



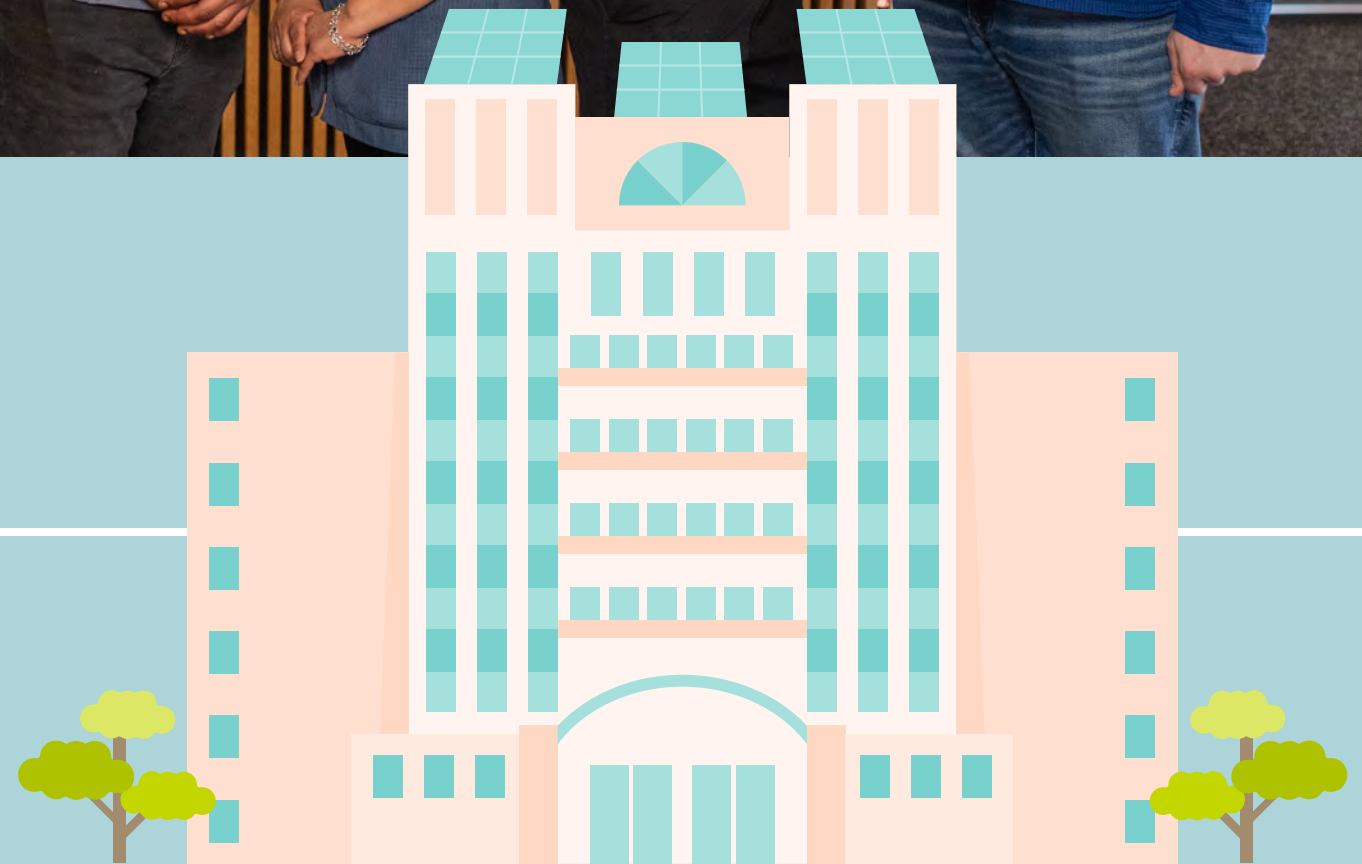
2024 SERVE 360 REPORT

Around The World Highlights

Marriott®
INTERNATIONAL



SERVE 360
DOING GOOD IN EVERY DIRECTION



Leading With Our Core Values To Do Good In Every Direction

The foundation of our business for over nine decades, Marriott International’s core values guide and connect our Environmental, Social, and Governance (ESG) efforts to the company’s strategy. Around the world, Marriott associates and hotels exemplify these core values through actions that support a sustainable, resilient, ethical, and welcoming business — all crucial elements of our ESG strategy.

