



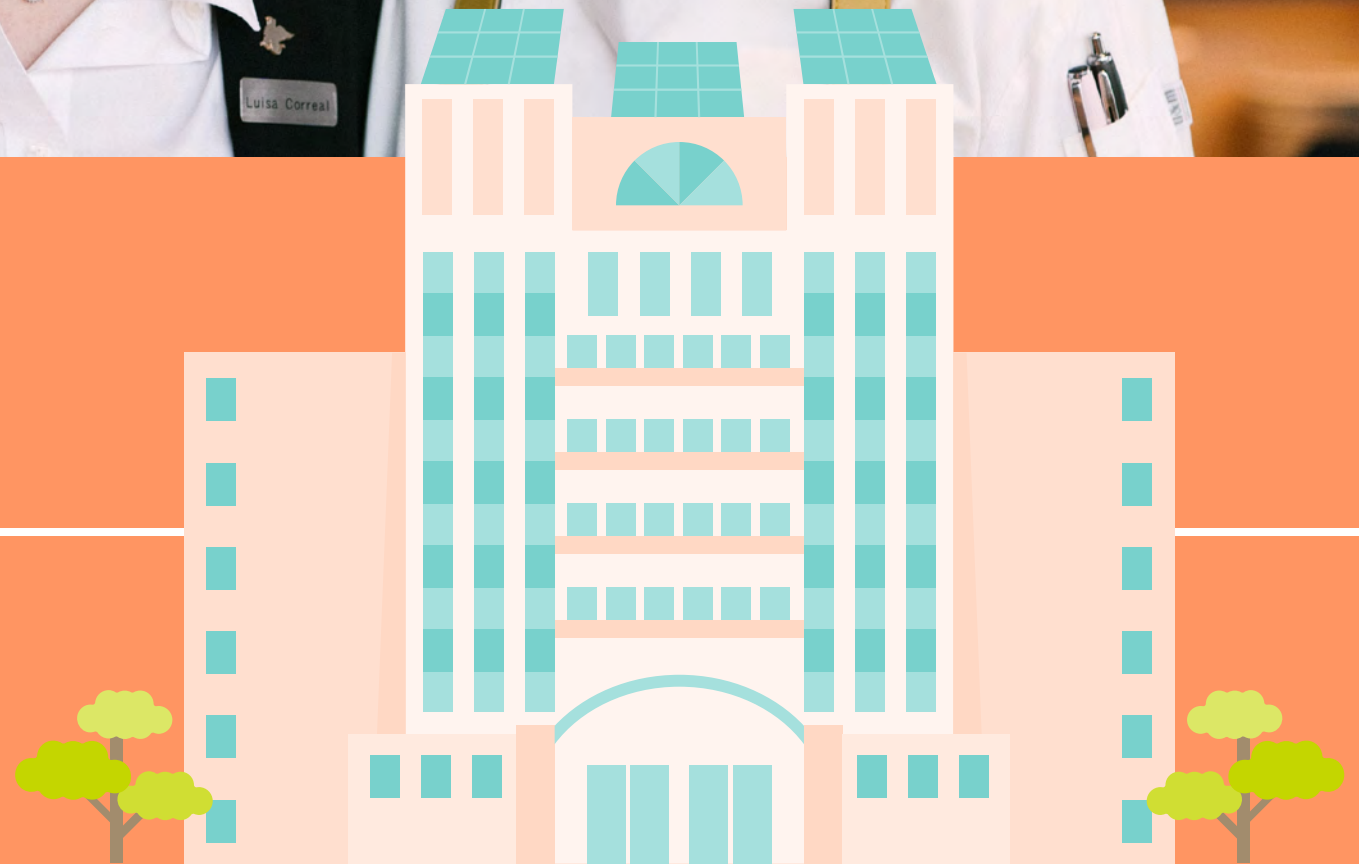
2024 SERVE 360 REPORT

Environmental, Social & Governance Global Progress

Marriott
INTERNATIONAL



SERVE360
DOING GOOD IN EVERY DIRECTION



A MESSAGE FROM OUR PRESIDENT AND CHIEF EXECUTIVE OFFICER

At Marriott International, we take great pride in our legacy of being a force for good in communities and creating places of belonging all around the world. In 1927, our co-founders, J. Willard and Alice S. Marriott, opened a nine-seat root beer stand in Washington, D.C., based on the same core values that still define and guide the company today. Through decades of innovation and growth, we've become the world's largest hotel company — and we are proud of our longstanding focus on the fundamental principles of taking care of people, our communities, and the planet.

Our business has endured because we hold fast to five core values:

- **We put people first.** Taking care of people is at the heart of our vibrant culture — providing associates opportunities to grow and succeed, preparing underrepresented groups for careers in hospitality, advancing human rights, and welcoming all who enter our doors.
- **We pursue excellence.** We are dedicated to creating memorable experiences for our guests. We take pride in the details, and as our Chairman Emeritus, J.W. Marriott, Jr., likes to say, we believe that “success is never final.” We’ve embedded robust environmental, social, and governance principles into our business to help create a more responsible, inclusive world for travel.
- **We embrace change.** Throughout Marriott’s history, innovation has always been a part of our story. We are driven to continually challenge the status quo and develop solutions that meet the

needs of our key stakeholders and communities — such as leveraging data-driven methodology and technology to support our carbon reduction goals.

- **We act with integrity.** We understand that how we do business is as important as the business we do. We conduct business with an unwavering commitment to the highest ethical standards that support our ability to build trust with our associates, guests, and other key stakeholders.
- **We serve our world.** We believe in making the communities and environments where we operate better places to live, work, and visit. Particularly during times of natural disaster and crises, Marriott associates truly exemplify our core values by banding together to help each other and their communities around the world.

I am incredibly proud of where we came from, where we are today, and where we are going. Throughout this Report, you will see inspiring examples of how Marriott brings our core values to life every day to make a difference in our communities and for our environment — while pursuing our 2025 Sustainability and Social Impact Goals. It is through the dedication and work of all Marriott associates and hotels around the world that we can make a positive and sustainable impact wherever we do business.



Anthony Capuano

ANTHONY G. CAPUANO



Our Business

2023 COMPANY OVERVIEW

30+ brands

139 countries & territories

8,700+ properties

~411,000 global associates

1,597,000+ rooms

196+ million¹

Marriott Bonvoy® members

(1) In February 2024, Marriott Bonvoy celebrated its 200 millionth member.

