

C0. Introduction

C0.1

**(C0.1) Give a general description and introduction to your organization.**

Hilton is one of the largest and fastest growing hospitality companies in the world, with 6,110 properties comprising 971,780 rooms in 119 countries and territories as of December 31, 2019. For more than 100 years, Hilton has been an innovator in its industry, driven by the vision of our founder Conrad Hilton, "to fill the earth with the light and warmth of hospitality." Our premier brand portfolio includes: our luxury and lifestyle hotel brands, Waldorf Astoria Hotels & Resorts, LXR Hotels & Resorts, Conrad Hotels & Resorts and Canopy by Hilton; our full service hotel brands, Signia by Hilton, Hilton Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Tapestry Collection by Hilton and Embassy Suites by Hilton; our focused service hotel brands, Motto by Hilton, Hilton Garden Inn, Hampton by Hilton, Tru by Hilton, Homewood Suites by Hilton and Home2 Suites by Hilton; and our timeshare brand, Hilton Grand Vacations. In January 2020, we launched a new brand: Tempo by Hilton. As of December 31, 2019, we had more than 103 million members in our award-winning guest loyalty program, Hilton Honors.

We depend on our long-term hotel management and franchise contracts with third-party owners and franchisees for the majority of our fee revenues. The management and franchise segment includes all of the hotels we manage for third-party owners, as well as all franchised hotels owned and managed by others. As of December 31, 2019, there were 756 hotels managed by Hilton and under operational control ("CDP reporting boundary"). Out of these managed hotels, Hilton has an ownership interest (owned, joint venture or leased) in only 65 hotels worldwide. Franchised properties, which are controlled by Hilton's development and operating standards for the respective Brands, account for approximately 87% of our global portfolio by hotel count. Given their significance to Hilton's business model, responses that are relevant to franchised hotels are reported as Other Value Chain.

Our CDP Reporting Boundary is Operational Control, defined as companies, entities or groups over which operational control is exercised. However, please note that Hilton's corporate responsibility and climate change strategies, along with LightStay requirements for measurement and improvement in carbon and energy efficiency, extend to all managed and franchised hotels globally.

Hilton has integrated energy and climate-related issues into our business objectives for years through our continual focus on improving the environmental performance of our hotels and driving responsible travel and tourism across our industry. We are serious about our role in helping the international community reach the UN Sustainable Development Goals (SDGs) by taking action in our global hotel operations, local communities and supply chain. Our corporate responsibility program, Travel with Purpose, drives us to think and act in ways that will maximize our contributions to help meet these important global goals. In this spirit, we have united our nearly 425,000 Team Members along with our owners, partners and communities in more than 100 countries around our corporate responsibility strategy and shared goals. As a result of our efforts, we were proud to be named to the Dow Jones Sustainability Indices for the first time starting in 2017, and named the DJSI Global Industry Leader in 2019.

In 2018, we released our Travel with Purpose 2030 Goals to double our social impact and cut our environmental footprint in half. One of the key targets underpinning these goals is our science-based targets (SBTs), demonstrating our commitment to reducing our carbon emissions in line with the stipulations of the Paris Climate Agreement. We recognize climate change to be a critical threat to our planet, our communities and our business, and we are proud to have been the first major hotel company to have our SBTs approved by the Science Based Targets initiative (SBTi). In 2019, Hilton joined over 70 major businesses and US labor unions in issuing a joint statement calling for accelerated action on climate change, and urging the US to remain in the Paris Agreement. We are committed to doing our part and to working with suppliers and partners that can support us in this most critical of efforts.

C0.2

**(C0.2) State the start and end date of the year for which you are reporting data.**

	Start date	End date	Indicate if you are providing emissions data for past reporting years	Select the number of past reporting years you will be providing emissions data for
Reporting year	January 1 2019	December 31 2019	No	<Not Applicable>

C0.3

**(C0.3) Select the countries/areas for which you will be supplying data.**

- Albania
- Angola
- Argentina
- Aruba
- Australia
- Austria
- Azerbaijan
- Bahamas
- Barbados

Belarus  
Belgium  
Brazil  
Bulgaria  
Cabo Verde  
Cameroon  
Canada  
China  
China, Hong Kong Special Administrative Region  
Colombia  
Costa Rica  
Croatia  
Cyprus  
Czechia  
Dominican Republic  
Egypt  
Equatorial Guinea  
Estonia  
Ethiopia  
Fiji  
France  
Georgia  
Germany  
Greece  
Hungary  
India  
Indonesia  
Ireland  
Israel  
Italy  
Japan  
Jordan  
Kazakhstan  
Kenya  
Kuwait  
Lebanon  
Malaysia  
Maldives  
Malta  
Mauritius  
Mexico  
Morocco  
Myanmar  
Namibia  
Netherlands  
New Caledonia  
New Zealand  
Nigeria  
Oman  
Panama  
Papua New Guinea  
Peru  
Philippines  
Poland  
Portugal  
Puerto Rico  
Qatar  
Republic of Korea  
Romania  
Russian Federation  
Saint Lucia  
Saudi Arabia  
Serbia  
Seychelles  
Singapore  
South Africa  
Spain  
Sri Lanka  
Sweden  
Switzerland  
Taiwan, Greater China  
Thailand  
Trinidad and Tobago  
Turkey  
Ukraine  
United Arab Emirates  
United Kingdom of Great Britain and Northern Ireland  
United States of America  
Uruguay  
Viet Nam  
Zambia

C0.4

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**(C0.4) Select the currency used for all financial information disclosed throughout your response.**

USD

C0.5

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**(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.**

Operational control

C-CN0.7/C-RE0.7

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**(C-CN0.7/C-RE0.7) Which real estate and/or construction activities does your organization engage in?**

Buildings management

C1. Governance

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C1.1

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**(C1.1) Is there board-level oversight of climate-related issues within your organization?**

Yes

C1.1a

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**(C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.**

Position of individual(s)	Please explain
Chief Executive Officer (CEO)	Our President and CEO is the member of Hilton's Board of Directors with responsibility for climate-related issues and decisions. Hilton's Executive Vice President, Communications and External Affairs oversees the Corporate Responsibility department, which is responsible for the company's sustainability strategy, including Hilton's strategy for addressing climate change. The EVP of Communications and External Affairs reports directly to Hilton's President and CEO, who is the only company executive on Hilton's Board of Directors. Our Board receives periodic updates from our CEO and our EVP, Communications and External Affairs on the Company's corporate responsibility strategy and initiatives. These reports outline Hilton's progress towards our Travel with Purpose 2030 Goals, including our science-based targets.
Director on board	The Board's Nominating and ESG Committee is tasked with overseeing and evaluating Hilton's corporate responsibility programs. As described in the Committee's Charter, the Directors who sit on the Nominating and ESG Committee are tasked with the following: "to help the company fulfill its responsibility to communities at large, periodically review and assess the Company's corporate responsibility strategy, practices and policies, and, if appropriate, make recommendations to the Board concerning the same." Hilton's climate strategy, including the company's science-based targets, are a key component of our corporate responsibility program as overseen by the Board's Nominating and ESG Committee.

C1.1b

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**(C1.1b) Provide further details on the board's oversight of climate-related issues.**

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Scope of board-level oversight	Please explain
Scheduled – some meetings	<ul style="list-style-type: none"> <li>Reviewing and guiding strategy</li> <li>Reviewing and guiding major plans of action</li> <li>Reviewing and guiding risk management policies</li> <li>Reviewing and guiding annual budgets</li> <li>Reviewing and guiding business plans</li> <li>Setting performance objectives</li> <li>Monitoring implementation and performance of objectives</li> <li>Monitoring and overseeing progress against goals and targets for addressing climate-related issues</li> </ul>	<Not Applicable>	<p>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 of 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 the Company. Hilton's Global Risk Management team regularly assesses our sensitivity to changes in risk profiles across a series of prioritized financial and non-financial risks. This analysis helps us to inform our Board of Directors as they assess management's risk tolerance levels and determine what constitutes an appropriate level of risk for the company. Climate change risks are explicitly included in Hilton's annual Enterprise Risk Management assessment processes. We define climate change risks as "Shifts in global or regional climate patterns, leading to an increase in the severity/frequency of extreme weather events, rising sea levels, and sustained higher temperatures, all of which may result in risk to current operations and future development in at-risk markets." In addition to climate change, our ERM processes cover Social Impact (including human rights and labor strikes), Environmental Impact (including water scarcity, pollution and biodiversity degradation) and Strategic Sourcing (including social and environmental factors in sourcing). The results of this risk assessment are provided to the Board annually, to inform enterprise-wide strategic planning. Additionally, our Board receives periodic updates from our CEO and EVP, Communications and External Affairs on the Company's corporate responsibility strategy and initiatives. Quarterly reports are also provided to the Executive Committee, including our CEO, highlighting progress against Hilton's 2030 Goals (including science-based targets), other key sustainability programs and partnerships, and the direct results of these investments.</p>

**C1.2**

**(C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.**

Name of the position(s) and/or committee(s)	Reporting line	Responsibility	Coverage of responsibility	Frequency of reporting to the board on climate-related issues
Other C-Suite Officer, please specify (EVP, Communications and External Affairs)	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	Annually
Other, please specify (Board of Directors' Nominating and ESG Committee)	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	Annually

**C1.2a**

**(C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).**

Organizational structure: Hilton's Corporate Responsibility department reports to the Executive Vice President of Communications and External Affairs, who is the Hilton leader below Board-level with the highest level of management responsibility for climate change. The EVP of Communications and External Affairs reports to the President and CEO. The Corporate Responsibility department is led by the Chief Sustainability Officer (VP, Corporate Responsibility). The Board of Directors' Nominating and ESG Committee is tasked with overseeing and evaluating Hilton's corporate responsibility programs.

Responsibilities: The Corporate Responsibility department is responsible for managing Travel with Purpose, our corporate responsibility program, which focuses on the environmental, social and governance issues that directly affect the business. The Directors who sit on the Nominating and ESG Committee are tasked with the following, as described in the Committee's Charter: "to help the company fulfill its responsibility to communities at large, periodically review and assess the Company's corporate responsibility strategy, practices and policies, and, if appropriate, make recommendations to the Board concerning the same." Hilton's climate strategy, including the company's science-based targets, are a key component of our corporate responsibility program as overseen by the Committee.

How climate-related issues are monitored: Using our LightStay platform, Hilton's Corporate Responsibility team support our company's evaluation of climate change risks on a continual basis. We have mapped all of our hotels against external indices related to climate change, including 100 year flood zones as required by SASB, Verisk-Maplecroft's climate change risk indices, and WWF's Water Risk Filter. The results of this risk analysis are shared internally with all of our hotels using LightStay, and used to inform our strategic priorities. We also continually assess our climate impacts and risks against our future growth projections as we analyze our progress towards our science-based targets and our long-term climate change strategy, established in May 2018 as part of Hilton's Travel with Purpose 2030 Goals. Updates on Hilton's Corporate Responsibility activities, including climate-related issues, are provided regularly to the Board. Quarterly reports are also provided to the Executive Committee, highlighting progress against Hilton's 2030 Goals (including science-based targets), other key sustainability programs and partnerships, and the direct results of these investments.

Additionally, climate change risks are explicitly included in Hilton's annual Enterprise Risk Management assessment processes. We define climate change risks as "Shifts in global or regional climate patterns, leading to an increase in the severity/frequency of extreme weather events, rising sea levels, and sustained higher temperatures, all of which may result in risk to current operations and future development in at-risk markets." In addition to climate change, our ERM processes cover Social Impact (including human rights and labor strikes), Environmental Impact (including water scarcity, pollution and biodiversity degradation) and Strategic Sourcing (including social and environmental factors in sourcing). The results of the annual Enterprise Risk Assessment are reviewed by the Board and used to inform enterprise-wide strategic planning.

**C1.3**

**(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?**

	Provide incentives for the management of climate-related issues	Comment
Row 1	Yes	

**C1.3a**

**(C1.3a) Provide further details on the incentives provided for the management of climate-related issues (do not include the names of individuals).**

Entitled to incentive	Type of incentive	Activity incentivized	Comment
Chief Sustainability Officer (CSO)	Monetary reward	Please select	Bonus potential for Hilton's Chief Sustainability Officer (VP, Corporate Responsibility) is tied to the overall management of climate changes issues including validation, certification and reporting of annual efforts and progress towards Hilton's 2030 Goals for carbon, energy, water and waste, setting company's sustainability strategy and goals (annual and long term, including utility efficiencies), hotels' performance metrics and measurement as well as tools and resources, employee awareness and engagement, and partnership implementation and results.
Other, please specify (Vice President, Engineering)	Monetary reward	Please select	Bonus potential for the regional Vice Presidents of Engineering (Property Operations) is tied to the attainment of Hilton's 2030 Goals and sustainability targets, including reduction in carbon emissions and energy consumption for hotel operations in their respective regions. Performance indicators are defined based on previous year consumption for each region. Measures used are hotels' energy total spend and use (total kBtus). Additionally, Property Operations in certain regions are also incentivized based on reduction of carbon emissions. Employees reporting into these positions whose responsibilities include climate changes issues (e.g. Regional Directors of Property Operations, Managers of Sustainability, Manager of Energy) are also financially incentivized based on some or all of the goals mentioned above. The energy reduction goals that the VPs of Property Operations are held accountable for are aligned with the energy reductions require for Hilton to achieve its science-based targets.
Environment/Sustainability manager	Non-monetary reward	Please select	All Full Service and Luxury branded hotels are required to have a committee of employees responsible for supporting and enhancing sustainability initiatives, reduction of utility and efficient operational performance, as well as employee engagement and community involvement. Every year, these committees are recognized based on their utility efficiency performance, their energy, water and/or waste efficiency improvement projects, employee and guest awareness and engagement projects, as well as community involvement. While these committees are not required in Focused Service hotels, many of these hotels will still have such a committee or person handling the initiatives mentioned above. These brands also provide sustainability-related awards based on utility efficiency results and improvement projects. The hotels, their General Managers and all staff are recognized with these awards.
Facilities manager	Monetary reward	Please select	Bonus potential for hotel Directors of Property Operations/Engineering is tied to the attainment of sustainability goals, including reduction in energy consumption and carbon emissions for the hotel's operations. Performance indicators are defined based on previous year consumption for each region. Measures used are hotels' energy intensity (kBtu per square meter) and CO2e in pounds per square meter. In addition, regional programs are in place that reward engineering teams with the best overall sustainability results, including energy year-over-year consumption reductions, waste efforts, sustainability related training, etc.
All employees	Monetary reward	Please select	Hotels, their General Managers and staff are recognized throughout the calendar year for sustainability-related best practices, as follows: (1) Hotel teams are eligible for Travel with Purpose Action Grants, a program designed to invest in our hotels' ideas to address local issues impacting their communities; (2) Global Week of Service is our annual, global celebration in which all hotels and offices around the world are encouraged to coordinate or participate in hands-on volunteer projects. In 2019, Team Members from 107 countries volunteered 549,887 hours, with a selection of winning projects receiving a monetary reward; (3) Our managed hotels in Europe, Middle East and Africa are eligible to participate in the annual Driving Value competition where hotels compete to demonstrate the highest reductions in energy and water savings. All employees from the winning hotels receive an award for their achievements.

