

Third-party certification

Hilton is the world’s largest hotel portfolio certified to three ISO standards

ISO 14001
Environmental
Management
Systems

Caring for our destinations

Hilton helps our hotels create more sustainable stays by providing environmental management systems, developing programs, investing in solutions, and driving innovation that supports environmental performance and protects the destinations our guests love to visit.

ISO 9001
Quality
Management
Systems

Delivering consistent quality

Hilton hotels use quality management systems with processes to support great service, strong operations, and continuous improvement—so guests can expect the same trusted experience wherever they travel.

ISO 50001
Energy
Management
Systems

Using energy efficiently

Hilton uses energy management systems to monitor and manage energy use across the hotels, with aim to reduce emissions and improve performance and efficiency, without compromising comfort.

Leading with purpose

Hilton’s long-standing certification to ISO management systems standards 9001, 14001, and 50001 reflects a commitment to quality, environmental stewardship, and energy efficiency across our global portfolio, supported by our brand standards and systems we use to execute on brand standards with related operational procedures.

As the world’s largest hotel portfolio certified to these standards, Hilton provides independently verified assurance that operations meet the same high benchmarks everywhere. The result is stronger performance, reduced environmental impact, and confidence for guests.

*As of February 2026, certain brands and countries are excluded from the certification scope. Excluded brands include Graduate, Nomad, LivSmart, Outset Collection and Apartment Collection. All Hampton by Hilton hotels within China are also excluded.
Per ANAB requirements, all hotel brands within Russia and Belarus are excluded from certification.

Independently verified

Hilton’s certifications to ISO management systems are achieved through a rigorous audit process conducted by DEKRA Certification Inc., an independent, ANAB-accredited body. Auditors review corporate systems, hotel operations, and LightStay data, validating implementation through interviews and site visits across our global portfolio. All work follows strict international accreditation rules including ISO/IEC 17021-1 and IAF mandatory documents, ensuring globally consistent and unbiased verification. Certifications are granted only once every requirement is fully met, providing transparent, credible assurance that our environmental and energy management systems are independently confirmed.



Continuously improving

ISO 14001 certified environmental management system and ISO 50001 certified energy management system are built on a continuous improvement cycle reinforced through ongoing third-party audits. DEKRA evaluates system performance, data accuracy, and operational consistency, requiring corrective actions and root-cause analysis whenever issues arise. Actions must be resolved and approved at both hotel and corporate levels to maintain certification. This accredited, internationally governed process drives sustained performance, transparency, and operational excellence across Hilton’s global portfolio.

Hilton’s ISO-certified management systems are subject to independent third-party verification and incorporate structured standards, governance processes and compliance controls. These characteristics are consistent with key elements of the EU Directive 2024/825 (Empowering Consumers Directive) expectations for credible and verifiable sustainability frameworks.



Learn more [About our certifications to ISO](#)

Easy to recognize when you book

Certification to ISO management systems standards is recognized on Booking.com, Google, and business booking portals, making it easy to clearly identify hotels with independently verified certification.