Connecting People Through The Power Of Travel

Our Growing Forward strategy encapsulates our company priorities, rooted in our core values, and guides us as we work to deliver on the promise of Marriott’s unique brand of hospitality around the world. In Growing Forward, we have rallied around our purpose of Connecting People Through the Power of Travel. This purpose highlights the transformative power travel has in our world and sets the tone for how we conduct business, including our Environmental, Social, and Governance (ESG) efforts.

Human Capital Metrics ²

Global Workforce ³	2023	2022	2021
% Non-management	84%	85%	85%
% Management	16%	15%	15%
% Women	44%	44%	43%
% Men	56%	56%	57%

CEO Executive Direct Reports	2023	2022	2021
% People of Color ⁴	42%	0%	0%
% Women	50%	57%	57%
% Men	50%	43%	43%

Our Paths To Win



BEST BRANDS AND EXPERIENCES



MOST LOYAL MEMBERS



BE IN MORE PLACES

Global Executives ⁵	2023	2022	2021
% Women	47%	47%	45%
% Men	53%	53%	55%

Global Managers ³	2023	2022	2021
% Women	44%	45%	45%
% Men	56%	55%	55%

(2) All metrics represent year-end data.
(3) Includes associates employed by Marriott and employed by property owners but whose employment is managed by Marriott.
(4) People of Color represents individuals aligned with U.S. self-reported ethnicities.
(5) Defined as vice president and above roles.

Leading With Our Core Values To Do Good In Every Direction

The foundation of our business for over nine decades, Marriott’s core values guide and connect our 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
.....

Pursue Excellence
.....

Embrace Change
.....

Act With Integrity
.....

Serve Our World

“Our culture and our core values are, without question, a competitive advantage. They have supported us in the best of times and helped us weather challenging moments over the past 97 years. I’m grateful to all associates who continue to be stewards of these values and serve our world.”

David S. Marriott,
Chairman of
the Board



SERVE 360

2025 Sustainability And Social Impact Goals



NURTURE OUR WORLD



SUSTAIN RESPONSIBLE OPERATIONS



EMPOWER THROUGH OPPORTUNITY



WELCOME ALL AND ADVANCE HUMAN RIGHTS

Detailed progress on each of the 2025 Serve 360 Goals can be found throughout this Report.

2025 SERVE 360 GOALS	STATUS
Contribute 15 million hours of volunteer service	On Track
Reduce carbon intensity by 30% (carbon emissions per square meter of conditioned space)	On Track
Reduce water intensity by 15% (water consumption per occupied room)	Making Progress
Achieve a minimum of 30% of electricity from renewable energy	Making Progress
Reduce waste to landfill by 45% and food waste by 50%	Making Progress
Certify 100% of hotels to a recognized sustainability standard; 650 hotels will pursue or achieve LEED certification or equivalent	Making Progress
Collaborate with owners to develop 250 adaptive reuse projects	On Track
Responsibly source 95% in our Top 10 priority categories ⁶	Making Progress
Invest \$35 million to increase and deepen programs and partnerships that develop hospitality skills and opportunity	On Track
Achieve gender representation parity for global company leadership ⁷ by 2023	Making Progress
Increase representation of people of color in United States (U.S.) executive positions ⁷ to 25%	On Track
Train 100% of on-property associates on human trafficking awareness	On Track

(6) The Top 10 priority categories 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.
 (7) Defined as vice president and above roles.

ENVIRONMENTAL

As Marriott continues to integrate sustainability across hotel operations, design, and the supply chain, Serving Our World remains at the forefront of our actions. We are inspired to Embrace Change as we initiate transformative solutions to drive progress and achieve our goals.



Advancing Climate Action

Across Marriott’s operations, we are driven to make a positive and sustainable impact wherever we do business. As part of this philosophy, Marriott has established a target to reach net-zero value chain greenhouse gas (GHG) emissions by no later than 2050. Understanding the importance of a resilient and comprehensive strategy to drive progress toward this target, Marriott launched the company’s Climate Action Program (CAP) to all managed and franchised properties, globally, centered around three key components.



SETTING SCIENCE-BASED TARGETS
We leverage data-driven methodology and technology to determine by how much and by when we would need to reduce carbon to meet our targets.

- Marriott has verified its near- and long-term GHG emissions reduction **targets** with the Science Based Targets initiative (**SBTi**), which are as follows:
- Reach net-zero GHG emissions across its value chain by 2050, reducing absolute scope 1, 2, and 3 GHG emissions 90% by 2050.⁸
 - Reduce absolute scope 1 and 2 GHG emissions by 46.2% by 2030.⁸
 - Reduce absolute scope 3 GHG emissions from certain activities by 27.5% by 2030.⁸
 - Have 22% of its suppliers (by emissions)⁹ with science-based targets by 2028.



BUILDING CLIMATE FLUENCY
We educate stakeholders (owners, franchisees, associates, and suppliers) about where carbon comes from and how it can be reduced.

Throughout 2023, Marriott launched digital learnings centered around building climate fluency. In 2024, participation in at least one of these climate-related trainings will be a requirement for all associates.



ACTION PLANNING TO REDUCE CARBON
We utilize new and enhanced resources tailored to each hotel that are intended to identify steps to reduce energy, lower carbon emissions, and improve operating efficiency. The result of these steps is intended to improve operating processes and align with capital planning approaches already in place.

To support Marriott’s targets, the company worked to develop property-level carbon reduction goals and focus areas, and properties can work to implement energy reduction projects, with full-service properties undergoing energy audits. Through Marriott’s Sustainable Practices and Resilient Operations Update Tracker, known as SPROUT, we also provide properties with additional sustainability actions and operational practices so they can work towards reducing their carbon footprint.

From a design perspective, the Global Design team updated the New Build Design Standards to support our science-based targets.

Across Marriott’s supply chain, we are engaging with suppliers to align with SBTi criteria to support progress towards our goals.

