

# HILTON'S COMMITMENT TO FIGHTING FOOD WASTE

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Hilton

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WALDORF  
ASTORIA  
HOTELS & RESORTS

CONRAD  
HOTELS & RESORTS™

canopy  
BY HILTON

Hilton  
HOTELS & RESORTS

CURIO  
A COLLECTION BY HILTON™

DOUBLE TREE  
BY HILTON™

TAPESTRY  
COLLECTION  
BY HILTON™

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EMBASSY  
SUITES  
BY HILTON™

Hilton  
Garden  
Inn™

Hampton  
BY HILTON™

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HOMWOOD  
SUITES  
BY HILTON™

HOME2  
SUITES BY HILTON™

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Grand Vacations

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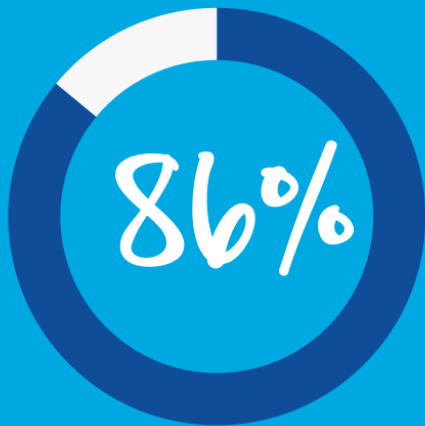


*"It has been and continues to be, our responsibility to fill the earth with the light and warmth of hospitality."*

-Conrad Hilton

100 years

OF GOOD IN OUR  
**COMMUNITIES**



**OF 70K GUESTS SAY HOTEL ENVIRONMENTAL AND SOCIAL RESPONSIBILITY IS IMPORTANT**

## THE BUSINESS CASE IS STRONG

20%

Say they research hotel brands' **environmental and social efforts** even if the **info is not easily accessible**

44%

**of those under 25**

Say they research hotel brands' **environmental and social efforts**

62%

Say they would switch brands if a company is in the news for unethical business practices, **even if it's more expensive**



# TRAVEL WITH PURPOSE



Our Commitment to Sustainable Travel and Tourism

**HILTON IS**

*Redefining*

**SUSTAINABLE  
TRAVEL**

**We are on a mission to cut our environmental footprint in half  
and double our social impact by 2030.**

# HILTON'S 2030 SUSTAINABLE F&B GOALS



By 2030, we will:

- **Reduce food waste** sent to landfill by 50%
- Participate in **food donation** programs where allowed by law
- Double our sourcing spend from **local and small businesses**
- **Sustainably source** all meat, poultry, produce and seafood
- Track progress through our **LightStay** system

# FOOD WASTE WORK TO DATE

- Partnership with **WWF**
- **45 pilot projects** at our hotels around the world
- Detailed **data tracking and analysis** of food waste reduction opportunities
- Insights for **Hotel | Kitchen** toolkit

**HOTEL | KITCHEN**

## Fighting Food Waste in Hotels





**Hilton Worldwide collaborates with World Wildlife Fund (WWF) to prevent food waste produced from banquets and buffets.**

**Waste reducing menus focus on accurate forecasting, maximized ingredients and plans for food recovery.**

**GUEST COUNT**

Communicating accurate guest count at key moments before your event helps to minimize waste.

Supply an adjusted guest count:

- 10 days before event to prevent unneeded food from being procured.
- 5 days before event to prevent unnecessary food preparation.
- Day of the event to maintain safety of unneeded food to reroute for donation.

**FOOD PREFERENCES**

Knowing guest food preferences allows chefs to create tailored menus to best meet event needs. Please communicate as much information as possible including bread, dessert, and protein preferences & dietary restrictions.

**STYLE OF SERVICE**

Plated meals produce the least amount of waste and ensure unneeded food is kept safe for donation.

If buffet is your preferred style of meal service, consider the use of service stations or setting a "last fill" time 15 minutes before event end to limit food leftover on plates or buffet lines.

**DONATION**

Overproduction should be minimized but, when when it can't be, recoverable food should be rerouted for consumption. Discuss options for food recovery and donation reporting with Hilton event staff.

DISCUSS THESE WASTE REDUCING STRATEGIES AND MORE WITH HILTON EVENT STAFF

# AMERICAS FOOD WASTE PILOT PROGRAM

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## In ten weeks, ten hotels:

- Reduced food waste by over **15%**
- Donated over **6,000 pounds** of food – enough to feed nearly 4,200 people!
- Kept nearly **260,000 pounds** of food out of the landfill (~**200,000 pounds of carbon emissions**)
- Learned best practices and lessons to inform adoption across our global portfolio







# HILTON'S "3 Ds"



## DECREASE

- Decrease the amount of food wasted in preparation and presentation

## DONATE

- Donate all edible excess food to a local food rescue organization

## DIVERT

- Divert inedible food from landfill to pig farms, waste to energy facilities, composting, or food digesters

# TECHNIQUES TO REDUCE FOOD WASTE

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## Pre-Service:

