

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:

Organizational Profile

Indicator	Description	Response and/or References
102-1	Name of the organization	Hilton Worldwide Holdings Inc. ("Hilton") Hilton is a leading global hospitality company with a portfolio of 17 world-class brands comprising more than 5,600 properties in 113 countries and territories as of December 31, 2018. Dedicated to fulfilling our mission to be the world's most hospitable company, Hilton earned a spot on the 2018 world's best workplaces list, and we have welcomed more than 3 billion guests in our 100-year history. Our premier brand portfolio includes: our luxury and lifestyle hotel brands, Waldorf Astoria Hotels & Resorts, LXR Hotels & Resorts, Conrad Hotels & Resorts and Canopy by Hilton; our full service hotel brands, Hilton Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Tapestry Collection by Hilton and Embassy Suites by Hilton; our focused service hotel brands, Motto by Hilton, Hilton Garden Inn, Hampton by Hilton, Tru by Hilton, Homewood Suites by Hilton and Home2 Suites by Hilton; and our timeshare brand, Hilton Grand Vacations. In 2018, we launched two new brands: Motto by Hilton and LXR Hotels & Resorts. Please refer to the following for further detail: About Hilton 2018 Annual Report 2018 Form 10-K
102-2	Activities, brands, products, and services	
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	At year-end 2018, Hilton managed or franchised hotels and resorts in 113 countries and territories. Refer to About Hilton for more information.
102-5	Ownership and legal form	Hilton is a publicly-traded company incorporated in the United States.
102-6	Markets served	Hilton At A Glance
102-7	Scale of the organization	As reported in our 2018 Form 10-K , at year-end 2018 Hilton managed or franchised 5,685 properties comprised 912,960 rooms in 113 countries and territories. We have over 405,000 Hilton Team Members worldwide: we employ 169,000 people at our managed, owned and leased properties and at our corporate locations, and more than 236,000 franchise employees work on-property at independently owned and operated franchise properties in the Hilton portfolio.

Indicator	Description	Response and/or References
102-8	Information on employees and other workers	2018 Annual Report 2018 Form 10-K (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, furniture, fixtures, and equipment, linens and apparel.</p> <p>Additional information on our supply chain and responsible sourcing efforts can be found in our Responsible Sourcing Policy, our 2018 Responsible Sourcing Fact Sheet and Hilton’s 2019 Slavery and Trafficking Statement.</p>
102-10	Significant changes to the organization and its supply chain	<p>On January 3, 2017, we completed the spin-offs of a portfolio of hotels and resorts, as well as our timeshare business, into two independent, publicly traded companies: Park Hotels & Resorts Inc. and Hilton Grand Vacations Inc. Park’s Hilton-branded properties and HGV properties remain within the boundary of our corporate responsibility reporting.</p> <p>Additional information can be found on our Spin-Off Information webpages.</p>
102-11	Precautionary Principle or approach	<p>As a signatory to the UN Global Compact, we adhere to the principle that businesses should support a precautionary approach to environmental challenges.</p> <p>Through our Travel with Purpose 2030 Goals, we are committed to cutting our environmental footprint in half and doubling our social impact by 2030. In 2018 Hilton became the first major hotel company to set science-based carbon targets approved by the Science Based Targets initiative (SBTi) and aligned with the Paris Climate Agreement. Hilton commits to reduce Scope 1 and 2 GHG emissions 61% per square meter by 2030 from a 2008 base-year. Hilton also commits to work with its franchisees to reduce Scope 3 GHG emissions from Franchises 52% per square meter by 2030 from a 2008 base-year.</p> <p>Additional information on our management approach, programs, targets and performance can be found on Hilton’s Our Approach and Environmental Impact webpages, our Energy and Carbon, Water, Waste and Responsible Sourcing fact sheets, our 2030 Value Chain Targets and 2030 Targets Tracking, and in the Hilton Environmental Policy.</p>
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>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.</p> <p>We participate in leading industry initiatives designed to collaboratively advance sustainability across the travel and tourism industry, including our work with the International Tourism Partnership and the World Travel & Tourism Council.</p> <p>In 2017 Hilton became a signatory of the UN CEO Water Mandate, demonstrating our commitment to furthering the global dialogue on water stewardship. In 2018 we demonstrated our commitment to fighting climate change by becoming the first major hotel company to set science-based carbon targets approved by the Science Based Targets initiative (SBTi). In 2018 we also joined The Climate Group’s EP100 initiative, demonstrating our commitment to improve our energy productivity in line with our 2030 goals.</p> <p>Please refer to Our Approach for further detail.</p>

