

MARRIOTT INTERNATIONAL

MODERN SLAVERY STATEMENT



SERVE360
DOING GOOD IN EVERY DIRECTION

Associates at the Kochi Marriott Hotel raise their hands to help Marriott fight human trafficking.

INTRODUCTION

Founded by J. Willard and Alice S. Marriott and guided by family leadership since 1927, our founding principles remain embedded in the Company's culture and in everything we do today. As we change, grow, and confront unprecedented challenges, the beliefs that are most important to us stay the same – putting people first, pursuing excellence, embracing change, acting with integrity, and serving our world. While all the values resonate with us, serving our world is a particularly powerful representation of who we are and how we do business. Simply defined, serving our world represents the efforts we undertake to support the communities where we live and work. This service takes many forms; sometimes it is obvious, like organizing a beach cleanup or a blood drive, and sometimes it occurs behind the scenes as we take care of the most vulnerable members of society.

Marriott became one of the first hospitality companies to address human trafficking, recognizing that hotels can be unwilling venues for this horrific crime. In 2016, we introduced a human trafficking training program that educates and empowers associates to report suspicious situations. The training has helped identify instances of human trafficking, protect associates and guests, and support victims and survivors. At year-end 2020, nearly 825,000 associates had completed the training, creating a global workforce that stands ready to recognize and respond to human trafficking and live up to our core company values.

Even as the travel industry was impacted in extraordinary ways by the COVID-19 pandemic, Marriott found opportunities to affirm our commitment to human rights and advance our anti-trafficking efforts. For example, we quickly realized that limitations on guest interaction made it harder to recognize potential indicators of human trafficking, and we sought creative solutions to adapt to these new norms. We began updating our training to reflect this higher-tech and lower-touch operating environment, and we amplified our efforts within the industry to help other hotels access resources to combat human trafficking. Marriott's key global actions implemented in 2020 include:

- **Developed an easy-to-activate framework for hotels** in the vicinity of major events, like the Super Bowl and World Cup, that reinforces the human trafficking awareness training and provides guests with access to information on potential indicators;
- **Donated our human trafficking awareness training** to ECPAT-USA, making it available for free to all members of the hospitality industry and resulting in nearly 400,000 employees at other hotels becoming trained on how to recognize and respond to human trafficking;
- **Recognized as a Top Member of The Code** (The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism) for our work to

prevent child sexual exploitation and integrate child protection practices into all aspects of our business;

- **Initiated development of an updated version** of our human trafficking awareness training to provide additional context around the potential indicators of human trafficking; and
- **Encouraged loyalty members to donate points** to advance human rights and combat human trafficking, which resulted in more than 120 million points donated in support of our nonprofit partners and programs.

Marriott International is publishing these highlights in accordance with our human rights and social impact goals and in compliance with the United Kingdom 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, Elegant Hotels Group Limited, and their ultimate parent company, Marriott International, Inc., to aid in the prevention of human trafficking during the fiscal year ending 31 December 2020. For the purposes of this statement, the companies carrying on business within the United Kingdom, including the entities mentioned above, are collectively referred to as "Marriott," "we," "us," or the "Company."



Associates at the Budapest Marriott Hotel learn about human trafficking in recognition of World Day Against Trafficking in Persons.

ORGANIZATIONAL STRUCTURE, BUSINESS, AND SUPPLY CHAINS

Business Model

Marriott International is a leading global hospitality company with a portfolio of 30 brands comprising more than 7,600 properties in 133 countries and territories, supported by more than 560,000 associates at managed and franchised hotels.

With a focus on management, franchising, and licensing, Marriott owns very few of our lodging properties. Under various agreements, we use our systems, services, and marks in connection with the operation of hotels globally. Most properties are managed, franchised, and licensed.

- **Managed** – At managed properties, Marriott is responsible for: hiring, training, and supervising the associates needed to operate the facilities; purchasing supplies; providing centralized reservation services and advertising, marketing, and promotional services; and supplying accounting and data processing services. While the terms of management agreements vary, owners are generally required to reimburse Marriott for operations costs and pay a management fee based on revenues and profits. At year-end 2020, Marriott had 2,149 managed properties with 585,132 rooms.
- **Franchised and Licensed** – Marriott has franchising and licensing arrangements that permit hotel owners and operators to use many of our lodging brand names and systems and help them succeed in their business. Marriott generally receives an initial application fee and continuing royalty fees for the right to use our lodging brand names and systems, and owners make independent decisions regarding their hotel operations, including employment, procurement, and other systems and services. At year-end 2020, Marriott had 5,493 franchised and licensed properties with 837,912 rooms.

For a more detailed description of our business, see our [Annual Report](#).

The COVID-19 pandemic has had an unprecedented impact on the travel industry and our Company. As the virus and efforts to contain it spread around the world, we saw sudden, sharp declines in hotel occupancy, and we made significant changes to our business to mitigate the negative financial and operational impacts. As a result, many of our previously planned human rights and anti-trafficking initiatives were slowed, reshaped, or postponed. However, we also saw an increased demand for community-supporting services amid the global crisis and introduced many new programs to help meet local needs.

