



## 2021 Sustainability Report GRI Content Index

### GENERAL DISCLOSURES

GRI REFERENCE	GRI NUMBER AND DISCLOSURE	RESPONSE/REPORT SECTION	RATIONALE
<b>Organizational Profile</b>			
GRI 102: General Disclosures 2016	102-1: Name of the organization	Booking Holdings Inc.	
	102-2: Activities, brands, products, and services	Our Company (p.6)	
	102-3: Location of headquarters	Our Company (p.6); <a href="#">2021 Annual Report</a>	
	102-4: Location of operations	Our Company (p.6); <a href="#">2021 Annual Report</a>	
	102-5: Ownership and legal form	Our Company (p.6); <a href="#">2021 Annual Report</a>	
	102-6: Markets served	Our Company (p.6)	
	102-7: Scale of the organization	Our Company (p.6); <a href="#">Booking Holdings factsheet</a> ; <a href="#">2021 Annual Report</a>	
	102-8: Information on employees and other workers	About This Report (p.55)	Information on the employment type and contract by region and gender is not disclosed.
	102-9: Supply chain	<a href="#">2021 Annual Report</a>	
	102-10: Significant changes to the organization and its supply chain	<a href="#">2021 Annual Report</a>	
	102-11: Precautionary Principle or approach	How We Create Shared Value (p.8); Our Compliance and Ethics (p.49)	Booking Holdings does not formally apply the precautionary principle, however the risk management approach is included in the organizational planning to some extent.
	102-12: External initiatives	Our Stakeholder Engagement (p.12); Our Human Rights Program (p.52)	
	102-13: Membership of associations	Our Stakeholder Engagement (p.12); Diversity, Inclusion and Belonging (p.36)	
<b>Strategy</b>			
GRI 102: General Disclosures 2016	102-14: Statement from senior decision-maker	A Note from our CEO (p.3)	
<b>Ethics and Integrity</b>			
GRI 102: General Disclosures 2016	102-16: Values, principles, standards, and norms of behavior	Our Values (p.6); Our Corporate Governance (p.47); <a href="#">Code of Conduct</a>	
<b>Governance</b>			
GRI 102: General Disclosures 2016	102-18: Governance structure	Our Corporate Governance (p.47); <a href="#">Investor Relations: Corporate Governance</a>	



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### GENERAL DISCLOSURES (CONTINUED)

GRI REFERENCE	GRI NUMBER AND DISCLOSURE	RESPONSE/REPORT SECTION	RATIONALE
<b>Stakeholder Engagement</b>			
GRI 102: General Disclosures 2016	102-40: List of stakeholder groups	Our Stakeholder Engagement (p.12)	
	102-41: Collective bargaining agreements	<a href="#">2021 Annual Report</a>	Our U.S. employees are not represented by a labor union and are not covered by a collective bargaining agreement. See our 2021 10-K Annual Report for more information.
	102-42: Identifying and selecting stakeholders	About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	102-43: Approach to stakeholder engagement	Our Stakeholder Engagement (p.12)	
<b>Reporting Practice</b>			
GRI 102: General Disclosures 2016	102-45: Entities included in the consolidated financial statements	About This Report (p.55)	
	102-46: Defining report content and topic Boundaries	About This Report (p.55)	
	102-47: List of material topics	Stakeholder Engagement (p.12); About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	102-48: Restatements of information	About This Report (p.55)	
	102-49: Changes in reporting	About This Report (p.55)	
	102-50: Reporting period	About This Report (p.55)	
	102-51: Date of most recent report	March 25, 2021	
	102-52: Reporting cycle	About This Report (p.55)	
	102-53: Contact point for questions regarding the report	About This Report (p.55)	
	102-54: Claims of reporting in accordance with the GRI Standards	About This Report (p.55)	
	102-55: GRI content index	2021 GRI Content Index	



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## TOPIC-SPECIFIC DISCLOSURES

GRI REFERENCE	GRI NUMBER AND DISCLOSURE	RESPONSE/REPORT SECTION	RATIONALE
<b>Compliance, Ethics and Integrity</b>			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Our Compliance and Ethics (p.49); About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	103-2: The management approach and its components	Our Compliance and Ethics (p.49)	
	103-3: Evaluation of the management approach	Our Compliance and Ethics (p.49)	
Self-selected Metrics	Number of Ethics Ambassadors	Our Compliance and Ethics (p.49)	
	Compliance reports	Our Compliance and Ethics (p.49)	
	Compliance training completion rate	Our Compliance and Ethics (p.49)	Our disclosure also references GRI 205: Anti-corruption 2016, Disclosures 205-2
<b>Data Privacy and Security</b>			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Our Customer Privacy and Data Protection (p.53); About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	103-2: The management approach and its components	Our Customer Privacy and Data Protection (p.53)	
	103-3: Evaluation of the management approach	Our Customer Privacy and Data Protection (p.53)	
<b>Diversity and Inclusion</b>			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Diversity, Inclusion & Belonging (p.36); About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	103-2: The management approach and its components	Diversity, Inclusion & Belonging (p.36)	
	103-3: Evaluation of the management approach	Diversity, Inclusion & Belonging (p.36)	
Self-selected Metrics	Diversity of governance bodies and employees	Our Workforce and Diversity in Numbers (p.40); Our Corporate Governance (p.48); <a href="#">2021 Sustainability Report Performance Data</a>	Our disclosure also references GRI 405: Diversity and Equal opportunity 2016; Disclosures 405-1
	Ratio of female employees total headcount	Our Workforce and Diversity in Numbers (p.40); <a href="#">2021 Sustainability Report Performance Data</a>	
	Ratio of female employees in Leadership	Our Workforce and Diversity in Numbers (p.40); <a href="#">2021 Sustainability Report Performance Data</a>	
	Women in Technology	Our Workforce and Diversity in Numbers (p.40); <a href="#">2021 Sustainability Report Performance Data</a>	



