

An aerial photograph of a tropical coastline. On the left, there is a dense forest of lush green trees. A narrow strip of white sand beach runs along the edge of the forest. To the right of the beach, the water is exceptionally clear, showing various shades of turquoise and light blue. The seabed is visible through the water, with sandy patches and darker spots. Two small white kayakers are visible in the shallow water near the beach. The overall scene is bright and vibrant, suggesting a pristine natural environment.

2022

Hilton Grand Vacations Environmental, Social and Governance Report

HGV Serves communities where we work, live and vacation.

Hilton
GRAND VACATIONS

Table of Contents

2	About This Report
4	CEO Message
5	About Our Business
6	Environment
8	Natural Resources & Greenhouse Gas Emissions Management
14	Social
16	Cultivating Team Member Growth & Development
23	Fostering Global Diversity, Equity, Inclusion & Belonging (DEI&B)
27	Impacting Our Communities
30	Consumer Financial Protection



ABOUT THIS REPORT

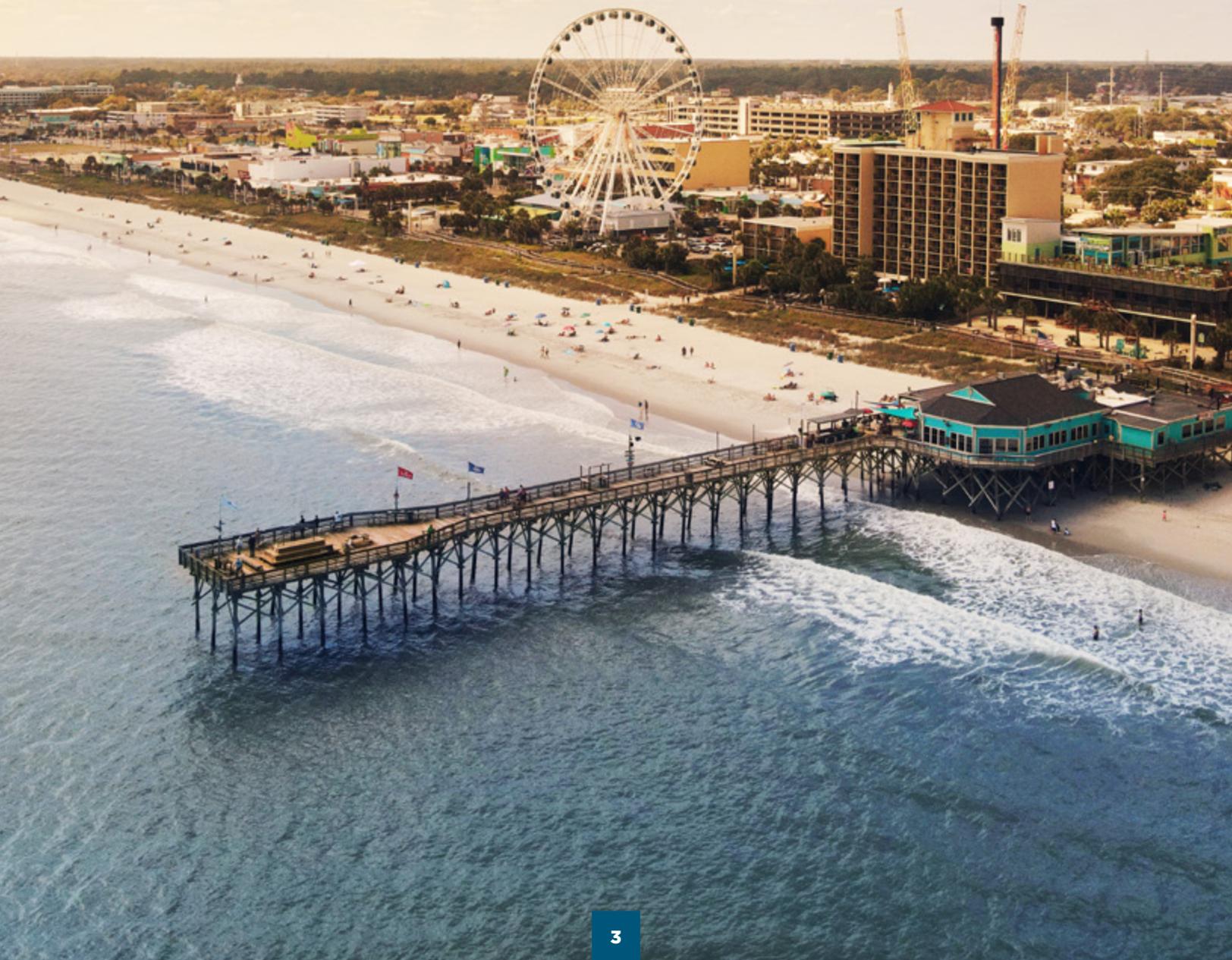
Welcome to Hilton Grand Vacations' (HGV) inaugural Environmental, Social and Governance (ESG) report. The purpose of this report is to shed light on our ESG-related efforts and enhance transparency for all of our stakeholders.

This report reveals our commitment to living our values and extending our passion for serving beyond our resorts to better the communities and world in which we live, work and vacation.

You can find more information on ESG-related company strategies, such as our Corporate Social Responsibility (CSR) platform — HGV Serves — on our [website](#). For further details on our governance-related company strategies, please refer to our [proxy statement](#).

On August 2, 2021, HGV announced the completion of its acquisition of Diamond Resorts International, Inc. Throughout this ESG report, those resorts acquired by HGV are referred to as “Diamond Brand Resorts.”

BUSINESS OVERVIEW



A Message From

Mark Wang, *President & CEO of Hilton Grand Vacations*

As we celebrate Hilton Grand Vacations' 30th anniversary in 2022, I'm pleased to share another company milestone — our inaugural Environmental, Social and Governance Report.

As a leader in the timeshare industry, we take our responsibility to make positive impacts on critical environmental and social issues seriously. From reducing our carbon footprint to championing efforts around diversity, equity, inclusion and belonging (DEI&B), we are steadfast in our commitment to stay true to our mission of "Putting People First."

We believe in being a responsible corporate citizen and are continuously enhancing our efforts to operate in an environmentally and socially responsible manner. To that end, we have implemented several programs across our global footprint — which are outlined throughout this report — to create an inclusive environment for our team members, serve our communities and reduce our environmental impact.

A spirit of service has always been at the heart of HGV. And through our Corporate Social Responsibility program, HGV Serves, we strive to extend our passion for serving others beyond our owners and resorts. We are proud to partner with incredible non-profit organizations that bring a light of hope to vulnerable individuals and create meaningful and transformative impacts in communities across the globe.

At HGV, we live by a simple philosophy: "Always do what's right."

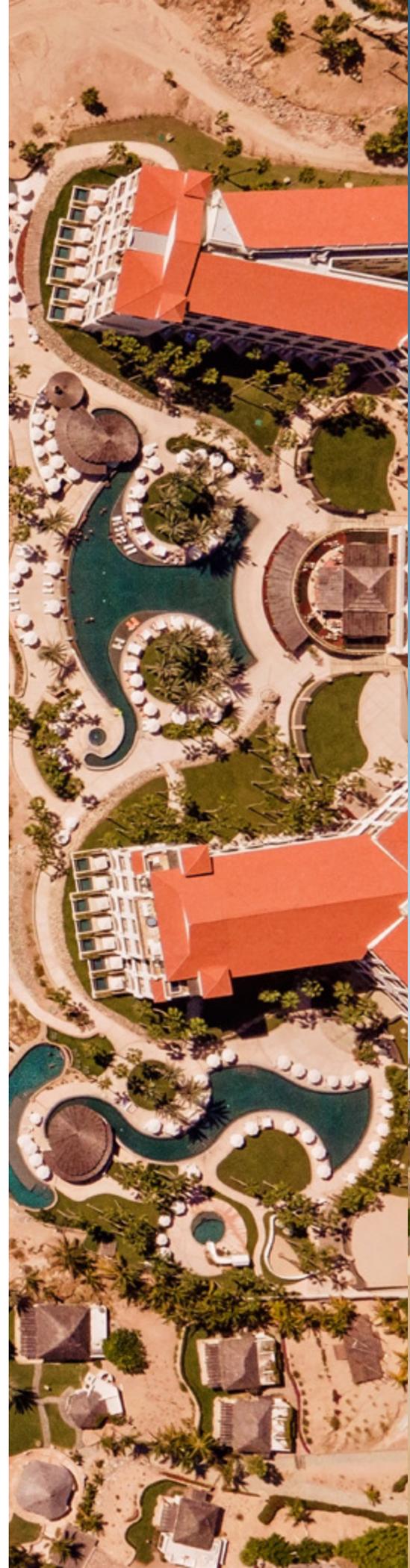
To further our commitment to DEI&B in 2021, we hired our first Vice President of People, Inclusion & Culture. The objective of this position is to lead the development and evolution of a comprehensive and forward-thinking DEI&B strategy to support HGV's team members around the world and expand the Company's vision and goals related to DEI&B, community relations, recognition and culture.

