W0. Introduction

W0.1

(W0.1) Give a general description of and introduction to your organization.

Hilton is one of the largest and fastest growing hospitality companies in the world, with 6,110 properties comprising 971,780 rooms in 119 countries and territories as of December 31, 2019. For more than 100 years, Hilton has been an innovator in its industry, driven by the vision of our founder Conrad Hilton, "to fill the earth with the light and warmth of hospitality." Our premier brand portfolio includes: our luxury and lifestyle hotel brands, Waldorf Astoria Hotels & Resorts, LXR Hotels & Resorts, Conrad Hotels & Resorts and Canopy by Hilton; our full service hotel brands, Signia by Hilton, Hilton Hotels & Resorts, Curio Collection by Hilton, DoubleTree by Hilton, Tapestry Collection by Hilton and Embassy Suites by Hilton; our focused service hotel brands, Motto by Hilton, Hilton Garden Inn, Hampton by Hilton, Tru by Hilton, Home2 Suites by Hilton and Home2 Suites by Hilton; and our timeshare brand, Hilton Grand Vacations. In January 2020, we launched a new brand: Tempo by Hilton. As of December 31, 2019, we had more than 103 million members in our award-winning guest loyalty program, Hilton Honors.

We depend on our long-term hotel management and franchise contracts with third-party owners and franchisees for the majority of our fee revenues. The management and franchise segment includes all of the hotels we manage for third-party owners, as well as all franchised hotels owned and managed by others. As of December 31, 2019, there were 756 hotels managed by Hilton and under operational control ("CDP reporting boundary"). Out of these managed hotels, Hilton has an ownership interest (owned, joint venture or leased) in only 65 hotels worldwide. Franchised properties, which are controlled by Hilton's development and operating standards for the respective Brands, account for approximately 67% of our global portfolio by hotel count. Given their significance to Hilton's business model, responses that are relevant to franchised hotels are reported as Other Value Chain.

Our CDP Reporting Boundary is Operational Control, defined as companies, entities or groups over which operational control is exercised. However, please note that Hilton's corporate responsibility and water stewardship strategies, along with LightStay requirements for measurement and improvement in water efficiency, extend to all managed and franchised hotels globally.

Hilton has integrated climate change and water-related issues into our business objectives for years through our continual focus on improving the environmental performance of our hotels and driving responsible travel and tourism across our industry. As a result of our efforts, we were proud to be named to the Dow Jones Sustainability Index for the first time starting in 2017, and named the DJSI Global Industry Leader in 2019. We are serious about our role in helping the international community reach the UN Sustainable Development Goals (SDGs) by taking action in our global hotel operations, local communities and supply chain. Our corporate responsibility program, Travel with Purpose, drives us to think and act in ways that will maximize our contributions to help meet these important global goals. In this spirit, we have united our nearly 425,000 Team Members along with our owners, partners and communities in more than 100 countries around our corporate responsibility strategy and shared goals.

In 2018, we released our Travel with Purpose 2030 Goals to double our social impact and cut our environmental footprint in half. One of the key targets underpinning these goals is our new science-based targets (SBTs), demonstrating that we are committed to reducing our carbon emissions in line with the stipulations of the Paris Agreement. We believe that climate change is one of the biggest threats to business today, and we are proud to be the first major hotel company to have our SBTs approved by the Science Based Targets initiative (SBTI). As part of our 2030 Goals we have also committed to driving water stewardship across our value chain by achieving a 50% reduction in water use intensity and implementing at least 20 context-based water pilots by 2030.

W0.2

(W0.2) State the start and end date of the year for which you are reporting data.

<table>
<thead>
<tr>
<th>Reporting year</th>
<th>Start date</th>
<th>End date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>January 1 2020</td>
<td>December 31 2020</td>
</tr>
</tbody>
</table>

W0.3

(W0.3) Select the countries/areas for which you will be supplying data.

- Albania
- Argentina
- Aruba
- Australia
- Austria
- Azerbaijan
- Bahamas
- Barbados
- Belarus
- Belgium
- Brazil
- Bulgaria
W0.4

(W0.4) Select the currency used for all financial information disclosed throughout your response.
USD
(W0.5) Select the option that best describes the reporting boundary for companies, entities, or groups for which water impacts on your business are being reported.

Companies, entities or groups over which operational control is exercised

(W0.6) Within this boundary, are there any geographies, facilities, water aspects, or other exclusions from your disclosure?

No

W1. Current state

W1.1

(W1.1) Rate the importance (current and future) of water quality and water quantity to the success of your business.

<table>
<thead>
<tr>
<th>Water Aspect</th>
<th>Direct Use Importance Rating</th>
<th>Indirect Use Importance Rating</th>
<th>Please Explain</th>
</tr>
</thead>
</table>
| Direct use of freshwater: Good quality freshwater is used for cooking, drinking water and guest services such as laundry and cleaning. Availability of fresh water is important to ensure continued operations. Indirect use of freshwater: Within our value chain freshwater is used by our suppliers to enable production of goods and produce. Its availability for indirect use is deemed neutral overall given Hilton’s diverse global supply chain which extends across over 100 countries, reducing risk from water shortages in specific geographic areas. Dependency on freshwater is unlikely to change over time for both direct and indirect uses. | Vital                          | Neutral                        | Direct use of recycled, brackish and/or produced water: Water recycled by hotels within their boundary reduces potable water use and may be used for landscape irrigation, toilet flushing, cooling tower makeup and other non-potable water uses. Its availability is deemed neutral as none of these are directly required for hotel operations. However, dependency on recycled water may increase over time where needed to reduce risk from water shortages. Indirect use of recycled, brackish and/or produced water: Water may be used and recycled within the operations of some of our suppliers, however within our value chain, availability is deemed neutral overall given Hilton’s diverse global supply chain which extends across over 100 countries which reduces risk from water shortages in specific geographic areas. Demand for this water may increase over time particularly within areas facing freshwater stress. |}

(W1.2) Across all your operations, what proportion of the following water aspects are regularly measured and monitored?

<table>
<thead>
<tr>
<th>Water Aspect</th>
<th>% of sites/facilities/operations</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water withdrawals – total volumes</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Water withdrawals – volumes by source</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Entrained water associated with your metals &amp; mining sector activities - total volumes [only metals and mining sector]</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
</tr>
<tr>
<td>Produced water associated with your oil &amp; gas sector activities - total volumes [only oil and gas sector]</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
</tr>
<tr>
<td>Water withdrawals quality</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Water discharges – total volumes</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Water discharges – volumes by destination</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Water discharges – volumes by treatment method</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Water discharge quality – by standard effluent parameters</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Water discharge quality – temperature</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Water consumption – total volume</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>Water recycled/reused</td>
<td>Please select</td>
<td></td>
</tr>
<tr>
<td>The provision of fully-functioning, safely managed WASH services to all workers</td>
<td>Please select</td>
<td></td>
</tr>
</tbody>
</table>

(W1.2b) What are the total volumes of water withdrawn, discharged, and consumed across all your operations, and how do these volumes compare to the previous reporting year?

<table>
<thead>
<tr>
<th>Volume (megaliters/year)</th>
<th>Comparison with previous reporting year</th>
<th>Please explain</th>
</tr>
</thead>
</table>
(W1.2d) Indicate whether water is withdrawn from areas with water stress and provide the proportion.

<table>
<thead>
<tr>
<th>Withdrawals are from areas with water stress</th>
<th>% withdrawn from areas with water stress</th>
<th>Comparison with previous reporting year</th>
<th>Identification tool</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Row 1</td>
<td>Please select</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
</tr>
</tbody>
</table>

W1.4

(W1.4) Do you engage with your value chain on water-related issues?

Yes, our suppliers
Yes, our customers or other value chain partners

W1.4a

(W1.4a) What proportion of suppliers do you request to report on their water use, risks and/or management information and what proportion of your procurement spend does this represent?

<table>
<thead>
<tr>
<th>Row 1</th>
<th>% of suppliers by number</th>
<th>% of total procurement spend</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Less than 1%</td>
<td>1-25</td>
</tr>
</tbody>
</table>

Rationale for this coverage
Hilton currently works with our bottled water and beverage suppliers to request information on water use, risks and management, and we work with these providers on water stewardship partnerships. To date we have specifically worked with bottled beverage suppliers because their water stewardship work aligns well with our own Travel with Purpose 2030 Goals. Type of information requested from suppliers: We request data on water use and water stewardship, including the number and type of watershed preservation projects being undertaken. We also work with our beverage providers to promote sustainable packaging initiatives.

Impact of the engagement and measures of success
How information is used: We use the data provided by our suppliers to help us guide our buying and our partnerships as we continue to seek to reduce our environmental footprint through our Travel with Purpose Goals. For example, recently the Hilton Hawaiian Village Waikiki Beach Resort participated in a Ko‘olau Mountain Watershed – Manana Trail volunteer project led by Hato to remove invasive species while learning about the native forest, history and watershed. We plan to continue to work with our key supplier partners, such as Coca-Cola, to jointly drive water stewardship globally. Success measures: We will measure our success through the joint water stewardship actions that we are able to achieve by working with our suppliers. As an example, we will track the number of watershed protection projects implemented in partnership with key bottled beverage providers.

Comment
As part of our 2030 Travel with Purpose Goals, Hilton has increased its supply chain commitments in areas that have the greatest impact to our business and the environment. In addition to the actions listed above, supply chain water risks, especially in the local context, will be directly addressed as part of Hilton’s 2025 Water Stewardship strategy. We anticipate requesting more detailed information from suppliers starting in 2020, with emphasis on regions of high water stress.

W1.4b
(W1.4b) Provide details of any other water-related supplier engagement activity.

Type of engagement
Innovation & collaboration

Details of engagement
Encourage/incentivize innovation to reduce water impacts in products and services

% of suppliers by number
Less than 1%

% of total procurement spend
Less than 1%

Rationale for the coverage of your engagement
Description of the engagement: Throughout our global operations, we see an opportunity to improve water and energy consumption in our laundry facilities through innovative laundry technologies. To realize this opportunity, Hilton leverages its global footprint to promote investment and adoption of water efficient laundry products and innovative laundry technologies through various channels and vendor partnerships, and we are currently using low temperature laundry technologies that can deliver 40% water reduction and 50-75% energy savings with every wash. We are working with hotels across our portfolio to implement these innovative technologies. Coverage of the engagement: In 2019 approximately 50% of Hilton's global portfolio reported using low temperature or water efficient laundry products and technologies.

Impact of the engagement and measures of success
We are continuing trials across our managed portfolio with the Xeros™ polymer bead-based washing system, which uses less water, energy and chemical detergents. Beneficial outcomes of the engagement: The Xeros™ technology swaps out up to 80% of the water needed for laundry with small polymer beads. Through our engagement with Xeros, hotels are saving significant amount of water and energy on their laundry systems. For example, the Hilton Los Angeles/Universal City Hotel achieved an estimated water cost savings of over $66,430 by using the Xeros technology, with an 81% reduction in total laundry water and a 100% reduction in laundry hot water use. Measurement of success: The success of our engagement with Xeros will be measured based on aggregated water and energy consumption savings resulting from our pilot projects using this technology.

Comment

W1.4c

(W1.4c) What is your organization’s rationale and strategy for prioritizing engagements with customers or other partners in its value chain?

Hotel guests

Rationale: Our guests can have a measurable impact on our water consumption during their stay with us, and our goal is to educate and help our guests reduce the impacts of their stay. Engagement with our guests is of particular importance in areas of high water risk as we need to raise awareness to encourage guests to join in with our efforts and understand why we would tailor services in crisis situations.

Engagement strategy: We are continually identifying new ways to engage with our guests around our environmental impacts, including around our water stewardship through guest-facing communication both in-property and online. For example, the Hilton San Francisco used messaging in its Lobby to educate guests on the California drought and to encourage mindful water consumption.

Success measures: This simple messaging was found to decrease water consumption by nearly 20%. We also believe that many guests will take this knowledge with them to reduce their environmental impact at home and at work.

Franchises

Rationale: We directly manage 756 properties around the world. However, Hilton also has over 5,300 franchised properties globally. We believe that it is our responsibility to ensure that our franchise partners are provided with information and resources to manage their impacts across their value chains in a responsible way.

Strategy: To engage with our franchises, our Corporate Responsibility strategy and LightStay requirements for measurement and improvement in water efficiency extend to all hotels, including franchised operations. We also engage with franchised properties in areas of high water risk to ensure they can benefit from our learnings and the resources we create.

Success measures: Our franchised hotels have significantly reduced their water use through use of the LightStay system. Portfolio-wide we have reduced water use intensity by 23% since 2008.

W2. Business impacts

W2.1

(W2.1) Has your organization experienced any detrimental water-related impacts?

W2.2

(W2.2) In the reporting year, was your organization subject to any fines, enforcement orders, and/or other penalties for water-related regulatory violations?
W3.3 Does your organization undertake a water-related risk assessment?

Yes, water-related risks are assessed

W3.3a Select the options that best describe your procedures for identifying and assessing water-related risks.

