



2025

Impact Report

 The Bay Club,
a Hilton Grand Vacations Club
Waikoloa, Hawaii

Table of Contents

Introduction

Forward-Looking Statements	04
CEO Message	06
About Hilton Grand Vacations	08
Our Achievements	10


Our Environmental Journey

Energy	16
Water	22
Waste	25

Our Social Impact

Careers	33
Culture	44
Community	48
Consumers	54

Forward-Looking Statements

 Cabo Azul,
 a Hilton Vacation Club
 Waikoloa, Hawaii

This report 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 Hilton Grand Vacations (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



At Hilton Grand Vacations, we believe that supporting both the environment and our communities is not just a goal, but a continuous journey. Our dedication to sustainability and social responsibility ensures that we protect our planet and enrich the lives of those we serve.

I am pleased to present the Hilton Grand Vacations (HGV) 2025 Impact Report, showcasing the progress and achievements of HGV over the past year.

This report stands as a testament to our commitment to corporate social responsibility (CSR), which we believe fosters an exceptional workplace, minimizes our impact on the environment and supports the communities where we live and work.

At HGV, our mission is clear: “Putting People First.” This philosophy anchors our dedication to making a meaningful impact on the world around us and underscores our steadfast commitment to what matters most to our team members, customers, communities and stockholders.

2024 CONTRIBUTIONS AND HIGHLIGHTS

- Ranked No. 2 in the hospitality category on *Newsweek’s* “Most Loved Workplaces” list.
- Earned the coveted Great Place to Work® certification for the third consecutive year.
- Continued to house those displaced by the Maui wildfires and offered support to victims of natural disasters in North Carolina, Florida, California and elsewhere.
- As of December 31, 2024, HGV has donated more than 35,000 pounds of soap — enough to produce over 255,000 bars that are processed and distributed globally to support better hygiene and improve public health.
- HGV’s Hawaiian resorts raised more than \$42,000 for local nonprofits as part of a statewide charity walk initiative.
- Continued national partnerships with American Red Cross, Boys & Girls Clubs of America, Habitat for Humanity International and United Service Organizations (USO)™.
- HGV demonstrated its commitment to uplifting communities globally by further expanding its Habitat partnership in Japan and hosting its first build in Canada.

ENVIRONMENTAL INITIATIVES

We made strides in reducing our environmental impact. Our initiatives include energy-efficient upgrades, waste reduction programs and the use of renewable energy sources.

We invest in sustainability not only because it’s the right thing to do for our communities and the planet, but because it reflects our commitment to using internal resources wisely and efficiently — delivering long-term value for our business and ensuring a healthier, more sustainable environment for generations to come.

SOCIAL RESPONSIBILITY

Our commitment to social responsibility is evident in our CSR efforts, and we take seriously our responsibility to support the communities where we live, work and vacation. Our efforts are focused on philanthropic initiatives through our HGV Serves program, team member volunteerism and building a unique culture where our team members can thrive and members can experience exceptional hospitality which drives commercial success. We have launched programs to support a wide variety of groups, offer educational opportunities and promote the well-being of our team members.

Our culture in action is demonstrated through these initiatives, illustrating how we live our values every day and make a tangible impact on our communities.

GOVERNANCE

Our governance practices ensure that we operate with the highest standards of integrity and transparency. Our policies and procedures ensure ethical conduct and accountability at all levels of the organization.

LOOKING AHEAD

In the coming year, we remain committed to continuous improvement and innovation, ensuring we make a positive impact on the world.

As we look toward the future, I am confident we will continue to achieve great things together. I encourage you to stay engaged and support our efforts as we strive to create a brighter future for the world.

Mark Wang
CEO

About Hilton Grand Vacations

BY THE NUMBERS

~720K
members

200
resorts
(owned and managed)

\$5B
in total revenue
FY24



Map reflects HGV properties and does not include Bluegreen Vacations locations acquired in 2024. Our combined portfolio now totals 200 properties.

*These figures represent data that is accurate as December 31, 2024.

OUR VISION

At HGV, we believe the transformative power of travel brings people together, creating unforgettable experiences and fostering lasting connections. Our vision inspires every member, guest and team member to explore the world with curiosity while creating cherished memories with their loved ones.

We don't simply provide vacations: We craft experiences and opportunities that allow people to thrive. From our innovative approach to vacationing to the unwavering support we offer our team members and communities, "Putting People First" is embedded in everything we do.



To learn more about HGV, please visit corporate.hgv.com.

Our Achievements

Our awards stand as a testament to our steadfast commitment and the intentional efforts made to foster a strong and positive work environment. We take immense pride in the recognition we've earned for championing work-life balance and offering family-friendly benefits. These accolades not only celebrate the hard work and dedication of our team members but also serve as a powerful draw for attracting and retaining top-tier talent.



