



BOOKING HOLDINGS

2023 Sustainability Report



FOREWORD



At Booking Holdings, we believe in the value that travel brings to society, communities, businesses, and individuals. Our mission is to make it easier for everyone to experience the world, and as a global leader in travel technology, we understand that our capacity to touch the journeys of millions of travelers comes with a responsibility to ensure that there is always a world worth experiencing.

GLENN D. FOGEL
CHIEF EXECUTIVE OFFICER

KATE HEINY
VICE PRESIDENT, SUSTAINABILITY

In line with this, we recognize the critical nature of further embedding sustainability into the future of our business, including reducing our environmental impact, and supporting our people, customers, partners, and communities with more sustainable travel options. We continued to build and act upon our understanding of the social, environmental, and economic impacts of our business in 2023, and recognize further opportunities for learning and advancement as we continue on this journey.

Throughout the year, we made progress on our commitments and targets. This included reducing our total emissions by 26% compared to 2019, our benchmark year, and initiating a successful climate awareness education program for all employees. We also reviewed many of our governance processes, looking for ways to streamline our sustainability initiatives and maximize their impact. Our teams continued to collaborate with partners, suppliers, and civil society organizations on solutions to empower travelers with more information about sustainable travel options.

We are proud of the progress we are making, which is detailed in this Sustainability Report. Looking ahead, we will continue to work on our sustainability efforts, both in our operations and in collaboration with the wider industry. We want to thank our teams all over the globe, our customers, including both travelers and partners, our shareholders, and other stakeholders whose continued partnership, dedication, and support is invaluable as we work towards a more sustainable future for travel.

Year in Review

2023 provided many opportunities for learning and advancement on our sustainability journey. We are proud of our achievements, but also recognize how much more there is to do. In order to report on our strategic commitments holistically, key goals and achievements have been grouped within the following impact areas:



Reducing our Impact on the Planet

- › Reduced absolute Scope 1 & 2 emissions by 84% compared to 2019.
- › Reduced absolute Scope 3 emissions by 22% compared to 2019.
- › Became the first online travel provider to have its net-zero science-based target verified by the Science Based Targets initiative (SBTi).
- › Named on USA TODAY America's Climate Leaders list.



Supporting People & Communities

- › 140 nationalities represented across Booking Holdings and its brands.
- › Launched a Vendor Diversity Program in 2023.
- › Named on Forbes Best Employers for Diversity and World's Top Companies for Women lists.



Enabling More Sustainable Travel

- › More than 1.4 million accommodations shared information about their sustainability-related practices.
- › More than 16,000 accommodation partners have been recognized with a third-party certification¹ related to sustainability practices.
- › Recognized on Fast Company's 2023 World Changing Ideas list.

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1

Company & Strategy

1 COMPANY & STRATEGY

1.1

About Booking Holdings



Our mission is to make it easier for everyone to experience the world.

Booking Holdings Inc. (NASDAQ: BKNG) is the world's leading provider of online travel and related services across more than 220 countries and territories through five primary consumer-facing brands: Booking.com, Priceline, Agoda, KAYAK, and OpenTable.

Our Values

Experiences of every kind, for everyone.

We believe that by making it easier for everyone to experience the world, we are doing our part to make humanity better.

Absolute integrity.

We will always strive to do the right thing and achieve success with integrity and accountability.

Relentless innovation.

We should never feel satisfied with the status quo, and every day should begin with the question: how are we going to innovate today?

Diversity gives us strength.

We are absolutely committed to diverse ideas, people, and experiences.

The sum is greater than our parts.

Our strength lies in our people, and our success is contingent upon our ability to work as one team to succeed in our mission to make it easier for everyone to experience the world.

Our Brands



Booking.com is a global leader in online travel, continuously investing in the technology that helps take the friction out of travel and connecting millions of travelers with memorable experiences every day.

HQ AMSTERDAM,
THE NETHERLANDS



Priceline is a leader in online travel, delivering significant savings on millions of hotels, flights, alternative accommodations, rental cars, vacation packages, and cruises for over 25 years.

HQ NORWALK, CONNECTICUT,
USA



Agoda is a leading global online accommodations provider based in the heart of Asia. Agoda also offers flight, ground transportation, and activity reservation services.

HQ SINGAPORE



KAYAK provides comprehensive search results for travelers. With partners across flights, stays, and rental cars, KAYAK does the heavy lifting for you by searching and comparing hundreds of sites to help uncover some of the best travel deals across the internet, all in one place.

HQ STAMFORD, CONNECTICUT,
USA



OpenTable is a leading brand for booking online restaurant reservations. OpenTable connects restaurants and diners, helping diners discover and book the perfect table and helping restaurants deliver personalized hospitality to keep guests coming back.

HQ SAN FRANCISCO, CALIFORNIA,
USA

1 COMPANY & STRATEGY

1.2

Sustainability Strategy



We want to make more sustainable travel the way to experience the world.

This vision underpins the sustainability efforts of Booking Holdings and its brands. The travel industry acts as a powerful driver of global economics as well as a pathway to shared knowledge, culture, and experience. However, travel also comes with sustainability-related risks and impacts. The need for greater awareness and action is therefore inextricably tied to the long-term viability of our industry, and we remain focused on contributing to sustainable development within our business and beyond.

In order to act on this vision, we use in-depth materiality analysis to provide the necessary insights to focus on key points of leverage and guide the execution of our sustainability strategy, which is based on three commitments:

1 Sustainable Operations

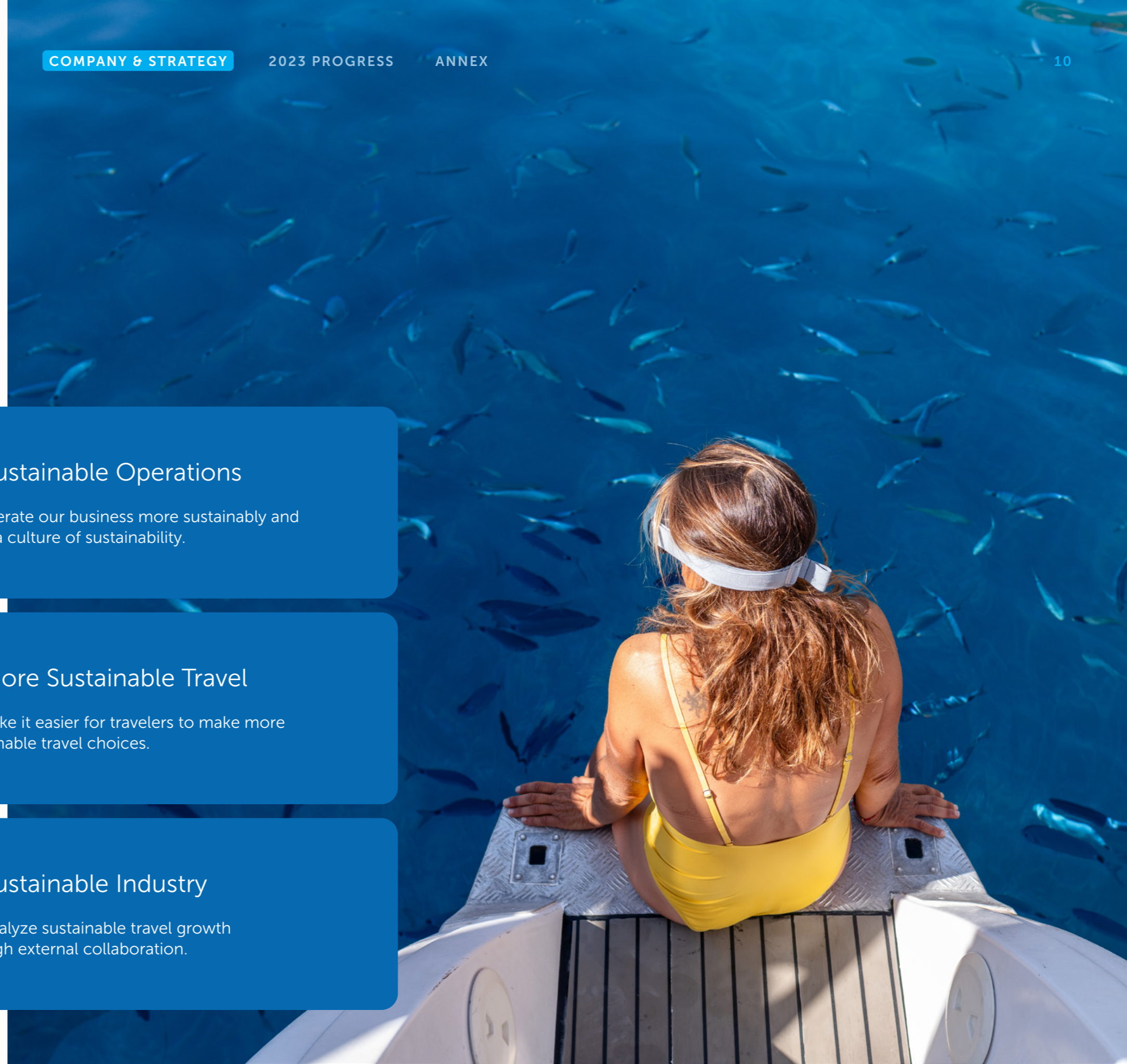
To operate our business more sustainably and build a culture of sustainability.

2 More Sustainable Travel

To make it easier for travelers to make more sustainable travel choices.

3 Sustainable Industry

To catalyze sustainable travel growth through external collaboration.