Direct operations

Coverage

Full

Risk assessment procedure
Water risks are assessed as part of other company-wide risk assessment system

Frequency of assessment
More than once a year

How far into the future are risks considered?
3 to 6 years

Type of tools and methods used

Tools on the market

Enterprise Risk Management

International methodologies

Tools and methods used

WRI Aqueduct

WWF Water Risk Filter

ISO 31000 Risk Management Standard

Alliance for Water Stewardship Standard

Other, please specify (Hilton LightStay tool)

Comment
Hilton utilizes the WWF-DEG Water Risk Filter given the tool's extensive coverage of over 40 risk drivers and contextual issues at the river basin level. Each hotel's water risk is assessed using the tool, and the findings of this assessment (along with recommendations and tips) are shared with the hotel via our LightStay platform. The risk analysis is updated twice per year. Hilton also utilizes the WRI Aqueduct Water Risk Atlas tool to assess water risk and water stress across our global regions. As part of our 2025 Water Stewardship strategy, we are working to incorporate the principles of the Alliance for Water Stewardship (AWS) Water Stewardship Standard as a self-assessment guide at Hilton managed properties within priority water regions. We also leverage our LightStay tool and hotel data, including monthly water withdrawals by source, water costs, occupancy and weather data, and other profile data.

Supply chain

Coverage

Partial

Risk assessment procedure
Water risks are assessed as part of other company-wide risk assessment system

Frequency of assessment
Annually

How far into the future are risks considered?
3 to 6 years

Type of tools and methods used

International methodologies

Tools and methods used

Life Cycle Assessment

Comment
Hilton has utilized SimaPro LCA to systematically assess the environmental risks in our supply chain, including water, waste, energy, GHG emissions and biodiversity impact.
Other stages of the value chain

Coverage
Full

Risk assessment procedure
Water risks are assessed as part of other company-wide risk assessment system

Frequency of assessment
More than once a year

How far into the future are risks considered?
3 to 6 years

Type of tools and methods used
Tools on the market

Tools and methods used
WRI Aqueduct
WWF Water Risk Filter
Other, please specify (Hilton LightStay tool)

Comment
Hilton utilizes the WWF-DEG Water Risk Filter given the tool's extensive coverage of over 40 risk drivers and contextual issues at the river basin level. Hilton also utilizes the WRI Aqueduct Water Risk Atlas tool to assess water risk and water stress across our global regions. The risk analysis is updated twice per year. Consistent with our Travel with Purpose corporate responsibility strategy and water stewardship commitments, our water risk assessment also includes franchised hotels, which are not under Hilton's direct operational control. Each franchised hotel's water risk is assessed using the tool, and the findings of this assessment (along with recommendations and tips) are shared with the hotel via our LightStay platform. We also leverage our LightStay tool and data, including monthly water withdrawals by source, water costs, occupancy and weather data, and other hotel profile data to assess risk across our global portfolio.

W3.3b

(W3.3b) Which of the following contextual issues are considered in your organization's water-related risk assessments?

<table>
<thead>
<tr>
<th>Contextual Issue</th>
<th>Relevance &amp; Inclusion</th>
<th>Please Explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water availability at a basin/catchment level</td>
<td>Relevant, always included</td>
<td>Water availability and scarcity is addressed through the use of WWF Water Risk Filter Basin risk indicators 1-7 in Hilton’s risk assessment.</td>
</tr>
<tr>
<td>Water quality at a basin/catchment level</td>
<td>Relevant, always included</td>
<td>Water quality and pollution is addressed through the use of WWF Water Risk Filter Basin risk indicator 8 in Hilton’s risk assessment.</td>
</tr>
<tr>
<td>Stakeholder conflicts concerning water resources at a basin/catchment level</td>
<td>Relevant, always included</td>
<td>Addressed in WWF risk filter, Company risk indicator 21. This has also been incorporated into Hilton’s 2025 water stewardship strategy to be implemented at the local level. Stakeholder conflicts at the basin level are included in the in-depth risk analysis carried out at pilot sites.</td>
</tr>
<tr>
<td>Implications of water on your key commodities/raw materials</td>
<td>Relevant, always included</td>
<td>Scenario analysis of implications of water on Hilton's key commodities/raw materials are addressed through the use of the WWF risk filter, Company risk indicator 21. Future implications of water risks on key commodities are also addressed in Hilton’s LCA supply chain risk assessment.</td>
</tr>
<tr>
<td>Water-related regulatory frameworks</td>
<td>Relevant, always included</td>
<td>Addressed through the use of WWF Water Risk Filter indicators: Basin risk indicator 11 to 17; Company risk indicator 13 to 15.</td>
</tr>
<tr>
<td>Status of ecosystems and habitats</td>
<td>Relevant, always included</td>
<td>Addressed through the use of WWF Water Risk Filter risk indicators 9-12 (Physical Risk-Ecosystem Threat) in Hilton’s risk assessment. Scenario analysis of potential changes in the status of ecosystems and habitats at a local level is addressed through the use of the WWF risk filter, Company risk indicator 25. Hilton’s internal sustainability risk assessment also engages local and regional managers to provide insights on hotels with sensitive ecosystems and habitats.</td>
</tr>
<tr>
<td>Access to fully-functioning, safely managed WASH services for all employees</td>
<td>Relevant, always included</td>
<td>Hilton requires and is committed to providing fully-functioning WASH services for all employees worldwide as a global Brand Standard.</td>
</tr>
</tbody>
</table>

W3.3c
Which of the following stakeholders are considered in your organization's water-related risk assessments?

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Relevance and Inclusion</th>
<th>Please Explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers</td>
<td>Relevant, always included</td>
<td>Risk considered: Hilton's internal risk assessment and stakeholder engagement activities evaluate potential implications of water availability and quality on our ability to operate the hotel and provide quality guest service and accommodations. Engagement method: We engage with our transient and group guests through a variety of methods to ensure we are addressing the customer’s needs, with examples provided below: (1) Hilton’s Satisfaction and Loyalty Tracking survey (SALT) is a tool for evaluating the guest experience, based on surveys collected from a random sample of guests throughout the year. SALT is one of our most important metrics in evaluating the guest experience and provides property-specific feedback that spans all aspects of the guest's stay. For example, Hilton has eliminated plastic bottles in all meetings, events, gyms, and spas in China in response to guests' feedback through SALT surveys and other methods. (2) Launched in 2015, Hilton’s Meet with Purpose program is designed to make it easier for meeting professionals to reduce the environmental impact of their meetings and events, with measures focused specifically on reducing water consumption. Meet with Purpose provides meeting professionals with sustainable choices to incorporate into events and aligns with many customers' corporate responsibility goals. In the initial development and ongoing expansion of this program, Hilton gathered feedback from customers and corporate meeting planners to identify the most pressing sustainability issues for meetings and events. In 2018, Hilton signed on to the Ceres Connect the Drops campaign to engage our guests in our water conservation efforts. As we move forward with implementation of our water stewardship strategy, we will be piloting new methods of communicating with our guests and further engaging with them on various aspects of our water stewardship efforts in high risk areas.</td>
</tr>
<tr>
<td>Employees</td>
<td>Relevant, always included</td>
<td>Risk considered: Hilton's internal risk assessment evaluates potential implications of water availability and quality on our ability to provide fully functioning WASH facilities for our employees. Engagement method: All Hilton hotels are required to comply with all laws and regulations pertaining to their operations, including water-related ones. Hotels are required to ensure they are aware and compliant with all locally applicable legislation, including permitting requirements. We constantly engage with Hilton team members at the regional and hotel level to continually assess conditions in specific geographic areas. We also engage our hotel employees to obtain their consensus and feedback on our Travel with Purpose goals and activities, water stewardship strategy and the development of LightStay tools and resources to help them measure and drive sustainability performance at their hotels. In 2018, Hilton conducted the following engagement activities with employees: (1) rolled out an updated version of the LightStay platform that engages hotel team members directly on managing water scarcity risk, among other geographic priority areas. (2) Hilton and WWF engaged directly with employees at the properties selected for our initial water stewardship pilot projects, to assist the hotels with implementing water conservation projects, local community stewardship projects, and guest-facing messaging. (3) Hosted regional Travel with Purpose Champions meetings, sharing updates and gathering feedback from identified leaders in regions and their team members who develop and drive implementation strategies to bring Travel with Purpose to life with their peers, touching 42 Champions in Europe, Middle East, Africa and Asia-Pacific. (4) Reached out to all Hilton team members via our annual Global Team Member Survey, including asking for their feedback on Hilton’s contribution to the local community.</td>
</tr>
<tr>
<td>Investors</td>
<td>Relevant, always included</td>
<td>Risk considered: Hilton's internal water risk assessment evaluates potential impacts on investors, such as risk to revenues that could be seen through reduced occupancy caused by water stress. Engagement method: Material risks are disclosed in Hilton's annual financial report and Travel with Purpose has been integrated into this report as well the corporate responsibility report. Hilton presents on Travel with Purpose at the annual global owners' conference.</td>
</tr>
<tr>
<td>Local communities</td>
<td>Relevant, always included</td>
<td>Risks considered: The risks to communities of water stress, such as severe drought, are considered. Engagement method: Direct knowledge and input from Hilton Team Members at the corporate, regional and local level provides us with a comprehensive assessment of conditions in specific geographic areas. Team members at our hotels are actively engaged in their local community, particularly through our global programs such as Earth Week, Global Week of Service and the Travel with Purpose Action Grant program, through which Hilton mobilizes our Team Members around the world to work with local partners to drive water stewardship in our communities. As part of our water stewardship pilot efforts, WWF visited each pilot location and included a review of the local conditions, both with employees at the hotels as well as visiting the community to review the situation first hand. As we continue to drive our water stewardship strategy, we will be engaging even more with local communities in high risk areas to ensure a comprehensive approach.</td>
</tr>
<tr>
<td>NGOs</td>
<td>Relevant, always included</td>
<td>Assessment: Hilton's internal water assessment considers potential impacts and interests of NGOs. Hilton has numerous NGO partnerships that focus on both global and regional environmental priorities. Method of engagement: Hilton works with the World Wide Fund for Nature (WWF) to develop our water stewardship, sustainable seafood, food waste and carbon reduction strategies. Through our water stewardship pilots we have also identified additional local NGO partners in our pilot locations and we are working with those partners to implement locally-relevant water stewardship programs, such as projects to remove thirsty invasive species.</td>
</tr>
<tr>
<td>Other water users at a basin/catchment level</td>
<td>Relevant, sometimes included</td>
<td>Assessment: Direct knowledge and input from Team Members at the corporate, regional and local level provides us with a comprehensive assessment of conditions in specific geographic areas. This information is gathered and fed into the risk assessment to provide additional context. Method of engagement: Team members at our hotels are actively engaged in their local community, particularly through our global programs such as Earth Week, Global Week of Service and the Travel with Purpose Action Grant program, through which Hilton mobilizes our Team Members around the world to work with local partners to drive water stewardship in our communities. As part of our water stewardship pilot efforts, WWF visited each pilot location and included a review of the local conditions, both with employees at the hotels as well as visiting the community to review the situation first hand. As we continue to drive our water stewardship strategy, we will be engaging even more with local communities in high risk areas to ensure a comprehensive approach.</td>
</tr>
<tr>
<td>Regulators</td>
<td>Relevant, always included</td>
<td>Assessment: Hilton's internal risk assessment considers regulators with respect to current and potential future implications of water regulations or use restrictions on hotel operations and guest service. Method of engagement: All Hilton hotels are required to comply with all laws and regulations pertaining to their operations, including water-related ones. Monitoring of country-level legislation is carried out at a corporate level and regulators are consulted where needed. Hotels are required to ensure they are aware and compliant with all locally applicable legislation, including permitting requirements. Typically, the General Manager at each hotel is actively engaged with local regulators.</td>
</tr>
<tr>
<td>River basin management authorities</td>
<td>Relevant, not included</td>
<td>This is incorporated into Hilton's 2025 water stewardship strategy with actions to be implemented at the local level, with 2019 target implementation date.</td>
</tr>
<tr>
<td>Statutory special interest groups at a local level</td>
<td>Relevant, sometimes included</td>
<td>Hilton's internal risk assessment addresses special interest groups and we are actively engaged in addressing water and climate change challenges and opportunities with national/regional hotel associations and business groups.</td>
</tr>
<tr>
<td>Suppliers</td>
<td>Relevant, always included</td>
<td>Risks considered: Hilton Supply Management's supply chain risk assessment includes Tier 1 suppliers and their products which account for approximately 90% of Hilton's procurement spend. Engagement method: Using our supply chain assessment to drive our focus, we engage with our suppliers. For example, we engage with our bottled water providers on their water use and risks, water replenishment and management, and the overall sustainability of their operations.</td>
</tr>
<tr>
<td>Water utilities at a local level</td>
<td>Relevant, always included</td>
<td>Assessment: Hilton's internal risk assessment considers water utilities and suppliers with respect to current and potential future implications of water costs and use restrictions on hotel operations and guest service. Method of engagement: In the UK, we have worked with our suppliers to reduce the risks surrounding the derogation of the water market. On a more local level, throughout the water crisis in Cape Town, our local hotels were in constant contact with suppliers to review the availability of water and ensure appropriate action was taken.</td>
</tr>
<tr>
<td>Other stakeholders, please specify</td>
<td>Not considered</td>
<td>Not applicable.</td>
</tr>
</tbody>
</table>
Describe your organization’s process for identifying, assessing, and responding to water-related risks within your direct operations and other stages of your value chain.