“MOST LOVED WORKPLACES IN THE UK”

“MOST LOVED WORKPLACES FOR WOMEN”

“MOST LOVED WORKPLACES FOR CEOs”

“MOST LOVED WORKPLACES FOR CAREER ADVANCEMENT”

“MOST LOVED WORKPLACES FOR YOUNG PROFESSIONALS”

“MOST LOVED WORKPLACES FOR VOLUNTEERING”

“MOST LOVED WORKPLACES FOR DIVERSITY”

“MOST LOVED WORKPLACES FOR LGBTQ+”

“MOST LOVED WORKPLACES FOR WELLNESS”



1 Hotel & Travel Industry



11 AAA Four Diamond Resorts

2024 Hawaii Green Business Award

HOKULANI WAIKIKI, A HILTON GRAND VACATIONS CLUB

KINGS' LAND, A HILTON GRAND VACATIONS CLUB

MAUI BAY VILLAS, A HILTON GRAND VACATIONS CLUB

Hawaii Business Magazine

“MOST CHARITABLE COMPANIES”

2024 Hawaii Top Workplace and Charitable Company

Our Environmental Journey



Environmental Journey

HGV operates in some of the world's most beautiful destinations — from coastal towns and mountain ranges to vibrant city centers. These settings are more than just picturesque backdrops for vacation experiences. They are vital communities that sustain us and also depend on us.

Preserving these special places for future generations is central to our mission. Our environmental initiatives aim to enhance operational efficiency, reduce emissions and waste, and inspire every member, guest and team member to embrace shared responsibility. While each property has its own unique climate, footprint and local priorities, our global commitment remains the same: to use resources responsibly and protect the planet.

In 2024, our environmental program remained focused on three core impact areas — energy, water and waste — guided by data to maximize our impact.



Energy Efficiency

Optimizing energy use and reducing consumption.



Water Conservation

Initiatives to sustainably manage water resources.



Waste Management

Programs aimed at minimizing waste and promoting recycling.

Across our portfolio, teams implemented practical, property-specific improvements — from reducing electricity consumption and capturing rainwater to expanding composting initiatives and repurposing furnishings during renovations. These efforts were driven by data systems to measure and refine operations, ensuring our focus on energy, water and waste maximizes our impact.

Hilton LightStay™, Hilton's proprietary management tool, serves as the central platform for all HGV-branded properties. By tracking energy consumption, water usage, waste production and carbon emissions, Hilton LightStay allows us to refine operations and minimize environmental impact. The platform enables us to:

Monitor

Gather data on energy use, water consumption, carbon emissions and waste reduction.

Optimize

Leverage insights to enhance operational efficiencies, reduce costs and strengthen sustainability programs.

Innovate

Develop and implement initiatives that drive long-term environmental benefits across our resorts.

Our resort teams utilize the platform to track progress and ensure accountability. As new resorts are added to the HGV portfolio, they are integrated into the Hilton LightStay program, maintaining a consistent and unified approach to monitoring.

ENERGY

Reducing energy use is one of the most impactful ways to minimize our environmental footprint. Every improvement — whether upgrading appliances or implementing advanced heating, ventilation and air conditioning (HVAC) systems — contributes to creating more efficient, comfortable and responsible experiences.

United States Resorts

Across the U.S., energy improvements are frequently incorporated into renovation projects and operational upgrades. We focus on practical enhancements that boost performance while maintaining guest comfort. As we continue adopting energy-efficient measures, we remain committed to monitoring their impact and capturing relevant data for future analysis.

ENERGY INITIATIVES IMPLEMENTED IN 2024



Building Automation Systems

Integrated systems that reduce energy use by powering down lighting and air conditioning in unoccupied units.



Variable Refrigerant Flow (VRF) Systems

Implemented VRF systems and Carrier Seasonal Energy Efficiency Ratio (SEER) products to reduce heating and cooling demand.



Energy Star-Rated Appliances

Utilized Energy Star-rated refrigerators, washers, dryers, HVAC systems and other appliances to enhance energy efficiency across resorts.



Electric Vehicle (EV) Charging Stations

Installed EV charging stations to support sustainable transportation for members, guests and team members.



LED Lighting

Transitioned to LED lighting during renovations to enhance energy efficiency.



Elevator Modernization

Upgraded elevators with advanced energy-efficient technologies, including regenerative drives and LED lighting.

Ka Haku, a Hilton Club
Honolulu, Hawaii



Features and amenities subject to change.

 **Sunset Harbour Club**
Costa Adeje, Tenerife



European Resorts

Resorts in Europe are leading the way, driving some of HGV's most advanced energy initiatives. Recent refurbishments have prioritized reducing energy demand through the implementation of smarter systems and the use of more efficient building materials.

ENERGY INITIATIVES IMPLEMENTED IN 2024



Smart Energy Systems

Multiple properties implemented sensor-controlled lighting, HVAC systems integrated with window and door sensors and overnight pool pump shutdowns to optimize energy use.



Energy-Efficient Appliances

Over 90% of units were equipped with energy-efficient dishwashers, alongside similar upgrades for washing machines and refrigerators.



Solar Installations

Expanded to 1,822 photovoltaic panels across 10 resorts — a 45% increase over 2023.



Electric Resort Fleet

Approximately 65% of the resort fleet transitioned to EVs, with 14 properties offering EV charging stations.

Grand Waikikian,
a Hilton Grand Vacations Club
Honolulu, Hawaii



CLIMATE IMPACT

With resorts in some of the world's most beautiful destinations, we recognize the growing impact of climate change on our operations and the opportunities it brings for improvement.



