

Our reporting follows the Global Reporting Initiative (GRI) disclosure framework, which is an internationally recognized set of indicators for economic, environmental and social aspects of business performance. The tables below set forth how the GRI framework has been applied to our corporate responsibility reporting process in alignment with global best practices.

In the GRI Index, we provide our stakeholders with references where they can locate content of interest. We also provide direct answers to specific indicators covered in the GRI framework.

**GENERAL DISCLOSURES:**

Indicator	Description	References and/or Direct Answer
<b>Organizational Profile</b>		
102-1	Name of the organization	Hilton Worldwide Holdings Inc. ("Hilton")
102-2	Activities, brands, products, and services	<a href="#">About Hilton</a> <a href="#">2017 Annual Report</a>
102-3	Location of headquarters	Our corporate headquarters are located at 7930 Jones Branch Drive, McLean, Virginia 22102 in the United States.
102-4	Location of operations	<a href="#">About Hilton</a>
102-5	Ownership and legal form	Hilton is a publicly-traded corporation.
102-6	Markets served	<a href="#">Hilton At A Glance</a>
102-7	Scale of the organization	<a href="#">2017 Annual Report</a>
102-8	Information on employees and other workers	<a href="#">2017 Annual Report</a> (Item 1. Business – "Overview")
102-9	Supply chain	<p>What we buy, source, use and serve every day are essential components of the exceptional experience that we aim to deliver to every hotel, every guest, every time. As such, Hilton manages a large global supply chain containing key components, which include food and beverage, information technology, linens and apparel.</p> <p>Additional information on our supply chain and programs to address environmental and social issues can be found in <a href="#">Hilton's Responsible Sourcing Fact Sheet</a> on page 3 of Hilton's <a href="#">2017 Slavery and Trafficking Statement</a>.</p>
102-10	Significant changes to the organization and its supply chain	The spin-off of Park Hotels & Resorts and Hilton Grand Vacation in two separate and independent publicly traded companies was completed in early 2017. Additional information can be found on our <a href="#">Spin-Off Information</a> webpages.
102-11	Precautionary Principle or approach	<p>As a signatory to the UN Global Compact, Hilton adheres to the principle that businesses should support a precautionary approach to environmental challenges.</p> <p>Additional information on our management approach, programs, targets and performance can be found on Hilton's <a href="#">Our Approach</a> webpage and <a href="#">Environmental Impact</a> webpage, covered in our <a href="#">Energy and Carbon</a>, <a href="#">Water</a>, <a href="#">Waste</a> and <a href="#">Responsible Sourcing</a> fact sheets through our 2030 <a href="#">Value Chain Targets</a> and in the <a href="#">Hilton Environmental Policy</a>.</p> <p>In 2018, Hilton became the first hotel operator to have its value chain emissions target approved by the <a href="#">Science Based Targets initiative</a> (SBTi).</p>

