

W0. Introduction

W0.1

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

Hilton is one of the largest hospitality companies in the world, with 7,165 properties comprising 1,127,430 rooms in 123 countries and territories as of December 31, 2022. Founded in 1919, Hilton has been an innovator in the industry for more than 100 years, driven by the vision of founder Conrad Hilton, "to fill the earth with the light and warmth of hospitality." Our premier brand portfolio includes: our luxury hotel brands, Waldorf Astoria Hotels & Resorts, LXR Hotels & Resorts and Conrad Hotels & Resorts; our lifestyle hotel brands, Canopy by Hilton, Curio Collection by Hilton, Tapestry Collection by Hilton, Tempo by Hilton and Motto by Hilton; our full service hotel brands, Signia by Hilton, Hilton Hotels & Resorts and DoubleTree by Hilton; our focused service hotel brands, Hilton Garden Inn, Hampton by Hilton and Tru by Hilton; our all-suites hotel brands, Embassy Suites by Hilton, Homewood Suites by Hilton and Home2 Suites by Hilton; our new premium economy brand, Spark by Hilton, launched in January 2023; and our timeshare brand, Hilton Grand Vacations. As of December 31, 2022, we had 152 million members in our award-winning guest loyalty program, Hilton Honors, a 19 percent increase from December 31, 2021. We further drive increased use and loyalty within our Hilton Honors program through innovative partnerships, including Hilton's partnerships with American Express, Lyft, and others.

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, 2022, there were 830 hotels managed by Hilton and under operational control ("CDP reporting boundary"). Hilton has an ownership interest (owned, joint venture or leased) in only 52 hotels worldwide. Franchised properties, which are controlled by Hilton's development and operating standards for the respective Brands, account for approximately 88% 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. This applies to our owned and managed portfolio. However, please note that Hilton's ESG and climate change strategies, along with LightStay requirements for measurement and improvement in carbon and energy efficiency, extend to all franchised hotels globally, as well.

Hilton has integrated energy and climate-related issues into our business objectives for years through our continued focus on improving the environmental performance of our hotels and driving responsible travel and tourism across our industry. 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 ESG 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 nearly 418,000 individuals (159,000 Team Members working at our owned, leased and managed properties and corporate offices. As well as 259,000 individuals employed by third-party owners working at our franchised properties) along with our owners, partners, and communities in more than 100 countries around our ESG strategy and shared goals. As a result of our efforts, we were proud to be named to the Dow Jones Sustainability Indices for the first time starting in 2017, and in 2022, named to the Dow Jones Sustainability Indices ("DJSI") for the sixth consecutive year, reflecting Hilton's continuous investment in building a leading ESG strategy.

In 2018, we released our Travel with Purpose 2030 Goals and were the first in our industry to set science-based targets (SBTs), demonstrating our commitment to reducing our carbon emissions in line with the stipulations of the Paris Climate Agreement. As climate science has continued to evolve, we reevaluated our environmental 2030 Goals and set more ambitious targets in 2022 that were revalidated by the Science Based Targets initiative (SBTi). Our updated environmental 2030 Goals are to cut emissions intensity of our managed hotel portfolio by 75% and of our franchised hotel portfolio by 56%, with 2008 as our baseline. As part of our 2030 Goals, Hilton is committed to reducing our water use intensity in our managed operations by 50% by 2030 with 2008 as our baseline.

W0.2

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

	Start date	End date
Reporting year	January 1 2022	December 31 2022

W0.3

(W0.3) Select the countries/areas in which you operate.

- Albania
- Algeria
- Anguilla
- Argentina
- Armenia
- Aruba
- Australia
- Austria
- Azerbaijan

Bahamas
Bahrain
Barbados
Belarus
Belgium
Belize
Bolivia (Plurinational State of)
Botswana
Brazil
Bulgaria
Cabo Verde
Cameroon
Canada
Cayman Islands
Chile
China
China, Macao Special Administrative Region
Colombia
Congo
Costa Rica
Croatia
Curaçao
Cyprus
Czechia
Dominican Republic
Ecuador
Egypt
Estonia
Eswatini
Ethiopia
Faroe Islands
Fiji
Finland
France
French Polynesia
Georgia
Germany
Greece
Guam
Guatemala
Honduras
Hong Kong SAR, China
Hungary
Iceland
India
Indonesia
Ireland
Israel
Italy
Jamaica
Japan
Jordan
Kazakhstan
Kenya
Kuwait
Latvia
Lebanon
Lithuania
Luxembourg
Malaysia
Maldives
Malta
Mauritius
Mexico
Montenegro
Morocco
Myanmar
Namibia
Netherlands
New Caledonia
New Zealand
Nicaragua
Nigeria
North Macedonia
Oman
Panama
Papua New Guinea
Peru
Philippines
Poland
Portugal

Puerto Rico
 Qatar
 Republic of Korea
 Romania
 Russian Federation
 Saint Kitts and Nevis
 Saint Lucia
 Saint Martin (French Part)
 Saudi Arabia
 Serbia
 Seychelles
 Singapore
 Slovakia
 South Africa
 Spain
 Sri Lanka
 Sweden
 Switzerland
 Taiwan, China
 Tajikistan
 Thailand
 Trinidad and Tobago
 Tunisia
 Turkey
 Uganda
 Ukraine
 United Arab Emirates
 United Kingdom of Great Britain and Northern Ireland
 United States of America
 Uruguay
 Uzbekistan
 Viet Nam
 Zambia

W0.4

(W0.4) Select the currency used for all financial information disclosed throughout your response.

USD

W0.5

(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

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

No

W0.7

(W0.7) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)?

Indicate whether you are able to provide a unique identifier for your organization.	Provide your unique identifier
Yes, a Ticker symbol	HLT

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.

	Direct use importance rating	Indirect use importance rating	Please explain
Sufficient amounts of good quality freshwater available for use	Vital	Important	Direct use of freshwater: Good quality freshwater is used for cooking, drinking water and guest services such as laundry and cleaning. It is also essential for guest hygiene. 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 important given global stresses on water for agricultural products. Hilton's diverse global supply chain which extends across over 123 countries and territories does allow some reduction in risk from water shortages in specific geographic areas. Dependency on freshwater is likely to increase with growth at an absolute level, although as we have set per occupied room intensity targets, we do not anticipate much change over time for both direct and indirect uses.
Sufficient amounts of recycled, brackish and/or produced water available for use	Important	Have not evaluated	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. While none of these is directly required for hotel operations, dependency on recycled water is likely to increase over time to reduce risk from water shortages.

