



# 2021 Supplier Excellence Survey Results

SEPTEMBER 2022

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# OBJECTIVE AND EXPECTATIONS

Host Hotels & Resorts actively engages our supply chain on environmental, social, quality management and design and specification control related issues. This report contains the results of our 2nd Supplier Excellence Survey engagement with our Tier 1 Strategic Suppliers\* on Environmental, Social and Governance (ESG) impacts and quality control practices for services and products we procure for our development, redevelopment and renovation activities. The results inform corporate objectives and expectations to drive ESG and quality performance in our supply chain.



## HOST OBJECTIVES

- Incorporate results into strategic supplier selection and procurement decisions
- Engage with all strategic suppliers on ESG, quality management and design and specification control
- Establish metrics and monitor supplier performance
- Increase engagement on supplier diversity



## SUPPLIER EXPECTATIONS

- Adopt or maintain a Business Code of Conduct & Ethics policy and publicly support human rights
- Measure and manage environmental and social impacts of its products
- Implement appropriate quality management and design and specification Control processes

\*Strategic Tier 1 Suppliers undergo a comprehensive vetting process, represent 89% of addressable FF&E spend in 2020 and do not include suppliers to our hotel management companies for hotel operations.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE



**82%**

SURVEY  
RESPONSE

**98 OF 120**

SUPPLIERS  
RESPONDED

**77%**

ADDRESSABLE FF&E  
SPEND REPRESENTED



## CORPORATE RESPONSIBILITY, ETHICS AND HUMAN RIGHTS

- **67%** SUPPORT HUMAN RIGHTS AS DEFINED BY UN DECLARATION OF HUMAN RIGHTS
- **52%** HAVE A RESPONSIBLE SOURCING PROGRAM OR ARE CURRENTLY WORKING TO DEVELOP ONE
- **48%** REQUEST THEIR SUPPLIERS SUPPORT HUMAN RIGHTS AS DEFINED BY UN DECLARATION OF HUMAN RIGHTS
- **46%** MAINTAIN A PUBLIC BUSINESS ETHICS & CODE OF CONDUCT
- **17%** PUBLISH ESG INFORMATION PUBLICLY



## ENVIRONMENTAL SUSTAINABILITY

- **48%** OFFER PRODUCTS WITH SUSTAINABILITY CERTIFICATIONS
- **43%** HAVE AN ENVIRONMENTAL SUSTAINABILITY PROGRAM
- **43%** OFFER PRODUCTS THAT ARE ELIGIBLE FOR LEED CREDITS.
- **22%** HAVE AN ENVIRONMENTAL MANAGEMENT SYSTEM (EMS).
- **22%** MONITOR COMPLIANCE TO LOCAL ENVIRONMENTAL REGULATIONS.

# QUALITY MANAGEMENT AND DESIGN AND SPECIFICATION CONTROL

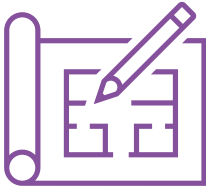


QUALITY  
MANAGEMENT



**50%**

OF RESPONDENTS HAVE A  
QMS SYSTEM IN PLACE



DESIGN & SPEC  
CONTROL



**67%**

HAVE FORMAL/AUDITABLE  
PROCEDURES FOR DESIGN  
CONTROL, APPROVALS AND  
CHANGES



SUPPLIER  
PROGRAM



**67%**

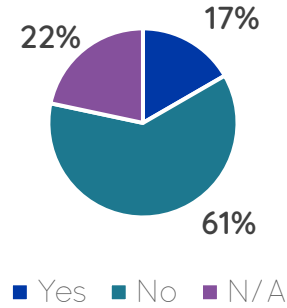
HAVE APPROVED SUPPLIER  
AND/OR FACTORY LISTS



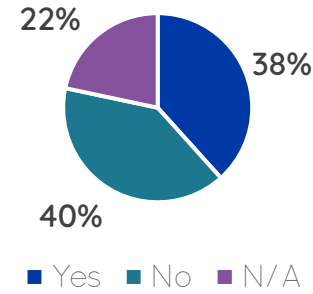
# SURVEY RESPONSE OVERVIEW

# CORPORATE RESPONSIBILITY, ETHICS AND HUMAN RIGHTS

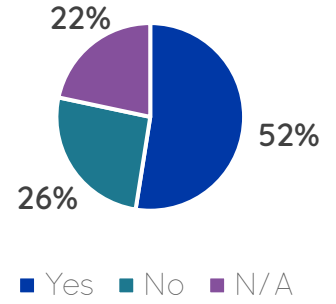
DOES YOUR COMPANY PUBLISH AN ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) REPORT AND/OR HAVE ESG INFORMATION AVAILABLE ONLINE?



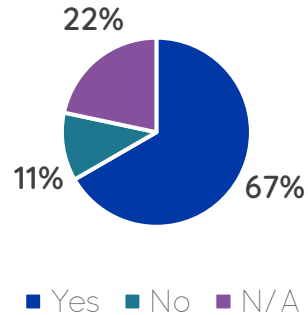
DOES YOUR COMPANY PARTICIPATE IN THE MARRIOTT SUSTAINABILITY ASSESSMENT PROGRAM (MSAP)?



