

Abbe Horswill

Director, Human Rights and Social Impact



1 December 2023

Isobel Archer, Senior Researcher
Natalie Swan, Labour Rights Programme Manager
Business and Human Rights Resource Centre

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

Dear Ms. Archer and Ms. Swan:

Thank you for your email to Marriott International (Marriott) dated 11 November 2023.

As stated in our [Human Rights Policy](#), Marriott supports the right to freedom of association and the right to choose a collective bargaining representative, if desired. As a worldwide franchisor and licensor of hotel, residential, timeshare, and other lodging properties, Marriott has franchising and licensing arrangements that permit third-party hotel owners and operators to use our lodging brand names and systems. Franchisees are responsible for compliance with applicable laws and regulations, including U.S. federal labor laws.

The Four Points by Sheraton Los Angeles International Airport and Le Meridien Delfina Santa Monica are franchised properties that are operated by third-party franchise management companies. As such, Marriott is not the employer, nor do we manage, the employment of any associates working at these properties. Therefore, we are unable to comment on the franchise hotels' employment-related issues. However, we can share this inquiry with the franchise management companies for their awareness.

We appreciate you bringing this matter to our attention and continuing to raise awareness of these important issues. Thank you again for your outreach and the opportunity to respond.

Sincerely,

A handwritten signature in black ink, appearing to read "Abbe Horswill".

Abbe Horswill