## C2. Risks and opportunities

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### C2.1

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**(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?**

Yes

### C2.1a

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**(C2.1a) How does your organization define short-, medium- and long-term time horizons?**

	From (years)	To (years)	Comment
Short-term	0	3	We consider the short-term to include the present day through the next three years.
Medium-term	3	10	We consider medium-term to consist of 3-10 years in the future.
Long-term	10	30	We consider a 10-30 year time period to be our long-term horizon.

### C2.1b

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**(C2.1b) How does your organization define substantive financial or strategic impact on your business?**

Definition of substantive financial or strategic impact: We define risks with the potential to have substantive financial or strategic impact on our business as follows: (1) Economic high risk: based on current or future negative financial impacts and potential for negative impact on regional operations or guest experience, (2) Environmental high risk, including risks related to the impacts of climate change: based on potential for legal non-compliance or negative cost impacts through remediation or recovery efforts, and (3) Social high risk: based on potential negative impact on brand, reputation and stakeholder relationships as well as potential for legal non-compliance. This above definition applies to our direct operations and our supply chain.

Quantifiable indicators used to identify substantive change: We measure substantive change differently depending on the metric, but we generally use cost as one of the measures to identify substantive change. We consider a 5% change to be material when assessing substantive impacts related to climate change-related risks. For example, if the level of hurricane or flood risk at a coastal property increases by 5%, we would likely consider that substantive.

### C2.2

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**(C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.**

**Value chain stage(s) covered**

Direct operations

**Risk management process**

A specific climate-related risk management process

**Frequency of assessment**

More than once a year

**Time horizon(s) covered**

Short-term  
Medium-term  
Long-term

**Description of process**

Climate risks are assessed at the individual asset level on a continuous basis by leveraging our LightStay sustainability management platform. We have mapped all of our hotels against external indices related to climate change, including 100-year flood zones as required by SASB, Verisk-Maplecroft's climate change risk indices, and WWF's Water Risk Filter. The results of this risk analysis are shared internally with all of our hotels using LightStay, and used to inform our strategic priorities. We also continually assess our climate impacts and risks against our future growth projections as we analyze our progress towards our science-based targets and our long-term climate strategy.

**Value chain stage(s) covered**

Direct operations

**Risk management process**

Integrated into multi-disciplinary company-wide risk management process

**Frequency of assessment**

Annually

**Time horizon(s) covered**

Short-term  
Medium-term  
Long-term

**Description of process**

Climate change risks are explicitly included in Hilton's annual Enterprise Risk Management assessment processes. Our Chief Financial Officer distributes Hilton's Global Enterprise Risk Survey to leaders across the global business on an annual basis. Alongside financial risks, the risks considered as part of this sensitivity analysis include: climate change risks, environmental and resource scarcity risks (including water scarcity) and social impact risks (including human rights, land disputes, and community impact concerns). We define climate change risks as "Shifts in global or regional climate patterns, leading to an increase in the severity/frequency of extreme weather events, rising sea levels, and sustained higher temperatures, all of which may result in risk to current operations and future development in at-risk markets." The Risk Survey informs Hilton's strategic objectives and the results of the survey are shared with Hilton's Executive Committee, Board of Directors and Audit Committee to inform enterprise-wide strategic planning, assess management's risk tolerance levels and determine what constitutes an appropriate level of risk for the company.

**C2.2a**

**(C2.2a) Which risk types are considered in your organization's climate-related risk assessments?**

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	Current carbon taxes pose financial risk by increasing utility costs and decreasing net operating income to Hilton. In particular, the UK and various countries across the EU have already implemented carbon taxes or carbon-implicated taxes. Currently, we are experiencing impact from the CRC Energy Efficiency Scheme (CRC Scheme) which requires qualifying companies to report their energy use annually and purchase and surrender allowances to offset their emissions. In the UK, Hilton has seen average energy utility costs increase by 15% as a result of CRC and other environmental taxes. Similar situations can be seen elsewhere in the Western world.
Emerging regulation	Relevant, always included	New or revised laws and regulations or new interpretations of existing laws and regulations, such as those related to climate change, could affect the operation of our properties or result in significant additional expense and operating restrictions.
Technology	Relevant, always included	Hilton considers the impact of technology in our climate-related risk and opportunity assessments. We work to promote the adoption of products and innovative technologies that reduce energy, water and waste through various channels and vendor partnerships. New technologies are typically piloted at our owned and managed hotels, with wider adoption either mandated or encouraged across additional hotels in the portfolio as relevant.
Legal	Relevant, always included	Foreign or U.S. environmental laws and regulations may cause us to incur substantial costs or subject us to potential liabilities. We are subject to certain compliance costs and potential liabilities under various foreign and U.S. federal, state and local environmental, health and safety laws and regulations. These laws and regulations govern actions including air emissions, the use, storage and disposal of hazardous and toxic substances, and wastewater disposal. Our failure to comply with such laws, including any required permits or licenses, could result in substantial fines or possible revocation of our authority to conduct some of our operations.
Market	Relevant, always included	We face risks around the loss of conference business and revenues if we do not respond adequately to the shift in consumer behavior and sustainability needs of our corporate and group clients. In our industry, we face competition for individual guests, group reservations and conference business. We compete for these customers based primarily on brand name recognition and reputation, as well as location, room rates, property size and availability of rooms and conference space, quality of the accommodations, customer satisfaction, amenities and the ability to earn and redeem loyalty program points. Changing consumer behavior could directly affect travel behavior, especially corporate bookings for meetings and conferences. We continue to see increasing preference and demand by our corporate clients for products and services that minimize environmental impacts. We also see an increasing need by our corporate clients to track and minimize the environmental impact of their events in order to meet their overall corporate responsibility goals and reporting obligations.
Reputation	Relevant, always included	Because of the global nature of our brands and the broad expanse of our business and hotel locations, events occurring in one location could negatively affect the reputation and operations of otherwise successful individual locations. In addition, the expansion of social media has compounded the potential scope of negative publicity. We also could face legal claims related to negative events, along with resulting adverse publicity. A perceived decline in the quality of our brands or damage to our reputation could adversely affect our business, financial condition or results of operations.
Acute physical	Relevant, always included	Unpredictability in the frequency and severity of extreme weather events, such as hurricanes and droughts, is our most significant physical risk related to climate change. Many of our hotels are located in areas where they are vulnerable to the extreme variability in weather patterns that results from global climate change.
Chronic physical	Relevant, always included	Many of our hotels are located in coastal areas where they face chronic physical risks related to rising sea levels. In addition to creating a risk of increased damage to facilities and operating costs, increased flood risk in coastal areas as a result of climate change creates a risk of increased insurance premiums and reduced availability of insurance on our properties located in coastal regions.

C2.3

(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?

Yes

C2.3a

(C2.3a) Provide details of risks identified with the potential to have a substantive financial or strategic impact on your business.

Identifier

Risk 1

Where in the value chain does the risk driver occur?

Direct operations

Risk type & Primary climate-related risk driver

Chronic physical	Changes in precipitation patterns and extreme variability in weather patterns
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Primary potential financial impact

Increased capital expenditures

Climate risk type mapped to traditional financial services industry risk classification

<Not Applicable>

Company-specific description

Unpredictability in the frequency and severity of extreme weather events, such as hurricanes and droughts, is our most significant physical risk related to climate change. Many of our hotels are located in areas where they are vulnerable to the extreme variability in weather patterns that results from global climate change. For example, in recent years several of our hotels have been significantly damaged due to hurricanes or wildfires, resulting in increased capital costs.

Time horizon

Short-term

Likelihood

Very likely

Magnitude of impact

Medium-low

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

<Not Applicable>

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

At this time we are not able to publish an estimate for the potential financial impact of this risk. Potentially avoided risks are unknown given the uncertainty of physical risks from climate change that may result in catastrophic loss. We note that the bulk of the financial impact of an extreme weather event would be borne by insurance rather than by Hilton. However, any loss of this nature, whether insured or not, could potentially adversely affect our operational results and prospects for growth.

Cost of response to risk

600000

Description of response and explanation of cost calculation

To mitigate the physical risk resulting from extreme weather events in the short term we invest significantly in disaster preparedness for our properties located in high risk areas, including investing in on-site power generation systems to ensure that our properties can maintain their power in the event of an emergency. In the long term, we believe that our science-based targets will help us contribute to halting the harmful impacts of global climate change.

Comment

Hilton has incorporated the management of the physical risks of climate change into our overall enterprise risk management framework. The estimated cost of management provided here includes the annual corporate contribution to the Hilton Effect Foundation and the Hilton Team Member Assistance Fund, which was developed to act as a vehicle to support short-term relief and long-term rebuilding efforts for Hilton Team Members and their families following a disaster.

Identifier

Risk 2

Where in the value chain does the risk driver occur?

Direct operations

Risk type & Primary climate-related risk driver

Chronic physical	Rising sea levels
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Primary potential financial impact

Increased capital expenditures

**Climate risk type mapped to traditional financial services industry risk classification**

<Not Applicable>

**Company-specific description**

Climate change is a risk factor for our company because many of our hotels are located in coastal areas that are vulnerable to rising sea levels. In addition to creating a risk of increased damage to facilities and operating costs, increased flood risk in coastal areas as a result of climate change creates a risk of increased insurance premiums and reduced availability of insurance on our properties located in coastal regions. If our hotels flood more frequently as a result of rising sea level, we will experience a drop in sales and in corresponding revenue. To assess this risk, we have mapped all of our hotels against the 100-year flood zone maps as required by SASB. We also work with our environmental partner, WWF, to assess flood risk at each of our properties around the world, and we seek to mitigate this risk by assisting our properties with flood preparedness.

**Time horizon**

Medium-term

**Likelihood**

Very likely

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

<Not Applicable>

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

At this time we are not able to publish an estimate for the potential financial impact of this risk. Potentially avoided risks are unknown given the uncertainty of physical risks from climate change that may result in catastrophic loss. We note that the bulk of the financial impact of an extreme flooding event would be borne by insurance rather than by Hilton. However, any loss of this nature, whether insured or not, could potentially adversely affect our operational results and prospects for growth.

**Cost of response to risk**

600000

**Description of response and explanation of cost calculation**

To mitigate the physical risk resulting from rising sea levels we invest in flood preparedness at our hotels. In the long term, we believe that our science-based targets will help us contribute to halting the harmful impacts of global climate change.

**Comment**

Hilton has incorporated the management of the physical risks of climate change into our overall enterprise risk management framework. The estimated cost of management provided here includes the annual corporate contribution to the Hilton Effect Foundation and the Hilton Team Member Assistance Fund, which was developed to act as a vehicle to support short-term relief and long-term rebuilding efforts for Hilton Team Members and their families following a disaster.

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**Identifier**

Risk 3

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Emerging regulation	Carbon pricing mechanisms
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**Primary potential financial impact**

Increased indirect (operating) costs

**Climate risk type mapped to traditional financial services industry risk classification**

<Not Applicable>

**Company-specific description**

Current and future carbon taxes pose financial risk by increasing utility costs and decreasing net operating income to Hilton as well as our management and franchise clients. In particular, the UK and various countries across the EU have already implemented carbon taxes or carbon-implicated taxes. Currently, we are experiencing impact from the CRC Energy Efficiency Scheme (CRC Scheme) which requires qualifying companies to report their energy use annually and purchase and surrender allowances to offset their emissions. In the UK, Hilton has seen average energy utility costs increase by 15% as a result of CRC and other environmental taxes. Similar situations can be seen elsewhere in the western world.

**Time horizon**

Short-term

**Likelihood**

Very likely

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

2500000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

Cost of carbon taxes are estimated to add 15% to total energy utility costs in the UK.

**Cost of response to risk**

100000

**Description of response and explanation of cost calculation**

We use LightStay, our proprietary sustainability measurement system, as the primary management method to mitigate risk and drive energy efficiency and savings across our global portfolio of hotels. At a regional and local hotel level, we provide team members with information about the direct impact of carbon taxes on the hotel's utility costs and bottom line. Additionally, Hilton includes potential carbon and CRC savings in energy efficiency improvement projects. By increasing awareness of these impacts, we see greater opportunity to drive energy efficiency and renewable energy projects in order to offset these additional costs. LightStay includes the following features: (1) Global performance tracking for ALL hotels, with reporting at the individual hotel, global region, Brand and Corporate level; (2) Environmental impact tracking of energy, water, waste, building and property operations, and improvement projects; (3) Calculates carbon footprint of any meeting or conference (4) Measures sustainability indicators across 200+ operational, design and construction practices; (5) Benchmarks peer performance between similar Hilton properties; (6) Utilizes data-driven modeling to predict and analyze utility consumption and costs; (7) Aligns with the requirements of ISO 14001 (Environmental Management), ISO 50001 (Energy Management), and the Global Sustainable Tourism Council (GSTC); and (8) Environmental data verified annually by an independent third party.

**Comment**

The cost of management of Hilton's emissions reporting obligations in the UK, including staff hours and consultant costs, is estimated to be \$100,000.

**Identifier**

Risk 4

**Where in the value chain does the risk driver occur?**

Upstream

**Risk type & Primary climate-related risk driver**

Please select

**Primary potential financial impact**

Increased direct costs

**Climate risk type mapped to traditional financial services industry risk classification**

<Not Applicable>

**Company-specific description**

In order to meet our long term Travel with Purpose targets to cut our environmental footprint in half and double our social impact investment by 2030 (including our science-based greenhouse gas targets), we will need to continue to identify products that will help us reduce our carbon emissions and overall environmental footprint. Given the size and scale of our company, we note that available supply of reasonable substitutes can be a challenge. For example, in May 2018 we committed to remove plastic straws from all of our managed hotels, and we are already finding it a challenge to source enough paper straws from our suppliers to meet our demand. We expect that new technologies and suppliers will continue to join the marketplace as the transition to a low carbon economy continues, but we recognize that sourcing substitute lower emissions products can represent a challenge and a risk for an organization of our size.

**Time horizon**

Long-term

**Likelihood**

More likely than not

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

<Not Applicable>

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

At this time we are not able to publish an estimate for the potential financial impact of this risk.

**Cost of response to risk**

0

**Description of response and explanation of cost calculation**

We continually challenge our suppliers to find more innovative solutions to our environmental challenges. As part of our new Travel with Purpose 2030 Goals, we have committed to work closely with our suppliers to ensure that we are sustainably sourcing. We have also committed to encouraging our suppliers to set their own environmental and social goals, which we plan to validate through an auditing and incentive program. For example, we have committed to encouraging our suppliers to set their own greenhouse gas reduction targets. We believe that this supplier engagement will help us to mitigate the risks in our supply chain.

**Comment**

Hilton has incorporated the management of supply chain continuity risks into our overall enterprise risk management framework.

**Identifier**

Risk 5

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Please select

**Primary potential financial impact**

Increased indirect (operating) costs

**Climate risk type mapped to traditional financial services industry risk classification**

&lt;Not Applicable&gt;

**Company-specific description**

Hilton is subject to certain compliance costs and potential liabilities under various foreign and U.S. federal, state and local environmental, health and safety laws and regulations. These laws and regulations govern actions including air emissions, the use, storage and disposal of hazardous and toxic substances, and wastewater disposal. Our failure to comply with such laws, including any required permits or licenses, could result in substantial fines or possible revocation of our authority to conduct some of our operations. New or revised laws and regulations or new interpretations of existing laws and regulations, such as those related to climate change, could affect the operation of our properties or result in significant additional expense and operating restrictions on us. This applies specifically to Hilton's financial exposure for owned and managed properties, where Hilton is responsible for compliance as manager, but any required capital upgrades would be an owner expense. For franchised properties, Hilton is subject to reputation risk because of the global nature of our brands and the broad expanse of our business and hotel locations. Events occurring in one location could negatively affect the reputation and operations of otherwise successful individual locations.

