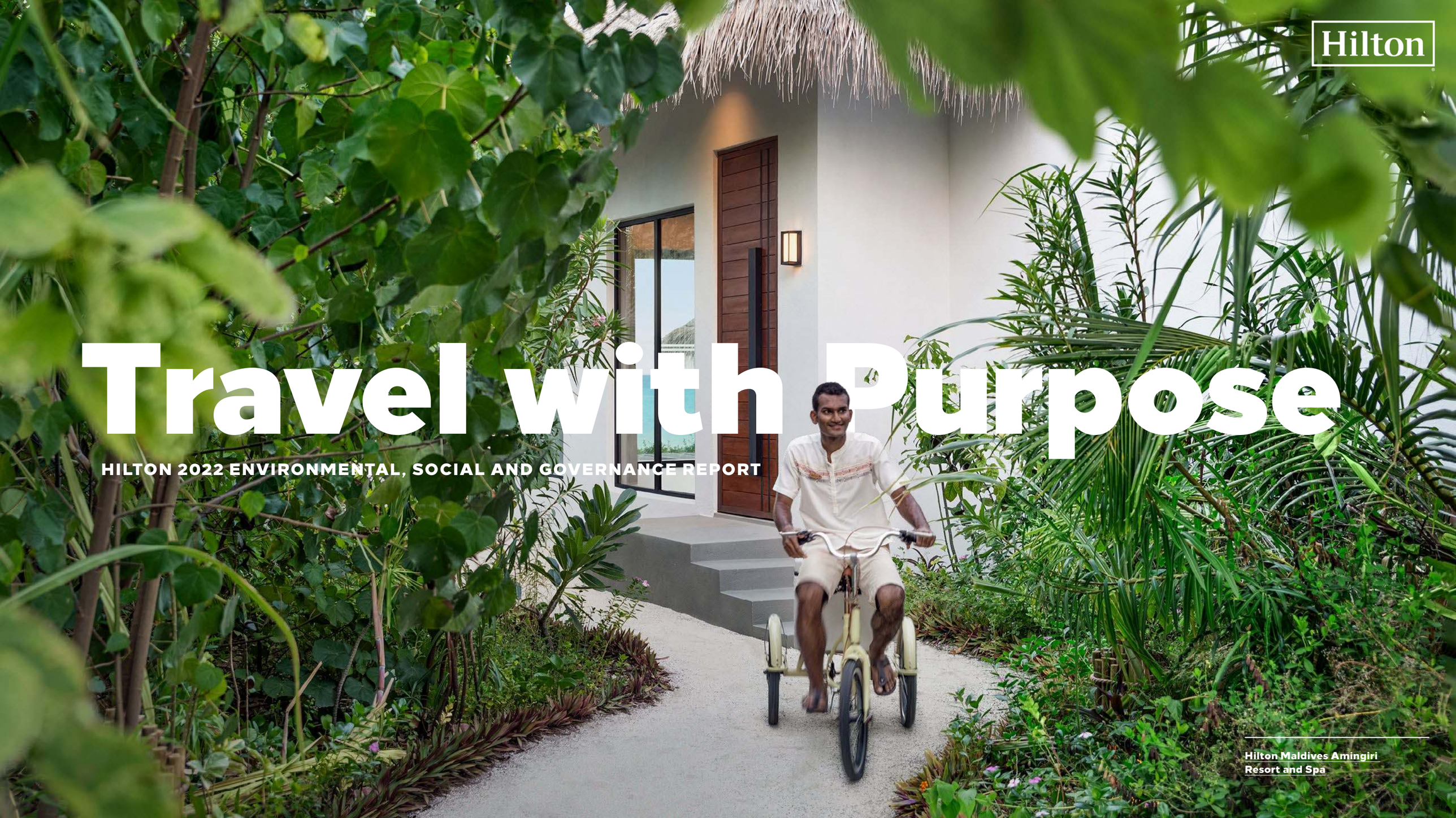

Hilton

Travel with Purpose

HILTON 2022 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Hilton Maldives Amingiri Resort and Spa

This report contains information about Hilton's Environmental, Social and Governance (ESG) strategy and performance. It has been prepared in accordance with 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).

In addition to the information found in this report and on our website, we externally report on our Travel with Purpose strategy, programs and progress toward our 2030 Goals in Hilton's Form 10-K, Annual Report and Proxy Statement. We obtain third-party assurance over selected data disclosed in this report, as indicated in our 2022 Assurance Statement. All financial figures indicated in this report are in U.S. dollars, unless otherwise noted.

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Royal Palm Galapagos,
Curio Collection by Hilton

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Message from our CEO

Hilton was founded more than 100 years ago on the belief that travel could make the world a better place. This belief continues to guide us today, inspiring the ways in which we create environmental and social progress while continuing to deliver our signature hospitality around the world.

Hilton Garden Inn Cancun Airport

Hilton Singapore Orchard

In 2022, we continued advancing our Travel with Purpose strategy and our 2030 Goals—but we also saw an opportunity to raise the bar based on rigorous analysis and the latest information available. We introduced new, more ambitious environmental and social goals which are laser-focused on **paving the way to a net-zero future** and **creating an engine of opportunity** in the communities where we live, work and travel. Those ambitions come to life across our business and are integrated in everything we do, from sustainable operations to responsible sourcing and inclusive hiring practices.

OUR JOURNEY TO REDUCE EMISSIONS

As climate science has evolved, our environmental goals and approach have, too. Driven by data, we are leading the industry with ambitious 2030 targets validated by the Science Based Targets initiative (SBTi) on our journey toward reducing emissions across our entire global portfolio while creating greater operating efficiencies.

In partnership with our owners, we reduced single-use plastic amenities in our hotels, expanded our replacement of traditional light bulbs with more energy-efficient LEDs, offered guests on-property electric vehicle charging, and provided lower-emission choices with carbon-neutral options for our meetings and events customers. We also opened what we believe to be the first net-zero hotel in the United States: Hotel Marcel New Haven, Tapestry Collection by Hilton.

Additionally, in 2022 we made a strategic investment in Fifth Wall's Climate Tech Fund to support its work to deliver innovative decarbonizing technologies to the real estate industry.

OUR CULTURE OF RESPONSIBILITY

Hilton is one of the world's largest hospitality companies, and with more than 7,000 hotels around the globe, we recognize our responsibility to be a leader as an inclusive workplace and to be a force for good in the communities where we operate. As a business of people serving people, we are focused on creating a culture that serves our Team Members—from empowering them to bring their full selves to work to creating opportunities for all in our communities.

When the conflict in Ukraine unfolded, we quickly deployed resources to protect our Team Members and guests in the region. We also partnered with American Express to donate room nights to support Ukrainian refugees and humanitarian relief efforts across Europe.

To further impact our communities, through the Hilton Global Foundation, we granted more than $2M to organizations that advance our Travel with Purpose Goals, including awarding 39 Action Grants for hotels to lead impact projects in their communities. Finally, throughout the year, our team also expanded our relationships with local and diverse suppliers around the world.

OUR TEAM DEDICATION

At the heart of all of these incredible efforts are our more than 400,000 Team Members, who are working in thousands of communities globally to share our signature hospitality and make the world a better place. Thanks to their tremendous dedication, we also earned recognition for our environmental and social efforts from many leading benchmarking organizations, including being named:

- A global sustainability leader on the Dow Jones Sustainability Indices for the sixth consecutive year
- A Gold Medal designee by EcoVadis
- The #1 company for ESG by DiversityInc, and a member of its Hall of Fame
- The #2 World's Best Workplace by Great Place to Work Institute and *Fortune Magazine*, and the only hospitality company on the list

I am so proud of all that we accomplished in 2022—thank you to our Team Members, hotel owners, guests and partners around the world. Together, we are proving that hospitality is truly an unstoppable force for good.

Christopher J. Nassetta
President and Chief Executive Officer
April 6, 2023

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Hilton at a Glance

Hilton is one of the largest and most recognized hospitality companies in the world. Since 1919, we have been an innovator in the industry, driven by the vision of our founder, Conrad Hilton, *"to fill the earth with the light and warmth of hospitality."*

19
brands
Brand count includes Spark by Hilton, launched in January 2023

123
countries and territories

7,165
hotels

1,127,430
rooms

194,509,843
guests

418,021
Team Members globally, including 241,369 in the U.S.
Includes corporate, owned, managed and franchised Team Members

Our mission is to be the most hospitable company in the world—by creating heartfelt experiences for guests, meaningful opportunities for Team Members, strong value for owners and positive impact in our communities.

OUR BUSINESS MODEL

We organize our operations into three distinct and separately managed operating segments:

1. Our managed segment, comprising hotels that are managed by Hilton on behalf of third-party hotel owners
2. Our franchised segment, comprising hotels owned and operated by third-party owners and management companies
3. Our ownership segment, comprising hotels that are owned or leased by Hilton or our affiliates

A more detailed description of our business model can be found in our public filings.

OUR GREATEST ASSET: OUR TEAM MEMBERS

Our Hilton Team Members are at the heart of our business. We foster a culture of inclusivity for our Team Members and are committed to offering a workplace where they can grow, thrive and reach their full potential. We define Team Members as employees at Hilton corporate offices and owned and managed properties, and employees of franchisees who work on-property at independently owned and operated hotels in the Hilton portfolio.

HILTON SUPPLY MANAGEMENT

Our global procurement and supply chain arm, Hilton Supply Management (HSM), develops relationships and negotiates with suppliers around the world to source goods and services at the best combination of price, quality and service. HSM works with nearly 85,000 Tier 1 suppliers to source over 482,000 products for hotels around the world, servicing over 14,000 properties, including more than 6,600 non-Hilton branded hotels.

LEARN MORE
Hilton Supply Management

OPERATING HOTELS

Managed by Hilton	**778** (11%)
Franchised	**6,255** (87%)
Owned/Leased Joint Venture by Hilton	**52** (1%)
Timeshare	**80** (1%)

OUR BRANDS

Hilton
Waldorf Astoria
LXR
Conrad
canopy
Signia by Hilton
Hilton
Curio Collection
DoubleTree
Tapestry Collection
Embassy Suites
Tempo
motto
Hilton Garden Inn
Hampton
tru
spark
Homewood Suites
Home2 Suites
Hilton Grand Vacations
Hilton Honors

◀ **Royal Palm Galapagos,** Curio Collection by Hilton

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Our ESG Strategy: Responsible Travel and Tourism

TRAVEL **WITH PURPOSE**

Hilton's environmental, social and governance (ESG) strategy—Travel with Purpose—is integrated throughout our global business, including our operations, our supply chain and our engagement with our communities. At the heart of this strategy are our people, who bring our commitment to sustainable travel to life.

Botánika Osa Peninsula, Curio Collection by Hilton

Located beside two of Costa Rica's most prized natural jewels—Corcovado National Park and the Pacific Ocean's Golfo Dulce—Botánika Osa Peninsula is in perfect harmony with nature, set across 21 acres of lush flora and fauna.

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TRAVEL WITH PURPOSE

About Travel with Purpose

Travel with Purpose is Hilton's ESG strategy to drive responsible travel and tourism globally.

Grand Wailea, A Waldorf Astoria Resort

Grand Wailea's Cultural Manager harvests leaves for lei making. The cultural and landscaping teams work together to ensure that the necessary, culturally appropriate plants are plentiful. The flora and fauna supplies for all cultural activities are then estate-harvested and prepared according to the ancient protocols.

Hilton proudly serves as an industry leader in driving social and environmental impact and sound governance. Yet we are continuously striving to advance our ESG strategy and evolve our programs to do better—for our guests, our communities and the world.

While social and environmental responsibility has always been a priority for Hilton, in 2018 we set ambitious Travel with Purpose 2030 Goals to hold ourselves accountable for progress across our operations, supply chain and local businesses. Our 2030 Goals are underpinned by targets which closely align with the United Nation's Sustainable Development Goals (SDGs).

Through Travel with Purpose, our leaders are using their innovation and influence to make meaningful differences in the destinations and communities in which we operate. In this annual report, we share our progress on this worldwide journey.

THE ESG STRATEGIC FRAMEWORK

We are committed to continuously evolving our ESG strategy to ensure it aligns with best practices and the latest climate science. In 2022, we launched our new ESG strategic framework, which serves as a blueprint for our path forward to achieve our Travel with Purpose 2030 Goals. Building on our existing commitments, the framework includes our enhanced ESG goals:

E ENVIRONMENTAL	S SOCIAL	G GOVERNANCE
Renewed, more ambitious emissions targets, validated by the Science Based Targets initiative (SBTi), will set us on a path toward a net-zero future.	Expanded commitments to our Team Members and our communities to drive meaningful impact and create an engine of opportunity.	A robust governance structure will ensure we are advancing and measuring our goals with integrity and transparency.

MATERIALITY ASSESSMENT

In 2020, Hilton undertook a robust evaluation, inviting company leadership, owners and developers, NGOs and community organizations, hotel guests, investors and suppliers to assess which aspects of ESG are most important to prioritize over the next three to five years. The results of the assessment are being used to ensure that Hilton's ESG programs not only remain aligned with long-term business strategies across departments and geographic regions, but ultimately will have a positive impact on responsible tourism.

LEARN MORE
About our materiality assessment

LEARN MORE
About Our 2030 Goals

A pledge to travel lighter—we are paving the way toward a net-zero world and creating an engine of opportunity in the communities we serve around the globe.

"Working closely with Hilton, Asset World Corporation is rolling out initiatives that align to our sustainable development pillars: Better Planet, Better People and Better Prosperity. We believe our long-term partnership with Hilton allows us to build shared value and develop sustainable tourism for a better future together."

Khun Wallapa
CEO and President of Asset World Corporation, a Thailand-based Hilton owner group

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Our ESG Strategic Framework

This framework outlines the priority areas for action within our Travel with Purpose strategy, organized beneath the three pillars of ESG—Environmental, Social and Governance. The framework also highlights our top-line goals, including our enhanced science-based emissions targets and our expanded social goals to generate career opportunities and community impact, announced in 2022.

LEARN MORE
About Our 2030 Goals

A pledge to travel lighter—we are paving the way toward a net-zero world and creating an engine of opportunity in the communities we serve around the globe.

WATTS
CARBON/ENERGY

- Cut managed emissions intensity by **75%** by 2030
- Cut franchised portfolio emissions intensity by **56%** by 2030
- Drive toward a **net-zero** future

WATER

- Cut water use intensity by **50%** by 2030

WASTE

- Cut landfilled waste intensity by **50%** by 2030

CAREERS

- Create **5 million** learning and career growth opportunities for Team Members and communities with a focus on underrepresented groups by 2030
- Achieve **50%** Gender Diversity at our leadership levels globally by 2027
- Achieve **25%** Ethnic Diversity at our leadership levels in the U.S. by 2027

COMMUNITIES

- Meaningfully impact **20 million** community members by 2030
  - ✓ Local Support
  - ✓ Disaster Relief
  - ✓ Economic Opportunities

CONDUCT

- Promote responsible, inclusive conduct across **100%** of our value chain operations

PUBLIC AFFAIRS

- Advocate for **public policies** that advance our Travel with Purpose goals

PARTNERSHIPS

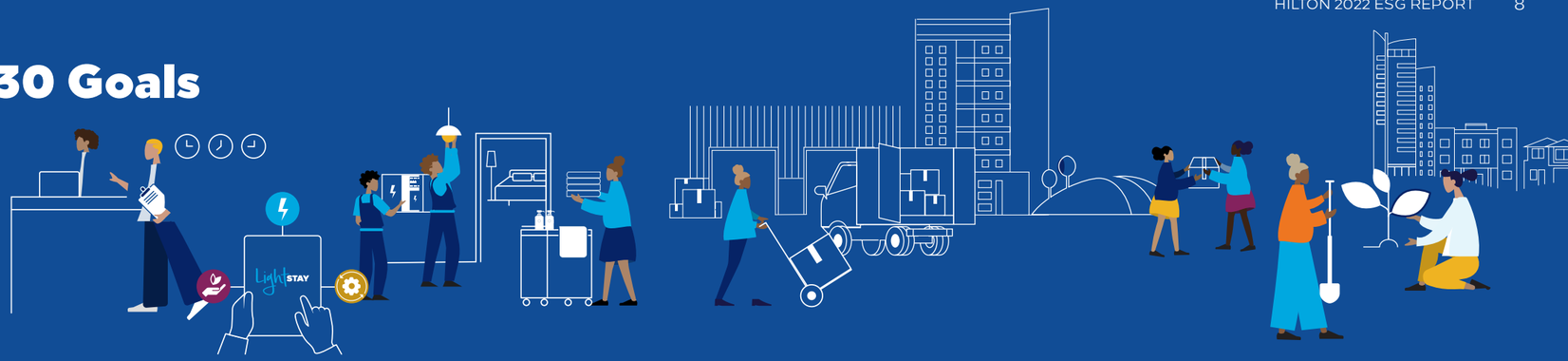
- Create and partner with **cross-industry networks** to advance Travel with Purpose objectives

POLICIES & REPORTING

- Operate through best-in-class **measurement** (LightStay), **governance** and **oversight**

Travel with Purpose 2030 Goals

While our Travel with Purpose framework outlines our top-line goals, the below is a holistic reflection of our strategy and detailed sub-goals. Through this strategy we will create positive environmental and social impact supported by best-in-class governance practices, across our operations, supply chain and communities.



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E ENVIRONMENTAL
PAVING THE WAY TO NET ZERO

WATTS
CARBON/ENERGY

Science-based targets:
Reduce Scope 1 and 2 emissions intensity from managed hotels by **75%** MT CO_2e/m^2, 2008 baseline

Reduce Scope 3 emissions intensity from franchised hotelsby **56%**, MT CO_2e/m^2 by working collaboratively with franchisees; 2008 baseline

Drive toward a **net-zero** future

Align with global environmental certifications that require third-party verification (e.g., certification to ISO 14001, 50001, 9001; U.S. EPA ENERGY STAR)

WATER

Reduce water use intensity in our managed operations by **50%** Liters/m^2, 2008 baseline

Activate 20 community water projects to increase access and resilience

WASTE

Reduce landfilled waste intensity in our managed operations by **50%** MT/m^2, 2008 baseline

Reduce food waste across our global operations by implementing a food waste reduction program in every kitchen	Send zero soap to landfill by recycling all used guest soap bars, where available

S SOCIAL
CREATING AN ENGINE OF OPPORTUNITY

CAREERS

Create **5 million** learning and career growth opportunities for Team Members and communities, with a focus on underrepresented groups

Achieve **50%** Gender Diversity at our leadership levels globally by 2027

Achieve **25%** Ethnic Diversity at our leadership levels in the U.S. by 2027

COMMUNITIES

Meaningfully impact **20 million** community members by 2030

Contribute 10 million volunteer hours	Participate in food donation programs, where allowed by law (managed hotels)	Award 300+ Action Grants for hotel-led social and environmental impact projects that provide local support for our communities	Design, standup and activate a disaster relief program to support our community members and Team Members	Leverage our large global footprint and deep integration within our communities to expand local sourcing and business with diverse and small suppliers

CONDUCT

Promote responsible, inclusive conduct across **100%** of our value chain operations

Promote responsible sourcing of beef, poultry, pork, eggs, seafood and produce from third-party recognized and/or certified suppliers across our managed hotels	Embed ESG due diligence across our supply chain and partner with suppliers to advance positive impact

G GOVERNANCE
ADVANCING AND MEASURING OUR GOALS

PUBLIC AFFAIRS

Advocate for **public policies** that advance our Travel with Purpose goals

Actively shape legislation and regulation to advance our corporate objectives, including making progress toward our ESG goals

PARTNERSHIPS

Create and partner with **cross-industry networks** to advance Travel with Purpose objectives

Build long-term relationships with organizations that help advance our enterprise objectives, including our ESG goals and advocacy efforts

POLICIES AND REPORTING

Operate through best-in-class **measurement** (LightStay), **governance** and **oversight**

Continue board oversight with robust quarterly reporting at the committee level and annual reporting on ESG strategy to the full board	Ensure accountability for LightStay compliance, enterprise risk management and annual trainings	Provide mandatory annual training on preventing human trafficking to all hotel Team Members globally

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The integration of ESG across our business

At Hilton, every team works hand in hand to *"fill the earth with the light and warmth of hospitality"* and make progress toward our Travel with Purpose 2030 Goals.

Here are some examples of what our Team Members are doing to integrate ESG into our operations, supply chain and communities:

FRONT OF HOUSE
Offer Hilton Digital Key to guests to reduce single-use plastics

Report any suspicions of human trafficking

HUMAN RESOURCES
Create pathways of opportunity for Team Members and community members through job opportunities and training/education

Ensure all Team Members complete training on diversity, inclusion and human rights

SALES
Support customers to meet their ESG goals with Meet with Purpose

Use Hilton's Meeting Calculator and LightStay to estimate and offset the carbon footprint of events

GENERAL MANAGER
Inspire Team Member and guest engagement with social and environmental goals

Ensure hotel ESG data is tracked in LightStay and review monthly performance

Mobilize Team Members to volunteer in the communities where we live, work and travel

HOUSEKEEPING
Recycle soaps to support communities in need

Minimize energy and water use while cleaning the rooms and common spaces

Implement towel linen reuse program

ENGINEERING
Strive for operational excellence to increase efficiency

Install energy/water efficient appliances, such as LED light bulbs

Log the hotel's watts, water and waste data into LightStay

FOOD AND BEVERAGE
Increasingly source cage-free eggs, sustainable seafood and other ingredients

Provide locally sourced and healthy options

Set up food donation partnerships

Implement effective start-up and shut-down procedures for hoods and appliances in kitchens to reduce energy consumption

TRAVEL WITH PURPOSE CORPORATE TEAM
Collaborate with business partners, owners and hotel leaders to develop an effective Travel with Purpose program for our hotels

Create resources and opportunities for Team Member engagement with Travel with Purpose

Advise functions across the business to advance Travel with Purpose across Hilton's global operations

HILTON SUPPLY MANAGEMENT
Negotiate competitive pricing for more sustainable services and products, such as LED lighting, plastic alternatives and electric vehicle chargers; this approach drives impact at scale for our properties, owners and communities

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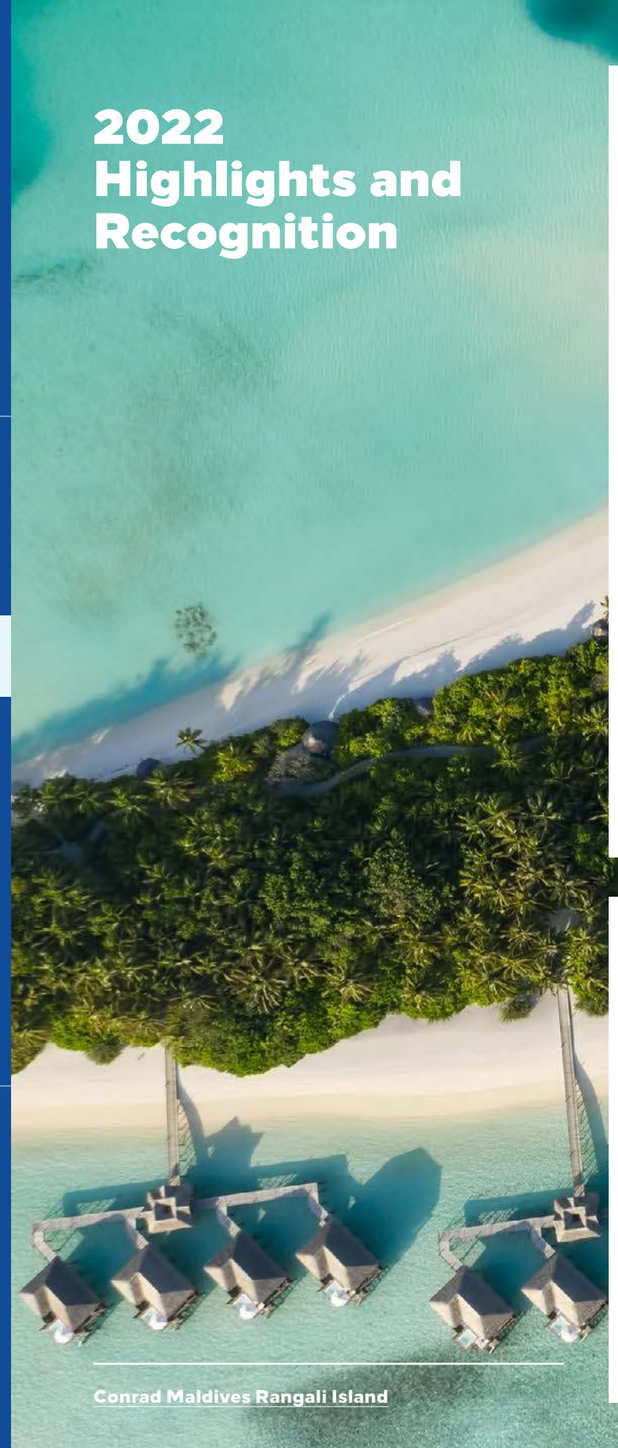
2022 Highlights and Recognition



Conrad Maldives Rangali Island

Set more ambitious emissions intensity reduction goals, validated by the Science Based Targets Initiative (SBTi)

Launched Meet with Purpose checklist, which provides tools to make more sustainable meetings and events, including opportunities for procuring high-quality offsets for remaining carbon emissions through LightStay

Partnered with American Express and Hilton's ownership community to donate hotel rooms to support Ukrainian refugees and contributed $110,000 from Hilton Global Foundation to World Central Kitchen and Project Hope

Expanded our existing commitments to support refugees by setting a new goal with the Tent Partnership for Refugees to hire 1,500 refugees in the U.S. over the next three years

Invested in Fifth Wall's Climate Tech Fund, which will power new and emerging decarbonization technologies and help the global real estate sector make progress in the fight against climate change

Opened the first anticipated net-zero hotel and first Passive House-certified hotel in the U.S.: Hotel Marcel New Haven, Tapestry Collection by Hilton

Provided 39 grants to Team Member-nominated organizations during Travel with Purpose Week to support destination stewardship in communities around the globe

Contributed nearly 345,000 Team Member volunteer hours in their communities

Avoided up to 92 tons of plastic key cards in 2022 by offering Digital key

Distributed nearly $2.3M in Hilton Global Foundation Grants to advance our Travel with Purpose 2030 Goals, funding initiatives that support climate action, destination stewardship, career development, and community resilience

Committed to grant $500,000 to the AHLA Foundation's No Room for Trafficking (NRFT) Survivor Fund over the next 3 years to continue to combat human trafficking

Launched $1 per night donation for every reservation made through the Go Hilton Team Member travel benefit program, expanding funding for the impactful initiatives supported by the Hilton Team Member Assistance Fund and the Hilton Global Foundation

Distributed nearly $3M from our Team Member Assistance Fund since 2017 to provide assistance grants to Team Members impacted by crises and disasters

ESG LEADING RECOGNITION

6TH CONSECUTIVE YEAR,
Earned inclusion on both the **World** and **North America Dow Jones Sustainability Indices**

Included in the **S&P Global Sustainability Yearbook 2023**, receiving the additional distinction of Top 5% S&P Global ESG Score

Inducted into **DiversityInc's Hall of Fame**, recognized as the **#1 Company for ESG** and the only hospitality company on the Supplier Diversity list

Awarded **EcoVadis Gold Medal** in recognition of sustainability achievement

Named the **#2 World's Best Workplace by Great Place to Work**; ranked **#2 Best Company to Work for in the U.S.** and #1 Best Place to Work in Austria, China, Ireland, Peru, Turkey and Uruguay; and overall, ranked a **Best Place to Work in 29 countries**

5TH CONSECUTIVE YEAR,
Named to **PEOPLE® Companies that Care 2022 list**

Recognized as a **2022 Leading Disability Employer by the National Organization on Disability (NOD)**, and recognized as a Best Place to Work for Disability Inclusion in the U.S. by Disability:IN and the American Association of People with Disabilities (AAPD)

Included in **Forbes list** of Top 100 Most Customer-Centric Companies

2ND CONSECUTIVE YEAR,
Named a **2022 Trendsetter in the CPA-Zicklin Index** of Corporate Political Disclosure and Accountability

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Responsible travel begins with stakeholder engagement

Hilton engages with both internal and external stakeholders to seek their expertise, set expectations and align priorities for the development of ESG programs. Through these relationships, we identify the best opportunities to deploy ESG strategic initiatives across the operations of our 7,000+ hotels.

Conrad Tulum Riviera Maya

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 Nominating & ESG 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 community impact efforts by volunteering in the communities we serve, particularly during our annual Travel with Purpose Week. By utilizing LightStay, Team Members have an integral role in tracking and reviewing the progress toward our shared goals. To help drive accountability, portions of Team Members' annual performance objectives may be tied to ESG-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 ESG topics.

INVESTORS receive transparent, third-party assured ESG data in our Form 10-K, Proxy Statement, Annual Report, and ESG 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, foster a diverse supply chain, and conduct due diligence to assess human rights and other ESG factors.

POLICYMAKERS, including legislators, regulators and key government officials, connect with our Government Affairs team to inform decision making on industry and ESG-related issues.

