LightStay is the backbone behind the measurement of our environmental and social performance

LightStay, our award-winning ESG management system, helps track our progress toward our Travel with Purpose 2030 Goals. With LightStay, we can analyze and report on our environmental and social impact at our hotels globally.
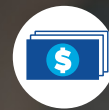
Light STAY

LightStay is our award-winning, industry-leading ESG management system for measuring and recognizing our hotels' progress toward our Travel with Purpose 2030 Goals. It also enables our hotels to report the environmental impact of hotel stays, meetings and events to our corporate customers.

As a standard requirement across Hilton's global portfolio of hotels, LightStay use is essential to our governance structure, and it informs each hotel of their specific reduction targets and social impact priorities. Our managed and franchised hotels are required to track energy, carbon, water, waste and efficiency projects under way, as well as social impact metrics including career opportunities, community volunteerism, and donations. LightStay also captures hotels' sustainability features and certifications, and it offers location-specific risk indices, including for biodiversity, water and human rights. Real-time dashboards and monthly updates keep properties regularly informed of their ESG performance.

GAINING RECOGNITION

LightStay is aligned with the globally recognized criteria of the United Nations-founded Global Sustainable Tourism Council (GSTC), an established seal of approval for sustainable travel and tourism practices. We use LightStay globally to comply with ISO 9001 (Quality Management), ISO 14001 (Environmental Management), and ISO 50001 (Energy Management). Hilton has been working closely with Travalysts Accommodation Framework program to make it easier for our guests to find sustainability information on partner booking programs. Google recognizes LightStay for their "eco-certified" label, and Booking.com uses LightStay data to recognize and assign Hilton hotels one of their three Travel Sustainable levels. We continue our work with all partners to ensure guests can book sustainable hotels as easily as possible.

$1.38B+
cumulative savings in watts, water, and waste costs since 2009 by measuring and monitoring our utility performance in LightStay
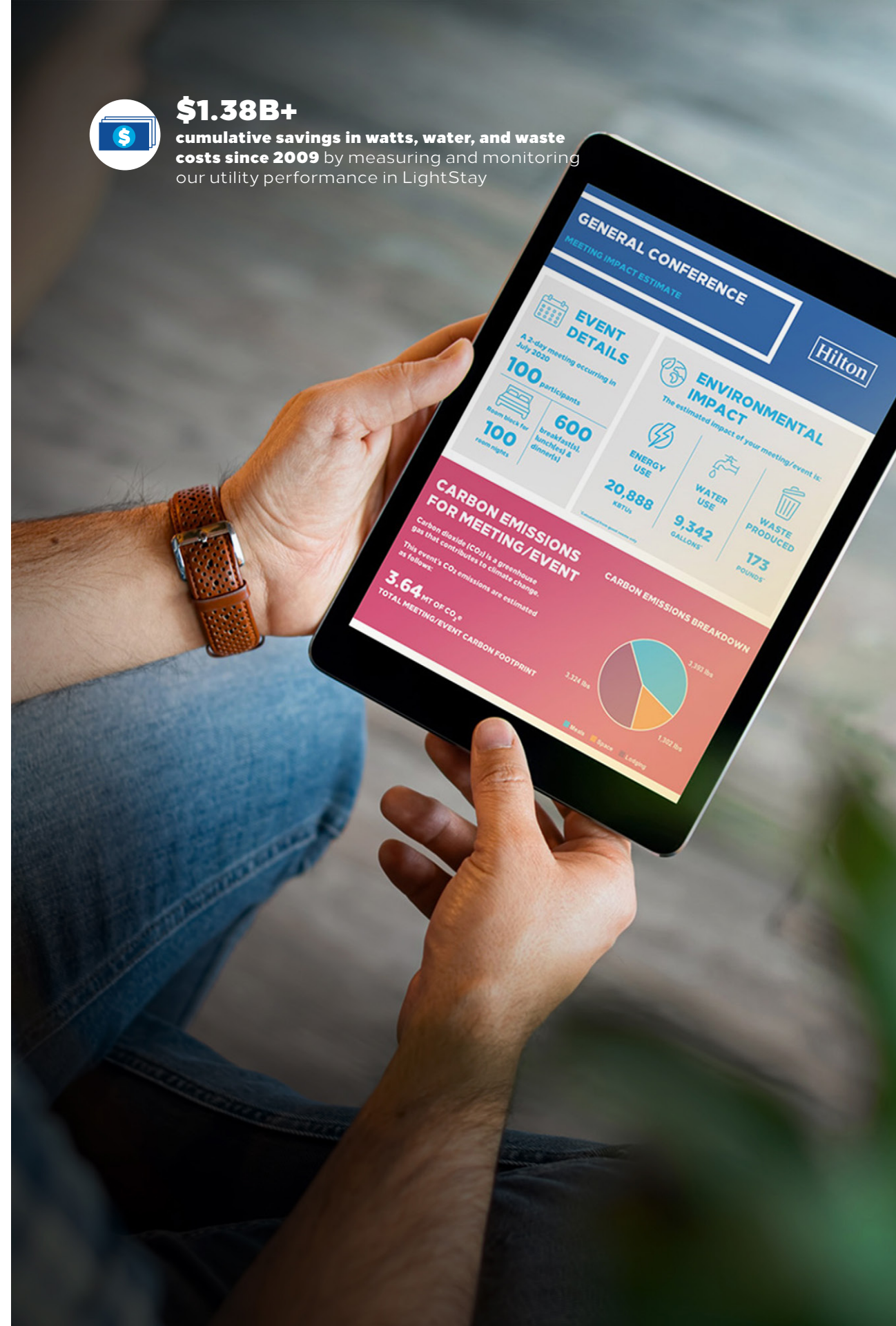
LightStay features

TRACKS ENVIRONMENTAL IMPACT
- Tracks energy and water consumption, carbon and waste generation and efficiency projects
- Provides peer performance benchmarking

TRACKS SOCIAL IMPACT
- Measures volunteer activities, donations and engagement with local partners
- Tracks against Careers and Communities goals

BEST-PRACTICE SHARING
- Tracks operational, design and construction sustainability practices
- Enables hotels to share best practices

ACTIONABLE DATA
- Analyzes and predicts utility consumption costs through data-driven models
- Alerts hotel teams when consumption and cost spikes are identified

CUSTOMER REPORTING
- Empowers customers to report Scope 3 emissions from meetings and events hosted with Hilton
- Provides room night emissions reports for customers in Meet with Purpose program

RISK MITIGATION
- Maps all hotels against external risk indices including disaster, climate, water, biodiversity and human rights risks

THIRD-PARTY VERIFIED
- Externally verified to ensure accuracy and completeness of our data and processes

ENGAGEMENT TOOLS
- Connecting with our hotel teams to provide guidance, training, customized reports, including performance reports for owners and customers, and recognition.