

Three Year Review — Airbnb's Work to Fight Discrimination and Build Inclusion

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About Airbnb

Founded in 2008, Airbnb exists to create a world where anyone can belong anywhere, providing healthy travel that is local, authentic, diverse, inclusive and sustainable. Airbnb uniquely leverages technology to economically empower millions of people around the world to unlock and monetize their spaces, passions and talents to become hospitality entrepreneurs. Airbnb's accommodation marketplace provides access to 6+ million unique places to stay in 100,000+ cities and 191 countries and regions. With Experiences, Airbnb offers unprecedented access to local communities and interests through 40,000+ unique, handcrafted activities run by hosts across 1,000+ markets around the world. Airbnb's people-to-people platform benefits all its stakeholders, including hosts, guests, employees and the communities in which it operates.

A Message from Laura Murphy

In 2016, I authored a report on [Airbnb's Work to Fight Discrimination and Build Inclusion](#). Since then, I have worked closely with Airbnb on its commitments to build and improve policies, procedures and enforcement standards.

During the last three years, we've witnessed the growth of national and international conflicts that are rooted in discrimination and bias. Polarization, hateful discourse and violence are at levels that many of us have not seen in our lifetimes. Individuals, communities and corporations are not immune to the impacts of these disheartening developments.

Fortunately, Airbnb did not shrink in the face of these challenges and it did not allow my 2016 report to gather dust on a shelf. Instead, Airbnb has taken decisive steps to battle unlawful discrimination and to make its community more open and fair for everyone.

The platform has improved its operations in specific ways to thwart bias. For example:

- The Community Commitment, an explicit pledge to treat everyone with respect, without judgement or bias, is a standing requirement for all existing and new members of the community;
- The company has improved access to listings for people with disabilities by developing new and more effective filters to search for accommodation with appropriate features;
- Airbnb announced in October 2018 that it would no longer display guest profile photos to hosts prior to the acceptance of a booking request by a host;
- In July 2019, Airbnb announced that nearly 70 percent of its accommodations can be booked using Airbnb's Instant Book, which doesn't require prior approval from the host of a specific guest. This helps reduce the potential for bias because hosts automatically accept guests who meet objective criteria set out by the hosts; and
- Offensive or discriminatory content in messages can now be more easily flagged and reported by any user.

Also, I am particularly pleased about the ways that Airbnb has modified its structures and devoted resources to these issues. For example:

The Anti-Discrimination Product Team — This three year old group, composed of engineers, data scientists, researchers, and designers have been permanently assigned to projects that advance belonging and inclusion and to root out bias.

Policy and Enforcement — Specially trained teams deal with discrimination complaints and enforcement, with a range of actions that include support and assistance in finding a new place to stay (Open Doors Program), full investigation of claims, and issuing warnings, suspensions and even removals for those who are found to be violating Airbnb's policies.

Airbnb's Leadership Commitment — The Chief Operating Officer leads a monthly Anti-Discrimination Steering Committee to hold executives accountable on anti-discrimination and inclusion efforts throughout the company. Diversity & Belonging, discrimination issues, inclusive product innovations, and minority vending issues are standard agenda items.

Airbnb Executive Team Meetings — Diversity & Belonging and Anti-Discrimination efforts are a standing agenda item in the regular executive staff meetings.

Airbnb is advancing but its work is far from finished. While the vast majority of Airbnb hosts and guests have forged positive connections with people from different backgrounds, discrimination is a reality in the world, and there are still unacceptable instances of people being discriminated against on the Airbnb platform because of who they are or what they look like.

Thankfully, Airbnb shares my view that this is no time to declare victory. This report outlines the progress made on company diversity, strengthening partnerships to expand its community of hosts and guests and efforts to train the community against conscious and unconscious bias. This report also signals Airbnb's ongoing work to fight bias and make its community more open and more fair for everyone.

