



DIVERSITY & INCLUSION AT HILTON

We are diverse by nature and inclusive by choice



OUR DIVERSITY & INCLUSION

Statement

Conrad Hilton set out to “fill the earth with the light and warmth of hospitality over 100 years ago.” Today, our instinct is the same: to look outward and create heartfelt experiences for Guests, meaningful opportunities for Team Members, high value for Owners and a positive impact in our Communities.

We are more than just a business.

We Are **HILTON** We Are **HOSPITALITY**

Diversity is at the core of our Vision, Mission, and Values. We are committed to an inclusive workforce that fully represents many different cultures, backgrounds and viewpoints. Our global brands provide meeting places for people to connect, creating a welcoming environment for all.

Understanding our Team Members’ unique perspectives, along with those of our Guests, Owners, Suppliers, and Partners, is essential to driving our competitive performance. Our company will always strive to reflect the global communities where we live and work.

VISION

To fill the earth with the light and warmth of hospitality - by delivering exceptional experiences - every hotel, every Guest, every time.

MISSION

To be the most hospitable company in the world - by creating heartfelt experiences for Guests, meaningful opportunities for Team Members, high value for Owners and a positive impact in our Communities.

VALUES

HOSPITALITY
INTEGRITY
LEADERSHIP
TEAMWORK
OWNERSHIP
NOW

DIVERSITY & INCLUSION STARTS AT THE TOP

Accountability starts with our executive leadership. Our senior leaders demonstrate ongoing support and commitment to diversity and inclusion through a variety of channels:

- Our President and CEO Chris Nassetta chairs the **Hilton Executive Inclusion Council (EIC)**. The EIC is comprised of the company's most senior leaders and provides oversight of our diversity and inclusion programs and initiatives.
- A **Quarterly Diversity Dashboard**, including updates on key diversity metrics and progress related to our culture, talent and marketplace initiatives, is reviewed by EIC members.
- Our leaders are committed to our diversity and inclusion efforts, and we hold them accountable through **Organizational Objectives** that measure their performance against our diversity goals. We also monitor feedback directly provided by our Team Members on our leaders' diversity focus.
- Through our **Executive Committee (EC) Networking Program**, Chris Nassetta and all EC members mentor and sponsor diverse emerging leaders on a regular basis.
- Diversity initiatives, programs and metrics are reviewed annually with our Board of Directors, of which, 50 percent are female.
- Our **Team Member Resource Groups (TMRGs)** are all sponsored by C-Suite level executives.
- General Managers are equipped with resources and training to build and sustain **inclusive environments** for every Team Member and guest.



“**Our Hilton family is made up of individuals from every walk of life – from the more than 178 million guests we welcome each year to our 425,000 Team Members around the world. We’re committed to furthering our inclusive, award-winning workplace culture, and are proud to keep diversity at the center of everything we do.**”

- Chris Nassetta
President & Chief Executive Officer


MEASUREMENT IS CRITICAL TO MONITORING OUR PROGRESS


We are focused on increasing diversity across our business

Our Current Representation:

 **Board of Directors**
50% Women

 **Global Team Members**
43% Women

 **U.S. Team Members**
52% Women
69% Ethnically Diverse

 **U.S. Suppliers**
8% Women
17.5% Total Diverse

We have set targets for recruitment and senior leadership representation

Leadership Representation

We have established 2025 Diversity targets for senior leadership representation:

50% Women Leaders & **25%** Ethnically Diverse Leaders

Recruitment

To support our diversity goals our recruitment team has committed to the following goals for all external searches:

50% Gender Diverse Slates & **25%** Ethnically Diverse Slates

We hold our leaders accountable for creating a great work environment for all:

In 2015, we added Team Member engagement measures to annual leader bonus criteria to drive even more effective leadership.

In 2016, we strengthened the focus by adding talent management measures.

In 2018, we achieved our three-year gender diversity goals.

In 2019, we updated our gender target to achieve gender parity at the senior leadership level AND included a target of 25% for ethnically diverse Team Members by 2025.

