

Amtrak Diversity

Annual Report FY20



Message from Executive Leadership Team

We have a renewed sense of optimism and hope as we enter 2021. Yes, the past year has been challenging. But it has also been revealing. These tough times have shown us that when the Amtrak team comes together in a common cause, we can do nearly anything. We are strong because we have good and talented people who share the same set of core values, including Do the Right Thing, Put Customers First and Excel Together.

We are in a time of transformation. Our country has changed in many ways since we began nearly 50 years ago, and the times are calling on Amtrak to expand its horizons – both inside and outside the company. We do more than simply run trains. We are a customer service and mobility company that provides a safe, modern and efficient travel experience. Within Amtrak, we are more than just a workforce. We are a team of individuals with a wide range of backgrounds and experiences, who all came to Amtrak wanting to belong and to make a difference. While we have lived up to this workplace ideal for some people, too many others have felt alone, under-utilized, disconnected or left out.

We believe the future of our company depends on enabling a talented team to reach its full potential. We cannot do that if we do not have the range of perspectives and insights needed to understand our customer base and reflect all of America.

In recent months, here in the United States and across the globe, we have grieved the deaths of George Floyd, Rayshard Brooks, Breonna Taylor and others. We have reflected on the disproportionate impacts of COVID-19 on minorities and watched civil unrest across cities in America. Following these events, all of us on the Executive Leadership Team held listening sessions with employees, to better understand your feelings about social and racial justice, and to hear your ideas on how we can improve everyone's experience at Amtrak.

Our commitment to diversity, inclusion and belonging starts with the very existence of this report. To our knowledge, this is the first time in Amtrak's history that the company has issued such a report. In these pages, you will be able to see our data for our workforce by level.

We are candid about the report's findings: Our senior leadership team does not reflect the diversity of the communities we serve, and we have a long way to go before we do. Still, we are unified in working together to implement meaningful change. In this report, you can read more about the initiatives we implemented in FY 2020 to make progress. Beyond hosting the listening sessions with employees, we created a Diversity & Inclusion Council, made significant changes to our hiring practices, offered "unconscious bias" training to all employees, and strengthened our relationships with external organizations that support diversity and inclusion.

We know that our credibility depends on us taking further action. We will continue to measure and report on our progress. You can expect to hear more from us on this subject throughout the next year, including our next report in late 2021.

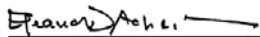
In closing, we ask for everyone's help in making Amtrak the kind of company we all want it to be. As you may have seen, when we talk about this subject, we talk about "diversity, inclusion and belonging." It is true that we need all levels of our organization to better reflect the diversity of our country – but this cannot be just about "improving our numbers." We each need to make the continued effort to expand our reach and involve new or different colleagues in our work. We need to be open to new people and new ideas, and we need to make the conscious effort to make everyone feel like they are valued. This is the only way we can truly "Excel Together." This is how we build Amtrak as a place that is a great destination for new hires, and for employees who choose to stay and grow their careers with us. We must accept nothing less.



William J. Flynn
President and Chief Executive Officer



Stephen Gardner
Senior EVP, Chief Operating and
Commercial Officer



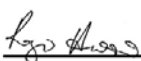
Eleanor D. Acheson
EVP, General Counsel & Corporate
Secretary



Steve Predmore
EVP, Chief Safety Officer



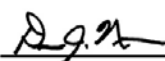
Qiana Spain
EVP, Chief Human Resource Officer



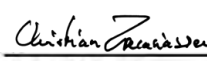
Roger Harris
EVP, Chief Marketing and Revenue
Officer



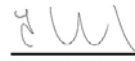
Scot Naparstek
EVP, Chief Operations Officer



Dennis Newman
EVP, Strategy and Planning



Christian Zacariasen
EVP, Chief Information Officer



Tracie Winbigler
EVP, Chief Financial Officer

Message from Diversity, Inclusion and Belonging

Sharing our workforce data is one small part of the ongoing evolution of diversity, inclusion and belonging here at Amtrak. As a company that believes in using data to inform all that we do, we know that publishing this information will help hold us accountable for measurable progress while allowing us to see where we need to do better. We have made some significant strides in previous years to cultivate a culture of inclusion through our policies and development opportunities. We hope that our own transparency will set a precedent that elicits further accountability and progress.

Diversity, inclusion and belonging is a complex, multifaceted mission, and we recognize that we cannot move the needle alone. In addition to continually improving diversity, inclusion and belonging in our own culture, we want to drive positive change that moves our communities, industry and the country forward. To accomplish this our strategy incorporates our customers, suppliers, business partners and the communities we serve in our efforts.



Benjamin Sims
Sr. Director, Diversity, Inclusion and Belonging



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MISSION

Amtrak is the nation's intercity passenger rail operator and infrastructure provider, charged with providing safe, efficient, and effective intercity passenger rail mobility consisting of friendly, high-quality service that is trip-time competitive with other intercity travel options.

VALUES

Our Amtrak values are an expression of our principles and beliefs. They guide everything we do – and ultimately, define us as a company. We want Amtrak to be a place where our employees recognize, appreciate and live our values. When this connection is made, we make Amtrak a great place to work – and we create a powerful and engaged team capable of achieving any goal.

DO THE RIGHT THING	PUT CUSTOMERS FIRST	EXCEL TOGETHER
<p>This value must be central to everything we do.</p> <ul style="list-style-type: none"> • It starts with always being safe – for ourselves, our co-workers and our customers. • On a personal level, it means that we always act with integrity. Our stakeholders should know us as honest, trustworthy and reliable – and we must spend Amtrak's money with the same care we use for our own. • In dealing with colleagues and customers, we are always respectful – and we recognize that we create the best ideas when we include people of different cultures, backgrounds and viewpoints in our work. • Finally, we do everything we can to protect our environment. We owe it to future generations to reduce waste and reduce our carbon footprint. A lot of "Do the Right Thing" comes down to the Golden Rule – namely, that we must treat others as we would like to be treated. 	<p>This value speaks to why we exist.</p> <ul style="list-style-type: none"> • Prudently taking good care of our customers is the essence of our mandate from Congress – and it is how we ensure our continued livelihoods with this Company. • Our team has a strong sense of service today. We must continuously act upon it. To "Put Customers First," all of us must be actively engaged in anticipating and responding to the needs of our customers, all the time. • This means we do not wait for a customer to ask for help. If we see someone struggling with baggage or looking uncertain on where to go or what to do, we provide whatever assistance they need. We are always courteous and helpful, and we keep our stations and trains clean. In short, every time we interact with a customer, we must exceed their expectations. 	<p>This value speaks to teamwork and performance.</p> <ul style="list-style-type: none"> • Building a strong and high-performing team starts with trust and transparency, and requires communication and collaboration. We must work toward the same goals together – and we need to be talking with each other all the time about what is important, what needs to be done now, and how we can improve. • We must also learn from each other. Each of us has a set of unique strengths and expertise that we need to maximize for Amtrak to achieve its goals. • And we should always look to improve – ideally by being innovative. Our customers demand modern solutions, and today's business environment requires speed and simplicity. In doing all these things, we will "Excel Together" – and there will be no limits to what we can accomplish.



