



## **DEKRA Certifies Hilton Worldwide for ISO 9001 and ISO 14001: Quality and Environmental Management**

For immediate release

DEKRA Certification, recognizing advancements in quality assurance and sustainability standards, of the Hilton Corporation Worldwide and its portfolio of 10 hotel brands has issued ISO 9001 certification for Quality Management Systems and ISO 14001 certification for Environmental Management Systems. With these certifications, Hilton Worldwide becomes one of the first multi-national organizations to certify its entire system globally – more than 3,750 properties in 85 countries – achieving one of the largest ever volume certifications of commercial buildings.

ISO 9001 and ISO 14001 are international standards that provide a set of standardized requirements for quality and environmental management systems, respectively. Companies gain certification by implementing policies, procedures and systems that follow and meet ISO standards, which are assessed by a third-party certification body. As part of the Hilton Worldwide certification process, DEKRA Certification, Inc. performed a series of audits and will continue ongoing assessments to monitor compliance.

Since its founding, Hilton Worldwide has made quality assurance and customer service core to its business model, both of which are key differentiators for the company's performance advantage. In addition to third-party certifications, the company implements a wide range of quality control processes to maintain the integrity of its 10 distinct brands and to ensure an appropriately consistent experience across its properties .

As a partner and service provider to numerous global companies, Hilton Worldwide will now be able to provide these stakeholders with the assurance that it has the systems in place to ensure its properties are meeting the high level of standards that only ISO 9001 and 14001 certification can provide.

"Hilton Worldwide has built both quality and sustainability into our overall performance standards and operational procedures," said Christopher J. Nassetta, president and chief executive officer, Hilton Worldwide. "While our commitment has continuously been recognized by our guests, team members and owners, obtaining ISO 9001 and 14001 certifications further validates that commitment and recognizes the company's commitment to meeting globally recognized standards."

"Without any doubt this is a very significant milestone in the progress of



Management System Certification and in particular for DEKRA Certification. Our partnership with Hilton Worldwide has been both educational and synergistic and will continue to benefit both organizations”, said Lothar Weihofen, Managing Director, DEKRA Certification Group.

Accredited certification to ISO 9001 and ISO 14001 is a means that any type of organization, large or small, in any country, can use to make operations more efficient, more effective, and less costly, with links to sustainability. And because ANAB is a signatory to the IAF Multilateral Recognition Arrangement, ANAB-accredited certifications are recognized worldwide,” Randy A. Dougherty, ANAB Vice President, said. “Large, global organizations face special challenges when implementing management system standards in multiple facilities in diverse locations. Doing this on a global scale is an impressive accomplishment, the potential benefits of which are well worth the substantial effort involved.”

In addition to its quality assurance processes, Hilton Worldwide has made significant progress in sustainability measurement throughout the last several years. A key factor behind these successes was LightStay™, the Hilton Worldwide sustainability measurement system. Introduced publicly in 2009, LightStay™ is a global brand standard for all Hilton Worldwide properties that helps participating hotels measure, monitor and continually improve overall economic performance.

#### About Hilton Worldwide

Hilton Worldwide is the leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. For 93 years, Hilton Worldwide has been offering business and leisure travelers the finest in accommodations, service, amenities and value. The company is dedicated to continuing its tradition of providing exceptional guest experiences across its global brands. Its brands are comprised of more than 3,750 hotels and timeshare properties, with 615,000 rooms in 85 countries and include Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, Hilton Hotels & Resorts, DoubleTree by Hilton, Embassy Suites Hotels, Hilton Garden Inn, Hampton Hotels, Homewood Suites by Hilton, Home2 Suites by Hilton and Hilton Grand Vacations. The company also manages the world-class guest reward program Hilton HHonors®. For more information about the company, visit [www.hiltonworldwide.com](http://www.hiltonworldwide.com) or connect with Hilton Worldwide at [www.hiltonworldwide.com/media](http://www.hiltonworldwide.com/media).



## About DEKRA Certification and ISO

DEKRA Certification is a multi-accredited, global certification body wholly-owned by DEKRA SE. DEKRA Certification provides management system certification, product testing, and inspection in all major world markets. DEKRA SE achieved nearly 2 billion Euros revenue in 2010 through the efforts of nearly 22,000 employees. DEKRA SE is one of the largest global professional expertise organizations.

ISO is the world's largest developer and publisher of international standards. ISO is a network of the national standards institutes of some 163 countries. More than 100 of ISO's members are from developing countries. ISO has more than 18 600 International Standards in its current portfolio and ISO's work programme ranges from standards for traditional activities, such as agriculture and construction, through mechanical engineering, manufacturing and distribution, to transport, medical devices, the environment, safety, information and communication technologies, and to standards for good practices and for services.

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