

GRI-G4 Guide

This GRI table sets out how the Global Reporting Initiative (GRI) 4.0 Reporting Framework has been applied to our corporate responsibility reporting process for the period January 2014 to October 2015. The purpose of our reporting process is to disclose our approach to corporate responsibility and our performance against the issues that are most material to our business and stakeholders. We also use our report to engage with stakeholders by enabling them to have a dialogue with us and understand the issues related to our business and impact.

The GRI Reporting Framework forms a key part of our commitment to continuous improvement and transparency. Our 2015 Corporate Responsibility report is in accordance with GRI-G4 and is self-assured.

Key:

Indicator

G4-X: GRI-G4 Indicator

Level of disclosure

F: Full coverage reporting

P: Partial coverage reporting

Indicator	Description	Level	Location	Notes
General Standards Disclosure				
Strategy and Analysis				
G4-1	Statement from most senior decision maker	F	CEO letter	
G4-2	Description of key impacts, risks and opportunities	F	p.14 10-K	
Organizational Profile				
G4-3	Name of the organization	F	Our Approach Global Website	
G4-4	Primary brands, products and services	F	Portfolio p.5 10-k	
G4-5	Location of global headquarters	F	Contact us	
G4-6	Relevant operating countries	F	Operating hotels Annual report	With thousands of properties already in operation, and hundreds of projects in development, we're creating opportunity all over the world. View the map to navigate our properties in operation.
G4-7	Nature of ownership and legal form	F	p.9 10-K	
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	P	p.8 10-k	Partial breakdown of geographic, sector, and customer breakdown.
G4-9	Scale of organization	F	p.5 10-K	
G4-10	Total workforce by employment type (contract, region etc.)	P	p.39 Annual Report	
G4-11	Percentage of employees covered by collective bargaining agreements	F	p.39 Annual Report	
G4-12	Describe the Organizations Supply Chain	P	Responsible Sourcing Policy Inclusion Factsheet	Hilton Supply Managements (HSM) manages procurement and is led by our Chief Supply Management Officer. When entering into a new contract Hilton outlines the standards and provides a Responsible Sourcing Policy for the vendor to abide by. Hilton Supply Management supports hotels that are owned and managed by Hilton Worldwide as well as franchises that use HSM services. Products are purchased centrally or locally depending on the type of product and our Responsible Sourcing Advisory Group reviews decisions related to responsible sourcing and shares best practices between regions.

* Hilton Team Members include employees of Hilton Worldwide at corporate offices, owned, managed, leased and timeshare properties. While franchisees and their employees are not employed by us, they are a large part of our brands and our culture of hospitality. In addition to our corporate responsibility initiatives, we offer franchisees training and recognition programs and provide them with other resources that are relevant to them and their businesses.

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G4-13	Significant changes regarding the organizations size, structure, ownership or supply chain	F	Newsroom	In May 2015 Hilton Worldwide Holdings Inc. ("Hilton Worldwide" or the "Company") announced that certain selling stockholders affiliated with The Blackstone Group L.P. commenced a secondary offering of 90,000,000 shares of Hilton Worldwide common stock. The underwriters had a 30-day option to purchase up to an additional 13,500,000 shares of common stock from the selling stockholders.
G4-14	Precautionary approach or principle is addressed by the organization	P	Responsible Sourcing Policy p.13 Annual Report	Hilton does not formally follow the precautionary principle, however we do have risk assessment and management processes in-place taking into account the long-term view of our business and role as a Global Citizen. We provide Hilton Team Members with our Code of Conduct, our new and high volume suppliers with our Responsible Sourcing Policy and encourage every stakeholder to help assess and manage risk. These documents cover the risks associated with corruption and bribery, insider trading, discrimination, health and safety, whistle blowing and reporting any potential risks.
G4-15	Externally developed economic, environmental and social characters, principles, or other initiatives to which the organization subscribes or which it endorses	F	Our Approach Volunteerism and Engagement Factsheet Inclusion Factsheet	
G4-16	Memberships of associations and national or international advocacy organizations	F	Inclusion Factsheet Newsroom	
Identified Material Aspects and Boundaries				
G4-18	Process for defining the report content and the aspect boundaries	F		This is the fourth Hilton Worldwide Corporate Responsibility report covering January 2014 to October 2015. Our last report was published in 2014 and included calendar year 2013 to 2014 data. The content of this report is based on a materiality assessment where issues are evaluated by their importance to our stakeholders and influence on our business. We engaged both internal and external stakeholders to identify their interests and concerns.
G4-19	Material aspects identified	F		Aspects include the topics of: Human Rights, Community, Youth, Diversity & Inclusion, Hilton Team Members, Energy, Water, Waste, Carbon, Responsible Sourcing.
G4-20	Aspect boundaries within the organization	F		Content and data from this report include owned and operated properties, and our independently owned franchises unless otherwise indicated. All metrics in the report refer to data from January 2014 to October 2015 unless otherwise indicated. LightStay metrics include owned, managed and franchised properties. Reporting parameters of other metrics are defined through footnotes. To confirm the effective implementation and validity of LightStay, Hilton Worldwide commissioned DEKRA Certification Inc. to perform third-party audits and validate results.
G4-21	Aspect boundary outside the organization	F		Hilton reports on water, supply chain (upon request) and climate action through the Carbon Disclosure Project (CDP), as well as the standard Ecovadis and Ecodesk for customers and suppliers.
G4-22	Restatements of information provided in previous years	F		No restatements of information provided in previous reports.
G4-23	Significant changes from previous periods in the scope and Aspect Boundaries	F		No significant changes from previous periods in scope and aspect boundaries.
Stakeholder Engagement				
G4-24	A list of stakeholder groups engaged by the organization	F	Our Approach	

