

### Hilton Worldwide Overview

All data as of March 31, 2016

April 2016



























### Overview

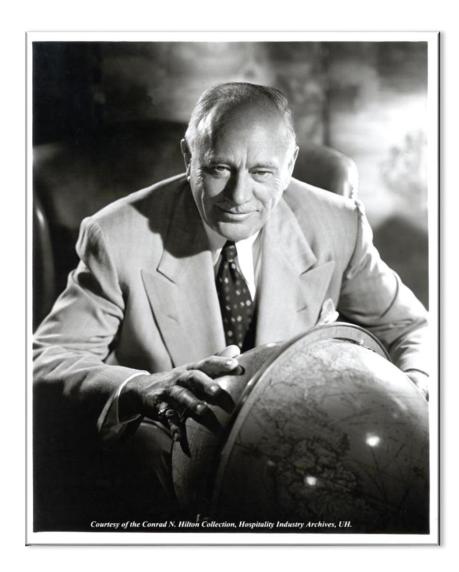


- Hilton Worldwide is a leading global hospitality company with 13 brands spanning the lodging sector
- Our brands are comprised of:
  - more than 4,660 hotels and timeshare properties
  - nearly 765,000 rooms
- Hilton Worldwide continues to be the fastest growing global hospitality company by number of rooms



### Our Vision





"To fill the earth with the light and warmth of hospitality."

- Conrad N. Hilton



We will be the preeminent global hospitality company – the first choice of guests, Team Members and owners alike.

### **Our Values**



Н	HOSPITALITY	We are passionate about delivering exceptional guest experiences
	INTEGRITY	We do the right thing, all the time
L	LEADERSHIP	We are leaders in our industry and in our communities
Τ	TEAMWORK	We are team players in everything we do
$\bigcirc$	OWNERSHIP	We are the owners of our actions and decisions
Ν	NOW	We operate with a sense of urgency and discipline



Aligning our Culture and Organization

Maximizing
Performance Across
the Enterprise



Strengthening and Expanding our Brands and Commercial Services Platform

Expanding our Global Footprint



Luxury & Lifestyle







**Full Service** 









**Focused Service** 











Timeshare



### Hilton HHonors™



- Award-winning guest loyalty program for Hilton Worldwide's 13 distinct hotel brands
- Allows HHonors members to turn earned points into "Experiences Worth Sharing™"
- Membership is free, and travelers may enroll online by visiting HiltonHHonors.com
- Hilton HHonors membership has doubled since December 31, 2007 to more than 52 million members
- Hilton HHonors members account for more than 50% of all occupied room nights











### Hilton Worldwide Executive Committee





Christopher J. Nassetta
President & Chief Executive
Officer



Joe Berger Executive Vice President & President, Americas



Kristin Campbell
Executive Vice President &
General Counsel



Ian R. Carter
President, Global Development,
Architecture, Design &
Construction



Jim Holthouser Executive Vice President, Global Brands



Kevin Jacobs
Executive Vice President &
Chief Financial Officer



Bill Margaritis
Executive Vice President,
Corporate Affairs



Matt Richardson
Head of Architecture,
Design & Construction



Martin Rinck
Executive Vice President &
President, Asia Pacific



Matthew W. Schuyler
Executive Vice President &
Chief Human Resources Officer



Chris Silcock
Executive Vice President &
Chief Commercial Officer



Simon Vincent
Executive Vice President &
President, Europe, Middle
East & Africa



Mark Wang
President, Hilton Grand
Vacations



### Hilton Worldwide At-A-Glance

The following highlights are recent examples of how we at Hilton Worldwide are furthering our mission to be the preeminent global hospitality company

### Corporate Highlights



### Hilton Worldwide (NYSE: HLT):

- As of Q1 2016, Hilton Worldwide has maintained the position of the largest global hotel company
- Has the largest global pipeline in the industry with 1,729 hotels with approximately 280,500 rooms[i]
- At over 19 percent, Hilton Worldwide also has the largest share of rooms under construction globally[i]
- Over 145,000 rooms, or 52 percent of the pipeline, were located outside of the United States



### History of Hilton Worldwide

For nearly a century, Hilton Worldwide has been offering business and leisure travelers the finest in accommodations, service, amenities and value.

### Milestones 1919-1964



1920 

1930

1940

1950

1960

1964

Corporation.

#### 1919

Conrad Hilton purchases his first hotel, The Mobley, in Cisco, Texas.



#### 1925

Conrad Hilton opens the Dallas Hilton, the first hotel to carry the Hilton name.



#### 1943

With the purchase of the Roosevelt and Plaza hotels in New York City, Hilton becomes the first coastto-coast hotel group in the United States.



#### 1946

The Hilton Hotels Corporation is formed, and files to list on the New York Stock Exchange.