Diversity and Inclusion *Statement*

To become the preferred, safest provider of intercity passenger transportation in the country by building upon and leveraging our diversity, fostering inclusion and creating a workplace that produces “a sense of community” for all employees.



EMBRACING DIVERSITY AND RESPECTING OTHERS

To be great, we need to be a high-performing team where we value, trust and support each other across teams, functions and locations. One way we build stronger collaboration at Amtrak is by having a diverse team where every member feels included, valued and with a sense that they belong.

In 2020, Amtrak emphasized diversity, inclusion and belonging as ways for us to better live all three Amtrak values; Do the Right Thing, Put Customers First and Excel Together.

Diversity is how we look and think collectively – and it includes a broad range of characteristics, including gender, race, age, sexual orientation, culture, experience, skill, physical ability, style and much more. We need to continue to build our Amtrak workforce in ways that reflect our U.S. population and customer base.

Inclusion is the deliberate act of making sure people with different experiences and backgrounds are included in groups, structures, teams and activities.

Belonging is the ultimate outcome of diversity and inclusion. A sense of belonging is what we want our people to feel when they work at Amtrak. It is the sense that you are valued, that you “fit” with the group, and that you can contribute and make a difference.

FY20 HIGHLIGHTS AT A GLANCE

- 25K Complimentary Trips Initiative under AmtrakCares
- Hosted 20+ Listen.Learn.Act Sessions focused on race
- Took the “I ACT ON” Pledge
- Participated in “Strike for Black Lives”: Moment of Reflection
- Reinforced our definition diversity, inclusion and belonging
- Assigned “Introduction to Bias” and “Introduction to Diversity Awareness” courses
- Implemented Recruiting Guidelines – continued to ensure recruitment strategy supports diversified workforce
- Policies and practices – Continued focus on incorporating Diversity, Inclusion and Belonging

WHY ARE WE SHARING OUR DEMOGRAPHICS NOW?

As a company that knows about the transformative power of data, we know that we cannot change what we do not measure. So, in keeping with our desire to be a more transparent organization, we are delighted to share our first Diversity, Inclusion & Belonging Annual Report, which highlights Amtrak’s diversity data, inclusion cultivation and journey to belonging.

To understand why cultivating a diverse workplace is critical to success, we look at the numbers. Data consistently shows that organizations with diverse workforces perform better. A diverse workforce incorporates a wide variety of perspectives, experiences and ideas, fueling innovation, attracting top talent and leading to stronger business outcomes. Creating a diverse and inclusive company is not only the right thing to do, it makes good business sense.

Despite the impact the pandemic has had on our organization, we continued our commitment to diversity, inclusion and belonging by investing time and resources to this initiative.

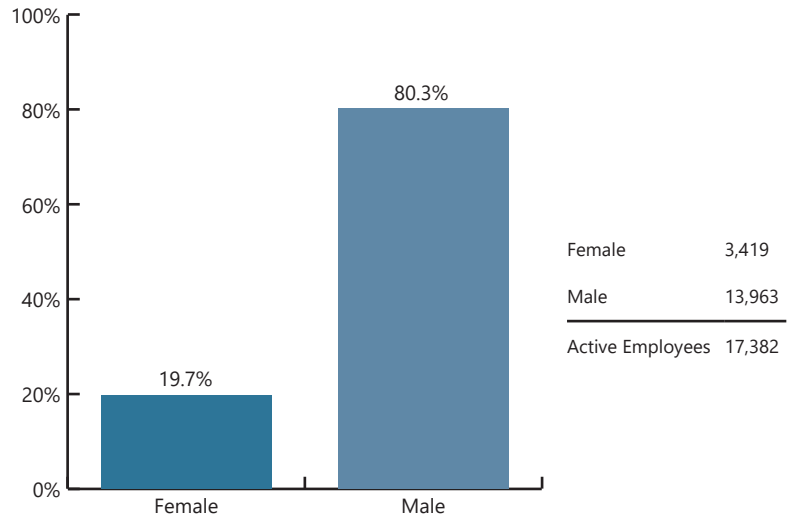
WORKFORCE REPRESENTATION

In our first Diversity, Inclusion & Belonging Annual Report, we are using our own data to identify and assess where we are, understand our opportunities and develop plans to progress diversity in the workplace.

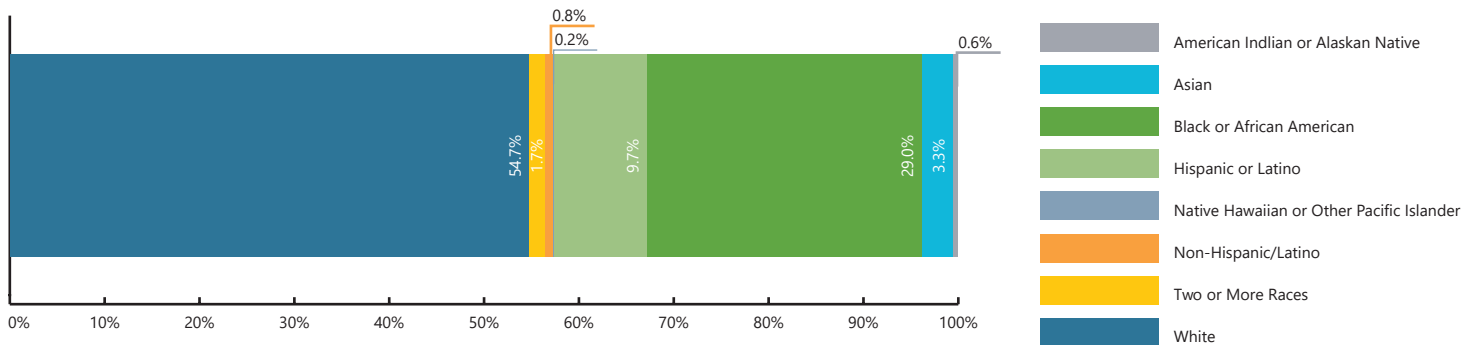
Overall, representation of women remained steady year-over-year. In FY20, 19.1% of new hires identified as women and 80.9% identified as men. These percentages are consistent with our overall employee grouping by gender for the same fiscal year. In FY20, women comprised 19.7% of our workforce and men 80.3%. We are committed to increasing the gender balance at Amtrak over time.