GUESTS, including over 150 million Hilton Honors members, help to shape our ESG 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 ESG goals by collaborating with Hilton on sustainability and social impact initiatives 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.

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Meeting our business travelers with purpose

Our Meet with Purpose program allows customers to integrate social and environmental considerations into their meetings and events, aligned with their own ESG goals.

When it comes to planning a big event, our customers increasingly seek ways to demonstrate their commitment to sustainable business practices. By partnering throughout the process, we support our customers' motivation to achieve their ambitious climate and social impact goals. And together, we will help preserve our global community for generations to come.

ADVANCING OUR B2B CLIENT OFFERINGS

In 2022, we developed the Meet with Purpose Checklist that our teams use as a road map for conversations with customers that seek to plan more sustainable meetings. This checklist provides thoughtful tips to integrate **Gather–Nourish–Impact** concepts from the beginning to the end of any meeting or event and empowers meeting planners and travel managers to make impactful purchasing decisions.

In addition to helping customers identify opportunities to reduce the emissions from their meetings and events, Hilton offers a Carbon Neutral Meetings program that supports sustainable development projects, reduces emissions and protects the environment. Hilton can neutralize CO_2 emissions on our customers' behalf by securing carbon offsets that invest in carbon reductions projects. We launched a new partnership with ClimeCo in 2022, a leading global environmental credit project developer, to offer these carbon offsetting opportunities.

Using data gathered from our award-winning LightStay platform, Hilton has developed the Meeting Impact Calculator. The calculator uses each property's unique consumption data to create a custom report detailing the predicted carbon, energy, water, and waste generated by a meeting or event.

Implementing our new Meet with Purpose checklist is the first step in planning a more sustainable meeting or event by reducing the carbon footprint of the meeting. Then, by considering carbon credits, the remaining actualized carbon emissions from the meeting or event can be offset.

Hilton partnered with Amex GBT to showcase how hotels can help business travel managers and event planners incorporate sustainability into their travel plans.

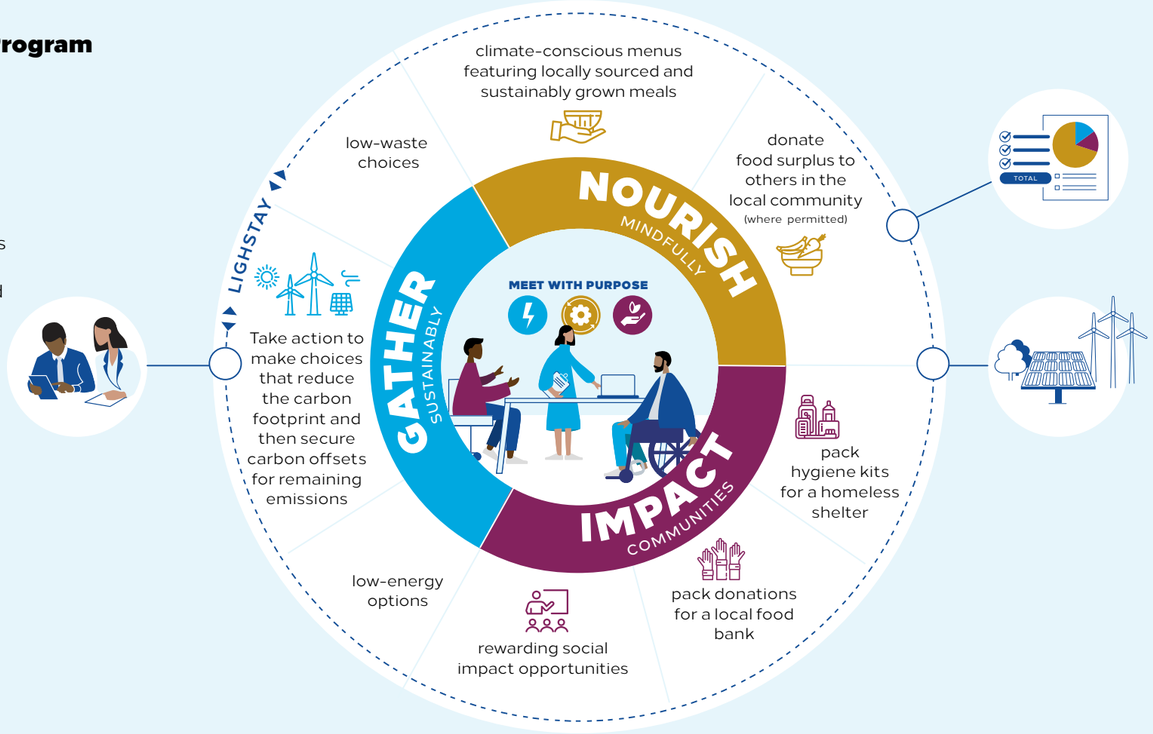
American Express Global Business Travel (Amex GBT) Global Business Consulting partnered with Hilton to develop the Amex GBT Stay Green whitepaper, helping business travel leaders to understand the latest best practices in global travel and meetings with respect to hotel sustainability. The report provides an in-depth look at where organizations are focusing their green initiatives and how far they have progressed.

Our Meet with Purpose Program

NOW MORE THAN EVER, OUR CUSTOMERS WANT TO MEET WITH PURPOSE.
The Meet with Purpose Checklist provides actionable ideas for customers to apply to their meetings and events. This enables our customers to **gather** more sustainably, **nourish** mindfully, and positively **impact** the destination where they are convening.

Meet with Purpose is fueled by LightStay, Hilton's award-winning proprietary platform that allows hotels to measure and manage their environmental and social performance. LightStay allows Hilton to provide our customers customized environmental and social reporting based on the specifics of the hotel where they plan to host their event.

LightSTAY



ENVIRONMENTAL IMPACT CALCULATED
Using each property's unique LightStay consumption data, our Meeting Impact Calculator creates custom reports detailing the estimated carbon, energy, water and waste generated by our customers' meeting or event.

+17K
Meeting Calculator reports run in 2022

OFFSET THE CARBON EMISSIONS THROUGH LIGHTSTAY
After thoughtful choices that reduce emissions, we collaborate with our partner, ClimeCo, to compensate for an event's emissions by investing in a portfolio of high-quality, durable, third-party verified wind, solar and wastewater carbon offset projects through LightStay.

LEARN MORE
ClimeCo projects

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Enabling every guest to Travel with Purpose

We inspire our guests through sustainability initiatives and community-based interactions.

Increasingly, guests are seeking more sustainable experiences and ways to experience local cultures. Our responsible travel practices come to life by way of our daily operations, food and beverage programs, technology and responsible sourcing programs.

ELECTRIC VEHICLE (EV) CHARGING:
With more than 16 million electric vehicles on the road globally, the EV market is shifting the way our guests travel. Over 1,600 of our hotels have now installed convenient EV chargers, which enable our guests to travel more sustainably and reinforce our commitment to reduce the environmental impact on the destinations where we operate.

SUSTAINABLE MENU OPTIONS:
Guests can sample climate-conscious menus featuring locally sourced, sustainably grown meals designed to boost energy and minimize leftovers. Hotels may share the bounty with others by donating remaining food, where allowed by law.

BULK AMENITIES:
Guests will find that hotels are transitioning to full-size amenities, which will greatly reduce plastic waste. And as hotels make this transition, we've maintained our relationship with Clean the World to recycle these full-size bottles, diverting them from ending up in landfills.

DIGITAL KEY:
In 2015, Hilton's app-based Digital Key program was launched to allow guests to bypass the front desk and check in virtually. In 2021, this program expanded to include Digital Key Share to allow guests to share their keys with friends and family members via the app. This technology is now available at more than 80% of Hilton's portfolio. It has been used to open more than 168 million guest room doors since 2020.

1,600+
hotels with EV charging stations

183
tons of plastic saved by Digital Key since 2020

2,400+
hotels offer hydration stations

Each Hilton property, in alignment with our overarching Travel with Purpose strategy, chooses unique ways to make a difference in our communities. Our brands take the initiative to make noticeable and lasting upgrades as part of our ongoing commitment to reduce environmental impact.

Encouraging responsible tourism

Grand Wailea, A Waldorf Astoria Resort

Grand Wailea participates in the Hawaii Tourism Authority's Mālama Hawaii initiative, which invites guests to mālama (give back) through volunteer work in return for incentives. Through the Mālama Hawaii program, guests can work together with the coastal preservation team from our NGO partner Hawaii Land Trust in some of Maui's most treasured natural preserves. Guests get the chance to give back to the community, learn about the traditional Native Hawaiian approach to land stewardship, and make a lasting impact on Maui through service. In return for their kōkua (help), we say mahalo (thank you) by giving volunteers a free sixth night of their stay.

Beauty meets sustainability

Waldorf Astoria Hotels & Resorts

Waldorf Astoria announced a partnership with skincare brand Aesop, known for formulating sustainable products of the finest quality for the skin, body and hair, as well as fragrance and accessories for self and space. Select formulations will now be the in-room toiletries for Waldorf Astoria Hotels & Resorts worldwide. This collaboration marks the first and only global hospitality brand with which Aesop has partnered to provide its product at this scale. The properties will feature full-size, in-room toiletries made from 97% post-consumer recycled plastic, marking a conscious shift away from travel-size toiletries.

Experiences in nature

Royal Palm Hotel Galapagos, Curio Collection by Hilton

Located opposite Galapagos National Park, a UNESCO World Heritage site known for its biodiversity and ecotourism opportunities, the **Royal Palm Hotel Galapagos** offers guests a 30-day "Live Life" sabbatical experience providing a tranquil escape and adventures including hiking, snorkeling and kayaking, nighttime bird watching, encountering giant tortoises and dining inside a lava tunnel, 60 feet underground.

◀ Hilton's ESG sourcing experts tour a seafood supplier in the Chesapeake Bay area. This team is dedicated to building relationships with suppliers that make the guest experience at our hotels more sustainable and responsible.

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LightStay is the backbone behind the measurement of our environmental and social performance

LightStay, our award-winning ESG management system, helps track our progress toward our Travel with Purpose 2030 Goals. With LightStay, we can analyze and report on our environmental and social impact at our hotels globally.

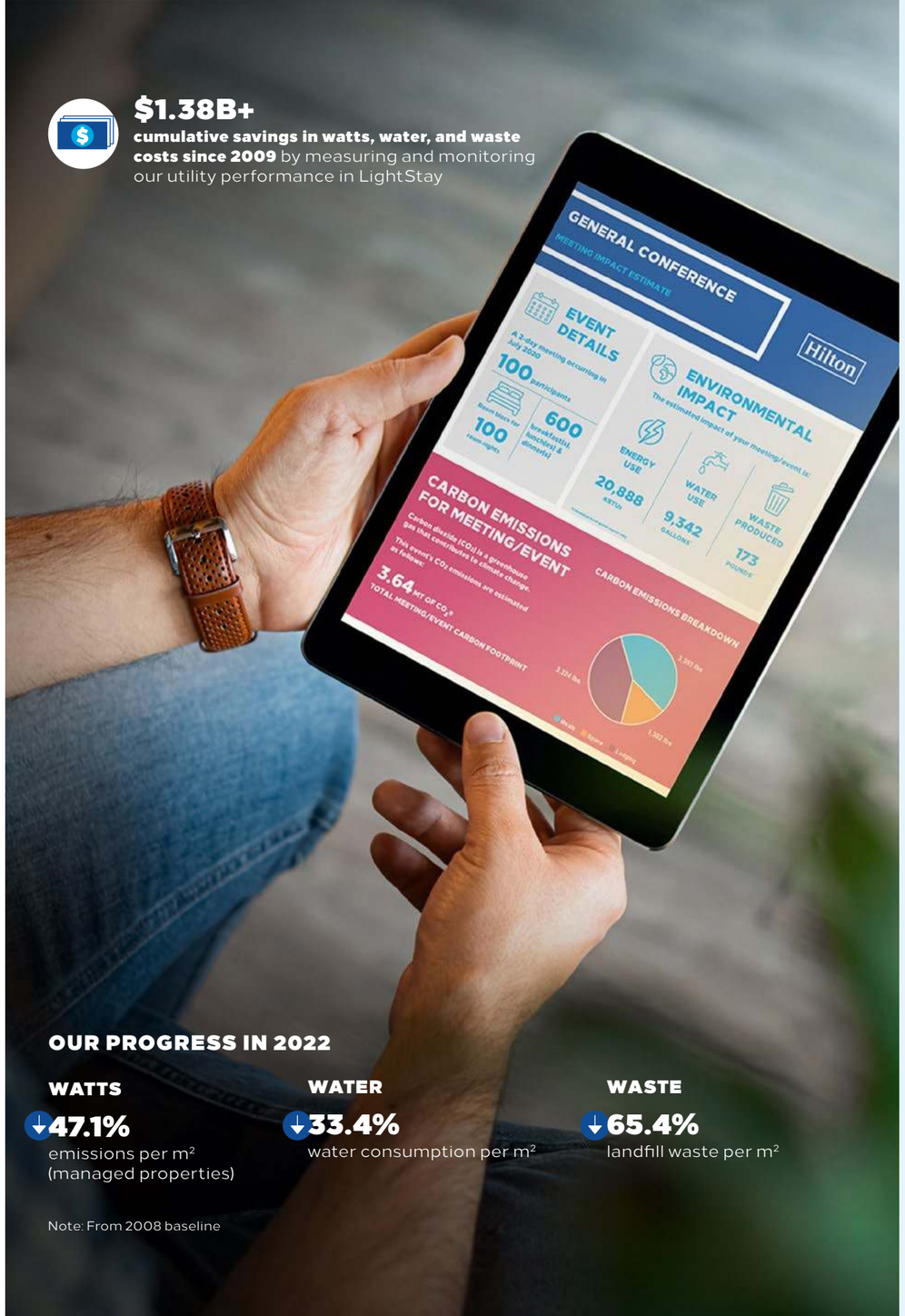
LightSTAY

LightStay is our award-winning, industry-leading ESG management system for measuring and recognizing our hotels' progress toward our Travel with Purpose 2030 Goals. It also enables our hotels to report the environmental impact of hotel stays, meetings and events to our corporate customers.

As a standard requirement across Hilton's global portfolio of hotels, LightStay use is essential to our governance structure, and it informs each hotel of their specific reduction targets and social impact priorities. Our managed and franchised hotels are required to track energy, carbon, water, waste and efficiency projects under way, as well as social impact metrics including career opportunities, community volunteerism, and donations. LightStay also captures hotels' sustainability features and certifications, and it offers location-specific risk indices, including for biodiversity, water and human rights. Real-time dashboards and monthly updates keep properties regularly informed of their ESG performance.

GAINING RECOGNITION

LightStay is aligned with the globally recognized criteria of the United Nations-founded Global Sustainable Tourism Council (GSTC), an established seal of approval for sustainable travel and tourism practices. We use LightStay globally to comply with ISO 9001 (Quality Management), ISO 14001 (Environmental Management), and ISO 50001 (Energy Management). Hilton has been working closely with Travalysts Accommodation Framework program to make it easier for our guests to find sustainability information on partner booking programs. Google recognizes LightStay for their "eco-certified" label, and Booking.com uses LightStay data to recognize and assign Hilton hotels one of their three Travel Sustainable levels. We continue our work with all partners to ensure guests can book sustainable hotels as easily as possible.



$1.38B+
cumulative savings in watts, water, and waste costs since 2009 by measuring and monitoring our utility performance in LightStay

OUR PROGRESS IN 2022

WATTS
47.1%
emissions per m² (managed properties)

WATER
33.4%
water consumption per m²

WASTE
65.4%
landfill waste per m²

Note: From 2008 baseline

LightStay features

TRACKS ENVIRONMENTAL IMPACT
- Tracks energy and water consumption, carbon and waste generation and efficiency projects
- Provides peer performance benchmarking

TRACKS SOCIAL IMPACT
- Measures volunteer activities, donations and engagement with local partners
- Tracks against Careers and Communities goals

BEST-PRACTICE SHARING
- Tracks operational, design and construction sustainability practices
- Enables hotels to share best practices

ACTIONABLE DATA
- Analyzes and predicts utility consumption costs through data-driven models
- Alerts hotel teams when consumption and cost spikes are identified

CUSTOMER REPORTING
- Empowers customers to report Scope 3 emissions from meetings and events hosted with Hilton
- Provides room night emissions reports for customers in Meet with Purpose program

RISK MITIGATION
- Maps all hotels against external risk indices including disaster, climate, water, biodiversity and human rights risks

THIRD-PARTY VERIFIED
- Externally verified to ensure accuracy and completeness of our data and processes

ENGAGEMENT TOOLS
- Connecting with our hotel teams to provide guidance, training, customized reports, including performance reports for owners and customers, and recognition.

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Spreading our light and warmth to the world

The Hilton Global Foundation (HGF) is our primary international philanthropic arm, advancing our ambitious Travel with Purpose 2030 Goals.

Hilton GLOBAL FOUNDATION

Nearly **$2.3M** distributed in Hilton Global Foundation grants

21% increase in Hilton Global Foundation grant awards from the prior year

Since established in 2019, **$8M+** in grants awarded to more than 130 NGOs and community-based organizations

FOUNDATION REBRANDING

Formerly known as the Hilton Effect Foundation, the Foundation rebranded in 2022 to enhance its visibility and align its programs with our corporate and ESG objectives.

The Hilton Global Foundation (HGF) seeks to have a positive impact on the communities we serve, with the mission to create a better world to travel for generations to come. HGF awards grants within four focus areas that align to our Travel with Purpose environmental and social goals:

- Climate Action
- Destination Stewardship
- Career Development
- Community Resilience

HILTON GLOBAL FOUNDATION 2022 GRANTEES

Throughout 2022, HGF distributed over **$2 million** to organizations around the world through programs such as its Signature Grants, Annual Grants, Disaster Relief Grants, and Action Grants to support our four funding priorities.

In October, HGF distributed Annual Grants to **18 organizations** that demonstrated a meaningful commitment to preserving and conserving travel destinations, creating access to water, building hospitality skills, and ensuring our communities have the vital resources they need to thrive.

The announcement corresponded with Hilton's Travel with Purpose Week, an annual week of community engagement and volunteer service across our global corporate, managed and franchised locations. Rallying around the 2022 theme of Destination Stewardship, we dedicated the week to supporting our Travel with Purpose ESG strategy while celebrating the positive impact driven by Team Members.

In alignment with our Destination Stewardship theme, HGF also contributed $125,000 to organizations and initiatives specifically dedicated to improving travel destinations and positively impacting the environment. This includes 39 Action Grants given to organizations nominated by our Team Members around the world and used to launch volunteer efforts in their local communities.

LEARN MORE
About the Travel with Purpose Week 2022

◀ Team Members from the **Embassy Suites by Hilton San Juan Hotel & Casino** volunteer with Travel with Purpose Week Action Grantee Para la Naturaleza.

MOBILE SHOWER AND HURRICANE RESPONSE

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2022 Hilton Global Foundation Annual Grant Recipients

The Hilton Global Foundation (HGF) made grants to organizations whose efforts support destination stewardship, climate action, career development, and community resilience.

This map of HGF Grantees shows the diverse group of organizations that the Foundation partners with to advance our Travel with Purpose Goals.

FOUR FOCUS AREAS

- CLIMATE ACTION
- DESTINATION STEWARDSHIP
- CAREER DEVELOPMENT
- COMMUNITY RESILIENCE

Hilton GLOBAL FOUNDATION

LEARN MORE
About the Grantees and their projects

Launch of The Hilton UK Foundation

In the UK, Hilton has a long history of partnering with organizations working to ensure a sustainable, inclusive future for generations to come. In 2022, we launched the Hilton UK Foundation to deepen our connections—building on existing partnerships and forging new ones. This year, we held two inaugural fundraising events, a Golf Day and the 2022 Hilton UK Foundation Ball, where we raised £540K+ to support organizations committed to having a positive impact on our communities and creating an engine of opportunity for young people.

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2030 Goal Tracking

Our ambitious 2030 Goals hold us accountable for progress across our operations, supply chain and communities. Through Travel with Purpose, our leaders are using innovation and influence to make meaningful differences in the destinations and communities in which we operate.

Hilton London Bankside Beekeeping program

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2030 Goal Updates

In this table, we map our Travel with Purpose 2030 Goals to the corresponding UN Sustainable Development Goals (SDGs) and report our progress to date.

LEGEND

Making progress | On track | Complete

PAVING THE WAY TO NET ZERO

	Hilton's 2030 Goals	SDGs	Progress to Date	Status
WATTS	Science-based targets: Reduce Scope 1 and 2 carbon emissions intensity from managed hotels by (75% MT CO_2e/m^2, 2008 baseline) Reduce Scope 3 carbon emissions intensity from franchised hotels by 56% by working collaboratively with franchisees (MT CO_2e/m^2, 2008 baseline) Align with global environmental certifications that require third-party verification (e.g., certification to ISO 14001, 50001, 9001; US EPA ENERGY STAR)	7 Affordable and Clean Energy: 7.2, 7.3, 7.a 12 Responsible Consumption and Production: 12.2 13 Climate Action: 13.1, 13.3	Committed to new, more ambitious science-based targets, which were validated by the Science Based Targets initiative (SBTi) 47.1% reduction in carbon emissions intensity (managed hotels) 44% reduction in carbon emissions intensity (all hotels) 100% of hotels mapped in LightStay against climate risks Opened Hotel Marcel New Haven, Tapestry Collection by Hilton, believed to be the first net-zero carbon emissions hotel in the U.S. Working in collaboration with Schneider Electric, developed a robust plan of action to achieve our science-based targets by 2030 Established LED bulbs as a global brand standard for new builds and existing buildings across all brands Invested in two ESG innovation funds with Fifth Wall, a VC firm that invests in innovative ESG technologies that decarbonize to tackle climate change Expanded roll out of Aquicore, our building analytic program, to 33 managed Hilton properties, cutting energy costs through "low cost and no cost" energy efficiency measures	Making progress
WATER	Reduce water use intensity in our managed operations by 50% (Liters/m^2, 2008 baseline) Activate 20 community water projects to increase access and resilience	6 Clean Water and Sanitation: 6.3, 6.4, 6.6, 6.b 12 Responsible Consumption and Production: 12.2	33.4% reduction in water intensity (managed hotels) 38.1% reduction in water intensity (all hotels) 9 community water projects completed Mapped 100% of hotels against WWF water risk indices Refreshed our Energy and Water Efficient Design Companion Guide to guide hotels on design decisions that can improve properties' energy and water efficiency	Making progress
WASTE	Reduce landfilled waste intensity in our managed operations by 50% (MT/m^2, 2008 baseline) Reduce food waste across our global operations by implementing a food waste reduction program in every kitchen Send zero soap to landfill by recycling all used guest soap bars, where available	3 Good Health and Well-Being: 3.3 12 Responsible Consumption and Production: 12.3, 12.5 14 Life Below Water: 14.1	65.4% reduction in landfilled waste intensity (managed hotels) 57.6% reduction in landfilled waste intensity (all hotels) Joined WRI Cool Food program to engage on best practices to reduce food waste and opportunities to adopt lower-emissions food selections Continued to expand Digital Key and transition hotels to bulk amenities, reducing plastic waste from key cards and miniature toiletry bottles 5,500+ hotels partnered with soap recycling organizations to donate soap to those in need Completed a pilot with GOODR, a food waste donation program designed to pick up edible food waste and donate it to local nonprofits Partnered with Winnow, leveraging AI technology to help chefs accurately pinpoint food waste streams to cut costs and tailor purchasing decisions in select hotels across EMEA and APAC	On track

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CREATING AN ENGINE OF OPPORTUNITY

	Hilton's 2030 Goals	SDGs	Progress to Date	Status
CAREERS	Create 5 million learning and career growth opportunities for Team Members and communities with a focus on underrepresented groups Achieve 50% Gender Diversity at our leadership levels globally by 2027 Achieve 25% Ethnic Diversity at our leadership levels in the U.S. by 2027	5 Gender Equality: 5.1, 5.5 8 Decent Work and Economic Growth: 8.5, 8.6, 8.b 10 Reduced Inequalities: 10.2, 10.3	In 2022, we created more than 677,359 learning and career growth opportunities against our 5 million commitment 40% Women at global corporate leadership levels in 2022 (+3 vs. YE2020) 19% Ethnic Diversity at our U.S. corporate leadership levels in 2022 (+2 vs. YE2020) In 2022, training on Diversity & Inclusion/Unconscious Bias and creating a Harassment-Free Workplace was completed by 98% of managed hotels globally	On track
COMMUNITIES	Meaningfully impact 20 million community members Contribute 10 million volunteer hours Participate in food donation programs, where allowed by law (managed hotels) Award 300+ Action Grants for hotel-led social and environmental impact projects that provide local support for our communities Design, standup and activate a disaster relief program to support our community members and Team Members Leverage our large global footprint and deep integration within our communities to expand local sourcing and business with diverse and small suppliers	1 No Poverty: 1.1, 1.2, 1.5 11 Sustainable Cities and Communities: 11.5 12 Responsible Consumption and Production: 12.3	In 2022, Hilton and the Hilton Global Foundation meaningfully impacted 2,793,920 community members through local support, disaster relief efforts and economic opportunities Since establishment in 2019, awarded $8M+ in Hilton Global Foundation grants to more than 130 NGOs and community-based organizations 2,155,702 hours volunteered since 2017, including 344,958 in 2022 Distributed nearly $3 million in critical financial support to more than 3,600 Team Members impacted by disasters, crisis, and personal hardship instances since 2014 Reached 78,588 refugees since 2015 through volunteering, in-kind donations, purchasing, training, shelter and employment Awarded 39 Action Grants to nonprofit organizations around the globe for hotel-led social and environmental impact projects Sourced from more than 2,400 women, minority, veteran, disabled and LGBTQ-owned businesses in 2022 Over $3.6M of spend moved from imported to local sourcing in 5 EMEA markets	Making progress
CONDUCT	Promote responsible, inclusive conduct across 100% of our operations Promote responsible sourcing of beef, poultry, pork, eggs, seafood and produce from third-party recognized and/or certified suppliers across our managed hotels Embed ESG due diligence across our supply chain and partner with suppliers to advance positive impact Engage guests in supporting responsible travel and destination stewardship	12 Responsible Consumption and Production: 12.2, 12.5, 12.6 14 Life Below Water: 14.4, 14.b	Continued making progress on sourcing from Marine Stewardship Council and Aquaculture Stewardship Council certified fisheries, with Japan, Korea and Micronesia becoming our first region to achieve 25% sustainable seafood volume in 2022 Achieved the following egg purchasing from cage-free sources across our Hilton-managed hotels: 54% in the Americas, 46% in EMEA, and 7% in APAC 110 key suppliers invited to complete the EcoVadis Assessment in 2022 to strengthen due diligence and support ESG performance across our supply chain 50% of brands have at least one brand standard requiring local sourcing Introduced Meet with Purpose checklist to enable customers to host more sustainable meetings and events, and launched feature in LightStay to purchase high-quality carbon offsets for carbon neutral meetings	On track

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About our Responsible Sourcing goals

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ADVANCING AND MEASURING OUR GOALS

	Hilton's 2030 Goals	SDGs	Progress to Date	Status
PUBLIC AFFAIRS	Advocate for public policies that advance our Travel with Purpose goals Actively shape legislation and regulation to advance our corporate objectives, including making progress toward our ESG goals		Led advocacy efforts on behalf of our Team Member and owner community to support COVID-related relief and recovery Advocated to advance legislation related to preventing human trafficking, immigration reform, climate action, plastic elimination, skills training and apprenticeships programs, and diversity, equity and inclusion Monitored forthcoming government regulations related to ESG disclosure requirements Led advocacy efforts to stimulate leisure and business travel including removing remaining pandemic-era travel restrictions, tax incentives and funding for destination marketing Supported policies to address our workforce needs and attract a diverse and talented workforce through immigration and visa reform, expanded skills training and apprenticeship programs, and commitment to DEI Advanced legislation that helps our hotels become more sustainable including tax incentives for energy-efficiency upgrades and EV charging stations and plastic elimination. Shaped forthcoming government regulations related to ESG disclosure requirements through public comment letters and advocacy	On track
PARTNERSHIPS	Create and partner with cross-industry networks to advance Travel with Purpose objectives Build long-term relationships with organizations that help advance our enterprise objectives, including our ESG goals and advocacy efforts	8 DECENT WORK AND ECONOMIC GROWTH: 8.7, 8.8 12 RESPONSIBLE CONSUMPTION AND PRODUCTION: 12.2 13 CLIMATE ACTION: 13.1, 13.2, 13.3	Participated in Sustainable Hospitality Alliance and World Travel & Tourism Council committees and working groups, and contributed to the development of the industry's "Net Positive Pathway" Collaborated with expert partners, including ECPAT and It's a Penalty, on human rights topics Continued to work with partners, such as World Wildlife Fund, on sustainable destination management In partnership with American Express and Hilton's ownership community, in 2022 Hilton donated hotel rooms across Europe to support Ukrainian refugees in need Continuing our legacy of prioritizing innovation, Hilton made an investment in two Fifth Wall climate technology funds that aim to decarbonize the global real estate sector Committed to grant $500,000 to AHLA Foundation's No Room for Trafficking (NRFT) Survivor Fund over 3 years	Making progress
POLICIES & REPORTING	Operate through best-in-class measurement (LightStay), governance and oversight Continue board oversight with robust quarterly reporting at the committee level and annual reporting on ESG strategy to the full board Ensure accountability for LightStay compliance, enterprise risk management, annual trainings, and regular reporting efforts Provide mandatory annual training on preventing human trafficking to all hotel Team Members globally	8 DECENT WORK AND ECONOMIC GROWTH: 8.7, 8.8	Progressed partnership with EcoVadis to track and validate supplier sustainability performance Encouraged all suppliers to observe and abide by Hilton's Responsible Sourcing Policy, which is included in all corporate and managed property contracts Where relevant, routinely incorporated sustainability criteria into our sourcing exercises, catalogs and purchasing data 100% of hotels mapped against human rights risks Continued to enhance LightStay, including the addition of a Meeting Impact Calculator report to calculate the environmental footprint of meetings and events Continued Global Sustainable Tourism Council (GSTC)–Recognized Standard status for LightStay 98% of managed hotels completed training on preventing human trafficking Quarterly reports on progress delivered to Executive Committee, board and key leaders across the business	On track