#### 1949

Conrad Hilton buys "the greatest of them all," the original Waldorf Astoria in New York, NY.



Hilton International is born, with the opening of the Caribe Hilton in Puerto Rico.



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#### 1954

Hilton buys the Statler Hotel Company for \$111 million, which at the time was the largest real estate deal ever.



Hilton International forms as a separate company, with Conrad Hilton as president. Two years later, Conrad Hilton's son Barron succeeds him as president of the domestic Hilton Hotels



#### 1958

Barron Hilton introduces the new Hilton Carte Blanche credit card, the premier travel and entertainment card owned by Hilton Hotels.



### Milestones 1969-2006



1970

1980

1990

2000



#### 1969

The first DoubleTree hotel opens in Scottsdale, AZ.



#### 1970

Hilton becomes first NYSE-listed company to enter domestic gaming business, purchasing the Las Vegas Hilton and the Flamingo Hilton.



#### 1979 Conrad N. Hilton passes away at age 91.

#### 1982

Conrad Hotels founded. with the goal of operating a network of luxury hotels and resorts in the world's major business and tourism



HOTELS & RESORTS™

#### 1984

First Embassy Suites hotel opens in Kansas City-Overland Park, MO and first Hampton Inn opens in Memphis, TN.



#### 1987

Hilton introduces Hilton HHonors™, its quest loyalty program.



#### 1989

First Homewood Suites hotel opens in Omaha, NE.



#### 1990

The Hilton Garden Inn brand makes its debut. with four locations. It later expands to more than 500 properties.



#### 1999

Hilton Hotels Corporation acquires Promus Hotel Corporation, expanding its family of brands to include DoubleTree, Embassy Suites Hotels. Hampton Hotels and Homewood Suites by Hilton.

#### 2002

Hilton Worldwide Resorts launches as a vacation-ownership subsidiary, providing its members with premium resorts and exotic vacation experiences.



#### 2006

Hilton Hotels Corporation reacquires Hilton International. reuniting the companies for the first time in 40 years and expanding Hilton's portfolio of brands worldwide.



### Milestones 2007-Present



## 2010 2020

#### 2007

Hilton Hotels Corporation completes merger with an affiliate of The Blackstone Group's real estate and corporate private equity funds. Christopher J. Nassetta is appointed as President and Chief Executive Officer.



#### 2009

Hilton Hotels Corporation changes its name and logo to Hilton Worldwide and moves its headquarters from Beverly Hills, California, to McLean, Virginia.



#### 2009

LightStay™, Hilton Worldwide's proprietary sustainability measurement program, launched as a brand standard across the globe.



#### 2011

Home2 Suites, a new concept in the extended-stay market, opens its first property in Fayetteville, NC.



#### 2013

Hilton returns to the New York Stock Exchange, to trade under the same ticker symbol HLT.



#### 2014

Hilton launches two new brands: a collection brand, Curio - A Collection by Hilton, and a lifestyle brand, Canopy by Hilton.





#### 2015

Hilton launches
Digital Key, adding to
other industryleading mobile app
featuring including
digital check-in and
room selection.



#### 2016

Tru by Hilton brand launches to reinvent the midscale market.



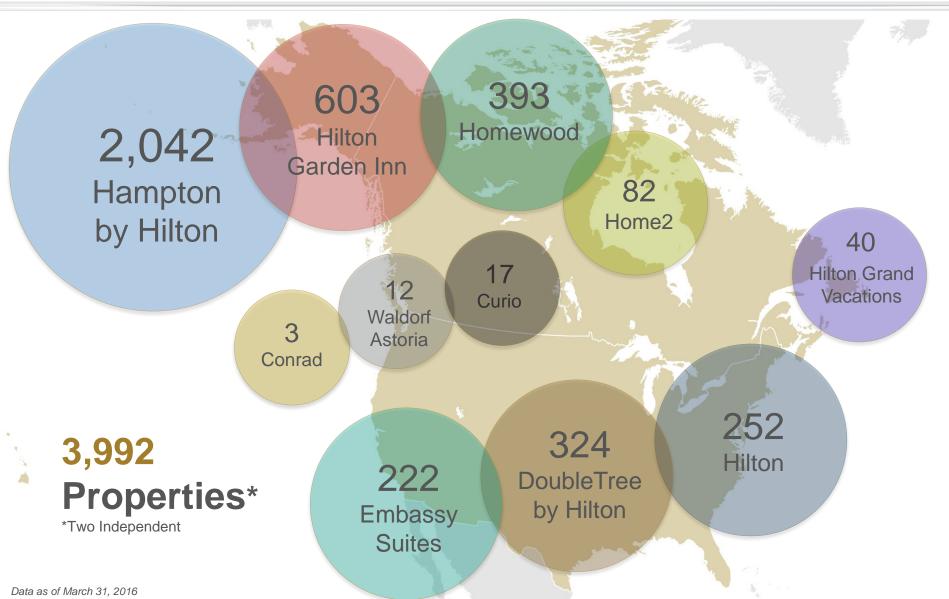
by HILTON"