CORE VALUES

PUT PEOPLE FIRST
From associates and guests to the communities where we operate, people are at the heart of our business.

PURSUE EXCELLENCE
We take pride in the details. This dedication extends to how we make an impact on our planet and its people.

EMBRACE CHANGE
Innovation has always been part of our story, from how we serve our guests to how we effect positive change.

ACT WITH INTEGRITY
We hold ourselves to uncompromising ethical standards and believe that how we do business is as important as the business we do.

SERVE OUR WORLD
We strive to be a force for good and make a sustainable impact.



This Report includes forward-looking statements, which are subject to various risks, uncertainties, and factors that could cause our actual results to differ materially from these statements. Such risks, uncertainties, and factors include the risk factors discussed in our U.S. Securities and Exchange Commission filings, including in our most recent Annual Report on Form 10-K and in our subsequent Quarterly Reports on Form 10-Q. We undertake no obligation to update or revise these statements, whether as a result of new information, future events, or otherwise. The forward-looking statements speak only as of the date of this Report, and undue reliance should not be placed on these statements. References to our own or third-party websites are only inactive, textual references included for informational purposes and are not part of this Report.

Please [click here](#) for additional information and important cautionary language about forward-looking statements, other information about content included in this Report, and information regarding references to our own or third-party websites, which are not part of this Report. Report Publication Date: July 10, 2024.

Asia Pacific excluding China



Fostering A People First Culture Through A Flagship Charity Event

In 2023, more than 21,000 participants throughout Marriott's Asia Pacific excluding China (APEC) region joined Road to Give, an annual charity event encouraging those participating to stay active and support local charities. This year marked the 9th edition of the flagship initiative, which raised nearly \$350,000 across more than 100 events in the region. In addition to supporting regional charitable organizations, Road to Give promotes Marriott's people first focus for both associates and the communities where we do business.

~\$350,000

raised across more than 100
events in the region.



Restoring Habitats And Protecting Threatened Species

As Marriott works to Serve Our World, we often look for local opportunities to make a sustainable impact. In Indonesia, Marriott engaged with **Sungai Watch**, an environmental organization, to clean and restore rivers in Singaraja, Bali, Indonesia. In 2023, the project helped install nearly 20 river barriers, which supported the removal of over 10,200 kilograms (kg) (22,400 pounds (lbs.)) of waste. Marriott managed and franchised associates also organized additional river clean-up activities, resulting in the removal of over 16,100 additional kg (35,400 lbs.) of waste from rivers and surrounding areas.

Through **Good Travel with Marriott Bonvoy™**, APEC's signature meaningful travel program, two properties in Thailand collaborated with **Oceans For All Foundation** to open the **Bamboo Shark Nursery & Conservation Center**. The center is a dedicated marine sanctuary for the Andaman Sea's threatened bamboo sharks and offers a unique experience for guests to make a positive impact on the local marine environment.



S SUSTAIN RESPONSIBLE OPERATIONS

Integrating Responsible Operations Through Education And Innovation

In 2023, Marriott’s APEC region launched an operational toolkit outlining 12 sustainability-related focus areas to help hotels across the region accelerate their transition towards more responsible operations. APEC’s sustainability efforts have resulted in the following milestones as of year-end 2023:

100

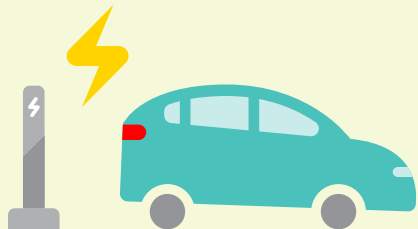
hotels in 15 countries procured renewable energy.

160+

hotels removed all single-use plastic water bottles from guest rooms and replaced them with alternative options, including reusable glass water bottles.

