



2017 **Corporate Responsibility Report**

TRAVEL WITH PURPOSE

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.



TRAVEL WITH PURPOSE

OUR APPROACH



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 resiliency. **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.

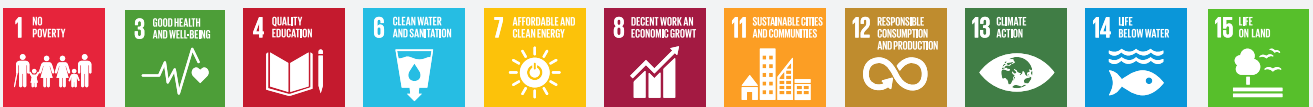
We look forward to continuing our journey. Thank you for helping us **Travel with Purpose.**

Christopher J. Nassetta
President and Chief Executive Officer

TRAVEL WITH PURPOSE

OUR VALUE CHAIN

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



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

CREATING OPPORTUNITIES



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

LightSTAY

\$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.



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



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



3,300+ Lbs.

of safe unused food rescued through our **EXPANDED FOOD BANK PROGRAM** in Mexico



Released our first annual progress report on Hilton's journey to **SUSTAINABLY SOURCE OUR SEAFOOD BY 2022**



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



Tracks hotels' sustainability certifications and awards, and participation in global campaigns

Calculates carbon footprint of any meeting or conference

Use required across Hilton's entire portfolio of 5,300+ hotels

Environmental data verified annually by an independent third party

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

10,500+ environmental projects currently ongoing

\$1 billion+ cumulative savings since 2008

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

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**





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**

“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

ENVIRONMENTAL

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

▶ **SOAP RECYCLING VIDEO**

“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

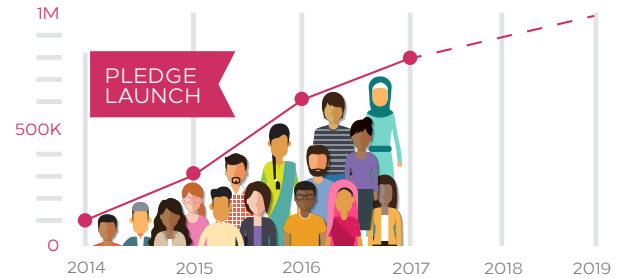


Sustainable travel and tourism depends on resilient and thriving societies, which start with young people. We invest in skills and opportunities to connect, prepare or employ the next generation in our communities.

OPEN DOORS PLEDGE

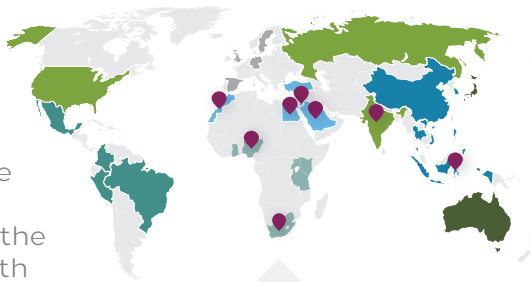
On track to reach our 2019 pledge to Open Doors for **1 MILLION** young people by connecting, preparing or employing them

Nearly **800K** young people impacted through global partnerships, talent pipeline, and local activations to date



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



29 countries representing nearly 70% of global youth

Our actions: Identified **8** initial priority countries for focused youth investment in skills trainings and workforce readiness programs

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

INNOVATIVE UPSKILLING

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

15,000

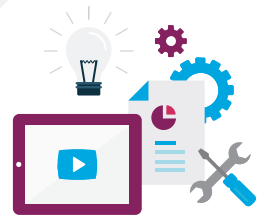
young people trained, including our own Team Members with the following impact:*

96% of graduates are retained

80% average improvement in skills

40% of graduates were promoted

*Based on 2016 hotel supervisor survey results



Launched new flexible learning solution "In a Box" to accelerate impact in our nearly 5,300 communities

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.





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+ **↑57%** female Operations and HR leaders trained in identifying unconscious bias globally

General Managers in Asia Pacific, progressing towards our UN Women's HeForShe Singapore Impact Champion targets



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

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



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

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

YEARS OF SERVICE	25-34	35-44	45-60
# OF TEAM MEMBERS	1292	263	27

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

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

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

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](#)



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

100%



Rating in the Corporate EQUALITY INDEX by the Human Rights Campaign

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



Supported the development and launch of the **International Tourism Partnership Human Rights Goals**



Empowered more than **100 anti-trafficking female advocates** from 41 countries through the Global Freedom Exchange with Vital Voices since 2013

Co-founded the **Stop Slavery Hotel Industry Network** in the U.K.

