

Company: Philip Morris International U.S., Stamford, CT

Company Description: Philip Morris International Inc.'s U.S. businesses (collectively, "PMI U.S.") are on a mission to improve public health in America by providing the ~30 million legal-age consumers who still smoke traditional cigarettes with science-backed, smoke-free alternatives. PMI U.S. is committed to responsible marketing practices that help prevent access to its products by people under the age of 21.

Nomination Category: Individual Awards Categories

Nomination Sub Category: Female Executive of the Year – Consumer Products –More Than 2,500 Employees

Nomination Title: Kaleen Love, Chief People & Culture Officer



1. Outline the nominee's achievements since July 1 2023 that you wish to bring to the judges' attention (up to 250 words):

Total 229 words used.

Appointed Chief People & Culture Officer (P&C) for Philip Morris International's (PMI) U.S. businesses in 2023, Kaleen Love's initial mandate was to set up and scale PMI's organizational capabilities and readiness in the U.S. to support the global expansion of its ZYN nicotine pouches and U.S. commercialization of its IQOS 'heat, not burn' alternative to conventional cigarettes. This included integrating the approximately 2,000 employees of Swedish Match North America (SMNA) business, which PMI acquired in 2022, and legacy PMI employees into a single, unified 'OneUS' operating model.

To support the above, she prioritized establishing an integrated P&C function that brought together PMI's legacy U.S. HR team with that of SMNA. Working together, Kaleen and her new team worked with the extended U.S. leadership team to consolidate functions, migrate legacy employees to the PMI IT environment, harmonize compensation and benefits, and align [REDACTED FOR PUBLICATION] global policies and [REDACTED FOR PUBLICATION] finance standards. She also led the integration of AI into the P&C function as part of a broader company-wide initiative to leverage emerging technologies to enhance development and efficiency.

She also spearheaded the U.S. launch of the [PMI DNA](#), a global framework that codifies the company's values as a workforce. She also supported the launch of two new employee resource groups in the U.S.—one for veterans and another for those with disabilities.

2. 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):

Total 21 words used.

The attached supplement provides additional information relating to Kaleen's submission, including links to media interviews, LinkedIn posts, and external engagement activities.

3. Which will you submit for your nomination in this category, a video of up to five (5) minutes, explaining the achievements since July 1, 2023 of the nominated woman, OR written answers to the questions? (Choose one):

Written answers to the questions

4. If you are submitting a video of up to five (5) minutes in length, provide the URL of the video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video. If you are submitting written answers to the questions for this category, provide them in the spaces below:

Written answers

5. Briefly describe the nominated individual: history and past performance (up to 200 words):

Total 200 words used.

Today, Kaleen Love serves as Chief People & Culture Officer for the U.S. businesses of Philip Morris International (PMI). Previously, she served as PMI's Global Head of Strategy and Planning, based in Switzerland, leading strategy development and execution for the worldwide people agenda.

She obtained her master's and PhD from the University of Oxford and joined PMI in 2021 to lead organizational strategy for 80,000 employees globally. Before PMI, she was a social scientist and academic who worked globally in various public and social society roles with NGOs and government institutions. She also served as an Associate Partner with McKinsey & Company, where she advised business leaders on transformation, and a Managing Vice President at Capital One, where she was a Chief of Staff, founded the Consumer Insights team, and led Audit teams.

Kaleen is an anthropologist academic turned business strategist; it's the winning combo of these two that makes her the kind of leader a business turns to when the world shifts faster than the systems meant to hold it. With her blend of head, heart, and grit, she leads as a wholly integrated human in a changing world with high learning agility, determination, and courageous grace.

6. 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 nominee's past performance (up to 250 words):

Total 249 words used.

Over the past year, she not only successfully launched a People & Culture function to support the U.S. market—she did so while simultaneously integrating an acquired business, harmonizing two different operating models and policies, and supporting the commercial team during a period of hypergrowth [REDACTED FOR PUBLICATION]

Drawing on her people-first approach to leadership and the PMI DNA values, Kaleen prioritized fostering stability and support for employees during this intensive period of integration by way of frequent, consistent and transparent change management communication.

She also harnessed her own experience as a member of the LGBTQ+ community to inspire others to share their authentic selves and create a culture of collaboration, connection and belonging where everyone can thrive, contribute, and make a meaningful impact.

When it comes to the intersection of AI and the workplace, Kaleen's emphasis on keeping "humans at the heart of AI" reflects her belief in balancing innovation with empathy and the PMI values—a hallmark of her leadership style.

Kaleen is not only a people and culture leader. She is a catalyst for change, a builder of inclusive cultures, and a first-principles problem solver with a fighter's grit, a learner's adaptability, and a leader's heart. Her accomplishments reflect a rare blend of strategic acumen, emotional intelligence, and unwavering commitment to purpose that enable her navigate people and teams through the unknown and turn change into possibility. For these multiple reasons, she is a standout candidate for this award.

Attachments/Videos/Links:

[Kaleen Love, Chief People & Culture Officer](#)



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