W1.2

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

	% of sites/facilities/operations	Frequency of measurement	Method of measurement	Please explain
Water withdrawals – total volumes	100%	Monthly	Hilton is reporting water withdrawals for its global portfolio of owned, managed and franchised hotels fully operating and enrolled in LightStay as of December 31, 2022. Annual water totals have been extrapolated to include 100% of the global portfolio, with consumption estimates based on the brand average per square meter. We have included prorated water estimate for newly-enrolled properties based on the hotel opening or conversion date.	2022 water totals include primary data for approximately 86% of Hilton enrolled properties worldwide, by building area, based on metered water use data entered in LightStay deemed accurate and complete. In 2022, we estimate that the total prorated floor area of Hilton's owned, managed and franchised portfolio increased over the prior year by approximately 3.7%.
Water withdrawals – volumes by source	100%	Yearly	Hilton is reporting water withdrawals for its global portfolio of owned, managed and franchised hotels fully operating and enrolled in LightStay as of December 31, 2022. Annual water totals have been extrapolated to include 100% of the global portfolio, with consumption estimates based on the brand average per square meter. We have included prorated water estimate for newly-enrolled properties based on the hotel opening or conversion date.	Water source data for individual properties is collected through our annual LightStay survey. This data is then used to calculate Water withdrawals – volumes by source. 2022 water totals include primary data for approximately 86% of Hilton enrolled properties worldwide, by building area, based on metered water use data entered in LightStay deemed accurate and complete. In 2022, we estimate that the total prorated floor area of Hilton's owned, managed and franchised portfolio increased over the prior year by approximately 3.7%.
Entrained water associated with your metals & mining and/or coal sector activities - total volumes [only metals and mining and coal sectors]	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Produced water associated with your oil & gas sector activities - total volumes [only oil and gas sector]	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Water withdrawals quality	Please select	<Not Applicable>	<Not Applicable>	
Water discharges – total volumes	Please select	<Not Applicable>	<Not Applicable>	
Water discharges – volumes by destination	Not monitored	<Not Applicable>	<Not Applicable>	
Water discharges – volumes by treatment method	Not monitored	<Not Applicable>	<Not Applicable>	
Water discharge quality – by standard effluent parameters	Not monitored	<Not Applicable>	<Not Applicable>	
Water discharge quality – emissions to water (nitrates, phosphates, pesticides, and/or other priority substances)	Not monitored	<Not Applicable>	<Not Applicable>	
Water discharge quality – temperature	Not monitored	<Not Applicable>	<Not Applicable>	
Water consumption – total volume	100%	Quarterly	Hilton is reporting water consumption for its global portfolio of owned, managed and franchised hotels fully operating and enrolled in LightStay as of December 31, 2022. Annual water totals have been extrapolated to include 100% of the global portfolio, with consumption estimates based on the brand average per square meter. We have included prorated water estimate for newly-enrolled properties based on the hotel opening or conversion date.	2022 water totals include primary data for approximately 86% of Hilton enrolled properties worldwide, by building area, based on metered water use data entered in LightStay deemed accurate and complete. In 2022, we estimate that the total prorated floor area of Hilton's owned, managed and franchised portfolio increased over the prior year by approximately 3.7%.
Water recycled/reused	1-25	Please select	As part of our annual LightStay survey responded to by all properties across both our managed and franchised portfolio, we ask a number of questions about water measurement and management.	
The provision of fully-functioning, safely managed WASH services to all workers	100%	Please select		

W1.2b

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

	Volume (megaliters/year)	Comparison with previous reporting year	Primary reason for comparison with previous reporting year	Five-year forecast	Primary reason for forecast	Please explain
Total withdrawals	155849	Higher	Increase/decrease in business activity	Higher	Increase/decrease in business activity	Hilton is committed to reducing our water use intensity (Liters/m ²) in our managed operations by 50% by 2030, (2008 baseline). Hilton has reduced total water use intensity by 38% since 2008. Our primary water use is driven from the operation of our hotels. As our future growth relies on adding new properties globally, including engaging new franchises, we anticipate that our absolute water consumption will increase overall. To manage and ultimately reduce water consumption, Hilton integrates our environmental policies and best practices into our business through our Brand Standards which govern the development, renovation, and operation of every Hilton-branded hotel property. During 2022, our hotels continued to recover from the impact of the COVID-19 pandemic. Occupancy at our owned, leased, and managed properties exceeded 2021 levels, and, by the second half of 2022, it approached 2019 levels. As such, we experienced a year-over-year increase in consumption of energy, water and waste in 2022 in-line with the year-over-year increase in occupancy. However, this consumption, on both a per square meter and absolute basis, remained below 2019 levels, and we remain steadfast in our commitment to achieve our 2030 Goals.
Total discharges		Please select	Please select	Please select	Please select	
Total consumption	38962	Higher	Increase/decrease in business activity	Higher	Increase/decrease in business activity	Hilton is committed to reducing our water use intensity (Liters/m ²) in our managed operations by 50% by 2030, (2008 baseline). Hilton has reduced total water use intensity by 38% since 2008. Our primary water use is driven from the operation of our hotels. As our future growth relies on engaging new franchises, we anticipate that our absolute water consumption will increase overall. To manage and ultimately reduce water consumption, Hilton integrates our environmental policies and best practices into our business through our Brand Standards which govern the development, renovation, and operation of every Hilton-branded hotel property. During 2022, our hotels continued to recover from the impact of the COVID-19 pandemic. Occupancy at our owned, leased, and managed properties exceeded 2021 levels, and, by the second half of 2022, it approached 2019 levels. As such, we experienced a year-over-year increase in consumption of energy, water and waste in 2022 in-line with the year-over-year increase in occupancy. However, this consumption, on both a per square meter and absolute basis, remained below 2019 levels, and we remain steadfast in our commitment to achieve our 2030 Goals.

W1.2d

(W1.2d) Indicate whether water is withdrawn from areas with water stress, provide the proportion, how it compares with the previous reporting year, and how it is forecasted to change.

	Withdrawals are from areas with water stress	% withdrawn from areas with water stress	Comparison with previous reporting year	Primary reason for comparison with previous reporting year	Five-year forecast	Primary reason for forecast	Identification tool	Please explain
Row 1	Yes	26-50	About the same	Please select	Lower	Please select	WWF Water Risk Filter	We map our hotels against the WWF-DEG Water Risk Filter and use the data to analyze current and future water risks across our portfolio. LightStay contains this analysis so that our hotel teams can understand and address water risks specific to their geolocation. Using the WWF-DEG Water Risk Filter, we evaluate factors that may potentially impact our current global hotel operations and expansion in specific geographic markets. We also study specific areas and river basins where our water stewardship initiatives would have the greatest value.

W1.2h

(W1.2h) Provide total water withdrawal data by source.

	Relevance	Volume (megaliters/year)	Comparison with previous reporting year	Primary reason for comparison with previous reporting year	Please explain
Fresh surface water, including rainwater, water from wetlands, rivers, and lakes	Relevant	1234.21	Higher	Increase/decrease in business activity	Fresh surface water represents approximately 0.8% of total water withdrawals from all sources at Hilton owned and managed properties worldwide. Rainwater withdrawals are estimated based on water data reported for one resort in Seychelles with 100% of its water sourced from rainwater.
Brackish surface water/Seawater	Relevant	2748.6	Higher	Increase/decrease in business activity	Seawater withdrawals represent approximately 1.8% of total water withdrawals from all sources at Hilton owned and managed properties worldwide. Total includes 46 hotels and out of which 6 with 100% seawater source.
Groundwater – renewable	Relevant	1951.1	Higher	Increase/decrease in business activity	Groundwater withdrawals represent approximately 1.3% of total water withdrawals from all sources at Hilton owned and managed properties worldwide.
Groundwater – non-renewable	Not relevant	<Not Applicable>	<Not Applicable>	<Not Applicable>	
Produced/Entrained water	Not relevant	<Not Applicable>	<Not Applicable>	<Not Applicable>	
Third party sources	Relevant	149914.95	Higher	Increase/decrease in business activity	Municipal supply represents approximately 96.2% of total water withdrawals from all sources at Hilton owned and managed properties worldwide. Total municipal withdrawals have been extrapolated to include 100% of the O&M portfolio, including prorated amounts for new hotels. Reported totals are based on an analysis of primary data for 86% of hotels, open as of January 2022, with complete 2021-2022 municipal water data entered in LightStay deemed accurate for reporting purposes.

W1.3

(W1.3) Provide a figure for your organization's total water withdrawal efficiency.

	Revenue	Total water withdrawal volume (megaliters)	Total water withdrawal efficiency	Anticipated forward trend
Row 1	877300000	155848.88	56291.7102772891	Hilton has a goal of 50% water use intensity reduction (liters/m ² , 2008 baseline) for our managed portfolio by 2030. As our future growth relies on adding new properties globally, including engaging new franchises, we anticipate that our absolute water consumption will increase overall. To manage and ultimately reduce water consumption, Hilton integrates our environmental policies and best practices into our business through our Brand Standards.

