

Global Reporting Initiative (GRI)

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

GRI Index

Assurance Statement

General disclosures

Organizational Profile

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-1	Name of the organization	Hilton Worldwide Holdings Inc. (“Hilton”)
102-2	Activities, brands, products, and services	<p>Hilton (NYSE: HLT) is a leading global hospitality company with a portfolio of 18 world-class brands comprising 6,837 properties and more than one million rooms in 122 countries and territories. Dedicated to fulfilling our mission to be the world’s most hospitable company, Hilton has welcomed more than 3 billion guests in its over 100-year history. In 2021, Hilton was named to the Dow Jones Sustainability Indices (“DJSI”) for the fifth consecutive year, scoring in the 100th percentile in our industry, reflecting Hilton’s continuous investment in building a leading ESG strategy.</p> <p>Our premier brand portfolio includes: our luxury and lifestyle hotel brands, Waldorf Astoria Hotels & Resorts, LXR Hotels & Resorts, Conrad Hotels & Resorts, Canopy by Hilton, Tempo by Hilton, and Motto 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, Hilton Garden Inn, Hampton by Hilton, Tru by Hilton, Homewood Suites by Hilton and Home2 Suites by Hilton; and our timeshare brand, Hilton Grand Vacations.</p> <p>2021 ESG Report (“Hilton At-A-Glance,” p. 4)</p> <p>2021 Annual Report</p> <p>2021 Form 10-K (Item 1. Business)</p>
102-3	Location of headquarters	Our corporate headquarters is located at 7930 Jones Branch Drive, McLean, Virginia 22102 in the United States.
102-4	Location of operations	At year-end 2021, Hilton managed or franchised hotels and resorts in 122 countries and territories. Refer to “ Hilton At-A-Glance ” for more information.
102-5	Ownership and legal form	Hilton is a publicly traded company incorporated in the United States.
102-6	Markets served	2021 Form 10-K (Item 1. Business)
102-7	Scale of the organization	As reported in our 2021 Form 10-K , at year-end 2021 Hilton managed or franchised 6,837 properties comprising 1,074,791 rooms in 122 countries and territories. We have over 365,000 Hilton Team Members worldwide: we employ over 142,000 people at our managed, owned and leased properties and at our corporate office locations, and more than 223,000 franchise employees work on-property at the independently owned and operated franchise properties in the Hilton Portfolio.
102-8	Information on employees and other workers	<p>We disclose detailed information about our employees and other workers in the following:</p> <p>2021 ESG Report (Careers, p. 30)</p> <p>2021 Annual Report</p> <p>2021 Form 10-K (Item 1. Business – “Overview”)</p> <p>Hilton Diversity & Inclusion Website</p>

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

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

Organizational Profile (Continued)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-8-d	Information on employees and other workers (information on workers who are not employees)	223,000 people were employed by third-party owners and franchisees of our properties. 2021 Form 10-K
102-9	Supply chain	What we buy, source, use and serve every day are essential components of the exceptional experience that we aim to deliver to every hotel, every guest, every time. As such, Hilton manages a large global supply chain containing key components, which include food and beverage, information technology, furniture, fixtures, and equipment, linens and apparel. Additional information on our supply chain and responsible sourcing efforts can be found in our 2021 ESG Report (Conduct, p. 36–37 , Governance p. 41), our Responsible Sourcing Policy and Hilton’s Slavery and Human Trafficking Statement 2020 .
102-10	Significant changes to the organization and its supply chain	There have been no significant changes to our organization or our supply chain during the reporting period.
102-11	Precautionary Principle or approach	In 2018, we established our 2030 Goals to enhance our social impact and significantly reduce our environmental footprint by 2030 at the hotels that we manage, including our owned and leased hotels. Our 2030 Goals, which align with the global Sustainable Development Goals (“SDGs”) adopted by the United Nations in 2015, are guided by our evaluation of the social and environmental issues that are critical to our business and our long-term success. As our business recovers from the global pandemic, we have reaffirmed our commitment to these goals and taken further action to support these objectives. In 2018, Hilton became the first major hotel company to set science-based carbon targets approved by the Science Based Targets initiative (SBTi) and aligned with the Paris Climate Agreement. Hilton commits to reduce Scope 1 and 2 GHG emissions 61% per square meter by 2030 from a 2008 base-year. Hilton also commits to work with its franchisees to reduce Scope 3 GHG emissions from Franchises 52% per square meter by 2030 from a 2008 base-year. In 2021, we evolved our strategy to set more ambitious targets. These targets are currently under review with the Science Based Targets initiative (SBTi). Additional information on our management approach, programs, targets and performance can be found throughout our 2021 ESG Report and in our Environmental Policy Statement .
102-12	External initiatives	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. As described on p. 13–15 of our 2021 ESG Report, we have aligned our ESG strategies and objectives to support the UN Sustainable Development Goals—a global framework for coordinated action to address critical topics by 2030. We have mapped each of our 2030 Goals against the SDGs and their specific sub-targets. We participate in leading industry initiatives designed to collaboratively advance sustainability across the travel and tourism industry, including our work with the Sustainable Hospitality Alliance , the World Travel & Tourism Council , and the U.S. Department of Energy Better Climate Challenge . We are committed to fighting climate change and we are proud to have been the first major hotel company to set science-based carbon targets approved by the Science Based Targets initiative (SBTi) . We are also members of The Climate Group’s EP100 initiative , and signatories to the UN CEO Water Mandate . In 2018, Hilton was the first hospitality company to join the Tent Partnership for Refugees , pledging to impact 16,000 refugees through employment, hospitality training programs and procurement from refugee-run businesses by 2030. We further extended our pledge in 2020 to support LGBTQ refugees, and in 2021 to support refugees displaced by the humanitarian crisis in Afghanistan. Please refer to our 2021 ESG Report for further detail.