### Regional Development

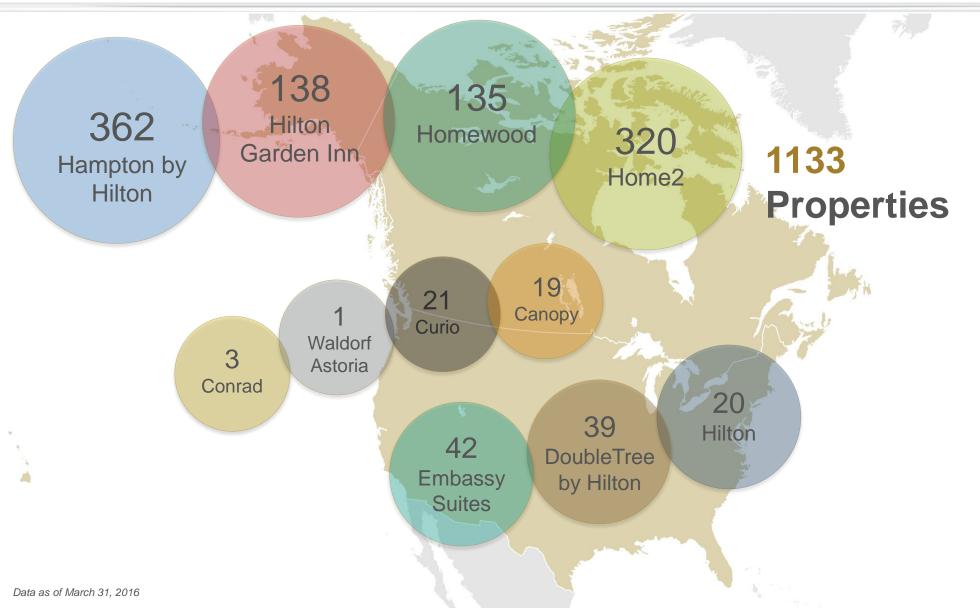
### United States & Canada Supply





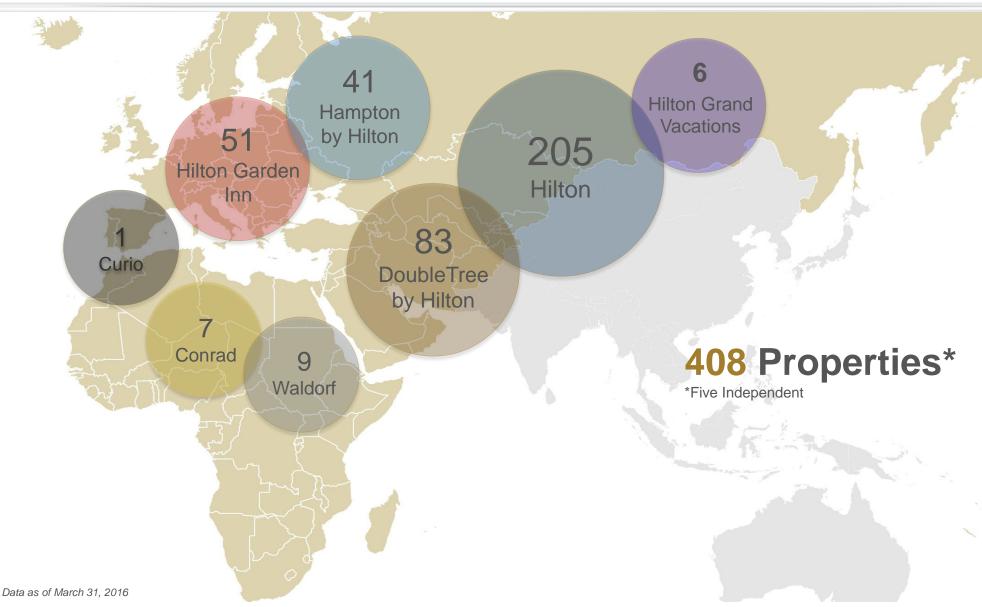
### United States & Canada Pipeline





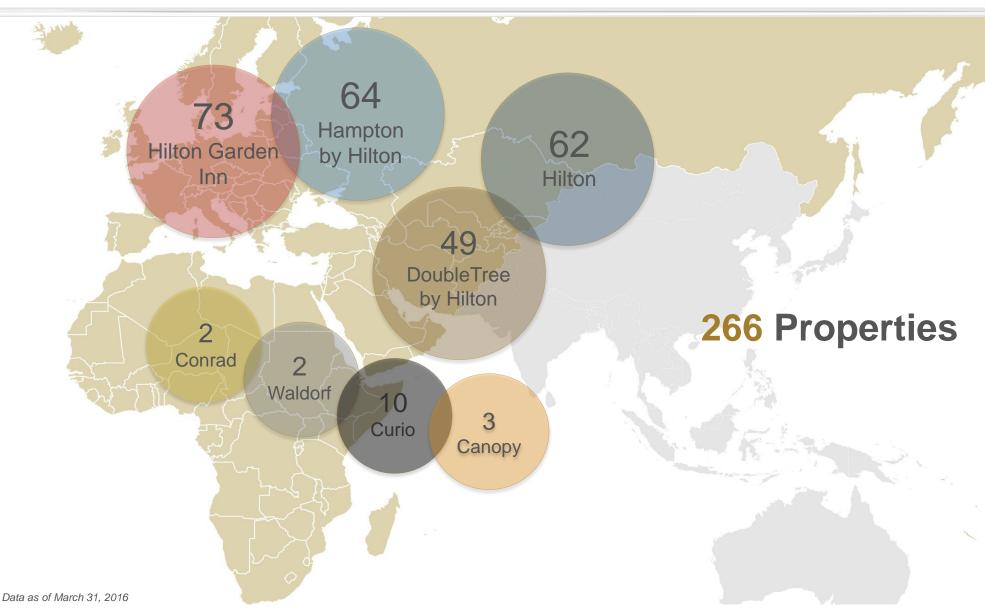