Overall, our workforce is 54.7% white and 45.3% people of color. We are committed to focusing our efforts in underrepresented groups to increase representation in our agreement and management populations. We will engage with industry leaders and undertake benchmarking work to help set expectations around appropriate gender representation within the agreement and management workforce.

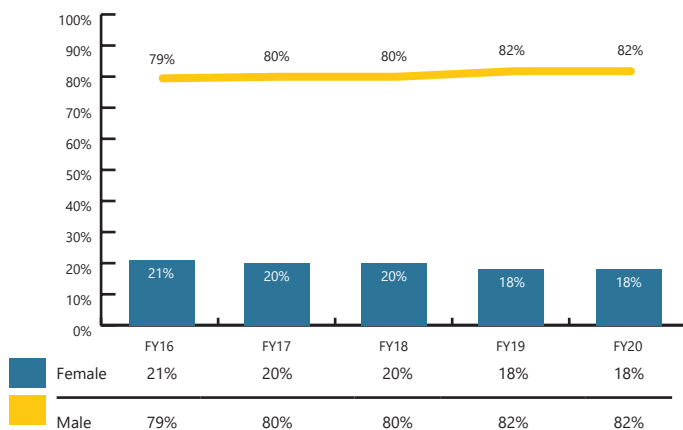
FY20 employees by gender



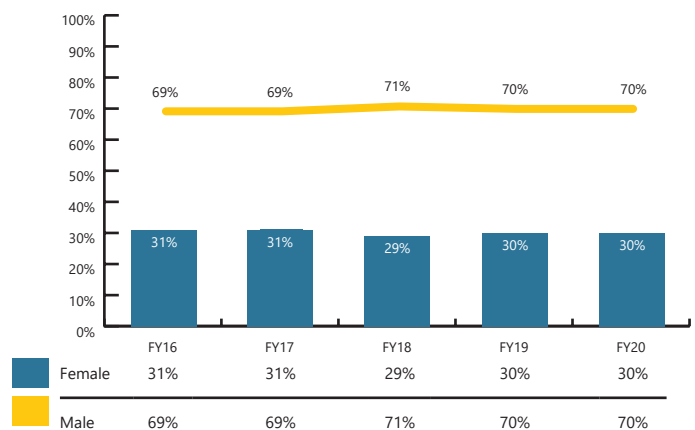
FY20 employees by ethnicity



Gender agreement



Gender management



OUR EMPLOYEES

The events of 2020, including the racial unrest in our country and the COVID-19 pandemic, have turned workplaces upside down. These crises have demonstrated the need to build a more flexible and empathetic workplace at Amtrak.

This year we implemented the Adoption Assistance policy, updated the Remote Work policy and introduced Alternative Work Schedule options for management employees. These improvements were necessary to adapt to the changing needs of our employees, to reduce the risk of losing our women in leadership—and future women leaders—and unwinding our progress toward gender diversity.

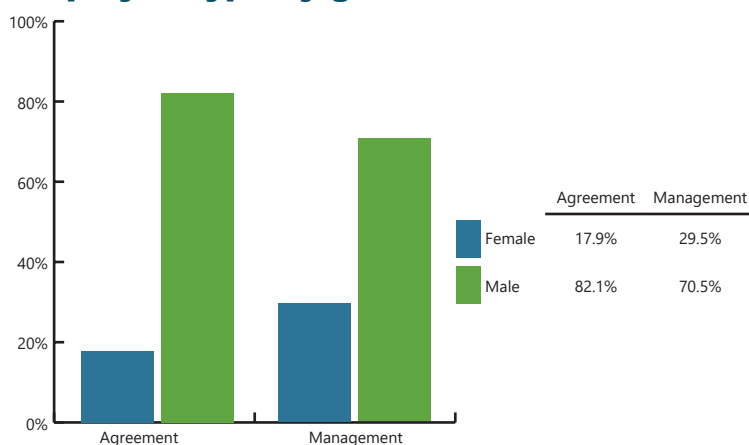
In FY20, when we look at the gender breakdown by agreement and management employees, women represent 17.9% and 29.5% respectively and men represent 82.1% and 70.5% for the same grouping.

Agreement and Management

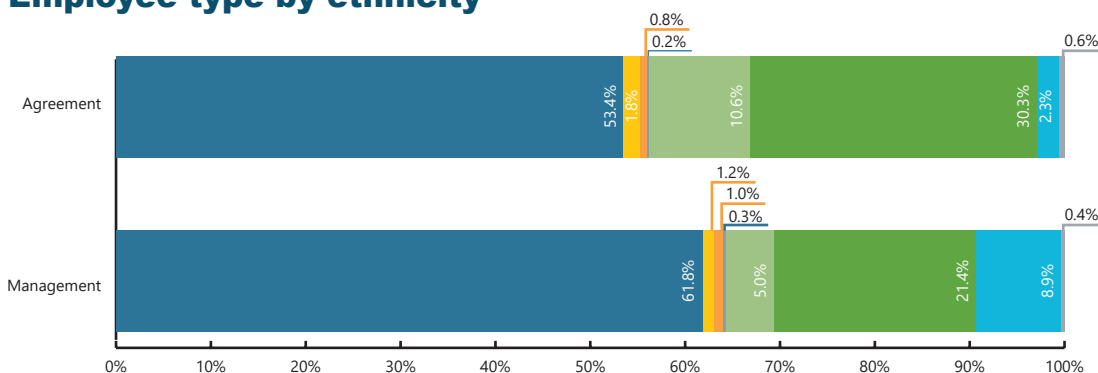
In FY20, when we look at the gender breakdown by agreement and management employees, there is greater disparity in gender for our agreement workforce. Our agreement workforce is 17.9% women and 82.1% men. Our management workforce is 29.5% women and 70.5% men.

We will remain focused on our efforts to broaden diversity in our hiring practices to increase representation in our underrepresented groups.