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

[Performance Tables](#)

[SASB Table](#)

[GRI Index](#)

[Assurance Statement](#)

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

GRI Index

Assurance Statement

Organizational Profile (Continued)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-13	Membership of associations	<p>Hilton engages with trade associations, non-governmental organizations, and other stakeholders on an ongoing basis to inform them about our priorities, seek their views and expertise, inform our programs and create innovative partnerships to redefine sustainable travel. In 2021, we continued to engage with our stakeholders to seek their expertise, expectations, feedback and priorities. Please see our Stakeholder Engagement Policy Statement and our 2021 ESG Report (Public Affairs, p. 42) for further detail on our stakeholder engagement process.</p> <p>In 2021, key memberships and affiliations included the following in the U.S.:</p> <p>American Hotel & Lodging Association: Hilton is a member of the American Hotel & Lodging Association (AHLA) and chairs the AHLA Sustainability Committee, which focuses on environment, engineering and corporate responsibility for the hotel and lodging industry. Our Chief Financial Officer and President of Global Development serves on the Executive Committee of the AHLA as a Brand Representative.</p> <p>Real Estate Roundtable: Hilton is a member of the Real Estate Roundtable which works to address key national policy issues relating to real estate and the overall economy including the Terrorism Risk Insurance Program, tax policy, and infrastructure and housing.</p> <p>US Chamber of Commerce: Hilton is a member of the U.S. Chamber of Commerce. The Chamber works to advance policies that help businesses of every size, sector and region, and drive economic growth. This includes advancing policies related to infrastructure, immigration, trade, diversity and inclusion, and tax reform.</p> <p>US Travel Association: Hilton’s Senior Vice President and Global Head of Public Affairs and ESG serves on the Board of Directors Executive Committee of the U.S. Travel Association whose purpose is to increase travel to and within the U.S., including policies related to destination marketing, infrastructure, visa reform, and trade.</p> <p>Our memberships and affiliations at a global level include:</p> <p>International Franchise Association: Hilton’s Senior Vice President and Assistant General Counsel serves on the Board of Directors of the International Franchise Association. The Association advocates for policies that protect, enhance and promote franchising. This includes promoting policies and regulations that enhance brand protections, provide fairness for franchises, and expand economic opportunities for the franchise industry.</p> <p>Sustainable Hospitality Alliance: The Sustainable Hospitality Alliance (SHA) brings together the world’s leading international hotel companies to provide a voice for environmental and social responsibility in the industry. Hilton is a founding member of this travel industry consortium and participates in various working groups including the Carbon & Water, Youth, and Human Rights Working Groups.</p> <p>World Travel & Tourism Council: The World Travel & Tourism Council (WTTC) works to raise awareness of travel and tourism in one of the world’s largest industries. From 2018 to 2021, our Chief Executive Officer held the position of Chairman of the WTTC. We are also members of the WTTC Sustainability Working Group, which works to identify industry priority action areas for the future and evaluate industry progress against sustainability commitments.</p>