From my perch as a civil rights leader and technology consultant, I believe Airbnb is working in a systematic manner and producing industry-leading work to fight bias.

Airbnb sees this work as a core part of its mission to create a world where anyone can belong anywhere. No one company will erase discrimination, but Airbnb has demonstrated a real commitment and I urge others, especially other technology companies, to follow their lead.

Sincerely,

Laura W. Murphy

President, Laura Murphy & Associates

Summary

Airbnb has changed the travel landscape by making home sharing easier and more convenient, all while facilitating personal connections. The company's mission is to create a world where anyone can belong anywhere, promoting authentic and local experiences as well as meaningful exchanges between people of different backgrounds, origins, cultures and histories. It is a necessary requirement to champion inclusion, diversity, respect, fairness and transparency to live up to that mission.

While the story of the overwhelming majority of the people who use Airbnb is one of building connections, we are also aware that bias and discrimination are a reality in the world, and unacceptable incidents have happened while people have been using Airbnb. We have and continue to work hard to address these incidents and make Airbnb open and fair for everyone.

On September 8th, 2016, [Airbnb's Work to Fight Discrimination and Build Inclusion](#), was issued by Laura Murphy after consultation with Airbnb hosts, people who faced discrimination while using Airbnb, employees, civil rights organizations, federal and state regulatory agencies, elected and appointed officials, travel and tourism executives and expert consultants, among them The Honorable Eric Holder Jr, John Relman, Dr. Robert Livingston, Dr. Daniel Efron and Dr. Peter Glick.

The report outlined our commitments to improve the Airbnb platform and was [commended](#) by the Congressional Black Caucus, the Human Rights Campaign, the Leadership Conference on Civil and Human Rights, and others.

Three years have passed since this important moment for the company, and we have made progress to reduce bias and discrimination. Our work is far from finished, and we appreciate the guidance and counsel we received from several civil rights groups and from our community in this process.

These are some highlights from our Anti-Discrimination Action Plan:

The Community Commitment and Nondiscrimination Policy

Our Community Commitment and Nondiscrimination Policy were successfully rolled out in November 2016, making it mandatory for anyone who uses Airbnb to explicitly agree to a standard and to adhere to a [Nondiscrimination Policy](#) that goes beyond what is required by law, in most jurisdictions. The Community Commitment states:

"I agree to treat everyone in the Airbnb community—regardless of their race, religion, national origin, ethnicity, disability, sex, gender identity, sexual orientation, or age—with respect, and without judgment or bias."

Over 1 million users have declined Airbnb's Community Commitment and as a result have been denied the ability to use Airbnb. In the meantime, our community has grown to over 6 million listings and 40,000 experiences — and over half a billion cumulative guest arrivals. Our community is growing with a shared pledge of respect and acceptance.

A Permanent Specialized Team Working to Fight Bias and Discrimination

At Airbnb, Product Teams work to improve the website and mobile app for our entire community and are composed of engineers, data scientists, researchers, and designers. Since 2016, Airbnb assembled a permanent product team dedicated to rooting out bias. This team has worked on product changes that help users easily report negative content and the removal of guest profile pictures from the booking process. Within the tech industry, Airbnb is one of the few companies with a dedicated product team with this charter.

Guest Pictures are no longer displayed in reservation request

In October 2018, we made a global change to the way guest profile photos are displayed in the booking request process. Now, rather than displaying a potential guest's profile photo before the booking is accepted, hosts receive a guest's photo only after they've accepted the booking request.

Nearly 70% of over 6 million accommodations are "Instant Book"

Airbnb wants to make booking a place to stay easy for everyone. Instant Book allows certain listings to be booked immediately — without prior host approval of a specific guest. In 2016, we set a goal of making one million listings bookable via Instant Book by January 2017. We easily surpassed this goal. As of July 2019, nearly 70 percent of all Airbnb's 6+ million listings can be booked using Airbnb's Instant Book feature. Guests can choose their travel dates, book, and then discuss check-in plans with the host. There is no additional fee for Instant Book.