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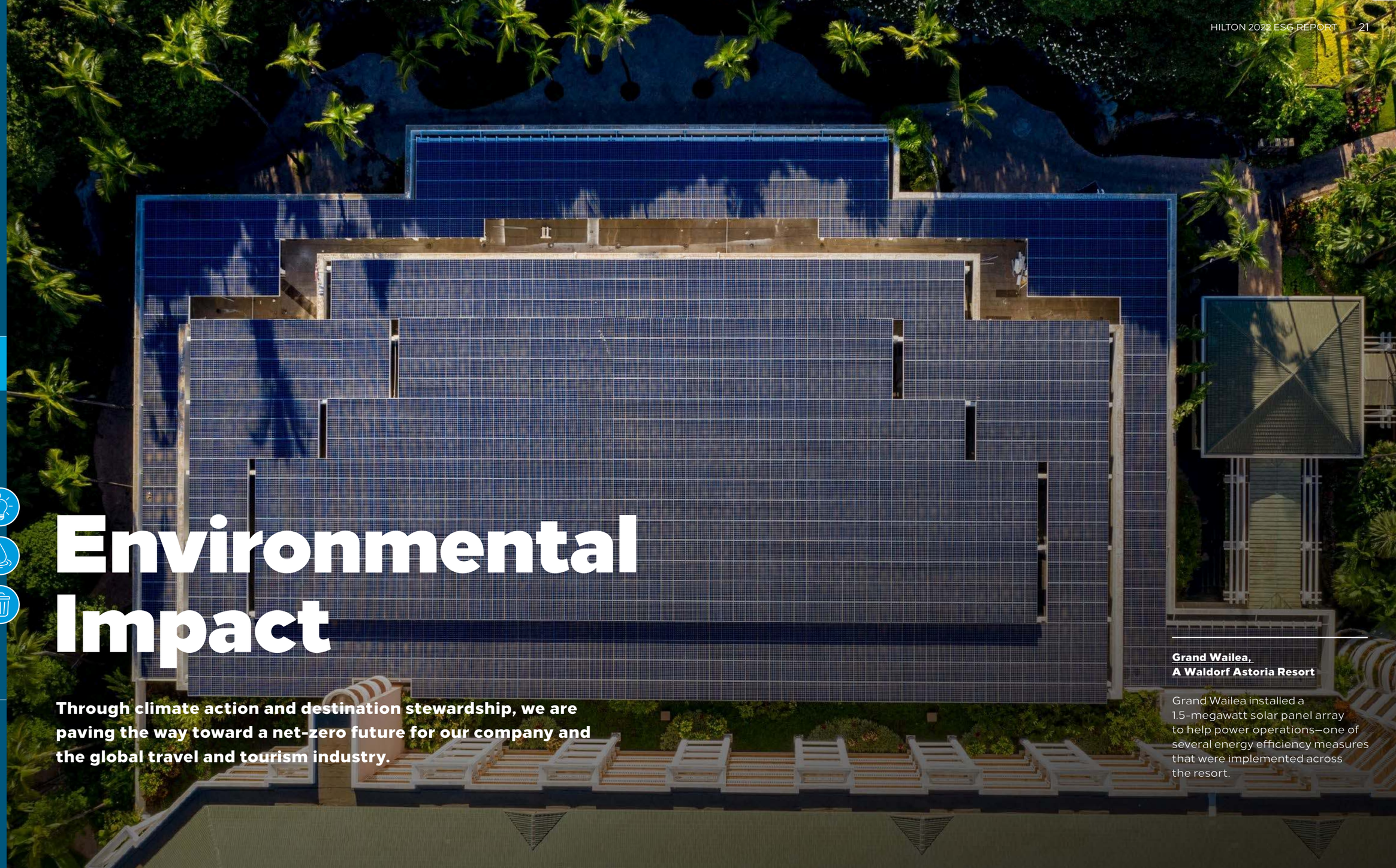

Environmental Impact

Through climate action and destination stewardship, we are paving the way toward a net-zero future for our company and the global travel and tourism industry.

Grand Wailea, A Waldorf Astoria Resort

Grand Wailea installed a 1.5-megawatt solar panel array to help power operations—one of several energy efficiency measures that were implemented across the resort.

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CLIMATE ACTION | DESTINATION STEWARDSHIP

We are committed to leading the hospitality industry toward a net-zero future and reducing our greenhouse gas emissions in line with climate science.

BY 2030, WE ARE COMMITTED TO:

WATTS
CARBON/ENERGY

- Cut managed portfolio emissions intensity by **75%** by 2030
- Cut franchised portfolio emissions intensity by **56%** by 2030
- Drive toward a **net-zero** future

WATER

- Cut water use intensity by **50%** by 2030

WASTE

- Cut landfilled waste intensity by **50%** by 2030

We recognize climate change to be a critical threat to our planet, our communities and our business, and we've made combating it a top business priority. We aim to meet the expectations of the growing number of purpose-driven consumers who value sustainable travel.

RESETTING OUR SCIENCE-BASED TARGETS

In 2018, Hilton was the first major hospitality company to set science-based targets to reduce our greenhouse gas emissions in line with climate science. These targets were validated by the Science Based Targets initiative (SBTi) and served to guide annual reduction goals for our hotels and across the enterprise.

In line with the SBTi requirement, we committed to review our emissions goals every five years to ensure ongoing alignment with the Paris Agreement, which reflects the latest climate science and which had evolved over the past five years. For this reason, we undertook the rigorous application and analysis process in 2022 to evaluate our existing targets, assess our current and projected greenhouse gas inventory, and align the data to the latest methodology from the SBTi, which is a collaboration among four leading organizations: World Resource Institute's Center for Sustainable Business, World Wildlife Fund, Climate Disclosure Project, and the United Nations Global Compact. This rigorous exercise allowed us to set new, enhanced carbon intensity reduction targets that were both more ambitious and grounded in the realities of the latest climate science. The new targets were revalidated with SBTi and announced publicly in mid-2022.

Our reduction targets are separated into two categories: Scope 1 & 2 emissions from our managed portfolio, for which we have operational control; and Scope 3 emissions from our franchised properties. As a result, the entirety of our current and projected portfolio is covered within the SBTi goal framework.

OUR PATH TO ACHIEVING AMBITIOUS GOALS

In 2022, Hilton engaged Schneider Electric, a global leader in energy and sustainability solutions and strategy development, to help us define our roadmap to achieve our revalidated 2030 science-based targets. We formed a global cross-functional work group composed of our ESG team and our global operations engineering teams, which collaborated with Schneider Electric to collect and review hotel utility trends, hotel efficiency project data, development pipeline projections, anticipated technology and grid transformation, and other data to chart our path toward 2030.

Together, we ran a rigorous analysis of our enterprise-wide emissions data and calculated key interventions, their estimated cost and payback, and environmental benefit.

Better Climate Challenge

Hilton was the first hospitality company to sign on to the U.S. Department of Energy's Better Climate Challenge, a national leadership initiative of organizations committed to reducing greenhouse gas (GHG) emissions, creating jobs, and promoting healthy, safe, and thriving communities. As a Better Climate Challenge partner, we have made a public commitment to a more than 50% reduction in GHG emissions across our managed hotel operations over the next 10 years.

Hilton also participates in U.S. Department of Energy (DOE) Better Buildings Challenge, U.S. DOE's Better Buildings Alliance and the U.S. EPA's ENERGY STAR program.

SCIENCE BASED TARGETS

◀ **Conrad Maldives Rangali Island**

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A PHASED IMPLEMENTATION STRATEGY

Ultimately, we developed a phased implementation strategy to reduce our emissions, prioritizing key sustainability initiatives for maximum impact. The approach begins with operational shifts that require limited resources to implement, followed by investments in high-impact energy efficiency projects. In the next stage, we work toward off-site renewable energy procurement and end-of-life equipment replacement, as well as high-efficiency retrofits and electrification measures. The final phases of the roadmap focus on on-site renewable electricity generation and, as a last step, the purchase of renewable energy certificates (RECs) and carbon offsets for any remaining unavoidable emissions.

This waterfall approach enables Hilton to make informed decisions and has helped us chart the path to achieving our emissions intensity reduction of 75% for managed properties and 56% across our franchised portfolio by 2030.

THE STATE OF OUR EMISSIONS INTENSITY

Our primary source of emissions comes from the operation of our hotels. In 2022, we saw a resurgence in travel and resulting higher occupancy rates across our global portfolio. As a result, we experienced an increase in utility consumption across energy and water and an increase in waste generation compared to 2020-2021. As the business continues to recover, we aim to remain below pre-pandemic consumption levels and to pursue our roadmap to achieve our new and more ambitious 2030 emissions targets.

Roadmap to Emissions Intensity Reduction

Carbon Emissions Intensity

STANDARD OPERATING PROCEDURES
Current practices that require no or low cost

BEHAVIORAL/TRAINING
CONTROL & MONITOR
GROWTH: TRAINING DURING ORIENTATION

ENERGY EFFICIENCY
Enhancing efficiency with faster payback investments, often capturing tax or utility incentives to accelerate ROI

BUILDING ENVELOPE
FULL LED RETROFITS
NEW BUILD EFFICIENCY

RENEWABLE POWER PROCUREMENT
Making investments in off-site renewable power in partnership with owners; opportunity to sell back to the grid and secure RECs

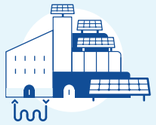
VIRTUAL POWER PURCHASE AGREEMENT
RECS, EACS, GOS

RETROFITS & ELECTRIFICATION
At the end of life, investing in higher efficiency mechanical equipment, ideally powered by electricity. The emissions associated with these investments often lasts over 20 years

ELECTRIFICATION OF HEATING
FUEL SWITCHING
NEW BUILD EFFICIENCY

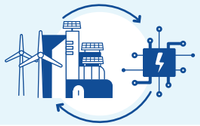
ON-SITE GENERATION
Harnessing clean renewable power from the sun or deep inside the earth

SOLAR PANELS ON-SITE
GEOTHERMAL POWER ON-SITE



OFFSETS & RENEWABLE ENERGY CERTIFICATES
Purchasing annual high quality carbon offsets and RECs as a last resort to make up the balance

RECS, EACS, GOS
SHORTFALL (OFFSETS)



BASELINE EMISSIONS

Our robust action plan, developed in consultation with global sustainability leader Schneider Electric, projects our emissions based on our development pipeline, projected costs, efficiency investments, greening of the grid, and other factors.

2019 — 2030

Note: In partnership with Schneider Electric, Hilton devised this roadmap. We are taking into account the growth we will experience in our pipeline (i.e., growth will increase our emissions, so the roadmap considers a potentially higher emissions volume from having more properties included in the calculation). Lastly, we are taking into account the greening of the grid.

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Hilton's Vice President of Global ESG, Jean Garris Hand, speaking on the ESG panel at the 2022 GBTA Convention in San Diego, California

Industry leadership

Hilton drives sustainable travel by participating in industry groups such as the Global Business Travel Association (GBTA) Sustainability Leadership Council, the American Hotel & Lodging Association's (AHLA) Sustainability Committee and Responsible Stay Initiative, and the Sustainable Hospitality Alliance (SHA) Senior Advisory Council.

The GBTA Sustainability Leadership Council is comprised of 16 global travel industry executives who advise on GBTA's overall strategy to influence climate action and corporate responsibility. As part of its early initiatives, GBTA released the industry's first-ever comprehensive study—across travel suppliers, travel buyers, and policy and government stakeholders—on the state of sustainability in business travel and actions to improve the sector's environmental performance. Hilton joined the council in March 2022.

The SHA helps drive collaboration for a more sustainable future in the hospitality industry by focusing on issues such as human rights, youth employment, climate action and water stewardship. As part of SHA's Senior Advisory Council, we serve as an ambassador to key stakeholder groups by advising on the latest industry issues to ensure SHA is well positioned to achieve its greatest impact.

In 2022, AHLA launched a new initiative called Responsible Stay to highlight industry efforts in sustainability focused on four key areas: energy efficiency, water conservation, waste reduction and responsible sourcing. We endorsed this initiative and look forward to continuing to work together on ways to make the hospitality industry more environmentally and socially sustainable.

PRESERVING OUR DIVERSE DESTINATIONS

Hilton recognizes that we have a responsibility to conserve the environment and protect the communities in which we operate. We are taking steps to assess our biodiversity risk as well as our exposure to physical climate risks, in accordance with guidance from the Sustainability Accounting Standards Board (SASB) and the Taskforce for Climate-related Financial Disclosures (TCFD). To monitor the vulnerability of our operations, we have mapped our properties against Verisk-Maplecroft's Climate Change Vulnerability Index.

Biodiversity is a component of our environmental policy. We manage risk to the natural habitat of the destinations where we operate by assessing our impact on marine and terrestrial biodiversity at our hotels. The Verisk-Maplecroft's Climate Change Vulnerability Index monitors our biodiversity risks and maps against multiple climate scenarios. The results of this risk analysis are shared with our hotels using LightStay. Furthermore, many hotels have retained partners to advance local efforts to preserve and protect local habitats and biodiversity as part of destination stewardship efforts.

Environmental stewardship

Botánika Osa Peninsula, Curio Collection by Hilton, Costa Rica

In 2022, Hilton opened **Botánika Osa Peninsula** as a distinctive nature resort presenting exclusive access to Costa Rica's unspoiled South Pacific Coast. Managed by Aqua-Aston Hospitality, this property is located beside Corcovado National Park and the Golfo Dulce tropical fjord, which offer some of the region's most ideal eco- and adventure tourism activities.

The hotel team strives to connect tourism and conservation by preserving the local environment and educating guests and local students about the value of environmental stewardship. They work with the community to provide guidance on ocean protection and responsible fishing; host school field trips with nature guides to educate children on local ecosystems and animals, such as sea turtles; and manage the logistics of a recycling program that creates jobs and reduces waste.

> **"Traveling with a Purpose to us means embracing the environment and the people we meet. Appreciating and learning from the different towns we visit helps us to see why it is important both to tread lightly and bring home with us the best souvenir possible: a new perspective on how beautiful the world is."**
>
> **Cory and Beau Williams**
> Brothers and Co-Owners of Botánika Osa Peninsula, Curio Collection by Hilton

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Decarbonization, one step at a time

We believe we can achieve our energy goals through a relentless focus on energy efficiency, electrification, and transition to renewable power, which will reduce both utility costs and greenhouse gas emissions from our portfolio of hotels.

100%
certified renewable electricity is used to power nearly ⅓ of all managed hotels in EMEA

100%
offset of Scope 3 emissions from Hilton corporate air travel and rental cars

Carbon Reduction

MT CO_2e/m^2

2022 REDUCTION

–47.1%
carbon reduction
for managed hotels

Energy Reduction

KWH/m^2

2022 REDUCTION

–35.7%
energy reduction
for managed hotels

MANAGED HOTELS ALL HOTELS

2022 shows an increase in consumption against 2021 as business recovers from the impact of the pandemic; however, consumption remains below 2019 levels, and we have charted our path to achieve our 2030 goals.

RENEWABLE ENERGY

Our operations teams are exploring ways to increase our renewable energy procurement across our global portfolio, seeking green energy contracts where possible. Hilton works with hotel owners to identify opportunities to invest in small- and large-scale renewable and low-carbon technologies that make financial and practical sense, with the aim for hotels to operate from a self-sufficient energy supply. All managed hotels in the U.S. are encouraged to procure at least a portion of their electricity from renewable sources through our energy procurement services contracting program.

Nearly one-third of managed hotels across EMEA, as well as our Watford and Glasgow corporate offices, are currently powered with 100% certified renewable electricity. Since 2022, two-thirds of hotels across the Middle East, Africa and Turkey completed a feasibility study for an on-site solar photovoltaic project.

SUSTAINABLE MEETINGS AND EVENTS

We also partnered with ClimeCo to develop a portfolio of verified carbon credits available for corporate customers hosting meetings or events at our hotels around the world.

In 2022, we promoted renewable energy projects such as solar, wind and wastewater offset projects with the purchase of verified and Gold-certified carbon offsets to address the emissions that could not be reduced and associated with our regional and global corporate conferences in Orlando, Las Vegas, London and Singapore, which hosted over 5,000 attendees.

EV CHARGERS FOR GUEST USE

Also in 2022, we launched two key initiatives that will better serve guests who are seeking electric vehicle (EV) charging options.

The primary component of this launch was digital: A new filter on Hilton's website and Hilton Honors app now allows guests to search for hotels that offer on-site EV charging.

The EV charging filter, announced in January, has been well received by guests and Team Members.

Hilton Supply Management (HSM) secured partnerships with five EV charging companies to enable more hotels to install EV chargers, increasing the number of hotels with EV chargers to more than 1,600 globally.

ENERGY-EFFICIENT LIGHTING

By 2024, all of Hilton's properties worldwide will have completed a full transition to LED lighting, a highly energy-efficient technology. This initiative will both reduce hotels' energy consumption and generate long-term cost savings on electricity bills. Changing light bulbs is the most common request received by engineering teams at our hotels; as LEDs have a significantly longer lifespan than traditional light bulbs, this transition will also save our Team Members' time that they can use to focus on other decarbonization efforts.

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INNOVATIVE PARTNERSHIPS: INVESTING IN TECHNOLOGY

Fifth Wall:

Continuing our legacy of prioritizing innovation, Hilton made an investment in two Fifth Wall climate technology funds that aim to decarbonize the global real estate sector: an early-stage fund focused on "moonshot" ESG technologies and a late-stage fund comprising patented, manufactured and ready-to-install ESG innovations.

Fifth Wall is a venture capital firm focused on the global real estate industry and property technology in existing buildings. It is backed by 70 of the world's largest owners, operators and developers of real estate from 15 countries. Fifth Wall invests in technology companies tackling climate change, aging buildings and infrastructure, inaccessible housing markets, unreliable supply chains, and the future of work. Hilton is the only hotel brand investing in Fifth Wall's Climate Tech Fund, demonstrating our commitment to climate action and decarbonization.

Aquicore:

In 2022, Hilton deepened its partnership in the U.S. with Aquicore, a leading platform for energy and facility performance management in commercial real estate. The platform equips operations and engineering leaders to monitor the central plant and HVAC systems centrally, and identify and deliver actionable, low-or-no-cost equipment modifications to improve asset performance. Real-time insights into sources of energy waste enable our teams to run properties more efficiently and reduce their carbon footprint.

Since installing Aquicore in our first property in 2017, we have achieved **over $4 million in energy cost savings to date** across dozens of full-service properties.

Hampton by Hilton Edinburgh Airport carrying out an inspection of plant equipment, ensuring there are no signs of damage or leakage.

Another first

100% OF ELECTRICITY FROM RENEWABLE ENERGY

Hilton Vienna Park: 100% of the electricity used in Hilton Vienna Park is hydropower generated. It boasts a Room Energy Management System, solar window foil to reduce energy waste, and LED and energy-efficient light bulbs. For the past decade, Hilton Vienna Park has been recognized for its sustainability efforts and has been awarded the Austrian Eco Label certification for sustainability, the first national eco-label for tourism worldwide.

Hampton Inn/Homewood Suites by Hilton Boston Seaport: In August 2022, the hotel became the first U.S. managed hotel to sign an energy deal which supplies certified renewable energy for 100% of the hotel's electric consumption.

NEW CHARGING STATIONS

Hilton Addis Ababa: In partnership with Green Tech Ethiopia, this property inaugurated Ethiopia's first EV charging station at a hotel in the presence of high government officials and invited guests.

The Minister of Tourism H.E. Nasise Chali and Minister of Transport H.E. Dagmawit Moges congratulated Hilton on another first by taking the lead for supporting guests who drive electric vehicles. With this initiative, Hilton Addis Ababa supports the aim of improving Africa's green energy future.

Hilton Zhoushan: Newly installed Tesla charging stations provide services to more than 3,100 guests with EVs, reducing vehicle carbon emissions by 60 tons. Nearly 20% of properties in Mainland China have EV chargers.

Example EV charging stations found at over 1,000 of our hotels.

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Emissions Intensity Reduction: Regional Progress Map

Here is a quick glance at how our emissions intensity reduction progress is shaping up regionally across our managed estate.

2022 REDUCTION

–44%
total global managed carbon intensity reduction

	AMERICAS North, Central, South	**EUROPE, MIDDLE EAST AND AFRICA**	**ASIA-PACIFIC**
	MANAGED HOTELS	MANAGED HOTELS	MANAGED HOTELS
Emissions reduction % intensity* MT CO_2e/m^2	–47.5%	–50.5%	–42.4%
Managed hotels in Hilton portfolio	275	255	300
Rooms	101,738	71,193	88,718

* Carbon reduction statistics are reductions compared to our 2008 baseline.
Hilton's hotel portfolio has grown 61% since 2008, and as the portfolio grows, so do our efforts in reduction of the added emissions.
Managed includes all managed, owned, leased and joint venture hotels.

Green Key certification

Rome Cavalieri, A Waldorf Astoria Hotel

The hotel has achieved Green Key certification for the fourth consecutive year. In the last five years, the hotel has achieved a high level of energy efficiency, undertaken excellent waste management, constantly monitored carbon emissions, and collaborated regularly with numerous local associations that support disadvantaged communities. The hotel's sustainability efforts have led to significant reduction in operating costs. These accomplishments are driven by LED installations, irrigation management and daily utility monitoring.

Designing greener hotels

WE ARE THE ONLY MAJOR HOTEL BRAND TO HAVE ACHIEVED CERTIFICATION TO ISO ACROSS OUR GLOBAL PORTFOLIO OF HOTELS

LightStay enables us to meet certain ISO 14001 (Environmental Management), ISO 50001 (Energy Management) and ISO 9001 (Quality Management) requirements by tracking emissions reductions following the implementation of our investments in efficiency and resilience. Owners of both managed and franchised properties are required to build and operate hotels that align with our Brand Standards, which include minimum guidelines for energy and water efficiency, and are required to operate in compliance with ISO 14001 and ISO 50001.

Through our efforts, we have one of the largest portfolios of buildings certified to ISO standards in the world. Our certifications to ISO 14001 (Environmental Management), ISO 50001 (Energy Management) and ISO 9001 (Quality Management) are externally verified on an annual basis by our external auditor, DEKRA Certification, Inc.

GREEN BUILDING GUIDANCE

We encourage our owners to build or renovate hotels to the highest green building standards that can apply in the hotel's location. Our approach includes providing design guidance during construction as well as operational guidance for our existing portfolio. The Energy and Water Efficient Design Companion Guide complements our Brand Standards by offering improvements that can be made during hotel development, refurbishment and maintenance to improve environmental performance. We encourage implementation of efficient appliances and building systems when the equipment reaches its end of life.

During 2022, we retained ReTech Advisors, a leading sustainability consultant, who will help us to develop sustainable design checklists for renovations, conversions, and new builds that we will co-create with our architecture, design and construction (AD&C) team to support our owners to achieve more sustainable design and a lower cost of ownership.

We are exploring new business partnership opportunities to make it easier for our owners to streamline the donation of all soft goods, furniture, finishes, and fixtures in guestrooms and public spaces to charitable organizations and recycling centers across the U.S. In addition, during LED lighting conversions in the U.S., we have made a recycling program available to owners that separates lamp components and reports the volume of materials diverted from landfills.

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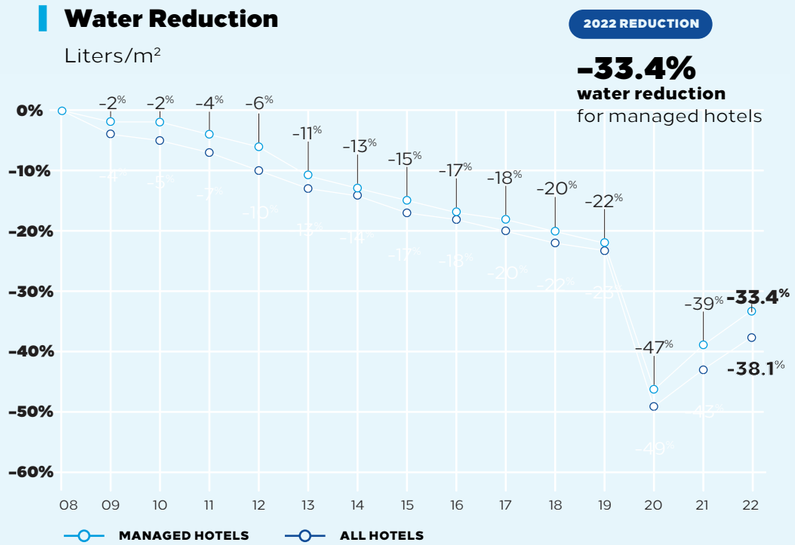
Conserving water, one of the world's most valuable resources

We embed water stewardship throughout our global operations. We work closely with our hotels, our suppliers and our community partners to drive water reduction and conservation as well as improve water availability and quality in all our locations around the world.

100%
of our portfolio of hotels were mapped
for WWF's Water Risk Filter

Water Reduction

Liters/m²



2022 shows an increase in consumption against 2021 as business recovers from the impact of the pandemic; however, consumption remains below 2019 levels, and we have charted our path to achieve our 2030 goals.

Water-saving laundry products

We encourage our hotels to opt for cleaning products that require lower energy and water use. For example, two of our hotels in India have piloted the use of a low temperature laundry program, Advanced by Diversey, which uses up to 28% less water and 24% less energy, and produces 28% less effluent waste. Based on the positive results of this pilot, we plan to roll out this program to further hotels in the region.

WATER AS A MOST PRECIOUS RESOURCE

We've developed standards for the architecture, landscaping and basic systems of our hotels that lessen energy usage, limit light and air pollution, and conserve water. Our water conservation efforts for our mega brands (e.g., Hilton Garden Inn, Embassy Suites) include:

WATER-SENSITIVE LANDSCAPES: Lush gardens and lawns are water-intensive. Replace the thirsty species with drought-tolerant native plants or succulents.

WATER-EFFICIENT FIXTURES: High-efficiency, adjustable-flow and controlled- stream showerheads, toilets and faucets conserve water.

Additionally, our brand standards require all hotels to regularly monitor and report their water-use metrics compared against an improvement goal. They must also employ LightStay to report on an active water-related improvement project.

ELEVATING OPERATIONAL WATER EFFICIENCY

Several Hilton properties have demonstrated leadership in tackling water consumption by improving operational water efficiencies.

STORMWATER MANAGEMENT: In an effort to reduce the burden on the city's stormwater infrastructure and improve water quality, **Conrad Washington, DC** features an on-site stormwater management system where it is able to capture 97 percent of rainfall and use it to irrigate the hotel's outdoor terraces and to cool its air conditioning towers.

MORE EFFICIENT EQUIPMENT: Home to several plunge pools, **Waldorf Astoria Los Cabos Pedregal** uses high-efficiency variable speed pumps, electrical heaters and gas heaters to help reduce energy by up to 50%. Additionally, each of the guest room doors automatically shuts off the cold-water valve when the guest leaves the door ajar, helping to minimize condensation.

WATER RECYCLING: Grey water is lightly used water from day-to-day activities that is safe and effective to use in many landscaping efforts. The grey water recycling system at **Hilton Garden Inn Dubai Mall of the Emirates** has significantly reduced water consumption since its opening, helping to combat Dubai's water scarcity issue.

WATER RISKS IN THE COMMUNITIES WE SERVE

We map our hotels against the WWF-DEG Water Risk Filter and use the data to analyze current and future water risks across our portfolio. LightStay contains this analysis so that our hotel teams can understand and address water risks specific to their geolocation. Using the WWF-DEG Water Risk Filter, we evaluate factors that may potentially impact our current global hotel operations and expansion in specific geographic markets. We also study specific areas and river basins where our water stewardship initiatives would have the greatest value.

Our water stewardship strategy focuses on the following areas of our value chain: hotels and guests; suppliers and services; and communities and watersheds.

