

Since 2009, Hilton has used LightStay, our award winning corporate responsibility management platform, to measure and manage our environmental and social impact across our global portfolio of managed and franchised hotels.

Originally designed to track environmental data, LightStay has evolved to measure, manage and report all of Hilton's environmental and social performance metrics. We have continued to enhance and customize LightStay with features that include localized risk indices on the most material issues for the company, such as disaster vulnerability, water risk and modern slavery risk, to inform each hotel's priorities. LightStay's machine-learning algorithm also predicts every hotel's energy, water and waste performance and corresponding costs, and tracks actual consumption against these predictive models. As a global brand standard, every one of Hilton's 6,110 hotels is required to use LightStay to track its corporate responsibility performance against prior years and against peers. In 2019, we achieved Global Sustainable Tourism Council (GSTC) Recognized Standard status for LightStay.



LightStay features the following capabilities:

ENGAGEMENT TOOLS

- Best practice spotlights and improvement tips to provide recognition, inspiration and guidance
- Tools designed for hotel leaders to engage their teams on corporate responsibility best practices and analyze their hotel's environmental and social impact
- Local priority area analysis and recommendations for impactful environmental and community projects based on geolocation risk mapping
- Detailed tracking of hotels' internal and external CR certifications and awards
- Environmental footprint calculation tool for meetings and events
- Tailored reports for individual hotels' corporate clients, including our Meet with Purpose sustainable meeting program and Meeting Impact Calculator

STRATEGIC TRACKING

- Global performance tracking for all hotels and corporate offices
- Measurement of sustainability metrics across 200+ operational, design and construction practices
- Peer performance benchmarking between similar Hilton properties
- Environmental and social performance tracking aligned with the 2030 Goals
- Environmental and social impact data verified annually by an independent third party

ENVIRONMENTAL IMPACT TRACKING

- Energy, carbon, water and waste through data-driven modeling to analyze and predict utility consumption and cost
- Sourcing and procurement practices
- Building and property operations
- Environmental improvement projects

SOCIAL IMPACT TRACKING

- Volunteering events and hours
- Program impact data (youth, refugees, women and girls, veterans, persons with disabilities)
- In-kind donations (food, soap, items, etc.)
- Local partnerships

