Welcome to more sustainable travel — where responsibility and hospitality meet

At Hilton, we’re committed to responsible travel and tourism. Every day, we work to make the world a better place, driving positive social and environmental change across our operations, our supply chain and our communities. Being responsible social and environmental stewards is engrained in Hilton’s culture; it’s who we are and who we always want to be.
Executive Statement

In the nearly 100 years since Hilton was founded, our business has evolved and changed many times over. But one thing has always remained true – we are a group of people who are deeply committed to making our world a better place through our hospitality. This is our core Purpose, and it’s at the heart of everything we do. To us, hospitality is much more than just the service we offer our guests. Our hospitality extends to our communities, our Team Members and our collective world as we strive for positive social and environmental change.

In this spirit, we have united our 380,000 Team Members along with our owners, partners and communities in more than 100 countries around our corporate responsibility strategy, Travel with Purpose. Through our collective approach to leveraging both local and global investments of time and resources, together we’ve made great progress in creating economic opportunities for all, promoting environmental stewardship and enhancing community resilience. Some of our most noteworthy achievements as of the end of 2017 include:

- Impacting nearly 800,000 young people (to date), nearing our pledge to open doors for one million young people by 2019.
- Developing Passport to Success in a Box to provide innovative and flexible learning tools that enable our nearly 5,300 properties to bring essential soft skills training into local communities.
- Awarding $1 million globally (to date) to benefit local projects to strengthen communities
- Donating more than $3 million to support disaster relief across 20 campaigns.
- Volunteering 267,355 hours in just one week, during our annual Global Week of Service.
- Reaching a cumulative savings of $1 billion (to date) by operating sustainably, including reducing energy consumption by 18.6%, carbon emissions by 24.2%, water consumption by 18.4%, and waste output by 29.4% since 2008.
- Launching 2025 Global Water Stewardship Commitments and signing onto the United Nation’s CEO Water Mandate.
- Distributing more than 6 million bars of recycled soap to people in need across 38 countries, and diverting more than 15 million pounds of waste in the largest soap recycling program in our industry.

As a result of these efforts, we were proudly named to the Dow Jones Sustainability Index for the first time in 2017 and listed as the Most JUST company in our industry by JUST Capital and Forbes. These rankings are an important testament to the way we seek to positively impact the world around us, and we are honored to have been recognized as a leader across our social, economic and environmental priorities.

At Hilton, we’re more and more inspired every day to use our hospitality for good, and as a truly global company, we are serious about our role in helping the international community reach the UN Sustainable Development Goals (SDGs). Travel with Purpose drives us to think and act in ways that will maximize our contributions to help meet these important global goals, so we can do our part to end poverty, protect the planet and ensure prosperity.

To further focus our efforts, in 2018 we will finalize bold 2030 social and environmental targets for our operations, communities and supply chain. Each target will relate to issue areas meaningful to answering the SDGs – and they will challenge us and hold us accountable for our work toward a better world.

We look forward to continuing our journey. Thank you for helping us Travel with Purpose.

Christopher J. Nassetta
President and Chief Executive Officer

We look forward to continuing our journey. Thank you for helping us Travel with Purpose.
At Hilton, every day, we work to drive positive social and environmental change across our operations, our supply chain and our communities—what we refer to as our value chain. This involves pursuing best-in-class operational excellence, engaging our guests and team members, using our innovation and influence to make meaningful differences in our communities, and partnering with our suppliers to address risks in our top commodities and to incorporate social and environmental criteria into our procurement decision processes.

We are committed to driving responsible travel and tourism and align our actions to the Sustainable Development Goals.
CREATING OPPORTUNITIES

HILTON MAKES THE DOW JONES SUSTAINABILITY INDEX for the first time – demonstrating industry leadership across economic, social and environmental pillars

RANKED #1 IN OUR INDUSTRY by Forbes and JUST Capital for America’s Most Just companies

UNWTO OFFICIAL PARTNER of the 2017 International Year of Sustainable Tourism for Development

Our CEO Chris Nassetta received Vital Voices “VOICES OF SOLIDARITY” AWARD recognizing Hilton’s leadership and commitment to empowering women and advancing human rights

IMPACTED NEARLY 800,000 YOUNG PEOPLE nearing our pledge to Open Doors for 1 million young people by 2019

Released the 2017 GLOBAL YOUTH WELLBEING INDEX, in partnership with International Youth Foundation, at the United Nations Youth Assembly

DEVELOPED PASSPORT TO SUCCESS IN A BOX to provide flexible resources at 5,000+ properties to bring essential soft skills training into their communities

Partnered with the Mayor’s Office in Chicago to develop a HOSPITALITY PRE-APPRENTICESHIP PROGRAM for opportunity youth

Partnered with the Ministry of Tourism in Morocco to bring HILTON’S HOSPITALITY TRAINING PROGRAMS TO VOCATIONAL SCHOOLS, reaching nearly 2000 young people in Morocco

PARTNERED WITH THE CHINA FOUNDATION FOR POVERTY ALLEVIATION to support 60 youth-led charity societies in universities across China to impact their local communities

28 GRADUATES FROM HILTON VOCATIONAL TRAINING CENTRE gained full-time employment with Hilton in the developing market of Myanmar

A total of 12 Team Members finished their High School equivalency degree through the PREPA HILTON PROGRAM in Mexico
STRENGTHENING COMMUNITIES

$1M+ in Action Grants awarded globally to support local projects

$3M+ Donations issued to support disaster relief across 20 campaigns

Volunteered 267,355 hours across 87 countries during Global Week of Service

Announced the launch of mandatory Human Rights Training for all 5,100 hotels

PRESERVING ENVIRONMENT

Launched our 2025 Global Water Stewardship Commitments and signed on the United Nation’s CEO Water Mandate

$1 Billion Saved by operating sustainably and managing energy, water, waste and carbon

As part of the innovation coalition "Better Buying Lab," we created a new dish to help shift consumers towards more plant-based, low-carbon diets.

Eliminated use of plastic bottles at all meeting, events, gyms and spas in all our hotels in China, preventing 13 million plastic bottles of waste annually

Released our first annual progress report on Hilton’s journey to Sustainably Source Our Seafood by 2022

6M+ Soap Bars Distributed

15M+ lbs. of Waste Diverted

Over 1,800 of our hotels are participating in the largest soap recycling program in our industry

3,300+ Lbs. of safe unused food rescued through our Expanded Food Bank Program in Mexico
CERTIFICATIONS AND RECOGNITIONS

Entire portfolio is certified to
ISO 9001 (quality management)
ISO 14001 (environmental management)
ISO 50001 (energy management)

Listed on Dow Jones Sustainability Index
North America for the first time in 2017

Ranked #1 in our industry
by Forbes and JUST Capital for America’s Most Just companies

LIGHTSTAY: Innovative data-driven platform to measure social and environmental impact

Global performance tracking for ALL hotel, regional and corporate levels

Measures sustainability indicators across 200+ operational, design and construction practices

Benchmarks peer performance between similar Hilton properties

Utilizes data-driven modeling to predict and analyze utility consumption and cost

ENVIROMENTAL IMPACT TRACKING:
energy, water, waste, building and property operations, improvement projects

SOCIAL IMPACT TRACKING:
volunteering hours, communities impacted (youth, women and girls, veterans, persons with disabilities), in-kind donations (meals, soap, items), local partnerships

10,500+ environmental projects currently ongoing

$1 billion+ cumulative savings since 2008

7,500+ volunteering projects registered in 2017

GOVERNANCE

100% hotels mapped against local social and environmental risks to inform global and local strategies

1,100+ Travel with Purpose Champions globally.
driving grassroots responsible travel and tourism

$1 million invested to date in Action Grant programs to enable Team Member led local social and environmental solutions

REPORTING

Annual presentation to the board
Inclusion in the annual financial report

Dow Jones Sustainability Indexes

We are committed to driving responsible travel and tourism and aligning our actions to the Sustainable Development Goals.
We engage with stakeholders that can help inform and enhance our business and corporate responsibility strategy. From developing hotel concepts and products in partnership with owners and guests to working with governments on policy reforms to partnering with conservation organizations on a variety of products in our supply chain, we view stakeholder engagement as an enabler of continuous improvement, innovation and collective action.