Employee type by gender



Employee type by ethnicity



	Agreement	Management
American Indian or Alaskan Native	0.6%	0.4%
Asian	2.3%	8.9%
Black or African American	30.3%	21.4%
Hispanic or Latino	10.6%	5.0%
Native Hawaiian or Other Pacific Islander	0.2%	0.3%
Non-Hispanic / Latino	0.8%	1.0%
Two or More Races	1.8%	1.2%
White	53.4%	61.8%

HIRING GUIDELINES

In August, we implemented new hiring guidelines to support our desire to increase the representation on our hiring panels and applicant pools. These guidelines are a first step to improving the overall employee representation within the D band positions. Over time, these guidelines will be implemented for all positions and become part of our standard hiring practices and culture of inclusion. Where external talent pools are being considered, our goal is to have “diverse talent pools” of the most qualified applicants for manager, director and senior leadership (D1 band/zone and above) positions.

Additionally, we will also have diverse interview panels to include interviewers who are representative of the diverse talent pools and who do not “look and perhaps, do not think” the same way, and everyone who serves on an interview panel must undergo “unconscious bias” training prior to the interview. Finally, once all candidates are interviewed, human resources will facilitate a consensus meeting with the interview panel that will result in a final selection of the most qualified applicant for the position.

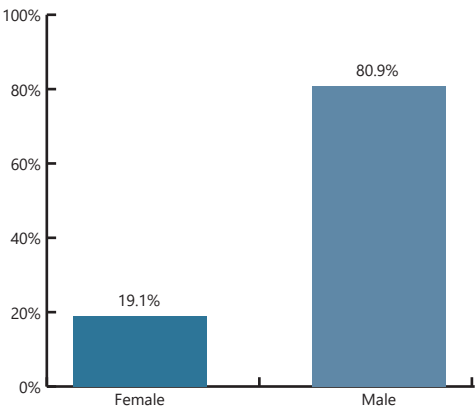


New hires

Overall, the percentage of women and employees in underrepresented groups hired in FY20 remained steady as in previous years, an indication that we need to be more intentional about our diversity efforts.

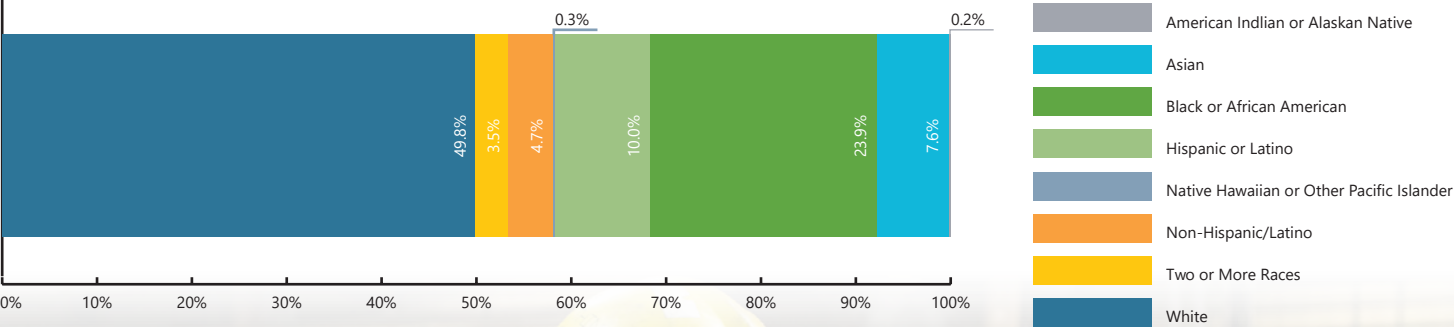
We believe increasing the diversity of our talent pools and hiring panels will result in greater diverse hiring. We will engage in focused recruiting efforts for underrepresented groups. We are building strategic partnerships with (WIT) Women in Transportation, NSBE (National Society of Black Engineers), Women in Technology International (WITI) and AMIE (Advancing Minorities' Interest in Engineering). We also participated in NSBE's two-day virtual career fair to strategically recruit qualified candidates for internships and fulltime opportunities within the Engineering and Information Technology departments. It was an excellent opportunity to engage diverse audiences and connect qualified individuals with positions at Amtrak.

FY20 new hire by gender



This industry-wide outreach was prominent at NSBE's 46th annual convention. As an Affiliate Partner, Amtrak sent a total of 30 employees from both our agreement and management populations to the NSBE annual convention (virtual). Employees were able to maximize on learnings and trainings in both personal and professional topics to further their knowledge and thrive in their careers.

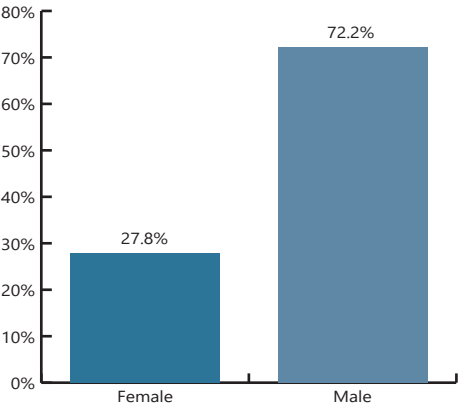
FY20 new hire by ethnicity



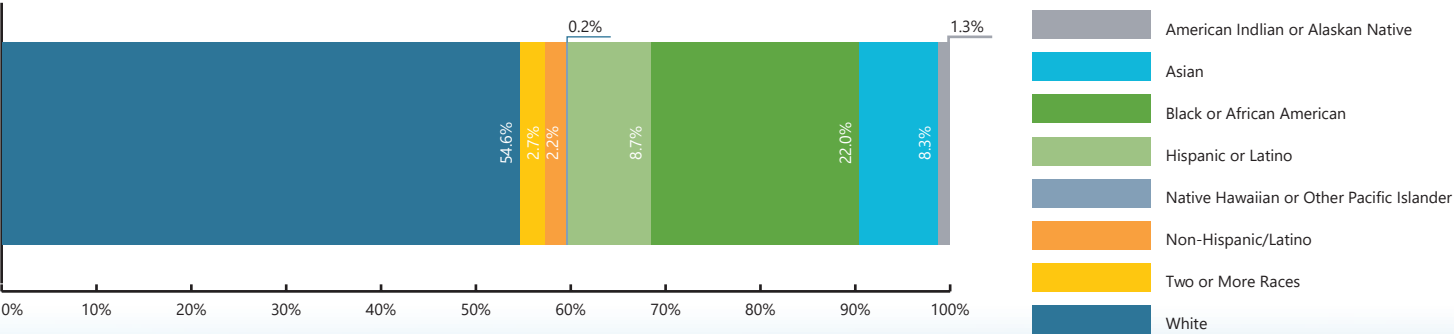
Turnover

A total of 551 employees voluntarily separated in FY20*. We will use exit interview data to dive into areas where we have room for improvement in retaining employees; future career opportunities, career development, recognition and job security. We want to make Amtrak a place where employees want to stay and grow their careers.

