

## 2019 PROGRESS

<b>K E Y</b>			
	Making Progress	On Track	Complete

Our targets align with the UN's Sustainable Development Goals, as noted below



## CUTTING OUR ENVIRONMENTAL FOOTPRINT IN HALF

**On Track**

### ENERGY AND CARBON GOALS

- Science-based target: reduce Scope 1 and 2 carbon intensity by 61% (MT CO<sub>2</sub>e/m<sup>2</sup>, 2008 baseline)
- Create and partner with cross-industry networks to support a low-carbon future

### PROGRESS:

- 36% reduction in carbon emissions intensity (managed hotels)
- 32% reduction in carbon emissions intensity (all hotels)
- Continued to advance collaboration with World Wildlife Fund (WWF), World Resources Institute (WRI), The Climate Group, World Travel & Tourism Council (WTTTC), International Tourism Partnership (ITP) and local organizations

**Making Progress**

### WATER GOALS

- Reduce water use in our managed operations by 50% (liters/m<sup>2</sup>, 2008 baseline)
- Activate 20 context-based water projects in our communities and watersheds of top water risk

### PROGRESS:

- 22% reduction in water intensity (managed hotels)
- 23% reduction in water intensity (all hotels)
- 3 pilots initiated

**On Track**

### WASTE GOALS

- Reduce waste in our managed operations by 50% (MT/m<sup>2</sup>, 2008 baseline)
- Reduce food waste sent to landfill by 50% in our managed operations (MT/m<sup>2</sup>, 2017 baseline)
- Send zero soap to landfill by recycling all used guest soap bars, where available

### PROGRESS:

- 44% reduction in waste intensity (managed hotels)
- 35% reduction in waste intensity (all hotels)
- 88% of portfolio participating in soap recycling
- Food waste program established in the Americas and piloting in Europe, Middle East and Africa (EMEA) and Asia Pacific (APAC)

**Making Progress**

### RESPONSIBLE SOURCING GOAL

- Sustainably source (e.g. certified) all meat and poultry, produce, seafood and cotton at managed hotels (where available)

### PROGRESS:

- Cage-free eggs: 89% of spend in U.S.; 77% of spend in Europe (Luxury & Full Service managed hotels)
- Seafood: 80 hotels in 6 countries have achieved Marine Stewardship Council (MSC) and/or Aquaculture Stewardship Council (ASC) Chain of Custody certification
- Reviewing towel and bed linen supplier sustainability attributes

## OVERARCHING IMPACT

**On Track**

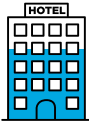
### DESTINATION STEWARDSHIP GOALS

- Adopt a global standard for responsible travel and tourism, complementing our existing environmental certifications
- Engage guests in supporting responsible travel in destination hot spots

### PROGRESS:

- Achieved Global Sustainable Tourism Council (GSTC)-Recognized Standard status for LightStay
- Mapped 100% of hotels against key social and environmental risks

## DOUBLING OUR INVESTMENT IN SOCIAL IMPACT



On Track

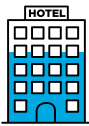


### INCLUSIVE GROWTH GOALS

- Double our investment in programs that contribute to sustainable solutions and economic opportunity for all (2017 baseline)
- Double our sourcing spend from local, small and medium-sized enterprises and minority-owned suppliers for managed hotels and corporate offices (2017 baseline)
- Double our investment in youth opportunity programs in countries with lowest youth wellbeing (2017 baseline)

### PROGRESS:

- Exceeded our 2014 Open Doors pledge to impact 1M young people by 2019
- Impacted nearly 11,000 refugees since 2015
- Sourced from 3,476 women-, minority-, veteran-, disabled- and LGBTQ-owned businesses
- 50% of brands have at least one brand standard requiring local sourcing
- Hired more than 30,000 veterans in the U.S. since 2013



On Track

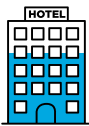


### HUMAN RIGHTS GOALS

- Embed human rights due diligence across our global operations and in our supply chain, and partner with suppliers to address any form of forced labor or trafficking
- Create and partner with cross-industry networks to advance international human rights

### PROGRESS:

- 94% of hotels with at least one Team Member trained in anti-human trafficking, including 78% of General Managers
- Made our training on Key Risks of Modern Slavery in Labor Sourcing publicly available for free
- 100% of hotels mapped against human rights risks, and 100 country-level human rights briefs and mitigation plans developed
- 44 labor agencies audited
- Active collaboration with industry organizations



On Track



### COMMUNITY INVESTMENT 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

### 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
- \$3.2+ million raised for disaster relief since 2014
- 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

## OVERARCHING IMPACT



On Track

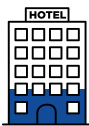


### TEAM MEMBER ENGAGEMENT GOALS

- Train employees at Hilton managed hotels on relevant environmental and social issues

### PROGRESS:

- 94% of hotels with at least one Team Member trained in anti-human trafficking, including 78% of General Managers
- 100% of hotel General Managers and Engineers required to be trained in using LightStay system, and 15,000+ Team Members trained in using LightStay since 2017



Making Progress



### SUPPLIER ENGAGEMENT GOALS

- Encourage suppliers to set goals and validate through auditing and incentive program
- Create framework for collaboration program with top-tier suppliers
- Increase data visibility by incorporating social and environmental criteria into supplier registration and inquiry processes

### PROGRESS:

- Reviewing sustainability management tools to track and validate supplier performance, and collaborating with suppliers to improve sustainability of sourcing of products, including meat, seafood and plastics
- Where relevant, we are routinely incorporating sustainability criteria into our sourcing exercises, catalogues and purchasing data