### EMEA (Europe/Middle East/Africa) Supply





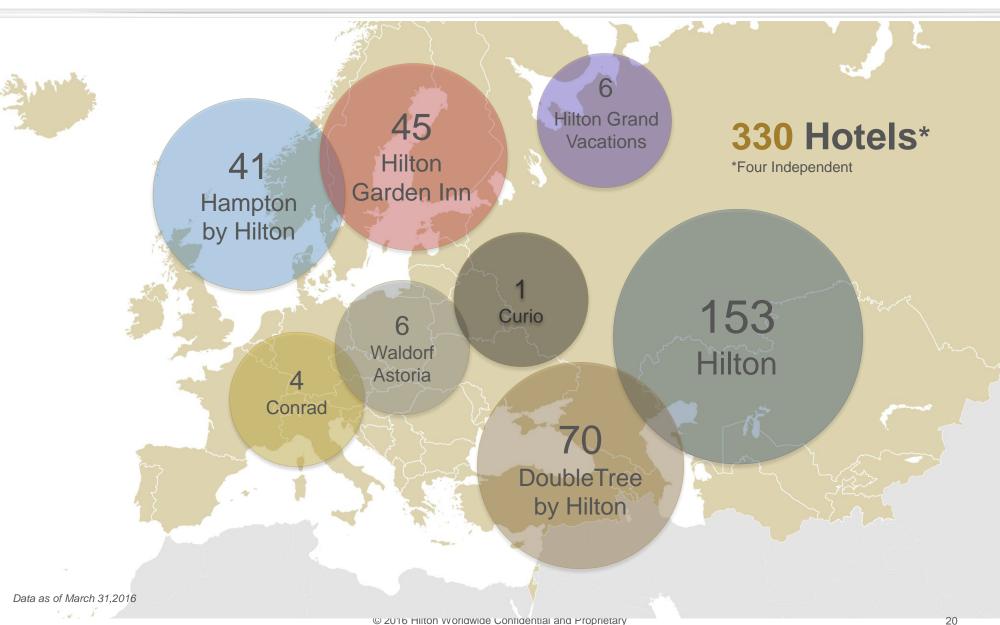
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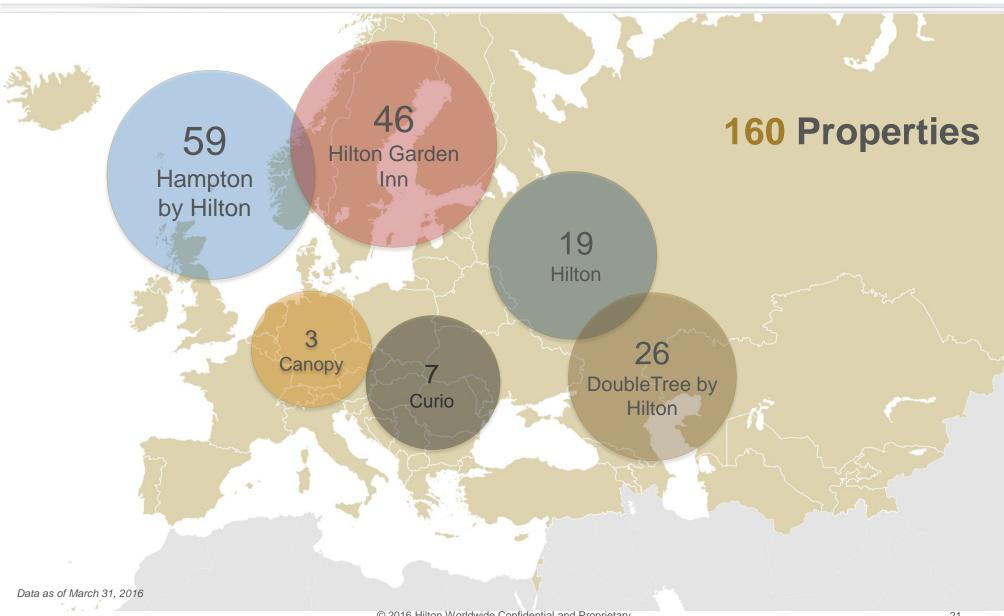
### **Europe Supply**