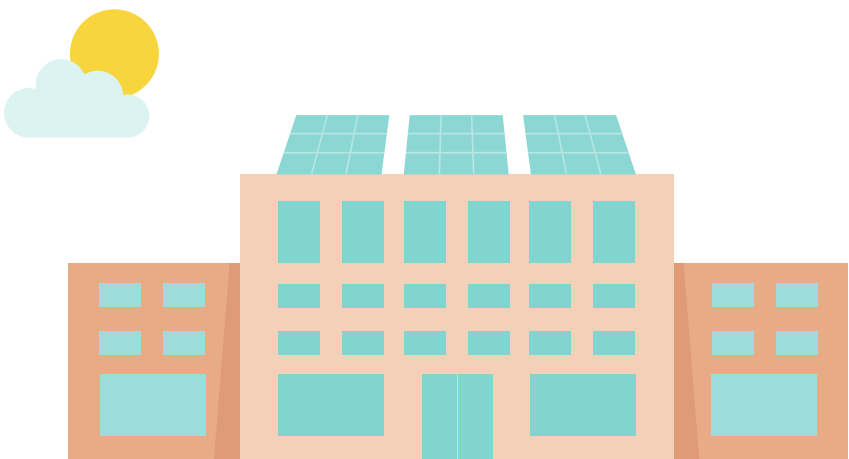
(8) From a 2019 base year.
(9) % by emissions covering purchased goods and services, capital goods, and upstream transportation and distribution.

Advancing Climate Action

Climate Risk Identification And Management Processes

To evaluate climate-related risks throughout the company, we utilize the Marriott Infrastructure Resilience & Adaptation (MIRA) program. This program evaluates physical climate data to drive climate action and supports efforts that progressively improve infrastructure and operational resiliency in order to mitigate climate-related impacts.

During 2023, the MIRA program was focused around creating a spatial map-based dashboard to present results from our physical climate risk analysis.



(10) In 2023, there was an increase in identifying renewable energy systems, energy attribute certificate (EAC) purchases, and available renewable energy reports that allowed for additional sources to be included in the progress towards this goal.

Continuing Marriott’s Climate Efforts Through CAP

CAP builds on Marriott’s longstanding approach to reducing hotel GHG emissions, which is centered around data management technologies, investments in efficiency projects, and the increased use of renewable energy, among other initiatives.

- **Electric Vehicle (EV) Charging Capabilities:** In 2023, Marriott continued to build on the company’s EV charging infrastructure initiative. As of year-end 2023, more than 7,100 EV chargers were installed at more than 1,800 Marriott properties around the world. Marriott also expanded efforts to secure a second EV charging partnership to install stations in global markets.
- **Global Solar Analysis:** In 2023, Marriott completed an onsite solar analysis of global managed and franchised properties to identify locations that could have an estimated average return on investment of at least 10% from the potential installation of onsite solar panels. Based on this analysis, we plan to identify and work to develop opportunities for both the company and ownership groups to invest in renewable energy options.

S

SUSTAIN RESPONSIBLE OPERATIONS

20.3% reduction in carbon intensity since 2016.

9.8% reduction in energy intensity since 2016.

2.92% renewable electricity use in 2023.¹⁰



Enhancing Resilient Communities And Hotels

Biodiversity

Through investments in biodiversity projects, Marriott not only supports the preservation of habitats but also works to increase resiliency and advance the company’s broader net-zero target (by no later than 2050).

- **Reforestation:** We supported the Arbor Day Foundation’s U.S. reforestation efforts, including the planting of more than 14,000 trees across three projects. An additional 13,920 trees were planted in the Alabama Longleaf Pine Ecosystem project as a result of Marriott Bonvoy guest points donations.
- **Mangrove Restoration:** We supported The Ocean Foundation’s restoration within a marine protected area adjacent to expansive blue carbon ecosystems in Mexico. Marriott’s aid helped to complete a blue carbon assessment and develop a community-approved restoration plan, including mangrove reforestation.
- **Fishery Improvement Projects:** We supported World Wildlife Fund to improve the sustainability of fisheries in Peru and Vietnam. In 2023, this assistance included fisher training on recording catch and bycatch and electronic-monitoring piloting.

Marriott Golf And Habitat Restoration
In 2023, Marriott Golf properties supported wetland and lake restoration projects. 92% of U.S. and 100% of United Kingdom golf properties participated in The Audubon Cooperative Sanctuary Program for Golf, as of year-end 2023.

Sustainable Buildings And Adaptive Reuse

In early 2024, Marriott’s Global Design Sustainability team published a suite of tools and guides to assist in the development of sustainable buildings.

- The **Sustainable Building Certification Toolkit** provides guidance on green building certification systems.
- The **Building Envelope Design Guide** provides supplemental guidance to assist architects and building professionals on the design and construction of a high-performance building enclosure.
- The **Solar Readiness Design Guide** provides information on how to incorporate onsite solar energy production and battery storage preparedness into hotels and resorts.



2023 Sustainable Building And Adaptive Reuse Progress



(1) In 2023, there was a decrease in progress towards the achievement of this goal due to updated tracking and certification alignment methodologies.

(2) Includes pre-open hotels.

Embedding Sustainability Across Marriott

Water

Marriott’s approach to water management includes developing and implementing programs and projects that are tailored for specific property attributes and locations while also supporting the management of water-related risks.

For example, to help reduce water consumption, Marriott’s full-service, managed properties may elect to implement a water conservation project that best suits their location. This can include the installation of low-flow faucets, toilets, and showerheads; smart irrigation controllers; laundry water reuse systems; and high-efficiency irrigation spray nozzles. Managed and franchised properties across the globe also have access to online educational resources, including water conservation and management practices.

S

SUSTAIN RESPONSIBLE OPERATIONS

9.3% reduction in water intensity since 2016.

Implemented **Hotel Waste Measurement Methodology** to establish new total waste and food waste baselines.

Waste

Marriott’s approach to reducing waste is designed to educate properties in first preventing waste, followed by the disposal of waste in a responsible and cost-effective manner, in line with global waste management practices.

FOOD WASTE MANAGEMENT

Across the globe, Marriott implements innovative, collaborative solutions and provides hotels with tools and resources to reduce food waste.

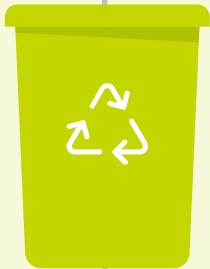
In 2023, Marriott held a “Food Waste Reduction Rally,” in which hotels submitted more than 350 highlights about their food waste reduction practices, such as separating and measuring food waste, creating new dishes and drinks with food scraps, donating surplus food to charitable organizations, and composting.

Properties across the globe also continue to implement digital food waste tracking systems from Wastely, Winnow, and Leanpath.