Thousands of Hosts Completed Training to Mitigate Unconscious Bias

In 2017, Airbnb created and distributed comprehensive anti-bias training materials for hosts. Thousands of hosts have completed the digital training videos and have received recognition for this demonstration of commitment to our mission. We continue to promote the training as standard welcome communications to new hosts and will be offering educational material in several languages about our Community Commitment, our Anti-Discrimination Policy, and how to avoid unconscious bias.

Partnerships

Airbnb recognizes that our work to create belonging can never be fully achieved unless our community reflects the global community. To help us improve the diversity of our community of hosts and guests, we have forged long-term partnerships with expert groups, including a regular convening of a group of civil rights and privacy organizations that help advise our work.

In the US, we have partnered with the **NAACP** (National Association for the Advancement of Colored People) to engage residents in communities of color about the financial opportunity that exists for Home and Experience hosts on Airbnb. To date we have launched host recruitment events with local NAACP chapters in Miami, Los Angeles, San Francisco, Oakland, Atlanta and Seattle. We've recently launched a national partnership with **LULAC** (League of United Latin American Citizens) to promote entrepreneurship through Airbnb Experiences for Latinx entrepreneurs, as well as to collaborate on work with local communities to incentivize home sharing for economic empowerment.

We know this is a challenging issue and are committed to building on this foundation to produce even better results. In the next sections of the report, we discuss our efforts to build and ramp up programs and some of our initial results and learnings. We also present more details about our nondiscrimination Policy and Enforcement, our work to diversify our employee and supplier bases in the US, and our engagement to provide more access to members of our community with disabilities.

Please find a more in-depth review of Airbnb's Anti-Discrimination Action Plan in the sections below.

Product Changes

Flagging Negative Content

In 2016, our community had limited ability to flag offensive or discriminatory content. It was available only within a message thread, and only when the website was being accessed on a desktop computer. Today, users can flag content as offensive or discriminatory in the message thread, within an accommodation listing description, or on a user profile — and can do so on both desktop and mobile devices. Once content is flagged, it is reviewed and our internal teams take action when necessary. Additionally, we have created an automatic detection systems that creates a list of content we believe might be discriminatory so that we can review even if the content has not been specifically flagged by a user.

Guest Profile Pictures Change

In October 2018 we announced a change in the way we display guest profile pictures in the booking process. Rather than displaying a potential guest's profile photo before the booking is accepted, hosts now receive a guest's photo in the booking process only after they've accepted the booking request. Airbnb does not require all guests to provide a photo. Instead, we now give hosts the option to ask their guests to provide a profile photo, which is only presented to hosts after they accept the booking.

If a host cancels a reservation after they see a guest's photo, the guest can report any concerns about potential discrimination by the host in violation of our nondiscrimination policy and Community Commitment. If any guest believes they have been discriminated against and notifies our team, we immediately help them book an alternative listing consistent with our Open Doors Policy, investigate the report, and take appropriate action. Any host who violates our nondiscrimination policy may be permanently banned from using Airbnb.

Policy Enforcement

Enforcing the Rules, Supporting Our Community

To improve our response to discrimination complaints and better enforce our policies, Airbnb has overhauled our enforcement protocols. Since 2016, the Airbnb team developed new tools to quickly and reliably route concerns regarding discrimination to a group of trained specialists who are dedicated to both identifying and combating discrimination.

Our internal teams work to identify new trends and new signals of abuse. We have team members who are fully focused on driving continuous improvements to our discrimination enforcement, refining definitions, creating new policies for new issue types, sourcing from external experts, and advising the executives on difficult cases. Changing political and social landscapes surfaced the need to constantly evolve our work to address new situations.

