

August 20, 2020

Business and Human Rights Resource Centre
Isobel Archer, Gulf Project Officer
Marti Flacks, Deputy Director, North America

Via email: archer@business-humanrights.org; flacks@business-humanrights.org

Dear Ms. Archer and Ms. Flacks,

We appreciate your outreach of 13 August 2020 to Marriott International regarding the third-party security services agency, GSS Certis. As stated in our Human Rights [Policy](#), Marriott International acknowledges and respects the principles contained in the United Nations Universal Declaration of Human Rights. We are committed to conducting our business in a manner consistent with these principles and to respect human rights within the company's sphere of influence.

Marriott's commitment to responsible business practices and operations extends to our engagement with third party labour providers, vendors and suppliers. We encourage business partners to follow similar principles and hold their own suppliers and subcontractors to the same standards and practices. In 2019, we updated Marriott's Global Procurement Supplier [Guidelines](#) which set forth the principles and standards our suppliers, vendors and contractors are expected to uphold. The requirements are intended to promote the highest standards for preventing forced labour, human trafficking, child labour, and unethical recruitment throughout our supply chain. It is our expectation that third party labour providers offer appropriate housing to workers and make necessary adjustments for health-related reasons, according to their own standards and local laws.

With regard to the relationship between GSS Certis and three Marriott-branded properties in Qatar, we can confirm the St. Regis Doha and the Westin Doha Resort and Spa do not have active relationships or labour-related contracts with GSS Certis. The W Doha does currently have supplemental labour provided by GSS Certis, however those individuals are currently housed at the W Doha's Talent Village and meals are provided by the hotel consistent with those provided to our own associates.

We appreciate you bringing this matter to our attention. We will relay this inquiry to GSS Certis leadership and reiterate our expectation that contractors uphold the highest standards of health and human rights. Thank you again for your outreach and the opportunity to respond.

Sincerely,



Safak Guven
Area Vice President
Gulf, Levant & Turkey