

Human Rights

Human rights are the basic rights and freedoms that all people are entitled to and are central to sustainable development. Business respect for human rights is inextricably linked to responsible business, from how a company lives its values to how it manages its risks and reputation.

Goal

Assess and address human rights impacts in our operations and supply chain with metrics to evaluate the progress and gaps that need to be evaluated.

Introduction

In the United Nations Guiding Principles on Business and Human Rights (UNGPs) the UN defines the respective role of companies in assessing human rights. The UNGP states that governments have the duty to translate the international body of human rights into their national legislation. On the other hand, companies have a responsibility to operate and conduct the appropriate due diligence to identify, manage and, where appropriate, mitigate their impact on human rights.

Hilton is one of the largest hospitality companies in the world. Our global reach and vast supply chains present a unique opportunity to make a measurable impact across a range of human rights issues. Complying with local laws and conducting our relationships with integrity are key to maintaining smooth business operations and supporting ongoing growth.

Impact Highlights

58,000+ Hilton Team Members*



Trained more than 58,000 Hilton Team Members on issues related to ethics, human rights, and child trafficking through the continued global rollout of our Code of Conduct in 2014.

14,000+ Hilton Managers

Trained more than 14,000 Hilton managers in our ethics and anti-corruption training in 2014.



2,400+ Hilton GMs

Trained more than 2,400 Hilton General Managers in child trafficking awareness.



100%

Scored 100 percent on the Human Rights Campaign (HRC) Corporate Equality Index in the United States in 2015.

1,500 Children

Reached an estimated 1,500 at-risk children in Nigeria, South Africa, Thailand, Turkey, and the United Kingdom through the Hilton Anti-Trafficking Fund.



78 Leaders

Invested in 78 international women leaders since 2013 to participate in a two-week interactive learning and networking program in partnership with Vital Voices.

Our Approach

Hilton operates with a respect for the rights of the people we employ, serve as customers and do business with along our supply chain. Our approach focuses on continually evaluating and prioritizing human rights risks. We started by outlining our commitment to human rights, good governance and ethical conduct in our **Global Code of Conduct**. Hilton Team Members, as well as our business partners, are expected to maintain these standards.

According to the UNGPs, companies are expected to assess their human rights impacts. In 2015, we completed our first global human rights assessment across our operations, as well as a global supply chain risk assessment, which included a range of human rights, social and environmental issues. From our findings, we have developed an action plan to address priority areas of impact in our direct operations and with our business partners, including our suppliers.

One risk area that has been identified in the hospitality industry is human trafficking. The hospitality business, especially hotels and restaurants, may be used for human trafficking unknowingly. Human trafficking is the fastest growing and second largest criminal industry in the world today and presents itself in two forms: commercial sex trafficking and forced labor trafficking. We made our first public commitment to address the issue of child trafficking and sexual exploitation by signing the **ECPAT Code of Conduct** in 2011 and have since focused on training and educating hotels and partnering with experts to create survivor empowerment programs in key markets.

Action

Code of Conduct

The **Hilton Global Code of Conduct** includes language supporting the human rights of all, and condemning and forbidding all forms of human trafficking and commercial exploitation. Hilton Team Members, as well as our business partners, are expected to maintain these standards. In 2014 more than 58,000 Hilton Team Members had completed the online Code of Conduct training module, in addition 554 properties participated in offline training.

Further to the UK Modern Day Slavery Act, we are committed to preventing and monitoring risks of slavery / forced labor in our supply chain. In 2015, we launched our **Responsible Supply Chain Policy**, which defines our expectations for our suppliers to live up to the standards detailed in our Code of Conduct, including respect for human rights and the prevention of forced labor in our supply chain. We developed a plan to communicate this policy with our suppliers and started a comprehensive review of our supply chain risks, including risks of trafficking. This analysis will help us develop a risk management action plan.