Enforcing The Airbnb Discrimination Policy

Airbnb investigates every report of explicit and perceived discrimination. We enforce against acts of discriminatory treatment, discriminatory language and offensive content (both online content and objects inside Airbnb accommodations) against all protected category groups outlined in our external Nondiscrimination Policy.

In implementing our enforcement policy, we take into consideration the context of the offense and the evidence to determine actions that include warnings, suspensions and account removals. **Where a behavior is investigated and determined to be a zero tolerance offense, we proceed with immediate account removal.**

Airbnb also investigates all reports of users who may be connected to a hate group and seeks appropriate action, including account removal, if we determine an individual is pursuing behavior on the platform that violates the Airbnb Community Commitment. This policy was enforced, for example, in 2017 at the time of the white nationalist rally in Charlottesville (VA).

Training to Mitigate Unconscious Bias

In 2017, Airbnb created and distributed comprehensive anti-bias training materials for hosts. Thousands of hosts have completed the digital training videos and have received recognition for this demonstration of commitment to our mission. We continue to promote the training as standard welcome communications to new hosts and use our newsletter to remind our existing hosts to watch the videos. We now plan to review our educational materials and provide resources in several languages to drive further awareness in our community in other countries.

Open Doors

In September 2016, we adopted the Open Doors Policy as part of our commitment to ensuring that everyone can use Airbnb to find a place to stay. Under Open Doors, if a guest believes that they are unable to book a listing due to discrimination, we work to ensure the guest finds another place to stay. To implement this policy, internal experts developed extensive and detailed procedures for Customer Support agents to follow.

In the period of time comprising of October 2016 to March 2019, Airbnb extended a total of 6,045 Open Doors offers and 512 of these offers were accepted. The low level of responses to the offers (33%) and low level of acceptance within those replies (25%) indicate that we need to improve our internal activation timing to ensure the effectiveness of the program. Concurrently, we have identified that many guests have already moved on after filing the report and no longer require assistance in rebooking.

In the last three years, our focus and learnings have been on building our internal tracking mechanisms, training staff and creating and improving procedures to enhance the

impact Open Doors has on our community. Currently, we are focusing on technology to improve the speed by which we are able to reach guests and increase the chances that those who require rebooking assistance after making a discrimination report actually receive this support.

A Diverse Workforce

In 2017, Airbnb implemented the Diverse Candidate Slate Rule, a new policy that mandates that all candidate pools for positions include women and candidates from underrepresented backgrounds. At that time, we also set a goal of ensuring at least 11 percent of our US-based employees came from underrepresented populations.

As of January 2019, 12.3 percent of Airbnb’s US-based employees come from underrepresented populations. 43.9 percent of our US-based employees are women. And 8.5 percent of our technical roles that are based in the US are underrepresented minorities.

As of January 1, 2019, Airbnb’s US-based employee population is configured as:

- 3.5% African-American
- 7.8% Latinx
- 0.3% Pacific Islander
- 0.2% Native American
- 0.5% Two or more races, including one underrepresented race

The increase was a result of targeted efforts to increase diversity in the company that have been intensified in the last three years, beginning under the stewardship of David King III, our first Head of Diversity and Belonging, and a former Peace Corps and State Department official. Since then, Airbnb has expanded recruitment efforts in Historically Black Colleges and Universities, schools with large Latinx populations and schools with large female populations in science and engineering. We’ve also forged partnerships with organizations who focus on maximizing minority or gender equality in tech. And we’ve worked hard to extract bias from our people policies and practices, including a full review and redesign of our performance evaluations and interview processes.

In May 2019, Melissa Thomas-Hunt, joined Airbnb as our newest Head of Global Diversity and Belonging. As Former Vice Provost of Vanderbilt University, Melissa was responsible for helping to advance equity, diversity and inclusion in Vanderbilt’s academic research and community of staff, students, and faculty. Her first effort has been to initiate a company-wide diversity and belonging inventory of our internal processes and practices, and has joined the Anti-Discrimination Steering Committee.