Indicator	Description	Response and/or References
102-13	Membership of associations	<p>Hilton engages with trade associations, non-governmental organizations, and other stakeholders on an ongoing basis to inform them about our priorities, seek their views and expertise, inform our programs and create innovative partnerships to redefine sustainable travel. In 2018, we increased our engagement to consult our stakeholders on the definition of our Travel with Purpose 2030 Goals. Please see our Stakeholder Engagement report for further detail.</p>

Strategy

Indicator	Description	Response and/or References
102-14	Statement from the most senior decision-maker about the relevance of sustainability and organization's strategy	Our Approach Governance and Management
102-15	Key impacts, risks, and opportunities	2018 Annual Report 2018 Form 10-K Our Approach 2018 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 Principles
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 Governance and Management 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.
102-22	Composition of the highest governance body and its committees	Committee Composition Governance and Management
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")
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

Indicator	Description	Response and/or References
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. Stakeholder Engagement
102-41	Collective bargaining agreements	As of December 31, 2018 , approximately 31 percent of our employees globally and 36 percent of our employees in the U.S. were covered by various collective bargaining agreements generally addressing pay rates, working hours, other terms and conditions of employment, certain employee benefits and orderly settlement of labor disputes. 2018 Form 10-K ("Employees")
102-42	Identifying and selecting stakeholders	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. Stakeholder Engagement
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

Indicator	Description	Response and/or References
102-45	Entities included in the consolidated financial statements	<p>2018 Form 10-K</p> <p>Additional information on our material topics can be found on UN Sustainable Development Goals and 2030 Value Chain Targets pages.</p>
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	Materiality Assessment
102-48	Restatements of information	No known restatements during the reporting period.
102-49	Changes in reporting	None during the reporting period.
		Our reporting period is for the calendar year 2018.
102-50	Reporting period	Unless otherwise noted, reported environmental and social 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	2019
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	For more information, contact us at corporate_responsibility@hilton.com
102-56	External assurance	We recognize that the accuracy and credibility of our data is critical to managing our impact and transparently reporting on our performance. That is why we have worked with DEKRA Certification, Inc. to obtain limited independent assurance over our environmental impact data (greenhouse gas emissions, energy, water and waste) since 2013. This year, to align with our Travel with Purpose 2030 Goals, we also engaged DEKRA to provide limited assurance over selected social impact metrics. Please see our Assurance Statements for more information.

SPECIFIC DISCLOSURES:

Management Approach Disclosures and Indicators

Material Aspects	GRI Indicators	Response and/or References
ECONOMIC		
Economic Performance	201 Management approach disclosure	2018 Annual Report 2018 Form 10-K
	201-1 Direct economic value generated and distributed	2018 Annual Report 2018 Form 10-K
	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	2018 Annual Report 2018 Form 10-K ("Employee Benefit Plans")
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	2018 Corporate Responsibility Highlights Community Investment Fact Sheet Inclusive Growth Fact Sheet Youth Fact Sheet Assurance Statement
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

Material Aspects	GRI Indicators	Response and/or References
ENVIRONMENTAL		
Energy	302 Management approach disclosure	<p>Environmental Impact</p> <p>Energy & Carbon Fact Sheet</p> <p>CDP Climate Change Response</p> <p>Hilton Environmental Policy</p> <p>Hilton Energy Stewardship Policy</p>
	302-1 Energy consumption within the organization	<p>In 2018, our total energy consumption was 17,812,716 megawatt hours.</p> <p>Please view our Performance Table for further detail. Our 2018 energy data has been externally assured, as noted in our Assurance Statement.</p>
	302-3 Energy intensity	<p>In 2018, our normalized energy use intensity was .2977 megawatt hours per square meter, representing an annual decrease of 2.1% per square meter and a 3.5% decrease per occupied room across the Hilton global portfolio of owned, managed and franchised hotels.</p> <p>Please view our Performance Table for further detail. Our 2018 energy data has been externally assured, as noted in our Assurance Statement.</p>
	302-4 Reduction of energy consumption	<p>Across our global operations (owned, managed and franchised hotels), Hilton has reduced total energy use intensity by 22.3% since 2008. For our managed portfolio only, we have reduced total energy use intensity by 23.8% since 2008. Reductions in energy have been achieved as a result of ongoing energy conservation activities, efficiency projects, and implementation of innovative energy saving technologies.</p> <p>Refer to our CDP Climate Change Response for further detail on our energy performance and energy reduction activities.</p>
Water	303 Management approach disclosure	<p>Environmental Impact</p> <p>Water Fact Sheet</p> <p>CDP Water Response</p> <p>Hilton Environmental Policy</p>
	303-3 Water withdrawal by source	<p>In 2018, our total net fresh water withdrawal was 142,473 megaliters (142.5 million cubic meters). Municipal water comprised 98% of our water footprint, with 2% in surface water and groundwater consumption. Our normalized water consumption intensity was 595.3 liters per square meter, representing an annual decrease of 2.4% per square meter across the Hilton global portfolio of owned, managed and franchised hotels.</p> <p>Across our global operations (owned, managed and franchised hotels), Hilton has reduced total water use intensity by 21.9% since 2008. For our managed portfolio only, we have reduced total water use intensity by 19.8% since 2008.</p> <p>Please view our Performance Table for further detail. Our 2018 water data has been externally assured, as noted in our Assurance Statement.</p>

