

Travel with Purpose

2024 Report

📍 Susona Bodrum, LXR Hotels & Resorts, Türkiye

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About this report

This report provides an annual update about Hilton's Travel with Purpose (TWP) strategy and performance. It has been prepared in reference to 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 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, programs and progress towards our 2030 Goals on our website, travelwithpurpose.hilton.com, with data tables available on the [Our Reporting](#) page of the website. We obtain third-party limited assurance over selected data disclosed in this report, as indicated in our [2024 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. Unless otherwise noted, reported environmental and social figures refer to our impact across our owned, leased, managed and franchised portfolio. Information about our supply chain is provided by our global procurement and supply chain arm, Hilton Supply Management ([HSM](#)). HSM works with 3.5K+ Tier 1 suppliers to source products for hotels around the world, serving nearly 19K properties, of which about half are non-Hilton branded hotels and non-hotel businesses.

A message from our CEO

In a world that yearns for greater connectivity, harmony and understanding, the transformative power of travel can never be overstated.

Hilton was founded on the belief that hospitality could be a force for good in the world—that through travel, we could all achieve a purpose that is bigger than any one of us. This is what is at the very core of Travel with Purpose—our strategy to drive a positive impact and deliver lasting value for our people, our hotels and in our communities.

In 2024, nearly half a million Hilton Team Members brought this work to life through their passion for serving our guests and by advancing our commitments to deliver more sustainable stays and invest in more prosperous and resilient communities across the approximately 140 countries and territories we serve.

Creating career and entrepreneurial opportunities

This past year, we were proud to once again be named one of the World’s Best Workplaces by Great Places to Work and Fortune. It’s a testament to our culture and belief that great workplaces fuel great guest experiences.

Throughout the year, we continued to invest in the growth and well-being of our Team Members, reaching the halfway point of our goal to deliver 5 million new learning and career development opportunities by 2030. Complementing this important work, we also launched Unlocking Doors, a new initiative to expand hotel ownership for emerging entrepreneurs from diverse backgrounds.

Pushing forward for a more sustainable stay

In 2024, our company accelerated action in line with our 2030 goals. In doing so, we introduced turnkey owner programs to help build and operate more efficient and resilient properties including the Water Efficiency Playbook, renewable energy procurement offerings and sustainable design guidelines. Additionally, we expanded our food waste reduction efforts to prevent and divert food waste and re-purpose and donate leftovers.

Making a difference in our communities

At Hilton, we know that every time we open our doors to guests, we’re also opening our doors to the communities where we operate. Through the Hilton Global Foundation, we awarded grants to organizations tackling urgent challenges across sustainability, workforce development, and community resilience. In 2024, our support of local community organizations resulted in 1.6 million meals distributed and 1.5 million pounds of food donated to those impacted by disasters, ensuring our hospitality reached far beyond our hotel walls.

It’s an honor to work alongside the dedicated Hilton Team Members who use the power of hospitality to both make a positive impact in the world and deliver exceptional results for our business. It’s because of them and the remarkable guests and communities we serve, I’m more confident than ever in the future we’re building together.

Thank you for being a part of this journey.

Christopher J. Nassetta
President and Chief Executive Officer



“Hilton was founded on the belief that hospitality could be a force for good in the world—that through travel, we could all achieve a purpose that is bigger than any one of us. This is what is at the very core of Travel with Purpose—our strategy to drive a positive impact and deliver lasting value for our people, our hotels and in our communities.”

📍 Conrad Dubai, UAE

Hilton at-a-glance

224M+

Guests in 2024

24

Brands

492K

Team Members globally

Includes ownership, managed and franchised property and corporate Team Members

140

Countries & territories*

8.4K+

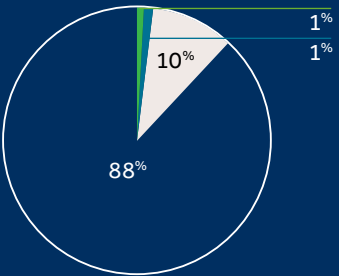
Properties

Includes hotels, timeshares and strategic partner hotels as of December 31, 2024

Learn more

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

○ Franchised*	88%	7,461
● Managed	10%	831
● Timeshare	1%	105
● Ownership	1%	50



*Includes strategic partner hotels
+Approximately

Our approach

At Hilton, we believe hospitality has the power to transform lives and strengthen communities. Through Travel with Purpose, we are driving positive impact and building a more sustainable world—where every stay opens doors to opportunity, supports thriving communities and protects the planet for generations to come.

📍 Conrad Shenzhen, China

Travel with Purpose

Travel with Purpose is good for our people, hotels and communities—and it is good for our business.

It is how we are realizing our founding purpose to fill the earth with the light and warmth of hospitality, driving positive impact and delivering lasting value.

↗

Learn more
[Travel with Purpose website](#)



Our People

Building opportunity for all

As a business of people serving people, Hilton invests in programs that create pathways to lifelong career growth and unlock opportunities for all.



Our Hotels

Creating sustainable stays

At Hilton, sustainable business is good business—enhancing energy efficiency, reducing water use and waste, protecting biodiversity and sourcing responsibly, while optimizing operations to enhance the guest experience.



Our Communities

Strengthening where we live, work and stay

Hilton is working to prioritize destination stewardship, investing in local businesses, supporting disaster relief, inspiring service and preserving and championing local culture.

Responsible Business

Operating with accountability, integrity and transparency

At Hilton, we operate with accountability, integrity and transparency—from strong governance to efforts to protect human rights to ethical practices that build trust with guests, partners and communities.

Career growth opportunities

Across Southeast Asia, hotels like DoubleTree by Hilton Surabaya, Indonesia, are partnering with local hospitality schools to offer young people career opportunities in hospitality. In 2024, hotel Team Members in the region contributed nearly 100 hours to activities such as career talks and exam preparation with members of their communities.



📍 DoubleTree by Hilton Surabaya, Indonesia

Sustainable stays

At Hilton Bogota, exceptional guest experiences and responsible travel go hand in hand. The hotel offers hydration stations and reusable water bottles in guest rooms, donates surplus food through local community partnerships, uses on-site orchards for fresh produce and repurposes outdated linens into hair dryer bags.



📍 Hilton Bogota, Colombia

Strengthening communities

In early 2025, Hilton was proud to partner with American Express and 211 LA to support the Los Angeles community impacted by devastating wildfires by donating 20,000 hotel room nights to families in need of temporary accommodations. Hilton Team Members worked tirelessly to provide guests with more than just a hotel stay, providing hospitality and hope when it was needed most. The Hilton Global Foundation also supported first responders with contributions to the Los Angeles Fire Department Foundation.

↗

Learn more
[A Helping Hand](#)



📍 The Beverly Hilton, Los Angeles

Destination stewardship

The organic garden at Hilton Seychelles Labriz Resort & Spa uses aquaponic and hydroponic systems to supply locally grown ingredients to the hotel's restaurants, showcasing Creole flavors. The hotel also offers cocktails made with ingredients sourced from the island. To inspire guests to help protect the pristine beaches, the hotel offers a free lunch for two to those who volunteer to improve the community and environment around the hotel.



📍 Hilton Seychelles Labriz Resort & Spa

Driving forces behind Travel with Purpose

Our commitment to making a positive impact through Travel with Purpose is made possible by the power of our people, our hotels and our communities, who are at the heart of this work, and a robust roster of initiatives, which enable us to drive progress.

Hilton Supply Management (HSM)

Our global procurement and supply chain arm builds relationships and negotiates with suppliers worldwide to source goods and services responsibly, at the best combination of price, quality, and service.

[Learn more](#) about how we are supplying hotels with procurement support and strategic, responsible sourcing solutions.

Partnerships

Hilton collaborates with organizations that offer expertise and drive initiatives to create meaningful change for our people, hotels and communities.

The Roosevelt New Orleans, A Waldorf Astoria Hotel, collaborated with their community partner, Second Harvest Food Bank, to create care packages for low-income families. They packed 214 boxes with staples like rice, potatoes, canned goods, milk and cereal. The hotel also donated food to support Second Harvest’s mission to fight hunger. These packages will be distributed to families in need across Louisiana, promoting solidarity and hope within the community.

Hilton Global Foundation (HGF)

HGF supports global projects led by nonprofits and Hilton Team Members to positively impact communities. It also aids Team Members through the Team Member Assistance Fund during disasters or unexpected financial hardships.

[Learn more](#) about the record HGF funding in 2024 that supported organizations championing people and the planet.