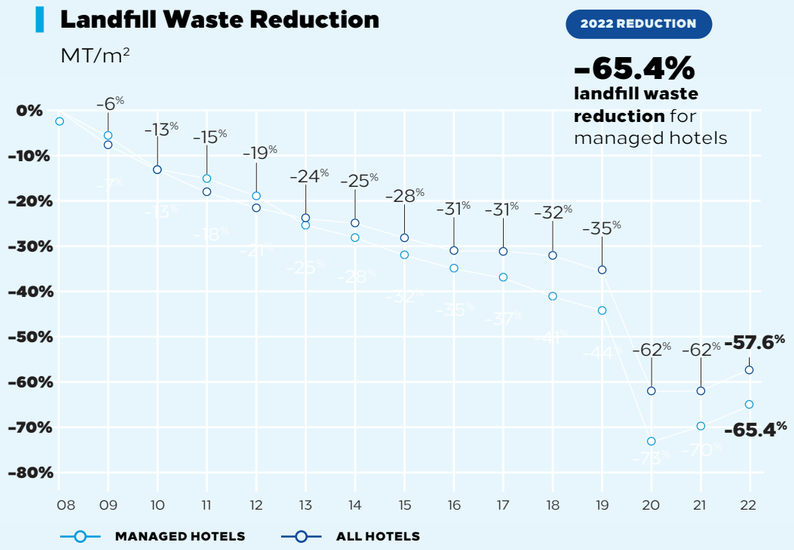
Reducing waste and advancing a circular economy

Waste reduction, recycling, and food upcycling and donation are all critical components of creating a more environmentally friendly hospitality industry.

35.7%
of waste diverted from landfills
(managed hotels only)

2.3M+
bars of soap donated in 2022

Landfill Waste Reduction



2022 shows an increase in consumption against 2021 as business recovers from the impact of the pandemic; however, consumption remains below 2019 levels, and we are still on track to achieve our 2030 goals.

REDUCING WASTE ACROSS OUR VALUE CHAIN

Our waste reduction strategy focuses on supply chain evaluation and sustainable sourcing initiatives, while taking steps to divert remaining waste from landfill through donation, recycling, composting and waste-to-energy incineration.

We have adopted a prevention, recovery and recycling strategy across our hotels in the Americas and EMEA regions and piloted the program in Asia Pacific.

Traditional salt making cultural experience at the **Conrad Bali**.

FOOD AS AN ASSET

We encourage our hotels to utilize the Hotel Kitchen Toolkit, developed by the World Wildlife Fund, which guides hotels through techniques for reducing food waste in every step of the food and beverage process: preventing food loss and waste before it arises through thoughtful menu planning; recovering wholesome, otherwise wasted food for donation, where possible; and channeling food scraps toward other uses such as animal feed and compost. All of this is supported by data tracking through LightStay to enable decision making.

In 2022, we also laid the groundwork for a new initiative with the World Resources Institute Cool Food program to leverage best practices, explore options for more plant-rich menus to reduce the climate impact of food served at our properties, and to reduce food waste.

Hilton Seychelles Labriz Hotel and Spa on Silhouette Island, Seychelles

Leftover food shouldn't be wasted

According to the United Nations, an estimated 17% of total global food production goes to waste, of which 5% comes from the food service industry. Estimates suggest that 8–10% of global greenhouse gas emissions are associated with food that is not consumed. Taking a firm stand, our Team Members have embraced waste reduction and food upcycling strategies in creative ways, all over the world. Here are just a few examples:

NEW PILOT PROGRAM WITH GOODR: We began a pilot with Goodr, a Black-woman-owned company that collects unused food and delivers it to a national network of nonprofits. The pilot began at the Hilton Orlando, serving 590 meals to the local community, diverting 708 lbs. of food from landfill, and preventing 384 lbs. of carbon dioxide emissions.

FOOD WASTE REPORTING SYSTEMS: Sixty-seven of our hotels in EMEA have adopted food waste reporting systems, such as Winnow, which leverages AI technology to help chefs accurately pinpoint food waste streams, cut costs and tailor purchasing decisions based on the data.

IMPLEMENTING COMPOSTING: Hilton Seychelles Labriz Hotel has implemented a compost heap, the output of which helps to grow its on-site organic garden, adopted a stringent food waste–monitoring effort, and engaged with a water-bottling plant to replace plastic water bottles. Other environmental efforts include using only recycled glass, tins and PET bottles.

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PROGRESS IN REDUCING SINGLE-USE PLASTICS

Plastic pollution threatens communities, environments and the destinations in which we operate. In 2022, we continued to focus on reducing single-use items through various programs launched in hotels and in partnership with local suppliers. Guests can expect most of our hotels to be free of miniature toiletries by the end of 2023. Our app-based Digital Key program saw greater adoption in 2022, as more guests chose to bypass the front desk and check in virtually.

launched Digital Key share feature which has been shared over 1M times since launch in 2021

Many of our hotels around the world have implemented sustainable hydration solutions such as reusable drinking vessels, refill stations and closed loop bottling systems. Currently, more than 2,400 hotels have hydration stations offered for guests.

KEEPING SOAP OUT OF LANDFILL

We are proud to have been the first hotel brand to make soap recycling a brand standard, and the first to set the commitment to send zero soap to landfill. We operate the largest soap recycling program in the hotel industry, with more than 80% of our portfolio enrolled, including all hotels in the U.S. and Canada.

Used soap from guest rooms is collected by our housekeeping teams and sent to our partners, including Clean the World, Soap Aid, Soap Cycling, and Sundara, which sanitize the soap and turn it into new bars for donation. Through our soap recycling partnership with Clean the World, we recycled our soap into more than 2.3 million bars that have been donated to those in need, diverting more than 211,000 pounds from landfill in 2022.

Waste-to-product initiatives creating shared value with Diversey

We partner with international cleaning and sanitation company Diversey, Inc. throughout the Asia-Pacific region to help with various waste reduction and community improvement efforts. Our 2022 partnership highlights include:

LINENS FOR LIFE: This program repurposes discarded linen from hotels, including curtains, uniforms, bedsheets and table-cloths, into products that can be sold and used by the local community. Diversey's NGO partners create job opportunities for workers to design and sew these linens into items such as school uniforms, newborn baby swaddling cloth and COVID face coverings.

PLASTICSHREDS: This program employs a creative process that turns plastic into smaller shreds that become downstream alterna-tives to gravel. Plastic pieces are "entombed" into concrete pavements that can be used by communities to fill potholes and build carparks. A simple 2x1m pavement can entomb as much as 172 liters of shredded plastic chips, or 8,200 500-milliliter bottles, according to Diversey's research.

COFFEE BRIQUES: This program turns discarded coffee grounds into cleaner alternatives to charcoal, which can be used as fuel by communities or for the hotel's own kitchen needs.

Upcycling in real life

Hilton Luxor Resort & Spa

At **Hilton Luxor Resort & Spa**, sustainable solutions and smart investments build on the positive impact the property creates. This property introduced two exciting concepts: using fabric laundry bags to eliminate the use of plastic materials and recycling discarded swimming pool floats that otherwise would have been throw away.

Hydroponic farming

Conrad Abu Dhabi Etihad Towers

As part of a strategy to support sustainability and protect the environment, **Conrad Abu Dhabi Etihad Towers** has achieved its goal of adopting a vertical hydroponic farm for zero waste. The technology relies on carefully planting each plant less than 100 meters from the hotel's Michelin-starred restaurants. As it boosts its ambition to become a zero-waste destination, the hotel's gardener will work with kitchen teams to ensure only specific amounts of each plant are grown, so they don't spoil or get thrown away.

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Social Impact

Our enduring role is to foster opportunity for people, including our Team Members and our neighbors in the destinations where we operate around the world. In addition, we bring urgent focus and committed action to the pursuit of diversity, equity & inclusion and to the protection of human rights.

The WB Abu Dhabi, Curio Collection by Hilton, DoubleTree by Hilton Abu Dhabi Yas Island Residences, and Hilton Abu Dhabi Yas Island

Team Members from multiple properties are working together to plant mangroves during Travel with Purpose Week.

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CREATING AN ENGINE OF OPPORTUNITY

HUMAN RIGHTS | DIVERSITY, EQUITY & INCLUSION

We are in the business of people serving people, creating meaningful personal and professional growth opportunities for all.

CAREERS

Create **5 million** learning and career growth opportunities for Team Members and communities with a focus on underrepresented groups by 2030

Achieve **50%** Gender Diversity at our leadership levels globally by 2027

Achieve **25%** Ethnic Diversity at our leadership levels in the U.S. by 2027

COMMUNITIES

Meaningfully impact **20 million** community members by 2030

- Local Support
- Disaster Relief
- Economic Opportunities

CONDUCT

Promote responsible, inclusive conduct across **100%** of our value chain operations

At Hilton, we lead with culture and are fiercely committed to creating the world's best work environment. Understanding and integrating our Team Members' unique perspectives and voices—along with those of our guests, owners, suppliers and partners—is essential to cultivating our inclusive environment. We strive to reflect the global communities where we work, live and thrive.

Over the last century, Hilton has curated exceptional experiences, extraordinary stays and memories to last a lifetime. We seek to build strong connections and make a lasting impact in our communities, whether by leading service initiatives, encouraging people to join our team, or inspiring their dreams.

In 2022, we enhanced our existing Travel with Purpose social goals to further commit to the areas where we can have the greatest impact, including supporting career opportunities, community impact, and responsible, inclusive conduct across our business.

RESPONDING TO THE UKRAINE CRISIS

Our hotels have always been a part of the fabric of the communities that we serve, and during times of crisis, Hilton is there to support our Team Members, guests and communities. In support of the Ukrainian people, Hilton Global Foundation made contributions to World Central Kitchen to provide hot meals within the borders as well as surrounding European countries. In addition, Project Hope served as a boots-on-the-ground partner, providing humanitarian assistance and emergency supplies to displaced people.

Hilton Prague and Hilton Prague Old Town

Hilton Prague and Hilton Prague Old Town have always worked closely together to support the community. After the conflict in Ukraine began, the hotels rallied to support Ukrainian refugees. From collecting donations, to housing and employing refugees and covering the costs of a children's summer camp, these two properties spread the light and warmth of hospitality to provide a helping hand at a time when Ukrainians needed it most.

◀ As Chef de Cuisine of Estuary at **Conrad**, **Washington**, **DC**, Chef Ria Montes is excited to bring a new, innovative take on the seasonal flavors of the Chesapeake Bay Watershed.

"Our goal at Hilton is to build a fully human experience at work, so our Team Members can be their best, most authentic selves, accelerate the impact of our business, and inspire the world with our hospitality."

Laura Fuentes
EVP and Chief Human Resources Officer

Hilton

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Celebrating our Team Members

We all want to be part of something bigger than ourselves and be appreciated for our contributions to a collective effort—which is why we believe recognition is so important.

RECOGNIZING TEAM MEMBERS

Our Team Members are at the core of our success. Whether through our recognition resources or our signature recognition programs, we strive to celebrate our Team Members' accomplishments—big and small. Our recognition website provides self-service, customizable resources including printable certificates and cards. To show our appreciation, we also recognize individuals throughout the year with programs such as our annual **Team Member Appreciation Week**—a dedicated week to celebrate our employees around the world—and **Catch Me at My Best**—which encourages guests, managers and peers to recognize Team Members whose actions and attitudes embody our values. In 2022, more than 1.3 million Catch Me at My Best messages were sent.

Two of our most prestigious recognition programs are the CEO Light & Warmth Award and the Hospitality Heroes Award—both of which we expanded in 2022. The **CEO Light & Warmth Award** is our company's top honor for Team Members who have brought our Purpose and Values to life. Individual winners receive $10,000, three free night stays, and diamond status for three years. Team winners receive $1,000 per Team Member. In 2022, we celebrated 15 individual winners and two teams. The **Hospitality Heroes Award** recognizes the true heroes among us who have made a lasting impact by acting in moments of crisis or helping to make a guest's dream come true. Winners receive a $300 cash prize. This year, we celebrated 56 winners out of thousands of nominations from more than 1,000 hotels across 87 countries.

Signature Recognition Programs

CEO LIGHT & WARMTH AWARD

HOSPITALITY HEROES

LEARN MORE
About 2022 CEO Light and Warmth Award Winners

"I'm always filled with incredible energy during Team Member Appreciation Week. It makes me feel proud to be appreciated for my work. When you love your job, it's the best gift you can give yourself."

Team Member in Turkiye
Linen Room Attendant in Turkiye

Thrive at Hilton International Housekeeping Week

Around the world, our housekeeping teams are at the heart of the unforgettable experiences we create for our guests. Our Team Members elevate housekeeping to an art form, such as the amazing towel art during our International Housekeeping Week celebration.

LEARN MORE
Towel Art

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Enabling our Team Members to Thrive at Hilton

We know that when our Team Members thrive, so do our guests and our communities. That is why we are committed to providing industry-leading programs that deliver a fully human experience and create the best, most inclusive home for our Team Members.

Approximately
35%
of our U.S. Team Members have been with Hilton for 10+ years

INVESTING IN OUR TEAM MEMBERS' DEVELOPMENT

At Hilton, we are focused on building a Team Member experience that is rooted in continuous learning—starting from day one. Whether it is learning the ropes during onboarding, building core service skills, or refining job skills, we offer a combination of curriculums that support Team Members in their roles today and prepare them for lifelong careers in hospitality.

Through **Hilton University**, our online learning platform, all Team Members have access to over 25,000 courses, providing the ability to explore new skills or expand their expertise. We know that leadership skills are important at every stage of someone's career. That is why all Team Members also have access to leadership development curriculums through our **Lead@Hilton** platform, which includes on-demand, self-paced content, such as a virtual series that delivers Harvard-led content aligned to critical capabilities identified for different levels of hospitality leaders.

Hilton's signature **Leadership Development** programs focus on building effective leaders across the enterprise to grow our bench strength. These programs provide opportunities for participants to develop key capabilities, form networks with senior leaders and enhance their business acumen.

Our goal is to continuously upskill, reskill and multi-skill each Team Member, always seeking to set them up for development and growth within our company. We do this through our robust **Job Skills** training platform—a consistent, one-stop location for our Team Members to locate digital training checklists, and mobile-enabled resources. We understand that not everyone learns in the same way, and some Team Member workdays are not conducive to sitting in front of a screen. For example, Job Skills training for Housekeeping Team Members includes audio guides in multiple languages that Team Members can listen to while completing a room cleaning at their hotel—providing on-site, on-demand learning opportunities that are comfortable and accessible.

We are committed to investing in our Team Members' future. In May 2022, we proudly became the first in our industry to partner with **Guild Education** to provide U.S.-based Team Members with debt-free, continuing education opportunities. From day one of employment, Team Members in the U.S. can choose among Guild's over 70 programs—including professional certificates, college preparatory classes, high school completion courses, and English language learning. This program roster has been curated to help Team Members learn, lead and grow in areas that cultivate personal fulfillment and support the needs of our business. Guild continues to pick up momentum with 2,753 total profiles completed, 1,479 applications submitted, 454 Team Members enrolled, and 91 graduates (as of 12/31/2022).

> **"I would like to go to college for a hospitality degree. I came to the United States for a better opportunity and to develop in my education. Hilton, thank you for the opportunity for a better life."**
>
> **Merarys Alcantara**
> Housekeeping Supervisor, Hilton Miami Airport

Maximizing internal mobility

Maximizing internal mobility is critical to build robust talent pipeline. In 2022, 56% of Global Corporate Director and above roles were filled internally and 50% of U.S. Owned & Managed General Manager roles were filled internally.

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Supporting our Team Members' holistic wellbeing

Hilton's commitment to helping Team Members thrive extends to all aspects of physical, emotional, financial and social wellbeing. We provide a variety of programs to support our Team Members personally and professionally.

PRIORITIZING HEALTH AND WELLNESS

We provide Team Members a space to openly address mental wellbeing through a variety of resources including over 100 leader testimonials, tips on normalizing conversations around mental health, and ways to seek clinical support if needed. We also offer free counseling sessions to our Team Members and their families through our Employee Assistance Program and a free, dedicated on-site counselor available to our Corporate Team Members. In addition, we partnered with **Thrive Global** to provide all Team Members access to an app-based experience, loaded with practical micro-steps and tools to track progress. We have found that this initiative is resonating with our Team Members who report an increased comfort level in talking about their mental wellbeing with their managers.

In 2022, we built on the success of our mental wellbeing initiative and launched the **Care For All** platform. This extended our support to Team Members beyond their own self-care and enabled them to better care for others. Through our new publicly available Care for All platform, Team Members and their loved ones can explore articles, podcasts and eCourses, organized by type of care. As we are often not the sole caregivers in our lives, this platform is available publicly so Team Members can share with friends and family members who are supporting them.

As a first for the hospitality industry, all full-time and part-time Team Members in the U.S. and the U.K. also have no-cost access to **Wellthy**, a caregiving concierge service to help tackle the logistical and administrative tasks related to caregiving. Team Members can be matched with a dedicated Care Coordinator who will get to know their family's unique situation, guide them through a care plan, advocate for their loved one, and take on the time-consuming tasks of caregiving.

> **"Wellthy has been a trusted resource as I explore in-home caregiving options for my mother. My consultant has helped me with posting the opening, interviewing, background, pay and taxes, fully leveraging benefits, and providing context and perspective along the way. Thank you Hilton for such a fantastic benefit as many of us are now caring for children and our parents."**
>
> **Team Member in the U.S. participating in Wellthy**

13,558
hours saved by using Wellthy since launch, nearly 600 signups and 150 care projects

SUPPORTING CURRENT AND FUTURE WORKING PARENTS

Starting and growing a family can be one of the most exciting experiences one can have, but we know it can also be stressful. That is why we offer a suite of programs, from leave benefits to educational resources, targeted at working parents.

Through our partnership with Thrive Global, we offer an eCourse, Thriving Parenthood, which provides all Team Members globally with resources ranging from family-building to re-integrating into work.

Starting in January 2023, U.S.-based Team Members seeking family-building and fertility management services can connect to a network of high-quality fertility specialists though our new insurance benefits partner **Progyny**, which helps everyone to navigate the process and provide access to the most sought after fertility clinics across the U.S.

EXCEPTIONAL FAMILY BENEFITS

Our **Adoption Assistance Program** for U.S. Team Members reimburses qualified adoption expenses—up to $10,000 per eligible child, with no limit to the number of adoptions. Bonding time is one of the most important times—and because of this, our **Maternity and Parental Leave Programs** provide eligible Team Members with paid time off to recover after having a baby and to spend time with their new family. Birth parents get 12 weeks of paid time off. Non-birth parents including adoptive parents get four weeks of paid time off.

To support U.S. Team Members who need to travel for work, we offer **Milk Stork** which makes it easy for business travelers to ship or carry breast milk home, at no cost. Additionally, through our partnership with **Bright Horizons**, corporate Team Members can reserve high-quality, in-home emergency backup care for children, pets, adults or elder relatives.

WATCH VIDEO
Thrive at Hilton: GO Hilton

CREATING TIME TO RECHARGE

We recognize the importance of encouraging our Team Members to take time away from work. In 2023, we expanded our Thrive Sabbatical program to two offerings, both of which give Team Members the time and resources to Thrive. Twenty Team Members will be selected—10 from each of the following experiences:

THRIVE SABBATICAL "GIVE A DREAM":
Team Members will receive one month off and $5,000. This experience is an opportunity to take time off and live a dream by pursuing a passion, to develop their hospitality skills, or to give a dream by helping others.

THRIVE RESET "LIVE A DREAM":
Team Members will receive one week off and $2,000. This experience is an opportunity to "pause" and to recharge.

We also encourage our Team Members to recharge through our **Go Hilton** travel program, which offers Team Members, as well as their family and friends, significantly discounted hotel rates. Go Hilton gives Team Members the chance to take dream trips that otherwise might have been out of reach, meet colleagues around the world, and create new memories while enjoying life-changing travel experiences.

Team Members' spouses or domestic partners can now use the exclusive Team Member rate even when the Team Member is not present for the stay. Also, each Go Hilton stay now includes an additional $1 USD charge per room per night to support the Team Member Assistance Fund (TMAF) and Hilton Global Foundation.

* The benefits described here illustrate offerings that are generally available to Hilton's corporate and owned and managed hotel personnel, and does not guarantee eligibility. Actual benefit availability and eligibility varies based on position, hours worked, length of service and location.

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Building a diverse, equitable and inclusive workplace

We believe diversity makes us stronger, more innovative, and more representative of the many guests and communities we serve around the world. We are proud to create a culture where all are welcomed and celebrated.

To achieve our vision of Diversity, Equity & Inclusion (DE&I), we have set ambitious commitments, built accountability mechanisms into our business, established strong partnerships, and developed targeted training, hiring, and work culture development programs to cultivate talent from all backgrounds.

OUR COMMITMENT

50%
Gender Diversity at our leadership levels globally by 2027

25%
Ethnic Diversity at our leadership levels in the U.S. by 2027

OUR PROGRESS

40%
Women[1]

+3
percentage points vs. 2020

19%
Ethnic Diversity[3]

+2
percentage points vs. 2020

2022 U.S. WORKFORCE | Corporate offices, owned, and managed hotels

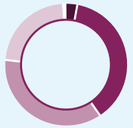
GENDER[1]

Women	51%
Men	49%

MANAGEMENT LEVEL

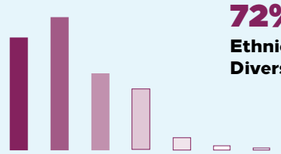
Non-Management	84%
Management	16%

GENERATION



Gen Z	3%
Millennial	38%
Gen X	36%
Baby Boomer	23%
Silent	<1%

ETHNIC DIVERSITY[3]



72%
Ethnic Diversity

White	28%
Hispanic/Latinx	33%
Black/African American	19%
Asian	15%
Two or More Races	3%
Native Hawaiian/Other Pacific Islander	1%
Native American/Alaska Native	<1%

2022 GLOBAL WORKFORCE | Corporate offices, owned, and managed hotels

GENDER[1]

Women	43%
Men	57%

MANAGEMENT LEVEL

Non-Management	81%
Management	19%

94%
Full-time

BOARD DIVERSITY[2]

25%
Ethnic Diversity[3]

50%
Women[1]

1 Data is based on self-identified gender. Hilton recognizes and supports Team Members who identify as non-binary.
2 Reflects the Gender and Ethnic Diversity of our non-management directors.
3 Using race/ethnicity categories defined by the Equal Employment Opportunity Commission.

A FIRM COMMITMENT TO AN AMBITIOUS AGENDA

As part of our DE&I efforts, we released our representation commitments and shared detailed workforce demographics on our diversity website. **By the end of 2027, we are committed to achieving global Gender Parity and 25% U.S. Ethnic Diversity at our corporate leadership levels.** By publicly sharing this data, which is updated annually, we encourage transparency and accountability, and ensure we remain focused on making progress.

We strive to create an environment where every Team Member can feel at home. Our leaders play an active role in how we bring our bold agenda to life, and they are committed to building an inclusive organization through effective talent management practices. Because of this, part of leader compensation is tied to progress against our diversity representation goals. To ensure inclusivity and to remove bias throughout our U.S. recruiting and hiring process, we strive for external candidate slates representing 50% Gender Diversity and 33% Ethnic Diversity.

CULTIVATING AN INCLUSIVE WORK CULTURE

We invest in several programs that celebrate diverse backgrounds and help to create the most inclusive home for our Team Members. These include allyship training, our **Team Member Resource Groups, Courageous Conversations**, mentorship, and benefits that bolster human relationships such as paid parental leave.

Team Member Resource Groups

Our Team Member Resource Groups are voluntary groups that build communities across our workforce, provide professional opportunities to Team Members, and foster innovation in our business. This year, we hosted heritage months to celebrate, share, and reflect on our diversity.

Abilities | **Asian and Pacific Islander (API)** | **Black** | **Pride** | **Women** | **EMEA Ethnic** | **Hispanic/Latinx** | **Military** | **Generations**

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ELEVATING AWARENESS AND ALLYSHIP THROUGH TRAINING

A great place to work creates a sense of belonging and acceptance—regardless of background, ethnicity, age, ability, gender, or sexual orientation. We train for that.

Hotel and corporate Team Members are required to complete annual training as part of Hilton's commitment to an inclusive and respectful environment for all. This includes:

1. DE&I/UNCONSCIOUS BIAS TRAINING to build awareness of the implicit bias all humans have and how to overcome this to create an inclusive environment for all. This includes our Hilton-designed, bespoke training program, Creating Intentionally Inclusive Guest Experience. Training is based around hospitality scenarios, so our Team Members are best prepared to relate and apply what they've learned.

2. PREVENTING HUMAN TRAFFICKING TRAINING to learn the signs of human trafficking for sexual or labor exploitation and know how to take action.

3. CODE OF CONDUCT TRAINING to reinforce our value of integrity and maintain the highest ethical standards.

4. HARASSMENT-FREE WORKPLACE TRAINING to create a positive environment for all, avoiding actions which create a hostile workplace. This work is never done. We remain committed to listening, learning and leading to create a welcoming and hospitable experience for all Team Members and our guests.

EXTERNAL RECOGNITION

We are proud to be recognized for our Hilton culture

DiversityInc 2022 TOP 50 COMPANIES FOR DIVERSITY HALL OF FAME

#1 Ranking, 2021 DiversityInc
Top 50 Companies for Diversity

Inducted into Top 50 Companies for Diversity Hall of Fame

#1 Ranking for ESG by DiversityInc

Great Place To Work.

Great Place to Work (GPTW)
#2 World's Best Workplace

#1 Best Place to Work in six countries

Ranking in 29 countries and certified in 25 others

GPTW & Fortune
#2 Best Place to Work in the U.S.

FOURTH CONSECUTIVE YEAR
#1 Best Place to Work for Women in the U.S.

CHECK OUT
these rankings and more

Courageous Conversations

We believe our team is stronger for the diverse experiences and perspectives each of us brings to the table. Throughout the year, we continued fostering conversations among Team Members on complex social justice and mental health issues through a program called Courageous Conversations. These live, candid conversations focus on a range of topics, including race, gender, age, physical and mental ability, allyship, and a host of other important issues. The program, which began in 2020, has included internal stakeholders as well as external thought leaders. Thousands of Team Members have taken advantage of the live and recorded sessions.

COURAGEOUS conversations

"During Travel with Purpose Week, our clients said our work with Courageous Conversations far outweighs any other initiatives we've undertaken. Hilton is setting us apart and above the rest."

"This call was extremely inspiring and motivating, and I know it will lead to incredibly meaningful conversations with teammates and leaders that are long overdue."

Anonymous Team Members
Participants in Courageous Conversations

WATCH VIDEO
Thrive at Hilton: DE&I

Sharing the Diverse Perspectives of our Team Members

We amplify our Team Members' voices on our careers blog and social media channels to celebrate the rich diversity of our Hilton family and the inclusive environment we are fostering around the world.

ALVARO SURPRISE FLASH MOB

Meet Alvaro Lopez, a Public Area Attendant at the **Hilton Orlando Convention Center** in Orlando, Florida. Although it is not in his job description, Alvaro has brought his favorite thing to his job at Hilton: dance. He dances around the pool to the DJ, energizing and delighting Hilton guests along the way. To thank Alvaro for the joy he brings to everyone around him, the team at Hilton came up with a meaningful way to recognize him—by organizing a surprise dance mob during one of his weekend shifts.

LEARN MORE

CULINARY HERITAGE COOKING

In celebration of Intergenerational Month and Hispanic Heritage Month, the Hilton Hispanic/Latinx and Generations Team Member Resource Groups co-hosted a panel event highlighting Hispanic and Latinx chefs across our Americas properties. The event explored the unique career journey of each chef, the role that cooking played among their families, and the flavors of their Hispanic culture that they incorporate into their menus and dishes.

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Enabling pathways and career readiness for all

Hilton has always strived to reflect the global communities where we live and work, and to attract the best talent in hospitality by building a culture that truly is "for all, by all."

677,359
learning and career growth opportunities created in 2022 against our 5 million commitment

TARGETED PARTNERS AND INITIATIVES

We believe it is our calling to engage people in the hospitality industry, providing future Team Members, regardless of background, the opportunity for a long-term, exciting career with Hilton—one that could change their lives and the lives of those around them. We support this purpose through partnerships with racial and social justice organizations, university scholarship programs, and our Pathways Program Office, which is focused on expanding our current pathways programs and stewarding the creation of new pathways for future Team Members to join Hilton.

The Pathways Program connects with historically underrepresented talent to help foster economic mobility and support diversity efforts across our organization. Around the world, a sampling of targeted partner and initiatives includes:

MORRIS BROWN COLLEGE

This 140-year-old HBCU campus in Atlanta is the site of a flagged Hilton property and training complex for its growing hospitality management program. Students gain valuable, hands-on experience at the hotel.

OPERATION: OPPORTUNITY

Through this program, founded in 2013, we remain committed to being an employer of choice for U.S. military veterans and their families through several unique initiatives. To date, we have hired more than 35,000 veterans and family members.

AARP PILOT / ENCORE CAREERS

We are partnering with AARP and the AARP Foundation to provide employment opportunities for seniors who are changing careers or retirees looking for part-time or "gig" work.

