

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")
102-2	Activities, brands, products, and services	<p>Hilton is a leading global hospitality company with a portfolio of 17 world-class brands comprising more than 6,110 properties, with more than 971,000 rooms in 119 countries and territories as of December 31, 2019. Dedicated to fulfilling our mission to be the world's most hospitable company, Hilton has welcomed more than 3 billion guests in our 100-year history. In 2019 we earned the top spot on the World's Best Workplaces list, and we were named the 2019 Global Industry Leader on the Dow Jones Sustainability Indices.</p> <p>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, Signia by Hilton, 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 January 2020, we launched a new brand, Tempo by Hilton.</p> <p>Please refer to the following for further detail:</p> <p>About Hilton</p> <p>2019 Annual Report</p> <p>2019 Form 10-K (Item 1. Business)</p>
102-3	Location of headquarters	Our corporate headquarters are located at 7930 Jones Branch Drive, McLean, Virginia 22102 in the United States.
102-4	Location of operations	At year-end 2019, Hilton managed or franchised hotels and resorts in 119 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	2019 Form 10-K (Item 1. Business)
102-7	Scale of the organization	As reported in our 2019 Form 10-K , at year-end 2019 Hilton managed or franchised 6,110 properties comprising 971,780 rooms in 119 countries and territories. We have over 424,000 Hilton Team Members worldwide: we employ over 174,000 people at our managed, owned and leased properties and at our corporate locations, and more than 250,000 franchise employees work on-property at independently owned and operated franchise properties in the Hilton portfolio.
102-8	Information on employees and other workers	<p>We disclose detailed information about our employees and other workers in the following:</p> <p>2019 CR Report (About Hilton, p. 5)</p> <p>2019 Annual Report</p> <p>2019 Form 10-K (Item 1. Business – "Overview")</p>

ORGANIZATIONAL PROFILE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
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, equipment, linens and apparel.</p> <p>Additional information on our supply chain and responsible sourcing efforts can be found in our 2019 Annual Report (About Hilton, p. 4; Responsible Sourcing, p. 26-27), our Responsible Sourcing Policy and Hilton's Slavery and Trafficking Statement 2019.</p>
102-10	Significant changes to the organization and its supply chain	<p>There have been no significant changes to our organization or our supply chain during the reporting period.</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 our 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 throughout our 2019 CR Report and in our Environmental Policy Statement.</p>
102-12	External initiatives	<p>Since 2012, Hilton has been a signatory to the 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>We are committed to fighting climate change, and we are proud to have been the first major hotel company to set science-based carbon targets approved by the Science Based Targets initiative (SBTi). We are also members of The Climate Group's EP100 initiative and signatories to the UN CEO Water Mandate. In 2018, Hilton was the first hospitality company to join the Tent Partnership for Refugees, pledging to impact 16,000 refugees through employment, hospitality training programs and procurement from refugee-run businesses by 2030. In 2019 we joined businesses and U.S. labor unions in issuing a joint statement calling for accelerated action on climate change and urging the U.S. to remain in the Paris Climate Agreement. In 2019 we also became the first hotel company to join the WRI's Cool Food Pledge, committing to reduce food-related greenhouse gas emissions.</p> <p>Please refer to our 2019 CR Report for further detail.</p>

ORGANIZATIONAL PROFILE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-13	Membership of associations	<p>Hilton engages with trade associations, nongovernmental 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 2019, we continued to engage with our stakeholders to seek their expertise, expectations, feedback and priorities. Please see our 2019 CR Report (Stakeholder Engagement, p.10-11) for further detail on our stakeholder engagement process.</p> <p>In 2019, 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 2018, our Chief Executive Officer became the Chairman of the WTTC. 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 Chief Executive Officer serves on 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. Our Executive Vice President of Corporate Affairs is the Vice Chair of the Board for ITP.</p> <p>Diversity & Inclusion Associations: Hilton has partnered with many organizations that promote diversity and inclusion, including American Hotel & Lodging Educational Foundation, American Resort Development Association, Ascend Pan-Asia Leaders, Asian Hotel Owners Association, Asian Pacific Islander American Scholarship Fund, 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 Association of Black Hotel Owners, Operators & Developers, National Black MBA Association, Inc., 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 LGBT 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>

STRATEGY

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-14	Statement from senior decision-maker	2019 CR Report (Executive Statement, p.3)
102-15	Key impacts, risks, and opportunities	2019 Annual Report 2019 Form 10-K (Item 1A. Risk Factors) 2019 Form 10-K (Item 1. Business – “Corporate Responsibility”) 2019 CR Report (Our Material Issues, p.9) Our 2030 Goals

