



BOOKING HOLDINGS

# 2024 Sustainability Report



# Foreword

Travel has always been a powerful engine of connection and opportunity, driving economic growth, expanding horizons, and deepening our capacity for understanding.

GLENN D. FOGEL  
CHIEF EXECUTIVE OFFICER

KATE HEINY  
VICE PRESIDENT,  
SUSTAINABILITY

This immense potential to positively impact individuals, businesses, communities, and society sits at the heart of our mission to make it easier for everyone to experience the world.

As a leading global travel company, we are in a position to help ensure that travel continues to create value, that our partners and millions of travelers are able to recognize the positive impacts of travel, and that our industry and business can continue to grow. The efforts detailed in this report center on our aim to continue to do all of this while at the same time working toward a more sustainable future for all of these stakeholders.

This includes reduction of our total emissions by 19% compared to 2019, our benchmark year, and ongoing efforts to offer more sustainable travel choices through research, investments, and partnerships.

We're encouraged by the strides we have made and remain focused on the journey ahead, committed to continued collaboration, learning, and advancement. We want to thank our employees all over the globe, our customers, including both travelers and partners, our stockholders, and other stakeholders for their partnership, dedication, and support as we endeavor further towards an even brighter future of travel.

# Year in Review

In 2024, we made it easier for millions of travelers to experience the world, driven by our commitment to connecting people and places. While the travel industry has nearly fully recovered five years after the start of a global pandemic, complex sustainability challenges remain. Because of this, we worked hard in 2024 to support a more sustainable future, continuing to focus on three main areas:



## Reducing Our Impact on the Planet

- › **Climate Action:**
  - › Scope 1 & 2 emissions<sup>1</sup> down over 85% compared to 2019
  - › Scope 3 emissions<sup>2</sup> down 17% compared to 2019



## Supporting People & Communities

- › **Human Rights Support:** Joined five anti-trafficking organizations and collaborated with the It's a Penalty campaign during the 2024 Paris Olympics and Paralympics, reaching over 55 million people globally and engaging over 400,000 partners to help identify human trafficking indicators and resources.
- › **Volunteering Milestone:** Celebrated 10 years of the "Booking.com Cares" program, with over 3,000 employees contributing 19,000+ volunteer hours in 2024.
- › **Honored by Forbes:**
  - › World's Best Employers



## Enabling More Sustainable Travel

- › **Lower-Emissions Transport Options:** Electric and hybrid rental cars available in 75 countries.
- › **Certified Accommodations:** Launched a product to help accommodation partners obtain third-party sustainability-related certifications.
- › **Honored by TIME:**
  - › World's Best Companies
- › **Honored by Newsweek:**
  - › Most Trustworthy & Most Responsible Companies

# Table of Contents

<b>1</b>	<b>Company &amp; Strategy</b>	<b>5</b>
	About Booking Holdings	6
	Sustainability Strategy	8
	Governance & Stakeholders	9
<b>2</b>	<b>2024 Progress</b>	<b>10</b>
	Reducing our Impact on the Planet	11
	Supporting People & Communities	14
	Enabling More Sustainable Travel	19
<b>3</b>	<b>Annex</b>	<b>24</b>



# 1

# Company & Strategy



# 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 foster cultural exchange and deepen shared understanding.

**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 operate in over 220 countries and in over 40 languages globally, and believe that diverse ideas, people, and experiences contribute to our success.

**The sum is greater than our parts.**

Our strength lies in our people, and achieving our goals is contingent upon our ability to work as one team 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 connects millions of travelers with memorable experiences every day.

HQ AMSTERDAM,  
THE NETHERLANDS



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

HQ NORWALK, CONNECTICUT,  
USA



Agoda is a leading global online provider of accommodations, flights, ground transportation, and activities based in the heart of Asia.

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

# Sustainability Strategy

We believe travel is a force for good — promoting economic growth, fostering cultural exchange, and deepening shared understanding.