For more information on our pandemic response efforts, see our [Serve 360 Report](#).

Supply Chain

Marriott is committed to responsible business practices and operations, including engaging with vendors and suppliers that are dedicated to similar principles and holding their own suppliers and subcontractors to the same standards. We strive to work with companies that share our values and maintain a supply chain of businesses that respect human rights and follow all applicable laws as well as the spirit and intent of our principles.

Marriott maintains a large global supply chain comprised of numerous procurement categories including: furniture, fixtures, and equipment (FF&E); operating supplies and equipment (OS&E); food and beverage (F&B); hotel amenities; and corporate services. Marriott uses a hybrid procurement structure to make goods and services available at the best combination of price, quality, and service and work with diverse and local vendors when possible. Some procurement occurs at the local hotel level, where hotels, whether franchised or managed, are responsible for their own independent supply chains. Other procurement is managed by Marriott's central procurement groups.

Marriott's central procurement structure include distinct groups that focus on operations, global design, information technology, and human resources. The groups proactively collaborate with suppliers in three channels of our supply chain – FF&E, OS&E, and F&B – as part of our overall sustainability and human rights strategy. These contracts are reviewed on average every three years, and expectations, including those around human rights, are reinforced during the review process.

Marriott's Global Procurement Supplier Conduct Guidelines, intended to promote the highest standards for human rights throughout our supply chain, are attached to all newly negotiated contracts administered by the central procurement groups. For more information on our Supplier Guidelines, [see page 4](#). In 2020, we attached the Supplier Guidelines to 91 new contracts negotiated by Marriott's central procurement groups.

As part of the Company's efforts to promote responsible sourcing, all associates with procurement purchasing responsibilities are required to complete a procurement training, which includes information on Marriott's human rights and anti-trafficking policies. At year-end 2020, more than 5,000 associates worldwide had completed the procurement training. For more information on our progress towards our responsible sourcing goals, [see page 9](#).



POLICIES

At Marriott, we know that how we do business is as important as the business we do. As part of this longstanding commitment to responsible business, Marriott has policies in place that govern our approach to human rights and human trafficking. These policies include:



Human Rights Policy Statement – Enacted in 2006, this policy acknowledges and reflects the principles contained in the United Nations Universal Declaration of Human Rights and Guiding Principles on Business and Human Rights. It describes Marriott's goal to provide a safe and healthy working environment for all associates, including commitments on anti-harassment and non-discrimination, child labor, freedom of association, and human trafficking and forced labor. In 2017, we enhanced our Human Rights Policy to address unethical recruitment, highlighting our "no fees" recruitment policy and stating that the Company will not ask for any money or fees as part of the application process.



Principles of Responsible Business – This document, updated in 2012, details Marriott's commitment to demonstrating our core values and a company culture that represents the highest standards of ethics, integrity, guest and associate experience, and corporate citizenship. It includes a section on human rights principles that establishes a foundation for managing Marriott's business around the world in accordance with all applicable laws and our own high human rights standards. It also expressly states Marriott's support for the elimination of all forms of forced, bonded, or compulsory labor and all forms of human trafficking, including the exploitation of children.



Business Conduct Guide – Available in 15 languages, Marriott's Business Conduct Guide describes our pledge to conduct business in an ethical and responsible manner. It expresses our support for human rights around the world, including: ensuring our properties are appropriately used by others; aligning with industry and other stakeholders on human rights issues, including preventing human trafficking and child exploitation; and providing reporting guidance for associates who suspect their property is being used for illegal purposes or in a manner that does not respect human rights.



Global Procurement Supplier Conduct Guidelines – As previously mentioned, the Supplier Guidelines set forth the principles, standards, and guidelines that we expect our suppliers, vendors, and contractors, and we encourage business partners to hold their own suppliers to the same standards and practices. In 2019, we updated the Supplier Guidelines to include expectations that suppliers prevent unethical recruitment, child labor, forced labor, and human trafficking, including respecting an employee's freedom of movement and not retaining an employee's identity or immigration documents.

These policies apply to all associates at our leased and managed hotels and our corporate offices and are shared through our associate handbook, internal intranet, and public website. Violations of these policies are addressed promptly and consistently, and punishment may include prosecution, termination of contract, separation from employment, or other appropriate disciplinary or performance management measures. These policies are also made available to our franchisees, business partners, and the general public to educate them on Marriott's business principles and encourage them to develop similar policies for their own operations. In 2020, we began important discussions on engaging franchisees on our human rights priorities and setting expectations for their own operations.



Marriott associates mark their hands with red Xs to support the END IT Movement's efforts to shine a light on human trafficking.

GOVERNANCE

Marriott's work on human rights, including anti-trafficking efforts, is managed by the Social Impact and Public Affairs team at Marriott's global headquarters. In close collaboration with Human Resources, Legal, and Global Operations, the team is responsible for global public policy advocacy, social responsibility, external stakeholder engagement, and a portfolio of initiatives and partnerships that advance human rights and drive positive social outcomes.