At HGV, we live by a simple philosophy: "Always do what's right." By keeping this perspective as the cornerstone of our decisions, we can drive change, create and enhance responsible business practices and cultivate an inclusive culture throughout our company.

There are many important issues facing the world today, and throughout this report, we will share more about how we are addressing and prioritizing these concerns with our social and environmental strategies. I'm proud of the impacts we've already accomplished as a company, and we know there is still much work to be done. I look forward to continuing to grow our efforts to drive change for generations to come.



MARK WANG



About Our Business

Hilton Grand Vacations is recognized as a leading, global, vacation ownership company with more than 720,000 owners and 154 resorts. Headquartered in Orlando, Florida, Hilton Grand Vacations develops, markets and operates distinct portfolios of high-quality, shared ownership properties in highly desired destinations.

As one of Hilton's 18 premier brands, Hilton Grand Vacations has a reputation for delivering a consistently exceptional standard of service synonymous with the Hilton name. From resort-like amenities to spacious suites, Hilton Grand Vacations provides unforgettable vacation experiences for owners and guests. With ownership comes our best-in-class membership programs, providing exclusive services and maximum flexibility for members around the world.

NUMBERS AT A GLANCE



720,000+
Owners Worldwide



154
RESORTS
(Owned and Managed)

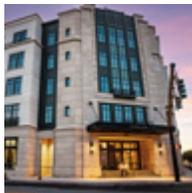
\$1.3+
BILLION

Contract Sales FY21



1992
Year Established

RECENT PROJECTS



**Liberty Place,
a Hilton Club**

Charleston, SC



**The Quin,
a Hilton Club**

New York City, NY



**The Central at 5th,
a Hilton Club**

New York City, NY



**The Beach Resort
Sesoko, a Hilton Club**

Okinawa, Japan



**Maui Bay Villas,
a Hilton Grand Vacations Club**

Maui, HI



ENVIRONMENT

At HGV, we recognize our responsibility to be good stewards of the environment.

We care about improving our environmental sustainability because we want our team members, owners, and guests to continue to experience what we love about the world.

We proactively look for ways to reduce our environmental impact and are specifically focused on greenhouse gas emissions and natural resource management. Our focused efforts include reducing energy and water consumption and minimizing the amount of waste sent to landfills.

We take our commitment to the environment seriously and do so through various key initiatives, both at the property level and through our partnerships with environmental non-profit organizations to drive sustainable development in the communities we call home.





NATURAL RESOURCES AND GREENHOUSE GAS EMISSIONS MANAGEMENT

At HGV, we strive to protect and improve the environment through sustainable actions so that future generations can experience what we love about the world. We are dedicated to making a positive impact on the issues that matter most to our team members, owners and local communities. We seek out ways to reduce our footprint and are specifically focused on the management of natural resources and greenhouse gas emissions.

By creating environmentally friendly policies, we are helping protect the world in which our owners and guests adventure. We track our progress across the organization through data collection, processing and reporting solutions, including Hilton's proprietary LightStay™ program, and the ISO 14001-500 Environmental Management System.

Highlights that underscore our commitment to operational improvement and responsible use of resources

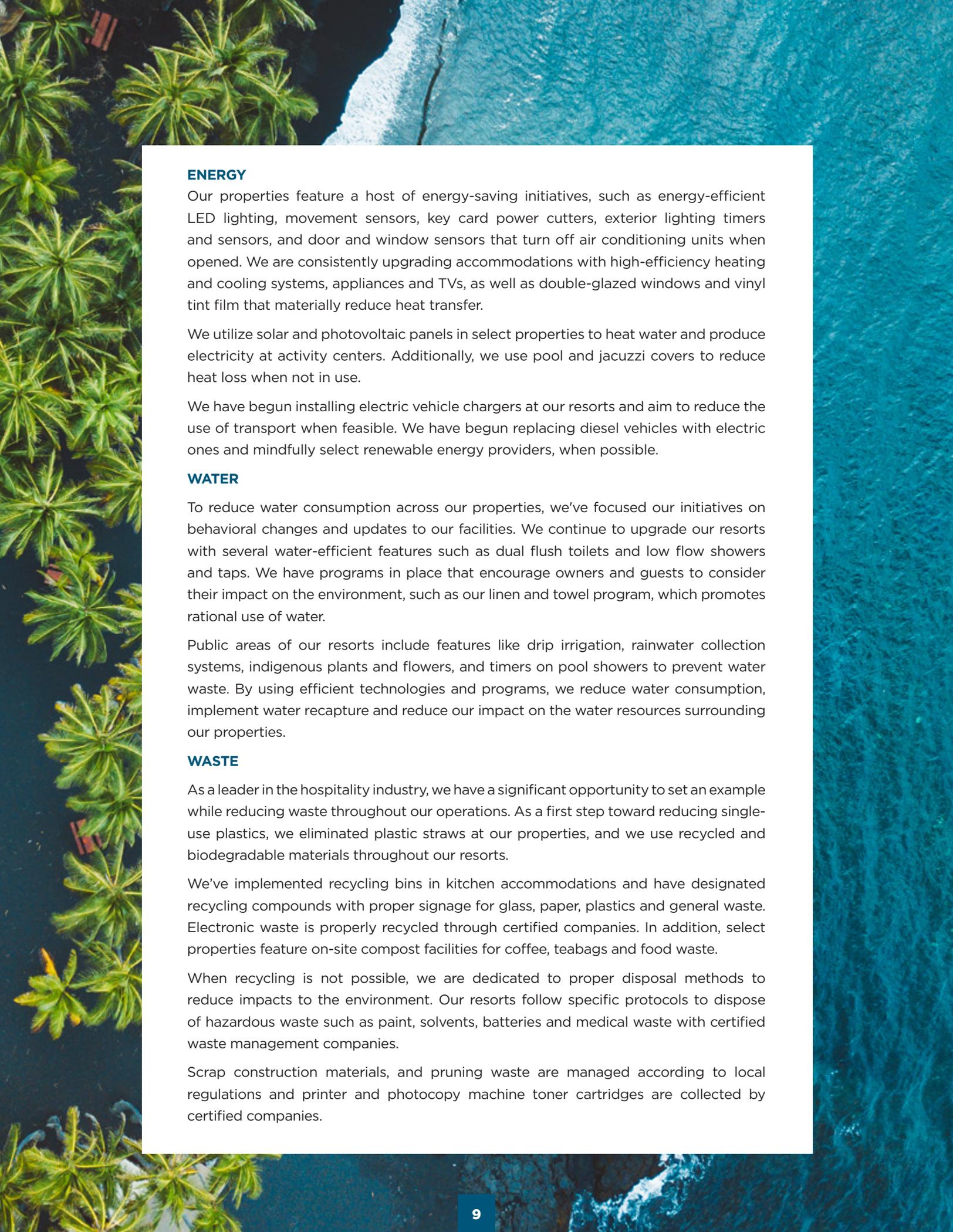
As a leading global hospitality company committed to a sustainable future, we strive to reduce our carbon footprint, consumption of water resources and waste production. Our environmental policies reach beyond our properties to better the communities in which we work and travel.

HILTON LIGHTSTAY™

The Hilton LightStay™ program is the foundation of reducing our environmental impact. LightStay™ measures energy and water use as well as waste and carbon output. Our HGV-branded properties use LightStay™ to define our impact and set benchmarks for improvement. The system analyzes performance across 200 operations, such as housekeeping, paper product usage, food waste, chemical storage, air quality and transportation.

GREENHOUSE GAS EMISSIONS

We are combating the threat of climate change by implementing energy-efficient programs across our footprint and modernizing our facilities. We use LightStay™ data to perform detailed monthly and annual audits of our environmental projects and regularly engage with our team members, owners, guests and shareholders to further our initiatives to protect the environment.



ENERGY

Our properties feature a host of energy-saving initiatives, such as energy-efficient LED lighting, movement sensors, key card power cutters, exterior lighting timers and sensors, and door and window sensors that turn off air conditioning units when opened. We are consistently upgrading accommodations with high-efficiency heating and cooling systems, appliances and TVs, as well as double-glazed windows and vinyl tint film that materially reduce heat transfer.

