

# Travel with Purpose

At Hilton, we're committed to driving responsible travel and tourism globally. **Our environmental, social, and governance (ESG) strategy is called Travel with Purpose**, and it is integrated through every aspect of our business, including our operations, our supply chain, and our engagement with our communities.

**OUR ESG STRATEGIC FRAMEWORK**

**CHECK OUT** [Our 2021 ESG Report](#)

**LEARN MORE** [About our 2030 Goals](#)

In 2021, we conducted a strategic review of our Travel with Purpose 2030 Goals to ensure that Hilton continues to evolve its ESG strategy in line with climate science and best-in-class programs. Looking to the future, we have developed a framework that will expand and deepen our commitments to our Team Members, our communities and our planet:

<p><b>E</b> Environmental</p> <p><b>PAVING THE WAY TO NET ZERO</b></p> <p>CLIMATE ACTION DESTINATION STEWARDSHIP</p> <p> <b>WATTS</b> CARBON/ENERGY</p> <p>Cut managed portfolio emissions intensity by 2030 (1.5°C scenario)</p> <p>Cut franchised portfolio emissions intensity by 2030 (well-below 2°C scenario)</p> <p>Drive toward a net zero future</p> <p> <b>WATER</b></p> <p>Cut water use in half by 2030</p> <p> <b>WASTE</b></p> <p>Cut waste in half by 2030</p>	<p><b>S</b> Social</p> <p><b>CREATING AN ENGINE OF OPPORTUNITY</b></p> <p>HUMAN RIGHTS DIVERSITY, EQUITY &amp; INCLUSION</p> <p> <b>CAREERS</b></p> <p>Create learning and career growth opportunities for Team Members and communities with a focus on underrepresented groups</p> <p> <b>COMMUNITIES</b></p> <p>Meaningfully impact community members</p> <p>✓ Local Support ✓ Disaster Relief ✓ Economic Opportunities</p> <p> <b>CONDUCT</b></p> <p>Promote responsible, inclusive conduct across our value chain operations</p>	<p><b>G</b> Governance</p> <p><b>ADVANCING AND MEASURING OUR GOALS</b></p> <p>INTEGRITY TRANSPARENCY</p> <p> <b>PUBLIC AFFAIRS</b></p> <p>Advocate for public policies that advance our Travel with Purpose goals</p> <p> <b>PARTNERSHIPS</b></p> <p>Create and partner with cross-industry networks to advance Travel with Purpose objectives</p> <p> <b>POLICIES &amp; REPORTING</b></p> <p>Operate through best-in-class measurement (LightStay), governance and oversight</p>
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LightStay, our award-winning ESG management system, helps us track, analyze, and report our environmental and social impact at each of our hotels, as well as our progress towards our 2030 Goals.

**\$1B+** cumulative savings in energy costs since 2009 by measuring and monitoring our demand-side energy management in LightStay

# 2021 ESG Highlights

**SUBMITTED APPLICATION TO THE SCIENCE BASED TARGETS INITIATIVE (SBTI)**  
 with more ambitious environmental targets to further reduce our greenhouse gas (GHG) emissions.

**JOINED THE U.S. DEPARTMENT OF ENERGY BETTER CLIMATE CHALLENGE**  
 as the first hospitality company to commit to their GHG reduction targets and to share best practices with government leaders.

**LAUNCHED CARBON NEUTRAL MEETINGS PROGRAM**  
 to support our customers in reducing the carbon footprint of their meetings and events and facilitate carbon credits through our partners at South Pole.

**COMPLETED ISO 14001, ISO 9000 AND ISO 50001 RECERTIFICATION OF OUR PORTFOLIO OF HOTELS**  
 continuing as one of the largest ISO-certified portfolios of hotels in the world.

**HOSTED WORLD LEADERS AND ENVIRONMENTAL EXPERTS AT COP26**  
 in Glasgow, Scotland, and showcased our Travel with Purpose efforts.