GRI
Continued

Organizational Profile (Continued)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-13 (continued)	Membership of associations	<p>Hilton also engages globally with our industry’s trade associations, including as a member of the Hotel Association of Canada and UKHospitality.</p> <p>Diversity, Equity & Inclusion Associations: Hilton has partnered with many organizations that promote diversity and inclusion, including Ascend Pan-Asia Leaders, Asian Hotel Owners Association, Asian Pacific Islander American Scholarship Fund, American Hotel & Lodging Educational Foundation, American Resort Development Association, Catalyst, Gay & Lesbian Alliance Against Defamation, Human Rights Campaign, International Gay & Lesbian Travel Association, Latino Hotel Association, League of United Latin American Citizens, National Association for the Advancement of Colored People (NAACP), National Association of Black Accountants, Inc., National Black MBA Association, Inc., National Association of Black Hotel Owners, Operators & Developers, National Business & Disability Council, National Center for American Indian Enterprise Development Council, National Council of La Raza, National Gay & Lesbian Chamber of Commerce, National Hispanic Corporate Council, National LGBTQ Task Force, National Minority Supplier Development Council, National Society of Black Engineers, National Urban League, National Veteran-Owned Business Association, Out & Equal Workplace Advocates, OutServe-SLDN, Point Foundation, Prospanica, Reaching Out MBA, Services & Advocacy for GLBT Elders (SAGE), U.S. Hispanic Chamber of Commerce, U.S. Pan Asian American Chamber of Commerce, WEConnect International and Women’s Business Enterprise National Council.</p> <p>Please refer to our 2021 ESG Report (2021 ESG Report (Public Affairs, p. 42)) for further detail on our membership in Trade Associations.</p>

Strategy

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-14	Statement from senior decision-maker	2021 ESG Report (CEO Message, p. 3)
102-15	Key impacts, risks, and opportunities	2021 Annual Report Form 10-K (Item 1A. Risk Factors) 2021 Form 10-K (Item 1. Business – “Environment, Social and Governance”) 2021 ESG Report (Materiality Assessment, p.6) 2020 Materiality Assessment Report

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

GRI Index

Assurance Statement

Ethics and Integrity

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-16	Values, principles, standards, and norms of behavior	About Hilton
		Hilton Code of Conduct
		Hilton ESG Policy Statement
		Hilton Responsible Sourcing Policy
		Hilton Human Rights Principles
102-17	Mechanisms for advice and concerns about ethics	Hilton Slavery and Trafficking Statement 2020
		Hilton Code of Conduct
		Hilton EthicsPoint Hotline
		2021 ESG Report (Engaging with our key stakeholders, p. 9 ; Policies & Reporting, p. 44)
		Hilton Stakeholder Engagement Policy Statement

Governance

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-18	Governance structure	The Board of Directors' Nominating and ESG Committee is responsible for periodically reviewing and assessing the company's ESG strategy, practices and policies. Our Board receives periodic updates from management on Travel with Purpose initiatives. Quarterly reports on progress towards the 2030 Goals are provided to the Executive Committee, including our CEO.
		2021 ESG Report (Governance, p. 40-41)
		Board of Directors
		Nominating and ESG Committee Charter
		2021 Proxy Statement
102-19	Delegating authority	The Board of Directors' Nominating and ESG Committee is responsible for periodically reviewing and assessing the company's ESG strategy, practices and policies, including its impact on environmental and human rights issues, animal welfare, responsible sourcing and stakeholder engagement. The Committee's role, responsibility and authority delegated to it by the Board are set out in its Committee Charter, which are reviewed and approved annually by the Board. Our Board receives periodic updates from management on Travel with Purpose initiatives. Quarterly reports on progress towards the 2030 Goals are provided to the Executive Committee, including our CEO.
102-20	Executive-level responsibility for economic, environmental, and social topics	Our Chief ESG Officer oversees Hilton's ESG strategy and reporting efforts, is a member of the Executive Committee and reports directly to the CEO. Our Executive Committee approves major ESG programs and monitors progress towards 2030 Goals, while our CEO is accountable for major ESG-related issues and decisions.

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL
IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance
Tables

SASB Table

[GRI Index](#)

Assurance
Statement

Governance (Continued)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-21	Consulting stakeholders on economic, environmental, and social topics	We have built relationships with a global network of stakeholders, who we regularly consult to better understand and inform our business decisions, including on ESG issues. Their feedback and priorities refine our focus and ultimately improve our initiatives.
		In 2020, Hilton undertook an exercise to assess the material issues affecting our business. Employing the AA1000 Stakeholder Engagement Standard, which considered factors such as dependency, influence and diverse perspectives, Hilton engaged nearly 1,500 internal and external stakeholders through interviews and surveys.
102-22	Composition of the highest governance body and its committees	Committee Composition Nominating and ESG Committee Charter 2021 ESG Report (Governance, p. 40–41)
102-23	Chair of the highest governance body	Our Board of Directors is chaired by Jonathan Gray, a non-executive. Mr. Gray has served as a director of Hilton since 2007. Additional information on Mr. Gray’s background and qualifications can be found on our Board of Directors webpage .
102-24	Nominating and selecting the highest governance body	Committee Composition Nominating and ESG Committee Charter
102-25	Conflicts of interest	Nominating and ESG Committee Charter “Conflicts of Interest”
102-26	Role of highest governance body in setting purpose, values, and strategy	Nominating and ESG Committee Charter
102-28	Evaluating the highest governance body’s performance	Corporate Governance Guidelines (“Evaluation of Board Performance”)
102-29	Identifying and managing economic, environmental, and social impacts	Nominating and ESG Committee Charter
102-30	Effectiveness of risk management processes	Significant ESG risks, including risks related to climate change, environmental impact, social impact, health and safety, human rights and ethics, fraud and corruption, are integrated in Hilton’s Enterprise Risk Management program as part of Hilton’s annual Enterprise Risk assessment process. The results of this process are reviewed by our Executive Committee and our Board of Directors, including the Audit Committee, to inform enterprise-wide strategic planning. We also engage with stakeholders on an ongoing basis to continuously refine and enhance our strategy, to ensure we are aligning our programs with the issues that matter the most to our business and stakeholders.