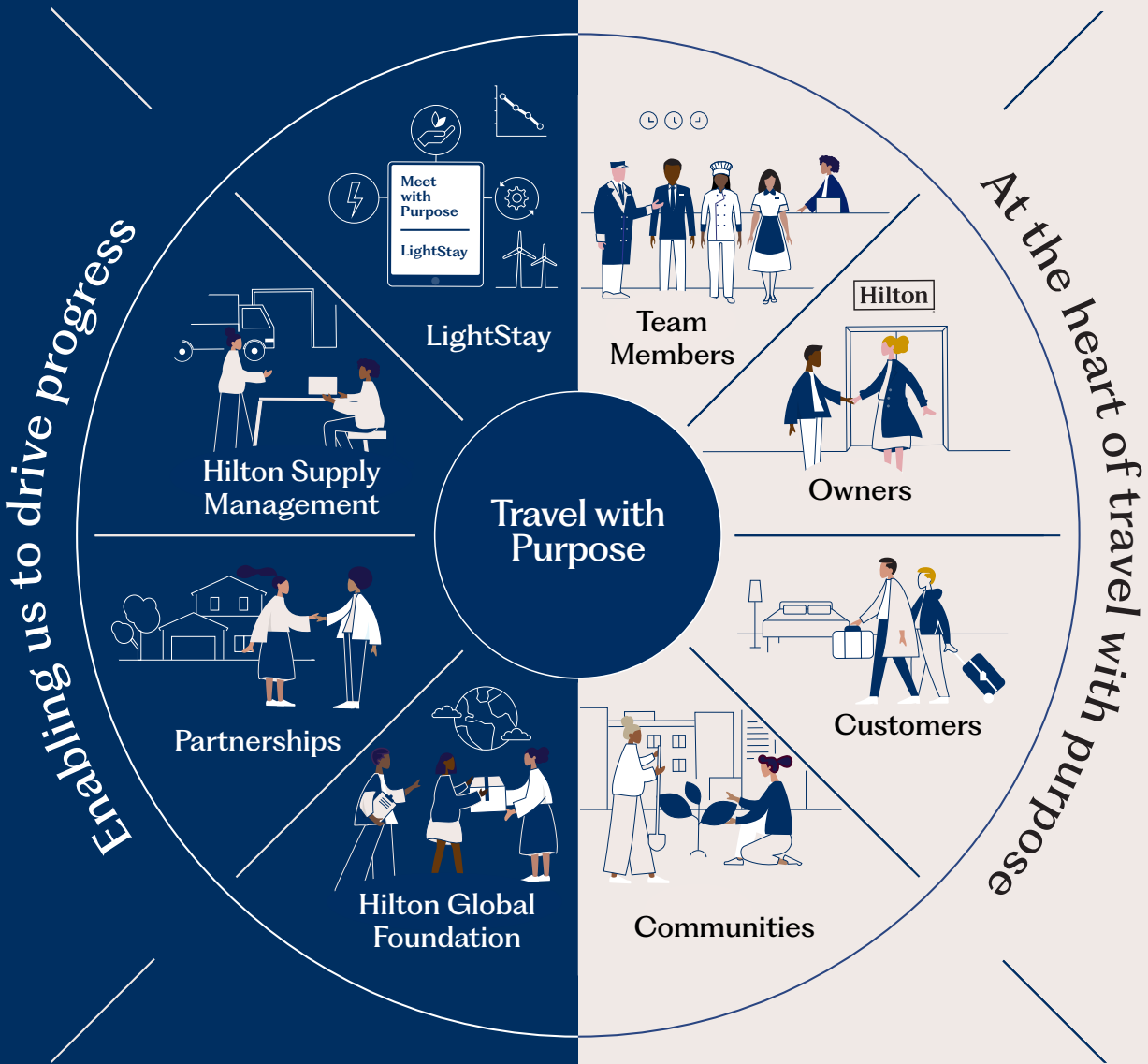
LightStay

[Learn more](#) about our industry-leading data management platform and data-driven strategy to measure and track progress enabling us to achieve success across our global portfolio of hotels.

Team Members

[Learn more](#) about how our Team Members integrate Travel with Purpose into our operations, supply chain and communities, working together to fill the earth with the light and warmth of hospitality.

[Learn more](#)
[TWP Driving Forces](#)



Owners

Our owners and developers are key partners in advancing a sustainable future for hospitality. They collaborate, provide feedback, pilot new initiatives, and inspire environmental and social progress.

Home2 Suites by Hilton Paris, Texas is the first U.S. Hilton property with a geothermal HVAC system. The hotel owners made this sustainable choice in what they feel is the true spirit of Hilton and in particular of Home2 Suites. They thought about how they could truly be environmentally friendly and help change the way owners develop and operate hotels. The hotel also educates guests and locals on sustainable practices and geothermal energy.

Customers

Our customers inspire us to create more sustainable stays. We use their feedback to shape our initiatives and collaborate with them to achieve positive impact together.

[Learn more](#) about how our guests might experience Travel with Purpose at one of our hotels.

Communities

Each Hilton hotel serves as a community hub, bringing together local members and welcoming new visitors. Small businesses, nonprofits, local leaders and neighbors collaborate with our hotels to shape strategies that support local initiatives.

[Learn more](#) about how we extend our hospitality beyond the walls of our hotels into the thousands of communities in which we operate.

2024 recognition for Travel with Purpose

We proudly serve as an industry leader in sustainability and community impact, while working to advance and evolve our strategy to adapt to the world around us.

EcoVadis
Silver Medal

CPA-Zicklin Index
of Corporate
Political Disclosure
and Accountability
Trendsetter

8TH CONSECUTIVE YEAR

Dow Jones
Sustainability Indices
World and North America

PEOPLE
Companies that Care
#2 Ranking

Certification to
ISO Standards
14001
Environmental Management

50001
Energy Management
9001
Quality Management

S&P Global
Sustainability Yearbook
Member

Fortune and
Great Place To Work
#2 World’s Best Workplace

3BL’s
100 Best Corporate
Citizens

Brand Finance
Highest Sustainability
Perceptions Value

IR Magazine
Best ESG Reporting
Large Cap



📍 Conrad Tulum Riviera Maya, Mexico


Sustainability leadership

Hilton champions sustainable travel by leading global efforts in destination stewardship and community impact and actively participating in industry groups that support these initiatives. In 2024, Hilton leaders served on the [Global Business Travel Association \(GBTA\)](#) Sustainability Leadership Council, [American Hotel & Lodging Association \(AHLA\)](#) Sustainability Committee Responsible Stay Initiative, [World Sustainable Hospitality Alliance \(WSHA\)](#) Senior Advisory Council and Executive Forum and [U.S. Travel Association](#) Sustainable Travel Coalition. We collaborate with these groups to enhance the impact of the hospitality industry, focusing on human rights, hotel efficiency, responsible sourcing, industry education and reporting standardization.

Building a better world for travel starts with engagement

Meaningful change stems from shared passion, purpose, actionable goals and clear expectations. Engaging with key stakeholders broadens our perspective and helps us achieve ambitious targets. These relationships reveal improvement opportunities and the best ways to implement strategic TWP initiatives across our 8K+ hotels.

Owners and developers collaborate on Travel with Purpose programs, piloting new sustainability initiatives during design, construction, renovation and operations. They are key partners in advancing a sustainable future for the hospitality industry, providing feedback, piloting initiatives, and inspiring environmental and community impact.

 Learn more

[Hilton Stakeholder Engagement](#)

Our people



At Hilton, we're building opportunity for all—within our walls and beyond. Inspired by Conrad Hilton's belief in the power of hospitality to uplift lives, we're committed to engaging, supporting, and creating meaningful opportunities for our Team Members and communities.

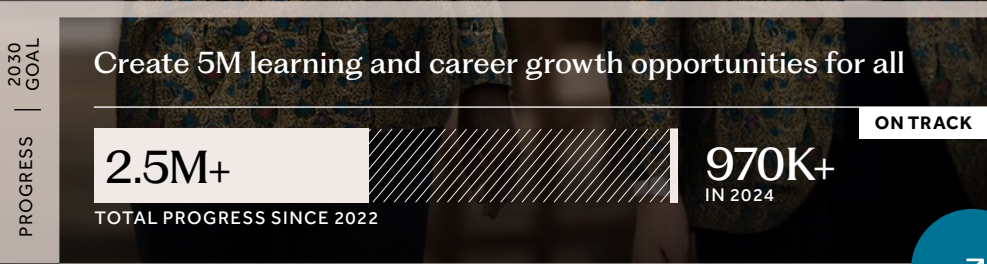
📍 Conrad Washington D.C.

Opportunity for all

At Hilton, we believe the best hospitality makes people feel at home. For our Team Members, this means more than just a job—it’s a pathway to a fulfilling career with access to tools, training and lifelong learning.

In our communities, we’re opening doors to opportunity and making the dream of owning or growing a business attainable for all, shaping a better future for our industry.


Learn more
Hilton Careers



Learn more
UN SDGs

8

DECENT WORK AND ECONOMIC GROWTH



We map our 2030 Goals to the corresponding United Nations Sustainable Development Goals

Hagia Sofia Mansions Istanbul, Türkiye

Creating new pathways towards a career at Hilton

We are on a mission to create an engine of opportunity for our Team Members, our partners and for communities around the world. Through our Pathways Programs, we are building a platform for new talent pipelines and economic opportunity for those interested in joining in our industry, including members of the military and veterans, opportunity youth, survivors of trafficking and others who have great potential.

SPOTLIGHT Finding a pathway to a fulfilling career

Meet Hilton Team Member Dilesh, a revenue analyst administrator on our revenue management team. He was first introduced to Hilton through a work trial organized by the Down’s Syndrome Association’s WorkFit program. Through the program, Dilesh was able to explore a career in hospitality while demonstrating his unique skillset to his future team. Dilesh is one of many individuals with a learning disability to be employed at Hilton hotels across the United Kingdom.

Learn more
Dilesh’s Pathway to Hilton

Unlocking Doors: providing a pathway to ownership

Hilton announced Unlocking Doors in 2024 to create opportunity for all aspiring entrepreneurs taking the first step of owning or growing their own business in hospitality. Unlocking Doors provides new pathways to hotel ownership and business growth through educational programs, networking opportunities, and access to affordable capital, which entrepreneurs cite as the biggest barrier to entry into the industry.