We engage with a broad range of internal and external stakeholders on an ongoing basis, including nongovernmental organizations, industry and government, as well as our Team Members, guests, owners and shareholders. We do this informally, through participation, membership, or leadership in organizations and consortiums and as a structured part of our outreach strategies related to issues and challenges. We also connect with stakeholders through formal partnership work and stakeholder engagement activities that are covered below and throughout this report.

Here are a few highlights from our 2017 engagement efforts:

Engaged with **policy makers** to support initiatives including youth employment through apprenticeships, the Paris Agreement on climate change, LGBTQ rights, and efforts to eradicate human trafficking

Co-created and supported the launch of the **International Tourism Partnership** goals on carbon, water, youth and human rights

Co-founded the **UK Stop Slavery Hotel Industry Network** in partnership with **Shiva Foundation**, the charity arm of our partner owners **Shiva Hotels**, to develop and share resources to fight modern slavery with hotel industry stakeholders

Launched the second edition of the Global Youth Wellbeing Index at the **UN Youth Assembly** in partnership with the **International Youth Foundation** and **United Nations World Tourism Organization (UNWTO)**

Consulted with the **World Wildlife Fund (WWF)** to develop our sustainable fish sourcing, food waste and carbon strategies

Collaborated with **Vital Voices** to empower over 100 female advocates to strengthen their work in combating human trafficking across 41 countries

Worked with **Clean The World** to recycle and distribute 6 million bars of soap, contributing to a 35% reduction in hygiene-related diseases worldwide

Partnered with **Points of Light** to bring together the volunteering power of our Team Members to serve our communities
Worked with **Global Impact** to support eight disaster relief campaigns in 2017 alone

Presented our updated Travel with Purpose strategy to the company **Board**, including an overview of material issues, key achievements and future focus areas

Integrated Travel with Purpose in our **annual financial report**

Presented on Travel with Purpose at the annual global **owners’** conference

Reached out to all Hilton **Employees** via our annual Global Team Member Survey, including asking for their feedback on Hilton’s contribution to the local community

Ran pulse surveys with all **General Managers** and leaders on Travel with Purpose programs and direction in Europe, Middle East, Africa and Asia-Pacific, with 93% of respondents in **senior leadership** agreeing that Travel with Purpose supports our mission to be the most hospitable company in the world

Hosted two in-person regional **Travel with Purpose Champions** meetings, sharing updates and gathering feedback from identified leaders in regions and support functions who develop and drive implementation strategies to bring Travel with Purpose to life with their peers, touching 42 Champions in Europe, Middle East, Africa and Asia-Pacific

Developed and launched support tools for labor **suppliers** to identify and manage risks of modern slavery in labor sourcing

Launched commitment to train 100% of our hotels, including **franchises**, in anti-human trafficking

Eliminated plastic bottles in all meetings, events, gyms and spas in China in response to **guests’ feedback**

Rolled out globally the integration of hotel-specific Travel with Purpose performance data on the Wifi login landing page, available to all **guests and visitors** who sign into hotels’ wifi
TRAVEL WITH PURPOSE
SOCIAL & ENVIRONMENTAL IMPACT

SOCIAL

We have the ability to use our global growth as an engine of opportunity in our communities, and ensure sustainable and inclusive growth for all.

COMMUNITY VIDEO

ENVIRONMENTAL

We are working to reduce our impact across our value chain to preserve our planet for future generations.

SOAP RECYCLING VIDEO

“Corporate Responsibility comes with doing programs such as helping the community out, making people aware of other people’s circumstances. It’s also just being grateful for what you have and how you can better the world.”

Krupa Roy
Slate, Texas, USA

“...Our footprint could be huge throughout the world... if you think of the linen, lights, water we need to operate... but we have really taken a stand and put measures in place to reduce our global impact.”

Marsha Roach
Memphis, Tennessee, USA
Sustainable travel and tourism depends on resilient and thriving societies, which start with young people. We invest in skills and opportunities to connect, prepare or employ the next generation in our communities.

**OPEN DOORS PLEDGE**
On track to reach our 2019 pledge to Open Doors for 1 MILLION young people by connecting, preparing or employing them.

**GLOBAL YOUTH WELLBEING INDEX**
Released the 2017 Global Youth Wellbeing Index in partnership with the International Youth Foundation (IYF) at the United Nations Youth Assembly.

First open source youth data publicly released to empower young people, governments, NGOs and companies to focus their investments where it’s needed most.

29 countries representing nearly 70% of global youth

**INNOVATIVE UPSKILLING**
Expanded Passport to Success, our signature life skills program with IYF

15,000 young people trained, including our own Team Members with the following impact:
- 96% of graduates are retained
- 80% average improvement in skills
- 40% of graduates were promoted

*Based on 2016 hotel supervisor survey results

**GLOBAL SNAPSHOT**

**Connect**

**CHINA:** Partnered with the China Foundation for Poverty Alleviation to support 60 youth-led organizations in universities impacting their local communities.

**EUROPE:** Supported 2,000 refugees through training, skills and employment since 2016.

**SRI LANKA & INDIA:** 70,000 youth provided with greater access to education in partnership with Room to Read.

**Prepare**

**MOROCCO:** Reached nearly 2,000 young people by partnering with the Ministry of Tourism and IYF to bring Passport to Success to vocational schools across the country.

**UNITED STATES:** Partnered with the Mayor’s Office in Chicago to develop a hospitality pre-apprenticeship program for 52 young people.

**GLOBAL:** Impacted 95 young people from disadvantaged backgrounds through the Youth Career Initiative in India, Indonesia, Lebanon, Mexico, Vietnam.

**Employ**

**MYANMAR:** First 28 students graduated from the Hilton Vocational Training Centre, all gaining full-time employment with our hotels.

**APPRENTICESHIPS:**
Founding member of the Global Apprenticeship Network, supported 2,500+ apprenticeships, and encouraged training legislation in Egypt, Namibia, Saudi Arabia, Turkey, U.K., U.S.

We are committed to driving responsible travel and tourism and aligning our actions to the Sustainable Development Goals.
As a local business that operates at a global scale, our success is based on inclusive growth. We empower everyone to leverage their full potential to build strong and resilient hospitality communities across our value chain — from the local talent who operate our hotels, to the local businesses we support through the products we source and the guests we serve.