Tools used: We use the WWF Water Risk Filter to comprehensively review the relevant water risks associated with each of our managed and franchised properties around the world, allowing us to take each property’s specific context into account. We map our water risks against water consumption and cost information from our sustainability data management platform, LightStay, as well as any knowledge about the properties themselves, to add an internal lens about the activities occurring at the property level. The AWS method is also used at a local level for our context-based water pilots.

Risk-response decision making process: In response to the assessed risks, Hilton coordinated with WWF and the hotels deemed at-risk to put together a list of recommendations. The recommendations include guest engagement and training for all locations, as well as strengthening links with community-based water action groups. Hilton is currently working to ensure that all other hotels are aware of their risk levels and actions they can take to mitigate them. Best practices are also shared with all hotels through LightStay.

Timescale: Our detailed water risk analysis is updated twice per year.

Supply Chain: The identification, assessment and response to water-related risks in our supply chain is being addressed as part of Hilton's 2025 Water Stewardship strategy. Using the WWF Water Risk Filter, we are evaluating supplier water risk in the local context (basin level).

Community stakeholders: WWF’s Water Risk Filter was used to review relevant risks to local community stakeholders. In addition to this, we have held discussions with the local hotel teams and some of their stakeholders to gather further information about the local context. Our hotels in areas of high risk are joining water action groups to engage with local stakeholders and help respond to the risks.

W4. Risks and opportunities

W4.1

(W4.1) Have you identified any inherent water-related risks with the potential to have a substantive financial or strategic impact on your business?

Yes, both in direct operations and the rest of our value chain

W4.1a

(W4.1a) How does your organization define substantive financial or strategic impact on your business?

Definition of water risk-related substantive financial or strategic impact on our business: (1) Economic high risk: based on current or future negative financial impacts and potential for negative impact on regional operations or guest experience. (2) Environmental high risk: based on potential for legal non-compliance or negative cost impacts through remediation or recovery efforts. (3) Social high risk: based on potential negative impact on brand, reputation and stakeholder relationships as well as potential for legal non-compliance. Using the WWF Water Risk Filter, we align and evaluate the factors that may potentially impact our current global hotel operations and expansion in specific geographic markets. We also seek to identify specific areas and river basins where Hilton’s water stewardship initiatives and engagement would have the greatest value.

Measures used to identify substantive change: In our screening of hotels for further analysis and potential inclusion, we initially consider those hotels with an overall WWF basin risk of 3.5 or greater (med high to high). We then evaluate all hotels (managed/direct operations and franchised/value chain) within that river basin over other key risk indicators to determine the primary driver within each basin and to identify priority areas for collective action:

(1) Economic high risk is aligned with WWF Physical Risk indicators

(2) Environmental high risk is aligned with Regulatory Risk indicators

(3) Social high risk is aligned with Reputation Risk indicators

Threshold indicating a substantive change: Typically, the primary risk type and risk driver will have an average basin risk of at least 4.0. We consider any scores greater than 3.5 to be substantive.

Application: The above definition applies to our direct operations and our supply chain.
(W4.1b) What is the total number of facilities exposed to water risks with the potential to have a substantive financial or strategic impact on your business, and what proportion of your company-wide facilities does this represent?

<table>
<thead>
<tr>
<th>Total number of facilities exposed to water risk</th>
<th>% company-wide facilities this represents</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>429</td>
<td>1-25</td>
<td>Please note that the total number of facilities exposed to water risk includes managed (direct operations) and franchised hotels (rest of value chain) identified across our global portfolio.</td>
</tr>
</tbody>
</table>

(W4.1c) By river basin, what is the number and proportion of facilities exposed to water risks that could have a substantive financial or strategic impact on your business, and what is the potential business impact associated with those facilities?

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
<th>Number of facilities exposed to water risk</th>
<th>% company-wide facilities this represents</th>
<th>Production value for the metals &amp; mining activities associated with these facilities</th>
<th>% company’s annual electricity generation that could be affected by these facilities</th>
<th>% company’s global oil &amp; gas production volume that could be affected by these facilities</th>
<th>% company’s total global revenue that could be affected</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>Yangtze River (Chang Jiang)</td>
<td>25</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>Data has been aggregated for 25 hotels in the Yangtze River Basin, located in Shanghai and surrounding area. The hotels all report 100% water use from municipal supply and an average basin risk of 3.7 (medium-high risk). All hotels are third-party owned and Hilton-managed. Hilton currently has over 250 hotels in China, with at least another 200 hotels planned or under construction. While the facilities in the Yangtze River Basin represent less than 1% of Hilton's operations and global revenues, these water risks are relevant to Hilton’s planned growth and success in the Greater China and Mongolia Area.</td>
</tr>
<tr>
<td>Egypt</td>
<td>Nile</td>
<td>6</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>&lt;Not Applicable&gt;</td>
<td>Data has been aggregated for 8 hotels in the Yongding He River Basin, located in Beijing and surrounding area. The hotels all report 100% water use from municipal supply and an average basin risk of 4.0 (high risk). All hotels are third-party owned and Hilton-managed. Hilton currently has over 250 hotels in China, with at least another 200 hotels planned or under construction. While the facilities in the Yongding He River Basin represent less than 1% of Hilton's operations and global revenues, these water risks are relevant to Hilton’s planned growth and success in the Greater China and Mongolia Area.</td>
</tr>
<tr>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
% company’s annual electricity generation that could be affected by these facilities
<Not Applicable>

% company’s global oil & gas production volume that could be affected by these facilities
<Not Applicable>

% company’s total global revenue that could be affected
Less than 1%

Comment
Data has been aggregated for 6 hotels in the Nile River Basin, located in Cairo and surrounding area. The hotels have similar operations and an average basin risk of 4.0 (high risk). All hotels operating in this area are third-party owned and Hilton-managed, with Hilton controlling day to day hotel operations. Hilton currently has 19 hotels in Egypt, with another 9 hotels planned or under construction. While these facilities represent less than 1% of Hilton’s operations and global revenues, attention to water risks and stewardship is important to Hilton’s operations, reputation and business success in Egypt and greater Middle East region.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>India</td>
</tr>
<tr>
<td>Ganges - Brahmaputra</td>
</tr>
</tbody>
</table>

Number of facilities exposed to water risk
5

% company-wide facilities this represents
Less than 1%

Production value for the metals & mining activities associated with these facilities
<Not Applicable>

% company’s annual electricity generation that could be affected by these facilities
<Not Applicable>

% company’s global oil & gas production volume that could be affected by these facilities
<Not Applicable>

% company’s total global revenue that could be affected
Less than 1%

Comment
Data has been aggregated for 5 hotels in the Ganges River Basin, located in New Delhi, Gurgaon and surrounding area. Two hotels reports 100% ground/well water use and the others are 100% municipal water supply, with an average basin risk of 4.2 (high risk). All hotels are third-party owned and Hilton-managed. Hilton currently has 23 hotels in India with another 19 hotels planned or under construction. While these facilities represent less than 1% of Hilton’s operations and global revenues, attention to water risks and stewardship is important to Hilton’s operations, reputation and business expansion in India.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mexico</td>
</tr>
<tr>
<td>Bravo</td>
</tr>
</tbody>
</table>

Number of facilities exposed to water risk
10

% company-wide facilities this represents
Less than 1%

Production value for the metals & mining activities associated with these facilities
<Not Applicable>

% company’s annual electricity generation that could be affected by these facilities
<Not Applicable>

% company’s global oil & gas production volume that could be affected by these facilities
<Not Applicable>

% company’s total global revenue that could be affected
Less than 1%

Comment
Data has been aggregated for 10 hotels in Monterrey, Chihuahua, Juarez and surrounding area. All hotels have 100% municipal water supply, with an average basin risk of 3.6 (medium-high risk). All hotels are franchised and are owned and operated by third parties. While these facilities represent less than 1% of Hilton’s operations and global revenues, attention to water stewardship is important to Hilton’s operations, reputation and business expansion in Mexico.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mexico</td>
</tr>
<tr>
<td>Panuco</td>
</tr>
</tbody>
</table>

Number of facilities exposed to water risk
9

% company-wide facilities this represents
Less than 1%

Production value for the metals & mining activities associated with these facilities
<Not Applicable>
Data has been aggregated for 9 hotels in Mexico City and surrounding area. All hotels have 100% municipal water supply, with an average basin risk of 3.7 (medium-high risk). Five hotels are managed by Hilton and four hotels are franchised. While these facilities represent less than 1% of Hilton's operations and global revenues, attention to water stewardship is important to Hilton's operations, reputation and business expansion in Mexico.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mexico</td>
</tr>
<tr>
<td>Santiago</td>
</tr>
</tbody>
</table>

Data has been aggregated for 13 hotels in Guadalajara, Queretaro and surrounding area. All hotels have 100% municipal water supply, with an average basin risk of 3.7 (medium-high risk). Four hotels are managed by Hilton and nine hotels are franchised. While these facilities represent less than 1% of Hilton's operations and global revenues, attention to water stewardship is important to Hilton's operations, reputation and business expansion in Mexico.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turkey</td>
</tr>
<tr>
<td>Tigris &amp; Euphrates</td>
</tr>
</tbody>
</table>

Data has been aggregated for 7 hotels in Turkey. All hotels have 100% municipal water supply, with an average basin risk of 3.6 (medium-high risk). Four hotels are managed by Hilton and three hotels are franchised. While these facilities represent less than 1% of Hilton's operations and global revenues, attention to water stewardship is important to Hilton's operations, reputation and business expansion in Turkey.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
</tr>
<tr>
<td>Other, please specify (All California)</td>
</tr>
</tbody>
</table>

Data has been aggregated for 302 hotels in the United States of America. All hotels have 100% municipal water supply. The percentage of company-wide facilities this represents is 1-25%.

<table>
<thead>
<tr>
<th>Production value for the metals &amp; mining activities associated with these facilities</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>% company's annual electricity generation that could be affected by these facilities</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>% company's global oil &amp; gas production volume that could be affected by these facilities</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>% company's total global revenue that could be affected</td>
<td>Less than 1%</td>
</tr>
</tbody>
</table>

Comment
Data has been aggregated for 13 hotels in Guadalajara, Queretaro and surrounding area. All hotels have 100% municipal water supply, with an average basin risk of 3.7 (medium-high risk). Four hotels are managed by Hilton and nine hotels are franchised. While these facilities represent less than 1% of Hilton's operations and global revenues, attention to water stewardship is important to Hilton's operations, reputation and business expansion in Mexico.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
</tr>
<tr>
<td>Other, please specify (All California)</td>
</tr>
</tbody>
</table>

Data has been aggregated for 302 hotels in the United States of America. All hotels have 100% municipal water supply. The percentage of company-wide facilities this represents is 1-25%.
Data has been aggregated for 302 hotels in California. All hotels have 100% municipal water supply, with an average basin risk of 3.3 (medium risk). This total is comprised of 33 managed hotels and 269 franchised hotels across locations in California. This represents approximately 5% of Hilton's global portfolio and stewardship is important to Hilton's operations, reputation and business expansion in California.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
</tr>
</tbody>
</table>

Number of facilities exposed to water risk
30

% company-wide facilities this represents
Less than 1%

Production value for the metals & mining activities associated with these facilities
<Not Applicable>

% company’s annual electricity generation that could be affected by these facilities
<Not Applicable>

% company’s global oil & gas production volume that could be affected by these facilities
<Not Applicable>

% company’s total global revenue that could be affected
Less than 1%

Comment
Data has been aggregated for 30 hotels in the Chicago area, located in the St. Lawrence River Basin. All hotels have 100% municipal water supply, with an average basin risk of 3.5 (medium-high risk). This total is comprised of 7 managed hotels and 23 franchised hotels. While these facilities represent less than 1% of Hilton's operations and global revenues, attention to water stewardship is important to Hilton's operations, reputation and business expansion in Chicago.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Egypt</td>
</tr>
</tbody>
</table>

Number of facilities exposed to water risk
9

% company-wide facilities this represents
Less than 1%

Production value for the metals & mining activities associated with these facilities
<Not Applicable>

% company’s annual electricity generation that could be affected by these facilities
<Not Applicable>

% company’s global oil & gas production volume that could be affected by these facilities
<Not Applicable>

% company’s total global revenue that could be affected
Less than 1%

Comment
Data has been aggregated for 9 hotels in Egypt located in coastal areas on the Mediterranean and Red Seas. The hotels have similar operations and an average basin risk of 3.7 (medium-high risk). All hotels operating in this area are third-party owned and Hilton-managed, with Hilton controlling day to day hotel operations. While these facilities represent less than 1% of Hilton's operations and global revenues, attention to water risks and stewardship is important to Hilton's operations and business success in Egypt and greater Middle East region.