Marriott's human rights strategy is overseen by an internal Human Rights Council that brings together key representatives from multiple business disciplines, including Social Impact, Global Communications and Public Affairs, Human Resources, Legal, Global Operations, Procurement, Sustainability, Global Safety and Security, and Owner Franchise Services. It meets biannually and is cochaired by corporate leadership. The purpose of the Council is to lead successful execution of the Company's human rights strategy, including:

- Driving accountability for the strategy regionally and within business operations;
- Supporting human rights-related awareness, education, and monitoring programs;
- Providing direction to regional and functional teams on execution of strategy; and
- Investigating cross-functionally and reporting results.

Our human rights work is closely aligned with Marriott's sustainability and social impact platform, Serve 360: Doing Good in Every Direction. The platform, launched in 2017, deepens our commitment to the environment and our communities and establishes a targeted set of sustainability and social impact goals. Serve 360 is governed by: an Executive Council of continent presidents and C-level executives who meet twice a year to analyze recommendations and make investment decisions; an Advisory Council of direct reports of C-level executives representing each division and global discipline who meet four times a year to assess the Company's performance, provide updates on major initiatives, and develop strategies for improvement; and Champions who volunteer to rally fellow associates around our Serve 360 goals.

New human rights initiatives and progress towards our Serve 360 goals are reported to the Inclusion and Social Impact Committee of Marriott's Board of Directors. The Committee is comprised of five Board Members and 13 Marriott executives who oversee, encourage, and evaluate efforts undertaken by the Company to promote diversity, equity and inclusion, sustainability, and positive social impact in the communities Marriott serves throughout the world.

The Social Impact and Public Affairs team and Human Rights Council identified several priority projects for 2020, including updating Marriott's human trafficking awareness training, developing a strategy to engage franchisees in human rights efforts, and establishing a human trafficking incident reporting system. However, due to the impact of the pandemic across our business and staff furloughs, the Human Rights Council was unable to meet and pursue new initiatives in 2020. The Human Rights Council will resume regular meetings in 2021, revise priorities, and implement programming that is pertinent and responsive to our current operating environment.



Associates at Le Royal Méridien Beach Resort & Spa stand together against human trafficking.

RISK ASSESSMENT

Marriott implements an ongoing risk management process to identify, mitigate, and prevent relevant human rights risks. Marriott's Internal Audit department coordinates an annual Enterprise Risk Assessment process through which senior leadership identify the top business and emerging risks facing the company. One of our procurement services providers and a nonprofit environmental group conduct risk and opportunity assessments, which include potential child and forced labor risks, and identify potential products for responsible sourcing efforts. We also work collaboratively with peers and industry associations, including the Sustainable Hospitality Alliance and World Travel and Tourism Council, to identify human rights issues that affect our industry. Through these risk assessment processes, we have identified several human trafficking risks that affect our business operations and supply chains.

- **Sex Trafficking in Operations** – Traffickers may use hotels to sexually exploit victims. The anonymity hotels provide and the ability to move around on a nightly basis make it easier for traffickers to avoid detection. In some cases, traffickers or victims book hotel rooms while sex buyers cycle in and out. In other cases, sex buyers book rooms and the victims are brought to them. Victims may also loiter around the hotel or wait at a table or bar and solicit potential sex buyers while their traffickers watch nearby.
- **Labor Trafficking in Operations** – Individuals working at hotels, often through recruitment agencies or third-party contractors, may be in situations of forced labor. Traffickers force victims to work by confiscating their documents, withholding wages, making threats, creating debts, and using a range of other control tactics. Victims may work in a variety of roles but most perform labor that tends to be subcontracted, including construction, landscaping, maintenance, housekeeping, security, event support, and food services.

- **Labor Trafficking in the Supply Chain** – Labor trafficking may occur at any point in a product's lifecycle, from harvesting raw materials to manufacturing and transporting them to the hotels where they are used or consumed. While individuals working throughout all of our supply chains may also be at risk of trafficking and exploitation, our current priority product categories where we are enhancing responsible sourcing efforts are animal proteins (inclusive of beef, eggs, lamb, pork, and poultry), bottled water, cleaning supplies, cocoa, coffee, guest room amenities, paper products, seafood, sugar, and textiles.
- **Labor Trafficking in the Construction Phase** – The construction industry is particularly vulnerable to labor trafficking due to the demand for labor, limited government and law enforcement oversight and intervention, and complicated nature of the labor supply chain, which often involves recruiters, direct employers, and subcontractors and leaves many victims unable to identify who is responsible for their exploitation. While Marriott typically has no role in the construction of hotels and construction workers are generally employed by owner-appointed contractors, we feel it is important to acknowledge this vulnerability and have established a goal to address human rights risks in the hotel construction phase by 2025. For a more detailed description of our 2025 goals, [see page 12](#).

