



**2020**

CORPORATE SOCIAL  
RESPONSIBILITY REPORT





# *elevating* OUR COMMITMENT

The unexpected changes of 2020 revealed the deep resilience of our company. Of our people. Although the year was indelibly marked by the global pandemic, it will be proudly remembered at Marriott Vacations Worldwide for how our associates responded with remarkable determination, agility, and care.

Despite the year's formidable challenges, our diverse family of brands and businesses demonstrated their shared dedication to delivering exceptional vacation experiences, even as travel itself became more of an exception. And while the health concerns constrained most of our normal service and fundraising activities, associates still found ways to create positive impacts in the many communities around the globe where we live and work.

The events of 2020 also heightened our passion for greater social equality — and the planet we all share. We are proud of all we managed to accomplish for our communities, especially in such a challenging year, and in the decades before. But now is the time to take our ambitions further.

As we move forward in 2021 and beyond, we are elevating and expanding our commitment to our associates, our customers, and our communities, as well as our natural surroundings. Doing so builds on our company's history and culture of taking care of people.

At Marriott Vacations Worldwide, we want to do more. Looking ahead, with a dedicated focus on Environmental, Social, and Governance issues and support of UN Sustainable Development Goals, we will be taking steps with greater intention than ever before. And reporting regularly, in a transparent way, to share our tangible progress.

The profound impacts of 2020's events continue to be felt. As a company, we take this challenging time as an opportunity to positively adapt, evolve, and grow our business. As a global corporate citizen — founded in the spirit of caring for our associates and community — we take this unique moment in history to strengthen our resolve to better the world around us.

**Bill Shaw**

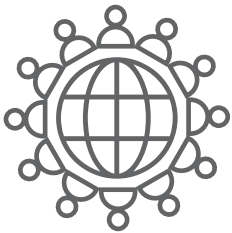
Chairman of the Board

**Steve Weisz**

Chief Executive Officer

# 2020 *by the numbers*

## COMMITMENT TO ASSOCIATES



**Over 18,000**  
ASSOCIATES WORLDWIDE



**54%**  
WOMEN



**46%**  
MEN



**698\***  
INTERNAL  
PROMOTIONS

\* Number of placements filled by internal candidates.

## COMMITMENT TO EXCELLENCE

CEO Stephen P. Weisz was honored with the Charles Andrews Memorial Hospitality Award for Community Leadership by the Central Florida Hotel & Lodging Association.

### ARDA AWARDS

Interval International® was recognized in the category of Technology Project Team for the To Go App.

VRI Americas was recognized in the category of Marketing Team: Small Developer.



## COMMITMENT TO COMMUNITY

Aqua-Aston Hospitality® received a HSMAI Gold Adrian Award in the Integrated Marketing Campaign category.



**\$217,000**

CORPORATE  
DONATIONS

**\$100,575**

IN-KIND  
DONATIONS



**9,707**

SOAP BARS DONATED  
TO CLEAN THE WORLD

**Over  
\$400,000  
raised**

FOR CHILDREN'S  
MIRACLE NETWORK  
HOSPITALS

**More than  
435,000**

POUNDS OF  
FOOD DONATED  
SINCE 2015

Marriott's Mai Khao Beach – Phuket received a Travelers' Choice Best of the Best award by *TripAdvisor®*.





**Marriott Vacations Worldwide encompasses over 100 resorts and over 650,000 Owners and Members** in a diverse portfolio that includes seven vacation ownership brands. Our exchange networks and membership programs are comprised of **nearly 3,200 resorts in over 90 nations and more than 1.7 million Members**, as well as management of approximately 160 other resorts and lodging properties.





## *about us*

Marriott Vacations Worldwide Corporation is a leading global vacation company that offers vacation ownership, exchange, rental, and resort and property management, along with related businesses, products, and services.

As a leader and innovator in the vacation industry, the company upholds the highest standards of excellence in serving its customers, investors, and associates, while maintaining exclusive, long-term relationships with Marriott International, Inc. and Hyatt Hotels Corporation for the development, sales, and marketing of vacation ownership products and services.