Indicator	Description	References and/or Direct Answer
102-12	External initiatives	<p>Since 2012, Hilton has been a signatory to the United Nations <a href="#">(UN) Global Compact</a>, a voluntary initiative based on a CEO-led commitment to implement ten sustainability principles supporting the goals of the UN.</p> <p>In 2017, Hilton served as an official partner for the UN World Tourism Organization (UNWTO)'s International Year of Sustainable Development.</p> <p>We have also aligned our corporate responsibility strategies and objectives to support the UN Sustainable Development Goals – a global framework for coordinated action to address critical topics by 2030. Additional information can be found on <a href="#">Our Approach</a> page and <a href="#">UN Sustainable Development Goals</a> page.</p>
102-13	Membership of associations	<p>In 2017, key memberships and affiliations included the following:</p> <p><b>World Travel and Tourism Council:</b> The World Travel and Tourism Council (WTTC) works to raise awareness of travel and tourism in one of the world's largest industries. In 2017, our Chief Executive Officer was elected to serve as the WTTC's Chairman for the next two years. We are also members of the WTTC Climate Change Task Force, which works to identify industry priority action areas for the future and evaluate industry progress against climate change commitments.</p> <p><b>American Hotel &amp; Lodging Association:</b> Hilton is a member of the American Hotel &amp; Lodging Association (AHLA) and chairs the AHLA Sustainability Committee, which focuses on environment, engineering and corporate responsibility for the hotel and lodging industry. Our Executive Vice President, Global Brands, serves on the Bboard of Directors and the Executive Committee of the AHLA.</p> <p><b>International Tourism Partnership:</b> The International Tourism Partnership (ITP) brings together the world's leading international hotel companies to provide a voice for environmental and social responsibility in the industry. Hilton is a founding member of this travel industry consortium and participates in various working groups, including the Hotel Carbon Measurement Initiative, the Hotel Water Measurement Initiative, the Youth Career Initiative and the Human Rights Working Group.</p> <p><b>Diversity &amp; Inclusion Associations:</b> Hilton has partnered with many organizations that promote diversity and inclusion, including Ascend Pan-Asia Leaders, Asian Hotel Owners Association, Asian Pacific Islander American Scholarship Fund, American Hotel &amp; Lodging Educational Foundation, American Resort Development Association, Catalyst, Gay &amp; Lesbian Alliance Against Defamation, Human Rights Campaign, International Gay &amp; Lesbian Travel Association, Latino Hotel Association, League of United Latin American Citizens, National Association for the Advancement of Colored People (NAACP), National Association of Black Accountants, Inc., National Black MBA Association, Inc., National Association of Black Hotel Owners, Operators &amp; Developers, National Business &amp; Disability Council, National Center for American Indian Enterprise Development Council, National Council of La Raza, National Gay &amp; Lesbian Chamber of Commerce, National Hispanic Corporate Council, National LGBTQ Task Force, National Minority Supplier Development Council, National Society of Black Engineers, National Urban League, National Veteran-Owned Business Association, Out &amp; Equal Workplace Advocates, OutServe – SLDN, Point Foundation, Prospanica, Reaching Out MBA, Services &amp; Advocacy for GLBT Elders (SAGE), U.S. Hispanic Chamber of Commerce, U.S. Pan Asian American Chamber of Commerce, WEConnect International and Women's Business Enterprise National Council.</p>

Indicator	Description	References and/or Direct Answer
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## Strategy

102-14	Statement from the most senior decision-maker about the relevance of sustainability and organization's strategy	<a href="#">Our Approach</a>
102-15	Key impacts, risks, and opportunities	<a href="#">2017 Annual Report</a> <a href="#">Our Approach</a> <a href="#">2017 Corporate Responsibility Highlights</a> <a href="#">2030 Value Chain Targets</a> <a href="#">UN Sustainable Development Goals</a> <a href="#">Hilton Corporate Responsibility Policy</a>

## Ethics and Integrity

102-16	Values, principles, standards, and norms of behavior	<a href="#">Vision, Mission and Values</a> <a href="#">Hilton Code of Conduct</a> <a href="#">Responsible Sourcing Policy</a> <a href="#">Human Rights Policy</a>
102-17	Mechanisms for advice and concerns about ethics	<a href="#">Hilton Code of Conduct</a> <a href="#">Hilton EthicsPoint Hotline</a> <a href="#">Stakeholder Engagement</a>

## Governance

102-18	Governance structure of the organization, including committees of the highest governance body and those responsible for decision-making on economic, environmental and social impacts.	<a href="#">Board of Directors</a> <a href="#">Corporate Governance Guidelines and Committee Charters</a> <a href="#">Annual Proxy Statement</a> <p>Our Board receives periodic updates from management on the Company's corporate responsibility strategy and initiatives. Mid-year and annual reports are provided to the executive committee. Including our CEO, highlighting key sustainability programs and partnerships and the direct results of these investments.</p>
102-22	Composition of the highest governance body and its committees	<a href="#">Committee Composition</a>
102-23	Chair of the highest governance body	Our Board of Directors is chaired by Jonathan Gray, a non-executive. Mr. Gray has served as a director of Hilton since 2007. Additional information on Mr. Gray's background and qualifications can be found on our <a href="#">Board of Directors</a> webpage.
102-24	Nominating and selecting the highest governance body	<a href="#">Corporate Governance Guidelines</a> ("Board Composition, Structure and Policies")