**OPPORTUNITIES FOR ALL**

2,100+ Operations and HR leaders trained in identifying unconscious bias globally

57% female General Managers in Asia Pacific, progressing towards our UN Women’s HeForShe Singapore Impact Champion targets

NEARLY 700 female Team Members attended regional Women in Leadership Conferences focusing on personal branding, emotional intelligence and career growth

Launched Long-Tenure Travel program offering preferential rates for life to Team Members with 20+ years of service

**EMPOWERING COMMUNITIES**

Provided 70,000 young people, in particular girls, from disadvantaged backgrounds with greater access to education in South Asia with Room to Read

2,000+ refugees connected, prepared or employed in Continental Europe since 2016, including 42 hires

2,200+ women positively impacted during 2017 Women’s Week in India and Southeast Asia through hospitality career counselling, health and hygiene clinics, and training to improve culinary, housekeeping and sewing skills

2,200+ women positively impacted during 2017 Women’s Week in India and Southeast Asia through hospitality career counselling, health and hygiene clinics, and training to improve culinary, housekeeping and sewing skills

250 young people with disabilities were provided skills training through local partnerships in 10 countries, including Project SEARCH, U.S. ServiceSource, U K Foxes Academy and China One Plus One

**RECOGNITION**

Thanks to our **Purpose-driven culture**, we are recognized for fostering diversity and inclusion in our workforce

**DIVERSITY & INCLUSION**

Learn more about Hilton’s Diversity & Inclusion

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**ENABLING ENTERPRISE**

67 female entrepreneurs in India, Ethiopia and Greece, as well as 130+ young people with disabilities in China supported through soap recycling and linen upcycling ventures

NEARLY 800K young people impacted to date, on track to reach our 2019 goal to Open Doors for 1 million young people

3,000+ women-, minority-, veteran-, disabled- and LGBT-owned businesses included in our central procurement systems in the United States

Hired 10K Veterans in the U.S. through Operation: Opportunity, our commitment to hire an additional 20,000 veterans, spouses, dependents and caregivers by 2020

**HIRED**

Long Service Team Members at our managed hotels and corporate offices in 2017

<table>
<thead>
<tr>
<th>YEARS OF SERVICE</th>
<th>25-34</th>
<th>35-44</th>
<th>45-60</th>
</tr>
</thead>
<tbody>
<tr>
<td># OF TEAM MEMBERS</td>
<td>1292</td>
<td>263</td>
<td>27</td>
</tr>
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</table>

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We are committed to driving responsible travel and tourism and aligning our actions to the **Sustainable Development Goals**.
Successful hospitality thrives on the basis of human dignity. We continuously improve our policies, training and practices to drive respect for the Human Rights of everyone involved in our value chain.

**RECOGNITION**

- **Voices of Solidarity AWARD**
  - Presented to our CEO Chris Nassetta recognizing Hilton’s leadership and commitment to empowering women and advancing Human Rights around the world
  - RANKED #1 IN OUR INDUSTRY by Forbes and JUST Capital for America’s Most Just companies

**TRAINING**

- **100%**
  - Announced the launch of mandatory Human Rights training for all 5,300 HOTELS
  - 74,000+ Team Members trained on issues of ethics
  - Developed and launched first-ever training on risks of modern slavery in labor sourcing, mandatory for all General Managers, Human Resources, Procurement, and Directors of Finance in our owned, leased and managed properties, and corporate offices in Europe, Middle East and Africa
  - 100% of procurement Team Members trained in responsible sourcing, including Human Rights in the supply chain

**STAKEHOLDERS**

- **Provided support and prevention for over 10,300 children** through the Hilton Anti-Trafficking Fund in partnership with the Global Fund for Children since 2010
  - Empowered more than 100 anti-trafficking female advocates from 41 countries through the Global Freedom Exchange with Vital Voices since 2013

- **Supported the development and launch of the International Tourism Partnership Human Rights Goals**
  - Co-founded the Stop Slavery Hotel Industry Network in the U.K.

**RISK & DUE DILIGENCE**

- **100%**
  - Mapped 100% of operating and pipeline hotels against Human Rights risk indices to identify hot spots
  - Integrated Human Rights and modern slavery in our internal global risk survey and enterprise risk management system

**POLICIES**

- **Released our first statement in compliance with the UK Modern Slavery Act**
  - Continued to embed the principles of our Responsible Sourcing Policy and Human Rights Policy in our practices

We are committed to driving responsible travel and tourism and aligning our actions to the Sustainable Development Goals.
2017 Corporate Responsibility Report
COMMUNITY INVESTMENT

Responsible travel and tourism starts with caring for our communities to foster resilient local ecosystems. We invest our skills and expertise to build capacity and resilience in the communities where we live, work and travel.

VOLUNTEERING

Team Members from 87 countries participated in Global Week of Service

267,355 Volunteer Hours

Using the national value for volunteer time those hours equate to $6,453,950 invested in our communities

BUILDING CAPACITY

INVESTED

$397K in Action Grants in 2017 to support 129 Team Member-led local innovative social and environmental projects

REACHED

$1M milestones to date providing growth and outreach locally and globally through Action Grants

DISASTER RELIEF

$3M to support 20 disaster relief campaigns to date

725 Team Members assisted in 2017

Global Week of Service projects that focused on community resilience in 2017:

Volunteers from the corporate offices and several hotels across North America packed and delivered nearly 6,000 recovery kits for fellow Team Members impacted by Hurricanes Harvey, Irma & Maria

50 Team Members helped build and improve homes in the outskirts of Lima, Peru that were affected by floods in March 2017, and launched soap recycling in the city

Hilton in Berlin, Germany engaged with 20 refugees via career advice and professional training, to celebrate the support of over 2,000 refugees in Europe since 2016

2017 DISASTER RELIEF CAMPAIGNS

California Wildfires
Hurricane Harvey
Hurricane Irma
Jiuzhaigou China Earthquake

Mexico Earthquake
Hurricane Maria
South Africa Fires
London Fires

SUPPORTING COMMUNITIES

Corporate Team Members, our Sales team in EMEA and hotels in the U.S. donated over 1,000 suits to organizations helping people get back to work in cities across 7 countries.

Hampton, Hilton Garden Inn and Tru teams across the globe upcycled linen into over 30K capes for children in partnership with empowerment and creativity NGO Enchanted Minds

2,500 Homewood Suites, Home2 Suites and Embassy Suites Team Members packed a record-breaking 50,000 Clean the World recycled soap hygiene kits in the world’s largest hygiene-kit assembly line

1,300 volunteers from 14 Hilton and DoubleTree hotels in Oregon and Washington, U.S.A. contributed 41,000 lbs food to local food banks during Global Week of Service

We are committed to driving responsible travel and tourism and aligning our actions to the Sustainable Development Goals.
Climate change threatens the future of travel. We invest in sustainable travel and tourism to ensure that our planet remains a source of discovery, development and growth for our guests, communities, Team Members and owners.

Reduced energy consumption by

20.6%

energy use per square foot

Reduced carbon emissions by

30.0%

CO₂e per square foot

$1 BILLION

saved since 2008 by operating sustainably and reporting, managing and reducing energy, water and waste through LightStay

PROGRAMS

Founding member of the Better Buying Lab, collaborating with the World Resource Institute to shift diets towards more plant-based dishes and reduce carbon emissions

1,800+

environmental projects activated in 1,000+ communities during Earth Week, including celebrating Earth Hour

50+

Hilton hotels in Asia Pacific offer the Clean Air Program

where Hilton offsets carbon emissions from meetings and events by investing in renewables or forest preservation across the region

ISO 50001

Energy Management

ISO 14001

Environmental Management

ISO 9001

Quality Management

Six hotels certified to the U.S. Department of Energy’s Superior Energy Performance (SEP) designation, including the first-ever commercial building to achieve SEP

Nearly

5,300

hotels certified to ISO (including entire Hilton portfolio of brands)

We are committed to driving responsible travel and tourism and aligning our actions to the Sustainable Development Goals
Water is the lifeline for our hotels and communities. We are committed to water stewardship across our value chain in order to preserve this precious resource.