TRAINING

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

RISK & DUE DILIGENCE



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



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

2017 DISASTER RELIEF CAMPAIGNS



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



SUPPORTING COMMUNITIES

SNAPSHOT FROM 2017:

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

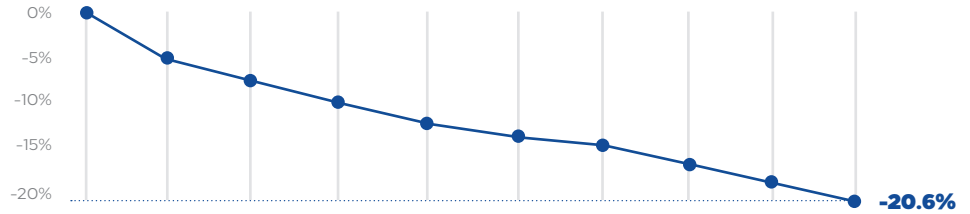


Climate change threatens the future of travel. We invest in sustainable travel and tourism to ensure that our planet remains a source of discovery, development and growth for our guests, communities, Team Members and owners.

Reduced energy consumption by

20.6%

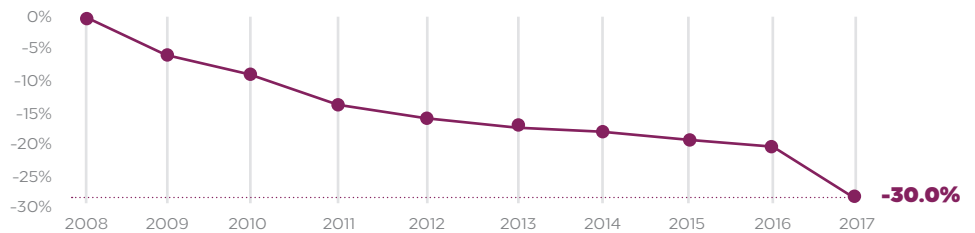
energy use per square foot



Reduced carbon emissions by

30.0%

CO₂e per square foot



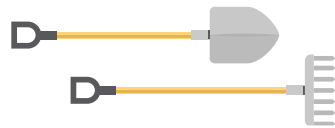
\$1 BILLION

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

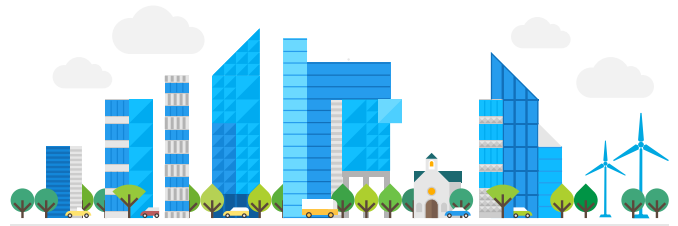


50+

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

CERTIFICATIONS



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)