# our brands

## VACATION OWNERSHIP

**Marriott Vacation Club®** is a collection of upper-upscale vacation ownership programs with a diverse portfolio of more than 60 resorts and more than 13,000 vacation villas and other accommodations throughout the U.S., the Caribbean, Europe, Asia, and Australia. Marriott Vacation Club provides Owners and their families with the flexibility to enjoy a wide variety of vacation experiences that are characterized by the consistent high quality and warm hospitality for which the Marriott® name has become known. **Marriott Vacation Club Pulse®**, a brand extension of Marriott Vacation Club, offers properties in the heart of vibrant cities.

**Sheraton® Vacation Club** provides enriching and unexpected vacation experiences in fun family destinations like Florida, South Carolina, and Colorado. This collection of nine Sheraton-branded, upper-upscale vacation ownership resorts, with over 3,500 villas, allows Owners and guests to relax, play, and experience what the world has to offer. Sheraton Vacation Club resorts are part of the Vistana Signature Network™.

**Westin® Vacation Club** is a collection of Westin-branded, upper-upscale vacation ownership resorts, with more than 2,000 villas, located in some of the most sought-after destinations and designed with well-being in mind. From the world-renowned Westin Heavenly® Bed to an energizing WestinWORKOUT® and revitalizing Heavenly Spa treatments, every element of a vacation stay is created to leave Owners and guests feeling better than when they arrived. Westin Vacation Club resorts are part of the Vistana Signature Network.





**Grand Residences by Marriott®** provides vacation ownership through fractional real estate and whole ownership offerings. Grand Residences by Marriott is dedicated to providing carefree property ownership.

**The Ritz-Carlton Destination Club®** is a vacation ownership program that provides luxurious vacation experiences for Members and their families commensurate with the legacy of The Ritz-Carlton® brand. The Ritz-Carlton Destination Club resorts include luxury villas and resort amenities that offer inspirational vacation lifestyles tailored to every Member's needs and expectations.

For connoisseurs who desire the finest in luxury living, the **St. Regis® Residence Club** offers distinctive privileges to Members who embrace the art of living in unforgettable destinations. Magnificent residences exude the timeless grandeur and glamour synonymous with the illustrious past of the St. Regis® brand.

As part of Hyatt Vacation Ownership, **Hyatt Residence Club** provides flexible access to global travel experiences through a diverse portfolio of boutique, residential-style retreats. Set in unique destinations from Maui, Carmel, and Aspen to Sedona, San Antonio, and Key West, Hyatt Residence Club resorts deliver genuine Hyatt® care.







interval.





# our businesses

## EXCHANGE AND THIRD-PARTY MANAGEMENT

**Interval International®** operates membership programs for vacationers and provides value-added services to its developer clients and homeowners' associations. The exchange network is comprised of almost 3,200 resorts in over 80 nations. Through offices in 14 countries, Interval International offers high-quality products and benefits to resort clients and more than 1.7 million families who are enrolled in various membership programs.

**Trading Places® International (TPI)** provides timeshare exchange and rental services to more than 240,000 vacation owners, as well as resort management services to resorts and homeowners' associations. With a focus on quality and value, the company offers a personal touch to the vacation owners it serves at resort and club locations in the mainland U.S., Hawai'i, Mexico, and Canada.

**Vacation Resorts International (VRI)** provides resort and homeowners' association management services to the shared ownership industry, including resort operations and administration, finance and accounting, and reservations and owner services. VRI also operates a vacation rental program for resorts and clubs in North America and manages approximately 130 resort and club locations in 24 states and Mexico, representing more than 300,000 intervals.

**Aqua-Aston Hospitality®** is one of the largest hotel and resort management companies in Hawai'i. Its more than 30 resorts offer a range of options, from full-service resorts and stylish boutique hotels to condominiums and comfortable budget properties in Hawai'i, the continental U.S., and Central America.



AQUA-ASTON  
HOSPITALITY



# our focus

## UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

Marriott Vacations Worldwide is committed to supporting the United Nations Sustainable Development Goals (SDGs) through our environmental and social initiatives. With vacation resorts and properties across the world, we strive to ensure a positive impact on the communities and places where we operate. As we develop our social and environmental programs, we will expand our activities across key SDGs.