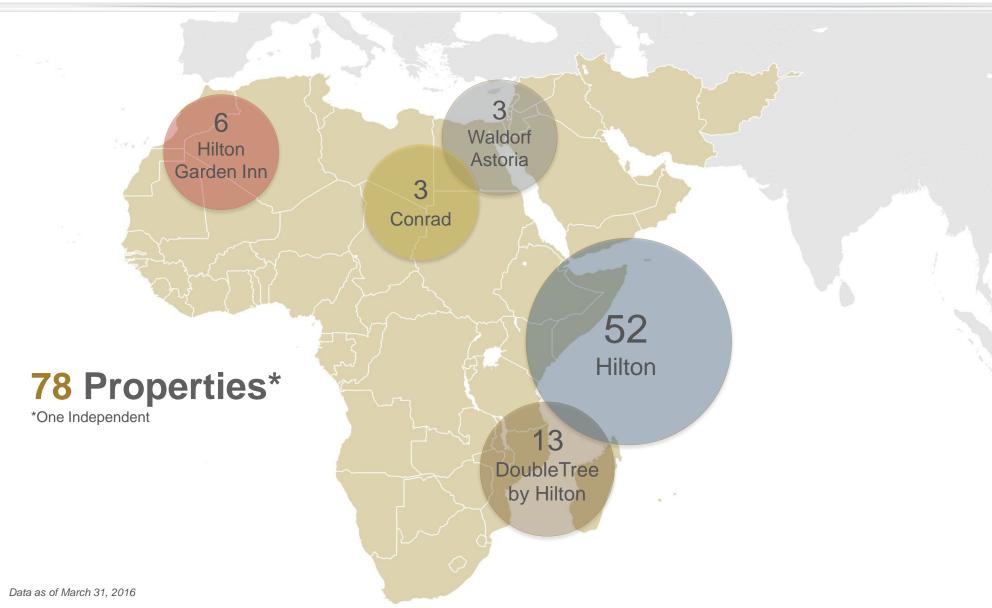
### **Europe Pipeline**





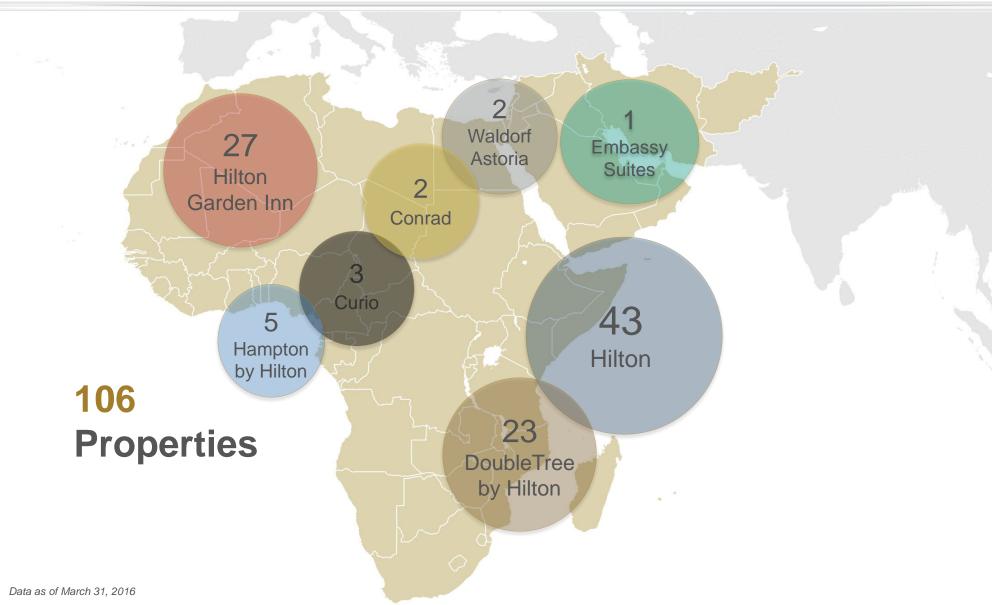
### MEA (Middle East/Africa) Supply