Due Diligence

Marriott performs due diligence to identify additional human rights risks in our operations and throughout our business relationships. Led by our Development and Legal teams, we carry out risk-based due diligence on all new third-party owners with whom we are entering into managed, franchised, or licensed hotel agreements. We also perform due diligence on key business partners, particularly in regions where corruption is perceived to be pervasive.



Associates at the St. Pancras Renaissance Hotel look for potential indicators of human trafficking.

RISK MANAGEMENT

Marriott has instituted a number of programs to manage and mitigate human trafficking risks. Human trafficking awareness training, which covers sex and labor trafficking, is required for all on-property associates at both managed and franchised hotels. For a more detailed description of our human trafficking awareness training, [see page 8](#). Since 2017, we have included human rights criteria in our internal property certification audits, which are conducted biannually, to ensure compliance with our human trafficking training requirement. We also prepare Serve 360 scorecards for regional leaders that show the number of associates who have completed human trafficking training and the completion rates at managed and franchised properties within the region.

To manage human rights risks within our supply chain, we attach our Supplier Guidelines to all new contracts negotiated by Marriott's central procurement groups. In 2019, we enhanced the Supplier Guidelines, requiring suppliers and vendors to adhere to standards on the prohibition of forced labor, human trafficking, child labor, and unethical recruitment. We also communicate with potential suppliers about our responsible sourcing goals and incorporate responsible sourcing requirements into requests for proposals. Failure to uphold these guidelines could jeopardize business relationships and potentially result in contract termination.

Reporting Mechanisms

Marriott provides associates, properties, and guests with a variety of means, including anonymous channels, to report unethical behavior, harassment, and other human rights concerns, including human trafficking. Associates are made aware of these reporting channels through new hire orientation and mandatory training, and some of the reporting channels are included in the associate handbook and openly displayed in associate areas. These reporting channels include:



Open-Door Policy – Marriott's "open-door" policy encourages associates at managed properties to discuss concerns directly with their manager. Other reporting options include any manager, Human Resources representatives, or corporate Associate Relations representatives. enforcement, and provide additional resources the property may need to effectively respond to the incident.



Business Integrity Line – This 24-hour hotline is accessible by phone, by email, or online and allows associates to report any legal, ethical or integrity concerns or violations of the Business Conduct Guide, including human trafficking. This reporting channel is available to all our leased and managed hotels and corporate offices.



Crisis Hotline – Managed by independent third parties, this 24-hour hotline is available to managed properties for reports of urgent incidents, including human trafficking.



Marriott Incident Reporting Application (MIRA) – This online database program manages accidents and security incidents at managed properties outside of the US. Critical incidents, including human trafficking, are flagged for immediate follow-up and are investigated by regional Global Safety and Security Directors.



Global Safety and Security – Marriott managed properties are assigned above-property Global Safety and Security representatives who may be contacted directly to report a potential human trafficking incident. Global Safety and Security can manage and conduct investigations, liaise with law enforcement, and provide additional resources the property may need to effectively respond to the incident.



Customer Care – Guests around the world can contact Marriott's Customer Care via phone or email to report any concern, including those pertaining to human rights and human trafficking. Loyalty members can also contact us through the Marriott Bonvoy App.

Response Planning

Marriott requires a prompt and thorough investigation of all complaints of unethical behavior, harassment, and other human rights concerns. Company policy requires that management communicate with the reporting associate when the investigation is complete, confirm that appropriate action was taken, and encourage the associate to report any further complaints or retaliation. A violation of Marriott's Business Conduct Guide, Anti-Harassment Policy, and other policies is grounds for disciplinary action up to and including termination, and hotels may remove and/or ban a guest for conduct that is offensive or abusive to or poses risk to the safety of associates. Company policy also provides that management should follow-up periodically with the individual who reported the issue to confirm that the offending conduct has stopped. Managers who fail to promptly address complaints from their associates may also be subject to discipline.

Marriott policy strictly prohibits retaliation against associates who report unethical behavior or harassment or who file, testify, assist, or participate in any manner in any investigation, proceeding or hearing. An associate who brings a complaint in good faith to the attention of the company will not be adversely affected as a result of reporting. These policies apply to all associates at our leased and managed hotels and our corporate offices.

Human Trafficking Cases

There were no confirmed reports of human trafficking made through formal reporting mechanisms for Marriott's managed hotel portfolio in 2020. The Global Safety and Security team was also not made aware of any actionable issues. One potential incident was reported through the Business Integrity Line; it was investigated and not substantiated.

TRAINING AND AWARENESS

Continuing our Training

Marriott's human trafficking awareness training has long been the critical foundation for the Company's efforts to prevent human trafficking and protect human rights. To develop and test the training program, Marriott spent nearly a year collaborating with two leading anti-trafficking organizations, ECPAT-USA and Polaris. The training, "Your Role in Preventing Human Trafficking: Recognize the Signs," is intended to raise awareness of all forms of human trafficking, highlight the unique role the hospitality industry can play in combatting human trafficking, and teach associates how to recognize potential indicators based on their role and how to react to a suspected incidence of human trafficking at their property.