ISO 9001
Quality Management

ISO 14001
Environmental Management

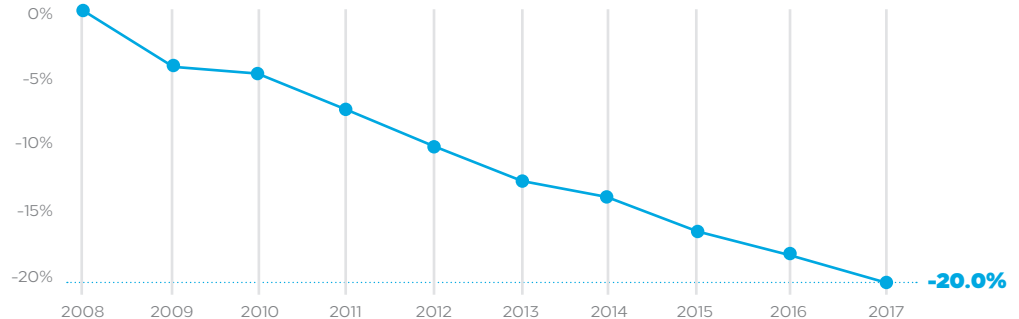
ISO 50001
Energy Management



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



\$1 BILLION

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

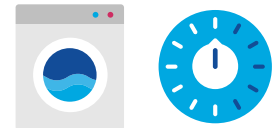
WATER STEWARDSHIP

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



INNOVATION



2,700

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

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

TRAINING



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



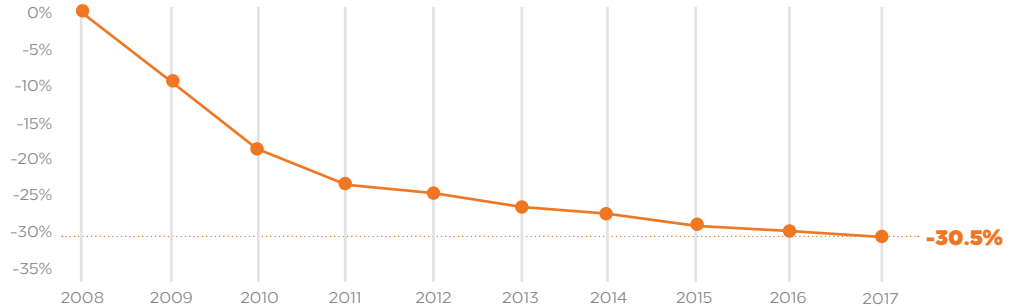


As leaders in responsible tourism, we believe waste is a solvable problem. Hilton leverages the innovation and entrepreneurship of local partners, Team Members and suppliers to re-engineer waste and preserve destinations.

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



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



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



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





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

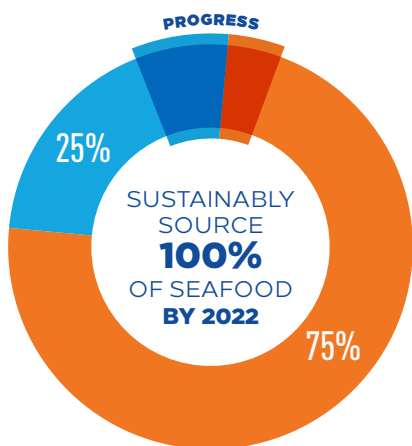
Responsible Sourcing Policy available to 100% of our suppliers

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%

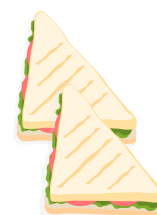
INVEST IN THE REST

- Goal: 75%
- Progress: 3.91%

SOLUTIONS SNAPSHOT

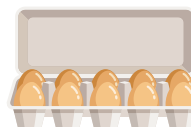
As part of the innovation coalition **“Better Buying Lab,”**

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



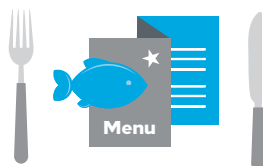
Prepared to transition **4,000,000+** lbs of traditional eggs to cage-free eggs across the U.S. alone

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



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.

60+

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








Launched sustainable shrimp and scallops programs in the Americas

HILTON AND THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

Hilton

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.

SDG	Target Alignments	Hilton's Efforts
 <p>1 NO POVERTY</p>	<p>NO POVERTY</p> <ul style="list-style-type: none"> • Eradicate extreme poverty • Implement social protection systems • Equal rights to economic resources 	<ul style="list-style-type: none"> • Committed to <u>opening doors</u> for 1 million young people by 2019 to connect, prepare or employ them • Committed to connecting, preparing, or employing <u>refugees</u> in Europe
 <p>2 ZERO HUNGER</p>	<p>ZERO HUNGER</p> <ul style="list-style-type: none"> • End hunger • Double agricultural productivity • Ensure sustainable food systems 	<ul style="list-style-type: none"> • Member of the <u>Better Buying Lab</u> • Donated over <u>250,000 pounds of food</u> 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
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>GOOD HEALTH AND WELL-BEING</p> <ul style="list-style-type: none"> • Reduce number of deaths due to pollution and contamination • Strengthen the capacity of all countries for risk 	<ul style="list-style-type: none"> • Achieved 1,800 hotels participating in the industry's <u>largest soap recycling effort</u>, helping to contribute to 35% reduction in hygiene-related diseases worldwide • Released the <u>2017 Youth Wellbeing Index</u> in partnership with the International Youth Foundation
 <p>4 QUALITY EDUCATION</p>	<p>QUALITY EDUCATION</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 <u>apprenticeships worldwide</u>
 <p>5 GENDER EQUALITY</p>	<p>GENDER EQUALITY</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Committed to our <u>Hilton Human Rights Policy</u> • Launched mandatory <u>Human Rights</u> training for all properties • Supported <u>female entrepreneurs</u> in India, Greece and Ethiopia • Committed to increasing the number of <u>female managers</u> 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