Marriott’s Long-Standing Efforts To Reduce Single-Use Plastics and Other Disposables

- Implemented a brand standard requiring the elimination of polystyrene disposable products throughout food and beverage service and packaging.
- Implemented a brand standard for guest room recycling, requiring receptacles in guest rooms to include clear and visible signage to aid in appropriate disposal of recyclable materials.
- Implemented a brand standard to remove plastic straws and plastic stirrers from properties.



- Achieved 95% compliance for the transition to large format residential bath amenities for certain brands across managed and franchised hotels globally in 2023, with plans to extend the transition to additional properties in 2024.
- Provided resources to properties to support more sustainable, non-single-use purchasing decisions for items, including laundry bags, dental kits, and razors.
- Developed guidance on alternatives to single-use water bottles, such as the use of water bottling plants and installation of water bottle refill stations.

- Provided educational materials and waste recycling service provider options to promote the diversion of recyclable and other specialty waste from landfills.
- Piloted solutions to replace plastic sink-side soap pump containers with non-plastic alternatives and remove plastic packaging from soap bars.
- Encourage suppliers to provide packaging (bottles and delivery cases/ boxes) that is recyclable and made from a minimum of 35% recycled content or is certified compostable for bottled water, cleaning supplies, and guest room amenities as outlined in our **Responsible Sourcing Guide**.



Growing a Responsible Supply Chain

Responsible Sourcing

Marriott engages with existing suppliers, group purchasing organizations (GPOs), and other industry members to help grow responsible sourcing markets and support the company's responsible product requirements.

Between 2020 and late 2023, Marriott, along with four other hospitality companies and two GPOs, created the Hospitality Alliance for Responsible Procurement (**HARP**). HARP, an EcoVadis-powered sector initiative, supports the acceleration of positive impact across the industry by working to improve the sustainability performance of hospitality suppliers.

SUPPLIER REQUIREMENTS

Avendra, Marriott's procurement services provider in North America, the Caribbean, and Central America, screens suppliers and their products within and outside of Marriott's Top 10 priority categories on environmental and social criteria. In addition to this screening, suppliers are expected to adhere to the following requirements:

- Suppliers with contracts awarded through Avendra are expected to adhere to the Avendra Supplier Code of Conduct and have a formal sustainability policy in place. Additionally, most suppliers with new contracts are expected to complete the **EcoVadis** assessment. Of these suppliers, those that provide commodities linked to deforestation (e.g., palm, soy, beef, timber) are also required to provide information on policies and processes related to deforestation and asked to tag their products with attributes/certifications that relate to no-deforestation assurances.

- Active centrally managed procurement contracts are subject to Marriott's **Supplier Conduct Guidelines**, while new such contracts are subject to compliance with the guidelines and completion of the EcoVadis assessment.

SUPPLIER ASSESSMENTS

Between 2020 and late 2023, Avendra engaged more than 450 manufacturing and distribution suppliers through the EcoVadis assessment. Of these suppliers, approximately 50% received an assessment score.

In early 2023, Marriott also began inviting remaining global suppliers within the Top 10 priority categories to take part in the EcoVadis assessment. In 2024, Marriott plans to establish threshold scores and engage with suppliers that are underperforming to develop improvement plans.

LOCAL SOURCING

In 2023, Marriott continued to encourage hotels to source produce and other products from suppliers and businesses local to each property.

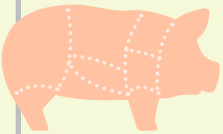
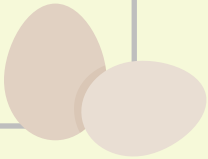


SUSTAIN RESPONSIBLE OPERATIONS

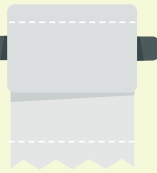
2023 Responsible Sourcing Progress

Across Marriott's operations, our continent procurement teams continue to engage with existing and potential new suppliers to increase the availability of responsibly sourced products.

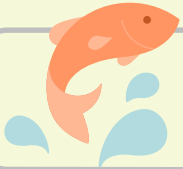
42.04%¹³ of total egg spend for global managed and franchised properties was cage-free.



7.49%¹³ of total pork spend for global managed and franchised properties was responsibly sourced.¹⁴



40.15%¹³ **FSC**-certified paper products.¹⁵



24.05%¹³ **MSC**- or **ASC**-certified seafood.

Each year, Marriott Global Design Procurement's furniture, fixtures & equipment (FF&E) suppliers in the U.S. & Canada complete a rigorous product lifecycle evaluation with MindClick.

56% of FF&E products evaluated scored in the "leader" level of the **MindClick** Sustainability Assessment Program (MSAP).

55% of FF&E products specified for all prototypical brands reached the "leader" MSAP rating.



(13) Based on available data. Data represent managed and franchised properties, unless otherwise stated.

(14) For additional information, please see **Marriott's Pork Progress Plan**.

(15) FSC products are inclusive of personal paper products, office paper, and napkins.

SOCIAL

Marriott’s Putting People First culture serves as a guiding light for the company. We firmly believe that by taking care of associates, they will take care of our customers and communities. Additionally, Marriott’s people strategy is guided by three pillars: Growing Great Leaders, Investing in Associates, and Access to Opportunity.



Growing Great Leaders

Across Marriott, we remain focused on strengthening our culture, growing talent, and positioning the company for successful future growth. We believe that associates at every level can inspire others through great leadership. We are committed to providing associates with the tools and resources they need so they can build rich and rewarding careers.

Learning And Development

Marriott has implemented targeted and flexible learning programs that combine formal education, on-the-job training, and experiential learning. In 2023, we launched our new Leadership Framework, designed to help us grow great leaders. It starts with Leadership Essentials that clearly define what great leadership means at all levels of Marriott’s organization. We have also refreshed our leadership competencies, which have been integrated into our performance management process. For example, En Route creates a globally consistent portfolio of five foundational programs that every leader of others at every level has access to and builds critical, consistent, and enduring skills to be curious, courageous, and connected. In 2023, more than 9,300 participants took part in the En Route program.

90% of associates completed career- or skills-related training in 2023.

9,600+ learning coordinators deployed globally to champion on-property learning as of early 2024.

Associate Engagement

In 2023, all associates, globally, at hotels, customer engagement centers, and corporate offices were invited to participate in Marriott’s annual Associate Engagement Survey. Ninety percent of associates took part in the survey. We saw strong company-wide engagement, reflected in an Engagement score of 93%, nine points above the Global Best Employer Index. Our Leadership score was 90%, five points above the Global Best Employer Index. In addition, 90% of those associates agreed that Marriott has a strong commitment to operate sustainably and 91% agreed the company has a strong commitment to making a positive social impact.