We have now set a new goal for the company to achieve 13 percent representation of underrepresented minorities in the US by the first quarter of 2020.

For us, this means we will intensify our efforts, starting with a new audit that began in April that will inform a new Global Diversity and Belonging Strategy. We've recently completed executive "Listening Sessions" with our internal Employee Resource Groups (ERGs) and have matched an Executive Leader to sponsor each of our 19 ERGs.

Among our expanded action in recruitment and external partnerships, we have also set out the following goals to achieve our objectives:

- Develop new global manager trainings to cultivate inclusivity;
- Apply competency-based interviewing and "bias busting" techniques in performance reviews;
- Establish internal three-year goals for specific technical functions;
- Relaunch the Connect program, an apprenticeship for people with non traditional technical backgrounds into our technical roles, with an emphasis on local communities and underrepresented groups; and
- Partnerships with technical bootcamps to increase underrepresented minorities in our engineering internship roles.

A Diverse Community

Making sure our community of hosts and guests is diverse and reflective of the global community is an integral component of our mission to create belonging. Our ability to create economic opportunity for our hosts and economic choice for our guests is something that we want to share with as many people as possible. **Airbnb has worked over the years to inform diverse audiences about our company, including racial and ethnic minorities, religious communities, the LGBTQ community, the disability community, women, seniors, and others.**

Airbnb has worked to spread the benefits of hosting with communities of color, starting with a partnership with the NAACP that was announced in July 2017 and a partnership with the League of United Latin American Citizens (LULAC) that was announced in July 2019. The goal of these partnerships is to help educate communities that have often been left out of the traditional hospitality industry about the economic opportunities that exist through using the Airbnb platform.

Our Experiences business unit is also focused on building strategic partnerships to encourage local participation and enrollment as Experience hosts, as well as engaging for expertise and awareness on social, cultural and historical sensitivities. Beyond our

engagement with NAACP (National Association for the Advancement of Colored People) and LULAC (League of United Latin American Citizens), we are also partners with or sponsors of the SF Business Chambers, World Indigenous Business Network, IGLTA (International LGBTQ+ Travel Association), and Outright Action International.

Our goal is to continue to engage a variety of communities to ensure that they can see themselves reflected in our community, understand the opportunities that are available to them through using Airbnb and to ensure they feel a sense of belonging as they use our technology. Our work to engage external audiences is important to our success and we will look for ways to continue to build on the work we've started.

Growing our Partnership with the NAACP

Airbnb partnered with the NAACP to design and launch programs that will bring the benefits of hosting to more communities of color. Beginning with local launches in 2018, Airbnb, in partnership with NAACP, began outreach and engagement events in Miami, Los Angeles, San Francisco and Oakland. As part of these events, the NAACP hosts education forums for Airbnb hosts and highlights the various ways people can earn money with Airbnb. In addition to home sharing, people have been able to meet members of the recruiting team and learn about our supplier diversity opportunities. Beginning in 2019, outreach efforts expanded to also include Experience hosting, and separate recruiting and supplier diversity mixers in Atlanta and Seattle. Two more cities will be launched later this year.

We have also taken aggressive action to expand our work with the NAACP with a commitment to continue our work and fund a range of programs and services that advance the NAACP's mission. In 2019, Airbnb has supported several NAACP annual events including the Afro-Academic, Cultural, Technological and Scientific Olympics (ACT-SO), a yearlong achievement program designed to recruit, stimulate, and encourage high academic and cultural achievement among African-American high school students in areas like STEM, Coding, and the Arts, as well as supporting the 50th Anniversary Image Awards, 110th Annual National Convention and Jamestown to Jamestown Year of Return trip to Ghana.

