



To: Interested Parties
From: The Airbnb Team
Re: Fighting Discrimination
Date: June 2, 2016

We are proud that Airbnb connects hosts and guests from different communities and cultures. We are committed to creating a world where anyone can belong anywhere, and where everyone belongs. Fighting racial discrimination, including the societal challenge of unconscious bias, is critical to achieving that goal. We have a zero tolerance policy for discrimination and when we become aware of it we take action. While we all know that the challenge of unconscious bias has plagued societies for centuries, as a company we are responsible for doing all we can do to fight discrimination - and all of the pain it causes - and create a fair community on our platform for everyone.

We've already begun work to tackle this challenge, such as offering unconscious bias training to Airbnb team members and many of our hosts. We've also conducted research and found that when people were choosing who to trust, reputation scores were more important than whether users shared similar characteristics. This research didn't examine race, so there's more work to be done, but it's a sign that reputation systems can be a powerful and positive force.

To learn more about what Airbnb can do, we are undergoing a comprehensive review examining how hosts and guests interact with one another online and off and what can be done to make sure the platform can help make sure everyone is treated fairly. We expect this review to conclude in early September, when we will announce what we've learned and how we plan to apply those lessons.

Airbnb leaders from every level of the company -- from our product, policy, legal, and diversity and belonging teams -- are focused on this issue. To help ensure their work succeeds and to guide our next steps, this week we have asked Laura Murphy, the former head of the American Civil Liberties Union's Washington D.C. Legislative Office, to help lead these efforts. Laura is the first woman, the first African-American, and the longest serving Washington Legislative Office director in the ACLU's history. A noted and tenacious advocate for equality and civil rights, Murphy has earned praise from Democrats and Republicans. The Dean of the House of Representatives, Rep. John Conyers hailed her as "one of the most prominent and important civil liberties and civil rights leaders of our time."

We look forward to working with you, your organization and your colleagues as we continue to address this matter. We will greatly benefit from your thoughts, insights, suggestions and counsel. No one company is going to solve this significant societal challenge, but we are committed to doing everything we can to fight bias and create a community that truly welcomes everyone.

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