WE HAVE COME A LONG WAY IN OUR DIVERSITY & INCLUSION JOURNEY

2010 & 2011

Established a global framework for Diversity and Inclusion under Culture, Talent & Marketplace initiatives

Created Hilton Executive Inclusion Council

Initiated Executive Committee Networking Program

Established Travel with Purpose – global corporate

2012

Created partnerships with Black, Hispanic, Asian and Pacific Islander-serving colleges and universities

Launched first Team Member Resource Groups (TMRGs)

Established relationships with diverse nonprofit strategic partners (i.e. NAACP)

2013

Appointed the first two women to the Board of Directors

Launched Multicultural Marketing Advisory Board

Expanded TMRGs:

- Virtual Abilities and Veterans TMRGs
- Women's TMRG in UK
- TMRGs in Call Centers

Launched Operation: Opportunity, our veteran hiring initiative

2014

Pledged commitment to women through Women's Empowerment Principles

Achieved 100% on the Human Rights Campaign Corporate Equality Index for the first time

Launched Darden Women's Leadership Development Program

Pledged to 'Open Doors' for One Million Young People by 2019

Recognized as Top 10 Company for Veterans by DiversityInc

2015

Updated Global Employment policies to reflect best practices in diversity & inclusion

Partnered with U.S. State Department in support of Global Equality Fund

Rolled out U.S. GED Assistance program

Launched first annual Global Team Member Appreciation Week

Recognized as DiversityInc Top 50 Companies for Diversity (#47) and Top 10 Company for Supplier Diversity



Best Companies to Work for - U.S. two years in a row (#1)

2016

Launched NextGEN TMRG

Signed White House's Equal Pay Pledge

Launched best-in-class parental leave policies and adoption assistance

Hired 10,000 veterans in three years, reaching goal 2 years early

Established Global Apprenticeship Network for our youth

Recognized as DiversityInc Top 50 Companies for Diversity (#42)

Recognized as a Great Place to Work winner in 13 countries

Awarded Fortune 100:

- Best Companies to Work For (#56)
- Best Workplaces for Millennials (#60)
- Best Workplaces for Women (#56)
- Best Multinational Workplaces

2017

Signed CEO Action for Diversity and Inclusion

Recognized as Diversity Top 50 Companies for Diversity #30 & six specialty lists

Signed Coalition for the American Dream in support of Deferred Action for Childhood Arrivals

Launched Regional Inclusion Councils in Americas, APAC and EMEA

GPTW for Diversity for the first time

Launched Women's TMRG Globally

Launched D&I Property Toolkit to 241 owned and managed properties in the US

Operation: Opportunity expanded commitment to hire an incremental 20,000 veterans and spouses by 2020

Launched Bereavement Leave

2018 & 2019

Recognized as the #2 World's Best Multinational Workplace, and as a Great Place to Work winner in 20 countries and 3 regions, certified in 11 additional countries

Awarded Fortune 100:

- Best Companies to Work for (#1)

Great Place to Work:

- Best Workplaces for Diversity (#15)
- Best Workplaces for Parents (#1)
- Best Workplaces for Women (#1)
- Best Workplaces for Millennials (#2)

Recognized as DiversityInc Top 50 Companies for Diversity (#4):

- #8 People with Disabilities
- #3 Mentoring
- #11 Supplier Diversity
- #4 Employee Resource Groups
- #8 Diversity Councils
- Top Companies for LGBT employees
- #4 Sponsorship
- #4 Talent Acquisition for Women of Color

Business Coalitions:

- United Nations LGBTI Global Standards of Conduct for Business
- HRC Business Coalition in support of transgender equality
- The Valuable 500 in support of disability inclusion

Mandatory Diversity & Inclusion and Unconscious Bias Training globally for all managed and franchised properties

DEFINING DIVERSITY, INCLUSION & BELONGING AT HILTON

Our comprehensive definition spans global cultures, perspectives, and lifestyles.

Diversity

The appreciation of our unique differences seen and unseen.

Inclusion

The act of leveraging differences to foster innovation by creating a culture where we are all seen, heard, valued and respected.

Belonging

The feeling of trust and acceptance, where we feel safe being our authentic selves.

Core Attributes	Advanced Attributes	Full Inclusion Attributes
<p>DEMOGRAPHIC</p> <ul style="list-style-type: none"> Physical traits Age Gender Race Gender identity Sexual orientation Marital status Physical and cognitive ability Veteran status 	<p>CULTURAL & GEOGRAPHIC</p> <ul style="list-style-type: none"> Ethnicity Citizenship Location Language(s) National Origin Religion Values and beliefs 	<p>SKILLS & COMPETENCIES</p> <ul style="list-style-type: none"> Life experiences Educational background Professional experience Thinking style Communication style Industry knowledge Technical skills and expertise



More than **117** countries and territories



Over **40** languages spoken & **170** nationalities



60% of Corporate Global Managers are Women



58% of global Team Members are Millennials



69% of all U.S. Team Members are ethnically diverse

Diversity data points represent Team Members at Owned & Managed hotels and Corporate offices. Data based on voluntary, self-identify questions collected in human capital management system as of 12/31/19 and 2019 internal survey.

