

At Hilton, we closely track and report on our environmental and social impact. We use LightStay, our award-winning corporate responsibility performance measurement platform, to measure our hotels' impacts in the communities in which they operate. We believe that transparent external reporting allows us to better engage our stakeholders on the most material issues impacting our business and collaborate on solutions to address them. Accuracy of our data is important to us, which is why we have obtained independent external assurance over all of the data points listed below. Learn more about our assurance process [here](#) and read more about our environmental and social impact in our [CR Report](#).

ENVIRONMENTAL IMPACT



ENERGY & CARBON: Hilton is committed to reducing our Scope 1 and 2 carbon intensity by 61% by 2030, in line with our science-based targets. Since 2008, we have achieved a 36% reduction in Scope 1 and 2 carbon emissions.

GREENHOUSE GAS EMISSIONS	2019	2018	2017	2008 (Baseline)
Scope 1 direct emissions				
Emissions (MT CO ₂ e)	476,036	533,382	505,640	437,087
Emissions intensity (MT CO ₂ e/m ²)	.0199	.0233	.0236	.0307
Scope 2 indirect emissions				
Location-based emissions (MT CO ₂ e)	1,949,324	1,873,715	1,811,065	1,562,544
Location-based emissions intensity (MT CO ₂ e/m ²)	.0815	.0819	.0846	.1098
Market-based emissions (MT CO ₂ e)	1,931,834	1,845,111	1,785,222	1,792,500
Market-based emissions intensity (MT CO ₂ e/m ²)	.0808	.0807	.0834	.1260
Total Scope 1 + 2 emissions				
Location-based emissions (MT CO ₂ e)	2,425,360	2,407,097	2,316,705	1,999,631
Location-based emissions intensity (MT CO ₂ e/m ²)	.1014	.1052	.1083	.1405
Market-based emissions (MT CO ₂ e)	2,407,870	2,378,493	2,290,862	2,229,587
Market-based emissions intensity (MT CO ₂ e/m ²)	.1007	.1040	.1071	.1567
Scope 3 emissions				
Franchises – emissions (MT CO ₂ e)	3,884,715	3,685,459	3,473,170	3,019,210
Franchises – emissions intensity (MT CO ₂ e/m ²)	.0971	.0997	.1000	.1363
Emissions from business travel (MT CO ₂ e)	26,754	31,016	28,145	
Emissions from waste (MT CO ₂ e)	117,772	120,372	118,609	125,821

PERFORMANCE TABLES



ENERGY	2019	2018	2017	2008 (Baseline)
Energy consumption (MWh)				
Managed	6,828,225	6,728,534	6,419,729	5,289,613
Franchised	11,838,738	11,084,182	10,647,230	8,445,834
Total	18,666,964	17,812,716	17,066,959	13,735,447
Energy use intensity (MWh/m ²)				
Managed	.2856	.2942	.3000	.3861
Franchised	.2960	.2999	.3066	.3813
Total	.2921	.2977	.3041	.3831



WATER: Hilton is committed to reducing our water consumption intensity in our managed operations by 50% by 2030. Since 2008, we have achieved a 22% reduction in water consumption at our managed hotels and a 23% reduction across our total portfolio.

WATER	2019	2018	2017	2008 (Baseline)
Water consumption (megaliters)				
Managed	14,026	13,841	13,372	10,335
Franchised	23,327	21,777	21,057	16,988
Total	37,353	35,618	34,429	27,323
Water consumption intensity (liters/m ²)				
Managed	586	605	625	754
Franchised	583	589	607	767
Total	585	595	610	762
Water withdrawal (megaliters)				
Managed	56,103	55,363	52,628	41,342
Franchised	93,309	87,110	84,229	67,951
Total	149,412	142,473	136,857	109,293
Water withdrawal intensity (liters/m ²)				
Managed	2,346	2,420	2,459	3,018
Franchised	2,333	2,357	2,426	3,068
Total	2,338	2,381	2,439	3,049

PERFORMANCE TABLES



WASTE: Hilton is committed to reducing our waste intensity in managed operations by 50% by 2030. Since 2008, we have reduced our waste to landfill by 44% at our managed hotels and by 35% across our total portfolio.

WASTE	2019	2018	2017	2008 (Baseline)
Total waste generated (MT)				
Managed	192,230	192,163	185,104	159,537
Franchised	332,103	320,074	304,369	264,321
Total	524,334	512,238	489,473	423,860
Total waste intensity (MT/m²)				
Managed	.0080	.0084	.0087	.0112
Franchised	.0083	.0087	.0088	.0119
Total	.0082	.0086	.0087	.0117
Landfilled waste (MT)				
Managed	125,289	128,055	126,180	133,852
Franchised	281,772	270,761	257,539	221,765
Total	407,061	398,817	383,719	355,617
Landfilled waste intensity (MT/m²)				
Managed	.0052	.0056	.0059	.0094
Franchised	.0070	.0073	.0074	.0100
Total	.0064	.0067	.0068	.0098
Waste diversion from landfill (MT)				
Managed	66,941	64,108	58,924	25,686
Franchised	50,332	49,313	46,830	42,556
Total	117,273	113,421	105,755	68,243
Waste diversion rate (%)				
Managed	34.8%	33.4%	32.0%	16.1%
Franchised	15.2%	15.4%	15.4%	16.1%
Total	22.4%	22.1%	21.6%	16.1%

SOCIAL IMPACT



INCLUSIVE GROWTH: Hilton empowers everyone to participate in and benefit from travel and tourism across our value chain.

INCLUSIVE GROWTH	2019	2018	2017
Supplier Diversity Program (number of women, minority, veteran and LGBTQ-owned businesses we have supported)	3,476	3,352	3,000
Open Doors Pledge – Youth impacted (number of young people) ¹	1,323,414	919,772	795,848
Refugees impacted ²	10,883	5,392	2,376

¹ Figures provided are cumulative impact since launch of the pledge in 2014.

² Figures provided are cumulative impact since 2015.



HUMAN RIGHTS: We are committed to embedding human rights due diligence across our global operations and supply chain by 2030.

HUMAN RIGHTS	2019	2018
Mandatory Anti-Trafficking Training (% of General Managers having completed)	78%	68%



COMMUNITY INVESTMENT: We are committed to doubling our investment in social impact by 2030.

COMMUNITY INVESTMENT	2019	2018	2017
Volunteering (number of hours)	549,887	513,055	365,553