Through our partnership with Bridge, a digital capital lending platform by Foro Holdings, Unlocking Doors has connected hotel owners and suppliers who are new to the industry with the financing opportunities, education and networking they need to grow and expand their business. Participants in the Unlocking Doors program have access to 100+ lenders across the U.S. that can help them secure financing for their first ground-up Hilton build or help a supplier to expand their business. To date, participants have been able to secure \$70M+ in financing through Bridge to make their dreams of owning or growing a business in hospitality a reality.

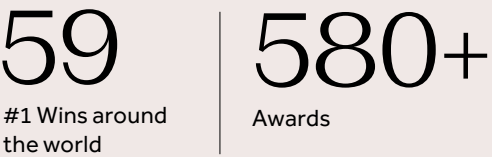


“I think having Down’s syndrome is my superpower.”
— Dilesh, Hilton Team Member



Hilton is a great place to work

Since first appearing on the Great Place To Work list in 2016, as of EOY 2024, we have achieved



2024 Recognition

Top Hospitality Company in Asia, Europe, Latin America

EIGHTH CONSECUTIVE YEAR
Top Hospitality Workplace in the World

#1

Best Company to Work For in the U.S.

Wins in Austria, China, the Dominican Republic, India, Italy, the Netherlands, Peru, Oman, Switzerland, Türkiye, United States and Uruguay

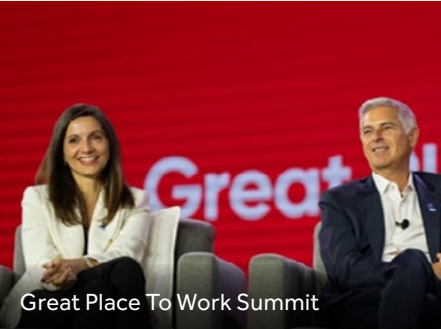
SIXTH CONSECUTIVE YEAR
Best Workplace for Women (U.S.)

#2

World’s Best Workplace

PEOPLE Companies that Care

Best Workplace for Millennials (U.S.)



Great Place To Work Summit

Unlock your full potential

At Hilton, we want Team Members to come for a job and stay for a career with opportunities for lifelong learning. This is why we continuously offer all Team Members enhanced learning and development programs and resources to help them achieve their educational and professional goals.

Leadership for all

We believe all Team Members are leaders—regardless of role. Anchored in our founder’s own words, the following pillars embody what it means to be a leader at Hilton and are brought to life each and every day by our Team Members around the world.

Dream big

To Dream Big is to have an ambitious vision, driven by aspiration, imagination, curiosity, boldness, courage, and hope for Hilton and the world.

Inspire others

To Inspire Others is to create a welcoming environment through decisiveness, inclusion and respect. Great leaders ask, “What can we achieve together?” and unite teams to exceed expectations through Hilton’s shared purpose.

Make it happen

To Make it Happen is to drive disciplined execution, encourage innovation, show competence and determination, along with ingenuity, agility and sweat equity.



Learning opportunities

At Hilton, we’ve always believed that learning is a fundamental human need, which has the ability to transform people, an organization and the world. In support of this, we provide learning resources to help grow and advance Team Members at every level of the organization.

Hilton University

From day one, all Team Members have access to Hilton University, our online platform for learning and development. We offer a variety of training programs that drive competence and confidence for our Team Members to be successful in their roles and to prepare them for what’s next in their careers at Hilton.

Best-in-class content

All Team Members have access to 27K+ courses through a variety of learning libraries from Harvard, eCornell, LinkedIn Learning, MasterClass, and more. We offer dynamic online and cohort-based learning experiences as well as badging and certification programs.

Hotel job & service skills

All hotel Team Members have access to on-the-job training using a robust set of tools and resources, including micro-videos, virtual and augmented reality simulations, and online job checklists that cover all aspects of the skills required for the job, including hotel brand and servicing training.

Mentoring & coaching*

We believe Team Member growth and development can be enhanced by mentoring and coaching opportunities. Our programs provide robust matching algorithms, supplementary learning tools, and resources aimed to support individual career journeys.

Access to debt-free education*

Hilton is the first in the hospitality industry to offer access to debt-free educational opportunities through Guild, giving U.S. Team Members access to over 70 programs, from English language learning to certificates and bootcamps, as well as a variety of degrees.

SPOTLIGHTS

Learn more

[How Hilton’s Guild Helped Ysabel Prepare for Her Next Role](#)

Learn more

[How Cynthia Advanced from Intern to Leader Through Hilton’s Elevator Program](#)

Growth opportunities

We are dedicated to supporting our current leaders and nurturing the next generation of emerging talent. Our many innovative development programs are designed to help our Team Members reach their full potential.

Developing early talent

LAUNCH: Our new corporate early talent rotational program, LAUNCH, kicked off in 2024, providing a holistic understanding of the business alongside learning and development, networking, and mentorship opportunities to train Hilton’s future leaders.

Management Development Program*: Our early career program for hotel-based roles focuses on developing leadership capabilities and hotel operations acumen to prepare participants for a first-time managerial role.

Developing emerging leaders

Lead Harvard Series*: Cultivates enhanced leadership through structured levels of self-paced learning and live facilitated sessions with focus areas on leading self, leading individuals and leading teams.

People leader essentials*: Offers self-paced curriculum to all Team Members on key leadership topics, including effective communication, delegation, prioritization, coaching, and talent development to support current, new and future people leaders at Hilton.

Luxury Leader Program: Develops our talent pipeline across all luxury brands through programming that emphasizes a strategic luxury mindset, innovation and meticulous attention.

Leadership Excellence (LX)*: Global leadership development program for nominated and selected Corporate Vice Presidents and General Managers in owned and managed properties. The program provides an in-depth, thought-provoking and practical learning experience that will give participants a strong business edge.

SHINE*: Structured development program to support our identified internal talent in their transition into Hotel Director and Hotel Manager/General Manager roles through training, project opportunities, and exposure to leadership.

Executive Development Program (EDP): Global leadership development program for Corporate Senior Directors and Vice Presidents that focuses on accelerating the development of future enterprise leaders, with focus on leadership capabilities, strategic thinking, executive presence, business acumen and sustainable leadership.

LEAP: Signature leadership development program for Top Talent Corporate Directors and Senior Directors globally, with both virtual and in-person sessions focused on business acumen, leadership capabilities, communicating to influence, mental wellbeing and resilience and working across the matrix.

Our hotels

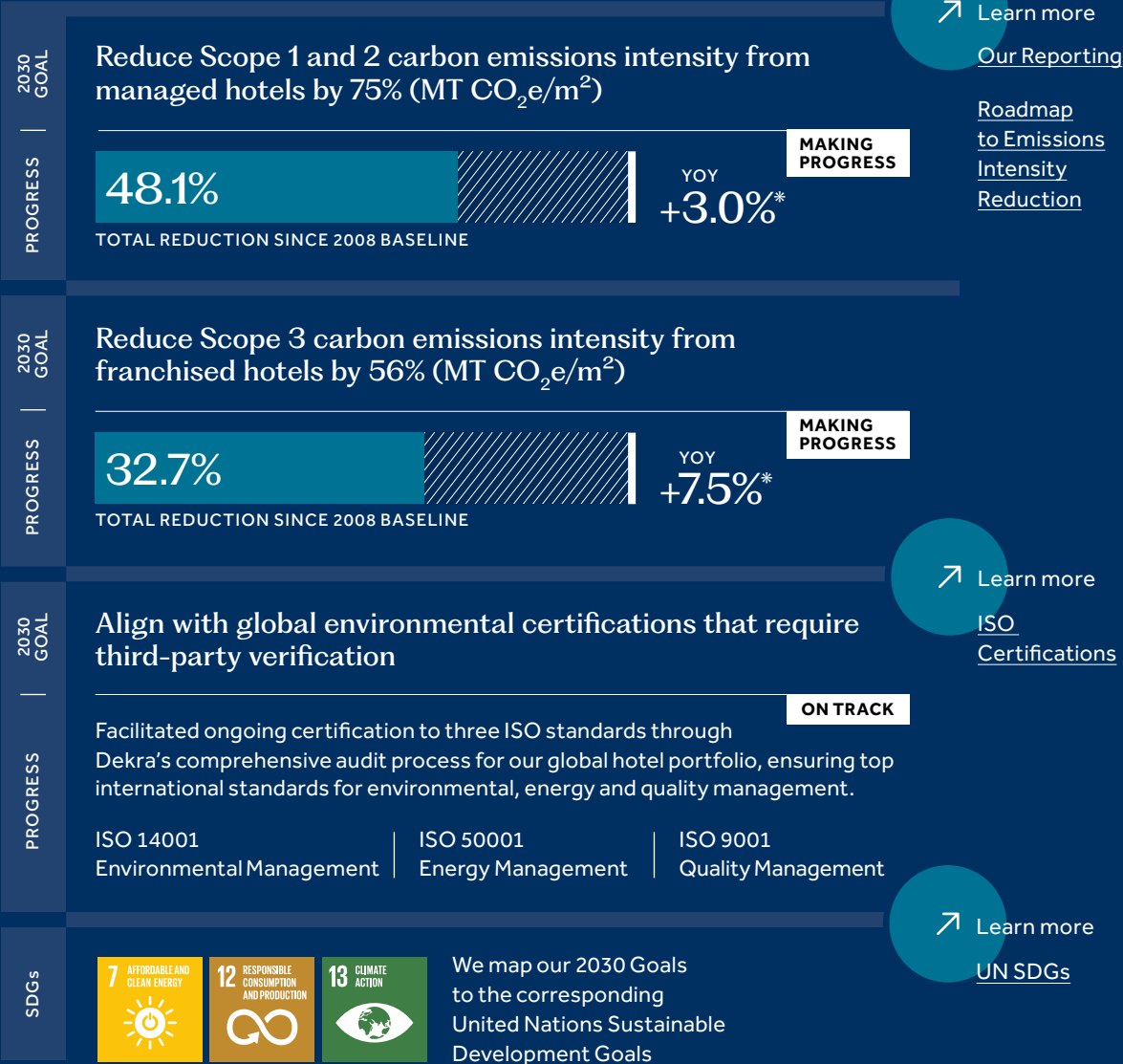


We are creating more sustainable stays that guests can feel good about by embedding responsible travel practices throughout the hotel experience. From design to daily operations, our hotels bring sustainable innovation to life—reducing emissions, conserving natural resources, preserving the surrounding biodiversity and purchasing products, amenities and materials in our hotels that are sourced responsibly. With every step, we're building a more resilient future while protecting the destinations we serve.