Launch of Partnership with LULAC

In July 2019, Airbnb launched a partnership with LULAC to introduce Airbnb to their members and the broader Latinx community, while also developing a pipeline of new Experiences hosts through a program called "Mujeres Poderosas" or powerful women, focused on Latina entrepreneurs. Launching later this year, we will work with the organization locally in three cities. In addition to educating the community about Experiences, we will also share the message of economic empowerment through home hosting.

External Community Engagement

Airbnb understands that we are a community that is made up of people who are members of many different backgrounds and intersectional identities. Over the years, we have engaged with many different organizations that represent individuals based on who they are. A sample of our work with organizations representing a variety of communities is listed below.

- **Civil and Human Rights.** Since 2016, Airbnb has engaged with civil and privacy rights leaders and organizations through a collaboration with The Leadership Conference on Civil and Human Rights, a coalition of over 200 civil and human rights organizations reflecting the various communities that are often underrepresented. Airbnb has convened regular meetings to seek advice from Leadership Conference coalition members on issues related to our anti-discrimination efforts. These convenings have been invaluable to us and help inform the creation of new policies, practices and research. Most importantly, these organizations help to keep us accountable for making progress toward our goal of creating belonging.
- **Gender Equality.** In 2018, Airbnb joined Digital2Equal, the International Finance Corporation's (IFC) 18-month global initiative for companies in the digital economy to promote gender equality. Airbnb, a founding company, began working with the IFC and other companies to promote gender equality by developing and sharing best practices in how online platforms can better serve women as employees, providers, customers, and community stakeholders. The International Finance Corporation is a sister organization of the World Bank and a member of the World Bank Group.
- **LGBTQ Equality.** The Human Rights Campaign is America's largest civil rights organization working to achieve lesbian, gay, bisexual, transgender and queer equality. Airbnb is a member of HRC's Global Business Coalition, a consortium of major global businesses committed to upholding workplace protections for lesbian, gay, bisexual and transgender employees. Internally, we have developed LGBTQ-related policies and practices including non-discrimination workplace protections, domestic partner benefits, and transgender-inclusive healthcare benefits. Airbnb has worked with HRC on filing various amicus briefs for cases that threaten to undermine the civil rights of the LGBTQ community.
- **Immigration Advocacy.** Airbnb believes that our country has always been about belonging — we believe we are at our strongest at home, and as global leaders, when we are opening our doors to welcome people. In early 2017, Airbnb committed to housing 100,000 people in need worldwide as part of our [Open Homes](#) program. In November 2017 that year Airbnb joined more than 100 U.S. companies in filing an amicus brief in support of a court challenge to the policy

(Trump v. Hawaii). When the case went up to the US Supreme Court and the policy was upheld in June 2018 Airbnb publicly expressed our disappointment with the decision and launched a campaign to match donations to the International Refugee Assistance Project. In spring 2019 we endorsed the NO BAN Act, which would rescind the ban. We have worked with Muslim Advocates to support the bill's passage and numerous partners to support the immigrant community. Airbnb also began a partnership with the Tahirih Justice Center in 2018 to help asylees and their families to obtain lawful permanent residence in the United States. To date, Airbnb has hosted six "Adjustment of Status" Legal Clinics, where company volunteers provided free legal assistance and interpretation work to dozens of immigrants in their application processes.

Supplier Diversity

Our work to promote a healthy, equitable and inclusive community includes open and fair access to contracting opportunities at Airbnb. To hold ourselves accountable, in late 2016, we set a goal to award 10% of our addressable spend to diverse businesses by the end of 2019. As we work to achieve this goal, we are also working to have long-standing relationships with our suppliers.

Our processes involve identifying and matching diverse suppliers with upcoming sourcing opportunities and coordination with internal departments and external groups (NGOs and Trade groups) to track incremental spending and parity in contracting. We've also advanced to:

- Support early connections in the procurement process to allow diverse suppliers a better opportunity to showcase capability to compete;
- Review our contracting standards to include diversity clauses for subcontracts;
- Amplify internal awareness of the supplier diversity program in internal communications to increase diversity in decentralized procurement processes; and
- Develop external outreach and networking programs as well as internal tracking and reporting systems.