Human trafficking training was made a requirement for all on-property associates at both managed and franchised properties in 2017. Underscoring Marriott's commitment to addressing the issue, it was the first nonservice-oriented training that became required for all on-property associates. The training is available in 17 languages and formatted to be delivered both online or in a classroom, ensuring it could be easily understood and accessed globally. In 2020, approximately 97,031 new associates completed the training despite limited hiring, reduced staffing, and temporary hotel closures amid the pandemic. As of year-end 2020, approximately 823,409 associates have completed our training.

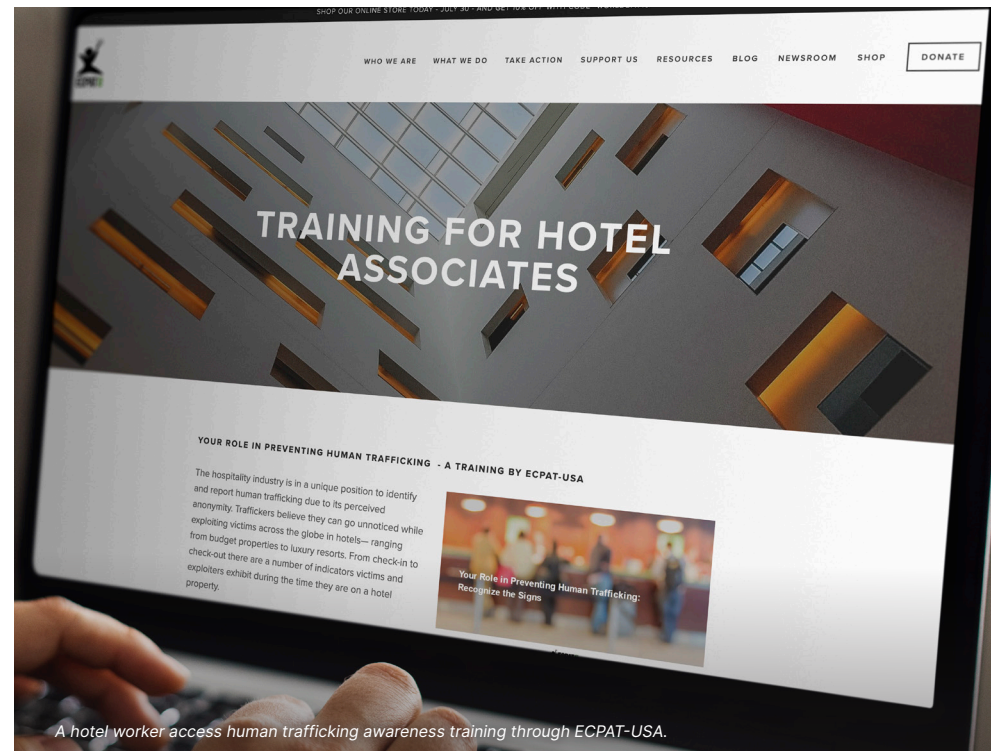
Engaging with the Industry

In 2020, Marriott donated "Your Role in Preventing Human Trafficking: Recognize the Signs" to ECPAT-USA in collaboration with the American Hotel and Lodging Association Foundation (AHLAF) to make it available for free to all members of the hospitality industry. ECPAT-USA works with hospitality companies to access the training through ECPAT-USA's Learning Management System or provide licensing for them to host it on their own systems. At year-end 2020, an additional 379,666 hotel employees had taken the open-source training. We are proud that the training is having an impact beyond Marriott's workforce and equipping the broader industry with effective tools to recognize and respond to human trafficking.

Marriott also began to develop the next generation of our human trafficking training program. We convened a series of focus groups, which included both associates and managers, to understand their needs to inform the next iteration of our training. Associates expressed the need for additional context around the indicators of human trafficking. Likewise, as the current training directs associates to report warning signs to their supervisors, managers requested additional information on evaluating potential trafficking situations and guidance on where and how to report them. Taking this feedback into account, Marriott partnered with Polaris and survivor consultants to develop two customized trainings, one for associates and one for managers, that presented this much-needed information through hypothetical scenarios. This enhanced training will be deployed in 2021.



Marriott associates attend human trafficking awareness training.



A hotel worker access human trafficking awareness training through ECPAT-USA.

Creating Resources

Marriott hotels display public signs that highlight common indicators of human trafficking and provide reporting guidance should guests encounter suspicious situations. In 2020, we worked with our nonprofit partners to make these posters widely available. ECPAT-USA, Polaris, and A21, who also collaborated with Marriott on the creation of these posters in 2019, host them on their websites and make them available for free to all members of the hotel and hospitality industry and the general public. We also host them on our internal intranet so that hotels can easily download, print, and display them throughout their properties.

In 2020, Marriott developed an easy-to-activate framework for hotels in the vicinity of major events, like the Super Bowl and World Cup. The framework aims to reinforce the human trafficking awareness training for associates and provide guests with access to information on potential indicators of human trafficking. The framework was first deployed in the Miami area in advance of the Super Bowl, and General Managers praised it as helpful and easy to execute. Managers used notecards to facilitate discussions at all pre-shift meetings during the week leading up to the event, which included content to refresh elements of the indicators training.