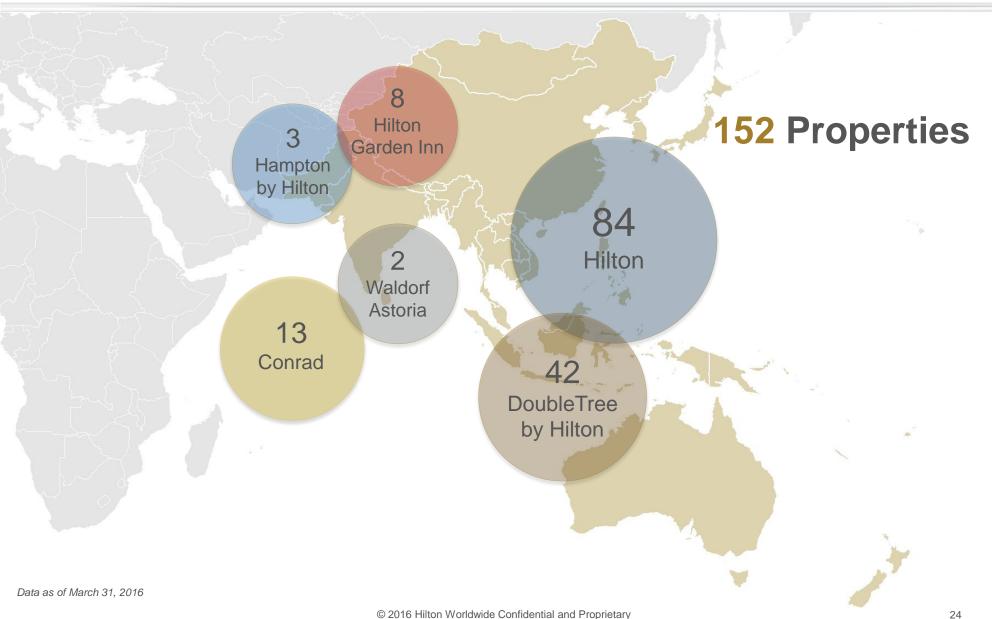
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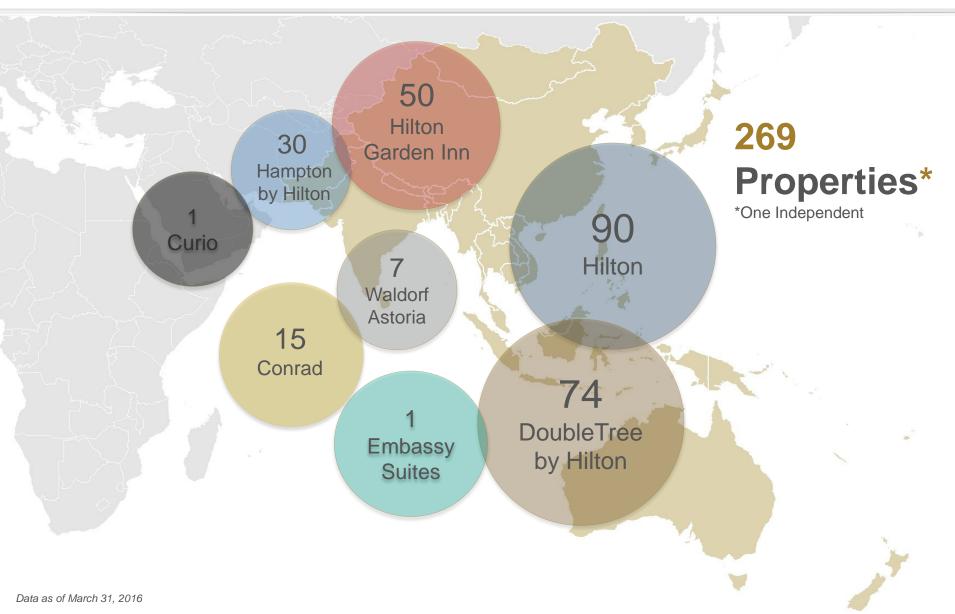
### **Asia Pacific Supply**