THE TENT PARTNERSHIP FOR REFUGEES

We are committed to using our resources and tools to help support refugees—including recent Afghan and Ukrainian refugees. We are working with resettlement groups and the Tent Partnership for Refugees to offer employment opportunities to support these individuals as they build new lives in the U.S. As a Tent partner, Hilton has committed to hiring 1,500 refugees in the U.S. by September 2025.

DC Central Kitchen's Culinary Job Training program offering second chances

After Joseph Tolbert was released from prison, he enrolled in DC Central Kitchen's Culinary Job Training program in 2015 and found the opportunities he needed to strengthen his natural leadership abilities. Since his time with **Washington Hilton**, Joseph has found more opportunities to build his leadership skills as both the hotel's union representative and a Board Member of DC Central Kitchen. Now, Joseph is taking the next step in his leadership journey after being selected for Hilton's prestigious management development program, a nine-month training program that will train him for a top management position at one of Hilton's larger, premiere hotels.

> **"It's amazing to me. I went from being a two-time convicted felon to a valued employee and a leader for my teammates. Now, I have the chance to manage my own team."**
>
> **Joseph Tolbert**
> Student at Hilton's Management Development Program, Washington Hilton

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Abdul speaking at Tent Partnership's U.S. Business Summit on Refugees.

CREATING OPPORTUNITIES FOR UNDERREPRESENTED GROUPS

Many of our career opportunities programs extend beyond our own Team Member community. We have long been committed to providing skills training and job opportunities for populations that are traditionally underrepresented or under supported in the workforce, such as youth, refugees, women, minorities, persons with disabilities, and other groups. These are a few examples of initiatives Hilton supported in 2022 that helped our community members to forge their own paths to success:

PASSPORT TO SUCCESS (PTS) CONCIERGE:
This free online course prepares young people with the critical life skills needed to succeed in the hospitality and tourism sector. Created by the International Youth Foundation (IYF) in collaboration with the Hilton Global Foundation, the course is offered in Arabic, English, French and Spanish.

THE KEY: AN INTRODUCTION TO HOTEL OWNERSHIP:
We relaunched our Introduction to Hospitality program as "The Key: An Introduction to Hotel Ownership" to help enhance DE&I efforts among our ownership community. The one-and-a-half-day event was kicked off with a networking welcome reception, which included Hilton leaders, industry partners and attendees. The second day consisted of a full day of education, starting with our special guest speakers Kevin Jacobs and Matt Schuyler, with a surprise appearance by CEO Chris Nassetta.

When it comes to our Refugee Pathways Program, Hilton Austin is leading the way

The Hilton Austin team has worked tirelessly to foster a culture of awareness and inclusion to ensure these new Team Members feel right at home. They have identified tenured Afghan Team Members to assist with translations for onboarding and mentoring, created job-specific pictorials of commonly used items to help teach English words, and provided space and time for prayer in accordance with the Muslim faith. The culinary team provides halal menu options in the Team Member café.

Refugee finds new home at Hilton

Abdul worked with the U.S. military as a translator and cultural advisor in Afghanistan before he fled the Taliban. In 2022, he and his family moved to Virginia, where he got a job at the Hilton McLean as a Safety & Security Manager. Abdul's skills and experience made him an ideal fit to oversee the security of our guests in McLean and an another example of our Refugee Pathway Program in action.

558
total refugee hires since program launch in EMEA and the U.S.

Hilton Team Member shares her experience with Pathways Program

In conversation with Adam Grant during Hilton's sponsored ad as a part of "Re-thinking with Adam Grant," one of our Team Members shared her direct experience working with our Refugee Pathways Program.

"We have such a great culture here, everybody is so caring—sometimes these Team Members don't believe in themselves, but we have done everything we possibly can to help them. That's what, to me, hospitality is about."

Bea Jaramillo
Hilton Austin, HR Director

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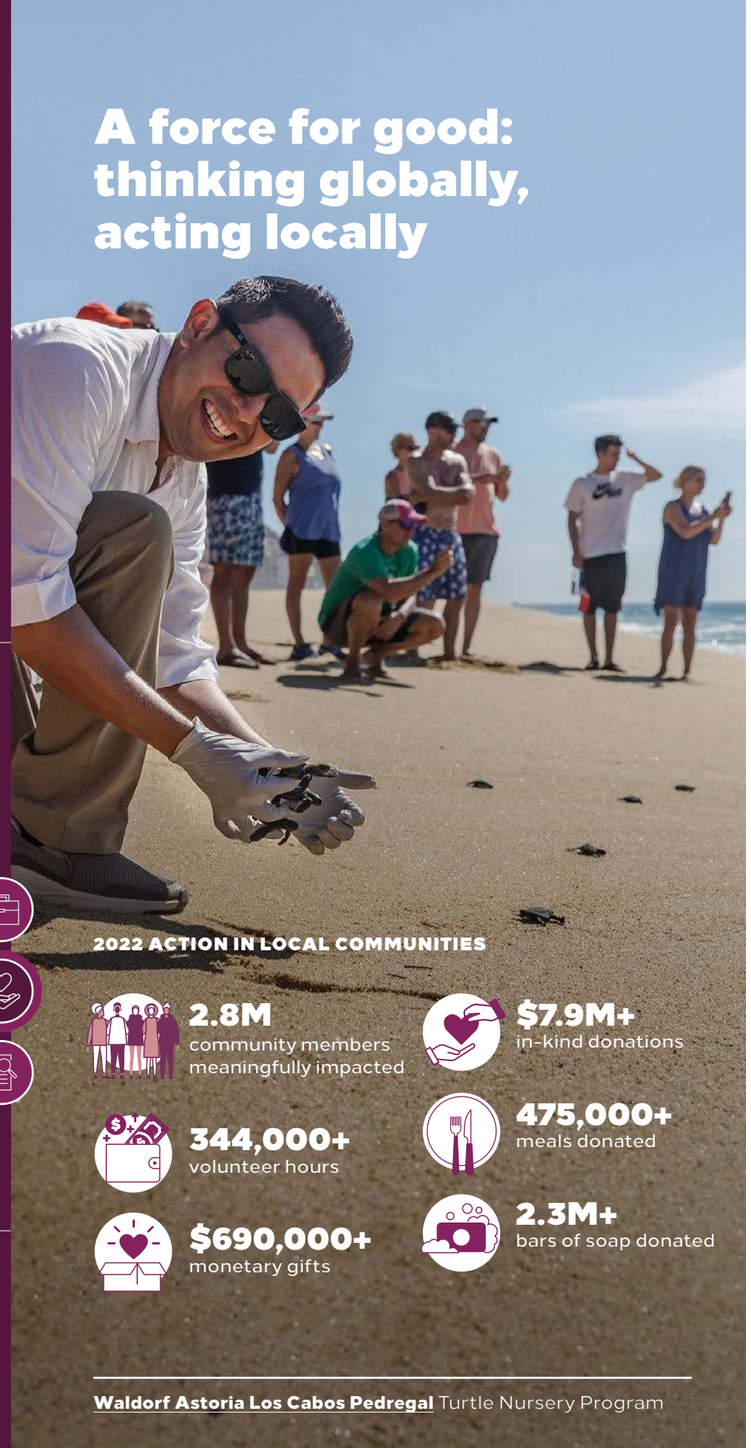
A force for good: thinking globally, acting locally



2022 ACTION IN LOCAL COMMUNITIES

2.8M community members meaningfully impacted

$7.9M+ in-kind donations

344,000+ volunteer hours

475,000+ meals donated

$690,000+ monetary gifts

2.3M+ bars of soap donated

Waldorf Astoria Los Cabos Pedregal Turtle Nursery Program

EXPANDING OUR TEAM MEMBER ASSISTANCE FUND

Hilton was founded on the belief that our hospitality has the power to be a force for good in this world and, with the mission to provide financial relief, globally, to individuals impacted by natural disaster, personal hardship and crisis instances, the Team Member Assistance Fund (TMAF) is an extension of that commitment.

In August 2022, Hilton expanded its TMAF program to provide further assistance to its Team Members. In addition to continuing to support Team Members following disasters, the expanded program now enables the TMAF to support those experiencing undue financial hardship due to an unexpected personal circumstance, such as the unexpected death of a spouse. Over its nine-year history, the TMAF has distributed nearly $3M to 3,600+ Team Members.

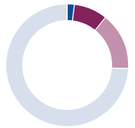
Team Members Supported

by the Team Member Assistance Fund in 2022

BY REGION

Americas	9%
EMEA	24%
APAC	66%

BY TYPE OF HARDSHIP



Personal Hardship	2%
Natural Disaster	9%
Crisis	15%
Hotel Hardship	74%

ACTIVATING DESTINATION STEWARDSHIP DURING TRAVEL WITH PURPOSE WEEK

Our Team Members around the world activate Travel with Purpose, our annual volunteer week, extending their hospitality beyond the walls of their hotels. In 2022, the theme for the week was Destination Stewardship. This event epitomizes the core ESG and Hilton Global Foundation priorities of conserving, preserving and keeping communities beautiful for the people who live, work and travel to our world-class destinations. Team Members around the world made an impact in their communities with volunteer efforts from beach cleanups and tree planting, to recycling projects. Some examples include:

LEARN MORE
About Travel with Purpose Week 2022

Supporting Team Members After Hurricane Ian

In September 2022, the southeastern region of the United States was hit with a Category 4 hurricane, Hurricane Ian, which caused widespread damage across many states including Florida, South Carolina, and North Carolina. For over 100 Team Members in need, the TMAF was able to provide evacuation support and, in the aftermath of this devastating storm, support the rebuilding and repairing of homes.

DISASTER RELIEF

With our broad global footprint, hotels in the community are often the best positioned to provide support when a disaster hits. Through our Hilton Global Foundation and strategic partnerships with local organizations, we provide disaster relief and help rebuild infrastructure for communities to become more resilient.

In 2022, we responded to crises and disasters across the globe, including war, weather events and the COVID-19 pandemic. The HGF granted $110,000 to World Central Kitchen and Project HOPE, for example, to support on-the-ground relief efforts in response to the Ukraine Refugee Crisis and Hurricane Ian in Florida.

BUILDING OYSTER REEFS IN LOUISIANA
Wetlands in Louisiana are disappearing, and rising water is eroding delicate shorelines. Team Members from the **Hilton New Orleans Riverside** partnered with the Coalition to Restore Coastal Louisiana to incorporate recycled oyster shells (some from Hilton restaurants) to build oyster reefs. Not only does this keep shells out of landfill, but it also helps to slow coastal land loss.

PLASTIC PREVENTION IN U.A.E.
The **DoubleTree by Hilton Ras Al Khaimah** Team, in partnership with Ras Al Khaimah Waste Management, conducted a beach cleanup to prevent plastic and other waste from getting washed into the sea.

CULTIVATING SUSTAINABLE DAILY HABITS
Hilton Queenstown Resort and Spa and **DoubleTree by Hilton Hotel Queenstown** implemented an environmental challenge for Team Members to complete 10 tasks over a week, including carpooling, having two-minute showers and eating vegetarian meals. The Team Member with the most points was named as the Sustainability Queen/King.

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Supplier diversity at work

We believe that the strength of our business and the trusted reputation of our brands are rooted in our efforts to advance the fight for economic empowerment.

3,164 total jobs supported

$469M* wages paid

$195M** U.S. economic impact

$346M** total economic output

$334M** total supplier diversity spend

* Wages are determined based on NAICS code of the supplier.
** Total output based on national economic multiplier.

Celebrating local culture

DoubleTree by Hilton, Weerawila Rajawarna Resort

The newly built resort stimulates Sri Lankan skills and craftsmanship by interweaving the environment and local culture of the village of Weerawila. Villagers are hired to prepare local food such as "hoppers," while fermented buffalo milk, a local delicacy, is featured in the menus. Handicrafts made by locals from natural plants and weeds found along the canals are given to guests as mementos.

FOSTERING AUTHENTIC SUPPLIER DIVERSITY

Our industry-leading Supplier Diversity Program, ranked as #13 by DiversityInc in 2022, is the cornerstone of our company's commitment to experience a world that is bigger than ourselves. Since the program's inception 10 years ago, we have made meaningful connections with more than 2,400 small, disadvantaged or minority, veteran, LGBTQ, women and disabled-owned businesses. To date, our supplier spend with these valued partners has nearly exceeded $334 million.

We believe our supplier community should reflect the diverse communities in which we all live, work and travel. As such, we leverage the Supplier Diversity Program to forge strategic partnerships, host informative events, and offer valuable resources to overlooked businesses. HSM works closely with partners and collaborators to identify new opportunities to expand our network of certified diverse suppliers and to increase our engagement with other like-minded organizations.

We know a more diverse Hilton means a stronger Hilton, and we seized many opportunities last year to expand our focus on diverse suppliers while extending the reach of our customers. We take seriously our responsibility to authentically promote inclusion, support and respect in a global community that grows more diverse by the day.

LOCAL SOURCING

In 2022, our Europe and Middle East regions identified local sourcing as a strategic opportunity. Our hotels can have a powerful impact in their communities by investing in products from local artisans, farmers and small businesses while enhancing the experience for their guests. For example, hotels may commission artwork from local artisans, procure food and beverage ingredients from local farms or fisheries, or feature local products in hotels.

In partnership with agri-tech platform **Fresh On Table**, the UAE HSM and Food & Beverage teams committed to sourcing 350 tons of local produce for its hotels. To meet this goal, 22 properties across the country committed to procure a minimum of 19 ingredients exclusively from UAE farms—with Fresh on Table acting as the catalyst to source fresh fruit, vegetables, dairy and poultry from farms across the Emirates. The team purchased no fewer than 173 line items across 32 properties, equivalent to 400 tons—with an impactful saving of nearly 9 million kilograms of carbon dioxide equivalent and more than 127 million food miles throughout the year. Furthermore, the successful launch of a local egg program across the Emirates has resulted in nearly 6 million eggs being served to Hilton guests, sourced from Emirates Poultry Farm.

DATA TRACKING FOR INSIGHTS

Hilton understands the importance of data tracking and reporting as the means to quantify our goals. In Europe, the HSM team piloted a detailed evaluation of local sourcing in Austria, Germany and the Netherlands, reviewing 13 suppliers and more than 10,000 unique items in total. The team discovered that bakery items were the most locally sourced product category in these countries, with 70% of items sourced within their respective countries. Meat was locally sourced† at 53% on average, and produce was calculated at 45%. Fish was identified as the strongest area of opportunity for local sourcing.

Across the three countries, the current local sourcing average was 13%, with potential for improvement. This data and these insights will be leveraged to influence future decisions to strengthen local supplier enablement and reduce our carbon footprint.

† Where reasonably cost-competitive and sustainable product alternatives are readily available at scale.

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Protecting human rights and freedoms

As a business of people serving people, protecting human rights is essential.

Our universal respect for inherent freedoms is outlined in our Human Rights Principles, aligned with the United Nations Guiding Principles for Business and Human Rights (UNGPs). Our requirements are further established in our Code of Conduct and Responsible Sourcing Policy, and include the prohibition of all forms of forced labor, bonded labor, child labor, slave labor, human trafficking, and recruitment fees from within the Hilton value chain. Our latest Slavery and Trafficking Statement describes our approach to human rights in greater detail.

IN 2022

98%
of managed hotels completed Diversity & Inclusion/Unconscious Bias and creating a Harassment-Free Workplace training

100%
of managed and franchised hotels mapped for numerous human rights risks, including modern slavery, women's & girls' rights, child labor, forced labor, freedom of assembly, indigenous people's rights and human trafficking

98%
of managed hotels completed training on preventing human trafficking

ADDRESSING RISKS IN OUR HOTEL 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 our own operations and supply chain. To mitigate these challenges, we are focused on mapping our risks, educating stakeholders, maintaining updated policies, establishing effective grievance mechanisms and collaborating with leading organizations.

Mapping our risks

We have mapped all of our hotels and supply chain against external human risk indices from Verisk-Maplecroft that inform us on both our operational and sourcing risks. Our Safety and Security team also tracks human rights risks, such as risks of human trafficking for all our managed and franchised hotels. Having an accurate assessment helps us focus our efforts in areas with the highest risks.

Mitigating risks in our development pipeline

While Hilton does not own or manage the construction of our hotels, we provide our owners and business partners with tools to identify and manage human rights risk within their own supply chains. For all new countries we enter, we conduct country-level due diligence and develop appropriate risk mitigation plans to protect against human rights risks, including unfair labor practices, across our new property developments.

EDUCATING OUR EMPLOYEES

We strive to raise awareness about threats to human rights within Hilton operations to avert risks of forced labor, trafficking, modern slavery, or other human rights issues. In 2022, more than 294,000 managed and franchised hotel Team Members were trained in the following key areas:

HUMAN TRAFFICKING: Since 2011, we have remained proud supporters of ECPAT and signatories to the ECPAT Tourism Child-Protection Code of Conduct. All hotel-based Team Members must complete ECPAT's preventing human trafficking training on an annual basis. Our program raises awareness of human-trafficking processes and signs, empowers our Team Members to be vigilant and communicative, and highlights resources that can used for reporting potential activity.

MODERN SLAVERY: We also developed the hospitality industry's first tailored training in 2018 to identify "Key Risks of Modern Slavery 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.

Supporting trafficking survivors

In 2022, the Hilton Global Foundation announced a donation commitment of $500,000 toward the **American Hotel & Lodging Foundation's No Room for Trafficking's Survivors Fund** over the next three years, growing the fund by 50%. The program will equip community-based organizations with the resources they need to engage and support trafficking survivors—from direct financial support of their short-term, baseline needs to career-related support that can set them up for stability and success.

Hospitality and Human Trafficking Panel featuring Rose Walz, Director of Human Resources at the **Arizona Biltmore, a Waldorf Astoria Resort**.

It's a Penalty Campaign

In 2022, Hilton continued to work with It's a Penalty to advance our shared goal of protecting human rights through educational outreach at high-profile sporting events and campaigns globally. In June, Hilton Birmingham Metropole welcomed more than 100 guests including media and sports ambassadors to a launch event ahead of the start of the Commonwealth Games in Birmingham. As part of Hilton's support for the important campaign, Team Members at the hotel completed specialist training to spot the signs of human trafficking.

Similarly, in January 2023, Hilton's Safety and Security Team, along with It's a Penalty, hosted a training and media event to prepare for the influx of travelers during the Super Bowl outside of Phoenix. The Arizona Biltmore donated a ballroom to the event, welcoming more than 25 local Hilton hotels and training 125 Team Members.

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Advancing a responsible, sustainable supply chain

With global operations spanning 123 countries and territories, we recognize the importance and opportunity to drive positive economic, environmental and social impact across our supply chain.

Hilton has ambitious supply chain goals to advance responsible and sustainable sourcing. We directly engage with suppliers on their ESG strategy, conducting due diligence upstream and downstream to ensure our partners are committed to responsible business and sustainable operations. We leverage our **Hilton Responsible Sourcing Policy** by including it in all supplier contracts and requiring all companies to meet these minimum ESG standards.

ASSESSING SUPPLIER ESG RISK AND PERFORMANCE

Our global procurement and supply chain services team, Hilton Supply Management (HSM), engages a collaborative platform, **EcoVadis**, to assess, track and improve our suppliers' sustainability performance. In particular, we prioritize evaluating our 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 USD. "High risk" includes suppliers providing Hilton with labor, rubber, cocoa, packaging, paper, textiles, and/or crops (e.g., tea, coffee, soy, palm oil, rice, cotton, bananas).

High-spend and high-risk suppliers are required, by contract, to meet Hilton's EcoVadis program and meet threshold requirements. HSM has also started to take into consideration the ESG performance of suppliers in the "request for proposal" process (typically receiving a 5–10% weighting of the overall score).

ECOVADIS SUPPLIER ENGAGEMENT	
Number of Suppliers Invited	110
Percent of Invited Suppliers that were Rated	26%

As a supplier, Hilton undergoes EcoVadis sustainability assessment annually. In 2022, Hilton was awarded a Gold Medal, signifying a score in the top 5% of those assessed.

In 2022, we launched a pilot with MindClick to evaluate the social and environmental performance of vendors and their specified products across focused-service and all suite brands within three product categories. These findings will be used to influence future decisions on hotel design and product selection.

Advancing 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 areas of focus are: procedures to prevent the mistreatment of animals at all times, including when they are raised, cared for, transported, and processed.

Buying ugly vegetables

Conrad Centennial Singapore currently procures "ugly vegetables" as well as plant-based eggs and meats for their menu. "Ugly vegetables" are those that appear oddly shaped and are often discarded from the supply chain due to the perception that they will be undesirable for consumers, though they have no nutritional or cooking limitations other than their appearance. The property also purchases fresh vegetables from local suppliers as often as possible, including from an urban rooftop farm at a local school.

Sustainable oyster farm tour

The HSM team joined seafood distributor Congressional Seafood to tour local oyster hatcheries along the Chesapeake Bay. In the shellfish industry, as consumer demand continues to rise, oysters raised sustainably in aquaculture developments supplement traditional harvesting without putting additional pressure on the wild oyster population.

"Stakeholders increasingly expect us to make responsible business decisions that contribute to worldwide positive impact, and it is our responsibility not only to meet this expectation, but to exceed it. Responsible sourcing continues to be at the forefront of HSM's business—prioritizing ESG standards at every stage."

Anu Saxena
Senior Vice President,
and Global Head,
Hilton Supply Management

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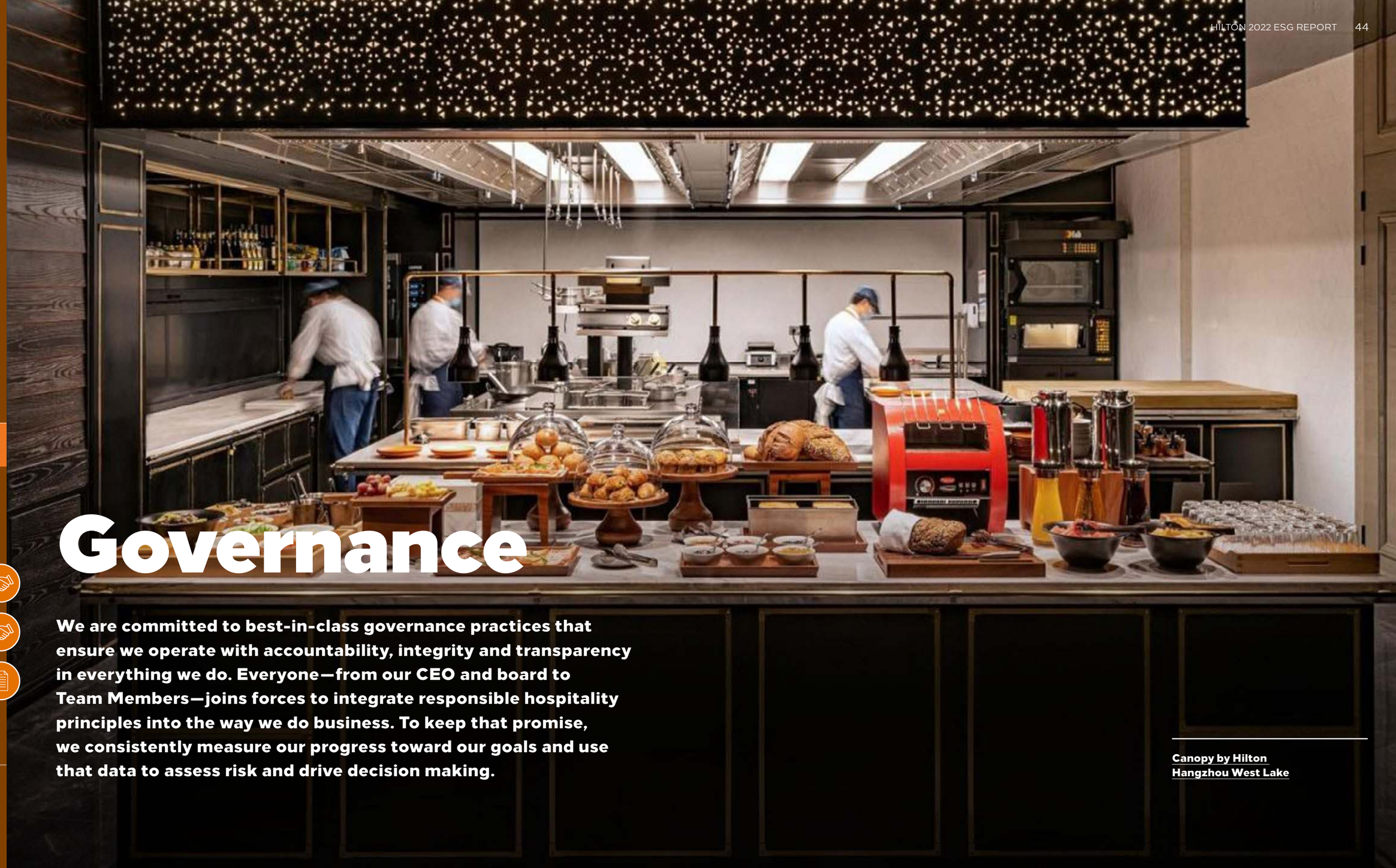

Governance

We are committed to best-in-class governance practices that ensure we operate with accountability, integrity and transparency in everything we do. Everyone—from our CEO and board to Team Members—joins forces to integrate responsible hospitality principles into the way we do business. To keep that promise, we consistently measure our progress toward our goals and use that data to assess risk and drive decision making.

Canopy by Hilton Hangzhou West Lake

Hilton

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INTEGRITY | TRANSPARENCY

Our ESG efforts are supported by a robust corporate governance structure, designed to enhance the longevity of our business, and ensure our objectives are fully embedded in our priorities.

PUBLIC AFFAIRS

Advocate for **public policies** that advance our Travel with Purpose goals

PARTNERSHIPS

Create and partner with **cross-industry networks** to advance Travel with Purpose objectives

POLICIES & REPORTING

Operate through best-in-class **measurement** (LightStay), **governance** and **oversight**

BOARD COMPOSITION AND INDEPENDENCE

Everyone at Hilton is responsible for integrating the Travel with Purpose philosophy into our business and, to make this happen, we put structures in place to leverage multiple governance mechanisms.

The board of directors directs and oversees the management of our business and affairs in a manner consistent with the best interests of Hilton and its stockholders.

As the decision-making body, they select and oversee our members of senior management and exercise direct oversight of strategic risks. Our CEO Chris Nassetta serves as the only executive member. The lead independent director serves as a liaison between the CEO and independent and non-management directors—whereas 78% of directors are independent.

The board is supported by a fully independent Audit Committee, Compensation Committee and Nominating & ESG Committee.

The board conducts annual self-evaluations to determine whether it and its committees are functioning effectively as required by applicable law and the rules of the New York Stock Exchange (NYSE). The board also periodically considers the mix of skills and experience that directors bring to the board to assess its overall strength. Each committee conducts an annual self-evaluation that compares the performance of the committee with the requirements of its written charter, and the committees report the results of these assessments to the board.

Further information on our board composition can be found in the Governance section of our 2022 Proxy Statement and in our Corporate Governance Guidelines.

◀ The Hilton Team in the United Arab Emirates practicing responsible sourcing of food.

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ESG Governance Structure

LEARN MORE
About our Governance practices

Sets strategic direction, oversees ESG performance, reviews the ESG strategy on an annual and as-needed basis, and ensures the business is managed ethically and responsibly.

Reviews and assesses the ESG strategy, practices and policies on a quarterly basis, and makes recommendations to the board as appropriate.

CEO is accountable for ESG-related issues and decisions. Executive Committee (EC) approves major ESG programs and monitors progress toward 2030 Goals. Chief ESG Officer oversees ESG strategy and reporting efforts, is a member of the EC, and reports directly to the CEO.

Establish and oversee implementation of ESG strategies and serve as subject matter experts on integration of ESG into overall business objectives. Continually assess and report progress against 2030 Goals.

Hilton integrates Travel with Purpose into our business using multiple governance mechanisms including policies, committees and networks.

INTEGRATING TRAVEL WITH PURPOSE INTO OUR BUSINESS

Policies:
Our policy statements govern our ESG programs and establish our expectations for Team Members and business partners.

READ OUR POLICIES
On our ESG website

Brand Standards and Requirements:
Our Brand Standards establish requirements for our hotels, including franchises. ESG-related requirements include use of LightStay, completing anti-trafficking training, recycling soap, purchasing locally sourced products, and protecting endangered species.

Committees:
Leaders across our ESG, Engineering, Operations, Brand and Internal Audit departments are responsible for overseeing global adherence to ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and ISO 50001 (Energy Management).

Advisory Boards:
The Hilton Global Foundation Board and Advisory Committee is composed of leaders across the business who provide input on the alignment of our philanthropic efforts with business priorities.

Networks:
The Travel with Purpose Champions Network is a cross-functional team of hotel and corporate leaders that guide the integration of Travel with Purpose across the business. These Team Members make a special commitment to advancing our 2030 goals across the enterprise. Champions hold a wide breadth of responsibilities, from organizing events to supporting ESG-related activities such as Earth Week or Travel with Purpose Week.

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Our approach to advocacy and public policy

We work with industry associations to influence policymaking to help us reach our corporate objectives and Travel with Purpose Goals.