Climate-Related Risks

Many of our resorts are in beautiful oceanfront and mountain destinations that are increasingly vulnerable to the impacts of climate change. In Europe, droughts have strained water availability, while the U.K. has experienced flooding and wind damage. In the U.S., stronger hurricanes and extreme weather events are creating challenges, including business disruptions, heightened repair costs and rising insurance premiums. To manage these risks, we've taken initial proactive steps toward formal climate strategy, including:

- **Emergency preparedness protocols** tailored to each resort, such as fire evacuation plans and hurricane response procedures based on local risks.
- **Climate risk training** for resort team members, focused on safety, continuity planning and effective guest communication during extreme weather events.
- **Early warning systems** that alert resort teams of severe weather, enabling timely action to protect guests and property.

In 2024, we began preparing for a comprehensive climate risk assessment to be completed next year. This includes identifying vulnerabilities across our resorts, reviewing past weather impacts and collaborating across teams for future planning. The assessment will help us understand location-specific risks and guide our resilience efforts.



Climate-Related Opportunities

Adapting to climate change also presents opportunities to improve efficiency and enhance the member and guest experience. Many of our resorts are adopting sustainable practices that reduce environmental impact and appeal to eco-conscious travelers. Key initiatives include:

- **Alternative energy solutions** such as solar panels and energy-efficient HVAC systems to cut emissions and lower utility costs.
- **Sustainable travel programs** that offer members low-impact transportation and promote local eco-tourism.
- **Water conservation efforts**, including low-flow fixtures and drought-resistant landscaping, especially in water-scarce regions.
- **Team training** on sustainability, energy management and engaging guests in environmental initiatives.

In 2024, we also began developing a formal greenhouse gas emissions strategy. This includes researching systems to track Scope 1 and Scope 2 emissions across our global operations — laying the groundwork to begin measuring emissions in 2025.

WATER

Water is a vital resource essential to daily operations and the well-being of the communities we serve. As water scarcity becomes increasingly prevalent in many regions, HGV remains committed to managing water usage responsibly.

In 2024, HGV continued to implement practical water conservation strategies, including the installation of smart fixtures, leak detection systems, rainwater harvesting and efficient landscaping practices. While these initiatives are tailored to the specific needs of each region and property, they all share a unified goal: reducing water usage without compromising the quality of experiences for members, guests and team members.

UNITED STATES RESORTS

Across the U.S., resorts made significant strides in water conservation as part of their 2024 renovation and maintenance efforts. Initiatives included:



Water Bottle Refill Stations

Began installing water bottle refill stations and expanded efforts to encourage water conservation.



Bulk Amenity Dispensers

Transitioned from individual toiletry bottles to bulk amenity dispensers in guest suite bathrooms, reducing packaging waste.



Low-Flow Showerheads and Efficiency Faucets

Incorporated low-flow showerheads and efficiency faucets in renovated accommodations to enhance water efficiency.



Riviera Beach & Shores, a Hilton Vacation Club
Capistrano Beach, California

EUROPEAN RESORTS

In Europe, many resorts are in regions that occasionally face droughts or seasonal water challenges. To address this, teams across the region have implemented water efficiency strategies that reduce usage while enhancing the guest experience. In 2024:

85%

Dual-Flush Toilets

More than 85% of accommodations featured dual-flush toilets to improve water efficiency.

75%

Aerated Fixtures

Over 75% of taps and showers were fitted with aerators to reduce water flow without sacrificing comfort.

20

Timed Poolside Showers

Timed poolside showers were operational at over 20 resorts.

38,000
liters

Rainwater Harvesting

More than 20 properties used rainwater harvesting systems, with a total capacity of approximately 38,000 liters.

30,000
liters

Reuse for Irrigation

Around 30,000 liters of collected rainwater were reused for irrigation and landscaping, achieving a utilization rate of over 75%.

 The Historic Powhatan,
a Hilton Vacation Club
Williamsburg, Virginia



WASTE

Managing waste responsibly is a key component of environmental stewardship at HGV. By eliminating single-use plastics and re-evaluating how materials are purchased, reused and repurposed, we strive to minimize landfill contributions while maximizing the value of every resource across all resort operations.

In 2024, our efforts centered on both guest-facing improvements and operational enhancements. Through smarter sourcing, upgraded recycling systems and locally driven solutions, resorts are actively reducing their environmental impacts, while streamlining daily processes for members, guests and team members alike.

United States Resorts

Across the U.S., our resorts prioritize practical, low-waste solutions, which are integrated into renovations and daily operations. Key actions in 2024 included:



Plastic Reduction

Expanded adoption of bulk amenity dispensers in guest bathrooms, replacing individual bottles to reduce packaging waste.



Recycling and Diversion

Donated or resold furnishings, artwork and appliances during refurbishments to keep valuable items in circulation and support local nonprofit organizations.



Hazardous Waste

Partnered with RecyclePak® to ensure proper battery recycling and collaborated with specialized organizations to recycle paint and other materials.

European Resorts: Measurable Impact and Smarter Solutions

Resorts in Europe have established some of the most structured and measurable waste management programs within the HGV portfolio. These initiatives focus on reducing plastic usage, increasing material reuse and supporting recycling systems that yield both environmental and economic benefits. Key actions in 2024 included:

1,080 tons
Waste
Recycled

1 ton
Electric Waste
Recycled

7,000 kg
Organic Waste
Composted

70%
Single-Use Plastic
Eliminated

Environmental Action Through Volunteerism

Sustainability at HGV isn't just about systems and infrastructure — it's also about people. Our team members, members and guests are at the heart of many of our environmental efforts, taking part in volunteer programs, education initiatives and community partnerships that bring our values to life.