1.3 Governance & Stakeholders



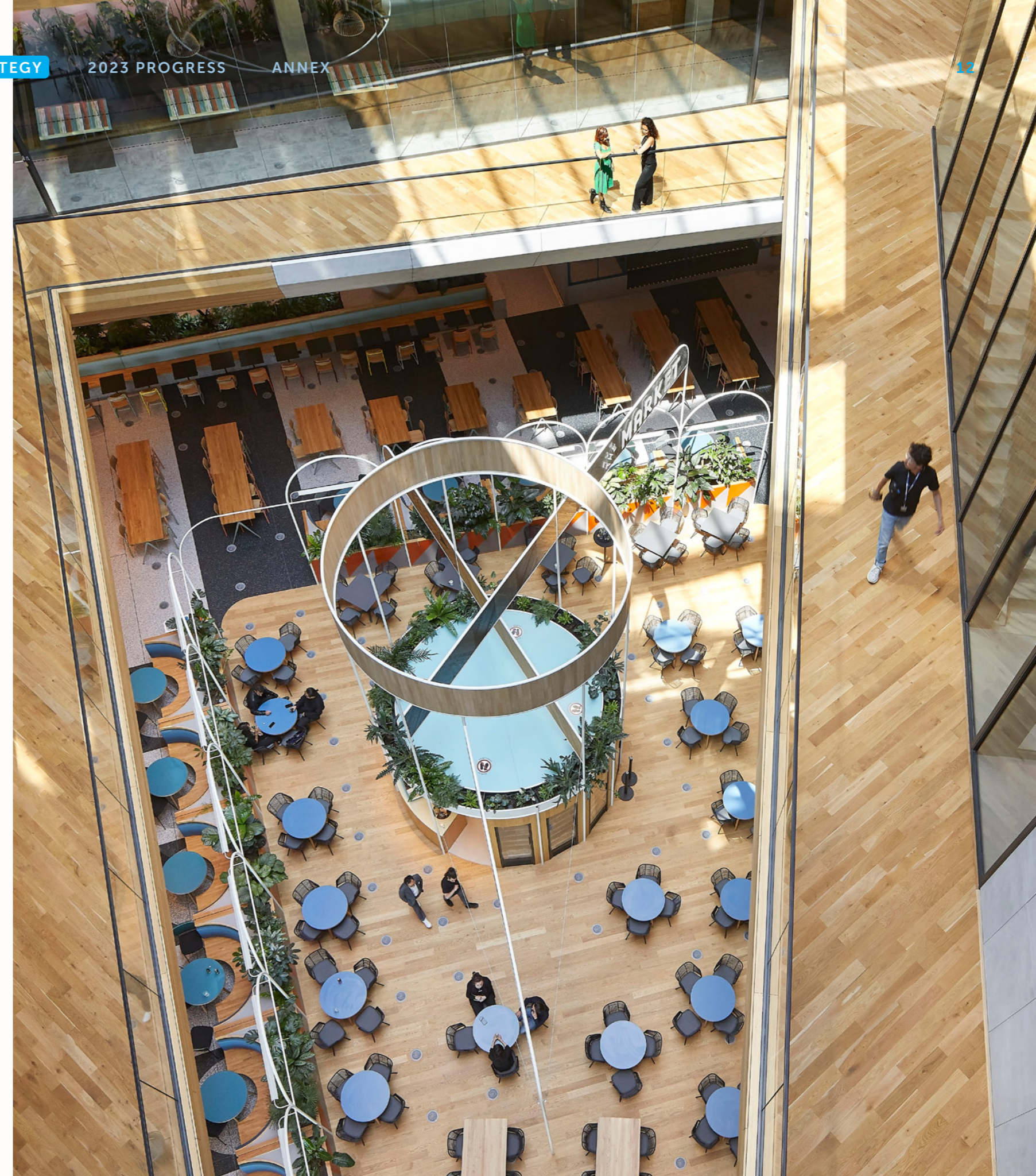
Our Corporate Governance

Our Board, elected annually by our stockholders, oversees our overall sustainability strategy. Specific environmental, social, and governance (ESG) topics, including Climate, are each covered by a specific Board committee. Our Corporate Governance Committee provides oversight for our Sustainability topics, our Audit Committee maintains primary responsibility for review of sustainability metrics, and our Talent and Compensation Committee has primary oversight over Human Capital topics. The Corporate Governance Committee oversees the implementation of sustainability-related goals and progress against those goals, including our Climate Action Plan.

Our Sustainability Steering Committee is responsible for signing off on Booking Holdings' overall sustain-

ability strategy, goals, and deliverables as well as the budget. The group is composed of members from the leadership team, representing various departments such as Legal, Strategy, Investor Relations, Public Affairs, and Sustainability from each of our brands, and convenes on a monthly basis. Selected members of this committee report directly to the CEO of Booking Holdings. Separately, through our Regulatory Change Management program, we maintain awareness of new regulations or changes to existing regulatory regimes that impact our business.

Our annual Proxy Statement and 10-K include additional information on our corporate governance. These reports as well as other information about relevant policies and practices can be found on our [Investor Relations page](#).



Stakeholder Engagement

Booking Holdings' first materiality assessment of sustainability-related topics was conducted in 2020 and allowed us to identify eight focus areas (see [About this Report](#)) that are most important to our company and brands.

Since then, we have engaged with our stakeholders regarding these and other key topics of mutual interest to guide the company in prioritizing and addressing relevant issues effectively. This approach allows our brands to integrate these critical topics into their strategic and business operations.

The company considers the interests of a diverse group of stakeholders, including employees, customers, stockholders, business partners, vendors, governments, and regulatory bodies.² Booking Holdings takes a holistic approach to stakeholder engagement, regularly evaluating its societal impact, product and service offerings, business performance, and other relevant areas across both individual brands and the company as a whole. This extensive engagement ensures a comprehensive understanding of diverse perspectives, expectations, and requirements across the sectors and regions in which we operate.

Stakeholder Groups	Examples of Engagement Methods
> Customers	> Surveys, loyalty programs
> Employees	> Performance reviews, surveys, employee resource groups
> Governments & Regulators	> Public policy forums, bilateral meetings, association memberships
> Stockholders	> Annual and quarterly reporting, Annual Stockholders' Meeting, direct engagement with investors
> Business Partners & Vendors	> Supplier Code of Conduct, project collaboration

2

2023
Progress



2.1 Reducing our Impact on the Planet

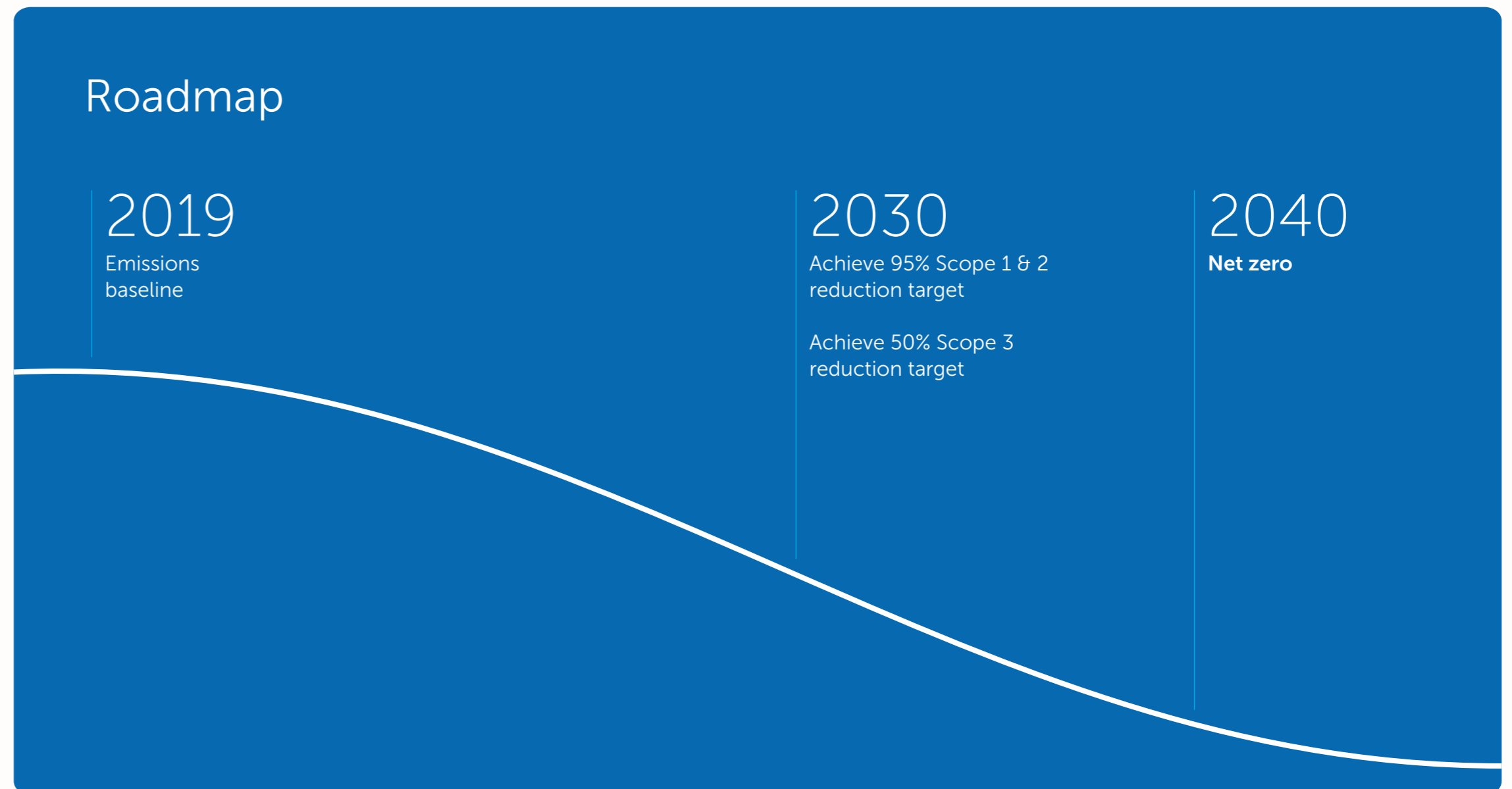
Our planet is our home and also our destination. We aim to help protect and preserve it in order to honor our customers and our mission.



