

**DURABILITY**

DIVERSITY

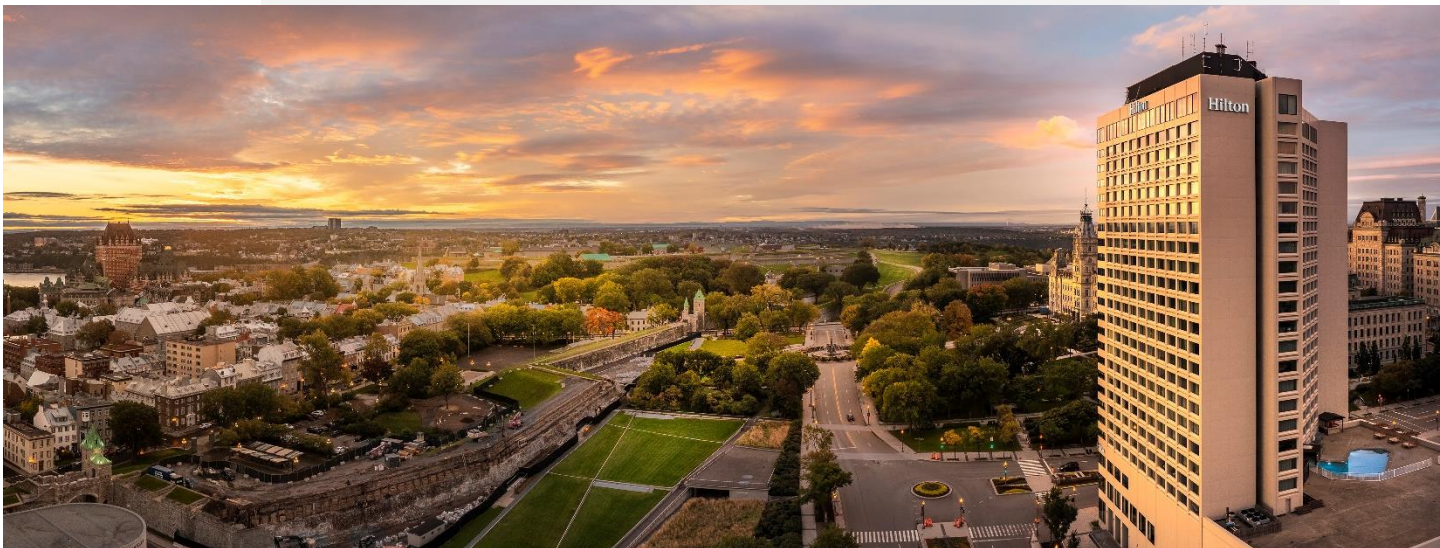


# OUR STORY



Hilton Quebec has always taken to heart the need to **integrate sustainability into the hotel's operations** and offerings. In 2020, the hotel underwent a complete transformation of its facilities and structure. Thanks to an **intelligent and adapted design**, the hotel offers rooms inspired by the city and living areas designed to perfectly meet the needs of today's traveler, while offering a typically Québécois experience.

The following pages describe the **actions in place** at the Hilton Québec and show how the hotel is contributing to the future of **sustainable travel**.



# OUR COMMITMENT



As a large-scale company, we are committed to **promoting sustainable practices that respect the environment** while offering our customers an exceptional holiday experience..

Our aim is to **reduce our ecological impact** through concrete, measurable actions, while raising awareness among our teams, customers and partners of the importance of preserving the planet..

#### **Our commitments:**

- ✓ Sustainable energy and water management: Installation of energy-efficient lighting systems (LED) in rooms, common areas and meeting rooms.
- ✓ Installation of temperature regulators in rooms and halls to optimize energy consumption.
- ✓ Reduced water consumption through low-flow sanitary installations and regular monitoring of consumption..

#### **Waste reduction :**

- ✓ Selective sorting and recycling program throughout the facility.
- ✓ Minimization of the use of single-use products (e.g. plastic reduction through reusable bath product dispensers).
- ✓ Promotion of paperless events, with digital media for meetings and conventions..

#### **Sustainable food :**

- ✓ Priority to local products in our catering offers.
- ✓ Collaboration with suppliers respecting sustainable agricultural practices.
- ✓ Reduction of food waste through surplus management processes.

#### **Green mobility :**

- ✓ Providing charging stations for electric vehicles.
- ✓ Promotion of the use of public transport or carpooling solutions for event participants..

#### **Awareness and training :**

- ✓ Ongoing training of our staff in environmentally-friendly practices.
- ✓ Raising our guests' awareness of eco-responsible gestures during their stay through messages in rooms and common areas..

#### **Partnerships and certifications:**

- ✓ We collaborate with local and international organizations to improve our environmental practices.
- ✓ Certification or involvement in sustainability programs such as Green Key and Biosphere..

