



# Environmental, Social and Governance Report

**Hilton**  
GRAND VACATIONS

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# Forward Looking Statements

This presentation contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended and Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements convey management's expectations as to the future of HGV, and are based on management's beliefs, expectations, assumptions and such plans, estimates, projections and other information available to management at the time HGV makes such statements. Forward-looking statements include all statements that are not historical facts and may be identified by terminology such as the words "outlook," "believe," "expect," "potential," "goal," "continues," "may," "will," "should," "could," "would," "seeks," "approximately," "projects," "predicts," "intends," "plans," "estimates," "anticipates," "future," "guidance," "target," or the negative version of these words or other comparable words, although not all forward-looking statements may contain such words. The forward-looking statements contained in this presentation include statements related to HGV's revenues, earnings, taxes, cash flow and related financial and operating measures, and expectations with respect to future operating, financial and business performance and other anticipated future events and expectations that are not historical facts, including related to the acquisition and integration of Bluegreen Vacations Holding Corporation ("Bluegreen"). HGV cautions you that our forward-looking statements involve known and unknown risks, uncertainties and other factors, including those that are beyond HGV's control, that may cause its actual results, performance or achievements to be materially different from the future results. Any one or more of these risks or uncertainties, including those related to HGV's acquisition of Bluegreen, could adversely impact HGV's operations, revenue, operating profits and margins, key business operational metrics, financial condition or credit rating.

For additional information regarding factors that could cause HGV's actual results to differ materially from those expressed in this presentation, please see the risk factors discussed in our Annual Report on Form 10-Q and those described in other periodic reports that we file with the U.S. Securities and Exchange Commission.

# A message from **Mark Wang**

**CEO, Hilton Grand Vacations**

2023 was a year of opportunity and obstacles. Hilton Grand Vacations continued on our mission of “Putting People First.” This includes putting our teams, members and guests first, while providing exceptional vacations and experiences. At the same time, globally, much of the world experienced significant uncertainty, which impacted countless lives.

Among these, the devastating Maui wildfires stand out as a stark reminder of the power of natural disasters and the vulnerability of communities. This tragedy holds personal significance to me as Hawaii has always held a special place in my heart. I spent over 25 years living and working on the islands, and I’m proud we were able to provide both immediate and ongoing support for the critical relief and recovery efforts.

Contributing to the Maui wildfire relief efforts is only one example of how we remained committed to our people and communities and signifies the importance of supporting locally across our footprint always — but especially in the most challenging times.

These examples are a testament to our unwavering commitment to our people

and planet, and underscore several of our core values, particularly our value of integrity: doing the right thing, all the time.

Over the past year, our initiatives to ESG have been multifaceted and impactful, reflecting our dedication to creating a more sustainable future for all to be enjoyed for generations to come.



**Mark Wang**  
President & CEO

## “Our value of integrity: doing the right thing, all the time.”

### 2023 CONTRIBUTIONS AND HIGHLIGHTS

#### Contributions

# \$500K

of relief in total provided by **Hilton Grand Vacations (HGV)** through direct support to team members and residents, along with donations to a number of organizations including the Aloha United Way’s Maui Fire Relief Fund and the Hawaii Community Foundation’s Maui Strong Fund.

# 31K+

pounds of soap cumulatively donated to **Clean the World\***, which have been recycled into more than 215,000 bars of soap and donated to those in need. We are a proud supporter of Clean the World, a global health organization committed to improving the quality of life for vulnerable communities around the world.

# \$124K+

to support local communities, protect the land and preserve **Hawaiian culture**. Team members in Hawaii also participated in 21 volunteer events.

#### Highlights



Achieved **re-certification from Great Place to Work\***.



**Continued our national partnerships** with Boys & Girls Clubs of America, Habitat for Humanity International, American Red Cross and United Service Organizations (USO)<sup>™</sup>.



**Ranked No. 4 on Newsweek’s Most Loved Workplaces™ list**, among 100 U.S. companies recognized for exceptional workplace culture.

# About **Hilton Grand Vacations**

## BY THE NUMBERS\*

**525K+**  
members

**150+**  
resorts (owned and managed)

**~\$4B**  
total revenue FY23

**1992**  
year established

## OUR VISION

**Inspiring people to go further and share more.**

Our vision encourages every member, guest and team member to explore the world and share enriching experiences. Our mission of “Putting People First” and our core values are more than principles, they are integrated into every aspect of our operations and service.

*\*These figures represent data that is accurate as of end of 2023.*

### **NOW**

We operate with a sense of urgency and discipline.

### **HOSPITALITY**

We're passionate about delivering exceptional guest experiences.

### **OWNERSHIP**

We're the owners of our actions and decisions

### **INTEGRITY**

We do the right thing, all the time.



### **TEAMWORK**

We're team players in everything we do.

### **LEADERSHIP**

We're leaders in our industry and in our communities.

To learn more about HGV, please visit [corporate.hgv.com](https://corporate.hgv.com)

# Our Achievements

**Our awards are a testament to the positive workplace culture we've built together with our team members and reinforce HGV's commitment to innovate and invest in our greatest asset — our people.**

We take great pride in awards received for our focus on promoting work-life balance and providing family-friendly benefits. These accolades reflect the hard work and dedication of our team members and help attract and retain top talent.



**Newsweek's**  
"TOP 100 GLOBAL MOST LOVED WORKPLACES"  
14 /100 companies worldwide

"TOP 100 MOST LOVED WORKPLACES"  
13 /100 U.K. companies

**Orlando Sentinel**  
"TOP WORKPLACES 2023"  
7 Large Companies category

**Inside Business**  
"TOP WORKPLACES 2023"  
6 Large Companies category

**PRWeek Purpose Awards**  
"BRAND OF THE YEAR"  
for CSR program — HGV Serves

**Certification**  
"GREAT PLACE TO WORK"  
Employee-based survey results indicate 81% satisfaction

# Our Environmental Journey



# Navigating Toward a Greener Future

At the heart of our business, we harbor a deep commitment to environmental sustainability. Our journey toward sustainability is driven by a passion to preserve the natural beauty that our members and guests cherish with us during their adventures. Through awareness and engagement among our team members, members and guests, we strive to create a greener, more sustainable future for all. At HGV, we have implemented efforts tied to energy conservation, water stewardship, waste management and environmental volunteerism. We continue to focus on the achievements in Europe and building a foundation for future sustainability benchmarks in the U.S.

**Hilton Lightstay™ • Carbon Reduction • Water Stewardship  
Waste Management • Environmental Volunteerism**

We continue to focus on the achievements in Europe and building a foundation for future sustainability benchmarks in the U.S.



## HILTON LIGHTSTAY™

In 2023, we continued to utilize Hilton LightStay, Hilton’s ESG management tool. Deployed across all HGV-branded properties, Hilton LightStay helps us monitor and evaluate our environmental practices, ensuring we uphold the highest standards of sustainability.



The Beach Resort Sesoko, a Hilton Club  
Okinawa, Japan



### Operational Insights

By leveraging Hilton LightStay, we continue to refine practices across our global portfolio. The platform helps us make informed decisions on various operational standards, from enhancing housekeeping procedures and reducing paper and food waste to managing chemicals effectively and improving air quality.



### Monitoring

Hilton LightStay monitors and evaluates data such as energy usage, water consumption, waste output and carbon emissions. Auditing and insights gathered from this data provide us with ways to improve our environmental practices.



