



Core Values

White Lodging is proud of our core values which not only translate but resonate across the entire company and drive our behaviors. We believe in being ethical, accountable for our actions, leading with excellence, showing genuine care and concern not only to our guests but to our associates, and being open to and growing with the company. Unlike many companies, White Lodging is a growth company, and we are expanding at a rapid rate. Our strongest core value is to make a positive impact on all with whom we come into contact.

Like many companies, we do not tolerate Harassment in the Workplace. We demand that not only our managers but all associates treat each other with true respect. As a company we do not tolerate discrimination based on race, color, religion, genetic information, national origin, sexual orientation, pregnancy, childbirth or related medical conditions, age, disability or handicap, citizenship status, service member status, or any other category protected by federal, state or local law. Additionally, we follow all guidelines associated with the Americans with Disabilities Act.

Guarantee of Fair Treatment

White Lodging is proud of our Guarantee of Fair Treatment, which simply stated, provides that EVERY associate regardless of position is to be treated with respect, and in a fair and consistent manner. Additionally, associates have an opportunity to reach out to management to resolve work related issues without fear of retaliation. In fact we encourage associates to engage in this procedure so that they can resolve any issue they believe is keeping them from reaching their full potential. We take this commitment so seriously that White Lodging also provides an anonymous email address and/or phone line to contact and report issues to our corporate office, and it is available in multiple languages.

White Lodging's core belief is that one of our greatest strengths is our associates. They are truly the key to our overall success. Finding diverse talent and creating an inclusive work environment is an important differentiator for White Lodging and is one that is nurtured through many events and activities beginning well beyond the associate's first day. We reach out to numerous Community Based Organizations to establish partnerships which help us drive a more diverse applicant pool. We communicate our staffing needs weekly, and partner on events and activities, all with the intent to help people find meaningful employment. These include but are not limited to nonprofit organizations helping women, veterans groups, minorities, refugees, youth, homeless, and the disabled as well as Texas State and local Austin governmental partnerships aimed at decreasing barriers to entry into the workforce. Though we have not listed all the agencies, we have attempted to identify a few to demonstrate our commitment to drive diversity and inclusion: Caritas of Austin, Refugee Services of Texas, Goodwill, Dress for Success Austin, Austin Urban League, Capital Area Workforce Solutions, Back on My Feet, American Youth Works, Front Steps, and Catholic Charities Austin. We host and participate in a number of job fairs with our partners including African American Quality of Life Unit Career Fair, Austin Urban League Job Fair, Travis County Workforce Development Job Fairs, and many other community organizations. Additionally we advise, consult, and partner with a number of our local colleges, universities, and technical/vocational institutes to provide outreach and skill development including free English as a Second Language offerings and other trainings to enhance knowledge skills and abilities. These most notably are associated with Austin Community College, Skill Point Alliance, Huston Tillotson, Escoffier, St. Edwards and Concordia. Though not an all-inclusive list, our goal is to reach into the fabric of Austin's society to provide an opportunity for meaningful work with a growth company that can provide advancement opportunity for all who seek and demonstrate proficiency not only within their role but also share a desire to care not only for our guests but each other. This willingness to go above and beyond enhances not only their success but that of the White Lodging.

Flight School and Diversity Training

Each of our hotels strives daily to live by White Lodging and Marriott's Diversity Inclusion Philosophy and create a Spirit to Serve. All Managers hired with White Lodging go through Flight School, an extensive training program held by our Corporate Team in which Diversity and Inclusion is a significant part of the training. We teach not only generational differences, but create awareness within our managers that their actions foster an inclusive work culture where uniqueness of beliefs, backgrounds, talents, capabilities and different ways of living are welcomed and are highly valued in helping the company make better and more informed business decisions. We strongly believe that diversity and inclusion of different beliefs, cultures and backgrounds assist us when providing service to our guests. They unite and embed White Lodging within our communities allowing us to be better corporate citizens. During this training, it may sound cliché, but we teach different ways to effectively communicate with our associates so that the managers can actively engage associates, who in turn provide the care and concern necessary to satisfy our guests. We teach different styles and strategies with which to connect with our associates to bridge educational, cultural, and socio-economical gaps which may exist. It is important to us all that our associates are able to fully participate in the employment experience and grow and develop with the company. Within White Lodging, we provide daily stand up meetings where we share important guest information, critical items and/or programs occurring within the hotel that day. This information is translated into other languages so that all associates are able to fully participate and engage in daily discussions.

Associate Engagement

White Lodging believes that the only way that we can improve as a company is to continually connect with our associates, and we do this in a myriad of ways. On the first day of employment with White Lodging, all associates go through training not only about White Lodging, but the specific brand that they will be representing. This training is conducted not only in English, but in the new associate's native language if their primary language is not English. We also provide sign language interpretation for hearing impaired new associates. After hiring on with the company, and at the 30 day mark, the new associate sits with their manager and engages in a conversation called a "REX". This stands for "Reality vs. Expectations", and allows us to see if what we shared with the associate as an applicant actually is what was delivered to them. This allows us an opportunity to recalibrate where necessary so that we are meeting their expectations. Between 90 and 120 days, we again sit down with each and every associate and conduct a rap session. During this meeting, the associate is given an opportunity to provide us feedback; it also allows the manager/supervisor to give the associate performance and developmental feedback. Together, the associate and supervisor map out what behaviors, skills and knowledge that would help the new associate grow to the next level. Associates who are interested in growing into supervisors and managers can sign up to attend "Leadership Development Series" which are put on in each market to help grow leadership skills and ready associates interested in growing within the company. The "Rap" program is repeated every 90 days to help continue to develop our associates to their fullest potential.

Associate Engagement Survey

Once a year, White Lodging also conducts an anonymous Engagement Survey administered by Gallup in multiple languages where associates are encouraged to provide feedback on their work environment. Gallup provides each of our operations feedback to enable hotel managers to improve the work environment. Leaders share the outcome of the survey with their teams and together create work plans for improvement. We firmly believe that without the partnership of our associates we cannot continually improve toward our goal of having White Lodging becoming the preferred employer in the hospitality industry. Again, we understand that our associates are the ones who hold the information that will enable our success, and they are and must always be part of our action planning for improvement.

To summarize, White Lodging believes our success is only achieved through a diverse team who are included in our business objectives and directly involved in the attainment of our business goals. We are firmly committed to the success of our associates and believe that all of our programs help White Lodging and our associates to reach our greatest potential.