

GRI-G4 Guide

This table sets out how the Global Reporting Initiative (GRI) 4.0 Reporting Framework has been applied to our corporate responsibility reporting process. The purpose of our reporting process is to disclose our approach to corporate responsibility and our performance against the issues that are most material to our business and stakeholders. We also use our report to engage with stakeholders by enabling

them to have a dialogue with us and understand the issues related to our business and impact. The GRI Reporting Framework forms a key part of our commitment to continuous improvement and transparency. Our 2014 Corporate Responsibility report is in accordance with GRI-G4 and is self-assured.

Key:

Indicator
G4-X: GRI-G4 Indicator

Level of disclosure
F: Full coverage reporting
P: Partial coverage reporting

Indicator	Description	Level	Location	Notes
	General Standards Disclosure			
G4-1	Provide a statement from the most senior decision-maker of the organization	F	CEO Letter	
G4-2	Provide a description of key impacts, risks, and opportunities.	F	10-K	
G4-3	Report the name of the organization.	F	Our Approach Global Website	
G4-4	Report the primary brands, products, and services.	F	10-K Annual Report	Tru by Hilton was launched.
G4-5	Report the location of the organization's headquarters.	F	Contact Us	
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	F	Annual Report	
G4-7	Report the nature of ownership and legal form.	F	10-K	
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	P	10-K	
G4-9	Report the scale of the organization.	F	10-K	
G4-10	Total workforce by employment type.	P	Annual Report	
G4-11	Percentage of employees covered by collective bargaining agreements.	F	10-K	
G4-12	Describe the organization's supply chain.	P	Responsible Sourcing Factsheet	
G4-13	Significant changes regarding the organization's size, structure, ownership or supply chain.	F	REIT Spin-off	
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	P	Annual Report	

Indicator	Description	Level	Location	Notes
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	F	Our Approach Volunteerism and Engagement Factsheet	
G4-16	Memberships of associations and national or international advocacy organizations.	F	Diversity & Inclusion Factsheet	
G4-17	List all entities included in the organization's consolidated financial statements or equivalent documents.	F	Annual Report	
G4-18	Process for defining the report content.	F	This report covers January 2015 to January 2016 information and data. Our last report was published in 2015. The content of this report is based on a materiality assessment where both internal and external stakeholders were engaged.	
G4-19	Material aspects identified.	F	Corporate Responsibility Website	Aspects include the topics of Human Rights, Community, Youth, Diversity & Inclusion, Energy, Water, Waste, Carbon, Responsible Sourcing.
G4-20	Aspect boundaries within the organization.	F	Content and data from this report include owned and operated properties, and our independently owned franchises unless otherwise indicated. All metrics in the report refer to data from January 2015 to October 2016 unless otherwise indicated.	LightStay metrics include owned, managed and franchised properties. Reporting parameters of other metrics are defined through footnotes. To confirm the effective implementation and validity of LightStay, Hilton commissioned DEKRA Certification Inc. to perform third-party audits and validate results.
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	F	Hilton reports on water, supply chain (upon request) and climate action through the Carbon Disclosure Project (CDP), as well as the standard Ecovadis and Ecodesk for customers and suppliers.	
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	F	No restatements of information provided in previous reports.	
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	F	No significant changes from previous periods in scope and aspect boundaries.	

Indicator	Description	Level	Location	Notes
G4-24	Provide a list of stakeholder groups engaged by the organization.	F	Our Approach	
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	P	Our Approach	
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	F	Our Approach SALT Scores Human Rights Policy	Hilton engages with stakeholders on an ongoing basis. Including business partners, community organizations, advocacy groups, industry leaders and guests.
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	F	All Factsheets	
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	F	January 2015 to January 1, 2016	
G4-29	Date of most recent previous report (if any).	F	2015 Report	
G4-30	Reporting cycle (such as annual, biennial).	F	The Corporate Responsibility Report is published annually. This is our fifth report.	
G4-31	Provide the contact point for questions regarding the report or its contents.	F	corporateresponsibility@hilton.com	
G4-32	GRI content index.	F	For the fourth time, our report relies on the guidance provided by GRI. We are reporting in accordance with GRI-G4, the latest guidelines.	
G4-33	The organization's policy and current practice with regard to seeking external assurance for the report.	F	This report is aligned with GRI standards and self-assured, but environmental data is third-party audited and all content is reviewed by legal.	
G4-34	The governance structure of the organization.	F	Corporate Governance	We leverage our investment in Travel with Purpose across the full portfolio and with our President and CEO, Chris Nassetta. For further details, see link to Corporate Governance.
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	F	Corporate Governance	The Corporate Responsibility strategy, Travel with Purpose, is led by the Vice President of Corporate Responsibility. The global team monitors and reports the outcomes of all Corporate Responsibility efforts to the Executive team, who report to the Board of Directors.

