetings and events, aligned with their own ESG goals, and create positive impact in both the attendee experience and within the communities they visit.

The below graphic describes the three pillars of **Meet with Purpose**.



## CARBON REDUCTION AT MEETINGS & EVENTS

Using the [Meeting Impact Calculator](#) on our LightStay platform, we can work with customers to estimate the carbon emissions associated with their meeting or event. This information can be used along with the Meet with Purpose Checklist to make informed choices that can reduce the environmental impact of an event. Hilton also has a carbon neutral meeting offering which allows us to offset the resulting emissions with high quality offsets purchased by Hilton on behalf of our customers. The offsets are third-party verified and registered through the Climate Action Reserve or Verified Carbon Standard, and customers receive a certificate of credit towards their climate impact goals.

As an example, in 2023, carbon offsets equivalent to 650+ passenger vehicles driven for one year were purchased on behalf of customers hosting meetings and events at managed hotels in Australasia (AUA).

**LEARN MORE**  
[Carbon Neutral Meetings](#)

### 2023 MEET WITH PURPOSE HIGHLIGHTS

**45,000+**  
Meeting Impact Calculator reports run in 2023

**35%**  
increase in hotels that ran Meeting Impact Calculator reports



# 2030 Progress Tracking

Reporting annually on our ambitious 2030 Goals holds us accountable for sharing progress in our operations, supply chain and communities. In this table, we map our Travel with Purpose 2030 Environmental and Social Goals to the corresponding UN Sustainable Development Goals (SDGs) and report our progress to date.

These goals continue to be supported by our Governance Goals, including operating through best-in-class measurement (LightStay), governance and oversight. See our governance goals and read about our practices in the Governance section of this report.

PROGRESS STATUS LEGEND

Ongoing

Making progress

On track

Complete

E ENVIRONMENTAL

BUILDING A MORE SUSTAINABLE FUTURE

	SDGs	HILTON'S 2030 GOALS	PROGRESS AND MILESTONES	STATUS
<div>WATTS</div>	<div>7 AFFORDABLE AND CLEAN ENERGY</div>	Reduce Scope 1 and 2 carbon emissions intensity from managed hotels by 75% (MT CO <sub>2</sub> e/m <sup>2</sup> , 2008 baseline)	• Achieved 45.1% reduction in carbon emissions intensity from 2008 baseline for managed hotels as of end of year (EOY) 2023	
	<div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div>	Reduce Scope 3 carbon emissions intensity from franchised hotels by 56% by working collaboratively with franchisees (MT CO <sub>2</sub> e/m <sup>2</sup> , 2008 baseline)	• Achieved 25.1% reduction in carbon emissions intensity from 2008 baseline for franchised hotels as of EOY 2023	
	<div>13 CLIMATE ACTION</div>	Align with global environmental certifications that require third-party verification (e.g., certification to ISO 14001, 50001, 9001; US EPA ENERGY STAR)	• Facilitated ongoing certification to ISO standards for our hotel portfolio, including ISO 14001 (Environmental Management), ISO 50001 (Energy Management) and ISO 9001 (Quality Management)	
<div>WATER</div>	<div>6 CLEAN WATER AND SANITATION</div>	Reduce water use intensity in our managed operations by 50% (Liters/m <sup>2</sup> , 2008 baseline)	• Achieved 26.5% reduction in water intensity from 2008 baseline for managed hotels as of EOY 2023	
	<div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div>	Activate 20 community water projects to increase access and resilience	• Completed 12 community water projects to increase access to clean water and protect the water resources in the communities where we operate since 2019, including <a href="#">three</a> in 2023	
<div>WASTE</div>	<div>3 GOOD HEALTH AND WELL-BEING</div>	Reduce landfilled waste intensity in our managed operations by 50% (MT/m <sup>2</sup> , 2008 baseline)	• Achieved 63.7% reduction in landfilled waste intensity from 2008 baseline for managed hotels as of EOY 2023	
	<div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div>	Reduce food waste across our global operations by implementing a food waste reduction program in every kitchen	• Utilized the Hotel Kitchen Toolkit and other resources to provide valuable food waste reduction guidance to all hotels	
	<div>14 LIFE BELOW WATER</div>	Send zero soap to landfill by recycling all used guest soap bars, where available	• 82% of hotels partnered with soap recycling organizations	



S

SOCIAL  
CREATING AN ENGINE OF OPPORTUNITY

PROGRESS STATUS LEGEND

- Ongoing
- Making progress
- On track
- Complete

SDGs	HILTON'S 2030 GOALS	PROGRESS AND MILESTONES	STATUS
<div></div> <div>CAREERS</div>	<div></div> <div>Create 5 million cumulative learning and career growth opportunities for all Team Members and communities</div>	<div>• Created a total of 1.5M+ learning and career growth opportunities for all Team Members and communities since 2022, including 860k+ in 2023</div>	<div></div>
<div></div> <div>COMMUNITIES</div>	<div></div> <div>Meaningfully impact 20 million community members</div>	<div>• Hilton and the HGF meaningfully impacted community members through local support, disaster relief efforts and economic opportunities, collectively impacting 5.48M+ community members since 2022</div>	<div></div>
	<div></div> <div>Contribute 10 million volunteer hours</div>	<div>• Achieved 2.5M+ total reported volunteer hours since 2017, including 377k+ in 2023</div>	<div></div>
	<div></div> <div>Award 300+ Action Grants for hotel-led social and environmental impact projects that provide local support for our communities</div>	<div>• Awarded 117 Action Grants since 2022 to nonprofit organizations around the globe for hotel-led social and environmental impact projects</div>	<div></div>
	<div></div> <div>Participate in food donation programs, where allowed by law (managed hotels)</div>	<div>• Required all managed hotels in North America to have a food donation program</div>	<div></div>
	<div>Design, standup and activate a disaster relief program to support our community members and Team Members</div>	<div>• Revised and implemented Disaster Response Playbook</div> <div>• Distributed nearly \$4 million in critical financial support to 6k+ Team Members impacted by disasters, crisis and personal hardship instances since 2014, including \$865k+ to 3.4k+ Team Members in 2023</div>	<div></div>
	<div>Leverage our large global footprint and deep integration within our communities to expand local sourcing and business with small suppliers</div>	<div>• Achieved sourcing from 2,200+ small businesses and our supplier spend with these valued partners exceeded \$467 million in 2023</div> <div>• Dedicated substantial efforts to elevate locally sourced food offerings in the EMEA region including in the United Kingdom (UK) the Netherlands, Germany, Egypt, the UAE and Saudi Arabia</div>	<div></div>
<div></div> <div>CONDUCT</div>	<div></div> <div>Embed ESG due diligence across our supply chain and partner with suppliers to advance positive impact</div>	<div>• Launched the Human Rights Questionnaire (HRQ) within our supplier risk management tool to assess human rights risks associated with high-spend and high-risk suppliers</div> <div>• Achieved EcoVadis ESG ratings for 30% of key suppliers across our Americas and EMEA regions; 19% of rated suppliers are engaged in corrective actions</div>	<div></div>
	<div></div> <div>Promote responsible sourcing of beef, poultry, pork, eggs, seafood and produce from third-party recognized and/or certified suppliers across our managed hotels</div>	<div>• Continued to make progress on responsible sourcing of beef, poultry, pork, eggs, seafood and produce. Learn more about our <a href="#">progress on our responsible sourcing goals</a></div>	<div></div>
	<div>Engage guests in supporting responsible travel and destination stewardship</div>	<div>• Continued to support sustainable travel through offering EV chargers, sustainable meetings and events and low carbon menu offerings</div>	<div></div>



E ENVIRONMENTAL IMPACT

CLIMATE ACTION DESTINATION STEWARDSHIP

Protecting and Preserving the Destinations Where We Operate




Through climate action and destination stewardship, we are building a more sustainable future for the global travel and tourism industry.

Waldorf Astoria Seychelles Platte Island

The idyllic new resort is on the beautiful Platte Island, home to rich biodiversity, including seabirds and turtles. The hotel powers 95% of its operations by the sun through a dedicated 2.5-megawatt solar farm. The on-site water treatment plant also supports the reuse of water. All buildings on property are set back a minimum of 30m from the high-tide mark to protect the beach from light pollution and to allow local sea turtles to lay eggs.

Climate change poses a critical threat to our planet and an important challenge to the resiliency of the travel and tourism industry. At Hilton, we’ve made mitigating the environmental impact of our operations a high priority, as we know it is crucial to build and operate sustainable, efficient hotels and to serve as good stewards of the beautiful destinations where we operate. We strive every day to meet the expectations of the growing number of purpose-driven consumers who value sustainable and conscientious travel.

BY 2030, WE ARE COMMITTED TO:

 WATTS	 WATER	 WASTE
<p>Cut managed portfolio emissions intensity by <b>75%</b></p> <p>Cut franchised portfolio emissions intensity by <b>56%</b></p>	<p>Cut water use intensity by <b>50%</b></p>	<p>Cut landfilled waste intensity by <b>50%</b></p>

Expanded Electric Vehicle (EV) Charging Network

In 2023, Hilton continued to offer guests a comprehensive network of EV charging stations, bolstered by an expanding portfolio of partnerships with EV charging service providers. Across the Hilton portfolio, over 1,800 hotels are now equipped with EV chargers, enabling guests to travel more sustainably and reinforcing our dedication to minimize the environmental impact in the locations we serve.

Protecting Biodiversity

We are committed to helping preserve and protect the environment in the destinations where Hilton operates. In 2023, we took actionable steps to further our approach to protecting biodiversity in our operations, including working with World Wildlife Fund (WWF) to develop guidance for considering biodiversity in the development and management of hotels, and information for guests when travelling to ecologically sensitive destinations.

Certification to ISO Standards

To secure third party validation for the quality of our hotels’ operations, Hilton certifies our hotels to ISO standards. Our certifications to ISO 14001 (Environmental Management), ISO 50001 (Energy Management), and ISO 9001 (Quality Management) are verified on an annual basis by our external auditor, DEKRA Certification, Inc.

Travel with Purpose Training

In April 2023, we launched the new Travel with Purpose training for Team Members globally. The training highlights specific, practical actions Team Members can take in their daily work to drive social and environmental impact and has been translated in eight languages.



Hilton Diagonal Mar Barcelona Achieves LEED Gold Certification

Through significant sustainability efforts, the hotel has been awarded LEED Gold certification. Projects included a 100% LED lighting replacement, solar filter installation on windows, solar panels for hot water heating, and use of certified sustainable building construction materials, all greatly reducing the environmental impact of the hotel.



Hilton London Metropole Reduces Energy Consumption

The Hilton London Metropole reduced energy consumption by 30% in 2023 as a result of the energy efficiency measures implemented during their 2021/2022 refurbishment, including LED lighting installation, high efficiency chiller replacement, heating, ventilation and air-conditioning (HVAC) efficiency upgrades, and electrification of kitchen equipment.



Sustainability Leadership

Hilton drives sustainable travel by serving as a voice of leadership, engaging in global efforts for climate action and social impact, and participating in industry groups that support such initiatives..

We continue to work with these groups to make the hospitality industry more environmentally and socially sustainable, focusing on issues such as climate action, human rights, water conservation and responsible sourcing, as well as industry education and standardization in reporting.

ENVIRONMENTAL ACTION WITH INDUSTRY GROUPS

In 2023, Hilton leaders served on the:

- **Global Business Travel Association** (GBTA) Sustainability Leadership Council
- **American Hotel & Lodging Association** (AHLA) Sustainability Committee Responsible Stay Initiative
- **Sustainable Hospitality Alliance** (SHA) Senior Advisory Council and Executive Forum
- **U.S. Travel Association** Sustainable Travel Coalition



◀ **Congressional Testimony**  
In 2023, our Vice President, Global ESG, Jean Garriss Hand, testified on behalf of Hilton and the AHLA to the U.S. Senate Subcommittee on Tourism, Trade and Export Promotion on how we can drive positive change for our environment, local economies, communities and guests while also helping to create strong financial return for our owners, investors and business.

Hilton hotels in Dubai pioneer local sourcing through onsite gardens, hydroponic farms and collaboration with the world’s largest indoor vertical farm. ▶



MODELING SUSTAINABLE HOSPITALITY AT COP28

Our hotels in Dubai, UAE, welcomed world leaders and sustainability professionals attending events surrounding the 28th United Nations Conference of the Parties (COP28), which focused on bringing stakeholders together to address climate change. The hotels showcased their sustainability leadership from earning the first LEED Gold designation in the Middle East, to serving a “Green Breakfast” comprising locally sourced and individually curated bites, to offering guests EV charging stations, to heating hot water with solar power and harvesting greens and herbs from on-site mini hydroponic farms.

Hilton leaders participated in various events and panels, sharing our Travel with Purpose strategy and commitment to a sustainable tourism sector and taking part in impactful panel discussions focused on the fact that “food is never waste,” followed by a zero-waste cooking demonstration with our very own Chef Sebastian Nohse.

Emma Banks, VP F&B Strategy & Development for Hilton EMEA, discussed the impact of food waste reduction at COP28 and hosted a ‘Green Breakfast.’ This initiative launched at 13 UAE hotels in August 2023, significantly reduced food waste across breakfast operations.

The team cleans the solar panels at the **Hilton Garden Inn Dubai Mall of The Emirates**, the first hotel to achieve LEED Gold designation in the Middle East.

Hilton VP, Global ESG, presented on the environmental impact of agriculture in the COP28 Green Zone panel called “Global Insights: Leading efforts in Food Loss and Waste Reduction.”



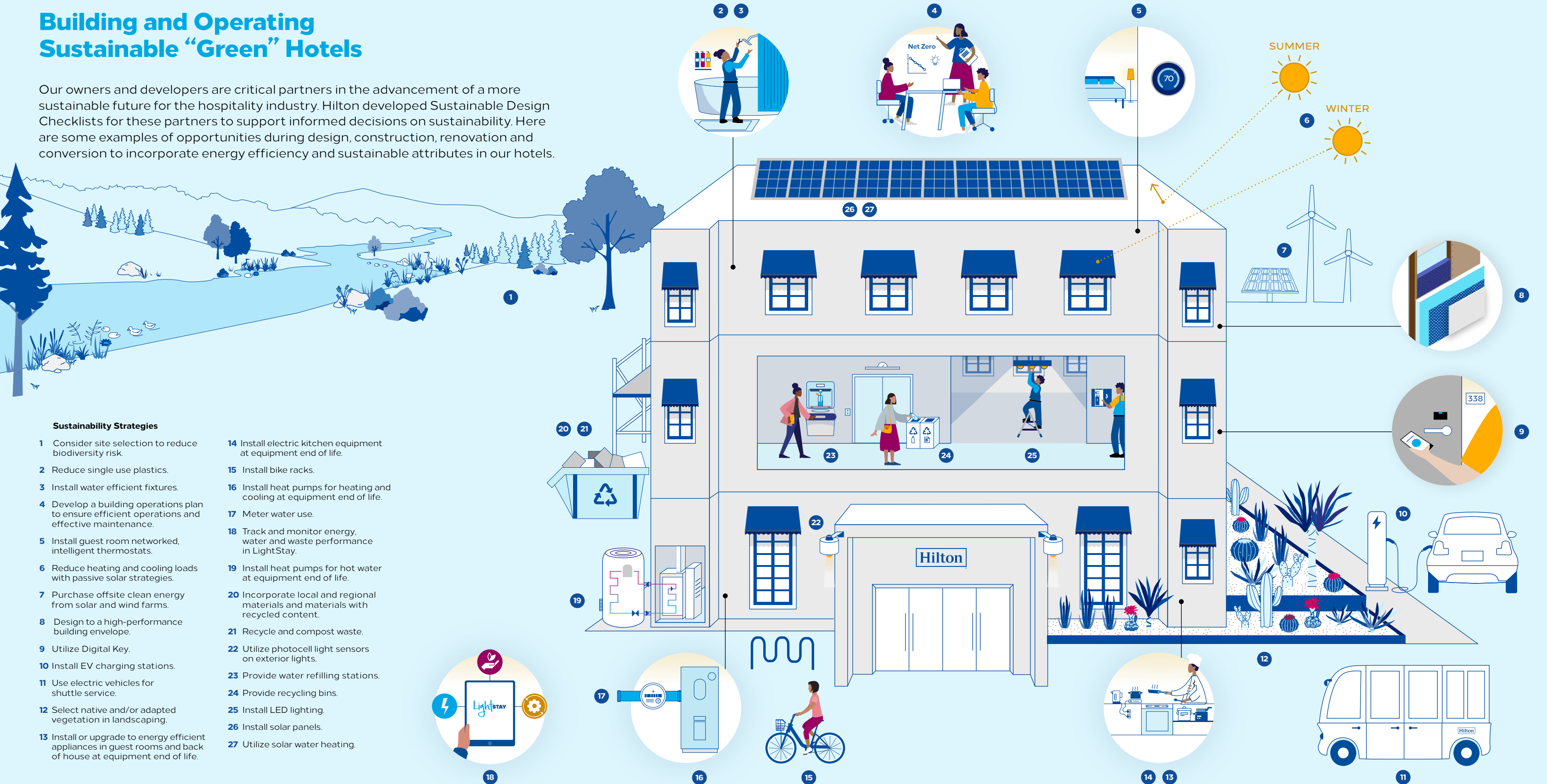


## Building and Operating Sustainable “Green” Hotels

Our owners and developers are critical partners in the advancement of a more sustainable future for the hospitality industry. Hilton developed Sustainable Design Checklists for these partners to support informed decisions on sustainability. Here are some examples of opportunities during design, construction, renovation and conversion to incorporate energy efficiency and sustainable attributes in our hotels.

### Sustainability Strategies

- 1 Consider site selection to reduce biodiversity risk.
- 2 Reduce single use plastics.
- 3 Install water efficient fixtures.
- 4 Develop a building operations plan to ensure efficient operations and effective maintenance.
- 5 Install guest room networked, intelligent thermostats.
- 6 Reduce heating and cooling loads with passive solar strategies.
- 7 Purchase offsite clean energy from solar and wind farms.
- 8 Design to a high-performance building envelope.
- 9 Utilize Digital Key.
- 10 Install EV charging stations.
- 11 Use electric vehicles for shuttle service.
- 12 Select native and/or adapted vegetation in landscaping.
- 13 Install or upgrade to energy efficient appliances in guest rooms and back of house at equipment end of life.
- 14 Install electric kitchen equipment at equipment end of life.
- 15 Install bike racks.
- 16 Install heat pumps for heating and cooling at equipment end of life.
- 17 Meter water use.
- 18 Track and monitor energy, water and waste performance in LightStay.
- 19 Install heat pumps for hot water at equipment end of life.
- 20 Incorporate local and regional materials and materials with recycled content.
- 21 Recycle and compost waste.
- 22 Utilize photocell light sensors on exterior lights.
- 23 Provide water refilling stations.
- 24 Provide recycling bins.
- 25 Install LED lighting.
- 26 Install solar panels.
- 27 Utilize solar water heating.










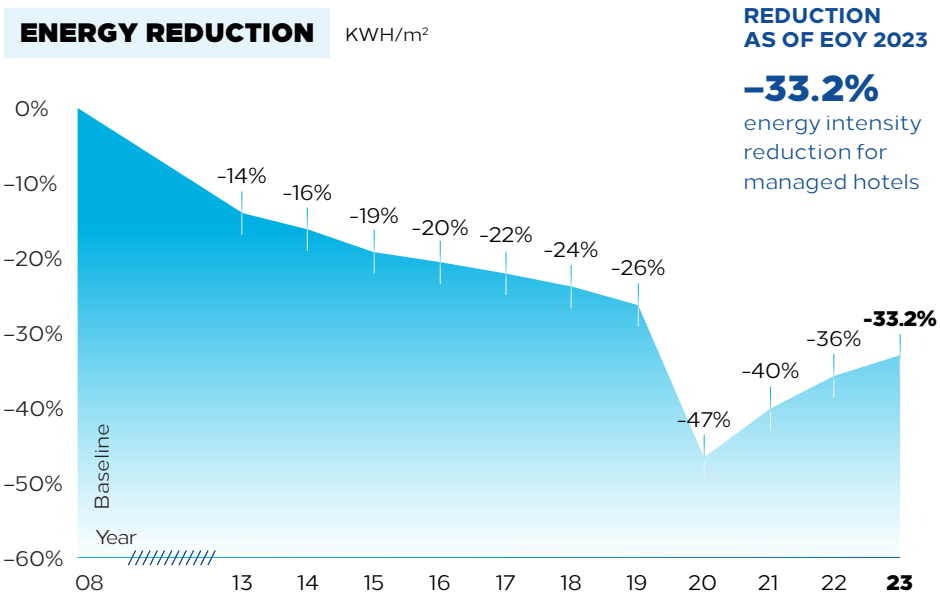
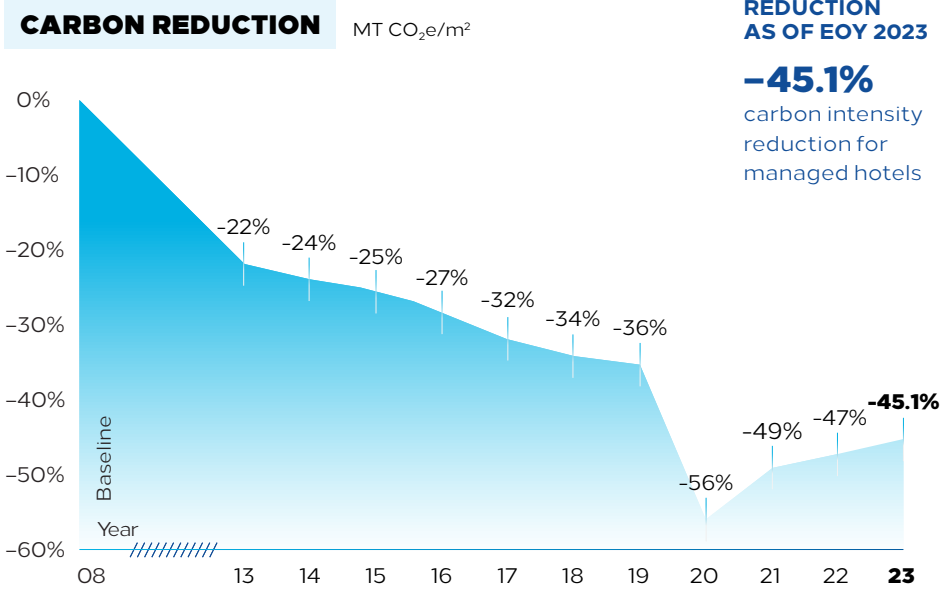
# Driving Energy Efficiency and Decarbonization

Hilton was the first major hospitality company to set science-based targets to reduce our greenhouse gas emissions in line with climate science. In 2022, we undertook a rigorous process to evaluate our existing targets, assess our current and projected greenhouse gas inventory and align the data to the latest methodology from the Science Based Targets initiative (SBTi). This allowed us to set new, enhanced targets grounded in the realities of the latest climate science.