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Africa</td>
</tr>
</tbody>
</table>

Number of facilities exposed to water risk
5

% company-wide facilities this represents
Less than 1%

Production value for the metals & mining activities associated with these facilities
<Not Applicable>

% company’s annual electricity generation that could be affected by these facilities
<Not Applicable>

% company’s global oil & gas production volume that could be affected by these facilities
<Not Applicable>

% company’s total global revenue that could be affected
Less than 1%

Comment
Data has been aggregated for 30 hotels in California. All hotels have 100% municipal water supply, with an average basin risk of 3.3 (medium risk). This total is comprised of 33 managed hotels and 269 franchised hotels across locations in California. This represents approximately 5% of Hilton's global portfolio and stewardship is important to Hilton's operations, reputation and business expansion in California.
W4.2

(W4.2) Provide details of identified risks in your direct operations with the potential to have a substantive financial or strategic impact on your business, and your response to those risks.

Country/Area & River basin

| China     | Yangtze River (Chang Jiang) |

Type of risk & Primary risk driver

| Physical | Declining water quality |

Primary potential impact
Constraint to growth

Company-specific description
Method for impact identification: The WWF Water Risk filter identifies the highest water risk in the Yangtze River basin as pollution/water quality with an average score of 4.5. Increased population and demand on municipal supply may contribute to higher risk for our hotels in this basin in terms of water availability and water quality for drinking, cooking, bathing and other potable water needs. Effect on direct operations: Hilton currently has over 250 hotels in China, with at least another 200 hotels planned or under construction. While our current hotel operations in the Yangtze River basin represent less than 1% of Hilton's operations and global revenues, these water risks are relevant to Hilton's planned growth and success in the Greater China and Mongolia Area. Should there be declining water issues, this could lead to increased costs for required mitigation practices to be put in place or it could slow down future development opportunities.

Timeframe
1-3 years

Magnitude of potential impact
Low

Likelihood
Likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk
Engage with NGOs/special interest groups

Description of response
WWF has a water stewardship team in Shanghai that focuses on the Yangtze. Through our work with WWF, we know that significant collective action is underway in the basin. The largest threats include pollution, 105 large dams planned or under construction, inter-basin water transfer and other water infrastructure, over-fishing and illegal fishing. WWF are also focused on mitigating risks around climate change and storm water runoff, and identifying supply chain opportunities. In 2017, Hilton initiated context-based water pilot programs in collaboration with WWF to promote stewardship in high water risk areas in the U.S., South Africa and China. Due to the risks and the high focus on development in China, China was selected as one of Hilton's initial pilot locations. So far, an in-depth risk analysis has been carried out, including gathering information about actions taken to date, local stakeholders and impacts seen from the local water crisis. This information has been used to create a set of recommendations for actions which is being reviewed to determine priorities for activation.

Cost of response

Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. At this time we are not able to publish the cost of response.

Country/Area & River basin

| South Africa | Other, please specify (South Africa) |
Type of risk & Primary risk driver

| Physical | Increased water scarcity |

Primary potential impact
Upfront costs to adopt/deploy new practices and processes

Company-specific description
Method of impact identification: Five hotels labeled as South Africa-Other were identified as high risk based on WWF Water Risk filter results and Hilton’s water stewardship priorities. Impact on operations: Africa is seen as a key area of future development for Hilton, with a total of $50 million committed over the next five years to support the continued expansion through the Hilton Africa Growth Initiative. Should there be water scarcity issues, this could lead to increased costs for required mitigation practices to be put in place or it could slow down future development opportunities.

Timeframe
1-3 years

Magnitude of potential impact
Medium-low

Likelihood
Virtually certain

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk
Adopt water efficiency, water reuse, recycling and conservation practices

Description of response
Due to the risks and the high focus on development in Africa, South Africa was selected as one of Hilton’s initial pilot locations. So far, an in-depth risk analysis has been carried out, including gathering information about actions taken to date, local stakeholders and impacts seen from the local water crisis. This information has been used to create a set of recommendations for actions which is being reviewed to determine priorities for activation. Actions already taken include increasing guest communication and awareness, and implementing strict water saving measures such as removing bath plugs to necessitate use of showers instead and providing hand sanitizer rather than hand soap which requires water. The local hotel team and supporting WWF team have been liaising with local stakeholders and we are currently starting the process to become part of a context-based water targets pilot in South Africa run by, among others, the Pacific Institute and WWF, for which the hotel hosted one of the inaugural meetings earlier this year.

Cost of response
Explanation of cost of response
Approximately 25% of Hilton’s annual water stewardship budget is used to drive the context based water pilots, including the pilot in Cape Town. At this time we are not able to publish the cost of response.

Country/Area & River basin

| United States of America | Other, please specify (All California) |

Type of risk & Primary risk driver

| Physical | Increased water scarcity |

Primary potential impact
Upfront costs to adopt/deploy new practices and processes

Company-specific description
Method of impact identification: The WWF Water Risk filter identifies the highest water risk in California as scarcity with an average score of 4.0. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and processes. Additionally, if overall water availability declines due to continued drought, hotels in this river basin may face significant cuts in their water allotment or face increases in water costs making it more expensive to operate and reducing returns.

Timeframe
Current up to one year

Magnitude of potential impact
Medium-low

Likelihood
Virtually certain

Are you able to provide a potential financial impact figure?
No, we do not have this figure
Potential financial impact figure (currency)  
<Not Applicable>

Potential financial impact figure - minimum (currency)  
<Not Applicable>

Potential financial impact figure - maximum (currency)  
<Not Applicable>

Explanation of financial impact  
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk  
Adopt water efficiency, water reuse, recycling and conservation practices

Description of response  
Due to the risks and the ongoing local awareness of water-related issues, California was selected as one of Hilton’s initial pilot locations. So far, an in-depth risk analysis has been carried out, including gathering information about actions taken to date, local stakeholders and impacts seen from the local water crisis. This information has been used to create a set of recommendations for actions which is being reviewed to determine priorities for activation. Actions already taken include joining California Water Action Collaborative (CWAC) and taking part in the Pacific Institute’s context-based water goals pilot in California.

Cost of response  
Explanation of cost of response  
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. At this time we are not able to publish the cost of response.

Country/Area & River basin  
| India   | Ganges - Brahmaputra |

Type of risk & Primary risk driver  
| Physical | Declining water quality |

Primary potential impact  
Reduced demand for products and services

Company-specific description  
Method for impact identification: The WWF Water Risk filter identifies the highest water risk in the Ganges River basin as pollution/water quality with an average score of 5.0. According to WWF, the Ganges River basin occupies 30% of the land area of India and is heavily populated, increasing in population density downstream to Bangladesh, which is the most densely populated country in the world. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.

Timeframe  
Current up to one year

Magnitude of potential impact  
Medium-low

Likelihood  
 Likely

Are you able to provide a potential financial impact figure?  
No, we do not have this figure

Potential financial impact figure (currency)  
<Not Applicable>

Potential financial impact figure - minimum (currency)  
<Not Applicable>

Potential financial impact figure - maximum (currency)  
<Not Applicable>

Explanation of financial impact  
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk  
Adopt water efficiency, water reuse, recycling and conservation practices

Description of response  
Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton’s ‘Earth Week’ in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton’s long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our 2030 Travel with Purpose Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response  
Explanation of cost of response  
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is
selected for future water stewardship pilot opportunities.

Country/Area & River basin

| Mexico         | Panuco       |

Type of risk & Primary risk driver

| Physical                   | Declining water quality |

Primary potential impact
Reduced demand for products and services

Company-specific description
Method of impact identification: The WWF Water Risk filter identifies the highest water risk in the Panuco River basin as pollution/water quality with an average score of 4.8. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to reduced demands for products and services and increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.

Timeframe
4-6 years

Magnitude of potential impact
Medium-low

Likelihood
Likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk
Adopt water efficiency, water reuse, recycling and conservation practices

Description of response
Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton’s ‘Earth Week’ in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton’s long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our 2030 Travel with Purpose Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response
Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

Country/Area & River basin

| Mexico | Santiago |

Type of risk & Primary risk driver

| Physical                   | Declining water quality |

Primary potential impact
Reduced demand for products and services

Company-specific description
Method of impact identification: The WWF Water Risk filter identifies the highest water risk in the Santiago River basin as pollution/water quality with an average score of 4.7. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to reduced demand for products and services and increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.
Timeframe
4-6 years

Magnitude of potential impact
Medium-low

Likelihood
Likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk
Adopt water efficiency, water reuse, recycling and conservation practices

Description of response
Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton’s ‘Earth Week’ in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton’s long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our 2030 Travel with Purpose Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response
Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

Country/Area & River basin

<table>
<thead>
<tr>
<th>Turkey</th>
<th>Tigris &amp; Euphrates</th>
</tr>
</thead>
</table>

Type of risk & Primary risk driver

<table>
<thead>
<tr>
<th>Physical</th>
<th>Declining water quality</th>
</tr>
</thead>
</table>

Primary potential impact
Reduced demand for products and services

Company-specific description
Method of impact identification: The WWF Water Risk filter identifies the highest water risk in the Tigris and Euphrates river basins as pollution/water quality with an average score of 4.5. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.

Timeframe
4-6 years

Magnitude of potential impact
Medium-low

Likelihood
Likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk
Adopt water efficiency, water reuse, recycling and conservation practices

Description of response
Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton's ‘Earth Week’ in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton’s long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response
Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both a hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

Country/Area & River basin

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
</tr>
</tbody>
</table>

Type of risk & Primary risk driver

<table>
<thead>
<tr>
<th>Physical</th>
<th>Declining water quality</th>
</tr>
</thead>
</table>

Primary potential impact
Upfront costs to adopt/apply new practices and processes

Company-specific description
Method of impact identification: The WWF Water Risk filter identifies the highest water risk in the St. Lawrence river basins as pollution/water quality with an average score of 4.9. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.

Timeframe
4-6 years

Magnitude of potential impact
Medium-low

Likelihood
Likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk
Adopt water efficiency, water reuse, recycling and conservation practices

Description of response
Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton’s ‘Earth Week’ in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton’s long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response
Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both a hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

Country/Area & River basin

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Egypt</td>
</tr>
</tbody>
</table>
Type of risk & Primary risk driver

| Physical | Increased water scarcity |

Primary potential impact

Upfront costs to adopt/deploy new practices and processes

Company-specific description

Method of impact identification: Nine hotels labeled as Egypt-Other were identified as high risk based on WWF Water Risk filter results and Hilton’s water stewardship priorities. These properties are coastal properties not designated with a specific river basin, with an average basin risk of 3.7 and the highest water risk as water scarcity with an average score of 4.5. Additionally, the UN have predicted that they will face severe water scarcity by 2025. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. This could also increase water costs making it more expensive to operate in the country and reducing returns.

Timeframe

4-6 years

Magnitude of potential impact

Medium-low

Likelihood

Likely

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

<Not Applicable>

Potential financial impact figure - minimum (currency)

<Not Applicable>

Potential financial impact figure - maximum (currency)

<Not Applicable>

Explanation of financial impact

At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk

Adopt water efficiency, water reuse, recycling and conservation practices

Description of response

Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton’s ‘Earth Week’ in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton’s long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response

Explanation of cost of response

Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

Country/Area & River basin

| China | Yongding He |

Type of risk & Primary risk driver

| Physical | Declining water quality |

Primary potential impact

Constraint to growth

Company-specific description

Method for impact identification: The WWF Water Risk filter identifies the highest basin related risks as pollution, ecosystem impacts and reputation risk, with an average basin risk score of 3.8. Increased population and demand on municipal supply may contribute to higher risk for our hotels in this basin in terms of water availability and water quality for drinking, cooking, bathing and other potable water needs. Impact on operations: Hilton currently has over 250 hotels in China, with at least another 200 hotels planned or under construction. While our current hotel operations in the Yongding He River basin represent less than 1% of Hilton’s operations and global revenues, these water risks are relevant to Hilton’s growth strategy in the Greater China and Mongolia Area. Should there be declining water issues, this could lead to increased costs for required mitigation practices to be put in place or it could slow down future development opportunities.

Timeframe

4-6 years

Magnitude of potential impact

Low

Likelihood
**Likely**

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk
Adopt water efficiency, water reuse, recycling and conservation practices

Description of response
Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton’s ‘Earth Week’ in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton’s long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response
Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

Country/Area & River basin

<table>
<thead>
<tr>
<th>Country/Area &amp; River basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Egypt</td>
</tr>
<tr>
<td>Nile</td>
</tr>
</tbody>
</table>

Type of risk & Primary risk driver

<table>
<thead>
<tr>
<th>Physical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased water scarcity</td>
</tr>
</tbody>
</table>

Primary potential impact
Upfront costs to adopt/deploy new practices and processes

Company-specific description
Method for impact identification: The WWF Water Risk filter identifies the highest water risk in the Nile River basin as scarcity with an average score of 4.7. Additionally, the UN have predicted that they will face severe water scarcity by 2025. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and processes. Additionally, if overall water availability declines due to continued drought, hotels in this river basin may face significant cuts in their water allotment or may have to turn to more costly technology.