CLEAN THE WORLD®

In 2024, HGV team members across the U.S. partnered with Clean the World, an organization that collects and repurposes used hotel soap and hygiene products to improve health outcomes in underserved communities.

~1,100

Hygiene kits assembled by team members across multiple locations
300 kits created in Park City, Utah
800 kits created in Oahu, Hawaii

~500

Hygiene boxes completed, supporting nongovernmental organizations (NGOs) serving communities in need

~7,500

Pounds of soap sorted — processed into an estimated **75,000** new bars for global distribution

~1,500

Pounds of plastic sorted and diverted from landfill



WE ARE WATER FOUNDATION

In Europe, HGV collaborated with the We Are Water Foundation for their second Walkathon for Water — a symbolic six-kilometer walk reflecting the average daily distance children in water-scarce regions must travel to access clean water.

Funding contributed to the construction of 50 household toilets for the Irular Indigenous community in India.

Donations supported a sustainable drinking water system for the Kwedizinga community in Tanzania.

In 2024:

€7,300

Raised to support clean water and sanitation projects in India and Tanzania.

26

Resorts across Spain, the U.K., France, Italy, Portugal and Austria hosted the events.

1,200

Team members, members and guests participated across 21 cities.



Empowering Our Members to **Participate in Sustainability**

Environmental action at HGV isn't limited to team member-led initiatives — members and guests are also encouraged to engage in meaningful ways. Across our resorts, sustainability education and volunteer opportunities foster shared understanding and purpose, creating a collective commitment to protecting our planet. Ongoing programs include:

Malama Cleanup Events

Malama, Hawaii's unique sustainability and corporate social responsibility program, hosts cleanup activities designed to connect members with local stewardship traditions. These events embody the spirit of malama (meaning to care for), fostering a deeper appreciation for Hawaii's natural beauty and cultural heritage.

Eco-Education Programs

Resort-led programs that emphasize biodiversity and water conservation.

Low-Impact Transportation Encouragement

Promoting eco-friendly transportation options such as EV driving, biking or walking at and around resorts to reduce carbon footprints.



 Hilton Grand Vacations
Club Zihuatanejo
Zihuatanejo, Mexico



Hilton Grand Vacations Club Zihuatanejo **Participation for Members**

Members are offered volunteer opportunities to help sea turtle conservation. Members can help protect the native sea turtle population through an overnight patrol camp or sea turtle release programs. Our members are encouraged to participate in these offerings as a portion of the participation fees support educational programs for children and conservation efforts.

Our Social Impact





Career Journey

At HGV, our team members are more than just part of our workforce — they are the heart of our organization, the architects of unforgettable experiences and the driving force behind our continued success.

With a global team of over 22,000 team members, we are committed to fostering a culture that is supportive, engaging and growth-oriented. This foundation is essential to delivering world-class hospitality to our members, guests and team members alike.

From the moment a prospective team member discovers HGV to the years they dedicate to advancing their career, we aim to ensure every individual feels a true sense of belonging — empowered, valued and prepared to thrive.

“*Joining HGV is more than just accepting a job offer — it’s discovering a place where you truly belong. From day one, new team members are welcomed into an environment that embraces them, allowing them to bring their authentic selves to work.*”

Houria L.

General Manager, The District, a Hilton Club



Attracting Top Talent

In 2024, we further refined our approach to welcoming new team members, ensuring that each team member feels they have a unique place within the company. By prioritizing values like belonging, hospitality and personal growth, we connect with prospective team members who align with our culture of care and service.

RECRUITMENT INITIATIVES



Geo-Fencing and LinkedIn Partnerships

Targeted messaging in key markets allowed us to connect with prospective talent across various operational, corporate, and sales and marketing roles.



Internal Mobility

Encouraged cross-department growth, fostering unity as OneHGV, and ensuring a seamless transition following the Bluegreen Vacations integration.



Team Member Referrals

Played an important role in our recruitment strategy, with referrals accounting for approximately 15% of our new hires — a testament to the positive advocacy of our culture.



Welcome Experience

Orientation and onboarding are thoughtfully designed to reinforce our core values. Messaging across welcome materials, digital platforms and local leader interactions is consistent and intentional — emphasizing that every team member brings unique value and potential.



From Day One Onward

New hires are introduced to our mission and values while partnering with their leaders to establish personalized business and development goals. With structured learning, mentorship and growth-focused development tracks, we support immediate contributions while fostering long-term growth.

LEARNING AND DEVELOPMENT

Learning isn't just a benefit — it's a promise. We foster a culture of continuous development where every team member, regardless of role or region, is empowered to expand their skills, pursue their passions and shape their career journey.

From on-the-job training to specialized leadership programs, our learning and development framework supports team members at every career stage. This approach grounds our team members in **HGV's core values** and intentionally aligns with our competencies.



STARTING STRONG

We believe career journeys should start with both inspiration and structure. That's why HGV invests in early development programs, internships and tailored onboarding experiences designed to set new team members up for long-term success.