We utilize solar and photovoltaic panels in select properties to heat water and produce electricity at activity centers. Additionally, we use pool and jacuzzi covers to reduce heat loss when not in use.

We have begun installing electric vehicle chargers at our resorts and aim to reduce the use of transport when feasible. We have begun replacing diesel vehicles with electric ones and mindfully select renewable energy providers, when possible.

WATER

To reduce water consumption across our properties, we've focused our initiatives on behavioral changes and updates to our facilities. We continue to upgrade our resorts with several water-efficient features such as dual flush toilets and low flow showers and taps. We have programs in place that encourage owners and guests to consider their impact on the environment, such as our linen and towel program, which promotes rational use of water.

Public areas of our resorts include features like drip irrigation, rainwater collection systems, indigenous plants and flowers, and timers on pool showers to prevent water waste. By using efficient technologies and programs, we reduce water consumption, implement water recapture and reduce our impact on the water resources surrounding our properties.

WASTE

As a leader in the hospitality industry, we have a significant opportunity to set an example while reducing waste throughout our operations. As a first step toward reducing single-use plastics, we eliminated plastic straws at our properties, and we use recycled and biodegradable materials throughout our resorts.

We've implemented recycling bins in kitchen accommodations and have designated recycling compounds with proper signage for glass, paper, plastics and general waste. Electronic waste is properly recycled through certified companies. In addition, select properties feature on-site compost facilities for coffee, teabags and food waste.

When recycling is not possible, we are dedicated to proper disposal methods to reduce impacts to the environment. Our resorts follow specific protocols to dispose of hazardous waste such as paint, solvents, batteries and medical waste with certified waste management companies.

Scrap construction materials, and pruning waste are managed according to local regulations and printer and photocopy machine toner cartridges are collected by certified companies.

GOING DIGITAL

Our dedication to being environmentally responsible extends to how we communicate with our members, which includes the decision to distribute our *Club Traveler* magazine exclusively in a digital format for the past two years. This effort makes a tremendous impact on the environment in the following ways:


350K POUNDS

Less Paper Waste

Preventing nearly 350,000 pounds from ending up in landfills annually

More Trees Saved
Approximately 2,600 annually



2,600 TREES


1.2M POUNDS

Fewer Greenhouse Gas Emissions

1.2 million pounds of CO₂ per year, the same as 65 million air miles

Additionally, several of our resorts have made impactful strides in going digital including offering a fully digital check-in process, removing all paper collateral from guest rooms, and delivering information via in-room TVs and email. We utilize QR codes for menus in on-site restaurants, activities and excursions. In addition, housekeepers at some properties use a mobile program for cleaning schedules to reduce paper usage.

Highlights that underscore our commitment to engaging with our stakeholders to scale our impact

INTERNAL TRAINING AND COLLABORATION

We have instituted formal and informal policies to help our team members, owners and guests implement environmentally friendly practices. This includes involving our team members in the environmental management of our operations, training them in environmental best practices, and implementing resources for informal knowledge-sharing across our properties. We also make a concerted effort to engage owners and guests in activities on sustainability practices related to the use of facilities, products and services.

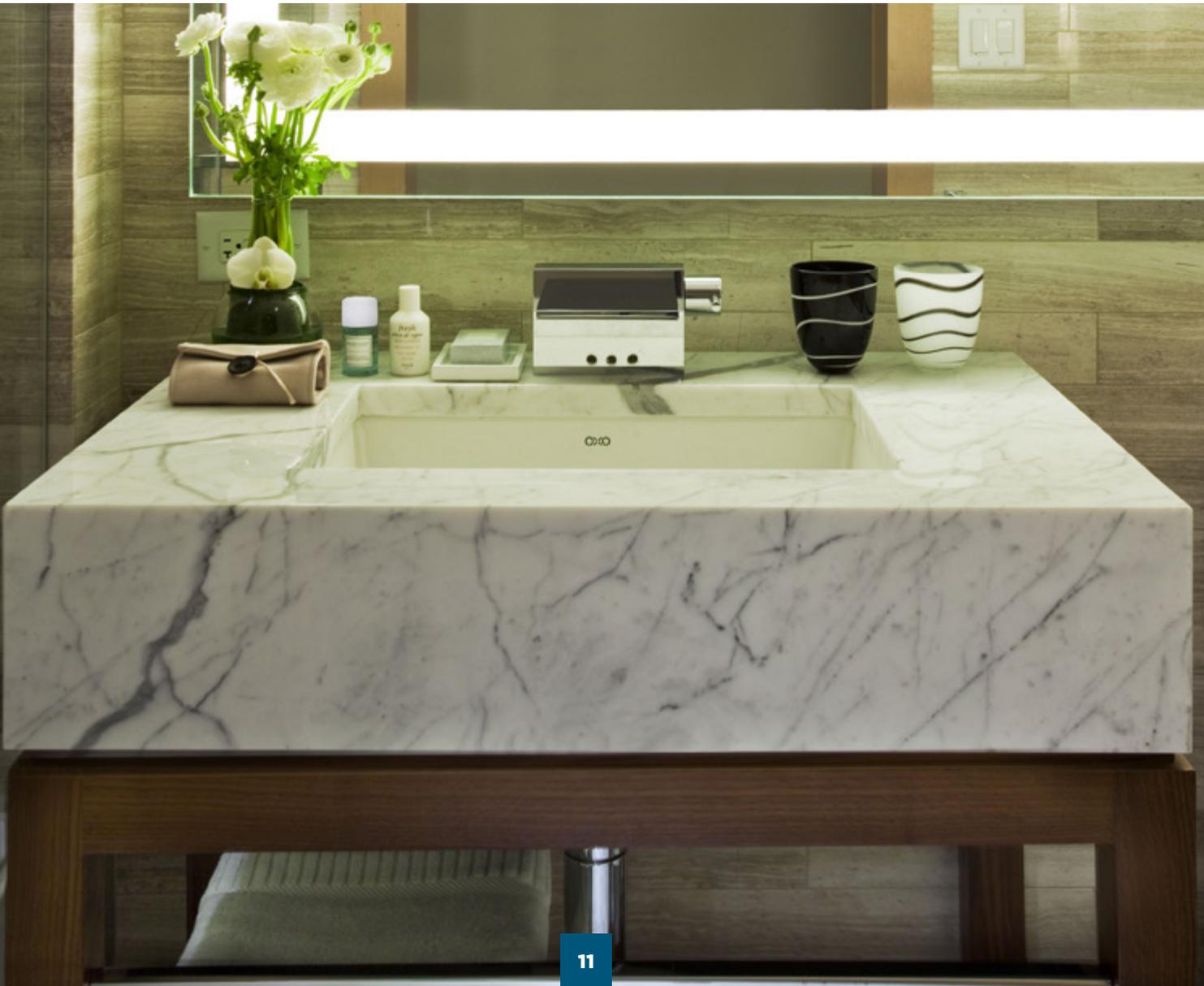
CLEAN THE WORLD™ SOAP RECYCLING PROGRAM

HGV is proud to partner with Clean the World™, a global health organization committed to improving the quality of life for vulnerable communities around the world. Through its hospitality Soap Recycling Program, Clean the World collects and recycles discarded soaps that are sanitized and repurposed into new bars before being donated to vulnerable populations.

In January 2020, we established the Clean the World Soap Recycling program as a Brand Standard across all our

U.S.-based, HGV-branded properties. Since then, we have expanded the program to include our first international location in Scotland and look forward to expanding even more broadly in the future.

To date, we have donated more than **19,000** pounds of discarded soap through our partnership, which has been recycled into over **100,000** bars of soap. In addition, we have donated over **10,000** pounds of unused bottled amenities to help communities across the globe.





WE ARE WATER INITIATIVE

In 2019, Diamond Brand Resorts in Europe launched a partnership with We Are Water Foundation in a two-pronged effort. The first of these efforts was to help bring clean and safe drinking water to communities in need around the world.

During 2019 and 2020, resorts raised over €40,000 (approximately \$42,000) for projects in Guatemala, India and Indonesia. These contributions have gone to We Are Water's efforts to purify existing water systems and repair broken systems in these countries.

The second component of our partnership with We Are Water is to promote a rational and sustainable use of water, as small changes can have a big impact. Owners and guests are encouraged to make simple changes, such as reusing bath towels and limiting water usage. This important work continues today under Hilton Grand Vacations ownership.