Empowering Survivors

Recognizing that access to quality educational and employment opportunities is often limited for survivors of human trafficking, Marriott and the Global Fund to End Modern Slavery (GFEMS) developed the “Future in Training (FIT) Hospitality” Survivor Employability Curriculum to provide training and resources for survivors seeking careers in the hospitality sector. In 2020, Marriott and GFEMS selected the University of Maryland’s Support, Advocacy, Freedom, and Empower (SAFE) Center for Human Trafficking Survivors to pilot the curriculum and test the program to inform further enhancements. As the COVID-19 pandemic restricted in-person gatherings, the pilot was postponed, and the first group of survivors will complete the program in 2021.

Expanding Efforts

In addition to our training program and partnership engagement, Marriott raises awareness of human trafficking at various local events and encourages hotels to partner with nonprofit organizations in their communities. Several 2020 highlights are listed below.



Atlanta – Recognizing that blue is the universal color for human trafficking prevention, associates at the Westin Atlanta Perimeter North wore blue jeans on December 11, 2020 to help raise awareness. Each associate paid \$5 to wear jeans, and the money was donated to a local nonprofit organization that supports survivors of human trafficking.

Barcelona – The Renaissance Barcelona Hotel hosted a training session for A21 on January 25, 2020. With donated hotel rooms and meeting space, A21 staff trained a new group of volunteers who learned more about human trafficking and prepared to undertake volunteer work in communications, social media, education, and advocacy.

Berkshire – Two associates from the Heathrow/Windsor Marriott Hotel attended a full-day conference on human trafficking on March 12, 2020. Upon their return, they shared key learnings with other associates at their property and discussed how to enhance their efforts to prevent human trafficking at the hotel.

Cape Town – The Protea Hotel by Marriott Cape Town Tyger Valley established a day of training on December 23, 2020, with 54 associates completing the training on human rights, human trafficking, and ethical recruitment.

Chicago – Marriott partnered with the Illinois Hotel and Lodging Association and AHLA’s No Room for Trafficking program to convene more than 450 hotel workers to deepen their training on human trafficking in advance of the NBA All-Star Game weekend in Chicago on February 16, 2020. While all participating hotel workers had taken an online training, this was the first in-person training event in Illinois.

Long Beach – The Courtyard by Marriott Long Beach Downtown and the Westin Long Beach work with the Long Beach Human Trafficking Task Force, a multidisciplinary community-based collaboration of stakeholders who partner to combat human trafficking. The hotels donated to support the Task Force in hosting the Youth Empowerment Safety Symposium, which helped attendees engage in human trafficking awareness through arts, workshops, and dialogue, on January 25, 2020.

Expanding Efforts (Continued)

Madrid – Associates from the AC Hotel by Marriott Coslada Aeropuerto, AC Hotel by Marriott Gava Mar Airport, and the AC Hotel by Marriott Madrid Feria attended A21's Global Freedom Summit on October 17, 2020, a local day of local action that equips, trains, inspires, and mobilizes communities to take action to end human trafficking. The AC Hotel by Marriott Malaga Palacio also promoted the event through the hotel's social media channels.

Miami – The W Fort Lauderdale used the major events framework in preparation for the 2020 Super Bowl in Miami and discussed human trafficking at all pre-shift meetings the week of January 27, 2020. Managers took the framework one step further by asking associates to sign a pledge, acknowledging they received resources and understood their roles in preventing human trafficking.

San Juan – The Sheraton Puerto Rico Hotel and Casino partnered with the Ricky Martin Foundation, a nonprofit organization that advocates for the wellbeing of children

and combats child trafficking, during National Slavery and Human Trafficking Prevention Month in January 2020. The Ricky Martin Foundation hosted educational chats with all hotel departments to educate associates and promoted the sale of t-shirts to generate awareness throughout the property. All profits were donated to the foundation to support their work.

Sao Paulo – As part of their COVID-19 relief efforts, the Renaissance Sao Paulo Hotel donated more than 330 pounds of food to Missão Paz, a nonprofit organization that welcomes and supports local immigrants and refugees, including victims of human trafficking.

Tampa – Marriott Vice President of Social Impact and Public Affairs Melissa Froehlich Flood joined a virtual panel event, hosted by the Tampa Bay Police Department, to share Marriott's efforts to combat human trafficking in anticipation of the 2021 Super Bowl in Tampa.

Toronto – The Westin Toronto Airport and Sheraton Toronto Airport Hotel and Conference Centre partnered

with Covenant House Toronto to amplify human trafficking training efforts. Sex trafficking prevention specialists delivered five live training sessions to more than 150 associates in February and March 2020 and met with the management team at the Delta Hotels by Marriott Toronto Airport and Conference Centre to discuss how the hotel can enhance efforts to prevent human trafficking in the city of Toronto.

