

2019 marks a decade of leadership in sustainability innovation since the launch of LightStay, our comprehensive corporate responsibility measurement platform. In 2018, on the eve of our 100th anniversary, Hilton launched our Travel with Purpose 2030 Goals redefining sustainable travel. By leveraging our strong Corporate Responsibility (CR) governance structure and our LightStay management system, we will continue to transparently track and report our progress as we work towards our goals. Our 2030 Goals and corporate responsibility strategy are woven into our business strategy.

GOVERNANCE

Our President and CEO is responsible for corporate responsibility-related issues and decisions on Hilton's Board of Directors. Hilton's Executive Vice President (EVP), Corporate Affairs, oversees the Corporate Responsibility department, which is responsible for the company's corporate responsibility strategy. The EVP, Corporate Affairs, reports directly to Hilton's President and CEO. The Board receives periodic updates from our CEO and EVP, Corporate Affairs, on the company's corporate responsibility strategy and initiatives.

The Board of Directors has overall responsibility for risk oversight, which includes understanding (1) material risks, (2) management steps to address these risks and (3) appropriate levels of risk of our company. As part of regular Board and committee meetings, the Board of Directors is responsible for general oversight of executives' management of risks relevant to Hilton.

MATERIALITY

Our Travel with Purpose programs and 2030 Goals have been defined through iterations of materiality assessments based on internal and external data, and continuous engagement with a broad set of internal and external stakeholders, from Team Members* and guests to subject matter experts and the United Nations Sustainable Development Goals.



RISK MANAGEMENT

We map 100% of our hotels and pipeline countries against a series of external environmental and social risk indices defined by Verisk-Maplecroft that are updated annually (at a minimum). Information from these external indices is embedded in LightStay to help every hotel understand the key priority areas in its local operating environment and community.



Material CR risks and salient human rights issues have been integrated into Hilton's Enterprise Risk Management System. Questions on those issues are fully embedded in our internal Global Enterprise Risk Survey, which is distributed to over 250 Hilton leaders in order to inform the global company strategy. The survey results are shared with the Executive committee, including the EVP, Corporate Affairs, and informs the company strategy.

Health and safety risks are managed through a global team, supported by tools and systems utilized across all managed hotels and corporate offices, and made available to franchise properties.

* Team Members include employees at Hilton corporate offices and its owned and managed properties, and employees of franchisees who work on-property at independently owned and operated franchise properties in the Hilton portfolio.

IMPLEMENTATION

Hilton's Corporate Responsibility strategy is embedded in [LightStay](#) (mandatory for all hotels to use, including franchises) via the structure and focus of the questionnaires hotels must answer, the goals hotels must define and their impact that is tracked. Key priorities are also embedded in a number of brand standards across some or all brands, such as the use of LightStay, completing anti-trafficking training, recycling soap, purchasing locally sourced products and protecting endangered species. Brands also have standards that require individual hotels to establish Team Member community and/or environmental committees, which help to implement Travel with Purpose across the hotel. The strategy implementation is further supported through regional Corporate Responsibility and Brand teams, and a network of Travel with Purpose Champions, who are leaders in hotel operations (General Managers) or functions (Mid- to Senior Management) and appointed by their respective leadership.

REPORTING

We report on our strategy, programs and goal progress in our annual CR report and in the company's annual report. In 2018, Hilton's social and environmental performance was included in the company's [proxy statement](#), under the Executive Compensation section.

Our hotels report on their social and environmental impact data via [LightStay](#), our corporate responsibility measurement platform. We have obtained external assurance over our environmental data since 2013 and began to obtain [external assurance](#) over selected social impact metrics in 2018.

CERTIFICATIONS

Through the use of LightStay, Hilton's entire portfolio is third-party certified to:



ISO 9001

Quality Management

ISO 14001

Environmental Management

ISO 50001

Energy Management

2018 RECOGNITIONS



CHANGE THE WORLD LIST
Ranked
TOP 50

NORTH AMERICA

Ranked
INDUSTRY LEADER

MEMBER OF
Dow Jones Sustainability Indices
In Collaboration with RobecoSAM



TOP 100 MOST JUST COMPANIES
Ranked
INDUSTRY LEADER

WORLD'S BEST REGARDED COMPANIES BY FORBES

Ranked
#2 OVERALL

US CHAMBER OF COMMERCE FOUNDATION
2018 AWARD FOR
BEST CORPORATE STEWARD LARGE BUSINESS



LXR

CONRAD

canopy



CURIO COLLECTION



TAPESTRY COLLECTION



MOTTO



HOME2 SUITES