**LAUNCHED NEW ELECTRIC VEHICLE SEARCH FEATURE**  
 on Hilton website to allow guests to easily search for the 1,400+ Hilton properties that offer electric vehicle charging stations.

**REDUCED SINGLE-USE PLASTICS**  
 by continuing to eliminate the use of miniature toiletry bottles at all hotels by the end of 2023.

**PARTICIPATED AS A U.S. FOOD LOSS AND WASTE 2030 CHAMPION**  
 at the U.S. Department of Agriculture's first-ever Food Loss and Waste Innovation Fair.

**RELEASED ETHNIC AND GENDER DIVERSITY COMMITMENTS**  
 and shared detailed demographic data on our [new diversity website](#).

**RECEIVED 100% RATING ON THE HUMAN RIGHTS CAMPAIGN'S CORPORATE EQUALITY INDEX**  
 for eight years in a row.

**JOINED THE TENT COALITION FOR AFGHAN REFUGEES**  
 commitment to provide job opportunities for Afghan nationals displaced by the 2021 humanitarian crisis.

**RELAUNCHED MEET WITH PURPOSE PROGRAM**  
 that integrates sustainability and community impact activities into meetings and events.

**HELD 10TH ANNUAL HILTON EFFECT WEEK**  
 to inspire social and environmental volunteer efforts from our Team Members around the world.

**AWARDED NEARLY \$2M IN HILTON EFFECT GRANTS**  
 to support organizations leading recovery and resiliency projects for our communities and our planet.

**DISTRIBUTED \$750,000+ FROM OUR TEAM MEMBER ASSISTANCE FUND**  
 to provide assistance grants to Team Members impacted by COVID-19 and other crises or disasters.

## ESG LEADING RECOGNITION

**Recognized as a global sustainability leader** by being included on the [Dow Jones Sustainability Indices](#) for the 5th year in a row

Received **2022 Gold Class distinction** in the S&P Global Sustainability Yearbook

Named to Newsweek's list of **Americas Most Responsible Companies**

Ranked in 21 countries, and certified in 19 others, named by Fortune and GPTW the **#1 Best Big Company To Work For in the U.S.**, **#1 Best Workplace For Women in the U.S.**, and **#3 World's Best Workplace**

Ranked **#1 in DiversityInc's** Top 50 Companies for Diversity

The only hotel brand named to **3BL Media's 100 Best Corporate Citizens List**

Awarded **EcoVadis silver medal** in recognition of sustainability achievement



## ENVIRONMENTAL IMPACT

# Paving the way to net zero

Climate change poses a critical threat to the growth and resiliency of the travel and tourism industry. We believe it is critically important to the long-term success of our business to build and operate sustainable, efficient hotels and to serve as good stewards of the beautiful destinations where we operate.



Guests at the **Conrad Maldives Rangali Island** have the opportunity to support the local marine life by planting coral “babies” in the coral nursery.

### EV CHARGING STATIONS FOR GUESTS

Hilton launched a new website feature that allows guests driving electric vehicles (EVs) to search for our 1,400+ hotels with EV charging stations. Through the establishment of partnerships with EV charging providers in the U.S. and the U.K., Hilton is facilitating more sustainable travel for our guests.



### OUR SCIENCE-BASED TARGETS

Hilton was the first major hospitality company to set science-based targets to reduce our greenhouse gas emissions in line with climate science (2°C scenario). In 2021, we evolved our strategy to set more ambitious targets (1.5°C scenario), which are currently under review with the Science Based Targets initiative (SBTi). View Hilton’s latest greenhouse gas emissions data on page 47 of our [2021 ESG Report](#).