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL
IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance
Tables

SASB Table

[GRI Index](#)

Assurance
Statement

Governance (Continued)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-31	Review of economic, environmental, and social topics	We periodically assess our material issues to ensure we are aligning our programs with the issues that matter most to our business and stakeholders. In 2020, we worked with a third party to conduct a thorough ESG materiality assessment, leveraging guidance from the GRI, SASB, and the World Economic Forum. The results of this assessment can be found in our Materiality Assessment Report . Over the course of 2021, we have more deeply integrated ESG into many aspects of our business. In 2021, this included conducting a strategic review of our Travel with Purpose 2030 Goals to ensure that Hilton continues to evolve its ESG strategy in line with climate science and best-in-class programs.
102-33	Communicating critical concerns	Only by speaking up when we suspect potential violations of law or policy can Hilton address issues before they potentially become bigger problems. We have a confidential hotline run by a third party which provides colleagues with a channel to share any ethical concerns they may have. Colleagues are made aware of this through regular internal communications, training, and through a dedicated website (www.HiltonHotline.com).
102-35	Remuneration policies	Our policy for Executive Officers and Directors' remuneration is set out in the Compensation Committee Charter . It is reviewed annually to ensure it remains aligned with strategic objectives. Proxy Statement
102-36	Process for determining remuneration	Proxy Statement Our policy for Executive Officers and Directors' remuneration is set out in the Compensation Committee Charter . It is reviewed annually to ensure it remains aligned with strategic objectives. Remuneration for some of our hotel leaders is tied to their contributions to Hilton's ESG Strategy.

Stakeholder Engagement

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-38	Annual total compensation ratio	Proxy Statement
102-39	Percentage increase in annual total compensation ratio	Proxy Statement
102-40	List of stakeholder groups	We engage with a broad range of internal and external stakeholders on an ongoing basis, including our Hilton Team Members, franchise employees, guests, policymakers, NGOs and international organizations, investors, owners and suppliers. Hilton Stakeholder Engagement Policy Statement 2021 ESG Report (Stakeholder Engagement , p. 9)

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL
IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance
Tables

SASB Table

[GRI Index](#)

Assurance
Statement

Stakeholder Engagement (Continued)

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-41	Collective bargaining agreements	<p>As of December 31, 2021, approximately 30 percent of our employees worldwide and approximately 45 percent of our employees in the U.S. were covered by various collective bargaining agreements that generally address pay rates, working hours, other terms and conditions of employment, certain employee benefits and orderly settlement of labor disputes.</p> <p>2021 Form 10-K (Item 1. Business-“Employees”)</p> <p>Hilton Stakeholder Engagement Policy Statement</p>
102-42	Identifying and selecting stakeholders	<p>We engage with stakeholders that can help inform and enhance our business and ESG strategy.</p> <p>From developing hotel concepts and products in partnership with owners and guests, to evolving our internal programs to engage Hilton Team Members and build a common culture with franchise employees, to working with governments on policy reforms, to dialoguing with conservation organizations on a variety of products in our supply chain, we view stakeholder engagement as an enabler of continuous improvement, innovation and reputation management.</p> <p>Hilton Stakeholder Engagement Policy Statement</p> <p>2021 ESG Report (Stakeholder Engagement, p. 9)</p>
102-43	Approach to stakeholder engagement	<p>Hilton Stakeholder Engagement Policy Statement</p> <p>2021 ESG Report (Stakeholder Engagement, p. 9)</p> <p>Our 2030 Goals</p>
102-44	Key topics and concerns raised	<p>Through engagement with both internal and external stakeholders, we are able to identify interests and concerns that should be taken into consideration as we continue to grow. Our Travel with Purpose strategy was developed by mapping social and environmental issues that are impacted by our business and will continue to be critical to our long-term success. We continue to revisit and evolve our approach based on key topics and concerns raised by stakeholders.</p> <p>We manage key topics and concerns relating to customer satisfaction through our Service and Loyalty Tracking (SALT) program and social media monitoring.</p> <p>Additional information on our approach and industry recognition for customer service can be found at Hilton Customer Help.</p> <p>Hilton Stakeholder Engagement Policy Statement</p>