- Menu creation and cross-utilization
- Food prep techniques
- Sales conversations
- Purchasing & food storage
- Buffet presentation
- Conscious consumption cues
- Meet with Purpose
- Zero Waste menus

## Post-Service:

- Blast chill
- Donation
- Animal feed
- Waste to energy
- Composting
- Digesters

**JOIN US IN FIGHTING FOOD WASTE**  
WE ARE COMMITTED TO REDUCING FOOD WASTE BY 50% BY 2030

**PLAN AND PREP - USE THE MOST OF EVERY FOOD**

**STORE SMART TO MINIMIZE SPOilage**

**SEPARATE & MEASURE FOOD WASTE**

**DONATE ALL EDIBLE FOOD**

**COMPOST OR USE A FOOD DIGESTER TO KEEP FOOD OUT OF LANDFILL**

TO LEARN MORE, CHECK OUT THE CORPORATE RESPONSIBILITY PAGE ON THE LOBBY

TR

**ÚNASE A COMBATIR EL DESPERDICIO DE ALIMENTOS**  
ESTAMOS COMPROMETIDOS A REDUCIR EL DESPERDICIO DE ALIMENTOS EN UN 50% PARA EL 2030

Mientras 30% de los alimentos en todo el mundo son desperdiciados, hay más de 800 millones de personas que pasan hambre. ¿Qué vas hacer para combatir el desperdicio?

**DISMINUYA. DONE. DESVÍE.**

VISITE NUESTRA PAGINA DE RESPONSABILIDAD CORPORATIVA EN EL LOBBY PARA MÁS INFORMACION

TRAVEL WITH PURPOSE

# DRIVING TEAM MEMBER ENGAGEMENT

- **Transparency:** Communicate openly to ALL relevant staff before rolling out new bins or practices
  - Focus on the “WHY”
  - Solicit their ideas and input
- **Friendly competition:** Incentivize participation through innovative programs, such as a Clean Plate Club or recipe challenge
- **Consistency:** Positively reinforce waste separation scheme for all bins in the operation, if possible.
- **Ownership:** Encourage staff to actively observe the waste they dispose and share their thoughts, and involve staff in relationships with food donation partners

COMMUNICATE | COLLABORATE | EMPOWER | REWARD



# TRACKING PROGRESS

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You have no messages. Please keep an eye out for updates.

LightSTAY HLT Anatole, TX (DFWAN)

**Environmental Impact**

THIS HOTEL HAS REDUCED

**317**

Cars Off the Road

**Social Impact**

THIS HOTEL HAS COMPLETED

**13,430**

Meals Served

**Risk Data**

This section shows the external risk ratings for your hotel's location. It is measured based on the country and/or region's laws, policies, geographic vulnerabilities and social impact. You can use these as guidance to set your Travel with Purpose priorities, focusing your efforts on mitigating the highest risk areas.

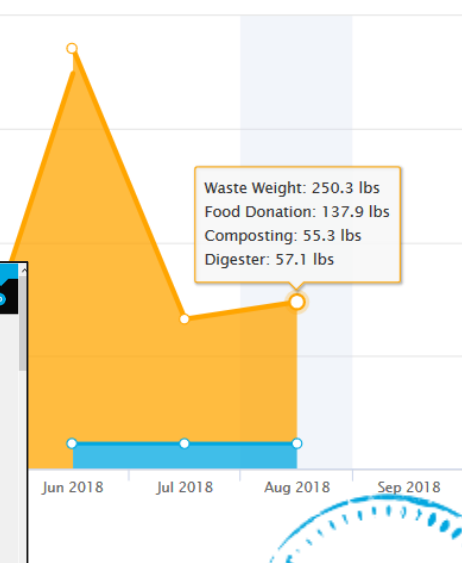
**Risk Reports**

Waste	Green	Women	Yellow
Water	Red	Youth	Yellow
Carbon	Green	Human Rights	Yellow
		Disaster	Green

**IMPROVEMENT TIPS**

Off-Site renewable energy: Renewable energy credits  
Reduce your hotel's indirect greenhouse gas emissions by purchasing renewable energy credits for all or a portion of the hotel's energy use.

## Food Waste Chart



You have no messages. Please keep an eye out for updates.

LightSTAY HLT Anatole, TX (DFWAN)

**Key Performance Indicators: FOOD WASTE**

LAST 12 MONTHS

**9,120 lbs**

TOTAL WASTE

**760 lbs**

WEEKLY AVERAGE

**2 lbs**

PER COVER

**150 lbs**

DONATED

**Data Entry**

Start Date	End Date	Food Donation	Composting	Digester	Recycled Cooking Oil	Covers	Waste Weight
08/12/2018							Weight: lbs
08/15/2018							Weight: lbs
						0.0	0.0 lbs

Use Metric Systems:  No  Yes

**ADD**



# WHAT CAN I DO AS A GUEST?

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- Smaller portions = less plate waste
- If planning an event, consider a plated meal rather than a buffet
- Ask about green meetings (Meet with Purpose), food donation, and Zero Waste menus
- Provide feedback to help us drive the dialogue!





# Q&A

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