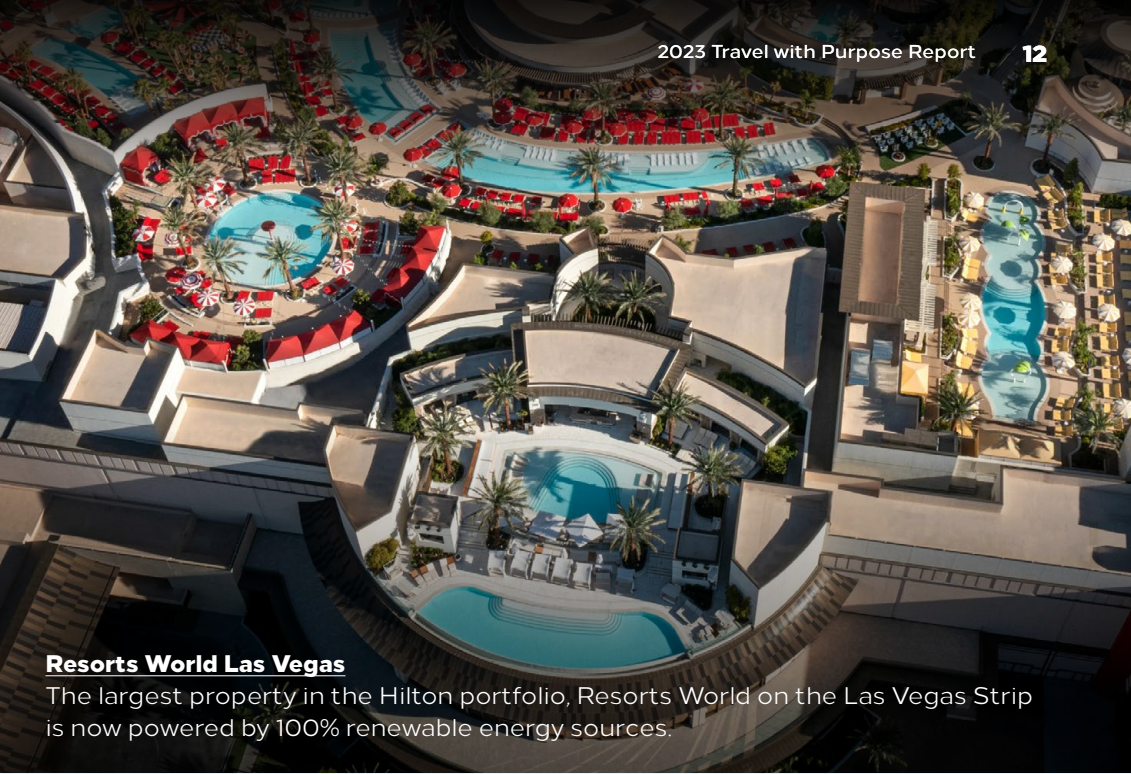
Achieving these targets will require a relentless focus on energy efficiency, electrification and a transition to renewable power across our portfolio of hotels. [Our Roadmap to Emissions Intensity Reduction](#) describes our phased implementation strategy to reach our goals. In 2023, we made meaningful progress on this strategy, advancing key initiatives that will enable our hotels to operate more sustainably and support greater integration of environmental considerations in the design, construction and renovation processes.

2023 EMISSION INTENSITY REDUCTION				-45.1% total global managed carbon intensity reduction
	AMERICAS North, Central, South	EUROPE, MIDDLE EAST AND AFRICA	ASIA-PACIFIC	
 Emissions reduction % intensity* MT CO <sub>2</sub> e/m <sup>2</sup>	-46.6%	-52.4%	-36.6%	
 Managed hotels in Hilton portfolio	269	255	327	
 Rooms	102,733	71,480	93,750	

These statistics are carbon reductions compared to our 2008 baseline. The Hilton managed portfolio of brands has grown 66.2 percent since 2008 and, as the portfolio grows, so do our efforts in reducing added emissions. Managed includes all managed, owned, leased and joint venture hotels.



2023 shows an increase in consumption against 2022 as Hilton business recovers from the impact of the pandemic; however, consumption remains below 2019 levels, and we have charted our path to achieve our 2030 Goals.



**Resorts World Las Vegas**  
The largest property in the Hilton portfolio, Resorts World on the Las Vegas Strip is now powered by 100% renewable energy sources.

## Renewable Energy

Greater utilization of renewable energy will be essential for Hilton to achieve our science-based emissions targets. In 2023, in the Europe, Middle East and Africa (EMEA) region, nearly 30% of the owned and leased hotels we operated were supplied with 100 percent renewable energy. This also includes our Watford and Glasgow corporate offices. Our office in Dubai became the first Hilton corporate office to install solar panels.

In 2023, the managed hotels in the Americas that signed 100% renewable electricity supply contracts are expected to supply over 62.9M kWh of electricity and avoid over 44.5k metric tons of carbon dioxide. These supply contracts are managed through HSM's energy procurement program and the renewable electricity comes in the form of independently certified Green-e Renewable Energy Certificates (RECs).



The Hilton Dubai office became the first corporate office to install solar panels.





WATTS

Transition to 100% LED Lighting

All Hilton properties worldwide are in the process of completing a full transition to interior and exterior energy-efficient LED lighting. This initiative will enhance the guest experience, reduce hotel energy consumption, and generate long-term cost savings on electric bills. To ease the transition, in 2023 we developed a suite of adoption tools and resources, including negotiating cost-effective relationships with preferred turnkey LED lighting providers in the U.S.



Championing Energy Reduction

In 2023, managed hotels in the EMEA region began designating Team Members as Energy Champions. To date, 235 Champions have been identified and 3,080 Team Members have completed Energy Champion training to learn and lead towards our 2030 emissions reduction goals.



◀ **Arizona Biltmore**  
installed lighting occupancy controls and over 12,000 LED light bulbs and fixtures throughout the hotel, reducing energy consumption by 15% (2.8M kWh).

▲ **Zemi Beach House, LXR Hotels & Resorts, Anguilla**  
The recent installation of over 2,700 solar modules at the Zemi Solar Farm generates an impressive 122MWh per month, thus reducing Zemi’s reliance on traditional fossil-fuel based electricity.

REDUCING CARBON IN FOOD & BEVERAGE

In 2023, Hilton partnered with the World Resources Institute’s CoolFood Program to gain insight into environmentally friendly dining practices as we seek to expand our sustainable menu options with plant-rich and delicious meals. These insights arm cuisine, catering and sales teams across our portfolio with best-in-market sustainable restaurant and banquet offerings. Food & Beverage Team Members from nearly 200 hotels across North America attended a virtual education session to learn how to incorporate lower-carbon recipes into their menus, and to leverage sustainable meal options in their marketing strategies.

What’s on the menu?

Nearly 30 Hilton properties across the United Kingdom teamed up with Klimato to introduce carbon labeling on their restaurant menus. Using Klimato’s carbon impact calculation methodologies, participating hotels now label menu items as low-, medium-, or high-carbon dishes, based on footprint per individual serving. In the months since implementation, low- and medium-carbon meals have become increasingly popular among guests, encouraging chefs to expand the number of options when curating their menus.



**MIXED OLIVES PB • 6**  
Marinated olives, sun-blushed tomatoes  
172 kcal 0.1 kg CO<sub>2</sub>e

**DEVON CRAB ARANCINI • 9**  
Crispy sage, chilli mayo  
168 kcal 0.3 kg CO<sub>2</sub>e

**TANGY BBQ WINGS • 9**  
Ranch dressing, pea shoots  
772 kcal 0.9 kg CO<sub>2</sub>e

**MAC AND CHEESE V • 6**  
Double cheese macaroni, crispy breadcrumb topping  
576 kcal 0.8 kg CO<sub>2</sub>e

◀ A burrata, fennel and chicory salad, one of many carbon conscious meals that Hilton chefs across the United Kingdom have been inspired to create through a carbon menu labeling program with Klimato.



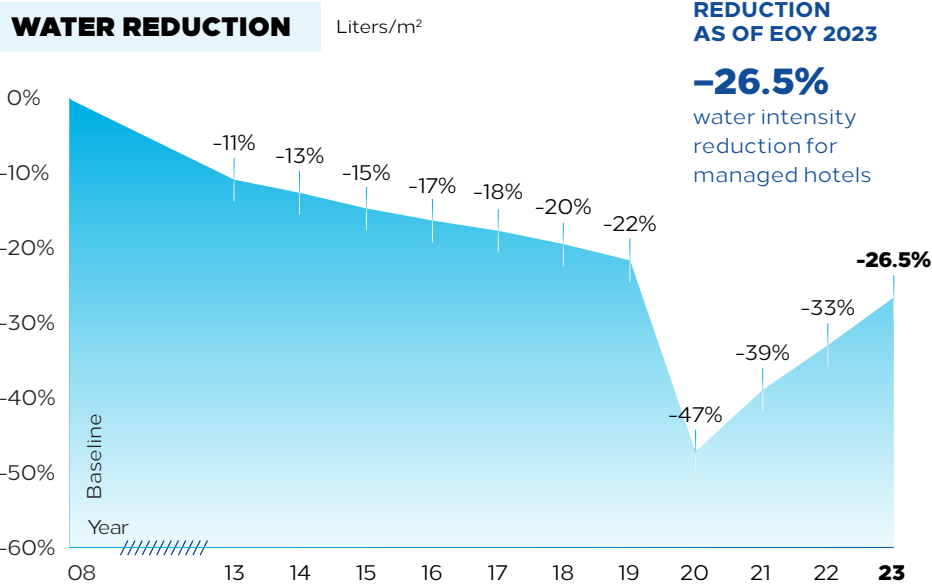


WATER

Driving Water Stewardship Across our Operations

Good water stewardship is essential to protecting and preserving this increasingly scarce natural resource. We work closely with our hotels, our suppliers and our community partners to reduce water consumption across our global operations and improve water availability and quality in communities facing water risks around the world.

Our hotels implement a variety of projects to reduce their water use, including landscaping with drought tolerant plants, capturing stormwater, recycling water and installing high-efficiency showerheads, toilets and faucets. Team Members report these projects in LightStay where they can track their water consumption to make data-informed decisions to drive further reduction.



2023 shows an increase in consumption against 2022 as occupancies continue to increase since the pandemic; however, consumption remains below 2019 levels, and we have charted our path to achieve our 2030 Goals.



**100%**  
of our hotels were mapped to WWF's Water Risk Filter

The Tempo by Hilton team helps install an AquaTower in Puebla, Mexico.



Nearly 30 native plants grow throughout the grounds of the **Grand Wailea, A Waldorf Astoria Resort** including the drought-tolerant, native hala tree.

**Water Conservation in Landscaping**  
Grand Wailea has implemented projects to reduce water consumption including utilizing more native plant material, converting to drip irrigation, and installing synthetic turf in high use areas.



COMMUNITY WATER PROJECTS

We have committed to activating 20 community water projects to increase access and resilience in destinations where we operate. To date, we have supported 12 water projects with our partners, which achieved the following estimated impact in 2023:

**Instituto Agir Ambiental, Brazil**

The Hilton Global Foundation partnered with Instituto Agir Ambiental to empower women living in social vulnerability to increase their resilience to climate change through activities that will improve water access and food security, promote income opportunities and improve their health. The project also facilitated the creation of 150 modular compost systems in local schools, established 30 community and residential vegetable gardens and constructed 60 rainwater harvesting systems.

**1,800**  
people provided with access to clean water

**4,400**  
socially vulnerable people empowered, including 3,200 women

**Millennium Water Alliance, Ethiopia**

The Hilton Global Foundation partnered with the Millennium Water Alliance to transform the water service level of Anbessame town in Ethiopia by replacing hand pumps and diesel-powered water stems with solar-powered water pumps. This project immediately provides access to a reliable and sustainable water supply, alleviating the community's daily water challenges. In the long term, the solar-powered system provides a consistent and renewable source of water, reducing the community's vulnerability to water shortages during dry seasons.

**17,000**  
community members positively impacted

**Planet Water Foundation Partnership, Mexico**

In 2023, the first Tempo by Hilton opened in Times Square. The Hilton Global Foundation partnered with the Tempo by Hilton brand, Hilton Supply Management, Klean Kanteen, and Planet Water Foundation to install a water tower in an underserved community in Puebla, Mexico. In September, the Tempo by Hilton team took part in the installation of the water tower, pictured above. Reusable water bottles in Tempo by Hilton hotels also support these tower builds, with a portion of proceeds from each bottle sold going to Planet Water Foundation for future towers.

**1,000**  
Up to 1,000 liters of clean water produced by the AquaTower each hour

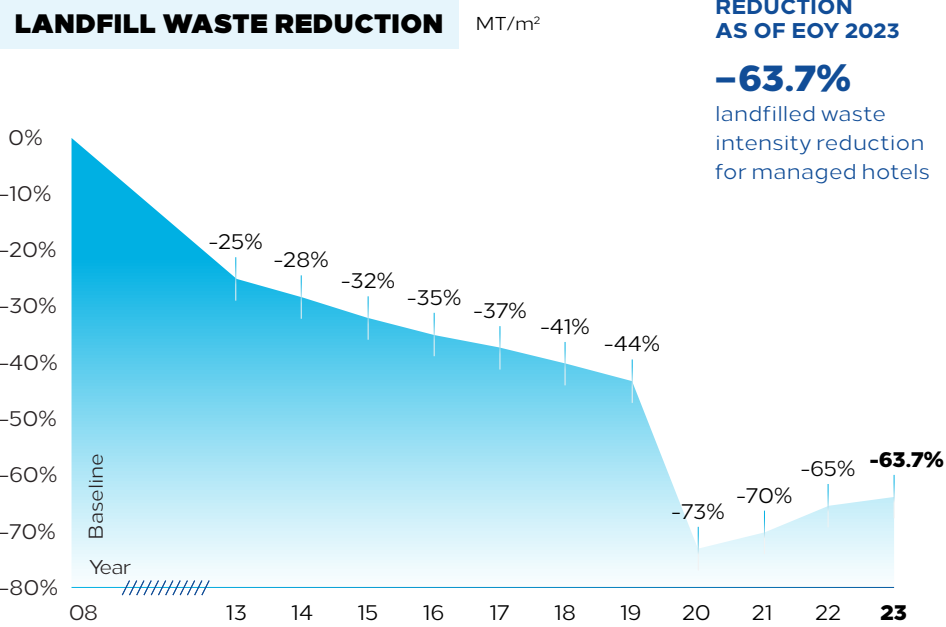
**1,800**  
people supplied drinking water



WASTE

Prioritizing Waste Reduction in our Value Chain

We are continuously looking for opportunities to reduce unnecessary waste in our operations and supply chain. Food waste reduction, recycling and the removal of single-use plastics are all important efforts to reach our 2030 Goals and to create a more sustainable hospitality industry.



100 tons of plastic estimated to be reduced through the use of Digital Key each year

82% of hotels offer Digital Key

70% of Hilton hotels provide guests access to hydration stations or have an on-site bottling plant

2023 shows an increase in waste against 2022 as occupancies continue to increase since the pandemic; however, consumption remains below 2019 levels, and we have charted our path to achieve our 2030 Goals.



Turning soap bottles into fences in New Zealand

All our hotels in New Zealand currently partner with Beyond Skin Deep to turn soap bottles into plastic posts for agricultural and horticultural use.

REDUCING WASTE IN GUEST AMENITIES

By the end of 2023, Hilton properties were required to transition to full-size shampoo, conditioner and soap amenities, eliminating single-use miniature bottles and reducing bars of soap. Our hotels also recycled more than 330,000 pounds of soap to be sanitized and more than 3.1 million new bars were donated to communities in need. Through this transition, we have been able to reduce single-use plastic consumption of guests across our portfolio and support hotels in our goal to reduce waste to landfill by prioritizing the recycling of the bulk amenity bottles.

We continue to build on this work, reducing single-use plastics and unnecessary waste in our guest amenities, including such efforts as:

In Asia, we will be offering dry amenities (e.g., toothbrushes, razors) made from bamboo, wheatstraw and wood, using FSC-certified packaging. While we continue to encourage hotels to offer dry amenities only upon request, this option would help us to reduce single-use plastic waste.

In Europe, we partnered with our supplier to eliminate the plastic wrapping around the slippers provided to guests in each room. The slippers will now be fastened with a paper band, which will reduce plastic usage by an estimated 2.3 metric tons annually.

All Tru Hotels globally now recycle full-size amenity bottles.

Hilton Singapore Orchard is the first hotel in Singapore to have a Nordaq in-house water filtration & bottling system that treats, purifies, mineralizes, and bottle up to 500 bottles per hour of our own premium drinking water in reusable glass bottles.







WASTE

A GREENER APPROACH TO BREAKFAST AND RAMADAN FEASTS

Hilton is committed to implementing a food waste reduction program in every kitchen to reduce unnecessary waste from our food and beverage operations.

At COP28, we collaborated with Winnow and ne’ma, the United Arab Emirates (UAE) National Food Loss and Waste initiative, to announce the results of the “Green Breakfast” pilot program, which saw a **62% reduction** in pre- and post-consumer food waste across breakfast operations in 13 UAE-based hotels in a four-month period.

“These initiatives show us that if we prioritize something and measure it, we can make a real difference. Reducing food waste has to be an industry priority. This is something we can achieve, if we do it together.”

**Emma Banks**  
VP F&B Strategy & Development for Hilton EMEA

This effort built on the success of the pioneering Green Ramadan campaign earlier in the year which sought to implement food waste reduction efforts in three hotels in the Middle East to combat the heightened food waste during religious and social festivities. Through this initiative, Hilton deployed guest education to provide options, and was able to digitally track food waste throughout Ramadan, allowing more accurate planning for future procurement and production needs while also minimizing long-term environmental impact.

▼ **Hilton hotels in 24 countries are saving more than \$2M a year with Winnow** Globally, 96 of our hotels have utilized the food waste measurement system, Winnow, to accurately measure and manage their food waste, saving 2,050 tons of CO<sub>2</sub>e as of EOY 2023.

Breathing New Life into Terry and Linen

Innovating with circularity and waste reduction considerations is integral to our responsible sourcing and supply chain sustainability work. In 2023, Hilton launched a terry donation program designed to reduce waste to landfill while spreading the light and warmth of hospitality to four-legged friends. Through this initiative, our HSM supply chain experts connected Hilton properties across the U.S. and Canada with local animal shelters in need of towels, washcloths, bathmats and other gently used terry items, creating a second life for these products while diverting 138,000 pounds of towels from landfills.

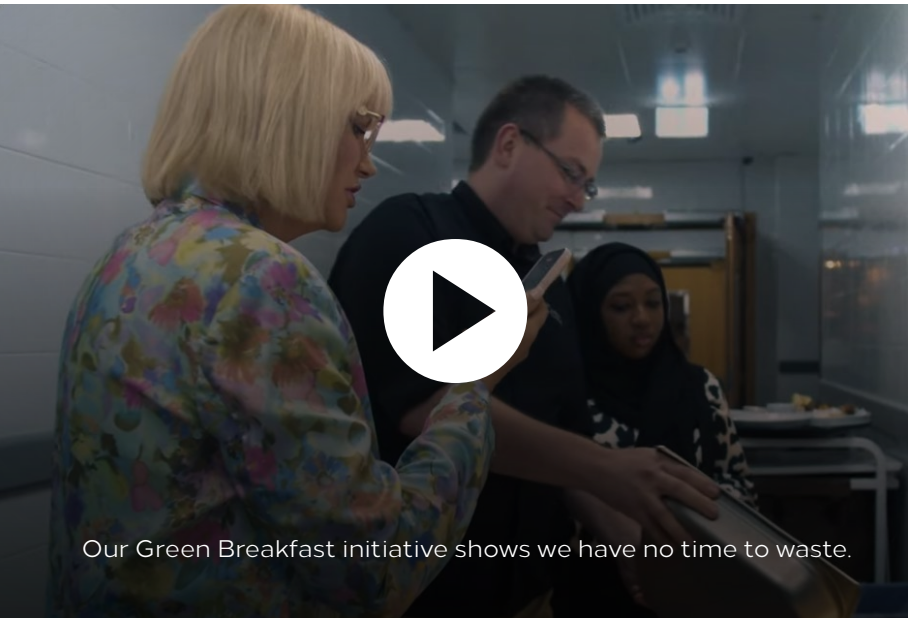
Developed in partnership with Mars Petcare and Greater Good Charities, this program will create a substantial pipeline for up to 106,000 repurposed terry products annually, offering comfort and care to 70,000 shelter animals across the country, while advancing toward our waste reduction goals. **Check out** how this program helped the team at **Hilton New York Times Square** make a positive impact in their community.

