



## MARRIOTT INTERNATIONAL, INC. OUR COMMITMENT TO HUMAN RIGHTS

As a world leader in hospitality, Marriott International supports and respects the protection of human rights within the company's sphere of influence and conduct our business in a manner consistent with the principles contained within the Universal Declaration of Human Rights. These efforts include a focus on standing against such tragedies as human trafficking and the exploitation of children.

Each year, more than 1.2 million children are trafficked worldwide exposing them to violence and sexual exploitation.<sup>1</sup> This is a growing global concern, particularly in communities facing extreme poverty and high unemployment levels.

Marriott has a long history of supporting programs and partnerships that help vulnerable young people and their families prepare for and find meaningful employment. As governments, law enforcement agencies and nongovernmental organizations address human rights issues, we are aligned with the growing number of corporations that provide their commitment and support to these efforts.

To more fully encompass and embrace the issue of helping children at risk, the company's Human Rights Policy, reflected in our [Human Rights Policy Statement](#), was amended by Marriott's Board of Directors in 2006 and is reviewed annually.

The following provides an overview of the many ways we actively express our commitment to human rights around the world.

### **Internal Training and Awareness: Ethics and Human Rights**

Marriott's commitment to human rights is communicated to all employees and reinforced through a variety of channels and methods.

- Beginning in 2012, we integrated our human rights and the protection of children training into our onboarding process for all new employees. The training is mandatory for all Marriott managed properties covering more than 200,000 employees. We also make this training available to all Marriott franchise properties worldwide.

We also deliver human rights and the protection of children training developed specifically for our Loss Prevention Directors and Officers at all managed properties worldwide. The training is part of the required security officer certification program.

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<sup>1</sup> UNICEF, Factsheet, Trafficking, <http://www.unicef.org/protection/files/Trafficking.pdf>

- In 2007, the company amended its annual Legal and Ethical Conduct Survey, required of all officers and key senior managers, to specifically inquire as to whether the respondent is aware of any instance of indecent or exploitative treatment of minors. This survey is part of a complete program designed to maintain a global culture of corporate legal and ethical compliance.
- The Marriott Business Council Guidebook, which is designed for use by our more than 80 Marriott Business Councils, includes information about awareness and response to this important issue. The guide is accessible via our company intranet. Marriott Business Councils make up a network of Marriott hotel executives who, on behalf of all our hotels in major markets, collaborate to drive our renowned culture, community support, and government advocacy.
- Marriott actively cooperates with requests from national, state and local law enforcement agencies around the world to help deter and prevent crimes of sexual exploitation. Marriott Global Safety & Security also partners with law enforcement agencies to report and investigate alleged incidents of sexual exploitation of children at Marriott properties.
- Marriott's commitment to human rights and the protection of children is included in our business ethics training program, "How We Do Business Is As Important As the Business We Do," required for use in all new employee orientation training. This training is available to our property-level employees in 23 languages and published on our intranet in English and Spanish.
- Marriott business leaders have been informed of measures they can take, such as collaborating and supporting government and law enforcement efforts, providing resources to organizations focused on protecting children, supporting organizations committed to helping at-risk youth and their families, and sharing information concerning best practices with respect to such initiatives.

### **Community Outreach and Partnerships**

We continue to support programs that address the root cause of exploitation. We also help vulnerable young people prepare for and find meaningful employment through programs including the Youth Career Initiative (YCI), SOS Children's Villages and The Ritz-Carlton's "Succeed Through Service."

#### *Operation Underground Railroad*

- In late 2014 Marriott initiated a partnership and rallied our industry to support [Operation Underground Railroad](#), a human rights organization working to address and rescue children and young adults from trafficking.

#### *Youth Career Initiative*

- For more than 15 years Marriott has offered the Youth Career Initiative (YCI), a six month education and life enhancing program for young people at risk, at our hotels in nine countries within Asia, Latin America, the Middle East and Eastern Europe. To date, thousands of students have graduated from YCI programs around the world and have gone on to pursue careers in hospitality, banking and health care, or have continued with further education. More than 750 of those graduates were trained at Marriott hotels, and to date seven survivors of human trafficking have been hired to work at our hotels.

- Marriott helped YCI secure a five-year grant worth \$550,000 from the U.S. State Department Office to Combat and Monitor Trafficking in Persons. This funding has enabled YCI to integrate rehabilitated trafficking survivors into the program as well as provide awareness training to hotel staff. Nearly 30 trafficking survivors have completed YCI with 75 percent securing employment upon completion of the program.
- In 2007, a \$250,000 grant from The J. Willard and Alice S. Marriott Foundation, a private foundation, was made to YCI with a matching grant of an additional \$250,000 based on YCI's ability to bring in equivalent funding from new sources. Marriott invited other global hotel leaders to participate in the matching grant program, and YCI received commitments which resulted in total funding of \$750,000. In 2012, The J. Willard and Alice S. Marriott Foundation awarded YCI an additional \$500,000 over three years.