Internship Program

- Program offered in six markets
- 25 interns onboarded across multiple departments
- Live sessions with senior executives provided interns with exclusive insights into career paths, resilience and value-based leadership



My favorite aspects of working at HGV are the people and the support they provide, as well as the company's values and work-life balance it provides me.

Kasey M.

Coordinator, Account Management
HGV Internship Class of 2024
Hilton Grand Vacations

INSPIRED HOSPITALITY PROGRAM

Inspired Hospitality reflects our commitment to creating meaningful connections through authentic, exceptional service — going beyond expectations for every member and guest. With immersive training offered in multiple languages, a strong recommendation rate and thousands of team members engaged, we're empowering our teams to innovate, connect and deliver unforgettable experiences across the globe.



I had a wonderful experience with a guest, thanks to the Inspired Hospitality training. A guest came in asking for ice for her coffee. After helping her, I remembered our training and asked if her ice maker was working. She said it wasn't, so I offered to send a technician or bring a bag of ice to her room. She was so grateful and thanked me for the extra care. It was a special moment where I felt I truly made a difference.

Doris P.

Director, Owner and Guest Relations
Aqua Sol, a Hilton Vacation Club
Hilton Grand Vacations

CONTINUED GROWTH

Every team member's path is unique — and so are the tools we provide. Through personalized development plans and targeted skill-building opportunities, our learning programs empower team members to build confidence, master new skills and take charge of their career growth.



Individual Development Plans

- Team members collaborate with their leaders to create personalized development plans focused on long-term growth.
- These plans are rooted in HGV's core competencies framework, which emphasizes hospitality acumen, leadership readiness and cultural fluency.



Targeted Learning Sessions

- A combination of virtual and in-person classes covering technical and leadership topics.
- Accessible across multiple time zones and languages to support our global workforce.

ELEVATED LEADERSHIP

We recognize that leadership is never one-size-fits-all. That's why HGV offers a tiered suite of leadership development programs tailored to every stage of the journey — from aspiring supervisors to seasoned executives.

Ignite Leadership Program

The Ignite program is a dynamic, development-focused initiative designed to empower frontline, hourly team members who are eager to grow into leadership roles.

Fall Into Learning

This seasonal campaign was designed to highlight the multitude of learning and development tools available to HGV team members, empowering them to develop the knowledge, skills and experience necessary to thrive at work.



Confidence is key and this program instills it by helping individuals realize that even if they don't see their potential, someone else does. It emphasizes how every interaction shapes their personal brand, encouraging them to embrace and own it. By harnessing their personal brand, they can get where they want to go — the sky is the limit!

2024 Ignite Leadership Program Participant

FALL INTO LEARNING BY THE NUMBERS

58

Participants

In-Person, Instructor-Led

1,000+

Participants

Virtual Instructor-Led

97%

Satisfaction Rate

ETHICS AND COMPLIANCE

At HGV, everyone serves as a steward of our values. Through comprehensive training programs, we ensure team members at all levels are equipped to uphold our code of conduct, champion human rights standards and adhere to global compliance requirements.

100%

Of workforce required to complete code of conduct training

100%

Of managers required to complete anti-corruption training

2024 LEARNING SNAPSHOT

460+

Training courses available to team members globally

123,000+

Course completions across leadership, technical, compliance and hospitality skills

98,000+

Total training hours logged

Of which, **67,000+ completions** and **61,000+ hours** were focused on compliance training:

- Code of conduct
- Human rights
- Anti-trafficking
- Anti-corruption

We collect team member feedback through post-course surveys to ensure our training programs are effective and engaging.



WELL-BEING AND WORK-LIFE INTEGRATION

HGV believes that career success and personal well-being are deeply interconnected. We are committed to offering benefits that not only support our team members professionally but also empower them to live well, care for their families, plan for the future and fully engage in life's most meaningful moments.

In 2024, we reaffirmed our commitment to well-being by improving healthcare access to better meet the evolving needs of our team members. Whether they are just beginning their career or preparing for retirement, our benefits are structured to meet team members where they are and to help them thrive at every stage of life.

Well-Being Benefits

Day-One Eligibility
 Medical, dental, vision, disability, life insurance and 401(k) benefits are available to both full-time and part-time U.S. team members on their first day of work.

Daily Compensation
 40.3% of eligible hourly team members access earned wages before payday, offering added financial flexibility.

Employee Stock Purchase Program
 In 2024, more than 2,100 team members invested over \$6.5 million in HGV stock at a 15% discount.

Tuition Reimbursement
 Team members are eligible to receive up to \$5,250 a year through HGV's educational assistance program, Grow U.

HGV Wellness Center
 Opened August 2024 in Orlando, Florida, providing preventive care, physical therapy and more to over 4,000 team members and their dependents.

Work-Life Integration Benefits

Paid Parental Bonding Leave
 HGV team members are offered 12 weeks of fully paid parental leave. In 2024, 273 team members utilized this benefit. Due to its industry-leading adoption assistance and parental leave benefits, HGV has been recognized for the fifth consecutive year by the Dave Thomas Foundation for Adoption as a "Best Adoption-Friendly Workplace."

Relocation Assistance
 Tailored packages for nearly 100 team members in 2024, supporting career growth across regions.