In Asia, many of our hotels have also established charity partnerships to repurpose linen into blankets, face masks, school uniforms and other products to be donated to communities in need. Many of our hotels also participate in Diversey’s Linens for Life program, which creates job opportunities for workers to design and sew these linens into items that can be sold and used by the local community.

Diverting Waste from Office Renovation

Beginning in 2023, the Hilton global headquarters located in McLean, Virginia, began a major renovation, including refurnishing of the entire office. Recognizing the environmental impact of renovations, particularly when it comes to disposal of furniture, fixtures and equipment (FF&E), Hilton chose to pursue an alternate waste disposal method for all FF&E from the renovation. In partnership with a local vendor that specializes in waste diversion strategies, during the first phase of the McLean headquarters renovation over 99 tons of waste were diverted from the landfill, thereby avoiding over 360 metric tons of CO<sub>2</sub> emissions.

▼ **Croatia’s Youngest Michelin-Starred Chef Crafts Sustainable Cuisine** Deni Srdoč, chef de cuisine at Nebo Restaurant & Lounge at Hilton Rijeka Costabella Beach Resort & Spa, is passionate about a more sustainable approach to cuisine, including locally sourced ingredients and a deep attention to waste reduction. **Discover** how Deni, Croatia’s youngest Michelin-starred chef, uses sustainable techniques to elevate his cuisine.



Our Green Breakfast initiative shows we have no time to waste.





S **SOCIAL IMPACT**

HUMAN RIGHTS INCLUSION

# Creating an Engine of Opportunity

At Hilton, we are committed to creating a workplace that is inclusive, offers strong growth opportunities, is driven by purpose, and provides the kind of support that empowers all our Team Members around the world to thrive every day.



At Hilton, our for-all culture is what sets us apart. As a company, we have always been deeply committed to fostering an incredibly talented and vibrant community of Team Members, while providing best-in-class service to our many guests around the world.

For these reasons, we are proud to share that Hilton was named the [No. 1 World’s Best Workplace](#) by Great Place to Work and Fortune Magazine in November 2023. This is the eighth consecutive year Hilton has been named on the “World’s Best” list and we are the first hospitality company to achieve the top honor.

While this award symbolizes the many achievements of our Team Members across the globe, it also shares with the world what we have known all along: our people make us great. Amplifying the voices of our Team Members, owners, suppliers, partners and guests is essential to nurturing our inclusive culture and continuing our success as an industry leader. At Hilton, we are dedicated to building a culture for all that supports Team Members at every stage of their personal and professional journey and empowers each of them to bring their true, authentic self to work every day.

BY 2030, WE ARE COMMITTED TO:

CAREERS	COMMUNITIES	CONDUCT
Creating <b>5M</b> learning and growth opportunities for all Team Members and communities	Meaningfully impacting <b>20M</b> community members through: <ul style="list-style-type: none"><li>Local support</li><li>Disaster relief</li><li>Economic opportunities</li></ul>	Promoting responsible, inclusive conduct across our value chain operations

2023 RECOGNITION



**#1 World’s Best Workplace**  
First and only hospitality company in history

**Great Place to Work #1 Wins**  
in Argentina, Austria, China, Dominican Republic, France, India, Italy, Peru, Portugal, Switzerland and Uruguay

<b>#2 Best Workplace</b> in the U.S.	<b>#2 Best Workplace</b> in Asia
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<b>#3 Best Workplace</b> in Europe	<b>#3 Best Workplace</b> in Latin America
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<b>#1 Best Workplace</b> for Women in the U.S. since 2019	<b>#4 Best Workplace</b> for Millennials in the U.S.
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SINCE 2016  
**Winner of 450+ “Great Place to Work” Awards**



CAREERS

Building a Fully Human Experience at Work

In building a fully human experience at work, Hilton focuses on a framework of four pillars, including:

Inclusion

Hilton is committed to equal opportunity for all and building a welcoming workforce that represents a broad range of cultures, backgrounds and viewpoints representative of the guests and communities we serve.

Wellness

As part of our Thrive at Hilton platform, Hilton proactively supports Team Members in caring not only for themselves, but also for those closest to them. In 2022, we launched our industry-leading [Care for All caregiving initiative](#), a robust platform of tools and resources to support the mental wellness and caregiving needs of Team Members. We continue to enhance this offering based on our Team Members’ needs.

Growth

Hilton prides itself in providing opportunities where Team Members come for a job but stay for a career. Educational and exposure opportunities include complimentary courses through Hilton University, upskilling for people leaders, debt-free education through the company’s partnership with Guild, and Lead@Hilton leadership and development programs.

Purpose

For more than a century, Team Members have helped fulfill Conrad Hilton’s founding vision throughout the world. Each day, our Team Members act on that purpose and find ways to use their diverse talents to deliver exceptional guest experiences, to have a positive impact on communities, and to help bring moments of joy and kindness to life through travel.



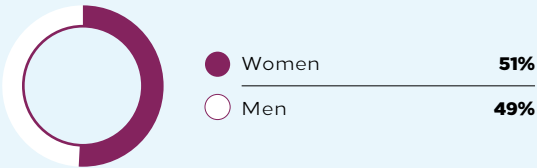
“At Hilton, we are building a fully human experience at work, where our Team Members feel like they are seen, they are welcome, and they are part of something greater than themselves. This recognition reinforces what employees are looking for—a workplace culture that helps them reach their full potential.”

**Laura Fuentes**  
EVP and Chief Human Resources Officer

GLOBAL & U.S. WORKFORCE HIGHLIGHTS

2023 U.S. WORKFORCE

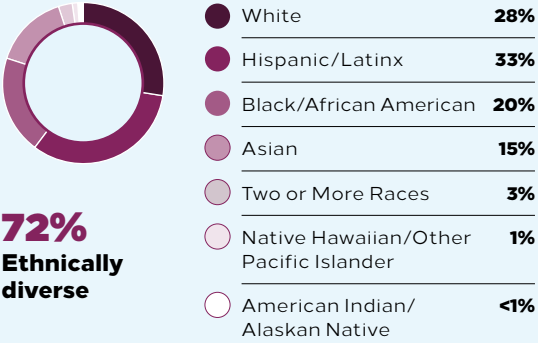
GENDER<sup>1</sup>



MANAGEMENT LEVEL



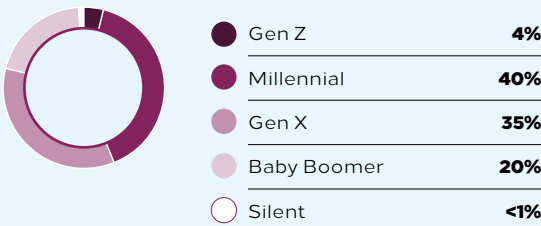
ETHNICITY<sup>2</sup>



TENURE

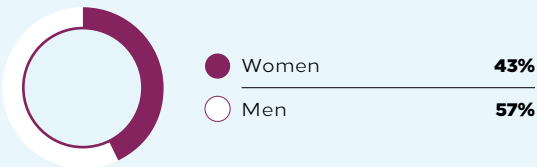


GENERATION



2023 GLOBAL WORKFORCE

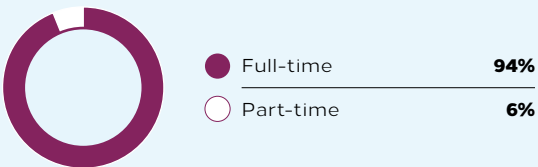
GENDER<sup>1</sup>



MANAGEMENT LEVEL



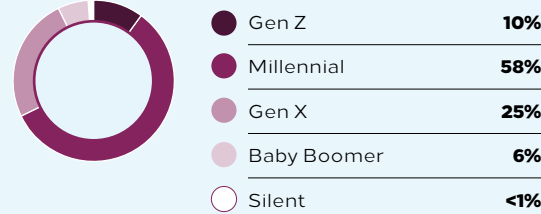
WORKFORCE



TENURE



GENERATION



Note: All data above reflects Hilton employees at owned, managed and leased hotels and corporate offices.

1 Data is based on self-identified information.

2 Using race/ethnicity categories defined by the Equal Employment Opportunity Commission.



CAREERS

TEAM MEMBER RESOURCE GROUPS

Team Members at our owned and managed hotels and corporate offices are welcome and encouraged to join any of our Resource Groups, which are focused on creating connection, developing talent and driving business innovation. Every TMRG is open to all Team Members and most of our resource groups operate across our global footprint.

- Abilities
- Asian and Pacific Islanders
- Black
- Hispanic/Latinx
- Military
- NextGen
- Pride
- Women
- EMEA Ethnic

COURAGEOUS CONVERSATIONS

We launched our third season of this virtual learning series dedicated to intentional conversations with thought leaders to advance awareness, understanding and a more inclusive workplace. Topics included “Caring for All” with Lindsay Jurist-Rosner, CEO & Founder of Wellthy, and Dr. Aaliya Yaqub, MD, Chief Medical Officer at Thrive Global, and “Destigmatizing Substance Use Disorder: From Awareness to Recovery” with Gary Mendell, Founder & CEO of Shatterproof.

INCLUSIVE AND RESPECTFUL WORKPLACE TRAINING

At Hilton, we work to welcome all our Team Members and guests. Hotel and corporate Team Members complete annual training as part of Hilton’s commitment to an inclusive and respectful environment for all.

HELPING OUR TEAM MEMBERS THRIVE

At Hilton, we strive to ensure that our Team Members can bring their full, authentic selves to work every day, and maximize their human potential both personally and professionally. Some of the ways we support Team Member wellbeing at Hilton include:

Thrive Sabbatical & Thrive Reset

We offer two unique ways for Team Members to take time to care for themselves, pursue a passion, recharge, or grow their skills.

**Thrive Sabbatical** provides the opportunity for Team Members to take time off to live a dream by pursuing a passion, or give a dream by helping others. Ten Team Members receive one month paid time off and \$5,000. **Thrive Reset** provides 10 Team Members the opportunity to “pause” and recharge with one week of paid time off and \$2,000.

Learn about one 2023 Thrive Sabbatical winner’s experience [here](#).

INDUSTRY-LEADING WELLBEING PARTNERSHIPS

As the #1 World’s Best Workplace, we offer comprehensive benefit programs to optimize physical and emotional wellbeing of our Team Members. In 2023, we announced new industry-leading wellbeing partnerships available for U.S. Team Members, including:

Shatterproof

An organization whose mission is to end addiction in the U.S. and support Team Members who are suffering from or caring for those with substance use disorders.

Parsley Health

A personalized virtual women's health medical service aimed at helping women heal symptoms by finding and treating top risk factors and complex chronic health conditions.

ENABLING PATHWAYS AND CAREER READINESS FOR ALL

Influenced by Conrad Hilton himself, we believe it is our calling to engage people in the hospitality industry, providing future Team Members, regardless of background, the opportunity for more than just a job, but a long-term, fulfilling career. To support this purpose, we established and expanded our Pathways Program to steward the creation of new pathways for future Team Members to join Hilton.

Pathways Program

Through our Pathways Program, we have continued our longstanding partnerships within the Military, Youth and Refugee communities, while expanding and exploring new partnerships with four key groups: Abilities, Second Chance Employment, Encore Career, and Survivors of Trafficking.



PATHWAYS BROUGHT TO LIFE

Welcoming All: How Hilton Helps Refugee Team Members Feel at Home

When the Ukrainian refugee crisis began, our Team Members in Amsterdam worked to distribute critical supplies, share knowledge and connections, and help those affected find jobs, housing and comfort in a new country. The teams at the DoubleTree by Hilton Amsterdam Centraal Station and Hilton Amsterdam Airport Schiphol have gone above and beyond to create a welcoming environment for refugees, including hiring displaced community members and providing housing and language lessons. Read more [here](#).

Passion and Partnership Collide: Hilton Team Member Promotes Wellness in Celebration of Black History Month

In honor of Black History Month, Christina Link, Senior Manager, Internal Audit, a member of Hilton’s Black Team Member Resource Group (BTMRG) organized wellness activities, raising awareness for Heart Health Month, and incorporating Hilton’s industry-first partnership with Peloton. By creating the hashtag #HiltonBTMRG, she encouraged Team Members around the globe to ride together as one on the Peloton app. Learn more [here](#) about Christina.





CAREERS

LEARNING AND LEADERSHIP  
DEVELOPMENT FOR GROWTH

We believe that every Team Member has growth potential, and we are committed to offering lifelong learning and development opportunities to help them achieve their educational and professional goals.

To encourage and support our Team Members, we recently refreshed **Lead@Hilton**, a holistic development framework that supports them at every level, including the following industry-leading programs:

Hilton University

Providing the ability for Team Members to explore new skills or expand their expertise through a catalog of over 25,000 courses from best-in-class partners.

LinkedIn Learning

Offering always-on access for Team Members to nearly 22,000 business courses focusing on topics such as leadership and management, business analysis and strategy, career and professional development, project management, and more.

Innovative Leadership Programs

Differentially investing in top talent to build strong pipelines across the organization. Features programs such as GM Academy, which develops future General Managers on the key competencies needed to excel in their roles.

Mentoring/Coaching Opportunities

Activating through internal mentorship and external partners, including BetterUp and MentorcliQ.

Additionally, we are proud to be the first in the Hospitality industry to offer access to debt-free educational opportunities through a partnership with Guild.

We are also excited to provide further educational opportunities through Passport to Success Concierge, a free online curriculum aimed to prepare young people with the critical life skills needed to succeed in the hospitality and tourism sector. Learn more about this program created by the International Youth Foundation and the Hilton Global Foundation [here](#).



**860,400+**  
learning and career growth  
opportunities created in 2023



“I love learning and growing as an individual and a professional in my career, so I decided to take advantage of Hilton’s Guild Continuing Education benefit. I started by completing an F&B course and I have already started implementing what I learned in my current position. This course has given me the insight to coach my Team Members and inspire other chefs within Hilton.”

**Evan**  
Executive Chef, **DoubleTree Downtown Boston**. Learn more about Evan’s experience with Guild on our [Careers Blog](#).

Hilton Cares

Through the newly announced [Hilton Cares Program](#), Hilton and the Hilton Global Foundation will award \$500,000 in scholarships and financial assistance to current Team Members and members of our communities around the world. Officially launching in 2024, the program reaffirms our commitment to being an engine of opportunity and marks a huge milestone on our journey toward creating 5 million learning and career growth opportunities by 2030.

HILTON CARES



▲ CEO Light & Warmth Award winner, Kevine Laure Ketchantcha Atontch, is a kitchen clerk at [Hilton Yaounde](#). Kevine seeks to help bridge the gap between the hearing and deaf communities.



CELEBRATING OUR TEAM MEMBERS

At Hilton, celebrating our Team Members’ achievements, hard work and special moments never stops, and is key to creating a great place to work for all.

Our approach to recognition blends signature programs with always-on resources available through our recognition website. The website provides self-service, customizable resources to show appreciation to fellow Team Members.

Other signature recognition programs include:

**Team Member Appreciation Week** Annual celebration and appreciation event for our Team Members around the world.

**Catch Me at My Best** Annual program during our busy summer season that encourages guests, managers and peers to recognize Team Members in action delivering exceptional service.



**A record 3 million**  
**Catch Me at My Best** messages were sent in 2023

**Service Anniversary Awards** In 2023, we further enhanced our existing milestone program which celebrates our long-tenured Team Members, with 5 or more years of service, to include every Hilton Team Member regardless of location. Learn more about how we celebrate these Team Members [here](#).



**All milestone monuments**  
are sustainably produced and made of recycled materials



**Reduced separate shipments to Team Members**  
celebrating service anniversaries, cutting our carbon footprint from these anniversary shipments in half

**Hospitality Heroes** Recognizes the true heroes among us who have made a lasting impact by acting in moments of crisis or helping to make a guest’s dream come true.

Meet our 2023 winners [here](#).

**CEO Light & Warmth Award** Our highest form of recognition, recognizing individuals and cross-functional teams that embody our Values and Purpose, having gone above and beyond to positively impact our guests, their fellow Team Members, our business, and the communities we serve. Meet our 2023 winners [here](#).



COMMUNITIES

A Force for Good: Thinking Globally, Acting Locally

Travel with Purpose enables our organization to extend our hospitality beyond the walls of our hotels into the thousands of communities in which we operate. By leveraging our broad footprint and our passionate global community of Team Members, we can contribute to community development and resilience.

HILTON GLOBAL FOUNDATION

The [Hilton Global Foundation](#) is our primary global philanthropic arm of Hilton, with a mission to create a better world to travel. The Hilton Global Foundation supports projects around the world led by nonprofit partners and Hilton Team Members that are having a positive impact on our communities and are aligned to our Travel with Purpose 2030 Goals.

In 2023, the Hilton Global Foundation granted more than \$4.4M to organizations in our communities making a lasting impact in our three core funding areas: Environmental Sustainability, Career Development and Community Resilience.

In addition, through our partnerships with incredible organizations, such as Homeboy Industries, ROLE Foundation, Only a Pavement Away, Kechara Soup Kitchen, and many others, the Hilton Global Foundation was able to meaningfully impact communities across the globe during 2023.

2023 HILTON GLOBAL FOUNDATION HIGHLIGHTS



**\$4.4M+**  
in grants given



**1.4M+**  
community members  
meaningfully impacted



**58k+**  
learning and career  
growth opportunities  
created



**168k+**  
meals distributed

Hilton UK Foundation

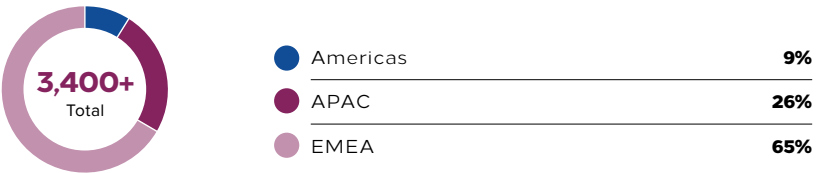
The [Hilton UK Foundation \(HUKF\)](#) is our corporate foundation dedicated specifically to communities across the United Kingdom. In 2023, HUKF made its inaugural grants to organizations such as Aurora Foxes, the Down’s Syndrome Association, and The Right Course, all dedicated to building bright futures for the next generation.

TEAM MEMBER ASSISTANCE FUND

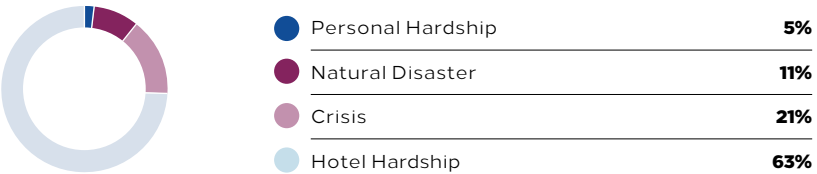
We also supported our Team Members impacted by natural disasters, personal hardship, and crisis circumstances by providing them with assistance grants through our Team Member Assistance Fund (TMAF). This impactful program is made possible by a \$1 per room per night donation for every reservation made through the Go Hilton Team Member travel benefit program. These donations have allowed us to expand funding for the Team Member Assistance Fund and the Hilton Global Foundation, while ensuring a deeper reserve of funds to continue to support our Team Members in need. Over its 10-year history, the TMAF has distributed nearly \$3.8M to 6,200+ Team Members.

TEAM MEMBERS SUPPORTED IN 2023

BY REGION



BY TYPE OF HARDSHIP





**LEARN MORE**  
Read more about the Hilton Global Foundation’s impact in 2023.

[Hilton Global Foundation 2023 Impact](#)

[Hilton UK Foundation 2023 Impact](#)

In the aftermath of the 6.8-magnitude earthquake that shook communities across the Atlas Mountains region in Morocco, members of the World Central Kitchen Relief Team delivered hot meals and distributed food kits to families in need.



Community Relief


Many of our communities around the globe were impacted by natural disasters and other crisis situations during 2023. Through our Hilton Global Foundation and local hotels, we provided disaster relief support to our communities impacted by the Türkiye/Syria and Morocco earthquakes, wildfires in Maui and Canada, and the crisis in Israel/Gaza. The Hilton Global Foundation, our Team Members and the broader Hilton community contributed nearly \$700,000 to our partners around the world providing on-the-ground support, including World Central Kitchen, International Rescue Committee, Hawaii Community Foundation, United Way Maui and Central Okanagan Food Bank.