## GOVERNANCE

Steve Weisz, CEO of Marriott Vacations Worldwide, is the executive sponsor of our Corporate Social Responsibility and Environmental, Social, and Governance (ESG) activities. An ESG Task Force made up of senior management representatives from across the business makes recommendations to the Executive Committee and reports regularly to the CEO and the Board of Directors. During 2021, we will be developing our ESG strategy and approach based on the following activities:

- A company-wide Sustainability Risk Assessment to better understand our company's exposure to climate, water, biodiversity, and socioeconomic risk
- Surveys of our Owner/Member community and associates
- Development of company-level ESG goals





## PROMOTING AN INCLUSIVE AND DIVERSE WORKPLACE

As a vacation company, ours is the business of bringing people together. Like our customers, our associates come from diverse backgrounds, offering invaluable distinct perspectives. Such consciously composed teams around the globe work in harmony together to deliver great vacations for every guest.

Marriott Vacations Worldwide continues to exceed external benchmarks with regard to the diversity of our overall workforce (representation of women and people of color) and within management positions (representation of women and people of color in management roles). Women comprise 54% of our worldwide workforce, and men comprise 46%. Within the U.S., people of color comprise 43% of our management-level positions, and women comprise 45%. We also continued to make progress with talent-management efforts related to the development and placement of women and people of color in management roles.



Diverse backgrounds and perspectives have always made us better together, and they remain core to our success. That's why we continually build upon our strong culture of inclusion and diversity through our values and actions.

In 2020, our Executive Committee participated in an Inclusion and Diversity executive leadership course facilitated by an industry expert. Following this course, we committed to launching an Executive Inclusion Council, which comprises approximately 20 senior leaders dedicated to enabling and championing Inclusion and Diversity initiatives throughout the organization. Top priorities include providing guidance on our company's Inclusion and Diversity strategy, increasing leaders' ability to discuss and be held accountable for driving Inclusion and Diversity outcomes, and increasing awareness and impact of initiatives. Consistent with our values, we are committed to continuing to promote a culture of inclusion and champion diversity both inside and outside of our organization.

### ETHNIC BACKGROUND AND GENDER DIVERSITY IN HIRING (U.S. ONLY)



**43%**

**PEOPLE OF COLOR IN  
MANAGEMENT POSITIONS**



**45%**

**WOMEN IN  
MANAGEMENT POSITIONS**

## ASSOCIATE DEVELOPMENT

Marriott Vacations Worldwide seeks to cultivate a learning-rich environment where associates are prepared to succeed and are motivated to serve our Owners, Members, and guests. Our Global Learning and Performance team is dedicated to the development and deployment of programs and resources for all our associates. Marriott Vacations Worldwide's learning programs are designed to help ensure our company is a wonderful place to start and maintain a fulfilling career, with increased opportunities for growth.

## LEADERSHIP DEVELOPMENT PROGRAM

The Global Learning and Performance team is committed to providing leaders at Marriott Vacations Worldwide with the opportunity to develop their leadership skills. With a curriculum of 14 distinct courses, the Leadership Development Program provides associates the tools, resources, and practice necessary to be successful leaders.

In 2020, the team redeveloped several key Leadership Development Program courses for a virtual learning environment. This work prepared the Global Learning and Performance team to deliver courses in virtual classrooms, enabling the continued development of leaders during the global pandemic.

## COMMITMENT TO INTEGRITY

Marriott Vacations Worldwide is committed to exemplary ethical behavior by all associates in every aspect of our business. Our policies require that all business is conducted with honesty and integrity and in full compliance with all applicable laws. Our associates are required to comply with specific standards relating to legal obligations, ethics, and business conduct. We require upper-level management to participate in an Annual Ethical Conduct Survey. We also have in place a Legal and Ethical Steering Committee to oversee our legal and ethical compliance program, and a Business Integrity Line to report ethical and legal concerns.

Marriott Vacations Worldwide supports human rights around the world. Our Human Rights Policy sets out our commitment to respect the principles contained in the United Nations' Universal Declaration of Human Rights and the United Nations' Guiding Principles on Human Rights and aligns with government, business, and public concerns about issues, such as equality and diversity, equal opportunity, labor rights, human trafficking, and the exploitation of children. We do not recruit child labor, and we support programs and partnerships that help at-risk young people and their families prepare for and find meaningful employment. We have developed a comprehensive training and awareness program for our associates for indications of situations where human-trafficking cases may be suspected. This training aligns with federal and local organizations and law enforcement agencies.

Our commitment to integrity, ethical business conduct, and human rights extends to our suppliers, who we expect to maintain similar high standards in their own business operations.







## MEASURING SUCCESS

Each year, we survey Owners and guests to ensure we are creating fulfilling vacation experiences for our customers.

