

2030 GOALS

- Contribute 10 million volunteer hours
- Participate in food donation programs where allowed by law (managed hotels)
- Double our monetary response, empowerment efforts and investment in resiliency against natural disasters (2017 baseline)
- Double Action Grants for hotel-led social and environmental impact projects in our communities
- Promote environmental awareness and open our LightStay technology in school educational programs



On Track

PROGRESS:

- 1,429,295 hours volunteered since 2017, including 549,887 hours in 2019
- Rolled out food donation program to managed hotels in North America
- \$3.2M+ raised for disaster relief
- Launched the Hilton Effect Foundation as a vehicle to double investment in social impact and awarded 15 inaugural grants
- Enhanced LightStay to improve tracking of skills-based and remote volunteering



130 hotels across the world participated in over 370 clean-up events in 2019, from parks and cities to beaches, helping to keep destinations clean and welcoming for all. In the Middle East, hotels took it underwater, organizing 'Dives Against Debris' in partnership with Project AWARE®, a community movement coordinated by PADI with the purpose of ocean protection and conservation.

As stewards of the destinations in which we operate, we are committed to investing our skills and support to build communities' resilience and growth.

Our Team Members extend our hospitality beyond the walls of our hotels through our global volunteering programs. With the combined power of 420,000 Team Members across 6,110 communities, we contribute our time and expertise to strengthen the communities where we work, live and travel.

Hotels are encouraged to voluntarily track their community impact activities in LightStay, logging detailed information on volunteer events and donations. In 2019, only 30% of hotels recorded volunteering data, which based on our reviews is significantly underrepresentative of the actual levels of volunteering taking place at our hotels around the world. We are taking steps to strengthen our reporting guidelines, criteria and hotel engagement to improve reporting of volunteer events, to enable us to more accurately track and report our global community impact.

VOLUNTEERING

In 2019, Hilton Team Members volunteered



549,887
hours across



107
countries
through



10,431
events



1.4M+
volunteer hours
since 2017



That's equal to
\$14M

invested in
our communities
globally through
volunteerism*

*Based on [Independent Sector 2019](#) rate of \$25.43 per hour for volunteering

FOOD DONATIONS

We are committed to donating food from our managed hotels, where legally allowable. Our hotels partner with local food rescue organizations to provide excess prepared food to those in need in our communities, and we have developed guidance materials, including a Food Donation Toolkit, to support these efforts. In 2019, we expanded our food donation program to all of our managed hotels in the U.S. and Canada, representing one of the largest hotel food donation initiatives to date. With our food donation program in North America alone, we expect to donate enough food to feed more than 160,000 people while also diverting millions of pounds of food waste from landfills.



Volunteers with Team Rubicon repair a roof as part of their Puerto Rico Rebuild Program. Team Rubicon, a 2019 Hilton Effect Grant recipient, supports communities impacted by disaster by leveraging the skills and experiences of military veterans and uniting them with first responders.

DISASTER RELIEF

We operate in areas where the risk of natural disaster or other catastrophic losses exists, and Hilton is deeply committed to supporting our Team Members and communities in times of hardship. Hilton and the Hilton Effect Foundation invest in short-term relief and long-term resiliency efforts to support communities impacted by disasters. Hilton also operates a Team Member Assistance Fund that aids Team Members impacted by disaster and hardship. Since 2014, Hilton has raised more than \$3.2 million to support these efforts.

\$3.2+ million

Raised for disaster response to support Team Members and communities

INVESTING FOR RESILIENCE AND GROWTH

Hilton invests in our communities around the world through our primary international philanthropic arm, the Hilton Effect Foundation. In 2019, we supported more than 20 organizations to strengthen the positive impact they are creating every day in the communities we serve. From investing in Hawaii watershed improvement projects that increase water conservation to tackling youth unemployment through skills training in Italy, we believe in Hilton's ability to effect positive change, leaving our communities and the environment more resilient for generations of travelers to come.



COLLECTIVE ACTION TOWARDS THE SUSTAINABLE DEVELOPMENT GOALS

- Founded the Hilton Effect Foundation to accelerate our capability to address root cause challenges to achieve the SDGs
- Investing our skills to build capacity for organizations at the front line of fighting poverty and protecting the environment