OUR DIVERSITY & INCLUSION STRATEGY

Our strategy is to leverage and promote diversity and inclusion through a framework of Culture, Talent and Marketplace initiatives to foster innovation and create a globally competitive business.

Culture

We are committed to creating an inclusive workplace and a culture driven by our Team Members' unique viewpoints and diverse backgrounds and experiences.

- Team Member Resource Groups that celebrate our uniqueness and commonalities
- Team Member benefits support personal and professional growth
- Inclusion Councils that provides oversight of our diversity and inclusion programs and initiatives and is in alignment with Hilton's Global Diversity and Inclusion framework

Talent

We attract, develop, and retain the best and brightest talent in hospitality.

- A commitment to hire innovative and diverse candidates
- Focused development programs to build a robust, diverse talent pipeline
- Innovative recruitment, learning, and leadership development programs
- Quarterly reporting of Team Member diversity metrics to improve visibility of diverse Team Members, including a differentiated investment in our global women

Marketplace

We engage, support, and create business opportunities in our communities.

- Strategic partnerships with non-profit organizations and marketing campaigns to diverse customer segments
- Property ownership for women and people of color
- A supplier program that procures products and services from diversely owned businesses
- Alignment with Corporate Responsibility and the Hilton Effect Foundation to achieve 2030 goals to double our investment in social impact and cut our environmental footprint by half through responsible hospitality across our value chain

LEADERSHIP SPOTLIGHT



“Our teams are truly inspirational in the purpose-driven work they do to create welcoming and inclusive work environments, and amazing experiences for our guests.”

- Matt Schuyler

Chief Human Resources Officer
Executive Committee Sponsor of NextGEN TMRG

Culture

We are committed to creating an inclusive workplace and a culture driven by our Team Members' unique viewpoints and diverse backgrounds and experiences.

Our Team Member Resource Groups (TMRGs) are all sponsored by an EC Sponsor as well as a Hilton Leadership Group (Vice President and above) advocate.

The success of these groups is reflected in the substantial growth in membership and in the number of chapters. Total membership has continued to increase each year since 2012 with the addition of hotel participants at owned and managed properties. The number of chapters has jumped **from 20 to 39** with **18,000 total members**.



Recognized as **#4** on DiversityInc Top 14 Companies for Employee Resource Groups, 2019

Areas of TMRG Impact:



1) Business Insights

Sharing unique perspectives on internal business practices and external market factors with senior leaders across the organization



2) Team Member Development

Discussing topics such as personal branding, career management and emerging industry trends with members of the Hilton Leadership Group and external industry professionals



3) Community Outreach

Engaging with local diverse communities via direct service projects and supporting corporate partnerships



LEADERSHIP SPOTLIGHT

"At Hilton, our culture is a reflection of our individual commitment to our values and an appreciation for diverse perspectives. With over 170 nationalities represented in our workforce, we are committed to promoting an inclusive environment for our team members, guests and communities while leveraging diversity to fuel innovation and drive our growth. I proudly celebrate our achievements thus far, and embrace all the opportunities that lie ahead."

- DeShaun Wise Porter

Vice President Diversity, Inclusion and Recognition



LEADERSHIP SPOTLIGHT

"Hilton has been committed to connecting and serving people from diverse cultures and backgrounds for 100 years. As we expand to new markets and welcome more guests and Team Members every year, our Team Member Resource Groups provide perspectives that enhance our business performance and strengthen our ability to deliver world-class hospitality."

- Mike Hollman

Senior Vice President Mergers & Acquisitions HLG
Advocate for African American TMRG

CELEBRATING THE STORY OF US

Team Member Resource Groups by the numbers.

Our Team Member Resource Group (TMRGs) successes are a shining example of Hilton's commitment to an inclusive workforce that fully represents many different cultures, backgrounds and viewpoints. In just a few short years, our program has grown to be best in class.