We also conduct our annual Associate Engagement Survey to improve the associate experience at our resort sites, call centers, corporate offices, and other locations. Both surveys were postponed in 2020 due to the conditions created by the Novel Coronavirus (COVID-19), but we intend to survey both audiences again in 2021, as the results from these surveys are key metrics for our leaders.

However, we did conduct a survey of over 1,700 corporate associates during 2020, and approximately 95% indicated that their managers had been either supportive or very supportive during the pandemic. Additionally, approximately 95% of associates indicated that they were highly satisfied or somewhat satisfied during the time they had been working from home.

Also during the extraordinary circumstances of 2020, we surveyed guests' confidence in our Enhanced Operating Procedures, which covered each touchpoint, from check-in to villas and shared spaces, to food and beverage operations.

To communicate both cleaning and safety procedures and elevate guest confidence in a resort vacation, we created a vacation-specific "Next Level of Clean" campaign. Complementing efforts across our businesses, messages were adapted for each of our distinctive brands to reach guests throughout their vacation journeys. Over 500 different safety signs across six brands in eight languages at 100+ locations helped keep customers informed and provide a sense of security throughout their stay.

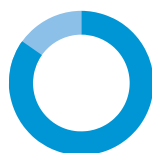
As a result, 85% of guests said cleaning and safety standards were better than in pre-pandemic times. The signage was also well-received: 95% of guests reported on-property signage was clear and effective. In addition, guests reported a 17% increase in overall comfort on-site relative to prearrival.

## ENHANCED PROCEDURES DUE TO COVID-19



**85%**

**GUESTS SAID CLEANING AND SAFETY STANDARDS WERE BETTER THAN IN PRE-PANDEMIC TIMES**



**95%**

**OF GUESTS REPORTED ON-PROPERTY SAFETY SIGNAGE WAS CLEAR AND EFFECTIVE**

# *our communities*

## **VOLUNTEERING**

Marriott Vacations Worldwide believes in caring for the communities where our associates live and work. Our associates give back to their communities and support numerous organizations through our Spirit to Serve efforts.

We are also committed to social responsibility through financial contributions, fundraising efforts, and in-kind donations. Additionally, Marriott Vacations Worldwide strives to take responsibility for the environmental impact of business, both at and beyond our resorts.







## HELPING SOUTH FLORIDA COMMUNITIES

Each year, associates at Interval International® donate food throughout their community. In 2020, they continued the tradition by donating over 100 meals to first responders at South Miami Hospital and the South Miami Police Department. And as part of our company-wide Harvest for Hunger food drive, they hosted their 24th annual Thanksgiving Food Drive to benefit residents of South Miami. More than 50 boxes filled with traditional Thanksgiving foods were donated to families in the area.

Interval International also held its 27th toy drive in conjunction with South Miami's annual Toy Fest. Over 250 local children received holiday gifts as a result.



**Children's  
Miracle Network  
Hospitals**

## **MAKING MIRACLES HAPPEN**

In 1983, as part of Marriott International, Inc., we began our relationship with Children's Miracle Network Hospitals. And today, we remain a long-standing corporate partner. Our brands have continued this legacy and support of Children's Miracle Network Hospitals since Marriott Vacations Worldwide became an independent public company in 2011. Our associates, Owners, Members, and guests raise funds through hosting large-scale events like the Caring Classic golf tournament, conducting unique fundraising opportunities at our resorts, and participating in The Torch Relay for Children's Miracle Network Hospitals.

**OVER**

**\$400,000**

**DONATED TO CHILDREN'S MIRACLE  
NETWORK HOSPITALS IN 2020**

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## **2020 TOP FUNDRAISING RESORTS**

Marriott's Maui Ocean Club

Marriott's Grand Chateau®

Marriott's Ko Olina Beach Club

Marriott's Canyon Villas

Marriott's Newport Coast® Villas

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## **BANDING TOGETHER**

In partnership with Children's Miracle Network Hospitals, many of our vacation resorts offered special RFID chip-enabled Miracle Band Keys. The waterproof bands, available for purchase at check-in, give Owners and guests easy access to their rooms and other resort facilities. Resorts raised more than \$75,133 in 2020 for local Children's Miracle Network Hospitals to help sick and injured kids in those communities.