**Time horizon**

Long-term

**Likelihood**

More likely than not

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – maximum (currency)**

&lt;Not Applicable&gt;

**Explanation of financial impact figure**

The exact figure is unknown given the high level of uncertainty, but we estimate new regulations could increase total energy utility costs by 15%-20% based on our experience in the UK.

**Cost of response to risk**

400000

**Description of response and explanation of cost calculation**

Hilton reduces non-compliance risk and ensures consistent quality in our through our Brand Standards and enterprise-wide ISO certifications: 1) Brand Standards: At Hilton, sustainability measurement and continuous improvement is a Brand Standard for all of our hotels (including managed and franchised). We conduct periodic inspections to ensure that Brand Standards are maintained; typically, these quality assurance audits are conducted twice annually at all hotels. Using our LightStay platform, all hotels are required to report monthly utilities including energy, water and waste; set annual reduction targets; maintain active energy, water and waste improvement projects; and complete benchmarking surveys across all operating departments, consisting of over 200 sustainability best practices and performance indicators. Brand Standards require that all hotels comply with applicable environmental laws and regulatory requirements. (2) ISO Management Systems Standard: In 2017, we achieved ISO 50001 recertification for energy management for the entire Hilton portfolio, with initial certification achieved in 2014 as one of the largest-ever volume certifications of commercial buildings. We continue to partner with the US DOE to bring the Superior Energy Performance (SEP) certification program to the hotel industry. SEP provides us with performance metrics to drive continuous energy improvement aligned with our SBTs. Six Hilton-managed properties have achieved SEP.

**Comment**

The cost of management of this risk, including our global ISO certification program, is estimated to be approximately \$400,000.

**Identifier**

Risk 6

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Please select

**Primary potential financial impact**

Please select

**Climate risk type mapped to traditional financial services industry risk classification**

&lt;Not Applicable&gt;

**Company-specific description**

Climate change will likely increase humanitarian demands in third-world countries as well as localities impacted by severe weather events and natural disasters. Food and water shortages, competition for resources and political instability will likely impact the supply chain as well as the ability of local communities to meet basic human needs. Changes in ownership or management practices, the occurrence of accidents or injuries, natural disasters, crime, individual guest notoriety or similar events at our hotels and resorts can harm our reputation, create adverse publicity and cause a loss of consumer confidence in our business. Because of the global nature of our brands and the broad expanse of our business and hotel locations, events occurring in one location could negatively affect the reputation and operations of otherwise successful individual locations. We have a rich history of community investment, and our founder's legacy of generosity permeates throughout our organization; it is our responsibility to support our Team Members and the communities where we live, work and travel in times of crisis. Hilton sees increased future opportunity to make a difference globally with our Travel with Purpose commitment to responsible tourism and our 2030 Goals.

**Time horizon**

Medium-term

**Likelihood**

About as likely as not

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – maximum (currency)**

&lt;Not Applicable&gt;

**Explanation of financial impact figure**

At this time we are not able to publish an estimate for the potential financial impact of this risk.

**Cost of response to risk**

600000

**Description of response and explanation of cost calculation**

Managed through Travel with Purpose and our commitment to community service. Current initiatives include: (1) 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. Since 2017, Hilton team members have contributed over 1,429,295 volunteer hours, including 549,887 hours in 2019. (2) In 2019, we launched the Hilton Effect Foundation as a vehicle to double investment in social impact and awarded 15 inaugural grants totaling \$600,000. Hilton Effect Grants are awarded annually to nonprofits that are creating a lasting positive impact on travel destinations around the world, in support of Hilton's 2030 Goals. (3) The Hilton Team Member Assistance Fund provides assistance to Hilton employees who are impacted by disaster, and acts as a vehicle for Hilton to match the generosity of our employees' voluntary contributions. Since launching the Fund in 2013, we have matched donations for 35 disaster relief campaigns, raising more than \$3.2 million dollars. (4) In 2019, we expanded our industry-leading soap recycling program to 5,300 properties (86% of our portfolio), including all hotels in the U.S. and Canada. To date, we have worked with our global soap recycling partners to distributed more than 13 million bars of recycled soap to those in need in 127 countries and have diverted over 3.4 million pounds of soap and plastic bottles from landfill, contributing to a 60% reduction in hygiene-related disease. (5) Hilton has taken action to respond to the COVID-19 crisis. In partnership with American Express, we donated up to 1 million hotel room nights across the United States to frontline medical professionals leading the fight against COVID-19. Additionally, the Hilton Effect Foundation invested in grants to support organizations fighting the spread of infection and aiding communities in need. World Central Kitchen, Direct Relief, and Project Hope, are among the charities whose work will directly help those harmed by the pandemic. Our hotels around the world have also taken action to directly support their local communities, including through housing first responders and donating food and hygiene items.

**Comment**

Hilton has incorporated the management of this risk into our overall enterprise risk management framework. The estimated cost of management provided here includes the annual corporate contribution to the Hilton Responds Fund, which was developed to act as a vehicle to support short-term relief and long-term rebuilding efforts for Hilton Team Members and their families following a disaster.

**C2.4****(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?**

Yes

**C2.4a****(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.****Identifier**

Opp1

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Resource efficiency

**Primary climate-related opportunity driver**

Move to more efficient buildings

**Primary potential financial impact**

Reduced direct costs

**Company-specific description**

One of the largest opportunities that we have realized through our sustainability efforts has been significant reductions in operating costs as our hotels continually seek to improve their efficiency in energy, carbon, waste and water. Since 2008, Hilton has reduced carbon emissions intensity by 36%, waste intensity by 44%, energy use intensity by 26% and water use intensity by 22% per square meter across our global managed portfolio. We estimate that these reductions have saved over a cumulative \$1 billion in utility costs. These savings are significant to our bottom line and demonstrate that a continual focus on sustainability and resource efficiency can result in huge value to a business.

**Time horizon**

Short-term

**Likelihood**

Virtually certain

**Magnitude of impact**

Medium-high

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

1000000000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

To date we have achieved over \$1 billion in cumulative savings across our global portfolio from operating sustainably (2008 baseline).

**Cost to realize opportunity**

0

**Strategy to realize opportunity and explanation of cost calculation**

We have achieved significant reductions through our focus on operating our hotels as efficiently as possible. However, we know that we still have work to do. We plan to continue to manage this opportunity through our new science-based targets, which will enable us to track our carbon emissions and ensure that we are remaining aligned with our carbon budget as defined by the Sectoral Decarbonization Approach. Significantly, we will also increase our engagement with our suppliers, as defined in our new Travel with Purpose targets around supplier engagement. We will encourage our suppliers to set their own environmental goals, including carbon emissions goals, in order to continue to decrease our Scope 3 emissions.

**Comment**

The cost to manage this opportunity is negligible and is built into the job responsibilities of the Hilton Operations and Engineering teams across the global regions.

**Identifier**

Opp2

**Where in the value chain does the opportunity occur?**

Downstream

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Shift in consumer preferences

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

We face competition for individual guests, group reservations and conference business. We compete for these customers based primarily on brand name recognition and reputation, as well as location, room rates, property size and availability of rooms and conference space, quality of the accommodations, customer satisfaction, amenities and the ability to earn and redeem loyalty program points. According to a survey of 72,000 Hilton guests, social, environmental and ethical considerations are central to their buying preferences, especially those younger than 25 years old. The survey found that 33% of guests actively seek environmental and social information before booking. We also see an increasing need by our corporate clients to track and minimize the environmental impact of their events in connection with their overall corporate responsibility goals and reporting obligations. To ensure our competitive position and to realize the opportunity to meet the needs of this important customer segment, we created our Meet with Purpose sustainable meeting offering in 2015. Through Meet with Purpose, we partner with our guests and corporate clients to reduce greenhouse gas emissions and other environmental impacts from guest nights, meetings and events. Using our LightStay system, Meet with Purpose provides meeting planners with a quantified report of the projected carbon emissions from their meeting, as well as with options to reduce emissions, waste and other environmental impacts customized to the group's specific conference needs. Through Meet with Purpose we also offer our clients high quality, verified Gold Standard or VCS carbon offsets to reduce the impact of our meetings and events. Through these programs we are able to differentiate ourselves from our competitors and adapt to shifting consumer preferences. We expect consumers to continue to demand more transparent sustainability initiatives from their hotel companies, and we will continue to adapt to these changing preferences.

**Time horizon**

Short-term

**Likelihood**

Very likely

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

<Not Applicable>

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

We estimate that at this time, our Meet with Purpose program may account for approximately 10% of meeting and event sales.

**Cost to realize opportunity**

0

**Strategy to realize opportunity and explanation of cost calculation**

Hilton's Meet with Purpose program is designed to make it easier for meeting professionals to reduce waste and incorporate health and wellness into their meetings and events. Meet with Purpose provides meeting professionals with sustainable choices to incorporate into events that not only enhance the experiences of attendees, but also align with many customers' corporate responsibility goals. Inspired by Hilton's corporate responsibility strategy, Travel with Purpose, Hilton gathered feedback from customers and sales Team Members to identify the most pressing sustainability issues for meetings and events. Through LightStay, we help our group clients meet their corporate responsibility goals and minimize the environmental impact of their events. LightStay's Meeting Impact Calculator enables all Hilton Sales and Marketing teams to calculate the carbon footprint of any event at one of our hotels. The tool also provides our customers and hotels with specific recommendations and actions to minimize our customers' footprint during their stay. Through Meet with Purpose we also offer our clients high quality, verified Gold Standard or VCS carbon offsets to reduce the impact of our meetings and events, in partnership with South Pole Group.

**Comment**

The cost of low carbon products and services, such as our Meet with Purpose and our carbon offset programs, are not borne by Hilton, so the cost to realize this opportunity is \$0.

**Identifier**

Opp3

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Resource efficiency

**Primary climate-related opportunity driver**

Use of recycling

**Primary potential financial impact**

Reduced direct costs

**Company-specific description**

Changes in physical climate parameters (such as sea level rise or changes in natural resources) may create stresses on human carrying capacity in certain areas by removing valuable land from its most productive use. Landfills not only take up valuable land, they also discharge significant CO2 emissions (methane) and cause soil and water pollution. The World Bank estimates that global urban populations create 1.6 billion tons of solid waste per year, and more than half of that ends up in landfills. In the United States, the hospitality industry alone produces 1.9 billion pounds of waste annually. We see this area as an opportunity to leverage relevant partner organizations and unlock our Team Members' creative minds to rethink our approach to materials and provide innovative solutions to recycle and redefine waste. Moreover, we know that food waste comprises approximately 40% of the landfill waste at a hotel, and globally 30% of food gets wasted - enough to feed more than three times the total number of malnourished in the world. We see reducing food waste as a huge opportunity for us to make a positive environmental and social impact while also benefiting our bottom line.

**Time horizon**

Short-term

**Likelihood**

Likely

**Magnitude of impact**

Medium-low

**Are you able to provide a potential financial impact figure?**

Yes, a single figure estimate

**Potential financial impact figure (currency)**

14000000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

Based on our analysis, we estimate that reducing food waste at our managed properties by just 2% would save us \$14,000,000 in annual food costs.

**Cost to realize opportunity**

0

**Strategy to realize opportunity and explanation of cost calculation**

We leverage LightStay, our proprietary corporate responsibility performance measurement platform, to understand how our hotels are managing waste and driving improvements over time. Since launching LightStay, we've gathered over ten years of data across our hotel portfolio and have used this information to drive greater efficiencies and to create best practices and training for our hotels worldwide. As a Brand Standard, managed and franchised hotels are required to set annual diversion goals and complete improvements to their waste management practices. In addition, we create resources and innovative partnerships that help our hotels improve their waste reduction and diversion from landfill. For food waste in particular, we have partnered with WWF to launch food waste reduction pilots to understand how we can reduce food waste in our hotels. We have also partnered with innovative food technology companies, such as food reduction scale and software providers, food digester companies, and food supply chain optimization organizations to reduce food waste across our business. We have set the goal to reduce our food waste to landfill by 50%, and we will use this goal to continue to drive better drive the adoption of food waste diversion and donation programs across our portfolio.

**Comment**

We have found that our food waste initiatives either create cost savings or to be cost neutral, further demonstrating the value of such a program to our business.

### C3. Business Strategy

C3.1

**(C3.1) Have climate-related risks and opportunities influenced your organization's strategy and/or financial planning?**

Yes, and we have developed a low-carbon transition plan

C3.1a

**(C3.1a) Does your organization use climate-related scenario analysis to inform its strategy?**

Yes, qualitative and quantitative

C3.1b

**(C3.1b) Provide details of your organization's use of climate-related scenario analysis.**

Climate-related scenarios and models applied	Details
2DS	<p>Scenario used: Our science-based targets were developed using the sectoral decarbonization approach, which is based on the 2 degree scenario (2DS). Inputs, assumptions, and analytical methods used: We used the Service Buildings decarbonization pathway from the SDA, combined with the allocated Electric Power Grid decarbonization pathway from the SDA since most of our GHG emissions result from purchased electricity. Using a similar methodology used by the International Tourism Partnership to estimate the variance in hotel industry growth projections compared to overall commercial buildings, we adjusted the level of intensity and absolute reductions needed to stay within the allocated carbon budget from Service Buildings but representative of our portfolio's growth. The calculations are based on estimated annual growth in room count, normalized by the average gross floor area of guestrooms in various segments of our portfolio to arrive at the growth projections of floor area to match the SDA intensity metric of Service Buildings. We set our base year of 2008, back-forecasted from the 2010 base of the SDA's carbon budget. We set our primary target for 2030 within a 15-year horizon to align with the SBTi. We separated out the carbon budget, pathway, and reduction target into two sets, one for our Scope 1 &amp; 2 emissions for which we have operational control, and our Scope 3 emissions from franchised properties. As a result, 100% of our current and projected portfolio is covered within the boundary for our target and carbon budget. Time horizon and organizational areas considered: Through our SBT setting process, we undertook quantitative and qualitative analysis of how the 2DS will impact all areas of our business over the next three decades, through 2050. We then aligned the target with the long-term decarbonization pathway of Service Buildings, setting interim milestones of 2030 and 2040. This time-frame was selected to align with the modelling of the 2DS and to align with our company's long-term business strategy. Results of analysis: Our carbon budget and decarbonization pathway in 2030 equals a 61% reduction in GHG emissions per square meter from 2008 for our owned and managed properties, and a 52% reduction in GHG emissions per square meter from 2008 for our franchised properties. These figures are based on a projected decarbonization pathway of annual performance, similar to a peak-and-decline scenario. The intensity targets for 2030 reflect the reductions achieved when aligned with the pathway annually, and will be adjusted accordingly should our performance vary from the annual projections in order to stay within the allocated carbon budget for the portfolio within Service Buildings as an SDA sector. How analysis has informed business strategy: The results of the 2DS analysis directly informed our SBTs and our Travel with Purpose 2030 goals, which in turn have significantly influenced our objectives and strategy across nearly every aspect of our business. For example, our 2DS modelling has enabled us to truly integrate climate change into our business objectives, and to drive further engagement and focus across our business with respect to renewables procurement and climate change resilience.</p>