📍 Conrad Tulum Riviera Maya, Mexico

Energy efficiency

Hilton was the first major hospitality company to set science-based targets for reducing greenhouse gas emissions, aligning with the Science Based Targets initiative (SBTi). In 2024, we implemented key initiatives to enhance energy efficiency, reduce emissions and promote renewable energy in our hotels. These efforts not only generated cost savings for our owners but also improved operations for our Team Members.



*Reflects percentage point change

LED lighting transition

Hilton properties globally are transitioning to energy-efficient LED lighting. This initiative will enhance the guest experience, reduce energy consumption and generate long-term utility cost savings. To support this transition, hotels are utilizing our resources and partnerships, including cost-effective agreements with leading LED lighting providers in the U.S., led by contracts supported by HSM.

SPOTLIGHT LED energy savings

In 2024, the Hilton Hawaiian Village continued the transition to 100 percent LED by replacing all common area lighting. The new lighting system features motion sensors that automatically dim or turn off when areas are unoccupied, ensuring optimal energy savings. Once the full conversion is complete, the hotel will have installed 20K+ LED bulbs and fixtures, with an estimated annual savings of \$1.3M.



Hilton Hawaiian Village
Waikiki Beach Resort, Honolulu

Renewable energy

In 2024, Hilton hotels made significant strides in renewable energy transition. Solar panel installations increased across our EMEA and APAC regions while the number of managed hotels signing 100 percent renewable electricity supply contracts more than tripled in the Americas region and reached nearly 30 percent of managed hotels and corporate offices in the EMEA region, significantly boosting our renewable energy usage and reducing emissions.

SPOTLIGHT Solar-powered carbon emissions reduction

The Waldorf Astoria Maldives installed an extensive solar-powered system, which will help the resort reduce its reliance on diesel fuel by approximately 550K liters annually and cut its carbon emissions by an estimated 1.5M+ kg each year, which is the equivalent to the emissions generated by charging 121M smart phones.



Waldorf Astoria Maldives Ithaafushi

Electrification

Electrification is a key strategy when planning for the future of assets to reduce exposure to volatile energy costs and reduce emissions. It is also an important step in our Roadmap to Emissions Intensity Reduction strategy.

Hilton created the Electrification Guidance to assist owners, developers and hotels in developing an electrification strategy that prepares for the transition from fossil fuel to electricity-based equipment that is powered by renewable energy.

SPOTLIGHT Innovative solutions for food & beverage

At the Waldorf Astoria Seychelles Platte Island, sustainability meets flavor with seasonal, locally sourced ingredients, many from the restaurant's own garden, crafted into exclusive menus and prepared in their electric kitchen.



Waldorf Astoria Seychelles Platte Island

Designing more sustainable hotels

Hilton supports our owners and design teams with resources like the global Sustainable Design Checklists to develop sustainable hotels with lower emissions. These checklists offer recommendations to minimize site impact and enhance community benefits, as well as opportunities to reduce carbon, energy, water and waste during construction, renovation and conversion.

Learn more

Sustainable Attributes in Our Hotels

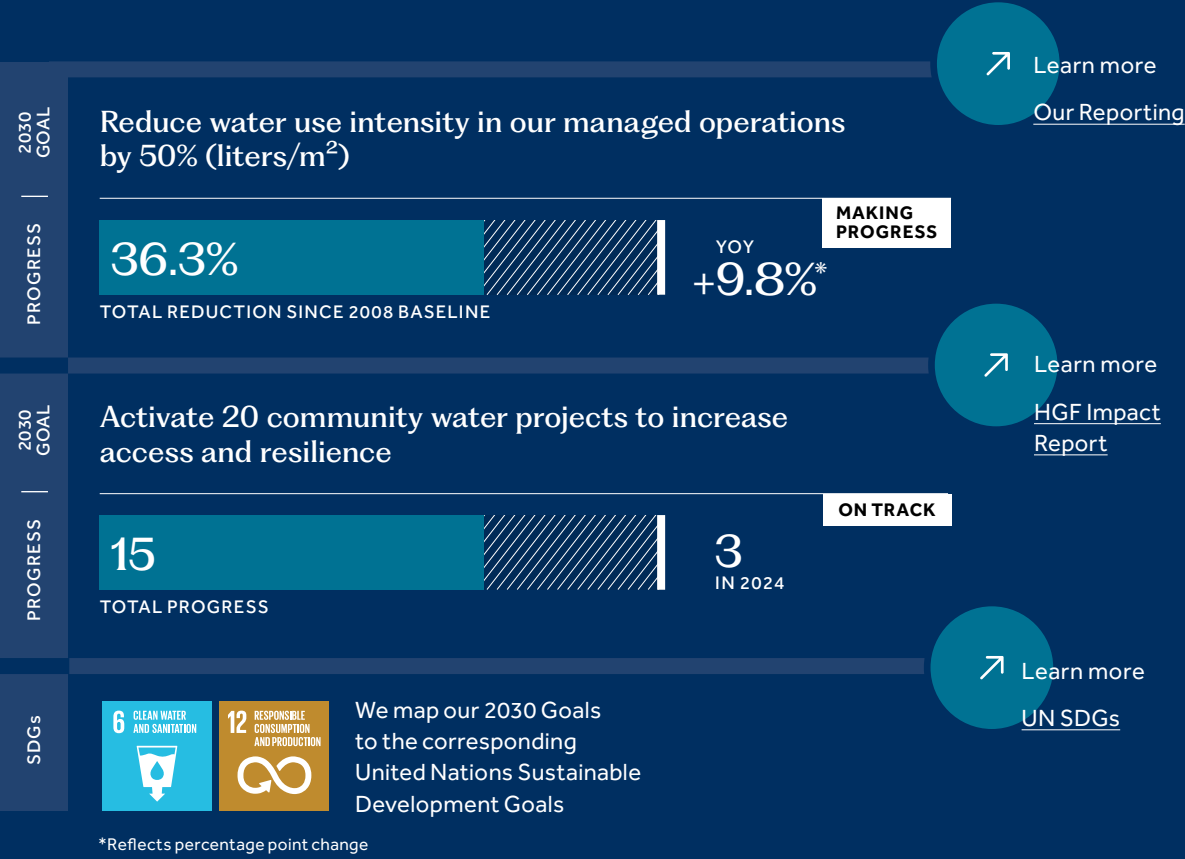
Enhancing guest experience with expanded EV charging options

EV charging is becoming an essential amenity for travelers and a key part of offering our guests choices to Travel with Purpose. To meet this growing demand, Hilton continues to roll out EV charging capabilities, providing owners with new resources, additional suppliers and more sourcing options. Guests can currently search for one of our 1.9K+ hotels with EV chargers easily on Hilton Honors app or [hilton.com](#).

Water efficiency and nature

At Hilton, we recognize the importance of optimizing water use and preserving biodiversity as key components of our commitment to sustainable and responsible operations. We work closely with hotels, suppliers and community partners to enhance water efficiency, improve access to clean water, respect local wildlife and promote ecological balance.

100%
of our hotels were mapped against climate risks and mapped to WWF’s Water Risk Filter



Water management

Hilton properties strive to improve water efficiency, access and resilience through various initiatives. In 2024, we continued to work toward our water reduction goal through measures including high-efficiency fixtures, drought-tolerant plants and capturing and recycling water.

Water Efficiency Playbook

In 2024, Hilton introduced the Water Efficiency Playbook, offering strategies to save water while ensuring exceptional guest experiences. By implementing high-performing, efficient water solutions, hotels can reduce water usage, cut costs and conserve resources. Hotels have access to cost-effective agreements with leading water management providers in the U.S., led by contracts supported by HSM.

SPOTLIGHT Innovative water solutions

Conrad Dubai has partnered with A1RWATER to install air-to-water machines that extract moisture from the air, providing a continuous supply of purified water with minimal energy use. Producing 100 liters over 24 hours and storing 60 liters per unit, these machines ensure a constant supply of fresh water. This initiative supports our sustainability goals and offers guests a reliable, eco-friendly water source in a water-stressed region.

SPOTLIGHT Community water projects spotlight

In 2024, Tempo by Hilton continued their partnership with the Hilton Global Foundation and Planet Water Foundation to install two AquaTowers. Each AquaTower produces 1K liters of water per hour, meeting the daily needs of up to 1.8K people.

Preserving biodiversity

We are committed to helping preserve and protect the environment in the destinations where Hilton operates. Our hotel Team Members work to preserve and protect local biodiversity in daily operations. We have also taken 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 traveling to ecologically sensitive destinations. We also map our hotels to understand their marine and terrestrial biodiversity risk.