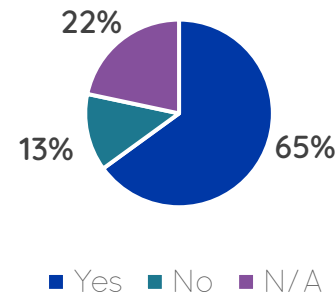
DOES YOUR COMPANY HAVE A RESPONSIBLE SOURCING PROGRAM, OR ARE THEY WORKING TO DEVELOP ONE?



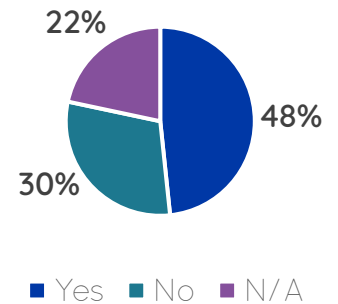
DOES YOUR COMPANY PUBLICLY SUPPORT RESPECTING HUMAN RIGHTS AS DEFINED BY THE UNITED NATIONS UNIVERSAL DECLARATION OF HUMAN RIGHTS?



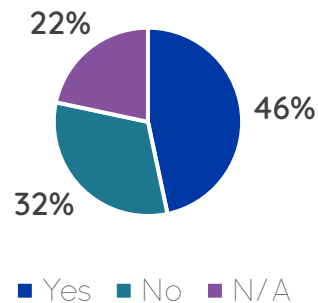
DOES YOUR COMPANY HAVE A GRIEVANCE MECHANISM?



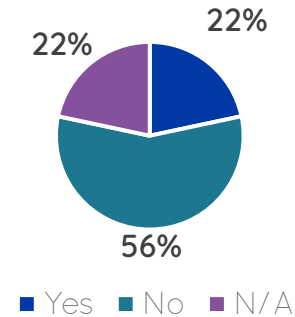
DOES YOUR COMPANY REQUEST YOUR SUPPLIERS SUPPORT THE RESPECT OF HUMAN RIGHTS AS DEFINED BY THE UN UNIVERSAL DECLARATION OF HUMAN RIGHTS?



DOES YOUR COMPANY HAVE A PUBLICLY STATED BUSINESS ETHICS AND CODE OF CONDUCT?

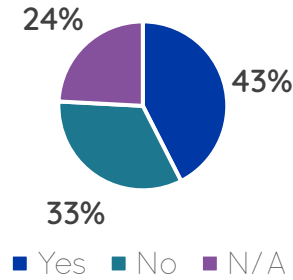


IS YOUR COMPANY AT LEAST 51% OWNED, MANAGED, AND OPERATED BY A DIVERSE OR UNDERREPRESENTED GROUP?

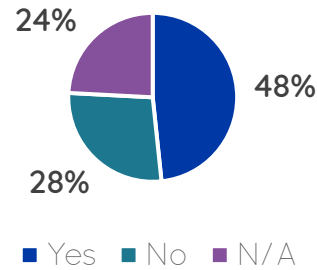


# PROGRAM AND PERFORMANCE METRICS

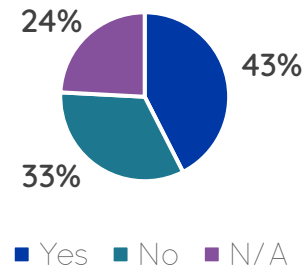
DOES YOUR COMPANY HAVE AN ENVIRONMENTAL SUSTAINABILITY PROGRAM?



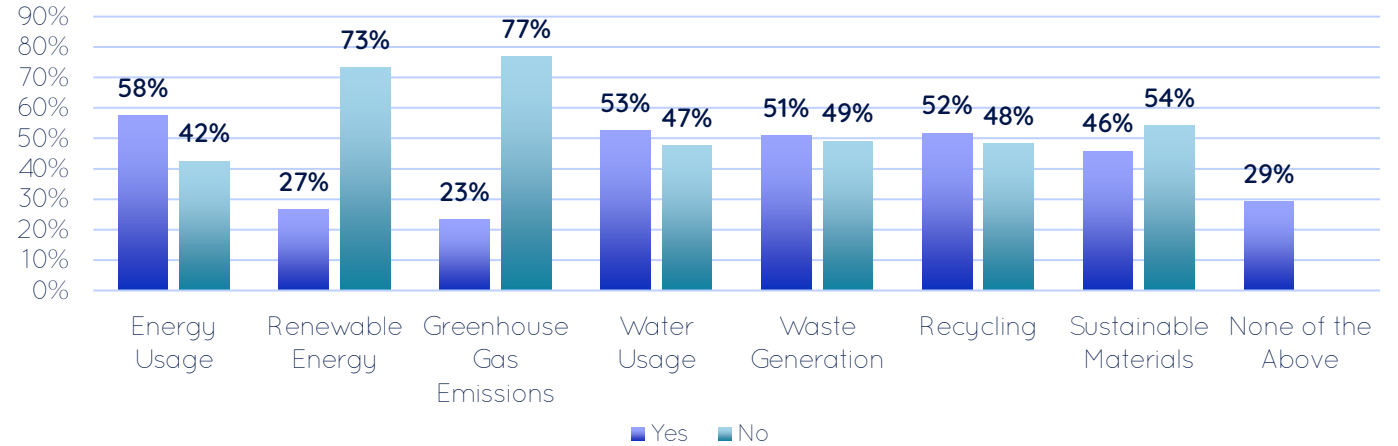
DOES YOUR COMPANY PROVIDE MATERIALS AND PRODUCT OFFERINGS WITH SUSTAINABILITY CERTIFICATIONS?