Our 2040 Net-Zero Target

The travel and technology sectors produce a substantial amount of greenhouse gas (GHG) emissions, which are the number one driver of human-caused climate change, disrupting communities and ecosystems worldwide. While change must happen together, we will not set a higher bar for our partners or our customers than for ourselves.

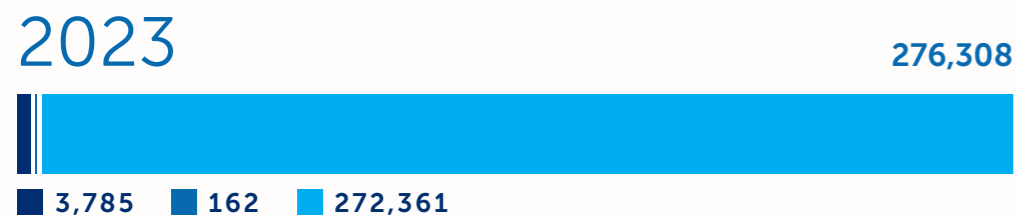
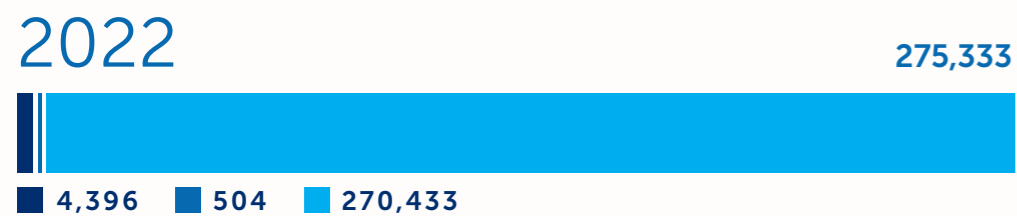
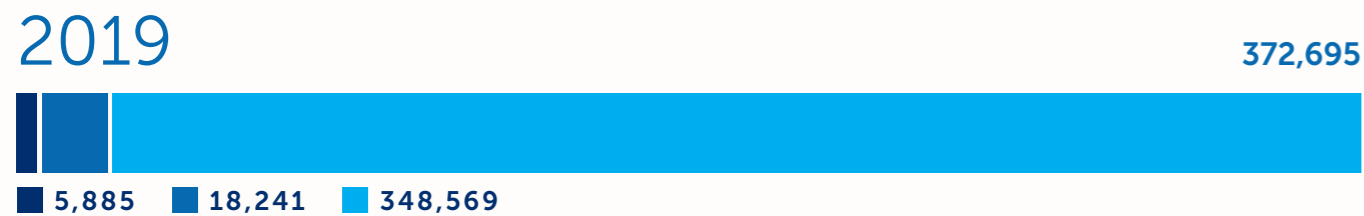
We are committed to honoring the Glasgow Declaration on Climate Action in Tourism.³ Based on this, we have committed to reaching net-zero GHG emissions across the value chain by 2040, a full decade ahead of the goals set out in the Paris Agreement, and our targets supporting this commitment have been officially validated by the Science Based Targets initiative to be in line with climate science.⁴ We are proud to be the first online travel provider to have taken this step.



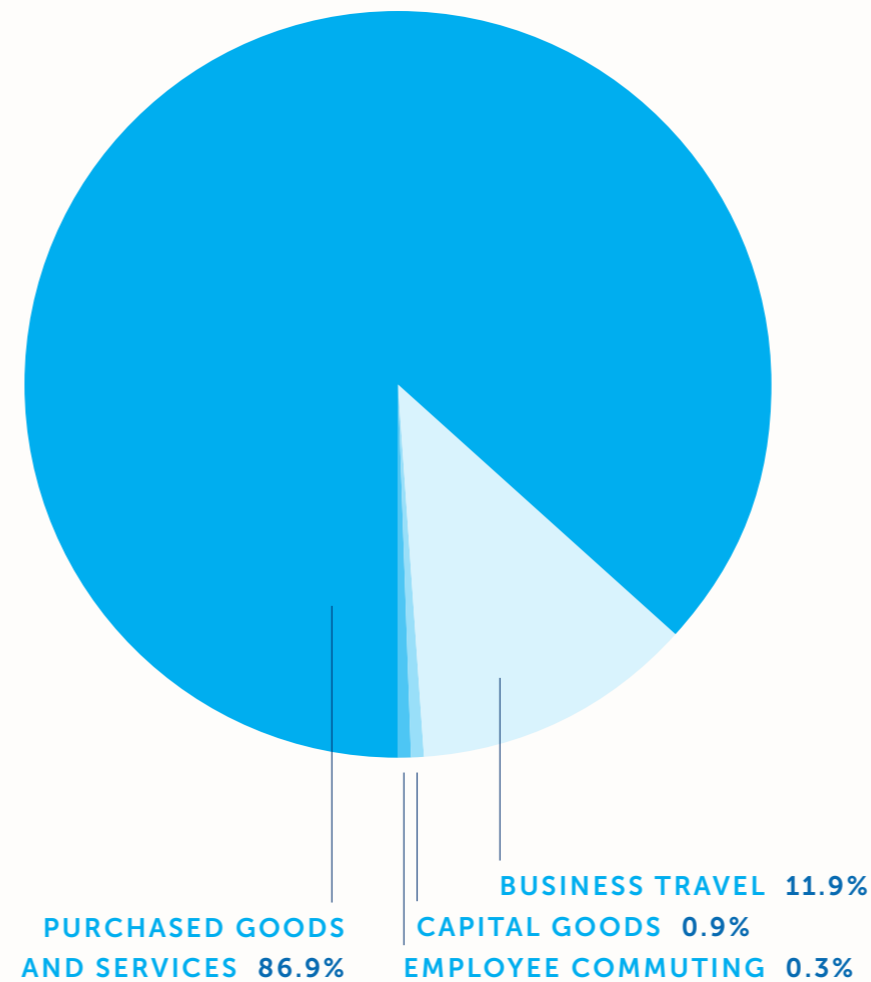
Booking Holdings Emissions

Emissions per year (tCO2e)

■ SCOPE 1 ■ SCOPE 2 ■ SCOPE 3



2023 Total Scope 3 (tCO2e)



Reducing our Scope 1 and 2 emissions

Our target is to reduce our absolute Scope 1 & 2 emissions by 95% against a 2019 baseline by the end of 2030 and to maintain this reduction through 2040. Combined emissions from these scopes make up roughly 2% of all GHG emissions reported by Booking Holdings and its brands and result mostly from the heating in our company offices and the electricity consumption.

As of year-end 2023, we have reduced our absolute Scope 1 & 2 emissions by 84% against the 2019 baseline. Our reduction thus far has been primarily due to our transition to 100% renewable electricity across our offices through the purchase of unbundled energy attribute certificates (EACs), of which 98% is purchased within the country where the electricity is consumed.

Reducing our Scope 3 emissions

Our target is to reduce our absolute Scope 3 emissions by 50% against a 2019 baseline by the end of 2030 and reduce 90% by 2040. Emissions in this scope account for 98% of all GHG emissions reported by Booking Holdings and its brands, and include the indirect emissions generated within our supply chain, making them more difficult to measure and mitigate.

Scope 3 does not include emissions from our travel provider partners. Nonetheless, we are committed to continuing to work closely with our partners to assist them in strengthening and reaching their emission reduction targets.



CASE STUDY

↳ Booking.com's Low-Impact Campus

In 2023, Booking.com opened a new campus in central Amsterdam that serves as its international headquarters. The campus is constructed to the BREEAM Excellent standard and operates as a gas-free facility connected to the thermal energy storage system covering Oosterdokseiland. It incorporates a heat recovery system using residual heat from the floors and an energy monitoring system to optimize consumption.

The building is equipped with 1,100 climate zones activated by movement, linked to various functions throughout the building such as lighting, escalators, elevators, and more. The campus features 832 solar panels capable of supplying up to 10% of necessary power, and sources green electricity for its remaining energy needs. The campus also uses a data-driven approach to food, beverages, and waste, and throughout the building, lower-impact materials have been utilized where available.

Vendors' data plays a crucial role in setting objectives and prioritizing initiatives within our climate program. Consistently refining and enhancing data quality and methodology helps to accurately calculate vendors' carbon footprint. Booking Holdings' vendors contribute approximately 90% of our total emissions (sub-category 3.1 Purchased Goods and Services). In 2023, we engaged with major vendors (representing around 50% of our 2023 emissions) to encourage them in measuring, reporting, and reducing their GHG emissions, while also improving our own data quality in this category.