Indicator	Description	References and/or Direct Answer
102-25	Conflicts of interest	<a href="#">Corporate Governance Guidelines</a> (“Conflicts of Interest”)
102-28	Evaluating the highest governance body’s performance	<a href="#">Corporate Governance Guidelines</a> (“Evaluation of Performance”)
102-35	Remuneration policies	<a href="#">Annual Proxy Statement</a>
102-36	Process for determining remuneration	<a href="#">Annual Proxy Statement</a>

## Stakeholder Engagement

102-40	List of stakeholder groups	We engage with a broad range of internal and external stakeholders on an ongoing basis, including our Hilton Team Members, franchise employees, guests, policymakers, NGOs and international organizations, investors, owners and suppliers.
102-41	Collective bargaining agreements	<a href="#">2017 Annual Report</a> (“Employees”)
102-42	Identifying and selecting stakeholders	<p>We engage with stakeholders that can help inform and enhance our business and corporate responsibility strategy.</p> <p>From developing hotel concepts and products in partnership with owners and guests to evolving our internal programs to engage Hilton Team Members and build a common culture with franchise employees to working with governments on policy reforms to dialoguing with conservation organizations on a variety of products in our supply chain, we view stakeholder engagement as an enabler of continuous improvement, innovation and reputation management.</p>
102-43	Approach to stakeholder engagement	<a href="#">Stakeholder Engagement</a> <a href="#">2030 Value Chain Targets</a> <a href="#">Hilton Corporate Responsibility Policy</a>
102-44	Key topics and concerns raised	<p>Through engagement with both internal and external stakeholders, we are able to identify interests and concerns that should be taken into consideration as we continue to grow. Our Travel with Purpose strategy was developed by mapping social and environmental issues that are impacted by our business and will continue to be critical to our long-term success. We continue to revisit and evolve our approach based on key topics and concerns raised by stakeholders.</p> <p>We manage key topics and concerns relating to customer satisfaction through our Service and Loyalty Tracking (SALT) program and social media monitoring. Additional information on our approach and industry recognitions for customer service can be found at <a href="#">Hilton Reservations &amp; Customer Care</a>.</p>

## Reporting Practice

102-45	Entities included in the consolidated financial statements	<a href="#">2017 Annual Report</a> Additional information on our material topics can be found on <a href="#">UN Sustainable Development Goals</a> and 2030 Value Chain Targets pages.
102-46	Defining report content and topic boundaries	We have conducted a materiality assessment to inform the selection of topics for our Sustainability Report, in alignment with the framework and best practices set forth in the GRI Standards.
102-47	List of material topics	A list of material topics identified can be found in the Specific Disclosures within this GRI Index.

Indicator	Description	References and/or Direct Answer
102-48	Restatements of information	No known restatements during the reporting period.
102-49	Changes in reporting	None during the reporting period.
102-50	Reporting period	Our reporting period covers 2017.  Unless otherwise noted, reported environmental figures refer to our impact across our owned, managed and franchised portfolio. We use 2008 as our baseline for our energy, carbon, water and waste reporting.
102-51	Date of most recent report	2016
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	<a href="mailto:corporate_responsibility@hilton.com">corporate_responsibility@hilton.com</a>
102-56	External assurance	Hilton's greenhouse gas emissions, energy, water and waste performance data have been assured by our independent third-party auditor. Our entire portfolio of 5,300+ properties are also externally certified to ISO 9001, ISO 14001 and ISO 50001.  <a href="#">Assurance</a>