Material Aspects	GRI Indicators	Response and/or References
ENVIRONMENTAL		
Emissions	305 Management approach disclosure	<p>Environmental Impact</p> <p>Energy & Carbon Fact Sheet</p> <p>CDP Climate Change Response</p> <p>Hilton Environmental Policy</p>
	305-1 Scope 1 emissions	<p>In 2018, our Scope 1 emissions were 533,382 metric tons of CO₂e.</p> <p>Please view our Performance Table for further detail. Our 2018 Scope 1 emissions data has been externally assured, as noted in our Assurance Statement.</p>
	305-2 Scope 2 emissions	<p>In 2018, our Scope 2 location-based emissions were 1,873,715 metrics tons of CO₂e. Our Scope 2 market-based emissions were 1,845,111 metrics tons of CO₂e.</p> <p>Please view our Performance Table for further detail. Our 2018 Scope 2 emissions data has been externally assured, as noted in our Assurance Statement.</p>
	305-3 Other indirect (Scope 3) GHG emissions	<p>Per our Operational Control boundary, onsite emissions at properties owned and operated by franchisees are reported as Scope 3 emissions. In 2018, Hilton's Scope 3 emissions from franchisees were 3,685,459 metric tons CO₂e. The total includes emissions from on-site fuels combustion (917,825 metric tons CO₂e) and indirect emissions from the generation of electricity, heat or steam purchased from a utility provider (2,767,634 metric tons CO₂e).</p> <p>In addition, in 2018 we generated Scope 3 emissions of 31,016 metric tons CO₂e from employee business and air travel, and 120,372 metric tons CO₂e from the disposal of waste associated with our operations.</p> <p>Please view our Performance Table for further detail. Our 2018 Scope 3 emissions data has been externally assured, as noted in our Assurance Statement.</p>
	305-4 Greenhouse gas (GHG) emissions intensity	<p>In 2018, our total Scope 1 and 2 location-based emissions intensity was .1052 metric tons per square meter, which represents a 2.8% decrease over prior year. Our total 2018 market-based Scope 1 and 2 emissions intensity was .1040 metric tons per square meter, representing a 2.9% decrease over prior year.</p> <p>Please view our Performance Table for further detail. Our 2018 Scope 1 and 2 emissions data has been externally assured, as noted in our Assurance Statement.</p>
	305-5 Reduction of GHG emissions	<p>From 2008-2018, Hilton has reduced our total Scope 1 and 2 emissions intensity by 34% across our global portfolio of owned and managed properties. Reductions in emissions have been achieved as a result of ongoing energy conservation activities, efficiency projects, and implementation of innovative energy saving technologies, as well as renewable energy projects and the purchase of Renewable Energy Credits.</p> <p>Refer to our CDP Climate Change Response for further detail on our emissions performance and reduction activities.</p>