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

[GRI Index](#)

Assurance Statement

Reporting Practice

INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
102-45	Entities included in the consolidated financial statements	2021 Form 10-K (Item 1. Business-“Employees”)
102-46	Defining report content and topic boundaries	In 2020, we conducted a materiality assessment to inform the selection of topics for our ESG Report, in alignment with the framework and best practices set forth in the GRI Standards. Refer to our Materiality Assessment Report. Over the course of 2021, we have more deeply integrated ESG into many aspects of our business, which have been incorporated into our 2021 reporting.
102-47	List of material topics	Materiality Assessment Report
102-48	Restatements of information	None during the reporting period.
102-49	Changes in reporting	None during the reporting period
102-50	Reporting period	Our reporting period is for the calendar year 2021. Unless otherwise noted, reported environmental and social figures refer to our impact across our owned, managed and franchised portfolio. We use 2008 as our baseline for our energy, carbon, water and waste reporting.
102-51	Date of most recent report	April 8, 2021
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	For more information, contact us at corporate.responsibility@hilton.com
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option
102-56	External assurance	We recognize that the accuracy and credibility of our data is critical to managing our impact and transparently reporting on our performance. That is why we have worked with Dekra Certification, Inc. to obtain limited independent assurance over our environmental impact data (greenhouse gas emissions, energy, water and waste) since 2013. Since 2018, Dekra has also provided limited assurance over selected social impact metrics. Please see our 2021 Assurance Statement for more information.

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

[GRI Index](#)

Assurance Statement

Specific disclosures

Management Approach Disclosures and Indicators

MATERIAL ASPECTS	INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
ECONOMIC			
Economic	201	Management approach disclosure	2021 Annual Report , 2021 Form 10-K (Item 1, Business)
	201-1	Direct economic value generated and distributed	2021 Annual Report , 2021 Form 10-K
	201-2	Financial implications and other risks and opportunities for the organization’s activities due to climate change	2021 CDP Climate Change Questionnaire Building on the work we have done to reduce our environmental footprint, in 2021, we evolved our strategy to set more ambitious targets in line with the framework we initially developed in 2018. These targets are currently under review with the Science Based Targets initiative (SBTi)
Indirect Economic Impacts	201-3	Defined benefit plan obligations and other retirement plans	2021 Annual Report , 2021 Form 10-K (Note 14 “Employee Benefit Plans”)
	203	Management approach disclosure	2021 ESG Report (Social Impact, p. 26–27, 33–35, 37–38) , Hilton ESG Policy Statement
	203-1	Infrastructure investments and services supported	2021 ESG Report (Social Impact p. 26–27, 33–35, 37–38) , 2021 Assurance Statement
	203-2	Indirect Economic Impacts	We view our company as a global business that operates on a local level, building strong ties in our communities, partnering with local businesses and nonprofits, and creating a positive impact in the lives of our neighbors, through good jobs and other opportunities. In 2021, we sourced from 2,508 Supplier Diversity Supplier Partners accounting for \$220 million of our supplier spend. We also awarded nearly \$2 million of Hilton Effect grants to projects leading to support recovery and resiliency for our communities and our planet.
Anti-Corruption	205	Management approach disclosure	Bribery and corruption are explicitly prohibited in our Code of Conduct , with oversight from our Group Finance and Risk Management functions. Internal Audits are also conducted at the Group’s hotels and corporate offices in Asia Pacific, Europe and the Middle East. In the United States, these audits are conducted by an independent third-party auditor. Additionally, we conduct background checks on all prospective partners. We maintain a whistleblower policy and procedure to encourage the reporting of any inappropriate activity. Any failures to comply with the Code of Conduct are investigated and disciplinary action is taken as appropriate, up to and including termination. All General Managers and senior colleagues are expected to actively support anti-corruption policies at individual hotels and properties. Certifications of compliance with the Code of Conduct are obtained from all hotels annually, with a mid-year update.

