

# TRAVEL WITH PURPOSE

# Water Stewardship

## HILTON'S MISSION IN OUR COMMUNITIES

At Hilton, we leverage our vast global footprint to provide local solutions for the communities where we operate. Our Travel with Purpose corporate responsibility strategy – including commitments to creating opportunities for youth, environmental stewardship and community resiliency – empowers our 360,000 Team Members to apply their passion for hospitality to make a lasting, positive difference in people's lives.

Water is an essential but often under-valued resource upon which the health of our business depends. In much of the world, freshwater resources are becoming increasingly scarce due to overconsumption, pollution, climate change and poor management.

These water challenges present a direct impact on the communities where our hotels operate and on our ability to meet our operational and guests needs. Further, the hospitality sector is growing in areas where water is or will become scarce. In these locations, we need to consider and balance the needs of all users: local communities, agricultural developers, and ecosystems. To do so, we must better understand how our water stewardship can promote climate change adaptation, resilience-building and multi-hazard disaster risk reduction.

## HILTON'S WATER STEWARDSHIP JOURNEY

Hilton's journey of water stewardship began in 2009 with the active minimizing of water usage in our operations. As a large consumer of water, we realized how important it was to drive efficiencies to sustain our operations and to protect the water supply in the destinations we serve over the long term. These efforts resulted in a reduction in the water use in our hotels by nearly 17 percent from 2009 through 2015.

To achieve these water savings, we leverage our measurement platform, LightStay, to understand how our hotels are managing and reducing their water use over time. With over seven years of global data across our portfolio of hotels, we are working to make thoughtful decisions that will drive greater efficiencies, savings and value, while offering data-driven tools and trainings for our hotels.










Water flows through Hilton's entire value chain – from our key suppliers to our hotels and guests, to the communities where we operate. Going forward, we aim to expand upon our hotels' operational efforts into the parts of our value chain that are exposed to high water risk, as well as the communities that are increasingly exposed to high levels of water stress. By joining with others – suppliers, service providers, guests and local communities – to address critical water risks and stresses, we will do our part to ensure the availability and sustainable management of water and sanitation for all.

## HILTON'S WATER STEWARDSHIP COMMITMENT

**By 2025, Hilton will adopt water stewardship throughout our value chain and, in regions where water stress is most acute, we will bring Hilton's innovation and influence to drive positive change where it is most needed. We will do this through a comprehensive and coordinated water stewardship strategy that includes:**

- Global assessment of water risk to identify priorities regions for value chain action on water.
- Extended value chain analysis of challenges and opportunities in priority water regions, including positive and negative impact of Hilton operations.
- Establishment of a water stewardship strategy for each major value chain area with associated targets and key performance indicators, including consultation with stakeholders and partners.
- Incorporation of key programs, such as LightStay, to bring best-in-class water-related data and guidance to implementation, documentation and monitoring efforts of the water stewardship program.
- Empowerment of Hilton Team Members and community partners to drive local implementation.

We are committed to multi-stakeholder collaboration as a foundation of success in implementing this strategy. To mitigate and adapt to present and future water risks, we will focus on the following areas of our value chain:

	 <b>Hotels &amp; Guests</b>	 <b>Suppliers &amp; Services</b>	 <b>Community &amp; Watersheds</b>
<b>Water Impact</b>			
<b>Influence Level</b>			

## HOTEL AND GUESTS

- Provide access to safe water, sanitation and hygiene at the workplace, in line with WASH standards, for all employees at Hilton managed hotels
- Pursue best-in-class operational excellence, including:
  - Using principles of the Alliance for Water Stewardship (AWS) Water Stewardship Standard as a self-assessment guide at Hilton managed properties within priority water regions;
  - Setting targets for water use and discharge wastewater in full compliance with local regulations and where needed, treating our wastewater internally before release to the environment; and
  - Adopting the Hotel Water Measurement Initiative methodology and performance tracking for all property water use.
- Empower our staff and guests to make a positive difference on properties and in watersheds by:
  - Having employees at Hilton managed hotels in water-stressed regions complete water stewardship training;
  - Through LightStay, raising awareness and share best practice with hotels on local water issues in areas of high risk;
  - Driving savings of embedded water through food waste reduction programs; and
  - Engaging guests in supporting freshwater conservation in 'destination hot spots.'
- Align with the UN Global Compact as a signatory to the CEO Water Mandate
- Embrace responsible construction and renovation best practices



## SUSTAINABLE SUPPLY CHAINS

- Set clear expectations with our suppliers that they comply with all applicable environmental laws, provide provision of a safe and healthy work environment, including safe water for drinking and hygiene
- Drive positive impact with top suppliers through collective action on regions of shared water risks
- Set targets to address water risks in top commodities
- Incorporate water stewardship guidance/criteria into procurement and service decision processes

## SUSTAINABLE COMMUNITIES & WATERSHEDS

- Raise awareness and share best practice with hotels on local water issues and stakeholder engagement
- Pursue local “pilot” projects in communities and watersheds that foster learning and best practice case studies that can promote and expand water stewardship impact in strategic locations