Flexible Paid Time Off
 Front-loaded vacation days, 10 company holidays, two floating holidays and five sick days, help ensure a healthy work-life balance. Eligible managers and above receive unlimited paid time off.

Expanded Discount Travel Programs
 Programs like Go Hilton and HGV's Getaway programs inspire team members to enjoy well-deserved breaks.



Team members enjoying our discount travel programs at destinations around the world.

Recognition

Recognition is one of the most impactful ways to express appreciation. In 2024, we elevated our recognition platforms to ensure every achievement and milestone was celebrated meaningfully. By expanding local celebration events, we created even more opportunities for team members to connect and share in each other's successes.

VIRTUAL RECOGNITION PLATFORM

77,157

Total recognition notes sent

21,532

Milestones celebrated with virtual cards

62,347

Total social acknowledgments

7,678

Birthdays

13,854

Service anniversaries

72,675

Total card signatures

Submitted by team members and leaders, demonstrating strong engagement

CHAMPIONS CLUB 2024

This annual award ceremony is our highest recognition of excellence, honoring team members who exemplify exceptional performance and extraordinary service.

365 Honorees

Recognized across member services, resort operations, business support, commercial services as well as sales and marketing.

Awards

Spotlighted excellence in leadership, teamwork and innovation.

CELEBRATION WEEKS

Weeks dedicated to honoring front-line team members whose daily contributions define the experience for our members and guests.

FEBRUARY

Engineering Week

Honored maintenance and engineering teams across all properties.

OCTOBER

Customer Service Week

Recognized the vital contributions of teams whose daily interactions and guest connections drove business success.

JUNE

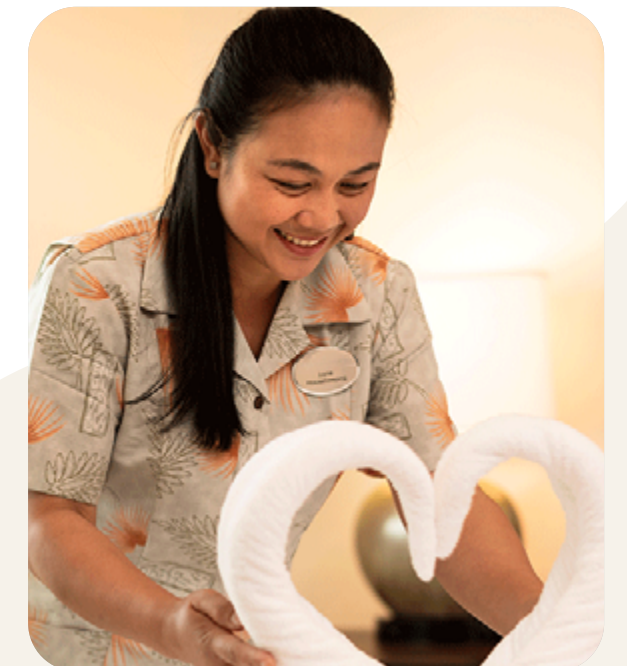
Team Member Appreciation Week

Featured global events for all team members, including raffles, executive meet-and-greets and recognition activities.

SEPTEMBER

International Housekeeping Appreciation Week

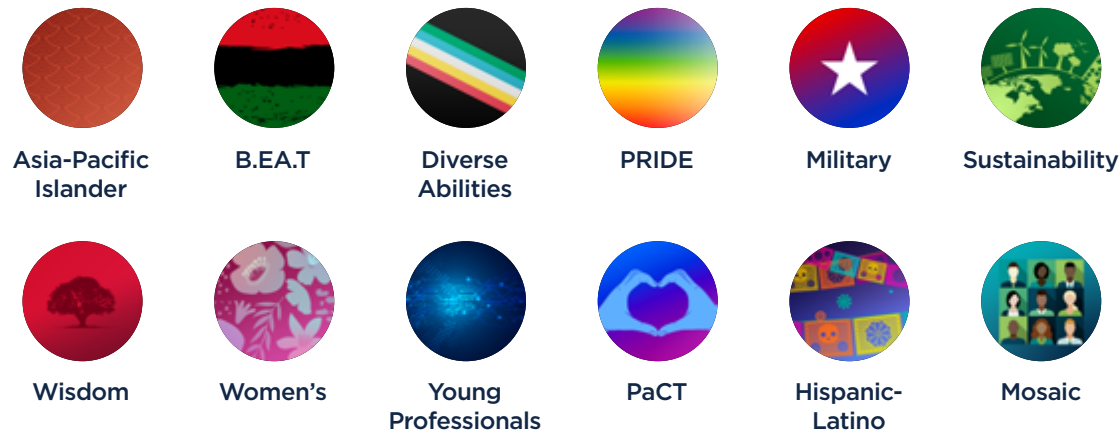
Celebrated the dedication and precision of housekeeping teams worldwide.



Culture

Belonging at HGV is a shared commitment woven into the everyday experiences of our team members. Through our Team Member Resource Groups (TMRG), we foster spaces for collaboration, celebration and courageous conversations that are for everyone — ensuring every individual feels seen, heard and valued.

These voluntary, team member-led groups are open to all and connect individuals with shared backgrounds, lived experiences or passions. Their impact reaches far beyond identity — they serve as hubs for mentorship, education, community cultural enrichment and commercial endeavors.