C3.1d

**(C3.1d) Describe where and how climate-related risks and opportunities have influenced your strategy.**

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Yes	Description of strategy: As a global hospitality brand, we depend on our ability to offer safe, clean and comfortable accommodations to our guests, every time they stay with us. Risks related to climate change, including extreme weather events which could impact our operations, directly impact our ability to offer our products and services to our guests. That is why we continually evaluate our susceptibility to climate change risks. This is also why we took the step to implement our science-based targets to ensure we are doing our part to fight climate change. We also recognize the reduction in GHG emissions that we achieve through our own emissions reductions, including those we achieve through our science-based targets, provides a business opportunity. By reducing our own emissions, we are able to offer lower carbon products (hotel stays) to our guests and clients. In particular, this opportunity enables our corporate customers to reduce their Scope 3 emissions from business travel. The time horizon for our Travel with Purpose Goals is 2030, but initiatives are being implemented immediately to ensure we are prepared for future risks and capitalizing on current opportunities. Case study: Our Meet with Purpose program is an example of a strategic business decision that was influenced by climate-related opportunities. Through our Meet with Purpose sustainable meeting offering, we partner with our guests and corporate clients to reduce greenhouse gas emissions from room nights, meetings and events. Our LightStay Meeting Impact Calculator enables any meeting planner to understand a detailed estimate of the carbon emissions, energy, water and waste that will be produced by a meeting or event at one of our hotels. Using that data, our Sales teams work with our clients to identify and implement techniques to reduce that footprint, such as temperature control or food waste reduction programs. For any remaining unavoidable emissions, we also offer our clients high quality, verified Gold Standard or VCS carbon offsets to reduce the carbon footprint of meetings and events.
Supply chain and/or value chain	Yes	Description of strategy: In 2018 we undertook a detailed analysis of our environmental and social risks and opportunities, including those related to climate change. As a result of that assessment, we developed our Travel with Purpose 2030 Goals and our long-term commitment to cut our environmental footprint in half and double our social impact investment across our value chain by 2030. As part of our corporate responsibility strategy, we have committed to 23 value chain sub-targets, including our science-based targets to reduce our carbon emissions intensity by 61% (Scope 1 and 2 Managed hotels) and 52% (Scope 3 Franchised hotels) by 2030. We have also committed to working with our suppliers to set their own science-based targets. The time horizon for our Travel with Purpose Goals is 2030, but initiatives are being implemented immediately to ensure we are prepared for future risks and capitalizing on current opportunities. Case study: Driven by our need to mitigate climate-related risks to our business as well as our desire to publicly demonstrate our commitment to fighting climate change, our SBTs, which have been approved by the SBTi, are the most substantial example of a climate-related business decision that we have made to date that thoroughly integrates climate-related decision-making and the 2 degree scenario into our company's strategy. Through our SBTs, we are working with our suppliers to set their own sustainability targets, including SBTs. All of our suppliers receive our Responsible Sourcing Policy, and we are currently in the process of integrating a supplier sustainability assessment platform into our spend management platform.
Investment in R&D	Yes	Description of strategy: While Hilton does not have any investments that we classify as R&D expenses (based on our business model, and reflecting that we don't manufacture products), our global Customer Experience & Innovation (CE&I) department is focused on driving innovation across the business. Our CE&I team has been looking closely at the increased customer demand for more sustainable offerings in our hotels, including the need to address climate-related innovation opportunities to differentiate Hilton from our competition. The time horizon for our Travel with Purpose Goals is 2030, but initiatives are being implemented immediately to ensure we are prepared for future risks and capitalizing on current opportunities. Case study: In 2019 the CE&I team established a cross-functional Plastics Working Group focused on finding innovative solutions to reduce single use plastics in our hotels around the world. The Working Group is comprised of leaders from across the global business, from Sustainability, Operations, Engineering, Guest Satisfaction, Marketing, and other relevant departments, working together to identify, test and implement solutions to reduce plastic packaging waste and increase recycling rates across our global portfolio. One of the Working Group's mandates is to ensure that alternative projects that are identified and tested are assessed for carbon reduction, as well as waste reduction, potential. This Working Group is an example of a substantial strategic R&D decision influenced by climate-related risks and opportunities.
Operations	Yes	Description of strategy: Hilton has integrated climate-related issues such as energy and water management into our business objectives for years through our continual focus on improving the environmental performance of our hotels and driving responsible travel and tourism across our industry. In 2018 we undertook a detailed analysis of our environmental and social risks and opportunities, including those related to climate change. As a result of that assessment, we developed our Travel with Purpose 2030 Goals and our long-term commitment to cut our environmental footprint in half and double our social impact investment across our value chain by 2030. As part of our corporate responsibility strategy, we have committed to 23 value chain sub-targets, including our science-based targets. The integration of our SBTs into our business model will drive significant amounts of new investment in energy efficiency and renewable energy across our global hotel portfolio. The time horizon for our Travel with Purpose Goals is 2030, but initiatives are being implemented immediately to ensure we are prepared for future risks and capitalizing on current opportunities. Case study: Along with our science-based carbon targets, our new Travel with Purpose goals also include our commitment to reduce our water use intensity and waste intensity by 50% by 2030. Our goal to reduce the amount of food waste being sent to landfill from our managed hotels by 50% by 2030 is another example of a significant climate-related business decision that is a focus for the business. By reducing food waste in our hotels, we will be able to significantly contribute to a reduction in our Scope 3 GHG emissions, and we will also be able to increase our positive impact in the communities in which we operate. To date we have made significant progress towards our food waste targets, with all of our managed hotels in the Americas implementing the Hotel Kitchen toolkit, implementing food waste diversion programs for inedible food waste, and participating in food donation programs for excess edible food.

**C3.1e**

**(C3.1e) Describe where and how climate-related risks and opportunities have influenced your financial planning.**

	Financial planning elements that have been influenced	Description of influence
Row 1	Revenues Indirect costs Assets	Influence on revenues and assets: Climate-related risks are integrated into our overall financial planning processes, including the potential impact on revenue and assets. Hilton's Global Risk Management team regularly assesses our sensitivity to changes in risk profiles across a series of prioritized financial and non-financial risks. This analysis helps us to inform our Board of Directors as they assess management's risk tolerance levels and determine what constitutes an appropriate level of risk for the company. Case study: Climate change risks are explicitly included in Hilton's annual Enterprise Risk Management assessment processes. We define climate change risks as "Shifts in global or regional climate patterns, leading to an increase in the severity/frequency of extreme weather events, rising sea levels, and sustained higher temperatures, all of which may result in risk to current operations and future development in at-risk markets." In addition to climate change, our ERM processes cover Social Impact (including human rights and labor strikes), Environmental Impact (including water scarcity, pollution and biodiversity degradation) and Strategic Sourcing (including social and environmental factors in sourcing). The results of the annual Enterprise Risk Assessment, including climate-related results, are reviewed by the Board and used to inform enterprise-wide strategic planning. The time horizon for this is immediate. Influence on indirect costs: Climate-related opportunities have influenced our financial planning for indirect costs related to operational efficiency of our buildings, including utility costs. We recognize that by operating our hotels more efficiently we can reduce our impact on the environment, contribute to our 2030 Goals and science-based targets, and significantly reduce our utility costs. Utilities are the second highest spend at a hotel after labor, so any steps that we can take to reduce our utility consumption has the potential to significantly benefit us financially. Case study: We use our LightStay system to measure and manage our hotels' utility costs and sustainability investments. Through the use of LightStay, we have achieved significant reductions in operating costs as our hotels continually seek to improve their efficiency in energy, carbon, waste and water. Since 2008, Hilton has reduced carbon emissions intensity by 36%, waste intensity by 44%, energy use intensity by 26% and water use intensity by 22% per square meter across our global managed portfolio. We estimate that these reductions have saved over a cumulative \$1 billion in utility costs. These savings are significant to our bottom line and demonstrate how integration of climate-related opportunities into our financial planning has resulted in value to our bottom line and that of our owners. The time horizon for integration of climate-related opportunities into our financial planning is immediate: we continuously use LightStay to drive efficiencies across our portfolio and ensure that we are taking steps to reduce our environmental footprint in line with our 2030 Goals and science-based targets.

**C3.1f**

**(C3.1f) Provide any additional information on how climate-related risks and opportunities have influenced your strategy and financial planning (optional).**

## C4. Targets and performance

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### C4.1

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#### (C4.1) Did you have an emissions target that was active in the reporting year?

Intensity target

### C4.1b

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#### (C4.1b) Provide details of your emissions intensity target(s) and progress made against those target(s).

**Target reference number**

Int 1

**Year target was set**

2018

**Target coverage**

Company-wide

**Scope(s) (or Scope 3 category)**

Scope 1+2 (market-based)

**Intensity metric**

Metric tons CO2e per square meter

**Base year**

2008

**Intensity figure in base year (metric tons CO2e per unit of activity)**

0.156697

**% of total base year emissions in selected Scope(s) (or Scope 3 category) covered by this intensity figure**

100

**Target year**

2030

**Targeted reduction from base year (%)**

61

**Intensity figure in target year (metric tons CO2e per unit of activity) [auto-calculated]**

0.06111183

**% change anticipated in absolute Scope 1+2 emissions**

7

**% change anticipated in absolute Scope 3 emissions**

0

**Intensity figure in reporting year (metric tons CO2e per unit of activity)**

0.100704

**% of target achieved [auto-calculated]**

58.5791708065174

**Target status in reporting year**

Underway

**Is this a science-based target?**

Yes, this target has been approved as science-based by the Science Based Targets initiative

**Please explain (including target coverage)**

In May 2018, Hilton became the first major hotel brand to have its science-based targets approved by the Science Based Targets initiative (SBTi). We have committed to reduce our Scope 1 and 2 carbon emissions by 61% by 2030, using a 2008 baseline. Our target is based on progress against time elapsed between our 2008 base year and our 2030 target year to reduce Scope 1 and 2 emissions by 61% per square meter. In 2019, our market-based greenhouse gas emissions intensity was 0.1007 metric tonnes per square meter, representing 35.7% decrease in our Scope 1 and 2 emissions intensity over our 2008 Baseline.

---

**Target reference number**

Int 2

**Year target was set**

2018

**Target coverage**

Company-wide

**Scope(s) (or Scope 3 category)**

Scope 3: Franchises

**Intensity metric**

Metric tons CO2e per square meter

**Base year**

2008

**Intensity figure in base year (metric tons CO2e per unit of activity)**

0.136316

**% of total base year emissions in selected Scope(s) (or Scope 3 category) covered by this intensity figure**

100

**Target year**

2030

**Targeted reduction from base year (%)**

52

**Intensity figure in target year (metric tons CO2e per unit of activity) [auto-calculated]**

0.06543168

**% change anticipated in absolute Scope 1+2 emissions**

0

**% change anticipated in absolute Scope 3 emissions**

22

**Intensity figure in reporting year (metric tons CO2e per unit of activity)**

0.097144

**% of target achieved [auto-calculated]**

55.2618689154386

**Target status in reporting year**

Underway

**Is this a science-based target?**

Yes, this target has been approved as science-based by the Science Based Targets initiative

**Please explain (including target coverage)**

In May 2018 Hilton became the first major hotel brand to have its science-based targets approved by the Science Based Targets initiative (SBTi). In addition to reducing our Scope 1 and 2 emissions by at least 61% from our 2008 base year, Hilton has also committed to reduce its Scope 3 emissions from energy use by our independently owned franchises. To do so, Hilton will seek to reduce emissions from franchises by 52% per square meter by 2030 from a 2008 base year and will encourage our suppliers to set emissions reduction targets. In 2019, our Scope 3 emissions from franchise hotel operations was .097 metric tonnes per square meter, representing 28.7% decrease over our 2008 Baseline.

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**C4.2**

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**(C4.2) Did you have any other climate-related targets that were active in the reporting year?**

Other climate-related target(s)

**C4.2b**

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**(C4.2b) Provide details of any other climate-related targets, including methane reduction targets.**

**Target reference number**

Oth 1

**Year target was set**

2018

**Target coverage**

Company-wide

**Target type: absolute or intensity**

Intensity

**Target type: category & Metric (target numerator if reporting an intensity target)**

Waste management	metric tons of waste generated
------------------	--------------------------------

**Target denominator (intensity targets only)**

square meter

**Base year**

2008

**Figure or percentage in base year**

0.0094

**Target year**

2030

**Figure or percentage in target year**

0.0047

**Figure or percentage in reporting year**

0.0052

**% of target achieved [auto-calculated]**

89.3617021276596

**Target status in reporting year**

Underway

**Is this target part of an emissions target?**

This target is a separate waste reduction target, which directly contributes to reducing carbon emissions and support our company's climate strategy and Travel with Purpose 2030 Goals. As one of 23 sub-targets, explained below, Hilton has set the goal to reduce landfilled waste by 50% for managed properties under Hilton's operational control. In 2019, our landfill waste intensity was .0052 metric tonnes per square meter, representing a 44.3% decrease over our 2008 Baseline.

**Is this target part of an overarching initiative?**

Other, please specify (Hilton Travel with Purpose 2030 Goals)

**Please explain (including target coverage)**

In May 2018, Hilton announced its Travel with Purpose 2030 Goals and commitment to double our investment in social impact and cut our environmental footprint in half through responsible hospitality across our value chain. As one of 23 sub-targets, Hilton has set the goal to reduce landfilled waste by 50% for owned and managed properties under Hilton's operational control. Hilton has also set an underlying waste target to reduce food waste to landfill by 50% and to reduce single use plastics across the business. Additionally, Hilton is the first major hotel company to set the goal to send zero soap to landfill by 2030.

**C4.3**

**(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.**

Yes

**C4.3a**

**(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.**

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	28	
To be implemented*	68	5100
Implementation commenced*	334	28613
Implemented*	281	13263
Not to be implemented	0	0

**C4.3b**

**(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.**

**Initiative category & Initiative type**

Energy efficiency in buildings	Lighting
--------------------------------	----------

**Estimated annual CO2e savings (metric tonnes CO2e)**

20346

**Scope(s)**

Scope 2 (location-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

4794500

**Investment required (unit currency – as specified in C0.4)**

6902000

**Payback period**

1-3 years

**Estimated lifetime of the initiative**

6-10 years

**Comment**

Data is included for 351 lighting upgrade projects, which were reported in LightStay as in-process or completed in 2019 by Hilton-managed hotels. The vast majority of projects are new LED installations and retrofit lighting throughout the hotel including lobbies and public areas, guest rooms, ballrooms and meeting space, restaurants, back of house, exterior and parking lighting. Overall, the lighting projects analyzed reflect a 69% ROI and an average payback of 1.4 years. The average project cost was \$19,700, with a minimum cost of \$1,000 and a maximum cost of \$1.4 million. CO2e savings are based on estimated electricity savings, using location-based emissions factors.