## WATTS

49%



reduction in CO<sub>2</sub> emissions intensity per square meter from 2008 baseline<sup>1</sup>  
**2030 GOAL: 61% REDUCTION**

100%



offset of Scope 3 emissions from Hilton corporate air travel and rental cars

Our newly launched Carbon Neutral Meeting offering leverages the LightStay Meeting Impact Calculator to help guests understand and mitigate the environmental footprint of meetings and events. This program is a part of **Meet with Purpose**, which allows customers to integrate social and environmental considerations into their meetings and events.

1/3



of all managed hotels in EMEA powered with 100% certified renewable electricity

Completed **ISO 14001, ISO 9000, and ISO 5001** recertification of our portfolio of hotels, continuing as one of the largest ISO-certified portfolios in the world.



## WATER

39%



reduction in water consumption per square meter from 2008 baseline<sup>1</sup>  
**2030 GOAL: 50% REDUCTION**

Invested in community water stewardship efforts through the **Hilton Effect Foundation**, including partnerships with organizations like World Wildlife Fund, WaterAid, Sungai Watch, and Clean the World.



100%

of hotels mapped against WWF’s Water Risk Filter and WRI’s Aqueduct Water Risk Atlas



## WASTE

70%



reduction in landfilled waste per square meter from 2008 baseline<sup>1</sup>  
**2030 GOAL: 50% REDUCTION**

Hilton participated in the U.S. Department of Agriculture’s first ever Food Loss and Waste Innovation Fair as a U.S. **Food Loss and Waste 2030 Champion**.

1.6M+



bars of soap donated in 2021

We continued to expand **Digital Key** and transition hotels to **bulk amenities**, reducing plastic waste from key cards and miniature toiletry bottles.



### “EXTENDING OUR STAY” ECO-TRAVEL DOCUSERIES

Focused on sustainable travel, Hilton’s “Extending Our Stay” series takes the virtual traveler to beautiful destinations around the world to explore how they can engage in responsible and sustainable travel.

**WATCH** [“Extending Our Stay”](#)

<sup>1</sup> Reflects data from Hilton’s managed hotels as of December 31, 2021. This data has been reviewed by an independent third party. Continued progress in these measures during the year ended December 31, 2021 is attributable to occupancy fluctuations during the ongoing COVID-19 pandemic. Although consumption and waste generation were higher in 2021 than in 2020, correlated with the increase in occupancy, they remain below 2019 levels.



**SOCIAL IMPACT**

# Creating an engine of opportunity

We view our company as a global business that operates on a local level, building strong ties in our communities, partnering with local businesses and nonprofits, and creating a positive impact in the lives of our neighbors, through good jobs and other opportunities.



The Hilton Buenos Aires partners with Vivera Organica, an urban communal garden that is cared for by 14 local families, and most of the producers are migrant women.



## CAREERS

### OUR COMMITMENT TO DIVERSITY

**50%** Gender Parity at our global corporate leadership levels by 2027

**25%** Ethnic Diversity at our corporate leadership levels in the U.S. by 2027

### OUR PROGRESS

**39%** Women<sup>1</sup> +2% vs. 2020

**19%** Ethnically diverse<sup>2</sup> +2% vs. 2020

Almost **40%** of U.S. Team Members have been with Hilton for 10+ years

Hilton was the first company in our industry to partner with **Guild Education** to provide Team Members the opportunity for debt-free continuing educational opportunities.

Hilton made big strides in Team Member health and wellness in 2021, partnering with **Amazon Care** to increase access to healthcare, providing Team Members with COVID-19 vaccine education, and launching a **Mental Wellness Hub**.

Joined the **Tent Coalition for Afghan Refugees** to provide employment opportunities to individuals displaced by the humanitarian crisis in Afghanistan.



## COMMUNITIES

### 2021 HOTEL ACTION IN LOCAL COMMUNITIES

**190,000+** total volunteer hours from Team Members

**123,848** meals donated

### HILTON EFFECT FOUNDATION (HEF)

**\$5M+** in grants awarded to 70 NGOs & community-based organizations since 2019

The Foundation is our primary international philanthropic arm and an integral expression of our century-old values, our ESG strategy, and our ambitious Travel with Purpose 2030 Goals. In 2021, the Foundation focused on the theme of restoring our communities and our planet for future generations of travelers.