WHAT BELONGING LOOKS LIKE AT HGV

12

Active TMRGs making an impact globally

31

Co-chairs leading initiatives and mentoring team members

24

Executive sponsors ensuring visibility and support at the highest levels

360+

Active participants engaged in 2024

100+

TMRG-led events held throughout the year — including leadership panels, cultural celebrations, service projects and learning sessions



As a company, HGV makes you feel like you belong by having the option to easily sign up for these different groups. In a world where you go to work and then go home, HGV recognizes the importance of camaraderie and being there for each other. HGV created a culture that takes care of its team members so we can take care of our members and guests.

Jeremy M.

Director, Guest Services
Parc Soleil, a Hilton Grand Vacations Club
Co-Chair, Mosaic TMRG, Hilton Grand Vacations



OUR 4C FRAMEWORK

Each TMRG aligns with the 4C Framework — culture, career, community and commerce — embedding the essence of belonging into both our workflows and how we drive business growth.



CULTURE

Lunar New Year Celebration

Honored cultural traditions to promote inclusion and team member engagement.

EmpowHer Talk

Motivational event highlighting women in leadership and empowering team members.



CAREER

Executive Spotlights

Leaders shared career journeys to inspire and develop future talent.

Company Networking Event

Young professionals connected with executives for mentoring and career advice.



COMMUNITY

Eyeglass Donation Drive

Collected and distributed eyeglasses globally to support vision health in underserved communities.

Mpower Golf Clinics

Provided youth with access to golf, promoting confidence, discipline and life skills.



COMMERCE

Come Out With Pride Parade

Partnered with the sales team to boost brand visibility and drive sales through LGBTQ+ community engagement.

Local Chamber Engagement

TMRG co-chairs partnered with the talent acquisition team to attend Chamber of Commerce career expos, helping attract local talent.



I truly appreciated the opportunity to gain a deeper understanding of the challenges that come along with traveling with a family member with disabilities. It really helped me to better understand what is challenging and what we can do to make their experience better. I found great takeaways that we can implement at the resort now and have already begun taking action on those items.

Kahealani C.

General Manager
The Modern, a Hilton Vacation Club
Hilton Grand Vacations

Community

At HGV, “Putting People First” is more than a philosophy — it’s a commitment that extends beyond our resorts and into the communities we call home. Whether through volunteerism, philanthropic donations or partnerships with trusted nonprofit organizations, we believe in fostering resilient neighborhoods that support and uplift vulnerable individuals and families. Our dedicated approach to community engagement reflects our commitment to creating limitless possibilities for HGV team members and neighbors, ensuring every person feels empowered, uplifted and connected to a thriving future.

HGV Serves, our CSR program, is at the heart of this mission — inspiring team members to give back to causes that align with our culture, values and shared sense of responsibility. In 2024, we reinforced our dedication by focusing on four key philanthropic pillars: disaster relief, homelessness, military & families and youth development.



2024 VOLUNTEERISM SNAPSHOT

775

Total team members
volunteers

2,686

Total hours
volunteered



Volunteerism is woven into the fabric of who we are — not just as individuals, but as an organization. Through HGV Serves, we’re not only empowering our team members to give back, but we’re also building lasting partnerships and driving meaningful change in the communities we proudly call home.

Hannah Vazzana

EVP & Chief Brand and Communications Officer
Hilton Grand Vacations



DISASTER RELIEF

We have a long-standing national partnership with the American Red Cross, aiding vulnerable and displaced people across the U.S. Whenever disaster strikes — from hurricanes to wildfires — HGV is proud to provide financial contributions and volunteer support to communities in need.

American Red Cross Partnership

- In 2024, HGV matched public donations dollar-for-dollar up to \$50,000 during the Red Cross’ Early Giving Day campaign.
- HGV also donated an additional \$35,000 to support ongoing recovery efforts in Maui, Hawaii, following the devastating wildfires, as well as areas impacted by hurricanes in the southeast.

Team Member Engagement

- Team members often join local American Red Cross volunteer events, reinforcing our commitment to compassionate response.
- HGV partners with the American Red Cross to host events focused on team members and the community, such as Sound the Alarm — a nationwide initiative that promotes fire safety — along with blood drives and lunch-and-learn sessions.



While volunteering at the Sound the Alarm event, we met a couple who had survived a kitchen fire that left them with serious burns. They were so grateful for the smoke and CO₂ alarms we installed and the safety tips we shared — they even had a hard time saying goodbye. It felt good knowing we helped them feel safer and more cared for in their home.

Jason R.

Supervisor Quality Assurance
Call Center Operations, Hilton Grand Vacations



HOMELESSNESS

Through our partnership with Habitat for Humanity International, we help provide stable housing solutions for families in need. HGV team members volunteer at home-building sites, combining corporate donations with hands-on efforts to make a lasting impact.

Habitat Builds

Since the inception of the partnership in 2021, HGV team members have volunteered at numerous home-building and repair projects in their local communities.

Expanding Global Reach

- HGV held its first build in Canada, broadening efforts to support and uplift communities internationally.
- HGV expanded Habitat's impact in Japan, activating our international project in Kanagawa.

\$100K

In 2024, donated to Habitat and completed 18 events across the U.S., Canada and Japan.