Investing In Associates

For more than 96 years, Marriott has been committed to Putting People First. As we grow our talent, Marriott remains dedicated to investing in associates and providing them with the support they need to thrive. This goes beyond compensation and benefits and includes a focus on the whole person through our TakeCare well-being program and scheduling practices that offer associates flexibility and choice.

Benefits And Compensation

Throughout 2023, we continued to invest in our workforce by offering competitive pay, benefits and rewards, retirement savings plan match for U.S. associates, and an Employee Stock Purchase Plan (ESPP) for associates in the U.S., Puerto Rico, and U.S. Virgin Islands.



Pay Equity

Pay equity is foundational to Marriott’s culture and is embedded in our compensation structures and practices. Globally, we follow pay equity best practices to determine starting pay, including prohibiting compensation history inquiries. In the U.S., most hourly paid positions are compensated based on fixed pay scales, limiting managerial discretion and minimizing the risk of potentially biased decisions. In 2023, for U.S. management roles, we enhanced our tools to include pay ranges in job postings. We also regularly conduct comprehensive statistical analyses with independent third party consultants to review our gender and racial pay equity in the U.S. and correct for any unintended pay differences. Marriott’s 2023 review of compensation showed that when adjusted for legitimate factors such as role, tenure, and location, U.S. associates who identified as female earn approximately 98% of what male associates earn, and those who identified as members of a racial or ethnic minority earn approximately 98% of what non-minority associates earn.

ASSOCIATE WELL-BEING

In 2023, Marriott reenergized TakeCare, our associate wellness program, focused on providing associates with tools and resources to support their physical, mental, and financial well-being. In addition, Marriott also launched enhanced benefits and programs, prioritizing associate well-being.



Physical Wellness: In 2024, Marriott enhanced fertility and family building benefits in health plans offered to U.S. associates. The enhancement aims to address barriers to care and provide equitable and inclusive access for its plan participants.

Mental Wellness: In 2023, Marriott established Mind Matters, a global educational resource designed for managers to better support the mental wellness of their team members. For U.S. associates, we also enhanced mental health benefits and the Assistance and Resources for Life program to provide greater access to counseling sessions and online digital resources.



Financial Wellness: More than 80,000 associates were eligible to participate in the company’s first ESPP purchase period during 2023. Over the next year, we plan to launch a global education series to further support associates in achieving their financial goals.

Providing Access To Opportunity

Marriott's approach to providing access to opportunity starts at the top, with the Board's Inclusion and Social Impact Committee (ISIC) providing oversight of Marriott's strategy, efforts, and goals related to our people-first culture. Through Marriott's diversity, equity, and inclusion (DEI) initiatives, we aim to achieve the following objectives:

Create an inclusive environment for associates, customers, suppliers, and owners where everyone belongs.

Strengthen our talent pipeline by enhancing the development and growth of our frontline associates to advance their careers.

Continue efforts and maintain strong representation of women in executive positions, and increase the representation of women in general manager roles across the globe.

In the U.S., continue to increase the representation of people of color in executive positions and general manager roles.

Associates

Marriott's focus on inclusion fosters a welcoming culture with opportunities for all associates to succeed, learn, and grow. Our company supports a large breadth of efforts to support associates, including recruitment initiatives, talent development, learning resources, engagement, and retention programs.

- Associate Resource Groups (ARGs) provide a sense of belonging and encourage learning, innovation, networking, and personal and professional development opportunities. As of year-end 2023, over 13,000 ARG members were enrolled in one or more ARGs, which are open to all associates who wish to participate.
- Learning Resources are utilized throughout Marriott to drive DEI education and awareness and include content such as the Create Belonging Program, which addresses unconscious bias, and Living Our Core Values, which focuses on inclusive hospitality.
- Our Women's Leadership Development Initiative is designed to develop a strong pipeline of women leaders, provide opportunities and forums for them to network, and promote work-life blend.



E ▶ EMPOWER THROUGH OPPORTUNITY

47.3% women in global executive positions¹⁶ as of year-end 2023.

23.5% people of color in U.S. executive positions¹⁶ as of year-end 2023.

(16) Defined as vice president and above roles.

Providing Access To Opportunity

2023 SUPPLIER DIVERSITY SPEND¹⁷

\$700+ million spent with diverse suppliers

Diverse Supplier Category	Spend
Minority-owned	\$455,000,000
Women-owned	\$203,000,000
Veteran-owned	\$30,000,000
People with disabilities-owned	\$8,600,000
LGBT-owned	\$6,900,000

(17) All categories include Tier 2 spend.



Suppliers

Marriott’s supplier diversity program is designed to expand knowledge of and access to diverse-owned businesses, spur innovation, and inspire us all to do business better. Over the past 10 years, more than \$6.2 billion has been spent with diverse suppliers, including minority-, women-, veteran-, disabled-, and LGBT-owned businesses.

Marriott regularly engages with organizations that work to expand the pool of diverse-owned businesses. Organizations including National Minority Supplier Development Council (**NMSDC**), Women’s Business Enterprise National Council (**WBENC**), National LGBT Chamber of Commerce (**NGLCC**), **Disability:IN**, and **WEConnect International**, among others, provide certification services and robust programming to support suppliers’ access to opportunities, development, and capital.

Marriott is a sponsor of WBENC’s **Women of Color Incubator**, which provides the next generation of Black women entrepreneurs with resources and support to strengthen their ideas and grow their early-stage ventures.



Customers

Marriott’s Purpose Driven Marketing team is dedicated to connecting with consumers around DEI, Social Impact, and Sustainability. The team focuses on activating the LoveTravels platform, our vehicle to communicate commitments and actions to consumers, providing enterprise support to infuse an inclusive and socially driven mindset across the organization, and addressing inclusion and social good in the customer experience.

Empowering The Workforce Of Today And Tomorrow

Across Marriott’s operations, we engage with leading nonprofits to support workplace readiness and access to opportunity for all, including youth, diverse populations, women, people with disabilities, veterans, and refugees.

Youth

Marriott works to help address the global issue of youth unemployment by engaging with nonprofit organizations to identify, train, and mentor youth for meaningful careers in our industry.