WE ARE THE COMPANY WE KEEP

Hilton and our association partners work together to monitor and shape global legislative and regulatory issues. In 2022, we joined advocacy efforts to advance legislation related to ESG topics including:

- Preventing human trafficking
- Expansion and adaption of EV charging stations
- Tax policy to support energy efficiency upgrades to our hotels
- Immigration and visa reform
- Food waste
- Plastics reduction
- Skills training and apprenticeship programs
- DE&I
- Greenhouse gas emissions disclosures and reporting
- Human rights

As a member of the U.S. Travel Sustainable Coalition and AHLA's Sustainability Committee, we have a leadership role in setting our industry's sustainability goals. With this ethos in mind, we continue to engage with our industry trade partners on removing barriers to cross-border travel, jumpstarting business travel and increasing funding for destination marketing organizations, among other priorities.

Chris Nassetta at the U.S. Travel Association's Q1 Travel Outlook Media Roundtable, held at **Waldorf Astoria Washington DC**.

In 2022, our President and CEO Chris Nassetta served on the U.S. Travel and Tourism Advisory Board (TTAB) advising the Secretary of Commerce on government policies and programs that impact the U.S. travel and tourism industry. TTAB contributed directly to shaping the 2022 National Travel and Tourism Strategy which included a goal of reducing travel and tourism's impact on climate change. Beginning in 2023, Mr. Nassetta assumed the role of National Chair of the U.S. Travel Association, further amplifying Hilton's role in shaping the future of the industry. Hilton also engages globally with our industry's trade associations, including the Hotel Association of Canada, UKHospitality, and the World Travel & Tourism Council, to advance our advocacy agenda and ESG goals.

In 2022, Hilton paid $313,832 in dues associated with lobbying in the U.S. to the trade associations in the table to the right. All payments are publicly disclosed, along with political activity, on Hilton's Investor Relations website and updated semiannually.

For the second year in a row, Hilton was named a 2022 Trendsetter in the CPA-Zicklin Index of Corporate Political Disclosure and Accountability, a recognition reserved for companies that score 90 points or higher on the index.

CENTER FOR POLITICAL ACCOUNTABILITY

Released annually by the Center for Political Accountability (CPA) and the Zicklin Center for Business Ethics Research at The Wharton School at the University of Pennsylvania, the index measures political disclosure and accountability policies and practices for election-related spending by S&P 500 companies, including political spending policies and board oversight.

TRADE ASSOCIATION	PUBLIC POLICY PRIORITIES IN THE U.S.
AMERICAN HOTEL & LODGING ASSOCIATION	Advocates for policies in support of the U.S. lodging industry including workforce and labor, online consumer protections, travel promotion, anti-human-trafficking, and tax reform. Hilton's Chief Financial Officer and President of Global Development currently serves on the Executive Committee, and our President of the Americas serves on the board of directors.
BUSINESS ROUNDTABLE	Works to promote a thriving U.S. economy and expand opportunities for all Americans through sound public policies. This includes advancing policies related to tax and immigration reform, sustainability, and infrastructure.
INTERNATIONAL FRANCHISE ASSOCIATION	Advocates for policies that protect, enhance and promote franchising. This includes promoting policies and regulations that enhance brand protections, provide fairness for franchises and expand economic opportunities for the franchise industry. Hilton's Senior Vice President and Assistant General Counsel serves on the board of directors.
U.S. CHAMBER OF COMMERCE	Works to advance policies that help businesses of every size, sector and region, and drive economic growth. This includes advancing policies related to infrastructure, immigration, trade, diversity and inclusion, and tax reform.
U.S. TRAVEL ASSOCIATION	Aims to increase travel to and within the U.S., including advancing policies related to destination marketing, sustainability, infrastructure, visa and immigration reform, and trade. In addition to Chris Nassetta's current chairmanship, Hilton's Senior Vice President and Global Head of Public Affairs and ESG serves on the board of directors Executive Committee.
THE REAL ESTATE ROUNDTABLE	Works to address key national policy issues relating to real estate and the overall economy, including tax, capital and credit, and environmental and energy policies.

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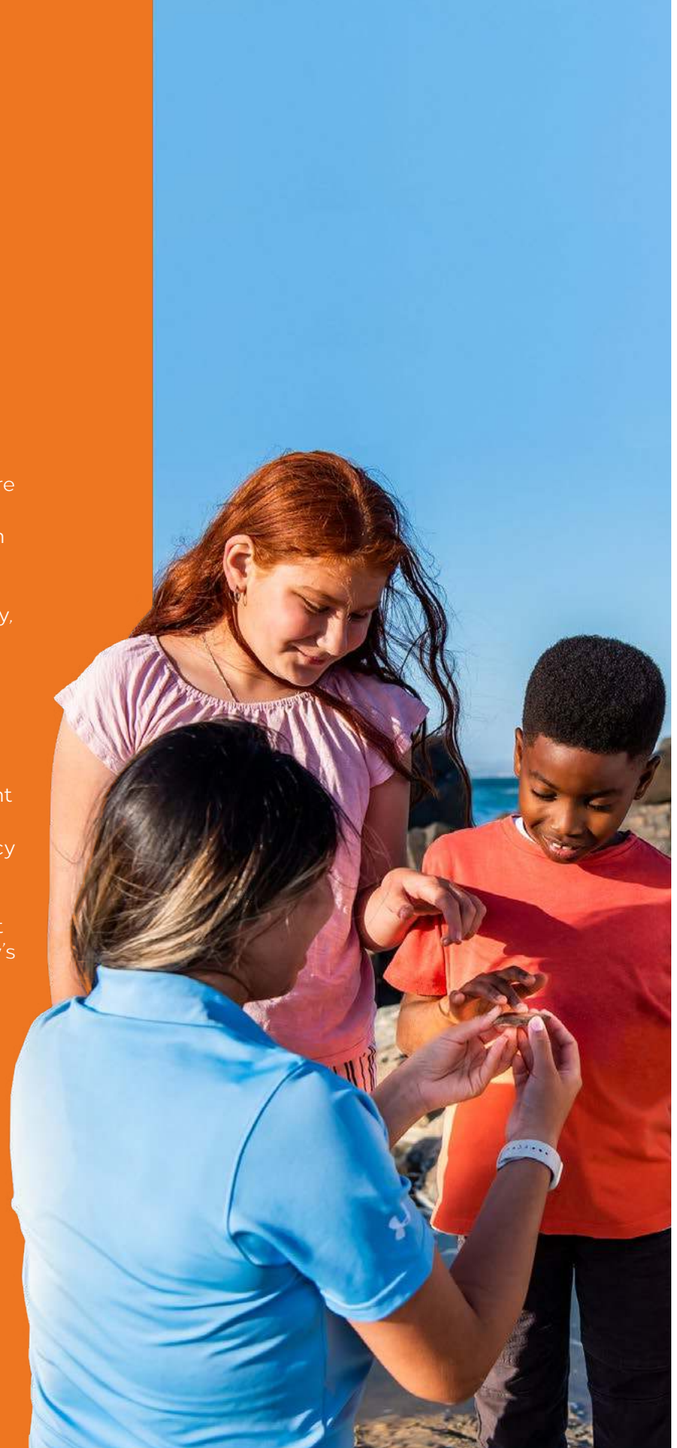
Partnerships

Our partnerships with key trade associations, business coalitions, and NGOs help us to amplify our impact and make collective progress on our shared goals.

In 2022, our Public Affairs team advocated for policies to address a tight labor market. This includes supporting incremental and comprehensive immigration reform to ensure we have a strong pipeline of talent to help hotels meet their workforce needs. Through our engagement with IFA and AHLA, we highlighted the benefits of franchising as well as the benefits of working in hospitality, including a diverse workforce and opportunities for career growth.

We also advocated for the easing of travel restrictions, including the reopening of international travel and the removal of the pre-departure COVID-19 testing requirement for inbound travelers to the U.S. Together with our partners, we assisted in the advocacy efforts that secured $250 million for Brand USA—the nation's destination marketing organization—to bring back visitors now that travel has resumed and support our industry's full recovery.

Accomplishing big-picture goals such as these is no small feat. Hilton needs the support of many international organizations for our mutual economic success, and we engage with the valuable partners included on this page on a routine basis.



Hotel del Coronado's Ocean Explorers Program allows kids to explore tidepools as a beach activity.

BR Business Roundtable

DEKRA On the safe side

ENERGY STAR

UNHCR The UN Refugee Agency

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Policies and reporting: ethical conduct matters

We hold ourselves and our partners to the highest ethical standards. We are committed to pursuing the most responsible business practices, acting with integrity, and managing risk, with appropriate board oversight.

DoubleTree by Hilton
Ras Al Khaimah
Engineering team

A CULTURE OF INTEGRITY

Our ethics and compliance program underpins our entire organization. Our Code of Conduct, which defines our responsibilities to our stakeholders and guides our decision making, 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. All Team Members must complete training on the Code of Conduct and must adhere to following its principles and policies.

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 run by an independent company. Team Members are allowed to report concerns anonymously unless otherwise required by law. Hilton takes steps to protect the confidentiality of anyone who makes a good faith report of an actual or suspected violation to the extent reasonably possible. We encourage Team Members to raise concerns about potential violations of our Code of Conduct, including human trafficking or modern slavery.

Any alleged failures to comply with the Code of Conduct are investigated and disciplinary action is taken as appropriate, up to and including termination. The Hotline also is available externally to suppliers, business partners, consumers and community members. Hilton's Global Compliance team is responsible for conducting intake of all Hotline reports.

ANTI-CORRUPTION AND BRIBERY

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.

Our Group Finance, Legal Compliance, Internal Audit, and Risk functions oversee compliance with our anti-corruption and bribery standards, including monitoring and investigating Hilton Hotline matters. Risk-based Internal Audits and other related governance activities are performed at hotels and corporate offices in the U.S., Asia Pacific, Europe, the Middle East and Africa. Additionally, we conduct background checks on all prospective partners.

All Corporate Team Members, General Managers and senior Team Members are expected to actively support anti-corruption policies and practices at corporate offices and properties globally. Certifications of compliance with the Code of Conduct are obtained from all locations annually.

DATA PRIVACY AND CYBERSECURITY

Hilton is committed to delivering the highest levels of customer service, which includes respecting our customers' privacy and protecting personal information. Our Global Privacy Statement describes how we collect, use and disclose personal information. Our Data Protection Officer, who is dedicated to addressing privacy concerns, sits within Hilton's Legal Compliance and Privacy team.

To protect our customers' and Team Members' personal data, Hilton Team Members are required to complete annual cybersecurity and privacy training courses. We engage with third parties to conduct periodic assessments on our cybersecurity at both the corporate and property level, and to perform on-site breach simulation exercises. We also undergo audits to ensure our technology environment remains aligned with the ISO 27001 security control requirements.

As a service provider and merchant under the Payment Card Industry's (PCI) Data Security Standards (DSS), we undergo an annual comprehensive third-party audit to process billions of dollars in credit card payments. Additionally, the Audit Committee assists the board in monitoring cybersecurity risk by receiving quarterly reports from our Technology team that cover, among other things, our information security framework, threat assessment, response readiness, and training efforts.

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EVALUATING AND MANAGING RISK ACROSS OUR BUSINESS

The board of directors has overall responsibility for risk oversight, which includes understanding material risks, management steps to address these risks, and appropriate levels of risk for our company.

- The **Audit Committee** assists the board in fulfilling its risk oversight responsibilities by regularly reviewing our accounting, reporting and financial practices, including our financial statements, administrative and financial controls, compliance with legal and regulatory requirements, and our enterprise risk management program.
- The **Compensation Committee** assists the board by overseeing and evaluating risks related to compensation structure and programs, including the formulation, administration and regulatory compliance with respect to compensation matters, and coordinating succession planning discussions.
- The **Nominating & ESG Committee** assists the board by overseeing and evaluating programs and risks associated with board organization, membership and structure, corporate governance, and ESG matters. In addition, our board receives quarterly detailed ESG performance reviews from management.

EVALUATING ESG-RELATED RISKS

To evaluate ESG-related risks, we map 100% of our hotels and pipeline countries against a series of external environmental and social risk indices that are updated at least annually. Information from these external indices is embedded in LightStay to help every hotel understand the key priority areas in its local operating environment and community.

Material ESG risks, including risks related to climate change, environmental impact, social impact, human rights, and ethics, fraud and corruption are integrated in Hilton's Enterprise Risk Management Process.

In addition, we conduct an internal **Global Enterprise Risk Survey**, which is distributed to more than 300 Hilton leaders. The Executive Committee, board of directors, and Audit Committee use its findings to inform enterprise-wide strategic planning. Health and safety risks management systems are utilized across all managed hotels and corporate offices and made available to franchised properties.

Based on the survey results, the ERM team engages with risk owners throughout the organization and with the Enterprise Risk Committee. The results of this risk assessment inform our enterprise-wide strategic planning.

MITIGATING RISK IN OUR SUPPLY CHAIN

Hilton is committed to promoting and protecting human rights across our supply chain and in countries where we operate. Hilton has developed and piloted an ESG and human rights due diligence program to encourage vendors to meet Hilton's standards and maintain those standards during the contract term.

Vendors are required to comply with Hilton's Responsible Sourcing Policy, which includes our Human Rights Principles. We are dedicated to eradicating any form of forced labor and human trafficking, and we partner with cross-industry networks to advance international human rights.

Our procurement team, Hilton Supply Management, thoroughly assesses products before selecting them for use in our hotels. This includes reviewing the ESG performance of our suppliers and products.

Conrad Koh Samui

Solar panel installations in Fiji.

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PROVIDING EFFECTIVE SAFETY AND SECURITY PROGRAMS

As part of our commitment to safe and healthy workplaces, Team Members undergo training in workplace safety, security, fire safety, food hygiene and emergency procedures applicable to their regions. All hotels are audited against strict Fire Life Safety Brand Standards, which ensure a safe environment for all who stay, visit or work at our properties. Our managed properties have access to a library of custom-made training courses, available in the **School of Safety and Security**, while our franchised properties receive pertinent guidance during times of crisis. In addition to a wide range of training resources, managed hotels are able to access a wealth of guidance, procedures and checklists, created by industry experts to reduce the likelihood of accidents.

SAFETY IN A GLOBAL CRISIS

Prior to the conflict in Ukraine, Hilton was monitoring the growing threat, using a wide range of intelligence tools to prepare contingency measures. Our Team Members and properties in Ukraine received extensive guidance before and during the conflict allowing us to facilitate temporary hotel closures and expatriate evacuations.

Hilton communicates with properties using a customized crisis communication app, **Konexus Hilton Alert**, which is loaded with step-by-step guidance. This app enables hotels to rapidly escalate an emergency response on property, alerting key corporate stakeholders to initiate high-level safety and rescue procedures. Corporate leaders can also use the tool to poll hotels during a crisis (e.g., an earthquake), generating a rapid assessment of which properties are affected and require assistance.

LEARN MORE
About our safety and security services

Responding to security threats in Papua New Guinea

Recently, civil unrest occurred in the city of Port Moresby, capital of Papua New Guinea, following the announcement of elections and a subsequent declaration of a state of emergency. After our safety and security team at **Hilton Port Moresby** received reports of rioting within local community hubs and universities, and social media was flooded with violent imagery, the team initiated a lockdown in response to the violence, communicating clearly with hotel Team Members, and providing temporary accommodation to those who could not leave the compound as a result of the lockdown. We also facilitated the safe transportation of inbound guests from the airport due to the ongoing rioting. Throughout the period of civil unrest, the team stayed connected with domestic and international intelligence briefs and provided continuous security advice to our guests and Team Members.

Our culture of responsibility

Hilton London Metropole has continued a partnership with WorkFit, a program supporting people who have Down syndrome, through a number of work opportunities at the hotel. WorkFit and the hotel have been partnering together for five years. WorkFit also partners with other hotels in the U.K., and a total of 16 WorkFit members who have Down syndrome have had an employment opportunity through Hilton.

"Henderson Park is proud to have been a part of the many important internal infrastructure initiatives implemented and supported alongside the renovation of the Hilton London Metropole. Together, with our world-class partners, we sought to create a conscientious, future-proof concept capable of continuous improvement of the guest experience through an ESG lens."

Nick Weber
Founder and CEO of Henderson Park, a London-based Hilton owner group

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At Hilton, we closely track and report on our environmental and social impact.

ENVIRONMENTAL IMPACT

ENERGY AND CARBON

Hilton is committed to reducing Scope 1 and 2 carbon emissions from managed hotels by 75% and working with franchisees to reduce Scope 3 carbon emissions from franchised hotels by 56%.

MT CO_2e/m^2, 2008 baseline

		2022	2021	2020	2019	2008 BASELINE
GREENHOUSE GAS EMISSIONS						
Scope 1 Direct Emissions	Emissions (MT CO_2e)	446,084	415,034	329,570	476,036	437,087
	Emissions intensity (MT CO_2e/m^2)	0.0157	0.0151	0.0132	0.0199	0.0307
Scope 2 Indirect Emissions	Location-based emissions (MT CO_2e)	1,922,844	1,778,303	1,419,705	1,949,324	1,562,544
	Location-based emissions intensity (MT CO_2e/m^2)	0.0678	0.0646	0.0569	0.0815	0.1098
	Market-based emissions (MT CO_2e)	1,904,610	1,762,174	1,388,664	1,931,834	1,792,500
	Market-based emissions intensity (MT CO_2e/m^2)	0.0672	0.0641	0.0557	0.0808	0.1260
Total Scope 1 + 2 Emissions	Location-based emissions (MT CO_2e)	2,368,928	2,193,338	1,749,275	2,425,360	1,999,631
	Location-based emissions intensity (MT CO_2e/m^2)	0.0835	0.0797	0.0701	0.1014	0.1405
	Market-based emissions (MT CO_2e)	2,350,694	2,177,208	1,718,234	2,407,870	2,229,587
	Market-based emissions intensity (MT CO_2e/m^2)	0.0829	0.0792	0.0689	0.1007	0.1567
Scope 3 Emissions	Franchise emissions (MT CO_2e)	4,020,579	4,087,530	3,189,909	3,884,715	3,019,210
	Franchise emissions intensity (MT CO_2e/m^2)	0.0742	0.0785	0.0749	0.0971	0.1363
	Emissions from business travel (MT CO_2e)	17,095	7,616	6,449	26,754	–
	Emissions from waste (MT CO_2e)	86,883	73,000	59,986	117,772	125,821
	Emissions from waste intensity (MT CO_2e/m^2)	0.0031	0.0027	0.0024	0.0049	0.0088
Total Location-Based Emissions: Managed and Franchised	Location-based emissions (MT CO_2e)	6,389,507	6,280,868	4,939,184	6,314,510	5,018,841
	Location-based emissions intensity (MT CO_2e/m^2)	0.0774	0.0789	0.0732	0.0988	0.1380
Total Market-Based Emissions: Managed and Franchised	Market-based emissions (MT CO_2e)	6,371,273	6,264,738	4,908,143	6,292,556	5,248,797
	Market-based emissions intensity (MT CO_2e/m^2)	0.0772	0.0787	0.0727	0.0985	0.1443
ENERGY						
Energy Consumption MWh	Managed	6,800,671	6,164,255	4,956,217	6,828,225	5,289,613
	Franchised	13,127,543	12,900,585	10,015,986	11,838,738	8,445,834
	Total	19,928,215	19,064,840	14,972,203	18,666,964	13,735,447
Energy Use Intensity MWh/m^2	Managed	0.2398	0.2241	0.1987	0.2856	0.3861
	Franchised	0.2423	0.2479	0.2353	0.2960	0.3813
	Total	0.2414	0.2396	0.2218	0.2921	0.3831

We use LightStay, our award-winning ESG performance measurement platform, to measure our hotels' impacts in the communities in which they operate. We believe that transparent external reporting allows us to better engage our stakeholders on the most material issues impacting our business and collaborate on solutions to address them. Accuracy of our data is important to us, which is why we have obtained independent external assurance over all of the data points listed in our performance tables.

DRAFTING ACHIEVABLE TARGETS

We are committed to continuously evolving our ESG strategy to ensure it aligns with best practices and the latest climate science. In 2022, we launched our new ESG strategic framework, which serves as a blueprint for our path forward to achieve our Travel with Purpose 2030 Goals. Building on our existing commitments, the framework includes our enhanced ESG goals and, as shown on our Goal Tracker (pages 17–20), we also updated sub-goals within each pillar: Environmental, Social, Governance, to reflect the priorities, programs and practices that will drive our success that we can measure, monitor and report.

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WATER

Hilton is committed to reducing our water use intensity in our managed operations by 50% by 2030.

		2022	2021	2020	2019	2008 BASELINE
Water Consumption Megaliters	Managed	13,766	12,287	9,672	14,026	10,335
	Franchised	25,196	22,435	16,788	23,327	16,988
	Total	38,962	34,722	26,460	37,353	27,323
Water Consumption Intensity Liters/m²	Managed	485	447	388	586	754
	Franchised	465	431	394	583	767
	Total	472	436	392	585	762
Water Withdrawal Megaliters	Managed	55,065	49,147	38,687	56,103	41,342
	Franchised	100,784	89,740	67,154	93,309	67,951
	Total	155,849	138,887	105,841	149,412	109,293
Water Withdrawal Intensity Liters/m²	Managed	1,942	1,787	1,551	2,346	3,018
	Franchised	1,860	1,724	1,578	2,333	3,068
	Total	1,888	1,756	1,568	2,338	3,049

WASTE

Hilton is committed to reducing our waste intensity in our managed operations by 50% by 2030.

		2022	2021	2020	2019	2008 BASELINE
Total Waste Generated MT	Managed	143,678	114,226	96,609	192,230	159,537
	Franchised	271,114	239,453	212,321	332,103	264,321
	Total	414,792	353,679	308,929	524,334	423,858
Total Waste Intensity MT/m²	Managed	0.0051	0.0042	0.0039	0.0080	0.0112
	Franchised	0.0050	0.0046	0.0050	0.0083	0.0119
	Total	0.0050	0.0044	0.0046	0.0082	0.0117
Landfilled Waste Generated MT	Managed	92,429	77,659	63,815	125,289	133,852
	Franchised	249,702	217,948	188,956	281,772	221,765
	Total	342,131	295,607	252,772	407,061	355,617
Landfilled Waste Intensity MT/m²	Managed	0.0033	0.0028	0.0026	0.0052	0.0094
	Franchised	0.0046	0.0042	0.0044	0.0070	0.0100
	Total	0.0041	0.0037	0.0037	0.0064	0.0098
Waste Diverted from Landfill MT	Managed	51,249	36,566	32,794	66,941	25,686
	Franchised	21,412	21,505	23,364	50,332	42,556
	Total	72,661	58,072	56,158	117,273	68,242
Waste Diversion Intensity MT/m²	Managed	0.00181	0.0013	0.0013	0.0028	0.0018
	Franchised	0.0004	0.0004	0.0005	0.0013	0.0019
	Total	0.0009	0.0007	0.0008	0.0018	0.0019
Waste Diversion Rate %	Managed	35.7%	32.0%	33.9%	34.8%	16.1%
	Franchised	7.90%	9.0%	11.0%	15.2%	16.1%
	Total	17.52%	16.42%	18.2%	22.4%	16.1%

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SOCIAL IMPACT

			2022	2021	2020	2019
COMMUNITIES Hilton is committed to meaningfully impact 20 million community members through local support, disaster relief and economic opportunities.	**Volunteering**	Volunteering Number of Hours[1]	344,958	197,824	184,425	549,887
	Refugee Support	Refugees Impacted[2]	78,588	26,335	11,725	10,883
CONDUCT Hilton promotes responsible, inclusive conduct across 100% of its value chain operations.	**Supplier Diversity**	Supplier Diversity Program: Number of women, minority, veteran and LGBTQ–owned businesses we have supported	2,438	2,508	2,700	3,476
	Human Rights	Preventing Human Trafficking Training[4]				
		Managed	98%	54%[3]	71%	78%
		Franchised	70%	–	–	–

1 Reduction in logged 2020 and 2021 volunteer hours is primarily attributable to the temporary closing or suspension of hotels due to the pandemic.

2 Figures provided are cumulative impact since 2015.

3 2021 was an anomalous year. Many hotels faced significant challenges training staff as they continued to experience issues related to the business impacts of the pandemic, including closures, low occupancy, staff shortages and furloughed employees. As lean teams faced conflicting priorities, course completions suffered, as reflected in the data. We also expect some of the reduction to be attributable to under-reporting.

4 2019–2021 human trafficking training numbers are combined managed and franchised. For 2022, we have broken out managed and franchised for greater detail.

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SASB

We seek to provide material, decision-useful sustainability information to our investors in line with the recommendations of the Sustainability Accounting Standards Board (SASB). We considered SASB's Hotel & Lodging Standards in developing the following table of key sustainability metrics for our managed, owned and leased properties. We also report selected SASB data in our 2022 Form 10-K.

	SASB Code	Metric	2022	2021	2020	2019
ENERGY MANAGEMENT	**SV-HL-130a.1**	Total energy consumed, in gigajoules per square meter	0.863	0.807	0.720	1.030
		Total energy consumed, in million gigajoules	24.48	22.19	17.84	24.600
		Percent total energy from grid electricity	56.7%	56.3%	56.3%	53.8%
		Percent total energy from renewables	4.0%	3.0%	2.6%	1.4%
WATER MANAGEMENT	**SV-HL-140a.1**	Amount withdrawn, in cubic meters per square meter	1.942	1.787	1.550	2.350
		Amount withdrawn, in million cubic meters (m^3)	55.07	49.15	38.70	56.100
		Amount consumed, in cubic meters per square meter	0.485	0.447	0.388	0.586
		Amount consumed, in million cubic meters (m^3)	13.77	12.29	9.68	14.00
		Percent in regions with high or extremely high baseline water stress[1]	38.9%	36.9%	37.0%	32.0%
ECOLOGICAL IMPACTS	**SV-HL-160a.2**	Environmental management policies and practices to preserve ecosystem services	Hilton ESG Policy Statement Hilton Environmental Policy Statement			
WASTE MANAGEMENT	**FB-RN-150a.1**	Amount generated, in metric tons per square meter	0.0051	0.0042	0.0039	0.0080
		Amount generated, in million metric tons	0.14	0.11	0.10	0.1900
		Percent food waste[2]	41%	41%	41%	41%
		Percent diverted from landfills	35.7%	32.0%	33.9%	34.8%
LABOR PRACTICES	**SV-HL-310a.1**	Voluntary turnover rate for lodging facility employees (U.S. only, includes retirements)	24.5%	26.2%	11.7%	19%
	SV-HL-310a.4	Policies and programs to prevent worker harassment	Hilton Code of Conduct Hilton Diversity & Inclusion Website			

1 While the percentage of hotels in regions with high or extremely high baseline water stress remained consistent at 34 percent between 2019 and 2020, we identified an increase in the percentage of water being consumed in areas of higher water stress. This is partially attributable to some of our larger properties being located in regions that experienced higher levels of occupancy during the COVID-19 pandemic.

2 Approximately 41 percent of total waste is estimated to be food waste, based on a sample of approximately 50 food waste reduction pilots worldwide. Hilton continues to refine its food waste reporting in alignment with the WRI's Food Loss and Waste Protocol.

