

# Travel with Purpose

2023 REPORT HIGHLIGHTS

Hilton



At Hilton, everything we do is driven by a firm belief that our hospitality holds the power to be a transformative force for good in the world. One of the ways we bring this belief to life is through Travel with Purpose, our global strategy to drive responsible travel and tourism. This program is integrated throughout our global business, including our operations, supply chain and engagement with our communities.

In 2018, we set ambitious Travel with Purpose 2030 Goals to hold ourselves accountable for the environmental and social progress we aim to create in our business. Our strategy to achieve these goals is 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.

The following pages include information about Travel with Purpose and key progress from 2023. The [2023 Travel with Purpose Report](#) provides a more detailed update about Hilton's strategy and performance throughout the year.



“Our Travel with Purpose program is an integral component of our business strategy, and it also underscores our commitment to remain the best citizen, neighbor, partner and supporter of every community, guest, Team Member and owner we serve.”

**Chris Nassetta**  
President and Chief Executive Officer



# 2023 Highlights and Recognition



## HIGHLIGHTS

Continued to provide our guests with an extensive electric vehicle (EV) charging network, making EV chargers available at over **1,800 hotels** globally.

Granted more than **\$4.4M** to organizations in our communities through the Hilton Global Foundation.

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 other humanitarian crises.

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

Showcased progress toward a more sustainable future for the hospitality industry at **COP28** in Dubai, including discussions on the environmental impact of agriculture and food waste reduction.

Hilton Vice President of Global ESG testified before Congress on behalf of Hilton and AHLA at a hearing on “**Sustainable Travel for a Thriving Economy.**”

Achieved ongoing certification to **ISO standards** for our hotel portfolio, including ISO 14001 (Environmental Management), ISO 50001 (Energy Management) and ISO 9001 (Quality Management).

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

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 was translated in eight languages.

## LEADING RECOGNITION

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

**S&P Global Sustainability Yearbook Member**

**EcoVadis**  
Gold Medal Sustainability Rating

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



**Human Rights Campaign**  
Equality 100 Award

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



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



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



**Brand Finance**  
Highest Sustainability  
Perceptions Value

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

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



# 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)

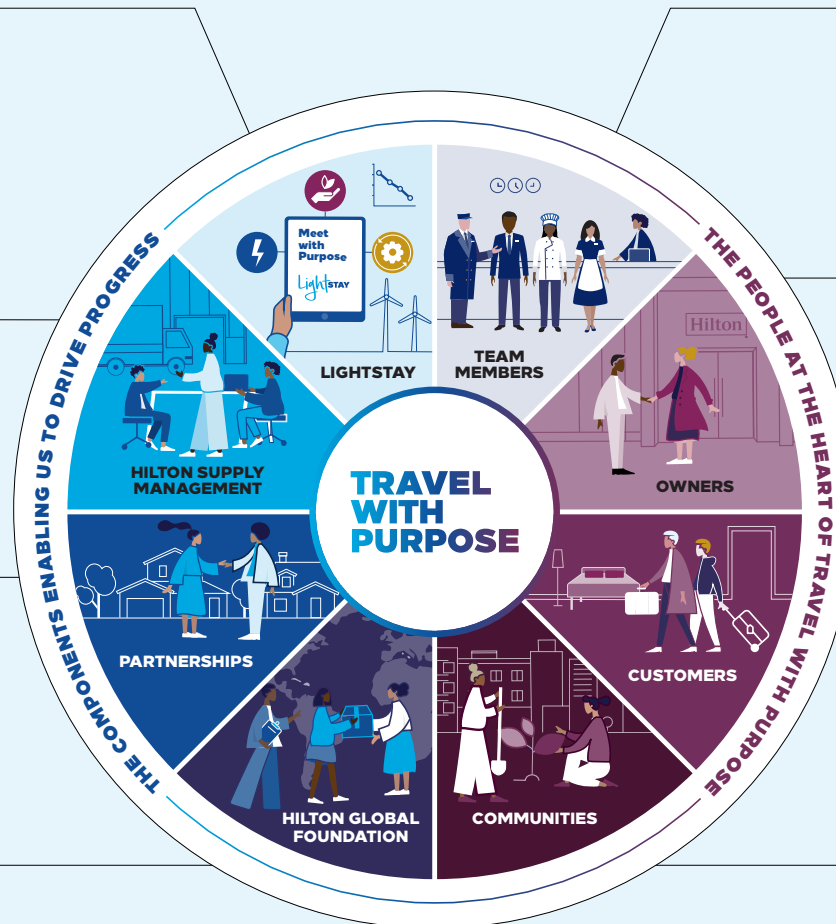
Our global procurement and supply chain arm develops relationships and negotiates with suppliers around the world to source goods and services at the best combination of price, quality, and service. [HSM's](#) Responsible Sourcing Team helps us make progress on our sourcing goals.