- Through Marriott’s continued support for the **World Sustainable Hospitality Alliance’s employability program**, we sponsored hospitality skills training for nearly 250 youth across five countries in 2023. More than 100 of these individuals were trained at Marriott hotels; more than half of those trained on-property secured employment opportunities at Marriott.
- To support the next generation of university graduates, our **Headquarters’ Fellowship Program** provides students an opportunity to learn about Marriott and potentially return as a future associate. In 2023, we hired 32 fellows through this program.
- We continued our partnership with the **Marriott-Sorenson Center for Hospitality Leadership** at Howard University to build future leadership talent. Through our engagement, we hired students from the cohort as fellows, participated in on-campus career fairs, and engaged executives to visit the Marriott-Sorenson Center to dialogue with students.
- Marriott also provides graduates the opportunity to pursue the **Voyage Program**, which is an award-winning, global leadership development program available in over 50 countries. Additionally, our properties offer internships that provide hands-on, immersive experience to prepare students for a variety of opportunities in the hospitality industry.

People with Disabilities

Marriott works with organizations to empower people with disabilities. Our partnerships span the globe from Marriott’s flagship partnership of over 30 years with **Bridges From School to Work®**, which was established by The Marriott Foundation for People with Disabilities, to organizations in Greater China where we have provided skills training to prepare students with intellectual disabilities for job opportunities after high school.

Veterans

Marriott continues to enhance and expand the company’s military recruiting efforts through active engagement and outreach activities. As a result of these programs, more than 1,400 veterans were hired in 2023 across the U.S., Puerto Rico, and U.S. Virgin Islands.

Refugees

Marriott is committed to hiring more than 3,000 refugees across the globe by 2026. To support this goal, we collaborate with global, national, and local nonprofits to connect refugees with hospitality careers and develop resources to support the refugee recruitment and hiring process.



\$28.7 million

invested in programs that develop hospitality skills and opportunity among youth, diverse populations, women, people with disabilities, veterans, and refugees since 2016.

2023 REFUGEE HIRING ENGAGEMENT ACTIVITIES

Supported the International Rescue Committee’s (**IRC**) Hospitality Link program by training 76 refugees. Among them, 78% received job placements, including at Marriott hotels.

Sponsored the development and launch of the IRC’s inaugural Job Readiness Training Bootcamp.

Collaborated with **Welcome.US** by participating in and hosting job fairs for refugees seeking employment. President and CEO Anthony Capuano also serves on the Welcome.US CEO Council.

Worked with the **Tent Partnership for Refugees** to connect refugees with career opportunities at hotels; aim to mentor 50 Hispanic refugees over a three-year period.

Serving Communities Around The World

Volunteerism And Community Investments

Marriott properties are impassioned to do good in our communities and show our dedication to our core value, Serve Our World.

In 2023, Marriott, along with hotels, associates, Business Councils, and guests, contributed more than \$51 million to support communities and philanthropic causes, with nearly \$25 million provided through in-kind donations and more than \$26 million donated in cash contributions. Additionally, more than 160 million

Marriott Bonvoy points, including points matched by Marriott, were donated to support philanthropic causes and disaster relief efforts.

Across our global operations, more than 110 Business Councils, networks of associates from managed and franchised hotels within a city or region, promote Marriott's core values and activate Serve 360 programs at their hotels. This engagement is key to driving progress towards our volunteerism goals.

Vitality Of Children

For over three decades, Marriott has mobilized to support organizations that serve children around the world. In 2023, Marriott relaunched and expanded the Check Out for Children (**COFC**) program in collaboration with **UNICEF**, inviting guests to make a voluntary donation during their hotel stays at participating properties across more than 40 countries and territories. Since the relaunch of the program in early 2023, more than \$350,000 has been raised.

Responding To Disasters And Providing Aid

In times of immediate need, Marriott mobilizes to respond and provide aid to impacted communities around the world. Marriott, the **MDRF**, the TakeCare Relief Fund (**TCRF**), hotels and Marriott Bonvoy donated approximately \$5.5 million to support relief efforts and provide essential items for more than 2,500 associates in response to the devastating wildfires in Maui, Hawaii, U.S.

In collaboration with **The J. Willard and Alice S. Marriott Foundation**, Marriott contributed approximately \$2 million in humanitarian aid to those impacted by the 2023 earthquakes in Türkiye and Syria.



\$975,000+

donated by Marriott, the Marriott Disaster Relief Fund (MDRF), Marriott Bonvoy, and Marriott guests, in support of UNICEF in 2023, including COFC.

N NURTURE OUR WORLD

12.1+ million associate volunteer hours since 2016.

3.1+ million hours contributed in 2023 alone.

29.4% of cumulative volunteer hours have served children and youth since 2016.

29.4% of cumulative volunteer activities have been skills-based since 2017.

94.9% of managed hotels and **46.4%** of franchised hotels have participated in community service activities since 2016.

2023 DISASTER RELIEF SUPPORT

~\$3.5 million provided by the MDRF to support 3,000+ managed and franchised associates, their families, and humanitarian organizations.

~\$1.9 million in grants distributed to more than 2,200 managed associates by the TCRF.

71+ million Marriott Bonvoy points donated to support disaster relief efforts.

Promoting Peace And Human Rights Through The Power of Travel

Advancing Human Rights

As a leader in the travel and tourism industry, Marriott has prioritized the fight against human trafficking, child exploitation, and forced labor.

In 2023, we embarked on the next step in our journey to address critical human rights issues and prioritize the protection of human rights for all people. Through engagement with the [Internet Watch Foundation](#) and [Cisco](#), Marriott launched the first-of-its-kind initiative in the hospitality industry to block websites with child sexual abuse material from guest networks across nearly 5,000 managed and franchised properties in the U.S. and Canada. Throughout 2024, Marriott aims to expand this program globally and support a safer internet not only for our guests but for the world.

INDUSTRY ENGAGEMENTS

- Marriott continues to provide cost-free human trafficking awareness training materials to a broad audience within the travel and tourism industry by collaborating with the [American Hotel and Lodging Association \(AHLA\) Foundation](#) and [PACT](#) (previously ECPAT-USA). In 2023, PACT reported the training was completed more than 1.6 million times by hotel workers since it was made available in 2020.
- The J. Willard and Alice S. Marriott Foundation and Marriott made a \$550,000 contribution to support the AHLA Foundation's No Room for Trafficking Survivor Fund. The contribution will be used for grants to community-based organizations that provide financial support and stability to human trafficking survivors.