18,000 TEAM MEMBERS

participate in a TMRG at corporate and hotel locations, HRCC offices and owned and managed properties across the country

25 SIGNATURE EVENTS

celebrated in 2019 across the country

Over 90+ events and activities across our corporate and HRCC offices hosted annually for TMRG membership focused on intersectionality through career development, community support and innovation

39 CHAPTERS & 78 CHAPTER LEADERS

38% INCREASE IN MEMBERSHIP SINCE 2017

18% OF TMRG LEADERS WERE PROMOTED IN 2019 COMPARED TO A 10% OVERALL PROMOTION RATE



RESOURCE GROUPS
EXECUTIVE COMMITTEE SPONSORS
HILTON LEADERSHIP GROUP ADVOCATES



ABILITIES
(People with Disabilities)

**ASIAN & PACIFIC
ISLANDER**

**LESBIAN, GAY, BISEXUAL,
TRANSGENDER, QUEER & FRIENDS**

NextGEN

AFRICAN AMERICAN

HISPANIC/LATINO

MILITARY

WOMEN

EXPANDED TO 39 GLOBAL CHAPTERS AND 222 OWNED & MANAGED PROPERTIES IN THE U.S.

TMRGs in Action

BUSINESS INSIGHTS



Women's TMRG

Helped support the "Voice of the Female Traveler" survey, which included business insights from nearly 400 Hilton women on how we can best serve our largest guest segment: women travelers.



Asian & Pacific Islander and Women's TMRG

Invited Jagruti Panwala, the first chairwoman of Asian American Hotel Owners Association (AAOHA) to share insights on the hospitality industry, hotel ownership and the impact women are having on the business.

TEAM MEMBER DEVELOPMENT



NextGEN TMRG

Hosted a workshop on career mapping with guided exercises to help members refine their strengths, interests and link those to opportunities within the company.



African American TMRG

Hosted a panel with three African American hotel owners who discussed navigating the hotel industry, hotel growth and tips for professional growth and development.

COMMUNITY OUTREACH



LGBTQ & Friends TMRG

Partnered with the business to activate at World Pride in NYC in partnership with the Matthew Shepard Foundation.



Hispanic/Latino TMRG

Connected with area hospitality student interns at Richardson High School to mentor and develop these students for careers within the industry.

Talent

We attract, develop, and retain the best and brightest talent in hospitality.

Recruiting

Sourcing & hiring diverse talent

To support our organization diversity targets, our goal is to provide 50 percent diverse slates for all open positions.

Recruit at diversity-focused events and colleges & universities, including Ascend Pan-Asian Leaders, National Black MBAs, National Society of Minorities in Hospitality, Prospanica and Reaching Out MBA.

Developing

We have a deliberate focus to develop and elevate internal talent

We provide an industry-leading leadership framework that provides professional development opportunities for Team Members at every level of the organization:

- External development programs with top universities (e.g., Harvard, Cornell)
- Lead@Hilton leadership programming for all Team Members
- Signature development programs for diverse groups of emerging leaders
- Leadership events & publications
- Team Member Resource Groups
- Mentoring programs for diverse and women leaders
- Women in leadership conferences and Workshops

Leading

We are committed to increasing the diversity of our leadership

We have set new 2025 gender and ethnic diversity targets for our corporate leadership, targeting at least 50 percent women and 25 percent ethnically diverse leaders at Senior Director levels and above. Additionally, we have set regional goals for female representation of our global General Manager population.

Our senior leaders are committed to increasing diversity:

- Increased focus on accountability
- Aligned compensation goals to demonstrated progress
- Measured feedback and performance on a quarterly and annual basis



Click here to watch and learn about our “I Am Hilton” video series that showcases some of our unique and inspiring Team Member stories from all over the world

LEADERSHIP SPOTLIGHT



MAKERS
WOMEN WHO MAKE AMERICA

HILTON IS THE FIRST
AND ONLY HOSPITALITY
PARTNER FOR MAKERS

“**At Hilton, we are committed to being a great place to work for all, where women thrive at every stage of their experience with us. We pledge to achieve gender parity at our global leadership group level and board of directors by 2025.**”

- Laura Fuentes
Chief Talent and Diversity Officer
MAKERS Board of Directors

RECRUITING DIVERSE CANDIDATES IN A DIVERSE WORLD

We believe diversity makes us stronger, more innovative and more representative of the many guests and communities we serve around the world.

We take many steps to expand our inclusive culture.