### 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.

# 2023 By the Numbers

## E ENVIRONMENTAL IMPACT

**45.1%** reduction in carbon emissions intensity for managed hotels and **25.1%** reduction for franchised hotels (per square meter from 2008 baseline)

**26.5%** reduction in water intensity from 2008 baseline for managed hotels

**3,600** people provided with clean drinking water through **3** new community water projects bringing our total to **12** around the world

**63.7%** reduction in landfilled waste intensity from 2008 baseline for managed hotels, exceeding our 50% reduction goal

**330k+** pounds of soap recycled

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

**138,000** pounds of towels estimated to be diverted from landfills and donated to shelter animals as part of new linen recycling program

**62%** reduction in pre- and post- consumer food waste in 13 UAE-based hotels during our 4-month "Green Breakfast" pilot program

**45k+** Meeting Impact Calculator reports run to provide customers the estimated environmental footprint of meetings and events which is a **35%** increase over 2022

**82%** of hotels offer Digital Key, which eliminates approximately 100 tons of plastic each year

## S SOCIAL IMPACT

**860k+** learning and career growth opportunities created

**2.69M** community members impacted through local support, disaster relief efforts and economic opportunities

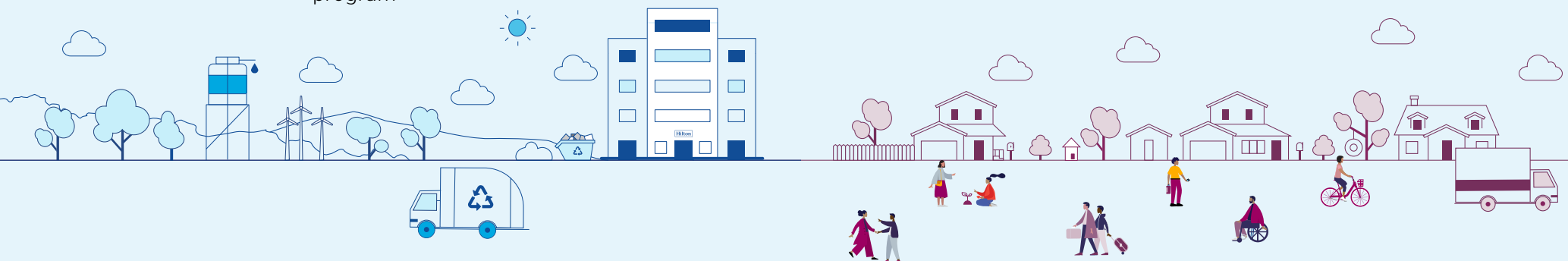
**377k+** Team Member volunteer hours reported

**\$4.4M+** in grants awarded to community partners through the Hilton Global Foundation, including **75** Action Grants to nonprofit organizations around the globe for hotel-led social and environmental impact projects

**3.1 M+** new bars of soap donated to communities in need

**\$865k+** distributed to **3.4k+** Team Members in 2023 impacted by disasters, crisis and personal hardship

**99%** completion of preventing human trafficking training for managed hotel Team Members and **92%** for franchised hotels



# Building and Operating Sustainable “Green” Hotels

There are countless opportunities to build and operate hotels so they have a lighter environmental footprint, and many of these actions take place in areas a guest may never see. Here are some examples of sustainability strategies from our Sustainable Design Checklist which help Hilton and our partners build and operate more sustainable 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 Light Stay.
- 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.

