

Performance Tables

ENVIRONMENTAL IMPACT



Energy and Carbon

Hilton is committed to reducing Scope 1 and 2 carbon emissions from managed hotels by 75% and working with franchisees to reduce Scope 3 carbon emissions from franchised hotels by 56%.

MT CO₂e/m², 2008 baseline

GREENHOUSE GAS EMISSIONS

		2023	2022	2021	2020	2008 BASELINE
Scope 1 Direct Emissions	Emissions (MT CO ₂ e)	489,016	446,084	415,034	329,570	437,087
	Emissions intensity (MT CO ₂ e/m ²)	0.0164	0.0157	0.0151	0.0132	0.0307
Scope 2 Indirect Emissions	Location-based emissions (MT CO ₂ e)	2,095,366	1,922,844	1,778,303	1,419,705	1,562,544
	Location-based emissions intensity (MT CO ₂ e/m ²)	0.0701	0.0678	0.0646	0.0569	0.1098
	Market-based emissions (MT CO ₂ e)	2,081,095	1,904,610	1,762,174	1,388,664	1,792,500
	Market-based emissions intensity (MT CO ₂ e/m ²)	0.0697	0.0672	0.0641	0.0557	0.1260
Total Scope 1+2 Emissions	Location-based emissions (MT CO ₂ e)	2,584,382	2,368,928	2,193,338	1,749,275	1,999,631
	Location-based emissions intensity (MT CO ₂ e/m ²)	0.0865	0.0835	0.0797	0.0701	0.1405
	Market-based emissions (MT CO ₂ e)	2,570,111	2,350,694	2,177,208	1,718,234	2,229,587
	Market-based emissions intensity (MT CO ₂ e/m ²)	0.0860	0.0829	0.0792	0.0689	0.1567
Scope 3 Emissions	Franchise emissions (MT CO ₂ e)	4,202,841	4,020,579	4,087,530	3,189,909	2,180,912
	Franchise emissions intensity (MT CO ₂ e/m ²)	0.0737	0.0742	0.0785	0.0749	0.0985
	Emissions from business travel (MT CO ₂ e)	22,578	17,095	7,616	6,449	–
	Emissions from waste (MT CO ₂ e)	96,013	86,883	73,000	59,986	125,821
	Emissions from waste intensity (MT CO ₂ e/m ²)	0.0032	0.0031	0.0027	0.0024	0.0088
Total Location-Based Emissions: Managed and Franchised	Location-based emissions (MT CO ₂ e)	6,787,223	6,389,506	6,280,868	4,939,185	4,180,543
	Location-based emissions intensity (MT CO ₂ e/m ²)	0.0781	0.0774	0.0789	0.0732	0.1149
Total Market-Based Emissions: Managed and Franchised	Market-based emissions (MT CO ₂ e)	6,772,953	6,371,272	6,264,739	4,908,143	4,410,499
	Market-based emissions intensity (MT CO ₂ e/m ²)	0.0779	0.0772	0.0787	0.0727	0.1212

ENERGY


Energy Consumption MWh	Managed	7,440,224	6,800,671	6,164,255	4,956,217	5,302,568
	Franchised	13,409,049	13,127,543	12,900,585	10,015,986	7,144,298
	Total	20,849,273	19,928,215	19,064,840	14,972,203	12,446,866
Energy Use Intensity MWh/m ²	Managed	0.2490	0.2398	0.2241	0.1987	0.3727
	Franchised	0.2352	0.2423	0.2479	0.2353	0.3226
	Total	0.2399	0.2414	0.2396	0.2218	0.3422

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.

DRAFTING ACHIEVABLE TARGETS

We are committed to continuously evolving our ESG strategy to ensure it aligns with best practices and the latest climate science. In 2022, we launched our new ESG strategic framework, which serves as a blueprint for our path forward to achieve our Travel with Purpose 2030 Goals. Building on our existing commitments, the framework includes our enhanced ESG goals and, as shown on our Goal Tracker (pages 7-8), we also updated sub-goals within our Environmental and Social pillars to reflect the priorities, programs and practices that will drive our success that we can measure, monitor and report.