As part of Marriott's human rights strategy, we deploy an ongoing, multi-disciplinary risk assessment process to identify, mitigate, and seek to prevent risks in both the company's operations and supply chain. Over the next year, we plan to expand the company's human rights assessment procedures to include a mapping exercise aimed at identifying actual and potential risks and prioritizing key human rights-related areas across Marriott's value chain.

Serving As A Catalyst For Peace And Cultural Understanding

Through our company's engagement activities, Marriott works to elevate travel as a powerful tool for connecting people, promoting peace, and raising cultural awareness. In 2023, we maintained our support for the [U.S. Institute of Peace's Generation Change Fellows Program](#). Through this peacebuilding initiative, Marriott assisted six youth-led organizations as they launched projects to foster collaboration, build resilience, and strengthen capacity in conflict-affected countries. Marriott also engaged with [Global Glimpse](#) to fund travel scholarships for students from low-income backgrounds, with the goal of promoting cultural immersion and leadership development.

Across Marriott's hotels, we work to enhance cultural understanding through the Cultural Competence program. This program provides education and awareness for associates through specialized trainings aimed at embracing inclusion and fostering a welcoming environment.

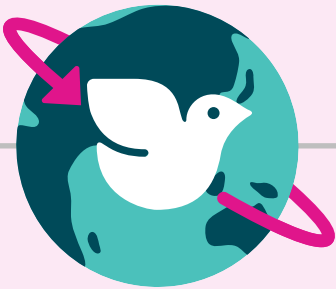


WELCOME ALL AND ADVANCE HUMAN RIGHTS

HUMAN TRAFFICKING AWARENESS

1.2+ million

associates across managed and franchised Marriott properties trained on human trafficking awareness since 2016.



WELCOME ALL AND ADVANCE HUMAN RIGHTS

CULTURAL UNDERSTANDING

\$210,000

invested in organizations that promote a more peaceful and understanding world since 2019.

GOVERNANCE

Marriott’s reputation as a leader in the hospitality industry is grounded in our core value — Act With Integrity — which has stood the test of time. As the company continues to expand its operations, we remain steadfast in the belief that how we do business is as important as the business we do.



Maintaining ESG Oversight And Responsibility

Serve 360 And ESG Governance

A series of complementary councils, committees, teams, and leaders provide structure and oversight to support our company’s 2025 Serve 360 Goals and broader ESG strategy, ranging from a committee of the Board of Directors and the President and CEO, to regional leaders and hotel executive teams and associates.

The Board and its Inclusion and Social Impact Committee (ISIC) oversee our strategy, efforts, and commitments related to the

company’s people-first culture, associate well-being and inclusion, and other ESG matters, including sustainability and climate-related issues, impacts, and risks.

At the management level, Marriott’s Serve 360 platform is guided by various governing bodies, each of which maintains specific priorities and objectives to make progress towards our company-wide goals.



Upholding Ethical And Legal Standards

Business Conduct And Compliance

As Marriott serves our customers around the world, we hold ourselves to uncompromising ethical and legal standards. This philosophy extends from our day-to-day business conduct to our employee policies and beyond.

Marriott's Ethics and Compliance Program encompasses policies, training, risk assessments, and controls that target critical risk areas, including anti-harassment and anti-discrimination, anti-corruption, anti-money laundering, antitrust, and global trade sanctions.

Marriott monitors ethics and compliance risk through various processes with second and third lines of defense by using a risk-based sampling methodology. The company's Internal Audit (IA) Department performs an annual ethical conduct survey to gather information related to compliance and associate awareness of the company's ethical culture. The IA Department also identifies and audits select owned, leased, and managed hotels annually based on specific risk rankings and other factors.

Ethics And Compliance Program Elements

BUSINESS CONDUCT GUIDE

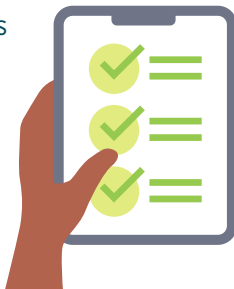
An overview of key ethics and legal compliance policies and guidance on not only what is legal but also what is right.

BUSINESS INTEGRITY LINE

Third-party operated, anonymous ethics reporting line to support our speak up culture.

INVESTIGATIVE MEASURES

Triage process used to investigate, respond to, and remediate business integrity reports.



MULTI-DISCIPLINARY OVERSIGHT

Ethics oversight and strategic guidance from executives and senior leaders, including an Ethics and Compliance Governance Board coordinated by our Global Compliance Counsel.

ASSOCIATE TRAINING

91% of associates completed at least one ethics and compliance-related online training in 2023. New leaders and associates in high-risk jurisdictions were assigned enhanced training.

Data Privacy And Cybersecurity

Marriott has dedicated global information security and global privacy programs designed to assess, identify, and manage cybersecurity and privacy risks for the company.

Our Board of Directors has a Technology and Information Security Oversight Committee to assist the Board in providing oversight of matters pertaining to technology, information security, and privacy. We also have several global management committees who provide executive level oversight and strategic risk management.

Our global information security team led by our Chief Information Security Officer and our global privacy office led by our Global Compliance Counsel & Privacy Officer work in coordination with these management committees to oversee our cybersecurity and privacy strategy and address cybersecurity and privacy incidents globally.



Data Privacy And Cybersecurity Program Elements

GLOBALLY-RECOGNIZED STANDARDS

Marriott's Global Information Security Programs draw upon standards such as National Institute of Standards and Technology 800-53 and International Organization for Standardization (ISO) 27001 controls and ISO 27002 guidelines.

PRIVACY CENTER

Contains the company's Global Privacy Statement and provides the ability for individuals to exercise privacy rights and update communication preferences.

GLOBAL INCIDENT RESPONSE PLAN

Sets out a coordinated, multi-functional approach for investigating, containing, and mitigating

information security incidents — including reporting findings and keeping senior management and other key stakeholders informed and involved as appropriate or as required by law.

INFORMATION SECURITY & PROTECTION TRAINING

Mandated for Marriott associates who use a computer or handle guest payment card information; 220,000+ associates completed the training in 2023.

GLOBAL PRIVACY TRAINING

Mandated for all above-property associates and hotel associates who are likely to handle personal data; 140,000+ associates completed the training in 2023.

Participating Transparently In Public Policy

Industry Engagement

Marriott maintains a robust public policy agenda and engages government leaders on a wide array of issues. We believe that transparency in our practices and political participation at all levels of government are important to our business and industry.