Due to increased business activities of Booking Holdings and its vendors in 2023, emissions in our Scope 3 measurement have risen, contributing to an increase in total emissions year-over-year. However, as of year-end 2023, we have reduced our absolute Scope 3 emissions by 22% against the 2019 baseline. In 2023, we also created a Scope 3 emission reduction roadmap to guide our continued progress in this area.

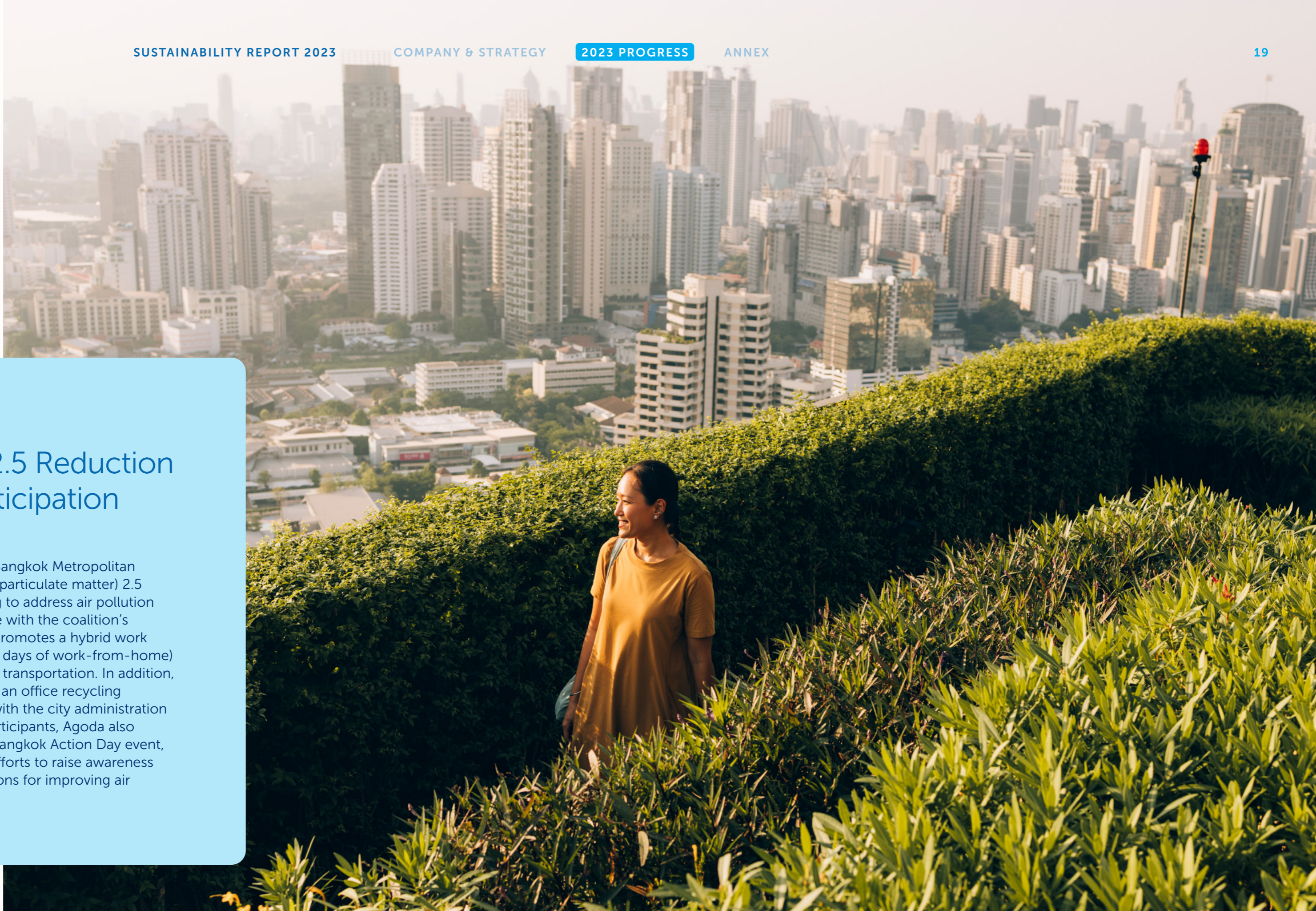
Offsetting

Reducing emissions through decarbonization remains our focus to reach net zero. In addition, we support carbon credit programs that focus on emissions avoidance and carbon removal. The credits generated through these investments are equivalent to 100% of reported emissions in 2023. We continue to improve the quality of our offset portfolio by combining certifications with on-the-ground feedback, recognizing that the market is evolving.

CASE STUDY

↳ Agoda's PM 2.5 Reduction Coalition Participation

In 2023, Agoda joined the Bangkok Metropolitan Administration (BMA)'s PM (particulate matter) 2.5 Reduction Coalition, aiming to address air pollution in Bangkok, Thailand. In line with the coalition's objectives, Agoda actively promotes a hybrid work policy (allowing up to three days of work-from-home) and increased use of public transportation. In addition, the company implemented an office recycling program. In collaboration with the city administration and other private sector participants, Agoda also participated in the PM 2.5 Bangkok Action Day event, contributing to collective efforts to raise awareness and identify practical solutions for improving air quality in Bangkok.



Supporting People & Communities

People are the foundation of our business. In return, we work to continuously support them, gathering feedback and raising the bar along the way.





Compliance, Ethics, & Integrity

The degree to which we support communities and positively impact people is directly tied to our integrity and ethics. Values guide actions, and this knowledge is represented in our Compliance & Ethics motto and tagline — The Right Results, the Right Way.

The Booking Holdings Compliance and Ethics team and those of its brands manage evolving standards and aim to ensure compliance, providing our colleagues, partners, and vendors with a robust framework for preventing, detecting, and responding to violations of law or our company policies. Our Compliance and Ethics team is part of the Legal Department and supports employees by raising awareness, providing tools and resources, and through direct engagement.

Booking Holdings sets clear expectations through our policies, training, and resources that are designed to promote ethical conduct and accountability. We mandate annual compliance training courses for all employees on the legal, ethical, and regulatory requirements outlined in our [Code of Conduct](#), including our reporting helpline and other

mechanisms for reporting potential violations. We also conduct mandatory annual training on topics such as privacy and data security, harassment, and discrimination. In addition to group-wide training and policies, we have brand-specific training and policies based on operational model and location.

In 2023, we continued our efforts to develop and implement an enterprise-wide, risk-based approach for assessing, managing, and monitoring vendor risk throughout the engagement lifecycle. This program will be key in preventing and mitigating negative outcomes and will help to ensure consistency in how third parties are assessed, managed, and monitored across the enterprise.

Read more about policies and processes in the [Our Corporate Governance](#) chapter.

Human Rights

We are committed to respecting and promoting human rights in line with recognized international standards and principles.⁵ Our approach to human rights can be found in our [Human Rights Statement](#) and is exemplified by Booking Holdings' [Modern Slavery Statement](#). We further outline our expectations towards ourselves and our partners in our [Code of Conduct](#) and our [Supplier Code of Conduct](#). Our approach is guided and informed by the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct.

In 2023, we continued to refine our approach to assessing, preventing, and mitigating potential negative human rights impacts. Robust stakeholder engagement continued to inform our efforts around human rights, and our brands collaborated with peers in the travel industry and broader society. For example, Booking.com collaborated with 14 other companies and civil society organizations to create human rights due diligence training for the tourism sector, led by the Roundtable on Human Rights in Tourism and the non-profit organization Futouris.

We published a [Statement on Non-discrimination, Harassment and Abuse](#) on Booking.com's Partner Hub, and embedded human rights due diligence into additional procedures, including Booking.com's [Trust & Safety](#) policies and operations. A dedicated Human

Rights team and a Human Rights Steering Committee were established within Booking.com to provide guidance and leadership on our human rights due diligence approach and implementation.

Internal teams and external human rights experts conducted human rights impact assessments for our most salient human rights risks, including a company-wide assessment related to human trafficking and enhanced assessments regarding conflict-affected areas. This included property-by-property assessments of relevant potential human rights impacts, and ongoing work is being done to implement mitigation and remediation strategies based on the conclusions and recommendations made in the assessments. Beginning with Booking.com, we launched a program to provide more information and guidance to travelers and partners about potential human rights risks through various communications channels such as search banners, our Partner Hub, and direct email campaigns. We also took concrete steps to remove and prevent discriminatory content on brand platforms.

We developed our first human rights training program for Booking Holdings and all brands, due to be launched in 2024, and published articles on Booking.com's Partner Hub to educate and support partners on human rights, trust, and safety issues such as [anti-discrimination](#), [physical and sexual safety](#), and [human trafficking](#).

Identified Salient Human Rights Risk Categories

- > Human trafficking, forced labor, and child labor
- > Discrimination, harassment, and abuse
- > Accommodations in conflict-affected areas⁶
- > Protecting local cultures, communities, and natural resources
- > Privacy and data protection
- > Our employees



Data Privacy & Security

Managing cybersecurity, data protection, and privacy risk is key among our responsibilities to customers and other persons whose data we collect and process. Booking Holdings is guided not only legally by our obligations under data protection laws globally, but also ethically by our six Privacy Principles, which are included in our Code of Conduct and set enterprise-wide expectations for the responsible collection and processing of personal data.

These Privacy Principles are Transparency, Purpose, Control, Security, Embedded Privacy, and Accountability. We reinforce these principles and expectations regarding employee responsibilities through our Protecting Personal Data Policy and mandatory privacy and data security training for all employees, using a multichannel and multi-format approach. The strategic direction of the enterprise-wide privacy program is established by the Chief Privacy Officer, who reports to the General Counsel.