FY20 voluntary separations by gender



FY20 voluntary separations by ethnicity



*Data excludes retirements, VSIP and ISIP



MANAGEMENT (C BAND, D1-E3) ETHNICITY AND GENDER

We know that an inclusive and diverse workforce drives innovation and makes Amtrak stronger. That is why we are committed to hiring more diverse talent for jobs at all levels, attracting candidates from diverse pipelines, meaningfully engaging and educating employees to prevent bias from influencing decision-making, and driving development efforts to increase representation and gender in leadership across the company.

Management by ethnicity (C Band, D1-E3)

Band/Zone	C Band	D1	D2	D3	D4	E1	E2	E3
# of EEs	1,485	434	313	179	114	24	18	10
American Indian or Alaskan Native	0.54%	0%	0.32%	0.56%	0%	0%	0%	0%
Asian	6.33%	17.28%	11.82%	10.61%	7.02%	0%	0%	0%
Black or African American	28.28%	10.60%	12.14%	15.64%	9.65%	12.50%	0%	10.0%
Hispanic or Latino	5.93%	3.92%	2.56%	3.35%	3.51%	4.17%	5.56%	0%
Native Hawaiian or Other Pacific Islander	0.47%	0.23%	0%	0%	0%	0%	0%	0%
Non-Hispanic/Latino	0.88%	1.38%	0.64%	0.56%	1.75%	0%	5.56%	0%
Two or More Races	1.35%	1.38%	0.64%	0.56%	1.75%	0%	0%	0%
White	56.23%	65.21%	71.88%	68.72%	76.32%	83.33%	88.89%	90.00%

Management by gender (C Band, D1-E3)

Band/Zone	C Band	D1	D2	D3	D4	E1	E2	E3
# of EEs	1,485	434	313	179	114	24	18	10
Female	29.36%	25.8%	28.1%	27.4%	35.1%	20.8%	27.8%	30.0%
Male	70.64%	74.2%	71.9%	72.6%	64.9%	79.2%	72.2%	70.0%

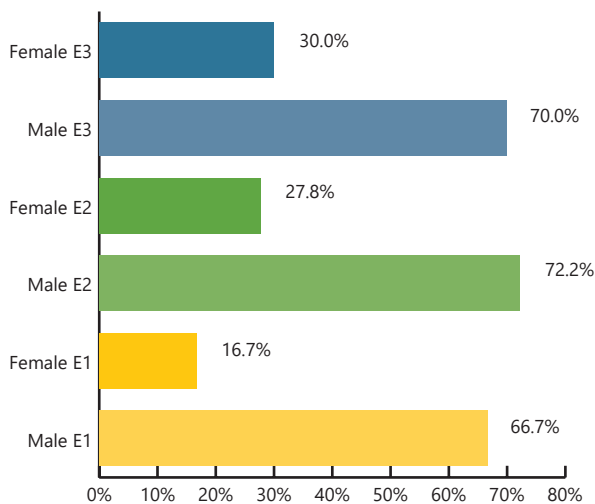
Senior leadership (E1-E3)

At our senior leadership level, men make up 75% and women 25%. In FY20 at the E3 band/zone level we have increased the representation of women year over year. We will make a conscious effort when identifying key talent and successors targeting women and underrepresented groups for future leadership roles.

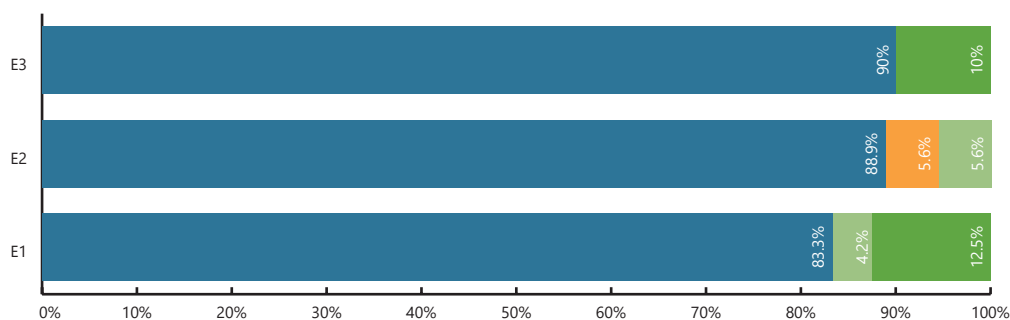
Closing the gap between executive recruiting and the succession planning process will significantly improve our ability to identify and engage diverse talent.

"Companies in the top-quartile for gender diversity on their executive teams were 21% more likely to have above-average profitability than companies in the fourth quartile. For ethnic/cultural diversity, top-quartile companies were 33% more likely to outperform on profitability." (Source: McKinsey Diversity Matters database)

FY20 senior leadership by gender



FY20 senior leadership by ethnicity



	E3	E2	E1
American Indian or Alaskan Native	0%	0%	0%
Asian	0%	0%	0%
Black or African American	10.0%	0%	12.5%
Hispanic or Latino	0%	5.6%	4.2%
Native Hawaiian or Other Pacific Islander	0%	0%	0%
Non-Hispanic / Latino	0%	5.6%	0%
Two or More Races	0%	0%	0%
White	90.0%	88.9%	83.3%

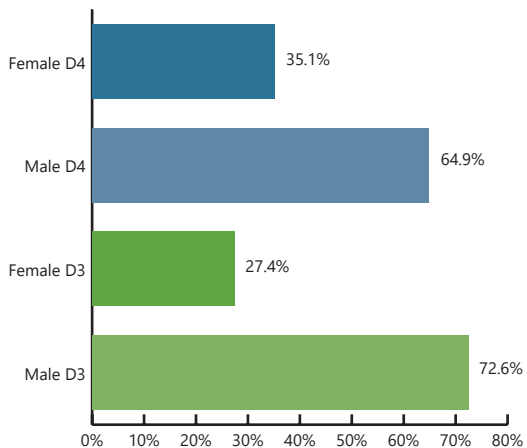
Directors (D3-D4)

In order to increase underrepresented groups we have to be focused on developing strong pipelines, adhering to our hiring guidelines and providing development opportunities.