ETHICS AND INTEGRITY

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-16	Values, principles, standards and norms of behavior	Vision, Mission and Values Hilton Code of Conduct Corporate Responsibility Statement Responsible Sourcing Policy Human Rights Principles Hilton Slavery and Trafficking Statement 2019
102-17	Mechanisms for advice and concerns about ethics	Hilton Code of Conduct Hilton EthicsPoint Hotline 2019 CR Report (Stakeholder Engagement, p.10-11)

GOVERNANCE

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-18	Governance structure	The Board of Directors' Nominating and ESG Committee is responsible for periodically reviewing and assessing the company's CR strategy, practices and policies. Our Board receives periodic updates from management on Travel with Purpose initiatives. Quarterly reports on progress toward the 2030 Goals are provided to the Executive Committee, including our CEO. Board of Directors Nominating and ESG Committee Charter 2019 Proxy Statement 2019 CR Report (Governance and Management, p.12-13)
102-22	Composition of the highest governance body and its committees	Committee Composition Nominating and ESG Committee Charter 2019 CR Report (Governance and Management, p.12-13)
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	Committee Composition Nominating and ESG Committee Charter
102-25	Conflicts of interest	Corporate Governance Guidelines ("Conflicts of Interest")
102-26	Role of highest governance body in setting purpose, values and strategy	Nominating and ESG Committee Charter
102-28	Evaluating the highest governance body's performance	Corporate Governance Guidelines ("Evaluation of Board Performance")
102-35	Remuneration policies	2019 Proxy Statement
102-36	Process for determining remuneration	2019 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. 2019 CR Report (Stakeholder Engagement, p.10-11)
102-41	Collective bargaining agreements	As of December 31, 2019, approximately 31 percent of our employees worldwide and 37 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. 2019 Form 10-K (Item 1. Business – “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. 2019 CR Report (Stakeholder Engagement, p.10-11)
102-43	Approach to stakeholder engagement	2019 CR Report (Stakeholder Engagement, p.10-11) Our 2030 Goals Hilton Corporate Responsibility Policy Statement
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 Customer Help .

REPORTING PRACTICE

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-45	Entities included in the consolidated financial statements	2019 Form 10-K (Item 1. Business)
102-46	Defining report content and topic boundaries	We have conducted a materiality assessment to inform the selection of topics for our Corporate Responsibility Report, in alignment with the framework and best practices set forth in the GRI Standards.
102-47	List of material topics	2019 CR Report (Materiality Assessment, p.9, 62-65) Hilton Slavery and Trafficking Statement 2019
102-48	Restatements of information	None during the reporting period.
102-49	Changes in reporting	None during the reporting period.
102-50	Reporting period	Our reporting period is for the calendar year 2019. 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.

REPORTING PRACTICE (CONTINUED)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
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. Since 2018, Dekra has also provided limited assurance over selected social impact metrics. Please see our 2019 Assurance Statement for more information.

SPECIFIC DISCLOSURES:

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS

MATERIAL ASPECTS	GRI INDICATORS	DESCRIPTION	RESPONSE AND/OR REFERENCES
ECONOMIC			
Economic Performance	201	Management approach disclosure	2019 Annual Report 2019 Form 10-K (Item 1. Business)
	201-1	Direct economic value generated and distributed	2019 Annual Report 2019 Form 10-K
	201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change	2019 CDP Climate Change Questionnaire
	201-3	Defined benefit plan obligations and other retirement plans	2019 Annual Report 2019 Form 10-K (Item 1. Business – "Employee Benefit Plans")
Indirect Economic Impacts	203	Management approach disclosure	Social Impact 2019 CR Report (p. 29-39) Hilton Corporate Responsibility Policy
	203-1	Infrastructure investments and services supported	2019 CR Report (p. 29-39) 2019 Assurance Statement

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL		
Anti-Corruption	205	<p>Management approach disclosure</p> <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>
	205-2	<p>Communication and training on anti-corruption policies and procedures</p> <p>2019 CR Report (Human Rights, p. 36)</p> <p>Hilton Code of Conduct</p> <p>Responsible Sourcing Policy</p> <p>Hilton EthicsPoint Hotline</p>
Energy	302	<p>Management approach disclosure</p> <p>2019 CR Report (Energy & Carbon, p. 20-21)</p> <p>CDP Climate Change Response</p> <p>Hilton Environmental Policy</p> <p>Hilton Energy Stewardship Policy</p>
	302-1	<p>Energy consumption within the organization</p> <p>In 2019, our total energy consumption was 18,666,964 megawatt hours.</p> <p>Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 43) for further detail. Our 2019 energy data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	302-3	<p>Energy intensity</p> <p>In 2019, our normalized energy use intensity was 2921 megawatt hours per square meter, representing an annual decrease of 1.9% per square meter and a 2.4% decrease per occupied room across the Hilton global portfolio of owned, managed and franchised hotels.</p> <p>Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 43) for further detail. Our 2019 energy data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	302-4	<p>Reduction of energy consumption</p> <p>Across our global operations (owned, managed and franchised hotels), Hilton has reduced total energy use intensity by 23.7% since 2008. For our managed portfolio only, we have reduced total energy use intensity by 26.0% 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>