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

[GRI Index](#)

Assurance Statement

Management Approach Disclosures and Indicators (Continued)

MATERIAL ASPECTS	INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL			
Energy	302	Management approach disclosure	2021 ESG Report (Paving the Way to Net Zero, p. 17–18 and Watts, p. 19–20)
			2021 CDP Climate Change Questionnaire
			Hilton Environmental Policy Statement
			Hilton Energy Stewardship Policy Statement
	302-1	Energy consumption within the organization	In 2021, our total energy consumption was 19,064,840 megawatt hours.
			Please view our 2021 ESG Report (Watts, p. 19–20 and Performance Table, p. 47) for further detail. Our 2021 energy data has been externally assured, as noted in our 2021 Assurance Statement .
	302-3	Energy Intensity	In 2021, our energy use intensity was 0.2396 megawatt hours per square meter, representing an annual increase of 8% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. In 2020, as a result of the COVID-19 pandemic, we experienced a significant decrease in utility consumption across our global portfolio, primarily as a result of reduced occupancy and the complete or partial suspensions of hotel operations. During 2021, we began to recover from the negative impacts of the pandemic and, while some hotels were suspended for some period of time during the year, the majority of hotels that had suspended operations for some time during 2020 were reopened before or during 2021. As such, we experienced a year-over-year increase in consumption of energy, water and waste in 2021 as occupancy rates increased. However, consumption remained below 2019 levels, and we remain on track to achieve our 2030 Goals. As we implement ongoing efforts to optimize efficiency at our hotels, we are making significant efforts to support our hotels to keep consumption below pre-pandemic levels.
			Please view our 2021 ESG Report (Watts, p. 19–20 and Performance Table, p. 47) for further detail. Our 2021 energy data has been externally assured, as noted in our 2021 Assurance Statement .
	302-4	Reduction of energy consumption	Across our global operations (owned, managed and franchised hotels), Hilton has reduced total energy use intensity by 38% since 2008. For our managed portfolio only, we have reduced total energy use intensity by 40% since 2008. Reductions in energy have been achieved as a result of ongoing energy conservation activities, efficiency projects, and implementation of innovative energy saving technologies. Refer to our 2021 CDP Climate Change Questionnaire for further detail on our energy performance and energy reduction activities
Water and Effluents	303	Management approach disclosure	2021 ESG Report (Water, p. 21–22)
			2021 CDP Water Security Questionnaire
			Hilton Water Stewardship Statement
			Hilton Environmental Policy Statement

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

[Performance Tables](#)

[SASB Table](#)

[GRI Index](#)

[Assurance Statement](#)

Management Approach Disclosures and Indicators (Continued)

MATERIAL ASPECTS	INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL (CONTINUED)			
	303-3	Water withdrawal	<p>In 2021, our total net freshwater withdrawal was 138,887 megaliters (139 million cubic meters). Municipal water comprised 99% of our water footprint, with 1% in surface water and groundwater consumption reported. Our water consumption intensity was 436 liters per square meter, representing an annual increase of 11.3% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. The increase is primarily attributable to the rebound in system-wide occupancy after the pandemic-affected year of 2020. Across our global operations (owned, managed and franchised hotels), Hilton has reduced total water use intensity by 43% since 2008. For our managed portfolio only, we have reduced total water use intensity by 39% since 2008.</p> <p>Please view our 2021 ESG Report (Water, p. 21-22 and Performance Table, p. 48) for further detail. Our 2021 water data has been externally assured, as noted in our 2021 Assurance Statement.</p>
Emissions	305	Management approach disclosure	<p>2021 ESG Report (Paving the Way to Net Zero, p. 17-18 and Watts, p. 19-20)</p> <p>2021 CDP Climate Change Questionnaire</p> <p>Hilton Environmental Policy Statement</p> <p>Hilton Energy Stewardship Policy Statement</p>
	305-1	Direct (Scope 1) GHG emissions	<p>In 2021, our Scope 1 emissions were 415,034 metric tons of CO₂e. Please view our 2021 ESG Report (Paving the Way to Net Zero, p. 17-18 and Watts, p. 19-20, and Performance Table, p. 48) for further detail. Our 2021 Scope 1 emissions data has been externally assured, as noted in our 2021 Assurance Statement.</p>
	305-2	Energy Indirect (Scope 2) GHG emissions	<p>In 2021, our Scope 2 location-based emissions were 1,778,303 metric tons of CO₂e. Our Scope 2 market-based emissions were 1,762,174 metric tons of CO₂e. Please view our 2021 ESG Report (Watts, p. 19, and Performance Table, p. 48) for further detail. Our 2021 Scope 2 emissions data has been externally assured, as noted in our 2021 Assurance Statement.</p>
	305-3	Other indirect (Scope 3) GHG emissions	<p>Per our Operational Control boundary, onsite emissions at properties owned and operated by franchisees are reported as Scope 3 emissions. In 2021, Hilton's Scope 3 emissions from franchisees were 4,087,530 metric tons CO₂e. The total includes emissions from onsite fuels combustion (954,458 metric tons CO₂e) and indirect emissions from the generation of electricity, heat or steam purchased from a utility provider (3,133,071 metric tons CO₂e). In addition, in 2021, we generated Scope 3 emissions of 7,616 metric tons CO₂e from employee business and air travel, and 73,000 metric tons CO₂e from the disposal of waste associated with our operations.</p> <p>Please view our 2021 ESG Report (Watts, p. 19, and Performance Table, p. 47) for further detail. Our 2021 Scope 3 emissions data has been externally assured, as noted in our 2021 Assurance Statement.</p>