*Source: WTTTC <https://www.wttc.org/-/media/files/reports/economic-impact-research/countries-2017/unitedstates2017.pdf>

SDG	Target Alignments	Hilton's Efforts
	<p>CLEAN WATER AND SANITATION</p> <ul style="list-style-type: none"> • Access to safe drinking water • Adequate sanitation and hygiene • Implement water resources management 	<ul style="list-style-type: none"> • <u>Reduced water consumption</u> by 20.0% since 2008 • Launched <u>2025 Global Water Stewardship Commitments</u> • Signed on to the UN's <u>CEO Water Mandate</u> • Conducted a global water risk assessment in partnership with the World Wildlife Fund • Launched <u>global water stewardship pilots</u> in high-risk regions
	<p>AFFORDABLE AND CLEAN ENERGY</p> <ul style="list-style-type: none"> • Universal access to reliable energy services • Increase share of renewable energy • Double rate of energy efficiency 	<ul style="list-style-type: none"> • <u>Reduced energy</u> consumption by 20.6% since 2008 • Certified all properties worldwide (nearly 5,300 properties) to IS 50001 (Energy Management) • Established the Clean Air Program, offsetting carbon emissions from meetings and events • Six hotels certified to the US Department of Energy Superior Energy Performance designation • First major hospitality brand to have its science-based greenhouse gas targets approved by the Science Based Targets initiative • 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
	<p>DECENT WORK AND ECONOMIC GROWTH</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Committed to <u>connecting, preparing or employing 1 million youth by 2019</u> • 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 • Impacted young people from disadvantaged backgrounds through the Youth Career Initiative in India, Indonesia, Lebanon, Mexico, Vietnam • Supported 2,000+ <u>refugees</u> through training, skills and employment since 2016 • <u>Hilton Human Rights Policy</u> • Launched mandatory <u>Human Rights training</u> for all properties • Published our <u>Slavery and Human Trafficking Statement</u> in 2017 • Co-founded the <u>UK Stop Slavery Hotel Industry Network</u> • Ranked #1 in our industry by Forbes and JUST Capital for America's most JUST company • Recognized as one of the World's 25 Best Multinational Workplaces by Great Place to Work® • Made the Dow Jones Sustainability Index
	<p>INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> <ul style="list-style-type: none"> • Develop quality infrastructure to support economy • Promote inclusive industrialization • Upgrade technological capabilities • Infrastructure development through technical support 	<ul style="list-style-type: none"> • Implemented the <u>Hilton Responsible Sourcing Policy</u> • Utilized LightStay, our award-winning corporate responsibility measurement platform, to manage and report our environmental and social impact at all properties • Partnered with the International Fund for Agriculture for Development in the Seychelles
	<p>REDUCED INEQUALITIES</p> <ul style="list-style-type: none"> • Promote inclusion of all regardless of status • Ensure equal opportunity and reduce inequalities 	<ul style="list-style-type: none"> • Trained 2,100+ Operations and HR leaders in identifying <u>unconscious bias</u> globally • Scored 100% in the <u>Corporate Equality Index</u> by the Human Rights Campaign • Committed to hiring <u>20,000 veterans</u>, spouses, dependents and caregivers through Operation: Opportunity