W1.4

(W1.4) Do any of your products contain substances classified as hazardous by a regulatory authority?

	Products contain hazardous substances	Comment
Row 1	No	

W1.5

(W1.5) Do you engage with your value chain on water-related issues?

	Engagement	Primary reason for no engagement	Please explain
Suppliers	Yes	<Not Applicable>	<Not Applicable>
Other value chain partners (e.g., customers)	Yes	<Not Applicable>	<Not Applicable>

W1.5a

(W1.5a) Do you assess your suppliers according to their impact on water security?

Row 1

Assessment of supplier impact

Considered in assessment

<Not Applicable>

Number of suppliers identified as having a substantive impact

<Not Applicable>

% of total suppliers identified as having a substantive impact

<Not Applicable>

Please explain

W1.5b

(W1.5b) Do your suppliers have to meet water-related requirements as part of your organization's purchasing process?

	Suppliers have to meet specific water-related requirements	Comment
Row 1	Yes, water-related requirements are included in our supplier contracts	<Not Applicable>

W1.5c

(W1.5c) Provide details of the water-related requirements that suppliers have to meet as part of your organization's purchasing process, and the compliance measures in place.

W1.5d

(W1.5d) Provide details of any other water-related supplier engagement activity.

Type of engagement

Other

Details of engagement

Other, please specify (On boarding and compliance: Inclusion of water stewardship and risk management in supplier selection mechanism Requirement to adhere to our code of conduct regarding water stewardship and management)

% of suppliers by number

1-25

% of suppliers with a substantive impact

<Not Applicable>

Rationale for your engagement

Recognizing the need to engage our supply chain in order to meet the ambitious Travel with Purpose2030 Goals; we encourage all suppliers to adhere to our Responsible Sourcing Policy Statement. This includes a commitment to seek operational processes that result in water efficiency and to identify, monitor and minimize the environmental impacts of their operations.

Impact of the engagement and measures of success

Hilton uses EcoVadis as a tool to assess the sustainability risks in our supply chain. We strive to have all key/critical suppliers (which make up 2.2% of our total suppliers) participate in the EcoVadis sustainability assessment to gain transparency into our supplier's climate practices. We also strive to include climate-related issues as part of the evaluation criteria in RFPs. At the end of 2022, 196 suppliers were assessed for their climate-related businesses practices, which made up 30% of our key suppliers.

Comment

W1.5e

(W1.5e) Provide details of any water-related engagement activity with customers or other value chain partners.

Type of stakeholder

Other, please specify

Type of engagement

Education / information sharing

Details of engagement

Please select

Rationale for your engagement

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.

Impact of the engagement and measures of success

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. Success measures: Simple messaging in just one of our San Francisco hotels was found to decrease water consumption by nearly 20% during a historic drought. We believe that this kind of customer information can be adapted to make a greater impact.

Type of stakeholder

Other, please specify (Franchises)

Type of engagement

Innovation & collaboration

Details of engagement

Please select

Rationale for your engagement

Rationale: We directly manage 830 properties around the world and Hilton has nearly 6335 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.

Impact of the engagement and measures of success

Strategy: To engage with our franchises, our ESG 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. In 2021, we refreshed our Energy and Water Efficient Design Companion Guide to guide hotels on design decisions that can improve properties' energy and water efficiency and are already seeing results.

W2. Business impacts

W2.1

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

Please select

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?

	Water-related regulatory violations	Fines, enforcement orders, and/or other penalties	Comment
Row 1	No	<Not Applicable>	

W3. Procedures

W3.1

(W3.1) Does your organization identify and classify potential water pollutants associated with its activities that could have a detrimental impact on water ecosystems or human health?

	Identification and classification of potential water pollutants	How potential water pollutants are identified and classified	Please explain
Row 1	No, we do not identify and classify our potential water pollutants	<Not Applicable>	

W3.3

(W3.3) Does your organization undertake a water-related risk assessment?

Yes, water-related risks are assessed

W3.3a

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

Value chain stage

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 and standards

Tools and methods used

WWF Water Risk Filter

Other, please specify (Hilton LightStay Tool)

Contextual issues considered

Water availability at a basin/catchment level

Water quality at a basin/catchment level

Stakeholder conflicts concerning water resources at a basin/catchment level

Implications of water on your key commodities/raw materials

Water regulatory frameworks

Status of ecosystems and habitats

Access to fully-functioning, safely managed WASH services for all employees

Stakeholders considered

Customers

Employees

Investors

Local communities

NGOs

Regulators

Suppliers

Water utilities at a local level

Other water users at the basin/catchment level

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 annually. 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.

Value chain stage

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

Tools on the market

Databases

Tools and methods used

EcoVadis

Maplecroft Global Water Security Risk Index

Contextual issues considered

Water availability at a basin/catchment level

Water quality at a basin/catchment level

Stakeholder conflicts concerning water resources at a basin/catchment level

Implications of water on your key commodities/raw materials

Water regulatory frameworks

Status of ecosystems and habitats

Access to fully-functioning, safely managed WASH services for all employees

Stakeholders considered

Customers

Employees

Investors

Local communities

NGOs

Regulators

Suppliers

Water utilities at a local level

Other water users at the basin/catchment level

Comment

Hilton's supply chain risk assessment procedures for water risk use the water risk indicators within the Verisk-Maplecroft indices, mapped against our operating areas. Risk assessments are updated yearly, enabling us to continually assess sustainability risks. We also use the EcoVadis platform to identify and address environmental risks, including water (and other ESG) risks in our supply chain.

Value chain stage

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

WWF Water Risk Filter

Other, please specify (Hilton LightStay Tool)

Contextual issues considered

Water availability at a basin/catchment level

Water quality at a basin/catchment level

Stakeholder conflicts concerning water resources at a basin/catchment level

Implications of water on your key commodities/raw materials

Water regulatory frameworks

Status of ecosystems and habitats

Access to fully-functioning, safely managed WASH services for all employees

Stakeholders considered

Customers

Employees

Investors

Local communities

NGOs
 Regulators
 Suppliers
 Water utilities at a local level
 Other water users at the basin/catchment level

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 Verisk Maplecroft Global Water Risk Security index tool to assess water risk and water stress across our global regions. The risk analysis is updated annually. Consistent with our Travel with Purpose ESG 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) 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.

	Rationale for approach to risk assessment	Explanation of contextual issues considered	Explanation of stakeholders considered	Decision-making process for risk response
Row 1	Hilton's property management teams, including engineers and facility managers, ensure the safe and efficient operation of a hotel. Our Energy and Water Efficient Design Companion Guide that we refreshed in 2021 is a tool used to guide hotels on design decisions that can improve properties' energy and water efficiency.	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 ESG 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.	Timescale: Our detailed water risk analysis is updated at least annually. Supply Chain: The identification, assessment, and response to water-related risks in our supply chain is being addressed. Using the WWF Water Risk Filter, we evaluate 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.	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. Best practices are also shared with all hotels through LightStay.

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

(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?

	Total number of facilities exposed to water risk	% company-wide facilities this represents	Comment
Row 1	418	1-25	The number of facilities exposed to water risk includes our managed (direct operations) and franchised hotels (rest of value chain) properties assessed through the WWF Water Risk Filter across our global portfolio.

W4.1c

(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?

Country/Area & River basin

China	Yangtze River (Chang Jiang)
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Number of facilities exposed to water risk

45

% 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 45 hotels in the Yangtze River Basin, located in Shanghai and surrounding area. The hotels have an average overall basin risk of 3.5 (medium-high risk). This total is comprised of 24 managed hotels and 21 franchised hotels. 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.