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Global Reporting Initiative (GRI)

GENERAL DISCLOSURES

GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
GRI 2: GENERAL DISCLOSURES 2022	**2-1**	**Organizational details**	Hilton Worldwide Holdings Inc. ("Hilton"). Hilton is a publicly traded company incorporated in the United States. Our corporate headquarters is located at 7930 Jones Branch Drive, McLean, Virginia 22102 in the United States. At year-end 2022, Hilton managed or franchised hotels and resorts in 123 countries and territories.	Refer to About Hilton for more information 2022 Form 10-K (pg. 3)
	2-2	**Entities included in the organization's sustainability reporting**	2022 Form 10-K (Item 1. Business) Unless otherwise noted, reported environmental and social figures refer to our impact across our owned, managed and franchised portfolio.	2022 Form 10-K (Item 1. Business)
	2-3	**Reporting period, frequency and contact point**	Our reporting cycle is annual and our reporting period is for the calendar year 2022. Our most recent Environmental, Social and Governance report was published 6 April 2023. For more information, contact us at esg@hilton.com	
	2-4	**Restatements of information**	None during the reporting period	
	2-5	**External assurance**	We recognize that the accuracy and credibility of our data is critical to managing our impact and transparently reporting on our performance. That is why we have worked with DEKRA Certification, Inc. to obtain limited independent assurance over our environmental impact data (greenhouse gas emissions, energy, water and waste) since 2013. Since 2018, DEKRA has also provided limited assurance over selected social impact metrics. Please see our 2022 Assurance Statement for more information.	2022 Assurance Statement
	2-6	**Activities, value chain, and other business relationships**	Hilton (NYSE: HLT) is a leading global hospitality company with a portfolio of 19 world-class brands. As reported in our 2022 Form 10-K, at year-end 2022 Hilton managed or franchised 7,165 properties comprising 1,127,430 rooms in 123 countries and territories. Dedicated to fulfilling our mission to be the world's most hospitable company, Hilton has welcomed more than 3 billion guests in its 100-year history. Our premier brand portfolio includes: our luxury and lifestyle hotel brands, Waldorf Astoria Hotels & Resorts, LXR Hotels & Resorts, Conrad Hotels & Resorts, Canopy by Hilton, Tempo by Hilton, and Motto by Hilton; our full service hotel brands, Signia by Hilton, Hilton Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Tapestry Collection by Hilton, and Embassy Suites by Hilton; our focused service hotel brands, Hilton Garden Inn, Hampton by Hilton, Tru by Hilton, Homewood Suites by Hilton and Home2 Suites by Hilton; our new premium economy brand, Spark by Hilton, launched in January 2023; and our timeshare brand, Hilton Grand Vacations. In 2022, Hilton was named to the Dow Jones Sustainability Indices ("DJSI") for the sixth consecutive year, receiving the distinction of Top 5% S&P Global ESG Score, reflecting Hilton's continuous investment in building a leading ESG strategy. What we buy, source, use and serve every day are essential components of the exceptional experience that we aim to deliver to every hotel, every guest, every time. As such, Hilton manages a large global supply chain containing key components, which include food and beverage, information technology, furniture, fixtures, equipment, and operating suppliers (such as linens and apparel). There have been no significant changes to our organization or our supply chain during the reporting period. Additional information on our supply chain and responsible sourcing efforts can be found in our 2022 ESG Report (Hilton at a Glance, p. 4; Responsible Sourcing, p. 41–44), our Responsible Sourcing Policy and Hilton's Slavery and Human Trafficking Statement 2021.	About Hilton 2022 Annual Report 2022 Form 10-K (Item 1. Business) Additional information on our supply chain and responsible sourcing efforts can be found in our 2022 ESG Report (Hilton at a Glance, p. 4; Responsible Sourcing, p. 41–44), our Responsible Sourcing Policy and Hilton's Slavery and Trafficking Statement 2021.

Our reporting follows the Global Reporting Initiative (GRI) disclosure framework, which is an internationally recognized set of indicators for economic, environmental and social aspects of business performance. The tables following set forth how the GRI framework has been applied to our ESG reporting process in alignment with global best practices.

In the GRI Index, we provide our stakeholders with references where they can locate content of interest. We also provide direct answers to specific indicators covered in the GRI framework.

GENERAL DISCLOSURES

GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
GRI 2: GENERAL DISCLOSURES 2022 CONTINUED	**2-7**	**Employees**	As of December 31, 2022, we employ approximately 159,000 individuals. Our global workforce, only including people working at our managed and leased properties and corporate locations, was 43 percent women. Globally, corporate leadership was 40 percent women and hotel leadership was 25 percent women. As of December 31, 2022, in the U.S., our workforce was 72 percent ethnically diverse, with U.S. corporate leadership being 19 percent ethnically diverse and U.S. hotel leadership being 23 percent ethnically diverse. As of December 31, 2022, our board of directors, excluding management directors, was 50 percent women and 25 percent ethnically diverse. We disclose detailed information about our employees and other workers in the following: 2022 ESG Report (Building a diverse, equitable and inclusive workplace, p. 36) 2022 Annual Report 2022 Form 10-K (Item 1. Business—"Overview") Hilton Diversity & Inclusion Website	2022 ESG Report (Building a diverse, equitable and inclusive workplace, p. 36) 2022 Annual Report 2022 Form 10-K (Item 1. Business—"Overview") Hilton Diversity & Inclusion Website Form 10-K (pg. 16)
	2-8	**Workers who are not employees**	259,000 people were employed by third-party owners and franchisees to work on-property at the independently owned and operated franchise properties in the Hilton portfolio. They, together with our employees, make up our 2022 Hilton Team Members worldwide.	2022 Form 10-K (p. 16)
	2-9	**Governance structure and composition**	Our ESG efforts are supported by a robust governance structure, designed to ensure our ESG objectives are an important part of our business priorities as we work towards our 2030 Goals. Hilton's General Counsel & Chief ESG Officer oversees the ESG department, which is responsible for the company's sustainability strategy, including Hilton's strategy for addressing climate change. The General Counsel & Chief ESG Officer reports directly to Hilton's President and CEO, who is the only company executive on Hilton's Board of Directors. Our board receives periodic updates from our CEO and our General Counsel & Chief ESG Officer on the company's ESG strategy and initiatives. Quarterly reports on progress towards the 2030 Goals are provided to the Executive Committee, including our CEO. These reports outline Hilton's progress towards our Travel with Purpose 2030 Goals, including our science-based targets. The Nominating & ESG Committee, one of the three standing committees of Hilton's Board of Directors, reviews and assesses our ESG strategy and makes recommendations to the board and management as appropriate. The board also receives annual updates on progress towards our 2030 Goals. Significant ESG risks, including risks related to climate change, natural disasters, supply chain disruption, health and safety, and ethics, fraud and corruption are integrated in Hilton's Enterprise Risk Management program as part of Hilton's annual Enterprise Risk assessment process. The results of this process are reviewed by our Executive Committee and our board of directors, including the Audit Committee, to inform enterprise-wide strategic planning. Composition of the highest governance body and its committees can be found can be found here: Hilton Board of Directors.	Hilton Board of Directors 2022 ESG Report (Governance, p. 46–47) Committee Composition Nominating and ESG Committee Charter
	2-10	**Nomination and selection of the highest governance body**	See our Nominating and ESG Committee Charter	Committee Composition Nominating and ESG Committee Charter
	2-11	**Chair of the highest governance body**	Our board of directors is chaired by Jonathan Gray, a non-executive. Mr. Gray has served as a director of Hilton since 2007. Additional information on Mr. Gray's background and qualifications can be found on our board of directors webpage.	Hilton Board of Directors
	2-12	**Role of the highest governance body in overseeing the management of impacts**	Significant ESG risks, including risks related to climate change, environmental impact, social impact, health and safety, human rights and ethics, fraud and corruption, are integrated in Hilton's Enterprise Risk Management program as part of Hilton's annual Enterprise Risk assessment process. The results of this process are reviewed by our Executive Committee and our board of directors, including the Audit Committee and the Nominating and ESG Committee, to inform enterprise-wide strategic planning. The Nominating and ESG Committee is the highest governance body in setting purpose, values and strategy (see Nominating and ESG Committee Charter). Our board receives periodic updates from management on Travel with Purpose initiatives. Quarterly reports on progress towards the 2030 Goals are provided to the Executive Committee, including our CEO. We also engage with stakeholders on an ongoing basis to continuously refine and enhance our strategy, to ensure we are aligning our programs with the issues that matter the most to our business and stakeholders.	Nominating and ESG Committee Charter 2022 ESG Report (Governance, p. 46–47)

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GRI 2: GENERAL DISCLOSURES 2022 CONTINUED	**2-13**	**Delegation of responsibility for managing impacts**	The board of directors' Nominating and ESG Committee is responsible for periodically reviewing and assessing the company's ESG strategy, practices and policies, including its impact on environmental and human rights issues, animal welfare, responsible sourcing and stakeholder engagement. The Committee's role, responsibility and authority delegated to it by the board are set out in its Committee Charter, and are reviewed and approved annually by the board. Our board receives periodic updates from management on Travel with Purpose initiatives. Quarterly reports on progress towards the 2030 Goals are provided to the Executive Committee, including our CEO. Hilton's General Counsel & Chief ESG Officer oversees Hilton's ESG strategy and reporting efforts, is a member of the Executive Committee and reports directly to the CEO. Our Executive Committee approves major ESG programs and monitors progress towards 2030 Goals, while our CEO is accountable for major ESG-related issues and decisions.	2022 ESG Report (Governance, p. 46–47) Nominating and ESG Committee Charter
	2-14	**Role of the highest governance body in sustainability reporting**	All publicly reported information is reviewed by our SVP and Executive Vice President, General Counsel & Chief ESG Officer. Hilton's General Counsel & Chief ESG Officer oversees the ESG department, which is responsible for the company's sustainability strategy, including Hilton's strategy for addressing climate change. The General Counsel & Chief ESG Officer reports directly to Hilton's President and CEO, who is the only company executive on Hilton's Board of Directors. Our board receives periodic updates from our CEO and our General Counsel & Chief ESG Officer on the company's ESG strategy and initiatives. These reports outline Hilton's progress towards our Travel with Purpose 2030 Goals, including our science-based targets.	Nominating and ESG Committee Charter 2022 ESG Report (Governance, p. 47)
	2-15	**Conflicts of interest**	See the Nominating and ESG Committee Charter "Conflicts of Interest."	Nominating and ESG Committee Charter Hilton Code of Conduct Corporate Governance Guidelines 2021
	2-16	**Communication of critical concerns**	Only by speaking up when we suspect potential violations of law or policy can Hilton address issues before they potentially become bigger problems. We have a confidential hotline run by a third party which provides colleagues with a channel to share any ethical concerns they may have. Colleagues are made aware of this through regular internal communications, training, and through a dedicated website (www.HiltonHotline.com).	Ethical Business Conduct at Hilton
	2-18	**Evaluation of the performance of the highest governance body**	The board conducts annual self-evaluations to determine whether it and its committees are functioning effectively as required by applicable law and the rules of the New York Stock Exchange (NYSE). The board also periodically considers the mix of skills and experience that directors bring to the board to assess whether the board has the necessary tools to perform its oversight function effectively. Each committee conducts an annual self-evaluation that compares the performance of the committee with the requirements of its written charter, and the committees report the results of these assessments to the board.	Corporate Governance Guidelines "Evaluation of Board Performance"
	2-19	**Remuneration policies**	The compensation practices and policies related to the board are detailed in the Corporate Governance Guidelines "Board Compensation." Our policy for Executive Officers and Directors' remuneration is set out in the Compensation Committee Charter. It is reviewed annually to ensure it remains aligned with strategic objectives.	Corporate Governance Guidelines Compensation Committee Charter
	2-20	**Process to determine remuneration**	Our policy for Executive Officers and Directors' remuneration is set out in the Compensation Committee Charter. It is reviewed annually to ensure it remains aligned with strategic objectives. Remuneration for some of our hotel leaders is tied to their contributions to Hilton's ESG Strategy. The results of votes of stakeholders (including shareholders) on remuneration policies and proposals can be found in our Proxy Statement. See Proxy Statement (p. 13 and p. 25)	Compensation Committee Charter 2022 Proxy Statement

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GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
GRI 2: GENERAL DISCLOSURES 2022 CONTINUED	**2-21**	**Annual total compensation ratio**	See Proxy Statement (p. 50)	2022 Proxy Statement
	2-22	**Statement on sustainable development strategy**	See executive statement in our ESG Report.	2022 ESG Report (p. 3)
	2-23	**Policy commitments**	In 2018, we established our 2030 Goals to enhance our social impact and significantly reduce our environmental footprint by 2030 at the hotels that we manage, including our owned and leased hotels. Our 2030 Goals, which align with the global Sustainable Development Goals ("SDGs") adopted by the United Nations in 2015, are guided by our evaluation of the social and environmental issues that are critical to our business and our long-term success. In 2022, we reevaluated our environmental impact 2030 Goals and set more ambitious targets. Hilton was the first major hospitality company to set science-based targets that were approved by the Science Based Targets initiative ("SBTi") and the first major hotel brand to obtain revalidation by SBTi. In June 2022, SBTi verified our near-term targets (1.5°C by 2030), which are in alignment with our updated environmental 2030 Goals to cut emissions intensity of our managed hotel portfolio by 75 percent and of our franchised hotel portfolio by 56 percent, with 2008 as our baseline. We continue to work toward our 2030 Goal of reducing water and waste intensity at the hotels we operate, including those that are owned, leased and managed, by 50 percent, with 2008 as our baseline. Additional information on our management approach, programs, targets and performance can be found throughout our 2022 ESG Report and in our Environmental Policy Statement. Our values, principles, norms and behaviors can be found throughout the following documents: About Hilton Hilton Code of Conduct Hilton ESG Policy Statement Hilton Responsible Sourcing Policy Hilton Human Rights Principles Slavery and Human Trafficking Statement 2021	About Hilton Hilton Code of Conduct Hilton ESG Policy Statement Hilton Responsible Sourcing Policy Hilton Human Rights Principles Slavery and Human Trafficking Statement 2021
	2-24	**Embedding policy commitments**	We outline how our policy commitments are embedded into business activities and relationships in our ESG Report.	2022 ESG Report (p. 49-51)
	2-25	**Processes to remediate negative impacts**	Protecting human rights is part of our commitment to promote responsible, inclusive conduct across 100% of our value chain operations. When we become aware of a human rights impact, we immediately dedicate resources to addressing and remediating that impact. Among other things, Hilton may provide training about existing grievance mechanisms, address the root causes of the issue, and remediate individual cases.	2022 ESG Report (p. 42)
	2-26	**Mechanisms for seeking advice and raising concerns**	Hilton's policies and practices for responsible business conduct and information on how they are implemented can be found here: Hilton Code of Conduct Hilton Ethics Point Hotline 2022 ESG Report Hilton Stakeholder Engagement Policy Statement	Hilton Code of Conduct Hilton Ethics Point Hotline 2022 ESG Report (p. 49) Hilton Stakeholder Engagement Policy Statement
	2-27	**Compliance with laws and regulations**	See Legal Proceedings in 2022 Form 10-K.	2022 Form 10-K (Legal Proceedings, p. 42)
	2-28	**Membership associations**	Our partnerships with key trade associations, business coalitions and NGOs help us to amplify our impact and make collective progress on our shared goals. A list of our partners is provided in our ESG Report.	2022 ESG Report (p. 47)

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GENERAL DISCLOSURES

GRI Standard Title	Disclosure Number	Disclosure Name	Response	Source
GRI 2: GENERAL DISCLOSURES 2022 CONTINUED	**2-29**	**Approach to stakeholder engagement**	We engage with a broad range of internal and external stakeholders on an ongoing basis, including our Hilton Team Members, franchise employees, guests, policymakers, NGOs and international organizations, investors, owners and suppliers. We engage with stakeholders that can help inform and enhance our business and ESG strategy. From developing hotel concepts and products in partnership with owners and guests, to evolving our internal programs to engage Hilton Team Members and build a common culture with franchise employees, to working with governments on policy reforms, to exchanging ideas with conservation organizations on a variety of products in our supply chain, we view stakeholder engagement as an enabler of continuous improvement, innovation and reputation management. Please see Hilton Stakeholder Engagement Policy Statement and Toward 2030 for more information.	Hilton Stakeholder Engagement Policy Statement 2022 ESG Report (Stakeholder Engagement, p. 11) Toward 2030
	2-30	**Collective bargaining agreements**	As of December 31, 2022, approximately 30 percent of our employees worldwide and 40 percent of our employees in the U.S. were covered by various collective bargaining agreements generally addressing pay rates, working hours, other terms and conditions of employment, certain employee benefits and orderly settlement of labor disputes.	2022 Form 10-K (Item 1. Business—"Employees", p. 18) Hilton Stakeholder Engagement Policy Statement
MATERIAL TOPICS				
GRI 3: MATERIAL TOPICS 2022	**3-1**	**Process to determine material topics**	In 2020, Hilton undertook a robust evaluation to assess the ESG topics most material to the company. Through this evaluation, more than 200 relevant ESG topics were identified, examined, and then consolidated into a list of 17 material ESG Aspects aligned to industry guidance and sector trends. To assess the materiality of the 17 Aspects, Hilton engaged nearly 1,500 internal (e.g., Hilton leadership, team members) and external (e.g., NGOs, guests, owners and developers, suppliers, and investors) stakeholders through interviews and surveys. Please see 2020 Materiality Assessment for more information.	Hilton 2020 Materiality Assessment
	3-2	**List of material topics**	In the materiality assessment, Hilton asked internal and external stakeholders to rate the perceived importance of the identified 17 ESG Aspects, and their perception of ESG aspects that are likely to grow in importance over the next three to five years. The results of the stakeholders' feedback were then mapped onto a Materiality Matrix and Stakeholder Priority Map. Results were presented to and reviewed by Hilton's executive leadership, including our CEO and the board of directors' Nominating & ESG Committee.	Hilton 2020 Materiality Assessment (p. 6–7) 2022 ESG Report (p. 6–8)
	3-3	**Management of material topics**	We disclose our approach towards each of the 17 ESG Aspects and progress in our ESG Report. Community engagement and empowerment—p. 15 Climate action—p. 22-23 Biodiversity and destination stewardship—p. 24 Energy conservation—p. 25–27 Water stewardship—p. 28 Waste management and circular economy—p. 29–30 Economic impact on communities—p. 32; 40 Employee development and wellbeing—p. 33–35 Diversity, equity & inclusion—p. 36–39 Disaster preparedness and response—p. 40 Employee and guest health, safety and security—p. 42; 51 Human rights—p. 42 Engagement with suppliers—p. 41; 43 Healthy, safe and sustainable food—p. 43 Responsible sourcing of goods and services—p. 43 Ethical business practices and regulation compliance—p. 49–51 Policy engagement and advocacy—p. 49	2022 ESG Report

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Material Aspects		Disclosure Number	Disclosure Name	Response	Source
ECONOMIC	**ECONOMIC IMPACTS**	**201**	**Management disclosure approach**	Hilton's impact on the economy through its business and relationships with various entities including third-party owners and other strategic partners such as management companies and suppliers is detailed in the 2022 Form 10-K.	2022 Form 10-K (Item 1. Business)
		201-1	**Direct economic value generated and distributed**	The direct economic value generated by our business is detailed in our 2022 Form 10-K (Item 1. Business—"Overview"). As an example, Hilton's global procurement and supply chain arm, Hilton Supply Management (HSM), works with more than 85,000 Tier 1 suppliers to source over 482,000 products for hotels around the world, servicing over 14,000 properties, including more than 6,600 non-Hilton-branded hotels.	2022 Form 10-K (Item 1. Business) 2022 ESG Report (Hilton at a Glance, p. 4)
		201-2	**Financial implications and other risks and opportunities for the organization's activities due to climate change**	As an operator and franchisor of hotel properties in 123 countries and territories, Hilton is subject to the physical effects of climate change, including sea level rise, droughts and intensified storms and other weather events. Damage to hotels resulting from the physical effects of climate change could lower demand for travel to certain locales and affect the performance of certain hotels, which could in turn have a negative impact on our results of operations.	2022 Form 10-K (Risks Related to Operating Our Business, p. 34)
		201-3	**Defined benefit plan obligations and other retirement plans**	Hilton's benefit plan obligations and other share-based compensation expenses are detailed in the 2022 Form 10-K (Note 13. Employee Benefit Plans, Note 14, Share-Based Compensation)	2022 Form 10-K (Note 13. Employee Benefit Plans, p. 96–100)
	INDIRECT ECONOMIC IMPACTS	**203**	**Management disclosure approach**	We have enhanced our existing Travel with Purpose social goals to further commit to the areas where we can have the greatest impact, including supporting career opportunities, community impact, and responsible, inclusive conduct across our business. Please view our 2022 ESG Report (Social Impact p. 32) for further detail.	2022 ESG Report (Social Impact, p. 32)
		203-1	**Infrastructure investments and services supported**	Through our Hilton Global Foundation and strategic partnerships with local organizations, we provide disaster relief and help rebuild infrastructure for communities to become more resilient. Please view our 2022 ESG Report (Disaster Relief p. 40) for further detail.	2022 ESG Report (Disaster Relief, p. 40) 2022 Assurance Statement
	PROCUREMENT PRACTICES	**204**	**Management disclosure approach**	In addition to collaboration across our industry and within the business community, we are focused on achieving change by leveraging the scale of our supply chain. We remain committed to embedding ESG due diligence across our supply chain and partnering with suppliers to advance positive impact in our communities. Furthermore, we leverage our size and scale to expand local sourcing from small businesses and strengthen business with diverse suppliers. Through our award-winning Supplier Diversity Program, we engage women, minority, veteran, disabled and LGTBQ–owned businesses in sourcing opportunities across the company in all categories.	2022 ESG Report (p. 41)
		204-1	**Proportion of spending on local suppliers**	One of Hilton's Travel with Purpose 2030 Goals is to leverage our large global footprint and deep integration within our communities to expand local sourcing and business with diverse and small suppliers. Our hotels continue to advance local sourcing in their communities, with 50% of our brands having a local sourcing brand standard in place. For a product to be considered locally sourced in the United Kingdom, the product must be made within the United Kingdom. Additionally, in 2022 our Europe and Middle East regions identified local sourcing as a strategic opportunity. Please view our 2022 ESG Report (p. 19, 41) for further detail.	2022 ESG Report (p. 19, 41)

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ECONOMIC CONTINUED	**ANTI CORRUPTION**	**205**	**Management approach disclosure**	Bribery and corruption are explicitly prohibited in our Code of Conduct, with oversight from our Group Finance and Risk Management functions. Internal Audits are also conducted at the Group's hotels and corporate offices in Asia Pacific, Europe and the Middle East. In the United States, these audits are conducted by an independent third-party auditor. Additionally, we conduct background checks on all prospective partners. We maintain a whistleblower policy and procedure to encourage the reporting of any inappropriate activity. Any failures to comply with the Code of Conduct are investigated and disciplinary action is taken as appropriate, up to and including termination. All General Managers and senior colleagues are expected to actively support anti-corruption policies at individual hotels and properties. Certifications of compliance with the Code of Conduct are obtained from all hotels annually, with a mid-year update. Please see Hilton Code of Conduct for more information.	Hilton Code of Conduct
ENVIRONMENTAL	**ENERGY**	**302**	**Management approach disclosure**	We are committed to effective energy management and work with our value chain partners to realize long-term energy reductions and sustainable energy procurement. Our primary source of emissions comes from the operation of our hotels. In 2022, we saw a resurgence in travel and resulting higher occupancy rates across our global portfolio. As a result, we experienced an increase in utility consumption across energy and water and an increase in waste generation compared to 2020–2021. As the business continues to recover, we aim to remain below pre-pandemic consumption levels and to stay on track to achieve our new and more ambitious 2030 emissions targets. We outline our approach in our Energy Stewardship Policy Statement, and actions taken to mitigate our energy footprint in the 2022 ESG Report.	2022 ESG Report (p. 23, 25–27) Hilton Energy Stewardship Policy Statement 2022 CDP Climate Change Questionnaire
		302-1	**Energy consumption within the organization**	In 2022, our total energy consumption was 19.93 million megawatt hours. Please view our 2022 ESG Report (Performance Table, p. 53) for further detail. Our 2022 energy data has been externally assured, as noted in our 2022 Assurance Statement.	2022 ESG Report (p. 53) 2022 Assurance Statement
		302-3	**Energy intensity**	In 2022, our energy use intensity was 0.2414 megawatt hours per square meter, representing an annual increase of 0.8% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. Please view our 2022 ESG Report (Performance Table, p. 53) for further detail. Our 2022 energy data has been externally assured, as noted in our 2022 Assurance Statement.	2022 ESG Report (p. 53) 2022 Assurance Statement
		302-4	**Reduction of energy consumption**	Across our global operations (owned, managed and franchised hotels), Hilton has reduced total energy use intensity by 37% since 2008. For our managed portfolio only, we have reduced total energy use intensity by 35.7% since 2008. Reductions in energy have been achieved as a result of ongoing energy conservation activities, efficiency projects, and implementation of innovative energy saving technologies. Refer to our 2022 ESG Report (p. 25, 27) for further detail on our energy performance and energy reduction activities.	2022 Form 10-K (Item 1. Business, p. 14) 2022 CDP Climate Change Questionnaire 2022 ESG Report (p. 25, 27)

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ENVIRONMENTAL CONTINUED	**WATER & EFFLUENTS**	**303**	**Management approach disclosure**	As one of the largest hospitality companies in the world, we recognize that we have a significant water footprint and are committed to demonstrating water stewardship by reducing our water consumption by 50% by 2030 in our managed operations (2008 baseline), and mapping global water risks, with particular emphasis on identifying and implementing innovative solutions in high water risk locations We outline actions taken to mitigate our water footprint in the 2022 ESG Report. Please view our 2022 ESG Report (p. 8, 18, 28) for further detail.	2022 ESG Report (p. 8, 18, 28) 2022 CDP Climate Change Questionnaire Hilton Environmental Policy Statement
		303-3	**Water withdrawal**	In 2022, our total water withdrawal was 155,848.88 megaliters (156 million cubic meters). Our water consumption intensity was 472.05 liters per square meter, representing an annual increase of 8.2% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. Across our global operations (owned, managed and franchised hotels), Hilton has reduced total water use intensity by 38.1% since 2008. For our managed portfolio only, we have reduced total water use intensity by 33.4% since 2008. Please view our 2022 ESG Report (Water, p. 28 and Performance Table, p. 54) for further detail. Our 2022 water data has been externally assured, as noted in our 2022 Assurance Statement.	2022 ESG Report (p.28, 54) 2022 Assurance Statement
	EMISSIONS	**305**	**Management approach disclosure**	We are committed to leading the hospitality industry toward a net-zero future and reducing our greenhouse gas emissions in line with climate science. In 2022 we strengthened and validated our emissions intensity reduction goals with SBTi, and are committed to cutting emissions by 75% in our managed portfolio, and 56% in our franchised portfolio by 2030. We outline actions taken to mitigate our carbon footprint in the 2022 ESG Report.	2022 ESG Report (p. 22–27) 2022 CDP Climate Change Questionnaire Hilton Environmental Policy Statement Hilton Energy Stewardship Policy Statement
		305-1	**Direct (Scope 1) GHG emissions**	In 2022, our Scope 1 emissions were 0.45 million metric tons of CO_2e. Please view our 2022 ESG Report (Performance Table, p. 53) for further detail. Our 2022 Scope 1 emissions data has been externally assured, as noted in our 2022 Assurance Statement.	2022 ESG Report (p. 53) 2022 Assurance Statement
		305-2	**Energy indirect (Scope 2) GHG emissions**	In 2022, our Scope 2 location-based emissions were 1.92 million metrics tons of CO_2e. Our Scope 2 market-based emissions were 1.90 million metrics tons of CO_2e. Please view our 2022 ESG Report (Performance Table, p. 53) for further detail. Our 2022 Scope 2 emissions data has been externally assured, as noted in our 2022 Assurance Statement.	2022 ESG Report (p. 53) 2022 Assurance Statement
		305-3	**Other indirect (Scope 3) GHG emissions**	Per our Operational Control boundary, on-site emissions at properties owned and operated by franchisees are reported as Scope 3 emissions. In 2022, Hilton's Scope 3 emissions from franchisees were 4.02 million metric tons CO_2e. The total includes emissions from on-site fuels combustion (0.89 million metric tons CO_2e) and indirect emissions from the generation of electricity, heat or steam purchased from a utility provider (3.20 million metric tons CO_2e). In addition, in 2022, we generated Scope 3 emissions of 17,095 metric tons CO_2e from employee business and air travel, and 86,883 metric tons CO_2e from the disposal of waste associated with our operations. Please view our 2022 ESG Report (Performance Table, p. 53) for further detail. Our 2022 Scope 3 emissions data has been externally assured, as noted in our 2022 Assurance Statement.	2022 ESG Report (p. 53) 2022 Assurance Statement

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ENVIRONMENTAL CONTINUED	**EMISSIONS** CONTINUED	**305-4**	**GHG emissions intensity**	In 2022, our total Scope 1 and 2 location-based emissions intensity was 0.084 metric tonnes per square meter, which represents a 5% increase over prior year. Our total 2022 market-based Scope 1 and 2 emissions intensity was 0.083 metric tonnes per square meter, representing a 5% increase over prior year. Please view our 2022 ESG Report (p. 23, 27, and Performance Table, p. 53) for further detail. Our 2022 Scope 1 and 2 emissions data has been externally assured, as noted in our 2022 Assurance Statement.	2022 ESG Report (p. 23, 27, 53) 2022 Assurance Statement
		305-5	**Reduction of GHG emissions**	2022 Form 10-K (Item 1. Environmental Impact)	2022 Form 10-K (Item 1. Environmental Impact)
	EFFLUENTS AND WASTE	**306**	**Management approach disclosure**	We are committed to reduce our waste production, increase our diversion from landfill, responsibly handle, store and dispose of all hazardous waste, and reduce food, plastics and packaging waste. We outline actions and initiatives taken to reduce our waste footprint and promote a circular economy in the 2022 ESG Report.	2022 ESG Report (p. 29–30, Performance Table, p. 54) Hilton Environmental Policy Statement
		306-2	**Management of significant waste related impacts**	We recognize that waste reduction, recycling, and food upcycling and donation are all critical components of creating a more environmentally friendly hospitality industry. Our waste reduction strategy focuses on supply chain evaluation and sustainable sourcing initiatives, while taking steps to divert remaining waste from landfill through donation, recycling, composting and waste-to-energy incineration. We outline various initiatives taken in 2022 such as food waste management, soap recycling, and reducing single use plastics in our 2022 ESG Report. See 2022 ESG Report (p. 29–30)	2022 ESG Report (p. 29–30)
		306-3	**Waste generated**	In 2022, total weight of waste generated was 414,792 metric tons, and a breakdown of this total by composition was 342,131 metric tons of landfill waste and 72,661 metric tons of diverted waste across our global portfolio of owned, managed and franchised properties. Please view our 2022 ESG Report (Performance Table, p. 54) for further detail. Our 2022 waste data has been externally assured, as noted in our 2022 Assurance Statement.	2022 ESG Report (p.54) 2022 Assurance Statement
		306-4	**Waste diverted from disposal**	Our 2022 landfill diversion rate for our global operations was 17.5%, while the managed portfolio achieved a diversion rate of 35.7% in 2022. Our diversion rate accounts for ongoing waste streams that are recycled, composted, incinerated for waste-to-energy, or otherwise diverted from landfill.	2022 ESG Report (p. 29, Performance Table, p. 54) 2022 Assurance Statement
		306-5	**Waste directed to disposal**	In 2022, our landfilled waste was 342,130.66 metric tons. Our landfilled waste intensity was 0.0041 metric tons per square meter, representing an annual increase of 11.56% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. Across our global operations, Hilton has reduced landfilled waste intensity by 57.6% since 2008.	
	ENVIRONMENTAL COMPLIANCE	**307**	**Management approach disclosure**	Our management approach to environmental compliance is outlined in the Hilton Environmental Policy Statement.	Hilton Environmental Policy Statement
		307-1	**Non-compliance with environmental laws and regulations**	In 2022, Hilton did not identify any known instances of non-compliance with environmental laws and/or regulations.	