## HOTEL

- As part of the renovations, over 90% of the concrete panels covering the hotel's facade were crushed and recycled.
- All building materials ( drywall, wood, etc.) used to rebuild the hotel were **sourced locally** (500 kilometers).
- **Modern appliances to reduce water and energy consumption**, as well as **intelligent thermostats**, have been installed in all 569 rooms for better temperature control. These same thermostats are used in public areas. (Metasys-EMS-Energy Management System) We prioritize D.E.L. lighting, as it consumes less than 80% of energy.



## CERTIFICATIONS ISO

Each Hilton hotel has obtained the following certifications: :

- ISO 9001: for quality management
- ISO 50001: for energy management
- ISO 14001: for environmental management

## REDUCING THE HEAT ISLAND EFFECT

The heat island effect is the idea that roads and buildings absorb the sun's energy and heat up the spaces around them. This phenomenon is particularly noticeable in densely developed areas. Hilton Québec contributes to reducing this phenomenon in several ways:

- The **exterior cladding** counteracts the heat island effect and reduces air-conditioning energy requirements during the summer season, thanks to the **reflective quality of the clear aluminum panels**. This material is also more resistant, durable and recyclable.
- The rooftop terrace (3rd floor) is made of clear concrete. The **reflective properties of clear concrete** help reduce greenhouse gas emissions.
- The hotel uses Place Québec's **underground parking**. Unlike asphalt parking lots, which act as heat islands, this one receives no direct sunlight. It also regulates the temperature in guests' cars, eliminating the need for excessive heating or air conditioning when vehicles are started up.



## ACCESS TO ALTERNATIVE FORMS OF TRANSPORTATION



- The hotel's central location allows guests to get around the city with a **low carbon footprint**. Hilton Québec is within **walking distance** of everyday amenities, including stores, restaurants and entertainment venues.
- The Place Québec parking lot has **charging stations for electric cars**. The Hilton offers guests the option of recharging their batteries themselves (\$).
- With bus stops close by, guests have access to all the best modes of transport across the city. *During the summer, Destination Québec cité, in partnership with the Association hôtelière de la région de Québec, offers unlimited three (3) consecutive-day passes to visitors staying a minimum of 2 nights in a hotel in the Québec City tourist region.*
- The more adventurous can also take advantage of several **bike-sharing** options in the nation's capital.

## WASTE REDUCTION

Our waste reduction strategy aims to reduce the overall amount of waste produced in the hotel, while taking steps to divert the remaining waste from landfill **through donation, recycling, recovery, reuse and composting**. Here are a few other actions along the same lines:

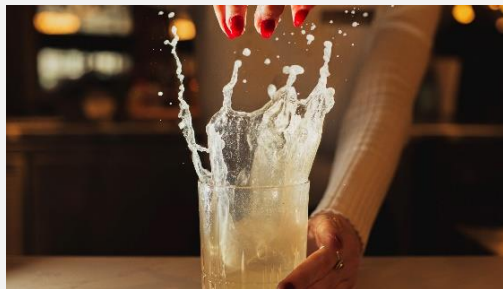
- Our showers and baths feature **soap dispensers** that help reduce the use of single-use plastic bottles. Partially used hand soaps and other products are recycled as part of the **Clean the World program**.
- The hotel participates in the **Conserve to Preserve towel and linen re-use program**.





## FOOD AND BEVERAGES

Since its reopening, Hilton Québec has modified a number of operational aspects of its food and beverage outlets to adopt a more sustainable approach.



- We have a vast network of producers in the Quebec City region and give priority to buying **local products**
- We have **water bottle filling** stations allowing visitors to refill their reusable water bottles, reducing the need for single-use plastic bottles.
- We use **“ugly” fruits and vegetables** whenever possible. Especially for soups, sauces and other dishes.
- In partnership with the Humane Society, Hilton has changed the global food supply chain to **free-range eggs** since 2017.
- Hotels have switched to **free-range pork** since 2018.
- Our take-out packaging is **100% biodegradable**.
- We participate in the **anti-straw movement** and use water pitchers instead of water bottles in meeting rooms.
- We **reduce our food waste** by returning event leftovers to the employee cafeteria and compost.
- New cooking and kitchen equipment **reduces energy consumption**.

## BUZZ, BUZZ....






- The Hilton Quebec has **beehives on the roof** of the 23rd floor, enabling us to produce our own honey.