SPOTLIGHT Restoring native ecosystems spotlight

Embassy Suites Denton Convention Center in Texas partnered with the Trinity River Audubon Society and Denton County Master Gardeners to restore a native Texas prairie, replacing monoculture grass that requires heavy water, chemicals and maintenance. This ecosystem supports local wildlife, including butterflies, bees and native birds. The property also hosts four beehives through the Denton County Beekeepers association, fostering a thriving mini garden for guests to enjoy.



Conrad Dubai, UAE



Planet Water Foundation



Embassy Suites Denton Convention Center

Immersive expeditions celebrating nature and culture

The Pursuit of Adventure, a LXR Hotels & Resorts signature program, offers guests immersive on-property experiences and exclusive destination excursions, each crafted to highlight the unique culture and character of its location through expeditions, culinary excursions and cultural immersions. LXR collaborated with the National Geographic Society, to bring select National Geographic Explorers to LXR properties for one-of-a-kind expeditions and salon-style talks. Through this unique activation series, LXR supports the work of scientists, explorers, educators and storytellers, fostering connection and National Geographic Society’s mission to illuminate and protect the wonder of our world.



California coast expedition, Hotel Del Coronado

BioSur Foundation

Located on Costa Rica’s southwest coast, the Osa Peninsula hosts 2.5% of the world’s biodiversity. In 2024, the Hilton Global Foundation partnered with BioSur Foundation to expand the Rio Nuevo Nature Reserve by 6.5 acres, preserving vital ecosystems and promoting ecotourism, economic opportunities and environmental education. In 2025, with Hilton’s support, 141 new acres of primary rainforest will be added, enlarging the reserve to 274 acres.



Waste reduction

Hilton is working to reduce our environmental footprint through innovative waste solutions in our operations and supply chains. In 2023, we exceeded our 2030 waste reduction goal. In 2024, we continued to invest in technology and best practices to minimize food spoilage, donate leftover food and partner locally to recycle or repurpose food. We also expanded our efforts to divert waste from landfill through sustainable renovation guidance, recycling and reducing single-use plastics.



Food waste

Innovative diversion and prevention

Through our partnership with Winnow, Hilton hotels are fostering a more sustainable food system by reducing food waste and introducing innovative, data-driven solutions in our kitchens. As of EOY 2024, Winnow systems are in nearly 200 hotels in 40 countries, saving 3.9M meals annually.

SPOTLIGHT Taste of zero waste

Flagship UK Hilton properties launched the “Taste of Zero Waste” program, showcasing sustainable cooking techniques like “root-to-shoot” and “nose-to-tail” cooking, repurposing leftovers, and pickling surplus produce to reduce food waste and inspire mindful choices.

Green Ramadan program expansion

Following the success of Green Ramadan 2023, which reduced food waste by over 60%, the program expanded to 32 hotels across EMEA and APAC in 2024. These hotels offered smaller portions, live cooking stations and thoughtfully arranged food displays. In 2024, the program reduced food waste by 20% and saved 1.7 tons of food across the 32 hotels.

Plastic reduction

Reducing single-use plastics

We’re committed to reducing single-use plastic waste in our hotels. Through Hilton’s global program to transition to full-size bath amenities, we’ve cut our annual single-use plastic usage by nearly 3.7M pounds—that’s more than a 50% reduction compared to the previous individual amenity bottle program.

In EMEA guest rooms, Hilton replaced slippers with EVA plastic soles with ones made of recyclable cork. Additionally, hotels introduced sustainable pens, cutting plastic use by 57 percent, and implemented sustainable dry amenities, saving 13 tons of plastic each year.

Waste diversion

Renovation waste diversion guidance

To assist hotels and owners in minimizing landfill waste during renovations, Hilton developed a resource that offers a list of vetted waste diversion companies in the U.S. These companies can partner with hotels to prevent furniture, amenities and other discarded items from ending up in landfills, thereby reducing the environmental impact of construction and renovation projects.



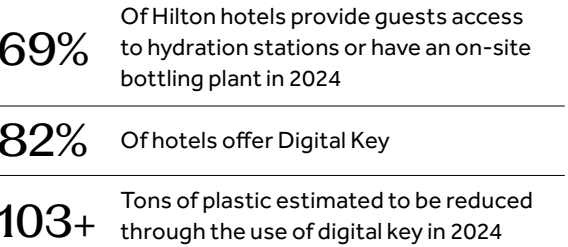
Hilton Kuala Lumpur, Malaysia



Hilton London Metropole, U.K.



Conrad Dubai, UAE



World Wildlife Fund (WWF) food waste reduction partnership

Hilton has partnered with World Wildlife Fund (WWF) in a long-standing collaboration to implement food waste reduction initiatives. This work has empowered Hilton’s hotels with the Hotel Kitchen, providing ongoing, actionable guidance and food waste reduction plans. Additionally, Hilton is integrating WWF’s latest food waste guidelines for low-waste events into our Meet with Purpose program.

Assessing our single-use plastic usage

In 2024, Hilton Supply Management (HSM) partnered with world-leading plastic action platform rePurpose Global to further strengthen our efforts and assess single-use plastic usage in guestrooms and Food & Beverage dining areas across our managed hotels in the U.S. This collaboration enabled Hilton to identify key areas for improvement and develop actionable strategies to minimize plastic waste.



Embassy Suites Alexandria Old Town

*Reflects percentage point change

Source with Purpose

Sourcing for properties in 145+ countries and territories, Hilton Supply Management (HSM) recognizes the importance of creating positive economic, environmental and community impact across our supply chain. In 2024, we launched Source with Purpose, our global strategy to advance positive impact across the supply chain through responsible and sustainable procurement.

Learn more
[Source with Purpose](#)

[Animal Welfare Statement](#)

[Responsible Sourcing Policy](#)

Learn more
[Our Reporting](#)

2030 GOAL
Embed due diligence across our supply chain and partner with suppliers to advance positive impact

PROGRESS
42%
of key suppliers across our Americas and EMEA regions received EcoVadis ratings; 13% of rated suppliers are engaged in corrective actions

82%
of our high-spend and high-risk suppliers completed our Human Rights Questionnaire

ON TRACK
Developed resources and tools for suppliers, hotels and Team Members to source more responsibly and sustainably

2030 GOAL
Promote responsible sourcing of beef, poultry, pork, eggs, seafood and produce from third-party recognized and/or certified suppliers across our managed hotels

PROGRESS
Drove progress on responsible sourcing of beef, poultry, pork, eggs, seafood and produce

Learn more
[Responsible Sourcing Goals Progress](#)



We map our 2030 Goals to the corresponding United Nations Sustainable Development Goals

Learn more
[UN SDGs](#)

Responsible sourcing

From our Responsible Sourcing Policy and Animal Welfare Statement to our EcoVadis partnership—which ensures suppliers are responsible and ethical business partners—we feel it’s critical to know where and how our products are made. We hold suppliers to the highest standards and work at every level of the supply chain to advance shared goals.

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, supply chain and communities. Our teams made strong progress in 2024 toward our cage-free egg and group-housed/ crate-free pork goals and expanded our reporting disclosure. Additionally, our managed hotels in Japan, Korea and Micronesia continued to lead in Marine Stewardship Council (MSC) and Aquaculture Stewardship Council (ASC) certified sustainable seafood sourcing. We also increased tracking of sustainable seafood certifications, programs and sourcing in U.S. managed hotels.

EcoVadis assessment

Hilton utilizes the EcoVadis platform to help evaluate business practices related to the environment, labor & human rights, ethics and procurement activities. As a supplier, Hilton itself undergoes an annual EcoVadis sustainability assessment. In 2024, Hilton earned a Silver medal, placing it in the top 15% of companies assessed by EcoVadis.



EcoVadis supplier engagement

HSM leads a program to assess, track and improve our suppliers’ sustainability performance. We prioritize evaluating our key suppliers (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 that Hilton with labor or manufacture rubber, cocoa, packaging, paper, textiles and/or crops.

Sustainable sourcing

Protecting and restoring the planet’s resources is of utmost importance, and companies’ supply chains play an essential role in that effort. We engage our suppliers to work towards a low carbon future and reduce waste to landfill at every stage of the product life cycle.

MindClick partnership

Hilton collaborates with MindClick, a global leader in environmental and social impact data and analytics, to assess sustainability performance of Furniture, Fixtures & Equipment (FF&E) suppliers and their products. In 2023, MindClick evaluated the performance of the products in the Home2 Suites brand package. In 2024, Hilton expanded these package reviews to include three additional brands: Hilton Garden Inn, Tru and LivSmart. Additionally, this year, Hilton engaged key FF&E suppliers to participate in the MindClick assessment.



Hilton Garden Inn Shenzhen Bao'An, China



The Trafalgar St. James London, U.K.

Defining sustainable product materials

Hotels face daily challenges in choosing sustainable products due to numerous certifications and claims. To help, our procurement experts created HSM’s first Sustainable Product Resource Guides. These guides cover four categories: Food & Beverage (F&B) Consumables, F&B Disposables, Operating Supplies & Equipment, and Property Operations. They highlight certifications and reliable products for more sustainable guest stays.



Hospitality Alliance for Responsible Procurement (HARP)

Hilton partnered across the industry through [HARP](#) to engage EcoVadis-rated suppliers in decarbonization e-learning plans to advance carbon reductions in the supply chain.