COMMUNITIES

OUR 2023 COLLECTIVE HOTEL IMPACT IN ACTION


Every day, Team Members from across our 7,500+ hotels fulfill our founding purpose to fill the earth with the light and warmth of hospitality through volunteer efforts and making donations. In 2023, collectively our hotels reported the following impact in our communities:




**776,474**  
Community members impacted




**3.1M+**  
Bars of soap donated




**377,270**  
Volunteer hours contributed



**367,873**  
Meals donated



**\$1.3M+**  
Monetary gifts



**\$6.2M+**  
In-kind donations

Travel with Purpose Week

Travel with Purpose Week is our annual, week-long opportunity for our Team Members to demonstrate our commitment to the communities where we live, work and operate. Team Members organize local volunteer activities that are “for the planet” and “for the community,” partnering with organizations that support destination stewardship, career development, food security and other social and environmental priorities. The Hilton Global Foundation also distributed 50 Action Grants in 2023 to hotels conducting meaningful volunteer activities in their communities.



“Conrad Hilton founded our company more than 100 years ago on the belief that travel could be an unstoppable force for good. As one of the largest hospitality companies in the world, we continue to seize our remarkable opportunity to make the communities where we live, work, and travel better for all. Every day, more than 465,000 Hilton Team Members show the power of our collective impact for our communities and for the planet.”

**Katherine Lugar**  
EVP of Corporate Affairs and President, Hilton Global Foundation

During Travel with Purpose Week and MLK Day of Service, Team Members from the **Hilton Americas-Houston** hosted and volunteered their time at Second Servings of Houston Pop Up Grocery Stores. These Pop Up Grocery Stores help families and seniors combat food insecurity by providing free grocery shopping. Volunteers assisted with unloading the Second Servings Food Rescue van (sponsored through a grant from the Hilton Global Foundation), sorted through the groceries to create categorized food displays, and helped the shoppers as they choose what foods they’d like to bring home.



Guests visit Tibetan families of Team Members from **Hilton Jiuzhaigou**.

PRESERVING LOCAL CULTURE

Hilton Jiuzhaigou

The hotel established a pilot program to provide guests with an opportunity to visit Tibetan families of Team Members, turning Team Members into ambassadors of their own heritage.

DoubleTree Agra

During the Christmas season, the hotel featured beautifully hand-woven and hand-crafted items, raising close to \$3,000 for local skilled artisans and encouraging them to preserve their local craft.

New Pathways to Hotel Ownership

In an effort to help create opportunity for people looking to realize the dream of owning or growing their own business, Hilton announced the creation of “Unlocking Doors,” a program designed to support new and aspiring hoteliers on their journey to hotel ownership.

Unlocking Doors aims to create meaningful pathways to hotel ownership for entrepreneurs who are new to the industry and those who have traditionally faced hurdles with access to affordable capital. Unlocking Doors will provide support through educational programs, networking opportunities and access to affordable capital, which many entrepreneurs cite as the biggest barrier to entry into the industry.

To provide that access to capital, Unlocking Doors will feature an industry-first partnership with Bridge, a digital platform by Foro Holdings that connects small and medium-sized businesses with more than 75 lenders across the U.S. This program is a first-of-its-kind in the hospitality industry, providing existing and potential hotel owners with affordable financing opportunities through a diversified group of lenders. HSM will also offer access to the Bridge platform to all U.S.-based suppliers, including small and medium-sized businesses looking to expand and grow their operations.



COMMUNITIES

SOURCE WITH PURPOSE

Our supplier sourcing efforts demonstrate the positive impact the Hilton engine can have by doing business with diverse, small and local businesses.

Since the program’s inception, we have made meaningful connections with 2,200+ local and small businesses. In 2023, our supplier spend with these valued partners exceeded \$467 million.

HIGHLIGHTS

4,273 total jobs supported

\$568M\* wages paid

\$248M\*\* total value added to the US GDP

\$427M\*\*\* total economic output

\* Wages are determined based on NAICS code of the supplier  
\*\* Impact based on government issued factors based on NAICS and state  
\*\*\* Total output based on national economic multiplier



◀ **Allergy-free cookies by DoubleTree and Partake Foods**  
DoubleTree by Hilton has collaborated with Partake Foods, a leading allergy-friendly food company, to produce a new cookie free of the top nine allergens, with the goal of creating a more inclusive, welcoming experience at check-in. Partake Foods is a business that demonstrates its commitment to communities and the environment through its B Corp Certification.



◀ **Sobel Westex Partnership**  
Hilton named Sobel Westex, a global leader in hospitality and retail textiles, as its new primary terry supplier for the United States in 2023. Sobel Westex prioritizes sustainability across its operations and manufacturing. The company helped Hilton develop new, innovative terry products that exceed customer expectations while ensuring responsible and sustainable sourcing.



Local Sourcing

Our hotels have a powerful impact in their communities by investing in products from local artisans, farmers and small businesses while enhancing the experience for their guests.

In 2023, HSM dedicated substantial efforts across the EMEA region to support the Food & Beverage (F&B) team to establish an improved setup to elevate locally sourced food offerings. Notably successful were the sustainability related initiatives to develop a greener breakfast experience, as well as the efforts to reduce overall waste and single-use packaging. These efforts stretched across the whole EMEA region, from the UK to markets such as the Netherlands, Germany, Egypt, the UAE and Saudi Arabia. Hilton properties in these markets can now procure between 30-70% of their food locally, fostering a commitment to local sourcing.



“HSM recognizes that the power and breadth of our supply chain comes with a responsibility to help preserve and uplift the global communities and environments in which we live, work and travel. We are steadfast in leveraging our extensive global presence and strong connections within local communities to drive sustainable and responsible growth. This not only advances innovation in our supply chain but also contributes to a more equitable and inclusive society.”

**Anu Saxena**  
Senior Vice President and Global Head, Hilton Supply Management





## CONDUCT

# Upholding Human Rights, Driving Responsible Conduct

We are committed to protecting human rights and driving responsible, inclusive conduct in our value chain operations.

### PROTECTING HUMAN RIGHTS

Our human rights strategy is informed by the United Nations Guiding Principles for Business and Human Rights (UNGPs). 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, child labor, human trafficking, and recruitment fees. Our policies also prohibit the use of any Hilton property, product or service in any manner that supports or enables any form of abuse or exploitation.

We utilize a human rights due diligence process for our operations and supply chain, including partnering with suppliers to understand the systems and processes in place to prevent forced labor or human trafficking. We train hotel Team Members to identify and encourage them to report any signs of potential human rights concerns directly to hotel management or anonymously through the Hilton Hotline.

### ADDRESSING RISKS IN OUR HOTEL OPERATIONS

We recognize that hotels around the world are at risk of being used by traffickers for commercial sexual exploitation and that labor exploitation can occur in our own operations and supply chain. To mitigate these challenges, we are focused on mapping our risks, educating stakeholders, maintaining updated policies, establishing grievance mechanisms and collaborating with leading advocacy organizations.

### MAPPING AND MITIGATING HUMAN RIGHTS RISK

We have mapped our hotels against external human rights risk indices that provide data regarding our operational and sourcing risks. Our safety and security team also tracks human rights risks, such as risks of human trafficking for all our managed hotels. Having an accurate assessment helps us focus our efforts in areas with the highest risks.

For all new countries we enter, we conduct country-level due diligence and develop appropriate risk mitigation plans to protect against human rights risks, including unfair labor practices.

To assess human rights risks in our supply chain, we screen suppliers through our own internal processes while leveraging external data platforms such as EcoVadis. We also conduct due diligence on labor agencies to ensure they engage in ethical recruitment practices.

### CATALYZING ACTION

In 2022, the Hilton Global Foundation committed \$500,000 over three years to the American Hotel and Lodging Association Foundation to support the No Room for Trafficking Survivor Fund. As of EOY 2023, the fund raised more than \$7.1M to support community-based organizations with resources to engage and support trafficking survivors. In 2023, the fund granted \$500,000 in inaugural grants to four organizations providing and promoting resources to build survivors’ stability and self-sufficiency: (1) Safe House Project, (2) Businesses Ending Slavery and Trafficking (BEST), (3) Restore NYC, Inc., and (4) University of Maryland Support, Advocacy, Freedom, and Empowerment (SAFE) Center for Human Trafficking Survivors.

### EDUCATING OUR EMPLOYEES

We strive to raise awareness about threats to human rights within Hilton operations to avoid risks of forced labor, child labor, human trafficking, or other human rights issues. In 2023, an estimated 407,000 hotel-based Team Members were trained in the following key areas:

#### Mandatory Training on Preventing Human Trafficking

All hotel-based Team Members must complete mandatory training on preventing human trafficking on an annual basis. Our program raises awareness of human-trafficking processes and signs, empowers our Team Members to be vigilant and communicative, and highlights resources that can be used for reporting potential activity.

#### Modern Slavery in Labor Sourcing Training

We also developed the hospitality industry’s first tailored training to identify “Key Risks of Modern Slavery in Labor Sourcing” and donated the training to members of the Sustainable Hospitality Alliance. Within Hilton, this training is available to all Team Members, and is mandatory for Team Members in EMEA directly involved in recruitment and outsourcing.



#### It’s a Penalty

For several years, Hilton has partnered with It’s a Penalty to protect human rights through educational outreach at high-profile sporting events and campaigns. In 2023, our safety and security team, along with It’s a Penalty, hosted a training and advocacy event near Phoenix to prepare for the influx of travelers during the Super Bowl. The [Arizona Biltmore](#) hosted the event, welcoming more than 25 local Hilton hotels and training 125 Team Members.



CONDUCT

Advancing Positive Impact Across Supply Chains

At Hilton, we prioritize responsible, sustainable and inclusive sourcing to ensure the business we conduct with suppliers contributes to a healthy and sustainable planet for all. In support of our Travel with Purpose 2030 Goals, we align with manufacturers, distributors and suppliers who are equally committed in their resolve to protect and preserve our planet and communities. To drive this positive impact, we leverage our [Hilton Responsible Sourcing Policy](#) by including it in all supplier contracts and requiring all companies to meet these standards.

Through our global procurement and supply chain services team, [Hilton Supply Management](#) (HSM), we made significant progress towards the achievement of our [Responsible Sourcing Goals](#).

- ▼ Hilton Supply Management routinely meets with suppliers and hotels to ensure the products and services delivered exceed stakeholder expectations. In 2023, HSM visited with [Arizona Biltmore](#) to tour its laundry facilities with the Housekeeping team to better understand the washing and drying process for the hotel’s terry and linen products.



STRENGTHENING SUPPLIER DUE DILIGENCE & ESG PERFORMANCE

HSM leads a [program](#) to assess, track and improve our suppliers’ sustainability performance. We prioritize evaluating our key suppliers, including high-spend and high-risk suppliers, concentrating on their business practices related to environment, labor and human rights, and ethics.

“High spend” includes suppliers with whom HSM’s contracted annual spend is greater than \$1 million. “High risk” includes suppliers providing Hilton with labor, rubber, cocoa, packaging, paper, textiles and/or crops (e.g., tea, coffee, soy, palm oil, rice, cotton, bananas).

In 2023, we made significant advancements in our risk evaluation and mitigation approach, launching a Risk Assess workflow that facilitates triggers for legal due diligence and human rights reviews on new suppliers, and integrating our Human Rights Questionnaire and EcoVadis Assessment into our procurement platform for suppliers. We expanded our engagement with suppliers in our EcoVadis program across the Americas and EMEA regions. We also joined industry peers to launch the [Hospitality Alliance for Responsible Procurement](#) (powered by EcoVadis) to demonstrate our commitment to advancing sustainability across our shared supply chains.

ECOVADIS SUPPLIER ENGAGEMENT

Key Suppliers Rated	30%
Rated Suppliers Engaged in Corrective Actions	19%

As a supplier, Hilton undergoes an EcoVadis sustainability assessment annually. Hilton was awarded a Gold Medal in 2022, signifying a score in the top 5% of those assessed.



MINDCLICK

Hilton partners with MindClick to evaluate the social and environmental performance of FF&E suppliers and their respective products. As part of the partnership, MindClick assessed the sustainability performance of 314 products within the Home2 brand package. Of those assessed, 90% of products can be reused, recycled or returned, and 21% of products are made with at least 50% sustainably sourced materials. These findings will support the establishment of future performance indicators to strengthen the overall social and environmental performance of our prototypical brand packages.

RESPONSIBLY SOURCED FOOD & BEVERAGE

Animal Welfare

As outlined in our [Animal Welfare Statement](#), Hilton strives to work toward the legal, ethical and humane treatment of animals across our value chain operations. Our teams made progress towards our Responsible Sourcing Goals, including the transition of more than 1.4 million pounds of hotel sausage product to group-housed pork annually. We also supported supplier capacity building in regions across the globe where cage-free egg supply is limited.

Sustainable seafood in Japan, Korea and Micronesia

In our Japan, Korea and Micronesia region, our managed hotels achieved 32% Marine Stewardship Council (MSC) and Aquaculture Stewardship Council (ASC) certified sustainable seafood sourcing, offering guests sustainably sourced seafood across their hotel food and beverage operations.





# G GOVERNANCE

INTEGRITY | TRANSPARENCY

## Good Governance, Responsible Business

We are committed to best-in-class governance practices that ensure we operate with accountability, integrity and transparency in everything we do. Every member of the Hilton team joins forces to uphold these standards, identify and address risks, and run our business responsibly.

### Hilton London Euston

To support those with learning disabilities looking to find employment, Hilton partners with the [Down's Syndrome Association's WorkFit Program](#).

### CORPORATE GOVERNANCE

The Hilton board of directors directs and oversees the management of our business in a manner consistent with the best interests of Hilton and our shareholders.

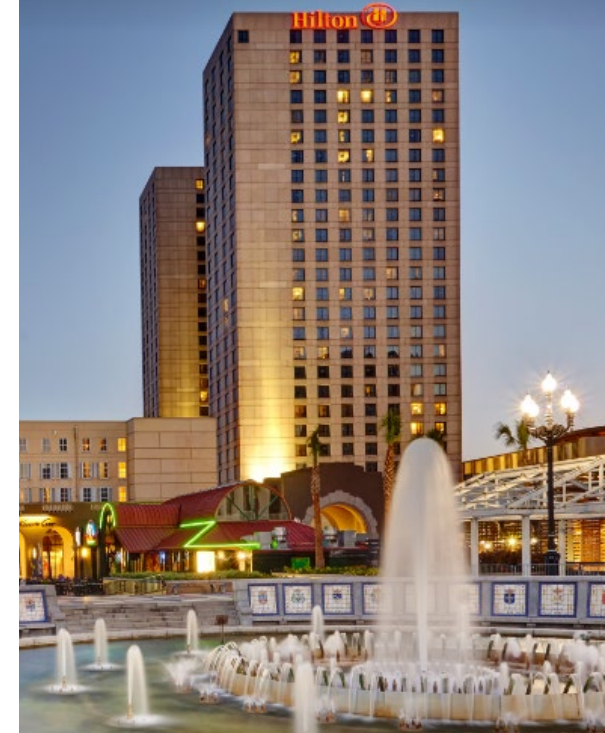
As the decision-making body, they select and oversee our members of senior management and exercise direct oversight of strategic risks. Our CEO, Chris Nassetta, serves as the only executive member. The lead independent director serves as a liaison between the CEO and the non-management directors—7 of our 9 directors being independent.

The board is supported by a fully independent Audit Committee, Compensation Committee and Nominating & ESG Committee.

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 its overall strength. 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, policies and structure can be found in the Governance section of our [2024 Proxy Statement](#) and in our [Corporate Governance Guidelines](#).

▼ CEO Chris Nassetta and other Hilton Team Members mark the 10th anniversary of Hilton's IPO at the New York Stock Exchange in December 2023.



### ▲ Hilton New Orleans Riverside

Hilton New Orleans Riverside has established a “Green Team” to drive sustainability at the hotel. The property has received more than \$432,000 in incentive funding for efficiency projects through the city’s utilities incentive program which is estimated to result in more than \$320,000 in energy savings and removal of approximately 2,100 metric tons of CO<sub>2</sub>.



Hilton has been recognized by [IR Magazine](#) for best-in-class ESG reporting and investor relations in the consumer discretionary sector.



## Addressing Risk in Our Operations

### RISK MANAGEMENT

The board of directors has overall responsibility for risk oversight, which includes understanding material risks, management steps to address these risks and appropriate levels of risk for our company.

#### The Audit Committee

Assists the board in fulfilling its risk oversight responsibilities by regularly reviewing our accounting, reporting and financial practices, including our financial statements, administrative and financial controls, compliance with legal and regulatory requirements and our Enterprise Risk Management (ERM) program.

#### The Compensation Committee

Assists the board by overseeing and evaluating risks related to compensation structure and programs, including formulation, administration and regulatory compliance with respect to compensation matters and coordinating 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 quarterly detailed ESG performance reviews from management.

### EVALUATING ESG-RELATED RISKS

To evaluate ESG-related risks, we map our hotels and development 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.

Significant ESG risks, including risks related to climate change, environmental impact, social impact, human rights, and ethics, fraud and corruption are integrated

in our company's ERM Process. We conduct an internal Global Enterprise Risk Survey, which is distributed to more than 300 Hilton leaders. Based on the survey results, the ERM team engages with risk owners throughout the organization and with the Enterprise Risk Committee. The results of this risk assessment inform our enterprise-wide strategic planning.

### MITIGATING RISK IN OUR SUPPLY CHAIN

Hilton is committed to promoting and protecting human rights across our supply chain and in countries where we operate. Hilton has developed an ESG and human rights due diligence program to encourage vendors to meet Hilton's standards and maintain those standards during the contract term. Vendors are required to comply with Hilton's Responsible Sourcing Policy, which includes our Human Rights Principles. We are dedicated to eradicating any form of forced labor and human trafficking, and we partner with cross-industry networks to advance international human rights.

Further description of our efforts to mitigate risk in our supply chain is available in the [Conduct](#) section of this report.

### PROVIDING EFFECTIVE SAFETY AND SECURITY PROGRAMS

As part of our commitment to safe and healthy workplaces, Team Members undergo training in workplace safety, security, fire safety, food hygiene and emergency procedures applicable to their regions. All hotels are audited against strict Fire Life Safety Brand Standards, which ensure a safe environment for all who stay, visit or work at our properties. Our managed hotels have access to a library of custom-made training courses, available in the School of Safety and Security, while our franchised properties receive pertinent guidance during times of crisis. In addition to a wide range of training resources, managed hotels are able to access a wealth of guidance, procedures and checklists, created by industry experts to reduce the likelihood of accidents.

### SAFETY IN A GLOBAL CRISIS

Hilton communicates with properties using a customized crisis communication app, Konexus Hilton Alert, which is loaded with step-by-step guidance. This app enables hotels to rapidly escalate an emergency response on property, alerting key corporate stakeholders to initiate high-level safety and rescue procedures. Corporate leaders can also use the tool to poll hotels during a crisis (e.g., an earthquake), generating a rapid assessment of which properties are affected and require assistance.

### 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. Hilton also has a Data Protection Officer who, among other things, monitors compliance, oversees training, supports operations and is a point of contact on privacy-related questions and concerns.

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 assessments on our 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 security control requirements.

As a service provider and merchant we comply with 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 of the board provides oversight to management of cybersecurity risk by receiving quarterly reports from our Global Information Security Team that cover, among other things, our information security posture, threat assessments, incident response readiness readouts and training efforts.



#### ◀ DoubleTree by Hilton Aqaba

Team Members at the DoubleTree Aqaba in Jordan donated food to over 50 families in need in the community as part of Travel with Purpose Week in October 2023.



# A Culture of Integrity

We are committed to running our business responsibly and with integrity, which means providing the policies, processes and reporting systems that enable our Team Members to make ethical decisions. To hold ourselves accountable, we provide [transparent reporting](#) on material ESG topics and progress toward our Travel with Purpose 2030 Goals. View our external limited assurance of priority ESG reporting on [page 50](#) of the appendix.

## CODE OF CONDUCT

Our Code of Conduct, which defines our responsibilities to our stakeholders and guides our decision making, 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. 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](#), available online and by telephone 24/7. The hotline is run by an independent company. Team Members are allowed to report concerns anonymously 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.

We encourage Team Members to raise concerns about potential violations of our Code of Conduct, including potential signs of human trafficking or modern slavery. Any alleged failures to comply with the Code of Conduct are investigated and disciplinary action is taken as appropriate, up to and including termination. The hotline is also available externally to suppliers, business partners, consumers and community members. The Hilton Global Compliance Team is responsible for conducting intake of all hotline reports.

## 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 finance, legal compliance, internal audit, and risk functions oversee compliance with our anti-corruption and bribery standards, including monitoring and investigating Hilton Hotline matters. Risk-based internal audits and other related governance activities are performed at hotels and corporate offices in the U.S., Asia Pacific and EMEA. 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.



“Our commitment to environmental, social, and governance is not just a strategic imperative—it’s our moral compass, guiding our decision-making to mitigate risk, provide oversight and uphold our strong code of conduct. By integrating ESG considerations into our business framework, we not only ensure we are running our business responsibly and ethically, but also driving positive change and long-term value for our shareholders and our owners.”