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL (CONTINUED)		
Water and Effluents	303	<p>Management approach disclosure</p> <p>2019 CR Report (Water, p. 22-23) CDP Water Response Hilton Environmental Policy</p>
	303-3	<p>Water withdrawal</p> <p>In 2019, our total net fresh water withdrawal was 149,412 megaliters (149.4 million cubic meters). Municipal water comprised 98.7% of our water footprint, with 1.3% in surface water and groundwater consumption. Our normalized water consumption intensity was 585 liters per square meter, representing an annual decrease of 18% 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 23.3% since 2008. For our managed portfolio only, we have reduced total water use intensity by 22.3% since 2008. Please view our 2019 CR Report (Water, p. 22-23, and Performance Table, p. 43) for further detail. Our 2019 water data has been externally assured, as noted in our 2019 Assurance Statement.</p>
Emissions	305	<p>Management approach disclosure</p> <p>2019 CR Report (Energy & Carbon, p. 20-21) CDP Climate Change Response Hilton Environmental Policy Hilton Energy Stewardship Policy</p>
	305-1	<p>Direct (Scope 1) GHG emissions</p> <p>In 2019, our Scope 1 emissions were 476,036 metric tons of CO₂e. Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 42) for further detail. Our 2019 Scope 1 emissions data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	305-2	<p>Energy Indirect (Scope 2) GHG emissions</p> <p>In 2019, our Scope 2 location-based emissions were 1,949,324 metric tons of CO₂e. Our Scope 2 market-based emissions were 1,931,834 metric tons of CO₂e. Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 42) for further detail. Our 2019 Scope 2 emissions data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	305-3	<p>Other indirect (Scope 3) GHG emissions</p> <p>Per our Operational Control boundary, onsite emissions at properties owned and operated by franchisees are reported as Scope 3 emissions. In 2019, Hilton's Scope 3 emissions from franchisees were 3,884,715 metric tons CO₂e. The total includes emissions from on-site fuels combustion (965,670 metric tons CO₂e) and indirect emissions from the generation of electricity, heat or steam purchased from a utility provider (2,919,045 metric tons CO₂e).</p> <p>In addition, in 2019 we generated Scope 3 emissions of 26,754 metric tons CO₂e from employee business and air travel, and 117,772 metric tons CO₂e from the disposal of waste associated with our operations.</p> <p>Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 42) for further detail. Our 2019 Scope 3 emissions data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	305-4	<p>GHG emissions intensity</p> <p>In 2019, our total Scope 1 and 2 location-based emissions intensity was .1014 metric tons per square meter, which represents a 3.6% decrease over prior year. Our total 2019 market-based Scope 1 and 2 emissions intensity was .1007 metric tons per square meter, representing a 3.2% decrease over prior year.</p> <p>Please view our 2019 CR Report (Energy & Carbon, p. 20-21, and Performance Table, p. 42) for further detail. Our 2019 Scope 1 and 2 emissions data has been externally assured, as noted in our 2019 Assurance Statement.</p>
	305-5	<p>Reduction of GHG emissions</p> <p>From 2008-2018, Hilton has reduced our total Scope 1 and 2 emissions intensity by 36% 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. Refer to our CDP Climate Change Response for further detail on our emissions performance and reduction activities.</p>

