

Marriott International believes that our success as a global hospitality company is grounded in our purpose, values, and conduct demonstrated each day through our world-class service, ethical business practices, commitment to our employees, and our culture.

We demonstrate our purpose, values and principles of responsible business through policies on employment, human rights, environment, supply chain, and in the conduct we uphold and expect of others.

## Our Purpose

We Open Doors to a World of Opportunity, for our:

- People ... *through personal and professional growth*
- Customers ... *through rewarding travel experiences*
- Owners & Franchisees ... *through profitable investments*
- Investors ... *through financial achievement*
- Business Alliances ... *through collaboration with suppliers and other stakeholders*
- Communities ... *through a more sustainable future in the places where we live and work*

## Our Values

Our core values make what we do more meaningful. These values power our purpose and provide the foundation for our success:

- **Put People First**  
We provide opportunity to and take care of our associates, even in the most challenging times.
- **Pursue Excellence**  
We have an unwavering passion for providing outstanding service and customer experiences.
- **Embrace Change**  
We are committed to innovate and remain relevant to meet the evolving needs of our customers and our business.
- **Act With Integrity**  
We are proud of our reputation for honesty and fairness.
- **Serve Our World**  
Our purpose and global reach give us real opportunities to make a difference in communities around the world.

### Related Links:

- [Business Conduct Guide](#)
- [Sustainability Report](#)

# Global Employment Principles

At Marriott International, we value our associates and recognize that our global workforce is a key to our success. Our associates create the personal experiences that keep our guests coming back to our hotels. This is what we call the “Marriott Spirit to Serve.” We were founded on the philosophy of “taking care of our associates so they can take care of our guests.” Therefore:

- We are dedicated to hiring, engaging and retaining a talented and diverse workforce around the world. Our global workforce mirrors the communities in which we live and work. We embrace the talents, perspectives and backgrounds of our diverse associates and offer an inclusive workplace setting.
- We strive to provide competitive levels of pay and benefits relative to the industry and local markets in which we operate. Our associates have access to services and training that support their well-being and encourage personal and professional growth. We are committed to maintaining safe and secure work environments that reinforce the principles of integrity and respect.
- Marriott supports and upholds the elimination of workforce discrimination through our employment practices, particularly as demonstrated by our Guarantee of Fair Treatment policies.
- We respect each associate’s right to decide if he or she wishes to join, or not to join, associations or labor unions, and we comply with legal requirements worldwide regarding employee and third-party involvement. However, we are unwavering in our commitment to communicate directly with our associates.
- Marriott condemns all forms of exploitation of children, does not recruit child labor and adheres to minimum age provisions of applicable laws and regulations. The Company also supports the elimination of all other forms of forced, bonded or compulsory labor.
- Marriott is committed to ensuring that our policies and practices comply with the laws of the countries in which we operate.

Marriott’s Global Employment Principles align with the Company’s Statement on Human Rights, which acknowledges and respects the principles contained in the *United Nations Universal Declaration of Human Rights*.

## Related Links:

- [Business Conduct Guide](#)
- [Sustainability Report](#)

# Human Rights Principles

At Marriott International, we are committed to demonstrating our core values and a company culture that represent the highest standards of guest and employee experience, ethics, integrity and corporate citizenship. Our Human Rights principles establish a foundation for managing our business around the world in accordance with all applicable laws and our own high standards.

Marriott's Human Rights principles are guided by the United Nations *Universal Declaration of Human Rights* and related international covenants. While national governments are responsible for protecting human rights through legal frameworks, businesses have a corporate responsibility to respect human rights, and both institutions have a responsibility to remedy violations within their sphere of influence. Our Human Rights principles recognize this commitment.

We believe our most significant opportunities to advance human rights are by helping our workforce grow, working with suppliers, and through our ethical and legal standards.

## Helping Our Workforce Grow

We value our associates and recognize that our global workforce is a key to our success. Our associates create the personal experiences that keep our guests coming back to our hotels. We were founded on the philosophy of "taking care of our associates so they can take care of our guests," and our commitment to human rights practices and performance is an integral part of this philosophy.

We respect the dignity and human rights of our employees, as well as those working with our suppliers and other business partners. In addition to the universal statements of human rights noted above, we are guided by the principles of non-discrimination, freedom of association and collective bargaining, and freedom from forced and child labor. These commitments are detailed in our [Global Employment Principles](#) and our [Business Conduct Guide](#). Our workplace practices and policies on providing fair compensation, safe and healthy workplaces and other commitments to human rights reflect our belief that the long-term success of our Company is linked with associate satisfaction and well-being.