**Anne-Marie D’Angelo**  
Executive Vice President, General Counsel



- KEY POLICIES**
- [Hilton Code of Conduct](#)
  - [Hilton Global Privacy Statement](#)
  - [Environmental, Social and Governance \(ESG\) Policy Statement](#)
  - [Hilton Human Rights Principles](#)
  - [Environmental Policy Statement](#)
  - [Energy Stewardship Policy Statement](#)
  - [Responsible Sourcing Policy Statement](#)
  - [Stakeholder Engagement Policy Statement](#)
  - [Animal Welfare Policy Statement](#)
  - [Hilton Occupational Health and Safety Policy](#)

LEGAL COMPLIANCE

THE COMPLIANCE & PRIVACY

Office

Privacy, Code of Conduct and Anti-Corruption

We are united by a shared purpose and committed to the promise we make to our customers to deliver the most reliable, friendly experiences. That means upholding our Privacy, Code of Conduct and Anti-Corruption Policies, no matter where in the world we are located. These policies ensure that we live our values, keep our promises and fulfill our vision to fill the earth with the light and warmth of hospitality.

START ▶

◀ Our animated mockumentary training video series on Code, Privacy and Anti-Corruption is dedicated to elevating the understanding and implementation of compliance and privacy best practices. We significantly expanded our episode library, enriching it with a diverse array of dynamic topics. This expansion is designed to engage Team Members more effectively, providing them with a comprehensive resource for navigating the complex landscape of compliance and privacy in an entertaining and informative format.



# Strategic Partnerships

At Hilton, nurturing relationships with key industry organizations and community-based groups amplifies our capacity to make collective progress on our shared goals. To advance our Travel with Purpose work, we continually build and maintain:

- Strong cross-industry partnerships
- Partnerships with global nonprofits
- Engagement with organizations through sponsorships
- Targeted partnerships with local groups and community leaders
- Collaboration and support of non-governmental organizations (NGOs)

This page showcases some of the key partners we worked with in 2023.



## Protect All Children from Trafficking (PACT)

Our corporate partnership helps mitigate the risks associated with a crime that affects millions worldwide. Through our partnership, we are making critical headway toward ending child exploitation.



## American Hotel & Lodging Association (AHLA) – No Room For Trafficking (NRFT)

The NRFT program builds on the hotel and lodging industry’s longstanding commitment to eradicate human trafficking by uniting us around collective anti-trafficking efforts that meet the needs of today’s hospitality employers and employees.



## EcoVadis Partnership

Our partnership with EcoVadis helps to mitigate social and environmental risks within our supply chain. Through integration of EcoVadis Assessment in our procurement platform, we assess sustainability risks and performance of key suppliers across four themes: environment, labor and human rights, ethics, and sustainable procurement.

Hilton CEO Chris Nassetta speaks about Hilton’s vision for a more seamless and sustainable stay at U.S Travel’s Future of Travel Mobility event in D.C.






# Appendix



Performance Tables

ENVIRONMENTAL IMPACT						
		2023	2022	2021	2020	2008 BASELINE



### 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<sub>2</sub>e/m<sup>2</sup>, 2008 baseline

GREENHOUSE GAS EMISSIONS						
Scope 1 Direct Emissions	Emissions (MT CO <sub>2</sub> e)	489,016	446,084	415,034	329,570	437,087
	Emissions intensity (MT CO <sub>2</sub> e/m <sup>2</sup> )	0.0164	0.0157	0.0151	0.0132	0.0307
Scope 2 Indirect Emissions	Location-based emissions (MT CO <sub>2</sub> e)	2,095,366	1,922,844	1,778,303	1,419,705	1,562,544
	Location-based emissions intensity (MT CO <sub>2</sub> e/m <sup>2</sup> )	0.0701	0.0678	0.0646	0.0569	0.1098
	Market-based emissions (MT CO <sub>2</sub> e)	2,081,095	1,904,610	1,762,174	1,388,664	1,792,500
	Market-based emissions intensity (MT CO <sub>2</sub> e/m <sup>2</sup> )	0.0697	0.0672	0.0641	0.0557	0.1260
Total Scope 1+2 Emissions	Location-based emissions (MT CO <sub>2</sub> e)	2,584,382	2,368,928	2,193,338	1,749,275	1,999,631
	Location-based emissions intensity (MT CO <sub>2</sub> e/m <sup>2</sup> )	0.0865	0.0835	0.0797	0.0701	0.1405
	Market-based emissions (MT CO <sub>2</sub> e)	2,570,111	2,350,694	2,177,208	1,718,234	2,229,587
	Market-based emissions intensity (MT CO <sub>2</sub> e/m <sup>2</sup> )	0.0860	0.0829	0.0792	0.0689	0.1567
Scope 3 Emissions	Franchise emissions (MT CO <sub>2</sub> e)	4,202,841	4,020,579	4,087,530	3,189,909	2,180,912
	Franchise emissions intensity (MT CO <sub>2</sub> e/m <sup>2</sup> )	0.0737	0.0742	0.0785	0.0749	0.0985
	Emissions from business travel (MT CO <sub>2</sub> e)	22,578	17,095	7,616	6,449	—
	Emissions from waste (MT CO <sub>2</sub> e)	96,013	86,883	73,000	59,986	125,821
	Emissions from waste intensity (MT CO <sub>2</sub> e/m <sup>2</sup> )	0.0032	0.0031	0.0027	0.0024	0.0088
Total Location-Based Emissions: Managed and Franchised	Location-based emissions (MT CO <sub>2</sub> e)	6,787,223	6,389,506	6,280,868	4,939,185	4,180,543
	Location-based emissions intensity (MT CO <sub>2</sub> e/m <sup>2</sup> )	0.0781	0.0774	0.0789	0.0732	0.1149
Total Market-Based Emissions: Managed and Franchised	Market-based emissions (MT CO <sub>2</sub> e)	6,772,953	6,371,272	6,264,739	4,908,143	4,410,499
	Market-based emissions intensity (MT CO <sub>2</sub> e/m <sup>2</sup> )	0.0779	0.0772	0.0787	0.0727	0.1212
ENERGY						
Energy Consumption MWh	Managed	7,440,224	6,800,671	6,164,255	4,956,217	5,302,568
	Franchised	13,409,049	13,127,543	12,900,585	10,015,986	7,144,298
	Total	20,849,273	19,928,215	19,064,840	14,972,203	12,446,866
Energy Use Intensity MWh/m <sup>2</sup>	Managed	0.2490	0.2398	0.2241	0.1987	0.3727
	Franchised	0.2352	0.2423	0.2479	0.2353	0.3226
	Total	0.2399	0.2414	0.2396	0.2218	0.3422



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 (pages 7-8), we also updated sub-goals within our Environmental and Social pillars to reflect the priorities, programs and practices that will drive our success that we can measure, monitor and report.





Performance Tables

			2023	2022	2021	2020	2008 BASELINE
<div></div> <div><b>Water</b></div> <div>Hilton is committed to reducing our water use intensity in our managed operations by 50% by 2030.</div>	<b>Water Consumption</b> Megaliters	Managed	16,010	13,766	12,287	9,672	10,368
		Franchised	27,504	25,196	22,435	16,788	16,988
		Total	43,514	38,962	34,722	26,460	27,356
	<b>Water Consumption Intensity</b> liters/m <sup>2</sup>	Managed	536	485	447	388	729
		Franchised	482	465	431	394	767
		Total	501	472	436	392	762
	<b>Water Withdrawals</b> Megaliters	Managed	64,039	55,065	49,147	38,687	41,471
		Franchised	110,016	100,784	89,740	67,154	67,951
		Total	174,056	155,849	138,887	105,841	109,422
	<b>Water Withdrawal Intensity</b> liters/m <sup>2</sup>	Managed	2,144	1,942	1,787	1,551	2,915
		Franchised	1,930	1,860	1,724	1,578	3,068
		Total	2,003	1,888	1,746	1,568	3,049
<div></div> <div><b>Waste</b></div> <div>Hilton is committed to reducing our waste intensity in our managed operations by 50% by 2030.</div>	<b>Total Waste Generated</b> MT	Managed	167,956	143,678	114,226	96,609	159,537
		Franchised	286,225	271,113	239,453	212,321	264,321
		Total	454,181	414,791	353,679	308,929	423,858
	<b>Total Waste Intensity</b> MT/m <sup>2</sup>	Managed	0.0056	0.0051	0.0042	0.0039	0.0112
		Franchised	0.0050	0.0050	0.0046	0.0050	0.0119
		Total	0.0052	0.0050	0.0044	0.0046	0.0117
	<b>Landfilled Waste Generated</b> MT	Managed	102,142	92,429	77,659	63,815	133,852
		Franchised	265,630	249,702	217,948	188,956	221,765
		Total	367,772	342,131	295,607	252,772	355,617
	<b>Landfilled Waste Intensity</b> MT/m <sup>2</sup>	Managed	0.0034	0.0033	0.0028	0.0026	0.0094
		Franchised	0.0047	0.0046	0.0042	0.0044	0.0100
		Total	0.0042	0.0041	0.0037	0.0037	0.0098
	<b>Waste Diverted from Landfill</b> MT	Managed	65,814	51,249	36,566	32,794	25,686
		Franchised	20,595	21,412	21,505	23,364	42,556
		Total	86,409	72,661	58,072	56,158	68,241
	<b>Waste Diversion Intensity</b> MT/m <sup>2</sup>	Managed	0.0022	0.0018	0.0013	0.0013	0.0018
		Franchised	0.0004	0.0004	0.0004	0.0005	0.0019
		Total	0.0010	0.0009	0.0007	0.0008	0.0019
	<b>Waste Diversion Rate</b> %	Managed	39.2%	35.7%	32.0%	33.9%	16.1%
		Franchised	7.2%	7.9%	9.0%	11.0%	16.1%
		Total	19.0%	17.5%	16.4%	18.2%	16.1%



Performance Tables

SOCIAL IMPACT							
			2023	2022	2021	2020	2019
	Volunteering	Volunteering (number of hours) <sup>1</sup>	377,270	344,958	197,824	184,425	549,887
	Refugee Support	Refugees Impacted <sup>2</sup>	89,920	78,588	26,335	11,725	10,883
	Source with Purpose	Number of local and small businesses we have supported	2,248	2,438	2,508	2,700	3,476
	Human Rights	Preventing Human Trafficking Training <sup>4</sup>					
		Managed	99%	98%	54% <sup>3</sup>	71%	78%
		Franchised	92%	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.



SASB Table

GRI Standard Title	SASB Code	Metric	2023	2022	2021	2020
ENERGY MANAGEMENT	SV-HL-130a.1	Total energy consumed, in gigajoules per square meter	0.897	0.863	0.807	0.720
		Total energy consumed, in million gigajoules	26.78	24.48	22.19	17.84
		Percent total energy from grid electricity	57.0%	56.7%	56.3%	56.3%
		Percent total energy from renewables	2.7%	4.0%	3.0%	2.6%
WATER MANAGEMENT	SV-HL-140a.1	Amount withdrawn, in cubic meters per square meter	2.144	1.942	1.787	1.551
		Amount withdrawn, in million cubic meters (m³)	64.04	55.07	49.15	38.69
		Amount consumed, in cubic meters per square meter	0.536	0.485	0.447	0.388
		Amount consumed, in million cubic meters (m³)	16.01	13.77	12.29	9.67
		Percent in regions with high or extremely high baseline water stress	39.3%	38.9%	36.9%	37.0%
ECOLOGICAL IMPACTS	SV-HL-160a.2	Environmental management policies and practices to preserve ecosystem services				
					<a href="#">Hilton ESG Policy Statement</a>	<a href="#">Hilton Environmental Policy Statement</a>
WASTE MANAGEMENT	FB-RN-150a.1	Amount generated, in metric tons per square meter	0.0056	0.0051	0.0042	0.0039
		Amount generated, in million metric tons	0.17	0.14	0.11	0.10
		Percent food waste¹	41%	41%	41%	41%
		Percent diverted from landfills	39.2%	35.7%	32.0%	33.9%
LABOR PRACTICES	SV-HL-310a.1	Voluntary turnover rate for lodging facility employees (U.S. only, includes retirements)	20.4%	24.5%	26.2%	11.7%
	SV-HL-310a.4	Policies and programs to prevent worker harassment				
					<a href="#">Hilton Code of Conduct</a>	

We seek to provide information to our investors in line with the recommendations of the Sustainability Accounting Standards Board (SASB). We considered SASB’s Hotel & Lodging 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 [2023 Form 10-K](#).

1 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.



# Global Reporting Initiative (GRI)

GENERAL DISCLOSURES				
GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
GRI 2: GENERAL DISCLOSURES 2023	2-1	Organizational details	Hilton Worldwide Holdings Inc. (“Hilton”). Hilton is a publicly traded company incorporated in the United States. Our corporate headquarters is located at 7930 Jones Branch Drive, McLean, Virginia 22102 in the United States. At year-end 2023, Hilton owned, leased, managed or franchised hotels and resorts in 126 countries and territories.	Refer to <a href="#">About Hilton</a> for more information  <a href="#">2023 Form 10-K</a> (Item 1. Business—“Overview,” p. 3)
	2-2	Entities included in the organization’s sustainability reporting	2023 Form 10-K (Item 1. Business)  Unless otherwise noted, reported environmental and social figures refer to our impact across our owned, leased, managed and franchised portfolio.	<a href="#">2023 Form 10-K</a> (Item 1. Business p. 3–18)
	2-3	Reporting period, frequency and contact point	Our reporting cycle is annual and our reporting period is for the calendar year 2023. Our most recent Travel with Purpose report was published May 2024. For more information, contact us at <a href="mailto:esg@hilton.com">esg@hilton.com</a>	
	2-4	Restatements of information	None during the reporting period	
	2-5	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 2023 Assurance Statement for more information.	<a href="#">2023 Assurance Statement</a>
	2-6	Activities, value chain, and other business relationships	<p>Hilton (NYSE: HLT) is a leading global hospitality company with a portfolio of 23 world-class brands. Brand count includes NoMad, acquired in April 2024.</p> <p>As reported in our 2023 Form 10-K, at year-end 2023 Hilton owned, leased, managed or franchised 7,530 properties comprising 1,182,937 rooms in 126 countries and territories.</p> <p>Our premier brand portfolio includes luxury, lifestyle, full service, focused service and all-suites hotel brands, as well as our timeshare brands. As of December 31, 2023, we had 180 million members in our award-winning guest loyalty program, Hilton Honors, a 19 percent increase from December 31, 2022.</p> <p>Hilton manages a large global supply chain containing key components, which include food and beverage, information technology, furniture, fixtures, equipment, and operating suppliers (such as linens and apparel).</p> <p>There have been no significant changes to our organization or our supply chain during the reporting period. For further information on value chain activities, supplier details, and other business relationships, see our 2023 Form 10-K (Item 1. Business, p. 3–18) and Hilton Supply Management website.</p> <p>Additional information on our supply chain and responsible sourcing efforts can be found in our 2023 Travel with Purpose Report (<a href="#">Hilton at-a-Glance, p. 3</a>; <a href="#">Conduct, p. 24–25</a>), our Hilton Responsible Sourcing Policy, 2030 Responsible Sourcing Goals.</p>	<a href="#">About Hilton</a>  <a href="#">2023 Form 10-K</a> (Item 1. Business, p. 3–18; Item 7. p. 43–47)  2023 Travel with Purpose Report (Hilton at-a-Glance, <a href="#">p. 3</a> )  <a href="#">Hilton Supply Management</a>  <a href="#">Responsible Sourcing Goals</a>  <a href="#">Responsible Sourcing Policy</a>

Hilton Worldwide Holdings Inc. has reported in reference to the GRI Standards for the period January 1, 2023 to December 31, 2023



GRI

GENERAL DISCLOSURES

GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
GRI 2: GENERAL DISCLOSURES 2023	2-7	Employees	<p>As of December 31, 2023, we employed or managed approximately 178,000 individuals at our owned, leased and managed hotels and corporate offices. The global workforce that we employ or manage was approximately 43 percent women. Globally, corporate leadership was approximately 42 percent women and hotel leadership was approximately 24 percent women. As of December 31, 2023, in the U.S., our workforce was approximately 72 percent ethnically diverse, with U.S. corporate leadership being approximately 20 percent ethnically diverse and U.S. hotel leadership being approximately 29 percent ethnically diverse. As of December 31, 2023, our board of directors, excluding management directors, was 50 percent women and 25 percent ethnically diverse.</p> <p>We disclose detailed information about our employees and other workers in the following: 2023 Travel with Purpose Report (<a href="#">Building a Fully Human Experience at Work, p. 18</a>)</p>	<p>2023 Travel with Purpose Report (Building a Fully Human Experience at Work, <a href="#">p. 18</a>)</p> <p><a href="#">2023 Form 10-K</a> (Item 1. Business—"Overview," p. 3; Human Capital Management, p.15; Inclusive Culture, p.16)</p>
	2-8	Workers who are not employees	288,000 people were employed by third-party owners to work on property at independently owned and operated franchised properties in the Hilton portfolio. They, together with individuals we employ or manage, make up our 2023 Hilton Team Members worldwide.	<a href="#">2023 Form 10-K</a> (Human Capital Management, p. 15)
	2-9	Governance structure and composition	<p>Our Board of Directors serves as the ultimate decision-making body of the Company. While the full Board has overall responsibility for risk oversight, it is supported in this function by its Audit Committee, Compensation Committee and Governance Committee. Hilton's Nominating &amp; ESG Committee reviews and assesses the Company's ESG strategy, practices and policies, and makes recommendations to the Board as appropriate.</p> <p>Our Board has a majority of independent directors, and all of our Board’s committees are fully independent. Further information on the composition of the highest governance body and its committees can be found here: Hilton Board of Directors; 2023 Proxy Statement (Board Diversity, p. 3)</p>	<p><a href="#">Corporate Governance Guidelines</a> (Role and responsibility of the Board, p. 1)</p> <p><a href="#">2024 Proxy</a> (Board Diversity, p. 3; Nominees for Election to the Board of Directors in 2024, p. 4-7; ESG Governance Structure, p. 10-13)</p> <p><a href="#">Hilton Board of Directors</a></p> <p>2023 Travel with Purpose Report (Governance, <a href="#">p. 26–29</a>)</p> <p><a href="#">Committee Composition</a></p> <p><a href="#">Nominating and ESG Committee Charter</a></p>
	2-10	Nomination and selection of the highest governance body	See our <a href="#">Nominating and ESG Committee Charter</a> in the 2024 Proxy (Director Nomination Process, p. 14).	<p><a href="#">Committee Composition</a></p> <p><a href="#">Nominating and ESG Committee Charter</a></p> <p><a href="#">Corporate Governance Guidelines (p. 2)</a></p>
	2-11	Chair of the highest governance body	Our Board of Directors is led by Mr. Steenland, our lead independent director, and Mr. Gray, our Non-Executive Chair. The CEO position is separate from the Chair position. Although we believe that the separation of the Chair and CEO positions is appropriate corporate governance for us at this time, our Board believes that the Company and stockholders are best served by maintaining flexibility to determine whether and when the Chair and CEO positions should be separate or combined to provide the appropriate leadership.	<p><a href="#">Hilton Board of Directors</a></p> <p><a href="#">2024 Proxy Statement</a> (Board Structure, p. 11)</p>



GRI

GENERAL DISCLOSURES

GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
<b>GRI 2: GENERAL DISCLOSURES 2023</b>	2-12	Role of the highest governance body in overseeing the management of impacts	<p>Significant ESG risks, including risks related to climate change, environmental impact, social impact, health and safety, human rights and ethics, fraud and corruption, are integrated in Hilton’s Enterprise Risk Management program as part of Hilton’s annual Enterprise Risk assessment process. The results of this process are reviewed by our Executive Committee and our board of directors, including the Audit Committee and the Nominating and ESG Committee, to inform enterprise-wide strategic planning. The Nominating and ESG Committee is the highest governance body in setting purpose, values and strategy (see Nominating and ESG Committee Charter). 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> <p>We also engage with stakeholders on an ongoing basis to continuously refine and enhance our strategy, to ensure we are aligning our programs with the issues that matter the most to our business and stakeholders.</p>	<p><a href="#">Nominating and ESG Committee Charter</a></p> <p>2023 Travel with Purpose Report (Governance, <a href="#">p. 26–29</a>)</p>
	2-13	Delegation of responsibility for managing impacts	<p>The board of directors’ Nominating and ESG Committee is responsible for periodically reviewing and assessing the company’s ESG strategy, practices and policies, including its impact on environmental and human rights issues, animal welfare, responsible sourcing and stakeholder engagement. The Committee’s role, responsibility and authority delegated to it by the board are set out in its Committee Charter, and are reviewed and approved annually by the board.</p> <p>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. Our Executive Committee approves major ESG programs and monitors progress towards 2030 Goals, while our CEO is accountable for major ESG-related issues and decisions.</p>	<p><a href="#">Nominating and ESG Committee Charter</a></p> <p>2023 Travel with Purpose Report (Governance, <a href="#">p. 26–29</a>)</p>
	2-14	Role of the highest governance body in sustainability reporting	<p>All publicly reported information is reviewed by our Executive Vice President of Corporate Affairs and VP of ESG. Hilton’s Executive Vice President of Corporate Affairs oversees the ESG department, which is responsible for the company’s sustainability strategy, including Hilton’s strategy for addressing climate change.</p> <p>Hilton’s Executive Vice President of Corporate Affairs reports directly to Hilton’s President and CEO, who is the only company executive on Hilton’s Board of Directors. Our board receives periodic updates from our CEO and our Executive Vice President of Corporate Affairs on the company’s ESG strategy and initiatives. These reports outline Hilton’s progress towards our Travel with Purpose 2030 Goals, including our science-based targets.</p>	<p><a href="#">Nominating and ESG Committee Charter</a></p> <p>2023 Travel with Purpose Report (Governance, <a href="#">p. 26</a>)</p>
	2-15	Conflicts of interest	<p>The highest governance body’s processes to ensure that conflicts of interest are prevented and mitigated are outlined in the Proxy Statement (Transactions with Related Persons, p. 55) and Corporate Governance Guidelines (p. 2)</p> <p>Hilton’s policy on conflicts of interest is outlined here: Hilton Code of Conduct (Conflicts of Interest, p. 17)</p> <p>Conflicts of interest - such as cross-board membership; cross-shareholding with suppliers and other stakeholders; existence of controlling stakeholders; and related parties, their relationships, transactions, and outstanding balances - are disclosed to stakeholders in the Proxy Statement.</p> <p>For further information see the Nominating and ESG Committee Charter “Conflicts of Interest.”</p>	<p><a href="#">Nominating and ESG Committee Charter</a></p> <p><a href="#">Hilton Code of Conduct</a> (Conflicts of Interest, p. 17)</p> <p><a href="#">Corporate Governance Guidelines 2021</a></p> <p><a href="#">2024 Proxy Statement</a> (Code of Conduct and Ethics and Compliance, p. 14; Transactions with Related Persons, p. 55)</p>