**Reduced water consumption by 20.0%**

water use per square foot

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$1 BILLION saved since 2008 by operating sustainably and reporting, managing and reducing energy, water and waste through LightStay

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**WATER STEWARDSHIP**

Launched 2025 Water Commitments applying a value chain approach across our hotel operations, supply chains and communities

Signed the United Nations CEO Water Mandate, demonstrating our commitment to furthering the global dialogue on water stewardship

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**CONTEXT-BASED PILOTS**

Completed first global water risk assessment for all of our hotels using World Wildlife Fund’s Water Risk Filter

Initiated context-based water pilot programs in collaboration with World Wildlife Fund to promote stewardship in high water risk areas in the U.S., South Africa and China

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**INNOVATION**

2,700 hotels using low temperature laundry technologies that can deliver 40% water reduction and 50-75% energy savings with every wash

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**TRAINING**

Launched water-awareness training video for Team Members across the world

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We are committed to driving responsible travel and tourism and aligning our actions to the Sustainable Development Goals.
2017 Corporate Responsibility Report

WASTE

As leaders in responsible tourism, we believe waste is a solvable problem. Hilton leverages the innovation and entrepreneurship of local partners, Team Members and suppliers to re-engineer waste and preserve destinations.

Reduced waste by

30.5% produced waste per square foot

28.0% of waste diverted from landfill through recycling or composting

$1 BILLION saved since 2008 by operating sustainably and reporting, managing and reducing energy, water and waste through LightStay

FOOD WASTE

7M+ pounds of organic waste diverted from landfill via food digesters since 2016, saving over 650,000 gallons of water and 4,000 MT CO2e

34 food waste pilot projects conducted with World Wildlife Fund at our properties around the world

250,000 pounds of food donated to local communities where legally allowed in 30 countries

CIRCULAR SOLUTIONS

For example: 13M plastic bottles of waste prevented annually by eliminating use at all meetings, events, gyms and spas in all our hotels in China

450 hotels offer Meet with Purpose globally, for sustainable conference and event options that reduce waste

1M+ pounds of mattresses and box springs diverted from landfill for recycling

100% of our hotels in Egypt started recycling used cooking oil into biodiesel

SOAP RECYCLING

1,800+ hotels participating in the industry’s largest soap recycling program

6M+ bars of recycled soap distributed in 38 countries

Contributing to a 35% reduction in hygiene-related diseases worldwide

We are committed to driving responsible travel and tourism and aligning our actions to the Sustainable Development Goals.
For every job in tourism, nearly two additional jobs are created indirectly*. We make sure that our purchasing power supports sustainable jobs and responsible practices across our value chain.  *WTTC 2017 Benchmarking Report

GOVERNANCE

Partnering with the World Wildlife Fund to identify, implement, and scale up our sustainable sourcing practices

Responsible Sourcing Policy available to 100% of our suppliers

3,000+ women-, minority-, veteran-, disabled-, and LGBT-owned businesses included in our central procurement systems in the U.S.

100% of Hilton Supply Management Team Members trained in newly launched responsible sourcing e-learning

SUSTAINABLE FISH & SEAFOOD

Released first progress report

BUY FROM THE BEST

Goal: 25%
Progress: 6.55%

INVEST IN THE REST

Goal: 75%
Progress: 3.91%

SOLUTIONS SNAPSHOT

As part of the innovation coalition “Better Buying Lab,” we created a new dish to help shift consumers towards more plant-based, low-carbon diets

Nearly 1.8M gallons of water saved in the U.S. by using “room ready” linens

450 hotels implementing Meet with Purpose globally, offering sustainable conference and events options with balanced menus and local, sustainable, seasonal ingredients

Prepared to transition 4,000,000+ lbs of traditional eggs to cage-free eggs across the U.S. alone

Partnering with International Fund for Agricultural Development in the Seychelles to upskill and increase market access for local agro-entrepreneurs through our supply chain

5K+ Team Members completed the sustainable seafood e-learning

60+ hotels certified to MSC chain of custody in U.K., Netherlands, Belgium, Singapore

Awarded ‘Menu of the Year’ by the Marine Stewardship Council for a 2017 sustainable fish and seafood campaign held across our MSC-certified hotels in the U.K.

Launched sustainable shrimp and scallops programs in the Americas

We are committed to driving responsible travel and tourism and aligning our actions to the Sustainable Development Goals
As one of the world’s largest industries, travel and tourism plays an important role in helping the international community reach the global Sustainable Development Goals (SDGs) adopted by the United Nations in 2015. Hilton has properties in 105 countries and territories and is part of the booming travel and tourism industry that contributes 1 in 10 jobs to the worldwide economy*. We harness our global hospitality mission to help drive local solutions in the communities where we operate, aligning our actions to the SDGs.

<table>
<thead>
<tr>
<th>SDG</th>
<th>Target Alignments</th>
<th>Hilton’s Efforts</th>
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| NO POVERTY | • Eradicate extreme poverty  
• Implement social protection systems  
• Equal rights to economic resources | • Committed to opening doors for 1 million young people by 2019 to connect, prepare or employ them  
• Committed to connecting, preparing, or employing refugees in Europe |
| ZERO HUNGER | • End hunger  
• Double agricultural productivity  
• Ensure sustainable food systems | • Member of the Better Buying Lab  
• Donated over 250,000 pounds of food to local communities in 2017  
• Worked with World Wildlife Fund to address food waste across Hilton’s global operations, including 34 food waste pilot projects |
| GOOD HEALTH AND WELL-BEING | • Reduce number of deaths due to pollution and contamination  
• Strengthen the capacity of all countries for risk | • Achieved 1,800 hotels participating in the industry’s largest soap recycling effort, helping to contribute to 35% reduction in hygiene-related diseases worldwide  
• Released the 2017 Youth Wellbeing Index in partnership with the International Youth Foundation |
| QUALITY EDUCATION | • Free and quality education for all youth  
• Substantially increase the number of youth and adults who have relevant skills for employment, decent jobs and entrepreneurship  
• Eliminate gender disparities | • Expanded Passport to Success, our life skills program with the International Youth Foundation, training 15,000+ young people globally  
• Provided education and empowerment to young girls in South Asia through our partnership with Room to Read apprenticeships worldwide |
| GENDER EQUALITY | • End forms of discriminations against women  
• Eliminate all violence against women, including trafficking and sexual and other types of exploitation  
• Ensure equal opportunities for women | • Committed to our Hilton Human Rights Policy  
• Launched mandatory Human Rights training for all properties  
• Supported female entrepreneurs in India, Greece and Ethiopia  
• Committed to increasing the number of female managers in Asia Pacific  
• Organized regional Women in Leadership Conferences attended by nearly 700 female Team Members  
• Released the 2017 Global Youth Wellbeing Index, adding a gender domain to the 2017 study |