\$42K+

Hawaiian resorts raised money for local nonprofits via a statewide charity walk initiative.



MILITARY & FAMILIES

At HGV, we respect and honor the sacrifices made by U.S. Armed Forces members and their families. Through our national partnership with the USO, we help uplift service members, veterans and their families.

USO Partnership

Team members in Orlando, Florida, and Las Vegas, Nevada, volunteered at six events, including assembling care packages for active-duty troops.



\$100K

Donated to the USO's programs, supporting service members worldwide.

\$240K

Raised for the Camaraderie Foundation, providing counseling and emotional support to veterans healing from the invisible wounds of war.

YOUTH DEVELOPMENT

At HGV, we believe in propelling youth toward bright futures through opportunities that nurture talent, resilience and growth. We focus on supporting nonprofit organizations that extend help, hope and compassion to children facing adversity.

Boys & Girls Clubs of America

- In 2024, HGV signed a two-year national partnership agreement, donating \$150,000 and pledging another \$150,000 in 2025.
- HGV hosted a career day at the HGV Tournament of Champions in Orlando, Florida, giving local youth an inside look at event management, behind-the-scenes operations and direct engagement with world-class athletes.



MPower Golf Clinics

HGV partnered with World Long Drive Champion Maurice Allen to launch an inspiring six-week golf clinic for Boys & Girls Clubs of Central Florida youth, with a curriculum featuring lessons to help them succeed both on and off the golf course.

Christel House

- Over 200 team members participated in a Virtual Walk Around the Christel House World, raising \$12,000 in 2024.
- HGV donated an additional \$10,000, aiding education and essential services for underserved children globally.



Watch Annika Sörenstam's full interview



\$100K

ANNIKA Foundation

HGV donated \$100,000 to advance opportunities for women golfers at junior, collegiate and professional levels.

Protecting Our Members


Protecting our members' trust is at the heart of how we deliver exceptional experiences throughout every stage of the membership journey. Whether they're discovering membership for the first time or enjoying their hundredth stay, every member deserves to feel informed, secure and empowered every step of the way.

We remain committed to transparency, fairness and integrity at every touchpoint — from marketing to member services to financial protections. In 2024, our teams continued to enhance programs and resources that support our members, safeguard their interests and build confidence at every stage of their membership.

Protecting Members From Scams and Unethical Practices

As the timeshare industry continues to evolve, so do the tactics used by third parties seeking to exploit members through misleading or fraudulent practices. At HGV, we understand the importance of staying ahead of these threats and serving as a trusted resource when our members need help most.

To address these challenges, we provide real-time support through dedicated member services teams, educational tools and member advocacy channels. In 2024, we further strengthened our protections by enhancing the HGV Transitions program, expanding fraud awareness initiatives and increasing our participation in industry-wide consumer safety efforts.

 Ridge on Sedona, a Hilton Vacation Club
Sedona, Arizona

Key Member Protection Measures



HGV Transitions

Provides owners and members with personalized guidance and resources tailored to their needs and life circumstances — from financial options to retaining or safely exiting vacation ownership. Dedicated team members assist with forbearance, loan modifications, flexible payments and resale options. Visit my.hgv.com/member-solutions for more.



Expanded Member Education

Our fraud protection page offers up-to-date scam alerts, helpful consumer tips and reporting options to empower members in identifying and avoiding misleading resale offers or third-party solicitations. Visit hiltongrandvacations.com/fraud-protection for more.



Dedicated Scam Response Channels

Specialized member services teams are equipped to address suspected scam reports by providing guidance and collaborating closely with legal and compliance teams to mitigate risks across our network.



Industry Collaboration

HGV remains actively engaged in the Coalition for Responsible Exit, an initiative spearheaded by the American Resort Development Association (ARDA). Through this coalition, HGV plays a pivotal role in shaping member education campaigns and advocating for safe, ethical exit solutions that help minimize the risk of fraud.



RESPONSIBLE MARKETING AND SALES

Transparency and trust are the cornerstones of our approach to sales and marketing at HGV. We prioritize ensuring that every interaction — from personalized presentations to printed disclosures — is respectful, informative and aligned with regulatory expectations and our own values.

Key Member Protection Measures



Compliance Training

HGV sales professionals are required to complete annual ethics and compliance training, reinforcing our high standards of conduct and communication.



Language Accessibility

Contracts and membership benefit documents are offered in multiple languages, tailored to resort locations and member demographics.



Post-Purchase Support

New members receive follow-up calls, printed materials and access to digital learning tools — including ownership webinars — to reinforce understanding and long-term satisfaction.



Personalized Sales Presentations

Prospective members receive customized presentations providing a comprehensive overview of membership benefits, costs and responsibilities. Additional details are available on our public site at hiltongrandvacations.com.

SUPPORTING LONG-TERM SATISFACTION

While protection often begins with the sales experience, our commitment extends throughout the entire membership journey. HGV utilizes multiple systems for gathering feedback, resolving issues and promoting long-term member satisfaction.

This includes:

Service Touchpoints

From the moment a member joins — whether planning their next getaway or contemplating a future transition — HGV stands as a trusted partner at every step, dedicated to transparency, security and genuine care.

Ongoing Member Education

Strengthening ownership understanding through digital channels, property communications and on-demand webinars.



2025 Impact Report

corporate.hgv.com