### Asia Pacific Pipeline







### **Brand Overviews**

### Hilton Hotels & Resorts

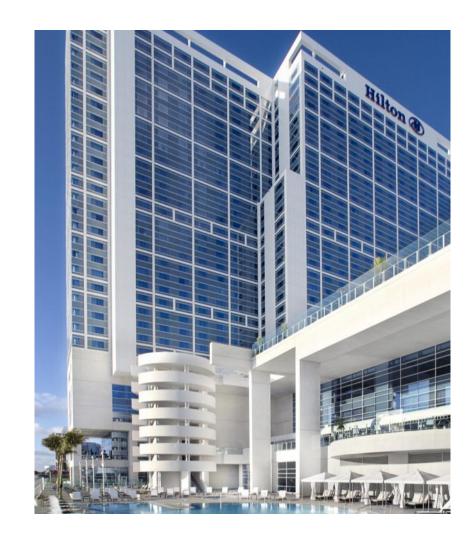




Number of Properties: 572

Number of Countries and Territories: 84

Segment: Full Service



### Waldorf Astoria Hotels & Resorts





Number of Properties: 25

Number of Countries and Territories: 12

Segment: Luxury



### Conrad Hotels & Resorts



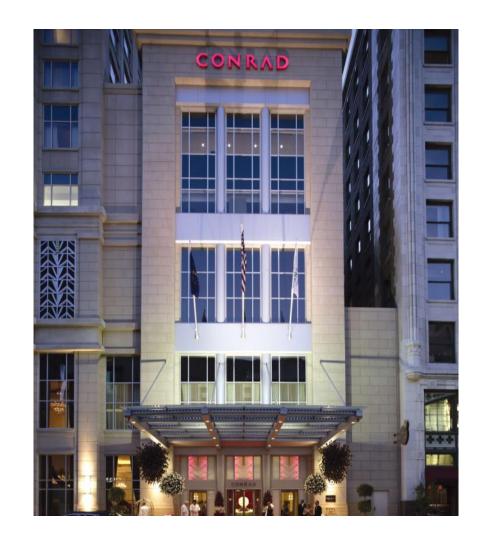
### CONRAD

HOTELS & RESORTS™

Number of Properties: 24

Number of Countries and Territories: 19

Segment: Luxury



### Canopy by Hilton





Number of Properties: Just Launched

Number of Countries and Territories: Just Launched

Segment: Accessible Lifestyle



### Curio – A Collection by Hilton



# CURION BY HILTON\*

Number of Properties: 21

Number of Countries and Territories: 4

Segment: Full Service



### DoubleTree by Hilton





Number of Properties: 461

Number of Countries and Territories: 39

Segment: Full Service



### **Embassy Suites by Hilton**





Number of Properties: 228

Number of Countries and Territories: 6

Segment: Full Service



### Hilton Garden Inn





Number of Properties: 678

Number of Countries and Territories: 28

Segment: Focused Service



### Hampton by Hilton





Number of Properties: 2,123

Number of Countries and Territories: 20

**Segment: Focused Service** 



## Tru by Hilton







Number of Properties: Just Launched

Number of Countries and Territories: Just Launched

Segment: Focused Service

## Homewood Suites by Hilton





Number of Properties: 394

Number of Countries and Territories: 3

Segment: Focused Service



# Home2 Suites by Hilton

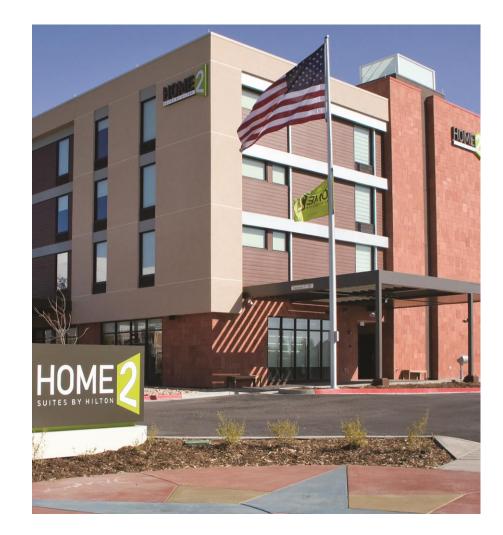




Number of Properties: 83

Number of Countries and Territories: 3

Segment: Focused Service



## Hilton Grand Vacations



# Hilton Grand Vacations

Number of Properties: 46

Number of Countries and Territories: 4

Total Rooms: 7,402

Club Members: 230,000+

Segment: Timeshare





# **Recent Awards**

### Hilton is a Great Place to Work



In 2016, Hilton Worldwide was recognized as a Great Place to Work in the following countries:

- China
- Colombia
- Italy
- Mexico
- Netherlands
- Peru
- United Arab Emirates
- United States

In the United States, Hilton Worldwide was selected as one of the 2016 Fortune 100 Best Companies to Work For, by global research and consulting firm Great Place to Work® and Fortune Magazine.