Visakhapatnam – Associates at the Fairfield by Marriott Visakhapatnam shared their concerns about the high rates of child labor and trafficking in India with the Serve 360 Advisory Council. Donning t-shirts and signs, they participated in an awareness-raising event focused on child begging in January 2020.

Washington DC – The US Department of Justice hosted a Summit on Combating Human Trafficking, and Marriott Vice President and Assistant General Counsel Patricia Cousins participated in a panel on the role of business in the fight against human trafficking.



Associates at the Sheraton Puerto Rico Hotel and Casino wear Ricky Martin Foundation t-shirts.



Associates from the Fairfield by Marriott Visakhapatnam raise awareness of child trafficking.



Patricia Cousins speaks at the US Department of Justice Summit on Combating Human Trafficking.

PARTNERSHIPS

Key Partners

We believe that partnerships are a powerful tool to address the risks of human trafficking. Throughout 2020, we engaged with strategic external partners to develop and support innovative programs that advance human rights and combat human trafficking, forced labor, and commercial sexual exploitation. We also collaborated with industry peers and associations to seek strategies and solutions that mitigate human trafficking risks and promote responsible business practices. Marriott has been actively involved with the organizations and initiatives below.



A21 strives to eradicate human trafficking at the local, national, and international level. In 2020, Marriott worked with A21 to promote our human trafficking awareness posters, which were developed in collaboration with A21 and other nonprofit partners, and help educate travelers on common indicators of human trafficking, available for free to all members of the hotel and hospitality industry.



As a longtime member of the American Hotel and Lodging Association (AHLA), Marriott also works closely with the AHLA Foundation, which helps people build careers, improve their lives, and strengthen the lodging industry. Marriott's support enabled the AHLA Foundation to establish No Room for Trafficking (NRFT), a program that builds on the industry's ongoing commitment and work to end human trafficking. In 2020, Marriott partnered with the AHLA Foundation to make our human trafficking awareness training available for free to all members of the hotel and hospitality industry through NRFT and ECPAT-USA.



The Code is a voluntary set of business principles, which Marriott has endorsed, that travel and tourism companies can implement to prevent child sexual exploitation and trafficking. In 2020, The Code announced the recognition of Marriott as a Top Member for our efforts to implement child protection measures throughout our operations.



ECPAT-USA works to protect every child's human right to grow up free from the threat of sexual exploitation and trafficking. Marriott first worked with ECPAT-USA more than five years ago to develop the content for our human trafficking awareness training. In 2020, we donated the training to ECPAT-USA to make it available for free to all members of the hotel and hospitality industry.



GFEMS designs and deploys programs in high prevalence geographies and sectors to make human trafficking economically unprofitable. In 2018, Marriott became the first corporate partner of GFEMS and collaborated on the creation of a hospitality skills and job readiness curriculum for survivors. In 2020, GFEMS and Marriott selected the University of Maryland's SAFE Center to pilot the curriculum and provided ongoing support as the SAFE Center screened clients to identify potential participants.



Polaris is leading a data-driven social justice movement to fight sex and labor trafficking. Marriott worked with Polaris to develop the content for our human trafficking awareness training, and we are excited to once again partner with Polaris to develop the next iteration of our training. In 2020, Polaris helped develop initial storyboards select hypothetical hotel-focused scenarios based on calls to the National Human Trafficking Hotline and incidents reported through Global Safety and Security and Marriott's other reporting channels.



The University of Maryland's SAFE Center provides survivor-centered and trauma-informed services that empower trafficking survivors to heal and reclaim their lives. In 2020, Marriott and GFEMS selected the University of Maryland's SAFE Center to pilot the hospitality skills and job readiness curriculum for survivors of human trafficking. Due to the impact of the pandemic and restrictions on in-person gatherings, the pilot was delayed, and the SAFE Center worked to secure laptops for survivors and adapt the curriculum to a virtual learning environment.



The Sustainable Hospitality Alliance, previously known as the International Tourism Partnership, drives collaborative action to enable the hospitality industry to have a lasting positive impact on our planet and its people. Marriott is a founding member and actively participates in the human rights working group to collaborating with other global hospitality companies to address critical human rights issues.



The World Travel & Tourism Council (WTTC) strives to maximize the inclusive and sustainable growth potential of the travel and tourism sector. Marriott is a founding member of WTTC's human trafficking taskforce, the 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.

Points Donations

Marriott has a long history of mobilizing associates and guests to support a select group of leading nonprofit organizations and helping loyalty members to use their points to do good. With travel limited amid the COVID-19 pandemic, Marriott encouraged loyalty members to donate points to advance human rights and combat human trafficking. In 2020, 120,231,000 points were donated, equaling \$479,898 which represented a 245% increase from points donated in 2019. These generous donations enabled Marriott to offer record-breaking support to our nonprofit partners.



KEY PERFORMANCE INDICATORS

Marriott is committed to continuously improving our operations and supply chains and enhancing our efforts to address human rights and forced labor issues. We understand the importance of assessing our efforts, so our Human Rights Council and Serve 360 Executive and Advisory Councils regularly review the effectiveness of our work by evaluating our performance against our goals, reviewing our policies, and identifying opportunities for improvement. With support from the Social Impact and Public Affairs team, we develop new initiatives to support continuous improvement in addressing human trafficking in our business and industry.