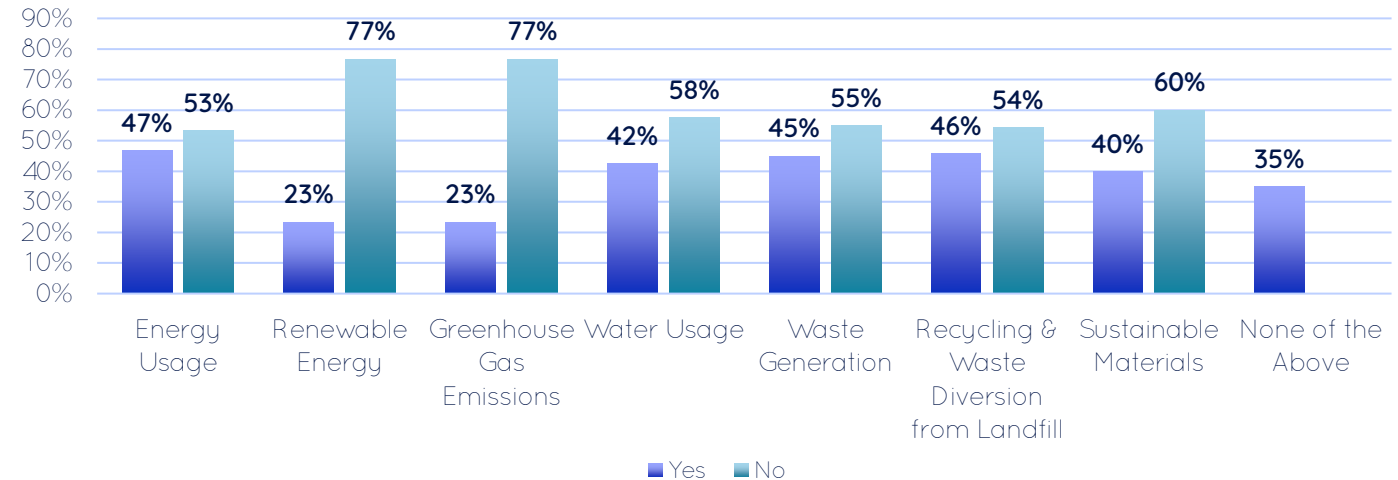
ARE ANY OF YOUR MATERIAL PRODUCT LINES WITH SUSTAINABILITY CERTIFICATIONS ELIGIBLE FOR LEED CREDITS?



DOES YOUR COMPANY MONITOR AND MEASURE THE FOLLOWING?

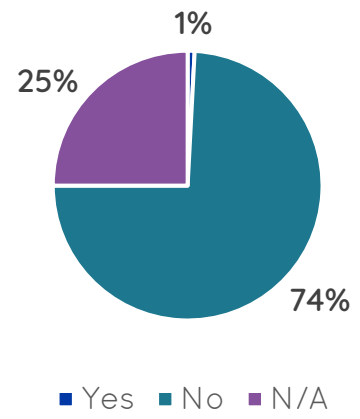


DOES YOUR COMPANY HAVE ENVIRONMENTAL TARGETS, OR ARE THEY WORKING TO DEVELOP ONE?

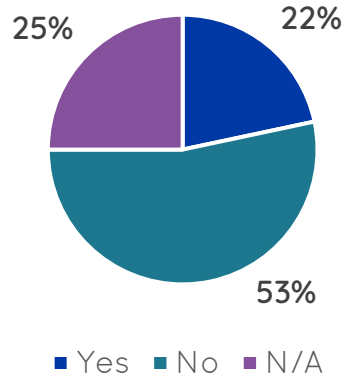


# COMPLIANCE AND ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

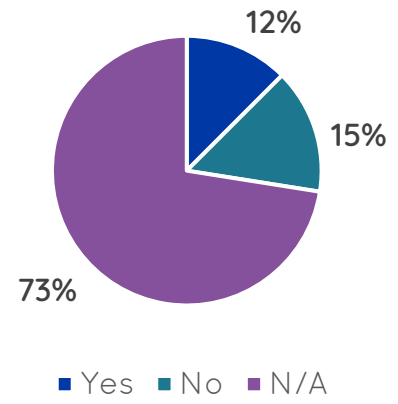
HAS THE COMPANY RECEIVED ANY ENVIRONMENTAL FINES IN THE PAST 12 MONTHS?



