



Tuesday, January 22, 2019

National Conference on Race and Ethnicity in American Higher Education
Attn: Julie Tate JB, Belinda Biscoe PHD, Anthony Natale PHD

Dear Julie, Belinda, Anthony,

As a DoubleTree by Hilton Portland partner, I wanted to address a recent incident that took place at our location. On December 22nd of this past year, an African-American guest, Jermaine Massey, was treated unacceptably by our staff and escorted from our hotel. As we're sure you've seen, the incident has received prominent attention, both in media and in the business community.

While words alone cannot effectively convey our remorse for Mr. Massey's experience, we have apologized and reached out to him in an effort to make this right and fully understand the impact this experience had on him.

We understand that because of this, our partners have been affected and may rightly have questions and concerns about continuing our relationship.

And so, we'd like to also apologize to you, for causing our values, ethics and standards to come into question. We want to assure you that we have zero-tolerance for discrimination of any kind, and do not stand for behavior of this nature. Still it is not lost on us that trust in our hotel has understandably been brought into question, and we know that rebuilding that trust will take time. Which is why we've chosen to seek to understand the mistakes we have made and to correct them.

We have terminated the employees involved in the incident, and in complete transparency, we have opened ourselves to a third-party to conduct an independent audit of our processes, trainings and protocols. Multi-stage diversity & inclusion and unconscious bias trainings have started and will be completed by the end of January. In addition, we're working with various advisers and community organizations, and are developing a microsite for accessibility and visibility, regarding the steps we are taking on this path forward.

We can't undo what happened, but we are committed to taking the appropriate steps to ensure we are providing the best service and treatment to all who enter, and make certain this doesn't happen again.

If you have any further questions or concerns, I am available to further discuss at your convenience.

Best regards

A handwritten signature in black ink that reads "Paul Peralta".

Paul Peralta
General Manager