We increased our diverse spend by 4 times since the end of 2016. **Currently, 7 percent of US addressable spend goes to suppliers owned by underrepresented minorities, women, veterans, persons with disabilities, members of the LGBT+ community, and businesses in Historically Underutilized Business Zones.** Airbnb continues to focus on achieving the 10% goal, as well as amplifying efforts internationally. We have learned that we need a sustainable approach to the diversification of our supplier portfolio, combining more efficient processes for awareness, anticipation and tracking.

Accessibility

In 2017, Airbnb started collaborating with the California Council of the Blind, California Foundation for Independent Living Centers and the National Council on Independent Living to develop the accessibility filters, and to improve our policies. In late 2017, Airbnb also acquired Accomable, the London-based accessible travel startup founded in 2015 by Srin Madipalli and Martyn Sibley — two friends with Spinal Muscular Atrophy in the UK. Accomable linked travelers with disabilities with listings that met their needs.

This work built up to the launch, in March 2018, of 27 new accessibility filters on Airbnb that make it easier for guests with disabilities to find accessible travel accommodations worldwide. The new filters allow Airbnb guests to search for listings with specific features, like step-free entry to rooms and entryways that are wide enough to accommodate a wheelchair. Previously, guests on Airbnb were only able to search for “wheelchair accessible” listings, which did not always meet travelers’ needs.

Airbnb continues to work on filter efficiency and accuracy, with insights from experts, such as advocates from National Council on Independent Living. The company also hosts quarterly Disability Advisory Roundtables with a number of national and regional organizations, activists, advocates and leaders.

In 2017, Airbnb launched an internal accessibility team focused on accessibility of Airbnb’s website and mobile applications. The team has been working with our engineers and designers toward meeting the digital accessibility standards laid out by the Web Content Accessibility Guidelines and creating online experiences that everyone can use. This includes efforts to increase text legibility, adjust color usage, improve the labeling of iconography, and increase internal awareness and knowledge around digital accessibility.*

In 2019, Airbnb expanded its accessibility efforts to include the accessibility of the homes on our platform. We have improved our infrastructure to require hosts to provide photos to select accessibility features and launched a new landing page: www.airbnb.com/accessibility. This team is focused on:

- Product improvements on finding suitable features in accommodations;
- Better tools and guidance for hosts on accessibility;
- Enabling guests to provide feedback and reviews with respect to accessibility;
- Finding supply of homes and hotels that have higher levels of accessibility;
- Regular internal training seminars to assure awareness across teams.

The Accessibility team has also completed 20 host workshops across eight countries to teach hosts how to maximize the accessibility of their listing and the value of accuracy. The team also routinely runs focus groups, testing sessions, and community “open house” events in different countries. Additionally, we participate in disability focused trade shows and sponsor events organized by civil rights groups and sporting organizations.

*This paragraph was added in February 2020 to accurately reflect the composition and scope of Airbnb’s accessibility teams.

Conclusion

Airbnb recognizes that fighting bias and discrimination is a significant challenge that no one person or one company can do on their own, but we are committed to using all available tools and resources to achieve our goal of creating a diverse and inclusive community that enables belonging. As we continue our work, we will continuously refine and improve our policies and practices and look forward to working with anyone and everyone who shares our commitment to the mission of creating a world where anyone can belong anywhere.

In the past three years, all of these actions have been informed by the advice and counsel of hosts, guests and leaders in the civil rights, privacy, and technology communities. We are grateful for their support, wisdom and guidance and look forward to continuing to work with these and other organizations and experts in the future.

Airbnb is committed to building on its progress and implementing a series of new changes that will advance our work to fight bias and discrimination and make Airbnb's company and community stronger and more diverse. We are focused on making real and meaningful changes that strengthen our platform, our company, and our community of hosts and guests.