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G4-25	Basis for identification and selection of stakeholders	P	Our Approach	
G4-26	Stakeholder Engagement	F	Our Approach SALT online Human Rights Factsheet	Hilton Worldwide engages with stakeholders on an ongoing basis. Including business partners, community organizations, advocacy groups, industry leaders and guests.
G4-27	Key topics and concerns raised through stakeholder engagement and how the organization has responded	F	All Factsheets	
Reporting Profile				
G4-28	Reporting period	F		January 2014 to October 2015.
G4-29	Date of most recent previous report	F	2014 Report	October 2014.
G4-30	Reporting cycle	F		The Corporate Responsibility report is published annually. This is our fourth report.
G4-31	The contact point for questions regarding the report or its contents	F		CorporateResponsibility@Hilton.com
G4-32	GRI content index	F		For the third time, our report relies on the guidance provided by GRI. We are reporting in accordance with GRI-G4, the latest guidelines.
G4-33	The organization's policy and current practice with regard to seeking external assurance for the report	F		This report is self-assured, but we will evaluate an assurance process for future reports.
Governance				
G4-34	The governance structure of the organization	F	Corporate Governance	We leverage our investment in Travel with Purpose across the full portfolio, with the President and CEO. For details on our corporate governance structure and relevant policies and charters see link to Corporate Governance.
G4-35	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	F	Corporate Governance	The Corporate Responsibility strategy, Travel with Purpose is led by Jennifer Silberman the Vice President of Corporate Responsibility. The global team monitors and reports the outcomes of all Corporate Responsibility efforts to the Executive team, who report to the Board of Directors.
G4-36	Whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics and whether post holders report directly to the highest governance body	F		The Vice President of Corporate Responsibility at Hilton reports directly to Executive Vice President of Global Affairs who reports directly to the Chief Operating Officer.
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body	P		Hilton's Corporate Responsibility Team is led by Vice President of Corporate Responsibility, who leads strategy addressing Environmental and Social issues through Travel with Purpose our global Corporate Responsibility strategy. Our strategy and all information within our report is reviewed by the Executive Committee, made up of our most senior leadership including our CEO, Chris Nassetta. The Executive Committee reports to the Board of Directors, who also reviews and approves our Corporate Responsible strategy annually.
G4-38	Composition of the highest governance	F	Governance	
G4-39	Whether the chair of the highest governance body is also an executive officer	F	Governance	
G4-40	The nomination and selection process for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	F	Governance Documents	

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G4-42	Highest body and executives' roles in the development, approval and updating of the organization's purpose, value, or mission statement strategies, policies, and goals related to economic, environmental and social impacts	F		A global council of 52 Senior Leaders and led by the CEO reviews the goals, strategy and policies of the company.
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities	F		Hilton's Vice President of Corporate Responsibility reviews the Travel with Purpose strategy and potential impacts, risks and opportunities with the Board of Directors on an annual basis.
G4-48	Highest committee or position that formally reviews and approves the organization's sustainability report and ensures all material Aspects are covered.	F		Sign-off by the Vice President of Corporate Responsibility and reviewed by CEO.
G4-49	Process for communicating critical concerns to the highest governance body	F	Proxy Statement (full)	
Ethics and Integrity				
G4-56	The organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics	F	Mission statement	Good governance and acting ethically are inherent in our six core values. Our Global Code of Conduct, to which all of our Hilton Team Members are bound, defines our responsibilities to our stakeholders and guides our decision-making.
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines	F		<p>Hilton Worldwide provides standards, governance structures, training, communications, and reporting and investigation procedures to promote legal compliance and ethical behavior globally. Resources include:</p> <ul style="list-style-type: none"> • Anticorruption training for corporate directors and above; corporate development Hilton Team Members; managers and above in sales and finance; all owned and managed property General Managers, directors and executive committees. • Hilton Worldwide considers risks related to corruption when performing the standard risk assessment of all properties. All reports of corruption are investigated by Hilton. • In 2014 more than 58,000 Hilton Team Members completed the online Code of Conduct training module in addition to Hilton Team Members at 554 properties receiving offline training. • Our Ethics Hotline is available globally, with the exception of six countries with works council/ privacy registration requirements that are in progress. • Legal & Compliance Training Program that is focused on communicating critical policies and providing training to our Hilton Team Members around the world.
G4-58	The internal and external mechanisms for reporting concern about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines	F		Our Ethics Hotline is available globally, with the exception of six countries with works council/ privacy registration requirements that are in progress.
Specifics Standard Disclosures – Materials				
Indirect Economic Impact				
G4-EC3	Coverage of the organization's defined benefit plan obligations.	P	Hilton Team Members Factsheet Careers website	Our goal is to ensure Hilton Team Members continue to grow in their career and have the opportunity to continue learning. Eligible positions have access to health and life insurance, continued education programs and other benefits.
G4-EC8	Significant indirect economic impacts, including extent of impacts.	F	p.10 10-k	We acknowledge and address that every decision we make can make a negative or positive impact.