## J.D. Power and Associates



#### 2015



 Homewood Suites by Hilton received the highest ranking in the J.D. Power 2015 North America Hotel Guest Satisfaction Index Study in the upper extended stay segment



 J.D. Power awarded Hilton HHonors with "Highest in Customer Satisfaction with Hotel Guest Rewards/Loyalty Programs in a Tie."



## Entrepreneur Magazine















- Hampton Hotels was ranked #1 in Entrepreneur Magazine's annual Franchise 500 in 2015, for the fourth time in five years. This list is known as the world's first, best and most comprehensive franchise ranking
- In 2014, six Hilton Worldwide brands were named to Entrepreneur's list of 120 Most-Trusted Brands – including Hilton Hotels & Resorts, DoubleTree by Hilton, Embassy Suites, Hilton Garden Inn, Hampton Hotels and Homewood Suites by Hilton – more brands than any other hotel company



## 2015 Business Traveller Awards



- Hilton Hotels & Resorts was named
  - #1 Best Business Hotel Chain Worldwide
  - #1 Best Business Hotel Chain in the UK
  - #2 Best Business Hotel Chain in Europe
  - #2 Best Business Hotel Chain in North America
  - #4 Best Business Hotel Chain in the Middle East
- London Hilton on Park Lane was named the #2 Best Business Hotel in the UK
- Hilton Prague was named the #1 Best Business Hotel in Eastern Europe
- Hilton Warsaw was named the #4 Best Business Hotel in Eastern Europe
- The Waldorf Astoria New York was named the #1 Best Business Hotel in North America
- The Hilton London Heathrow Airport was named the #4 Best Airport Hotel
- Hampton by Hilton was named the #3 Best Budget Hotel Chain
- Hilton HHonors was named the #2 Best Hotel Loyalty Scheme





# Hilton Worldwide Corporate Responsibility





Hilton Worldwide invests in global partnerships and programs to activate hotel and office teams to drive not only positive social impact, but also support long-term business success. Travel with Purpose has played an important role in uniting our organization around a set of global issues that connect our business to society-creating opportunities, strengthening communities and preserving the environment.

## CREATING OPPORTUNITIES





As a global leader in our industry, the most important driver of our success is our people. We strive to create a nurturing, collaborative and inclusive culture and develop world-class learning and development programs to enable them to reach their goals. Additionally, we actively work to empower young people to achieve more through careers in hospitality.

#### **Progress:**

- Announced commitment to invest in youth in 2014 and have since reached more than 400,000 young people through apprenticeship programs, career engagement and life skills training
- Spent more than US \$1 Billion to date working with more than 4,000 minority and women-owned businesses through our Supplier Diversity Programs
- Hired over 7,300 U.S. veterans and spouses in our owned, managed and independently-operated franchise properties since 2013 as part of Operation: Opportunity
- Hosted over 750 career awareness events, impacting more than 90,000 young people during our annual month-long career awareness initiative Careers@HiltonLive: Youth in Hospitality



Hilton London Syon Park

## STRENGTHENING COMMUNITIES





Being a leader in our communities is a core value for Hilton. We have a rich history of community investment, and our founder's legacy of generosity permeates throughout our organization and our global service culture. Today our focus on strong, thriving communities encompasses volunteering, investments in local solutions and organizations, disaster support and human rights training, awareness and advocacy.

#### **Progress:**

- Achieved more than 213,000 volunteer hours activating during our 2015 Global Month of Service
- Activated more than 100 local solutions to community challenges through our Travel with Purpose Action Grant program equating to over \$280,000 USD of support.
- Continued global rollout of our Code of Conduct with more than 58,000 Team Members completing training on issues related to ethics, human rights and child trafficking
- Trained thousands of General Managers and department heads on child trafficking awareness
- Activated more than 4,100 global projects during our annual Global Month of Service



My Little Hilton

#### PRESERVING ENVIRONMENT





Environmental challenges have an impact on the wellbeing of people and ecosystems around the world. As a global business, we play a role in addressing these challenges by focusing on our areas of greatest impact. We strive to operate as efficiently as possible across our entire value chain. This includes identifying high impact areas where we can improve, establishing operational goals and effective policies, partnerships and programs and developing measurement and reporting tools to monitor our progress.

#### **Progress:**

- Became the first hospitality company to have hotels certified by the Department of Energy's Superior Energy Performance (SEP)
- Expanded proprietary technology to track, analyze, and improve natural resource management resulting in an estimated cumulative savings of \$550 million since 2009
- Reduced Energy use by 14.5 percent since 2009
- Reduce Carbon output by by 20.9 percent since 2009
- Reduced waste output by 27.6 percent since 2009
- Reduced water use by 14.1 percent since 2009
- Activated more than 22,000 Living Sustainably environmental awareness and action campaigns



Hilton Seychelles Labriz Resort and Spa

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