

# 2030 Goal tracking

Our 2030 Goals align with the UN's Sustainable Development Goals and targets. The corresponding SDG for each of Hilton's 2030 Goals is included below.



**LEGEND**

Making progress

On track

Complete

## Overarching impact

### HILTON'S 2030 GOALS

### SDGs

### PROGRESS TO DATE

#### DESTINATION STEWARDSHIP



Adopt a global standard for responsible travel and tourism, complementing our existing environmental certifications

Engage guests in supporting responsible travel in destination hot spots



Achieved Global Sustainable Tourism Council (GSTC)-Recognized Standard status for LightStay

Mapped 100% of hotels against key social and environmental risks

Continued to advance collaboration with groups including WWF, WTTC and GSTC to advance sustainable destination management

#### TEAM MEMBER SUPPORT AND ENGAGEMENT



Support our Team Members affected by disasters

Achieve Hilton's Diversity & Inclusion targets ([learn more](#))

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



Distributed more than \$500,000 to Team Members directly impacted by COVID-19

Contributed to the development of WTTC's New Guidelines for Inclusion & Diversity

Launched our Courageous Conversations Series to engage Team Members in necessary conversations on racial justice and promoting equity in the workplace

Awarded grants to nonprofits that are at the front lines of the fight for racial justice, including the NAACP and National Urban League

91% of managed hotels globally have trained all Team Members in Diversity & Inclusion and Unconscious Bias, including 100% of managed hotels in the U.S.

100% of hotel General Managers and Engineers required to be trained in using LightStay system

#### SUPPLIER ENGAGEMENT



Encourage suppliers to set goals and validate through auditing and incentive program

Create framework for collaboration program with top-tier suppliers

Increase data visibility by incorporating social and environmental criteria into supplier registration and inquiry processes



Partnered with EcoVadis to track and validate supplier sustainability performance

All suppliers are encouraged to observe and abide by [Hilton's Responsible Sourcing Policy](#), which is included in all property contracts

Where relevant, routinely incorporate sustainability criteria into our sourcing exercises, catalogs and purchasing data

## Cutting our environmental footprint in half

### HILTON'S 2030 GOALS

### SDGs

### PROGRESS TO DATE

#### ENERGY AND CARBON



On track

Science-based targets: Reduce Scope 1 and 2 carbon intensity from managed hotels by 61%, and work with franchisees to reduce Scope 3 carbon intensity from franchised hotels by 52% (MT CO<sub>2</sub>e/m<sup>2</sup>, 2008 baseline)

Create and partner with cross-industry networks to support a low-carbon future



**7.2,**  
**7.3,**  
**7.a**

**12.2**

**13.1,**  
**13.3**

56% reduction in carbon emissions intensity (managed hotels)\*

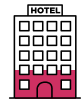
47% reduction in carbon emissions intensity (all hotels)\*

Began sourcing 100% renewable electricity at the majority of our managed hotels in the U.K., and added renewable energy option for U.S. managed hotels

100% of hotels mapped against climate risks

Continued to advance collaboration across industry networks

#### WATER



Making progress

Reduce water use in our managed operations by 50% (liters/m<sup>2</sup>, 2008 baseline)

Activate 20 context-based water projects in our communities and watersheds of top water risk



**6.3,**  
**6.4,**  
**6.6,**  
**6.b**

**12.2**

47% reduction in water intensity (managed hotels)\*

49% reduction in water intensity (all hotels)\*

3 context-based water pilots initiated

Mapped 100% of hotels against WRI and WWF water risk indices; 37% of managed hotels identified to be in areas of high or very high water stress

Investing in community water stewardship efforts through the Hilton Effect Foundation

#### WASTE



On track

Reduce waste in our managed operations by 50% (MT/m<sup>2</sup>, 2008 baseline)

Reduce food waste sent to landfill by 50% in our managed operations (MT/m<sup>2</sup>, 2017 baseline)

Send zero soap to landfill by recycling all used guest soap bars, where available



**3.3**

**12.3,**  
**12.5**

**14.1**

73% reduction in landfilled waste intensity (managed hotels)\*

62% reduction in landfilled waste intensity (all hotels)\*

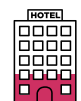
88% of portfolio participating in soap recycling, including 100% of North America hotels

Food waste reduction program established

Collaborating with WWF and the hotel industry to develop a standardized waste measurement methodology

Launched Hilton EventReady program globally, creating waste reduction standards for all Hilton meetings and events

#### RESPONSIBLE SOURCING



Making progress

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



**12.2,**  
**12.5,**  
**12.6**

**14.4,**  
**14.b**

Partnering with our suppliers to improve access to certified sustainable products

58 hotels in 7 countries have achieved Marine Stewardship Council (MSC) and/or Aquaculture Stewardship Council (ASC) Chain of Custody certification for sustainable seafood

Cage-free eggs represent 86% of our egg volume in the U.S. and 66% in the U.K. and nine European countries, for our Luxury and Full Service managed hotels

\* Significant improvements in environmental measures during 2020 are primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic.

## Doubling our investment in social impact

### HILTON'S 2030 GOALS

### SDGs

### PROGRESS TO DATE

#### INCLUSIVE GROWTH



On track

Double our investment in programs that contribute to sustainable solutions and economic opportunity for all (2017 baseline)

Double our sourcing spend from local, small and medium-sized enterprises and minority-owned suppliers for managed hotels and corporate offices (2017 baseline)

Double our investment in youth opportunity programs in countries with lowest youth wellbeing (2017 baseline)



1.1, 1.2



4.4, 4.5



8.b, 8.5, 8.6

Positively impacted nearly 11,500 refugees since 2015

Sourced from 2,700 women-, minority-, veteran-, disabled- and LGBTQ-owned businesses in 2020

50% of brands have at least one brand standard requiring local sourcing

Joined with Tent Partnership for Refugees and Human Rights Campaign to pledge to mentor LGBTQ refugees and asylum seekers

Continued to partner with organizations expanding opportunities for youth, including International Youth Foundation, Jobs for America's Graduates, and Springboard

#### HUMAN RIGHTS



On track

Embed human rights due diligence across our global operations and in our supply chain, and partner with suppliers to address any form of forced labor or trafficking

Create and partner with cross-industry networks to advance international human rights



8.7, 8.8

124,796 Team Members completed our anti-human trafficking training, including 71% of hotel leaders

Achieved 91% compliance with training in Risks of Modern Slavery in Labor Sourcing across Europe, Middle East and Africa (EMEA) hotels

100% of hotels mapped against human rights risks, and 100+ country-level human rights briefs and mitigation plans developed

Active collaboration with industry organizations and partners including It's a Penalty and ECPAT-USA

#### COMMUNITY SUPPORT AND DISASTER RESPONSE



On track

Contribute 10 million volunteer hours

Participate in food donation programs, where allowed by law (managed hotels)

Double our monetary response, empowerment efforts and investment in resiliency against natural disasters (2017 baseline)

Double Action Grants for hotel-led social and environmental impact projects in our communities

Promote environmental awareness and open our LightStay technology in school educational programs



1.1, 1.5



11.5



12.3

Awarded over \$1M in COVID-relief grants through the Hilton Effect Foundation, prioritizing organizations supporting marginalized communities

Partnered with American Express to donate up to one million free room nights to frontline medical professionals

Donated \$350,000 through the Hilton Effect Foundation to community organizations supporting natural disaster relief

Developed and implemented Disaster Response Playbook

1,612,920 hours volunteered since 2017, including 184,425 hours in 2020

All managed hotels in North America are required to have food donation programs in place