

Social Impact

As a business of people serving people, our primary focus is creating a culture that best serves our guests, team members, business partners, and the local community in which we operate. We foster inclusive growth by enabling everyone to participate in and benefit from travel. From empowering our Team Members to bring their full selves to work to creating opportunities for all in our communities; from creating market access for local and diverse suppliers to showcasing local culture to our guests – we are committed to driving positive social impact. We contribute our time, skills and resources to building capacity and resilience in our destinations, including in times of disaster.

1. Team Member Engagement

We seek to attract, develop, and retain the best and brightest talent in hospitality. We offer a variety of programs that support the well-being and performance of all of our Team Members, by providing an environment where all Team Members thrive and belong. Every Team Member has a buddy and all Management undergo High Performance Coaching with an accredited Business Coach.

2. Learning and 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.

3. Diversity & Inclusion

Diversity and inclusion are about creating a sense of belonging that celebrates, supports and, most of all, respects all people.

4. Growing an Inclusive Workplace

We require all Team Members to complete our Inclusive & Respectful Workplace curriculum annually. The training is part of our ongoing commitment to provide a welcoming environment for Team Members and guests. The four components include: Anti-Trafficking, Diversity & Inclusion/Unconscious Bias, Code of Conduct, & Harassment Free Workplace

5. Supplier Diversity

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

6. Creating Opportunities for All

We believe economic growth should be inclusive, creating opportunities for all. At CitiHome, inclusive growth means that we enable and empower everyone to participate in and benefit from the golden age of travel. We build partnerships and develop innovations to foster inclusive growth across our operations, communities and supply chain.

7. Youth Engagement

Young people are our future Team Members, guests and business partners. Investing in their skills and opportunities is necessary to sustain the growth of our business and the success of our communities.

8. Local Sourcing

We promote local culture and products by sourcing locally. By staying with us, our guests are contributing to our work to break down the barriers for local, small and diverse entrepreneurs to enter hotel supply chains.

9. Operations

We recognise the risk that hotels may be used by traffickers for commercial sexual exploitation. To best equip our teams to identify the signs and report them appropriately, annual anti-trafficking training is mandatory for all hotel-based Team Members. Team Members can raise concerns and are strongly encouraged to report potential signs of trafficking to hotel management, who are trained to best assess the situation and contact local law enforcement as appropriate.