## CLEAN WATER AND SANITATION
- Access to safe drinking water
- Adequate sanitation and hygiene
- Implement water resources management

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<td>Conducted a global water risk assessment in partnership with the World Wildlife Fund</td>
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<tr>
<td>Launched <strong>global water stewardship pilots</strong> in high-risk regions</td>
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## AFFORDABLE AND CLEAN ENERGY
- Universal access to reliable energy services
- Increase share of renewable energy
- Double rate of energy efficiency

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<td>Six hotels certified to the US Department of Energy Superior Energy Performance designation</td>
</tr>
<tr>
<td>First major hospitality brand to have its science-based greenhouse gas targets approved by the Science Based Targets initiative</td>
</tr>
<tr>
<td>Promoting access to clean energy through participation in the Renewable Energy Buyers’ Program and investing in on- and off-site renewable energy at our properties, including purchase of Renewable Energy Credits</td>
</tr>
</tbody>
</table>

## DECENT WORK AND ECONOMIC GROWTH
- Sustain per capita economic growth
- Promote sustainable tourism through jobs
- Reduce proportion of youth not in employment
- Eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor

<table>
<thead>
<tr>
<th>Hilton’s Efforts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Committed to connecting, preparing or employing 1 million youth by 2019</td>
</tr>
<tr>
<td>Reached nearly 2,000 youth by partnering with the Ministry of Tourism and International Youth Foundation to bring Passport to Success to vocational schools across the country</td>
</tr>
<tr>
<td>Impacted young people from disadvantaged backgrounds through the Youth Career Initiative in India, Indonesia, Lebanon, Mexico, Vietnam</td>
</tr>
<tr>
<td>Supported 2,000+ refugees through training, skills and employment since 2016</td>
</tr>
<tr>
<td>Hilton Human Rights Policy</td>
</tr>
<tr>
<td>Launched mandatory Human Rights training for all properties</td>
</tr>
<tr>
<td>Published our <strong>Slavery and Human Trafficking Statement</strong> in 2017</td>
</tr>
<tr>
<td>Co-founded the UK Stop Slavery Hotel Industry Network</td>
</tr>
<tr>
<td>Ranked #1 in our industry by Forbes and JUST Capital for America’s most JUST company</td>
</tr>
<tr>
<td>Recognized as one of the World’s 25 Best Multinational Workplaces by Great Place to Work®</td>
</tr>
<tr>
<td>Made the Dow Jones Sustainability Index</td>
</tr>
</tbody>
</table>

## INDUSTRY, INNOVATION AND INFRASTRUCTURE
- Develop quality infrastructure to support economy
- Promote inclusive industrialization
- Upgrade technological capabilities
- Infrastructure development through technical support

<table>
<thead>
<tr>
<th>Hilton’s Efforts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implemented the Hilton Responsible Sourcing Policy</td>
</tr>
<tr>
<td>Utilized LightStay, our award-winning corporate responsibility measurement platform, to manage and report our environmental and social impact at all properties</td>
</tr>
<tr>
<td>Partnered with the International Fund for Agriculture for Development in the Seychelles</td>
</tr>
</tbody>
</table>

## REDUCED INEQUALITIES
- Promote inclusion of all regardless of status
- Ensure equal opportunity and reduce inequalities

<table>
<thead>
<tr>
<th>Hilton’s Efforts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trained 2,100+ Operations and HR leaders in identifying unconscious bias globally</td>
</tr>
<tr>
<td>Scored 100% in the <strong>Corporate Equality Index</strong> by the Human Rights Campaign</td>
</tr>
<tr>
<td>Committed to hiring 20,000 veterans, spouses, dependents and caregivers through Operation: Opportunity</td>
</tr>
<tr>
<td>SDG</td>
</tr>
<tr>
<td>-----</td>
</tr>
</tbody>
</table>
| 11  | SUSTAINABLE CITIES AND COMMUNITIES | • Released the Global Youth Wellbeing Index in partnership with the International Youth Foundation  
• Funded $3 million in Disaster Relief projects worldwide  
• Provided Disaster Relief support to 725 Team Members in 2017  
• Volunteered 267,355 hours in 87 countries during our 2017 Global Week of Service |
| 12  | RESPONSIBLE CONSUMPTION AND PRODUCTION | • Reduced waste by 30.5% since 2008  
• Reduced water consumption by 20.0% since 2008  
• Conducted 34 food waste reduction pilots around the world  
• Utilized LightStay to track energy usage across our global portfolio of nearly 5,300 properties  
• Invested in sustainable operations and energy, carbon, water and waste management across our entire portfolio, resulting in over $1 billion in savings  
• Reported annually on sustainability impact, including third-party assured environmental data  
• Integrated Travel with Purpose information in the annual financial report  
• Measured all hotels’ activities across 200+ sustainability data points using our LightStay platform |
| 13  | CLIMATE ACTION | • Reduced our carbon emissions by 30.0% since 2008  
• Reduced our energy consumption by 20.6% since 2008  
• Maintained certification to ISO 50001 (Energy Management), ISO 14001 (Environmental Management) and ISO 9001 (Quality Management) across our portfolio of nearly 5,300 hotels, the largest certified portfolio in the world  
• Activated 1,800+ environmental projects in 1,000+ communities in during 2017 Earth Week  
• First major hospitality brand to have its science-based greenhouse gas targets approved by the Science Based Targets initiative |
| 14  | LIFE BELOW WATER | • Released first Progress Report on our 2022 Sustainable Seafood Goals, which include bans on endangered species, and targets for sustainable fish sourcing  
• Maintained certification for 60+ hotels to the Marine Stewardship Council chain of custody in UK, Netherlands, Belgium and Singapore  
• Banned use of plastic bottles in all our conference spaces in China, saving over 13 million bottles of waste per year  
• Banned plastic straws at all of our hotels in Australasia and Malaysia, and 15 hotels in the Americas |
| 15  | LIFE ON LAND | • Reduced water consumption by 20.0% since 2008  
• Offered Clean Air, our carbon offset program for conference and events in Asia Pacific  
• Brand standard prohibiting the serving of endangered species on our menus  
• Initiated context-based water pilot programs in collaboration with World Wildlife Fund to promote stewardship in high watershed risk areas in the U.S., South Africa and China  
• Signed on to the World Travel and Tourism Council’s “Buenos Aires Declaration on Travel & Tourism and Illegal Wildlife Trade” |
<table>
<thead>
<tr>
<th>SDG</th>
<th>Target Alignments</th>
<th>Hilton’s Efforts</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td><strong>PEACE, JUSTICE AND STRONG INSTITUTIONS</strong>&lt;br&gt;• End abuse and trafficking of children&lt;br&gt;• Reduce corruption and bribery&lt;br&gt;• Strengthen participation in governance for developing countries</td>
<td>• Published our <em>Slavery and Human Trafficking Statement</em> in 2017&lt;br&gt;• <a href="#">Hilton Human Rights Policy</a>&lt;br&gt;• Code of Conduct training mandatory for all Hilton Employees&lt;br&gt;• Remained a signatory to the United Nation’s Global Compact since 2012</td>
</tr>
<tr>
<td>17</td>
<td><strong>PARTNERSHIP FOR THE GOALS</strong>&lt;br&gt;• Assist developing countries in attaining sustainability&lt;br&gt;• Multi-stakeholder partnerships for sustainable development&lt;br&gt;• Implement official development assistance commitments</td>
<td>• Partnered with the UNWTO for the International Year for Sustainable Tourism for Development&lt;br&gt;• Co-created and supported the launch of the <em>International Tourism Partnership Goals</em> for carbon, water, youth and human rights in collaboration with the hospitality industry&lt;br&gt;• Supported apprenticeship legislation in Egypt, Namibia, Saudi Arabia, Turkey, U.K., U.S.&lt;br&gt;• Released the <em>Global Youth Wellbeing Index</em> in partnership with the International Youth Foundation&lt;br&gt;• Partnered with the World Wildlife Fund on water stewardship, food waste and sustainable seafood</td>
</tr>
</tbody>
</table>
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 below set forth how the GRI framework has been applied to our corporate responsibility 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:

