

Nomination: 7619

Playa Hotels & Resorts

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Playa Hotels & Resorts

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Playa Hotels & Resorts

Category

A01 - A31 Employer of the Year > A19 - Employer of the Year - Hospitality & Leisure

Employer of the Year Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

Playa Hotels & Resorts is a leading owner, operator and developer of all-inclusive resorts in prime beachfront locations in Mexico, Jamaica and the Dominican Republic. The company currently has a 24-resort portfolio, including iconic global brands such as Hyatt Zilara, Hyatt Ziva, Hilton All-Inclusive, Tapestry Collection by Hilton, Wyndham Alltra, Seadust, Jewel Resorts and The Luxury Collection.

When Playa began managing resorts, each property was operating independently within its country. Because of this, the properties and associates were not benefiting from sharing ideas with colleagues around the world. Playa collaborated as one team to centralize processes and procedures, share best practices throughout the organization, manage talent development, and provide numerous growth opportunities for associates.

Playa leverages years of all-inclusive resort operating expertise and relationships with globally recognized hospitality brands to provide a best-in-class experience and exceptional value to guests, while improving customer cost and driving repeat business. For more information, please visit www.playaresorts.com.

b. Outline the organization's employee-relations achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

Playa Hotels & Resorts has always been known for its exceptional employee benefits, and in 2023, we introduced additional supplements to existing coverage options – all of which help cover unexpected health conditions and increase peace of mind. 1. Accident insurance provides financial coverage for accidental bodily injuries, temporary and permanent physical disabilities and accidental death. 2. Critical Illness insurance provides additional coverage for medical emergencies such as heart attacks, strokes or cancer, helping cover overruns that basic health insurance doesn't. 3. Hospital Indemnity insurance provides a cash benefit in the event of an unexpected hospital stay for a covered illness or injury.

Also in 2023, Playa launched a brand-new, creative and inviting career site, "Find Your Place in the Sun," which features enhanced visibility and agility for both internal and external candidates to explore global job opportunities within the company. The site includes regional information, brand details, extensive search options by job, department, location and level, and a video introduction to Playa's culture and longstanding commitment to service from the heart.

As Playa's human resources department continued improving its employee growth initiatives, the company developed a new career framework to help foster clarity, fairness and opportunities for growth within the company. In tandem with the career framework, Playa conducted a thorough review of every position throughout the globe and established appropriate pay ranges for each role, promoting equity and transparency in compensation throughout Playa Hotels & Resorts.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words). Required

Playa Hotels & Resorts continually seeks opportunities to add value to our employee benefits and create new and unique ways to enhance the overall employee experience.

Offering voluntary supplemental benefits helps provide employees with the option of an additional security net (added coverage) in case of an unforeseen health-related event. It provides peace of mind if an employee experiences an illness or injury during financial uncertainties.

Launching the brand-new Playa Hotels & Resorts global careers page improved the entire job search and hiring process. The careers page enhances the candidate experience by offering a seamless and user-friendly interface to learn more about our company and its culture.

Implementing a career framework enables us to establish clear career paths for employees, providing them with a roadmap for advancement within the organization. The framework outlines the skills, competencies, and experiences required to progress in respective careers, fostering employee engagement. The framework also facilitates talent development and succession-planning by identifying potential candidates and providing advancement opportunities. One of the most significant benefits of an established career framework is creating competitive pay ranges for every position, which promote fairness and pay equity while providing transparency for employees.

Playa is committed to acknowledging and rewarding our employees. We offer regular celebrations for work well-done, special anniversaries, national holidays, diversity and inclusion, and extraordinary recognitions. Playa employees also have the opportunity to participate in volunteer activities and a variety of fun and rewarding events such as annual parties, boat trips, and talent shows.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Playa Hotels & Resorts takes pride in creating a workplace where employees feel respected, motivated and proud. To help gauge and better understand how our associates feel about working at Playa, we conduct an annual engagement survey. Our response rate averages a notable 90 percent -- and this year, our overall favorable result was an impressive 88 percent.

Our 2024 survey results show that nearly all of our associates feel appreciated and recognized; confident about their work, team and the company; and equipped with the tools they need to succeed. Most respondents also noted they are proud of Playa's focus on diversity, community support and work-life balance. A full 2024 survey report is attached, and below is a quick snippet:

• 2024 Employee engagement survey:

96% believe their manager treats them with dignity and respect

95% like the kind of work they do

99% believe diversity is very much a part of company culture

92% feel they are part of a team

93% believe their organization has an outstanding future

Webpage Link

<https://stevies-sage.secure-platform.com/a/page/the-awards/2023-stevie-winners#EoY> (<https://stevies-sage.secure-platform.com/a/page/the-awards/2023-stevie-winners#EoY>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://topworkplaces.com/award/sunsentinel/2023/35-124/> (<https://topworkplaces.com/award/sunsentinel/2023/35-124/>)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

<https://www.virginiabusiness.com/article/13th-annual-best-places-to-work-list/> (<https://www.virginiabusiness.com/article/13th-annual-best-places-to-work-list/>)

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Web Page Link 4

<https://www.greatplacetowork.com/best-workplaces/smb/2021?category=small> (<https://www.greatplacetowork.com/best-workplaces/smb/2021?category=small>)

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Web Page Link 5

Would you like to add an additional webpage link?

Yes