As a result of Marriott’s political transparency and accountability efforts, the company was designated by the **CPA-Zicklin Index** as a 2023 trendsetter.

To support Marriott’s public policy priorities, share best practices, and collaborate on policy advocacy activities, we engage with numerous industry and business associations. Key corporate-maintained association relationships include: **Business Roundtable**; **World Travel & Tourism Council**; **American Hotel & Lodging Association**; **International Franchise Association**; **U.S. Travel Association**; **Clean Energy Buyers Association**; and **World Sustainable Hospitality Alliance**.

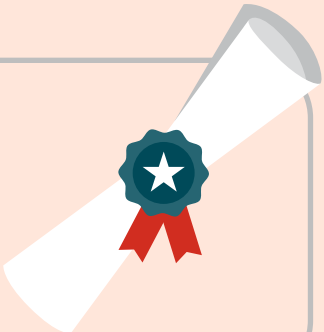


Through Marriott’s public policy efforts, we engage on issues that advance the business across the U.S. at the federal, state, and local levels.



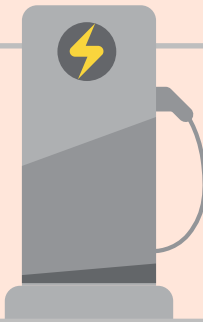
Worked to secure an IRS tax determination to allow employees to donate paid time off to support relief and recovery efforts in Maui, Hawaii, U.S.

Supported the Afghan Adjustment Act to expand access to permanent legal status for Afghan refugees in the U.S., and the Asylum Seeker Work Authorization Act to expedite work authorization for those who have applied for asylum after coming through legal ports of entry.



Endorsed the Equality Act in the U.S. to promote fair treatment and workplace protections under the law for members of the LGBTQ+ community.

Engaged with the White House and supported legislation to improve U.S. infrastructure and address climate change, including the implementation of EV charging infrastructure.



About The Report And Forward-Looking Statements

About The Report

Information and data within the following three documents: 2024 Serve 360 Report: Environmental, Social & Governance Progress, 2024 Serve 360 Report: Around The World Highlights, and 2024 Serve 360 Report: Environmental, Social & Governance Performance Tables & Appendices (collectively, the Report) represent Marriott International, Inc.’s (Marriott, company, we, our) global operations from our portfolio of owned, leased, managed, and franchised hotels, unless otherwise indicated.

The Report reflects performance data for year-end 2023, unless otherwise indicated. Data in the Report may be rounded and represent estimations or approximations, and may be based on assumptions. Financial metrics are reported in U.S. dollars. Human capital information applies to associates whose employment is managed by Marriott, unless otherwise stated. “Associates” and “Workforce” refers to employees at owned/managed/leased hotels, unless otherwise noted. Specific highlights, projects, programs, metrics, or initiatives in the Report may apply only to select regions, hotels, Business Councils, or associates. Please refer to the specific descriptions within the Report for further details on the scope of these highlights, projects, programs, or initiatives. Note, programs described in the Report may represent multi-year initiatives and may not only have occurred in the reporting year (2023).

Serve 360 Goals, including progress against those targets, represent managed, owned, leased, and franchised properties, unless otherwise stated. If applicable, the following boundaries apply to certain Serve 360 Goals and related data, unless otherwise stated: data related to building certifications, inclusive of LEED® or equivalent certifications and macro global and regional greenhouse gas (GHG) emissions, energy, and water data exclude Design Hotels®, Homes & Villas by Marriott Bonvoy™, timeshares, and residences. GHG emissions, energy, and water intensity metrics include only validated data. Total Scope 1 and 2 GHG emissions, energy, and water data include extrapolation, if actual data is unavailable. There are a small number of non-hotel facilities under Marriott’s operational control that are currently

excluded from the inventory boundary due to an immaterial quantity of emissions. Progress against Marriott’s renewable electricity goal includes a combination of on-site generation, purchased off-site renewable energy, and purchased EACs.

References to our own or third-party websites and links to such websites are provided for informational purposes and the reader’s convenience and are intended to be inactive, textual references only. The information or data included on these websites or accessible at these links is not incorporated into, and will not be deemed to be a part of, this Report.

Standards of measurement and performance made in reference to our environmental, social, governance, and other sustainability plans and goals may be based on protocols, processes, and assumptions that continue to evolve and are subject to change in the future, including due to the impact of future rulemaking. The Report uses the Global Reporting Initiative (GRI) Standards and reflects the Sustainability Accounting Standards Board (SASB) and the Taskforce on Climate-related Financial Disclosures (TCFD) frameworks. Please note that information contained in the Report does not constitute a guarantee, commitment, or promise with regard to business activities, performance, or future results. The statements in the Report are made as of the publication date of the Report, unless otherwise indicated, and we undertake no obligation to update these statements to reflect subsequent events or circumstances.

Forward-Looking Statements

The Report contains certain forward-looking statements based on Marriott management’s current assumptions and expectations, including statements regarding our ESG targets, goals, commitments, and programs and other business plans, initiatives, and objectives. These statements are typically accompanied by the words “aim,” “hope,” “believe,” “estimate,” “plan,” “expect,” “goal,” “commit,” “intend,” “strive,” “target,” “will,” “may,” “can,” “potential,” “continue,” “future,” “endeavor,” or similar expressions; and similar statements

concerning anticipated future events and expectations that are not historical facts. We undertake no obligation to publicly 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. Goals, targets, intentions, ambitions, or expectations described in the Report are aspirational and subject to change and are not guarantees or promises that all goals, targets, intentions, ambitions, or expectations will be met. All such statements are intended to enjoy the protection of the safe harbor for forward-looking statements within the meaning of Section 21E of the Securities Exchange Act of 1934, as amended. Our actual future results, including the achievement of our targets, intentions, ambitions, goals, or commitments, could differ materially from these statements as the result of changes in circumstances, assumptions not being realized, or other risks, expectations, trends, uncertainties, and factors that we may not be able to accurately predict or assess. 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 urge you to consider all of the risks, uncertainties, and factors identified above or discussed in such reports carefully in evaluating the forward-looking statements in the Report. Marriott cannot assure you that the results reflected or implied by any forward-looking statement will be realized or, even if substantially realized, that those results will have the forecasted or expected consequences and effects.

Report Publication Date: July 10, 2024