220+

electric vehicle charging stations were available at more than 95 properties in 10 countries.



Reducing Food Waste And Supporting Those In Need

In support of Marriott’s efforts to reduce environmental impacts and support communities, APEC hotels collaborate with Scholars of Sustenance (**SOS**), an international food rescue foundation. In 2023, 66 hotels throughout Thailand, Indonesia, and the Philippines engaged with SOS to rescue over 81,000 kg (178,000 lbs.) of surplus food, resulting in more than 340,000 meals donated to communities in need.

E EMPOWER THROUGH OPPORTUNITY

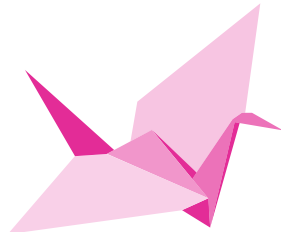
Advancing Opportunities For Women

Throughout APEC, Marriott implements programs and initiatives designed to inspire women leaders. In 2023, the region hosted more than 400 managed and franchised associate leaders at Women in Leadership (WIL) conferences in South Asia and Indonesia. Throughout 2024, Marriott plans to organize WIL conferences in South Asia, Indonesia, Australia, and New Zealand to help shape future careers and leadership paths.

W WELCOME ALL AND ADVANCE HUMAN RIGHTS

Promoting Peace And Cultural Understanding

Marriott works to elevate travel as a catalyst for peace and cultural understanding. In Japan, Marriott engages with **Children’s Peace Monument** in Hiroshima to support annual offerings of folded paper cranes, an initiative to promote world peace. In 2023, individuals from more than 65 hotels and offices folded over 37,000 origami cranes as part of the offering.



37,000+

origami cranes folded as part of an initiative to promote world peace.



Caribbean & Latin America



N NURTURE OUR WORLD

Supporting Sea Turtle Conservation

For nearly 20 years, properties in Marriott's Caribbean & Latin America (CALA) region have participated in sea turtle nesting and release programs aimed at protecting the species and their habitats. In 2023, Marriott supported the release of approximately 110,000 sea turtles through conservation programs at several properties across Mexico.



~200,000

bottle caps collected as part of recycling competition.

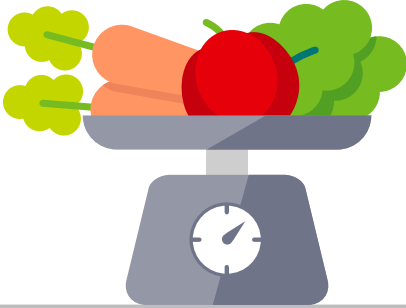
Raising Funds For The Vitality Of Children

Throughout CALA, volunteer activities are prioritized to serve the communities where Marriott hotels operate. In 2023, associates in the Dominican Republic implemented a bottle cap recycling competition that resulted in the collection and recycling of nearly 200,000 bottle caps. The proceeds from the competition were provided to local children's cancer treatment hospitals.

S SUSTAIN RESPONSIBLE OPERATIONS

Innovating And Engaging To Address Food Waste Challenges

Across CALA, properties work to reduce food waste through the implementation of technology and engagement with local community organizations. In the region, several properties invested in food waste management systems and biodigesters aimed at supporting the company's 2025 food waste reduction goal.



19,000+

meals were also donated to those in need by several properties in Brazil and Mexico by engaging with local community organizations to reduce food waste in 2023.

S SUSTAIN RESPONSIBLE OPERATIONS

Training Associates To Support Marriott's Decarbonization Strategy

In 2023, CALA hosted a sustainability training for the region's Global Design associates, which focused on identifying opportunities to influence building decarbonization through design interventions.

Installing Onsite Solar Power

Over the past several years, hotels in CALA have made meaningful progress in their efforts to make a sustainable impact. Since 2021, hotels across Brazil, Costa Rica, the Dominican Republic, Grand Cayman, and Mexico, have been working on or installed onsite solar panels, supporting the reduction of each property's carbon footprint.