Country/Area & River basin

China	Yongding He
-------	-------------

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 the Yongding He River Basin, located in Beijing and surrounding area. The hotels have an average overall basin risk of 3.4 (medium-high risk), but a pollution risk of 5 (highest risk). This total is comprised of 7 managed hotels and 2 franchised hotels. 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.

Country/Area & River basin

Egypt	Nile
-------	------

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 the Nile River Basin, located in Cairo and surrounding area. The hotels have similar operations and an average overall basin risk of 3.6 (medium-high risk). This total is comprised of 10 managed hotels and 0 franchised hotels. 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.

Country/Area & River basin

India	Other, please specify (Ganges -Brahmaputra)
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Number of facilities exposed to water risk

7

% 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 7 hotels in the Ganges River Basin, located in New Delhi, Gurgaon, and surrounding area. The hotels have an average basin risk of 4.1 (high risk). This total is comprised of 7 managed hotels and 0 franchised hotels. 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.

Country/Area & River basin

Mexico	Bravo
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Number of facilities exposed to water risk

11

% 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 11 hotels in Monterrey, Chihuahua, Juarez, and surrounding area. The hotels have with an average basin risk of 3.5 (medium-high risk). This total is comprised of 1 managed hotel and 10 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 Mexico.

Country/Area & River basin

Mexico	Panuco
--------	--------

Number of facilities exposed to water risk

7

% 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 7 hotels in Mexico City and surrounding area. These hotels have an average basin risk of 3.4 (medium-high risk). This total is comprised of 3 managed hotels and 4 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 Mexico.

Country/Area & River basin

Mexico	Santiago
--------	----------

Number of facilities exposed to water risk

19

% 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 19 hotels in Guadalajara, Queretaro, and surrounding area. These hotels have an average basin risk of 3.4 (medium-high risk), but a pollution risk of 5 (highest risk). This total is comprised of 4 managed hotels and 15 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 Mexico.

Country/Area & River basin

Turkey	Tigris & Euphrates
--------	--------------------

Number of facilities exposed to water risk

6

% 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 6 hotels in Turkey. All hotels have 100% municipal water supply, with an average overall basin risk of 3.1 (medium risk), but a pollution risk of 5 (highest risk). This total is comprised of 3 managed hotels and 3 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 Turkey.

Country/Area & River basin

United States of America	Other, please specify (All California)
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Number of facilities exposed to water risk

248

% company-wide facilities this represents

1-25

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

1-10

Comment

Data has been aggregated for 248 hotels in California. The hotels have an average basin risk of 3.5 (medium-high risk). This total is comprised of 18 managed hotels and 230 franchised hotels across locations in the California River Basin. This represents approximately 4% of Hilton's global portfolio and stewardship is important to Hilton's operations, reputation, and business expansion in California.

Country/Area & River basin

United States of America	St. Lawrence
--------------------------	--------------

Number of facilities exposed to water risk

13

% 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 13 hotels in the Chicago area, located in the St. Lawrence River Basin. The hotels have an average basin risk of 3.3 (medium-high risk). This total is comprised of 0 managed hotels and 13 franchised hotels, but a pollution risk of 5 (highest risk). 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.

Country/Area & River basin

India	Other, please specify
-------	-----------------------

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 India located in cities or coastal regions. The hotels have similar operations and an average overall basin risk of 3.8 (high risk). This total is comprised of 9 managed hotels and 1 franchised hotel. 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 India region.

Country/Area & River basin

China	Other, please specify (China)
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Number of facilities exposed to water risk

33

% 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

1-10

Comment

Data has been aggregated for 33 hotels across China outside of the Yangtze (Chang Jiang) and Yongding He basins. The hotels have an average basin risk of 3.4 overall (medium-high risk) but a pollution risk of 3.9 and a reputation risk of 4.1. This total is comprised of 14 managed hotels and 19 franchised hotels. Attention to water risks and stewardship is important to Hilton's operations and business success in China.

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)
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Type of risk & Primary risk driver

Chronic physical	Declining water quality
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Primary potential impact

Constraint to growth

Company-specific description

Method of 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 4.7. 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: 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

More than 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

Currently 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.

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

United States of America	Other, please specify (All California)
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Type of risk & Primary risk driver

Chronic physical	Water scarcity
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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 4.1.

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

More than 6 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

Currently 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.

Cost of response**Explanation of cost of response**

Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. Currently, we are not able to publish the cost of response.

Country/Area & River basin

India	Ganges - Brahmaputra
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Type of risk & Primary risk driver

Chronic physical	Declining water quality
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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 Ganges River basin as pollution/water quality with an average score of 4.6. 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

More than 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

Currently 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 expected to set improvement goals 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', 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 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

Chronic physical	Declining water quality
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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 4.6.

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

More than 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

Currently 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 expected to set improvement goals 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', 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 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
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Type of risk & Primary risk driver

Chronic physical	Declining water quality
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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 5.0 (the highest possible risk).

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

More than 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

Currently 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 expected to set improvement goals 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', 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 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

Turkey	Tigris & Euphrates
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Type of risk & Primary risk driver

Chronic physical	Declining water quality
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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 basin as pollution/water quality with an average score of 5.0 (the highest possible risk score).

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

More than 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

Currently 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 expected to set improvement goals 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', 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 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

United States of America	St. Lawrence
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Type of risk & Primary risk driver

Chronic physical	Declining water quality
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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 basin as pollution/water quality with an average score of 5.0, the highest possible risk score.

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

More than 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

Currently 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 expected to set improvement goals 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', 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 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

Egypt	Other, please specify (Egypt)
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Type of risk & Primary risk driver

Chronic physical	Water scarcity
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Primary potential impact

Upfront costs to adopt/deploy new practices and processes

Company-specific description

Method of impact identification: Nine hotels labelled 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 pollution risk of 3.8 and the highest water risk as water scarcity with an average score of 4.8. 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

More than 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

Currently 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 expected to set improvement goals 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', 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 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
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Type of risk & Primary risk driver

Chronic 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 3.4 and a pollution risk score of 5.0, the highest possible. 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: 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

More than 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

Currently 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 expected to set improvement goals 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', 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 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

Egypt	Nile
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Type of risk & Primary risk driver

Chronic physical	Water scarcity
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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 4.4 and a pollution score of 4.4. 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

More than 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

Currently 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 expected to set improvement goals 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', 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 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	Bravo
--------	-------

Type of risk & Primary risk driver

Chronic physical	Declining water quality
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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 Bravo 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 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

More than 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

Currently 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 expected to set improvement goals 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', 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 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.

W4.2a

(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

Mexico	Bravo
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Stage of value chain

Other, please specify (Franchised hotels)

Type of risk & Primary risk driver

Chronic 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 Bravo 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

More than 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

Currently 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)
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Description of response

Our hotels are expected to set improvement goals 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', 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 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

Chronic 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 4.6.

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

More than 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

Currently 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)
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Description of response

Our hotels are expected to set improvement goals 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', 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 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
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Stage of value chain

Other, please specify (Franchised hotels)

Type of risk & Primary risk driver

Chronic physical	Declining water quality
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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 5.0, the highest level of risk.

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

More than 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

Currently 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)
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Description of response

Our hotels are expected to set improvement goals 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', 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 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

Turkey	Tigris & Euphrates
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Stage of value chain

Other, please specify (Franchised hotels)

Type of risk & Primary risk driver

Chronic physical	Declining water quality
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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 5.0, the highest level of risk.

