

UK HUMAN TRAFFICKING TRANSPARENCY STATEMENT

Marriott Hotels Limited is publishing this statement in compliance with the *UK Modern Slavery Act 2015*. It details the steps taken by Marriott Hotels Limited, Marriott European Hotel Operating Company Limited, Marriott Hotels International Limited, Sheraton Hotels (England) Limited, Sheraton Hotels (U.K.) Limited, GH Hotel Operating Company Limited, and their ultimate parent company, Marriott International, Inc. (collectively, “Marriott”), to aid in the prevention of modern slavery and human trafficking during the year ending on 31 December 2019.

This is the fourth corporate statement for Marriott Hotels Limited. In the past year, Marriott has continued to drive awareness and training of human trafficking and modern slavery throughout our business, deepen engagement and partnerships with key human rights stakeholders and expand the breadth of our efforts to address forced labour risks through improved corporate policies and practices.

EXECUTIVE SUMMARY OF KEY GLOBAL ACTIONS IMPLEMENTED IN 2019

Trained approximately 186,916 additional associates across both managed and franchised properties globally on human trafficking awareness during the calendar year, for a total of over 725,000 trained by the end of 2019

Updated Marriott’s [Global Procurement Supplier Guidelines](#) to include standards, expectations and principles on the prevention of forced labour and human trafficking, child labour and unethical recruitment

Released a Public Service Announcement (PSA) [video](#) that educates travellers and guests on common indicators for identifying potential trafficking in hotels

Created open-source public-facing signage with three leading anti-trafficking organizations – Polaris Project, A21, and ECPAT – on the indicators of trafficking and how to report it

“HOW WE DO BUSINESS IS AS IMPORTANT AS THE BUSINESS WE DO.”

Marriott International’s Executive Chairman and Chairman of the Board, J.W. Marriott, Jr.’s belief describes our pledge to conduct business in an ethical manner and the company’s commitment to responsible business.

[Marriott’s Business Conduct Guide](#), available in 15 languages, reinforces the importance of our corporate values and our responsibility to associates, guests and the communities where we operate. Around the world, Marriott brands are on more than 7,300 managed and franchised properties in 134 countries and territories. An overview of our business and corporate structure can be found on our corporate website [here](#).

HUMAN RIGHTS POLICY AND PRINCIPLES OF RESPONSIBLE BUSINESS

Marriott is committed to demonstrating core values and a company culture that represent the highest standards of ethics, integrity, guest and associate experience, and corporate citizenship which is reflected in the [Principles of Responsible Business](#).

We recognize the important role our business plays in respecting human rights and continually work with partners and internal stakeholders to address global human rights challenges. Since 2006, we have had a company Human Rights Policy that establishes a foundation for managing our business around the world in accordance with all applicable laws and specifies commitments around modern slavery, forced labour and child labour. In 2017, we enhanced our [Human Rights Policy](#) to address ethical recruitment, stating that the company does not charge any fees to the applicant as part of the application process.

Marriott's Human Rights Policy and Principles are guided by the *United Nations Universal Declaration of Human Rights*, *Guiding Principles on Business and Human Rights*, and *Sustainable Development Goals*, as well as related international covenants. Our historical efforts on human rights are outlined in our [Commitment to Human Rights statement](#).

Marriott's commitment to responsible business practices and operations extends to our engagement with vendors and suppliers. We encourage business partners to follow similar principles and hold their own suppliers and subcontractors to the same standards and practices. In 2019, we updated [Marriott's Global Procurement Supplier Guidelines](#) (Supplier Guidelines) which set forth the principles and standards our suppliers, vendors and contractors are expected to uphold. These Supplier Guidelines are applicable to all Marriott officers, managers and employees in Marriott's global operations. The enhanced Supplier Guidelines include requirements intended to promote the highest standards for preventing forced labour, human trafficking, child labour, and unethical recruitment throughout our supply chain.

GOVERNANCE AND DUE DILIGENCE

Marriott's work on human rights, including human trafficking, is overseen by an internal Human Rights Council that represents global leaders across multiple business disciplines including Human Resources, Social Impact, Global Communications and Public Affairs, Legal, Global Operations, Global Design, Sustainability, Global Safety & Security, and Owner Franchise Services. This council meets biannually and is co-chaired by corporate leadership from our Human Resources and Global Communications and Public Affairs Departments. Additionally, Marriott provides regular updates and consults with executive leadership, an internal advisory board and the board of directors on the progress being made in meeting the company's human rights goals. Marriott also provides human rights updates to executives through the company's Serve 360 Executive Council and to the board of directors through the board-level Committee for Excellence.