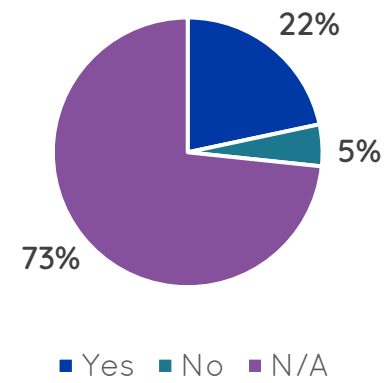
DOES YOUR COMPANY HAVE AN ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)?



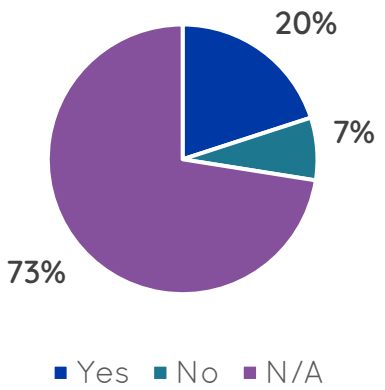
IS YOUR COMPANY'S EMS REGISTERED/ ACCREDITED TO A SYSTEM STANDARD SUCH AS ISO 14001?



DOES YOUR COMPANY'S EMS MONITOR COMPLIANCE TO LOCAL ENVIRONMENTAL REGULATIONS?



DOES YOUR COMPANY'S EMS CONDUCT ENVIRONMENTAL RISK ASSESSMENT?

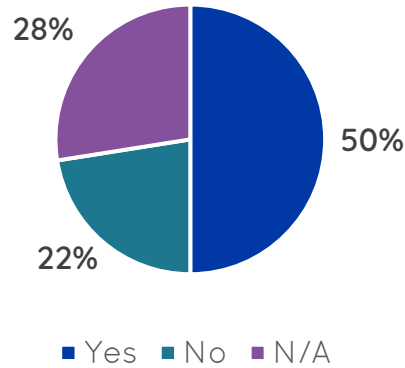




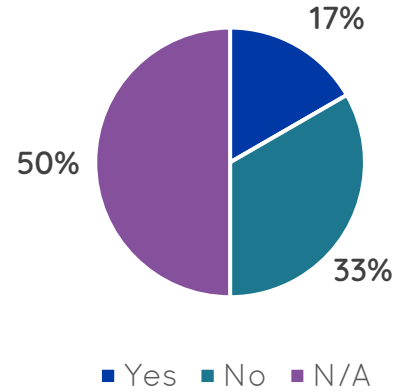


# PROGRAM, CONTROLS AND POLICIES

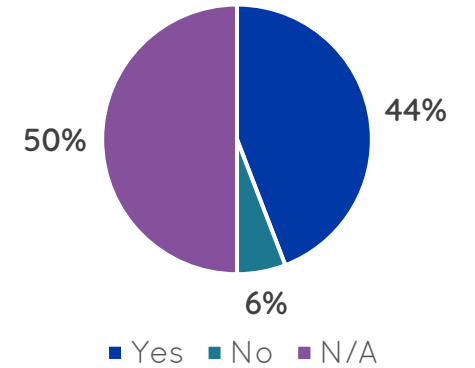
DOES YOUR COMPANY HAVE A QUALITY MANAGEMENT SYSTEM (QMS)?



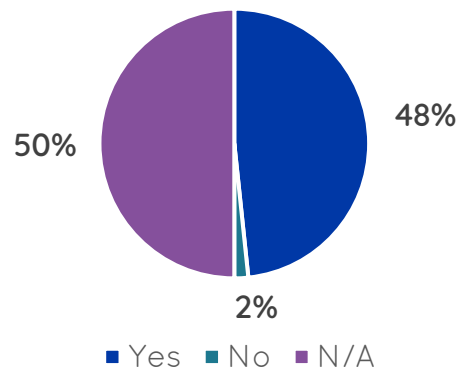
IS YOUR COMPANY'S QMS REGISTERED/ ACCREDITED TO A QUALITY SYSTEM SUCH AS ISO 9001?



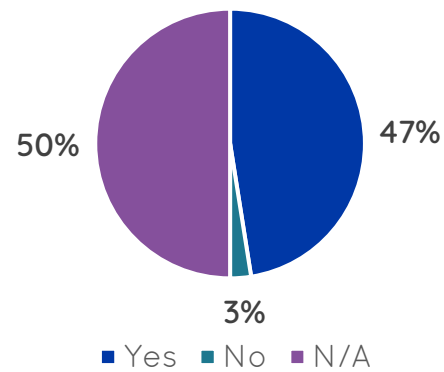
DOES YOUR COMPANY HAVE A DOCUMENTED QUALITY POLICY?



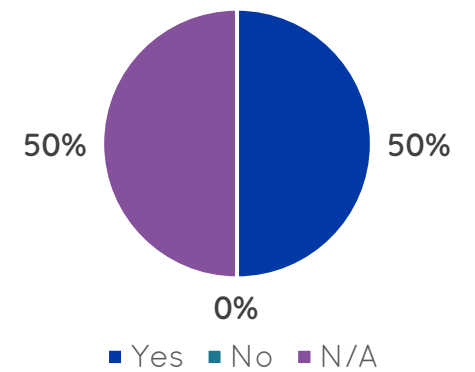
DOES YOUR COMPANY HAVE EMPLOYEE TRAINING TO THE COMMITMENT AND QUALITY PROCESSES?