## **CARING CLASSIC GOLF TOURNAMENT: CARING FOR THE CHILDREN OF CENTRAL FLORIDA**

Since 1997, Marriott Vacations Worldwide has hosted the Caring Classic golf tournament, which raises funds to ensure that the youngest, most fragile patients continue to receive the most advanced care possible. For the safety of our valued partners and associates, this annual event was canceled in 2020 due to COVID-19. However, we were able to hold our annual associate raffle benefiting Children's Miracle Network Hospitals at our Orlando corporate headquarters in early 2020. Through the support of our amazing associates, we raised more than \$10,000 to support the everyday miracles that take place at Arnold Palmer Hospital.

We remain committed to supporting Children's Miracle Network Hospitals through the Caring Classic golf tournament and plan to resume hosting the event again when it's safer for everyone.

**NEARLY  
\$3M**

**RAISED THROUGH THE ANNUAL CARING CLASSIC GOLF  
TOURNAMENT OVER THE PAST 23 YEARS TO HELP  
THOUSANDS OF SICK AND INJURED CHILDREN**



## THE TORCH RELAY FOR CMN HOSPITALS

Marriott Vacations Worldwide has been a major partner for The Torch Relay for Children's Miracle Network Hospitals since the event's inception. Participants can walk or run in one of several different Torch Relay events throughout the United States to raise money for their local Children's Miracle Network Hospital. The Torch Relay began in Florida in 2002 as a continuous relay, starting in Miami and ending in Orlando.

In 2003, the event expanded to include north Florida and Georgia. The first coast-to-coast relay was held in 2005 and has continued to grow. Since 2002, The Torch Relay has raised more than \$16.5 million for Children's Miracle Network Hospitals nationwide.

From the beginning, Marriott Vacations Worldwide has been a corporate sponsor of The Torch Relay, and our associates make significant contributions through participant fundraising, volunteer efforts, and leadership of the event.

**MORE THAN**

**\$250,000**

**RAISED THROUGH THE 2020 TORCH RELAY  
COAST-TO-COAST VIRTUAL EVENT CHALLENGE**

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## 2020 TOP FUNDRAISING RESORTS

Marriott's SurfWatch®

Team Hilton Head Island

Marriott's Grand Chateau®

Marriott's Desert Springs Villas

Marriott's OceanWatch at Grande Dunes®



## ON COURSE FOUNDATION

The On Course Foundation provides long-term rehabilitation and vocational benefits for injured, wounded, and sick service members and veterans through golf instruction, work experience, and jobs in the golf industry. By using the game of golf, this charity provides injured service members and veterans the opportunity to play in the only game with a level playing field due to the golf handicap system.

With our experience in the golf industry and our existing golf programs, supporting the On Course Foundation was a natural fit for Marriott Vacations Worldwide. We became proud supporters when the United States foundation launched in 2013 and have assisted through corporate financial contributions, employment guidance, and in-kind donations, such as the use of our golf facilities and stays at our resorts.

## MAKING A DIFFERENCE IN 2020

**1,428**

**SICK AND INJURED VETERANS BENEFITED  
FROM THE FOUNDATION**

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**436**

**EXPERIENCED EMPLOYMENT SUCCESS IN  
THE GOLF INDUSTRY**





## HARVEST FOR HUNGER GLOBAL FOOD DRIVE

In 2020, Marriott Vacations Worldwide continued the fight to end hunger with our annual global food drive. Throughout November, nonperishable food items were donated by associates, Owners, Members, and guests at our participating vacation resorts and offices around the globe. All donations benefited local food banks.

In its inaugural year (2015), Harvest for Hunger collected over 50,000 pounds of food with the support of the company sites and offices worldwide. Since its launch, Harvest for Hunger has collected and donated more than 217.5 tons — or 435,000 pounds — of nonperishable items for community food banks around the world.

MORE THAN

**435,000 pounds**

OF FOOD DONATED SINCE 2015



## GREAT HEIGHTS ACADEMY

Since 2016, Interval International® has supported Great Heights Academy — a K–12 school for children with special needs in Miami, Florida — with financial assistance and associate volunteer hours. Projects have included improvements to the facility, including a surprise “makeover” of the school, sponsoring and helping to build a kitchen and life-skills area, and hosting a day-long outing at the Dolphin Research Center in Key Largo, Florida. In 2020, the school purchased an Automated External Defibrillator (AED) with a \$1,000 donation from Interval International.