## CARBON REDUCTION

A cornerstone of our environmental commitment continues to be energy efficiency. As such, we've implemented energy-efficient programs across our operating footprint in an effort to combat the threat of climate change. Our facilities have been outfitted with LED lighting, high-efficiency heating, ventilating, and air conditioning (HVAC) systems as well as energy-efficient appliances.

Europe leads with sustainable policies and practices, while the U.S. is beginning to adopt these successful practices to establish a baseline for future energy conservation efforts.

### EUROPEAN INITIATIVES



#### Renewable Energy

In an effort to transition from fossil fuels to renewable energy, three Spanish resorts installed over 150 photovoltaic panels during 2023. This effort started in 2021 and to date, we have eight resorts (seven in Spain, one in Portugal) with over 1,200 photovoltaic panels producing energy for either specific areas or the whole resort. In addition:

**3** resorts have solar panels to heat indoor pools.

**6** resorts have solar panels to heat water in accommodations.



#### Renovation Impact

European resorts continue investing in significant energy-efficient improvements to have a positive impact on reducing environmental footprint. To date, over 70% of European accommodations have been fully refurbished, and enhancements always include the replacement of appliances and energy features for more efficient ones:

**>90%** of washing machines are classed as energy efficient.

**~90%** of dishwashers are classed as energy efficient.

**~95%** of fridges are classed as energy efficient.

Ocean Tower, a Hilton Grand Vacations Club  
Waikoloa, Hawaii



## Sustainable Energy Solutions

We have made significant strides in integrating sustainable energy solutions to enhance energy efficiency across our resorts. Key highlights are as follows:

### LED lighting

 **~100%**

**accommodations and common areas** feature LED lighting, significantly reducing energy consumption.

### Window Upgrades

 **>60%**

**accommodations** have double glazing installed to prevent energy loss with nine Spanish resorts also using vinyl in doors and windows to reduce ultraviolet rays and heat.

### Smart Controls

 **8**

**resorts** use door and window sensors to cut off power to the air conditioning unit, and 10 resorts have air conditioning units with movement sensors, optimizing energy use.

### Pool Efficiency

 **11**

**resorts** have high-efficiency pool heating, with pool and jacuzzi covers to maintain heat and prevent energy loss. Additionally, more efficient pool pumps were installed in four resorts, with one resort in the U.K. implementing a nightly shutdown to save about 6000 watts of energy each day.

### Energy-Efficient Heating

 **60%**

**heaters** across 10 resorts have been upgraded to energy-efficient models.

### Electric Vehicles

 **~40**

**electric buggies or vehicles** are now included in our fleet across 13 resorts, an increase from the previous year, with nearly half of the fleet now electric.

### Charging Infrastructure

 **12**

**resorts** have electric vehicle chargers available, an increase from 2022, and we have introduced electric bike charging stations at select locations.

### Cooling Solutions

 **>70%**

**accommodations in the Canary Islands** include ceiling fans and about two-thirds of accommodations are equipped with energy-efficient air conditioning inverters. Energy-efficient cooling practices are widespread.

## GLOBAL INITIATIVES



### U.S. Baseline Development

Our properties have long been committed to conserving energy, planning and implementing innovative ideas and strategies to enhance efficiency. Properties across the U.S. continue to convert to LED lighting, high-efficiency HVAC systems and energy-efficient appliances. In 2023, we began best practice sharing and are focused on ways to track consistently across our portfolio in order to establish a baseline and gather insights that are crucial for shaping our sustainability efforts.



### Climate-Related Risks


Many of our resorts are located in stunning oceanfront and mountain settings, attracting members and guests with their beautiful beaches and scenic peaks. The impacts of climate change are increasingly evident, posing threats to both our planet and our operations. In Europe, droughts have affected water availability, while the U.K. has experienced floods and wind damage. In the U.S., hurricanes and the increased severity of extreme weather events have the potential to disrupt operations at our properties causing reduced revenue from closures, increased costs from repairs and higher insurance premiums. A proactive approach has enabled us to implement training programs and early warning systems, empowering our teams to minimize the impact of climate-related events and ensure the safety and well-being of our members and properties.



### Climate-Related Opportunities

As we continue to focus on building operational efficiency and utilizing alternative energy and water sources, we can achieve reduced operating costs. Additionally, offering sustainable options positions us competitively, helps retain members, and opens potential revenue opportunities as consumers increasingly seek eco-friendly choices. We have seen these benefits through programs like our sustainable travel options for members, which have not only reduced our environmental impact but also enhanced our appeal to eco-conscious travelers.



 Ocean Tower, a Hilton Grand Vacations Club  
Waikoloa, Hawaii

## WATER STEWARDSHIP

Water conservation is fundamental to our operations at HGV. We continue to focus on efficiency and management of this important resource. Our approach includes not only reducing water usage but also implementing ideas to help with better water reuse and management.

### EUROPEAN INITIATIVES



#### Efficient Practices

Our commitment to water conservation is evident through the adoption of high-efficiency water appliances that reduce water consumption.

**37** in **18**  
water butts resorts



#### Rainwater Harvesting

We have implemented rainwater harvesting systems across our properties since 2021. These systems capture and store rainwater for reuse, especially for landscaping irrigation. The initiative started with 18 water butts in eight resorts in 2021 and has expanded to 37 water butts in 18 resorts in 2023.



#### Water-Saving Installations

To further enhance water conservation, approximately 90% of toilets in accommodations are now double flush, and over 75% of taps and shower heads have aerators to reduce water flow. Additionally, 21 resorts have swimming pool showers with timers.

## WASTE MANAGEMENT

Our approach to waste and packaging management involves not only recycling guidelines but also impactful partnerships that extend our commitment to sustainability into the communities we serve. In Europe, we have implemented comprehensive waste management programs that focus on reducing, reusing, and recycling materials to minimize our environmental footprint, while in the U.S., one strategy is concentrated on reducing single-use plastics.

### U.S. INITIATIVES



#### Reducing Plastic Waste

We are actively reducing plastic waste through the installation of water fountains designed for refilling reusable water bottles at our resorts in the U.S. This initiative encourages guests and team members to reduce their use of single-use plastics, aligning with our global efforts to promote environmental sustainability.

### EUROPEAN INITIATIVES



#### Gardening Waste Management

Gardening waste, chippings, and pruning are used to cover the ground, reduce evaporation, minimize fertilizer use, and balance soil pH, especially in resorts in Portugal and some in the U.K.



#### Proper Recycling and Composting

All resorts properly recycle batteries, toner, paper, electronics, and hazardous waste. In 2023, 17 resorts produced around 6,350 kg of compost, an approximate 155% increase from the previous year.



#### Recycling Expansion

Our resorts prioritize the use of recycled and biodegradable materials and packaging, featuring kitchen recycling bins in over 65% of accommodations.



#### Responsible Disposal

During refurbishments, all demolition materials are responsibly disposed of, and assets like furniture, appliances, and linen are donated, disposed of, or sold to various nongovernmental organizations (NGOs). In 2023, these efforts accounted for almost 65 tons of assets, doubling from the previous year.



