



Leslie Varley
Executive Director
BC Association of Aboriginal Friendship Centres
551 Chatham Street
Victoria, BC V8T 1E1

March 15, 2023

As the General Manager of Hyatt Regency Vancouver and on behalf of our entire hotel team, I sincerely apologize to the BCAAFC Cultural Advisor for the experience he had at our property. We have empathy for the pain this has caused him. We deeply regret that the BCAAFC Cultural Advisor felt discriminated against at our hotel as this is not aligned with our purpose to care for people so they can be their best.

Hyatt Regency Vancouver is committed to learning from this experience including taking meaningful and actionable next steps – immediately:

- retaining a cultural advisor on Indigenous culture and issues affecting Indigenous people to train all our staff to understand the larger issue of systemic racism affecting Indigenous people;
- working with BCAAFC and other Indigenous organizations to learn how we can help hire – and find meaningful ways to support, develop and retain – Indigenous people at all levels of our hotel;
- engaging with our cultural advisor and organizations like BCAAFC to further assist us in ensuring a welcoming environment for Indigenous groups at our hotel, always with their safety in mind;
- continuing our dialogue with BCAAFC leadership on how we can move forward together in a positive and productive manner.

We recognize the members of BC Association of Aboriginal Friendship Centres' (BCAAFC) anger as well as the concerns they shared around racism impacting the Indigenous community, and we are focused on listening, learning and working with BCAAFC and the Indigenous community to further understand the experiences, hardships and larger issue of systemic racism affecting Indigenous people. We know we have work to do and from this experience, understand we have even more opportunities to listen and learn – including continuing to build on our training focused on the Indigenous community – and encouraging other properties in the Vancouver community to do the same.



While Hyatt Regency Vancouver has a longstanding history and reputation of celebrating and honoring the diversity, equity and inclusivity of Indigenous communities here in Vancouver and across Canada, we must always provide a welcoming environment for our guests. We appreciate the ongoing dialogue with BCAAFC and look forward to hosting BCAAFC in the future.

A handwritten signature in black ink, appearing to read "P. Gosselin", written in a cursive style.

Patrick Gosselin
General Manager
Hyatt Regency Vancouver