**Initiative category & Initiative type**

Energy efficiency in buildings	Heating, Ventilation and Air Conditioning (HVAC)
--------------------------------	--

**Estimated annual CO2e savings (metric tonnes CO2e)**

17030

**Scope(s)**

Scope 1

Scope 2 (location-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

4293800

**Investment required (unit currency – as specified in C0.4)**

14426000

**Payback period**

4-10 years

**Estimated lifetime of the initiative**

6-10 years

**Comment**

Data is included for 201 HVAC and building systems upgrade projects which were reported in LightStay as in-process or completed in 2019 by Hilton-managed hotels. Projects includes energy efficient upgrades and replacements to chiller plants, HVAC equipment and ventilation systems, boiler and domestic hot water systems, energy management systems and controls upgrades for building and guest rooms, installation of VFDs/VSDs on fans and pumps and other upgrades beyond normal maintenance activities. Projects analyzed reflect an average ROI of 30% and an average payback of 3.4 years. The average project cost was \$71,800, with a minimum cost of \$100,000 and a maximum cost of \$731,000. CO2e savings include both Scope 1 and 2, based on estimated electricity and natural gas savings, using location-based emissions factors.

**Initiative category & Initiative type**

Energy efficiency in buildings	Other, please specify (Building envelope)
--------------------------------	---

**Estimated annual CO2e savings (metric tonnes CO2e)**

1075

**Scope(s)**

Scope 1

Scope 2 (location-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

433100

**Investment required (unit currency – as specified in C0.4)**

4365300

**Payback period**

4-10 years

**Estimated lifetime of the initiative**

6-10 years

**Comment**

Data is included for 5 projects, which were reported in LightStay as in-process or completed in 2019 by Hilton-managed hotels. Reported projects include upgrades for energy efficient cool roofs and high performance window installations. Overall, projects analyzed reflect an average ROI of 10% and an average payback of 10 years. The average project cost was \$873,000, with a minimum cost of \$1,000 and a maximum cost of \$2.4 million. CO2e savings include both Scope 1 and 2, based on estimated electricity and gas savings, using location-based emissions factors.

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**Initiative category & Initiative type**

Energy efficiency in buildings	Other, please specify (Energy Efficient Equipment)
--------------------------------	--

**Estimated annual CO2e savings (metric tonnes CO2e)**

2743

**Scope(s)**

Scope 2 (location-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

595600

**Investment required (unit currency – as specified in C0.4)**

1369900

**Payback period**

1-3 years

**Estimated lifetime of the initiative**

6-10 years

**Comment**

Data is included for 50 projects, which were reported in LightStay as in-process or completed in 2019 by Hilton-managed hotels. Energy-efficient equipment upgrades were reported for guest room televisions, laundry equipment; kitchen refrigeration, dishwashing equipment, and kitchen hood exhaust control systems. Overall, projects analyzed reflect a 43% ROI with average payback of 2.3 years. The average project cost was \$27,400, with a minimum cost of \$1,000 and a maximum cost of \$240,000.

---

**Initiative category & Initiative type**

Please select

**Estimated annual CO2e savings (metric tonnes CO2e)**

952

**Scope(s)**

Scope 1

Scope 2 (location-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

229800

**Investment required (unit currency – as specified in C0.4)**

1542100

**Payback period**

4-10 years

**Estimated lifetime of the initiative**

6-10 years

**Comment**

Data is included for 8 projects that were reported in LightStay as in-process or completed in 2019 by Hilton-managed hotels. Projects include upgrades to CHP plant, waste heat recovery systems, wind turbines and solar photovoltaic systems. Overall, projects analyzed reflect a 15% ROI with average payback of 6.7 years. The average project cost was \$192,800, with a minimum cost of \$4,000 and a maximum cost of \$1.4 million.

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C4.3c

**(C4.3c) What methods do you use to drive investment in emissions reduction activities?**

Method	Comment
Compliance with regulatory requirements/standards	Hilton uses energy and emissions reporting requirements to drive emissions reduction improvements based on requirements in the individual global regions. For example, the CRC Energy Efficiency Scheme in the UK requires hotels to report their energy use annually and purchase and surrender allowances to offset their emissions. Considering a shorter payback period with combined energy and carbon tax cost savings, the Hilton manager is more likely to obtain owner's approval for recommended energy efficiency upgrades.
Employee engagement	Through LightStay, we educate and actively engage employees in implementing best practices that reduce energy, water and waste impacts across all hotel operations. All departments (property operations/engineering, housekeeping, sales, food and beverage, management and front desk operations) participate annually in LightStay's Operations Survey, which consists of over 200 best practices and improvement opportunities in the areas of energy efficiency, renewable energy, water efficiency, waste reduction, procurement, food and beverage, and more. We also continually engage with all of our Team Members on sustainability topics using our internal Hilton electronic newsletters. Additionally, over 1,250 Hilton employees serve as Travel with Purpose Champions and/or serve on sustainability committees at our hotels and corporate offices around the world.
Financial optimization calculations	Financial calculators are built into LightStay to help drive investment in energy efficiency and other emissions reduction activities. LightStay upgrades launched in 2017 utilize data-driven modeling to predict and analyze utility consumption and costs. LightStay's Project module calculates energy, emissions and utility cost savings based on estimated project costs and anticipated payback, which helps inform and drive project implementation.
Internal incentives/recognition programs	Bonus potential for Directors of Property Operations for Hilton managed properties is tied to the attainment of sustainability goals, including reduction in energy consumption and carbon emissions for their hotel's respective operations. Performance indicators are defined based on previous year consumption for each region. Measures used are hotels' energy intensity (kBtu per square foot) and CO2e in pounds per square meter. In addition, regional programs are in place that reward engineering teams with the best overall sustainability results, including energy year-over-year consumption reductions, waste efforts, sustainability related training, etc.
Dedicated budget for other emissions reduction activities	Hilton has a dedicated corporate responsibility budget, which is used for ongoing management and expansion of LightStay, research and development, stakeholder engagement and other activities that we utilize to help drive emissions reductions across Hilton's global portfolio. Individual regions have dedicated budgets for emissions reduction activities to support their managed hotels in compliance, financial evaluation of capital improvements, stakeholder engagement, innovation projects and other initiatives.

**C4.5**

**(C4.5) Do you classify any of your existing goods and/or services as low-carbon products or do they enable a third party to avoid GHG emissions?**

Yes

**C4.5a**

**(C4.5a) Provide details of your products and/or services that you classify as low-carbon products or that enable a third party to avoid GHG emissions.**

**Level of aggregation**

Company-wide

**Description of product/Group of products**

The reductions in GHG emissions that we achieve through our own emissions reductions, including those that will be achieved through our SBTs, help our owners using the financial control boundary to reduce their own Scope 1 and 2 emissions. Additionally, the emissions reductions that we achieve enable our corporate customers to reduce their Scope 3 emissions.

**Are these low-carbon product(s) or do they enable avoided emissions?**

Avoided emissions

**Taxonomy, project or methodology used to classify product(s) as low-carbon or to calculate avoided emissions**

Other, please specify (GHG Protocol)

**% revenue from low carbon product(s) in the reporting year**

100

**% of total portfolio value**

<Not Applicable>

**Asset classes/ product types**

<Not Applicable>

**Comment**

Our efforts to reduce our carbon emissions result in avoided emissions for our owners and our corporate clients across all of our hotels, representing 100% in revenue from managed properties.

---

**Level of aggregation**

Product

**Description of product/Group of products**

Through our Meet with Purpose sustainable meeting offering, we partner with our guests and corporate clients to reduce greenhouse gas emissions from guest nights, meetings and events. Using our LightStay system, Meet with Purpose provides meeting planners with a quantified report of the projected carbon emissions from their meeting, as well as with options to reduce emissions, waste and other environmental impacts customized to the group's specific conference needs. Over 1,000 of our hotels - the majority of our Full Service and Luxury properties - offer our Meet with Purpose program. Through Meet with Purpose we also offer our clients high quality, verified Gold Standard or VCS carbon offsets to reduce the impact of our meetings and events.

**Are these low-carbon product(s) or do they enable avoided emissions?**

Avoided emissions

**Taxonomy, project or methodology used to classify product(s) as low-carbon or to calculate avoided emissions**

Other, please specify (GHG Protocol)

**% revenue from low carbon product(s) in the reporting year**

10

**% of total portfolio value**

<Not Applicable>

**Asset classes/ product types**

<Not Applicable>

**Comment**

At this time we estimate that approximately 10% of meetings and events are Meet with Purpose events and/or are offset through our carbon offset emissions offering. However, we are working closely with our Sales team to increase uptake of these products and services.

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**C5. Emissions methodology**

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**C5.1**

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**(C5.1) Provide your base year and base year emissions (Scopes 1 and 2).**

**Scope 1**

**Base year start**

January 1 2008

**Base year end**

December 31 2008

**Base year emissions (metric tons CO2e)**

437087

**Comment**

**Scope 2 (location-based)**

**Base year start**

January 1 2008

**Base year end**

December 31 2008

**Base year emissions (metric tons CO2e)**

1562544

**Comment**

**Scope 2 (market-based)**

**Base year start**

January 1 2008

**Base year end**

December 31 2008

**Base year emissions (metric tons CO2e)**

1562544

**Comment**

**C5.2**

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**(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.**

IEA CO2 Emissions from Fuel Combustion

The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

US EPA Emissions & Generation Resource Integrated Database (eGRID)

**C6. Emissions data**

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**C6.1**

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**(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO2e?**

**Reporting year**

**Gross global Scope 1 emissions (metric tons CO2e)**

476036

**Start date**

<Not Applicable>

**End date**

<Not Applicable>

**Comment**

**C6.2**

---

**(C6.2) Describe your organization's approach to reporting Scope 2 emissions.**

**Row 1**

**Scope 2, location-based**

We are reporting a Scope 2, location-based figure

**Scope 2, market-based**

We are reporting a Scope 2, market-based figure

**Comment**

We report both location-based and market-based Scope 2 emissions.

**C6.3**

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**(C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO2e?**

**Reporting year**

**Scope 2, location-based**

1949324

**Scope 2, market-based (if applicable)**

1931834

**Start date**

<Not Applicable>

**End date**

<Not Applicable>

**Comment**

**C6.4**

---

**(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?**

No

**C6.5**

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**(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.**

**Purchased goods and services**

**Evaluation status**

Relevant, calculated

**Metric tonnes CO2e**

1000000

**Emissions calculation methodology**

As part of our science-based target setting process, we used the WRI Scope 3 Evaluator tool to estimate our emissions from our most material categories of purchased goods and services.

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

25

**Please explain**

We note that we face significant complexity in calculating the environmental impact of our supply chain, which extend beyond 100 countries and span multiple industries, legal contexts and infrastructure challenges. We are addressing emissions reduction in our supply chain through our Responsible Sourcing Policy and initiatives that encourage the use of products and services that minimize greenhouse gas emissions and other environmental impacts.

**Capital goods**

**Evaluation status**

Relevant, calculated

**Metric tonnes CO2e**

45000

**Emissions calculation methodology**

As part of our science-based target setting process, we used the WRI Scope 3 Evaluator tool to estimate our emissions from capital goods.

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

50

**Please explain**

As noted above, we face significant complexity in calculating the environmental impact of our supply chain. We are addressing emissions reduction in our supply chain through our Responsible Sourcing Policy and initiatives that encourage the use of products and services that minimize greenhouse gas emissions and other environmental impacts.

## Fuel-and-energy-related activities (not included in Scope 1 or 2)

### Evaluation status

Relevant, calculated

### Metric tonnes CO2e

159675

### Emissions calculation methodology

As noted above, we face significant complexity in calculating the environmental impact of our supply chain. We are addressing emissions reduction in our supply chain through our Responsible Sourcing Policy and initiatives that encourage the use of products and services that minimize greenhouse gas emissions and other environmental impacts.

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

96

### Please explain

As outlined in the "Reference Materials and Data Sources" of CDP's Accounting of Scope 2 Emissions and as described in the GHG Protocol Corporate Standard, end users should report electricity transmission and distribution losses under Scope 3 and should report electricity physically delivered to their facilities under Scope 2. Following the updated Standard, electricity emission factors and grid loss data obtained from global emissions data sources (i.e., eGRID, IEA, DEFRA and individual countries) were used to calculate transmission and distribution losses. Consistent with our approach for the Scope 2 emissions, Scope 3 emissions from grid loss were grossed up to 100% of the owned and managed portfolio. Our results reflect an average grid loss of 6.6% for the owned and managed properties (operational control).

## Upstream transportation and distribution

### Evaluation status

Not relevant, explanation provided

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Emissions from upstream transportation and distribution of purchased goods and services are included in our supply chain assessment per "Purchased Goods and Services" above.

## Waste generated in operations

### Evaluation status

Relevant, calculated

### Metric tonnes CO2e

117772

### Emissions calculation methodology

We have calculated our emissions from waste generated in operations using the U.S. Environmental Protection Agency Climate Change Emissions Index. Per the EPA, each pound of trash thrown away will emit approximately 0.94 pounds of CO2e in the form of methane.

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

70

### Please explain

Emissions are based on primary reported waste data for approximately 70% of owned and managed hotels under Hilton's operational control as of December 2019. From this reference group, landfill waste totals are extrapolated to include 100% of the Hilton owned and managed portfolio. Estimates for excluded or new hotels are based on the brand average landfill waste intensity, with totals then converted to GHG emissions.

## Business travel

### Evaluation status

Relevant, calculated

### Metric tonnes CO2e

26754

### Emissions calculation methodology

Starting in 2019, Hilton has begun purchasing carbon credits to offset our Scope 3 emissions from air travel and rental cars, and we have committed to continue doing so henceforth, while also taking steps to reduce business travel emissions across our company. We will continue to report our Scope 3 emissions from business travel to demonstrate transparency in reporting as we seek to further reduce those emissions and thus the offsets required. Hilton calculates its Scope 3 Air Travel emissions using the Greenhouse Gas Protocol methodology. Flight distance is used to calculate total air mileage, which is multiplied by emission factors for short, medium or long haul flights according to definitions and factors provided by GHG Protocol. Scope 3 Rental Car emissions are calculated by using the average combined MPG for each car class to calculate gallons of fuel consumed by dividing the total miles driven for each vehicle in the class by the average combined MPG for that car class. The gallons of fuel consumed for each vehicle is then multiplied by the US EPA CO2 emissions factor of 19.357 lbs of CO2 per gallon to obtain CO2 emissions for each vehicle. CO2 emissions for each vehicle are then summed together to obtain total CO2 emissions.

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

95

### Please explain

Hilton's employees generate Scope 3 emissions when traveling by air and road. Corporate Policy requires that all business travel must be booked through Hilton Global Travel Services or its approved travel partners who track mileage and GHG emissions. Hilton works to decrease business travel emissions through encouraging use of video-conferencing and selecting more carbon-efficient travel options as available. In addition, Hilton partners with Lyft to encourage use of Lyft's carbon neutral ride sharing.

## Employee commuting

### Evaluation status

Relevant, calculated

### Metric tonnes CO2e

### Emissions calculation methodology

As part of our science-based target setting process, we used the WRI Scope 3 Evaluator tool to estimate our emissions from employee commuting.

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

### Please explain

Emissions from employee commuting were estimated based on the number of Hilton employees working at our corporate offices and our owned and managed properties worldwide. We note that we also collect and analyze information on average alternative transportation use and employee transit incentives in place at all managed and franchised hotels worldwide through LightStay, which provides valuable insights and helps us encourage emissions reductions from employee commuting.