# Environmental Action Through Volunteerism

Our commitment to the environment goes beyond implementing policies to conserve energy, reduce carbon emissions, and minimize waste. This passion is evident in our team members' actions. Our team members organize and participate in local volunteering events, including Earth Day activities such as beach cleanups and tree planting. Through our strong partnerships with non-profit organizations, HGV is committed to community well-being and protecting the planet, ensuring a sustainable future and preserving the natural beauty our guests cherish. Our dedication benefits our communities, future generations, and our members and guests — allowing all to enjoy the natural environments today and for years to come.

## WE ARE WATER FOUNDATION

The We Are Water Foundation (WAW) works to resolve issues related to a lack of water and sanitation around the world. Since 2019, HGV's European team members have partnered with this organization contributing to initiatives and activities about water conservation, access and education across the globe supporting specific projects in countries such as India, Guatemala, Indonesia, Morocco, Madagascar, Ukraine and Tanzania. During 2023, our resorts raised over 43,000 euros. Since partnering with WAW in 2019, we have collectively raised almost 130,000 euros.

### Walkathons

Walkathons were organized in the U.K. and Tenerife to raise awareness of the distance children walk for water in countries like India and Tanzania. With 553 participants, we raised over 3,000 euros for WAW projects.



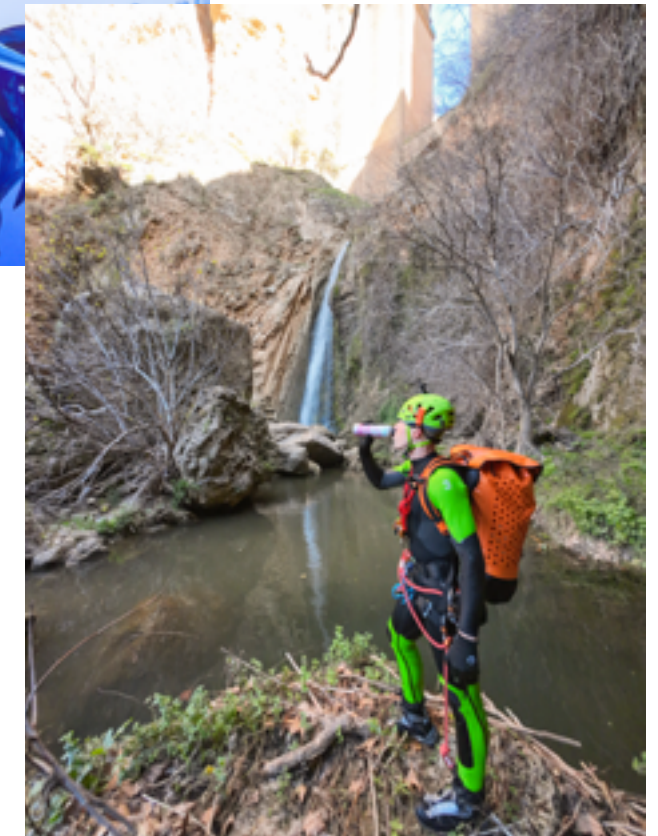
Estefania O. at Sahara Sunset raising funds for WAW

### “Let’s Make a Deal” Initiative

This program encourages guests to opt-out of daily towel and bed sheet changes, significantly reducing water use and laundry requirements. Since its inception in 2019, we've saved over 10 million liters of water.

### Reusable Water Bottles

We introduced reusable water bottles with a QR code providing information about our water conservation initiatives. Since 2019, each European team member received one, and additional bottles are sold at resort receptions, with one euro/pound from each sale supporting WAW projects.



### Morocco Visit

In 2023, three team members were chosen to travel to visit the project in Morocco. They lived this unforgettable experience and shared their testimonials with their peers through the biannual Sustainability Newsletter that we publish internally.



**“The trip has given me so much respect for those who must go without.”**



[Watch full video here](#)

“Each place we visited was so different from one another, but the one thing that remained the same was the hospitality each person showed us. We went to Morocco understanding the lack of resources, yet everyone was so happy and welcoming. This trip has given me so much respect for those who must go without because it’s just the luck of the wheel that you’re in the shoes that you’re in.”

Lewis B.  
Head of Maintenance,  
Wychnor Park Country Club

### CLEAN THE WORLD

HGV is a proud national partner with Clean the World. This organization is leading the charge in global health through the recycling and repurposing of hygiene products, fostering a sense of health and well-being around the world. Since the beginning of our partnership, our team members have participated in volunteer events in both Orlando, Florida and Las Vegas, Nevada, working together toward a greener future.

In 2023, our team members dedicated time to significant efforts including:

#### Soap and Amenities Recycling

Team members sorted through 8,000 pounds of discarded soap which was recycled into 80,000 new bars of soap and given to those in need. Additionally, 11,200 pounds of unused bottled amenities were processed, contributing to the boxing of 132,000 bars of Clean the World soap. This large-scale recycling effort plays a crucial role in preventing hygiene-related diseases, which are a major cause of death among children under five years old.

#### Hygiene Kit Assembly

HGV team member volunteers worked to assemble 2,100 hygiene kits, which were distributed in underserved communities around the world.



**bars of Clean the World soap boxed**

# Empowering Our Members to Participate in Sustainability

HGV promotes sustainable tourism by encouraging our members to engage in environmentally friendly practices:

### Hands-On Sustainability Education

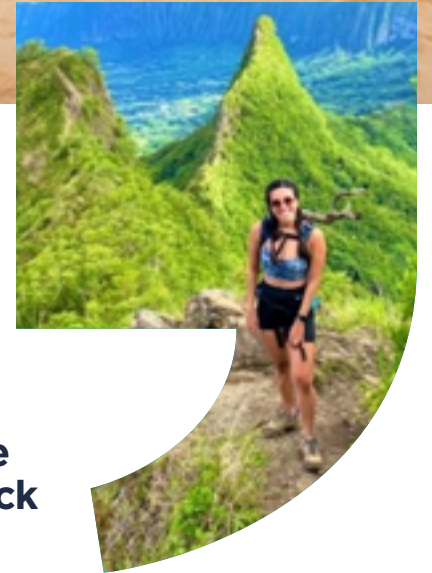
We offer experiences that teach the importance of sustainability through direct participation. Members and guests can join Malama (Hawaii-specific sustainability and CSR program) activities, such as beach cleanups and other volunteer efforts that contribute to preserving the local environment.

### Sustainable Travel Options

Guests are encouraged to minimize their travel footprint by opting for alternative transportation options like hiking, horseback riding, and using electric vehicle chargers available at our properties.



Sissi C., HGV Max Member since 2023



**“No matter where your travels take you, there are plenty of ways to give back to our precious planet. Whether through ocean conservation, sustainable hiking or supporting local businesses, eco-friendly travel doesn’t have to be difficult or boring.”**

Raeanne V.  
Hilton Grand Vacations Member since 2019

# Our Social Impact





**Cultivating a thriving company culture and providing industry-leading benefits is at the core of our mission to Put People First.**

## Elevating the Team Member Career Journey

HGV team members are not just part of our success, they drive it.

As we continue to innovate and expand, we remain committed to nurturing a culture that appreciates and supports our team members. Anchored by our core values, the culture at HGV is continuously evolving, offering industry-leading benefits, comprehensive recognition programs, and extensive professional development opportunities designed to attract and retain the best talent.

We remain dedicated to creating an environment where our team members can thrive, pursue their aspirations and realize their full potential. By ensuring each team member feels valued and supported, we unlock their passion and motivation, propelling our organization to achieve exceptional results.