On-the-job training and opportunities for personal growth and development continue throughout our associates' careers. In addition to the growth opportunities these programs provide, specialized training paths ensure our managers are prepared to manage our multi-generational workforce.

## Working with Suppliers

Our suppliers play a vital role in upholding Marriott's reputation for excellence with guests, associates, business partners and other important stakeholders. We have high, yet achievable, standards for sourcing the best quality goods and services. Marriott expects its suppliers to uphold high ethical standards and follow all applicable laws. We encourage our suppliers to identify and promote opportunity for diverse, minority-owned businesses, including small and medium enterprises. Adhering to these principles and doing business with those who do the same will help us maintain a competitive advantage and the pride and confidence of our associates and customers.

# Human Rights Principles

## Ethical and Legal Standards

We value our associates and recognize that our global workforce is a key to our success. Business ethics is a key part of day-to-day business at Marriott hotels. Our Business Conduct Guide advises our managers and associates on laws, practices and procedures relating to a wide range of business issues, including antitrust, unfair competition, political contributions, abuse of purchasing power, commercial and political bribery.

The Guide also provides guidance on issues relevant to our sphere of influence as a company in the travel and tourism industry, including human trafficking and exploitation of children. Marriott condemns all forms of human trafficking and supports laws duly enacted to prevent and punish such crime, including the exploitation of children. Marriott will continue to raise awareness of this issue and supports programs that help children and their families break out of the cycle of poverty that makes them vulnerable.

Our business ethics training program reinforces the importance of corporate values and ethical responsibility to the continued success of our business and the travel and tourism industry. Marriott's Internal Audit Department conducts an annual Legal and Ethical Conduct survey of a broad cross section of associates, including all officers and senior managers, to determine compliance with the company's Ethical Conduct policy.

## Human Rights Implementation and Oversight

We work to support our commitment to human rights through strong governance and policies, as well as through clear guidelines for implementation throughout our business. Implementation of the policies, guidelines and practices of our commitment to human rights is managed by the relevant corporate disciplines and adhered to throughout our operations. We also expect our business partners to commit to respecting human rights, as outlined in our policies, and encourage them to develop similar standards of their own.

This statement on human rights was developed with input from leaders in Marriott's relevant business disciplines as well as external subject matter experts, including government, non-governmental organizations, academia and other global corporations. We will continue to engage these stakeholders as our business grows, and our human rights commitments and programs evolve to meet this growth. We regularly report on our human rights policies and practices through our sustainability report and corporate website, Marriott.com.

### Related Links:

[Commitment to Human Rights](#)

[Business Conduct Guide](#)

[Sustainability Report](#)

[International Tourism Partnership Human Trafficking Position](#)

# Environment Principles

## Vision

Marriott International aspires to be the global hospitality leader that demonstrates how responsible hospitality management can create economic opportunities around the world and be a positive force for the environment.

As global travel increases, Marriott has an obligation to mitigate our business impact on the natural environment. It is our policy to comply fully with all applicable international, federal, regional, state and local environmental laws, ordinances and regulations where we operate. Because we strive to operate our hotels with optimal efficiency, we are committed to offering our communities an opportunity for a better and more sustainable future. By our example, we hope to inspire associates, guests and partners to take action in the communities where we live and work.

## Our Commitment

- Further reduce energy and water consumption 20% by 2020;
- Empower our hotel development partners to build green hotels;
- Green our multi-billion dollar supply chain;
- Educate associates, guests and partners to support the environment;
- Invest in innovative conservation initiatives including rainforest protection and water conservation.

## Governance

Our Global Green Council sets our goals and policies, catalyzes our progress and reviews our performance. The Council is co-chaired by the Global Officer of Global Operations Services and the Executive Vice President and Chief Communications & Public Affairs Officer. They report on the Council's progress to Marriott's President and CEO. In addition to the co-chairs, the Council includes global officers responsible for Architecture & Construction, Brand, Development, Finance, Human Resources, Information Resources, Owner & Franchise Services, Sales & Revenue Management and senior leaders from law, operations, sustainability and corporate social responsibility.