GRI

GENERAL DISCLOSURES				
GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
GRI 2: GENERAL DISCLOSURES 2023	2-16	Communication of critical concerns	<p>As a core underpinning of our entire organization, our ethics and compliance program is overseen by our board of directors. Our legal compliance team also monitors a comprehensive and confidential reporting tool to assist management and employees in addressing fraud, abuse and other misconduct in the workplace. The Audit Committee of our board of directors receives regular updates from our legal compliance team on third-party risk and information from our confidential reporting tool.</p> <p>Further information on how to report concerns and seek guidance in various instances can be found in our Code of Conduct.</p> <p>Only by speaking up when we suspect potential violations of law or policy can Hilton address issues before they potentially become bigger problems. We have a confidential hotline run by a third party which provides colleagues with a channel to share any ethical concerns they may have. Colleagues are made aware of this through regular internal communications, training, and through a dedicated website (www.HiltonHotline.com).</p>	<p><a href="#">Ethical Business Conduct at Hilton</a></p> <p><a href="#">Hilton Code of Conduct</a></p> <p><a href="#">2023 Form 10-K</a> (Item 1. Business—"Governance, Ethics and Regulatory Compliance," p. 16-17)</p>
	2-18	Evaluation of the performance of the highest governance body	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. See more details in the 2024 Proxy (Board and Committee Evaluations, p. 14).	<p><a href="#">Corporate Governance Guidelines "Evaluation of Board Performance"</a></p> <p><a href="#">2024 Proxy Statement</a> (Board and Committee Evaluations, p. 14)</p>
	2-19	Remuneration policies	The compensation practices and policies related to the board are detailed in the Corporate Governance Guidelines "Board Compensation." Our policy for Executive Officers and Directors' remuneration is set out in the Compensation Committee Charter. It is reviewed annually to ensure it remains aligned with strategic objectives.	<p><a href="#">Corporate Governance Guidelines Compensation Committee Charter</a></p> <p><a href="#">2024 Proxy Statement</a> ("Compensation of Directors," p. 16-17)</p>
	2-20	Process to determine remuneration	<p>Our policy for Executive Officers and Directors' remuneration is set out in the Compensation Committee Charter. It is reviewed annually to ensure it remains aligned with strategic objectives. Remuneration for some of our hotel leaders is tied to their contributions to Hilton's ESG Strategy.</p> <p>The results of votes of stakeholders (including shareholders) on remuneration policies and proposals can be found in our Proxy Statement.</p> <p>See Proxy Statement (p. 12 and p. 24)</p>	<p><a href="#">Compensation Committee Charter</a></p> <p><a href="#">2024 Proxy Statement</a> (p. 12 and 24)</p>
	2-21	Annual total compensation ratio	See Proxy Statement (p. 50)	<p><a href="#">2024 Proxy Statement</a></p>
	2-22	Statement on sustainable development strategy	See executive statement in our Travel with Purpose Report.	<p>2023 Travel with Purpose Report (<a href="#">p. 3</a>)</p>
	2-23	Policy commitments	The policy commitments for responsible business conduct can be found in Hilton's Code of Conduct, Human Rights Principles, ESG Policy Statement, Hilton Responsible Sourcing Policy, and Slavery and Human Trafficking Statement 2021.	<p><a href="#">About Hilton</a></p> <p><a href="#">Hilton Code of Conduct</a></p> <p><a href="#">Hilton ESG Policy Statement</a></p> <p><a href="#">Hilton Responsible Sourcing Policy</a></p> <p><a href="#">Hilton Human Rights Principles</a></p> <p><a href="#">Slavery and Human Trafficking Statement 2021</a></p>
	2-24	Embedding policy	We outline how our policy commitments are embedded into business activities and relationships in our Travel with Purpose Report.	<p>2023 Travel with Purpose Report (<a href="#">p. 26-29</a>)</p>



GRI

GENERAL DISCLOSURES

GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
<b>GRI 2: GENERAL DISCLOSURES 2023</b>	2-25	Processes to remediate	Protecting human rights is part of our commitment to promote responsible, inclusive conduct across 100% of our value chain operations. When we become aware of a human rights impact, we immediately dedicate resources to addressing and remediating that impact. Among other things, Hilton may provide training about existing grievance mechanisms, address the root causes of the issue, and remediate individual cases. For further information see “ <a href="#">Upholding Human Rights, Driving Responsible Conduct</a> ” p. 24 of our TWP Report.	2023 Travel with Purpose Report ( <a href="#">p. 24</a> )
	2-26	Mechanisms for raising concerns	Mechanisms for raising concerns and practices for responsible business conduct are outlined throughout Hilton's Code of Conduct and the Hilton Stakeholder Engagement Policy Statement. Business conduct concerns can be raised through Hilton's Ethics Point Hotline.	<a href="#">Hilton Code of Conduct</a> <a href="#">Hilton Ethics Point Hotline</a> 2023 Travel with Purpose Report ( <a href="#">p. 28</a> ) <a href="#">Hilton Stakeholder Engagement Policy Statement</a>
	2-27	Compliance with laws	See Legal Proceedings in 2023 Form 10-K.	<a href="#">2023 Form 10-K</a> (Item 3. Legal Proceedings, p. 40)
	2-28	Membership	Our partnerships with key trade associations, business coalitions and NGOs help us to amplify our impact and make collective progress on our shared goals. A list of our partners is provided in our Travel with Purpose Report.	2023 Travel with Purpose Report (Strategic Partnerships, <a href="#">p. 29</a> )
	2-29	Approach to stakeholder engagement	<p>Hilton strives to create long-term value for all of our stakeholders and strengthen the resilience of our business while also advancing responsible travel and tourism globally through our ESG strategy, which is grounded in our Travel with Purpose goals. As one of the world’s largest hospitality companies, Hilton recognizes its responsibility to create positive environmental and social impact across our operations, supply chain and communities to ensure our hotel properties and surrounding communities remain vibrant and resilient for generations of travelers to come.</p> <p>We engage with stakeholders to help align our ESG programs with the issues that matter the most to them in the context of our business. As part of this effort, we have completed an ESG materiality assessment, leveraging guidance from the Global Reporting Initiative (“GRI”), Sustainability Accounting Standards Board (“SASB”) and the World Economic Forum. We determined that our stakeholders were most focused on climate action; employee development and well-being; an inclusive culture; employee and guest health, safety and security; human rights; and ethical business practices and regulatory compliance. These are topics aligned with our significant ESG risks, which are integrated in Hilton’s Enterprise Risk Management program and are reviewed by our executive committee and board of directors, including the Audit Committee, to inform enterprise-wide strategic planning. Please see Hilton Stakeholder Engagement Policy Statement and Toward 2030 for more information on the purpose and methods for identifying approaches to stakeholder engagement.</p> <p>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. We engage with stakeholders that can help inform and enhance our business and ESG strategy. From developing hotel concepts and products in partnership with owners and guests, to evolving our internal programs to engage Hilton Team Members and build a common culture with franchise employees, to working with governments on policy reforms, to exchanging ideas 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>	<a href="#">Hilton Stakeholder Engagement Policy Statement</a> 2023 Travel with Purpose Report (Stakeholder Engagement, <a href="#">p. 4</a> ) <a href="#">2023 Form 10-K</a> (Item 1. Business—“Environmental, Social and Governance,” p. 12)
	2-30	Collective bargaining agreements	As of December 31, 2023, approximately 30 percent of people employed or managed by us globally and approximately 40 percent of people working 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="#">2023 Form 10-K</a> (Item 1. Business—“Environmental, Social and Governance—Compensation and Benefits,” p. 16) <a href="#">Hilton Stakeholder Engagement Policy Statement</a>



GRI

GENERAL DISCLOSURES

GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
<b>GRI 3: MATERIAL TOPICS 2023</b>	3-1	Process to determine material topics	<p>In 2020, Hilton undertook a robust evaluation to assess the ESG topics most material to the company. Through this evaluation, more than 200 relevant ESG topics were identified, examined, and then consolidated into a list of 17 material ESG Aspects aligned to industry guidance and sector trends.</p> <p>To assess the materiality of the 17 Aspects, Hilton engaged nearly 1,500 internal (e.g., Hilton leadership, team members) and external (e.g., NGOs, guests, owners and developers, suppliers, and investors) stakeholders through interviews and surveys.</p> <p>Please see 2020 Materiality Assessment for more information.</p>	<a href="#">Hilton 2020 Materiality Assessment</a>
	3-2	List of material topics	<p>In the materiality assessment, Hilton asked internal and external stakeholders to rate the perceived importance of the identified 17 ESG Aspects, and their perception of ESG aspects that are likely to grow in importance over the next three to five years.</p> <p>The results of the stakeholders’ feedback were then mapped onto a Materiality Matrix and Stakeholder Priority Map. Results were presented to and reviewed by Hilton’s executive leadership, including our CEO and the board of directors’ Nominating &amp; ESG Committee.</p>	<a href="#">Hilton 2020 Materiality Assessment</a> (p. 6–7) 2023 Travel with Purpose Report ( <a href="#">p. 2</a> , <a href="#">4</a> )
	3-3	Management of material topics	<p>We disclose our approach towards each of the 17 ESG Aspects and progress in our Travel with Purpose Report.</p> <p><a href="#">Community engagement and empowerment—p. 21–22</a></p> <p><a href="#">Climate action—p. 9</a></p> <p><a href="#">Biodiversity and destination stewardship—p. 9</a></p> <p><a href="#">Energy conservation—p. 12–13</a></p> <p><a href="#">Water stewardship—p. 14</a></p> <p><a href="#">Waste management and circular economy—p. 15–16</a></p> <p><a href="#">Economic impact on communities—p. 17; 21</a></p> <p><a href="#">Employee development and wellbeing—p. 18–20</a></p> <p><a href="#">Inclusion—p. 18</a></p> <p><a href="#">Disaster preparedness and response—p. 21</a></p> <p><a href="#">Employee and guest health, safety and security—p. 24; 27</a></p> <p><a href="#">Human rights—p. 24</a></p> <p><a href="#">Engagement with suppliers—p. 23; 25</a></p> <p><a href="#">Healthy, safe and sustainable food—p. 23</a></p> <p><a href="#">Responsible sourcing of goods and services—p. 25</a></p> <p><a href="#">Ethical business practices and regulation compliance—p. 27–28</a></p> <p><a href="#">Policy engagement and advocacy—p. 28</a></p>	2023 Travel with Purpose Report



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SPECIFIC DISCLOSURES

Material Aspects		Disclosure Number	Disclosure Name	Response	Source
ECONOMIC	ECONOMIC IMPACTS	201	Management disclosure approach	Hilton’s impact on the economy through its business and relationships with various entities including third-party owners and other strategic partners such as management companies and suppliers is detailed in the 2023 Form 10-K.	<a href="#">2023 Form 10-K</a> (Item 1. Business p. 3–18)
		201-1	Direct economic value generated and distributed	The direct economic value generated and distributed by our business is detailed in our 2023 Form 10-K (Item 1. Business–“Overview”; Item 8. Financial Statements and Supplementary Data).	<a href="#">2023 Form 10-K</a> (Item 1. Business, p. 3-18; Item 8. Financial Statements and Supplementary Data, p. 62-103)
		201-2	Financial implications and other risks and opportunities for the organization’s activities due to climate change	As an operator and franchisor of hotels and resorts in 126 countries and territories, we are subject to the physical effects of climate change, including sea level rise, droughts and intensified storms and other weather events. Damage to our hotels resulting from the physical effects of climate change could lower demand for travel to certain locales and affect the performance of certain hotels, which could in turn have a negative impact on our results of operations.	<a href="#">2023 Form 10-K</a> (Item 1A. Risk Factors–Climate change could adversely affect our business, p. 32)
		201-3	Defined benefit plan obligations and other retirement plans	Hilton’s benefit plan obligations and other share-based compensation expenses are detailed in the 2023 Form 10-K (Note 14, Employee Benefit Plans and Note 15, Share-Based Compensation)	<a href="#">2023 Form 10-K</a> (Item 8. Financial Statements and Supplementary Data–Notes to Consolidated Financial Statements–Note 14, Employee Benefit Plans, Note 15, Share-Based Compensation, p. 94-99)
	INDIRECT ECONOMIC IMPACTS	203	Management disclosure approach	<p>At Hilton, we are committed to creating a workplace that is inclusive, offers strong growth opportunities, is driven by purpose, and provides the kind of support that empowers our Team Members around the world to thrive every day.</p> <p>Travel with Purpose enables our organization to extend our hospitality beyond the walls of our hotels, into the thousands of communities in which we operate. By leveraging our broad footprint and our passionate global community of Team Members, we can contribute to community development and resilience. Please view our 2023 Travel with Purpose Report (<a href="#">Social Impact p. 17–25</a>; <a href="#">2030 Goal Tracking p. 7–8</a>) for further detail.</p>	<a href="#">2023 Travel with Purpose Report</a> (Social Impact, <a href="#">p. 17–25</a> ; <a href="#">2030 Goal Tracking, p. 7–8</a> )
		203-1	Infrastructure investments and services supported	Through our Hilton Global Foundation and strategic partnerships with local organizations, we provide disaster relief and help rebuild infrastructure for communities to become more resilient. Please view our 2023 Travel with Purpose Report ( <a href="#">Community Relief p. 21</a> ; <a href="#">2030 Goal Tracking p. 7–8</a> ) for further detail.	<a href="#">2023 Travel with Purpose Report</a> (Community Relief, <a href="#">p. 21</a> ; <a href="#">2030 Goal Tracking, p. 7–8</a> )
	PROCUREMENT PRACTICES	204	Management disclosure approach	Our global procurement and supply chain services team, Hilton Supply Management (HSM), leads a robust program to assess, track and improve our suppliers’ sustainability performance. We prioritize evaluating our high-spend and high-risk suppliers, concentrating on their business practices related to environment, labor and human rights, and ethics.	<a href="#">2023 Travel with Purpose Report</a> (Source with Purpose, <a href="#">p. 23</a> ; Strengthening Supplier Due Diligence & ESG Performance, <a href="#">p. 25</a> )
		204-1	Proportion of spending on local suppliers	<p>One of Hilton’s Travel with Purpose 2030 Goals is to leverage our large global footprint and deep integration within our communities to expand local sourcing and business with diverse and small suppliers.</p> <p>For a product to be considered locally sourced in the United Kingdom, the product must be made within the United Kingdom. Additionally, in 2023 UK and the Middle East region identified local sourcing as a strategic opportunity.</p> <p>Please view our 2023 Travel with Purpose Report (<a href="#">Source with Purpose, p. 23</a>; <a href="#">2030 Goal Tracking, Conduct, p. 8</a>) for more information on local sourcing and spend.</p>	<a href="#">2023 Travel with Purpose Report</a> (Source with Purpose, <a href="#">p. 23</a> ; <a href="#">2030 Goal Tracking, Conduct, p. 8</a> )



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Material Aspects		Disclosure Number	Disclosure Name	Response	Source
<b>ECONOMIC</b> CONTINUED	<b>ANTI CORRUPTION</b>	205	Management approach disclosure	<p>Bribery and corruption are explicitly prohibited in our Code of Conduct, with oversight from our Finance and Risk Management functions. Risk-based internal audits and other related governance activities are performed at hotels and corporate offices in the U.S., Asia Pacific, EMEA. Additionally, we conduct background checks on all prospective partners. 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. Please see Hilton Code of Conduct for more information.</p>	<a href="#">Hilton Code of Conduct</a>
	<b>ENVIRONMENTAL   ENERGY</b>	302	Management approach disclosure	<p>We are committed to effective energy management and work with our value chain partners to realize long-term energy reductions and sustainable energy procurement.</p> <p>Our primary source of emissions comes from the operation of our hotels. We outline our approach in our Energy Stewardship Policy Statement, and actions taken to mitigate our energy footprint in the 2023 Travel with Purpose Report.</p>	<p>2023 Travel with Purpose Report (Watts, <a href="#">p.12-13</a>; 2030 Goal Tracking, <a href="#">p.7</a>)</p> <p><a href="#">Hilton Energy Stewardship Policy Statement</a></p> <p><a href="#">2023 CDP Climate Change Questionnaire</a></p>
		302-1	Energy consumption within the organization	<p>In 2023, our total energy consumption was 20.8 million megawatt hours.</p> <p>Please view our 2023 Travel with Purpose Report (<a href="#">Performance Table, p. 31</a>) and 2023 Form 10-K (Item 1. Business—Environmental, Social and Governance—“Environmental Impact”) for further detail. Our 2023 energy data has been externally assured on a limited assurance basis, as noted in our 2023 Assurance Statement.</p>	<p>2023 Travel with Purpose Report (<a href="#">p. 31</a>)</p> <p><a href="#">2023 Assurance Statement</a></p> <p><a href="#">2023 Form 10-K</a> (Item 1. Business—Environmental, Social and Governance—“Environmental Impact,” p. 13-14)</p>
		302-3	Energy Intensity	<p>In 2023, our energy use intensity was 0.2399 megawatt hours per square meter, representing an annual decrease of 0.62% per square meter across the Hilton global portfolio of owned, leased, managed and franchised hotels.</p> <p>Please view our 2023 Travel with Purpose Report (<a href="#">Performance Table, p. 31</a>) for further detail. Our 2023 energy data has been externally assured on a limited assurance basis, as noted in our 2023 Assurance Statement.</p>	<p>2023 Travel with Purpose Report (<a href="#">p. 31</a>)</p> <p><a href="#">2023 Assurance Statement</a></p>
		302-4	Reduction of energy consumption	<p>Across our global operations (owned, leased, managed and franchised hotels), Hilton has reduced total energy use intensity by 29.9% since 2008.</p> <p>For our managed portfolio only, we have reduced total energy use intensity by 33.2% since 2008. Reductions in energy have been achieved as a result of ongoing energy conservation activities, efficiency projects, and implementation of innovative energy saving technologies.</p> <p>Refer to our 2023 Travel with Purpose Report (<a href="#">p. 31</a>) for further detail on our energy performance and energy reduction activities.</p>	<p><a href="#">2023 Form 10-K</a> (Item 1. Business—Environmental, Social and Governance—“Environmental Impact,” p. 13-14)</p> <p><a href="#">2023 CDP Climate Change Questionnaire</a></p> <p>2023 Travel with Purpose Report (<a href="#">p. 12–13</a>)</p>