**“Our exceptional team members are the backbone of our company, and we’re committed to fostering an environment where they can flourish both personally and professionally. We remain steadfast in our commitment to our team members and are excited to build upon this achievement and further strengthen our culture of excellence together.”**

Pablo Brizi  
Executive Vice President,  
Chief Human Resources Officer & Corporate Affairs





# Talent Acquisition and Development

In 2023, we continued to focus on creating various recruitment strategies and growing our teams through learning and development. We continue to focus on being inclusive, accommodating a wide range of skills, backgrounds, and career goals, ensuring that every team member can succeed and grow with us.

## RECRUITMENT INITIATIVES



### Referral and Ambassador Programs

Our team members play an important role in our recruitment strategy, with their referrals making up 16% of our new hires. This demonstrates their positive advocacy of our culture. Our ambassadors play a crucial role in this space as they are selected by leadership to foster engagement among team members in their local areas.



### New Educational and Community Partnerships

Strengthening ties with local chambers of commerce and educational institutions, promoting job opportunities and attracting emerging talents.



### Strategic Workforce Planning

Sophisticated forecasting methods have been aligned with our growth objectives to ensure HGV is equipped to meet future demands.



### Enhanced Personal Touch

Increasing our focus on personalized interactions, notably in smaller markets, to deepen connections and attract quality talent.



### Leveraging Events

Engaging potential hires through significant community events to broaden our recruitment outreach.

# 16%

**new hires are team members' referrals**

## LEARNING & DEVELOPMENT

At HGV, our vision is to foster a dynamic culture of continuous learning, where every team member passionately pursues their professional curiosities and develops the skills necessary to thrive. We believe in crafting globally scaled programs that empower our team members to step confidently into their roles, embrace leadership opportunities, and uphold the highest standards of regulatory compliance.

### EARLY CAREER DEVELOPMENT & ONBOARDING

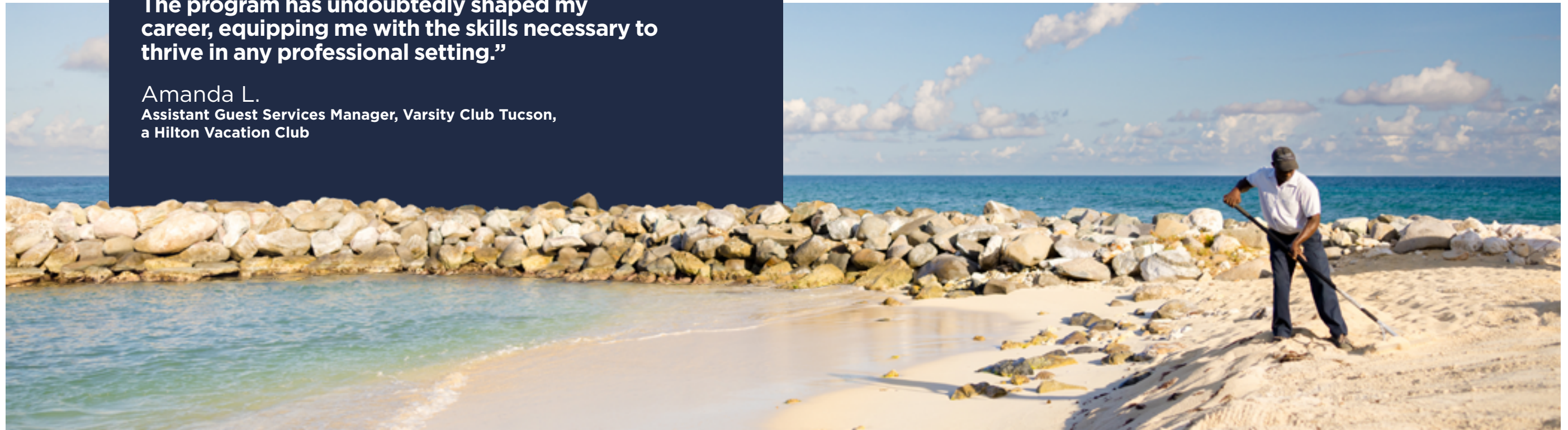
In 2023, we expanded our internship program from being offered in two markets, to seven markets, welcoming 30 new interns. Our interns are invited to attend live sessions featuring senior leaders that share their leadership stories and how they embody HGV's values. In addition, they gained valuable insights and skills through training tailored to their individual career interests.

Our On-the-Job Training program provides team members with the necessary skills and knowledge needed to succeed from day one. Beyond this program, we are dedicated to nurturing the incoming and next generation of professionals.

Here is what a participant in the On-the-Job Training had to say about the experience:

**“During the On-the-Job Training program, I discovered my passion for helping others and led training for new team members across departments, even traveling to train at other resorts. This exposure has broadened my understanding of diverse thinking styles as well as gain an understanding of how different departments operate at different sized resorts. The program has undoubtedly shaped my career, equipping me with the skills necessary to thrive in any professional setting.”**

Amanda L.  
Assistant Guest Services Manager, Varsity Club Tucson,  
a Hilton Vacation Club



## PERSONALIZED DEVELOPMENT

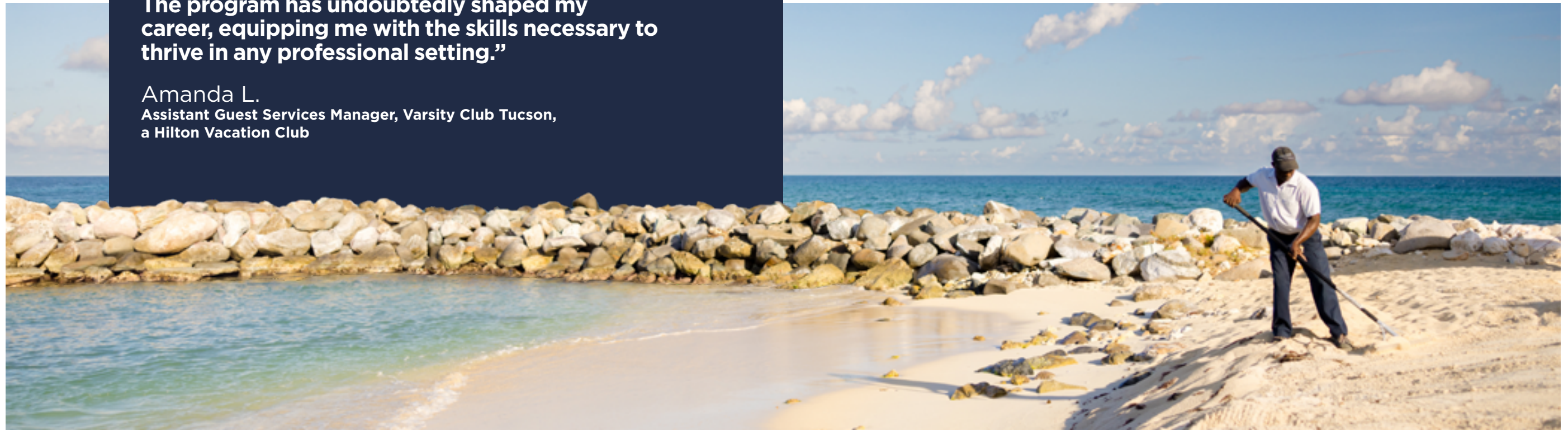
We believe in the power of personalized development and are committed to creating a collaborative environment that allows each team member to shape their own career path:

### Individual Development Plans

In partnership with their leaders, we encourage team members to create **individual development plans**. These development plans are intentionally geared to support long-term career goals, expanding the scope beyond the requirements of a current role. Supported by newly introduced core competencies, **the plans** allow team members to focus on developing skills that align with both personal and professional business goals.