Project of the year award

HSM won the prestigious Project of the Year Award at the Global Procurement & Supply Chain Awards 2024. Hilton was awarded for the global terry product upgrade. Partnering with Sobel Westex, HSM introduced towels made with Hi-Bloom Technology, delivering superior plushness while cutting water and energy usage. The shift to 100% U.S.-grown cotton, certified by the U.S. Cotton Trust Protocol, further highlights the project’s sustainability focus.



Mars Petcare and Greater Good Charities partnership

Through our terry donation program, our HSM supply chain experts connect Hilton properties across the U.S. and Canada with local animal shelters in need of towels, washcloths, bathmats and other gently used terry items. This initiative creates a second life for these products while diverting 138K+ pounds of towels from landfills. Developed in partnership with Mars Petcare and Greater Good Charities, this program will repurpose terry products annually, offering comfort and care to shelter animals across the country.

Learn more

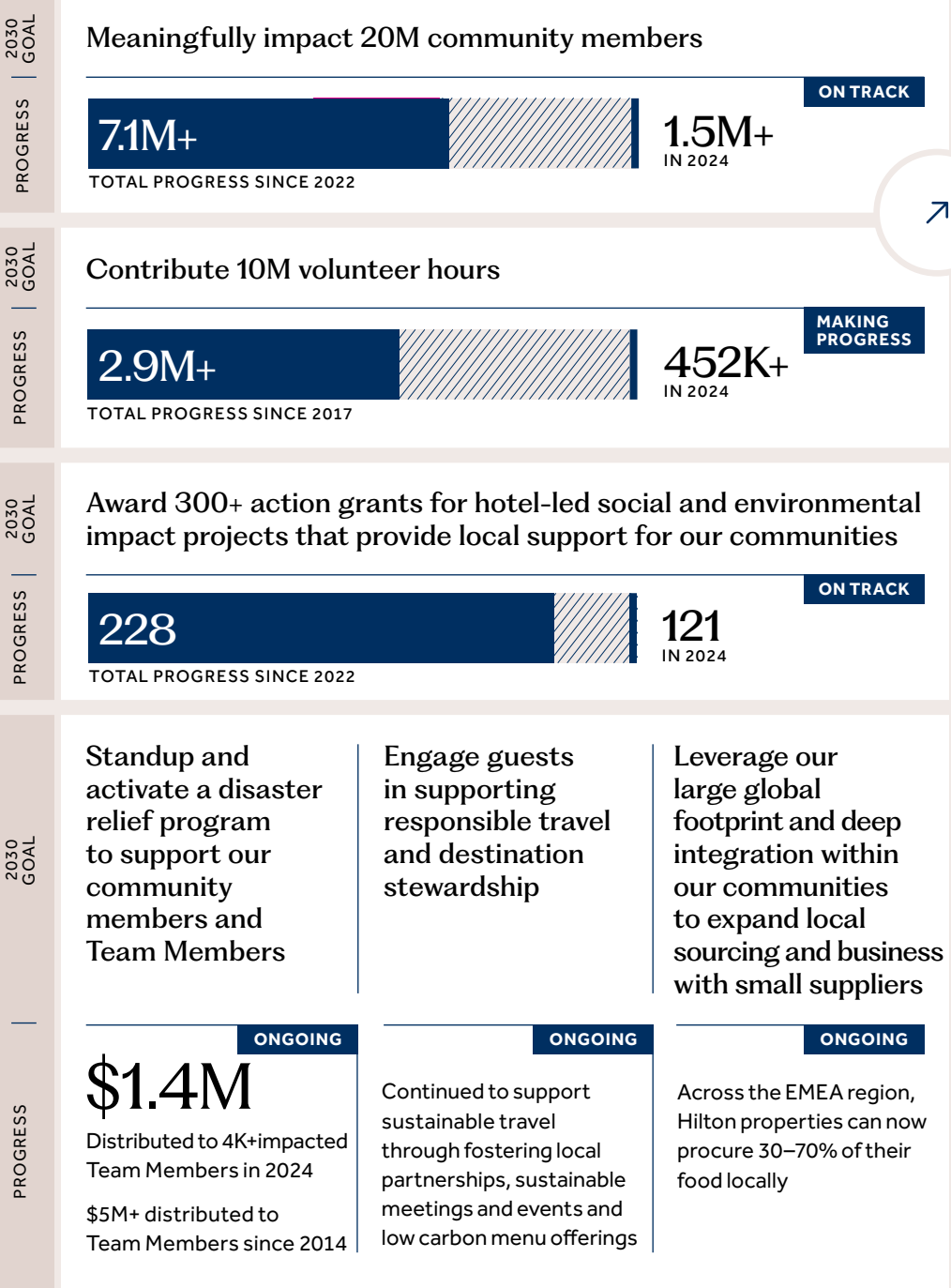
[Hilton Donates 100K+ Towels to Animal Shelters](#)

Our communities



We are committed to uplifting the communities where we live, work and stay—because hospitality is at its best when we strengthen the places we call home. Through responsible destination stewardship, we connect people with opportunities, invest in local economies, and support organizations that foster vibrant, sustainable communities. Together, we create a lasting impact that reaches far beyond the walls of our hotels.

Strengthening communities



[Learn more](#)
[Our Reporting](#)
[Hilton Global Foundation Impact Report](#)
[Team Member Assistance Fund](#)

SDGs

1 NO POVERTY

3 GOOD HEALTH AND WELL-BEING

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

We map our 2030 Goals to the corresponding United Nations Sustainable Development Goals

[Learn more](#)
[UN SDGs](#)



DoubleTree by Hilton Jaipur Amer, India

Volunteerism

Travel with Purpose Week

Travel with Purpose Week (TWPW) is an annual global event where hotels and corporate offices engage in community impact and volunteer service events. For 15 years, Team Members around the world at Hilton have come together for this beloved week to give back to their communities. In 2024, we saw record participation, with a 50% increase in volunteer activities compared to 2023. Hilton Team Members contributed 72K+ volunteer hours across 1.2K+ events, meaningfully impacting communities.

SPOTLIGHTS

The Felix Project

Hilton Team Members in London volunteered with The Felix Project, rescuing and delivering surplus food to 1K+ community organizations.

Grace Orchard School

Hilton Team Members in Singapore volunteered with Grace Orchard School to support students with intellectual disabilities, serving meals and conducting an interactive workshop on communication skills.

Keep America Beautiful and the Greatest American Cleanup

Hilton Team Members across the U.S. volunteered with Keep America Beautiful, collecting 6.2K+ pounds of litter and planting 1.4K trees, plants, flowers and shrubs in local communities.

Disaster relief

SPOTLIGHTS

Aid for Hurricane Helene and Milton

Hilton Global Foundation (HGF) partnered with World Central Kitchen (WCK) to respond to Hurricane Helene and Milton. As part of HGF's funding, over 2.5K+ hot meals were served to families recovering from Hurricane Helene.

Relief efforts for Typhoon Yagi

During Typhoon Yagi, Team Members at Hilton Wenchang and Hilton Haikou Meilan worked with the community to ensure guest and staff safety. Despite flooding and power outages, they relocated guests, managed operations and opened the hotel for locals to charge phones and use the Internet. In Haikou, they secured supplies and provided a venue for the police station. In Wenchang, they cleared blocked roads. Their teamwork ensured the safety of 720 guests and staff, allowing the hotels to resume operations.



Destination stewardship

While Hilton is a global company, each one of our hotels acts as a local business and a hub within their community, fostering local partnerships, engaging with small businesses and community organizations and protecting and showcasing the natural and cultural heritage of the destination.

📍 Conrad Tulum Riviera Maya, Mexico

Opening doors to new experiences

Hilton hotels are creating meaningful guest experiences that blend cultural immersion, environmental stewardship and community engagement.

SPOTLIGHTS

Leaving the London waterways cleaner

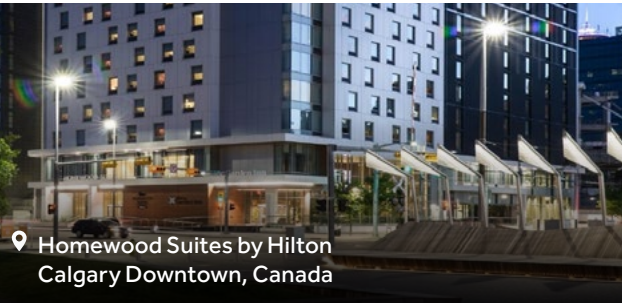
At London Hilton on Park Lane, guests can collect trash from the waterways via stand-up paddle board or canoe excursion, which can both enhance a business travel or meeting experience and leave London a little cleaner. This local London initiative raises awareness of cleaning up waterways to support marine life and fight pollution, while also creating opportunities for guests to build camaraderie and add purpose to their visits.



📍 London Hilton on Park Lane, U.K.

Protecting and enhancing the Calgary community

Green Key certified Homewood Suites by Hilton Calgary Downtown promotes sustainability for visitors and residents. By participating in the Calgary District Heating Program, they reduce CO₂ emissions from natural gas by over 70% through thermally insulated pipes delivering hot water for heating and guest use. The hotel's Canadian Goose apiary supports local wildlife, and community efforts include blood drives, donated linens and book donations that allow guests to donate books during their stay for local schools and organizations.



