

Creating a Better World to Travel Begins With Engagement



Meaningful change is created by shared passion and purpose, actionable goals and clear expectations. By engaging with our key internal and external stakeholders, we broaden our view of our organization and better understand how to achieve our ambitious targets. It is through these relationships that we identify opportunities for improvement and the best ways to deploy strategic TWP initiatives across the operations of our hotels.

Internal Stakeholders: Setting the Direction

Internal stakeholders include our Hilton Leadership, Team Members, owners and developers, who hold one another accountable for progress toward our Travel with Purpose 2030 Goals.

Hilton Leadership comprises the CEO and Executive Committee, the board of directors and the Board Nominating & Corporate Governance Committee. These groups receive at least quarterly status updates and share strategy directives with regional business leaders and internal stakeholders, as appropriate.

Owners And Developers collaborate and share feedback on relevant Travel with Purpose programs and help pilot new sustainability initiatives, whether during design and construction, renovation, or in operations.

Team Members advance our Travel with Purpose strategy by volunteering in the communities we serve, implementing sustainability efforts and logging their data in LightStay. Team Members also provide actionable feedback that shapes our programs. To help drive accountability, portions of Team Members' annual performance objectives may be tied to TWP-related goals.

Travel with Purpose Champions are internal champions from our hotels and corporate offices, who advise on regional context and make a special commitment to advancing our shared goals in the many destinations in which we operate.

External Stakeholders: Together on the Journey

We work directly with our travel and tourism industry peers, NGOs and international organizations, investors, guests and policymakers to develop mutual solutions and action plans on critical social and environmental topics.

Investors receive transparent, third-party assured TWP data in our Annual Report and sustainability disclosures. During investor calls, we answer questions about our progress toward 2030 Goals and explain our efforts to mitigate climate change and social risks.

Suppliers help us to identify innovative, local and sustainable sourcing options, and conduct due diligence to assess human rights and other responsible business factors.

Policymakers, including legislators, regulators and key government officials, connect with our Government Affairs team to inform decision making on industry, social and environmental issues.

Guests, including over 180 million Hilton Honors members, help to shape our sustainability and social impact programs by providing regular feedback through surveys and focus groups.

Local and International Nonprofit Partners connect with Hilton and the Hilton Global Foundation to advise and collaborate on social and environmental efforts around the world.

Industry Peers help us to co-create travel and tourism commitments related to human rights, carbon, water, food waste and other critical topics.

Corporate Customers advance their own sustainability and social impact goals by collaborating with Hilton on responsible options for their business travel, meetings and events.

Community Members engage with local Hilton leaders and our nonprofit partners to share the issues of greatest importance to them, allowing us to align our programs and innovations with their needs

Measuring, Monitoring and Oversight of Progress and Outcomes

To ensure Hilton is effectively engaging with our stakeholders, we review outcomes from our engagements and gather feedback. This may include setting relevant metrics to measure effectiveness, using engagement results for continuous company improvement and transparently communicating with stakeholders. Our CEO and Executive Committee review progress towards our 2030 Goals alongside other key business priorities at least quarterly. We also monitor our progress through Hilton's data management system, LightStay, which enables us to better serve stakeholders on the local level. Read more about our stakeholder engagement strategy [here](#).