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

More than 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

Currently 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)
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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 relaunched each year through Hilton's 'Earth Week', 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 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

United States of America	St. Lawrence
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Stage of value chain

Other, please specify (Franchised hotels)

Type of risk & Primary risk driver

Chronic physical	Declining water quality
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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 5.0, the highest level of risk.

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

More than 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

Currently 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)
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Description of response

Our hotels are expected to set improvement goals 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', 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 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)
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Stage of value chain

Other, please specify (Franchised hotels)

Type of risk & Primary risk driver

Chronic physical	Water scarcity
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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 4.1.

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

More than 6 years

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

Currently 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)
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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.

Cost of response

Explanation of cost of response

Costs are incorporated into ongoing operational expenditure at both the hotel and corporate level. Currently 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

W4.3a

(W4.3a) 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 through technologies, more efficient equipment, and behavioral changes to improve water conservation and efficiencies across several areas of the business. These including hotel laundry, dishwashing and water use in our kitchens and restaurants, water in our spas, pools and on the golf courses, in our hotel bathrooms through high-efficiency, adjustable-flow and controlled- stream showerheads, toilets and faucets that conserve water and through leak detection systems. A growing number of our hotels are also capturing grey water for landscaping use.

Hilton leverages its global footprint to promote investment and adoption of water efficient products and innovative technologies through various channels and vendor partnerships. Our corporate strategy and culture are purpose-driven, and Hilton is committed to responsible travel and tourism. We believe that our 2030 Travel with Purpose Goals support our mission and ultimately contribute to Hilton's brand value, reputation, financial success and attractiveness as an employer. Our water efficiency efforts are being advanced by Hilton's ESG team, in partnership with WWF and other key stakeholders. Our team members are passionate and engaged about driving sustainability and social impact in the communities where we operate.

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 operations, but we estimate that implementation just of low-water laundry technologies could save us 10% in total water consumption across our hotels. 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 most of its revenues 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.

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.

Type of opportunity

Markets

Primary water-related opportunity

Increased brand value

Company-specific description & strategy to realize opportunity

Through our global footprint and operations, we see an opportunity through technologies, more efficient equipment, and behavioral changes to improve water conservation and efficiencies across several areas of the business. These including hotel laundry, dishwashing and water use in our kitchens and restaurants, water in our spas, pools and on the golf courses, in our hotel bathrooms through high-efficiency, adjustable-flow and controlled- stream showerheads, toilets and faucets that conserve water and through leak detection systems. A growing number of our hotels are also capturing grey water for landscaping use.

Hilton leverages its global footprint to promote investment and adoption of water efficient products and innovative technologies through various channels and vendor partnerships. Our corporate strategy and culture are purpose-driven, and Hilton is committed to responsible travel and tourism. We believe that our 2030 Travel with Purpose Goals support our mission and ultimately contribute to Hilton's brand value, reputation, financial success and attractiveness as an employer. Our water efficiency efforts are being advanced by Hilton's ESG team, in partnership with WWF and other key stakeholders. Our team members are passionate and engaged about driving sustainability and social impact in the communities where we operate.

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

Financial implications will vary significantly depending on the hotel's operations, but we estimate that implementation just of low-water laundry technologies could save us 10% in total water consumption across our hotels. 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 most of its revenues 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. 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

China	Yangtze River (Chang Jiang)
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Latitude

31.19

Longitude

121.39

Located in area with water stress

Yes

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)

1780.56

Comparison of total withdrawals with previous reporting year

Lower

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

245.97

Withdrawals from brackish surface water/seawater

16.29

Withdrawals from groundwater - renewable

41.22

Withdrawals from groundwater - non-renewable

Withdrawals from produced/entrained water

Withdrawals from third party sources

1477.08

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)

445.14

Comparison of total consumption with previous reporting year

Lower

Please explain

2022 total water withdrawals decreased by 6.6%.

Facility reference number

Facility 2

Facility name (optional)

Yongding He hotels

Country/Area & River basin

China	Yongding He
-------	-------------

Latitude

39.91

Longitude

116.41

Located in area with water stress

Yes

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)

417.48

Comparison of total withdrawals with previous reporting year

Lower

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

40.64

Withdrawals from brackish surface water/seawater

64.07

Withdrawals from groundwater - renewable

20.32

Withdrawals from groundwater - non-renewable

Withdrawals from produced/entrained water

Withdrawals from third party sources

292.45

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)

104.37

Comparison of total consumption with previous reporting year

Lower

Please explain

2022 total water withdrawals decreased by 10.6%.

Facility reference number

Facility 3

Facility name (optional)

Nile hotels

Country/Area & River basin

Egypt	Nile
-------	------

Latitude

30.05

Longitude

31.23

Located in area with water stress

Yes

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)

924.14

Comparison of total withdrawals with previous reporting year

About the same

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

126.71

Withdrawals from brackish surface water/seawater

Withdrawals from groundwater - renewable

7.46

Withdrawals from groundwater - non-renewable

Withdrawals from produced/entrained water

Withdrawals from third party sources

789.97

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)

231.04

Comparison of total consumption with previous reporting year

About the same

Please explain

2022 total water withdrawals increased by 2.4% due to increased occupancy and hotels back in operation.

Facility reference number

Facility 4

Facility name (optional)

Ganges hotels

Country/Area & River basin

India	Ganges - Brahmaputra
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Latitude

28.42

Longitude

77.1

Located in area with water stress

Yes

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)

256.94

Comparison of total withdrawals with previous reporting year

Higher

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

11.22

Withdrawals from brackish surface water/seawater

11.26

Withdrawals from groundwater - renewable

69.75

Withdrawals from groundwater - non-renewable

Withdrawals from produced/entrained water

Withdrawals from third party sources

164.71

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)

64.23

Comparison of total consumption with previous reporting year

Higher

Please explain

2022 total water withdrawals increased by 14% due to increased occupancy and hotels back in operation.

Facility reference number

Facility 5

Facility name (optional)

Bravo hotels

Country/Area & River basin

Mexico	Bravo
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Latitude

25.78

Longitude

-100.11

Located in area with water stress

Yes

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)

207.16

Comparison of total withdrawals with previous reporting year

Higher

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

Withdrawals from brackish surface water/seawater

Withdrawals from groundwater - renewable

62.76

Withdrawals from groundwater - non-renewable

Withdrawals from produced/entrained water

Withdrawals from third party sources

144.41

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)

51.79

Comparison of total consumption with previous reporting year

Higher

Please explain

2022 total water withdrawals increased by 20.7% due to increased occupancy and hotels back in operation.

Facility reference number

Facility 6

Facility name (optional)

Panuco hotels

Country/Area & River basin

Mexico	Panuco
--------	--------

Latitude

19.44

Longitude

-99.15

Located in area with water stress

Yes

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)

135.73

Comparison of total withdrawals with previous reporting year

Higher

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

Withdrawals from brackish surface water/seawater

Withdrawals from groundwater - renewable

2.13

Withdrawals from groundwater - non-renewable

Withdrawals from produced/entrained water

Withdrawals from third party sources

133.61

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)

33.93

Comparison of total consumption with previous reporting year

Higher

Please explain

2022 total water withdrawals increased by 37.7% due to increased occupancy and hotels back in operation.

Facility reference number

Facility 7

Facility name (optional)

Santiago hotels

Country/Area & River basin

Mexico	Santiago
--------	----------

Latitude

20.65

Longitude

-103.39

Located in area with water stress

Yes

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)

215.26

Comparison of total withdrawals with previous reporting year

Higher

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

19.81

Withdrawals from brackish surface water/seawater

Withdrawals from groundwater - renewable

55.64

Withdrawals from groundwater - non-renewable

Withdrawals from produced/entrained water

Withdrawals from third party sources

139.81

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)

53.82

Comparison of total consumption with previous reporting year

Higher

Please explain

2022 total water withdrawals increased by 34.9% due to increased occupancy and hotels back in operation.

