

We leverage our Corporate Responsibility (CR) governance structure and our LightStay corporate responsibility management system to track and transparently report our progress as we work towards our 2030 Goals.

GOVERNANCE

Our President and CEO is responsible for corporate responsibility-related issues and decisions on Hilton's Board of Directors. Hilton's Executive Vice President (EVP), Communications & External Affairs, oversees the Corporate Responsibility department, which is responsible for the company's corporate responsibility strategy, Travel with Purpose. The EVP, Communications & External Affairs reports directly to Hilton's President and CEO. A detailed update on Travel with Purpose, including progress towards our 2030 Goals, is reviewed in Quarterly Business Reviews with Hilton's Executive Committee, including our President & CEO and our EVP, Communications & External Affairs.

The Board receives periodic updates from our CEO and EVP, Communications & External Affairs, on the company's corporate responsibility strategy and initiatives. The Board of Directors' Nominating & ESG Committee is responsible for periodically reviewing and assessing the company's CR strategy, practices and policies. The Board of Directors has overall responsibility for risk oversight, which includes understanding (1) material risks, (2) management steps to address these risks and (3) appropriate levels of risk for our company. As part of regular Board and committee meetings, the Board of Directors is responsible for general oversight of Executives' management of risks relevant to Hilton.

MATERIALITY

Our Travel with Purpose programs and 2030 Goals have been defined through iterations of materiality assessments based on internal and external data, and continuous engagement with a broad set of internal and external stakeholders, including Team Members, guests and subject matter experts. Our 2030 Goals align with the United Nations Sustainable Development Goals.

RISK MANAGEMENT

We map 100% of our hotels and pipeline countries against a series of external environmental and social risk indices defined by Verisk-Maplecroft that are updated at least annually. Information from these external indices is embedded in LightStay to help every hotel understand the key priority areas in its local operating environment and community.



Material CR risks, including risks related to climate change, environmental impact, social impact, human rights and responsible sourcing, are integrated in Hilton's Enterprise Risk Management System. Questions on those issues are fully embedded in our internal Global Enterprise Risk Survey, which is distributed to more than 270 Hilton leaders. The survey results are shared with the Executive Committee, Board of Directors and Audit Committee to inform enterprise-wide strategic planning. Health and safety risks are managed through a global team, supported by tools and systems utilized across all managed hotels and corporate offices, and made available to franchised properties.



IMPLEMENTATION

Our Travel with Purpose performance is primarily managed through LightStay, which each of our hotels globally is required to use to measure and report environmental and social impact. Hotels are also required to complete a detailed set of surveys that capture CR initiatives, and every hotel has a set of annual goals that align with our Travel with Purpose 2030 Goals. Key priorities are also embedded in a number of brand standards across some or all brands, such as the use of LightStay, completing anti-trafficking training, recycling soap, purchasing locally-sourced products and protecting endangered species.

Several brands also have standards that require individual hotels to establish Team Member community and/or environmental committees, which help to implement Travel with Purpose across the hotel's operations, supply chain and communities. Strategic implementation is further supported through regional Corporate Responsibility and Brand teams, and a network of Travel with Purpose Champions, consisting of leaders in hotel operations (General Managers) or functions (mid- to senior management) appointed by their respective leadership.



REPORTING

We externally report on our Travel with Purpose strategy, programs and progress towards our 2030 Goals in Hilton's 10-K, Annual Report and Proxy Statement, as well as in our annual CR Report and CR website. This year we took the step to report selected Sustainability Accounting Standards Board (SASB) metrics in our 10-K and in our CR Report.

The data that we report externally is captured in LightStay and undergoes a rigorous internal and external review prior to publication. We have obtained external assurance over our environmental data since 2013 and external assurance over selected social impact metrics since 2018.



Asia Pacific (left) and Europe, Middle East and Africa (right) Travel with Purpose Champions at their annual meetings. TWP Champions are integral in driving implementation and adoption of Hilton's CR programs across the hotels in their regions.