Timeframe
4-6 years

Magnitude of potential impact
Low

Likelihood
Likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk
Adopt water efficiency, water reuse, recycling and conservation practices

Description of response
Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton’s ‘Earth Week’ in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts.
The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton's long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

**Cost of response**

**Explanation of cost of response**

Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

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<table>
<thead>
<tr>
<th>W4.2a</th>
</tr>
</thead>
</table>

(W4.2a) Provide details of risks identified within your value chain (beyond direct operations) with the potential to have a substantive financial or strategic impact on your business, and your response to those risks.

**Country/Area & River basin**

<table>
<thead>
<tr>
<th>Mexico</th>
<th>Bravo</th>
</tr>
</thead>
</table>

**Stage of value chain**

Other, please specify (Franchised hotels)

**Type of risk & Primary risk driver**

<table>
<thead>
<tr>
<th>Physical</th>
<th>Declining water quality</th>
</tr>
</thead>
</table>

**Primary potential impact**

Reduced demand for products and services

**Company-specific description**

Method for impact identification: The WWF Water Risk filter identifies the highest water risk in the Bravo River basin as pollution/water quality with an average score of 5.0. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.

**Timeframe**

4-6 years

**Magnitude of potential impact**

Low

**Likelihood**

Likely

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

<Not Applicable>

**Potential financial impact figure - minimum (currency)**

<Not Applicable>

**Potential financial impact figure - maximum (currency)**

<Not Applicable>

**Explanation of financial impact**

At this time we are not able to publish an estimate for the potential financial impact of this risk.

**Primary response to risk**

<table>
<thead>
<tr>
<th>Direct operations</th>
<th>Other, please specify (Brand Standards for water measurement and reduction goals)</th>
</tr>
</thead>
</table>

**Description of response**

Our franchised hotels are also required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal as a Brand Standard. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton's 'Earth Week' in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton's long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

**Cost of response**

**Explanation of cost of response**

Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.
Country/Area & River basin

Mexico
Panuco

Stage of value chain
Other, please specify (Franchised hotels)

Type of risk & Primary risk driver

| Physical | Declining water quality |

Primary potential impact
Reduced demand for products and services

Company-specific description
Method of impact identification: The WWF Water Risk filter identifies the highest water risk in the Panuco River basin as pollution/water quality with an average score of 4.8. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.

Timeframe
4-6 years

Magnitude of potential impact
Low

Likelihood
Likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk

| Direct operations | Other, please specify (Brand Standards for water measurement and reduction goals) |

Description of response
Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton's 'Earth Week' in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton's long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response

Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

Country/Area & River basin

Mexico
Santiago

Stage of value chain
Other, please specify (Franchised hotels)

Type of risk & Primary risk driver

| Physical | Declining water quality |

Primary potential impact
Reduced demand for products and services

Company-specific description
Method of impact identification: The WWF Water Risk filter identifies the highest water risk in the Santiago River basin as pollution/water quality with an average score of
4.7. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.

**Timeframe**
4-6 years

**Magnitude of potential impact**
Medium-low

**Likelihood**
Likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

**Explanation of financial impact**
At this time we are not able to publish an estimate for the potential financial impact of this risk.

**Primary response to risk**

<table>
<thead>
<tr>
<th>Direct operations</th>
<th>Other, please specify (Brand Standards for water measurement and reduction goals)</th>
</tr>
</thead>
</table>

**Description of response**
Our hotels are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are re-launched each year through Hilton's 'Earth Week' in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton's long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

**Cost of response**

Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

**Country/Area & River basin**

<table>
<thead>
<tr>
<th>Turkey</th>
<th>Tigris &amp; Euphrates</th>
</tr>
</thead>
</table>

**Stage of value chain**
Other, please specify (Franchised hotels)

**Type of risk & Primary risk driver**

<table>
<thead>
<tr>
<th>Physical</th>
<th>Declining water quality</th>
</tr>
</thead>
</table>

**Primary potential impact**
Reduced demand for products and services

**Company-specific description**
Method of impact identification: The WWF Water Risk filter identifies the highest water risk in the Tigres and Euphrates river basins as pollution/water quality with an average score of 4.5. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.

**Timeframe**
4-6 years

**Magnitude of potential impact**
Medium-low

**Likelihood**
Likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>
Our hotels, including franchises, are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are relaunched each year through Hilton’s ‘Earth Week’ in March, a week in which all hotels are encouraged to raise awareness with their teams and review their plans to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members can do to conserve it, as well as a video which explains water stewardship. Hilton's long-term strategy to address high-risk geographic regions is addressed in our 2025 Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response

Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless this basin is selected for future water stewardship pilot opportunities.

Country/Area & River basin

| United States of America | St. Lawrence |

Stage of value chain

Other, please specify (Franchised hotels)

Type of risk & Primary risk driver

| Physical | Declining water quality |

Primary potential impact

Upfront costs to adopt/deploy new practices and processes

Company-specific description

Method of impact identification: The WWF Water Risk filter identifies the highest water risk in the St. Lawrence river basins as pollution/water quality with an average score of 4.9. Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and technologies. Declining water quality could also lead to increased costs for water treatment and increased water prices, making it more expensive to operate in the country and reducing returns.

Timeframe

4-6 years

Magnitude of potential impact

Medium-low

Likelihood

Likely

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

<Not Applicable>

Potential financial impact figure - minimum (currency)

<Not Applicable>

Potential financial impact figure - maximum (currency)

<Not Applicable>

Explanation of financial impact

At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk

| Direct operations | Other, please specify (Brand Standards for water measurement and reduction goals) |

Description of response

Our hotels, including franchises, are required to demonstrate continuous improvement around water management. Through LightStay, every hotel in our portfolio is required to regularly report and monitor all sources of water use against an improvement goal. In addition to this, hotels are required to always have an active water-related sustainability improvement project registered. We have created resources, which are available to all, to engage hotels in more efficient water management. These are...
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to reduce their environmental impacts. The resources include tips on how to reduce water use, a training course about both the importance of water and what Team Members
can do to conserve it, as well as a video which explains water stewardship. Hilton's long-term strategy to address high-risk geographic regions is addressed in our 2025
Water Stewardship Commitment and our Travel with Purpose 2030 Goals. We will achieve these goals through a comprehensive and coordinated water stewardship
strategy that focuses on the following areas of our value chain: (1) hotels and guests, (2) suppliers and services, and (3) communities and watersheds.

Cost of response

Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. This is expected to remain constant in future years unless the basin is
selected for future water stewardship pilot opportunities.

Country/Area & River basin

| United States of America | Other, please specify (All California) |

Stage of value chain
Other, please specify (Franchised hotels)

Type of risk & Primary risk driver

| Physical | Increased water scarcity |

Primary potential impact
Upfront costs to adopt/deploy new practices and processes

Company-specific description
Method of impact identification: The WWF Water Risk filter identifies the highest water risk in California as scarcity with an average score of 4.0. Impact on operations:
Impact on operations: Increased population and demand on municipal supply may contribute to higher long-term risk for our hotels in this basin in terms of water availability
and quality for drinking, cooking, bathing and other potable water needs, leading to the need for higher investment in mitigation strategies such as new practices and
processes. Additionally, if overall water availability declines due to continued drought, hotels in this river basin may face significant cuts in their water allotment or face
increases in water costs making it more expensive to operate and reducing returns.

Magnitude of potential impact
Medium-low

Likelihood
Very likely

Are you able to provide a potential financial impact figure?
No, we do not have this figure

Potential financial impact figure (currency)
<Not Applicable>

Potential financial impact figure - minimum (currency)
<Not Applicable>

Potential financial impact figure - maximum (currency)
<Not Applicable>

Explanation of financial impact
At this time we are not able to publish an estimate for the potential financial impact of this risk.

Primary response to risk

| Direct operations | Other, please specify (Brand Standards for water measurement and reduction goals) |

Description of response
Due to the risks and the ongoing local awareness of water-related issues, California was selected as one of Hilton's initial pilot locations. So far, an in-depth risk analysis
has been carried out, including gathering information about actions taken to date, local stakeholders and impacts seen from the local water crisis. This information has been
used to create a set of recommendations for actions which is being reviewed to determine priorities for activation. Actions already taken include joining California Water
Action Collaborative (CWAC) and taking part in the Pacific Institute’s context-based water goals pilot in California. Actions already taken include joining California Water
Action Collaborative (CWAC) and taking part in the Pacific Institute’s context-based water goals pilot in California.

Cost of response

Explanation of cost of response
Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. At this time we are not able to publish the cost of response.

W4.3

(W4.3) Have you identified any water-related opportunities with the potential to have a substantive financial or strategic impact on your business?
Yes, we have identified opportunities, and some/all are being realized
Provide details of opportunities currently being realized that could have a substantive financial or strategic impact on your business.

**Type of opportunity**
Efficiency

**Primary water-related opportunity**
Improved water efficiency in operations

**Company-specific description & strategy to realize opportunity**
Through our global footprint and operations, we see an opportunity to improve hotel laundry efficiency through innovative technologies. To realize this opportunity, Hilton leverages its global footprint to promote investment and adoption of water efficient products and innovative technologies through various channels and vendor partnerships. In 2019, over 50% of Hilton's global portfolio reported using low temperature laundry technologies that can deliver 40% water reduction and 50-75% energy savings with every wash. For example, we are continuing trials with the Xeros™ polymer bead-based washing system, which uses less water, energy and chemical detergents. According to Xeros, "Our new polymer bead cleaning technology swaps out up to 80% of the water needed for laundry with small polymer beads. By combining the beads' molecular structure with a proprietary detergent solution, dirt from soiled items is attracted and absorbed by the beads, producing cleaner results." Please see link for Xeros case study for the Hilton Los Angeles/Universal City Hotel, which estimates savings over $66,430 based on laundry water savings, with an 81% reduction in total water and a 100% reduction in hot water use for laundry operations. http://www.xeroscleaning.com/blog/4-hotels-save-water-with-sustainable-laundry-operations Xeros is currently in at least 10 hotels in the U.S., with plans expand across Europe after U.K. pilots showed 75% laundry water savings.

**Estimated timeframe for realization**
1 to 3 years

**Magnitude of potential financial impact**
Medium

Are you able to provide a potential financial impact figure?
Please select

- Potential financial impact figure (currency)
  - Not Applicable
- Potential financial impact figure – minimum (currency)
  - Not Applicable
- Potential financial impact figure – maximum (currency)
  - Not Applicable

**Explanation of financial impact**
Financial implications will vary significantly depending on the hotel’s laundry operations, but we estimate that implementation of low-water laundry technologies such as Xeros could save us 10% in total water consumption across our hotels using those technologies. Please note this figure represents potential water cost savings to be realized by the owners of hotels that we manage (Operational Control) and does not represent savings realized directly by Hilton on its financial statements. Hilton derives the majority of its revenues (excluding reimbursable employee costs) from long-term hotel management, franchise and related fees paid by third-party owners and franchisees. The added value and reduced risk we provide to our owners through our global commitment to sustainability enhances our fee revenues and client relationships.

**Type of opportunity**
Markets

**Primary water-related opportunity**
Increased brand value

**Company-specific description & strategy to realize opportunity**
In the words of Conrad Hilton, “It has been, and continues to be, our responsibility to fill the earth with the light and warmth of hospitality.” In 2017, we surveyed all General Managers and leaders on Travel with Purpose programs and direction in Europe, Middle East, Africa and Asia-Pacific, with 93% of respondents in senior leadership agreeing that Travel with Purpose supports our mission to be the most hospitable company in the world. Our corporate strategy and culture is purpose-driven, and Hilton is committed to responsible travel and tourism. We believe that our 2030 Travel with Purpose Value Chain Targets and our Water Stewardship strategy support our corporate mission and ultimately contributes to Hilton’s brand value, reputation and financial success. By 2025, Hilton will adopt water stewardship throughout our value chain and, in regions where water stress is most acute, we will bring Hilton’s innovation and influence to drive positive change where it is most needed. Our Water Stewardship strategy is being implemented by Hilton’s Corporate Responsibility team, in partnership with WWF and other key stakeholders. We have developed a roadmap and timeline of activities to achieve the specific goals and targets outlined on Hilton’s Travel with Purpose Water Stewardship Commitment.

**Estimated timeframe for realization**
More than 6 years

**Magnitude of potential financial impact**
Medium-High

Are you able to provide a potential financial impact figure?
Please select

- Potential financial impact figure (currency)
  - Not Applicable
- Potential financial impact figure – minimum (currency)
  - Not Applicable
- Potential financial impact figure – maximum (currency)
  - Not Applicable

**Explanation of financial impact**
The financial impact is presented in terms of potential management and franchise fees resulting from this opportunity, in terms of both retention and new business. We depend on our long-term management and franchise contracts with third-party owners and franchisees for a significant portion of our management and franchise fee revenues. The success and sustainability of our management and franchise business depends on our ability to perform under our management and franchise contracts and maintain good relationships with third-party owners and franchisees.
W5. Facility-level water accounting

W5.1

(W5.1) For each facility referenced in W4.1c, provide coordinates, water accounting data, and a comparison with the previous reporting year.