- Partner with multicultural, LGBTQ and disability-focused organizations
- Recruit at diversity-focused events at colleges and universities, including ROMBA (Reaching Out LGBTQ MBA & Graduate), Black MBA, and NSMH (National Society of Minorities in Hospitality)
- Align with MAKERS to expand our commitment to women
- No college degree required for corporate and hotel positions
- Work with sourcing companies that have a built-in diverse talent database across a number of functions
- Recruit from within our own talent pool
- Provide scholarship support to assist academically talented but economically disadvantaged and underrepresented hospitality students
- Employ talent researchers who specialize in locating and recruiting diverse talent all over the world
- Educate our Team Members to support job seekers living at or below the poverty line



We also have partnered with Jobs for American Graduates (JAG) to inspire the next generation of hospitality leaders. Not only does JAG provide training, education and career development opportunities to students facing significant barriers, including economic, social, behavioral and education, but it introduces young people to the dynamic world of hospitality.



OUR NEW GLOBAL INTERNAL & EXTERNAL CAREER SITE

Our new career site showcases why Hilton is the #1 Best Place to Work in the US and the #2 World's Best Workplace. The site has intuitive technology that allows candidates to have a personalized search based on their geographic location and career preferences.



DISABILITY CANDIDATE EXPERIENCE

We have developed a first-class disabled candidate experience at Hilton with the partnership of the National Organization on Disability (NOD). We have ensured that the career site is ADA compliant by auditing existing disabled candidate and Team Member experiences.

Operation: Opportunity Veteran Focus

Giving our Best to Those Who Gave the Most

In August 2013, Hilton launched Operation Opportunity with a focus on hiring military veterans, their spouses and caregivers and since the launch of the program Hilton has made over 30,000 military hires. In 2019 we announced our aspiration to do even more with an audacious goal of an additional 25,000 military hires by 2025.

We believe military hires are a natural fit at Hilton because of our shared values like leadership, integrity, and teamwork and we are committed to do everything we can to ensure a smooth transition to the civilian workforce.



In 2013, we committed to hiring 10,000 U.S. veterans, family members and caregivers – today, our military recruitment is just shy of 27,000, and we're not done yet.

Here's how we honor our commitment to military personnel:

Military Counseling

Counseling on everything from resume building and the application process, to networking and support services.

Military-specific Career Site & Internal Resource Site

A career website tailored to the unique needs of military applicants and their families and an internal site that provides a one-stop shop for best practices on recruitment, recognition, community service and creating a military-friendly culture.

Military Spouse Hiring Program

A military spouse hiring program in our Hilton Reservations & Customer Care (HRCC) that offers remote work, allowing them the flexibility to continue their Hilton career path anywhere they call home – over 1,600 military spouses have been hired.

Military Apprenticeship Program

An innovative, six-to-eleven-week apprenticeship program that gives service members, veterans and spouses valuable experience as they transition to civilian careers.

Hilton Honors Donation Points

Donation of Hilton Honors points to veterans to cover the cost of hotel stays while traveling for interviews, training or certification.

Military Workplace Training

Virtual and in-person training to help recruiters, hiring managers and HR professionals understand the unique needs of military job seekers.

Military Bonus Referral

A cash-bonus referral program for veteran and spouse hires.

Over the last three years on average, Hilton has hired **nine** veterans or military family members **every** day in the United States.

MENTORING & SPONSORING

We are committed to cultivate and prepare our talent for their next level of leadership through direct engagement and advocacy.

Both mentoring and sponsoring are key components of how we grow and develop our future leaders.

Our work in this space includes:



EC Mentoring and Sponsoring - Every EC member commits to mentoring and sponsoring diverse rising leaders from across the business. Our senior most leaders engage directly with rising talent through quarterly meetings and ongoing advocacy and support.



Mentoring Monday - Started by the Memphis Women's TMRG chapter, this semi-annual event gives men and women Team Members the opportunity to meet with senior leaders in a speed mentoring format intended to create networking opportunities and share information on potential career paths.



Reverse Mentoring - We leverage the perspectives of our TMRGs, including the NextGEN TMRG, on everything from the next generation of learning and development programs to workspace enhancements and guest service.