## SPECIFIC DISCLOSURES:

### Management Approach Disclosures and Indicators

Material Aspects	GRI Indicators	References and/or Direct Answer
<b>ECONOMIC</b>		
Economic Performance	201	Management approach disclosure <a href="#">2017 Annual Report</a>
	201-1	Direct economic value generated and distributed <a href="#">2017 Annual Report</a>
	201-2	Financial implications and other risks and opportunities for the organization's activities due to climate change <a href="#">CDP Climate Change Response</a>
	201-3	Coverage of the organization's defined benefit plan obligations <a href="#">2017 Annual Report</a> ("Employee Benefit Plans")

Material Aspects	GRI Indicators	References and/or Direct Answer
Indirect Economic Impacts	203 Management approach disclosure	<a href="#">Social Impact</a> <a href="#">Community Investment Fact Sheet</a> <a href="#">Inclusive Growth Fact Sheet</a> <a href="#">Youth Fact Sheet</a> <a href="#">Hilton Corporate Responsibility Policy</a>
	203-1 Infrastructure investments and services supported	<a href="#">Community Investment Fact Sheet</a> <a href="#">Inclusive Growth Fact Sheet</a> <a href="#">2017 Corporate Responsibility Highlights</a> <a href="#">Youth Fact Sheet</a>
Anti-Corruption	204 Management approach disclosure	<p>Bribery and corruption are explicitly prohibited in our Code of Conduct, with oversight from our Group Finance and Risk Management functions. Internal Audits are also conducted at the Group's hotels and corporate offices in Asia Pacific, Europe and the Middle East. In the United States, these audits are conducted by an independent third-party auditor. Additionally, we conduct background checks on all prospective partners.</p> <p>We maintain a whistleblower policy and procedure to encourage the reporting of any inappropriate activity. Any failures to comply with the Code of Conduct are investigated and disciplinary action is taken as appropriate, up to and including termination.</p> <p>All General Managers and senior colleagues are expected to actively support anti-corruption policies at individual hotels and properties. Certifications of compliance with the Code of Conduct are obtained from all hotels annually, with a mid-year update.</p>
	204-1 Communication and training on anti-corruption policies and procedures	<a href="#">Human Rights Fact Sheet</a> <a href="#">Hilton Code of Conduct</a> <a href="#">Responsible Sourcing Policy</a> <a href="#">Hilton EthicsPoint Hotline</a>
<b>ENVIRONMENTAL</b>		
Energy	302 Management approach disclosure	<a href="#">Environmental Impact</a> <a href="#">Energy &amp; Carbon Fact Sheet</a> <a href="#">CDP Climate Change Response</a> <a href="#">Hilton Environmental Policy</a>
	302-1 Energy consumption within the organization	<p>In 2017, our total energy consumption was 17,040,665 megawatt hours.</p> <p>We are currently in the process of compiling and receiving third-party assurance for our 2017 data.</p> <a href="#">Assurance</a>
	302-3 Energy intensity	<p>In 2017, our normalized energy use intensity was 26.5 kilowatt hours per square meter, representing an annual decrease of 2.5% per square meter and a 3.5% decrease per occupied room across the Hilton global portfolio of owned, managed and franchised hotels.</p> <p>Hilton has reduced total energy use intensity by 21% since 2008.</p>