In July 2021, when resorts started to re-open following closures due to the COVID-19 pandemic, Diamond Brand Resorts and the We Are Water Foundation launched "The Globe Trotter Bottle Competition," with the aim of increasing awareness around the importance of water and decreasing single-use plastic containers. By reducing single-use plastic, we are positively contributing to a healthier planet.

EXAMPLES OF OTHER ENGAGEMENT ACTIVITIES

GRASSROOTS EFFORTS



In Europe, our ESG Focus Group organizes activities for environmental days, such as World Water Day, Earth Day, World Oceans Day, World Recycling Day and World Clean-up Day. During these special days, we invite owners, guests and team members to learn about sustainability through fun and educational activities.



In Hawaii and Japan, our team members participate in beach clean-up events and encourage owners and guests to join our efforts. Our team members partner with local non-profit organizations and schools to plant native trees and vegetation to restore shorelines, watersheds and food systems.

EARTH DAY CELEBRATIONS

Resorts encourage members, guests and team members to participate in Earth Day activities, including:

-  **TREE PLANTING**
-  **BEACH CLEAN-UP EVENTS**
-  **RECYCLING CONTESTS**
-  **CREATING NEW SUSTAINABLE GARDENS**
-  **ENERGY INITIATIVE CONTESTS**
-  **"LIGHTS OFF" FOR ONE HOUR**
-  **SHARING WILDFLOWER SEEDS**

EARTH DAY CELEBRATIONS

In 2021, HGV made a commitment to partner with the Arbor Day Foundation™ to participate in a tree planting project in Charleston, South Carolina. The Arbor Day Foundation works to connect people and organizations with opportunities to plant trees and help solve some of the most critical issues facing our planet. We are proud to support an outstanding non-profit organization that is contributing to our world in an impactful way — one tree at a time.



AWARDS AND CERTIFICATIONS

Around the globe, our resorts have been recognized with the following accolades for their sustainability efforts:

“ONE TO WATCH”

WTM™ World Responsible Tourism Awards
(Diamond Brand Resorts in Europe, 2021)

Tenerife’s Sustainable Practices Competition “Best Sustainability Practice in Accommodations”

(Santa Barbara Golf & Ocean Club in Tenerife, Diamond Brand Resort, 2021)

Hawaii Green Business Award

(Kings’ Land, HGV Brand Resort in Waikoloa, 2021)

International Organization for Standardization Certification

(Diamond Brand Resorts in Europe)



We Are Water Certification
(Diamond Brand Resorts in Europe)

Audubon International Green Lodging Certificate

(obtained by all HGV Brand Resorts in the United States)

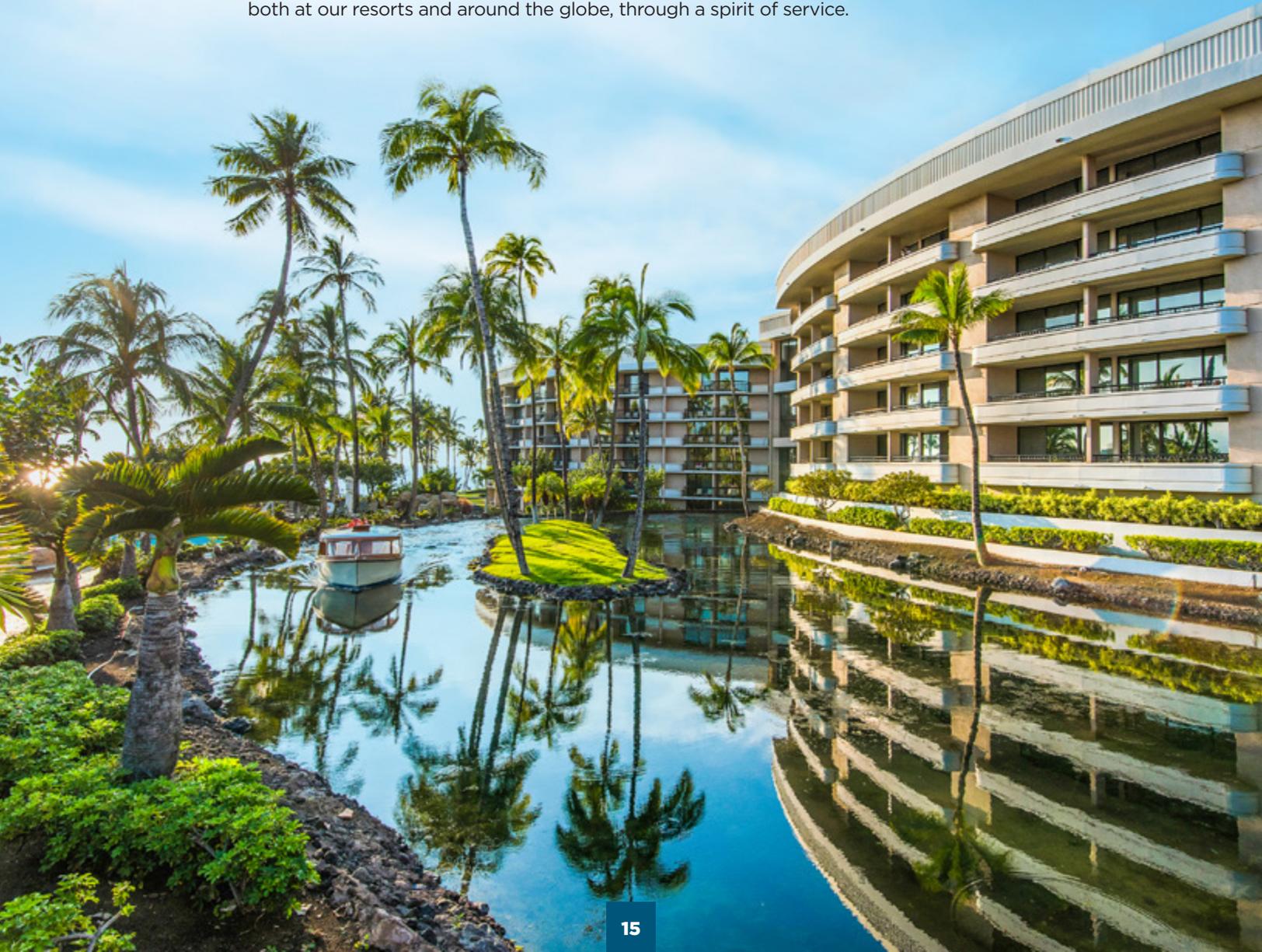
A low-angle, upward-looking photograph of several modern skyscrapers. The buildings are made of glass and steel, with their lines converging towards the top of the frame. The sky is a vibrant blue with scattered white clouds. The word "SOCIAL" is centered in the middle of the image in a bold, dark blue, sans-serif font.

SOCIAL

At HGV, we put people first in all that we do.

We are committed to creating an inclusive environment where our team members have a voice, feel valued and can thrive both individually and collectively. We believe that when we bring together individuals with different perspectives and experiences it enables us to build a stronger, more successful organization. Creating a culture of belonging also provides our team members with opportunities for professional growth in their careers while remaining valued, engaged and rewarded for their contributions.

We pride ourselves on providing our owners and guests with unparalleled levels of service and unforgettable vacation experiences, all while ensuring the utmost transparency in our practices, which is inclusive of our sales and lending processes. It is a natural extension of our people-first mission to be good stewards of our communities, both at our resorts and around the globe, through a spirit of service.





CULTIVATING TEAM MEMBER GROWTH & DEVELOPMENT

At its core, HGV is guided by its mission of “Putting People First.” For 30 years, we have fostered a strong culture of growth, empowerment, diversity and inspiration for our team members. Our people-first talent approach is inclusive of programs and services that are designed to ensure our team members feel engaged, appreciated and rewarded for their contributions. This not only inspires creativity among our team members but allows them to deliver memorable vacation experiences for owners and guests in desirable destinations around the world.

EMPOWER AND NURTURE THROUGH OPPORTUNITY

At HGV, we focus on hiring practices that are reflective of our core values:

Hospitality Integrity Leadership Teamwork Ownership Now

Leveraging HGV’s brand and inclusive culture, we seek enthusiastic individuals who are passionate about hospitality and embody a spirit of service toward our owners, guests and fellow team members.

We believe hiring individuals with dynamic backgrounds, cultures and perspectives leads to increased creativity, innovation, and overall, a more well-rounded workforce.

HGV is committed to connecting and engaging a diverse workforce to ensure our team member population is reflective of the communities in which we live, work and serve. To learn more about how we incorporate diversity, equity, inclusion and belonging strategies into all that we do, refer to the Fostering Global Diversity, Equity, Inclusion and Belonging (DEI&B) section on page 22.