## Upstream leased assets

### Evaluation status

Not relevant, explanation provided

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Emissions for Hilton's leased hotel assets are already included in our reported Scope 1 and Scope 2 emissions inventory. Leased office space is estimated at approximately 90,000 m2 worldwide, including leased Corporate and Brand offices, development, sales and reservation centers. These upstream leased assets not included in our reported emissions represent less than 0.4% of real estate under Hilton's operational control and are deemed not relevant

## Downstream transportation and distribution

### Evaluation status

Not relevant, explanation provided

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Not applicable. Hilton provides guest accommodations and services at the hotel and does not transport or distribute products for sale or use outside of the hotel.

## Processing of sold products

### Evaluation status

Not relevant, explanation provided

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Not applicable. Hilton provides guest accommodations and services at the hotel and does not sell products for processing by others.

## Use of sold products

### Evaluation status

Not relevant, explanation provided

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Not applicable. Hilton does not manufacture or sell products that would generate emissions in the actual use of the product, such as gas-powered equipment.

## End of life treatment of sold products

### Evaluation status

Not relevant, explanation provided

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Not applicable. Hilton provides guest accommodations and services at the hotel and does not sell products for use outside of the hotel as its core business. Any end of life treatment for guest amenities and furniture, fixtures and equipment is handled through the hotel's solid waste management program.

## Downstream leased assets

### Evaluation status

Not relevant, explanation provided

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

As a hotel operator and franchisor, Hilton does not own any real estate property that is leased and operated by others. However, many of the full-service hotels have space within the hotel that may be leased and operated by others (retail gift shop, spa, restaurant, etc.). At least 95% of this space is not separately metered and related energy use is already included in our reported Scope 1 and 2 Emissions. Emissions from any excluded leased space within the hotel is deemed insignificant.

## Franchises

### Evaluation status

Relevant, calculated

### Metric tonnes CO2e

3884715

### Emissions calculation methodology

Methodology used is The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition). Reported emissions are based on primary data for approximately 85% of franchised hotel floor area for hotels with complete LightStay energy data deemed accurate for reporting purposes. Total emissions have been extrapolated to include 100% of the total franchised building area enrolled in LightStay during the reporting year. Estimates for hotels with incomplete data are based on the brand average emissions intensity. (MT/m2), with prorated estimates for new hotels based on the date of opening or conversion to Hilton.

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

89

### Please explain

Franchised hotels are an integral part of our business model and environmental footprint. In 2019, about 4,950 of our 5,700 properties were franchised (87% by hotel count and 63% by floor area). Since 2012, all Hilton hotels globally have been required to report utility data on a monthly basis through Hilton's LightStay sustainability management system. Hilton uses the data reported in LightStay to calculate, manage and report CO2e emissions from franchised hotel operations.

## Investments

### Evaluation status

Not relevant, explanation provided

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Hilton's investments are primarily in the form of hotel ownership, whether wholly-owned or in joint venture/partnership with others. These emissions have already been included in our reported Scope 1 and Scope 2 emissions.

**Other (upstream)**

**Evaluation status**

Not relevant, explanation provided

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

No other relevant Scope 3 upstream emissions identified.

**Other (downstream)**

**Evaluation status**

Not relevant, explanation provided

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

No other relevant Scope 3 downstream emissions identified.

C6.7

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**(C6.7) Are carbon dioxide emissions from biogenic carbon relevant to your organization?**

No

C6.10

---

**(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.**

**Intensity figure**

0.00027

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

2425360

**Metric denominator**

unit total revenue

**Metric denominator: Unit total**

914000000

**Scope 2 figure used**

Location-based

**% change from previous year**

1.8

**Direction of change**

Decreased

**Reason for change**

Due to energy efficiency and emissions reduction initiatives at our managed hotels, gross global emissions per USD (\$) total revenue decreased by approximately 1.8%. In 2019, Hilton reported total revenues of \$9.1 billion, a 2.6% increase over 2018 revenues of \$8.9 billion.

---

**Intensity figure**

14.02

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

2425360

**Metric denominator**

full time equivalent (FTE) employee

**Metric denominator: Unit total**

173000

**Scope 2 figure used**

Location-based

**% change from previous year**

1.6

**Direction of change**

Decreased

**Reason for change**

Due to energy efficiency and emissions reduction initiatives at our managed hotels, gross global emissions per full-time equivalent employee decreased by 1.6% in 2019. In 2019, Hilton reported a total full-time employee count of 173,000, a 2.4% increase over 2018.

---

**Intensity figure**

0.1007

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

2407870

**Metric denominator**

square meter

**Metric denominator: Unit total**

23910400

**Scope 2 figure used**

Market-based

**% change from previous year**

3.2

**Direction of change**

Decreased

**Reason for change**

Gross global emissions per square foot decreased by 3.2% per square foot in 2019 due to energy efficiency and emissions reduction initiatives at our managed hotels. The floor area denominator includes 100% of the total floor area of Hilton owned and managed hotel properties enrolled in LightStay as of December 31, 2019, including prorated estimates for new hotels.

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## C7. Emissions breakdowns

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### C7.1

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**(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?**

Yes

**C7.1a**

**(C7.1a) Break down your total gross global Scope 1 emissions by greenhouse gas type and provide the source of each used greenhouse warming potential (GWP).**

Greenhouse gas	Scope 1 emissions (metric tons of CO2e)	GWP Reference
CO2	475274	IPCC Fifth Assessment Report (AR5 – 100 year)
CH4	333	IPCC Fifth Assessment Report (AR5 – 100 year)
N2O	428	IPCC Fifth Assessment Report (AR5 – 100 year)

**C7.2**

**(C7.2) Break down your total gross global Scope 1 emissions by country/region.**

Country/Region	Scope 1 emissions (metric tons CO2e)
Americas	221051
Asia, Australasia	140343
Europe, Middle East and Africa (EMEA)	114642

**C7.3**

**(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.**

By business division

**C7.3a**

**(C7.3a) Break down your total gross global Scope 1 emissions by business division.**

Business division	Scope 1 emissions (metric ton CO2e)
Hilton Hotels & Resorts	310920
DoubleTree by Hilton	49968
Embassy Suites by Hilton	19555
Hampton by Hilton	5788
Hilton Garden Inn	10347
Homewood Suites by Hilton	2078
Conrad Hotels & Resorts	34485
Curio Collection by Hilton	5841
Waldorf Astoria Hotels & Resorts	36879
Canopy by Hilton	175

**C7.5**

**(C7.5) Break down your total gross global Scope 2 emissions by country/region.**

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low-carbon electricity, heat, steam or cooling accounted for in Scope 2 market-based approach (MWh)
Americas	656937	656937	1677051	
Asia, Australasia	734429	728740	1313632	7757
Europe, Middle East and Africa (EMEA)	557958	546157	1296487	36926

**C7.6**

**(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.**

By business division

## C7.6a

(C7.6a) Break down your total gross global Scope 2 emissions by business division.

Business division	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Hilton Hotels & Resorts	1183883	1169441
DoubleTree by Hilton	257950	257950
Embassy Suites by Hilton	67490	67490
Hampton by Hilton	28563	28563
Hilton Garden Inn	72727	72727
Homewood Suites by Hilton	6206	6206
Conrad Hotels & Resorts	158607	158607
Curio Collection by Hilton	33629	33629
Waldorf Astoria Hotels & Resorts	139639	136591
Canopy by Hilton	629	629

## C7.9

(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Increased

## C7.9a

(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption	8504	Decreased	0.35	Emissions reductions from on-site renewable energy increased from 4,111 MT in 2018 to 12,615 MT in 2019, primarily attributable to new solar installations at several of our hotels in India. The difference of 8,504 MT represents 0.35% of total CO2e emissions. (Calculation: 8,504 MT decrease/2,407,097 MT prior year gross global emissions x 100).
Other emissions reduction activities	69951	Decreased	3.1	2019 gross global emissions decreased by approximately 2.9% due to emission reduction activities including energy efficiency upgrades and operating practices (Calculation: 69,951 MT decrease/2,407,097 MT prior year gross global emissions x 100).
Divestment	0	No change		
Acquisitions	88214	Increased	3.7	Gross global emissions increased by approximately 3.7% due to the growth of Hilton's managed portfolio in 2019. (Calculation: 88,214 MT increase/2,407,097 MT prior year gross global emissions x 100).
Mergers	0	No change		
Change in output	0	No change		
Change in methodology	0	No change		
Change in boundary	0	No change		
Change in physical operating conditions	0	No change		
Unidentified	0	No change		
Other	0	No change		

## C7.9b

(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Location-based

## C8. Energy

### C8.1

**(C8.1) What percentage of your total operational spend in the reporting year was on energy?**

More than 5% but less than or equal to 10%

**C8.2**

**(C8.2) Select which energy-related activities your organization has undertaken.**

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	Yes
Consumption of purchased or acquired steam	Yes
Consumption of purchased or acquired cooling	Yes
Generation of electricity, heat, steam, or cooling	Yes

**C8.2a**

**(C8.2a) Report your organization's energy consumption totals (excluding feedstocks) in MWh.**

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	Unable to confirm heating value	2743	2538312	2541055
Consumption of purchased or acquired electricity	<Not Applicable>	44683	3632199	3676882
Consumption of purchased or acquired heat	<Not Applicable>	0	133298	133298
Consumption of purchased or acquired steam	<Not Applicable>	0	162376	162376
Consumption of purchased or acquired cooling	<Not Applicable>	0	298008	298008
Consumption of self-generated non-fuel renewable energy	<Not Applicable>	16606	<Not Applicable>	16606
Total energy consumption	<Not Applicable>	64032	6764193	6828225

**C8.2b**

**(C8.2b) Select the applications of your organization's consumption of fuel.**

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	No
Consumption of fuel for the generation of heat	No
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	Yes

**C8.2c**

**(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.**

**Fuels (excluding feedstocks)**

Natural Gas

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

2177707

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

2096980

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

80728

**Emission factor**

0.1812

**Unit**

metric tons CO2e per GJ

**Emissions factor source**

US Environmental Protection Agency's "Emissions Factors for Greenhouse Gas Inventories"

**Comment**

---

**Fuels (excluding feedstocks)**

Diesel

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

201290

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

201290

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

0

**Emission factor**

0.255

**Unit**

metric tons CO2e per MWh

**Emissions factor source**

US Environmental Protection Agency's "Emissions Factors for Greenhouse Gas Inventories"

**Comment**

---

**Fuels (excluding feedstocks)**

Liquefied Petroleum Gas (LPG)

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

151540

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

151540

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration****Emission factor**

0.2153

**Unit**

metric tons CO2e per MWh

**Emissions factor source**

US Environmental Protection Agency's "Emissions Factors for Greenhouse Gas Inventories"

**Comment**

---

**Fuels (excluding feedstocks)**

Liquefied Natural Gas (LNG)

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

7775

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

7775

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

0

**Emission factor**

0.1812

**Unit**

metric tons CO2e per MWh

**Emissions factor source**

US Environmental Protection Agency's "Emissions Factors for Greenhouse Gas Inventories"

**Comment**

**Fuels (excluding feedstocks)**

Wood Pellets

**Heating value**

Unable to confirm heating value

**Total fuel MWh consumed by the organization**

2743

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

2743

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

0

**Emission factor**

0.324

**Unit**

metric tons CO2e per MWh

**Emissions factor source**

US Environmental Protection Agency's "Emissions Factors for Greenhouse Gas Inventories"

**Comment**

**C8.2d**

(C8.2d) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

	Total Gross generation (MWh)	Generation that is consumed by the organization (MWh)	Gross generation from renewable sources (MWh)	Generation from renewable sources that is consumed by the organization (MWh)
Electricity	43298	43298	16606	16606
Heat	26112	26112	0	0
Steam	0	0	0	0
Cooling	4309	4309	0	0

**C8.2e**

**(C8.2e) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero emission factor in the market-based Scope 2 figure reported in C6.3.**

**Sourcing method**

Power purchase agreement (PPA) with on-site/off-site generator owned by a third party with no grid transfers (direct line)

**Low-carbon technology type**

Wind

**Country/region of consumption of low-carbon electricity, heat, steam or cooling**

India

**MWh consumed accounted for at a zero emission factor**

4245

**Comment**

Hilton Mumbai International Airport has PPA for electricity from wind farm located off-site and adjacent to the hotel.

**Sourcing method**

Unbundled energy attribute certificates, Guarantees of Origin

**Low-carbon technology type**

Wind

**Country/region of consumption of low-carbon electricity, heat, steam or cooling**

Europe

**MWh consumed accounted for at a zero emission factor**

36926

**Comment**

Managed hotels in Stockholm, Prague, Rome and Vienna, Awith Guarantees of Origin that document 100% of electricity delivered to the hotels is produced from renewable resources.

**Sourcing method**

Unbundled energy attribute certificates, Renewable Energy Certificates (RECs)

**Low-carbon technology type**

Solar

**Country/region of consumption of low-carbon electricity, heat, steam or cooling**

Australia

**MWh consumed accounted for at a zero emission factor**

3513

**Comment**

Parmelia Hilton Perth procures 100% green electricity.

**C9. Additional metrics**

**C9.1**

**(C9.1) Provide any additional climate-related metrics relevant to your business.**

C-CE9.6/C-CG9.6/C-CH9.6/C-CN9.6/C-CO9.6/C-EU9.6/C-MM9.6/C-OG9.6/C-RE9.6/C-ST9.6/C-TO9.6/C-TS9.6

**(C-CE9.6/C-CG9.6/C-CH9.6/C-CN9.6/C-CO9.6/C-EU9.6/C-MM9.6/C-OG9.6/C-RE9.6/C-ST9.6/C-TO9.6/C-TS9.6) Does your organization invest in research and development (R&D) of low-carbon products or services related to your sector activities?**

	Investment in low-carbon R&D	Comment
Row 1	Yes	

C-CN9.6a/C-RE9.6a

**(C-CN9.6a/C-RE9.6a) Provide details of your organization’s investments in low-carbon R&D for real estate and construction activities over the last three years.**

**Technology area**

Other, please specify (Low-carbon products used within hotels)

**Stage of development in the reporting year**

Pilot demonstration

**Average % of total R&D investment over the last 3 years**

≤20%

**R&D investment figure in the reporting year (optional)**

**Comment**

While Hilton does not have any investments that we classify as R&D expenses (based on our business model, and reflecting that we don't manufacture products), our global Customer Experience & Innovation (CE&I) department is focused on driving innovation across the business. In 2019 the CE&I team established a cross-functional Plastics Working Group focused on finding innovative solutions to reduce single use plastics in our hotels around the world. The Working Group is comprised of leaders from across the global business, from Sustainability, Operations, Engineering, Guest Satisfaction, Marketing, and other relevant departments, working together to identify, test and implement solutions to reduce plastic packaging waste and increase recycling rates across our global portfolio. One of the Working Group's mandates is to ensure that alternative projects that are identified and tested are assessed for carbon reduction, as well as waste reduction, potential.