Material Aspects	GRI Indicators	References and/or Direct Answer
<b>ENVIRONMENTAL</b>		
Water	303 Management approach disclosure	<a href="#">Environmental Impact</a> <a href="#">Water Fact Sheet</a> <a href="#">CDP Water Response</a> <a href="#">Hilton Environmental Policy</a>
	303-3 Water withdrawal by source	<p>In 2017, our water consumption was 136.9 million cubic meters. Municipal water comprised 99% of our water footprint, with 1% in surface water and groundwater consumption. Our normalized water use intensity was 55.5 gallons per square meter, representing an annual decrease of 2% per square meter across the Hilton global portfolio of owned, managed and franchised hotels.</p> <p>Hilton has reduced total water use intensity by 20% since 2008. To drive further reductions, we have entered into a collaboration with World Wildlife Fund to develop an industry-leading, multi-year water stewardship strategy.</p> <a href="#">Assurance</a>
Emissions	305 Management approach disclosure	<a href="#">Environmental Impact</a> <a href="#">Energy &amp; Carbon Fact Sheet</a> <a href="#">CDP Climate Change Response</a> <a href="#">Hilton Environmental Policy</a>
	305-1 Scope 1 emissions	<p>In 2017, our Scope 1 emissions were 505,640 metrics tonnes of CO<sub>2</sub>e.</p> <p>We are currently in the process of compiling and receiving third-party assurance for our 2017 data.</p> <a href="#">Assurance</a>
	305-2 Scope 2 emissions	<p>In 2017, our Scope 2 emissions were 1,811,066 metrics tonnes of CO<sub>2</sub>e.</p> <p>We are currently in the process of compiling and receiving third-party assurance for our 2017 data.</p> <a href="#">Assurance</a>
	305-3 Scope 2 emissions	<a href="#">CDP Climate Change Response</a> (Question CC14)
	305-4 Greenhouse gas (GHG) emissions intensity	<p>In 2017, our Scope 1 and 2 greenhouse gas emissions intensity was 0.010 metric tonnes (22.2 pounds) per square meter - representing a 5.5% annual decrease and a 23.1% decrease over our 2008 baseline year. Including renewable energy credit purchases, we have reduced our Scope 1 and 2 emissions intensity by 30.9% since 2008.</p>
Effluents and Waste	306 Management approach disclosure	<a href="#">Environmental Impact</a> <a href="#">Waste Fact Sheet</a> <a href="#">Hilton Environmental Policy</a>
	306-2 Waste by type and disposal method	<p>In 2017, our total waste output was estimated to be 489,473 metric tons, with a landfill diversion rate of 28%. Our waste intensity was 1.7 pounds per square meter, representing a 30.5% reduction in waste since our 2008 baseline year.</p> <a href="#">Assurance</a>

Material Aspects	GRI Indicators	References and/or Direct Answer
<b>ENVIRONMENTAL</b>		
Supplier Environmental Assessment	308	<p>Management approach disclosure</p> <p><a href="#">Responsible Sourcing Fact Sheet</a>  <a href="#">Responsible Sourcing Policy</a>  <a href="#">Hilton Environmental Policy</a></p>
	308-1	<p>New suppliers that were screened using environmental criteria</p> <p>We have conducted a thorough analysis of the following categories of sourcing: seafood, meat and proteins, produce, and apparel and linens. To drive responsible sourcing across these categories, we created a dedicated role and a cross-functional advisory group. This group oversees the development of our comprehensive responsible sourcing strategy and guides the global decisions related to implementation.</p> <p>Additional information can be found in our <a href="#">Responsible Sourcing Fact Sheet</a>.</p>
<b>SOCIAL</b>		
Employment	401	<p>Management approach disclosure</p> <p><a href="#">2017 Annual Report</a>  <a href="#">Great Places to Work Profile</a>  <a href="#">Thrive@Hilton</a>  <a href="#">Discover Hilton</a>  <a href="#">Corporate Awards</a>  <a href="#">Diversity &amp; Inclusion Brochure</a></p>
	401-2	<p>Benefits provided</p> <p><a href="#">Discover Hilton</a></p>
Training and Education	404	<p>Management approach disclosure</p> <p>A comprehensive approach to recruiting, training/mentoring, leadership development and talent management allows us to understand where and how we can improve around the world.</p> <p>Our leadership roadmap helps our current and future leaders at all levels discover their talents, enhance their leadership skills and develop their careers with us. We offer a mix of opportunities for leaders at all levels and ensure we retain the best talent around the world.</p> <p>In 2017, we have further accelerated our efforts through the launch of our <a href="#">Thrive@Hilton</a> platform.</p>
	404-2	<p>Programs for upgrading employee skills and transition assistance programs</p> <p>Hilton University provides the global learning framework around the world. Hilton University delivers its curricula through five unique colleges, each with an assigned executive sponsor and dean. Collectively, the five colleges offer more than 2,500 courses delivered in a variety of ways, including classroom training, e-learning, webinars and e-books.</p> <p>Required and voluntary trainings help Hilton Team Members in our owned and managed hotels and corporate offices develop new skills, expand upon existing knowledge, and benefit from coaching and advice. For example, we have training available for English as a Second Language (ESL), management and leadership skills, and cross-cultural skills. We also offer tuition reimbursement for courses directly related to the job, to prepare Hilton Team Members to take on additional responsibilities, or to complete a degree.</p> <p>We have also launched the hospitality industry's largest U.S. high school equivalency degree program – the GED Assistance benefit that will give thousands of eligible Hilton Team Members the opportunity to earn their high school equivalency diploma.</p>