### Targeted Learning Sessions

We host live in-person and virtual learning sessions created to upskill our team members with topics ranging from technical skills to leadership development.



The figures below highlight our focus on the continuous growth and development of our team members. Our team members continue to have active engagement in learning as demonstrated by the number of course completions below. To ensure our training programs are effective and engaging, we gather and incorporate team member feedback on classes and facilitators through post-course evaluation surveys. This ongoing dialogue helps us refine and enhance our offerings continually. In 2023, HGV proudly dedicated over 97,000 hours to training approximately 18,000 team members.

#### COURSES COMPLETED:

**85,000+**  
compliance training

**55,000+**  
technical skills development

**2,000+**  
leadership and personal development

**160,000+**  
total course completions

#### KEY LEARNING INITIATIVES LAUNCHED IN 2023

2023 marked the introduction of numerous learning initiatives designed to cater to the various needs of our workforce:

##### Fall Into Learning

This seasonal campaign was designed to highlight the plethora of learning and development tools available to HGV team members, empowering them to develop the knowledge, skills and experience needed to thrive at work. The campaign attained an almost 50% completion rate and saw participation from a variety of business units and markets.

##### Leadership Learning Library

Dedicated exclusively to people leaders, this online library offers access to a variety of leadership development programs and courses designed to enhance leadership skills. With over 250 users completing over 600 learning items last year, the platform helps leaders improve their ability to manage and inspire their teams effectively.

##### Individual Contributor Technical Track

Launched in 2023, this program was designed specifically for IT professionals at HGV who prefer to advance their careers in technical roles rather than through traditional leadership paths. The track offers learning opportunities to gain technical skills, enabling participants to progress in individual contributor roles at HGV, fostering career growth without the need to lead others.





### ELEVATING HUMAN RIGHTS & ETHICS AWARENESS THROUGH TRAINING

At HGV, we are dedicated to protecting the rights of our team members, members and guests. We ensure compliance with a robust training and auditing program:

#### Workforce

# 100%

required to complete **Code of Conduct training**, which includes training on human rights principles and prohibition against human trafficking.

This training is completed through our internal UFirst platform and hosted on our intranet site. Our commitment to ethical practices and inclusion promotes diversity, strengthens our core values, and maintains a culture of integrity and respect.

#### Managers

# 100%

must complete **anti-corruption training annually**.

**Our strategies in talent acquisition and learning & development are crucial to creating a skilled workforce that reflects HGV's commitment to individual growth opportunities. By investing in our people, we not only enhance their careers but also drive success throughout our organization.**



# Team Member Benefits & Support

At HGV, we continue to offer industry-leading benefits, ensuring our team members feel valued and supported in both their professional and personal lives.

## BENEFITS OVERVIEW



### Immediate Eligibility

**Coverage from Day One:** Eligibility for medical, dental, vision, disability, optional supplemental insurance, and the 401(k) plan, starts on the first day of work for both full-time and part-time U.S. team members.



### Tuition and Certification Reimbursement

**Lifelong Learning Support:** HGV's Educational Assistance Program, Grow U, offers an annual reimbursement of over \$5,000 to support team members' educational and certification pursuits.



### Employee Stock Purchase Program

**Investing in Our Future:** In the 2023 offering period, 1,227 team members invested over \$2.4 million in HGV stock at a 15% discount.



### DailyPay for Financial Flexibility

**Early Wage Access:** Approximately 40% of eligible hourly team members use DailyPay to access earned wages before payday, enhancing their financial flexibility.

## WORK-LIFE INTEGRATION



### Paid Parental Bonding Leave

**Supporting Families:** In 2023, 233 team members took advantage of 12 weeks of fully paid parental leave, with over 75% using the full period. HGV has been recognized four years in a row as a "Best Adoption-Friendly Workplace" by the Dave Thomas Foundation for Adoption.



### Flexible Paid Time Off

**Generous Vacation Policy:** Eligible full-time and part-time team members receive a front-loaded allotment of vacation days each year including 10 company holidays, and two floating holidays — plus five paid sick days starting Jan. 1.



### Expanded Travel Program

**Encouraging Exploration and Relaxation:** Programs like *Go Hilton* and *HGV's Getaway* programs inspire team members to enjoy well-deserved breaks.



### Relocation Benefits

**Supporting Mobility:** Over 80 team members benefited from tailored relocation packages in 2023, ensuring smooth transitions and retaining top talent.

# Engagement and Recognition

2023 was a pivotal year for enhancing our team member engagement, recognition, and cultural initiatives, reflecting our core values and commitment to creating a supportive and inclusive workplace.

## ENGAGEMENT

### Vacancy Rate

In 2023, we successfully reduced our vacancy rate, a testament to our effective retention strategies and a robust workplace environment.

### Merits and Compensation Adjustments

In response to economic factors including inflation, we increased merit increases by 50% for team members in 2023. This significant adjustment played a crucial role in maintaining team member satisfaction and competitiveness in HGV's compensation packages.

### Engagement Survey and Action Planning

For the second consecutive year, we conducted detailed action planning based on results from our global engagement survey. The annual survey, administered by experience management leader, Qualtrics, yields insights that help us foster engagement with leaders and their teams through authentic and transparent conversations, ensuring intentional leadership practices throughout the organization.

**Our 2023 Engagement Survey saw a six-point increase from 2022, with more team members actively providing feedback and contributing to the future direction of HGV. In addition, 84% of team members envision their future with HGV, showcasing their trust and commitment to our goals.**



## KEY INSIGHTS FROM THE SURVEY

**Fulfillment:** The survey revealed that our team members get significant personal fulfillment from their roles, seeing their work as not just a job, but an important part of their personal and professional growth.

**Trust:** Most of our team members believe firmly that we live up to our promises — a reflection of our core values in action.

**Belonging:**

**~80%**

of **our team members** felt a strong sense of belonging at HGV, emphasizing our dedication to fostering an inclusive environment for all.

## RECOGNITION

At HGV, acknowledging accomplishments is crucial to ensure team member engagement. We celebrate the exceptional efforts of our team members through various initiatives that spotlight their achievements.

### SPARK Recognition

- Introduced in July 2022, the SPARK Recognition platform allows team members to recognize each other's outstanding performance instantly. This includes a birthday and anniversary program that provides team members with stay certificates at HGV resorts for tenures lasting 10 years or more.
- In the year 2023 alone, the SPARK platform facilitated over 58,000 acknowledgments. Among these:

#### Monetary

# >11,5K

recognitions included monetary incentives in the form of points.

#### Social

# >46,5K

acknowledgments were gestures of social recognition, acknowledging personal accomplishments, work anniversaries and birthdays.

#### Cards

# 6,200+

birthday cards sent.

# 3,700+

custom cards sent.

# 1,300+

years of service cards sent.