Facility reference number
Facility 1

Facility name (optional)
Yangtze River hotels

Country/Area & River basin
Please select

Latitude
31.19

Longitude
121.39

Located in area with water stress
Please select

Primary power generation source for your electricity generation at this facility
<Not Applicable>

Oil & gas sector business division
<Not Applicable>

Total water withdrawals at this facility (megaliters/year)

Comparison of total withdrawals with previous reporting year
Please select

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources

Total water discharges at this facility (megaliters/year)

Comparison of total discharges with previous reporting year
Please select

Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations

Total water consumption at this facility (megaliters/year)

Comparison of total consumption with previous reporting year
Please select

Please explain

Facility reference number
Facility 2

Facility name (optional)
Yongding He hotels

Country/Area & River basin
Please select

Latitude
39.91

Longitude
116.41

Located in area with water stress
Please select

Primary power generation source for your electricity generation at this facility
<Not Applicable>

Oil & gas sector business division
<Not Applicable>
Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select
Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources
Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select
Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations
Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select
Please explain

Facility reference number
Facility 3
Facility name (optional)
Nile hotels
Country/Area & River basin
Please select
Latitude
30.05
Longitude
31.23
Located in area with water stress
Please select
Primary power generation source for your electricity generation at this facility
<Not Applicable>
Oil & gas sector business division
<Not Applicable>
Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select
Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources
Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select
Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations
Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select
Please explain

Facility reference number
Facility 4

Facility name (optional)
Ganges hotels

Country/Area & River basin
Please select

Latitude
28.42

Longitude
77.1

Located in area with water stress
Please select

Primary power generation source for your electricity generation at this facility
<Not Applicable>

Oil & gas sector business division
<Not Applicable>

Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources

Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select

Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations

Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select

Facility reference number
Facility 5

Facility name (optional)
Bravo hotels

Country/Area & River basin
Please select

Latitude
25.78

Longitude
-100.11

Located in area with water stress
Please select

Primary power generation source for your electricity generation at this facility
<Not Applicable>

Oil & gas sector business division
<Not Applicable>

Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources

Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select

Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations

Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select

Facility reference number
Facility 6

Facility name (optional)
Panuco hotels

Country/Area & River basin
Please select

Latitude
19.44

Longitude
-99.15

Located in area with water stress
Please select

Primary power generation source for your electricity generation at this facility
<Not Applicable>

Oil & gas sector business division
<Not Applicable>

Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources

Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select

Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations

Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select

Facility reference number
Facility 7
Facility name (optional)
Santiago hotels

Country/Area & River basin
Please select

Latitude
20.65

Longitude
-103.39

Located in area with water stress
Please select

Primary power generation source for your electricity generation at this facility
<Not Applicable>

Oil & gas sector business division
<Not Applicable>

Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources

Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select

Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations

Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select

Please explain

Facility reference number
Facility 8

Facility name (optional)
Tigris and Euphrates hotels

Country/Area & River basin
Please select

Latitude
37.15

Longitude
38.78

Located in area with water stress
Please select

Primary power generation source for your electricity generation at this facility
<Not Applicable>

Oil & gas sector business division
<Not Applicable>

Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources
Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select
Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations
Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select
Please explain

Facility reference number
Facility 9
Facility name (optional)
St. Lawrence (Chicago) hotels
Country/Area & River basin
Please select
Latitude
41.88
Longitude
-87.63
Located in area with water stress
Please select
Primary power generation source for your electricity generation at this facility
<Not Applicable>
Oil & gas sector business division
<Not Applicable>
Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select
Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources
Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select
Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations
Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select
Please explain

Facility reference number
Facility 10
Facility name (optional)
California hotels
Country/Area & River basin
Please select
Latitude
33.69
Longitude
-116.31
Located in area with water stress
Please select
Primary power generation source for your electricity generation at this facility
<Not Applicable>
Oil & gas sector business division
<Not Applicable>
Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select
Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources
Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select
Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations
Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select

Please explain

Facility reference number
Facility 11
Facility name (optional)
Egypt: Other hotels
Country/Area & River basin
Please select
Latitude
27.08
Longitude
33.86
Located in area with water stress
Please select
Primary power generation source for your electricity generation at this facility
<Not Applicable>
Oil & gas sector business division
<Not Applicable>
Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select
Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources
Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select
Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations
Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select
Please explain

Facility reference number
Facility 12
Facility name (optional)
South Africa hotels
Country/Area & River basin
Please select
Latitude
-33.94
Longitude
18.46
Located in area with water stress
Please select
Primary power generation source for your electricity generation at this facility
<Not Applicable>
Oil & gas sector business division
<Not Applicable>
Total water withdrawals at this facility (megaliters/year)
Comparison of total withdrawals with previous reporting year
Please select
Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes
Withdrawals from brackish surface water/seawater
Withdrawals from groundwater - renewable
Withdrawals from groundwater - non-renewable
Withdrawals from produced/entrained water
Withdrawals from third party sources
Total water discharges at this facility (megaliters/year)
Comparison of total discharges with previous reporting year
Please select
Discharges to fresh surface water
Discharges to brackish surface water/seawater
Discharges to groundwater
Discharges to third party destinations
Total water consumption at this facility (megaliters/year)
Comparison of total consumption with previous reporting year
Please select
Please explain

W5.1a

(W5.1a) For the facilities referenced in W5.1, what proportion of water accounting data has been externally verified?
Water withdrawals – total volumes

% verified
76-100

What standard and methodology was used?
DEKRA Certification Inc. provides annual independent validation services for our corporate responsibility reporting, including annual verification of LightStay sustainability results and hotel data used for reporting of GHG emissions, energy use, water use, and waste disposal. A copy of DEKRA’s 2019 Assurance Report can be found here: https://cr.hilton.com/our-reporting/assurance. DEKRA’s approach for water verification followed ANSI-ASQ National Accreditation Board (ANAB) standards, including LightStay data review and on-site verification of municipal water billing data for the required sample size.

Water withdrawals – volume by source

% verified
76-100

What standard and methodology was used?
DEKRA Certification Inc. provides annual independent validation services for our corporate responsibility reporting, including annual verification of LightStay sustainability results and hotel data used for reporting of GHG emissions, energy use, water use, and waste disposal. A copy of DEKRA’s 2019 Assurance Report can be found here: https://cr.hilton.com/our-reporting/assurance. DEKRA’s approach for water verification followed ANSI-ASQ National Accreditation Board (ANAB) standards, including LightStay data review and on-site verification of municipal water billing data for the required sample size.

Water withdrawals – quality

% verified
Not verified

What standard and methodology was used?
<Not Applicable>

Water discharges – total volumes

% verified
76-100

What standard and methodology was used?
DEKRA Certification Inc. provides annual independent validation services for our corporate responsibility reporting, including annual verification of LightStay sustainability results and hotel data used for reporting of GHG emissions, energy use, water use, and waste disposal. A copy of DEKRA’s 2019 Assurance Report can be found here: https://cr.hilton.com/our-reporting/assurance. DEKRA’s approach for water verification followed ANSI-ASQ National Accreditation Board (ANAB) standards, including LightStay data review and on-site verification of municipal water billing data for the required sample size.

Water discharges – volume by destination

% verified
Not verified

What standard and methodology was used?
<Not Applicable>

Water discharges – volume by treatment method

% verified
Not verified

What standard and methodology was used?
<Not Applicable>

Water discharge quality – quality by standard effluent parameters

% verified
Not verified

What standard and methodology was used?
<Not Applicable>

Water discharge quality – temperature

% verified
Not verified

What standard and methodology was used?
<Not Applicable>

Water consumption – total volume

% verified
76-100

What standard and methodology was used?
DEKRA Certification Inc. provides annual independent validation services for our corporate responsibility reporting, including annual verification of LightStay sustainability results and hotel data used for reporting of GHG emissions, energy use, water use, and waste disposal. A copy of DEKRA’s 2019 Assurance Report can be found here: https://cr.hilton.com/our-reporting/assurance. DEKRA’s approach for water verification followed ANSI-ASQ National Accreditation Board (ANAB) standards, including LightStay data review and on-site verification of municipal water billing data for the required sample size.

Water recycled/reused

% verified
Not verified

What standard and methodology was used?
<Not Applicable>
(W6.1) Does your organization have a water policy?
Yes, we have a documented water policy that is publicly available.

(W6.1a) Select the options that best describe the scope and content of your water policy.

<table>
<thead>
<tr>
<th>Scope</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company-wide</td>
<td>Description of business dependency on water</td>
</tr>
<tr>
<td></td>
<td>Description of business impact on water</td>
</tr>
<tr>
<td></td>
<td>Description of water-related performance standards for direct operations</td>
</tr>
<tr>
<td></td>
<td>Description of water-related standards for procurement</td>
</tr>
<tr>
<td></td>
<td>Reference to international standards and widely-recognized water initiatives</td>
</tr>
<tr>
<td></td>
<td>Company water targets and goals</td>
</tr>
<tr>
<td></td>
<td>Commitment to align with public policy initiatives, such as the SDGs</td>
</tr>
<tr>
<td></td>
<td>Commitments beyond regulatory compliance</td>
</tr>
<tr>
<td></td>
<td>Commitment to water-related innovation</td>
</tr>
<tr>
<td></td>
<td>Commitment to stakeholder awareness and education</td>
</tr>
<tr>
<td></td>
<td>Commitment to water stewardship and/or collective action</td>
</tr>
<tr>
<td></td>
<td>Commitment to safely managed Water, Sanitation and Hygiene (WASH) in the workplace</td>
</tr>
<tr>
<td></td>
<td>Commitment to safely managed Water, Sanitation and Hygiene (WASH) in local communities</td>
</tr>
<tr>
<td></td>
<td>Acknowledgement of the human right to water and sanitation</td>
</tr>
<tr>
<td></td>
<td>Recognition of environmental linkages, for example, due to climate change</td>
</tr>
</tbody>
</table>

Our Environmental Policy and water stewardship commitments are company-wide and apply to all managed and franchised properties worldwide. The attached details our policy and commitments and are publicly available on Hilton's Corporate Responsibility website (https://cr.hilton.com/ and http://newsroom.hilton.com/index.cfm/newsroom/detail/137703). 1. Environmental and Corporate Responsibility Policies: Addresses water dependency and impact; performance standards for direct operations, construction and renovation; use of AWS Water Stewardship Standard; water targets/goals; commitments beyond compliance; stakeholder engagement and employee training; sustainable supply chains, communities and watersheds. 2. 2019 CR Report, Water section (p. 22-23): summarizing water stewardship strategy, commitment to the UN CEO Water Mandate, water-related innovations, progress towards 2030 Goals and training. 3. 2019 CR Report, Waste section (p. 24-25): Details our focus on WASH in local communities through our zero soap to landfill goal and our work with soap recycling partners such as Clean the World.

(W6.2) Is there board level oversight of water-related issues within your organization?
Yes
W6.2a

(W6.2a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for water-related issues.

<table>
<thead>
<tr>
<th>Position of individual</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive Officer (CEO)</td>
<td>Our President and CEO is the member of Hilton’s Board of Directors with responsibility for sustainability-related issues and decisions. Hilton’s Executive Vice President, Communications and External Affairs oversees the Corporate Responsibility department, which is responsible for the company’s sustainability strategy, including Hilton’s strategy for addressing water stewardship. The EVP of Communications and External Affairs reports directly to Hilton’s President and CEO, who is the only company executive on Hilton’s Board of Directors. Our Board receives periodic updates from our CEO and our EVP, Communications and External Affairs on the Company’s corporate responsibility strategy and initiatives. These reports outline Hilton’s progress towards our Travel with Purpose 2030 Goals, including our water stewardship targets.</td>
</tr>
</tbody>
</table>

| Board-level committee | The Board’s Nominating and ESG Committee is tasked with overseeing and evaluating Hilton’s corporate responsibility programs. As described in the Committee’s Charter, the Directors who sit on the Nominating and ESG Committee are tasked with the following: “to help the company fulfill its responsibility to communities at large, periodically review and assess the Company’s corporate responsibility strategy, practices and policies, and, if appropriate, make recommendations to the Board concerning the same.” Hilton’s water stewardship strategy is a key component of our corporate responsibility program as overseen by the Board’s Nominating and ESG Committee. |

W6.2b

(W6.2b) Provide further details on the board’s oversight of water-related issues.

<table>
<thead>
<tr>
<th>Frequency that water-related issues are a scheduled agenda item</th>
<th>Governance mechanisms into which water-related issues are integrated</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled - some meetings</td>
<td>Monitoring implementation and performance</td>
<td>The Board of Directors has overall responsibility for risk oversight, which includes understanding (1) material risks, (2) management steps to address these risks and (3) appropriate levels of risk of our company. As part of regular Board and committee meetings, the Board of Directors is responsible for general oversight of executives’ management of risks relevant to the Company. Hilton’s Global Risk Management team regularly assesses our sensitivity to changes in risk profiles across a series of prioritized financial and non-financial risks. This analysis helps us to inform our Board of Directors as they assess management’s risk tolerance levels and determine what constitutes an appropriate level of risk for the company. Environmental risks (including water scarcity, pollution and biodiversity degradation) are explicitly included in Hilton’s annual Enterprise Risk Management assessment processes. In addition, our ERM processes cover Climate Change risks (defined as “Shifts in global or regional climate patterns, leading to an increase in the severity/frequency of extreme weather events, rising sea levels, and sustained higher temperatures, all of which may result in risk to current operations and future development in at-risk markets”), Social Impact (including human rights and labor strikes), and Strategic Sourcing (including social and environmental factors in sourcing). The results of this risk assessment are provided to the Board annually, to inform enterprise-wide strategic planning. Additionally, our Board receives periodic updates from our CEO and EVP, Communications and External Affairs on the Company’s corporate responsibility strategy and initiatives. Quarterly reports are also provided to the Executive Committee, including our CEO, highlighting progress against Hilton’s 2030 Goals (including water stewardship targets), other key sustainability programs and partnerships, and the direct results of these investments.</td>
</tr>
</tbody>
</table>

W6.3
(W6.3) Provide the highest management-level position(s) or committee(s) with responsibility for water-related issues (do not include the names of individuals).