### TEAM MEMBERS SUPPORTED BY TEAM MEMBER ASSISTANCE FUND IN 2021

**BY REGION**

- 317 (50%)** Americas
- 54 (8%)** EMEA
- 266 (42%)** APAC

**637** Total

In 2021, we responded to crises and disasters across the globe, including Winter Storm Uri, Hurricane Ida, Malaysian Floods, tornadoes in Kentucky, the Afghan humanitarian crisis, and the continued impacts of the global COVID-19 pandemic.



## CONDUCT

### IN 2021, WE SOURCED FROM

**2,508** Supplier Diversity Program partners accounting for

**\$220M** of our supplier spend

In 2021, we advanced our partnership with **EcoVadis** to assess our suppliers' sustainability risk and performance, and to encourage continuous improvement. All suppliers are encouraged to observe and abide by Hilton's **Responsible Sourcing Policy**.

**94%** of managed hotels in the U.S., as well as 90% of managed hotels globally, have completed Diversity & Inclusion/Unconscious Bias and creating a Harassment-Free Workplace training

**100%** of hotels mapped for modern slavery and Women's & Girls' Rights

During Super Bowl LVI in Los Angeles, we partnered with **It's a Penalty** to educate our Team Members and guests at all of our hotels in the greater Los Angeles area on recognizing and reporting human trafficking.

**7,000** Corporate and Operations Team Members trained to date with focus on procurement roles, in Key Risks of Modern Slavery in Labor Sourcing

<sup>1</sup> Data is based on self-identified gender. Hilton recognizes and supports Team Members who identify as non-binary.  
<sup>2</sup> Using race/ethnicity categories defined by the Equal Employment Opportunity Commission.

# Advancing and measuring our goals

Governance is the stabilizing force that strengthens the core of our business. Cascading from our Board and executive leadership, we are committed to best-in-class governance practices, ensuring we operate with accountability, integrity and transparency in everything we do.



Front desk Team Member of the Hilton Garden Inn Cusco, Peru.



## PUBLIC AFFAIRS

Hilton is actively engaged in several industry associations that share common goals. We work closely with these groups to exercise industry leadership, shape public policies that advance our agenda, and lobby for legislation and regulation that supports our Travel with Purpose Goals, such as anti-human trafficking, immigration and visa reform, plastics elimination, skills training and DE&I.



The Real Estate Roundtable



Named a **Trendsetter** in political disclosure and accountability on the CPA-Zicklin Index.



## PARTNERSHIPS

We continually build and maintain strong cross-industry partnerships with global nonprofit organizations, local community groups and other organizations to help us advance our Travel with Purpose Goals.

Examples of work with our partners in 2021 include:

In partnership with the **International Youth Foundation (IYF)**, we launched Passport to Success Concierge to provide free soft-skills training to young people interested in exploring careers in travel and tourism.



We partner with **South Pole** to purchase carbon credits that support environmental projects around the world.



Hilton joined the **U.S. Department of Energy Better Climate Challenge** as the first hospitality company to commit to their GHG reduction targets and to share best practices with government leaders.



## POLICIES AND REPORTING

To ensure accountability throughout our business, we hold ourselves and our partners to the highest ethical standards. We are committed to pursuing the most responsible business practices, acting with integrity, and managing risk, with appropriate Board oversight.

**100%**



of our hotels mapped against a series of environmental and social risks

Our Board oversees our company and conducts its business through meetings and its three standing committees: the Audit Committee; the Compensation Committee; and the Nominating & ESG Committee.

Our ethics and compliance program underpins our entire organization. Our Code of Conduct is applicable to all Team Members, and they are expected to report suspected misconduct through the Hilton Hotline.

## HILTON ENTERPRISE RISK MANAGEMENT PROCESS