Through our three-pillar sustainability strategy, we aim to empower travel choices by providing transparency, offering more sustainable travel options, and fostering trust by supporting a more sustainable travel industry. In 2024, we continued to make progress in reducing our greenhouse gas emissions as part of our climate action plan and supported partners and travelers who want to make more sustainable choices.

1

## Operations

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

2

## Travel

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

3

## Industry

To catalyze more sustainable travel growth through external collaboration.







# Governance & Stakeholders

## Our Corporate Governance

Booking Holdings' Board of Directors (the "Board") oversees the company's sustainability strategy, with Board Committees overseeing certain topics as follows:

- › **Corporate Governance Committee:** Sustainability-related goals and progress;
- › **Audit Committee:** Sustainability and human capital metrics; and
- › **Talent and Compensation Committee:** Human capital management.

At the management level, we have a Sustainability Steering Committee comprised of senior leaders from each of our brands, which convenes quarterly. Selected members report directly to Booking Holdings' CEO.

## Stakeholder Engagement

Our approach takes into account feedback from a range of stakeholders. We seek to understand their perspectives and expectations to prioritize and address issues effectively. This includes stakeholders of our brands, who may provide market- or region-specific input.

Stakeholder Groups	Examples of Engagement Methods
› Stockholders	› Annual and quarterly reporting, annual stockholders' meeting, direct engagements
› Customers (travelers and partners)	› Surveys, loyalty programs
› Employees	› Performance reviews, surveys, Employee Resource Groups
› Governments and Regulators	› Public policy forums, bilateral meetings, association memberships
› Business Partners and Vendors	› Supplier Code of Conduct, collaboration

2

2024  
Progress



# Reducing our Impact on the Planet

Our planet is our home and also our destination. We aim to do our part to protect and preserve it to best serve our travelers and partners.



# Booking Holdings' Emissions

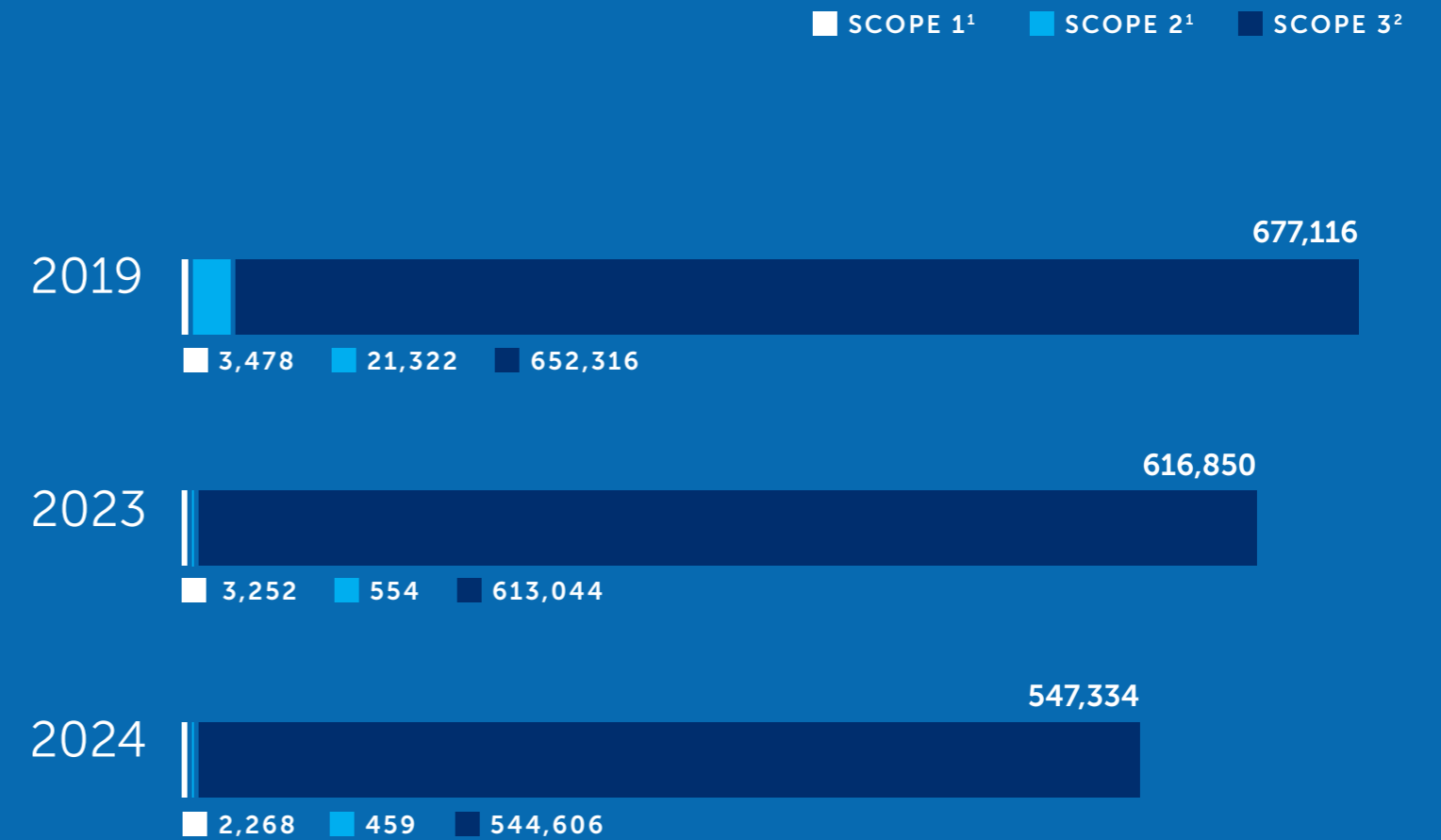
Reducing greenhouse gas (GHG) emissions is a key to the long-term sustainability of our world. Since 2022, in response to a proposal that received majority support from our stockholders, Booking Holdings has been working towards a long-term target of net-zero emissions. In 2024, our targets were validated by the [Science-Based Targets initiative \(SBTi\)](#), an independent, multi-stakeholder partnership established to develop a global standard for net-zero and to help companies create science-based frameworks for reducing their emissions.