Material Aspects	GRI Indicators	Response and/or References
ENVIRONMENTAL		
Effluents and Waste	306 Management approach disclosure	<p>Environmental Impact</p> <p>Waste Fact Sheet</p> <p>Hilton Environmental Policy</p> <p>In 2018, our landfilled waste was 398,817 metric tons. Our normalized landfilled waste intensity was .0067 metric tons per square meter, representing an annual decrease of 2.5% per square meter across the Hilton global portfolio of owned, managed and franchised hotels.</p> <p>Across our global operations, Hilton has reduced landfilled waste intensity by 31.5% since 2008. For our managed portfolio only, we have reduced landfilled waste intensity by 40.5% since 2008.</p> <p>Our 2018 landfill diversion rate for our global operations was 22.1%, while the managed portfolio achieved a diversion rate of 33.4% in 2018. Our diversion rate accounts for ongoing waste streams that are recycled, composted, incinerated for waste-to-energy, or otherwise diverted from landfill.</p> <p>Please view our Performance Table for further detail. Our 2018 waste data has been externally assured, as noted in our Assurance Statement.</p>
	306-2 Waste by type and disposal method	
Environmental Compliance	307 Management approach disclosure	Hilton Environmental Policy
	307-1 Non-compliance with environmental laws and regulations	In 2018, Hilton did not identify any known instances of non-compliance with environmental laws and/or regulations.
Supplier Environmental Assessment	308 Management approach disclosure	<p>Responsible Sourcing Fact Sheet</p> <p>Responsible Sourcing Policy</p> <p>Hilton Environmental Policy</p>
Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	<p>We have conducted a thorough analysis of our most material sourcing categories: 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 global decisions related to implementation.</p> <p>Additional information can be found in our Responsible Sourcing Fact Sheet.</p>
Material Aspects	GRI Indicators	Response and/or References
SOCIAL		
Employment	401 Management approach disclosure	<p>2018 Annual Report</p> <p>2018 Form 10-K</p> <p>Great Places to Work Profile</p> <p>Thrive@Hilton</p> <p>Discover Hilton</p> <p>Corporate Awards</p> <p>Diversity & Inclusion Brochure</p>
	401-2 Benefits provided	Discover Hilton

Material Aspects SOCIAL	GRI Indicators	Response and/or References
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>Our Thrive@Hilton platform is designed to help our Team Members understand our people programs and flourish in every area of the business.</p>
	404-1 Average hours of training per employee per year	<p>Hilton employees complete an average of 57 hours of training per year.</p>
	404-2 Programs for upgrading employee skills and transition assistance programs	<p>Hilton University provides a global learning framework for Hilton Team Members 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 also have the hospitality industry's largest U.S. high school equivalency degree program – the GED Assistance benefit, which will give thousands of eligible Hilton Team Members the opportunity to earn their high school equivalency diploma.</p>
	404-3 Percentage of employees receiving regular performance and career development reviews	<p>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</p>
	405 Management approach disclosure	<p>Diversity & Inclusion Brochure Great Places to Work Profile</p>
Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	<p>Four of Hilton's nine Board members are women (44%). 58% of corporate global managers are women, and 69% of all U.S. team members are ethnically diverse. 51% of global team members are millennials.</p>

Material Aspects	GRI Indicators	Response and/or References
SOCIAL		
Human Rights Assessment	412 Management approach disclosure	<p>Human Rights Principles</p> <p>Hilton Slavery and Human Trafficking Statement</p> <p>Human Rights Fact Sheet</p> <p>Hilton Corporate Responsibility Policy</p>
	412-1 Operations that have been subject to human rights reviews or impact assessments	<p>Hilton Slavery and Human Trafficking Statement (Our Risk Identification and Management)</p> <p>Human Rights Fact Sheet</p>
	412-2 Employee training on human rights policies or procedures	<p>Hilton Slavery and Human Trafficking Statement</p> <p>Human Rights Fact Sheet</p>
Local Communities	413 Management approach disclosure	<p>Social Impact</p> <p>Community Investment Fact Sheet</p> <p>Inclusive Growth Fact Sheet</p> <p>Youth Fact Sheet</p> <p>Hilton Corporate Responsibility Policy</p>
	413-1 Operations with local community engagement, impact assessments, and development programs	<p>Community Investment Fact Sheet</p> <p>Inclusive Growth Fact Sheet</p> <p>Youth Fact Sheet</p>
Supplier Social Assessment	414 Management approach disclosure	<p>Responsible Sourcing Fact Sheet</p> <p>Responsible Sourcing Policy</p> <p>Human Rights Principles</p> <p>Hilton Slavery and Human Trafficking Statement</p> <p>Human Rights Fact Sheet</p>
	414-1 New suppliers that were screened using labor practices criteria	<p>Responsible Sourcing Fact Sheet</p> <p>Hilton Slavery and Human Trafficking Statement ("Our Risk Identification and Management")</p> <p>Human Rights Fact Sheet</p>
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.