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>References and/or Direct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-1</td>
<td>Name of the organization</td>
<td>Hilton Worldwide Holdings Inc. (‘Hilton’).</td>
</tr>
</tbody>
</table>
| 102-2     | Activities, brands, products, and services                                   | About Hilton  
2017 Annual Report |
<p>| 102-3     | Location of headquarters                                                     | Our corporate headquarters are located at 7930 Jones Branch Drive, McLean, Virginia 22102 in the United States. |
| 102-4     | Location of operations                                                       | About Hilton |
| 102-5     | Ownership and legal form                                                     | Hilton is a publicly-traded corporation. |
| 102-6     | Markets served                                                               | Hilton At A Glance               |
| 102-7     | Scale of the organization                                                    | 2017 Annual Report               |
| 102-8     | Information on employees and other workers                                   | 2017 Annual Report (Item 1 Business – “Overview”) |
| 102-9     | Supply chain                                                                 | 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, linens and apparel. Additional information on our supply chain and programs to address environmental and social issues can be found in Hilton’s Responsible Sourcing Fact Sheet on page 3 of Hilton’s 2017 Slavery and Trafficking Statement. |
| 102-10    | Significant changes to the organization and its supply chain                 | The spin-off of Park Hotels &amp; Resorts and Hilton Grand Vacation in two separate and independent publicly traded companies was completed in early 2017. Additional information can be found on our Spin-Off Information webpages. |
| 102-11    | Precautionary Principle or approach                                          | As a signatory to the UN Global Compact, Hilton adheres to the principle that businesses should support a precautionary approach to environmental challenges. Additional information on our management approach, programs, targets and performance can be found on Hilton’s Our Approach webpage and Environmental Impact webpage, covered in our Energy and Carbon, Water, Waste and Responsible Sourcing fact sheets through our 2030 Value Chain Targets and in the Hilton Environmental Policy. In 2018, Hilton became the first hotel operator to have its value chain emissions target approved by the Science Based Targets initiative (SBTi). |</p>
<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>References and/or Direct Answer</th>
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</thead>
</table>
| 102-12    | External initiatives | Since 2012, Hilton has been a signatory to the United Nations [UN Global Compact](https://www.un Globalcompact.org), a voluntary initiative based on a CEO-led commitment to implement ten sustainability principles supporting the goals of the UN.  
In 2017, Hilton served as an official partner for the UN World Tourism Organization (UNWTO)’s International Year of Sustainable Development.  
We have also aligned our corporate responsibility strategies and objectives to support the UN Sustainable Development Goals – a global framework for coordinated action to address critical topics by 2030. Additional information can be found on [Our Approach](#) page and [UN Sustainable Development Goals](https://www.un.org/sustainabledevelopment/ goals) page. |
| 102-13    | Membership of associations | In 2017, key memberships and affiliations included the following:  
**World Travel and Tourism Council:** The World Travel and Tourism Council (WTTC) works to raise awareness of travel and tourism in one of the world’s largest industries. In 2017, our Chief Executive Officer was elected to serve as the WTTC’s Chairman for the next two years. We are also members of the WTTC Climate Change Task Force, which works to identify industry priority action areas for the future and evaluate industry progress against climate change commitments.  
**American Hotel & Lodging Association:** Hilton is a member of the American Hotel & Lodging Association (AHLA) and chairs the AHLA Sustainability Committee, which focuses on environment, engineering and corporate responsibility for the hotel and lodging industry. Our Executive Vice President, Global Brands, serves on the Board of Directors and the Executive Committee of the AHLA.  
**International Tourism Partnership:** The International Tourism Partnership (ITP) brings together the world’s leading international hotel companies to provide a voice for environmental and social responsibility in the industry. Hilton is a founding member of this travel industry consortium and participates in various working groups, including the Hotel Carbon Measurement Initiative, the Hotel Water Measurement Initiative, the Youth Career Initiative and the Human Rights Working Group.  
<table>
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<tr>
<th>Indicator</th>
<th>Description</th>
<th>References and/or Direct Answer</th>
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<tbody>
<tr>
<td><strong>Strategy</strong></td>
<td></td>
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<tr>
<td>102-14</td>
<td>Statement from the most senior decision-maker about the relevance of sustainability and organization’s strategy</td>
<td>Our Approach</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2017 Annual Report</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Our Approach</td>
</tr>
<tr>
<td>102-15</td>
<td>Key impacts, risks, and opportunities</td>
<td>2017 Corporate Responsibility Highlights</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2030 Value Chain Targets</td>
</tr>
<tr>
<td></td>
<td></td>
<td>UN Sustainable Development Goals</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hilton Corporate Responsibility Policy</td>
</tr>
<tr>
<td><strong>Ethics and Integrity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>102-16</td>
<td>Values, principles, standards, and norms of behavior</td>
<td>Vision, Mission and Values</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hilton Code of Conduct</td>
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<td></td>
<td></td>
<td>Responsible Sourcing Policy</td>
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<tr>
<td></td>
<td></td>
<td>Human Rights Policy</td>
</tr>
<tr>
<td>102-17</td>
<td>Mechanisms for advice and concerns about ethics</td>
<td>Hilton Code of Conduct</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hilton EthicsPoint Hotline</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Stakeholder Engagement</td>
</tr>
<tr>
<td><strong>Governance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>102-18</td>
<td>Governance structure of the organization, including committees of the highest governance body and those responsible for decision-making on economic, environmental and social impacts.</td>
<td>Board of Directors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Corporate Governance Guidelines and Committee Charters</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Annual Proxy Statement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Our Board receives periodic updates from management on the Company’s corporate responsibility strategy and initiatives. Mid-year and annual reports are provided to the executive committee. Including our CEO, highlighting key sustainability programs and partnerships and the direct results of these investments.</td>
</tr>
<tr>
<td>102-22</td>
<td>Composition of the highest governance body and its committees</td>
<td>Committee Composition</td>
</tr>
<tr>
<td>102-23</td>
<td>Chair of the highest governance body</td>
<td>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.</td>
</tr>
<tr>
<td>102-24</td>
<td>Nominating and selecting the highest governance body</td>
<td>Corporate Governance Guidelines (“Board Composition, Structure and Policies”)</td>
</tr>
<tr>
<td>Indicator</td>
<td>Description</td>
<td>References and/or Direct Answer</td>
</tr>
<tr>
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</tr>
<tr>
<td>102-25</td>
<td>Conflicts of interest</td>
<td><strong>Corporate Governance Guidelines</strong> (‘Conflicts of Interest’)</td>
</tr>
<tr>
<td>102-28</td>
<td>Evaluating the highest governance body’s performance</td>
<td><strong>Corporate Governance Guidelines</strong> (‘Evaluation of Performance’)</td>
</tr>
<tr>
<td>102-35</td>
<td>Remuneration policies</td>
<td><strong>Annual Proxy Statement</strong></td>
</tr>
<tr>
<td>102-36</td>
<td>Process for determining remuneration</td>
<td><strong>Annual Proxy Statement</strong></td>
</tr>
</tbody>
</table>