DOES YOUR COMPANY HAVE PERFORMANCE MONITORING OF MANUFACTURING AND/OR FINISHING PROCESSES?



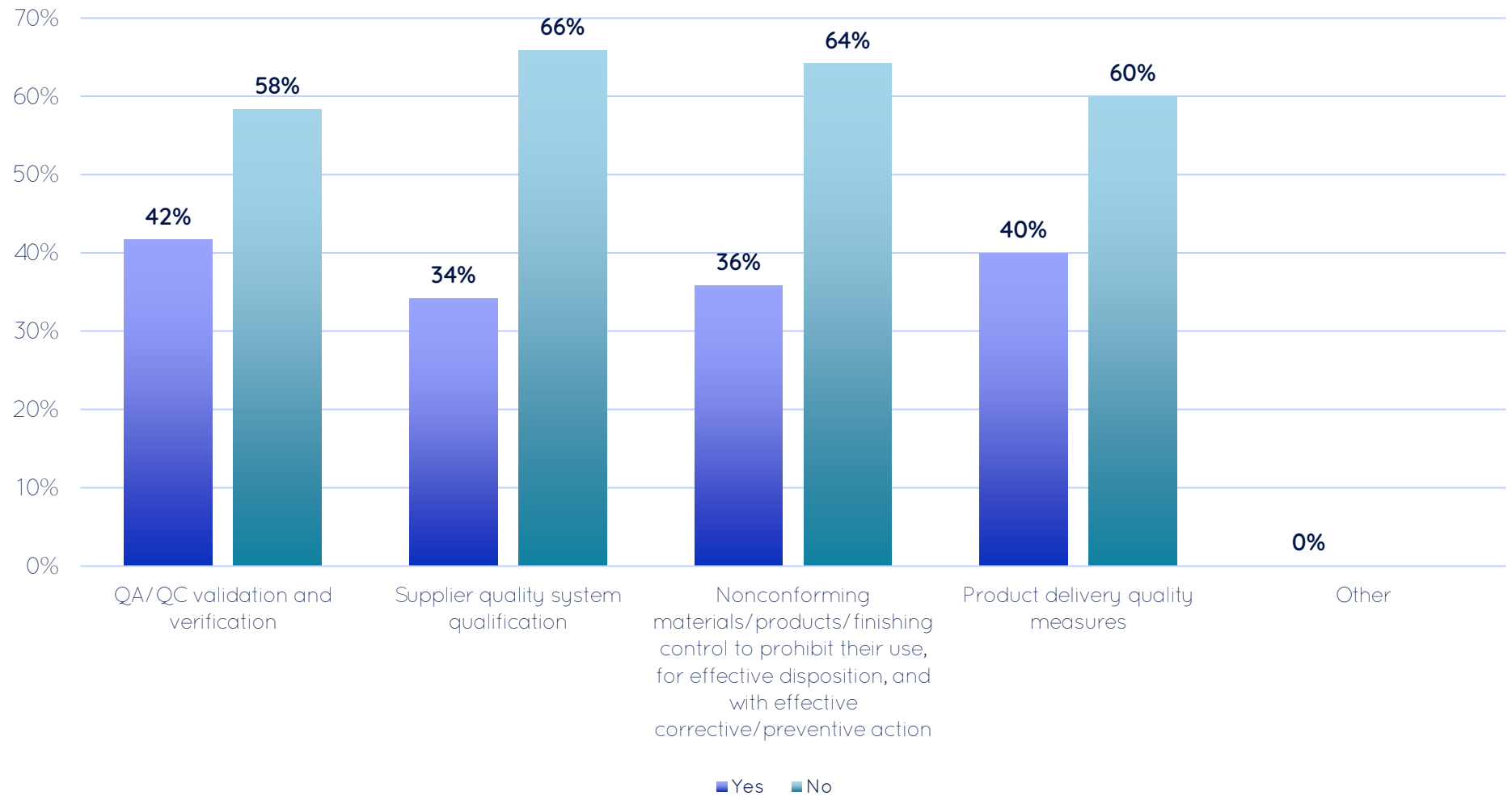
DOES YOUR COMPANY HAVE CONTINUAL IMPROVEMENT OBJECTIVES INCLUDED IN YOUR QMS?





