

MILITARY SPONSORSHIP PROGRAM

Hilton

OPERATION: OPPORTUNITY

OUR MISSION IS YOUR SUCCESS

In the military, moving your family to a new location every few years is a way of life. To make these moves a little easier, the Military Sponsorship program was created. A sponsor is assigned to help the service member and their family feel welcome, improve morale and allow the service member to quickly become productive at their new location.

At Hilton, we strive to create a military-friendly culture where we welcome new veteran Team Members and set them up for success by providing a smooth and welcoming transition onto our team.



The main goals of our Military Sponsorship Program are:

- Provide a sense of belonging
- Ease the transition for inbound veteran Team Members
- Increase productivity
- Reduce transition culture shock
- Cultivate new friendships
- Improve morale and create a military-friendly culture

HOW IT WORKS:

- Human Resources notifies the Military Commander when a veteran has been hired. The Commander assigns a Military Sponsor to the new Team Member so they can assist with their onboarding.
- During new hire orientation, the facilitator announces that as part of Operation: Opportunity and our commitment to hiring military, we have a Military Sponsorship program for new veteran Team Members. This will ensure that veterans who did not choose to disclose their veteran status during recruitment will also have the opportunity to be matched with a sponsor.
- Any new Team Member who is a veteran or currently serving in the National Guard or Reserves may request to be assigned a sponsor.
- A sponsor should be assigned within the new Team Member's first three days.

MILITARY SPONSOR RESPONSIBILITIES

- Greet the new Team Member during their first week, exchange contact information and make them feel welcome.
- Work with Human Resources to decide who will present the new Team Member with their military service lapel pin.
- Make the new Team Member aware of the Military Team Member Resource Group and direct them to email diversity@hilton.com to join.
- Invite the Team Member to have lunch or attend Team Member functions with you,
- Be available and prepared to give direction on where to go for help on topics such as:
 - Clocking in and out
 - Enrolling for benefits
 - Team Member break rooms, parking, etc.
 - How to handle scheduling requests
 - Anything that was challenging for you or about which you needed more guidance when you were a new Team Member
- At a minimum, schedule 30-day and 60-day check-ins to make sure that the Team Member is doing well and doesn't have any concerns.
- Partner with your Military Commander if there are any issues that need to be escalated.

WHO CAN BE A SPONSOR?

- Ideally, a Military Sponsor is a veteran or military spouse Team Member. This commonality will help make the new veteran Team Member feel that their sponsor understands their perspective.
- If there are no veteran or spouse Team Members available, anyone who is passionate and understanding about transitioning from the military to the civilian workforce can participate.
- Military Sponsors should be high-performing and in good standing.



Military Sponsors may reach out to their property Human Resources team or Lauren Bacon, Sr. Manager of Military Programs, at any time for guidance. lauren.bacon@hilton.com