MENTOR SPOTLIGHT

"Oprah Winfrey has said that 'a mentor is someone who allows you to see the hope inside yourself.' In today's fast and stressful world, it can be really challenging to take the time to reflect on your personal and professional growth and set stimulating goals. A good mentor can help you tune out the noise, establish the right perspective, and chart a sensible path. And through that process, a mentor gains a lot of insights as well: My mentees at Hilton have shown me that being a mentor is just as important as having one."

- Katie Fallon

EVP, Global Corporate Affairs
EC Sponsor for African American TMRG



MENTEE SPOTLIGHT

"The EC Networking program is an excellent way for rising leaders to connect with senior level executives who leverage their wealth of professional experience to provide meaningful guidance on a variety of professional topics. Having an EC level mentor gives me confidence that the guidance I receive is aligned with the ideals, culture, strategic direction and expectations of the organization's senior leadership team. The mentorship program demonstrates Hilton's commitment to grooming team members for future success and makes participants feel appreciated and recognized."

- Shruti Gandhi Buckley

Global Head of Hampton

OUR INCLUSIVE AND RESPECTFUL WORKPLACE TRAININGS

Inclusive & Respectful Workplace Curriculum:

All hotels and our corporate Team Members are required to complete annual training as part of Hilton's commitment to an inclusive and respectful environment for all.

Core Components

- 1 Diversity & Inclusion/Unconscious Bias**
Build awareness of the implicit bias all humans have and how to overcome this to create an inclusive environment for all.
- 2 Anti-Trafficking**
Learn the signs of human trafficking for sexual or labor exploitation and know how to take action.
- 3 Code of Conduct**
Commit to acting with integrity and maintaining the highest ethical standards.
- 4 Harassment Free Workplace**
Create a positive environment for all, avoiding actions which create a hostile or offensive environment for others.



New for 2020:

Inclusive Leadership

We are delivering in-person training to all of our 6,000 General Managers at our US/Canada hotels focused on Inclusive Leadership and creating belonging for Team Members and guests.

Inclusive Guest Interactions

Scenario-based mandatory training for all U.S. & Canada Team Members on providing an inclusive, respectful and safe environment for our Team Members and guests.

Inclusive Leader Guides

Leader discussion guide and dynamic 8-week cycle of huddle cards for pre-shift meetings to keep mandatory Diversity & Inclusion and Unconscious Bias eLearning training top of mind.

Thrive at Hilton is embedded in our culture and is supported by an ecosystem of programs



Thrive at Hilton

Thrive at Hilton, our Team Member Value Proposition, inspires our Team Members to bring their best selves to work every day and can be their authentic selves at every step of their career journey

Joining



Operation: Opportunity

Meeting our prior commitment and announcing new military hiring goals



Diversity for All

Expanding education efforts to include new Diversity and Inclusion and Unconscious Bias trainings for all Team Members



Psychologically Safe Workplace

Creating inclusive environments where all Team Members feel safe, heard and valued with e-Learning courses and resource kits to help support



Team Member Resource Groups

Supporting company goals, promoting professional growth and providing company insights from the group's vantage point



Careers@Hilton

Provide career guidance and opportunities to young people through annual awareness campaigns



Heart of House

Renovating the back of house and providing new wardrobe options to Team Members

Working



Health and Physical Wellbeing Programs

Providing discounts at gyms, on-site health clinics at corporate offices, on-site health screenings, educational sessions and health coaches, and free flu shots at our hotels



Family-Focused Programs

Supporting the family through industry-leading parental leave, bereavement leave, adoption assistance, upgraded rooms and milk transportation for new mothers, and backup care for family



Emotional Wellbeing Programs

Providing confidential counseling, legal advice, child- and elder care resources, grief and trauma counseling



Financial Wellbeing Programs

Providing student loan consolidation with discounted rates, finance and budgeting help, home ownership, investments



Recognition Programs

Recognizing our Team Members in the moments that matter



Employee Stock Purchase Program

Giving Team Members an opportunity to take ownership in the success of Hilton

Growing



Leadership Development

Giving every Team Member the chance to grow as a leader through our Leadership Development framework, Lead@Hilton



Go Hilton

Offering deep discounts on room rates and food and beverage



Thrive Sabbatical

Helping our Team Members thrive and bring their dreams to life with a month long sabbatical



General Manager Academy

Developing hotel leaders to build skills and become fully developed leaders



GED Assistance & Apprenticeship Programs

Leading the hospitality industry with our fully paid GED certificate



Career Pathways for All

Providing job-specific career maps for positions in hotel operations



[Click here to watch and learn more about our Thrive Sabbatical](#)

90% of Team Members feel that Hilton welcomes diverse ideas, perspectives and backgrounds



90% of Team Members feel they can be themselves at work

Marketplace

We engage, support, and create business opportunities in our communities.