Name of the position(s) and/or committee(s)
Other C-Suite Officer, please specify (EVP, Communications and External Affairs)

Responsibility
Both assessing and managing water-related risks and opportunities

Frequency of reporting to the board on water-related issues
Annually

Please explain
HHilton’s Corporate Responsibility department reports to the Executive Vice President of Communications and External Affairs, who is the Hilton leader below Board-level with the highest level of management responsibility for water stewardship. The EVP of Communications and External Affairs reports to the President and CEO. The Corporate Responsibility department is led by the Chief Sustainability Officer (VP, Corporate Responsibility). Updates on Hilton’s Corporate Responsibility activities, including water-related issues, are provided regularly to the Board. Quarterly reports are also provided to the Executive Committee, highlighting progress against Hilton’s 2030 Goals (including water stewardship targets), other key sustainability programs and partnerships, and the direct results of these investments.

W6.4

(W6.4) Do you provide incentives to C-suite employees or board members for the management of water-related issues?

<table>
<thead>
<tr>
<th>Provide incentives for management of water-related issues</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>No, and we do not plan to introduce them in the next two years</td>
<td></td>
</tr>
</tbody>
</table>

W6.5

(W6.5) Do you engage in activities that could either directly or indirectly influence public policy on water through any of the following?

Yes, direct engagement with policy makers
Yes, trade associations
Yes, funding research organizations

W6.5a

(W6.5a) What processes do you have in place to ensure that all of your direct and indirect activities seeking to influence policy are consistent with your water policy/water commitments?

Since 2012, Hilton has been a signatory to the United Nations (UN) Global Compact, a voluntary initiative based on a CEO-led commitment to implement ten sustainability principles supporting the goals of the UN. 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.

Process to ensure consistency: The Vice President of Corporate Responsibility has oversight responsibility for direct and indirect activities to ensure consistency with Hilton’s sustainability principles and water stewardship strategy. All direct and indirect activities that influence policy are conducted by Hilton’s corporate responsibility staff, along with regional sustainability managers and regional VPs of Property Operations, who are most familiar with Hilton’s water stewardship policy and commitments.

Action taken if inconsistency discovered: Recommendations for action are created through consultation with our water stewardship partners and are designed to directly align with individual components of our policy and commitments. Where inconsistencies are found, the strategy is reassessed and actions are amended to ensure alignment.

W6.6

(W6.6) Did your organization include information about its response to water-related risks in its most recent mainstream financial report?

W7. Business strategy

W7.1
(W7.1) Are water-related issues integrated into any aspects of your long-term strategic business plan, and if so how?

<table>
<thead>
<tr>
<th>Are water-related issues integrated?</th>
<th>Long-term planning horizon (years)</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, water-related issues are integrated</td>
<td>11-15</td>
<td>Water issues integrated: Our emphasis is on integrating issues related to SDG 6 Clean Water and Sanitation, such as (1) Sustainable water withdrawals; (2) Equal, affordable, and safe, access to water access, sanitation, and hygiene. Method of integration: Water-related issues are integrated and highly relevant to our Company's four key strategic priorities to (1) align culture and organization, (2) strengthen brands and commercial services platforms, (3) expand global footprint and (4) maximize performance. Our corporate strategy and culture is purpose-driven. As such, our corporate responsibility platform is branded as “Travel with Purpose” with three focused objectives to (1) address economic opportunities to reduce inequality and promote youth employment, (2) target specific social challenges in the local levels and (3) combat the degradation of natural resources. Each of these objectives are framed in the context of macro socio-economic and environmental issues specific to the travel and tourism industry. Rationale for timescale: We have aligned our corporate responsibility strategies and time horizon of all related efforts to support the UN Sustainable Development Goals, a global framework for coordinated action to address critical topics by 2030.</td>
</tr>
<tr>
<td>Yes, water-related issues are integrated</td>
<td>11-15</td>
<td>Water issues integrated: Our emphasis is on integrating issues related to SDG 6 Clean Water and Sanitation, such as (1) Sustainable water withdrawals; (2) Equal, affordable, and safe, access to water access, sanitation, and hygiene for employees and communities; (3) Protection of water-related ecosystems and biodiversity. Method of integration: Our 2030 Goals, which form part of our long-term business objectives, are directly aligned to the SDGs and Global Water Stewardship Commitments incorporate the relevant issues. 2030 Vakei Chain Targets: Specific Water-related issues integrated include (1) Reduce water use in our managed operations by 50% liters/m2 - 2008 baseline; and (2) Activate 20 context-based water projects in our communities and watersheds of top water risk. Global Water Stewardship Commitments: Specific Water-related issues integrated include (1) access to safe water, sanitation and hygiene at the workplace, in line with WASH standards. Rationale for timescale: We have aligned our corporate responsibility strategies and time horizon of all related efforts to support the UN Sustainable Development Goals, a global framework for coordinated action to address critical topics by 2030.</td>
</tr>
<tr>
<td>Yes, water-related issues are integrated</td>
<td>11-15</td>
<td>Water issues integrated: Impacts that water availability and quality-related issues may have on costs of water is considered in financial planning. Method of integration: Hilton has incorporated its Water Stewardship activities into its financial planning at the corporate level and has dedicated members of its Corporate Responsibility team focused on water stewardship initiatives. Individual regions and hotels also plan their capital budgets to address water efficiency upgrades that will reduce water consumption at the hotels. Rationale for timescale: Financial planning is carried out on this timescale to ensure future risks can be accounted for.</td>
</tr>
</tbody>
</table>

W7.2

(W7.2) What is the trend in your organization’s water-related capital expenditure (CAPEX) and operating expenditure (OPEX) for the reporting year, and the anticipated trend for the next reporting year?

<table>
<thead>
<tr>
<th>Row 1</th>
<th>Water-related CAPEX (+/- % change)</th>
<th>Anticipated forward trend for CAPEX (+/- % change)</th>
<th>Water-related OPEX (+/- % change)</th>
<th>Anticipated forward trend for OPEX (+/- % change)</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

W7.3

(W7.3) Does your organization use climate-related scenario analysis to inform its business strategy?

<table>
<thead>
<tr>
<th>Use of climate-related scenario analysis</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, scenario analysis used</td>
<td>Hilton used climate-related scenario analysis to inform our business strategy and 2030 Goals. In 2017, Hilton worked with external consultants to develop science-based carbon targets using the sectoral decarbonization approach, which is based on the 2-degree scenario (2DS). In May 2018 our targets were approved by the Science Based Targets Initiative. Through our SBT setting process, we undertook quantitative and qualitative analysis of how the 2DS will impact all areas of our business over the next three decades, through 2050. We then aligned the target with the long-term decarbonization pathway of Service Buildings, setting interim milestones of 2030 and 2040. This time frame was selected to align with the modelling of the 2DS and to align with our company's long-term business strategy.</td>
</tr>
</tbody>
</table>

W7.3a

(W7.3a) Has your organization identified any water-related outcomes from your climate-related scenario analysis?

Yes

W7.3b

(W7.3b) What water-related outcomes were identified from the use of climate-related scenario analysis, and what was your organization’s response?

<table>
<thead>
<tr>
<th>Climate-related scenarios and models applied</th>
<th>Description of possible water-related outcomes</th>
<th>Company response to possible water-related outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2DS</td>
<td>Examples of possible water-related outcomes would include water restrictions in certain regions due to drought or water quality issues.</td>
<td>Hilton is addressing potential water-related outcomes through our 2030 Goals (including our science-based targets) and our 2025 Water Stewardship Strategy, which focuses on high-risk water areas predicted to be impacted by climate change.</td>
</tr>
</tbody>
</table>
(W7.4) Does your company use an internal price on water?

Row 1

Does your company use an internal price on water?

No, but we are currently exploring water valuation practices

Please explain

We are currently evaluating water valuation practices that go beyond the price of water to incorporate other externalities at the hotel level. Hilton may potentially link to Water Risk Filter and ongoing WWF work to create a new enhanced water valuation module that would engage hotel Team Members, inform decision making and highlight intersection of energy and water sustainability work streams.

W8. Targets

W8.1

(W8.1) Describe your approach to setting and monitoring water-related targets and/or goals.

<table>
<thead>
<tr>
<th>Levels for targets and/or goals</th>
<th>Monitoring at corporate level</th>
<th>Approach to setting and monitoring targets and/or goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company-wide targets and goals</td>
<td>Targets are monitored at the corporate level</td>
<td>Company-wide targets and goals: We have aligned our corporate responsibility targets and goals to support the UN Sustainable Development Goals, a global framework for coordinated action to address critical topics by 2030. Our emphasis is on integrating water-related issues related to SDG 6 Clean Water and Sanitation through our 2030 Travel with Purpose Value Chain Targets and 2025 Global Water Stewardship Commitments. In 2018, after significant input from leadership across our entire business, we released our new Travel with Purpose long-term commitment to cut our environmental footprint in half and double our social impact investment by 2030. Our 2030 Value Chain Targets are comprised of 23 sub-targets and goals, including a 50% reduction in water use intensity for managed operations (2008 Baseline) and approved science-based targets to reduce our carbon emissions intensity by 61% for managed operations. Progress is tracked through our Corporate Responsibility department and through LightStay, which we use to track water consumption and other import metrics across our global portfolio. Business-level targets: Annual water reduction targets are set by the individual Regions (EMEA, Americas, Asia Pacific) to support achievement of our long-term targets. Progress is monitored by regional and area Property Operations management staff, based on LightStay reporting and direct coordination with the hotels. Facility-level targets: As a global Brand Standard, Hilton requires that all hotels set annual water use reduction targets and complete improvement projects based on their local operating context and environment. Progress is monitored through LightStay reporting and dashboard displays that apprise hotels of their progress against their annual reduction targets.</td>
</tr>
<tr>
<td>Business level specific targets and/or goals</td>
<td>Goals are monitored at the corporate level</td>
<td></td>
</tr>
<tr>
<td>Site/facility specific targets and/or goals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country level targets and/or goals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Basin specific targets and/or goals</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

W8.1a
(W8.1a) Provide details of your water targets that are monitored at the corporate level, and the progress made.

Target reference number
Target 1

Category of target
Water withdrawals

Level
Company-wide

Primary motivation
Reduced environmental impact

Description of target
As one of our Travel with Purpose 2030 Goals to cut our environmental footprint in half, we have committed to reduce water consumption intensity in our managed operations by 50% (liters/m²) by 2030 (2008 baseline). Given the continued growth of the Hilton global family of hotels, we have found this water use intensity metric to be most relevant in measuring performance over time. The per floor area metric is also the most commonly used sustainability metric in the built environment (i.e., ENERGY STAR) and helps Hilton better understand and compare performance between brands, regions and other variables. Hilton's reduction target for water use intensity is also highly relevant to the goal of achieving water security, and drives water conservation, efficiency projects and awareness at the corporate, regional and hotel level.

Quantitative metric
Other, please specify (% reduction per hotel floor area (m²).)

Baseline year
2008

Start year
2018

Target year
2030

% of target achieved
Please explain
Level of progress: Our 2019 water use intensity was 586 liters per square meter, representing a decrease of 3.1% from the prior year and exceeding our 2% annual reduction target. For its owned and managed operations, Hilton has reduced its total water use intensity by 22.3% since 2008. Progress to target is calculated at 45% (22.3/50) for the period 2008-2019. Anticipated progress: We are slightly behind and Hilton's annual reduction target for 2019 was 2%, which tracks towards achievement of our 2030 target. Original target: No revisions made to the 50% reduction target set in 2018.

Target reference number
Target 2

Category of target
Other, please specify (Water stewardship)

Level
Company-wide

Primary motivation
Corporate social responsibility

Description of target
As one of our Travel with Purpose 2030 targets, we have committed to activate 20 context-based water projects in our communities and watersheds of top water risk by 2030.

Quantitative metric
Other, please specify (# watershed remediation activities)

Baseline year
2017

Start year
2017

Target year
2030

% of target achieved
Please explain
In 2019, Hilton and WWF completed the following restoration and water stewardship activities: 1) South Africa: Completed clearing of thirsty alien invasive plants in the Western Cape, in partnership with the Wolseley Water Users Association. 2) Kenya (new project): WWF Kenya with the support of the Hilton Africa Focus worked towards empowering members of the youth within the Lake Naivasha Basin to enhance water stewardship through sustainable agriculture sourcing. WWF selected 20 youth-run MSMEs for seed funding to acquire infrastructure to support sustainable production practices. 3) Zambia (new project): Activities have been completed for engagement under the Hilton foundation grant including the dissemination of the Lower Kafue River Basin Health Report Card (Kafue BHRC) amongst the private sector in collaboration with the Kafue Joint Action Group (KJAG). Initial activities included socialization, mobilization and dissemination of the Kafue BHRC amongst local communities.