SDG	Target Alignments	Hilton's Efforts
	<p>SUSTAINABLE CITIES AND COMMUNITIES</p> <ul style="list-style-type: none"> Enhance sustainable urbanization Protect and safeguard world's cultural and natural heritage Reduced number of deaths caused by natural disasters Support least developed countries 	<ul style="list-style-type: none"> 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
	<p>RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <ul style="list-style-type: none"> Achieve sustainable use of natural resources Halve per capita global food waste Create sustainable development tools Reporting on sustainability practices 	<ul style="list-style-type: none"> 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
	<p>CLIMATE ACTION</p> <ul style="list-style-type: none"> Improve education and awareness on climate change Promote mechanisms for climate change-related planning 	<ul style="list-style-type: none"> 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
	<p>LIFE BELOW WATER</p> <ul style="list-style-type: none"> Reduce marine pollution Protect marine and coastal ecosystems Regulate harvesting and overfishing Increase benefits to developing countries from sustainable use of marine resources through sustainable tourism 	<ul style="list-style-type: none"> 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
	<p>LIFE ON LAND</p> <ul style="list-style-type: none"> Combat desertification and restore degraded land Combat poaching and trafficking of protected species 	<ul style="list-style-type: none"> 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"

SDG	Target Alignments	Hilton's Efforts
	PEACE, JUSTICE AND STRONG INSTITUTIONS <ul style="list-style-type: none">• End abuse and trafficking of children• Reduce corruption and bribery• Strengthen participation in governance for developing countries	<ul style="list-style-type: none">• Published our Slavery and Human Trafficking Statement in 2017• Hilton Human Rights Policy• Code of Conduct training mandatory for all Hilton Employees• Remained a signatory to the United Nation's Global Compact since 2012
	PARTNERSHIP FOR THE GOALS <ul style="list-style-type: none">• Assist developing countries in attaining sustainability• Multi-stakeholder partnerships for sustainable development• Implement official development assistance commitments	<ul style="list-style-type: none">• Partnered with the UNWTO for the International Year for Sustainable Tourism for Development• Co-created and supported the launch of the International Tourism Partnership Goals for carbon, water, youth and human rights in collaboration with the hospitality industry• Supported apprenticeship legislation in Egypt, Namibia, Saudi Arabia, Turkey, U.K., U.S.• Released the Global Youth Wellbeing Index in partnership with the International Youth Foundation• Partnered with the World Wildlife Fund on water stewardship, food waste and sustainable seafood

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:

Indicator	Description	References and/or Direct Answer
Organizational Profile		
102-1	Name of the organization	Hilton Worldwide Holdings Inc. ("Hilton")
102-2	Activities, brands, products, and services	About Hilton 2017 Annual Report
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	<p>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.</p> <p>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.</p>
102-10	Significant changes to the organization and its supply chain	The spin-off of Park Hotels & 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	<p>As a signatory to the UN Global Compact, Hilton adheres to the principle that businesses should support a precautionary approach to environmental challenges.</p> <p>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.</p> <p>In 2018, Hilton became the first hotel operator to have its value chain emissions target approved by the Science Based Targets initiative (SBTi).</p>

Indicator	Description	References and/or Direct Answer
102-12	External initiatives	<p>Since 2012, Hilton has been a signatory to the United Nations (UN) Global Compact, a voluntary initiative based on a CEO-led commitment to implement ten sustainability principles supporting the goals of the UN.</p> <p>In 2017, Hilton served as an official partner for the UN World Tourism Organization (UNWTO)'s International Year of Sustainable Development.</p> <p>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 page.</p>
102-13	Membership of associations	<p>In 2017, key memberships and affiliations included the following:</p> <p>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.</p> <p>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 Bboard of Directors and the Executive Committee of the AHLA.</p> <p>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.</p> <p>Diversity & Inclusion Associations: Hilton has partnered with many organizations that promote diversity and inclusion, including Ascend Pan-Asia Leaders, Asian Hotel Owners Association, Asian Pacific Islander American Scholarship Fund, American Hotel & Lodging Educational Foundation, American Resort Development Association, Catalyst, Gay & Lesbian Alliance Against Defamation, Human Rights Campaign, International Gay & Lesbian Travel Association, Latino Hotel Association, League of United Latin American Citizens, National Association for the Advancement of Colored People (NAACP), National Association of Black Accountants, Inc., National Black MBA Association, Inc., National Association of Black Hotel Owners, Operators & Developers, National Business & Disability Council, National Center for American Indian Enterprise Development Council, National Council of La Raza, National Gay & Lesbian Chamber of Commerce, National Hispanic Corporate Council, National LGBTQ Task Force, National Minority Supplier Development Council, National Society of Black Engineers, National Urban League, National Veteran-Owned Business Association, Out & Equal Workplace Advocates, OutServe – SLDN, Point Foundation, Prospanica, Reaching Out MBA, Services & Advocacy for GLBT Elders (SAGE), U.S. Hispanic Chamber of Commerce, U.S. Pan Asian American Chamber of Commerce, WEConnect International and Women's Business Enterprise National Council.</p>