**C-RE9.9**

**(C-RE9.9) Does your organization manage net zero carbon buildings?**

No, but we plan to in the future

**C-CN9.11/C-RE9.11**

**(C-CN9.11/C-RE9.11) Explain your organization’s plan to manage, develop or construct net zero carbon buildings, or explain why you do not plan to do so.**

Hilton only has ownership interest in only 65 of our 6,110 hotels globally. However, all of our owners are required to build and operate hotels that align with our Brand Standards, which include minimum guidelines for energy and water efficiency, and all of our hotels are required to operate in compliance with ISO 14001 (Environmental Management) and ISO 50001 (Energy Management). We also encourage our owners to build or renovate hotels to the highest green building standards as applicable in the hotel's location. We continually identify and implement opportunities to continue to increase the standards to which our hotels are built, and we are currently considering how to incorporate incentives for net-zero building into our new hotel development practices.

**C10. Verification**

**C10.1**

**(C10.1) Indicate the verification/assurance status that applies to your reported emissions.**

	Verification/assurance status
Scope 1	Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	Third-party verification or assurance process in place
Scope 3	Third-party verification or assurance process in place

**C10.1a**

**(C10.1a) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.**

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Hiton 2019 Corporate Responsibility Assurance Report.pdf

**Page/ section reference**

Sections 3-4

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

95

---

**C10.1b**

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**(C10.1b) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.**

**Scope 2 approach**

Scope 2 location-based

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Hiton 2019 Corporate Responsibility Assurance Report.pdf

**Page/ section reference**

Sections 3-4

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

95

---

**Scope 2 approach**

Scope 2 market-based

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Hiton 2019 Corporate Responsibility Assurance Report.pdf

**Page/ section reference**

Sections 3-4

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

95

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**C10.1c**

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(C10.1c) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements.

**Scope 3 category**

Scope 3: Franchises

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Hiton 2019 Corporate Responsibility Assurance Report.pdf

**Page/section reference**

Sections 3-4

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

95

---

**Scope 3 category**

Scope 3: Waste generated in operations

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Hiton 2019 Corporate Responsibility Assurance Report.pdf

**Page/section reference**

Sections 3-4

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

95

---

**Scope 3 category**

Scope 3: Business travel

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Hiton 2019 Corporate Responsibility Assurance Report.pdf

**Page/section reference**

Sections 3-4

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

95

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## C10.2

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(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?

Yes

## C10.2a

---

**(C10.2a) Which data points within your CDP disclosure have been verified, and which verification standards were used?**

Disclosure module verification relates to	Data verified	Verification standard	Please explain
C7. Emissions breakdown	Year on year emissions intensity figure	ISO 14064-3	Year on year change in Scope 1 emissions intensity is independently verified as part of our annual data assurance process, Hilton 2019 Corporate Responsibility Assurance Report.pdf
C7. Emissions breakdown	Year on year emissions intensity figure	ISO 14064-3	Year on year change in Scope 2 emissions intensity is independently verified as part of our annual data assurance process, Hilton 2019 Corporate Responsibility Assurance Report.pdf
C6. Emissions data	Year on year emissions intensity figure	ISO 14064-3	Year on year change in Scope 3 Franchise emissions intensity is independently verified as part of our annual data assurance process, Hilton 2019 Corporate Responsibility Assurance Report.pdf
C8. Energy	Energy consumption	ISO 14064-3	Total energy consumption is independently verified as part of our annual data assurance process, Hilton 2019 Corporate Responsibility Assurance Report.pdf
C8. Energy	Energy consumption	ISO 14064-3	Year on year change in energy use intensity is independently verified as part of our annual data assurance process, Hilton 2019 Corporate Responsibility Assurance Report.pdf
C6. Emissions data	Year on year emissions intensity figure	ISO 14064-3	Year on year change in Scope 3 emissions intensity from landfilled waste is independently verified as part of our annual data assurance process, Hilton 2019 Corporate Responsibility Assurance Report.pdf
C6. Emissions data	Year on year change in emissions (Scope 3)	ISO 14064-3	Year on year change in Scope 3 emissions from business travel is independently verified as part of our annual data assurance process, Hilton 2019 Corporate Responsibility Assurance Report.pdf

**C11. Carbon pricing**

**C11.1**

**(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?**

Yes

**C11.1a**

**(C11.1a) Select the carbon pricing regulation(s) which impacts your operations.**

Other carbon tax, please specify (UK CRC Energy Efficiency Scheme)

**C11.1c**

**(C11.1c) Complete the following table for each of the tax systems you are regulated by.**

**Other carbon tax, please specify**

**Period start date**

April 1 2018

**Period end date**

March 31 2019

**% of total Scope 1 emissions covered by tax**

7

**Total cost of tax paid**

1562346

**Comment**

Currently the primary carbon emissions reporting and pricing scheme that impacts Hilton's operations on a regional basis is the United Kingdom's CRC Energy Efficiency Scheme. Reported taxes are included for 53 owned and managed properties in the UK under Hilton's operational control.

**C11.1d**

**(C11.1d) What is your strategy for complying with the systems you are regulated by or anticipate being regulated by?**

Currently the primary carbon emissions reporting and pricing scheme that impacts Hilton's operations on a regional basis is the United Kingdom's CRC Energy Efficiency Scheme. Hilton UK is required to participate in this scheme as an organization with aggregate energy use that exceeds the minimum threshold. All Hilton managed and franchised properties in the UK are required to participate and must purchase allowances for every ton of carbon they emit. Our EMEA sustainability and operations team members track this data centrally and manage compliance and reporting. In the United Kingdom, the team works with the hotels to focus on targeted emissions reduction projects and educates hotel staff on further environmental efficiency measures.

We have identified other managed hotels with current or planned ETS or carbon tax systems, that are not tracked by Hilton at the corporate level and we are assessing for inclusion in next year's CDP reporting. Our overall strategy for compliance across our global portfolio includes:

(1) Using our proprietary LightStay environmental management systems, we require that our hotels and regional property operations teams: (a) set annual energy reduction goals; (b) monitor progress toward our energy reduction targets at the hotel and regional level; and (c) implement energy improvement projects and best practices that reduce energy use and greenhouse gas emissions.

(2) We also use our portfolio-wide ISO 50001 Energy Management System certification to provide a consistent system focused on continuous improvement across our global enterprise.

(3) We will continue to coordinate with regional property operations teams to capture accurate ETS/carbon tax reporting and compliance data for their hotels at the country/system level.

**C11.2**

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**(C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?**

Yes

**C11.2a**

---

**(C11.2a) Provide details of the project-based carbon credits originated or purchased by your organization in the reporting period.**

**Credit origination or credit purchase**

Credit purchase

**Project type**

Other, please specify (Cookstoves)

**Project identification**

Toyola Cookstoves, Ghana

**Verified to which standard**

Gold Standard

**Number of credits (metric tonnes CO2e)**

9

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

9

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Biomass energy

**Project identification**

Siam Cement Biomass Project, Thailand

**Verified to which standard**

VCS (Verified Carbon Standard)

**Number of credits (metric tonnes CO2e)**

733

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

733

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Hydro

**Project identification**

Musi Hydro Power Plant, Indonesia

**Verified to which standard**

VCS (Verified Carbon Standard)

**Number of credits (metric tonnes CO2e)**

419

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

419

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Forests

**Project identification**

Protection of a Tasmanian Native Forest (Project 3: Peter Downie), Tasmania

**Verified to which standard**

VCS (Verified Carbon Standard)

**Number of credits (metric tonnes CO2e)**

1052

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

1052

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Forests

**Project identification**

REDD+ Forests Grouped Project Protection, Tasmania

**Verified to which standard**

VCS (Verified Carbon Standard)

**Number of credits (metric tonnes CO2e)**

515

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

515

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Forests

**Project identification**

Infapro Borneo Forestry, Borneo

**Verified to which standard**

VCS (Verified Carbon Standard)

**Number of credits (metric tonnes CO2e)**

733

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

733

**Credits cancelled**

Yes

---

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Hydro

**Project identification**

Song Ong Hydropower Project, Vietnam

**Verified to which standard**

VCS (Verified Carbon Standard)

**Number of credits (metric tonnes CO2e)**

210

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

210

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Wind

**Project identification**

Zhangbei Danjinghe Phase III, China

**Verified to which standard**

Gold Standard

**Number of credits (metric tonnes CO2e)**

66

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

66

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Solar

**Project identification**

Japanese Credits, (J-Credits)

**Verified to which standard**

Other, please specify (J-Credit, VCU)

**Number of credits (metric tonnes CO2e)**

1854

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

1854

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Hydro

**Project identification**

Grouped Hydropower Plants, P.R. China

**Verified to which standard**

VCS (Verified Carbon Standard)

**Number of credits (metric tonnes CO2e)**

362

---

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

362

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

---

**Credit origination or credit purchase**

Credit purchase

**Project type**

Forests

**Project identification**

Kariba REDD+ Project, Zimbabwe

**Verified to which standard**

VCS (Verified Carbon Standard)

**Number of credits (metric tonnes CO2e)**

80

**Number of credits (metric tonnes CO2e): Risk adjusted volume**

80

**Credits cancelled**

Yes

**Purpose, e.g. compliance**

Voluntary Offsetting

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## C11.3

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**(C11.3) Does your organization use an internal price on carbon?**

Yes

## C11.3a

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**(C11.3a) Provide details of how your organization uses an internal price on carbon.**

**Objective for implementing an internal carbon price**

Navigate GHG regulations  
Stakeholder expectations  
Change internal behavior  
Drive energy efficiency  
Drive low-carbon investment  
Identify and seize low-carbon opportunities

**GHG Scope**

Scope 1  
Scope 2  
Scope 3

**Application**

We have developed an internal price on carbon as part of our science-based target model. Our pricing was developed by considering pricing in existing carbon markets such as the EU and California, and Work Bank research on the true price of carbon. Our internal price on carbon is applicable to our Scope 1, 2 and 3 emissions.

**Actual price(s) used (Currency /metric ton)**

**Variance of price(s) used**

**Type of internal carbon price**

Implicit price

**Impact & implication**

We use our internal carbon pricing to help us understand the costs and opportunities associated with our Scope 1, 2 and 3 carbon targets, navigate current and future carbon regulations, meet our stakeholder expectations, and change internal behavior (including driving energy efficiency and low-carbon investments/opportunities). We are also considering how we can better leverage our internal price on carbon to stress test investments and engage with our suppliers.

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## C12. Engagement

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### C12.1

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**(C12.1) Do you engage with your value chain on climate-related issues?**

- Yes, our suppliers
- Yes, our customers
- Yes, other partners in the value chain

**C12.1a**

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**(C12.1a) Provide details of your climate-related supplier engagement strategy.**

**Type of engagement**

Compliance & onboarding

**Details of engagement**

Code of conduct featuring climate change KPIs

**% of suppliers by number**

100

**% total procurement spend (direct and indirect)**

100

**% of supplier-related Scope 3 emissions as reported in C6.5**

100

**Rationale for the coverage of your engagement**

Hilton is currently addressing emissions reduction in our supply chain through our Responsible Sourcing Policy and initiatives that encourage the use of products and services that minimize greenhouse gas emissions and other environmental impacts. As part of our 2030 Goals, Hilton has committed to (1) create a framework for a collaboration program with top tier suppliers, (2) increase data visibility by incorporating social & environmental criteria in all supplier registration and inquiry process and (3) Encourage suppliers to set goals and validate through an auditing and incentive program. Additionally, as part of our science-based targets, we have committed to encourage our suppliers to set science-based targets.

**Impact of engagement, including measures of success**

Impact of engagement: All Hilton suppliers and service providers are required to comply with Hilton's Responsible Sourcing Policy, which outlines the standards expected of suppliers that sell or seek to sell goods or services to Hilton. Hilton reserves 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 the fundamental principles of this Responsible Sourcing Policy. Violations may lead to disciplinary action, including termination of the supplier relationship for repeated violations or noncompliance. Specific to climate-related impacts, our Commitment to the Environment section of the policy states that: Hilton continually strives to minimize the amount of waste we generate and energy we consume. Our goal is to continually move towards the use of renewable materials and biodegradable substances wherever practicable and financially feasible. As Hilton provides information to its stakeholders on how we effectively manage our environmental performance, we further rely upon our suppliers to provide similar information and work collectively toward this goal. Throughout the term of the relationship, and otherwise at Hilton's request, suppliers are to provide information on its efforts to identify, monitor and minimize the environmental impacts of its operations. Additional climate-related supplier objectives can be found in our upload Responsible Sourcing Policy. Measures of success: As part of our Travel with Purpose 2030 Goals, we have committed to measure the success of our supplier engagement programs by encouraging our suppliers to set goals, and then validate those goals through an auditing and incentive program. We are working with our Supply Management team to define the exact processes that will be implemented for this program.

**Comment**

---

**Type of engagement**

Innovation & collaboration (changing markets)

**Details of engagement**

Run a campaign to encourage innovation to reduce climate impacts on products and services

**% of suppliers by number**

30

**% total procurement spend (direct and indirect)**

30

**% of supplier-related Scope 3 emissions as reported in C6.5**

30

**Rationale for the coverage of your engagement**

While we do not have an exact figure, we estimate that currently approximately 30% of our procurement spend is on innovative solutions that reduce our environmental footprint. This includes products and equipment designed to reduce consumption of energy, water and waste across our managed hotels, and products that reduce our Scope 1, 2 and 3 emissions.

**Impact of engagement, including measures of success**

Impact of engagement: We continually seek to work with suppliers that collaborate with us to provide innovative solutions to reducing our environmental impact, including our carbon impact. For example, we recently began working with a company that manufactures laundry machines that can save up to 80% of the water, 50% of the energy, and 50% of the chemical detergents used by a conventional commercial laundry machine. Partners such as this company receive our business because their products and services align with our company's goals to reduce our environmental impact. By working with partners whose business priorities align with our own, we are able to help change the market for sustainable products in the hospitality industry. Measures of success: Success of this type of supplier engagement is measured by the environmental savings that we are able to achieve in partnership with our suppliers. Impact, such as reduction in carbon, energy, water and waste, is directly monitored through LightStay.

**Comment**

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**C12.1b**

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**(C12.1b) Give details of your climate-related engagement strategy with your customers.**

**Type of engagement**

Education/information sharing

**Details of engagement**

Run an engagement campaign to educate customers about the climate change impacts of (using) your products, goods, and/or services

**% of customers by number**

100

**% of customer - related Scope 3 emissions as reported in C6.5**

0

**Portfolio coverage (total or outstanding)**

<Not Applicable>

**Please explain the rationale for selecting this group of customers and scope of engagement**

Please note that emissions from our hotel guests' energy use during their stay at our managed hotels are already included in our reported Scope 1 and 2 emissions, and are not accounted for in our Scope 3 emissions. Rationale: Our guests can have a measurable impact in reducing our hotels' Scope 1 and 2 emissions (as well as water, waste and other impacts) by reducing their energy use during their stay. Scope of engagement: As a global company welcoming nearly 250 million guests each year, our goal is to educate and encourage our guests to conserve resources and to support our sustainability efforts. We are continually identifying new ways to engage with our guests around our environmental impacts, including around our science-based targets. We believe that many guests will take this knowledge with them to reduce their carbon footprint at home and at work.