Outreach strategies to our talent network include programmatic media targeted at geographic, demographic and online behavior, personalized candidate nurturing emails, text and auto-triggered sequential email campaigns and systematic automated job alerts. We also employ targeted grassroots activities where recruiters promote and encourage potential candidates to join HGV’s talent network. These targeted activities are used in conjunction with broader recruitment tools such as leveraging our careers website to promote hiring events and recruiter engagement at the community level (i.e., colleges and universities, non-profits, trade schools, unemployment offices and more). Additionally, HGV encourages an internal recruiting culture by incentivizing current team members to refer leads from their external networks.

The hiring process does not end at initial recruiting and onboarding; it is only the beginning. At HGV, we not only care for, but also nurture and cultivate our talent during their entire career journey with us – helping our team members find the role that is the best fit at all stages of their career.

As of December 31, 2021, more than 13,000 global team members were employed at our resorts, call centers, sales centers and corporate locations around the world.

Supporting, Strengthening and Providing for Our People

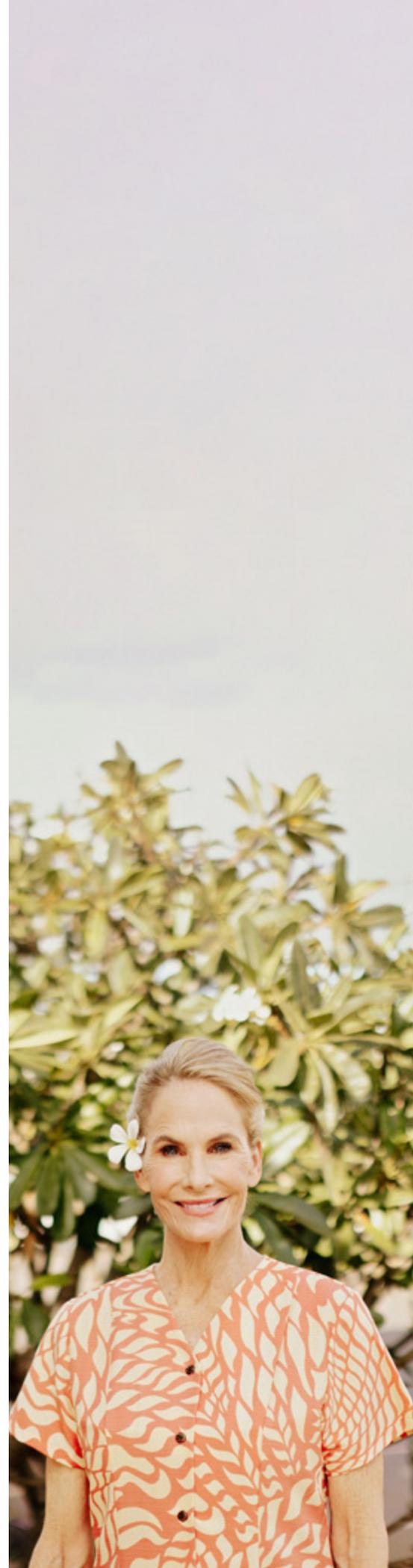
We are dedicated to developing a healthy and robust pool of talent. We accomplish this by first helping team members develop the knowledge and skills they need to further their support network. Next, and most importantly, we provide initiatives and programs designed to nurture their career path. HGV focuses on employee retention initiatives and has designed purposeful programs to help team members flourish throughout their journey. We believe that the success of our business is fundamentally connected to the well-being of our people, and we live by the adage: "If you take care of your people, they will take care of you."

We offer a competitive set of benefits and wellness programs to support the individual needs of our team members, including but not limited to: medical, dental, vision, an Employee Stock Purchase Plan, 401(k), an Employee Assistance Program, an Educational Assistance Program and tuition reimbursement, flexible spending accounts, life and disability insurance, discount programs, and a variety of voluntary benefits. Three-quarters of our team members are enrolled in at least one of our health and well-being programs.

HGV also provides team members a consistent, simple and sustainable compensation program that encourages and nurtures career growth. The goal of our compensation framework is to provide objective guidelines for managing compensation, ensure internal equity that is competitive within the industry and aligned with the company's long-term growth strategy.

There are also several programs that reward and highlight milestones, recognize the exceptional service standards of our team members and promote our company values. HGV is proud to offer rewarding travel experiences and a fulfilling work-life balance through our Team Member and Family Travel Program, along with providing generous paid time off to relax, recharge and reconnect.

- **Annual Compensation Planning Cycle** with merit, bonus, and long-term incentive planning for eligible team members.
- **Targeted Sign-on and Retention Incentives** to attract new team members into particular roles, along with providing gas allowance for team members who are required to be in the office for training.
 - In 2021, over 1,700 hourly Operations team members participated in a special retention incentive (\$1,000 for full-time team members and \$500 for part-time team members).
 - Approximately 3,000 Resort Operations team members are eligible for payout of up to \$1,200 per year in retention incentives.





- **Make Time to Take Time:** HGV's paid time off initiative that encourages team members to take advantage of the company's travel program through Go Hilton.
- **Flex-work Availability:** For Return to Office policies, we are offering a more modern, simplified and advanced approach for business support teams that offer flexibility, including full-time, hybrid and remote options.
- **WOW Cards:** Personal achievements are recognized internally, by our SPARK Recognition platform, inviting team members to send recognition in a special way.
- **Champions Club:** Celebrating the champions of our company with an annual awards gala to recognize their exceptional performance during the year.



Recognition, no matter how small, inspires big things. And it is one of HGV's key priorities to appreciate and recognize team member milestones throughout their journey with the company. From day one, we offer recognition programs that engage team members and support leaders in creating meaningful and impactful moments for their teams. The following recognition awards were shared with team members during 2021:



14,591

WOW Cards sent in 2021



2,116

Spotlights in 2021



109

Pillar Awards in 2021



12

Vision Awards in 2021



RECOGNITION

Our efforts across the areas described above have resulted in the following key recognitions for our company and team members in 2021:

- *Newsweek's*™ Most Loved Workplace – Ranked No. 12 among 100 U.S. companies recognized for an exceptional culture
- ARDA Awards, the timeshare industry's renowned award program
- Dave Thomas Foundation for Adoption™ “Best Adoption-Friendly Workplaces”
- *Orlando Business Journal's* “Best Place to Work” in Central Florida
- Stevie Awards® for Company of the Year, Customer Service Team of the Year and Women in Business
- Mogul's Top 100 Innovators in Diversity and Inclusion
- Mogul's Top 1,000 Companies Worldwide for Millennial Women
- *Pacific Business News'* 2021 Business Leader of the Year – Big Business



MEASURING SUCCESS: LISTENING AND LEARNING

At HGV, we promote a common inclusion philosophy that we believe is reflected in our initiatives, and we regularly seek team member feedback through monthly pulse-checks, our annual engagement survey and ongoing discussions with our Team Member Resource Groups (TMRGs). Through those channels, we are actively listening and creating an opportunistic and fulfilling career experience with HGV. These surveys provide a purposeful connection with our team members, essentially, acting as the lifeline that helps inform HGV in its decision-making process.

One of the annual surveys we conduct is a global team member engagement survey to help the overall improvement of the team member experience at our resorts, call centers, sales centers and corporate locations. This survey is our number one tool to identify emerging trends and helps to develop two-way communication between team members and senior leadership. We have structured the survey to provide senior leadership with feedback in four different categories:

- Total overall engagement
- Core HGV-specific components that include top drivers of engagement, advocacy and retention
- Questions that have gained importance during the COVID-19 pandemic
- Feedback as to why team members work at HGV, why they stay and what we can do to improve

HGV ensures its surveys are confidential by developing them through a third-party consultant that analyzes responses.

Senior leaders receive a summary report of their team's results to learn more about team members' thoughts, opinions and ideas as we continue to look ahead and continuously improve their experiences.

COMMITMENT TO DEVELOPING OUR PEOPLE

HGV is committed to providing team members and leaders with the opportunity to develop and refine their leadership skills. With a curriculum of over 1,000 distinct training and development courses, such as development tracks to become a general manager and a leader course on how to manage remotely, team members can participate in specific learning experiences that help build business acumen and increase leadership capacity.

The leadership courses are customized to meet the needs of our four primary leadership levels.