# Environment Principles

## Public Policy

Marriott believes global collaboration and action on the environment and energy security is critical for a sustainable future for all. We support U.S. Congressional action to address climate and energy challenges, including reductions in greenhouse gas emissions through energy conservation, promoting cleaner energy alternatives and protecting the world's rainforests. Marriott continues to proactively address environmental challenges through our public affairs advocacy, business strategy, internal policies and practices.

While our type of business is considered to have relatively low greenhouse gas emissions, Marriott will continue to advocate legislation that supports ongoing energy-related initiatives for our hotel operations as well as tropical forest preservation projects.

## Endorsement of World Travel & Tourism Council's Action Agenda

Marriott supports and endorses the World Travel & Tourism Council's (WTTC) Action Agenda. [The Action Agenda](#) consists of ten actions which will make a progressive difference to a more sustainable future.

In the Report "Leading the Challenge on Climate Change," WTTC and participating members outlined sustainability policies and commitments around five themes: accountability and responsibility; local community sustainable growth and capacity building; educating customers and stakeholders; greening supply chains; and innovations, capital investment and infrastructure. The full working group of members and other stakeholders from the tourism industry, public sector and academia encouraged governments to implement supportive and progressive policies to facilitate our industry effort.

## Working with Suppliers

Marriott expects our suppliers to operate in an environmentally responsible manner by complying fully with all applicable international, federal, regional, state and local environmental laws, ordinances and regulations. We expect and encourage our suppliers to help us fulfill our environmental commitment by reducing environmental impacts and resource consumption, while continually advancing the sustainability of the products and services Marriott sources. We believe that, together, we can provide a more sustainable environment for Marriott's guests, associates and local communities.

### Related Links:

- [Business Conduct Guide](#)
- [Sustainability Report](#)

# Supplier Conduct Principles

## Business Conduct and Ethics

We expect and encourage our suppliers to:

- Adhere to all applicable laws and regulations of the countries, states and municipalities in which the business operates.
- Act with integrity in all aspects of business and our business relationship.
- Treat all stakeholders fairly and with respect.
- Accurately document transactions and report all pertinent financial information and invoices accurately and honestly; never distort any information or documents related to your work for Marriott.
- Respect and treat the business and personal information of others with the utmost discretion.
- Understand that Marriott strictly forbids giving or promising anything of value to a government official or employee, whether to influence that person in his or her official duties or to encourage unlawful conduct.
- Never compromise ethical standards to gain a competitive advantage or meet a business objective. This includes making or receiving improper payments or gifts.

Marriott may take steps to assess a tier-one supplier's adherence to these principles. Failure to uphold these practices and those covered in Marriott's employment, human rights, business ethics, environment and social responsibility principles could jeopardize the business relationship.

Adhering to these principles and doing business with those who do the same will help us maintain a competitive advantage as well as the pride and confidence of our associates, customers and other important stakeholders.

Our suppliers play a vital role in upholding Marriott's reputation for excellence with guests, associates, business partners and other important stakeholders. We at Marriott want to do business with companies that share our values and uphold our commitment to responsible and ethical business practices. We have high, yet achievable standards for sourcing the best quality goods and services. We identify and build relationships with suppliers who follow all applicable laws as well as the spirit and intent of our principles.

## Global Employment and Human Rights

Marriott's Global Employment and Human Rights principles are guided by those contained in *United Nations Universal Declaration of Human Rights* and related international covenants. We expect and encourage our suppliers to uphold the following:

- Provide a safe and secure work environment.
- Promote an inclusive environment that fosters mutual respect, diversity and equal opportunity with employees and other stakeholders, including customers and suppliers.
- Support the elimination of all forms of forced, bonded or compulsory labor, and all forms of human trafficking including the exploitation of children. Adhere to minimum age provisions of applicable laws and regulations.

# Supplier Conduct Principles

## Environment and Social Responsibility

We expect and encourage our suppliers to uphold Marriott's environmental and social commitments for the greater good of the global community:

- Operate in an environmentally responsible manner by reducing environmental impacts and resource consumption while continually advancing the sustainability of the products and services Marriott sources. Working together, Marriott and its suppliers can provide a more sustainable environment for Marriott's guests, associates and local communities.
- Identify and provide opportunity for diverse, minority-owned businesses, including small and medium enterprises.

### Related Links:

[Commitment to Human Rights](#)

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