Facility reference number

Facility 8

Facility name (optional)

Tigris and Euphrates hotels

Country/Area & River basin

Turkey	Tigris & Euphrates
--------	--------------------

Latitude

37.15

Longitude

38.78

Located in area with water stress

Yes

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)

58.53

Comparison of total withdrawals with previous reporting year

About the same

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

Withdrawals from brackish surface water/seawater

Withdrawals from groundwater - renewable

1.82

Withdrawals from groundwater - non-renewable

Withdrawals from produced/entrained water

Withdrawals from third party sources

56.71

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)

14.63

Comparison of total consumption with previous reporting year

About the same

Please explain

2022 total water withdrawals increased by 5% due to increased occupancy and hotels back in operation.

Facility reference number

Facility 9

Facility name (optional)

St. Lawrence (Chicago) hotels

Country/Area & River basin

United States of America	St. Lawrence
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Latitude

41.88

Longitude

-87.63

Located in area with water stress

Yes

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)

1477.96

Comparison of total withdrawals with previous reporting year

Higher

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

10.47

Withdrawals from brackish surface water/seawater

2.89

Withdrawals from groundwater - renewable

Withdrawals from groundwater - non-renewable

Withdrawals from produced/entrained water

Withdrawals from third party sources

1464.6

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 \(megaliters/year\)](#)

369.49

[Comparison of total consumption with previous reporting year](#)

Higher

[Please explain](#)

2022 total water withdrawals increased due to increased occupancy and hotels back in operation.

[Facility reference number](#)

Facility 10

[Facility name \(optional\)](#)

California hotels

[Country/Area & River basin](#)

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

[Latitude](#)

33.69

[Longitude](#)

-116.31

[Located in area with water stress](#)

Yes

[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 \(megaliters/year\)](#)

6604.63

[Comparison of total withdrawals with previous reporting year](#)

Higher

[Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes](#)

43.13

[Withdrawals from brackish surface water/seawater](#)

18.19

[Withdrawals from groundwater - renewable](#)

[Withdrawals from groundwater - non-renewable](#)

88.05

[Withdrawals from produced/entrained water](#)

[Withdrawals from third party sources](#)

6455.26

[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 \(megaliters/year\)](#)

1651.16

[Comparison of total consumption with previous reporting year](#)

Higher

[Please explain](#)

2022 total water withdrawals increased by 11.2% due to increased occupancy and hotels back in operation.

[Facility reference number](#)

Facility 11

Facility name (optional)

South Africa: Other hotels

Country/Area & River basin

South Africa	Other, please specify (South Africa (Other))
--------------	--

Latitude

-33.94

Longitude

18.46

Located in area with water stress

Yes

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)

39.33

Comparison of total withdrawals with previous reporting year

Higher

Withdrawals from fresh surface water, including rainwater, water from wetlands, rivers and lakes

0.55

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

38.79

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)

9.83

Comparison of total consumption with previous reporting year

Higher

Please explain

2022 total water withdrawals increased due to increased occupancy and hotels back in operation.

W5.1a

(W5.1a) For the facilities referenced in W5.1, what proportion of water accounting data has been third party verified?

Water withdrawals – total volumes

% verified

76-100

Verification standard used

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. DEKRA Certification Inc. provides annual independent validation services for our ESG 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 2022 Assurance Report can be found here: <https://esg.hilton.com/our-reporting/#assurance>

Please explain

<Not Applicable>

Water withdrawals – volume by source

% verified

76-100

Verification standard used

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. DEKRA Certification Inc. provides annual independent validation services for our ESG 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 2022 Assurance Report can be found here: <https://esg.hilton.com/our-reporting/#assurance>

Please explain

<Not Applicable>

Water withdrawals – quality by standard water quality parameters

% verified

Not verified

Verification standard used

<Not Applicable>

Please explain

Water discharges – total volumes

% verified

76-100

Verification standard used

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. DEKRA Certification Inc. provides annual independent validation services for our ESG 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 2022 Assurance Report can be found here: <https://esg.hilton.com/our-reporting/#assurance>

Please explain

<Not Applicable>

Water discharges – volume by destination

% verified

Not verified

Verification standard used

<Not Applicable>

Please explain

Water discharges – volume by final treatment level

% verified

Not verified

Verification standard used

<Not Applicable>

Please explain

Water discharges – quality by standard water quality parameters

% verified

Not verified

Verification standard used

<Not Applicable>

Please explain

Water consumption – total volume

% verified

76-100

Verification standard used

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. DEKRA Certification Inc. provides annual independent validation services for our ESG 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 2022 Assurance Report can be found here: <https://esg.hilton.com/our-reporting/#assurance>

Please explain

<Not Applicable>

W6. Governance

W6.1

(W6.1) Does your organization have a water policy?

Yes, we have a documented water policy that is publicly available

W6.1a

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

	Scope	Content	Please explain
Row 1	Company-wide	Description of business dependency on water Description of business impact on water Commitment to safely managed Water, Sanitation and Hygiene (WASH) in the workplace Commitment to safely managed Water, Sanitation and Hygiene (WASH) in local communities Acknowledgement of the human right to water and sanitation Recognition of environmental linkages, for example, due to climate change	Hilton's environmental policy statement, responsible sourcing policy statement and water stewardship commitments are company-wide and apply to all managed and franchised properties worldwide. These guide our strategy to manage, measure and minimize any actual or potential negative impacts that relate to water risk issues for all of our properties. The details of our policy and commitments are publicly available on Hilton's ESG website: https://esg.hilton.com/ 1. Environmental and ESG Policies: Addresses water dependency and impact; performance standards for direct operations, construction and renovation; water targets/goals; commitments beyond compliance; stakeholder engagement and employee training; sustainable supply chains, communities and watersheds. 2. 2022 ESG Report, Water section (p. 18, 28): summarizing water stewardship strategy, water-related innovations, progress towards 2030 Goals, training and our focus on WASH (Water Sanitation and Hygiene) in local communities. 3. 2022 ESG Report, Waste section (p. 30): Details our focus on our zero soap to landfill goal and our work with soap recycling partners such as Clean the World.

W6.2

(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.

Position of individual or committee	Responsibilities for water-related issues
Chief Executive Officer (CEO)	Our President and CEO is the member of Hilton's Board of Directors with responsibility for sustainability-related issues and decisions. Hilton's General Counsel & Chief ESG Officer oversees the ESG department, which is responsible for the company's emissions reduction strategy, including Hilton's strategy for addressing water stewardship. The General Counsel & Chief ESG Officer reports directly to Hilton's President and CEO, who is the only company executive on Hilton's Board of Directors. Our Board receives annual updates and the Nominating and ESG Committee receives quarterly updates from our CEO, General Counsel & Chief ESG Officer, and ESG leadership on the Company's ESG strategy and initiatives. These reports outline Hilton's progress towards our Travel with Purpose 2030 Goals. Note: Changes in the management structure in 2023 will be reflected in our response for the following year.
Board-level committee	The Board's Nominating and ESG Committee is tasked with overseeing and evaluating Hilton's ESG 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 fulfil its responsibility to communities at large, periodically review and assess the Company's ESG strategy, practices and policies, and, if appropriate, make recommendations to the Board concerning the same." Hilton's water stewardship strategy is a component of our ESG 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.