Brand privacy leaders, in collaboration with brand information security leaders, manage brand-level programs, address risks, and escalate to Booking Holdings'

Global Privacy or Information Security teams as needed. The Board of Directors has assigned the responsibility for overseeing cybersecurity, data protection, and privacy risks to the Audit Committee. In 2023, a Cybersecurity Subcommittee of the Audit Committee was formed to assist in further oversight of this area. The Cybersecurity Subcommittee receives regular updates from management members who have enterprise-wide responsibilities in areas like cybersecurity, data protection, privacy, and related technological risks. Additionally, these management members present periodically to the Board.

Diversity, Equity, & Inclusion (DEI)

Our goal is to create workplaces and ways of working that advance and celebrate DEI. We believe that everyone benefits from diverse perspectives, which allows for a more holistic approach to business decision-making. Our commitment to diversity, equity, and inclusion means honoring all experiences, valuing all voices, and leading with empathy.

The Booking Holdings executive-level DEI Steering Committee, which includes diversity, equity, and inclusion experts as well as business and functional leaders, oversees efforts by brands and their management teams to cultivate diverse, equitable, and inclusive environments. In addition, our Talent and Compensation Committee oversees the company's efforts to foster diversity, equity, and inclusion.

The Booking Holdings Code of Conduct holds all employees, including senior leadership, accountable for creating an inclusive and non-discriminatory environment. We provide mandatory anti-harassment training and have a Compliance

Helpline in place for employees to report harassment or discrimination. We also partner with external organizations, such as Catalyst, Workplace Pride, Everywoman, and Headspace to enhance our diversity, equity, and inclusion initiatives. Our Employee Resource Groups (ERGs) remain an important lever for empowering our people, and each of the Booking Holdings brands maintains its own ERGs to support its employees' specific needs.

We are continuously working to expand the diversity of our talent pool to find the best talent available. To further this goal, we use various tools to ensure that job descriptions and outreach marketing use non-biased

language. We have also invested in automation, structured interviewing and evaluation, and training for hiring managers. We strive to connect with a wide array of candidates in the recruiting stage, to make sure we have diverse pipelines for open roles.

We are committed to pay equity regardless of gender, race, or ethnicity, and conduct pay equity studies every other year with the help of an independent compensation consultant.

In 2023, we launched a formalized Vendor Diversity Program across Booking Holdings and its brands.⁷ This program focuses on fostering partnerships with diverse vendors in sourcing and procurement opportunities. We strive to work with diverse vendors who embody our values of providing superior services and value while maintaining the highest levels of quality and cost competitiveness. In support of this program, we obtained access to an expansive global database consisting of over 6 million diverse and more sustainable vendors.

2023 KEY DIVERSITY METRICS⁸

Privacy regulations restrict our ability to report on the ethnic and racial diversity of our employees for the large majority of our workforce. As part of our ongoing inclusivity efforts, we continue to explore options that might allow the collection of data voluntarily on a global scale.

140 nationalities represented across Booking Holdings and its brands

45% women promoted across all promotions

47% of our approximately 23,600 employees are women

49% women hired across all hires

26% women in technology⁹

52% women exits across all exits

32% women in leadership



CASE STUDY

↳ Booking.com Mental Health Awareness Campaign

Across three months in 2023, Booking.com carried out a Mental Health Awareness Campaign that connected World Suicide Prevention Day, Hispanic Heritage Month, World Mental Health Day, Blacktober (Black Achievement Month), World Menopause Day, and Movember (Men's Health Month). Intending to create awareness and reduce stigmas around mental health, employees were invited to reflect on their mental health, and managers and leaders were encouraged to create spaces for open conversations among their teams.

The campaign was complemented by a Movement for Mental Health Challenge that invited colleagues all around the world to track their active minutes. For every 5,000 minutes logged, Booking.com Cares donated 1,000 EUR to our Global Mental Health & Well-being Matching Campaign, totaling in the donation of 10,000 EUR.

Promoting Health & Well-Being

Safety, well-being, and health are our top priorities when it comes to our employees. Recognizing that wellness can take different forms from one person to another, our goal is to provide inclusive and comprehensive support so that our employees are safe and well-equipped to manage health-related challenges both in and out of the workplace. In addition to our enterprise-wide approach, our brands develop and execute individual strategies for protecting the health and safety of their employees as well as the safety of travelers who use their platforms and services or those of our travel provider partners.



CASE STUDY

↳ Agoda's ICAS HUB Launch

In 2023, Agoda launched its new and enhanced Employee Assistance Hub, ICAS HUB. The comprehensive well-being platform provides a direct link to services and resources that support the health and well-being of Agoda staff and their loved ones.

Accessible 24/7/365, Agoda employees can connect with mental health and well-being experts through calls, in-person sessions, and direct messaging, receiving support when facing a diverse range of life challenges, both work- and non-work-related. The HUB features an expanding library of best practices, videos, and articles in multiple languages. In 2023, the HUB facilitated 621 therapy sessions, and more than one in 10 Agoda employees used wellness resources provided by the HUB.



CASE STUDY

↳ Priceline & Maven Clinic Partnership

In 2023, Priceline made strides in its support of family planning for all types of families through a partnership with the Maven Clinic, in addition to offering guidance and education regarding menopause. Through the Maven Clinic, employees and their partners gain access to a personal Care Advocate as well as virtual classes, a library of MD-approved articles, and video chats and messaging services with 30+ types of providers, all at no additional cost.

Priceline's global leave policies also provide time off for all stages of life: The company offers 100% paid time off for these benefits in varying lengths of time: 18+ weeks maternity leave for birthing parents, 12 weeks parental leave, 2 weeks for grandparents and caregivers, and 1-4 weeks for bereavement.



Culture of Continuous Learning

Providing learning and skilling opportunities is a key part of our commitment to building a culture of sustainability within our business and brands. Additionally, access to these is crucial for our employees to feel confident about their place in the evolving workforce. Our goal is to facilitate a variety of opportunities that benefit our employees in diverse ways while simultaneously serving our business and sustainability strategies.

An ongoing effort to build a culture of sustainability within our company and brands is part of our commitment to sustainable operations. In 2023, we made our in-depth climate awareness and education program available across all of our brands, and over a fifth of employees have completed the training to date. The goal of this initiative is to equip employees with essential knowledge related to climate science and our

company's climate commitments, as well as to spark meaningful discussions and inspire collaborative efforts on the topic.

In 2023, we continued to leverage education and collaboration on our journey to be a more inclusive company. We continued our Women in Leadership program, which empowers emerging leaders to hone their skills and expand their networks within our organization. Since the launch, seven cohorts and 262 participants have gone through the program. Additionally, the Booking Holdings Inclusive Leadership Training program, which launched in 2022 for all executive leaders across the enterprise, was delivered to extended leadership across the organization in 2023.

Volunteering & Charitable Donations

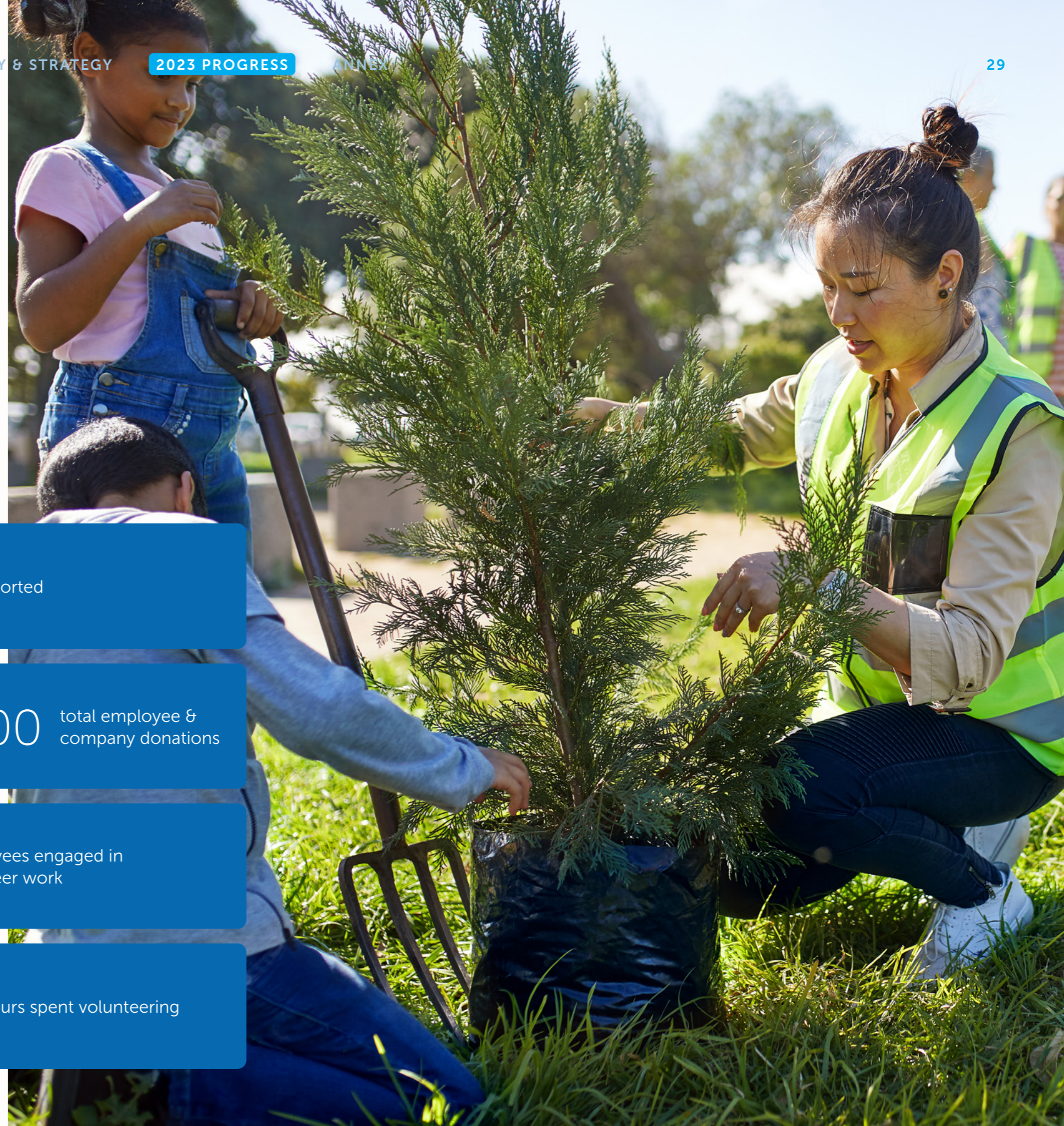
Communities make our business possible, and in turn, we aim to support them with knowledge, funding, and other resources. To help achieve this goal, we give all employees paid time off to volunteer and encourage brand-led initiatives aimed at giving back to local communities. Our efforts in this area often demonstrate our commitment to solidarity with those who have been impacted by natural disasters and humanitarian crises, while also empowering employees to create positive impact and find work-related fulfillment beyond corporate operations.