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Material Aspects		Disclosure Number	Disclosure Name	Response	Source
ENVIRONMENTAL CONTINUED	WATER & EFFLUENTS	303	Management approach disclosure	<p>As one of the largest hospitality companies in the world, we recognize that we have a significant water footprint and are committed to demonstrating water stewardship by reducing our water consumption by 50% by 2030 in our managed operations (2008 baseline), and mapping global water risks, with particular emphasis on identifying and implementing innovative solutions in high water risk locations.</p> <p>We outline actions taken to mitigate our water footprint in the 2023 Travel with Purpose Report. Please view our 2023 Travel with Purpose Report (<a href="#">p. 9</a>; <a href="#">14</a>) for further detail.</p>	<p>2023 Travel with Purpose Report (<a href="#">p. 9</a>; <a href="#">14</a>)</p> <p><a href="#">2023 CDP Climate Change Questionnaire</a></p> <p><a href="#">Hilton Environmental Policy Statement</a></p>
		303-3	Water Withdrawal	<p>In 2023, our total water withdrawal was 174,056 megaliters (174.06 million cubic meters). Our water consumption intensity was 501 liters per square meter, representing an annual increase of 6.1% per square meter across the Hilton global portfolio of owned, leased, managed and franchised hotels. For information on properties with high baseline water stress, please view our 2023 Form 10-K (Item 1. Business—Environmental, Social and Governance—“Environmental Impact”).</p> <p>Across our global operations (owned, leased, managed, and franchised hotels), Hilton has reduced total water use intensity by 34.3% since 2008. For our managed portfolio only, we have reduced total water use intensity by 26.5% since 2008.</p> <p>Please view our 2023 Travel with Purpose Report (<a href="#">Water, p. 14</a> and <a href="#">Performance Table, p. 32</a>) for further detail. Our 2023 water data has been externally assured on a limited assurance basis, as noted in our 2023 Assurance Statement.</p>	<p>2023 Travel with Purpose Report (<a href="#">p. 14</a>; <a href="#">32</a>)</p> <p><a href="#">2023 Assurance Statement</a></p> <p>2023 Form 10-K (Item 1. Business—Environmental, Social and Governance—“Environmental Impact,” p. 13-14)</p>
EMISSIONS		305	Management approach disclosure	<p>We outline actions taken to mitigate our carbon footprint in the 2023 Travel with Purpose Report.</p>	<p>2023 Travel with Purpose Report (Watts, <a href="#">p. 12–13</a>; Reducing Carbon in Food &amp; Beverage, <a href="#">p. 13</a>)</p> <p><a href="#">2023 CDP Climate Change Questionnaire</a></p> <p><a href="#">Hilton Environmental Policy Statement</a></p> <p><a href="#">Hilton Energy Stewardship Policy Statement</a></p>
		305-1	Direct (Scope 1) GHG emissions	<p>In 2023, our Scope 1 emissions were 0.49 million metric tons of CO<sub>2</sub>e across our global portfolio of owned, leased, and managed properties.</p> <p>Please view our 2023 Travel with Purpose Report (<a href="#">Performance Table, p. 31</a>) for further detail. Our 2023 Scope 1 emissions data has been externally assured on a limited assurance basis, as noted in our 2023 Assurance Statement.</p>	<p>2023 Travel with Purpose Report (<a href="#">p. 31</a>)</p> <p><a href="#">2023 Assurance Statement</a></p>
		305-2	Energy Indirect (Scope 2) GHG emissions	<p>In 2023, our Scope 2 location-based emissions were 2.10 million metrics tons of CO<sub>2</sub>e. Our Scope 2 market-based emissions were 2.08 million metrics tons of CO<sub>2</sub>e across our global portfolio of owned, leased, and managed properties.</p> <p>Please view our 2023 Travel with Purpose Report (<a href="#">Performance Table, p. 31</a>) for further detail. Our 2023 Scope 2 emissions data has been externally assured on a limited assurance basis, as noted in our 2023 Assurance Statement.</p>	<p>2023 Travel with Purpose Report (<a href="#">p. 31</a>)</p> <p><a href="#">2023 Assurance Statement</a></p>



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Material Aspects		Disclosure Number	Disclosure Name	Response	Source
ENVIRONMENTAL CONTINUED	EMISSIONS CONTINUED	305-3	Other indirect (Scope 3) GHG emissions	Per our Operational Control boundary, on-site emissions at properties owned and operated by franchisees are reported as Scope 3 emissions. In 2023, Hilton’s Scope 3 emissions from franchisees were 4.20 million metric tons CO <sub>2</sub> e. The total includes emissions from on-site fuels combustion (1.02 million metric tons CO <sub>2</sub> e) and indirect emissions from the generation of electricity, heat or steam purchased from a utility provider (3.18 million metric tons CO <sub>2</sub> e). In addition, in 2023, we generated Scope 3 emissions of 22,578 metric tons CO <sub>2</sub> e from employee business and air travel, and 96,013 metric tons CO <sub>2</sub> e from the disposal of waste associated with our operations. Please view our 2023 Travel with Purpose Report (Performance Table, p. 31) for further detail. Our 2023 Scope 3 emissions data has been externally assured on a limited assurance basis, as noted in our 2023 Assurance Statement.	2023 Travel with Purpose Report (p. 31) <a href="#">2023 Assurance Statement</a>
		305-4	GHG Emissions Intensity	In 2023, our total Scope 1 and 2 location-based emissions intensity was 0.087 metric tonnes per square meter, which represents a 3.6% increase over prior year. Our total 2023 market-based Scope 1 and 2 emissions intensity was 0.086 metric tonnes per square meter, representing a 3.8% increase over prior year. Please view our 2023 Travel with Purpose Report (p. 12, and Performance Table, p. 31) for further detail. Our 2023 Scope 1 and 2 emissions data has been externally assured on a limited assurance basis, as noted in our 2023 Assurance Statement.	2023 Travel with Purpose Report (p. 12; 31) <a href="#">2023 Assurance Statement</a>
		305-5	Reduction of GHG Emissions	Please view our 2023 Travel with Purpose Report (Performance Table, p. 31) and 2023 Form 10-K (Item 1. Business—Environmental, Social, and Governance—“Environmental Impact”) for further detail.	2023 Form 10-K (Item 1. Business—Environmental, Social, and Governance—“Environmental Impact,” p. 13-14)  2023 Travel with Purpose Report (p. 31)
EFFLUENTS AND WASTE		306	Management approach disclosure	<p>We are committed to reduce our waste production, increase our diversion from landfill, responsibly handle, store and dispose of all hazardous waste, and reduce food, plastics and packaging waste.</p> <p>We outline actions and initiatives taken to reduce our waste footprint and promote a circular economy in the 2023 Travel with Purpose Report.</p>	2023 Travel with Purpose Report (p. 15–16, Performance Table, p. 32) <a href="#">Hilton Environmental Policy Statement</a>
		306-2	Management of significant waste related impacts	<p>We recognize that waste reduction, recycling, and food upcycling and donation are all critical components of creating a more environmentally friendly hospitality industry. Our waste reduction strategy focuses on supply chain evaluation and sustainable sourcing initiatives, while taking steps to divert remaining waste from landfill through donation, recycling, composting and waste-to-energy incineration.</p> <p>We outline various initiatives taken in 2023 such as food waste management, soap recycling, and reducing single use plastics in our 2023 Travel with Purpose Report. See 2023 Travel with Purpose Report (p. 15–16)</p>	2023 Travel with Purpose Report (p. 15–16)
		306-3	Waste generated	<p>In 2023, total weight of waste generated was 454,181 metric tons, and a breakdown of this total by composition was 367,772 metric tons of landfill waste and 86,409 metric tons of diverted waste across our global portfolio of owned, managed and franchised properties.</p> <p>Please view our 2023 Travel with Purpose Report (Performance Table, p. 32) for further detail. Our 2023 waste data has been externally assured on a limited assurance basis, as noted in our 2023 Assurance Statement.</p>	2023 Travel with Purpose Report (p. 32) <a href="#">2023 Assurance Statement</a>



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Material Aspects		Disclosure Number	Disclosure Name	Response	Source
ENVIRONMENTAL CONTINUED	EFFLUENTS AND WASTE CONTINUED	306-4	Waste diverted from disposal	<p>Our 2023 landfill diversion rate for our global operations was 19.03%, while the managed portfolio achieved a diversion rate of 39.2% in 2023. Our diversion rate accounts for ongoing waste streams that are recycled, composted, incinerated for waste-to-energy, or otherwise diverted from landfill.</p> <p>Please view our 2023 Travel with Purpose Report (<a href="#">Waste, p. 15–16</a>; <a href="#">Performance Table, p. 32</a>) for further detail. Our 2023 waste data has been externally assured on a limited assurance basis, as noted in our 2023 Assurance Statement.</p>	<p>2023 Travel with Purpose Report (<a href="#">Waste, p. 15–16</a>; <a href="#">Performance Table, p. 32</a>)</p> <p><a href="#">2023 Assurance Statement</a></p>
		306-5	Waste directed to disposal	<p>In 2023, our landfilled waste was 367,772 metric tons. Our landfilled waste intensity was 0.0042 metric tons per square meter, representing an annual increase of 2.1% per square meter across the Hilton global portfolio of owned, leased, managed and franchised hotels. Across our global operations, Hilton has reduced landfilled waste intensity by 56.7% since 2008.</p>	<p>2023 Travel with Purpose Report (<a href="#">Performance Table, p. 32</a>)</p>
	SUPPLIER ENVIRONMENTAL ASSESSMENT	308	Management approach disclosure	<p>The Hilton Supply Management Responsible Sourcing &amp; Sustainability team engages procurement and business leaders to assess and mitigate sustainability risks in our supply chain. The team oversees the development of our comprehensive responsible sourcing strategy and guides global decisions related to implementation. All suppliers are required to observe and abide by Hilton’s Responsible Sourcing Policy, which is included in all supplier contracts. We continue to advance our partnership with EcoVadis to assess our critical suppliers’ sustainability risk and performance. We have begun to implement the requirement of existing and new critical suppliers to complete EcoVadis assessment if they have not already done so. EcoVadis assesses a supplier across the four themes of environment, labor &amp; human rights, ethics, and sustainable procurement.</p> <p>We have conducted a thorough analysis of our most material sourcing categories: seafood, meat and proteins, produce, and apparel and linens. A dedicated role and a cross-functional advisory group now helps to drive responsible sourcing across these categories. This group oversees the development of our comprehensive responsible sourcing strategy and guides global decisions related to implementation. We continued to make incremental progress towards our goal of strengthening responsibly sourced products across our owned, managed and leased properties, including our goal to promote responsible sourcing of beef, poultry, pork, eggs, seafood and produce from third-party recognized and/or certified suppliers across our managed hotels.</p>	<p>2023 Travel with Purpose Report (<a href="#">Responsibly sourced food and beverage, p. 25</a>)</p> <p><a href="#">Hilton Responsible Sourcing Policy</a></p> <p><a href="#">Hilton Environmental Policy Statement</a></p>
		308-1	New suppliers that were screened using environmental criteria	<p>110 new suppliers were screened using EcoVadis environmental criteria in 2023. Please view our 2023 Travel with Purpose Report (<a href="#">EcoVadis Supplier Engagement, p. 25</a>) for further detail.</p>	<p>2023 Travel with Purpose Report (<a href="#">EcoVadis Supplier Engagement, p. 25</a>)</p>
	SOCIAL EMPLOYMENT	401	Management approach disclosure	<p>At Hilton, we are committed to creating a work environment and culture that is, equitable and inclusive for all. We prioritize employee wellbeing through a variety of programs such as the Care for All care giving initiative. We seek to provide pathways for career readiness and continued learning and development to all of our Team Members and work with partners to extend these opportunities to local communities and future Team Members.</p>	<p>2023 Travel with Purpose Report (<a href="#">p. 18–20</a>)</p> <p><a href="#">Hilton Great Places to Work Profile</a></p> <p><a href="#">Hilton Careers Website</a></p> <p><a href="#">Corporate Awards</a></p> <p><a href="#">Hilton Slavery and Trafficking Statement 2022</a></p>
		401-2	Benefits provided to full-time employees	<p>We support the wellbeing and performance of Team Members with industry- leading rewards, recognition and support via a variety of programs including best-in-class PTO, health and welfare benefit plans, retirement savings program, employee stock purchase plan, debt-free education, mental wellness support, flexible schedules, Go Hilton Travel Discount Program and others.</p>	<p><a href="#">Hilton Careers Website (Benefits Page)</a></p>



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Material Aspects		Disclosure Number	Disclosure Name	Response	Source
<b>SOCIAL</b> CONTINUED	<b>OCCUPATIONAL HEALTH &amp; SAFETY</b>	403	Management approach disclosure	<p>Our commitment to a safe and healthy work environment is codified in our Code of Conduct, in which we emphasize that safety requires a commitment from everyone, and each employee is responsible for (1) complying with all applicable safety and health laws and guidelines and (2) identifying and responding to health and safety hazards and security concerns. See Hilton’s Code of Conduct</p> <p>With a global footprint across 126 countries and territories, written descriptions of occupational health and safety functions vary by region, and reflect local legislative requirements.</p>	<p><a href="#">Hilton Code of Conduct</a></p> <p>2023 Travel with Purpose Report (p. 28)</p> <p><a href="#">Occupational Health and Safety Policy</a></p>
	<b>TRAINING AND EDUCATION</b>	404	Management approach disclosure	We offer a variety of robust training and education programs ranging from upskilling, reskilling and leadership training, to offer a work environment that fosters growth and career progression for all.	2023 Travel with Purpose Report (p. 20)
		404-1	Average hours of training per year per employee	Hilton employees complete an average of 40 hours of training per year.	GRI Content Index
		404-2	Programs for upgrading employee skills and transition assistance programs	<p>Our ‘For All’ learning and leadership development approach delivers a customized experience so that Team Members can learn, develop and grow at every stage of their career.</p> <p>Through Hilton University, our online learning platform, all Team Members have access to over 25,000 courses, providing the ability to explore new skills or expand their expertise. We know that leadership skills are important at every stage of someone’s career. That is why all Team Members also have access to leadership development curriculums through our Lead@Hilton platform that includes on-demand, self-paced content.</p>	2023 Travel with Purpose Report (Learning and Leadership Development for Growth p. 20)
		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 and concerns and allowing regular feedback and coaching. The Company’s performance review program is used to periodically evaluate and assess our Team Members on, at least, an annual basis.	GRI Content Index
	<b>DIVERSITY &amp; EQUAL OPPORTUNITY</b>	405	Management approach disclosure	As a business of people serving people, Hilton has always been committed to attracting the best and brightest talent to our company and the hospitality industry. Across the world, we strive to create strong talent pipelines that reflect the communities in which we operate and the guests we serve. We are committed to creating an inclusive workplace and a culture driven by our nearly 465,000 Team Members' unique viewpoints, backgrounds and experiences.	<p>2023 Travel with Purpose Report (p. 18–23)</p> <p><a href="#">Hilton Great Places to Work Profile</a></p>



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Material Aspects	Disclosure Number	Disclosure Name	Response	Source
SOCIAL CONTINUED	405-1	Diversity of governance bodies and employees	As of December 31, 2023, the global workforce that we employ or manage was approximately 43 percent women. Globally, corporate leadership was approximately 42 percent women and hotel leadership was approximately 24 percent women.	2023 Form 10-K (Item 1. Business—Environmental, Social and Governance—Human Capital Management—“Inclusive Culture,” p. 16)
			As of December 31, 2023, in the U.S., our workforce was approximately 72 percent ethnically diverse, with U.S. corporate leadership being approximately 20 percent ethnically diverse and U.S. hotel leadership being approximately 29 percent ethnically diverse.	
			As of December 31, 2023, our board of directors, excluding management directors, was 50 percent women and 25 percent ethnically diverse.	
	412-2	Employee training on human rights policies or procedures	<p>At Hilton, we are committed to ensuring we train and equip team members to prevent human trafficking. We provide training on this topic through courses with specific audiences and purposes identified. The courses cover Preventing Human Trafficking and Recognizing the Signs, and Key Risks of Modern Slavery in Labor Sourcing.</p> <p>Total number of training hours for human trafficking in 2023: 101,500 hours</p> <p>Percentage of employees trained in 2023 on Preventing Human Trafficking: Managed Hotels – 99%; Franchised Hotels – 92%</p> <p>Additional details can be found in our 2023 Travel with Purpose Report (<a href="#">Upholding Human Rights, Driving Responsible Conduct</a> p. 24) and Hilton Slavery and Trafficking Statement 2022</p>	<p>2023 Travel with Purpose Report (<a href="#">p. 24</a>)</p> <p><a href="#">Hilton Slavery and Trafficking Statement 2022</a></p>
LOCAL COMMUNITIES	413	Management approach disclosure	<p>The Hilton Global Foundation (HGF) seeks to have a positive impact on the communities we serve, with the mission to create a better world to travel for generations to come. HGF awards grants within four focus areas that align to our Travel with Purpose Environmental and Social goals:</p> <ul style="list-style-type: none"><li>• Climate Action</li><li>• Destination Stewardship</li><li>• Career Development</li><li>• Community Resilience</li></ul>	<p>2023 Travel with Purpose Report (<a href="#">p. 5</a>)</p> <p><a href="#">Hilton Global Foundation</a></p>
	413-1	Operations with local community engagement, impact assessments and development programs	Our social impact goals are applicable to our global portfolio, with social impact reporting requirements tracked through LightStay.	2023 Travel with Purpose Report (2030 Goal Tracking <a href="#">p.8</a> ; Social Impact, <a href="#">p. 18–25</a> )



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Material Aspects		Disclosure Number	Disclosure Name	Response	Source
SOCIAL CONTINUED	SUPPLIER SOCIAL ASSESSMENT	414	Management approach disclosure	We continue to advance our partnership with EcoVadis to assess our suppliers’ sustainability risk and performance. In particular, we prioritize evaluating our high-spend and high-risk suppliers, concentrating on their business practices related to environment, labor and human rights, and ethics. We pay particular attention to high-risk areas such as the use of recruitment agencies for manpower needs and the sourcing of goods in high-risk industries such as rubber, cocoa, packaging, paper, textiles, and/or crops (e.g., tea, coffee, soy, palm oil, rice, cotton, bananas).  All suppliers are required to observe and abide by Hilton’s Responsible Sourcing Policy, which is included in all supplier contracts.	2023 Travel with Purpose Report (p. 23)  <a href="#">Hilton Responsible Sourcing Policy Statement</a>
		414-1	New suppliers that were screened using labor practices criteria	62 new suppliers were screened using EcoVadis social criteria in 2023.	2023 Travel with Purpose Report (p. 25)
	CUSTOMER PRIVACY	418	Management approach disclosure	Our management approach to customer privacy is outlined in the Hilton Global Privacy Statement	<a href="#">Hilton Global Privacy Statement</a>  2023 Travel with Purpose Report (p. 28)  2023 Form 10-K (Item 1. Business, p. 16; Item 1A. Risk Factors, p. 24-26; Item 1C. Cybersecurity, p. 37-38)
		418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	No known significant breaches occurred during the reporting period.	



Certification to ISO

CERTIFICATE

Certificate Number: 141222.01  
With 1 Page Addendum

The Environmental Management System and implementation of:

**Hilton Worldwide Holdings Inc.**  
Together with its affiliates and franchisees

With Central Functions At:  
7930 Jones Branch Drive  
McLean, VA 22102  
United States


meets the requirements of the standard:

ISO 14001:2015

**Scope:**  
All hospitality-related services and activities of Owned, Managed, and Franchised properties under Hilton's Canopy by Hilton, Conrad Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Embassy Suites by Hilton, Hampton by Hilton, Hilton Hotels & Resorts, Hilton Garden Inn, Hilton Grand Vacations, Home2 Suites by Hilton, Homewood Suites by Hilton, LXR Hotels & Resorts, Motto by Hilton, Signia by Hilton, Tapestry Collection by Hilton, Tru by Hilton, Waldorf Astoria Hotels & Resorts brands.

Certification Structure

Certificate Expires:  
Certificate Issued:  
Certified Since:

  
Dr. Cem O. Onus  
Managing Director  
DEKRA Certification, Inc.  
1945 The Exchange SE  
Atlanta, GA 30339 US  
(215) 997-4519  
<https://www.dekra.us/en>

CERTIFICATE ADDENDUM

Certificate Number: 141222.01  
ADDENDUM Page 1 of 1

The Environmental Management System and implementation of:

**Hilton Worldwide Holdings Inc.**  
Together with its affiliates and franchisees

meets the requirements of the standard:

ISO 14001:2015

Site Address	Scope Per Site:
7930 Jones Branch Drive McLean, VA 22102 United States	Central Function: Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
755 Crossover Lane Memphis, TN 38117-4900 United States	Sales, design & construction, management, support of wholly owned, managed and franchised hotels.
2050 Chennault Dr. Carrollton, TX 75006 United States	Customer Service
Singapore Vision Crest Commercial, 103 Penang Road # 09-01/07, Singapore 238467, Singapore	Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
Dubai Internet City, Building 15, Office 101-111, P.O. Box 500200, Dubai, United Arab Emirates	Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
Maple Court, Central Park, Reeds Crescent Watford WD24 4QQ United Kingdom	Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
191 West George Street Glasgow G2 2LD United Kingdom	Sales, management, support of wholly owned, managed and franchised hotels and resorts.

Certificate Expires: September 25, 2026  
Certificate Issued: September 26, 2023  
Certified Since: September 26, 2011

  
Dr. Cem O. Onus  
Managing Director  
DEKRA Certification, Inc.  
1945 The Exchange SE #300  
Atlanta, GA 30339 USA  
(215) 997-4519  
<https://www.dekra.us/en/audits/>



CERTIFICATE

Certificate Number: 161222.01  
With 1 Page Addendum

The Energy Management System and implementation of:

**Hilton Worldwide Holdings Inc.**  
Together with its affiliates and franchisees

With Central Functions At:  
7930 Jones Branch Drive  
McLean, VA 22102  
United States

meets the requirements of the standard:

ISO 50001:2018

**Scope and Boundary:**  
All hospitality-related services and activities of Owned, Managed, and Franchised properties under Hilton's Canopy by Hilton, Conrad Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Embassy Suites by Hilton, Hampton by Hilton, Hilton Hotels & Resorts, Hilton Garden Inn, Hilton Grand Vacations, Home2 Suites by Hilton, Homewood Suites by Hilton, LXR Hotels & Resorts, Motto by Hilton, Signia by Hilton, Tapestry Collection by Hilton, Tru by Hilton, Waldorf Astoria Hotels & Resorts brands.