E EMPOWER THROUGH OPPORTUNITY

Putting People First Through The Power Of Inclusion And Development

During 2023, Marriott's CALA region continued to demonstrate the company's people first focus through programs that elevate opportunities for associates.

120+

associates across Peru and Mexico participated in the 2023 Let's Talk, Let's Walk mentorship program, aimed at facilitating active listening with a focus on personal and professional goals.

550+

associates participated in CALA's 2023 Let's Talk forums, which aim to develop spaces for vital open conversations, allowing women and LGBTQ+ leaders to inspire, educate, and empower themselves and others across the region.

1,100+

associates across CALA participated in the 2023 Mind Matter series, with the goal of understanding and learning from experts about mechanisms to improve mental well-being.

Empowering Refugees Through Career Opportunities

Marriott provides skills development and training for jobs to empower refugees to create a positive future for themselves, their families, and their communities. To support this work, CALA engaged with the **Tent Partnership for Refugees** to develop and implement a long-term recruitment program in markets throughout Mexico. In 2023, the region hosted a recruitment event, which resulted in the hiring of three refugees at Marriott hotels in Mexico City.

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Promoting Cultural Understanding At Marriott Hotels

Across CALA, Marriott properties aim to provide welcoming travel experiences and promote cultural understanding. To support this effort, a workshop was conducted in Peru to provide awareness and training on hosting LGBTQ+ weddings at properties throughout the country.



Europe, Middle East & Africa



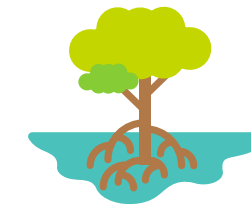
Displaying Solidarity When Disaster Strikes

In times of immediate need, managed and franchised associates and Business Councils work to respond and provide aid to those impacted by disasters. In 2023, Marriott's Middle East & Africa Business Councils united to raise more than \$500,000 in cash donations to support those impacted by the earthquakes in Türkiye and Syria. Many Business Councils also participated in the Day for Life initiative, in which vacation days are donated to support those impacted by disasters. Through this initiative, more than \$440,000 in additional funds were raised.

Cycling to Support the Vitality of Children

In 2023, Marriott's Europe, Middle East & Africa (EMEA) region hosted the 15th edition of Road to Awareness (R2A) — an annual fundraising campaign to improve the lives of children. Nearly \$970,000 was raised by the United Arab Emirates (UAE) Business Council through R2A events across the region, including the annual cycling challenge in Mallorca, Spain.

Uniting to Preserve Local Habitats



12,000

mangrove trees were planted in the Etihad Marriott Mangrove Forest.

In 2023, Marriott joined forces with Etihad Airways to create this part of the only evergreen forest in the Gulf Cooperation Council region. To support preservation efforts, associates from Marriott hotels in the UAE plan to volunteer to monitor the forest's planted mangroves.

Fighting Food Insecurity Across Europe

In 2023, hotels across Europe raised more than \$600,000 through You Eat, We Give, an annual fundraising campaign aimed at raising funds for local, national, and international organizations, including **World Central Kitchen**.



S SUSTAIN RESPONSIBLE OPERATIONS

Integrating Regional Strategies to Reduce Food Waste

Across EMEA, Marriott hotels integrate regional approaches to innovate, develop solutions, and more effectively manage food waste.

50+ properties in the UAE joined to support the country’s National Food Loss and Waste Initiative in 2023.

100+ associates across the United Kingdom (UK), Ireland, and Nordic countries participated in a Food Waste Challenge Kickoff Conference. As part of this challenge, more than 50 managed hotels plan to install Winnow systems — a digital food waste tracking solution — in 2024.

Collaborating To Pursue Certifications

In support of Marriott’s 2025 third-party sustainability certification goal for hotels, 55 managed properties across the UK and Ireland successfully achieved The Green Key certification in 2023, in line with their focus on environmental responsibility and sustainable operations.