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

[GRI Index](#)

Assurance Statement

Management Approach Disclosures and Indicators (Continued)

MATERIAL ASPECTS	INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL (CONTINUED)			
	305-4	GHG Emissions Intensity	<p>In 2021, our total Scope 1 and 2 location-based emissions intensity was 0.0797 metric tons per square meter, which represents a 14% increase over prior year. Our total 2021 market-based Scope 1 and 2 emissions intensity was 0.0792 metric tons per square meter, representing a 15% increase over prior year. This increase is primarily attributable to the rebound in system-wide occupancy after the pandemic-affected year of 2020.</p> <p>Please view our 2021 ESG Report (Watts, p. 19, and Performance Table, p. 47–48) for further detail. Our 2020 Scope 1 and 2 emissions data has been externally assured, as noted in our 2021 Assurance Statement.</p>
	305-5	Reduction of GHG Emissions	<p>From 2008 to 2021, Hilton has reduced our total market-based Scope 1 and 2 emissions intensity by 50% across our global portfolio of owned and managed properties. Reductions in emissions have been achieved as a result of ongoing energy conservation activities, efficiency projects, and implementation of innovative energy saving technologies, as well as renewable energy projects and the purchase of Renewable Energy Credits. Refer to our 2021 CDP Climate Change Questionnaire for further detail on our emissions performance and reduction activities.</p>
Effluents and Waste	306	Management approach disclosure	<p>2021 ESG Report (Waste, p. 23–24, Performance Table, p. 48)</p> <p>Hilton Environmental Policy Statement</p>
	306-2	Waste by type and disposal method	<p>In 2021, our landfilled waste was 295,607 metric tons. Our landfilled waste intensity was 0.0037 metric tons per square meter, representing an annual decrease of 0.8% per square meter across the Hilton global portfolio of owned, managed and franchised hotels. Across our global operations, Hilton has reduced landfilled waste intensity by 62% since 2008. For our managed portfolio only, we have reduced landfilled waste intensity by 70% since 2008. Our 2021 landfill diversion rate for our global operations was 16%, while the managed portfolio achieved a diversion rate of 32% in 2021. Our diversion rate accounts for ongoing waste streams that are recycled, composted, incinerated for waste-to-energy, or otherwise diverted from landfill. Please view our 2021 ESG Report (Waste, p. 23–24, Performance Table, p. 48) for further detail. Our 2021 waste data has been externally assured, as noted in our 2021 Assurance Statement.</p>
Environmental Compliance	307	Management approach disclosure	<p>Hilton Environmental Policy Statement</p>
	307-1	Non-compliance with environmental laws and regulations	<p>In 2021, Hilton did not identify any known instances of non-compliance with environmental laws and/or regulations.</p>

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

[GRI Index](#)

Assurance Statement

Management Approach Disclosures and Indicators (Continued)

MATERIAL ASPECTS	INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
ENVIRONMENTAL (CONTINUED)			
Supplier Environmental Assessment	308	Management approach disclosure	<p>2021 ESG Report (Advancing Responsible Sourcing, p. 37–38)</p> <p>Hilton Responsible Sourcing Policy</p> <p>Hilton Environmental Policy Statement</p>
	308-1	New suppliers that were screened using environmental criteria	<p>In 2020, we conducted a thorough analysis of our most material sourcing categories: seafood, meat and proteins, produce, and apparel and linens. To drive responsible sourcing across these categories, we created a dedicated role and a cross-functional advisory group. This group oversees the development of our comprehensive responsible sourcing strategy and guides global decisions related to implementation.</p> <p>In 2021, we continued to advance our partnership with EcoVadis to assess our suppliers’ sustainability risk and performance. All suppliers are required to observe and abide by Hilton’s Responsible Sourcing Policy, which is included in all supplier contracts.</p> <p>We also continued to make incremental progress towards the goal of sourcing at least 25% of our total global seafood volume for owned, managed and leased properties from Marine Stewardship Council (MSC) fisheries and Aquaculture Stewardship Council (ASC) farms.</p> <p>Additional information can be found on our 2021 ESG Report (Advancing Responsible Sourcing, p. 37–38)</p>
SOCIAL			
Employment	401	Management approach disclosure	<p>2021 Annual Report</p> <p>2021 Form 10-K (Item 1. Business)</p> <p>Hilton Great Place to Work profile</p> <p>Hilton Careers website</p> <p>Corporate Awards</p> <p>Hilton Diversity & Inclusion website</p> <p>Hilton Slavery and Trafficking Statement 2020</p> <p>2021 ESG Report (Careers, p. 27–33)</p>
	401-2	Benefits provided to full-time employees	Hilton Careers Website (Benefits Page)