### Champions Club

- **Our Annual Team Member Awards Ceremony:** This annual event celebrates individuals who exemplify exceptional service, performance and dedication.
- **2023 Highlights:** Nearly 250 team members were acknowledged at this event, hosted in Orlando, Florida, for exceeding expectations in serving our members and guests.



## 250 team members acknowledged

# Activating Inclusion in the Workplace

At HGV, we pride ourselves on building an inclusive culture where every team member feels truly valued and respected. Our **Active Inclusion Model** is at the heart of this effort, ensuring that our organization embodies the diversity of thoughts, experiences, and backgrounds that each person brings to the table.



We bring inclusion to life by weaving our business objectives into our cultural values to promote an inclusive workplace. Our leadership actively directs resources to nurture this environment, while each team member and internal committee, communicate updates locally. We are dedicated to advancing our **4C Framework**, ensuring our actions lead to meaningful outcomes aligned with our mission of Putting People First.

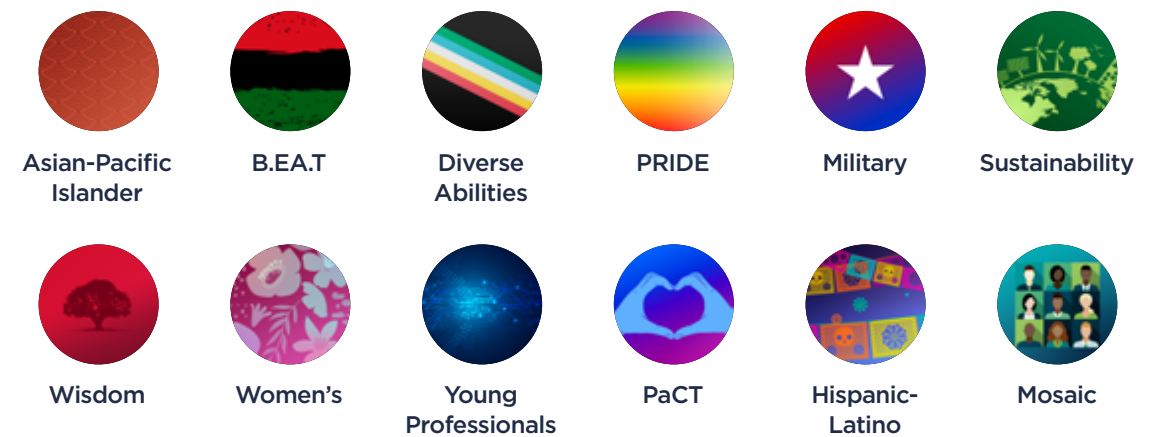
## 4C FRAMEWORK



## TEAM MEMBER RESOURCE GROUPS

Team Member Resource Groups (TMRGs), also known as employee resource groups, are voluntary, team member-led groups focused on supporting team members with shared characteristics, ranging from gender, ethnicity and beyond. Our TMRGs are more than just groups; they are communities where team members connect over common interests and experiences.

Whether it's celebrating PRIDE, observing Women's History Month, engaging in sustainability efforts, or supporting parents and caregivers, these groups play a significant role in fostering a sense of inclusion. Supported by 22 senior executives, our 31 TMRG co-chairs lead 12 unique groups, each contributing to a more inclusive HGV. The success of our TMRGs, guided by the 4C Framework, ensures that their yearly goals align with our overall inclusion strategy.



**“Having the opportunity to hear our senior executives speak about their career journey and challenges through the years was an inspiring experience. I appreciate how genuine the answers to questions were and how engaged the speakers were during the event. This is my favorite TMRG Group!”**

Sal A.  
Marketing Manager,  
West 57th Street, a Hilton Club



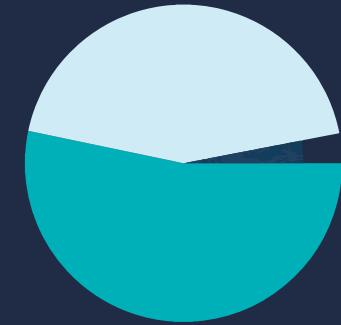


OUR WORKFORCE AT-A-GLANCE

TOTAL GENDER BREAKDOWN

Below Director 97.08%

Director and Above 2.92%



Female 53.29%

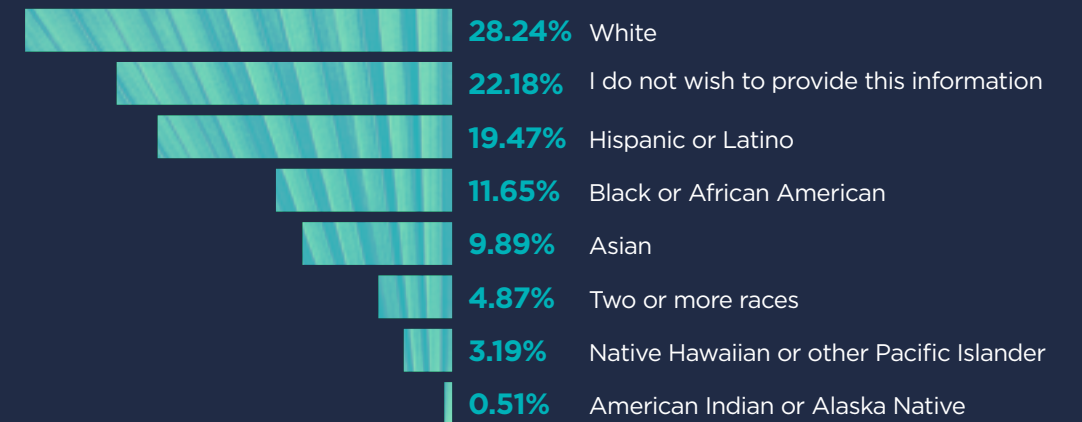
Female 1.23%

Male 43.69%

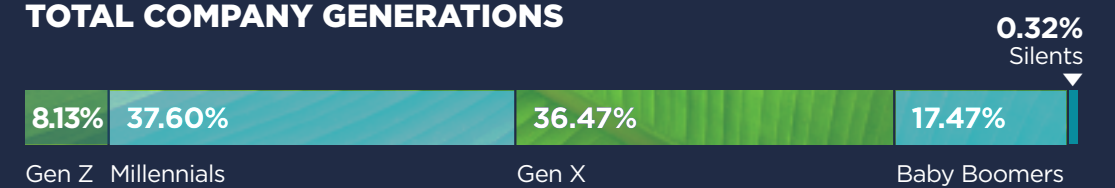
Male 1.69%

0.11% not disclosed

TOTAL COMPANY RACIAL/ETHNIC DIVERSITY



TOTAL COMPANY GENERATIONS





# Strengthening Communities

At HGV, our commitment to our communities originates from our mission to “Put People First.” Under our corporate social responsibility platform — HGV Serves — we focus on giving back in four key areas: disaster relief, homelessness, military & families and youth development.

Serving our communities isn't just essential — it's fundamental. We actively support these causes through philanthropic donations, team member volunteer activations, and company-led initiatives, reinforcing our dedication to the places we call home.