(W8.1b) Provide details of your water goal(s) that are monitored at the corporate level and the progress made.

Goal
Promotion of water data transparency
Level
Company-wide

Motivation
Reduced environmental impact

Description of goal
Goal: Incorporation of key Hilton programs, such as LightStay, to bring best-in-class water-related data and guidance to implementation, documentation and monitoring efforts of the water stewardship program. We have integrated our water stewardship messaging and water basin risk analysis in LightStay and our eLearning platform (Hilton University) to drive awareness and collective action across our hotels, particularly in areas of high water stress. As a brand standard, all managed and franchised hotels are required to utilize LightStay, so this program is company-wide. Relevance: Given our scale and operations in over 100 countries globally, implementing transparent water basin-specific guidance to our hotels around the world has the potential to significantly contribute to water security in the regions in which we operate. Importance: Achievement of this goal is critical in Hilton achieving our water targets to reduce water use by 50% by 2030 and to activate 20 context-based water projects in our communities and watersheds of top risk. Implementation: For the past decade LightStay has been used to measure hotels’ water consumption, set hotel-level water reduction goals and measure progress. In 2019, data from the WWF Water Risk Filter was added to LightStay to enable hotels to understand the water risk specific to their water basin. Hotels in areas of highest water risk are especially encouraged to undertake water stewardship activities to address this risk.

Baseline year
2016

Start year
2017

End year
2030

Progress
Indicators of success: Water stewardship messaging available to all hotels on LightStay, water risk information available to all hotels on LightStay, water-related training course available. Progress: Complete. In 2019, Hilton continued to build water stewardship into our LightStay sustainability platform, and internal completed activities include: (1) Integration of basin water risk data (using WWF Water Risk Filter) and water stewardship guidance into LightStay to educate and engage hotels directly on water stewardship. (2) Incorporation of Water Stewardship eLearning course that highlights global water issues with emphasis on local realities and practical actions that hotels can take. (3) Signed on to the Ceres Connect the Drops campaign to engage our guests in our water conservation efforts. (4) Helped to launch the International Tourism Partnership’s Water Risk Index Report during World Water Week.

Goal
Engaging with local community

Level
Company-wide

Motivation
Water stewardship

Description of goal
Goal: Empowerment of Hilton Team Members to work with community partners to drive local implementation. This is an ongoing initiative that is company-wide but focused on areas with the highest water risk. This goal is monitored at the corporate level as required to track activities related to our public commitments. Relevance: Given our scale and operations in over 100 countries globally, engagement with our Team Members and local stakeholders to promote water stewardship and conservation has the potential to significantly contribute to water security in the regions in which we operate. Importance: The goal was established as part of Hilton’s Water Stewardship Commitment. Ongoing engagement of Hilton employees is central to our global water stewardship strategy. Implementation: Starting with the pilot locations and driven through our global programs such as Earth Week, Global Week of Service and the Travel with Purpose Action Grant program, Hilton is mobilizing Team Members around the world to work with local partners to drive water stewardship in our communities. In addition, Hilton uses the water risk data that has been added into LightStay to engage our hotel teams around water stewardship and conservation. Hotels located in water basins of highest water risk are prompted to focus especially on water stewardship, and all hotels receive “improvement tips” prompting them to work with local stakeholders to promote water stewardship and conservation.

Baseline year
2017

Start year
2017

End year
2025

Progress
Indicators of success: Number of local watershed stewardship projects implemented with community partners. Progress: In progress. Ongoing engagement of Hilton employees and the local community is central to our water stewardship strategy. Activities completed in 2019 in support of this goal include: (1) Initiated context-based water pilot programs in collaboration with WWF to promote stewardship in high water risk areas in the US, South Africa and China; (2) Announced our Hilton ‘Big Five’ in Africa with a pledge to invest $1 million to drive sustainable travel and tourism across Africa, including a focus on water stewardship in partnership with local community organizations; (3) Continued to participate in the California Water Action Collaborative (CWAC), taking part in Pacific Institute’s context-based water goals pilot in California. (4) Continued to promote community engagement through our global Team Member activation programs such as Earth Week, Global Week of Service and the Travel with Purpose Action Grant program.

Goal
Providing access to safely managed Water, Sanitation and Hygiene (WASH) in local communities

Level
Company-wide

Motivation
Commitment to the UN Sustainable Development Goals

Description of goal
Goal: Drive access to Water, Sanitation and Hygiene (WASH) in local communities in alignment with SDG 6 and our Travel with Purpose goal to send zero soap to landfill by 2030. This goal applies company-wide. Relevance: Given our scale and operations in 127 countries globally, driving WASH in our local communities has the potential to save an significant number of lives and contribute to achieving water security in the regions in which we operate. Importance: Hilton was the first company in the hospitality industry to set the goal to send zero soap to landfill by recycling all used soap bars in our hotels into new soap bars that are donated to people in need around the world.

Goal
Drive access to Water, Sanitation and Hygiene (WASH) in local communities

Level
Company-wide

Motivation
Reduced environmental impact

Description of goal
Goal: In collaboration with our hotel partners, we aim to: (1) Optimize water use; (2) Promote water conservation; (3) Increase water efficiency. Relevance: Given our scale and operations in over 100 countries globally, optimizing water use and promoting water conservation has the potential to significantly contribute to water security in the regions in which we operate. Importance: Hilton was the first company in the hospitality industry to set the goal to send zero soap to landfill by recycling all used soap bars in our hotels into new soap bars that are donated to people in need around the world. Implementation: For the past decade LightStay has been used to measure hotels’ water consumption, set hotel-level water reduction goals and measure progress. In 2019, data from the WWF Water Risk Filter was added to LightStay to enable hotels to understand the water risk specific to their water basin. Hotels in areas of highest water risk are especially encouraged to undertake water stewardship activities to address this risk.

Baseline year
2016

Start year
2017

End year
2030

Progress
Indicators of success: Number of local watershed stewardship projects implemented with community partners. Progress: In progress. Ongoing engagement of Hilton employees and the local community is central to our water stewardship strategy. Activities completed in 2019 in support of this goal include: (1) Initiated context-based water pilot programs in collaboration with WWF to promote stewardship in high water risk areas in the US, South Africa and China; (2) Announced our Hilton ‘Big Five’ in Africa with a pledge to invest $1 million to drive sustainable travel and tourism across Africa, including a focus on water stewardship in partnership with local community organizations; (3) Continued to participate in the California Water Action Collaborative (CWAC), taking part in Pacific Institute’s context-based water goals pilot in California. (4) Continued to promote community engagement through our global Team Member activation programs such as Earth Week, Global Week of Service and the Travel with Purpose Action Grant program.

Goal
Engaging with local community

Level
Company-wide

Motivation
Water stewardship

Description of goal
Goal: Empowerment of Hilton Team Members to work with community partners to drive local implementation. This is an ongoing initiative that is company-wide but focused on areas with the highest water risk. This goal is monitored at the corporate level as required to track activities related to our public commitments. Relevance: Given our scale and operations in over 100 countries globally, engagement with our Team Members and local stakeholders to promote water stewardship and conservation has the potential to significantly contribute to water security in the regions in which we operate. Importance: The goal was established as part of Hilton’s Water Stewardship Commitment. Ongoing engagement of Hilton employees is central to our global water stewardship strategy. Implementation: Starting with the pilot locations and driven through our global programs such as Earth Week, Global Week of Service and the Travel with Purpose Action Grant program, Hilton is mobilizing Team Members around the world to work with local partners to drive water stewardship in our communities. In addition, Hilton uses the water risk data that has been added into LightStay to engage our hotel teams around water stewardship and conservation. Hotels located in water basins of highest water risk are prompted to focus especially on water stewardship, and all hotels receive “improvement tips” prompting them to work with local stakeholders to promote water stewardship and conservation.

Baseline year
2017

Start year
2017

End year
2025

Progress
Indicators of success: Number of local watershed stewardship projects implemented with community partners. Progress: In progress. Ongoing engagement of Hilton employees and the local community is central to our water stewardship strategy. Activities completed in 2019 in support of this goal include: (1) Initiated context-based water pilot programs in collaboration with WWF to promote stewardship in high water risk areas in the US, South Africa and China; (2) Announced our Hilton ‘Big Five’ in Africa with a pledge to invest $1 million to drive sustainable travel and tourism across Africa, including a focus on water stewardship in partnership with local community organizations; (3) Continued to participate in the California Water Action Collaborative (CWAC), taking part in Pacific Institute’s context-based water goals pilot in California. (4) Continued to promote community engagement through our global Team Member activation programs such as Earth Week, Global Week of Service and the Travel with Purpose Action Grant program.

Goal
Providing access to safely managed Water, Sanitation and Hygiene (WASH) in local communities

Level
Company-wide

Motivation
Commitment to the UN Sustainable Development Goals

Description of goal
Goal: Drive access to Water, Sanitation and Hygiene (WASH) in local communities in alignment with SDG 6 and our Travel with Purpose goal to send zero soap to landfill by 2030. This goal applies company-wide. Relevance: Given our scale and operations in 127 countries globally, driving WASH in our local communities has the potential to save an significant number of lives and contribute to achieving water security in the regions in which we operate. Importance: Hilton was the first company in the hospitality industry to set the goal to send zero soap to landfill by recycling all used soap bars in our hotels into new soap bars that are donated to people in need around the world.
This goal is Implementation: We are driving adoption of soap recycling across our hotels globally through the use of brand standards. We have also joined the UN Water Action Platform and the UN CEO Water Mandate, which specifically commits us to advancing the water and sanitation agenda in the local communities in which we operate.

**Baseline year**
2017

**Start year**
2017

**End year**
2030

**Progress**
Indicators of success: Number of hotels participating in soap recycling and driving WASH standards; engagement in initiatives and collaboration projects that advance access to WASH at a local, regional and global level. Progress: In progress. Hilton’s 2019 activities and accomplishments that support this goal include: (1) Collaborating with hotel teams and soap recycling partners to increase soap recycling from 75% to 86% of our global portfolio of managed and franchised hotels. Soap is collected from our guest rooms, then sanitized and recycled into new soap bars by our partners including Clean the World and Soap 4 Hope. Recycled soap is donated to people in need around the world, and soap is distributed along with education around the importance of regular handwashing in preventing the spread of hygiene-related diseases. (2) Collected and distribute more than 13 million bars of soap in 127 countries and build more than 1.2 million hygiene kits for communities in need. To date, our soap has contributed to a 60% reduction in hygiene-related disease in the countries in which the soap is donated. (3) Joined the UN Water Action Platform and the UN CEO Water Mandate, which specifically commits us to advancing the water and sanitation agenda in the local communities in which we operate.

W9. Verification

W9.1

(W9.1) Do you verify any other water information reported in your CDP disclosure (not already covered by W5.1a)?
Yes

W9.1a

(W9.1a) Which data points within your CDP disclosure have been verified, and which standards were used?

<table>
<thead>
<tr>
<th>Disclosure module</th>
<th>Data verified</th>
<th>Verification standard</th>
<th>Please explain</th>
</tr>
</thead>
<tbody>
<tr>
<td>W1 Current state</td>
<td>W1.2B 2019 water withdrawals and consumption year over year comparison</td>
<td>Other, please specify ANSI-ANAB Standard (ISO)</td>
<td>DEKRA Certification inc. provides annual independent validation services for our corporate responsibility reporting, including annual verification of LightStay sustainability results and hotel data used for reporting of GHG emissions, energy use, water use, and waste disposal. The validation is a systematic application of verification procedures by knowledgeable reviewers for evaluating and reviewing a subset of reported data, calculations, and data management systems. This approach, which follows ANSI-ASQ National Accreditation Board (ANAB) standards, is intended to provide a level of assurance and credibility to meet the needs associated with voluntary non-financial public reporting. Based on their review and on-site verification audits, DCI provides reasonable assurance that the reported 2019 water use (withdrawals) are accurate. A copy of DEKRA's 2019 Assurance Report can be found here: <a href="https://cr.hilton.com/our-reporting/#assurance">https://cr.hilton.com/our-reporting/#assurance</a>.</td>
</tr>
</tbody>
</table>

W10. Sign off

W-FI

(W-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

W10.1

(W10.1) Provide details for the person that has signed off (approved) your CDP water response.

<table>
<thead>
<tr>
<th>Row</th>
<th>Job title</th>
<th>Corresponding job category</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Director, Corporate Sustainability</td>
<td>Environment/Sustainability manager</td>
</tr>
</tbody>
</table>
Submit your response

In which language are you submitting your response?
English

Please confirm how your response should be handled by CDP

<table>
<thead>
<tr>
<th>I am submitting to</th>
<th>Public or Non-Public Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investors</td>
<td>Non-public</td>
</tr>
<tr>
<td>Customers</td>
<td></td>
</tr>
</tbody>
</table>

Please confirm below
I have read and accept the applicable Terms