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

[GRI Index](#)

Assurance Statement

Management Approach Disclosures and Indicators (Continued)

MATERIAL ASPECTS	INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
SOCIAL (CONTINUED)			
Training and Education	404	Management approach disclosure	A comprehensive approach to recruiting, training/mentoring, leadership development and talent management allows us to understand where and how we can improve around the world. Our leadership roadmap helps our current and future leaders at all levels discover their talents, enhance their leadership skills and develop their careers with us. We offer a mix of opportunities for leaders at all levels and ensure we retain the best talent around the world. Our Thrive@Hilton platform is designed to help our Team Members understand our people programs and flourish in every area of the business.
	404-1	Average hours of training per employee per year	Hilton employees complete an average of 40 hours of training per year.
	404-2	Programs for upgrading employee skills and transition assistance programs	Through Hilton University, our Team Members have access to over 25,000 courses covering a wide variety of topics. All Team Members have the opportunity to grow their leadership skills and careers through our Lead@Hilton framework, which develops leaders at every step of their careers and features internal leaders-teaching- leaders videos as well as content from best-in-class partners such as Cornell and Harvard. Curricula were curated for each level of experience to ensure Team Members have the foundational tools to start as learners and the coaching, mentoring, and wellness resources to grow as leaders. We are also the first company in our industry to partner with Guild Education to provide Team Members the opportunity for debt-free continuing education opportunities. Beginning in the spring of 2022, Team Members will have access to a wide variety of educational credentials from leading universities and learning providers including high school completion, English language learning, college degrees, professional certifications, and more.
Diversity and Equal Opportunity	404-3	Percentage of employees receiving regular performance and career development reviews	Hilton Team Members are evaluated through our Performance Management Review process; this includes the setting of objectives, goals, concerns and allowing regular feedback and coaching
	405	Management approach disclosure	Hilton Diversity & Inclusion website 2021 ESG Report (Careers, p. 29) Hilton Great Place to Work profile
	405-1	Diversity of governance bodies and employees	As of December 31, 2021, our global workforce, only including persons employed by Hilton, was 44 percent women. Globally, corporate leadership was 39 percent women and hotel leadership was 24 percent women. As of December 31, 2021, in the U.S., our workforce was 71 percent ethnically diverse, with U.S. corporate leadership being 19 percent ethnically diverse and U.S. hotel leadership being 21 percent ethnically diverse. As of December 31, 2021, our Board of Directors, excluding management directors, was 50 percent women and 25 percent ethnically diverse. Hilton is committed to achieving global gender parity and 25 percent U.S. ethnic representation at our corporate leadership levels by the end of 2027.

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

GRI Index

Assurance Statement

Management Approach Disclosures and Indicators (Continued)

MATERIAL ASPECTS	INDICATOR	DESCRIPTION	RESPONSE AND/OR REFERENCES
SOCIAL (CONTINUED)			
Human Rights Assessment	412	Management approach disclosure	Hilton Human Rights Principles
			Hilton Slavery and Trafficking Statement 2020
			2021 ESG Report (Conduct, p. 36)
			Hilton ESG Policy Statement
	412-1	Operations that have been subject to human rights reviews or impact assessments	Hilton Slavery and Trafficking Statement 2020
			2021 ESG Report (Conduct, p. 36)
	412-2	Employee training on human rights policies or procedures	Hilton Slavery and Trafficking Statement 2020
			2021 ESG Report (Conduct, p. 36)
Local Communities	413	Management approach disclosure	2021 ESG Report (Communities, p. 34–35),
			Hilton ESG Policy Statement
	413-1	Operations with local community engagement, impact assessments and development programs	2021 ESG Report (Communities, p. 34–35)
Supplier Social Assessment	414	Management approach disclosure	2021 ESG Report (Conduct, p. 36–38)
			414-1
Customer Privacy	418	Management approach disclosure	Hilton Global Privacy Statement, 2020
			ESG Report (Policies and Reporting, p. 44–45)
	418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	No known significant breaches occurred during the reporting period.

INTRODUCTION

ESG STRATEGY

ENVIRONMENTAL IMPACT

SOCIAL IMPACT

GOVERNANCE

APPENDIX

Performance Tables

SASB Table

[GRI Index](#)

Assurance Statement