	Frequency that water-related issues are a scheduled agenda item	Governance mechanisms into which water-related issues are integrated	Please explain
Row 1	Scheduled - some meetings	Monitoring implementation and performance Overseeing acquisitions, mergers, and divestitures Overseeing major capital expenditures Providing employee incentives Reviewing and guiding annual budgets Reviewing and guiding business plans Reviewing and guiding corporate responsibility strategy Reviewing and guiding major plans of action Reviewing and guiding risk management policies Reviewing and guiding strategy Reviewing innovation/R&D priorities Setting performance objectives	<p>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. We define climate change risks 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."</p> <p>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 (ERM) program as part of Hilton's annual Enterprise Risk assessment process. Environmental risks (including natural disasters such as droughts – water scarcity – hurricanes, wildfires) are included in Hilton's annual Enterprise Risk Management assessment processes. In addition, our ERM process monitors management of Hilton's environmental operational and developmental impacts due to climate change, engagement with or response to challenges within communities in which Hilton operates, and compliance with relevant regulations and compliance requirements. The results of this risk assessment process are reviewed by our Executive Committee and our Board of Directors, including the Audit Committee and the Nominating and ESG Committee, to inform enterprise-wide strategic planning. The Nominating and ESG Committee is the highest governance body in setting purpose, values, and strategy. Our Board receives periodic updates from our CEO, General Counsel & Chief ESG Officer, and VP, Global ESG on the Company's ESG strategy and initiatives. Quarterly reports are also provided to the Executive Committee, including our CEO, highlighting progress against Hilton's 2030 Goals (including science-based targets), other key sustainability programs and partnerships, and the direct results of these investments.</p> <p>Note: Changes in the management structure in 2023 will be reflected in our response for the following year.</p>

W6.2d

(W6.2d) Does your organization have at least one board member with competence on water-related issues?

	Board member(s) have competence on water-related issues	Criteria used to assess competence of board member(s) on water-related issues	Primary reason for no board-level competence on water-related issues	Explain why your organization does not have at least one board member with competence on water-related issues and any plans to address board-level competence in the future
Row 1	Not assessed	<Not Applicable>	<Not Applicable>	<Not Applicable>

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 (General Counsel & Chief ESG Officer)

Water-related responsibilities of this position

Assessing water-related risks and opportunities
Managing water-related risks and opportunities

Frequency of reporting to the board on water-related issues

Quarterly

Please explain

Hilton's ESG department reports to the General Counsel & Chief ESG Officer, who is the Hilton leader below Board-level with the highest level of management responsibility for water stewardship. The General Counsel & Chief ESG Officer reports to the President and CEO. Updates on Hilton's ESG 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.

Note: Changes in the management structure in 2023 will be reflected in our response for the following year.

W6.4

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

	Provide incentives for management of water-related issues	Comment
Row 1	No, and we do not plan to introduce them in the next two years	

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?

No

W6.6

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

No, and we have no plans to do so

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?

	Are water-related issues integrated?	Long-term time horizon (years)	Please explain
Long-term business objectives	Yes, water-related issues are integrated	5-10	Water issues integrated: Our emphasis is on integrating issues related to SDG 6 Clean Water and Sanitation, such as (1) Sustainable water withdrawals; and (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 platform, (3) expand global footprint and (4) maximize performance. Our corporate strategy and culture is purpose-driven. As such, our ESG platform is branded as "Travel with Purpose" with a strategic framework that articulates our overarching goals, focus areas, and how we will achieve our targets using both a measurable and memorable approach. Rationale for timescale: We have aligned our ESG 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.
Strategy for achieving long-term objectives	Yes, water-related issues are integrated	5-10	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. 2030 Value Chain Target: Specific Water-related issues integrated include (1) Reduce water use in our managed operations by 50% liters/m2 (2008 baseline). We have aligned our ESG 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.
Financial planning	Yes, water-related issues are integrated	5-10	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 ESG 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.

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?

Row 1

Water-related CAPEX (+/- % change)

Anticipated forward trend for CAPEX (+/- % change)

Water-related OPEX (+/- % change)

Anticipated forward trend for OPEX (+/- % change)

Please explain

W7.3

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

	Use of scenario analysis	Comment
Row 1	Yes	Hilton used climate-related scenario analysis to inform our business strategy and 2030 Goals. Hilton was the first major hotel company to set science-based targets validated by SBTi in 2018. In June 2022, we revised our SBTs with even more ambitious climate targets as we progressed to the 1.5C scenario by 2030 for our managed estate and the "well below 2-degree" scenario for our franchised properties. Through our SBT setting process, we undertook quantitative and qualitative analysis of how the scenario would impact all areas of our business.

W7.3a

(W7.3a) Provide details of the scenario analysis, what water-related outcomes were identified, and how they have influenced your organization's business strategy.

	Type of scenario analysis used	Parameters, assumptions, analytical choices	Description of possible water-related outcomes	Influence on business strategy
Row 1	Water-related Climate-related	1.5DS	<p>Examples of possible water-related outcomes would include water restrictions in certain regions due to drought or water quality issues.</p> <p>Many of our hotels are located in coastal areas that are vulnerable to rising sea levels. In addition to creating a risk of increased damage to facilities and operating costs, increased flood risk in coastal areas as a result of climate change creates a risk of increased insurance premiums and reduced availability of insurance on our properties located in coastal regions. If our hotels flood more frequently, we will experience a drop in sales and in corresponding revenue. Using data from external sources including Verisk-Maplecroft and WWF's Water Risk Filter, we have assessed physical climate change risk at each of our properties around the world.</p>	Our annual enterprise risk assessment processes assess transition risks in addition to physical risks internally. Each risk is examined in terms of its exposure and our management's capability to address the issue, and an appropriate mitigation plan is put in place. ESG leadership provides a quarterly update to the NESG Committee on Travel with Purpose activities, including initiatives to address water. The Board receives these risk updates on an annual basis. In regular discussions with our property owners, Hilton also evaluates vulnerabilities of our hotels against different risk scenarios with an acknowledgment of specific adaptation and resilience planning initiatives.

W7.4

(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.

W7.5

(W7.5) Do you classify any of your current products and/or services as low water impact?

	Products and/or services classified as low water impact	Definition used to classify low water impact	Primary reason for not classifying any of your current products and/or services as low water impact	Please explain
Row 1	No, and we do not plan to address this within the next two years	<Not Applicable>	Important but not an immediate business priority	While we do not classify our current products and/ or services as low impact, we embed water stewardship throughout our global operations. We work closely with our hotels, our suppliers and our community partners to drive water reduction and conservation as well as improve water availability and quality in all our locations around the world. Our efforts to provide low water impact services include water sensitive landscapes, water efficient fixtures and equipment as well as water saving laundry options.

W8. Targets

W8.1

(W8.1) Do you have any water-related targets?

Yes

W8.1a

(W8.1a) Indicate whether you have targets relating to water pollution, water withdrawals, WASH, or other water-related categories.

	Target set in this category	Please explain
Water pollution	No, and we do not plan to within the next two years	
Water withdrawals	Yes	<Not Applicable>
Water, Sanitation, and Hygiene (WASH) services	Yes	<Not Applicable>
Other	Yes	<Not Applicable>

W8.1b

(W8.1b) Provide details of your water-related targets and the progress made.

Target reference number

Target 1

Category of target

Water withdrawals

Target coverage

Company-wide (direct operations only)

Quantitative metric

Other, please specify (Cut water use intensity for managed properties by 50% by 2030 (2008 baseline))

Year target was set

2018

Base year

2008

Base year figure

754

Target year

2030

Target year figure

377

Reporting year figure

485

% of target achieved relative to base year

71.3527851458886

Target status in reporting year

Underway

Please explain

As part of our Travel with Purpose 2030 Goals, 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 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.