663 causes supported

\$2,555,000 total employee & company donations

5,590 employees engaged in volunteer work

28,380 hours spent volunteering



CASE STUDY

↳ Agoda Hosts Tech Camp Day

In 2023, Agoda launched its inaugural tech-focused social impact program, Agoda Tech Camp, in collaboration with the Bangkok Metropolitan Administration (BMA), aiming to support the next generation of tech leaders in Thailand. Held in two iterations, with the latter hosting over 1,000 high school students, the program has become one of the largest tech gatherings for high school students in Thailand.

Agoda Tech Camp features workshops led by Agoda's top Thai engineers, introducing students to emerging tech topics and encouraging them to apply theoretical learnings to real-world scenarios. The program also includes career panels and fireside chats with tech leaders, giving students a glimpse into potential careers in tech.



CASE STUDY

↳ Priceline's Season of Giving

Priceline's 2023 Season of Giving volunteer effort, spanning from November 20th to December 10th, was a remarkable community-driven initiative. This year's charitable endeavor addressed the pressing issue of food insecurity through generous employee donations coupled with a turnout of nearly 300 employee volunteers who helped stock local food banks across 14 office locations.

Priceline's efforts across its 14 international office locations not only provided immediate relief to those impacted by Hurricane Otis in Acapulco, Mexico, but also helped stock the shelves of food banks in Berlin (Germany), Toronto and Winnipeg (Canada), Las Vegas, Nevada, New York City, and Stamford, Connecticut (USA).

2 2023 PROGRESS

2.3

Enabling More Sustainable Travel

By helping to create and promote more sustainable travel options, we can meaningfully contribute to the preservation of a world worth experiencing.



Offering More Sustainable Travel Options

One of our largest opportunities for positive impact is to make more sustainable choices increasingly accessible for both travelers and our travel provider partners through our services. We want our partners to be able to showcase their efforts via our platforms, and our customers to have consistent, credible ways of understanding the impact of their travel and clear pathways to making more mindful travel decisions.

To this end, we work continuously with our partners to increase awareness, provide education, and increase and optimize their sustainability efforts.



In 2022, we set a target that over 50% of our 2027 bookings will be made on more sustainable offerings across our platforms. To achieve this goal, we have to solve data-related challenges and work closely with travel provider partners and the industry overall to collect, analyze, and manage data in a way that it can be accurately tracked and reported.

We are proud to have set up the necessary foundations and systems over the past two years. We were one of the first in our industry to encourage our partners to display their sustainable progress and in 2023, over 40% of bookings were made on more sustainable offerings based on the target's original methodology. Now that the industry and its regulators are coalescing around unified standards, we will be revising our methodology to align with this approach.

While we expect to see a reduction in bookings made on more sustainable offerings in the short-term, consistent standards across the travel industry are a positive development, which we believe will bring added clarity to travelers and travel providers and ultimately accelerate our transition to a more sustainable future.



Accommodations (as of Dec 31)

- › More than 1.4 million accommodations across our platforms have shared information about their sustainability-related practices.
- › More than 16,000 accommodation partners have been recognized with a third-party certification¹⁰ related to sustainability practices.

Transportation

- › Travelers can now find and book lower-impact taxis in 274 cities with Booking.com, as well as use search filters to locate fully electric and hybrid rental cars in 73 countries.
- › Priceline continued to take steps to support the growth of EV rentals across its platform and with supply partners, expanding EV offerings to include vehicles from 18 partners in 37 countries.
- › In 43 cities worldwide, public transportation ticketing options are now automatically available after booking accommodation via Booking.com.
- › A new tagging system for air travel on Booking.com indicates the availability of lower-emission routes or carriers and offers comparisons across options.

CASE STUDY

↳ KAYAK's City Index for Mindful Travelers

In 2023, KAYAK launched the City Index for Mindful Travelers (CIMT), an interactive guide designed to help travelers consider sustainability-related aspects such as airport carbon accreditation, local traffic conditions or air quality, public transportation availability, electric vehicle charging stations, bicycle sharing, and more across travel destinations globally.¹¹ The CIMT analyzed 167 cities in 63 countries and territories across 28 factors to help travelers make more informed travel decisions.

The CIMT also included personalization features aimed at making more sustainable travel as accessible as possible. You can read more about these and other aspects of the CIMT [here](#).



CASE STUDY

↳ Booking.com's BeCause Partnership

In 2023, Booking.com partnered with enterprise software provider BeCause, allowing the use of a dedicated API that gives Booking.com real-time data updates about accommodations with recognized third-party sustainability certifications.

This makes it possible for Booking.com to accurately and efficiently present up-to-date information about the certifications of those accommodations, empowering travelers to make informed choices about more sustainable travel. Such information is key to building a more sustainable industry, with 57% of global travelers saying they would feel better about staying in a particular accommodation with a sustainability certification.¹²

Collaborating and Advocating for a More Sustainable Industry

Our progress toward making sustainable travel an accessible reality relies on the invaluable participation, feedback, and support of our peers and partners in the travel industry and beyond, and we will continue to collaborate extensively with these and other stakeholders.

Our goal is to identify and co-create innovative solutions for more sustainable travel through advocacy, investments, and partnerships. More information about how we engage with stakeholders can be found in the [Stakeholder Engagement](#) chapter.

We advocate for industry developments and address sustainability challenges by participating in various trade associations and partnering with other travel and technology organizations on a range of initiatives:

- › Adigital
- › American Chamber of Commerce in Singapore
- › American Chamber of Commerce in Thailand
- › The App Coalition
- › Asia Internet Coalition
- › Asia Travel and Technology Industry Association (ATTIA)
- › Association of Southeast Asian Nations (ASEAN)
- › Business Roundtable (BRT)
- › Catalyst
- › Centre on Regulation in Europe (CERRE)
- › Digital Switzerland
- › Dutch Startup Association
- › EU ASEAN Business Council
- › EU Tech Alliance
- › EU Travel Tech
- › EuroCham (European Chamber of Commerce Singapore)
- › European Chamber of Commerce Korea
- › EveryWoman
- › Global Sustainable Tourism Council (GSTC)
- › Internet and Mobile Association of India
- › Japan Association of Vacation Rentals
- › NL AI Coalition
- › NL Digital
- › Tech UK
- › Travalyst
- › The Travel Technology Association
- › TravelFairnessNow.org
- › Stichting Amsterdam Economic Board
- › Syntec Numérique
- › UN Tourism
- › US ASEAN Business Council
- › World Wide Fund for Nature (WWF)

CASE STUDY

↳ Agoda’s Hotel Sustainability Training Partnership with GSTC

In 2023, Agoda maintained its collaboration with GSTC, providing sustainability training to hoteliers. Building on successful sessions in Singapore and Taiwan in 2022, Agoda extended training to Thailand in partnership with the Ministry of Tourism and Sports (MOTS) and the Tourism Authority of Thailand (TAT), and to India in collaboration with the Government of Goa. To date, more than 200 hoteliers have participated in the training sessions.



CASE STUDY

↳ Empowering Travelers: Agoda’s Eco Deals Program and Partnership with WWF

In 2023, Agoda expanded its ongoing partnership with WWF, raising an additional \$250,000 for their conservation efforts through its Eco Deals Program. The program entails Agoda donating one dollar to WWF’s projects across Southeast Asia for every booking made at participating properties, with travelers receiving discounts of up to 15% in return.

CASE STUDY

↳ Booking.com & UN Tourism Partner to Provide Online Sustainability Training

In 2023, Booking.com deepened its longstanding relationship with United Nations Tourism to launch an online training series for travel providers seeking to enhance the sustainability of their accommodations. The program offers four free online courses led by experts and academics, focusing on local community engagement, energy and greenhouse gas management, food and waste management, and water management.

The courses are globally accessible, including for travel providers that do not have accommodations listed on Booking.com.