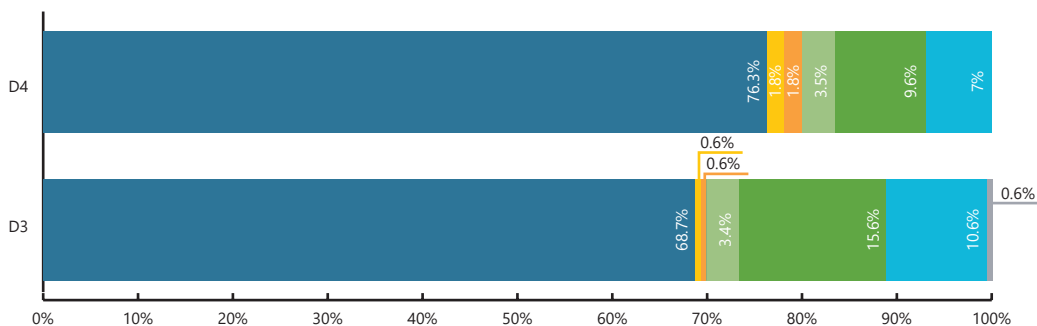
We have invested in resources to develop and retain our employees and prepare them for leadership roles. Leadership Excellence and Development (LEAD) and Leader Exchange are programs designed with experiences to prepare our employees for leadership excellence. We have also invested in edX and LinkedIn Learning which offers a self-directed learning approach allowing employees to learn at their own pace, anytime and anywhere.

We will use these and similar programs to support women and underrepresented groups for future growth with Amtrak. We believe these programs will provide the tools and resources for employees to be ready for future career advancement.

FY20 directors by gender



FY20 directors by ethnicity



	D4	D3
American Indian or Alaskan Native	0.0%	0.6%
Asian	7.0%	10.6%
Black or African American	9.6%	15.6%
Hispanic or Latino	3.5%	3.4%
Native Hawaiian or Other Pacific Islander	0.0%	0.0%
Non-Hispanic / Latino	1.8%	0.6%
Two or More Races	1.8%	0.6%
White	76.3%	68.7%

Managers (D1-D2)

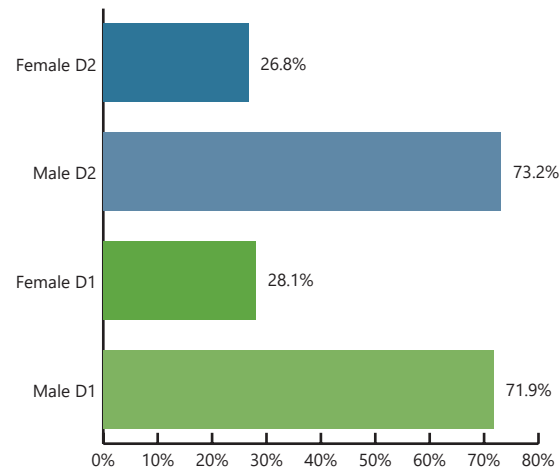
We have increased our pipeline of entry level managers by establishing and continuing to strengthen our relationships with targeted organizations. This outreach was prominent at NSBE's 46th annual convention. As an Affiliate Partner, Amtrak sent a total of 30 employees from both our agreement and management populations to the NSBE annual convention (virtual). Employees were able to maximize on learnings and trainings in both personal and professional topics to further their knowledge and thrive in their careers.

We have enhanced our internship and co-op programs to provide prospective employees with exposure to Amtrak. These internship opportunities allow students to apply the skills they have learned in academic programs in a real-world setting.

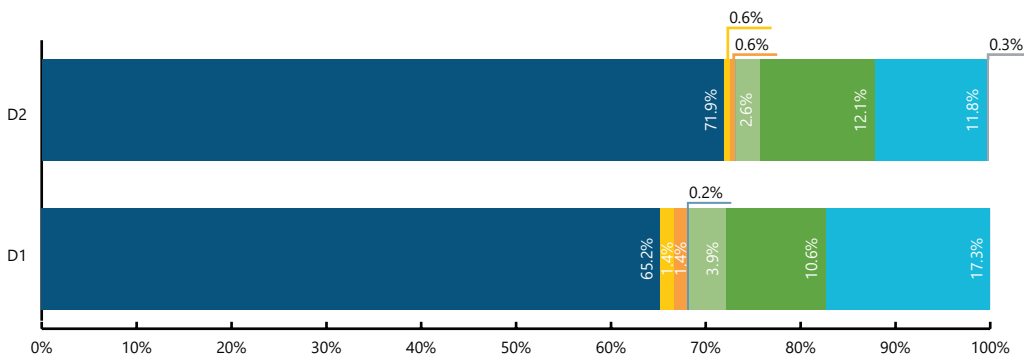
The Amtrak Management Trainee Program (AMTP) allows the opportunity for both internal candidates and college graduates with proven ability to perform and excel as a management professional. This 18-24 month program is designed to give those who are hired into the program the perspective on the inner workings of various departments, along with the tools to learn and develop as the next leaders of the organization.

We offer Business Acumen courses to help managers gain a satellite view of how Amtrak manages money, while developing a working knowledge of financial statements, strategy and an understanding how their decisions impact company objectives. Management 101 teaches managers how to lead employees and develop the crucial foundational skills to shift from being an individual contributor to a well-respected manager who can achieve team success. We will continue to provide learning opportunities to support our managers' career development pursuits.

FY20 managers by gender



FY20 managers by ethnicity



	D2	D1
American Indian or Alaskan Native	0.3%	0.0%
Asian	11.8%	17.3%
Black or African American	12.1%	10.6%
Hispanic or Latino	2.6%	3.9%
Native Hawaiian or Other Pacific Islander	0.0%	0.2%
Non-Hispanic / Latino	0.6%	1.4%
Two or More Races	0.6%	1.4%
White	71.9%	65.2%

A/B AND C BAND/ZONE ETHNICITY AND GENDER

The A/B Band represents our Administrative & Support Professionals of the organization performing individual tasks that support work groups, functions, and departments. This workforce is 94.44% women and 5.56% men. The C Band represents our Career Professionals (those requiring specialized education, skills and relevant experience) of the organization performing individual tasks and functions. This workforce is 29.36% women and 70.64% men. The percentage of employees of people of color in the A/B Band are 52.78% and 43.77% in the C band.