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G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	F	The Vice President of Corporate Responsibility at Hilton reports directly to the Global Head of Corporate Affairs who reports directly to the Chief Operating Officer.	
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	P	Our Approach	Our strategy and all information within our report is reviewed by the Executive Committee, made up of our most senior leadership including our CEO, Chris Nassetta. The Executive Committee reports to the Board of Directors, who reviews and identifies risks with our Corporate Responsible strategy annually.
G4-38	Composition of the highest governance.	F	Corporate Governance	
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	F	Corporate Governance	Chris Nassetta serves as the President and CEO of Hilton Worldwide.
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	F	Corporate Governance	
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed.	F	Corporate Governance	
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	F	A global council of 52 Senior Leaders was led by the CEO to review the goals, strategy and policies of the company.	
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	P	Diversity & Inclusion Factsheet	
G4-44	Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment.	F	10-K	
G4-45	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due-diligence processes.	F	10-K	

Indicator	Description	Level	Location	Notes
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	F	10-K	
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	F	Hilton's Vice President of Corporate Responsibility reviews the Travel with Purpose strategy and potential impacts, risks and opportunities with the Executive Committee on an annual basis (and quarterly if needed).	
G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	F	Sign-off by the Vice President of Corporate Responsibility and reviewed by CEO.	
G4-49	Report the process for communicating critical concerns to the highest governance body.	F	Proxy Statement Governance Documents	
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	P	10-K	
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	F	Mission Statement Code of Conduct	Good governance and acting ethically are inherent in our six core values. Our Global Code of Conduct, to which all of our Hilton Team Members are bound, defines our responsibilities to our stakeholders and guides our decision-making.
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	F	Annual Report	Hilton provides standards, governance structures, training, communications and reporting, and investigation procedures to promote legal compliance and ethical behavior globally.
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	F	Annual Report Hilton Hotline	Our Ethics Hotline is available globally, with the exception of six countries with works council/privacy registration requirements that are in progress.
EC1	Report the direct economic value generated and distributed (EVG&D) on an accruals basis including the basic components for the organization's global operations as listed below. If data is presented on a cash basis, report the justification for this decision and report the basic components.	P	Investors' Report Environment Website	Every quarter, Hilton releases a public account of the overall performance of the portfolio.

Indicator	Description	Level	Location	Notes
EC2	Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure.	F	10-K Energy Factsheet Water Factsheet Waste Factsheet Carbon Factsheet	
EC3	Where the plan's liabilities are met by the organization's general resources, report the estimated value of those liabilities.	F	Careers Website	
EC5	When a significant proportion of the workforce is compensated based on wages subject to minimum wage rules, report the ratio of the entry level wage by gender at significant locations of operation to the minimum wage.	P	Diversity & Inclusion Factsheet Careers Website	
EC6	Report the percentage of senior management at significant locations of operation that are hired from the local community.	P	Diversity & Inclusion Factsheet	
EC7	Report the extent of development of significant infrastructure investments and services supported.	P	Waste Factsheet Responsible Sourcing Factsheet	
EC8	Report examples of the significant identified positive and negative indirect economic impacts the organization has.	F	10-K Waste Factsheet	We acknowledge and address that every decision we make can make a negative or positive impact.
EN3	Report total fuel consumption from non-renewable sources in joules or multiples, including fuel types used.	F	Energy Factsheet Carbon Factsheet	
EN4	Report energy consumed outside of the organization, in joules or multiples.	P	Energy Factsheet	
EN5	Report the energy intensity ratio.	F	Energy Factsheet	
EN6	Report the amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.	F	Energy Factsheet Preserving Environment Website	
EN7	Report the reductions in the energy requirements of sold products and services achieved during the reporting period, in joules or multiples.	F	LightStay Wins Product of the Year Energy Factsheet Hilton Achieves Superior Energy Performance Certification	
EN8	Significant indirect economic impacts, including extent of impacts.	P	Water Factsheet	
EN9	Report the total number of water sources significantly affected by withdrawal by type.	P	Water Factsheet Waste Factsheet Responsible Sourcing Factsheet	
EN10	Percentage and total volume of water recycled and reused.	P	Water Factsheet CDP Response (A-)	