Indicator	Description	References and/or Direct Answer
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Strategy

102-14	Statement from the most senior decision-maker about the relevance of sustainability and organization's strategy	Our Approach
102-15	Key impacts, risks, and opportunities	2017 Annual Report Our Approach 2017 Corporate Responsibility Highlights 2030 Value Chain Targets UN Sustainable Development Goals Hilton Corporate Responsibility Policy

Ethics and Integrity

102-16	Values, principles, standards, and norms of behavior	Vision, Mission and Values Hilton Code of Conduct Responsible Sourcing Policy Human Rights Policy
102-17	Mechanisms for advice and concerns about ethics	Hilton Code of Conduct Hilton EthicsPoint Hotline Stakeholder Engagement

Governance

102-18	Governance structure of the organization, including committees of the highest governance body and those responsible for decision-making on economic, environmental and social impacts.	Board of Directors Corporate Governance Guidelines and Committee Charters Annual Proxy Statement <p>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.</p>
102-22	Composition of the highest governance body and its committees	Committee Composition
102-23	Chair of the highest governance body	Our Board of Directors is chaired by Jonathan Gray, a non-executive. Mr. Gray has served as a director of Hilton since 2007. Additional information on Mr. Gray's background and qualifications can be found on our Board of Directors webpage.
102-24	Nominating and selecting the highest governance body	Corporate Governance Guidelines ("Board Composition, Structure and Policies")

Indicator	Description	References and/or Direct Answer
102-25	Conflicts of interest	Corporate Governance Guidelines (“Conflicts of Interest”)
102-28	Evaluating the highest governance body’s performance	Corporate Governance Guidelines (“Evaluation of Performance”)
102-35	Remuneration policies	Annual Proxy Statement
102-36	Process for determining remuneration	Annual Proxy Statement

Stakeholder Engagement

102-40	List of stakeholder groups	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.
102-41	Collective bargaining agreements	2017 Annual Report (“Employees”)
102-42	Identifying and selecting stakeholders	<p>We engage with stakeholders that can help inform and enhance our business and corporate responsibility strategy.</p> <p>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.</p>
102-43	Approach to stakeholder engagement	Stakeholder Engagement 2030 Value Chain Targets Hilton Corporate Responsibility Policy
102-44	Key topics and concerns raised	<p>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.</p> <p>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.</p>

Reporting Practice

102-45	Entities included in the consolidated financial statements	2017 Annual Report Additional information on our material topics can be found on UN Sustainable Development Goals and 2030 Value Chain Targets pages.
102-46	Defining report content and topic boundaries	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.
102-47	List of material topics	A list of material topics identified can be found in the Specific Disclosures within this GRI Index.

Indicator	Description	References and/or Direct Answer
102-48	Restatements of information	No known restatements during the reporting period.
102-49	Changes in reporting	None during the reporting period.
102-50	Reporting period	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.
102-51	Date of most recent report	2016
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	corporate_responsibility@hilton.com
102-56	External assurance	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. Assurance

SPECIFIC DISCLOSURES:

Management Approach Disclosures and Indicators

Material Aspects	GRI Indicators	References and/or Direct Answer
ECONOMIC		
Economic Performance	201	Management approach disclosure 2017 Annual Report
	201-1	Direct economic value generated and distributed 2017 Annual Report
	201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change CDP Climate Change Response
	201-3	Coverage of the organization's defined benefit plan obligations 2017 Annual Report ("Employee Benefit Plans")