## DISASTER RELIEF

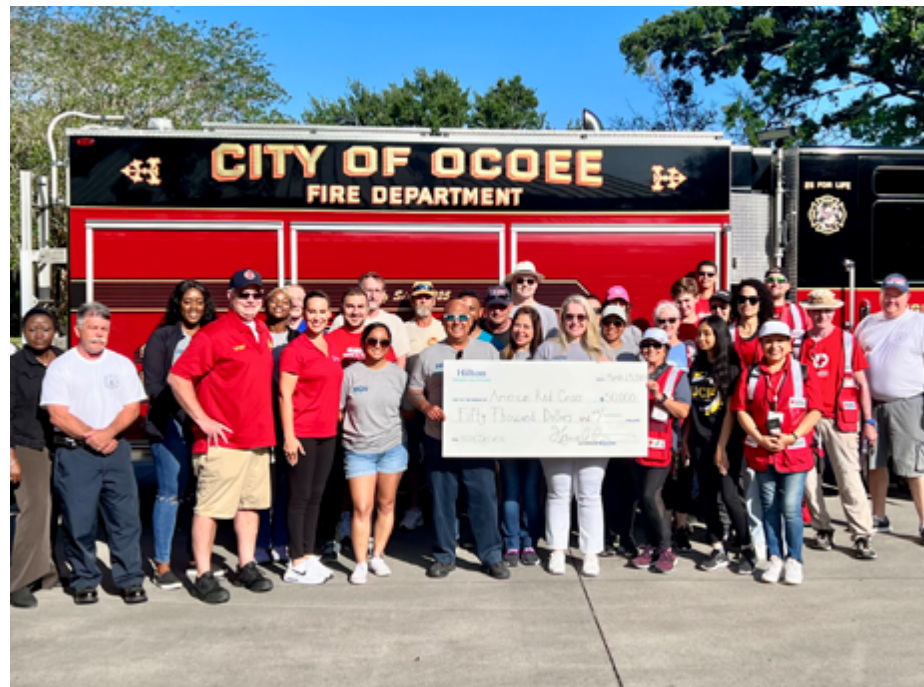
When there's a crisis impacting where we live, work and vacation, we step up by providing resources for those in need.

### American Red Cross

HGV has had a long-standing national partnership with the American Red Cross, which seeks to meet the needs of vulnerable and displaced people around the country. In 2023, HGV matched public donations dollar-for-dollar up to \$50,000 to contribute to Red Cross' Early Giving Day campaign, which supports its disaster relief efforts. In addition, HGV hosted a 30-day virtual blood drive joining in the efforts to fight sickle cell disease.

**“Our humanitarian mission wouldn't be possible without the generosity of donors like Hilton Grand Vacations that ensure we are ready to help immediately, every day, in communities across the country.”**

Mike Brown  
Regional CEO, American Red Cross of Central Florida and the U.S. Virgin Islands



### Maui Wildfires

In 2023, the tragic impact of the Maui wildfires deeply affected the local community and those who have come to love the island, including many of our local team members. HGV committed to assisting the community, our impacted team members, their families and our members. We leveraged both the Hilton Grand Vacations Foundation and Team Member Relief Fund to provide immediate cash grants to team members impacted by the wildfires. Additionally, HGV provided housing at our two properties to over 100 team members and their families, along with first responders assisting in relief efforts.

### TOTAL DONATIONS

# \$50K

in donations to the Aloha United Way's Maui Fire Relief Fund and the Hawaii Community Foundation's Maui Strong Fund.

# >\$500K

relief through direct support to team members and the community.

## HOMELESSNESS

Together with our national partners at Habitat for Humanity International, we help build affordable housing in vulnerable communities and bring a light of hope to families who are in need of support.

Since we launched this partnership in 2021, HGV team members across the country have volunteered to assist with numerous home-building projects in the communities they call home. In 2023, HGV donated \$100,000 to Habitat and executed 10 builds across the U.S. HGV also expanded the partnership to Japan by activating our first international project in Kanagawa. Additionally, HGV's Hawaii resorts raised more than \$32,000 for local nonprofits as part of a statewide charity walk initiative.

# \$100K

donated to Habitat for Humanity International.

# 10

builds executed across the U.S.



## MILITARY & FAMILIES

At HGV, we remain committed to giving back to those who have protected, defended and upheld our country by honoring the service and sacrifices of the U.S. Armed Forces and their families.



[Watch video here](#)

From 2022-23, HGV pledged \$200,000 over two years to amplify the impact of the USO essential programs that are aimed to strengthen the well-being of America's military and their families.

With our spirit of service leading the way, in 2023, team members in Orlando, Florida, and Las Vegas, Nevada demonstrated their commitment to community support by volunteering their time to assemble approximately 7,000 care packages for service members worldwide.

# \$200K

pledged over two years to amplify the impact of the USO.

# 7K

care packages for service members worldwide.

## YOUTH DEVELOPMENT

In 2023, we further solidified our commitment to the youth of tomorrow by collaborating with various organizations, most notably with our national youth development partner, Boys & Girls Clubs of America.

### Boys & Girls Clubs of America

We have been proud to call Boys & Girls Clubs of America our national youth development partner since 2022. This non-profit organization seeks to provide brighter futures to vulnerable youth and empower young people to reach their full potential. In 2023, we executed initiatives with the goal of providing youth with a safe environment to learn, play and grow.

**New York, New York** In response to the call for more effective homework assistance programs for youth that need us most, HGV team members volunteered at the Educational Alliance Youth Services Boys & Girls Club — P.S. 118 Clubhouse to provide homework help to support youth development.

**Maui, Hawaii** We assisted in beautifying Boys & Girls Clubs of Maui's Lahaina clubhouse, painting door trims and walls of its 7,000-square-foot facility.

**Orlando, Florida** During the Hilton Grand Vacations Tournament of Champions, we partnered with Boys & Girls Clubs of Central Florida to offer local youth a behind-the-scenes look at the operations of the event.

**Las Vegas, Nevada** We partnered with Boys & Girls Clubs of Southern Nevada to assist with the beautification of their local Andre Agassi Club.



### Christel House

HGV collaborated with Christel House to support its mission of transforming the lives of impoverished children globally. Team members supported the initiative through a 34-day Virtual Walk Around the Christel House World, with nearly 160 team members participating and raising over \$13,000 for the organization.

### ANNIKA Foundation

Our partnership with the ANNIKA Foundation, established by golf legend Annika Sorenstam, further supports HGV's youth development efforts. The foundation's focus on promoting golf and good health to young girls globally aligns with HGV's commitment to empowering the next generation of women golfers. Recognizing this alignment, HGV made a contribution of \$100,000 to the ANNIKA Foundation in 2023 marking HGV's second consecutive year of support for the organization. This collaboration continues to support the foundation's initiatives and reinforces HGV's dedication to fostering growth, learning and opportunities for youth.

### Nasa Hataoka Golf Clinics

In partnership with six-time LPGA champion golfer and HGV brand ambassador Nasa Hataoka, we supported two golf events aimed at inspiring the next generation of women golfers. In Hawaii and Japan, Nasa hosted private golf clinics providing an exclusive opportunity for aspiring golfers to learn tips and tricks from Nasa herself.