E EMPOWER THROUGH OPPORTUNITY

Creating Career Opportunities For Refugees Across Europe

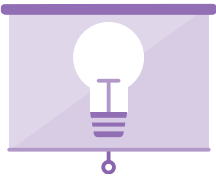
In 2023, Marriott expanded the company’s efforts aimed at empowering refugees and announced a goal to hire more than 1,500 refugees throughout its European operations by 2026. This regional goal builds upon Marriott’s refugee hiring efforts, which resulted in approximately 1,000 refugees hired across Europe since the start of the war in Ukraine. As Marriott executes on its goal, the company continues to engage with Tent Partnership for Refugees to further support refugees entering the labor market.



Empowering Marriott’s Future Workforce

Marriott continues to support the Global Travel and Tourism Partnership (GTTP), a nonprofit organization dedicated to inspiring the next generation of travel industry leaders, with a Marriott EMEA representative serving on the advisory board of the organization. In 2023, the company also participated in the annual GTTP Conference, and showcased Marriott job opportunities at a student career fair in Dubai.

Marriott’s Middle East & Africa Business Councils aim to foster a robust culture focused on collaboration, continuous learning, and professional growth.



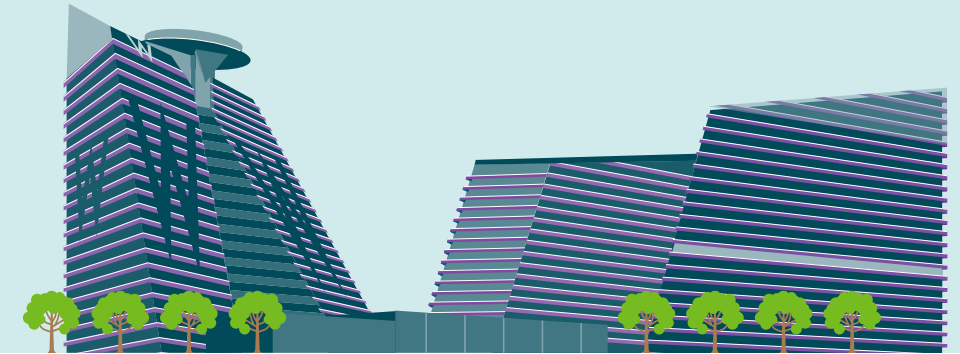
185,000+ dedicated mentoring volunteer hours were provided by the Jordan and Qatar Business Councils to support talent development in 2023.

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Raising Awareness To Combat Human Trafficking

In 2023, Marriott’s Northern Spain Business Council engaged with A21, an organization aimed at combatting human trafficking, to conduct a digital safety training. The training provided associates with knowledge on how to identify and respond to human trafficking situations.

Greater China



N NURTURE OUR WORLD

Supporting Youth

As part of Marriott's aim to make a meaningful impact where we do business, Business Councils in Greater China continue to support the **Yao Foundation** in its goal to improve youth well-being in rural China. Through a variety of fundraising activities, Greater China Business Councils raised more than \$630,000 to support the Foundation's Hope Primary Schools and youth programs at schools across the country in 2023.

Transforming The Lives Of Children

Through annual volunteerism and fundraising activities, Marriott's Greater China Business Councils engage with **Operation Smile** to provide support for safe surgery for children with cleft conditions. In 2023, chairs and members of the Greater China Business Councils volunteered with Operation Smile to support patients during their treatment. In addition to volunteer work, Greater China Business Councils raised more than \$17,000 through fundraising events to support surgeries for children.

S SUSTAIN RESPONSIBLE OPERATIONS

Championing Responsible Operations

In support of Marriott's sustainability goals and climate action efforts, Greater China developed on-property Sustainability Champion roles throughout the region. The Sustainability Champion serves as the ambassador responsible for leading, promoting, and driving the hotel's sustainability initiatives to support the company's broader goals and programming.

Using Artificial Intelligence To Manage Food Waste

To tackle the food waste challenges across Greater China, the region implemented a food waste reduction program in collaboration with Wastely. Through the use of big data and artificial intelligence, Wastely's technology measures, tracks, and analyzes food waste to support Marriott's food waste reduction goals in the region.