3

Annex

About this Report

Report Scope

This 2023 Sustainability Report covers Booking Holdings' operations from January 1 through December 31, 2023, unless otherwise indicated. Our operations include five primary consumer-facing brands: Booking.com, Priceline, Agoda, KAYAK, and OpenTable.

Reporting Principles

Our sustainability report is guided by the Sustainability Accounting Standards Board (SASB), referencing Global Reporting Initiative (GRI) standards, and submitting our carbon disclosure to the CDP (formerly the Carbon Disclosure Project). In 2023, we implemented elements of the Task Force on Climate-Related Financial Disclosure (TCFD) requirements. Our SASB and GRI Content Index can be found in the annex of this report.

Performance Data

We track relevant indicators related to our material sustainability topics. Please find the compiled data regarding our progress in our Performance Data Table in the annex.

Material Sustainability Topics

We conducted our most recent sustainability materiality assessment in 2020, and are currently in the process of conducting a double materiality assessment in line with requirements laid out in the EU Corporate Sustainability Reporting Directive.

- › [Compliance, ethics, and integrity](#)
Ensuring compliance with laws and regulations, and conducting our business with integrity

- › [Data privacy and security](#)
Protecting employee and customer personal data, and safeguarding it from misuse and unauthorized processing
- › [Diversity, equity, & inclusion](#)
Promoting and supporting an equitable and inclusive environment for a diverse workforce
- › [Employee health and well-being](#)
Fostering an environment that supports the physical and emotional health of our employees
- › [Environmental impact of offices and operations](#)
Managing the environmental impact of our offices and operations, such as energy, water, and waste

- › [Human rights](#)
Respecting and promoting human rights in our own operations and in our value chain
- › [Sustainable travel](#)
Mitigating the negative effects of the tourism sector on the climate and over-tourism, amplifying the benefits of tourism, and offering more sustainable travel choices
- › [Volunteering and charitable donations](#)
Supporting local communities through corporate giving and employee volunteering

Climate Risks & Opportunities

Booking Holdings is committed to ensuring that our business is resilient to future impacts of climate change. To achieve progress toward the Paris Agreement’s goal of limiting global warming to no more than 1.5°C above pre-industrial levels, Booking Holdings adopted a [Climate Action Plan](#) in 2022.

To assess a wider scope of risks, both transitional and physical, risks and opportunities are analyzed under three scenarios: 1.5°C transition risk (IEA Net Zero); 2.6°C transitional and physical risk (IEA STEPS); and 4°C physical risk (IPCC RCP 8.5).¹ Our climate-related risks and opportunity management system is aligned with our Enterprise Risk Management Framework and consists of six components:

- 1. Governance & Oversight
- 2. Identification
- 3. Assessment
- 4. Management
- 5. Monitoring
- 6. Reporting

1. Governance & Oversight

The governance and oversight model sets out a clear structure, roles, and responsibilities to ensure climate risks and opportunities are effectively managed across the organization. Governance and oversight of climate risks and opportunities involves the Board’s Corporate Governance Committee, our Management Risk Committee, and the Sustainability, Risk and Control, and Global Internal Audit teams. Our risk management approach is underpinned by a “Three Lines Model” that involves a number of platforms and stakeholders across the organization.

2. Identification

Booking Holdings employs top-down and bottom-up processes to identify climate risks and opportunities. These include emerging risk horizon scanning, annual enterprise risk assessment, and different types of operational risk assessments and audits, as well as frequent operational interactions between the Business and the Sustainability teams, Risk and Control, and Global Internal Audit. Additionally, in 2022, we established a process for an intensive climate risk and opportunity assessment (CROA). The purpose of this assessment is to (re)baseline our universe of climate risks and

opportunities as well as (re)validate the highest priority climate topics and action plans. The assessment is carried out every three years and reviewed annually for any material changes.

3. Assessment

Identified climate risks and opportunities are assessed and ranked based on their expected impact and likelihood. Risks and opportunities are assessed following a defined assessment and ranking methodology, through consultations with various stakeholders and departments as well as desk research, considering their potential financial, reputational, operational, and regulatory consequences. The outputs of the intensive assessment include (1) a climate risk and opportunity heatmap, and (2) an action plan for managing the top climate risks and opportunities. Both are approved by the Sustainability Steering Committee.

4. Management

Top climate risks and opportunities are managed proactively using defined response plans which encompass organizational ownership, chosen response (mitigate, accept, avoid, transfer), and

timelines, as well as an assessment of the risk and opportunity.

5. Monitoring

The Corporate Governance Committee oversees progress on the sustainability strategy. The Sustainability Steering Committee carries out oversight of the climate assessment process by reviewing and approving the updated heatmap and action plans at least once a year. At an operational level, owners of the respective climate risks and opportunities perform ongoing monitoring and escalations in line with an established risk reporting and escalation matrix.

6. Reporting

Operational processes are established to ensure periodic reporting on climate risks and opportunities across the main governance and oversight platforms. Annually, Booking Holdings reports on the climate risks and opportunities identified and the mitigating measures undertaken, as described in the next section. This provides an opportunity to inform our stakeholders of our latest assessment and plan.

Climate risks & opportunities	Climate risk type	Potential financial impact level	Mitigating approach
TRANSITIONAL RISKS			
Regulatory and policy changes	<p>The risks from existing and emerging regulation aimed at addressing climate change. These might include:</p> <ul style="list-style-type: none"> › Enhanced reporting obligations › Exposure to litigation › Increased pricing of greenhouse gas (GHG) emissions › Limits on tourism activities and travel transport 	<p>Short term (0–3 years) Medium ●●●</p> <p>Medium term (4–8 years) High ●●●</p> <p>Long term (9–27 years) High ●●●</p>	<p>Booking Holdings monitors upcoming regulations and prepares for compliance.</p> <p>We keep improving our reporting practices and increase the availability and reliability of data. We also engage with policymakers on travel- and tourism-related regulations to find more sustainable solutions for the industry and to contribute positively to the global climate agenda.</p> <p>Booking Holdings invests in lower emissions solutions as part of its operations and is working on an emission reduction roadmap to meet its targets.</p>
Market change	<p>The risks from shifting supply and demand as economies react to climate change. These might include</p> <ul style="list-style-type: none"> › Changing customer behavior › Uncertainty in market signals › Increasing supply prices and decline of sales of travel services 	<p>Short term (0–3 years) Medium ●●●</p> <p>Medium term (4–8 years) Medium ●●●</p> <p>Long term (9–27 years) High ●●●</p>	<p>Booking Holdings is investing in new products and offerings in response to the increasing demand from customers for more sustainable travel options.</p> <p>We are engaging with suppliers and educating both accommodation providers and customers on what sustainable travel means.</p>

Climate risks & opportunities	Climate risk type	Potential financial impact level	Mitigating approach
TRANSITIONAL RISKS			
Public scrutiny	<p>The risks of damage to brand value and loss of customer base from shifting public sentiment about climate change. These might include:</p> <ul style="list-style-type: none"> › Increasing public scrutiny of the industry › Increased stakeholder expectations and requirements › Shifting consumer preferences 	<p>Short term (0–3 years) Low ●●●</p> <p>Medium term (4–8 years) Medium ●●●</p> <p>Long term (9–27 years) Medium ●●●</p>	<p>Booking Holdings engages with its stakeholders regularly to assess their expectations in terms of business resilience and climate policies. Booking Holdings set up a Climate Action Plan with SBTi targets and a long-term net-zero goal in 2022. We communicate our efforts and plan with all stakeholders, and engage with industry leaders to enable a common shift in practices, as well as respond to consumer preferences.</p>
PHYSICAL RISKS			
Acute	<p>The risk of increasing extreme weather events. These might include:</p> <ul style="list-style-type: none"> › Damages to Booking Holdings' physical assets: data centers, offices, etc. › Significant interruptions to business operations and performance › Disruptions to regional or global travel, impacting the physical assets of our partners 	<p>Short term (0–3 years) Low ●●●</p> <p>Medium term (4–8 years) Medium ●●●</p> <p>Long term (9–27 years) Medium ●●●</p>	<p>Booking Holdings is working on engaging with the supply chain and procurement practices considering sustainability and climate-related aspects. We are assessing trends in risk areas and the impact on the tourism and travel sector to evaluate the level of resilience.</p>

Climate risks & opportunities	Climate risk type	Potential financial impact level	Mitigating approach
PHYSICAL RISKS			
Chronic	<p>The risk of longer-term changes in weather patterns. These might include:</p> <ul style="list-style-type: none"> › Disruptions to regional or global travel and changes in destinations › Change in Booking Holdings' infrastructure supply › Rising operational costs 	<p>Short term (0–3 years) Low ●●●</p> <p>Medium term (4–8 years) Medium ●●●</p> <p>Long term (9–27 years) Medium ●●●</p>	<p>Booking Holdings is assessing risk areas that would be affected by longer-term changes in weather patterns and impact the tourism and travel sector to evaluate the level of resilience.</p> <p>Booking Holdings is regularly assessing its operations and working toward its net-zero target and its emission reduction plan, which reinforce the resilience of the company's operational structure.</p>
OPPORTUNITIES			
New markets	<p>Development and/or expansion of new and existing products and services addressing the climate-related changes in customer or partner demands</p>	<p>Short term (0–3 years) Low ●●●</p> <p>Medium term (4–8 years) Medium ●●●</p> <p>Long term (9–27 years) High ●●●</p>	<p>Booking Holdings conducts surveys annually to capture trends concerning customers, preferences, and supply. We are investing in the expansion of our offerings across our brands to enable customers to make more sustainable travel choices.</p>

Climate risks & opportunities

Climate risk type

Potential financial impact level

Mitigating approach

OPPORTUNITIES

Business resilience and competitiveness

Increased reliability of supply chain and business resilience, leading to competitive advantage, as well as alignment with regulators' expectations

Short term (0–3 years)

Low ● ● ●

Medium term (4–8 years)

Medium ● ● ●

Long term (9–27 years)

Medium ● ● ●

Booking Holdings regularly assesses its value chain to identify the risks to its infrastructure and adopts mitigating actions.