Management by ethnicity (A/B* and C)

Band/Zone	A/B2	A/B3	A/B4	A/B5	C1	C2	C3	C4
# of EEs	6	15	9	6	33	159	538	755
American Indian or Alaskan Native	0%	0%	0%	0%	0%	0.63%	0.74%	0.40%
Asian	0%	0%	0%	0%	9.09%	5.03%	6.32%	6.49%
Black or African American	33.33%	60.00%	0%	33.33%	33.33%	43.40%	32.71%	21.72%
Hispanic or Latino	16.67%	6.67%	22.22%	16.67%	12.12%	3.14%	6.13%	6.09%
Native Hawaiian or Other Pacific Islander	0%	0%	0%	0%	3.03%	0%	0.93%	0.13%
Non-Hispanic/Latino	0%	0%	0%	0%	0%	0.63%	1.49%	0.53%
Two or More Races	0%	6.67%	0%	0%	0%	1.26%	1.49%	1.32%
White	50.00%	26.67%	77.78%	50.00%	42.42%	45.91%	50.19%	63.31%

Management by gender (A/B* and C)

Band/Zone	A/B2	A/B3	A/B4	A/B5	C1	C2	C3	C4
# of EEs	6	15	9	6	33	159	538	755
Female	100%	86.67%	100%	100%	54.55%	46.54%	32.34%	22.52%
Male	0%	13.33%	0%	0%	45.45%	53.46%	67.66%	77.48%

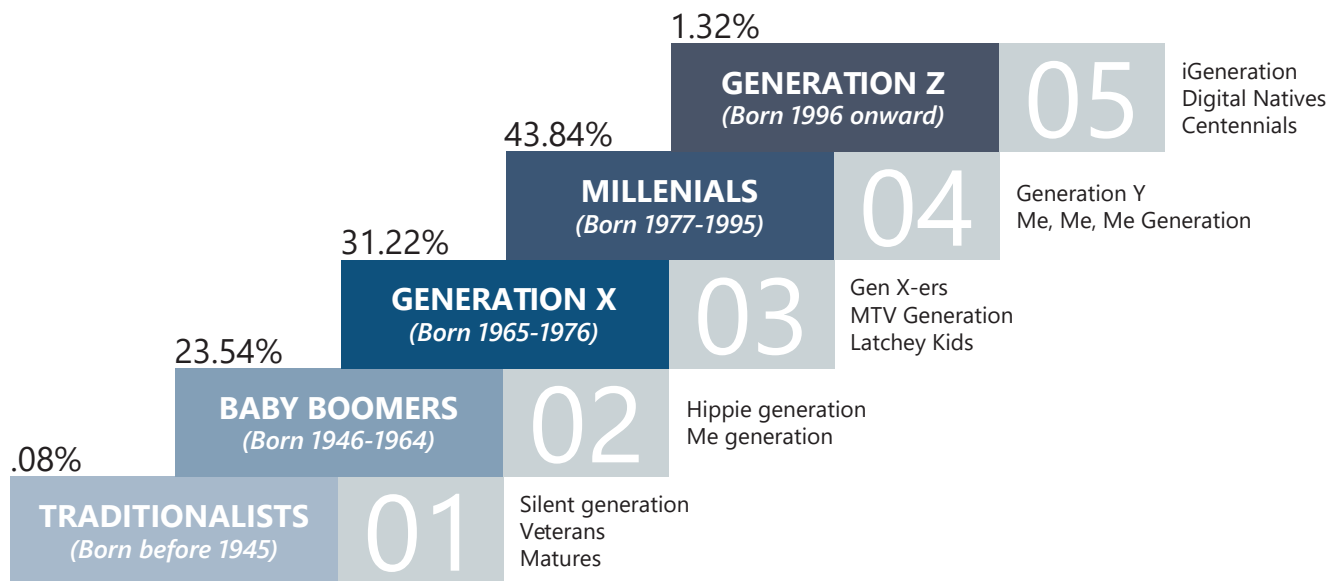
*A/B1 is not reflected due to no employees holding positions in this Band/Zone.

AMTRAK'S FIVE GENERATIONS - ONE WORKFORCE

Amtrak is a multigenerational company with employees aged 19 to over 80 years old. We support the development of all our employees, and we are honored that almost a quarter of our employees have 20+ years of service.

The largest generation in our workforce is Millennials at 43.84%. Of that, 38.1% are agreement and 5.7% are management. Millennials are followed by Generation X which comprises 31.22% of our workforce. Of that, 25.8% are agreement and 5.4% are management. Baby Boomers are 23.54% of our workforce. Of that, 19.8% are agreement and 3.8% are management. Together Generation Z and Traditionalists are 1.40% of our workforce and are mostly agreement.

We remain deeply committed to ensuring that each generation is more representative of our customers and the communities we serve. In FY21 we will work to better understand the needs of each generation.



EOP Headcount

Center for Generational Kinetics (CGK)



LEARNING AND DEVELOPMENT

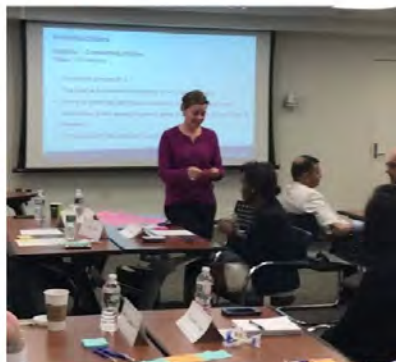
Amtrak offers learning programs to develop and enhance our employee's professional, management and leadership competencies. We believe that investing in employee development programs is crucial to our success. These programs support our commitment to fostering an inclusive culture where employees want to stay and grow their careers. Course offerings are both instructor-led and online, allowing the flexibility to select courses based on individual developmental needs or access courses on-demand. We partner with industry leaders and universities to bring you the latest learning and development resources.

Our manager and leadership development programs provide crucial skills on your management journey from leading a team to successfully leading organizations at Amtrak. Our programs support onboarding, developing and empowering employees with the skills, knowledge and behaviors needed to prepare for career advancement at Amtrak.

To learn more about these programs, visit the [Amtrak Learning Center](#) on *AllAboard*.

Leadership programs

Course name	Description
Leader Exchange	This program is designed to increase a manager's level of business acumen, while cultivating strong working relationships with leaders across the enterprise.
Leadership Assessment	When you understand your own leadership style you help your team, and the entire organization become more effective. This course starts with a Leadership Self-Assessment to establish your personal leadership baseline. You can then use your assessment results to take steps towards building and improving your management style.
Leadership Excellence and Development (LEAD)	This program is designed with experiences that will prepare you for leadership excellence.