Target reference number

Target 2

Category of target

Other, please specify (Water stewardship)

Target coverage

Company-wide (direct operations only)

Quantitative metric

Other, please specify (Soap recycling)

Year target was set

2017

Base year

2017

Base year figure

Target year

2030

Target year figure

Reporting year figure

% of target achieved relative to base year

<Calculated field>

Target status in reporting year

Underway

Please explain

Hilton helps 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. Given our scale and our global operations across 123 countries and territories, driving WASH in our local communities has the potential to save a significant number of lives and contribute to achieving water security in the regions in which we operate. 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. Soap recycling is being adopted across all of our hotels through the use of our brand standards. Through our soap recycling partnership with Clean the World, we recycled our soap into more than 2.3 million bars that have been donated to those in need. 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.

Target reference number

Target 3

Category of target

Other, please specify (Activate 20 community water projects to increase access and resilience.)

Target coverage

Company-wide (direct operations only)

Quantitative metric

Please select

Year target was set

2017

Base year

2017

Base year figure

0

Target year

2030

Target year figure

20

Reporting year figure

9

% of target achieved relative to base year

45

Target status in reporting year

Underway

Please explain

In 2021, Hilton and WWF completed two water projects. 1) Supported a project in the Kwando Basin in central south Africa. The Kwando basin is well known for its wildlife, being home to numerous nature reserves. Threats to the basin include urbanization and climate change. WWF implemented a project covering the entire Kwando basin. Through this partnership WWF could monitor water flows that in turn will facilitate sustainable and resilient management of the basin. 2) Conducted wetland conservation to maintain and restore biodiversity and critical ecosystem services. This has been done through engaging the various Central and State Governments. The Keshopur-Miani and Kokkarebellur Community Reserves are two key wetlands that WWF-India supports. Hilton also partnered with ProNatura in Mexico to contribute to improvements in community water access including improve and optimize water distribution systems and installing 16 communal water storage tanks. In 2022 through the Hilton Global Foundation provided climate action grants to organizations such as WaterAid working on Increasing access to safe water supply through rehabilitation of a water source. Expanding access to clean water by extending a water network to 4 solar-powered e-taps in Tanzania & South Africa. We supported The Nature Conservancy in Ecuador & China Working with indigenous communities to promote the cultivation of two native fish species, enabling them to produce their own food and reducing the dependence on commercial products.

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?

Disclosure module	Data verified	Verification standard	Please explain
W1 Current state	2022 water withdrawals and Consumption in: year over year comparison	Other, please specify (ANSI-ANAB Standard (ISO))	DEKRA Certification Inc. (DCI) provides annual independent validation services for our ESG reporting, including annual verification of LightStay outputs 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. The validation involved a thorough review of meter reads, billing data, calculations and methodologies. 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 limited assurance that the reported 2022 water use (withdrawals) are accurate. A copy of DEKRA's 2022 Assurance Report can be found here: https://esg.hilton.com/wp-content/uploads/sites/4/2023/04/2022-Assurance-Statement.pdf

W10. Plastics

W10.1

(W10.1) Have you mapped where in your value chain plastics are used and/or produced?

	Plastics mapping	Value chain stage	Please explain
Row 1	Not mapped – and we do not plan to within the next two years	<Not Applicable>	

W10.2

(W10.2) Across your value chain, have you assessed the potential environmental and human health impacts of your use and/or production of plastics?

	Impact assessment	Value chain stage	Please explain
Row 1	Not assessed – and we do not plan to within the next two years	<Not Applicable>	

W10.3

(W10.3) Across your value chain, are you exposed to plastics-related risks with the potential to have a substantive financial or strategic impact on your business? If so, provide details.

	Risk exposure	Value chain stage	Type of risk	Please explain
Row 1	Not assessed – and we do not plan to within the next two years	<Not Applicable>	<Not Applicable>	

W10.4

(W10.4) Do you have plastics-related targets, and if so what type?

	Targets in place	Target type	Target metric	Please explain
Row 1	Yes	Plastic packaging	Reduce the total weight of plastic packaging used and/or produced	Plastics is a major area of focus for Hilton. Through our Travel with Purpose 2030 Goals, we are committed to reducing landfilled waste intensity in our managed operations by 50% (2008 baseline), and we are working with our hotels to increase their recycling rates. We are especially focused on taking necessary steps to replace single-use plastic items with reusable items. In 2022, we continued to focus on reducing single-use items through various programs launched in hotels and in partnership with local suppliers. Guests can expect most of our hotels to be free of miniature toiletries by the end of 2023. Our app-based Digital Key program saw greater adoption in 2022, as more guests chose to bypass the front desk and check in virtually. Many of our hotels around the world have implemented sustainable hydration solutions such as reusable drinking vessels, refill stations and closed loop bottling systems. Currently, more than 2,400 hotels have hydration stations offered for guests.

W10.5

(W10.5) Indicate whether your organization engages in the following activities.

	Activity applies	Comment
Production of plastic polymers	No	
Production of durable plastic components	No	
Production / commercialization of durable plastic goods (including mixed materials)	No	
Production / commercialization of plastic packaging	No	
Production of goods packaged in plastics	No	
Provision / commercialization of services or goods that use plastic packaging (e.g., retail and food services)	Yes	Plastics is a major area of focus for Hilton. Through our Travel with Purpose 2030 Goals, we are committed to reducing landfilled waste intensity in our managed operations by 50% (2008 baseline), and we are working with our hotels to increase their recycling rates. We are especially focused on taking necessary steps to replace single-use plastic items with reusable items. Source of single use plastics at our properties is primarily plastic water bottles, packaging of items sold in the gift shop, packaged food and spa items.

W10.8

(W10.8) Provide the total weight of plastic packaging sold and/or used, and indicate the raw material content.

	Total weight of plastic packaging sold / used during the reporting year (Metric tonnes)	Raw material content percentages available to report	% virgin fossil-based content	% virgin renewable content	% post-industrial recycled content	% post-consumer recycled content	Please explain
Plastic packaging sold	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Plastic packaging used		Please select	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>	

W10.8a

(W10.8a) Indicate the circularity potential of the plastic packaging you sold and/or used.

	Percentages available to report for circularity potential	% of plastic packaging that is reusable	% of plastic packaging that is technically recyclable	% of plastic packaging that is recyclable in practice at scale	Please explain
Plastic packaging sold	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Plastic packaging used	Please select	<Not Applicable>	<Not Applicable>	<Not Applicable>	

W11. 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.

W11.1

(W11.1) Provide details for the person that has signed off (approved) your CDP water response.

	Job title	Corresponding job category
Row 1	Vice President, Global ESG	Other C-Suite Officer

SW. Supply chain module

SW0.1

(SW0.1) What is your organization's annual revenue for the reporting period?

	Annual revenue
Row 1	8773000000

SW1.1

(SW1.1) Could any of your facilities reported in W5.1 have an impact on a requesting CDP supply chain member?

We do not have this data and have no intentions to collect it

SW1.2

(SW1.2) Are you able to provide geolocation data for your facilities?

	Are you able to provide geolocation data for your facilities?	Comment
Row 1	No, this is confidential data	

SW2.1

(SW2.1) Please propose any mutually beneficial water-related projects you could collaborate on with specific CDP supply chain members.

SW2.2

(SW2.2) Have any water projects been implemented due to CDP supply chain member engagement?

No

SW3.1

(SW3.1) Provide any available water intensity values for your organization's products or services.

Submit your response

In which language are you submitting your response?

English

Please confirm how your response should be handled by CDP

	I understand that my response will be shared with all requesting stakeholders	Response permission
Please select your submission options	Yes	Public

Please indicate your consent for CDP to share contact details with the Pacific Institute to support content for its Water Action Hub website.

No

Please confirm below

I have read and accept the applicable Terms