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Environment				
G4-DMA-EN	Disclosure of Management Approach Environmental Aspects	F	Environment	
Energy				
G4-EN3	Energy consumption within the organization	F	Energy Factsheet	2014 Primary Energy Sources for owned and managed portfolio (in MWh); Electricity-3,636,855, Fuel-2,531,655, Steam-235,885, Cooling-153,153, Heat-118,793.
G4-EN4	Energy Consumption outside of the company	P	Energy Factsheet	
G4-EN5	Energy Intensity	F	Energy Factsheet	
G4-EN6	Reduction of energy consumption	F	Energy Factsheet	
Water				
G4-EN8	Total withdrawal by source	P	Water Factsheet	
Biodiversity				
G4-EN13	Habitats protected or restored	P	CAP	Efforts made through Clean Air Program.
Emissions				
G4-EN15	Direct GHG emissions (scope 1)	F	Carbon Factsheet	2014 Carbon emissions for owned and managed portfolio for scope 1 emissions, 554,015 tons.
G4-EN16	Indirect GHG emissions (scope 2)	F	Carbon Factsheet	2014 Carbon emissions for owned and managed portfolio for scope 2 emissions, 2,102,953 tons.
G4-EN17	Other indirect GHG emissions (scope 3)	F	Carbon Factsheet	2014 Carbon emissions for scope 3 emissions, 4,505,251 tons.
G4-EN19	Reduction of GHG emissions	F	Carbon Factsheet	
G4-EN30	Significant environmental impacts of transporting products and other goods and material used for the organization's operations and transporting members of the workforce	P	Carbon Factsheet	In 2014, we submitted a Carbon Disclosure Project (CDP) response for Supply Chain activity in accordance with large business partners request of the submission.
Supplier Environmental Assessment				
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	F	Responsible Sourcing Policy	We include screening criteria in our new supplier registration portal which all new suppliers are required to use and which includes our Responsible Sourcing Policy.
Social				
DMA-LA	Disclosure on Management Approach	F	Hilton Team Members Factsheet	
Employment				
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operations	P	Careers website	
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	F	Hilton Team Members Factsheet Careers website	
Human Rights				
DMA-HR	Disclosure of Management Approach to Human Rights	F	Human Rights Factsheet	
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	F	Human Rights Factsheet Code of Conduct	
G4-HR2	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	F	Human Rights Factsheet	

Indicator	Description	Level	Location	Notes
Freedom of Association and Collective Bargaining				
G4-HR4	Operations & Suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights.	F	Code of Conduct	
Child Labor				
G4-HR5	We address operations and suppliers as having significant risk for incidents of child labor, and measures are taken to contribute to the effective abolition of child labor through our Code of Conduct and Human Rights Policy.	F	Human Rights Factsheet	
Forced or Compulsory Labor				
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	F	Human Rights Factsheet ECPAT	
Society				
DMA-SO	Disclosure on Management Approach	F	Volunteerism & Engagement Factsheet	
Local Communities				
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	F		We do not report on the percentage but rather the number of projects completed during our annual volunteer program along with projects happening throughout the year.
G4-SO2	Operations with significant actual and potential impacts on local communities.	F		We understand that our industry can affect natural habitats and resources and take steps to minimize this impact and support local economies and communities. We do not currently track the number of operations that Hilton may have potential negative impacts on local communities.
Anticorruption				
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	F	Code of Conduct	
G4-SO4	Communication and training on anticorruption policies and procedures	F	P.20 Code of Conduct Human Rights Factsheet	Code of Conduct includes anti-corruption language, which is given to each new Team Member throughout the global portfolio.
Public Policy				
	N/A			
Product and Service Labeling				
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements.	P	Responsible Sourcing Policy	We use certifications to provide sourcing information for some of our products and services, depending on geography and availability.
G4-PR5	Results of surveys measuring customer satisfaction	F	SALT online	