**Stakeholder Engagement**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-40</td>
<td>List of stakeholder groups</td>
<td>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.</td>
</tr>
<tr>
<td>102-41</td>
<td>Collective bargaining agreements</td>
<td><strong>2017 Annual Report</strong> (‘Employees’)</td>
</tr>
<tr>
<td>102-42</td>
<td>Identifying and selecting stakeholders</td>
<td>We engage with stakeholders that can help inform and enhance our business and corporate responsibility 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 dialoguing 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.</td>
</tr>
</tbody>
</table>
| 102-43    | Approach to stakeholder engagement | **Stakeholder Engagement**  
**2030 Value Chain Targets**  
**Hilton Corporate Responsibility Policy** |
| 102-44    | Key topics and concerns raised | Through engagement with both internal and external stakeholders, we are able to identify interests and concerns that should be taken into consideration as we continue to grow. Our Travel with Purpose strategy was developed by mapping social and environmental issues that are impacted by our business and will continue to be critical to our long-term success. We continue to revisit and evolve our approach based on key topics and concerns raised by stakeholders. We manage key topics and concerns relating to customer satisfaction through our Service and Loyalty Tracking (SALT) program and social media monitoring. Additional information on our approach and industry recognitions for customer service can be found at **Hilton Reservations & Customer Care**. |

**Reporting Practice**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>102-45</td>
<td>Entities included in the consolidated financial statements</td>
<td><strong>2017 Annual Report</strong> Additional information on our material topics can be found on <strong>UN Sustainable Development Goals</strong> and 2030 Value Chain Targets pages.</td>
</tr>
<tr>
<td>102-46</td>
<td>Defining report content and topic boundaries</td>
<td>We have conducted a materiality assessment to inform the selection of topics for our Sustainability Report, in alignment with the framework and best practices set forth in the GRI Standards.</td>
</tr>
<tr>
<td>102-47</td>
<td>List of material topics</td>
<td>A list of material topics identified can be found in the Specific Disclosures within this GRI Index.</td>
</tr>
<tr>
<td>Indicator</td>
<td>Description</td>
<td>References and/or Direct Answer</td>
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<tr>
<td>-----------</td>
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</tr>
<tr>
<td>102-48</td>
<td>Restatements of information</td>
<td>No known restatements during the reporting period.</td>
</tr>
<tr>
<td>102-49</td>
<td>Changes in reporting</td>
<td>None during the reporting period.</td>
</tr>
<tr>
<td>102-50</td>
<td>Reporting period</td>
<td>Our reporting period covers 2017. Unless otherwise noted, reported environmental figures refer to our impact across our owned, managed and franchised portfolio. We use 2008 as our baseline for our energy, carbon, water and waste reporting.</td>
</tr>
<tr>
<td>102-51</td>
<td>Date of most recent report</td>
<td>2016</td>
</tr>
<tr>
<td>102-52</td>
<td>Reporting cycle</td>
<td>Annual</td>
</tr>
<tr>
<td>102-53</td>
<td>Contact point for questions regarding the report</td>
<td><a href="mailto:corporate_responsibility@hilton.com">corporate_responsibility@hilton.com</a></td>
</tr>
<tr>
<td>102-56</td>
<td>External assurance</td>
<td>Hilton’s greenhouse gas emissions, energy, water and waste performance data have been assured by our independent third-party auditor. Our entire portfolio of 5,300+ properties are also externally certified to ISO 9001, ISO 14001 and ISO 50001.</td>
</tr>
</tbody>
</table>