Management programs

Course name	Description
Accountability	Creating a Culture of Accountability emphasizes helping people embrace their own accountability for achieving organizational results. Leaders learn how to take the Steps to Accountability and operate Above the Line, building a foundation of positive workplace accountability.
Amtrak Manager Trainee Program (AMTP)	The Amtrak Manager Trainee program offers a unique opportunity to gain a broad perspective and valuable experience in a series of rotation assignments throughout Amtrak for internal employees and recent University graduates.
Business Acumen	This course is designed for D band or higher managers to build their business acumen in order to make a meaningful impact on Amtrak's business.
Conducting Interviews at Amtrak	This course is designed to improve the interview experience for hiring managers and candidates.
Leadership Styles (MBTI)	By understanding ourselves better, we gain a broader understanding of our differences, how to bridge them, and unlock our potential. The Myers & Briggs Assessment helps us understand ourselves better and identifies our own unique leadership style.
Manager Learning Path (3- 6 months)	This curriculum is designed to strengthen knowledge and skills for effective management and leadership at Amtrak for all managers.
Manager Learning Path (6 – 12 months)	This curriculum is designed to strengthen knowledge and skills for effective management and leadership at Amtrak for all managers
Manager Learning Path (12 – 18 months)	This curriculum is designed to strengthen knowledge and skills for effective management and leadership at Amtrak for all managers.
Management 101	This course teaches managers how to lead employees and develop crucial foundational skills.
Ready.Set.Learn. Manager's Edition	A quarterly virtual training session covering various hot topics to enhance management skills.
Safety Starts with Me	An effective safety management system is the key to reducing the number and severity of workplace injuries. In this course, you will learn the core elements of Amtrak's safety management program.
The 6 Critical Practices (7 habits for managers)*	To become highly effective managers, we are going to apply the principles found in the international best seller The 7 Habits of Highly Effective People by Stephen R. Covey. At more than 30-million copies sold, this is the best-selling business book of all time and is found on the desks of corporate and government leaders worldwide. It has been called "the most influential business book of the century."

New hire programs

Course name	Description
All Aboard! New Employee Orientation	A six-module eLearning course designed for employees new to Amtrak that introduces them to key concepts important to being an Amtrak employee.
Buddy Program	Designed to support our new employees in the first few months of onboarding. New hires are partnered with a seasoned Amtrak employee to assist in effectively transitioning to Amtrak.

*3rd party eLearning. Product subscriptions may change.

All employee programs

Course name	Description
5 Choices of Productivity Essentials*	How can we deal with the massive overload of information and manage the myriad of tasks we have every day? Based on years of research on time management, the 5 Choices Essentials helps you apply a process that will dramatically increase your ability to manage your time.
Communicating Effectively with Others	Learn communication skills that will help you develop your interpersonal skills, avoid misunderstandings and build rapport to improve your working relationships.
Diversity and Inclusion Awareness	This course introduces what “diversity and inclusion” means at Amtrak. Not only is diversity and inclusion the right thing to do, accepting our diversity and appreciating one another will help us to better service our customers, create a powerful and engaged team, retain our employees and attract new talent, which will help us to excel together.
edX*	Provides high-quality leadership courses and certificates from top-ranked universities.
Facilitation Skills	This course covers fundamental facilitation skills such as basics of group dynamics and essential discussion management.
“I’m on Board!” - The Customer’s Experience Matters	This class provides employees with the knowledge to deliver superior customer service, communication skills, de-escalation tactics and effectively problem solve the customer’s request, focusing on behaviors, skills, and practice.
Introduction to Bias	This course raises awareness of bias: what it is, how it affects us at work and what we can do about it. By making bias-free decisions and by consciously including others, it helps everyone at Amtrak – and everyone who rides our trains – feel like they belong here. When we feel this sense of belonging, we make Amtrak a great place to work, and we create a powerful and engaged team capable of achieving any goal.
LinkedIn Learning*	24/7 on demand learning available to all management employees, featuring thousands of courses on topics such as time management, professional development, and more.
Presentation Skills	This workshop is designed for employees who develop and make presentations. This course offers tips and tricks to be an effective presenter as well as make presentations interesting, concise, and effective for the audience.
The Amtrak Experience	This course offers employees who do not work directly on trains, in yards, or in stations an opportunity to learn about key aspects of the railroad. Go behind the ticket counter, watch a locomotive repair, walk through long-distance superliner equipment, and see how train movements are coordinated! The itinerary includes Washington D.C. Union Station, and Ivy City Yard.
Time Management Fundamentals	Discover time management tools and techniques that will allow you to manage your time more effectively and feel more in control.
Training for Access	This training will cover how we interact and work with customers that meet ADA requirements.

*3rd party eLearning. Product subscriptions may change.

CONCLUSION

At Amtrak, having a diverse workforce is more than “the right thing to do”; it is a business imperative. Amtrak is proud of its diverse workforce and is committed to creating a work environment where diverse backgrounds, experiences and ideas are welcomed, heard and respected. Our ability to understand and operate in a multicultural and multigenerational landscape is critical to our collective success.

As America’s railroad, our organization should aim to reflect the communities we serve. Increasing representation across the board for women and underrepresented groups at all levels throughout the organization will be a focus for us on our diversity, inclusion and belonging journey.

We will utilize the hiring guidelines, consistent career advancement opportunities and learning and development to increase representation of women and underrepresented groups in our agreement, leadership and management roles. Our ultimate goal is to create an inclusive environment where all employees have a true sense of belonging.

We understand the value this report brings to our employees and we are committed to publishing an Annual Diversity Report during the first quarter of each fiscal year.





Diversity, Inclusion and Belonging

key terms and definitions

DIVERSITY, INCLUSION AND BELONGING

key terms and definitions

Agreement Employee an employee whose terms and conditions of employment are governed by a collective bargaining agreement.

Belonging is the ultimate outcome of diversity and inclusion. A sense of belonging is what we want our people to feel when they work at Amtrak. It is the sense that you are valued, that you “fit” with the group, and that you can contribute and make a difference.

Culture is anchored in shared unspoken beliefs, words, behaviors, mindsets, and social patterns.

Diversity is how we look and think collectively – and it includes a broad range of characteristics, including gender, race, age, sexual orientation, cultures, experiences, skills, physical abilities, styles and much more. We need to continue to build our Amtrak workforce in ways that reflect our U.S. population and customer base.

Diverse Panels interviewers who do not “look and perhaps, do not think” the same way; interviewers who are representative of the diverse talent pool

Diverse Talent Pools talent pools including but not limited to females, persons of color, veterans, LGBTQ individuals (self-identification), and / or individuals with disabilities (self-identification) who have applied for specific positions and are being interviewed for those positions

End of Period (EOP) Headcount includes employees in an active status on the last day of the month (excludes NEC Commission, OIG, interns and non-employees)

Inclusion is the deliberate act of making sure people with different experiences and backgrounds are included in groups, structures, teams and activity.

Management Employee an employee whose terms and conditions of employment are not governed by a collective bargaining agreement.

Turnover is voluntary separations (excludes retirements, VSIP and ISIP) over a given period of time

People of Color employee whose ethnicity is not white

Underrepresented Groups employee groupings by ethnicity that are a substantially smaller than the largest employee group.