- **Individual Contributors:** Team members who do not manage other team members
- **First-Level Leader:** Leaders who manage a team of individual contributors
- **Manager of a Manager:** Senior Manager and Director-level leaders who manage other leaders
- **Functional/Business Unit Leader:** Senior Director and Vice President-level leaders who lead functional/business units

Along with training and development programs made available to all team members, HGV also highly encourages growth, acceleration and promotion through one's journey with the company. For example, one team member who has been with HGV for over six years started their career as a club director and has progressed and grown throughout their time here, working their way up to general manager and now runs one of the company's most high-profile and successful resorts. They attribute their success to HGV exposing them to different types of properties, leaders and experiences with varying cultures which has allowed them to increasingly grow in their career.

I was taught early in my career that one way to become a great leader is to expose yourself to different experiences. HGV has exposed me to various types of properties and leaders with different cultures in that region. I continue to do that throughout my career. I've learned from all the leaders and situations I've encountered because HGV offered me those opportunities.

**General Manager
Hilton Club**

HGV also provides a growing number of internship and mentorship programs designed to help progress individual career paths. We focus these programs on providing individuals and team members with the opportunity to gain valuable work experience and learn from others as they build their professional network.

PROTECTING TEAM MEMBER HEALTH, SAFETY AND WELLNESS

We are committed to the health, safety and wellness of our team members as the success of our company is directly associated with their welfare.

We continue to modify our remote and on-site working policies to adapt with current regulations and public health guidance. Many of our team members continue to work from home, but for those team members who are on-site, we have implemented safety measures, protocols and learning programs to protect their health and safety.

In May 2020, HGV introduced its Enhanced Care Guidelines at all HGV-branded resorts, sales galleries, and offices. These measures included increased cleaning protocols and safety standards. The Enhanced Care Guidelines incorporated the Hilton CleanStay™ program to include best practices and protocols as recommended by the Centers for Disease Control and Prevention (CDC) and cleaning solutions approved by the U.S. Environmental Protection Agency (EPA).





TAKING SOCIAL RESPONSIBILITY WHEREVER WE GO

We value and respect everyone's fundamental human rights. As a company, we are focused on serving our team members, owners and guests with dignity and respect. We pledge to our spirit of service wherever we go. We believe that upholding and safeguarding the rights of those we work with and for is foundational to our business.

At HGV, we have fair policies and procedures in place to protect our team members' rights, to encourage a safe and fair workplace, and to promote a positive and inclusive environment for all.

At HGV, people are at the center of everything we do and our culture, rooted in our Hilton Grand Vacations Values, serves as our foundation.

As a company focused on serving our team members, owners and guests with dignity and respect, upholding and safeguarding the rights of those we work with and for is not only foundational to our business, but also key to creating a sense of belonging. Because ultimately, a culture of true belonging engages the full potential of individuals where innovation thrives and views, beliefs and values are fully integrated.





FOSTERING GLOBAL DIVERSITY, EQUITY, INCLUSION & BELONGING

DEI&B Objectives

HGV's dedication to fostering an environment that is both diverse and inclusive is essential to our long-term growth and success as a company. In 2021, we welcomed our first Vice President of Diversity, Equity and Inclusion with the objective to develop a comprehensive and forward-thinking Diversity, Equity, Inclusion and Belonging (DEI&B) strategy that broadly supports HGV's team members across the globe. Additionally, this role is pivotal in further developing our existing programs and processes that impact HGV's key areas of culture, career, community and commerce.

Together We Can

We are committed to an inclusive workforce that fully represents many diverse cultures, backgrounds and viewpoints. An integral component of our inclusive culture has been the creation of voluntary, employee-led groups called Team Member Resource Groups (TMRG). These empowered groups further foster the openness, integrity and respect we have embedded in our company culture while sustaining an environment of continual learning through their commitment to work in service of particular communities. Each TMRG is sponsored by a senior executive who provides leadership and assists with the visibility of initiatives across the business and is chaired by team members who set the direction and take ownership of the initiatives set forth by the group.

We have TMRGs for the following communities: African American, Asia Pacific Islander, Hispanic Latino, Pride, Military and Women. We are launching six additional TMRGs in 2022 that incorporate Disabilities, Environmental, Multi-Cultural, Parenting & Caregivers, Young Professionals and Wisdom. Success is gauged and future initiatives are prioritized across four main areas: culture, career, community and commerce.

We believe multiple perspectives yield sounder solutions and relatability with our diverse base of team members, customers and consumers. As such, we regularly seek team member feedback through monthly pulse-checks, ongoing discussions with TMRGs and an annual engagement survey.

Statement on Diversity

At Hilton Grand Vacations, inclusion, diversity, equity, and belonging are at the core of who we are. Our commitment to these principles is unyielding – across all business areas and our global footprint. They are central to our mission, vision, values, and impact.

We know that having varied perspectives helps generate better ideas, create better products, and serve our team members, customers, owners, and communities from all backgrounds.

Our TMRGs

TMRG Focus	TMRG Name
African American	B.E.A.T. (Black Employee Action Team)
Women	Women's
Environment Initiatives	Sustainability
Asia Pacific Islanders	Asia-Pacific Islander
People With Disabilities	Diverse Abilities
Working Parents / Caregivers	PaCT (Parent and Caregivers Team)
Multi-Cultural	Multi-Cultural
Hispanic Latinx	Hispanic/Latinx
Active Military/Veterans/Military Families	Military
LGBTQ+	Pride
Age/Different Generations in the Workplace	Young Professionals
	Wisdom

Putting People First

Our people-first talent strategy is inclusive of initiatives and activities that are designed to ensure our team members feel engaged, appreciated and rewarded for their contributions. In the same way we go above and beyond for our owners and guests, we aim to apply these same principles to every team member. We firmly believe that hiring people from all backgrounds, cultures and perspectives leads to heightened creativity and innovation. We are committed to ensuring our team member population is reflective of the communities in which we live, work and vacation. By nurturing our team members and creating an inclusive culture, we can forge authentic connections with our family of owners and guests.

All team members are offered over 1,000 training and development courses that focus on numerous core competencies, including diversity & inclusion, culture, leadership, business acumen, skills training, and personal and professional growth. In 2021, our team members completed roughly 100,000 courses, resulting in 70,000 total training hours. Courses are delivered to team members through a variety of methods to accommodate varying levels of accessibility.

Understanding the challenges that parents and caretakers have faced since the onset of the COVID-19 pandemic has been a crucial focus as we look to design inclusive career

paths around each team member's talents and skills. Being empathetic and cognizant of our team members' lives beyond work, especially now that everyone is facing new stresses, has enabled us to implement a flexible work environment that allows team members to have more control over their schedules.

Leading by Example

At HGV, we pride ourselves on providing team members with opportunities for professional growth in their careers with us. As an equal opportunity employer, recruiting and nurturing the best and brightest talent ensures we deliver the finest experiences for all who stay with us.

Over 43% of our executives who are senior vice presidents or above are women and/or identify as being a member of a racial or ethnic minority group. In addition, our president and CEO Mark Wang, and two out of our nine directors, identify as racial or ethnic minorities and/or women.

We are committed to continuing to enhance leadership diversity. We are proud of our efforts to date and will continue to focus on generating input and accountability from a broad set of viewpoints, including our members, owners, guests, team members, stakeholders, stockholders and communities.



**Director of Safety and Security
Hilton Grand Vacation Club
Co-Chair
Military Team Member Resource Group**

TALENT ACQUISITION

I love HGV because, as a member of Resort Operations Security, I am still able to plug into the bigger picture of vacation ownership and see the business through the lens of Sales, Marketing and other departments. From Grand Journey on, [team member onboarding program] our team members have additional insight into how to make our business successful that is not present with other vacation ownership companies. Working for a pioneering company like HGV is something I take a great deal of pride in, as I can train and educate my Security team to be aware of how our roles affect the vacation experience.

DEI&B

HGV has increased its total number of TMRGs and grown existing ones to be more inclusive to support communities. Our TMRG co-chairs champion for each other's groups because wearing the same uniform or logo is not enough. We communicate, we learn and we grow in our professional understandings and that, ultimately, makes us better human beings.

COMMUNITY IMPACT

The volunteer aspect of what HGV does is putting collective good feelings and ideas into action, which is the most important part. We can't just "talk the talk," we MUST "walk the walk." It is important that HGV continues to seize the opportunities to give back to the communities that support us to do our best as team members, and serve those owners and guests who identify with the same groups that are represented in TMRGs. When we plan events and execute them, we are sharing the light and warmth of hospitality as well as our company values with the community and the world.