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL (CONTINUED)		
Effluents and Waste	306	<p>Management approach disclosure</p> <p>2019 CR Report (Waste, p. 24-25) Hilton Environmental Policy</p>
	306-2	<p>Waste by type and disposal method</p> <p>In 2019, our landfilled waste was 407,061 metric tons. Our normalized landfilled waste intensity was .0064 metric tons per square meter, representing an annual decrease of 4.4% 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 34.8% since 2008. For our managed portfolio only, we have reduced landfilled waste intensity by 44.3% since 2008.</p> <p>Our 2019 landfill diversion rate for our global operations was 22.4%, while the managed portfolio achieved a diversion rate of 34.8% in 2019. 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 2019 CR Report Waste, p. 24-25 and Performance Table, p. 44 for further detail. Our 2019 waste data has been externally assured, as noted in our 2019 Assurance Statement.</p>
Environmental Compliance	307	<p>Management approach disclosure</p> <p>Hilton Environmental Policy</p>
	307-1	<p>Non-compliance with environmental laws and regulations</p> <p>In 2019, Hilton did not identify any known instances of non-compliance with environmental laws and/or regulations.</p>
Supplier Environmental Assessment	308	<p>Management approach disclosure</p> <p>2019 CR Report (Responsible Sourcing, p. 26-27) Responsible Sourcing Policy Hilton Environmental Policy</p>
	308-1	<p>New suppliers that were screened using environmental criteria</p> <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 on our 2019 CR Report (Responsible Sourcing, p. 26-27)</p>
SOCIAL		
Employment	401	<p>Management approach disclosure</p> <p>2019 Annual Report 2019 Form 10-K (Item 1. Business) Great Places to Work Discover Hilton Corporate Awards Diversity & Inclusion Brochure Hilton Slavery and Trafficking Statement 2019 2019 CR Report (About Hilton, p. 5 and Team Member Engagement, p. 30-31)</p>
	401-2	<p>Benefits provided to full-time employees</p> <p>Discover Hilton</p>

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
SOCIAL (CONTINUED)		
Training and Education	404	<p>Management approach disclosure</p> <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	<p>Average hours of training per employee per year</p> <p>Hilton employees complete an average of 57 hours of training per year.</p>
	404-2	<p>Programs for upgrading employee skills and transition assistance programs</p> <p>Hilton Team Members have many opportunities to learn from some of the great thinkers, innovators and teachers of our time. Hilton University features a broad range of proprietary content from Hilton, as well as top-tier external partners like Harvard, Cornell, Thrive Global TED and LinkedIn Learning. Hilton's Leadership Development framework, Lead@Hilton, develops leaders at every level of the organization through a multifaceted approach—Learn with Us, Learn from Leaders, Learn by Doing and Learn on Your Own. Learning takes place in a variety of formats in multiple languages across over 25,000 courses, including Virtual Instructor Led Training, Virtual Reality, digital learning, videos, e-books, podcasts, webinars and classroom training. We strive to make learning easily accessible and relevant to all Team Members, to support their growth in their current and future roles. Required and voluntary trainings help Hilton Team Members develop new skills, expand upon existing knowledge, and benefit from coaching and leadership advice. Many of our hotels and our corporate offices offer tuition reimbursement for courses directly related to the job, to prepare Hilton Team Members to take on additional responsibilities, gain certifications or complete a degree.</p>
	404-3	<p>Percentage of employees receiving regular performance and career development reviews</p> <p>Hilton Team Members are evaluated through our Performance Management Review process; this includes setting objectives and, goals, addressing concerns and providing regular feedback and coaching.</p>
Diversity and Equal Opportunity	405	<p>Management approach disclosure</p> <p>Diversity & Inclusion Brochure Great Places to Work Profile</p>
	405-1	<p>Diversity of governance bodies and employees</p> <p>Four of Hilton's eight Board members are women (50%) and 54% of managers and executives in the United States are women. 53% of the global workforce and 52% of the U.S. workforce are women. 69% of all U.S. Team Members are ethnically diverse, and 37% of global Team Members are millennials.</p>

MANAGEMENT APPROACH DISCLOSURES AND INDICATORS (CONTINUED)

MATERIAL ASPECTS	GRI INDICATORS	RESPONSE AND/OR REFERENCES
SOCIAL (CONTINUED)		
Human Rights Assessment	412	Management approach disclosure Human Rights Principles Hilton Slavery and Trafficking Statement 2019 CR Report (Human Rights, p. 36-37) Hilton Corporate Responsibility Policy
	412-1	Operations that have been subject to human rights reviews or impact assessments Hilton Slavery and Trafficking Statement 2019 (Our Risk Identification and Management) CR Report (Human Rights, p. 36-37)
	412-2	Employee training on human rights policies or procedures Hilton Slavery and Trafficking Statement 2019 CR Report (Human Rights, p. 36-37)
Local Communities	413	Management approach disclosure CR Report (Social Impact, p. 29-39) Hilton Corporate Responsibility Policy
	413-1	Operations with local community engagement, impact assessments, and development programs CR Report (Social Impact, p. 29-39)
Supplier Social Assessment	414	Management approach disclosure CR Report (Responsible Sourcing, p. 26-27 and Human Rights, p. 36-37) Responsible Sourcing Policy Human Rights Principles Hilton Slavery and Trafficking Statement 2019
	414-1	New suppliers that were screened using labor practices criteria CR Report (Responsible Sourcing, p. 26-27 and Human Rights, p. 36-37) Hilton Slavery and Trafficking Statement 2019 (Our Risk Identification and Management)
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.