# CORE COMPONENTS

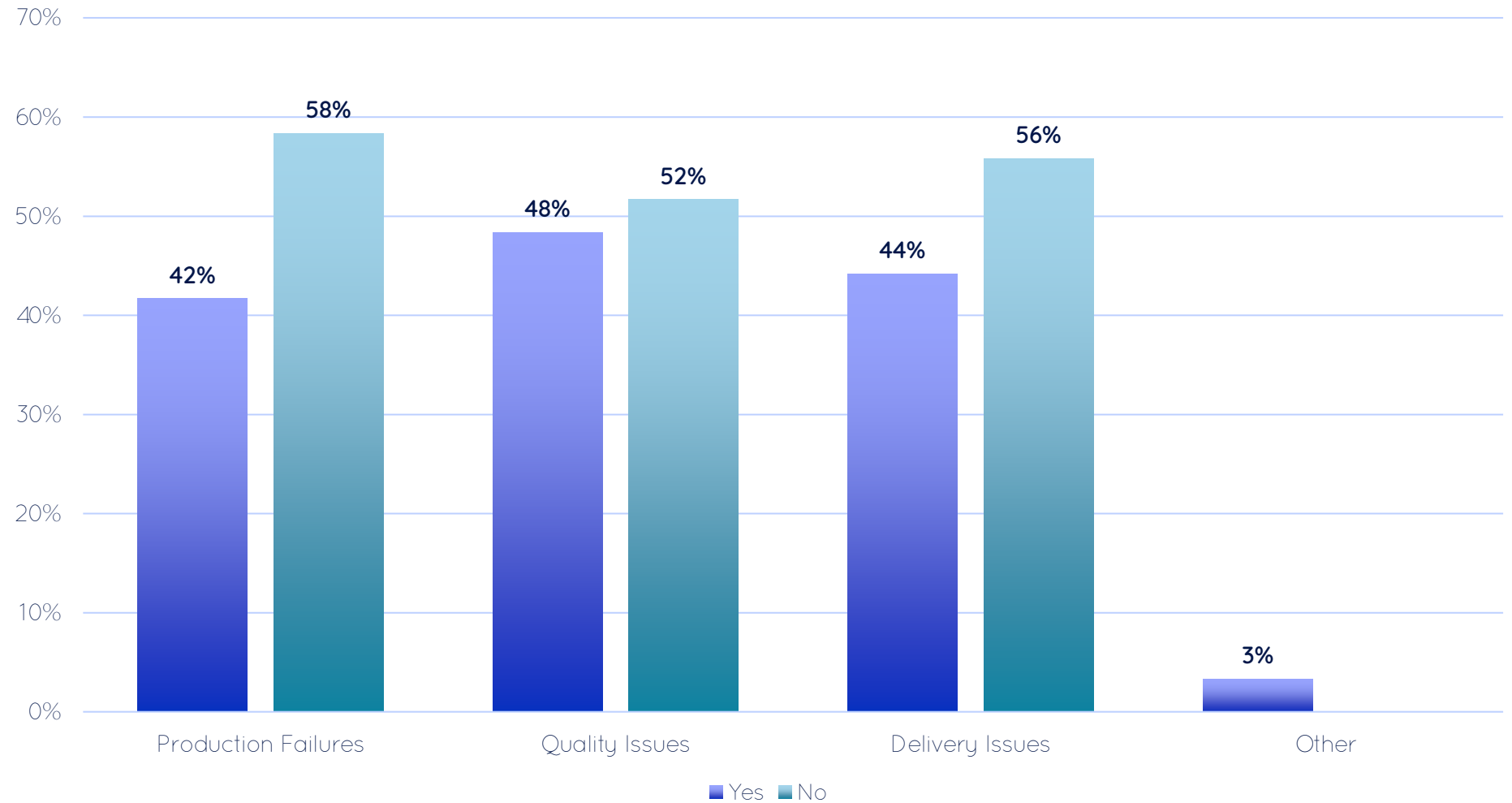
ARE ANY OF THE FOLLOWING QUALITY ASSURANCE AND QUALITY CONTROL MEASURES INCLUDED IN YOUR QMS?





