

Hilton Team Members*

Our exceptional service culture is all about the people. We succeed only when they have the resources and support to thrive in their roles and be their best.

Goal

To continuously work to deliver great environments, great careers and great rewards for Hilton Team Members.

Introduction

For nearly a century, Hilton has delivered on our vision to 'fill the earth with the light and warmth of hospitality'. Hilton Team Members* and franchise employees** who represent our brands around the world fulfill this vision every day by creating memorable experiences for current and future generations of travelers. Hilton Team Members are our most valuable resource, and we are committed to providing them with diverse opportunities to support their personal and professional growth.

Impact Highlights

5,000,000
Hours

Hilton Team Members and franchise employees completed 5,000,000 hours of courses through our online Hilton Worldwide University.



12
People

Selected 12 individuals from 2,125 nominees for the CEO Light & Warmth Award in 2014.

160,000
Acts of Hospitality

Recognized 160,000 Hilton Team Members and franchise employees from 93 countries via two million catches.

1,800
Hilton Team Members

Enrollment of 1,800 Hilton Team Members in Hilton's English as Second Language (ESL) program.

7,300+
Veterans

More than 7,300 veterans and spouses were hired to work at our owned, managed and independently-operated franchised properties in the Hilton portfolio since 2013.



2,500
COURSES

Hilton Worldwide University offers 2,500 courses.

Our Approach

Our exceptional service culture is all about the people, and we continually work to provide our Hilton Team Members with a great place to work focused on great environments, great careers and great rewards. We work to get Hilton Team Members actively engaged in shaping company policies, building their skills, connecting them to something bigger and empowering them to feel appreciated and to recognize others. We use initiatives such as the Global Hilton Team Member Survey, Hilton Worldwide University, and award-winning recognition programs to support and evaluate our current and future Hilton Team Members. A comprehensive approach to recruiting, training/mentoring, leadership development and talent management allows us to understand where and how we can improve around the world.

Action

Feedback

We gather feedback through our annual Global Hilton Team Member Survey, which directly impacts decisions, policy changes and programs at the company. As a result of past feedback we have made improvements to our annual review process and performance management tools including year-round feedback, our approach to learning and development, as well as our recognition programs.

Learning and Development

Hilton Worldwide University (HWU) provides the global learning framework around the world. HWU delivers its curricula through five unique colleges, each with an assigned executive sponsor and dean. Collectively, the five colleges offer more than 2,500 courses delivered in a variety of ways, including classroom training, e-learning, webinars and e-books. In 2014, more than five million hours of coursework were taken by Hilton Team Members and franchise employees resulting in more than 1,985,000 completed courses.

As a rapidly growing company it is crucial for us to maintain and hire strong candidates. We facilitate our recruiting process through a Global Career Website, five major Talent Acquisition Centers (TACs) across the United States, global university partnerships and Operation: Opportunity, our U.S. Veterans Recruitment program. We look for individuals with relevant experience as well as qualities important to our service culture such as friendliness, warmth, authenticity and empathy.

In 2013 we launched **Operation: Opportunity**, our company's major initiative to ensure 10,000 jobs for military veterans and spouses are created across our owned, managed and franchised properties. As part of Operation: Opportunity, we created a military-specific careers website that matches military skill sets with complementary open positions. Military veterans and their spouses also receive an exclusive military rate at participating hotels. Since 2013, more than 7,300 veterans and spouses were hired to work at our owned, managed and independently-operated franchised properties in the Hilton portfolio.

Once hired, required and voluntary trainings help Hilton Team Members in our owned and managed hotels and corporate offices develop new skills, expanding upon existing knowledge, and benefit from coaching and advice. For example, we have trainings available for English as a Second Language (ESL) management and leadership skills, and cross-cultural skills. We also offer tuition reimbursement for courses directly related to the job, to prepare Hilton Team Members to take on additional responsibilities, or to complete a degree. More than 1,800 Hilton Team Members are currently enrolled in the program.

In 2015, we launched the hospitality industry's largest U.S. high school equivalency degree program – the GED Assistance benefit that will give thousands of eligible Hilton Team Members the opportunity to earn their high school equivalency diploma.

Our leadership roadmap helps our current and future leaders at all levels discover their talents, enhance their leadership skills and develop their careers with us. We offer a mix of opportunities for leaders at all levels and ensure we retain the best talent around the world.

Hilton Team Members are evaluated through our Performance Management Review process; this includes the setting of objectives, goals, concerns and allowing regular feedback and coaching for growth to occur.

Wellbeing

We also focus on providing a healthy work-life balance for overall wellbeing and happiness. Flexible work arrangements and work-from-home positions are two examples. We have also developed a wellness strategy at our corporate locations and some of our largest hotels that include development of a wellness champion network, and health and wellness activities.

In 2015, we introduced several programs and resources to make life easier for our Hilton Team Members. Beginning in March all company owned and managed properties post schedules a full 10 days before the start of the workweek to provide Hilton Team Members with increased flexibility. This 'first look' schedule allows Hilton Team Members to better balance personal and professional obligations while still meeting the needs of our guests.

This year we also made significant enhancements to our parental leave policies for Hilton Team Members in the United States and Puerto Rico. An industry first, we now offer all new parents two weeks of fully paid parental leave and new mothers who have given birth, an additional eight weeks of maternity leave for a total of 10 weeks of fully paid leave.

We encourage Hilton Team Members, franchise employees, as well as their families, to experience the same kind of lasting memories from travel that we provide to our guests every day. Starting in 2016, a new framework for Hilton Team Member and franchise employee travel will roll out to everyone who represent our brands worldwide. Go Hilton will offer more rooms, in more locations, and at lower prices, for Hilton Team Members, franchise employees, their families and friends.

Recognition

Recognizing Hilton Team Members and franchise employees is another fundamental cornerstone of our culture. We offer numerous programs such as our CEO Light and Warmth Awards and our Spirit Awards. One of our biggest annual recognition initiatives is our award-winning Catch Me at My Best program. Each year, guests, managers and peers are encouraged to recognize individuals for acts of hospitality through a comment card, or 'catch', that prompts managers to recognize these recipients as well. In 2015, more than 160,000 people from 93 different countries were recognized with nearly two million catches.

In 2015, we kicked off our first annual Hilton Team Member and Franchise Employee Appreciation Week, providing all of our hotels around the world the opportunity to celebrate our collective appreciation. Thousands of events were orchestrated worldwide.

Partnerships | Associations Awards | Certifications



In 2015, Hilton Worldwide partnered with the **International Youth Foundation (IYF)** to customize a life skills program: Passport to Success for Hospitality. This training helps teach life skills such as listening, teamwork, positive attitude and problem solving which are key to professional success in the hospitality industry. These skills help our hotels consistently deliver exceptional guest experiences and meet the challenges of a dynamic work environment.

We're proud to be recognized as one of the most respected and responsible companies in the world. Recent recognition includes:

- Hilton named one of World's Most Admired Companies
- Hilton ranks #8 of Great Workplaces in the UK
- Hilton named to LinkedIn's list of North America's 100 Most In Demand Employers of 2015
- Hilton honored on Workforce 100
- Hilton recognized as one of the Top 50 Most Attractive Employers in APAC

* Hilton Team Members include employees of Hilton Worldwide at corporate offices, owned, managed, leased and timeshare properties.

** Franchise employees include employees at independently owned and operated franchised properties. While franchisees and their employees are not employed by us, they are a large part of our brands and our culture of hospitality. In addition to our corporate responsibility initiatives, we offer franchisees training and recognition programs and provide them with other resources that are relevant to them and their businesses.