📍 Homewood Suites by Hilton Calgary Downtown, Canada

Connecting with nature and heritage in Singapore

At the Conrad Singapore Orchard guests can connect with nature and heritage with the Edible Garden Walk. The immersive tour, guided by expert arborists, uncovers fascinating stories about local flora while wandering through the lush hotel grounds and UNESCO-listed Singapore Botanic Gardens. The experience culminates in a curated tasting led by foraging experts, showcasing vibrant flavors that celebrate Singapore's rich botanical heritage and foster a deeper connection to the land.



📍 Conrad Singapore Orchard, Singapore

Discovering local traditions in Bangkok

The Conrad Moments program provides guests with curated local experiences to foster connections with their surroundings. At the Conrad Bangkok, tailored culinary activities such as Thai Tea Class, Thai Dessert Cooking Class and a Mocktail Class for Kids utilize the hotel's organic rooftop garden, while the Petals of Peace workshop teaches guests the meditative art of delicately folding lotus petals into stunning patterns.



📍 Conrad Bangkok, Thailand

Immersive experience in Mayan cooking

At the Waldorf Astoria Cancun, guests can fully immerse themselves in the rich tapestry of Mayan culture through an exclusive, hands-on cooking class. This intimate experience invites guests to explore the vibrant flavors and culinary traditions of the region. Participants will learn to craft a refreshing drink and prepare an array of traditional Mayan dishes. This culinary journey not only delights the palate but also fosters a deep appreciation for the cultural essence of the destination.



📍 Waldorf Astoria Cancun, Mexico

Hilton Global Foundation

Hilton Global Foundation (HGF) serves as the primary international philanthropic arm at Hilton. HGF works to create a better world to travel, ensure a sustainable future for generations to come and supercharge progress towards Hilton 2030 Travel with Purpose Goals.

Creating a better world to travel

HGF partners with and awards grants to organizations that create positive impact in our communities in three key strategic areas:

Environmental sustainability



HGF fosters destination stewardship through conservation, preservation and beautification efforts that positively impact the stunning travel destinations that are home to Hilton properties, Team Members and communities worldwide.

In 2024, HGF supported projects including those that provide clean drinking water in Mexico, protect biodiversity in New Zealand and rescue food waste globally. Through global partnerships, HGF reduces waste, restores and protects natural environments, increases access to clean water and creates sustainable tourism ecosystems, ensuring these destinations remain beautiful for future generations of travelers and Hilton community members.

Career development



The travel and hospitality industry has the potential to transform the lives of millions. HGF is creating a ladder of opportunity by offering support and mentorship to those preparing for careers in the industry.

HGF partners with organizations to support skill development training, education programs and job placement support for those who need it most. HGF is shaping the next generation of hospitality professionals through on-site training at local hotels, life-changing re-entry resources, and comprehensive programs for high school graduates—all while strengthening local economies around the world.

Community resilience



HGF spreads the light and warmth of hospitality to those in greatest need by alleviating hunger, securing critical resources, combating human trafficking and aiding communities recovering from disasters and conflicts.

Through meaningful grants, HGF supports organizations that deliver food, hygiene products and assistance to marginalized communities, connect human trafficking survivors to employment and emergency services and support crucial disaster relief efforts.

Learn more about our HGF grantees and impact in our [2024 HGF Impact Report](#)



Learn more [Hilton Global Foundation](#)



2024 impact at-a-glance*

\$7.3M+
Total giving

\$121K
Awarded Action Grants

1.6M+
Meals distributed

1.5M+
Pounds of food donated

1.2M+
Pounds of waste diverted from landfill

40K+
Learning & career growth opportunities created

37K+
Opportunities for youth

261K+
Community members meaningfully impacted

*As reported by grantees

“At Hilton, we’ve been committed to spreading the light and warmth of hospitality for over 100 years. The Hilton Global Foundation is proud to partner with organizations that are committed to improving our communities and creating a ladder of opportunity for millions of individuals around the world. Together, we are a force for good.”

— Katherine Lugar, EVP, Corporate Affairs, and President, Hilton Global Foundation

Signia by Hilton Atlanta Georgia World Congress Center



Team Member Assistance Fund

Since 2014, Hilton has supported Team Members affected by natural disasters, personal hardships, and crises through the Team Member Assistance Fund (TMAF). Funded by a \$1 per room per night donation from the Go Hilton Team Member travel benefit program, these contributions have significantly expanded our ability to assist Team Members in need and further our impact through HGF. Over the past decade, TMAF has distributed \$5.1M+ to 8.5K+ Team Members in need.

2024 TMAF impact

4K+

Team Members received \$1.4M in aid

Team Members supported

BY REGION		BY HARDSHIP	
EMEA	78%	Crisis	55%
Americas	18%	Hotel hardship	26%
APAC	4%	Natural disaster	13%
		Personal hardship	6%

Hotel hardship support through TMAF

Hotel hardship is a unique form of aid provided through TMAF to support entire hotel teams facing widespread community hardship that lead to food insecurity or lack of access to basic needs. In 2024, TMAF supported hotels in regions facing significant disturbances, including one instance where local infrastructure shutdowns profoundly impacted daily life. With TMAF’s support, hotel volunteers distributed essential food packages to Team Members—including meat, eggs, produce, and staples—sourced from vendors, helping the hotel community to unite during a time of urgent need.

Responsible business

At Hilton, we believe in doing the right thing and upholding ourselves to the highest standards of integrity, accountability and transparency. By doing so, we ensure our business practices reflect the same care and responsibility we extend to our guests, Team Members and communities.

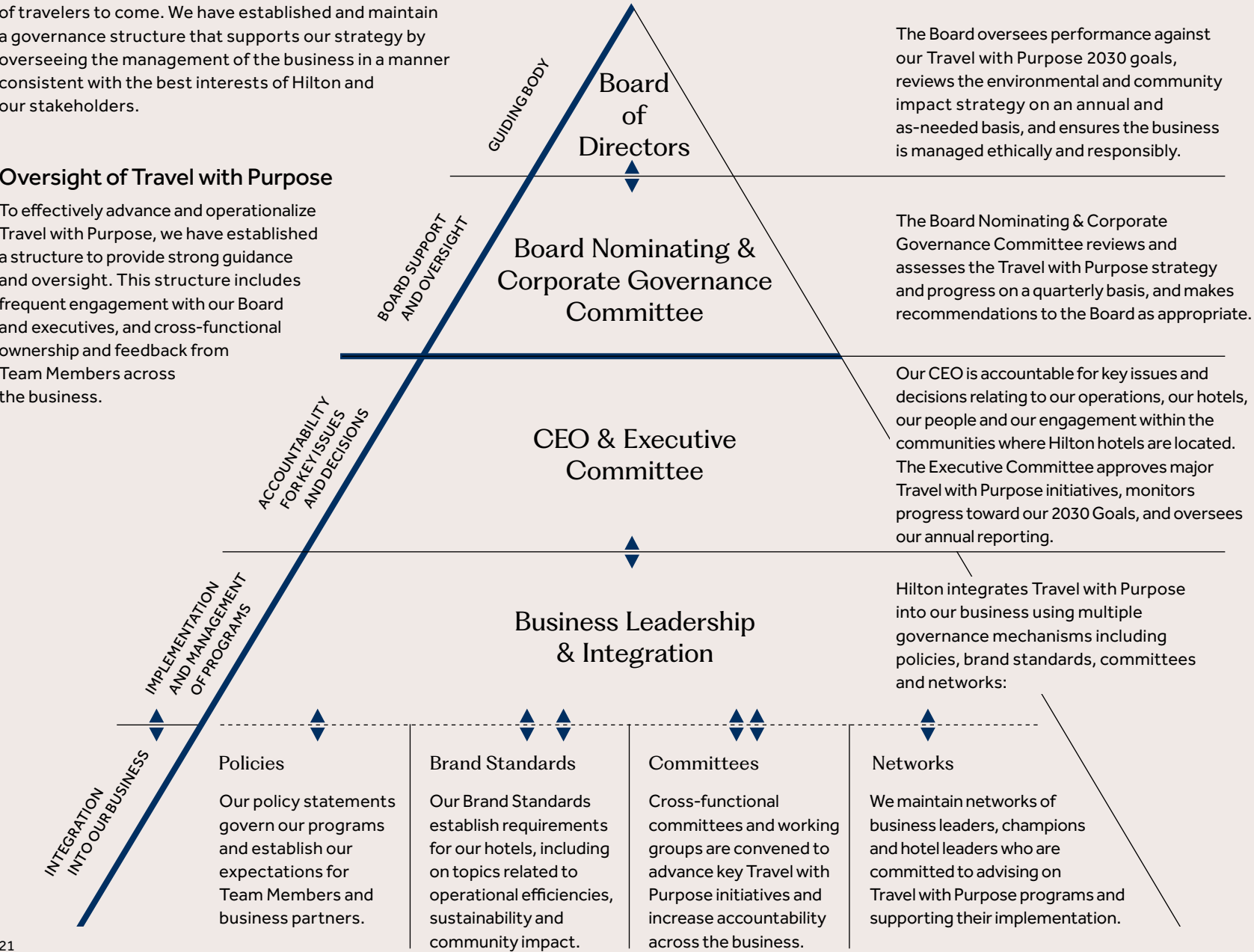
📍 Canopy Osaka Umeda, Japan

Corporate responsibility and governance

As one of the world’s largest hospitality companies, Hilton recognizes its responsibility to create positive environmental and community impact across our operations, supply chain and communities to ensure our properties and surrounding communities remain vibrant and resilient for generations of travelers to come. We have established and maintain a governance structure that supports our strategy by overseeing the management of the business in a manner consistent with the best interests of Hilton and our stakeholders.