# PERFORMANCE METRICS

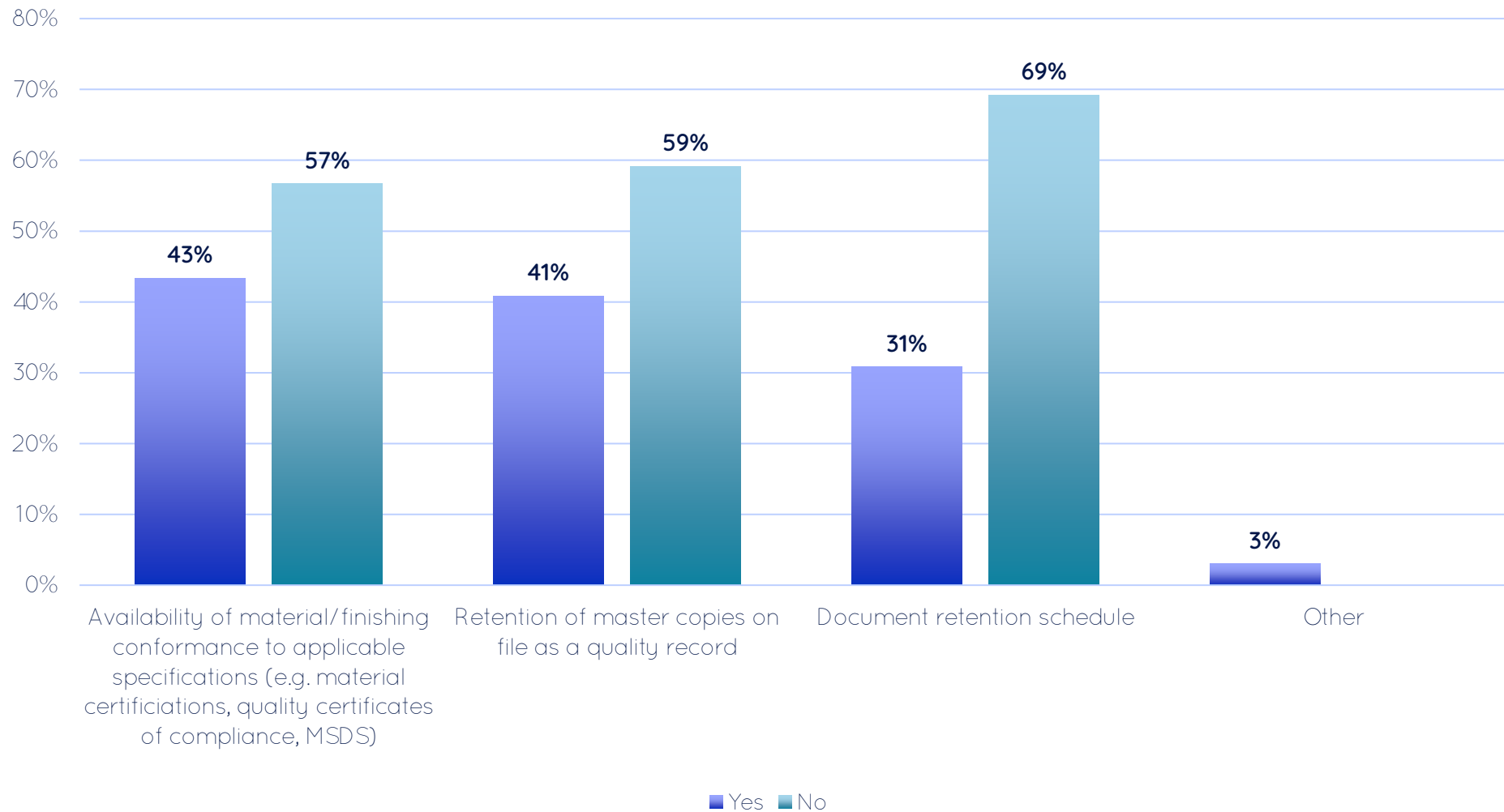
ARE ANY OF THE FOLLOWING CORRECTIVE OR PREVENTATIVE ACTIONS INCLUDED IN YOUR QMS?





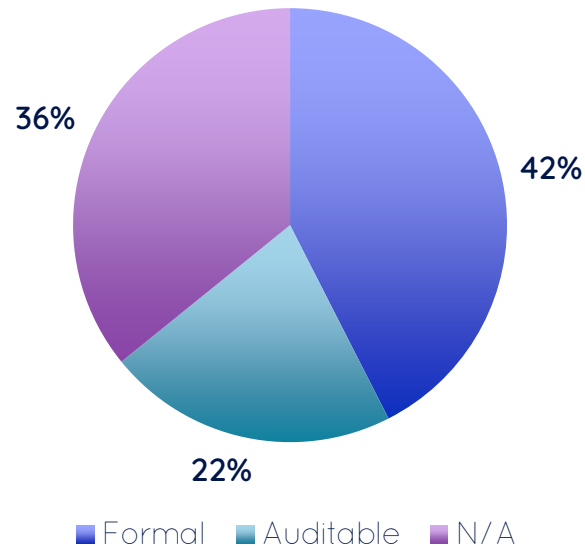
# DOCUMENTATION CONTROL

ARE ANY OF THE FOLLOWING DOCUMENTATION CONTROL PROCESSES INCLUDED IN YOUR QMS?