**HILTON PROGRAMS**  
**TRAVEL WITH PURPOSE AND MEET WITH PURPOSE**

**TRAVEL WITH PURPOSE**  
 ESG STRATEGIC FRAMEWORK 

 <p><b>E</b> Environmental</p> <p><b>PAVING THE WAY TO NET ZERO</b> CLIMATE ACTION DESTINATION STEWARDSHIP</p> <p><b>WATTS</b> CARBON/ENERGY</p> <ul style="list-style-type: none"> <li>Cut managed portfolio emissions intensity by <b>75%</b> by 2030 (15°C scenario)</li> <li>Cut franchised portfolio emissions intensity by <b>56%</b> by 2030 (well-below 2°C scenario)</li> <li>Drive toward a <b>net-zero</b> future</li> </ul> <p><b>WATER</b></p> <ul style="list-style-type: none"> <li>Cut water use by <b>50%</b> by 2030</li> </ul> <p><b>WASTE</b></p> <ul style="list-style-type: none"> <li>Cut waste by <b>50%</b> by 2030</li> </ul>	 <p><b>S</b> Social</p> <p><b>CREATING AN ENGINE OF OPPORTUNITY</b> HUMAN RIGHTS DIVERSITY, EQUITY &amp; INCLUSION</p> <p><b>CAREERS</b></p> <ul style="list-style-type: none"> <li>Create <b>5 million</b> learning and career growth opportunities for Team Members and communities with a focus on underrepresented groups by 2030</li> <li>Achieve <b>gender parity</b> at global leadership levels by 2027</li> <li>Achieve <b>ethnic diversity</b> in 25% of leadership levels in the US by 2027</li> </ul> <p><b>COMMUNITIES</b></p> <ul style="list-style-type: none"> <li>Meaningfully impact <b>20 million</b> community members by 2030</li> <li>Local Support ✓ Disaster Relief ✓ Economic Opportunities ✓</li> </ul> <p><b>CONDUCT</b></p> <ul style="list-style-type: none"> <li>Promote responsible, inclusive conduct across <b>100%</b> of our value chain operations</li> </ul>	 <p><b>G</b> Governance</p> <p><b>ADVANCING AND MEASURING OUR GOALS</b> INTEGRITY TRANSPARENCY</p> <p><b>PUBLIC AFFAIRS</b></p> <ul style="list-style-type: none"> <li>Advocate for public policies that advance our Travel with Purpose goals</li> </ul> <p><b>PARTNERSHIPS</b></p> <ul style="list-style-type: none"> <li>Create and partner with <b>cross-industry networks</b> to advance Travel with Purpose objectives</li> </ul> <p><b>POLICIES &amp; REPORTING</b></p> <ul style="list-style-type: none"> <li>Operate through <b>best-in-class</b> measurement (LightStay), governance and oversight</li> </ul>
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**HILTON LIGHT STAY AND MEET WITH PURPOSE**

The **Hilton LightStay program** allows us to calculate the footprint of each hotel by creating a report showing energy, water and waste measurements on a monthly basis. The tool allows us to **calculate the environmental impact of a meeting or event**.



The **Meet with Purpose** program was launched to help customers create meaningful changes in both the attendee experience and the communities they visit. The Hilton Meet with Purpose checklist can help you make decisions to host **more sustainable meetings and reduce the environmental impact** of your meeting or event.

## « JARDIN DE RUE » Par Hilton Québec

To mark our 50th anniversary, the Hilton Québec has chosen to actively contribute to local life and share with the community by deploying its JARDIN DE RUE project, a greening initiative in collaboration with the **Quartier Saint-Jean-Baptiste** and **Les Urbainculteurs**

In the spirit of sharing, all harvests are distributed free of charge at public markets, and are accompanied by exclusive recipes created by the renowned executive chef of CABU boire et manger, Marie-Chantal Lepage.



In addition to providing a welcoming space for people passing by, the street garden **offers special horticultural programming** in a pedestrian street context. This includes educational and participatory workshops led by the **Urbainculteurs** on topics such as pollinating insects, harvesting herbs and maintaining a city garden.

Les Urbainculteurs work to develop and promote productive, accessible and responsible urban agriculture for the benefit of organizations and individuals, in order to improve our living environments, foster an ecological transition and increase food security.





## DIGITAL KEY MOBILE APP



Digital Key: This function available via the Hilton Honors mobile app allows guests to check in and select their room and obtain a digital key..



Green Key certification is a standard of excellence in environmental responsibility and sustainable operations within the tourism industry. This prestigious certificate represents a commitment on the part of companies to ensure that their tourism establishments meet the strict criteria stipulated by the Foundation for Environmental Education (FEE).

## HILTON QUÉBEC IS CERTIFIED 4 GREEN KEYS

## ACCESSIBILITY

The hotel is fully accessible. Public areas and rooms have been designed to accommodate people with reduced mobility or other disabilities.

- Automatic doors
- Accessible Elevators
- Accessible restaurant and public toilets
- Six (6) adapted, spacious and barrier-free rooms
- Roll-in showers with bars and benches
- Smoke detector with bell and flashing light
- Waist-high electrical outlets
- Adjusted furniture



## DIVERSITY, EQUITY AND INCLUSION

Diversity is at the heart of our identity. We are committed to building an equitable and inclusive workforce that

**represents all ages, genders, sexual orientations, nationalities, disabilities and cultures.**

**WE'RE DIVERSE BY NATURE AND INCLUSIVE BY CHOICE!**



## HUMAN TRAFFICKING AND SEXUAL EXPLOITATION.

Hilton condemns all forms of slavery, forced labor, human trafficking and commercial exploitation. As a signatory to the ECPAT Code of Conduct on the Protection of Children in Tourism, Hilton is fully committed to protecting individuals from all forms of abuse and exploitation.

- All team members are required to complete training on the Code of Conduct, which includes a commitment to human rights and human trafficking.
- We continually seek to strengthen our vigilance processes by monitoring and revising work procedures.