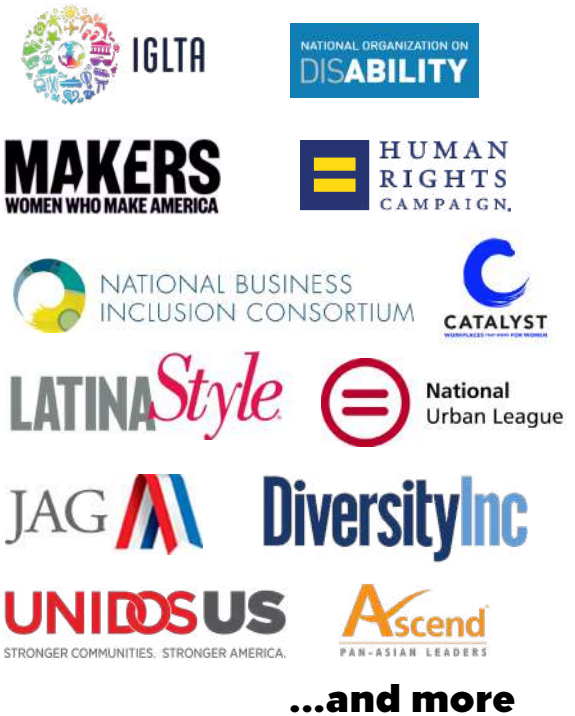
Diversity is continually promoted within our marketplace through our supplier diversity program, multicultural marketing to diverse customer segments, partnerships with numerous diverse nonprofit organizations, and development of property ownership opportunities for women and minorities. We partner with key stakeholders to create opportunity in the marketplace for **suppliers, guests, communities** and **owners**.

Through our award-winning **supplier diversity program**, which began nearly a decade ago, we have cultivated relationships with **more than 1,882** women-, minority-, Veteran-, and LGBTQ-owned businesses, by developing strategic alliances with companies whose culture and values are consistent with ours. In 2019, these diverse business segments accounted **over \$540 million** of our supplier spend.*

At the heart of our Corporate Responsibility Strategy, **travel with purpose**, is the fundamental belief that any Team Member can make a difference, and that we as individuals, teams, hotels, and a company can positively impact the communities where we live, work, and travel.

*Tier 1 & 2

Strategic Partners:



SUPPLIER SPOTLIGHT

“Initially, RLC was tasked with providing the framework for enhancing a best-in-class supplier diversity program. However the relationship soon expanded to include a broader scope of services. As a result, we have established a blueprint for Hilton detailing how a large corporation and a diverse firm should collaborate. Without Hilton’s senior commitment and trust in RLC, this would not have been possible.”

- Lamont Robinson
President/CEO, Robinson LaRueCo Consulting, LLC




OWNER SPOTLIGHT

“It’s an honor and distinct privilege to have served in C-level executive brand positions for Hilton, earlier in my career, providing a cultural foundation of quality, respect, collaboration and integrity; ultimately contributing to the launch of PHD Hospitality and what remains my experience to date, as a Franchisee.”

- Dawn M. Berry
President/CEO, PHD Hospitality

Investing in our communities to drive social change

TRAVEL WITH PURPOSE

Travel with Purpose is our commitment to redefine sustainable travel. By 2030, Hilton commits to double our social impact investment and cut our environmental footprint in half. 

Doubling our investment in social impact:



Fostered economic and social integration for nearly **7,000 refugees** through volunteering, training and employment



Exceeded Open Doors pledge to connect, prepare or employ **one million young people** by 2019



Raised **\$3.2+ million to date for disaster response** to support Team Members and community members



Made our **industry-first training on Risks of Modern Slavery in Labor Sourcing** freely available to the whole industry via the International Tourism Partnership



Invested **549,887 volunteering hours** in local communities



Procured goods and services from nearly **4,000 women-, minority-, veteran-, disabled-, refugee and LGBT-owned businesses**



[Click here to learn more about our efforts and 2030 goals](#)

Impact around the world

In 2019, our hotels around the world progressed towards our Travel with Purpose 2030 Goals.