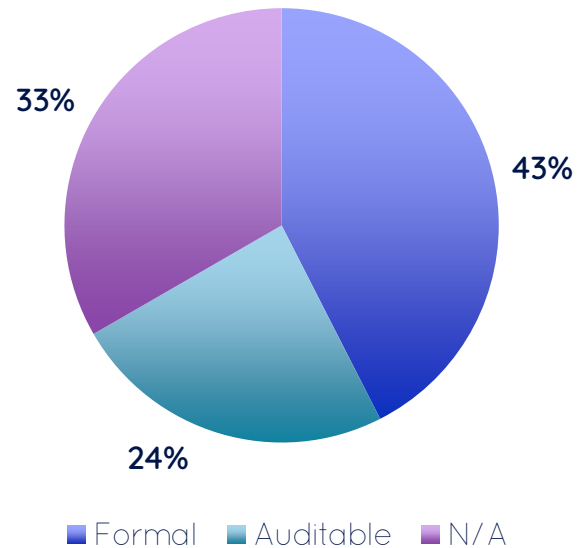


# DESIGN AND SPECIFICATION CONTROL

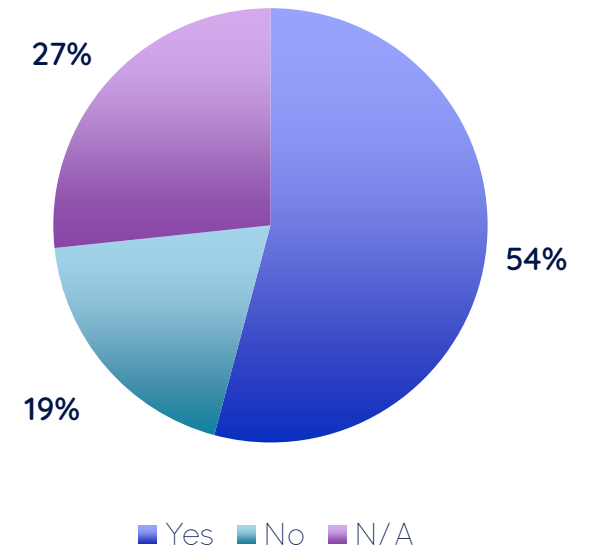
DOES YOUR COMPANY PUBLISH AN ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) REPORT AND/OR HAVE ESG INFORMATION AVAILABLE ONLINE?



DO YOU HAVE FORMAL/AUDITABLE PROCEDURES IN PLACE TO ADDRESS DESIGN APPROVALS AND CHANGES?

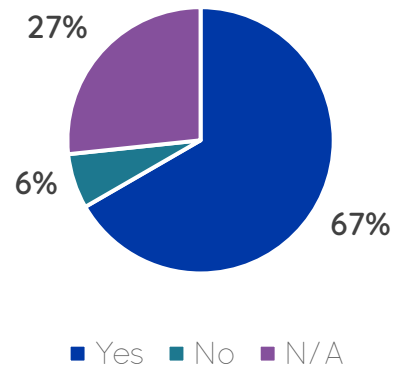


IS THERE A PROCEDURE TO COLLECT AND DISPOSE OF OBSOLETE DOCUMENTATION?

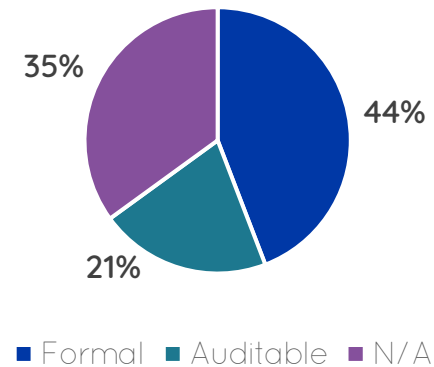


# SUPPLIER PROGRAM

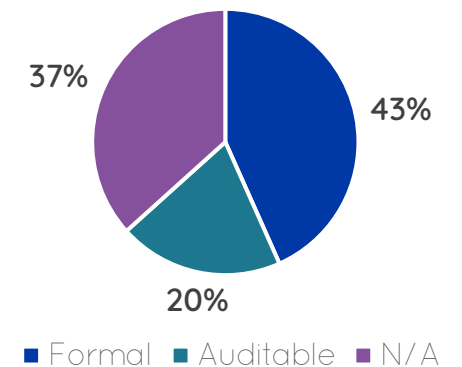
DO YOU HAVE A LIST OF APPROVED SUPPLIERS AND/OR FACTORIES?



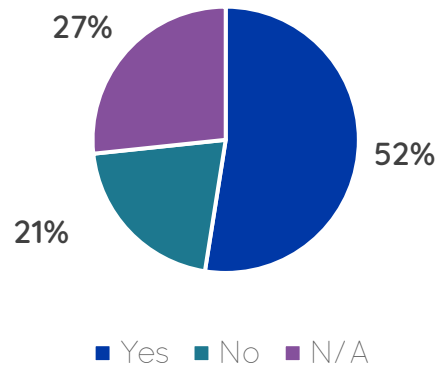
DO YOU HAVE FORMAL/AUDITABLE PROCEDURES FOR SUPPLIER AND/OR FACTORY APPROVALS?



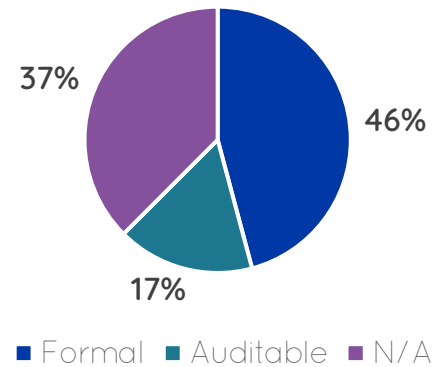
DO YOU HAVE FORMAL/AUDITABLE PROCEDURES TO REVIEW AND APPROVE PURCHASING DOCUMENTS FOR ACCURACY AND CORRECT SPECIFICATIONS BEFORE RELEASE?



DO YOU HAVE CORRECTIVE ACTION PROCEDURES FOR YOUR SUPPLIERS?



DO YOU HAVE FORMAL/AUDITABLE PROCEDURES FOR HANDLING, STORING, PACKAGING, AND DELIVERY OF MATERIALS?





PLEASE SEND INQUIRIES TO:  
[Corporate.Responsibility@hosthotels.com](mailto:Corporate.Responsibility@hosthotels.com)