Material Aspects	GRI Indicators	References and/or Direct Answer
<b>SOCIAL</b>		
Training and Education	404-3 Percentage of employees receiving regular performance and career development reviews	Hilton Team Members are evaluated through our Performance Management Review process; this includes the setting of objectives, goals, concerns and allowing regular feedback and coaching
Diversity and Equal Opportunity	405 Management approach disclosure	<a href="#">Diversity &amp; Inclusion Brochure</a> <a href="#">Great Places to Work Profile</a>
	405-1 Diversity of governance bodies and employees	Four of Hilton's ten Board members are women. Women comprise approximately 50% of our workforce. 45% of global managers are women, and 68% of all U.S. team members are ethnically diverse. 49% of global team members are millennials.
Human Rights Assessment	412 Management approach disclosure	<a href="#">Human Rights Policy</a> <a href="#">Hilton Slavery and Human Trafficking Statement</a> <a href="#">Human Rights Fact Sheet</a> <a href="#">Hilton Corporate Responsibility Policy</a>
	412-1 Operations that have been subject to human rights reviews or impact assessments	<a href="#">Hilton Slavery and Human Trafficking Statement</a> (Our Risk Identification and Management) <a href="#">Human Rights Fact Sheet</a>
	412-2 Employee training on human rights policies or procedures	<a href="#">Hilton Slavery and Human Trafficking Statement</a> <a href="#">Human Rights Fact Sheet</a>
Local Communities	413 Management approach disclosure	<a href="#">Social Impact</a> <a href="#">Community Investment Fact Sheet</a> <a href="#">Inclusive Growth Fact Sheet</a> <a href="#">Youth Fact Sheet</a> <a href="#">Hilton Corporate Responsibility Policy</a>
	413-1 Operations with local community engagement, impact assessments, and development programs	<a href="#">Community Investment Fact Sheet</a> <a href="#">Inclusive Growth Fact Sheet</a> <a href="#">Youth Fact Sheet</a>

Material Aspects	GRI Indicators	References and/or Direct Answer
Supplier Social Assessment	414 Management approach disclosure	<a href="#">Responsible Sourcing Fact Sheet</a> <a href="#">Responsible Sourcing Policy</a> <a href="#">Human Rights Policy</a> <a href="#">Hilton Slavery and Human Trafficking Statement</a> <a href="#">Human Rights Fact Sheet</a>
	414-1 New suppliers that were screened using labor practices criteria	<a href="#">Responsible Sourcing Fact Sheet</a> <a href="#">Hilton Slavery and Human Trafficking Statement</a> (“Our Risk Identification and Management”) <a href="#">Human Rights Fact Sheet</a>
Customer Privacy	418 Management approach disclosure	<a href="#">Global Privacy Statement</a>
	418-1 Substantiated complaints regarding breaches of customer privacy and losses of customer data	No known significant breaches occurred during the reporting period.