**Impact of engagement, including measures of success**

Hilton engages with guests on climate change and environmental impact in the following ways: (1) In-hotel messaging, including use of our Travel with Purpose 2030 Goals video on in-room TV screens and electronic hotel signage; (2) Each hotel's environmental and social performance data is displayed publicly on the Hilton Honors Wifi login landing page, available to all guests and visitors who sign into hotels' Wifi; (3) Eliminated plastic bottles in all meetings, events, gyms and spas in our managed hotels in our Europe, Middle East and Africa and Asia Pacific regions in response to guests' feedback; (4) Continue to engage guests around reducing energy and water through our Conserve to Preserve program; and (5) Over 1,000 of our hotels - the majority of our Full Service and Luxury properties - offer Meet with Purpose, for sustainable conference and event options that reduce their energy, water and waste impacts. Hilton gathered feedback from customers and sales teams to identify the most pressing sustainability issues for meetings and events. Measures of success: Success will be measured based on energy, water and waste saved through our Conserve to Preserve program and Meet with Purpose programs. Also, we will be monitoring guest engagement in supporting responsible travel in destination hot spots, which is a new metric that we will be tracking to support our Travel with Purpose 2030 Goals.

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**C12.1d**

**(C12.1d) Give details of your climate-related engagement strategy with other partners in the value chain.**

Franchised hotels, which are outside of Hilton's direct ownership or operational control, are an integral part of our business model and environmental footprint. Franchised properties comprise about 87% of our global portfolio by hotel count and 74% by total room count. Given their significance to Hilton's business model, we consider franchise properties and ownership groups to be primary value chain partners that require significant engagement.

Engagement strategy: Franchised properties are controlled by Hilton's development and operating standards for the respective hotel brands. We use LightStay and our Brand Standards to engage, educate and help drive sustainability performance across our franchised hotels to make the greatest impact, as follows:

(1) On a company-wide basis, we prioritize activities that can be scaled up to include franchised properties, and those that will create the greatest value for all hotels and their owners.

(2) At Hilton, sustainability measurement and continuous improvement is a Brand Standard for all hotels, managed and franchised. Using our LightStay platform, all hotels are required to report monthly utility consumption, including energy, water and waste. Through LightStay, Hilton then calculates and reports CO2e emissions from franchise operations using the currently available location-based emissions factor for each hotel. Brand standards also require that franchised hotels set annual reduction targets; maintain active energy, water and waste improvement projects; and complete benchmarking surveys across all operating departments, consisting of over 200 sustainability best practices and performance indicators. Franchise owners and operators use LightStay's detailed analysis and performance scoring to manage their energy, carbon, water and waste performance across their hotel or portfolio of hotels.

(3) Hilton has committed to ISO as a global standard and our entire portfolio (including managed and franchised hotels) is certified to three ISO Standards: ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and ISO 50001 (Energy Management).

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**C12.3**

**(C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following?**

Direct engagement with policy makers

Trade associations

Funding research organizations

Other

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**C12.3a**

**(C12.3a) On what issues have you been engaging directly with policy makers?**

Focus of legislation	Corporate position	Details of engagement	Proposed legislative solution
Other, please specify (WTTC Global Climate Change Accord)	Support	Under our CEO's leadership as chairman of the World Travel and Tourism Council (WTTC), a common agenda between the WTTC and the UN Framework Convention on Climate Change has been developed. Citing the need to transform dialogue into action, our CEO has advocated for the industry to exceed its 30% reduction target by 2020.	The WTTC and the UN Framework Convention on Climate Change will work to achieve carbon neutrality and reduce the contribution of the travel and tourism industry to climate change and support quantitative industry targets and reductions, including science-based targets.
Other, please specify	Support	In 2019 Hilton joined over 70 major businesses and U.S. labor unions in issuing a joint statement calling for accelerated action on climate change and urging the U.S. to remain in the Paris Climate Agreement.	The statement can be found here: <a href="https://www.unitedforparisagreement.com">https://www.unitedforparisagreement.com</a> .

**C12.3b**

**(C12.3b) Are you on the board of any trade associations or do you provide funding beyond membership?**

Yes

**C12.3c**

**(C12.3c) Enter the details of those trade associations that are likely to take a position on climate change legislation.**

**Trade association**

World Travel and Tourism Council (WTTC)

**Is your position on climate change consistent with theirs?**

Consistent

**Please explain the trade association's position**

The WTTC works to raise awareness of travel and tourism as one of the world's largest industries. The WTTC Climate Change Task Force works to identify industry priority action areas for the future and to evaluate industry progress against climate change commitments.

**How have you influenced, or are you attempting to influence their position?**

In 2017, our Chief Executive Officer was elected to serve as the WTTC's Chairman for the next two years. Under our CEO's leadership, a common agenda between the WTTC and the UN Framework Convention on Climate Change has been developed. Citing the need to transform dialogue into action, our CEO has advocated for the industry to exceed its 30% reduction target by 2020.

**Trade association**

American Hotel and Lodging Association (AHLA)

**Is your position on climate change consistent with theirs?**

Consistent

**Please explain the trade association's position**

To advocate, communicate and educate on behalf of the lodging industry in order to create business value through sustainability strategies defined as social responsibility and environmental protection. From a public advocacy perspective, this group aims to identify sustainability legislative ideas and develop industry position and work with the U.S. General Services Administration on its federal travel program policies.

**How have you influenced, or are you attempting to influence their position?**

Hilton is a member of the American Hotel and Lodging Association (AHLA) and chairs the AHLA's Sustainability Committee, which focuses on environment, engineering and corporate responsibility for the hotel and lodging industry. Our CFO serves on the Executive Committee of the AHLA.

**Trade association**

International Tourism Partnership (ITP)

**Is your position on climate change consistent with theirs?**

Consistent

**Please explain the trade association's position**

The International Tourism Partnership (ITP) brings together the world's leading international hotel companies to provide a voice for environmental and social responsibility in the industry.

**How have you influenced, or are you attempting to influence their position?**

Hilton is a founding member of this travel industry consortium and participates in various working groups, including the Hotel Carbon Measurement Initiative, the Hotel Water Measurement Initiative, and the Youth Career Initiative. In 2017, we co-created and supported the launch of the ITP's goals on carbon, water, youth and human rights. We also assisted with the creation of the Business Case for Sustainable Hotels white paper, which was published in October 2019. Our EVP, Communications & External Affairs sits on the ITP Board of Directors.

**C12.3d**

**(C12.3d) Do you publicly disclose a list of all research organizations that you fund?**

Yes

**C12.3e**

**(C12.3e) Provide details of the other engagement activities that you undertake.**

Since 2012, Hilton has been a signatory to the United Nations (UN) Global Compact, a voluntary initiative based on a CEO-led commitment to implement ten sustainability principles supporting the goals of the UN. Hilton participates in the following UN initiatives that directly relate to our climate change strategy and Travel with Purpose 2030 Goals: (1) Signatory to the United Nations CEO Water Mandate, demonstrating our commitment to furthering the global dialogue on water stewardship; (2) Official partner for the UN World Tourism Organization (UNWTO)'s International Year of Sustainable Development; (3) Our corporate responsibility strategies and objectives directly align with and support the UN Sustainable Development Goals.

**C12.3f**

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**(C12.3f) What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?**

The Vice President of Corporate Responsibility has oversight responsibility for indirect and indirect activities to ensure consistency with Hilton's sustainability principles and climate change strategy. All direct and indirect activities that influence policy are conducted by Hilton's corporate responsibility staff, along with regional sustainability managers and regional VPs of Property Operations, who are most familiar with Hilton's overall climate change strategy. Regular meetings and ongoing communications between the Corporate Responsibility team and global regions are conducted to track sustainability activities inside and outside of the Hilton organization.

Since 2012, Hilton has been a signatory to the United Nations (UN) Global Compact, a voluntary initiative based on a CEO-led commitment to implement ten sustainability principles supporting the goals of the UN. We have also aligned our corporate responsibility strategies and objectives to support the UN Sustainable Development Goals.

**C12.4**

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**(C12.4) Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).**

**Publication**

In mainstream reports, in line with the CDSB framework (as amended to incorporate the TCFD recommendations)

**Status**

Complete

**Attach the document**

Hilton 2019 10-K Filing.pdf

**Page/Section reference**

p. 12-14: Corporate Responsibility section and SASB Table (Governance, Strategy, Emissions figures, Targets, Other Metrics) p. 12, 18, 33: Risks, including climate change (Risks & Opportunities)

**Content elements**

Governance  
Strategy  
Risks & opportunities  
Emissions figures  
Emission targets  
Other metrics

**Comment**

We report in depth on the status of our Corporate Responsibility program and progress towards our 2030 Goals in our 2019 10-K Filing, which can be found at [ir.hilton.com](http://ir.hilton.com). This year we were the first major hotel brand to include a SASB table in our 10-K, demonstrating our commitment to transparently reporting our sustainability performance to our investors alongside our financial performance.

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**Publication**

In voluntary sustainability report

**Status**

Complete

**Attach the document**

Hilton-2019-CR-Report.pdf

**Page/Section reference**

p. 6: About Travel with Purpose (Strategy, Risks & Opportunities) p. 9-15: Materiality, Stakeholder Engagement, Governance & Management (Governance, Strategy, Risks & Opportunities) p. 16: 2030 Goal Tracking (Emissions targets and Other Metrics) p. 20-21: Energy & Carbon (Strategy, Risks & Opportunities, Emissions targets) p. 42: Performance Table (Emissions figures, targets and other metrics) p. 46: SASB Table (Emissions figures)

**Content elements**

Governance  
Strategy  
Risks & opportunities  
Emissions figures  
Emission targets  
Other metrics

**Comment**

We report in depth on the status of our Corporate Responsibility program and progress towards our 2030 Goals on our website ([cr.hilton.com](http://cr.hilton.com)) and in our annual CR Report, which can be downloaded here: <https://cr.hilton.com/wp-content/uploads/2020/04/Hilton-2019-CR-Report.pdf>.

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**Publication**

In mainstream reports

**Status**

Complete

**Attach the document**

Hilton 2019 Proxy Statement.pdf

**Page/Section reference**

p. 30: Progress towards 2030 Goals (Governance, Strategy, Opportunities, Emissions targets, Other metrics)

**Content elements**

Governance  
Strategy  
Risks & opportunities  
Emission targets  
Other metrics

**Comment**

We report on the status of our Corporate Responsibility program in our 2019 Proxy Statement, which can be found at [ir.hilton.com](http://ir.hilton.com).

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**C15. Signoff**

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**C-FI**

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(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

## C15.1

(C15.1) Provide details for the person that has signed off (approved) your CDP climate change response.

	Job title	Corresponding job category
Row 1	Vice President, Corporate Responsibility	Chief Sustainability Officer (CSO)

## SC. Supply chain module

### SC0.0

(SC0.0) If you would like to do so, please provide a separate introduction to this module.

Travel with Purpose is Hilton's corporate responsibility strategy to redefine and advance sustainable travel globally. By 2030, we plan to double our social impact investment and cut our environmental footprint by half. Hilton recognizes climate change to be a critical threat to our planet, our communities and our business, and we were proud to be the first major hotel brand to set science-based carbon reduction targets aligned with the Paris Climate Agreement. We track, analyze and report our environmental and social impact at each of Hilton's 6,110 hotels through [LightStay](#), our award-winning performance measurement system. Travel with Purpose capitalizes on Hilton's global scale to catalyze local economic growth, promote human rights, invest in people and local communities, and preserve our planet by reducing our impact on natural resources. Our strategy aligns with the United Nations Sustainable Development Goals. Visit [cr.hilton.com](http://cr.hilton.com) to learn more and to download our 2019 CR Report.

### SC0.1

(SC0.1) What is your company's annual revenue for the stated reporting period?

	Annual Revenue
Row 1	9140000000

### SC0.2

(SC0.2) Do you have an ISIN for your company that you would be willing to share with CDP?

No

### SC1.1

(SC1.1) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

**Requesting member**

Accenture

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO<sub>2</sub>e**

12418.55

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management

system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

---

**Requesting member**

AT&T Inc.

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

6739.07

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

---

**Requesting member**

Bank of America

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

5313.32

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

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**Requesting member**

Caesars Entertainment

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

0

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms. Hilton Sales team was unable to provide data for this account.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

---

**Requesting member**

Cisco Systems, Inc.

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

8560.75

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

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**Requesting member**

Hewlett Packard Enterprise Company

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

7882.09

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

---

**Requesting member**

HP Inc

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

2810.13

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

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**Requesting member**

KPMG UK

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

&lt;Not Applicable&gt;

**Emissions in metric tonnes of CO<sub>2</sub>e**

4939.53

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider. Please note: Data is for all room nights booked with Hilton under the KPMG LLP account (190,388 room nights in 2019).

---

**Requesting member**

L'Oréal

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

&lt;Not Applicable&gt;

**Emissions in metric tonnes of CO<sub>2</sub>e**

307.54

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

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**Requesting member**

LinkedIn Corp.

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

184.92

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

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**Requesting member**

TD Bank Group

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

1414.88

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

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**Requesting member**

The Allstate Corporation

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

1290

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

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**Requesting member**

VMware, Inc

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

600.82

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

**Requesting member**

Wells Fargo & Company

**Scope of emissions**

Scope 3

**Allocation level**

Company wide

**Allocation level detail**

<Not Applicable>

**Emissions in metric tonnes of CO2e**

8814.86

**Uncertainty (±%)**

5

**Major sources of emissions**

Emissions from 2019 room nights as captured in Hilton Sales platforms.

**Verified**

Yes

**Allocation method**

Allocation not necessary due to type of primary data available

**Please explain how you have identified the GHG source, including major limitations to this process and assumptions made**

Hilton's Sales system captures data on hotel stays booked through client's corporate account. Each of our hotels is required to use our LightStay sustainability management system to report all energy, water and waste utility data, enabling us to provide actual emissions data for these room nights. Emissions are calculated in accordance with the GHG Protocol and our emissions data is externally verified by our third party assurance provider.

**SC1.2**

(SC1.2) Where published information has been used in completing SC1.1, please provide a reference(s).

**SC1.3**

(SC1.3) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?

Allocation challenges	Please explain what would help you overcome these challenges
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**SC1.4**

(SC1.4) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

No

SC1.4b

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**(SC1.4b) Explain why you do not plan to develop capabilities to allocate emissions to your customers.**

At this time we are able to allocate emissions to our customers using our sales system and our LightStay sustainability data reporting system. We do not need to further develop capabilities around this type of emissions tracking.

SC2.1

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**(SC2.1) Please propose any mutually beneficial climate-related projects you could collaborate on with specific CDP Supply Chain members.**

SC2.2

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**(SC2.2) Have requests or initiatives by CDP Supply Chain members prompted your organization to take organizational-level emissions reduction initiatives?**

No

SC3.1

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**(SC3.1) Do you want to enroll in the 2020-2021 CDP Action Exchange initiative?**

No

SC3.2

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**(SC3.2) Is your company a participating supplier in CDP's 2019-2020 Action Exchange initiative?**

No

SC4.1

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**(SC4.1) Are you providing product level data for your organization's goods or services?**

No, I am not providing data

Submit your response

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**In which language are you submitting your response?**

English

**Please confirm how your response should be handled by CDP**

	I am submitting to	Public or Non-Public Submission	Are you ready to submit the additional Supply Chain Questions?
I am submitting my response	Investors Customers	Public	Yes, submit Supply Chain Questions now

**Please confirm below**

I have read and accept the applicable Terms