# *our charitable partners*

## **CHARITABLE CONTRIBUTIONS**

At Marriott Vacations Worldwide, we are passionate about giving to our communities. This is only made possible because of the dedication of the many associates and organizations that come together to make miracles happen. For us to make a tremendous and direct impact, we choose to give to causes and charities that align with our culture and our business.



## **WE ARE PROUD TO SUPPORT MANY ORGANIZATIONS, INCLUDING THE FOLLOWING:**

Children's Miracle Network Hospitals

Clean the World Foundation

On Course Foundation

Feeding America

Audubon International

United Way







## CARING FOR OUR COMMUNITIES AND EACH OTHER DURING COVID-19

From face coverings and blankets to disinfectant wipes and more, associates from our vacation ownership resorts made and/or donated needed supplies to their communities during the pandemic. Among the contributing resorts were **Marriott's MountainSide**; **The Westin Nanea Ocean Villas**; and **Hyatt Residence Club Key West, Windward Pointe**.

At **Marriott's Desert Springs Villas**, office spaces were redesigned to help associates maintain a safe distance, and glass partitions were put in place for guest and associate interactions. At **Marriott's Grande Ocean**, team meetings were played on TV monitors in the break room so associates could stay distanced from each other. The resort also created a crafts-to-go program for guests outside the Activity Center to limit in-person interactions. And at **The Westin Kā'anapali Ocean Resort Villas**, UV lights were used to disinfect room keys and towel cards.

## EXCHANGE AND THIRD-PARTY MANAGEMENT

The Aqua-Aston team also supported their communities during COVID-19.

Aqua-Aston Hospitality® partnered with United Laundry Services and other local hospitality groups to deliver much-needed items, including bedsheets, to the Institute for Human Services, which serves the local homeless community. During the early days of the pandemic when there was a shortage of medical supplies, associates sewed cloth face covers to donate to local healthcare workers and others. Also, an associate who serves as a Specialist in the National Guard helped screen arriving passengers at Honolulu's Daniel K. Inouye International Airport to keep the community safe.

Over the years, **Aqua Palms Waikiki** has been recognized by the Hawai'i Green Business Program for projects that reduce the hotel's energy and water consumption, as well as waste production. When Aqua Palms Waikiki was recently renovated, several new practices were implemented to further reduce energy consumption: the new AC system uses less power to cool the hotel, parking lot lights were replaced with more efficient LED lighting, and condensate water from some AC units is used to water the hotel's potted plants.



# our environment







## GIVING HOPE WITH SOAP

In 2012, Marriott Vacation Club® became the first timeshare partner of Clean the World Foundation. The foundation recycles partially used bars of soap and bottled amenities from resorts in the United States and distributes the reconstructed soap and hygiene kits to communities that lack access to the essential items.

Every day, 5,500 children around the world die from diseases, such as acute respiratory illness and intestinal disease, that can be prevented by washing with soap. Clean the World has a mission to put soap in the hands of people who need it most to improve hygiene and sanitation conditions, reduce the impact of disease, and promote better hygiene and living conditions worldwide.

## MAKING AN IMPACT IN 2020

**4,383 pounds**

**OF WASTE DIVERTED FROM LANDFILLS**

**9,707 bars**

**OF SOAP DISTRIBUTED**

**2,563 pounds**

**OF PLASTIC RECYCLED**



## AUDUBON INTERNATIONAL

In 2011, our Marriott Vacation Club brand committed to enroll all its properties in Audubon International's Green Lodging Program. Audubon International is an international conservation and environmental education organization. The Green Lodging Program provides third-party verification that hotels and lodging facilities have met environmental best-practice standards and demonstrate a strong commitment to water quality, water conservation, waste minimization, resource conservation, and energy efficiency.

In addition, Marriott Vacation Club participates in the Audubon Cooperative Sanctuary Program for Golf, which is an award-winning education and certification program that helps golf courses protect our environment and preserve the natural heritage of the game of golf. By helping people enhance the valuable natural areas and wildlife habitats that golf courses provide — which improves efficiency and minimizes potentially harmful impacts of golf course operations — the program serves as a vital resource for golf courses. **Marriott's Grande Vista** and **Marriott's Shadow Ridge** were the first two resorts to be designated as Green Resorts by Audubon International. The same resorts also achieved certification in the Audubon Cooperative Sanctuary Program for Golf.