**SPECIFIC DISCLOSURES:**

**Management Approach Disclosures and Indicators**

<table>
<thead>
<tr>
<th>Material Aspects</th>
<th>GRI Indicators</th>
<th>References and/or Direct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ECONOMIC</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Economic Performance</td>
<td>201</td>
<td>Management approach disclosure</td>
</tr>
<tr>
<td></td>
<td>201-1</td>
<td>Direct economic value generated and distributed</td>
</tr>
<tr>
<td></td>
<td>201-2</td>
<td>Financial implications and other risks and opportunities for the organization’s activities due to climate change</td>
</tr>
<tr>
<td></td>
<td>201-3</td>
<td>Coverage of the organization’s defined benefit plan obligations</td>
</tr>
<tr>
<td>Material Aspects</td>
<td>GRI Indicators</td>
<td>References and/or Direct Answer</td>
</tr>
<tr>
<td>-----------------------</td>
<td>------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Indirect Economic Impacts | 203 Management approach disclosure | Social Impact  
Community Investment Fact Sheet  
Inclusive Growth Fact Sheet  
Youth Fact Sheet  
Hilton Corporate Responsibility Policy |
|                       | 203-1 Infrastructure investments and services supported | Community Investment Fact Sheet  
Inclusive Growth Fact Sheet  
2017 Corporate Responsibility Highlights  
Youth Fact Sheet |
| Anti-Corruption       | 204 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. |
|                       | 204-1 Communication and training on anti-corruption policies and procedures | Human Rights Fact Sheet  
Hilton Code of Conduct  
Responsible Sourcing Policy  
Hilton EthicsPoint Hotline |
| ENVIRONMENTAL         | 302 Management approach disclosure | Environmental Impact  
Energy & Carbon Fact Sheet  
CDP Climate Change Response  
Hilton Environmental Policy |
| Energy                | 302-1 Energy consumption within the organization | In 2017, our total energy consumption was 17,040,665 megawatt hours.  
We are currently in the process of compiling and receiving third-party assurance for our 2017 data.  
Assurance |
|                       | 302-3 Energy intensity | In 2017, our normalized energy use intensity was 26.5 kilowatt hours per square meter, representing an annual decrease of 2.5% per square meter and a 3.5% decrease per occupied room across the Hilton global portfolio of owned, managed and franchised hotels.  
Hilton has reduced total energy use intensity by 21% since 2008. |
<table>
<thead>
<tr>
<th>Material Aspects</th>
<th>GRI Indicators</th>
<th>References and/or Direct Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ENVIRONMENTAL</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td>303 Management approach disclosure</td>
<td>Environmental Impact  &lt;br&gt; Water Fact Sheet  &lt;br&gt; CDP Water Response  &lt;br&gt; Hilton Environmental Policy</td>
</tr>
<tr>
<td></td>
<td>303-3 Water withdrawal by source</td>
<td>In 2017, our water consumption was 136.9 million cubic meters. Municipal water comprised 99% of our water footprint, with 1% in surface water and groundwater consumption. Our normalized water use intensity was 55.5 gallons per square meter, representing an annual decrease of 2% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. &lt;br&gt; Hilton has reduced total water use intensity by 20% since 2008. To drive further reductions, we have entered into a collaboration with World Wildlife Fund to develop an industry-leading, multi-year water stewardship strategy. Assurance</td>
</tr>
<tr>
<td>Emissions</td>
<td>305 Management approach disclosure</td>
<td>Environmental Impact  &lt;br&gt; Energy &amp; Carbon Fact Sheet  &lt;br&gt; CDP Climate Change Response  &lt;br&gt; Hilton Environmental Policy</td>
</tr>
<tr>
<td></td>
<td>305-1 Scope 1 emissions</td>
<td>In 2017, our Scope 1 emissions were 505,640 metrics tonnes of CO₂e. We are currently in the process of compiling and receiving third-party assurance for our 2017 data. Assurance</td>
</tr>
<tr>
<td></td>
<td>305-2 Scope 2 emissions</td>
<td>In 2017, our Scope 2 emissions were 1,811,066 metrics tonnes of CO₂e. We are currently in the process of compiling and receiving third-party assurance for our 2017 data. Assurance</td>
</tr>
<tr>
<td></td>
<td>305-3 Scope 2 emissions</td>
<td>CDP Climate Change Response (Question CC14)</td>
</tr>
<tr>
<td></td>
<td>305-4 Greenhouse gas (GHG) emissions intensity</td>
<td>In 2017, our Scope 1 and 2 greenhouse gas emissions intensity was 0.010 metric tonnes (22.2 pounds) per square meter - representing a 55% annual decrease and a 23.1% decrease over our 2008 baseline year. Including renewable energy credit purchases, we have reduced our Scope 1 and 2 emissions intensity by 30.9% since 2008.</td>
</tr>
<tr>
<td>Effluents and Waste</td>
<td>306 Management approach disclosure</td>
<td>Environmental Impact  &lt;br&gt; Waste Fact Sheet  &lt;br&gt; Hilton Environmental Policy</td>
</tr>
<tr>
<td></td>
<td>306-2 Waste by type and disposal method</td>
<td>In 2017, our total waste output was estimated to be 489,473 metric tons, with a landfill diversion rate of 28%. Our waste intensity was 17 pounds per square meter, representing a 30.5% reduction in waste since our 2008 baseline year. Assurance</td>
</tr>
<tr>
<td>Material Aspects</td>
<td>GRI Indicators</td>
<td>References and/or Direct Answer</td>
</tr>
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<tr>
<td><strong>ENVIRONMENTAL</strong></td>
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</table>
| Supplier Environmental Assessment | 308 Management approach disclosure | Responsible Sourcing Fact Sheet  
Responsible Sourcing Policy  
Hilton Environmental Policy |
| | 308-1 New suppliers that were screened using environmental criteria | We have conducted a thorough analysis of the following categories of sourcing: seafood, meat and proteins, produce, and apparel and linens. To drive responsible sourcing across these categories, we created a dedicated role and a cross-functional advisory group. This group oversees the development of our comprehensive responsible sourcing strategy and guides the global decisions related to implementation.  
Additional information can be found in our Responsible Sourcing Fact Sheet. |
| **SOCIAL** | | |
| Employment | 401 Management approach disclosure | 2017 Annual Report  
Great Places to Work Profile  
Thrive@Hilton  
Discover Hilton  
Corporate Awards  
Diversity & Inclusion Brochure |
| | 401-2 Benefits provided | Discover Hilton |
| Training and Education | 404 Management approach disclosure | A comprehensive approach to recruiting, training/mentoring, leadership development and talent management allows us to understand where and how we can improve around the world.  
Our leadership roadmap helps our current and future leaders at all levels discover their talents, enhance their leadership skills and develop their careers with us. We offer a mix of opportunities for leaders at all levels and ensure we retain the best talent around the world.  
In 2017, we have further accelerated our efforts through the launch of our Thrive@Hilton platform. |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | Hilton University provides the global learning framework around the world. Hilton University delivers its curricula through five unique colleges, each with an assigned executive sponsor and dean. Collectively, the five colleges offer more than 2,500 courses delivered in a variety of ways, including classroom training, e-learning, webinars and e-books.  
Required and voluntary trainings help Hilton Team Members in our owned and managed hotels and corporate offices develop new skills, expand upon existing knowledge, and benefit from coaching and advice. For example, we have training available for English as a Second Language (ESL), management and leadership skills, and cross-cultural skills. We also offer tuition reimbursement for courses directly related to the job, to prepare Hilton Team Members to take on additional responsibilities, or to complete a degree.  
We have also launched the hospitality industry’s largest U.S. high school equivalency degree program – the GED Assistance benefit that will give thousands of eligible Hilton Team Members the opportunity to earn their high school equivalency diploma. |
<table>
<thead>
<tr>
<th>Material Aspects</th>
<th>GRI Indicators</th>
<th>References and/or Direct Answer</th>
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<tbody>
<tr>
<td>SOCIAL</td>
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<tr>
<td>Training and Education</td>
<td>404-3</td>
<td>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, concerns and allowing regular feedback and coaching.</td>
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<tr>
<td>Diversity and Equal Opportunity</td>
<td>405</td>
<td>Management approach disclosure Diversity &amp; Inclusion Brochure Great Places to Work Profile</td>
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<td></td>
<td>405-1</td>
<td>Diversity of governance bodies and employees. Four of Hilton’s ten Board members are women. Women comprise approximately 50% of our workforce. 45% of global managers are women, and 68% of all U.S. team members are ethnically diverse. 49% of global team members are millennials.</td>
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<td></td>
<td>412-1</td>
<td>Operations that have been subject to human rights reviews or impact assessments. Hilton Slavery and Human Trafficking Statement (Our Risk Identification and Management) Human Rights Fact Sheet</td>
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<tr>
<td></td>
<td>412-2</td>
<td>Employee training on human rights policies or procedures. Hilton Slavery and Human Trafficking Statement Human Rights Fact Sheet</td>
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<tr>
<td>Local Communities</td>
<td>413</td>
<td>Management approach disclosure Social Impact Community Investment Fact Sheet Inclusive Growth Fact Sheet Youth Fact Sheet Hilton Corporate Responsibility Policy</td>
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<td></td>
<td>413-1</td>
<td>Operations with local community engagement, impact assessments, and development programs. Community Investment Fact Sheet Inclusive Growth Fact Sheet Youth Fact Sheet</td>
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<tr>
<td>Material Aspects</td>
<td>GRI Indicators</td>
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<tr>
<td>Supplier Social Assessment</td>
<td>414</td>
<td>Management approach disclosure</td>
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<td>Responsible Sourcing Fact Sheet</td>
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<td>Responsible Sourcing Policy</td>
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<td>Human Rights Policy</td>
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<td>Hilton Slavery and Human Trafficking Statement</td>
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<td>Human Rights Fact Sheet</td>
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<td>414-1</td>
<td>New suppliers that were screened using labor practices criteria</td>
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<td>Responsible Sourcing Fact Sheet</td>
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<td></td>
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<td>Hilton Slavery and Human Trafficking Statement</td>
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<td></td>
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<td>(&quot;Our Risk Identification and Management&quot;)</td>
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<td>Human Rights Fact Sheet</td>
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<tr>
<td>Customer Privacy</td>
<td>418</td>
<td>Management approach disclosure</td>
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<tr>
<td></td>
<td></td>
<td>Global Privacy Statement</td>
</tr>
<tr>
<td></td>
<td>418-1</td>
<td>Substantiated complaints regarding breaches of customer privacy and losses of customer data</td>
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<tr>
<td></td>
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<td>No known significant breaches occurred during the reporting period</td>
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