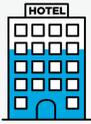


2030 GOALS

- Train employees at Hilton managed hotels on relevant environmental and social issues



On Track

PROGRESS:

- 99% hotels with at least one Team Member trained in anti-human trafficking
- 100% of hotel General Managers and Engineers required to be trained in using LightStay system, and 15,000+ Team Members trained in using LightStay since 2017

We are in the business of people serving people, and we invest in our Team Members to ensure their continued success. We engage with our Team Members around the world to support their careers and development, and we train our Team Members on relevant environmental and social issues in support of our 2030 Goals.



Launched in 2017, [Thrive at Hilton](#) is our promise to our Team Members, to help them grow and flourish in body, mind and spirit.

LEARNING & DEVELOPMENT

Growing Professionally: All Team Members deserve a great career, a great leader and a development path that enables them to thrive. We offer tools and resources for them to grow personally and professionally.

- Hilton University: Team Members can access free online learning from SkillSoft, Culture Wizard (our online cultural university) and a six-part eLearning course from ThriveGlobal
- Mobile apps for CultureWizard, LinkedIn Learning and SkillSoft
- Best-in-class hospitality learning via eCornell: Hospitality-focused courses (among many other topics) available for free from Cornell University
- GED assistance and tuition reimbursement programs: We offer assistance to Team Members earning their GED, completing a college degree or pursuing a graduate certificate



25,000 courses, videos, book summaries and job aids available through Hilton University

Growing Leaders: We believe that everyone is a leader and that's why we're committed to leadership development for all Team Members.

- Lead@Hilton: The Lead@Hilton framework gives all Team Members the opportunity to grow as a leader – from entry level to senior executive. From our Leadership Unscripted video series where senior leaders share career advice and insights to our virtual development programs created in partnership with Harvard, everyone has development opportunities and resources to help them achieve their career goals.
- General Manager (GM) Academy: Our groundbreaking new General Manager Academy will develop our hotel leaders with a curated path to build GM skills and a career coaching hotline for hotel leaders. The new GM Academy creates a pipeline of GMs that are fully developed as leaders.
- Passport to Success: As a part of Hilton's commitment to creating opportunities for young people, Hilton partnered with the International Youth Foundation (IYF) and co-developed a life skills training to upskill entry-level Team Members. The training has been embedded in Hilton's apprenticeships curriculum.

Growth in Numbers

75,000+ new and early-stage managers developed each year

58% of SHINE 1 (development program for future hotel executive roles) trainees promoted

46% of SHINE 2 (development program for future General Managers) trainees have been promoted

ENGAGING WORKPLACE

We celebrate our Team Members through Catch Me at My Best, our spontaneous recognition program aimed at catching Team Members in the act of delivering exceptional hospitality. We also celebrate our Team Members during International Housekeeping Week and Team Member Appreciation Week.

We cultivate an inclusive environment with best-in-class Team Member Resource Groups and regional inclusion councils that drive our diversity and inclusion strategy around the globe.

In our Heart of House areas at hotels and corporate offices, we bring Team Members together in inspiring spaces to ensure they have the fuel to collaborate, innovate and thrive. Team Members also receive new Under Armor wardrobes designed to ensure they can dress for success, comfort, pride and individuality.



You've Been "Caught at Your Best"

In 2019, there were more than two million Team Member "catches" for more than 243,000 Team Members at our managed and franchised hotels in 107 countries.

PERKS AND BENEFITS FOR ALL

Hilton offers perks and benefits for careers and well-being, including family support:

- Parental leave: New parents receive fully paid time off including fathers and adoptive parents. In 2019, we expanded paid parental leave to four weeks for all with an additional eight weeks of paid leave for moms giving birth.
- Adoption: Financial assistance is available for all adoptive parents, including LGBTQIA+ Team Members.
- Milk Stork: Our new partnership to allow all new moms on business travel to ship or carry breast milk home to their babies at no cost.



Ten Team Members are selected each year for the "Give a Dream, Live a Dream" four-week paid Thrive Sabbatical – a once-in-a-lifetime opportunity to give back to the community or achieve a personal goal. Mira Macud, Administrative Assistant at **Conrad Dubai** received a Thrive Sabbatical to return to her home country to learn American Sign Language at the Philippine School for the Deaf, allowing her to have a conversation with her 15-year old son for the first time.



Named the

#1 Best Company to Work For in the U.S. and the

#2 World's Best Workplace by *Fortune* Magazine