Performance Tables


			2023	2022	2021	2020	2008 BASELINE
 <p>Water</p> <p>Hilton is committed to reducing our water use intensity in our managed operations by 50% by 2030.</p>	Water Consumption Megaliters	Managed	16,010	13,766	12,287	9,672	10,368
		Franchised	27,504	25,196	22,435	16,788	16,988
		Total	43,514	38,962	34,722	26,460	27,356
	Water Consumption Intensity liters/m ²	Managed	536	485	447	388	729
		Franchised	482	465	431	394	767
		Total	501	472	436	392	762
	Water Withdrawals Megaliters	Managed	64,039	55,065	49,147	38,687	41,471
		Franchised	110,016	100,784	89,740	67,154	67,951
		Total	174,056	155,849	138,887	105,841	109,422
	Water Withdrawal Intensity liters/m ²	Managed	2,144	1,942	1,787	1,551	2,915
		Franchised	1,930	1,860	1,724	1,578	3,068
		Total	2,003	1,888	1,746	1,568	3,049

 <p>Waste</p> <p>Hilton is committed to reducing our waste intensity in our managed operations by 50% by 2030.</p>	Total Waste Generated MT	Managed	167,956	143,678	114,226	96,609	159,537
		Franchised	286,225	271,113	239,453	212,321	264,321
		Total	454,181	414,791	353,679	308,929	423,858
	Total Waste Intensity MT/m ²	Managed	0.0056	0.0051	0.0042	0.0039	0.0112
		Franchised	0.0050	0.0050	0.0046	0.0050	0.0119
		Total	0.0052	0.0050	0.0044	0.0046	0.0117
	Landfilled Waste Generated MT	Managed	102,142	92,429	77,659	63,815	133,852
		Franchised	265,630	249,702	217,948	188,956	221,765
		Total	367,772	342,131	295,607	252,772	355,617
	Landfilled Waste Intensity MT/m ²	Managed	0.0034	0.0033	0.0028	0.0026	0.0094
		Franchised	0.0047	0.0046	0.0042	0.0044	0.0100
		Total	0.0042	0.0041	0.0037	0.0037	0.0098
	Waste Diverted from Landfill MT	Managed	65,814	51,249	36,566	32,794	25,686
		Franchised	20,595	21,412	21,505	23,364	42,556
		Total	86,409	72,661	58,072	56,158	68,241
Waste Diversion Intensity MT/m ²	Managed	0.0022	0.0018	0.0013	0.0013	0.0018	
	Franchised	0.0004	0.0004	0.0004	0.0005	0.0019	
	Total	0.0010	0.0009	0.0007	0.0008	0.0019	
Waste Diversion Rate %	Managed	39.2%	35.7%	32.0%	33.9%	16.1%	
	Franchised	7.2%	7.9%	9.0%	11.0%	16.1%	
	Total	19.0%	17.5%	16.4%	18.2%	16.1%	

Performance Tables


SOCIAL IMPACT

		2023	2022	2021	2020	2019
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	Volunteering	Volunteering (number of hours) ¹	377,270	344,958	197,824	184,425	549,887
	Refugee Support	Refugees Impacted ²	89,920	78,588	26,335	11,725	10,883

Communities

Hilton is committed to meaningfully impact 20 million community members through local support, disaster relief and economic opportunities.

	Supplier Diversity	Supplier Diversity Program: Number of diverse and small businesses we have supported	2,248	2,438	2,508	2,700	3,476
	Human Rights	Preventing Human Trafficking Training ⁴					
		Managed		99%	98%	54% ³	71%
		Franchised	92%	70%	–	–	–

Conduct

Hilton promotes responsible, inclusive conduct across 100% of our value chain operations.

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.

4 2019–2021 human trafficking training numbers are combined managed and franchised.