

Performance Tables

At Hilton, we closely track and report on our environmental and social impact.

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Environmental impact

Energy and Carbon

Hilton is committed to reducing our Scope 1 and 2 carbon intensity by 61% in our managed operations by 2030, in line with our science-based targets.

GREENHOUSE GAS EMISSIONS		2021	2020	2019	2008 (BASELINE)
SCOPE 1 DIRECT EMISSIONS	Emissions (MT CO ₂ e)	415,034	329,570	476,036	437,087
	Emissions intensity (MT CO ₂ e/m ²)	0.0151	0.0132	0.0199	0.0307
SCOPE 2 INDIRECT EMISSIONS	Location-based emissions (MT CO ₂ e)	1,778,303	1,419,705	1,949,324	1,562,544
	Location-based emissions intensity (MT CO ₂ e/m ²)	0.0646	0.0569	0.0815	0.1098
	Market-based emissions (MT CO ₂ e)	1,762,174	1,388,664	1,931,834	1,792,500
	Market-based emissions intensity (MT CO ₂ e/m ²)	0.0641	0.0557	0.0808	0.1260
TOTAL SCOPE 1 + 2 EMISSIONS	Location-based emissions (MT CO ₂ e)	2,193,338	1,749,275	2,425,360	1,999,631
	Location-based emissions intensity (MT CO ₂ e/m ²)	0.0797	0.0701	0.1014	0.1405
	Market-based emissions (MT CO ₂ e)	2,177,208	1,718,234	2,407,870	2,229,587
	Market-based emissions intensity (MT CO ₂ e/m ²)	0.0792	0.0689	0.1007	0.1567
SCOPE 3 EMISSIONS	Franchises – emissions (MT CO ₂ e)	4,087,530	3,189,909	3,884,715	3,019,210
	Franchises – emissions intensity (MT CO ₂ e/m ²)	0.0785	0.0749	0.0971	0.1363
	Emissions from business travel (MT CO ₂ e)	7,616	6,449	26,754	–
	Emissions from waste (MT CO ₂ e)	73,000	59,986	117,772	125,821
ENERGY					
ENERGY CONSUMPTION (MWH)	Managed	6,164,255	4,956,217	6,828,225	5,289,613
	Franchised	12,900,585	10,015,986	11,838,738	8,445,834
	Total	19,064,840	14,972,203	18,666,964	13,735,447
ENERGY USE INTENSITY (MWH/M²)	Managed	0.2241	0.1987	0.2856	0.3861
	Franchised	0.2479	0.2353	0.2960	0.3813
	Total	0.2396	0.2218	0.2921	0.3831

We use LightStay, our award-winning ESG performance measurement platform, to measure our hotels' impacts in the communities in which they operate. We believe that transparent external reporting allows us to better engage our stakeholders on the most material issues impacting our business and collaborate on solutions to address them. Accuracy of our data is important to us, which is why we have obtained independent external assurance over all of the data points listed in our performance tables.

PLEASE NOTE

Improvements in environmental measures during the year ended December 31, 2021 are primarily attributable to the reduction in system-wide occupancy as a result of the COVID-19 pandemic, which included the complete or partial suspensions of some hotel operations during the period. The decrease in occupancy resulted in reduced consumption of energy, water and waste at hotels around the world.

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Statement**Water**

Hilton is committed to reducing our water use intensity in our managed operations by 50% by 2030.

		2021	2020	2019	2008 (BASELINE)
WATER CONSUMPTION (MEGALITERS)	Managed	12,287	9,672	14,026	10,335
	Franchised	22,435	16,788	23,327	16,988
	Total	34,722	26,460	37,353	27,323
WATER CONSUMPTION INTENSITY (LITERS/M²)	Managed	447	388	586	754
	Franchised	431	394	583	767
	Total	436	392	585	762
WATER WITHDRAWAL (MEGALITERS)	Managed	49,147	38,687	56,103	41,342
	Franchised	89,740	67,154	93,309	67,951
	Total	138,887	105,841	149,412	109,293
WATER WITHDRAWAL INTENSITY (LITERS/M²)	Managed	1,787	1,551	2,346	3,018
	Franchised	1,724	1,578	2,333	3,068
	Total	1,756	1,568	2,338	3,049

**Waste**

Hilton is committed to reducing our waste intensity in our managed operations by 50% by 2030.

		2021	2020	2019	2008 (BASELINE)
TOTAL WASTE GENERATED (MT)	Managed	114,226	96,609	192,230	159,537
	Franchised	239,453	212,321	332,103	264,321
	Total	353,679	308,929	524,334	423,860
TOTAL WASTE INTENSITY (MT/M²)	Managed	0.042	0.0039	0.0080	0.0112
	Franchised	0.0046	0.0050	0.0083	0.0119
	Total	0.0044	0.0046	0.0082	0.0117
LANDFILLED WASTE GENERATED (MT)	Managed	77,659	63,815	125,289	133,852
	Franchised	217,948	188,956	281,772	221,765
	Total	295,607	252,772	407,061	355,617

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		2021	2020	2019	2008 (BASELINE)
LANDFILLED WASTE INTENSITY (MT/m²)	Managed	0.0028	0.0026	0.0052	0.0094
	Franchised	0.0042	0.0044	0.0070	0.0100
	Total	0.0037	0.0037	0.0064	0.0098
WASTE DIVERTED FROM LANDFILL (MT)	Managed	36,566	32,794	66,941	25,686
	Franchised	21,505	23,364	50,332	42,556
	Total	58,072	56,158	117,273	68,243
WASTE DIVERSION RATE (%)	Managed	32.0%	33.9%	34.8%	16.1%
	Franchised	9.0%	11.0%	15.2%	16.1%
	Total	16.42%	18.2%	22.4%	16.1%

Social Impact



Communities

Hilton is committed to creating a positive impact on the communities where we live and work, through local support, disaster relief, and economic opportunities.

		2021	2020	2019
VOLUNTEERING	Volunteering (number of hours) ¹	197,824	184,425	549,887
REFUGEE SUPPORT	Refugees impacted ²	26,335	11,725	10,883



Conduct

Hilton promotes responsible, inclusive conduct across our value chain operations. Please renumber the footnotes so they appear in order.

SUPPLIER DIVERSITY	Supplier Diversity Program (number of women, minority, veteran and LGBTQ- owned businesses we have supported)	2,508	2,700	3,476
HUMAN RIGHTS	Mandatory Anti-Trafficking Training (% of General Managers who attest their full hotel team has completed)	54% ³	71%	78%

¹ Reduction in logged 2020 and 2021 volunteer hours is primarily attributable to the temporary closing or suspension of hotels due to the pandemic.

² Figures provided are cumulative impact since 2015.

³ 2021 was an anomalous year. Many hotels faced significant challenges training staff as they continued to experience issues related to the business impacts of the pandemic, including closures, low-occupancy, staff shortages, and furloughed employees. As lean teams faced conflicting priorities, course completions suffered, as reflected in the data. We also expect some of the reduction to be attributable to under-reporting.