

We continually engage with our stakeholders to seek their expertise, expectations, feedback and priorities. This ongoing stakeholder engagement serves to inform our programs and refine our focus on our most material issues as we seek to redefine sustainable travel.

HILTON LEADERSHIP

Our Travel with Purpose (TWP) strategy is overseen by Hilton leadership at the very top of our business, and our leaders are frequently engaged on the development and direction of our programs. The Board of Directors' Nominating and Environmental, Social and Governance (ESG) Committee is responsible for overseeing our corporate responsibility strategy, practices and policies, and receives annual updates on our progress towards our 2030 Goals. Our CEO and Executive Committee review progress towards our 2030 Goals alongside other key business priorities during Quarterly Business Reviews. A quarterly TWP dashboard is also distributed to all Hilton leadership, including General Managers at managed hotels.

TEAM MEMBERS

We activate our TWP programs through our incredible Team Members, who bring our corporate responsibility efforts to life around the world every day. We maintain a network of more than 1,250 TWP Champions, comprised of leaders across our hotels and corporate offices who we engage for expertise and guidance as we develop our programs. Our Champions are also integral in implementing our initiatives, including our Global Team Member Volunteering program. In addition, any Team Member around the world can submit feedback and ideas to the Corporate Responsibility team using our Corporate Responsibility feedback platform.

We train our Team Members on our CR programs in a variety of ways, including integration of TWP into New Team Member Orientation, numerous mandatory and voluntary Hilton University trainings, and sessions at our internal conferences. We also offer extensive corporate responsibility resources through our LightStay system and on our internal Intranet, The Lobby, both of which are available to all Team Members. We obtain feedback from our colleagues on the effectiveness of our TWP programs through Hilton's Global Team Member Survey. We offer Team Member Resource Groups, sponsored by Hilton executives, that foster an inclusive environment in our hotels and offices. We also operate an anonymous Hilton Hotline that Team Members, suppliers, business partners, consumers and the community can use to report any potential violations of our Code of Conduct.

INVESTORS

We believe that our Corporate Responsibility programs represent material, decision-useful information for our investors, and we are proudly committed to transparently reporting on our environmental and social initiatives and impacts. We engage regularly with our investors on our CR programs and progress towards our 2030 Goals, and, in addition to the information disclosed in this Report, we have integrated key TWP information into our Form 10-K, Proxy Statement and Annual Report.

Our reporting integrates the recommendations of the Sustainability Accounting Standards Board (SASB) and the Taskforce on Climate-related Financial Disclosures (TCFD), and we participate in numerous Environment, Social and Governance (ESG) questionnaires and rating indices, including the Dow Jones Sustainability Index, CDP, ISS ESG, MSCI, and Sustainalytics.

OWNERS

We regularly consult with our owners on key TWP issues through our Owner Advisory Councils, including engaging on proposed brand standards. We work with our owners to pilot new sustainability programs and initiatives, and we provide regular updates on our CR programs and initiatives through our internal owner newsletters. We reward our hotels that are demonstrating outstanding performance, as measured by LightStay, through annual brand and regional Travel with Purpose awards.

GUESTS & CLIENTS

We are continually assessing the best opportunities to engage with our guests and clients around our TWP programs. Through in-hotel messaging and in-room collateral, including our Conserve to Preserve and Choose to be Green programs, we bring our guests along on the Travel with Purpose journey. Our Sales teams also engage with our corporate clients on our TWP programs and our Meet with Purpose sustainable meeting offering. Hotels that are implementing specific initiatives use collateral and messaging to share their progress with guests.

We work with our Guest Satisfaction, Public Relations and Social Media teams to continually monitor and respond to guest feedback and questions related to our Corporate Responsibility programs, and we take guest feedback into account as we shape our programs.

SUPPLIERS

We engage with our suppliers through our strategic sourcing initiatives, and we collaborate on key material responsible sourcing issues. We undertake supplier human rights audits and assessments in selected regions and we promote sourcing from diverse suppliers through our Supplier Diversity Program in the U.S.

We have integrated our [Responsible Sourcing Policy](#) into all new supplier contracts, outlining the standards expected of Hilton suppliers. Suppliers are encouraged to have appropriate management systems in place and to take steps to comply with our Policy, including holding their suppliers and subcontractors accountable. We also reserve the right to conduct unannounced assessments, audits and inspections of supplier facilities to ensure that reasonable efforts are being taken by our suppliers to operate in a manner consistent with our Responsible Sourcing Policy.

NGOs AND INTERNATIONAL ORGANIZATIONS

We partner with leading NGOs and international organizations in support of our CR initiatives and 2030 Goals, and we have strategic partnerships with organizations including World Wildlife Fund (WWF) and the International Youth Foundation (IYF). Through our partnerships we participate in expert forums and ongoing dialogues, and we contribute to white papers and other publications.

INDUSTRY

We recognize that effectively addressing environmental and social issues requires significant collective action, and we are proud to collaborate with our peers in the lodging industry on key CR issues. Through our industry associations, including the International Tourism Partnership (ITP), American Hotel & Lodging Association (AHLA) and World Travel & Tourism Council (WTTTC), we contribute to the co-creation of industry commitments related to human rights, carbon, water, food waste and other critical topics. Among other initiatives, we worked with our peers to develop the ITP Principles on Forced Labor and the ITP Hotel Carbon Measurement Initiative (HCMII) and Hotel Water Measurement Initiative (HWMII), methodologies to consistently measure and report on carbon and water in hotels. We are currently working with the lodging industry and WWF to develop a consistent methodology for the measurement of food waste. We also participate in the Cornell Hotel Sustainability Benchmark (CHSB) Index, a free tool which benchmarks carbon and water consumption across hotel brands.

POLICYMAKERS

Our Government Affairs team continually engages with policymakers on key CR-related issues, and we participate in multi-stakeholder initiatives across a wide variety of topics in support of our Travel with Purpose 2030 Goals.



Hilton CEO and World Travel & Tourism Council Chairman Chris Nassetta interviews President Barack Obama at the 2019 WTTTC Summit in Seville, Spain.