## AUDUBON PLATINUM CERTIFIED RESORTS

Marriott Grand Residence Club®, Lake Tahoe

Marriott's Ko Olina Beach Club

Marriott's Maui Ocean Club

Marriott's Cypress Harbour

## HELPING PRESERVE HAWAI'I'S CORAL REEFS

Aqua-Aston Hospitality®, our wholly owned subsidiary, prides itself in environmental stewardship. With hotels and resort-condos throughout the Hawaiian Islands since 1948, Aqua-Aston Hospitality is dedicated to preserving coral reefs and marine life by raising public awareness about the environmental benefits of using mineral-based sunscreen.



Hawai'i's coral reefs account for 85% of all coral reefs in the U.S. According to a 2015 study by the Archives of Environmental Contamination and Toxicology, oxybenzone — a chemical commonly used in sunscreen — was directly linked to the declining health of Hawai'i's coral reefs. This finding was supported by the National Oceanic and Atmospheric Administration (NOAA), which called for immediate action, citing global warming and water pollution from agriculture and sunblock as the top reasons for the coral-bleaching crisis. Research also showed that reef-safe sunscreens were often difficult to find in stores in Hawai'i.

In 2017, Aqua-Aston Hospitality created a reef-preservation initiative to raise public awareness about the harmful effects that sunscreens containing oxybenzone can have on coral. As part of the initiative, Aqua-Aston Hospitality offered reef-safe sunscreen samples to guests at check-in, installed complimentary reef-safe sunscreen dispensers in public spaces, and offered full-size reef-safe sunscreen samples at community events in Hawai'i. They also ran

extensive public service announcements on TV and radio in Hawai'i and persuaded major players in the tourism industry to join the cause.

After a year, producers of reef-safe sunscreens reported that sales grew in Hawai'i by a record 8%, in addition to a 30% increase in the number of stores where reef-safe products were available. In 2019, Aqua-Aston Hospitality was recognized by the State of Hawai'i for its reef-preservation efforts at the inaugural World Reef Day. Hawai'i also passed the first bill in the world to ban the sale of sunscreen products containing oxybenzone. It was signed into law and went into effect January 1, 2020.

**MORE THAN**

**150,000**

**SAMPLES OF REEF-SAFE  
SUNSCREEN DISTRIBUTED SINCE 2017**





## SUPPORTING THE PEREGRINE POPULATION

Since 1987, **Marriott Vacation Club Pulse® at Custom House, Boston**, has been home to a pair of peregrine falcons. The birds nest in an alcove at the top of the historic building's tower and occasionally swoop around the observation deck for Owners and guests to see. Each year, biologists from MassWildlife visit our Boston property to retrieve and place leg bands on the chicks. Over the past three decades, they have successfully banded approximately 100 chicks, some of which have been found nesting later as nearby as Quincy or as far away as New York City.

Due to the use of the pesticide DDT in the 1950s and 60s, the peregrine population dwindled. But as a result of MassWildlife's restoration program, there were 14 known pairs of peregrines by 2007, and the number increased to 42 nesting pairs by 2018.

## APPROXIMATELY

# 100 chicks tracked

## FROM OUR BOSTON PROPERTY







## OTHER RESORT INITIATIVES

**Marriott's Ocean Pointe** has partnered with the Sea Turtle Conservation League of Singer Island to help protect loggerhead turtles in the area. The resort dims lighting at night during nesting season so that turtles are not deterred from making their way to the ocean. The resort also educates Owners and guests on the initiative and encourages their support by asking them to keep drapes closed at night.

Similar programs have been adopted at many other resorts, including **Marriott's Barony Beach Club**, **Marriott's BeachPlace Towers**, **Marriott's Crystal Shores**, and **The Westin Lagunamar Ocean Resort**.

Other resorts also have initiatives that benefit local wildlife. **Marriott's Club Son Anthem** has installed several birdhouses on the golf course to create homes for local owls, red kites, and other birds.

**Marriott's Willow Ridge Lodge** has a waystation to provide resources for monarch butterflies during migration. At **Marriott's Desert Springs Villas**, bees are caught and relocated. The resort also promotes understanding of migratory birds and helps protect nesting sites for endangered species like the Canada goose and pelicans. Every year at **The Westin Lagunamar Ocean Resort**, associates help blue crabs in Malecón Tajamar cross the mangrove to the ocean so they can reproduce.