Hilton Team Members are expected to report misconduct and potential violations of law or policies. They can do so anonymously on the Hilton Hotline, which is administered by an independent third party that collects information for transmission to the Hilton Compliance Team.

ECPAT Code of Conduct

As part of our commitment to the **ECPAT Code of Conduct**, we have implemented a robust

Child Trafficking Advocacy spreads to Thailand

Boom Mosby, Founder of the HUG Project in Thailand, had a long history of working with local NGOs and police to investigate cases of human trafficking and connect survivors with the services they need. Within six months of participating in the **Global Freedom Exchange** (GFE), Boom established the Children's Advocacy Center in Chiang Mai, the first of its kind in the country. Boom credits her inspiration to her visit to the Dallas Children's Advocacy Center, where she spent several hours with the Director and other staff during her two-week visit to the United States as part of the GFE program. Boom continued to pay it forward by recommending two colleagues from the Center who were part of the 2015 class of the Global Freedom Exchange.



training and education program for our hotels. We have reached thousands of Hilton General Managers and department leaders with our Child Trafficking Awareness training at our hotels. In addition, we offer franchise employees** an optional online training through Hilton Worldwide University.

Policies and Practices

Hilton Team Members are also educated on issues that could be suspect to labor policies and are encouraged to report issues to the Hilton Hotline with complete anonymity.

We're also continually examining our marketing and communication materials to ensure the language, spirit and intent is inclusive and welcoming to all audiences. For instance, last year we updated the Hilton HHonors Terms and Conditions language surrounding Point Redemption from 'Spouse Stays Free' to '2nd Guest Stays Free' to ensure our marketing language didn't communicate any unintended biases.

Partnerships | Associations Awards | Certifications



In partnership with **Vital Voices**, we launched the **Global Freedom Exchange** (GFE), an international network of activists on the forefront of global efforts to prevent and respond to the crime of child trafficking. Since 2013, Hilton and Vital Voices have brought together more than 78 women leaders from 39 countries to participate in a two-week learning and networking program. We also have funded program participants to launch or expand local training, advocacy and survivor services programs.



In 2014, we created the **Hilton Anti-Trafficking Fund** with the **Global Fund for Children** to support grassroots anti-trafficking efforts around the world. The fund supports five innovative, high-potential organizations in affected communities with annual grants and services. Over the course of the initial three-year project, an estimated 1,500 children in Nigeria, South Africa, Thailand, Turkey and the United Kingdom will be reached.



In 2015, we were one of the first hospitality companies to join two of the most respected forums based on peer learning and cross-industry collaboration on business and human rights: **Business for Social Responsibility Human Rights Working Group** and **Global Business Initiative**. We are also members of the **International Tourism Partnership's** (ITP) Labour Standards Working Group which brings global hospitality brands together to develop common approaches to industry-wide challenges.



Hilton became the first hospitality company to join the U.S. State Department's **Global Equality Fund**, an initiative working to advance and protect the human rights of lesbian, gay, bisexual and transgender (LGBT) persons around the world.



Since 2012, Hilton has consistently received recognition from the **Human Rights Campaign's Corporate Equality Index**, a U.S. benchmarking survey and report on corporate policies and practices related to LGBT workplace equality. In 2015, Hilton received a perfect score of 100 percent. Hilton was also one of a few dozen companies to sign an HRC statement opposing all U.S. state based laws that discriminate against the LGBT community. This past year, the company was also the 100th member of the **Human Rights Campaign's Business Coalition for Workplace Fairness**. The coalition is made up of leading U.S. employers that support the Employment Non-Discrimination Act.

* Hilton Team Members include employees of Hilton Worldwide at corporate offices, owned, managed, leased and timeshare properties.

** Franchise employees include employees at independently owned and operated franchised properties. While franchisees and their employees are not employed by us, they are a large part of our brands and our culture of hospitality. In addition to our corporate responsibility initiatives, we offer franchisees training and recognition programs and provide them with other resources that are relevant to them and their businesses.