Material Aspects	GRI Indicators	References and/or Direct Answer
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	<p>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.</p> <p>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.</p> <p>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.</p>
	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		
Energy	302 Management approach disclosure	Environmental Impact Energy & Carbon Fact Sheet CDP Climate Change Response Hilton Environmental Policy
	302-1 Energy consumption within the organization	<p>In 2017, our total energy consumption was 17,040,665 megawatt hours.</p> <p>We are currently in the process of compiling and receiving third-party assurance for our 2017 data.</p> Assurance
	302-3 Energy intensity	<p>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.</p> <p>Hilton has reduced total energy use intensity by 21% since 2008.</p>

Material Aspects	GRI Indicators	References and/or Direct Answer
ENVIRONMENTAL		
Water	303 Management approach disclosure	Environmental Impact Water Fact Sheet CDP Water Response Hilton Environmental Policy
	303-3 Water withdrawal by source	<p>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.</p> <p>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.</p> Assurance
Emissions	305 Management approach disclosure	Environmental Impact Energy & Carbon Fact Sheet CDP Climate Change Response Hilton Environmental Policy
	305-1 Scope 1 emissions	<p>In 2017, our Scope 1 emissions were 505,640 metrics tonnes of CO₂e.</p> <p>We are currently in the process of compiling and receiving third-party assurance for our 2017 data.</p> Assurance
	305-2 Scope 2 emissions	<p>In 2017, our Scope 2 emissions were 1,811,066 metrics tonnes of CO₂e.</p> <p>We are currently in the process of compiling and receiving third-party assurance for our 2017 data.</p> Assurance
	305-3 Scope 2 emissions	CDP Climate Change Response (Question CC14)
	305-4 Greenhouse gas (GHG) emissions intensity	<p>In 2017, our Scope 1 and 2 greenhouse gas emissions intensity was 0.010 metric tonnes (22.2 pounds) per square meter - representing a 5.5% 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.</p>
Effluents and Waste	306 Management approach disclosure	Environmental Impact Waste Fact Sheet Hilton Environmental Policy
	306-2 Waste by type and disposal method	<p>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 1.7 pounds per square meter, representing a 30.5% reduction in waste since our 2008 baseline year.</p> Assurance

Material Aspects	GRI Indicators	References and/or Direct Answer
ENVIRONMENTAL		
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	<p>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.</p> <p>Additional information can be found in our Responsible Sourcing Fact Sheet.</p>
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	<p>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.</p> <p>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.</p> <p>In 2017, we have further accelerated our efforts through the launch of our Thrive@Hilton platform.</p>
	404-2 Programs for upgrading employee skills and transition assistance programs	<p>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.</p> <p>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.</p> <p>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.</p>

Material Aspects	GRI Indicators	References and/or Direct Answer
SOCIAL		
Training and Education	404-3 Percentage of employees receiving regular performance and career development reviews	Hilton Team Members are evaluated through our Performance Management Review process; this includes the setting of objectives, goals, concerns and allowing regular feedback and coaching
Diversity and Equal Opportunity	405 Management approach disclosure	Diversity & Inclusion Brochure Great Places to Work Profile
	405-1 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.
Human Rights Assessment	412 Management approach disclosure	Human Rights Policy Hilton Slavery and Human Trafficking Statement Human Rights Fact Sheet Hilton Corporate Responsibility Policy
	412-1 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
	412-2 Employee training on human rights policies or procedures	Hilton Slavery and Human Trafficking Statement Human Rights Fact Sheet
Local Communities	413 Management approach disclosure	Social Impact Community Investment Fact Sheet Inclusive Growth Fact Sheet Youth Fact Sheet Hilton Corporate Responsibility Policy
	413-1 Operations with local community engagement, impact assessments, and development programs	Community Investment Fact Sheet Inclusive Growth Fact Sheet Youth Fact Sheet

Material Aspects	GRI Indicators	References and/or Direct Answer
Supplier Social Assessment	414 Management approach disclosure	Responsible Sourcing Fact Sheet Responsible Sourcing Policy Human Rights Policy Hilton Slavery and Human Trafficking Statement Human Rights Fact Sheet
	414-1 New suppliers that were screened using labor practices criteria	Responsible Sourcing Fact Sheet Hilton Slavery and Human Trafficking Statement (“Our Risk Identification and Management”) Human Rights Fact Sheet
Customer Privacy	418 Management approach disclosure	Global Privacy Statement
	418-1 Substantiated complaints regarding breaches of customer privacy and losses of customer data	No known significant breaches occurred during the reporting period.