### *“Succeed through Service”*

- To support critical efforts addressing the school drop-out and delinquency crisis in the United States and many parts of the world, in 2009 The Ritz-Carlton Hotel Company partnered with [America's Promise Alliance](#) to create “Succeed through Service.” As a component of [Community Footprints](#), The Ritz-Carlton's long-standing social responsibility program, [Succeed Through Service](#), is designed to engage and inspire at-risk young students through career exploration, life skills training and community service learning projects.
- The Ritz-Carlton properties across the United States and around the world partner with schools that serve disadvantaged communities to deliver “Succeed through Service” modules in the classroom and on field trips to the hotels and resorts. Taught by Ritz-Carlton employees, the lesson plans instill basic life skills and provide young students with a vision of potential careers they can pursue if they remain in school to graduate.

### *SOS Children's Villages*

- In 2011, Marriott hotels in Europe implemented “World of Opportunity,” a charitable giving program helping young people from disadvantaged background reach their full potential by providing life and vocational skills. In Continental Europe, funds raised benefited the SOS Children's Villages Youth Program. To date more than \$160,000 was raised for the program which focuses on; education, employment, housing, social skills, life skills and emotional stability.
- Marriott hotels in Asia and the Middle East also work with SOS Children's Villages who are committed to meeting the needs and protecting the interests and rights of children. SOS Children's Villages has developed an approach based on building a community for children who have no one to turn to by focusing on four areas: promoting children's rights, operating children's villages, strengthening families, and providing education and employment opportunities.

## **Human Rights Commitment: Building Issue Awareness**

- Marriott's commitment to human rights was recently featured in [Collaborate](#) magazine, a leading resource for meeting planners. "The guiding principle is 'see something, say something,'" said Mari Snyder, Marriott's VP of Social Responsibility.
- Marriott, together with Sabre Holdings, were the industry's first companies to join the United Nations' ["Your Actions Count—Be a Responsible Traveller"](#) campaign launched at ITB Berlin in March 2013. The campaign includes a focus on human trafficking, wildlife and fauna, cultural artifacts, illicit drugs and counterfeit goods. Marriott delivered these important campaign messages through our communications channels, including communications to our nearly 50 million Marriott Rewards® members and to our global workforce.
- Marriott participated in the International Tourism Partnership's Human Trafficking Working Group and was instrumental in the creation of an [Industry Position Statement on Human Trafficking](#) that includes a commitment to corporate policies, awareness training, and sharing best practices.
- In an effort to advance our industry's impact on protecting children from exploitation, we shared "Marriott's Human Rights and the Protection of Children" training programs with the American Hotel & Lodging Association, the International Tourism Partnership membership, and the U.S. Department of Homeland Security.
- Marriott participated in two United Nations World Tourism Organization (UNWTO) events and shared our approach in addressing human trafficking within the context of our business. In April 2012 in Vienna, Austria, we participated in the panel "Building a Better Response: Human Trafficking in the Context of Tourism," which included the heads of the UNWTO and the United Nations office on Drugs and Crime. In September 2012, we participated in the panel, "An Ethical Framework for Responsible Tourism," which included the Chairman of the World Committee on Tourism Ethics, as part of the International Congress held in Quito, Ecuador.
- Marriott's [Human Rights Principles](#), which are part of Marriott's [Principles of Responsible Business](#), as well as Marriott's [Human Rights Policy Statement](#) and are posted on the company's website under [Responsible Business](#).
- Since 2006, *The Responsible Tourist and Traveller*, a brochure developed by the United Nations World Tourism Organization, has been included in more than 70 million reservation emails sent to Marriott guests annually.
- In October 2007, Marriott received the *Condé Nast Traveler* World Savers Award for environmental stewardship and social responsibility, based primarily on our involvement with the Youth Career Initiative (YCI), which provides training and employment opportunities for youth at risk worldwide. Marriott issued a press release; and, in his acceptance speech and blog, Chairman Bill Marriott commented on the value of programs like YCI in protecting the rights and welfare of vulnerable children.

- Marriott achieved a perfect score of 100% on the Human Rights Campaign Foundation's [Corporate Equality Index](#) in 2014. Ratings were based on factors such as non-discrimination policies, diversity training, and benefits for domestic partners.
- Marriott's [2014 Sustainability Report](#) features a section devoted to [Business Ethics and Human Rights](#).

### **Our Ongoing Commitment**

Marriott endeavors to hold its suppliers and contractors around the world to the same ethical business standards and human rights compliance it supports. Global contracts currently executed by Marriott require contractors to embrace the commitments upheld by Marriott in its [Human Rights Policy Statement](#).

Marriott's policies and practices on human rights, ethical business conduct, human resources, suppliers and the environment are embedded in our [Principles of Responsible Business](#) and our belief that how one does business is as important as the business one does.