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ENVIRONMENTAL CONTINUED	**SUPPLIER ENVIRONMENTAL ASSESSMENT**	**308**	**Management approach disclosure**	The Hilton Supply Management Responsible Sourcing & Sustainability team engages procurement and business leaders to assess and mitigate sustainability risks in our supply chain. The team oversees the development of our comprehensive responsible sourcing strategy and guides global decisions related to implementation. All suppliers are required to observe and abide by Hilton's Responsible Sourcing Policy, which is included in all supplier contracts. We continue to advance our partnership with EcoVadis to assess our critical suppliers' sustainability risk and performance. We have begun to implement the requirement of existing and new critical suppliers to complete EcoVadis assessment if they have not already done so. EcoVadis assesses a supplier across the four themes of environment, labor & human rights, ethics, and sustainable procurement. We have conducted a thorough analysis of our most material sourcing categories: seafood, meat and proteins, produce, and apparel and linens. A dedicated role and a cross-functional advisory group now helps to drive responsible sourcing across these categories. This group oversees the development of our comprehensive responsible sourcing strategy and guides global decisions related to implementation. We continued to make incremental progress towards our goal of strengthening responsibly sourced products across our owned, managed and leased properties, including our goal to increase sustainable seafood sourcing from Marine Stewardship Council (MSC) fisheries and Aquaculture Stewardship Council (ASC) farms.	2022 ESG Report (Advancing Responsible Supply Chain, p. 19, 43) Hilton Responsible Sourcing Policy Hilton Environmental Policy Statement
		308-1	**New suppliers that were screened using environmental criteria**	110 new suppliers were screened using EcoVadis environmental criteria in 2022.	2022 ESG Report (p. 43)
SOCIAL	**EMPLOYMENT**	**401**	**Management approach disclosure**	At Hilton, we are committed to creating a work environment that is diverse, equitable and inclusive. We prioritize employee wellbeing through a variety of programs such as the Care for All initiative. We seek to provide pathways for career readiness and continued learning and development to our Team Members and work with partners to extend these opportunities to local communities and future Team Members.	2022 ESG Report (p. 32–39) Hilton Great Places to Work Profile Hilton Careers Website Corporate Awards Hilton Diversity & Inclusion Website Hilton Slavery and Trafficking Statement 2021
		401-2	**Benefits provided to full-time employees**	We support the wellbeing and performance of Team Members with industry-leading rewards, recognition and support via a variety of programs including best-in-class PTO, health and welfare benefit plans, retirement savings program, employee stock purchase plan, debt-free education and others.	Hilton Careers Website (Benefits Page)
	OCCUPATIONAL HEALTH & SAFETY	**403**	**Management approach disclosure**	Our commitment to a safe and healthy work environment is codified in our Code of Conduct, in which we emphasize that safety requires a commitment from everyone, and each employee is responsible for (1) complying with all applicable safety and health laws and guidelines and (2) identifying and responding to health and safety hazards and security concerns. See Hilton's Code of Conduct With a global footprint across 123 countries and territories, written descriptions of occupational health and safety functions vary by region, and reflect local legislative requirements.	Hilton Code of Conduct 2022 ESG Report (p. 42, 51)

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Material Aspects		Disclosure Number	Disclosure Name	Response	Source
SOCIAL CONTINUED	**TRAINING AND EDUCATION**	**404**	**Management approach disclosure**	We offer a variety of robust training and education programs ranging from upskilling, reskilling and leadership training, to offer a work environment that fosters growth and career progression.	2022 ESG Report (p. 34)
		404-1	**Average hours of training per year per employee**	Hilton employees complete an average of 40 hours of training per year.	
		404-2	**Programs for upgrading employee skills and transition assistance programs**	Through Hilton University, our online learning platform, all Team Members have access to over 25,000 courses, providing the ability to explore new skills or expand their expertise. We know that leadership skills are important at every stage of someone's career. That is why all Team Members also have access to leadership development curriculums through our Lead@Hilton platform that includes on-demand, self-paced content. Our goal is to continuously upskill, reskill and multi-skill each Team Member, always seeking to set them up for development and growth within our company. We do this through our robust Job Skills training platform—a consistent, one-stop location for our Team Members to locate digital training checklists, and mobile-enabled resources. In May 2022, we proudly became the first in our industry to partner with Guild Education to provide U.S.-based Team Members with debt-free, continuing education opportunities. From the spring of 2022, Team Members have had access to a wide variety of educational credentials from leading universities and learning providers including high school completion, English language learning, college degrees, professional certifications, and more.	2022 ESG Report (p. 34)
		404-3	**Percentage of employees receiving regular performance and career development reviews**	Hilton Team Members are evaluated through our Performance Management Review process; this includes the setting of objectives, goals and concerns and allowing regular feedback and coaching.	
	DIVERSITY & EQUAL OPPORTUNITY	**405**	**Management approach disclosure**	To achieve our vision of Diversity, Equity & Inclusion (DE&I), we have set ambitious commitments, built accountability mechanisms into our business, established strong partnerships, and developed targeted training, hiring and work culture development programs to cultivate talent from all backgrounds. We outline actions and initiatives taken to promote our vision of DE&I in the 2022 ESG Report. See ESG Report (Diversity & Inclusion, p. 36–37), Hilton Diversity & Inclusion website and Hilton Great Places to Work profile.	2022 ESG Report (Diversity & Inclusion, p. 36–37) Hilton Diversity & Inclusion Website Hilton Great Places to Work Profile
		405-1	**Diversity of governance bodies and employees**	As of December 31, 2022, our global workforce, only including people working at our managed and leased properties and corporate locations, was 43 percent women. Globally, corporate leadership was 40 percent women and hotel leadership was 25 percent women. As of December 31, 2022, in the U.S., our workforce was 72 percent ethnically diverse, with U.S. corporate leadership being 19 percent ethnically diverse and U.S. hotel leadership being 23 percent ethnically diverse. As of December 31, 2022, our board of directors, excluding management directors, was 50 percent women and 25 percent ethnically diverse.	Hilton Diversity & Inclusion Website 2022 ESG Report (Diversity & Inclusion, p. 36–37) 2022 Form 10-K (p. 16)
	HUMAN RIGHTS ASSESSMENT	**412**	**Management approach disclosure**	Our approach to manage human rights is outlined in the Hilton Human Rights Principles, and the Hilton Slavery and Trafficking Statement.	Hilton Human Rights Principles Hilton Slavery and Trafficking Statement 2021

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Material Aspects		Disclosure Number	Disclosure Name	Response	Source
SOCIAL CONTINUED	**HUMAN RIGHTS ASSESSMENT** CONTINUED	**412-2**	**Employee training on human rights policies or procedures**	At Hilton, we are committed to ensuring we train and equip team members to prevent human trafficking. We provide training on this topic through courses with specific audiences and purposes identified. The courses cover Preventing Human Trafficking and Recognizing the Signs, and Key Risks of Modern Slavery in Labor Sourcing. Total number of training hours for human trafficking in 2022: 73,500 hours Percentage of employees trained in 2022 on Preventing Human Trafficking: Managed Hotels—98% Franchised Hotels—70% Additional details can be found in our 2022 ESG Report (p. 19, 37, 42) and Hilton Slavery and Trafficking Statement 2021	2022 ESG Report (p. 19, 37, 42) Hilton Slavery and Trafficking Statement 2021
	LOCAL COMMUNITIES	**413**	**Management approach disclosure**	The Hilton Global Foundation (HGF) seeks to have a positive impact on the communities we serve, with the mission to create a better world to travel for generations to come. HGF awards grants within four focus areas that align to our Travel with Purpose Environmental and Social goals: • Climate Action • Destination Stewardship • Career Development • Community Resilience	2022 ESG Report (p. 15)
		413-1	**Operations with local community engagement, impact assessments and development programs**	Our social impact goals are applicable to our global portfolio, with social impact reporting requirements tracked through LightStay.	2022 ESG Report (Social Impact, p. 32–43)
	SUPPLIER SOCIAL ASSESSMENT	**414**	**Management approach disclosure**	We continue to advance our partnership with EcoVadis to assess our suppliers' sustainability risk and performance. In particular, we prioritize evaluating our high-spend and high-risk suppliers, concentrating on their business practices related to environment, labor and human rights, and ethics. We pay particular attention to high-risk areas such as the use of recruitment agencies for manpower needs and the sourcing of goods in high-risk industries such as textiles, produce, fish and meat. All suppliers are required to observe and abide by Hilton's Responsible Sourcing Policy, which is included in all supplier contracts.	2022 ESG Report (p. 43) Hilton Responsible Sourcing Policy Statement
		414-1	**New suppliers that were screened using labor practices criteria**	110 new suppliers were screened using EcoVadis social criteria in 2022.	
	CUSTOMER PRIVACY	**418**	**Management approach disclosure**	Our management approach to customer privacy is outlined in the Hilton Global Privacy Statement	Hilton Global Privacy Statement 2022 2022 ESG Report (p. 49)
		418-1	**Substantiated complaints regarding breaches of customer privacy and losses of customer data**	No known significant breaches occurred during the reporting period.	

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Certificate Number: 141222.01
With 1 Page Addendum

The Environmental Management System and implementation of:

Hilton Worldwide Holdings Inc.
Together with its affiliates and franchisees

With Central Functions At:
7930 Jones Branch Drive
McLean, VA 22102
United States

meets the requirements of the standard:

ISO 14001:2015

Scope:
All hospitality-related services and activities of Owned, Managed, and Franchised properties under Hilton's Canopy by Hilton, Conrad Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Embassy Suites by Hilton, Hampton by Hilton, Hilton Hotels & Resorts, Hilton Garden Inn, Hilton Grand Vacations, Home2 Suites by Hilton, Homewood Suites by Hilton, LXR Hotels & Resorts, Motto by Hilton, Signia by Hilton, Tapestry Collection by Hilton, Tru by Hilton, Waldorf Astoria Hotels & Resorts brands.

Certification Structure

Certificate Expires:
Certificate Issued:
Certificate Reissued:
Certified Since:

Dr. Cem O. Onus
Managing Director
DEKRA Certification, I
1120 Welsh Road, Sui
North Wales, PA 1945
(215) 997-4519
http://www.dekra.us/en

CERTIFICATE ADDENDUM

Certificate Number: 141222.01
ADDENDUM Page 1 of 1

The Environmental Management System and implementation of:

Hilton Worldwide Holdings Inc.
Together with its affiliates and franchisees

meets the requirements of the standard:

ISO 14001:2015

Site Address	Scope Per Site:
7930 Jones Branch Drive McLean, VA 22102 United States	Central Function: Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
755 Crossover Lane Memphis, TN 38117-4900 United States	Sales, design & construction, management, support of wholly owned, managed and franchised hotels.
2050 Chennault Dr. Carrollton, TX 75006 United States	Customer Service
5323 Millennia Lakes Boulevard, Suite 400 Orlando, FL 32839 United States	Sales, design & construction, management, support of resorts and timeshare properties.
Maple Court, Central Park, Reeds Crescent Watford WD24 4QQ United Kingdom	Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
191 West George Street Glasgow G2 2LD United Kingdom	Sales, management, support of wholly owned, managed and franchised hotels and resorts.

Certificate Expires: September 25, 2023
Certificate Issued: September 22, 2021
Certificate Reissued: July 12, 2022
Certified Since: September 26, 2011

Dr. Cem O. Onus
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DEKRA Certification, Inc.
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CERTIFICATE

Certificate Number: 161222.01
With 1 Page Addendum

The Energy Management System and implementation of:

Hilton Worldwide Holdings Inc.
Together with its affiliates and franchisees

With Central Functions At:
7930 Jones Branch Drive
McLean, VA 22102
United States

meets the requirements of the standard:

ISO 50001:2018

Scope and Boundary:
All hospitality-related services and activities of Owned, Managed, and Franchised properties under Hilton's Canopy by Hilton, Conrad Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Embassy Suites by Hilton, Hampton by Hilton, Hilton Hotels & Resorts, Hilton Garden Inn, Hilton Grand Vacations, Home2 Suites by Hilton, Homewood Suites by Hilton, LXR Hotels & Resorts, Motto by Hilton, Signia by Hilton, Tapestry Collection by Hilton, Tru by Hilton, Waldorf Astoria Hotels & Resorts brands.

Certification Structure: Multisite

Certificate Expires:
Certificate Issued:
Certificate Reissued:
Certified Since:

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Certificate Number: 161222.01
ADDENDUM Page 1 of 1

The Energy Management System and implementation of:

Hilton Worldwide Holdings Inc.
Together with its affiliates and franchisees

meets the requirements of the standard:

ISO 50001:2018

Site Address	Scope & Boundary Per Site:
7930 Jones Branch Drive McLean, VA 22102 United States	Central Function: Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
755 Crossover Lane Memphis, TN 38117-4900 United States	Sales, design & construction, management, support of wholly owned, managed and franchised hotels.
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5323 Millennia Lakes Boulevard, Suite 400 Orlando, FL 32839 United States	Sales, design & construction, management, support of resorts and timeshare properties.
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CERTIFICATE

Certificate Number: 111222.01
With 1 Page Addendum

The Quality Management System and implementation of:

Hilton Worldwide Holdings Inc.
Together with its affiliates and franchisees

With Central Functions At:
7930 Jones Branch Drive
McLean, VA 22102
United States

meets the requirements of the standard:

ISO 9001:2015

Scope:
All hospitality-related services and activities of Owned, Managed, and Franchised properties under Hilton's Canopy by Hilton, Conrad Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Embassy Suites by Hilton, Hampton by Hilton, Hilton Hotels & Resorts, Hilton Garden Inn, Hilton Grand Vacations, Home2 Suites by Hilton, Homewood Suites by Hilton, LXR Hotels & Resorts, Motto by Hilton, Signia by Hilton, Tapestry Collection by Hilton, Tru by Hilton, Waldorf Astoria Hotels & Resorts brands.

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CERTIFICATE ADDENDUM

Certificate Number: 111222.01
ADDENDUM Page 1 of 1

The Quality Management System and implementation of:

Hilton Worldwide Holdings Inc.
Together with its affiliates and franchisees

meets the requirements of the standard:

ISO 9001:2015

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7930 Jones Branch Drive McLean, VA 22102 United States	Central Function: Sales, design & construction, management, support of wholly owned, managed and franchised hotels and resorts.
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2022 Independent Limited Assurance Verification for Hilton Inc.

Publicly Reported 2022 GHG, and Environmental, Social and Governance (ESG) Performance

ASSURANCE SUMMARY

Hilton, Inc. (Hilton) engaged DEKRA Certification, Inc (DEKRA) to provide an independent review and third-party assurance of information related to Hilton's Environmental, Social, and Governance (ESG) programs for the calendar year of 2022. Hilton reports publicly through multiple venues, including but not limited to CDP, Dow Jones Sustainability Index, Hilton's public financial disclosures, and Hilton's Travel With Purpose website (https://esg.hilton.com/.) The Limited Verification followed the requirements of *ISO 14064-3 - Specification with guidance for the validation and verification of greenhouse gas assertions.*

PERFORMED BY
Zed Bates
Lead Verifier
CARB Accredited Verifier
Per Executive Order H-15-171

REVIEWED BY
Dr. Cem Onus
Managing Director
DEKRA Certification Inc.
1120 Welsh Rd #210
North Wales, PA 19454

Reporter	Hilton Inc.
Assurance Provider	DEKRA Certification, Inc.
Reporter Contact	Bharati Bhosale
Lead Verifier	Zed Bates
Senior Reviewer	Cem Onus
Reporting Year	2022
Reporting Scheme	Various - Carbon Disclosure Project, DJSI
Geographical Scope of Assurance	Worldwide
Assurance Scope	CO_2, CH_4, N_2O emissions; Water Use; Energy Use; Waste Generation and Landfill Diversion; Year on Year Changes
Operational Boundaries	Corporate facilities and Owned and Managed Hotels for Scope 1 and 2.
Objectives	An evaluation of the following: • Accuracy of publicly reported environmental data , including GHG emissions, water and energy use, and waste generated and diverted from landfills; • Accuracy of publicly reported social impact data including youth impacted, volunteering hours, disaster relief and Action Grants funds distributed, number of diverse suppliers and anti-trafficking trainings; and • The organization's controls over its reported ESG data
Criteria	*ISO 14064-3:2019 - Specification with guidance for the validation and verification of greenhouse gas assertions.*
Level of Assurance	Limited Assurance
Materiality	5%
Assurance Findings	Verified.

LIMITED ASSURANCE VERIFICATION OPINION

Based on the process and procedures conducted, there is **no evidence** that Hilton's GHG and other environmental claims in the following Tables a) are not materially correct or a fair representation of GHG data and information; and b) have not been prepared in accordance with related International Standards on GHG quantification, monitoring and reporting, or to relevant national standards or practices.

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TABLE 1 GREENHOUSE GAS EMISSIONS

INDICATOR	2022 Total –MT CO_2e	Intensity MT CO_2e/m^2	Intensity –Change From 2021
Scope 1 Direct emissions	446,084	0.0157	4.24%
Scope 2 Indirect emissions (Location-based)	1,922,844	0.0678	4.87%
Scope 2 Indirect emissions (Market-based)	1,904,610	0.0672	4.82%
Scope 1 + 2 emissions (Location-based)	2,368,928	0.0835	4.75%
Scope 1 + 2 emissions (Market-based)	2,350,694	0.0829	4.71%
Scope 3 emissions from Franchises	4,020,579	0.0742	-5.50%
Scope 3 emissions from Landfilled Waste	86,883	0.0031	15.43%
Scope 3 emissions from Business Travel	17,095	–	124.47%

TABLE 2 OTHER ENVIRONMENTAL DATA

Indicator	2022 Total	Intensity	Intensity –Change from 2021
Energy consumption (MWh)	**MWh**	**MWh/m²**	**%**
Managed	6,800,671	0.2398	7.00%
Franchised	13,127,543	0.2423	-2.23%
Total	19,928,215	0.2414	0.75%
Water consumption	**Megaliters**	**Liters/m²**	**%**
Managed	13,766	485	8.66%
Franchised	25,196	465	7.90%
Total	38,962	472	8.16%
Water withdrawals	**Megaliters**	**Liters/m²**	**%**
Managed	55,065	1,942	8.66%
Franchised	100,784	1,860	7.90%
Total	155,849	1,888	8.16%
Landfilled waste	**Metric Tons**	**MT/m²**	**%**
Managed	92,429	0.0033	15.43%
Franchised	249,702	0.0046	10.07%
Total	342,131	0.0041	11.56%
Waste diverted from landfill	**Metric Tons**	**MT/m²**	**%**
Managed	51,249	0.00181	35.93%
Franchised	21,412	0.00040	-4.34%
Total	72,661	0.00088	20.60%
Waste diversion rate (%)			
Managed	35.67%		3.66%
Franchised	7.90%		-1.08%
Total	17.52%		1.10%

TABLE 3 SOCIAL IMPACT DATA

Indicator	2022 total
Disaster relief funds distributed to Hilton Team Members through the Team Member Assistance Fund	$362,031.77
Volunteering (number of hours)	344,958
Grants awarded to community partners through the Hilton Global Foundation	$2,316,000
Team members supported by the Team Member Assistance Fund	1,423
Mandatory Anti-Trafficking Training (% of General Managers attesting all hotel Team Members have completed)	Managed – 98% Franchises – 70%
Supplier Diversity Program (number of women, minority, veteran and LGBTQ–owned businesses we have supported)	2,438
Refugees Impacted (cumulative since 2015)	78,588

GHG CLAIM EVALUATION

The data included in Tables 1 through 3 above ("Reported Data") is managed at Hilton's Corporate Headquarters in McLean, Virginia. For the purposes of this report, data listed in Tables 1-2 is considered environmental data, and the data in Table 3 is considered social impact data.

The environmental data is based on utility data input by over 7,000 managed and franchised properties into LightStay, Hilton's ESG platform. Launched in 2009, LightStay was created to track sustainability performance across Hilton's global portfolio and to help drive adoption of best practices that reduce environmental impacts. Hilton works closely with ei3, its technology partner and system host, to continually improve the LightStay system features for its hotels, owners, and management teams.

As a global brand standard, all managed and franchised hotels must utilize LightStay to provide their environmental and social impact data to Hilton. The current brand standard requires that hotels input the following data into LightStay on a monthly basis:

- Energy consumed from all energy sources (electricity, gas, steam, chilled water, other).
- Water consumed from all sources, including municipal water supply and other sources.
- Waste disposal including landfilled and diverted waste streams (recycled, organic, other).
- All applicable volunteering events and donations including food donations, bath amenities, linens, FF&E, etc.
- As a brand standard, all hotels must also set annual reduction goals and maintain active energy, water and waste improvement projects.

Hilton tracks and supports hotel compliance with the LightStay brand standards globally through the use of LightStay compliance alerts, monthly compliance reports, and direct communications with the Regional Property Operations and Brand Performance teams.

The LightStay system supports the input of accurate data and accommodates the needs of hotels globally through a variety of features:

- Global conversions: LightStay enables hotels to enter data in a variety of consumption units, consistent with their utility bill, and provides the flexibility to enter costs in local currency.
- Property variables: LightStay automatically populates weather and room occupancy on a monthly basis. Floor area and other key details are included in the Property Profile, which all properties are required to complete as a brand standard.

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- Greenhouse gas calculations: Hilton utilizes *The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition).* Historical emissions factors for electricity, natural gas and other energy sources are stored in LightStay and used to calculate the hotel's Scope 1, 2, and 3 emissions. Location-based electricity CO_2e emissions factors are updated annually in LightStay for the current calendar, based on the most recent and accurate source data available for the country or subregion.
- Compliance Alerts: The LightStay system generates monthly alerts for incomplete or out-of-range consumption values. Hotels have 60 days to enter their utility bills or they will receive an alert message in LightStay. Hotels must address all outstanding alerts within 30 days to remain in compliance with the brand standards.
- LightStay Training: All new hotels must complete an online LightStay training course through Hilton University within three months of opening. Advanced courses are available and LightStay offers extensive user guidance and how-to-guides.
- LightStay Support: Hotels are encouraged to contact the LightStay Support team to help understand their alerts and correct any data input errors. LightStay Support attempts to contact hotels directly to resolve major data issues and may also correct obvious decimal or unit errors, with notification sent to the hotel.

Since 2010, hotel utility data in LightStay has been used for Hilton's external reporting of energy, emissions, water, and waste impacts. Hilton and its consultants have followed a consistent methodology, adapted to meet the company's Environmental, Social and Governance (ESG) strategy, Travel with Purpose reporting requirements.

Consistent with Hilton's 2030 Travel with Purpose goals, Hilton measures and reports annual sustainability performance using the floor area intensity metric (consumption per square meter of total gross building area).

REPORTING SCOPES:

Scope 1 includes all on-site GHG emissions from fuel use, almost exclusively natural gas for comfort heating and hot water generation.

Scope 2 includes all grid electricity used by Hilton's managed hotel properties. The individual hotel CO_2e emissions factors for the reference group were verified based on the emissions source data provided by country or subregion (i.e., US eGRID, DEFRA, IEA).

Scope 3 includes all emissions resulting from both on-site emissions and grid electricity at the Franchised hotels, as well as emissions relating to Managed hotel landfilled waste and Corporate business travel. Again, CO_2 emissions factors were verified for different countries and subregions based on international standard data.

RISK EVALUATION

Sufficiency, Appropriateness, and Material misstatement

The sufficiency of data and the appropriateness of both the automated LightStay and final corporate analysis were evaluated for sufficiency, appropriateness, and risk of material misstatement based on analysis methodology.

Sufficiency Risk. Due to the large percentage of reporting properties (7085) and the large property pool (6256 Franchised properties and 829 Managed properties), the Risk of data insufficiency was determined to be **Low**. Annual sustainability results are based on an evaluation of year-over-year results for a reference group of properties with data verified complete and accurate for aggregated reporting purposes. The reference group for 2022 included 90% of total managed properties, and analysis of the reference group's performance supplied the average values (by region) used to complete and correct the data from the remaining properties. Data gathered using the LightStay system has been verified at the site level by DEKRA site sampling, included in Hilton's ISO 9001, ISO 14001, and ISO 50001 site visits. Data anomalies are analyzed at the site level and corrective actions are implemented.

Appropriateness Risk. The automated calculations in LightStay (floor area normalization) have been verified for this and all previous reporting cycles and no errors have been found. Hence, the Risk of inappropriate analysis in the LightStay system was determined to be **Low**. Data, once it is reported into LightStay, is also analyzed at the corporate level annually for anomalies and missing data, and properties are excluded from the reference group.

Materiality Risk. Risk of material misstatement was determined to be **Low**. The final analysis by Hilton staff consisted of spreadsheet review and identification of anomalies. There were 104 energy-based anomalies at the property level identified (1.5% anomaly rate), and the most significant have been added to the sampling plan for internal and external audit in 2023. Anomalies also include any issues with water use reporting. Materiality of the chosen methodology was verified by taking the final result for all properties not in the anomalous group, using their unmodified ('raw') data, and comparing it to the final result for all properties with all normalization factors active. The raw data showed an intensity of 0.081 Metric tons per square meter, while the final data showed an intensity of 0.083 Metric tons per square meter. Variance was only 2.25%, well within the 5% materiality limit.

OTHER ENVIRONMENTAL CLAIMS

Water and waste data were both reported into LightStay using the same platform as the energy and greenhouse gas data reviewed above. During the data cleansing process, the properties' water use and waste stream data was evaluated, consistent with the criteria regarding missing and anomalous data above, to determine the reference group and to estimate impacts by excluded and new hotels. Water anomalies were added to the audited group (see 'Materiality Risk' above).

Social Impact Data. Properties report volunteer events and participation through LightStay. The summary report of the volunteer hours was reviewed. Numeric outliers were identified and the specific entries within LightStay were reviewed. No discrepancies were noted.

Hilton provides Hilton Effect Grants through the Hilton Effect Foundation to properties requesting funds for social or environmental projects. The amount transferred from Hilton in 2022 was confirmed by a representative from the Hilton corporate accounting department.

Hilton has assigned Anti-Trafficking Training Courses to all properties through Hilton University. Records from Hilton University were reviewed.

Hilton's Supplier Diversity Program currently includes 2,438 diverse suppliers. Supplier information is reviewed by two separate third party processes.

ABOUT DEKRA

DEKRA Certification Inc. is a Management System certification company that has provided ISO 9001, 14001 and 50001 certification services to Hilton since 2010.

Beginning in 2008, DEKRA (then operating as KEMA Registered Quality, Inc.) has provided independent validation services to Hilton for their LightStay Program. DEKRA did not assist or consult with Hilton at any time in generating the Reported Data within the scope of the verification. DEKRA has procedures in place to ensure its work is free from bias and is not unduly influenced by outside parties. DEKRA employees and contractors who participated in assurance activities were free from personal, financial, or other relationships that would potentially compromise their impartiality.

Likewise, the personnel who performed assurance activities were all experienced environmental, sustainability and social responsibility auditors. The competence of these individuals is continually monitored and recorded. All assurance activities were subject to DEKRA's peer review and quality assurance processes.

ATTESTED BY

Zed Bates
CARB Accredited Verifier
Executive Order H-15-171
Lead Auditor
DEKRA Certification, Inc

Dr. Cem Onus
Managing Director
DEKRA Certification Inc.

Waldorf Astoria Los Cabos Pedregal

Hilton

WALDORF ASTORIA · LXR · CONRAD · canopy · Signia by Hilton · Hilton · CURIO COLLECTION · DOUBLETREE · TAPESTRY COLLECTION · EMBASSY SUITES · TEMPO · MOTTO · Hilton Garden Inn · Hampton · tru · spark · HOMEWOOD SUITES · HOME2 SUITES · Hilton GRAND VACATIONS

Hilton HONORS

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