70+ managed hotels across Greater China participated in the region's food waste reduction program through Wastely in 2023. Collectively, these properties reduced food waste by more than 255,000 kilograms (kg) (562,000 pounds (lbs.)); and on average, each hotel reduced food waste by 65% after participating in the program for at least four months.



E ▶ EMPOWER THROUGH OPPORTUNITY

Empowering Women In Leadership

Greater China continues to support the development of a strong pipeline of women leaders in the region through mentorships, networking events, and other activations, including quarterly sessions hosted with the Women Ambassador Network — an internal program focused on advancing and inspiring women leaders. Women held the following leadership roles as of year-end 2023:

- 50% of the region’s vice president and above positions were held by women.
- ~26% of the region’s general managers were women.



Enhancing Educational Opportunities For Tomorrow’s Leaders

Through the **Voyage Program**, Marriott’s Greater China region promotes educational opportunities and enhances career development skills for students. In 2023, university graduates from more than 20 new schools were trained through the internship program.

Marriott aims to continue expanding engagements with schools throughout the region and introduce a Young Chef Day for culinary students.

A simple line drawing of a white chef's hat with three rounded top sections and a grey base.

W ◀ WELCOME ALL AND ADVANCE HUMAN RIGHTS

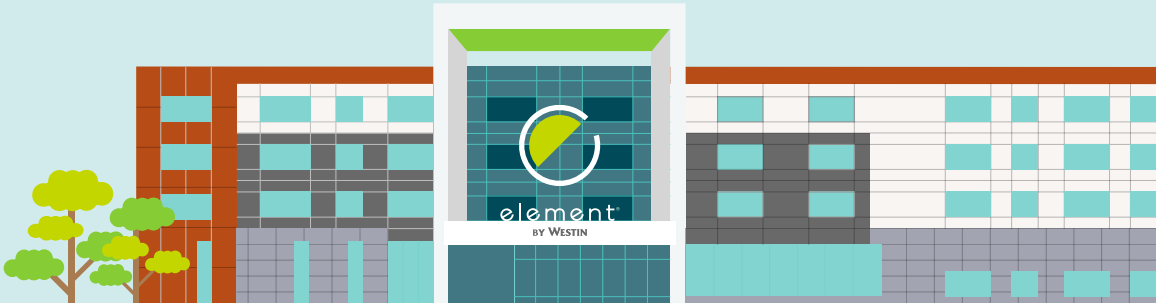
Creating Inclusive Workplaces

In 2023, Marriott was awarded the Bronze Standard in the **LGBT+ Inclusion Index** by **Community Business**, the first-of-its-kind benchmark to showcase workplace inclusion practices and initiatives in Asia.





United States & Canada



N

NURTURE OUR WORLD

Supporting Children And A Long-Standing Partner

As **Children’s Miracle Network Hospitals’** longest standing corporate partner, Marriott has proudly supported the organization for 40 years. In 2023, we provided more than \$5 million to Children’s Miracle Network Hospitals in the United States (U.S.) and Canada through fundraising activities, including the Play Yellow golf tournament.



Responding And Providing Aid When Disaster Strikes



15,000+

volunteer hours were provided by Marriott’s Business Councils and hotels across the U.S. throughout 2023 to support relief efforts for those impacted by the wildfires in Maui, Hawaii, U.S.

Serving Communities And Vulnerable Families

In 2023, nearly 150 participants across 13 properties and offices in Canada joined the **Coldest Night of the Year** event to raise funds for organizations that work to transform people’s lives. As a result of the charity walk, more than \$25,000 was raised for local non-profits serving people experiencing hurt, hunger, and homelessness.

Sequestering Carbon Through Tree Planting Programs

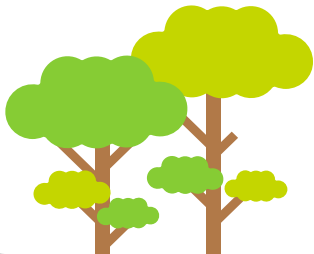
To support sustainability and help increase the resiliency of the communities and environments where we do business, Marriott engages with organizations that aid in the restoration of local habitats. In 2023, the company supported the Chesapeake Bay Foundation’s (**CBF**) efforts to plant trees across Maryland (U.S.), where Marriott is headquartered, aiming to purify both the water and the air and provide habitats for species. As a result of Marriott’s support for CBF:

~15,000

new tree saplings were potted at CBF’s tree nursery operations.

