

Performance Tables

At Hilton, we closely track and report on our environmental and social impact. We use LightStay, our award-winning corporate responsibility performance measurement platform, to measure our hotels' impacts in the communities in which they operate. We believe that transparent external reporting allows us to better engage our stakeholders on the most material issues impacting our business and collaborate on solutions to address them. Accuracy of our data is important to us, which is why we have obtained independent external assurance over all of the data points listed in our performance tables.

PLEASE NOTE

Improvements in environmental measures during the year ended December 31, 2020 are primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic, which included the complete or partial suspensions of hotel operations at approximately 380 of our managed, owned and leased hotels at some point during the period. The decrease in occupancy resulted in reduced consumption of energy, water and waste at hotels around the world.

Environmental impact


Energy and Carbon



Hilton is committed to reducing our Scope 1 and 2 carbon intensity by 61% by 2030, in line with our science-based targets.

GREENHOUSE GAS EMISSIONS	2020	2019	2018	2008 (BASELINE)
SCOPE 1 DIRECT EMISSIONS				
Emissions (MT CO ₂ e)	329,570	476,036	533,382	437,087
Emissions intensity (MT CO ₂ e/m ²)	0.0132	0.0199	0.0233	0.0307
SCOPE 2 INDIRECT EMISSIONS				
Location-based emissions (MT CO ₂ e)	1,419,705	1,949,324	1,873,715	1,562,544
Location-based emissions intensity (MT CO ₂ e/m ²)	0.0569	0.0815	0.0819	0.1098
Market-based emissions (MT CO ₂ e)	1,388,664	1,931,834	1,845,111	1,792,500
Market-based emissions intensity (MT CO ₂ e/m ²)	0.0557	0.0808	0.0807	0.1260
TOTAL SCOPE 1 + 2 EMISSIONS				
Location-based emissions (MT CO ₂ e)	1,749,275	2,425,360	2,407,097	1,999,631
Location-based emissions intensity (MT CO ₂ e/m ²)	0.0701	0.1014	0.1052	0.1405
Market-based emissions (MT CO ₂ e)	1,718,234	2,407,870	2,378,493	2,229,587
Market-based emissions intensity (MT CO ₂ e/m ²)	0.0689	0.1007	0.1040	0.1567
SCOPE 3 EMISSIONS				
Franchises – emissions (MT CO ₂ e)	3,189,909	3,884,715	3,685,459	3,019,210
Franchises – emissions intensity (MT CO ₂ e/m ²)	0.0749	0.0971	0.0997	0.1363
Emissions from business travel (MT CO ₂ e)	6,449	26,754	31,016	–
Emissions from waste (MT CO ₂ e)	59,986	117,772	120,372	125,821

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ENERGY	2020	2019	2018	2008 (BASELINE)
ENERGY CONSUMPTION (MWH)				
Managed	4,956,217	6,828,225	6,728,534	5,289,613
Franchised	10,015,986	11,838,738	11,084,182	8,445,834
Total	14,972,203	18,666,964	17,812,716	13,735,447
ENERGY USE INTENSITY (MWH/m²)				
Managed	0.1987	0.2856	0.2942	0.3861
Franchised	0.2353	0.2960	0.2999	0.3813
Total	0.2218	0.2921	0.2977	0.3831
Water 				
Hilton is committed to reducing our water use intensity in our managed operations by 50% by 2030.				
WATER	2020	2019	2018	2008 (BASELINE)
WATER CONSUMPTION (MEGALITERS)				
Managed	9,672	14,026	13,841	10,335
Franchised	16,788	23,327	21,777	16,988
Total	26,460	37,353	35,618	27,323
WATER CONSUMPTION INTENSITY (LITERS/m²)				
Managed	388	586	605	754
Franchised	394	583	589	767
Total	392	585	595	762
WATER WITHDRAWAL (MEGALITERS)				
Managed	38,687	56,103	55,363	41,342
Franchised	67,154	93,309	87,110	67,951
Total	105,841	149,412	142,473	109,293
WATER WITHDRAWAL INTENSITY (LITERS/m²)				
Managed	1,551	2,346	2,420	3,018
Franchised	1,578	2,333	2,357	3,068
Total	1,568	2,338	2,381	3,049

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Waste



Hilton is committed to reducing our waste intensity in managed operations by 50% by 2030.

WASTE	2020	2019	2018	2008 (BASELINE)
TOTAL WASTE GENERATED (MT)				
Managed	96,609	192,230	192,163	159,537
Franchised	212,321	332,103	320,074	264,321
Total	308,929	524,334	512,238	423,860
TOTAL WASTE INTENSITY (MT/m²)				
Managed	0.0039	0.0080	0.0084	0.0112
Franchised	0.0050	0.0083	0.0087	0.0119
Total	0.0046	0.0082	0.0086	0.0117
LANDFILLED WASTE GENERATED (MT)				
Managed	63,815	125,289	128,055	133,852
Franchised	188,956	281,772	270,761	221,765
Total	252,772	407,061	398,817	355,617
LANDFILLED WASTE INTENSITY (MT/m²)				
Managed	0.0026	0.0052	0.0056	0.0094
Franchised	0.0044	0.0070	0.0073	0.0100
Total	0.0037	0.0064	0.0067	0.0098
WASTE DIVERTED FROM LANDFILL (MT)				
Managed	32,794	66,941	64,108	25,686
Franchised	23,364	50,332	49,313	42,556
Total	56,158	117,273	113,421	68,243
WASTE DIVERSION RATE (%)				
Managed	33.9%	34.8%	33.4%	16.1%
Franchised	11.0%	15.2%	15.4%	16.1%
Total	18.2%	22.4%	22.1%	16.1%

Performance tables continued

Social impact

Inclusive growth



Hilton empowers everyone to participate in and benefit from travel and tourism across our value chain.

INCLUSIVE GROWTH	2020	2019	2018
Supplier Diversity Program (number of women, minority, veteran and LGBTQ- owned businesses we have supported)	2,700	3,476	3,352
Refugees impacted ¹	11,725	10,883	5,392

Human rights



Hilton is committed to embedding human rights due diligence across our global operations and supply chain by 2030.

HUMAN RIGHTS	2020	2019	2018
Mandatory Anti-Trafficking Training (% of General Managers having completed)	71%	78%	68%

Community investment



Hilton is committed to doubling our investment in social impact by 2030.

HUMAN RIGHTS	2020	2019	2018
Volunteering (number of hours) ²	149,605	549,887	513,055

¹ Figures provided are cumulative impact since 2015.

² Reduction in logged 2020 volunteer hours is primarily attributable to the temporary closing or suspension of hotels due to the pandemic.