**The Westin Nanea Ocean Villas** has partnered with the Coral Reef Alliance to protect and seed local coral reefs to ensure their future. **Marriott's Grande Vista** works with a bat conservation group and has several bat houses throughout the resort. It also has a butterfly garden and bee houses. **Marriott's Cypress Harbour** has a butterfly garden and helps preserve the resort's oak trees, where several species of hawks nest.



## MORE ENVIRONMENTAL EFFORTS

Marriott Vacations Worldwide strives to take responsibility for the environmental impact of business operations both in and beyond our resorts. Our commitment to the environment dates back to 1984 with our first Marriott Vacation Club® resort on Hilton Head Island, South Carolina. Today, as an industry leader recognized worldwide for our standard of quality, Marriott Vacations Worldwide continues to focus on demonstrating how responsible development and resort management can be a positive force for the environment.

Many of our resorts and properties have adopted more environmentally conscious practices, and associates are able to make a positive impact on their local communities.

Associates from resorts in North America, Mexico, the Caribbean, Europe, and Asia-Pacific — including **Sheraton Vistana Villages**, **The Westin Lagunamar Ocean Resort**, **Marriott's Aruba Ocean Club**, **Marriott's Marbella Beach Resort**, and **Marriott's Phuket Beach Club** — organized cleanup crews to remove trash and debris from area beaches. Similar efforts to benefit local lakes and rivers were organized by associates at **Marriott's Willow Ridge Lodge** and **Marriott's StreamSide**.

Adopt-a-Highway cleanup programs were held in mountain and urban areas. Some of the participating resorts and properties included **Marriott Vacation Club Pulse® at Custom House, Boston**; **Sheraton Lakeside Terrace Villas at Mountain Vista** and **The Westin Riverfront Mountain Villas** in Avon; and **Marriott's Manor Club at Ford's Colony** in Williamsburg.

Earth Day and Earth Hour activities were held at **The Westin Nanea Ocean Villas**, while guests were invited to help plant trees on the same day at **Marriott's Cypress Harbour**. Associates at **Marriott's Marbella Beach Resort** also planted trees.



# covid-19 initiatives

## HEALTH AND SAFETY FOR ASSOCIATES

Healthy spaces start with our workplaces, and our associates support the health and safety of each other — and those they serve on vacation — with:

- Enhanced training
- Face coverings, engagement partitions, and other personal protective equipment (PPE)
- Daily health screenings
- Testing touchless engagement tools

## HEALTH AND SAFETY FOR OWNERS AND GUESTS

### The Next Level of Clean

For the safety of Owners and guests, we implemented enhanced cleaning and safety standards at our managed vacation resorts and properties. The expanded protocols reflected elevated cleanliness standards and hospitality norms and behaviors to meet health and safety challenges presented by the pandemic environment.

### Extra focus and frequency on high-touch services

- Elevators, elevator buttons
- Handrails
- Door handles/knobs
- Flat surfaces

### Hand sanitizing stations at high-traffic public spaces

- Primary exits and entrances
- Lobby/front desk
- Elevator landings
- Food and beverage outlet entrances
- Fitness center entrance







### **A full spectrum of social distancing guidelines throughout each property**

- Altered traffic flow to support 6-foot spacing
- Removed brochure racks
- Removed unnecessary furnishings

### **Extra care and frequency in public restrooms**

- Elevated cleaning protocols
- Social distancing of facilities
- Auto (touchless) soap dispensers with antibacterial soap
- Disabled air-blow hand dryers, paper products provided

### **Clean Home-Away-from-Home**

In addition to the public spaces at our resorts and properties, we used an even more robust regimen of cleaning protocols while cleaning our villa accommodations.

- Hospital-grade disinfectants
- Face coverings, engagement partitions, and other personal protective equipment (PPE)
- Daily health screenings
- Testing touchless engagement tools

### **Digital Menus**

To help guests and associates stay safer at our vacation ownership resorts, select food and beverage outlets offered QR codes for guests to download digital menus in lieu of physical menus. Since launching the QR codes in 2020, 100,000 were scanned in the first 165 days. The second 100,000 scans were generated in 83 days, and the third 100,000 scans were achieved in just 60 days. The QR codes were available to both iPhone and Android users.

### **Top QR Code Resorts**

- Marriott's Crystal Shores – 61,544 scans
- The Westin Lagunamar Ocean Resort – 40,088 scans
- Marriott's Grande Vista – 25,009 scans

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