2025 Sustainability and Social Impact Goals

We recognize that business plays an increasingly critical role in taking on our world's most pressing social, environmental, and economic issues. With our size and scale, we have a global responsibility and a unique opportunity to be a force for good. Marriott's sustainability and social impact platform, Serve 360: Doing Good in Every Direction, guides our efforts in the meaningful role that we believe we can play to support the United Nations Sustainable Development Goals. Our 2025 sustainability and social impact goals related to human rights are:

- Ensure 100% of on-property associates have completed human rights training, including on human trafficking, responsible sourcing, and ethical recruitment; and
- Enhance or embed human rights criteria in our recruitment and sourcing policies and work with our industry to address human rights risks in the construction phase.
- Responsibly source 95%, by spend, of our top 10 priority categories (animal proteins, bottled water, cleaning supplies, cocoa, coffee, guest room amenities, paper products, seafood, sugar, textiles).

GOAL	STATUS	2020 PROGRESS	NEXT STEPS
Ensure 100% of on-property associates have completed human rights training, including on human trafficking, responsible sourcing, and ethical recruitment	 ON TRACK	<ul style="list-style-type: none"> • 823,409 associates have completed the training since 2016. • 97,031 associates completed the training in 2020. 	<ul style="list-style-type: none"> • Develop updated training and resources to address evolving needs and emerging trends. • Share resources developed by Marriott with the broader industry to create greater awareness.
Enhance or embed human rights criteria in our recruitment and sourcing policies and work with our industry to address human rights risks in the construction phase	 BEGINNING OF JOURNEY	<ul style="list-style-type: none"> • 91 contracts, negotiated and signed by Marriott's central procurement groups in 2020, included human rights criteria. • 5,000+ associates worldwide have completed procurement training, which includes content on human rights. 	<ul style="list-style-type: none"> • Launch additional human rights-related training programs, including an updated Procurement 101 training with enhanced content around human rights. • Analyze human rights governance documents and develop next generation materials to support continued leadership.
Responsibly source 95%, by spend, in our top 10 categories	 BEGINNING OF JOURNEY	<ul style="list-style-type: none"> • ~100 suppliers in the Americas within our top 10 categories invited to participate in a responsible sourcing assessment. 	<ul style="list-style-type: none"> • Review the results of the assessment and leverage them to improve environmental and social performance throughout our supply chains and shape future responsible sourcing efforts. • Scale the assessment to suppliers in other parts of the world to develop global findings.

Our Ongoing Commitment

We have come a long way since our humble beginning as a root beer stand, but one thing that has not changed is our commitment to serving of our world. As we weather the current challenges, we will draw on our long history of being a force for good in our communities and chart a journey forward that affirms our commitment to human rights. As we look ahead, we know the risks of human trafficking in our operations and supply chain require constant attention, and we will strive to advance our training and resources to meet the evolving needs of our stakeholders. We will continue to collaborate with our nonprofit partners to identify innovative ways our Company can combat human trafficking and with our peers to address human rights risks in the hospitality industry. As we work towards our 2025 Sustainability and Social Impact Goals, our priority areas for 2021 include:

- Resuming our discussions on our human rights policies and reviewing our human rights governance documents to identify opportunities for continued leadership;
- Reinvigorating our Human Rights Council, resuming regular meetings, and revising priority projects for the upcoming years to reflect our current operating environment;
- Continuing to implement our human trafficking awareness training program, including launching the new version of the training and sharing it with the broader industry;
- Developing and deploying new anti-trafficking resources to reinforce our training, support operational accountability, and promote further awareness; and
- Enhancing our knowledge of the construction industry and identifying opportunities to help achieve our goal to address human rights risks in the construction phase.

Our purpose and global reach give us real opportunities to make a difference in communities around the world. Sometimes our work benefits hundreds of people, and other times, like our human trafficking awareness program, it may save a life. Whether the actions of a single associate or property or the collective efforts of our global workforce, we are proud to be contributing to a more hopeful and compassionate world where everyone is free from exploitation.

This statement is jointly submitted by Marriott International and the entities it owns or controls (the Group). We have taken an integrated approach to addressing human trafficking risks and operate under a common set of governance policies and programs. There has been significant consultation and collaboration among our people to prepare this statement, including within the Social Impact, Global Communications, Public Affairs, Human Resources, Legal, Global Operations, Procurement, Sustainability, Global Safety and Security, and Owner Franchise Services teams. We have also explained our commitments and expectations regarding human rights and human trafficking more broadly within our business, and we intend to enhance that communication in the future as part of our ongoing commitment to serve our world.

This Statement was approved for and on behalf of the Group by the Board of Directors of Marriott International.



Craig Smith

Group President, International Division



Associates at the Sheraton Miami Airport Hotel acknowledge International Women's Day and the impact human trafficking has on women and girls.