For the past twenty years, Marriott has implemented a crisis reporting protocol that includes a twenty-four-hour Crisis Hotline managed by independent third parties and available to global properties to access. Additionally, Marriott implements the Marriott Incident Reporting Application (MIRA), which is an internal online system for gathering and reporting security-related incidents, including human trafficking, for properties managed by Marriott outside of the US. These managed properties are required to enter incidents into MIRA within 24 hours after the incident occurred or was reported. Critical incidents, including suspicious activity around human trafficking, are flagged in the system for follow-up and investigated by regional Global Safety & Security Directors.

Marriott implements an ongoing risk management process to identify, prevent and mitigate relevant human rights risks. Our internal audit department conducts an annual Ethical Conduct Survey across a broad section of associates, including all officers and senior managers. Marriott provides associates with a variety of means, including anonymous channels, to report unethical behaviour. This includes a toll-free international Business Integrity Hotline. The Company does not tolerate any retaliation against individuals who raise concerns in good faith and has policies in place to protect such individuals.

OUR EFFORTS TO PREVENT HUMAN TRAFFICKING

As part of Marriott's sustainability and social impact platform, [Serve 360](#), the company is making progress against its public human rights goals, specifically on human trafficking awareness and prevention. One of the company's goals is that 100 percent of on-property associates will have completed required human rights awareness training, including on human trafficking awareness, responsible sourcing and ethical recruitment practices by 2025. Since the introduction of Marriott's human trafficking training, over 725,000 hotel associates* have been trained on human trafficking prevention and reporting. Marriott has also set a 2025 goal to enhance or embed human rights criteria in our recruitment and sourcing policies and work with our industry to address human rights risks in the hotel construction phase.

- **HUMAN RIGHTS AWARENESS PROGRAM:** In June 2016, Marriott rolled out comprehensive training addressing human trafficking, child exploitation and forced labour in 15 languages, including 2 additional languages added in 2018. The purpose of the "Your Role in Preventing Human Trafficking: Know the Signs" training is to raise awareness of all forms of human trafficking and educate associates on the indicators and what they can do should they suspect potential issues. At the beginning of 2017, human trafficking awareness training was made a requirement for all on-property associates across both managed and franchised properties. In 2019, approximately 186,916 additional associates globally had taken the human trafficking awareness training.

To further reinforce awareness of human trafficking and common indicators for hotel management and staff, human trafficking signage was created for back-of-house posting. Five distinct posters were made available for hotel and restaurant use, with at least one poster translated into 17 different languages. In 2019, in collaboration with ECPAT-USA, Polaris, and A21, Marriott created open-source, public signage that highlights the common indicators of human trafficking and how to report, should guests suspect a potential situation.

- **RESPONSIBLE SUPPLY CHAINS:** Marriott collaborates with suppliers in three channels of our supply chain— furniture, fixture and equipment (FF&E), operating supplies and equipment (OS&E) and food and beverage. Marriott expects its suppliers and contractors around the world to adopt the same ethical business standards and human rights compliance it supports through the Supplier Guidelines, which are attached to all contracts supporting hotel operations that are negotiated by Marriott's central procurement group. In 2019, Marriott enhanced these guidelines, requiring suppliers and vendors to adhere to standards on the prohibition of forced labour, human trafficking, child labour and unethical recruitment. Failure to uphold these guidelines and those covered in Marriott's Principles of Responsible Business could jeopardize business relationships and potentially result in contract termination.

Associates with procurement and purchasing responsibilities are required to complete the Procurement 101 online training, which trains on our Company's human rights policies. Since 2016, nearly 5,000 additional associates globally completed the training. In 2020, an updated and improved Procurement 101 training program will be rolled out to the same population.

*725,000 represents the number of Marriott's associates trained between March 2017 – December 2019

- **ETHICAL RECRUITMENT:** Marriott recognizes that some individuals try to exploit and fraudulently recruit applicants using our company's name in order to obtain sensitive personal information or solicit recruitment fees. In an effort to raise awareness of and prevent recruitment scams, Marriott has developed guidance for job seekers, and a list of approved Marriott e-mail domains that can be found [here](#). These materials were augmented and updated in 2019 to include frequently asked questions from applicants. Marriott managed hotels do not require payment of a fee to be considered for employment and do not accept job applications via email or fax. The complete statement warning of the dangers of recruitment scams can be found [here](#).
- **GLOBAL SAFETY AND SECURITY:** Since 2011, internal training developed by Marriott called *Human Rights and the Protection of Children* has been included in the company's Loss Prevention Certification program available to security staff at non-U.S. managed hotels. Human trafficking is also included in our training "Security is Everyone's Responsibility" which is available in English and Spanish. In the U.K., each managed hotel has a Safety and Security Champion trained on the signs of human trafficking. In 2019, the topics of human trafficking and forced labour were included as part of internal in-person trainings for Global Safety & Security leaders.