**Executive Assistant
Hawaii Regional Sales & Marketing
Co-Chair
Asia-Pacific Islander Team Member Resource Group**

TALENT ACQUISITION

HGV provides varying opportunities for team member growth and leadership development. In an industry where integrity is lost among the varying myths and stories, I am proud to say that we are true to our word. Whether we are providing sustainable luxury vacation options to guests or front-line customer service, you will find that the foundation of our values is wholeheartedly due to team members' passion and our leaders' vision.

DEI&B

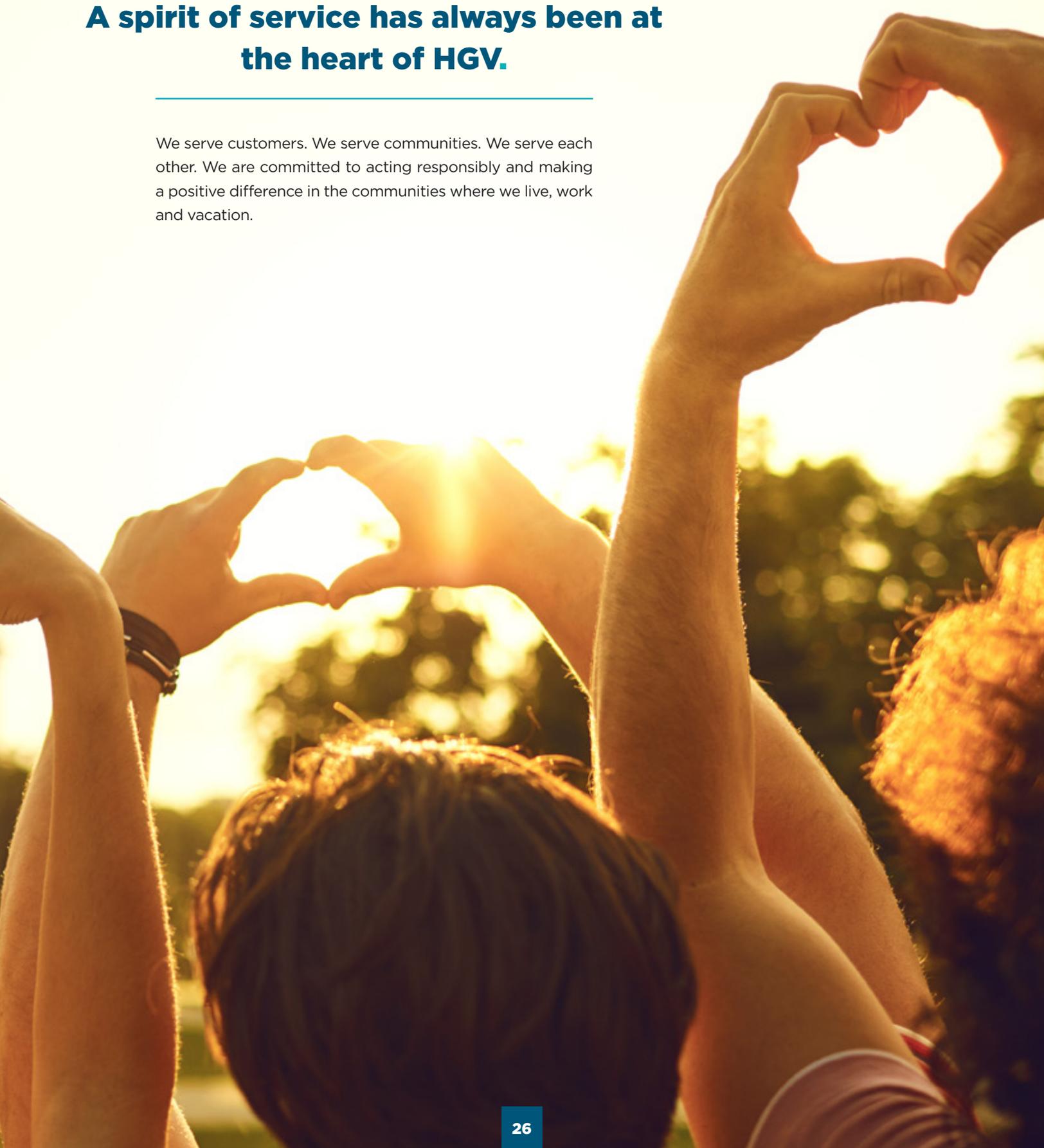
Team Member Resource Groups are a huge aspect to our DEI&B values and mission. However, it is the ability to hear all voices regardless of their position, location or walk in life. Our owners and guests feel it too. Through owner events that immerse them in culturally rich experiences or the little amenities that bring a sense of home, our team members express the heart of inclusion in a safe travel environment. While we are an exclusive, luxury travel company, we take our responsibility in the industry seriously. All owners and guests should feel celebrated, regardless of country or location because our leadership celebrates team members through acts of kindness and recognition.

COMMUNITY IMPACT

HGV Hawaii has monthly and quarterly CSR activities and events. Partly due to our *Malama* initiatives [Hawaii specific sustainability and CSR program], but mainly because our Area Senior Vice Presidents are active contributors to non-profit organizations across Hawaii on all islands. They are great examples of "You Do, We Do, I Do."

A spirit of service has always been at the heart of HGV.

We serve customers. We serve communities. We serve each other. We are committed to acting responsibly and making a positive difference in the communities where we live, work and vacation.





IMPACTING OUR COMMUNITIES

HGV Serves

We believe that we have a responsibility to uphold our values. By doing so, we extend our passion for serving beyond our properties to better our communities.

Our CSR platform, HGV Serves, reflects our continued commitment to serve and inspire people. Through this platform we focus on giving back to communities in four philanthropic pillars: disaster relief, homelessness, veterans and youth development. Together, the company and our team members share our time, talent and resources to create a meaningful impact in our communities across the globe.

The four pillars are the foundation on which HGV continues to build a future of serving and giving globally. At present, we have partnered with three non-profit organizations aligning with our disaster relief, homelessness and veterans pillars. Our fourth partner, tied to our youth development pillar, is expected to be identified in 2022.

Disaster Relief

As a company, we care deeply about our communities. 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. We provide crisis support through financial contributions to non-profit organizations that organize emergency assistance, disaster relief and volunteer efforts.

Homelessness

Making people feel at home is what we do best. We extend that same sense of stability through our partnership with Habitat for Humanity™ International. Through this partnership, launched in 2021, HGV team members across the country volunteer for home-building projects in their communities.

Our team members also participate in donations and food drives across the country to lend a hand to those in need. Notable contributions include:

- Our Waikoloa Village resorts raised more than \$15,000 for a local charity
- HGV's Tokyo corporate office carried out a donation of emergency food to a local food bank
- More than 100 of our Hawaii-based team members supported The Salvation Army's™ Angel Tree program, generating a value of \$6,000 to give back to the local community

Veterans

HGV is proud to honor those who have served in the U.S. Armed Forces and their families. In 2021, we launched our national partnership with the United Service Organizations™ (USO), which assists troops in their transition to civilian life, provides support programs to military families and helps those actively serving our country.



Youth Development

With our spirit of service leading the way, we are focused on propelling today's youth toward bright futures by supporting non-profit organizations that offer help, hope and compassion to children facing adversity.

- To commemorate the opening of The Beach Resort Sesoko, a Hilton Club, we donated to the Motobu Town Children and Child-rearing Yuimaru Fund Ordinance and continue to support this fund by donating one dollar for each new owner obtained at the resort.
- In Hawaii, we partnered with the non-profit organization Kupu, to contribute to two major *Malama* events with the goal of empowering youth.
- More than 2,800 HGV team members in Orlando teamed up with Christel House to participate in A Walk Around the Christel House World, in support of students around the globe.

Hilton Grand Vacations Foundation

As a result of the 2021 acquisition of Diamond Resorts, HGV gained ownership of the Diamond Resorts International Foundation. The foundation, which has now been renamed the Hilton Grand Vacations Foundation, is a recognized 501(c)(3) charity and supports the HGV Serves platform and other community initiatives.

**“Volunteering FEELS good!
To help someone in their time of need is an amazing feeling — it also gives the people of the community so much hope. I love — and I do mean LOVE — working for a company that supports volunteer efforts, because where would any of us be if it had not been for someone else?”**

**HR Business Partner Specialist
Co-Chair, Women's Team Member Resource Group**

As an industry-leading global vacation ownership company, we understand that our owners have high standards. We know they expect more from us than just a place to stay, but a place to call home. Our owners are at the heart of everything we do and are customers for life.

This is why we aim for transparency in our practices

to satisfy our owners' financial needs and to ensure a best-in-class vacation ownership experience — not just for one generation, but for generations to come.



