

Responsible Business

At Hilton, we believe integrity is the foundation of trust, resilience and long-term success. By prioritizing ethical decision-making, transparency, and accountability, we proactively manage risks while building trust with our Team Members, guests, partners, and investors—ultimately allowing us to create lasting value and pave the way for a more sustainable and responsible future.

Risk management

Assessing & managing enterprise risk

To assess and manage risk, we map our hotels and development pipeline countries against a variety of external environmental and social risk indices, which are updated at least annually. The data from these indices is integrated into LightStay, helping each hotel identify key priorities in its local operating environment and community.

We incorporate significant risks—such as those related to climate change, environmental impact, social responsibility, human rights, ethics, fraud and corruption—into our company’s Enterprise Risk Management (ERM) process. We conduct a Global Enterprise Risk Survey, distributed to over 300 Hilton leaders, and, based on the results, the ERM team collaborates with risk owners across the organization and the Enterprise Risk Committee. The insights from this assessment guide our enterprise-wide strategic planning.

Providing effective safety and security programs

As part of our commitment to creating safe and healthy workplaces, Team Members receive training in areas such as workplace safety, security, fire safety, food hygiene, and emergency procedures specific to their region. All of our hotels undergo audits to ensure compliance with rigorous Fire Life Safety Brand Standards, providing a safe environment for everyone who stays, visits or works at our properties.

Our managed hotels have access to a comprehensive library of tailored training courses through the School of Safety and Security, while our franchised properties receive critical support and guidance during crises. In addition to these training resources, managed hotels can access expert-developed guidelines, procedures and checklists to help minimize the risk of accidents and ensure ongoing safety.

Data privacy and cybersecurity

Hilton is dedicated to providing exceptional customer service, which includes safeguarding our customer’s privacy and personal information. Our Global Privacy Statement outlines how we collect, use and disclose personal data. We also have a Data Protection Officer who oversees compliance, manages training, supports operations and serves as a resource for any privacy-related questions or concerns.

To ensure the protection of personal data for both our customers and Team Members, Hilton requires all Team Members to complete annual cybersecurity and privacy training. Additionally, we work with third-party experts to perform regular assessments of our cybersecurity practices at both the corporate and property levels, including conducting on-site breach simulations. We also undergo audits to ensure our technology systems meet the necessary security control standards.

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 certify that our processing of credit card payments is secure and complies with industry standards. Additionally, the Audit Committee of the Board provides oversight of cybersecurity risk by receiving quarterly reports from our Chief Information Officer and Global Information Security team that cover, among other things, our information security framework, threat assessments, incident response readiness readouts and training efforts.

Business ethics

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 topics and progress toward our Travel with Purpose 2030 Goals in our annual Travel with Purpose Report.

Our Code of Conduct is applicable to all Team Members, officers and directors of Hilton, and to the Team Members of all hotels owned, operated or managed by Hilton. It is also mandatory for all of our contracted suppliers to follow the Code of Conduct. Any alleged failures to comply with the Code of Conduct are investigated and disciplinary action is taken as appropriate, up to and including termination. 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 also available externally to suppliers, business partners, consumers and community members. 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.

Occupational health and safety (OHS)

At Hilton, safety is at the heart of everything we do because our people are a priority. We are committed to fostering a proactive safety culture where every Team Member, guest and contractor feels protected.

This means everyone has a role in understanding and following safety guidelines to minimize risks. Across our global operations, we tailor our OHS programs to meet local regulations and ensure that safety is embedded in daily practices. From leadership teams driving safety initiatives to specialized training and audits, we’re continually improving to create safer environments.

We prioritize regional initiatives like accident prevention campaigns, educational webinars and mitigation strategies. We also engage team members in safety discussions, investigate incidents thoroughly and maintain rigorous compliance checks to keep standards high. By collaborating with experts and leveraging global partnerships, Hilton ensures that safety isn’t just a policy—it’s a culture we live by.

Learn more
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Documents & Policies