Indicator	Description	Level	Location	Notes
EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	P	Water Factsheet Responsible Sourcing Factsheet Sustainable Seafood Commitment	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	P	Water Factsheet Responsible Sourcing Factsheet 10-K	
EN13	Habitats protected or restored.	P	Water Factsheet Carbon Factsheet	
EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	P	Responsible Sourcing Factsheet Environment Website Volunteerism & Engagement Factsheet	
EN15	Direct greenhouse gas (ghg) emissions (scope 1).	F	Carbon Factsheet	
EN16	Energy indirect greenhouse gas (ghg) emissions (scope 2).	F	Carbon Factsheet	
EN17	Other indirect greenhouse gas (ghg) emissions (scope 3).	P	Carbon Factsheet	
EN18	Greenhouse gas (ghg) emissions intensity.	F	Carbon Factsheet	
EN19	Reduction of greenhouse gas (ghg) emissions.	F	Carbon Factsheet	
EN22	Total water discharge by quality and destination.	P	Water Factsheet	
EN23	Total weight of waste by type and disposal method.	P	Waste Factsheet	
EN24	Total number and volume of significant spills.	F	Waste Factsheet (None reported)	
EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff.	P	Responsible Sourcing Factsheet Water Factsheet Environment Website	
EN27	Extent of impact mitigation of environmental impacts of products and services.	P	Environment Website	
EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.	P	Carbon Factsheet Responsible Sourcing Factsheet	In 2014, we submitted a Carbon Disclosure Project (CDP) response for Supply Chain activity in accordance with a large business partner's request.
EN31	Total environmental protection expenditures and investments by type.	F	Carbon Factsheet Water Factsheet Responsible Sourcing Factsheet LightStay Overview	

Indicator	Description	Level	Location	Notes
EN32	Percentage of new suppliers that were screened using environmental criteria.	P	Responsible Sourcing Factsheet Responsible Sourcing Policy	
EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken.	F	10-K Environment Website	In this year's 10-K we clearly explain the risks and environmental impacts of our supply chain.
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	F	Careers Website	
LA3	Return to work and retention rates after parental leave, by gender.	F	Careers Website Parental Leave Policies	
LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	P	10-K	
LA7	Workers with high incidence or high risk of diseases related to their occupation.	P	Human Rights Factsheet	
LA8	Health and safety topics covered in formal agreements with trade unions.	P	Human Rights Policy	
LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	F	Hilton University Careers Website	
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	F	Careers Website	
LA14	Percentage of new suppliers that were screened using labor practices criteria.	P	Human Rights Policy Responsible Sourcing Policy	
LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken.	P	10-K Human Rights Factsheet	In this year's 10-K, we disclose the risks that can be associated with labor practices.
HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	P	Human Rights Factsheet Code of Conduct	
HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	P	Human Rights Policy Human Rights Factsheet	
HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	P	Code of Conduct	

Indicator	Description	Level	Location	Notes
HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	P	Human Rights Policy Human Rights Factsheet	
HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	P	Human Rights Factsheet ECPAT Partnership Responsible Sourcing Factsheet	
HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.	F	Human Rights Factsheet	
HR10	Percentage of new suppliers that were screened using human rights criteria.	F	Responsible Sourcing Policy Human Rights Factsheet Responsible Sourcing Factsheet	
HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken.	F	Human Rights Policy Human Rights Factsheet	
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	P	Volunteerism & Engagement Factsheet Global Month of Service Press Release	We do not report on the percentage but rather the number of projects completed during our annual volunteer program along with projects happening throughout the year.
SO2	Operations with significant actual and potential negative impacts on local communities.	F	Volunteerism & Engagement Factsheet Annual Report	We understand that our industry can affect natural habitats and resources and take steps to minimize this impact and support local economies and communities. We do not currently track the number of operations that Hilton may have potential negative impacts on local communities.
SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	F	Code of Conduct Human Rights Factsheet	
SO4	Communication and training on anti-corruption policies and procedures.	F	Code of Conduct Human Rights Policy Human Rights Factsheet	Code of Conduct includes anti-corruption language, which is given to each new Team Member throughout the global portfolio.
SO6	Total value of political contributions by country and recipient/beneficiary.	P		
SO9	Percentage of new suppliers that were screened using criteria for impacts on society.	F	Diversity & Inclusion Factsheet Responsible Sourcing Policy	
SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken.	F	Annual Report 10-K Governance Documents Responsible Sourcing Policy	

Indicator	Description	Level	Location	Notes
PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements.	F	Responsible Sourcing Factsheet Responsible Sourcing Policy Development Website	
PR5	Results of surveys measuring customer satisfaction.	F	SALT Scores	