Performance Data

Methodology update for emissions data

Emission reporting methodologies evolve and are dependent on external developments. In 2023, due to the changes in our calculation methods, we also

updated emissions data from prior years. In line with SBTi guidelines for a 1.5°C future, we include four of the GHG Protocol Scope 3 categories that have a total share of over 66.67% (Purchased Goods and Services,

Capital Goods, Business Travel, and Employee Commuting). For purchased Goods and Services, we continued our transition from a spend-based to a supplier-based methodology.

Indicator	2023	2022	2021	2020	2019
ENVIRONMENTAL STEWARDSHIP					
CO2 emissions					
Total CO2 emissions, in metric tons (tCO2e)	276,308	275,333	181,628	167,998	372,695
Scope 1 (tCO2e)	3,785	4,396	4,541	5,097	5,885
Scope 2 (tCO2e)	162	504	3,774	14,871	18,241
Scope 3 (tCO2e)	272,361	270,433	173,313	148,030	348,569
CO2 emissions as a percentage of total emissions					
Scope 1 total emissions	1.4%	1.6%	2.5%	3.0%	1.6%
Scope 2 total emissions	0.1%	0.2%	2.1%	8.9%	4.9%
Scope 3 total emissions	98.5%	98.2%	95.4%	88.1%	93.5%
Purchased Goods and Services ¹³	85.6%	85.6%	92.5%	77.2%	68.5%
Capital Goods ¹³	0.9%	1.8%	0.8%	0.7%	6.4%
Business Travel ¹³	11.8%	9.2%	0.9%	7.7%	10.8%
Employee Commuting ¹³	0.3%	1.7%	1.2%	2.5%	7.9%
COMMUNITY ENGAGEMENT					
Donations					
Number of causes supported ¹⁴	663	755	606	234	-
Total donations (USD)	\$2,555,000	\$2,774,000	\$799,808	\$563,009	-
Volunteering					
Employees participating in volunteering initiatives	5,590	2,647	1,563	2,036	-
Hours volunteered	28,380	18,363	11,632	7,591	-

Indicator	2023	2022	2021	2020	2019
DIVERSITY, EQUITY, & INCLUSION					
Total number of employees ¹⁵	23,600	21,600	20,300	20,300	-
United States ¹⁵	3,100	3,100	3,400	3,400	-
Outside the United States ¹⁵	20,500	18,500	16,900	16,900	-
Employee diversity					
Total women	47%	47%	50%	50%	-
Total men	53%	53%	50%	50%	-
Women in leadership	32%	31%	31%	29%	-
Women in technology ⁸	26%	25%	23%	22%	-
Women promoted	45%	43%	-	-	-
Women hired across all hires	49%	-	-	-	-
Women exits across all exits	52%	-	-	-	-

GRI Content Index

Statement of use: Booking Holdings Inc. has reported the information cited in this GRI Content Index for the period January 1 through December 31, 2023, with reference to the GRI Standards. GRI 1 used: GRI 1: Foundation 2021

GRI 2: General Disclosures

Disclosures

Location

THE ORGANIZATION AND ITS REPORTING PRACTICES			
	2-1	Organizational details	About Booking Holdings, p.6-8; 2023 Annual Report
	2-2	Entities included in the organization’s sustainability reporting	About Booking Holdings, p.6-8; 2023 Annual Report
	2-3	Reporting period, frequency and contact point	About This Report, p.39
Activities and workers			
	2-6	Activities, value chain and other business relationships	About Booking Holdings, p.6-8
	2-7	Employees	Supporting People & Communities, p.20-30
Governance			
	2-9	Governance structure and composition	Our Corporate Governance, p.12; 2023 Proxy Statement, p.15-39
	2-10	Nomination and selection of the highest governance body	2023 Proxy Statement, p.15-39
	2-11	Chair of the highest governance body	2023 Proxy Statement, p.15-39
	2-12	Role of the highest governance body in overseeing the management of impacts	Our Corporate Governance, p.12
	2-13	Delegation of responsibility for managing impacts	Our Corporate Governance, p.12; 2023 Proxy Statement, p.15-39
	2-14	Role of the highest governance body in sustainability reporting	Our Corporate Governance, p.12
	2-15	Conflicts of interest	2023 Proxy Statement, p.33
	2-16	Communication of critical concerns	Compliance, Ethics, & Integrity p.21; 2023 Proxy Statement, p.29
	2-19	Remuneration policies	2023 Proxy Statement, p.41-94
	2-20	Process to determine remuneration	2023 Proxy Statement, p.41-94
	2-21	Annual total compensation ratio	2023 Proxy Statement, p.41-94
Strategy, policies and practices			
	2-23	Policy commitments	Supporting People & Communities, p.20-30
	2-27	Compliance with laws and regulations	Governance & Stakeholders p.11-13; Supporting People & Communities, p.20-30
	2-28	Membership associations	Stakeholder Engagement, p.13, Collaborating and Advocating for a More Sustainable Industry, p.35
Stakeholder engagement			
	2-29	Approach to stakeholder engagement	Stakeholder Engagement, p.13; Climate Risks & Opportunities, p.40; About This Report p.39; 2023 Proxy Statement, p.49

GRI 300: Environmental topics

Disclosures

Location

EMISSIONS

GRI 3: Material topics 2021	3-3	Management of material topics	Reducing our Impact on the Planet, p.15-19
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Reducing our Impact on the Planet, p.17
	305-2	Energy indirect (Scope 2) GHG emissions	Reducing our Impact on the Planet, p.17
	305-3	Other indirect (Scope 3) GHG emissions	Reducing our Impact on the Planet, p.17
	305-5	Reduction of GHG emissions	Reducing our Impact on the Planet, p.15-19

GRI 400: Social topics

Disclosures

Location

OCCUPATIONAL HEALTH AND SAFETY

GRI 3: Material topics 2021	3-3	Management of material topics	Supporting People & Communities, p.20-30
GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services	Promoting Health & Well-Being, p.26
	403-6	Promotion of worker health	Promoting Health & Well-Being, p.26

SASB Content Index

Internet Media & Services

Topic	Accounting Metric	Code	Reference in report
DATA PRIVACY, ADVERTISING STANDARDS, AND FREEDOM OF EXPRESSION	Description of policies and practices relating to behavioral advertising and user privacy	TC-IM-220a.1	Data Privacy & Security, p.23
DATA SECURITY	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-IM-230a.2	Data Privacy & Security, p.23
EMPLOYEE RECRUITMENT, INCLUSION, AND PERFORMANCE	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	TC-IM-330a.3	We publicly disclose EEO-1 data covering the U.S. market

Notes

1. More details on certification bodies here: <https://partner.booking.com/en-us/learn-more/getting-certified#question-160951>
2. Throughout this report, we use the term “partner” to refer to those businesses which provide accommodation, transportation, and other travel services through our platforms, and the term “vendor” to refer to those organizations from which we purchase goods and services.
3. The Glasgow Declaration on Climate Action in Tourism is led by UN Tourism in collaboration with the Travel Foundation and aligns tourism stakeholders with the climate goals set out in the Paris Agreement.
4. The Science-Based Targets initiative (SBTi) defines and promotes best practices in science-based target setting for emissions reductions.
5. These include: The Universal Declaration of Human Rights; UN Guiding Principles on Business and Human Rights; International Covenant on Civil and Political Rights; International Covenant on Economic, Social and Cultural Rights; The International Labour Organization’s (ILO) Declaration on Fundamental Principles and Rights at Work; and the Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises.
6. When using “conflict-affected” we adopt the definition provided by the OECD: “Conflict-affected and high-risk areas are identified by the presence of armed conflict, widespread violence or other risks of harm to people. Armed conflict may take a variety of forms, such as a conflict of international or non-international character, which may involve two or more states, or may consist of wars of liberation, insurgencies, civil wars, etc. High-risk areas may include areas of political instability or repression, institutional weakness, insecurity, collapse of civil infrastructure, and widespread violence. Such areas are often characterized by widespread human rights abuses and violations of national or international law.”
7. “Diverse vendor” is defined as a business at least 51% owned and operated by an individual or group that is part of a traditionally underrepresented or underserved group.
8. We publicly disclose EEO-1 data covering the U.S. market, as it is one of the few countries where we can legally collect this data due to global privacy laws.
9. Corrected from the figure reported in the Company’s 2023 10-K, which under-counted certain technology workers.
10. More details on certification bodies here: <https://partner.booking.com/en-us/learn-more/getting-certified#question-160951>
11. CIMT was created by KAYAK and its travel brands using KAYAK’s own search data from March 1, 2022 to September 22, 2022. The insights collected are based on the latest available data. To read the full CIMT methodology, visit <https://www.kayak.co.uk/mindful-traveller#methodology>.
12. According to Booking.com’s 2023 Sustainable Travel Report.
13. These categories represent Booking Holdings’ most material GHG Protocol scope 3 categories.
14. Number of causes supported by donations or volunteering.
15. Approximate number of employees. See our 2023 Annual Report for more information.