AMERICAN TOWER: DRIVING A CULTURE OF DIVERSITY THROUGH LEARNING AND DEVELOPMENT

Diversity at American Tower is a philosophy of inclusion that guides us in how we interact with each other, how we hire and manage our people, how we serve our customers, and how we meet the needs of the communities in which we live and work. American Tower’s talented global workforce is made up of the wireless industry’s top business, technical and field professionals — more than 4,800 team members in 16 countries on five continents. With a diverse employee and customer base, a critical component of our success as we’ve grown globally is ensuring respect, inclusion and diversity remain at the forefront of our business culture.

One of the highlights of our diversity initiative has been our global learning and development programs, which provide all employees with equal access to professional development opportunities. Diversity at American Tower, a required online course for all employees, and Management Development at American Tower, a six-month training program, are fundamental elements in encouraging our employees to treat each other with respect and participate in our culture of inclusion.

Diversity at American Tower: This course was introduced a decade ago as we began our global expansion and complements many of our other onboarding programs that teach new employees about who we are as a company and how we do business. We have continued to refine and evolve the course as the company has grown, and today, new team members take a course customized for their market within their first 30 days. Diversity at American Tower opens with an examination of the business case for diversity as it relates to our success as a global organization. Additionally, the course presents a shared understanding of our diversity philosophy on a global level and, above all, emphasizes the role each person plays in maintaining a respectful and inclusive environment no matter where they are at American Tower.
Management Development at American Tower: Our manager training program, which has been tailored and delivered to managers in nearly all of our regions, promotes a special focus on diversity, especially with regards to hiring and cultivating respect and inclusion amongst team members in the United States. We want all employees to know our philosophy of inclusion not only is part of the foundation of our company culture, but also is an idea that we firmly believe in. So it is necessary that our dedication to diversity extends to all levels of management — from our Board of Directors, to me and our entire leadership team, through to their direct managers and supervisors.

Diversity in our workforce provides a strategic advantage — it is integral to ensuring our business stays innovative and connected to our customers in a dynamic global market. It enables us to relate to, understand and therefore better serve the communities where we do business. Most importantly, to be a top-performing company, we need the best and most talented people in the world, regardless of gender, ethnicity, beliefs or background. Only by embracing diversity in all its aspects can we achieve all of these goals. We are continuing to enhance an organizational culture that embraces differences and recognizes that people from diverse backgrounds drive innovation and agility in our industry. Learning and development programs such as Diversity at American Tower and Management Development at American Tower are significant components in reinforcing our commitment to our diverse workforce and guaranteeing our teams understand the key role they play in upholding American Tower’s culture of inclusion.