Oversight of Travel with Purpose

To effectively advance and operationalize Travel with Purpose, we have established a structure to provide strong guidance and oversight. This structure includes frequent engagement with our Board and executives, and cross-functional ownership and feedback from Team Members across the business.



Learn more

[2025 Proxy Statement \(Corporate Responsibility and Governance\)](#)

[Corporate Governance Guidelines](#)

[Materiality Assessment](#)

[Our Policies](#)

Data tracking & performance in LightStay

LightStay is our award-winning system for measuring and reporting our progress toward our Travel with Purpose goals. Our properties track energy, water, waste and associated utility cost reduction projects that are underway, as well as community volunteerism and charitable donations. Robust reports inform our properties of their progress on a regular basis.

LightStay also enables hotels to report the environmental impact of stays, meetings and events to our customers.

Learn more

[LightStay](#)

Assessing & managing risks in our operations

We have implemented robust processes to manage risk in our operations. We have established and maintained a solid governance structure, developed processes to evaluate risks in our hotels and supply chains, provided effective safety and security Team Member trainings for the workplace, equipped Team Members with a global crisis communication app for emergency response and are committed to protecting the privacy of customers’ personal information.

Additionally, we map our hotels and development pipeline countries against external environmental and social risk indices, updated annually. This information is embedded in LightStay to help each hotel understand key priority areas in its local environment and community.

Risks including climate change, environmental and social impact, human rights, ethics, fraud and corruption are integrated into our Enterprise Risk Management (ERM) Process. We conduct an internal Global Enterprise Risk Survey annually, engaging over 300 Hilton leaders. The results inform our enterprise-wide strategic planning.

Learn more

[Risk Management Overview](#)

Stakeholder & supplier engagement

We are committed to ensuring that responsible and sustainable business practices are embedded across our supply chain through Hilton Supply Management supplier and risk management programs—this starts with understanding our suppliers and their individual business practices. We leverage the Hilton Responsible Sourcing Policy by including it in all supplier contracts and requiring suppliers to meet these standards. We prioritize evaluating our key suppliers, including high-spend and high-risk suppliers, concentrating on their business practices related to the environment, ethics, labor and human rights.

Learn more

[HSM Risk & Supplier Management](#)

Hilton Baku sustainability initiatives shine at COP29

At the 29th United Nations Conference of the Parties (COP29) in Baku, Azerbaijan, Hilton Baku showcased its sustainability efforts, including a partnership with Winnow to reduce over 0.7 tons of food waste, saving more than 2K meals and preventing nearly 3.2 tons of CO₂ emissions. They emphasized local sourcing with a 50-mile menu featuring local produce and seafood, and highlighted their carbon labeling of food in buffets that help guests make informed choices. Additionally, their kitchen herb garden produces about 4+ lbs of fresh herbs monthly, supporting quality, freshness and the local economy.



Hilton commitment to sustainable urban development

Hilton’s VP of Sustainability participated in a panel titled “Shaping the Future of Tourism” at the World Economic Forum Urban Transformation Summit in San Francisco. The event brought together 250 leaders to discuss sustainable, nature-positive urban development. With urbanization on the rise, the summit emphasized the need for innovative solutions to support both communities and the environment.



Human rights

Respect for human rights is a fundamental part of how we operate. Across our global operations and value chain, Hilton is committed to upholding high standards, with a strong focus on key human rights concerns including forced labor, child labor human trafficking, and ethical recruitment.



AHLA No Room For Trafficking Summit

Advancing our human rights program

Our human rights strategy is informed by the UN 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 Code of Conduct and Human Rights Principles apply to all Hilton Team Members, while our Responsible Sourcing Policy outlines the minimum standards we require of our suppliers.

We encourage Team Members to use Hilton Hotline, our anonymous reporting mechanism, to raise concerns regarding potential violations of our Code of Conduct. This is also available externally to suppliers, business partners, consumers and community members.

Preventing human trafficking

Mandatory training on preventing human trafficking

All Team Members globally must complete mandatory training on preventing human trafficking on an annual basis. The course empowers hospitality employees to identify potential signs of human trafficking, monitor situations vigilantly and report potential activity. We post information about how to identify signs of human trafficking for sexual exploitation and forced labor at all managed hotels globally as required by law.

In 2024, we began updating our training to incorporate the latest detection and intervention methodologies and create additional training modalities. In addition, we continued to ensure the training was bite-sized, mobile-enabled and featured both classroom and e-learning versions.

Modern slavery in labor sourcing training

We also developed a tailored course on the risks of forced labor 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.

These training resources are also made available to franchised hotels, labor agencies, suppliers and other business partners. In addition, our Safety and Security teams and external partners provide in-person training on identifying and combating human trafficking to hotel Team Members. These trainings are provided on a risk basis, often prior to major local events like the Super Bowl, Olympics and World Cup. In 2024, during the Paris Olympics, Team Members at hotels in host cities were provided specific training from Safety and Security on how to identify and report on signs of human trafficking.

Identifying, preventing and mitigating risks

Our 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 hospitality operations.


To mitigate human rights risks during the development and construction phase, we carry out due diligence reviews of potential hotel owners, including a human rights reputational review, and we provide our Code of Conduct and Human Rights Principles to all potential owners. Prior to agreeing to develop a hotel in a new country, we conduct country-level due diligence, which includes a review of human rights risks.

To identify risks in our operations, we map hotels against more than 10 external human rights indices from Verisk-Maplecroft and share the risk profiles with the properties so that they can respond appropriately. We upload the risk profiles into LightStay to increase the awareness among our hotels. Leased and managed hotels are required to escalate potential violations of human rights to the corporate Safety & Security team.

Our suppliers

We require our suppliers to have appropriate management systems and comply with our Responsible Sourcing Policy, including Human Rights Principles. To assess their practices, we use data platforms like EcoVadis and Exiger, along with our internal due diligence process which ensures vendors meet and maintain Hilton's standards throughout the contract term. Identified suppliers in selected regions must respond to a Hilton human rights questionnaire.

We prohibit recruitment fees and require the same from our business partners. If allegations arise that labor agencies forced employees to pay recruitment fees, we immediately reimburse the employees for the fees they were forced to pay. In specific regions, we conduct due diligence on labor agencies before adding them to a regional list of preferred suppliers.

 Learn more

[Slavery and Human Trafficking Statement](#)

[Our Policies](#)



Hilton Sydney, Australia

Collaborative efforts to protect human rights

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 headway toward ending child exploitation.

American Hotel & Lodging Association (AHLA) Foundation – No Room For Trafficking Program

Hilton committed \$500K from 2022 to 2025 to support the fight against human trafficking in the hospitality sector. The funds will support trafficking survivors through direct financial support and career development that can set them up for stability and success.

World Sustainable Hospitality Alliance (The Alliance)

We are a member of The Alliance's Human Rights Working Group and collaborate with our industry peers to improve our understanding and efforts on human rights.

Hospitality Alliance for Responsible Procurement (HARP)

As co-founders of HARP, we work with other hospitality companies to improve performance of suppliers, including on human rights.

Partnering to enable positive impact

At Hilton, every interaction is an opportunity to create positive impact—whether welcoming guests or hosting meaningful meetings and events. We work closely with our group, meetings and events customers to deliver rewarding attendee experiences while also helping them leave a lasting, positive impact on the communities they visit. For more than 10 years, our Meet with Purpose program has empowered event planners with the tools and solutions to host events that are both rewarding and responsible.

Meet with Purpose

Gather

Gather sustainably and minimize the meeting environmental footprint with our proprietary Meeting Impact Calculator and Meet with Purpose Checklist. Customers can measure the impact of meetings and make informed low-waste choices and hotels can offer a concession to offset any remaining carbon footprint.

- DIGITAL KEY
- PRE-TRAVEL GUIDANCE FOR ATTENDEES
- ALIGN TEMPERATURE CONTROL WITH MEETING AGENDA

Nourish

Nourish with climate-conscious menus featuring locally sourced, sustainably grown meals designed to boost energy and minimize leftovers.

- FOOD WASTE REDUCTION
- LOW-CARBON MENUS
- LOCALLY SOURCED FOODS

Impact

Impact the local community with opportunities that align with our customers’ values, guiding principles and goals. Incorporating volunteer activities into meetings and events helps guests build camaraderie and positively impact the community.

- PACKING HYGIENE KITS
- CLEANING LOCAL PARKS
- DONATING EXCESS FOOD



Hilton Bali Resort, Indonesia

Learn more
Meet with Purpose

Measuring meeting impact in 2024

64K+
Meetings quantified for their environmental footprint through the Meeting Impact Calculator tool

INCREASE YOY
+41%



Waldorf Astoria Washington D.C.

Our purpose in action at our 2024 regional leadership conferences

During a series of internal leadership conferences held around the world in 2024, Hilton embraced Meet with Purpose elements, taking advantage of opportunities to gather more sustainably such as using water towers to eliminate plastic waste. We minimized our environmental footprint while nourishing attendees by significantly reducing carbon emissions from meals, sourcing fresh produce from an on-site hydroponic farm, measuring and composting food waste and donating excess food to local food banks. Team Members made a positive impact on the local community by assembling and donating hygiene kits to the local community and lights to children living in energy poverty.



Conrad Dubai, UAE

“In a world that yearns for greater connectivity, harmony and understanding, the **transformative power of travel** can never be overstated.”

— Christopher J. Nassetta
President and Chief Executive Officer



Hilton
FOR THE STAY™

- 
- 

Hilton
HONORS™