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### TOPIC-SPECIFIC DISCLOSURES (CONTINUED)

GRI REFERENCE	GRI NUMBER AND DISCLOSURE	RESPONSE/REPORT SECTION	RATIONALE
<b>Employee Health and Well-being</b>			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Well-being and Health (p.41); About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	103-2: The management approach and its components	Well-being and Health (p.41)	
	103-3: Evaluation of the management approach	Well-being and Health (p.41)	
GRI 403: Occupational Health and Safety 2018	403-3: Occupational health services	Support in a Hybrid Workplace (p.41)	
	406-3: Promotion of worker health	Well-being and Health (p.41)	
<b>Environmental Impact of Offices and Operations (Non-GRI Topic)</b>			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Our Environmental Stewardship (p.25); About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	103-2: The management approach and its components	Our Environmental Stewardship (p.25); <a href="#">Climate Action Plan</a>	
	103-3: Evaluation of the management approach	Our Environmental Stewardship (p.25)	
GRI 305: Emissions 2016	305-1: Direct (scope 1) GHG emissions	Our Energy Consumption and Carbon Emissions (p.26); About This Report (p.59); <a href="#">2021 Sustainability Report Performance Data</a>	
	305-2: Energy indirect (scope 2) GHG emissions	Our Energy Consumption and Carbon Emissions (p.26); About This Report (p.59); <a href="#">2021 Sustainability Report Performance Data</a>	
	305-3: Other indirect (scope 3) GHG emissions	Our Energy Consumption and Carbon Emissions (p.26); About This Report (p.59); <a href="#">2021 Sustainability Report Performance Data</a>	
	305-5: Reduction of GHG emissions	<a href="#">Climate Action Plan</a> ; Our Energy Consumption and Carbon Emissions (p.26); About This Report (p.59); <a href="#">2021 Sustainability Report Performance Data</a>	
<b>Human Rights</b>			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Human Rights (p.51); About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	103-2: The management approach and its components	Human rights (p.51)	
	103-3: Evaluation of the management approach	Human rights (p.51)	



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TOPIC-SPECIFIC DISCLOSURES (CONTINUED)

GRI REFERENCE	GRI NUMBER AND DISCLOSURE	RESPONSE/REPORT SECTION	RATIONALE
<b>Sustainable Travel (Non-GRI Topic)</b>			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Sustainable Travel (p.15); About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	103-2: The management approach and its components	Sustainable Travel (p.15)	
	103-3: Evaluation of the management approach	Sustainable Travel (p.15)	
Self-selected Metrics	Number of partners who have Sustainable Travel Badge	Travel Sustainable Program (p.20)	
	Total number of CO2 sorts	Enabling Sustainable Travel Options (p.19)	
<b>Volunteering and Charitable Donations</b>			
GRI 103: Management Approach 2016	103-1: Explanation of the material topic and its Boundary	Our Community Engagement (p.29); About This Report: Sustainability Materiality Assessment and Stakeholder Engagement (p.56)	
	103-2: The management approach and its components	Our Community Engagement (p.29)	
	103-3: Evaluation of the management approach	Our Community Engagement (p.29)	
Self-selected Metrics	Number of causes supported	Our Community Engagement (p.29); <a href="#">2021 Sustainability Report Performance Data</a>	
	Total number of hours volunteered	Our Community Engagement (p.29); <a href="#">2021 Sustainability Report Performance Data</a>	
	Total donations	Our Community Engagement (p.29); <a href="#">2021 Sustainability Report Performance Data</a>	



**2021 Sustainability Report SASB Content Index**

INTERNET MEDIA & SERVICES

TOPIC	ACCOUNTING METRIC	CATEGORY	CODE	REFERENCE IN REPORT
<b>Environmental Footprint of Hardware Infrastructure</b>				
	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Quantitative	TC-IM-130a.1	<a href="#">2021 Sustainability Report Performance Data</a>
	Discussion of the integration of environmental considerations into strategic planning for data center needs	Discussion and Analysis	TC-IM-130a.3	<a href="#">Climate Action Plan</a> ; Our Energy Consumption and Carbon Emissions (p.26); About This Report (p.59)
<b>Data Privacy, Advertising Standards and Freedom of Expression</b>				
	Description of policies and practices relating to behavioral advertising and user privacy	Quantitative	TC-IM-220a.1	Our Customer Privacy and Data Protection (p.53)
<b>Data Security</b>				
	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Quantitative	TC-IM-230a.1	<a href="#">2021 Sustainability Report Performance Data</a>
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	TC-IM-230a.2	Our Customer Privacy and Data Protection (p.53)
<b>Employee Recruitment, Inclusion and Performance</b>				
	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Quantitative	TC-IM-330a.3	We publicly disclose <a href="#">EEO-1 data</a> covering the U.S. market