Certification Structure: Multisite

Certificate Expires:  
Certificate Issued:  
Certified Since:

  
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CERTIFICATE ADDENDUM

Certificate Number: 161222.01  
ADDENDUM Page 1 of 1

The Energy Management System and implementation of:

**Hilton Worldwide Holdings Inc.**  
Together with its affiliates and franchisees

meets the requirements of the standard:

ISO 50001:2018

Site Address	Scope & Boundary Per Site:
7930 Jones Branch Drive McLean, VA 22102 United States	Central Function: Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
755 Crossover Lane Memphis, TN 38117-4900 United States	Sales, design & construction, management, support of wholly owned, managed and franchised hotels.
2050 Chennault Dr. Carrollton, TX 75006 United States	Customer Service
Singapore Vision Crest Commercial, 103 Penang Road # 09-01/07, Singapore 238467, Singapore	Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
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Certified Since: September 26, 2014

  
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<https://www.dekra.us/en/audits/>



CERTIFICATE

Certificate Number: 111222.01  
With 1 Page Addendum

The Quality Management System and implementation of:

**Hilton Worldwide Holdings Inc.**  
Together with its affiliates and franchisees

With Central Functions At:  
7930 Jones Branch Drive  
McLean, VA 22102  
United States

meets the requirements of the standard:

ISO 9001:2015

**Scope:**  
All hospitality-related services and activities of Owned, Managed, and Franchised properties under Hilton's Canopy by Hilton, Conrad Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Embassy Suites by Hilton, Hampton by Hilton, Hilton Hotels & Resorts, Hilton Garden Inn, Hilton Grand Vacations, Home2 Suites by Hilton, Homewood Suites by Hilton, LXR Hotels & Resorts, Motto by Hilton, Signia by Hilton, Tapestry Collection by Hilton, Tru by Hilton, Waldorf Astoria Hotels & Resorts brands.

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CERTIFICATE ADDENDUM

Certificate Number: 111222.01  
ADDENDUM Page 1 of 1

The Quality Management System and implementation of:

**Hilton Worldwide Holdings Inc.**  
Together with its affiliates and franchisees

meets the requirements of the standard:

ISO 9001:2015

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7930 Jones Branch Drive McLean, VA 22102 United States	Central Function: Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
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2050 Chennault Dr. Carrollton, TX 75006 United States	Customer Service
Singapore Vision Crest Commercial, 103 Penang Road # 09-01/07, Singapore 238467, Singapore	Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
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# Limited Assurance Verification

## Publicly Reported 2023 GHG, Environmental, Social and Governance (ESG) Performance

**PERFORMED BY**

**Zed Bates**  
**Lead Verifier**  
CARB Accredited Verifier  
Per Executive Order H-15-171

**REVIEWED BY**

**Dr. Cem Onus**  
**Managing Director**  
DEKRA Certification Inc.  
1120 Welsh Rd #210  
North Wales, PA 19454

<b>ASSURANCE SUMMARY</b>	
Hilton, Inc. (Hilton) engaged DEKRA Certification, Inc (DEKRA) to provide an independent review and third-party limited assurance of information related to Hilton’s Environmental, Social, and Governance (ESG) programs for the calendar year of 2023. Hilton reports publicly through multiple venues, including but not limited to CDP, Dow Jones Sustainability Index, Hilton’s public financial disclosures, and Hilton’s <a href="#">Travel With Purpose website</a> . The Limited Assurance Verification followed the requirements of <i>ISO 14064-3 - Specification with guidance for the validation and verification of greenhouse gas assertions</i> .	
Reporter	Hilton Worldwide Holdings Inc.
Assurance Provider	DEKRA Certification, Inc.
Reporter Contact	Bharati Bhosale
Lead Verifier	Zed Bates
Senior Reviewer	Cem Onus
Reporting Year	2023
Reporting Scheme	Various—Carbon Disclosure Project, DJSI
Geographical Scope of Assurance	Worldwide
Assurance Scope	CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O emissions; Water Use; Energy Use; Waste Generation and Landfill Diversion; Year on Year Changes;
Operational Boundaries	Corporate facilities and Owned and Managed Hotels for Scope 1 and 2.
Objectives	An evaluation of the following: <ul style="list-style-type: none"><li>• Accuracy of publicly reported environmental data , including GHG emissions, water and energy use, and waste generated and diverted from landfills;</li><li>• Accuracy of publicly reported social impact data including youth impacted, volunteering hours, disaster relief and Action Grants funds distributed, number of diverse suppliers and anti-trafficking trainings; and</li><li>• The organization’s controls over its reported ESG data</li></ul>
Criteria	<i>ISO 14064-3:2019 - Specification with guidance for the validation and verification of greenhouse gas assertions.</i>
Level of Assurance	Limited Assurance
Materiality	5%
Assurance Findings	Verified.

**LIMITED ASSURANCE VERIFICATION OPINION**

Based on the process and procedures conducted, there is **no evidence** that Hilton’s GHG and other environmental claims in the following Tables a) are not materially correct or a fair representation of GHG data and information; and b) have not been prepared in accordance with related International Standards on GHG quantification, monitoring and reporting, or to relevant national standards or practices.

TABLE 1 GREENHOUSE GAS EMISSIONS

Indicator	2023 Total -MT CO <sub>2</sub> e	Intensity MT CO <sub>2</sub> e/m <sup>2</sup>	Intensity - Change from 2022
Scope 1 Direct emissions	489,016	0.0164	4.10%
Scope 2 Indirect emissions (Location-based)	2,095,366	0.0701	3.45%
Scope 2 Indirect emissions (Market-based)	2,081,095	0.0697	3.73%
Scope 1 + 2 emissions (Location-based)	2,584,382	0.0865	3.57%
Scope 1 + 2 emissions (Market-based)	2,570,111	0.086	3.79%
Scope 3 emissions from Franchises	4,202,841	0.0737	-0.67%
Scope 3 emissions from Landfilled Waste	96,013	0.00321	4.91%
Scope 3 emissions from Business Travel	22,578	—	32.07%





TABLE 2 OTHER ENVIRONMENTAL DATA

Indicator	2023 Total	Intensity	Intensity - Change from 2022
Energy consumption (MWh)	MWh	MWh/m²	%
Managed	7,440,224	0.249	3.90%
Franchised	13,409,049	0.235	-2.94%
Total	20,849,273	0.240	-0.62%
Water consumption	Megaliters	Liters/m²	%
Managed	16,010	536	10.40%
Franchised	27,504	482	3.70%
Total	43,514	501	6.10%
Water withdrawals	Megaliters	Liters/m²	%
Managed	64,039	2,144	10.40%
Franchised	110,016	1,930	3.70%
Total	174,056	2,003	6.10%
Landfilled waste	Metric Tons	MT/m²	%
Managed	102,142	0.0034	4.90%
Franchised	265,630	0.0047	1.08%
Total	367,772	0.0042	2.11%
Waste diverted from landfill	Metric Tons	MT/m²	%
Managed	65,814	0.0022	21.90%
Franchised	20,595	0.00036	-8.60%
Total	86,409	0.00099	13.00%
Waste diversion rate (%)			
Managed	39.20%	–	3.50%
Franchised	7.20%	–	0.70%
Total	19.03%	–	1.51%

TABLE 3 SOCIAL IMPACT DATA

Indicator	2023 total
Disaster relief funds distributed to Hilton Team Members through the Team Member Assistance Fund	\$865,215.81
Volunteering (number of hours)	377,270
Grants awarded to community partners through the Hilton Global Foundation	\$4,466,208
Team Members supported by the Team Member Assistance Fund	3,411
Mandatory Anti-Trafficking Training - (% of General Managers attesting all hotel Team Members have completed)	Managed: 99% Franchises: 92%
Refugees Impacted (cumulative since 2015)	89,920

GHG CLAIM EVALUATION

The data included in Tables 1 through 3 above (“Reported Data”) is managed at Hilton’s Corporate Headquarters in McLean, Virginia. For the purposes of this report, data listed in Tables 1-2 is considered environmental data, and the data in Table 3 is considered social impact data.

The environmental data is based on utility data input by over 7,000 managed and franchised properties into LightStay, Hilton’s ESG platform. Launched in 2009, LightStay was created to track sustainability performance across Hilton’s global portfolio and to help drive adoption of best practices that reduce environmental impacts. Hilton works closely with ei3, its technology partner and system host, to continually improve the LightStay system features for its hotels, owners, and management teams.

As a global brand standard, all managed and franchised hotels must utilize LightStay to provide their environmental and social impact data to Hilton. The current brand standard requires that hotels input the following data into LightStay on a monthly basis:

- Energy consumed from all energy sources (electricity, gas, steam, chilled water, other).
- Water consumed from all sources, including municipal water supply and other sources.
- Waste disposal including landfilled and diverted waste streams (recycled, organic, other).
- All applicable volunteering events and donations, including food donations, bath amenities, linens, FF&E, etc.
- As a brand standard, all hotels must also set annual reduction goals and maintain active energy, water and waste improvement projects.

Hilton tracks and supports hotel compliance with the LightStay brand standards globally through the use of LightStay compliance alerts, monthly compliance reports, and direct communications with the Regional Property Operations and Brand Performance teams.

The LightStay system supports the input of accurate data and accommodates the needs of hotels globally through a variety of features:

- Global conversions: LightStay enables hotels to enter data in a variety of consumption units, consistent with their utility bill, and provides the flexibility to enter costs in local currency.
- Property variables: LightStay automatically populates weather and room occupancy on a monthly basis. Floor area and other key details are included in the Property Profile, which all properties are required to complete as a brand standard.
- Greenhouse gas calculations: Hilton utilizes The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition). Historical emissions factors for electricity, natural gas and other energy sources are stored in LightStay and used to calculate the hotel’s Scope 1, 2, and 3 emissions. Location-based electricity CO<sub>2</sub>e emissions factors are updated annually in LightStay for the current calendar, based on the most recent and accurate source data available for the country or subregion.
- Compliance Alerts: The LightStay system generates monthly alerts for incomplete or out-of-range consumption values. Hotels have 60 days to enter their utility bills or they will receive an alert message in LightStay. Hotels must address all outstanding alerts within 30 days to remain in compliance with the brand standards.
- LightStay Training: All new hotels must complete an online LightStay training course through Hilton University within three months of opening. Advanced courses are available and LightStay offers extensive user guidance and how-to-guides.
- LightStay Support: Hotels are encouraged to contact the LightStay Support team to help understand their alerts and correct any data input errors. LightStay Support attempts to contact hotels directly to resolve major data issues and may also correct obvious decimal or unit errors, with notification sent to the hotel.

Since 2010, hotel utility data in LightStay has been used for Hilton’s external reporting of energy, emissions, water, and waste impacts. Hilton and its consultants have followed a consistent methodology, adapted to meet the company’s Environmental, Social and Governance (“ESG”) strategy, Travel with Purpose requirements.

Consistent with Hilton’s 2030 Travel with Purpose goals, Hilton measures and reports annual sustainability performance using the floor area intensity metric (consumption per square meter of total gross building area).





REPORTING SCOPES:

**Scope 1** includes all onsite GHG emissions from fuel use, almost exclusively natural gas for comfort heating and hot water generation.

**Scope 2** includes all grid electricity used by Hilton’s managed hotel properties. The individual hotel CO<sub>2</sub>e emissions factors for the reference group were verified based on the emissions source data provided by country or subregion (i.e., US eGRID, DEFRA, IEA).

**Scope 3** includes all emissions resulting from both onsite emissions and grid electricity at the Franchised hotels, as well as emissions relating to Managed hotel landfilled waste and Corporate business travel. Again, CO<sub>2</sub> emissions factors were verified for different countries and subregions based on international standard data.

RISK EVALUATION  
SUFFICIENCY, APPROPRIATENESS, AND MATERIAL MISSTATEMENT

The sufficiency of data and the appropriateness of both the automated LightStay and final corporate analysis were evaluated for sufficiency, appropriateness, and risk of material misstatement based on analysis methodology.

**Sufficiency Risk.** Due to the large percentage of reporting properties (7091) and the large property pool (6230 Franchised properties and 861 Managed properties), the Risk of data insufficiency was determined to be **Low**. Annual sustainability results are based on an evaluation of year-over-year results for a reference group of properties with data verified complete and accurate for aggregated reporting purposes. The reference group for 2023 included 90% of total managed properties, and analysis of the reference group’s performance supplied the average values (by region) used to complete and correct the data from the remaining properties. Data gathered using the LightStay system has been verified at the site level by DEKRA site sampling, included in Hilton’s ISO 9001, ISO 14001, and ISO 50001 site visits. Data anomalies are analyzed at the site level and corrective actions are implemented.

**Appropriateness Risk.** The automated calculations in LightStay (floor area normalization) have been verified for this and all previous reporting cycles and no errors have been found. Hence, the Risk of inappropriate analysis in the LightStay system was determined to be **Low**. Data, once it is reported into LightStay, is also analyzed at the corporate level annually for anomalies and missing data, and properties are excluded from the reference group.

**Materiality Risk.** Risk of material misstatement was determined to be **Low**. The final analysis by Hilton staff consisted of spreadsheet review and identification of anomalies. There were 628 energy-based anomalies at the property level identified (8.8% anomaly rate), and the most significant have been added to the sampling plan for internal and external audit in 2024. Anomalies also include any issues with water use reporting. Materiality of the chosen methodology was verified by taking the final result for all properties not in the anomalous group, using their unmodified (‘raw’) data, and comparing it to the final result for all properties with all normalization factors active. Globally, the raw data showed an intensity of 0.0748 Metric tons per square meter, while the final data showed an intensity of 0.082 Metric tons per square meter. Variance was 4.1%, within the 5% materiality limit. Also, it was noted that the final data represents a higher intensity than the raw data, providing additional confidence in the process.

OTHER ENVIRONMENTAL CLAIMS

**Water and Waste Data** were both reported into LightStay using the same platform as the energy and greenhouse gas data reviewed above. During the data cleansing process, the properties’ water use and waste stream data was evaluated, consistent with the criteria regarding missing and anomalous data above, to determine the reference group and to estimate impacts by excluded and new hotels. Water anomalies were added to the audited group (see ‘Materiality Risk’ above).

**Social Impact Data.** Properties report volunteer events and participation through LightStay. The summary report of the volunteer hours was reviewed. Numeric outliers were identified and the specific entries within LightStay were reviewed. No discrepancies were noted.

Hilton provides Hilton Effect Grants through the Hilton Effect Foundation to properties requesting funds for social or environmental projects. The amount transferred from Hilton in 2023 was confirmed by a representative from the Hilton corporate accounting department.

Hilton has assigned Anti-Trafficking Training Courses to all properties through Hilton University. Records from Hilton University were reviewed.

ABOUT DEKRA

DEKRA Certification Inc. is a Management System certification company that has provided ISO 9001, 14001 and 50001 certification services to Hilton since 2010.

Beginning in 2008, DEKRA (then operating as KEMA Registered Quality, Inc.) has provided independent validation services to Hilton for their LightStay Program. DEKRA did not assist or consult with Hilton at any time in generating the Reported Data within the scope of the verification. DEKRA has procedures in place to ensure its work is free from bias and is not unduly influenced by outside parties. 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, sustainability and social responsibility 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.

ATTESTED BY

**Zed Bates**  
CARB Accredited Verifier  
Per Executive Order H-15-171  
DEKRA Certification, Inc

**Dr. Cem Onus**  
Managing Director  
DEKRA Certification Inc.



# Additional Progress

## ENVIRONMENTAL



### Watts

In 2018, became first major hospitality company to commit to targets validated by the Science Based Targets initiative (SBTi); enhanced and revalidated targets in 2022 and developed a robust action plan to achieve targets by 2030

Continued transition to renewable energy, including sourcing 100% renewable energy at nearly 30% of owned, leased and managed hotels in the Europe, Middle East and Africa (EMEA) region

Required transition to LED lighting for all properties and all brands by the end of 2025 (where lighting retrofits are required, hotels must transition in their next renovation cycle)

Hilton properties continue to implement renewable energy solutions, such as Zemi Beach House in Anguilla, which has 2.7k+ solar modules, and Hotel Marcel in New Haven, Connecticut, which became the first certified Passive House hotel in the U.S.

First hospitality company to commit to the U.S. Department of Energy Better Climate Challenge

Hilton’s Vice President of Global ESG testified at U.S. Senate Subcommittee on “Sustainable Travel for a Thriving Economy” in November 2023

Advocated for a more sustainable and responsible future for the hospitality industry at annual Conference of the Parties (COP), including highlighting opportunities to reduce emissions from food waste at COP28 in Dubai


Mapped 100% of hotels against climate risks annually and shared data with hotels via LightStay

In 2022, invested in two climate technology funds with Fifth Wall, a venture capital firm that invests in innovative ESG technologies that decarbonize to tackle climate change



### Water

Mapped 100% of hotels to WWF’s Water Risk Filter annually and shared data with hotels via LightStay



### Waste


Launched a terry donation program in the U.S. and Canada in which hotels partner with local animal shelters to donate old towels, bathmats and handcloths, which are repurposed for bedding, bathing, and medical needs, diverting an estimated 138k pounds of towels from landfill

Continued efforts to reduce single-use plastics at Hilton’s hotels, including removing plastic straws, stir sticks, and cocktail picks; expanding the use of Digital Key, avoiding approximately 100 tons of plastic waste from key cards each year; and transitioning to full-sized bath amenities to reduce waste from miniature toiletry bottles

Piloted and launched the Green Breakfast initiative, which reduced food waste across breakfast operations at participating hotels by 62%

Donated 3M+ bars of soap to communities in need in 2023, diverting 330k+ lbs of soap from landfill

## SOCIAL




### Communities

In 2023, Hilton and the Hilton Global Foundation planted 78k+ trees and restored 20k+ acres of land

Donated nearly 368k meals globally in 2023

Continued to provide support to our global communities in response to major disasters and conflicts, including the wildfires in Maui, earthquakes in Türkiye, Syria and Morocco, and the humanitarian crisis in Israel and Gaza

Reached nearly 90k refugees since 2015 through volunteering, in-kind donations, purchasing, training, shelter and employment



### Conduct

Co-founded the Hospitality Alliance for Responsible Procurement, powered by EcoVadis

Increased managed hotels cage-free egg purchasing, achieving 58% in the United States, 68% across EMEA, and 10% across APAC

Continued to make incremental progress on sourcing certified sustainable seafood for managed hotels, achieving 32% in our Japan, Korea and Micronesia market

Transitioned 1.4+ million lbs. of U.S. All-Suites Focused Service hotels’ sausage product to group-housed pork

Offer electric vehicle (EV) chargers at over 1,800 hotels globally

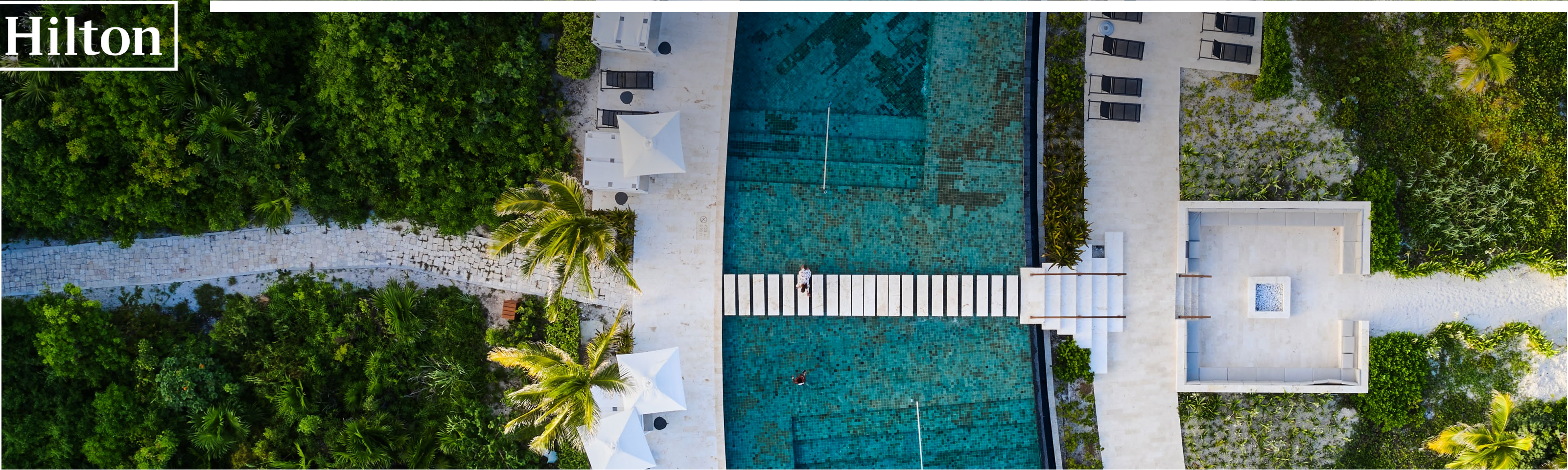
Continued to expand our Meet with Purpose program and offerings, with more than 45k Meeting Impact Calculator Reports run in 2023 (+35% YoY); Hilton purchased more than 17k metric tons of third party carbon offsets on behalf of customers to support the achievement of their ESG goals in 2023

Partnered with the World Resources Institute’s Cool Food program to offer more low-carbon and vegetable-forward menu offerings at Hilton’s hotels

Launched new Travel with Purpose training for Team Members globally which highlights specific, practical actions Team Members can take in their daily work to drive social and environmental impact. The training has been translated into a total of 8 languages including English, Arabic, Chinese, French, German, Japanese, Spanish, and Turkish



Hilton



Hilton  
FOR THE STAY™

W  
WALDORF ASTORIA

CONRAD

L X R

NO MAD

Signia  
by Hilton

canopy

Hilton

CURIO  
COLLECTION

DOUBLE TREE

TAPESTRY  
COLLECTION

EMBASSY  
SUITES

TEMPO

MOTTO

Hilton  
Garden Inn

Hampton

tru

spark

HOMEWOOD  
SUITES

HOME  
2  
SUITES

LivSmart  
Studios

Hilton  
CLUB

Hilton  
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