CONSUMER FINANCIAL PROTECTION

Protecting Our Owners Through Responsible Practices

HGV has earned the trust of its customers over the past 30 years by consistently delivering incredible vacation experiences. We strive to operate our business — including our sales and lending processes — with full transparency, and we do the utmost to put the needs of our owners and guests first.

The choice to purchase vacation ownership is a major decision and one that should not be taken lightly. That is why we've established a set of guidelines, practices and policies to ensure we treat our customers and owners fairly throughout the entire customer lifecycle. This covers the full scope of ownership with HGV — from marketing to prospective purchasers, to selling the vacation ownership product and offering of financial products, as well as maintaining the resort properties and homeowners' associations.

It all starts with hiring individuals that embody a passionate attitude. We then provide our team members with the tools, training and expectations they need to become accountable in delivering the experience of a lifetime, every time. Extensive onboarding and ongoing training is offered to ensure our global teams operate with the highest level of integrity.

The Sales Process

At HGV, we want everyone who experiences our sales process to walk away with as good of a relationship with Hilton as they did before — if not better. We also want every sales experience to deliver the highest quality of information possible. To do this, HGV Sales Centers use a proprietary sales software that leads each customer through a structured presentation, ensuring each customer receives a consistent presentation and one that has been tailored to their specific needs.

During these sales presentations, we understand a large amount of information is presented in a short period of time. To make sure a customer understands their purchase and is ready to commit, we conduct a separate quality assurance process designed to review the various purchase and disclosure documents. As part of this process, we ask each customer to review a short summary of the most important terms of their purchase. The customer then has several days to review all the materials provided, allowing time to consult with a third party if they desire. This is commonly referred to as the “cooling off” period and gives the customer an ample amount of time to feel fully confident in their decision.





Lending

As an industry leader, we aim to set the standard for responsible lending and loan servicing. Although anyone is welcome to purchase our timeshare, we focus our marketing efforts on those who have the financial ability to responsibly purchase a vacation ownership and service our loans through a customer service framework.

For many people, the financial commitment in purchasing a vacation ownership is similar to purchasing a car. Individuals who qualify for financing may be offered a loan where the purchaser will pay an initial payment at the beginning of their ownership and then finance the balance over a period of approximately seven years.

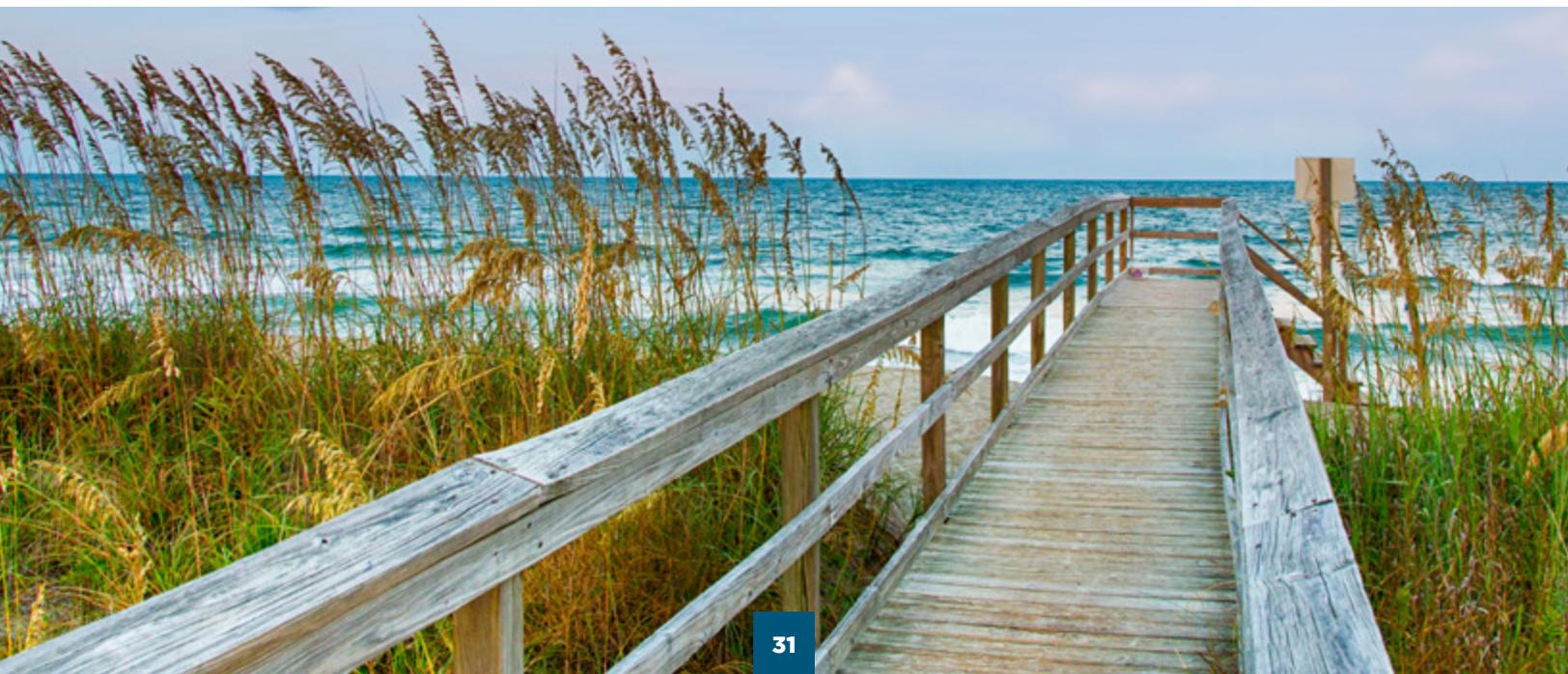
When owners experience temporary financial hardships, we can offer a variety of mitigation options to help the owner financially and get them back on the path to experiencing grand vacations.

Conscientiously Serving Our Owners

Through HGV's commitment and mission of owners becoming the heart of everything we do; we aim to gain and further our customers' trust by adhering to our own ethical standards in the way we do business.

Examples that showcase the betterment of our practices:

- **Credit Committee** — An internal committee that is comprised of members who meet quarterly (or as needed) with the sole reason to discuss, evaluate and approve HGV's lending practices. Leadership from various departments throughout the company are involved in this committee to provide appropriate representation.
- **Complaint Management System** — HGV utilizes a customer complaint management reporting mechanism that helps regulate and track all customer complaints throughout the company, along with customer feedback. This tool provides valuable insight into issues customers are facing, providing the company, along with our business partners, direct feedback into how to improve the customer and overall ownership experience going forward.
- **Data Integrity and Privacy** — HGV incorporates logical privacy protections into company practices to safeguard and protect owner information.
- **Portfolio Services Group** — HGV has a department dedicated to managing and ensuring team members follow all the appropriate financial guidelines and support our customers the best way possible.



Educating and Supporting Our Owners' Needs

HGV has developed educational materials to help ensure our owners are informed about their ownership and how to avoid any misleading or fraudulent schemes. We understand most of our owners are extremely pleased with their ownership, and we do all that we can to make sure our owners know what to do if approached by any third-party companies with duplicitous offers.

Unfortunately, there is a well-established history of untrustworthy behavior from third-party exit and advertising companies. They use fraud and deceit to make a profit from timeshare owners who may be looking to exit their ownership or who otherwise may be looking for ways to reduce their current financial obligations.

Our owners can protect themselves from these scams, and the first step is knowing how to identify them. HGV has developed various educational materials, compiled and distributed FAQs, and communicated warnings to owners to make sure they are prepared in the event one of these operators seeks to take advantage of their situation.

We also understand that our owners' vacation needs can change over time. For some, that might mean transferring their ownership or exiting ownership entirely. If an owner's needs change, we are here to help. Specifically, HGV has an

in-house Resale department that provides customer support throughout the resale process. This process includes honest conversations about the options available to owners so they have reliable information and can make the best possible decision for their situation. Our Member Support team also assists with transfers, ownership and account changes as needed.

HGV also works very closely with each property's homeowner's association and its board of directors to ensure our owners are experiencing the highest quality with their ownership. The board works in tandem with the resort operations team to help set policy and provide direction to maintain service and operating standards to meet the expectations of owners and help ensure the long-term viability of the resort.

Our obligations to our customers don't end when their ownership officially starts with us – it's only the beginning. When you become an owner with HGV, you become part of our family. And that means we'll be here to help every step of the way. We understand that each owner's situation is unique and can help them fully understand the ownership process so they can have the ultimate ownership experience.





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