## HILTON GRAND VACATIONS FOUNDATION

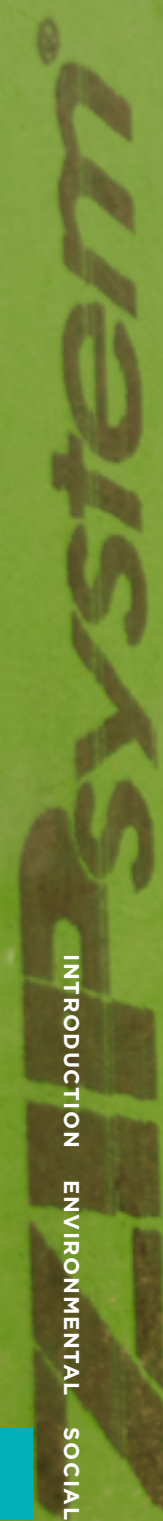
The Hilton Grand Vacations Foundation is a 501(c)(3) charity that supports the HGV Serves platform, among other community initiatives. In 2023, the foundation focused its giving on relief for team members, their families and the Maui communities impacted by the Maui wildfires. The foundation collected over \$131,000 in donations, contributing to the total of \$313,000 distributed by HGV to support our team members and their families.

For more information about our community impact and HGV Serves, please visit our website at [HGV Corporate Social Responsibility](#)



# \$313K

distributed by HGV to support our team members and their families



# Protecting Our Customers

At HGV, we recognize that purchasing vacation ownership is a significant financial decision. Our commitment to upholding integrity and fairness throughout the customer lifecycle is manifested through strict guidelines and policies designed to protect our members.



**“At Hilton Grand Vacations, we understand the importance of trust and transparency in every transaction. Our commitment to ethical practices ensures that the significant financial decisions made by our members are supported by the highest standards of integrity and fairness.”**

Dan Mathewes  
President & CFO, Hilton Grand Vacations

### Streamlined Sales Experience

We are committed to ensuring that each potential member's interaction with our sales process not only meets but exceeds their expectations. Our use of proprietary software ensures personalized and consistent presentations, tailored to match the unique vacation aspirations of our customers. This approach strengthens relationships and enhances trust, making every interaction a positive touchpoint.

### Robust Lending Practices

Targeted marketing efforts identify individuals who are financially equipped to engage with our vacation membership offerings responsibly. Our structured customer service framework supports these efforts, emphasizing sustainable and ethical lending. This practice ensures the long-term satisfaction and financial well-being of our members.

### Innovative Customer Protection Measures:



#### Credit Oversight

A Credit Committee comprised of HGV leaders routinely assesses and approves HGV's lending practices to ensure the organization adheres to the highest standards of integrity.



#### Efficient Complaint Management

Our centralized system for managing customer complaints allows us to promptly address and resolve issues, ensuring continuous improvement in customer service.



#### Dedicated Lending Management

The Portfolio Services Group is tasked with managing lending services and is dedicated to supporting our customers.





### **Educating and Supporting Members**

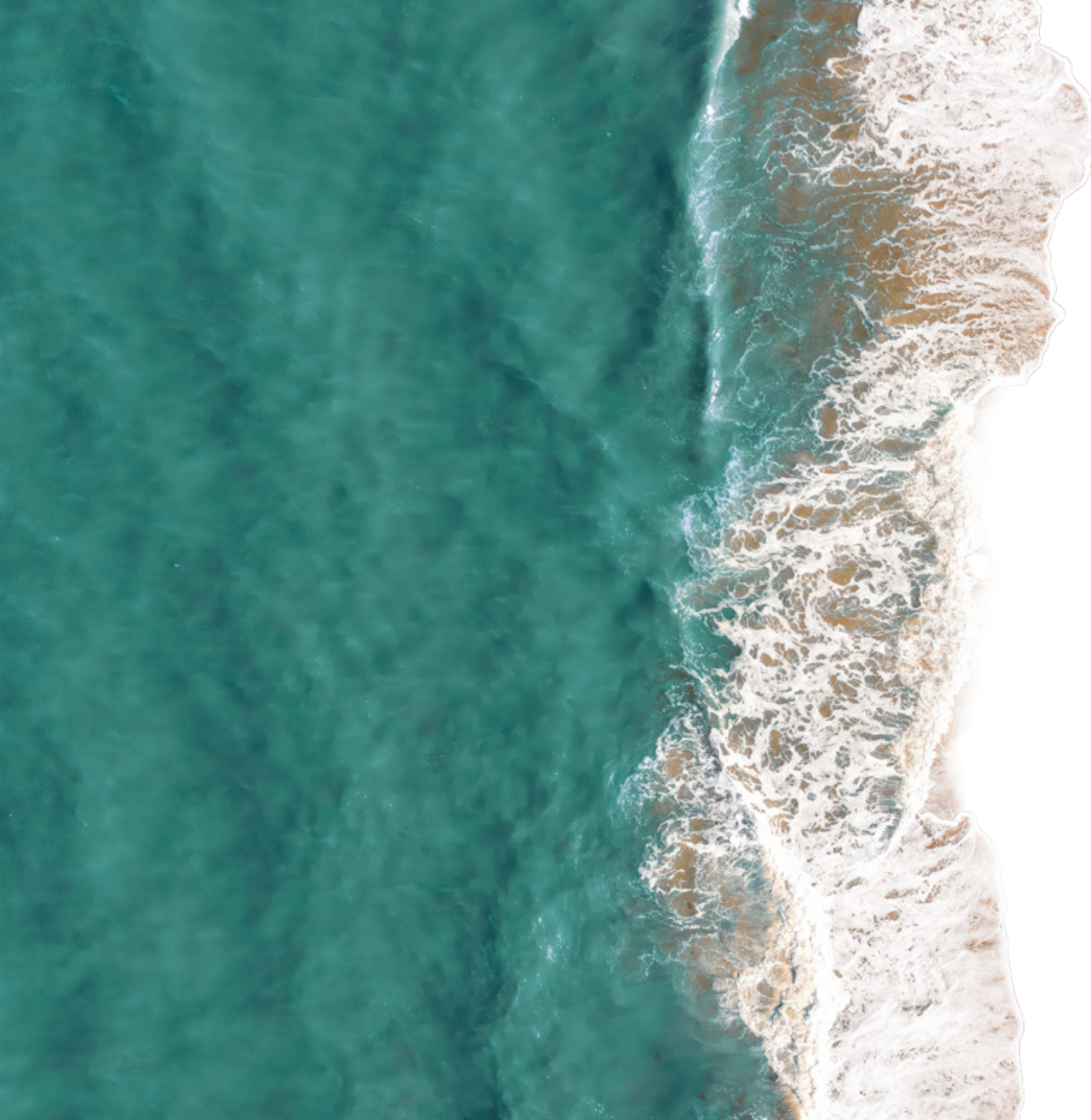
We proactively educate our members on how to navigate potential challenges. HGV has developed educational materials and campaigns to educate and inform members about their membership and how to avoid misleading or duplicitous schemes. HGV vigorously protects its owners and members, litigating, if necessary, with court victories in federal district court against third-party exit companies.

### **Adaptable Membership Support**

As the needs of our members evolve, we are well-prepared to assist with membership modifications, transfers, or exits. For those experiencing financial hardship, we offer a variety of options to help them sustain their membership and continue enjoying their vacation experiences.

**By consistently applying these principles, HGV ensures that each member's experience is not only fulfilling but rooted in practices that are ethical and supportive. This commitment is fundamental to our ongoing efforts to build trust and ensure the highest standards of customer satisfaction and protection.**





# 2024 Environmental, Social and Governance Report

[corporate.hgv.com](https://corporate.hgv.com)