~6,000

mature trees were planted in streamside forest projects throughout Maryland to support the anticipated removal of more than 139,000 kilograms (kg) (307,000 pounds (lbs.)) of carbon from the atmosphere in the next two to three years.



S

SUSTAIN RESPONSIBLE OPERATIONS

Reducing Food Waste And Fighting Food Insecurity

In 2023, Marriott’s Quebec Business Council launched a program with **La Tablée des Chefs**, aimed at building relationships with local organizations to reduce food insecurity by donating surplus food. In 2023, 11 managed hotels across Canada donated more than 8,800 meals, with plans to relaunch the program to all managed and franchised hotels across the country in 2024.

Analyzing Onsite Solar Capabilities

As part of Marriott’s 2025 goal to increase renewable electricity use, the company conducted an onsite solar analysis across eight U.S. states. Based on this analysis, it was estimated that more than 800 properties could have an average return on investment of at least 10% if they were to install onsite solar panels.



Engaging To Increase Cage-Free Egg Availability And Spend

Across the U.S. & Canada, Marriott’s procurement teams continue to engage with existing and potential new cage-free egg suppliers. As a result of these efforts, 47.18%¹ of total egg spend for properties in Canada, and 56.13%¹ of total egg spend for properties in the U.S., with 80.67% of total egg spend for U.S. managed properties, were cage-free in 2023.²

(1) Data represent managed and franchised properties.
(2) Based on available data.

E

EMPOWER THROUGH OPPORTUNITY

Empowering Youth, Refugees, and Women In Hospitality

- Marriott’s **Voyage Program** is designed to provide students with hands-on, discipline-specific training and a leadership-focused curriculum. In 2023, nearly 600 Voyagers were hired into the company in the U.S. & Canada.
- In Canada, Marriott engaged with **The King’s Trust Canada** to provide mentoring opportunities and host hiring programs, resulting in the employment of 15 youth at Marriott properties in 2023.
- In the U.S., Marriott works with **NAE**, a national education non-profit that prepares high school students for future success. Over the past year, the company’s Learning & Development Team has engaged with NAE to enhance and upskill the organization’s curriculum.
- Marriott empowers refugees through providing job opportunities across the U.S. As of 2023, nearly 500 refugees were hired towards our goal to hire more than 1,500 refugees in the U.S. by 2025. Marriott is continuing to collaborate with nonprofits to connect refugees with hospitality careers.
- The Women of F&B is a network designed to inspire, connect, and champion women in food and beverage disciplines by fostering an inclusive and supportive environment through global interactive resources. As of year-end 2023, the Women of F&B network grew to more than 200 active participants in the U.S. & Canada.

W

WELCOME ALL AND ADVANCE HUMAN RIGHTS

Expanding Opportunities for Survivors

In 2023, Marriott expanded the Future in Training Curriculum for human trafficking survivors in the U.S. interested in pursuing hospitality careers. With a grant from the **American Hotel and Lodging Association Foundation’s** No Room for Trafficking Survivor Fund and support from Marriott, the **University of Maryland SAFE Center** plans to train approximately 150 survivors in 11 U.S. cities from July 2023 – July 2024.

Promoting Cultural Understanding To Welcome All Guests

Marriott believes in utilizing travel as a catalyst for peace and cultural understanding — wanting our hotels to be places of inclusion and comfort.

In the U.S., nine cultural competency training events, ranging from LGBTQ+ 101 to Indian Weddings trainings, were hosted by Marriott in 2023.

In Canada, **Indigenous Works**, an organization focused on advancing indigenous employment and inclusion, facilitated a cultural competency training aiming to empower Marriott associates to serve indigenous groups more compassionately, effectively, and efficiently.