EXTERNAL STAKEHOLDER ENGAGEMENT AND PROGRAMMES

Marriott engages and collaborates with strategic external partners to support and develop innovative programmes that advance human rights and promote awareness raising and public advocacy against human trafficking and forced labour. Marriott also continually collaborates with industry peers and associations to seek strategies and solutions that mitigate modern slavery.

- **INTERNATIONAL TOURISM PARTNERSHIP:** Marriott is a founding member of the International Tourism Partnership (ITP) and actively participates in ITP's human rights working group. Through the membership, Marriott collaborates with other global hospitality companies to address critical issues that affect the industry, respond to stakeholder surveys, develop toolkits to address modern slavery, and contribute to key industry initiatives, including:
 - the creation of the [ITP Position Statement on Human Trafficking](#);
 - the creation of the Supply Chain Working Group risk-mapping which highlights agency and construction workers as a high-risk area for trafficking;
 - the development of new industry [human rights goals](#) in 2017 to prevent forced labour and human trafficking in support of the United Nations Sustainable Development Goals;
 - the launch of the hotel industry's first Principles on Forced Labour at the 2018 Global Forum for Responsible Recruitment and Employment in Singapore. Marriott's CEO video message supporting this milestone can be found [here](#);
 - the support of Youth Career Initiative (YCI), a three-to-six-month education and life enhancing programme for young people at risk. More than 2,000 of those graduates were trained at Marriott hotels, including more than 40 students who are survivors of human trafficking.

- **ECPAT-USA:** Marriott collaborated with ECPAT-USA to co-develop the content of Marriott's comprehensive human trafficking training. In 2017, Marriott made the training widely available to other hospitality companies and academia with the proceeds from the training donated back to ECPAT-USA. In 2018, Marriott signed The Tourism Child-Protection Code of Conduct (ECPAT Code) further deepening Marriott's commitment to fight human trafficking and modern slavery.
- **THE GLOBAL FUND TO END MODERN SLAVERY (GFEMS):** In January 2018, Marriott became the first corporate partner of GFEMS, collaborating on the co-creation of a hospitality skills-based curriculum for survivors of human trafficking. In 2019, Marriott and GFEMS completed the first phase of curriculum development and invited 20 anti-trafficking leaders and non-governmental organizations to further strengthen the program. In 2020, GFEMS and Marriott will begin piloting the program with service providers.
- **POLARIS & A21:** Marriott has continued to engage with Polaris and A21, two leading anti-trafficking organizations, for their expertise on human trafficking. In 2019, Marriott worked closely with both organizations to create and launch open-source, public-facing posters that identify common indicators of sex trafficking and labour trafficking.
- **WORLD TRAFFICKING & TOURISM COUNCIL (WTTC) HUMAN TRAFFICKING TASK FORCE:** Marriott is a founding member of WTTC's first global industry-wide initiative to share best practices in the prevention of human trafficking and to provide a forum for collective action across the sector.

AWARENESS RAISING

In addition to our training, programs and external engagement, Marriott continues to raise awareness on modern slavery through key forums and across various platforms. A few highlights in 2019 include:

- Marriott CEO Arne Sorenson published a [blog post](#) on his influencer LinkedIn page on January 20, 2019, to raise awareness on human trafficking and to share that Marriott had surpassed a company milestone by training more than 500,000 associates on how to identify the signs of sex trafficking and labour trafficking at hotels.
- At the World Economic Forum in Davos, CEO Arne Sorenson joined the ["Ending Modern Slavery" Panel](#) to discuss how the private sector can engage on this issue.
- Marriott launched ['A Million Eyes'](#) – a public service video aimed at travellers – on how to identify common indicators of trafficking in January 2019.
- The Renaissance St. Pancras Hotel in London hosted two Modern Slavery Training Conferences in collaboration with the Metropolitan Police in April 2019. The aim of the events was to highlight the issue of human trafficking and exploitation and how the hospitality industry has a role to play in preventing these issues. The event attracted more than 400 participants from local businesses, peer hotels and brands, UK law enforcement, local council representatives, corporate business partners and suppliers.

In 2020, Marriott will continue to implement our human trafficking awareness program requirement for managed and franchised properties globally and endeavour to evolve our training and resources to meet the needs of our stakeholders. Marriott will collaborate with external expert organizations to identify ways our company can contribute to combating modern slavery and work with our peer colleagues and the broader hospitality industry on efforts to address human rights issues within our sphere of influence. Marriott will also continue to evaluate the effectiveness of our policies, operating procedures and supplier guidelines to comply with all relevant laws.

This statement has been reviewed and approved by our UK Board of Directors and signed off by Liam Brown, Marriott's Group President, Europe, Middle East & Africa.



Liam Brown
Group President, Europe, Middle East & Africa