Here are a few regional examples:



Americas: Partnered with the International Rescue Committee (IRC) to provide training and opportunities to refugees in the U.S. since 2015, providing employment for 448 refugees to date.



Colombia: Conrad Cartagena became the first Hilton property in South America to use a cogeneration system to reduce carbon emissions.



Europe: Hilton Prague started working with local prison Ruzyně in 2019 and providing flexible work opportunities, supporting upskilling and creating job opportunities. The hotel also collaborates with the Rubikon Center supporting ex-offenders with job interview training.



Africa: Hilton Yaounde, Cameroon extended its partnership with the Women's Guild for Empowerment and Development to create integration programs and work experiences for women who have been victims of human trafficking.



Singapore: Hilton's Singapore cluster of hotels announced their partnership with Daughters of Tomorrow. The hotels will introduce careers in hospitality and provide skills training workshops to women from low-income families, to help them build confidence and explore opportunities in the industry.



Australia: 580+ students have experienced the Work Inspiration Program, in partnership with The Smith Family. The program offers meaningful engagement opportunities between Team Members and youth, providing an opportunity to have informative career conversations and on-the-ground experience in hospitality.

RECOGNIZED FOR OUR AWARD-WINNING CULTURE



Top Employer
Top Supplier Diversity Program
Top LGBT-Friendly Company
Black EOE Journal Best of the Best



Top 50 LGBTQ Legacy Leaders
LGBTQ Business Equality Excellence Award
Business Equality Network (BEQ) Pride



Top 50 Companies for Diversity (#4), 2019
Top Companies for Supplier Diversity (#11), 2019
Top Companies for People with Disabilities (#8), 2019
Top Companies for Employee Resource Groups (#4), 2019
Top Companies for Mentoring (#3), 2019
Top Companies for Diversity Councils (#8), 2019
Top Companies for LGBT Employees (no ranking provided), 2019
Top Companies for Sponsorship (#4), 2019
Top Companies for Talent Acquisition for Women of Color (#4), 2019
DiversityInc



Best Companies to Work For (#18)
Best CEO for Women (#11)
Fairygodboss



Best Employers for Diversity, 2020
Best Employers for Women, 2019
Forbes



100 Best Workplaces for Millennials (#60), 2019
75 Best Workplaces for Women (#1), 2019
100 Best Workplaces for Diversity (#15), 2019
Fortune Magazine



Above & Beyond Award
Gary Sinise Foundation



Companies Committed to Diversity Hiring
Best Places to Work - Employers' Choice (#92), 2020
Top CEOs - Employers' Choice (#79), 2019
Glassdoor



Best Places to Work, 2019-2020:

- Argentina (#1)
- Asia (#3)
- Australia (#1)
- Brazil (#14)
- Canada (#29)
- China (#2)
- Colombia (#4)
- Europe (#10)
- Germany (#12)
- India (#16)
- Latin America (#11)
- Mexico (#4)
- Netherlands (#7)
- Peru (#1)
- Saudi Arabia (#1)
- Turkey (#1)
- United Arab Emirates (#3)
- United Kingdom (#3)
- United States (#1)

Best Workplaces for Women (#1), 2019
Best Workplaces for Parents (#1), 2019
Best Workplaces for Diversity (#15), 2019
Best Workplaces for Millennials (#2), 2019
Great Place to Work



Top Employer
Top Supplier Diversity Program
Top LGBT-Friendly Company
Hispanic Network Best of the Best



Corporate Equality Index (CEI) rating of 100%
Human Rights Campaign Foundation (HRC)



Top 50 Companies for Latinas to Work For (#12)
LATINA Style



Top 100 Companies Providing the Most Opportunities for Latinos
LATINO Magazine



Best for Vets 2019 (#18)
Best for Vets Indexes
Military Times



Military Friendly Employer - Over 5 Billion category
Military Friendly Supplier Diversity Program - Top 10 (#7) Over 1 Billion category
Military Friendly Spouse - designation
Military Friendly



Best of the Best Corporations For Inclusion
National Business Inclusion Consortium



Leading Disability Employer
National Organization on Disability (NOD)



America's Top 50 Organizations for Multicultural Business Opportunities
Omnikal Omni 50



Business of Pride 2019 Honoree
Washington Business Journal



Top Employer
Top Supplier Diversity Program
Top LGBT-Friendly Company
Professional Woman's Magazine Best of the Best

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We Are **HOSPITALITY**