## Reducing Our Scope 1 and 2 Emissions

Our target is to reduce our absolute Scope 1 & 2 emissions<sup>1</sup> 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 1% of all GHG emissions reported by us and result mostly from heating and electricity consumption in company offices.

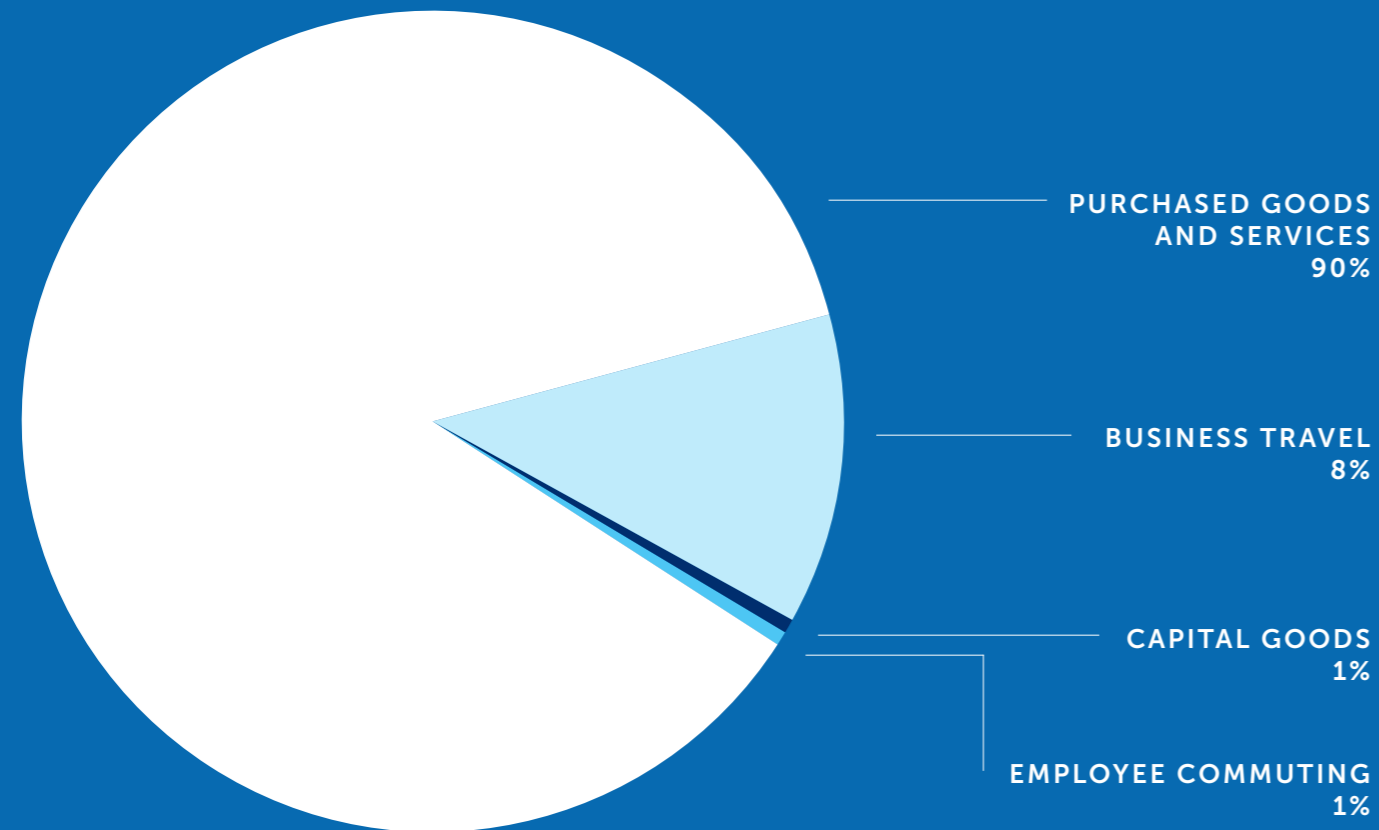
As of year-end 2024, we have reduced our absolute Scope 1 and 2 emissions by over 85% against the 2019 baseline, driven by the transition to 100% renewable electricity in our offices. This progress reflects our efforts to directly source renewable energy, with the recent installation of solar panels at our Bengaluru office adding to our portfolio of offices pursuing direct renewable energy solutions.

Emissions per year  
(tCO<sub>2</sub>e)



See more details on page 27.

2024 Total Scope 3 emissions<sup>2</sup> (tCO<sub>2</sub>e)



Reducing Our Scope 3 Emissions

Our target is to reduce our absolute Scope 3 emissions<sup>2</sup> by 50% against a 2019 baseline by the end of 2030 and by 90% by 2040. Emissions in this scope account for 99% of all of Booking Holdings' reported GHG emissions and include the indirect emissions generated within our supply chain<sup>3</sup>. In 2024, Booking Holdings' Scope 3 emissions decreased year-over-year, driven by enhancements to our data infrastructure, including the integration of more company-specific emission factors. Supply chain emissions are more difficult to measure and mitigate, but we continue to work with our partners to assist them in reaching their own emissions reduction targets.

To improve the accuracy of our data, we have increased our use of emissions data that is specific to each of our suppliers, rather than an industry average. By introducing this data where we can, we improve the accuracy of our calculated supply chain carbon footprint. The use of supplier-specific emissions data also benefits our vendors' understanding of their own footprint, equipping them with the means to make strategic decisions about their own GHG emissions. Enhancing our data in this way enables us to better identify key reduction opportunities within our supply chain and drive more targeted efforts. In 2024, we conducted a collaborative pilot aiming to collect improved data from a small set of vendors, and the findings from this test will inform our approach going forward.



Our Supply Chain

Around 90% of our emissions come from our purchased goods and services, so it's important we work with our vendors to improve data quality and calculation methodologies. In 2024, we developed a spend-based segmentation model to analyze the progress of our largest vendors<sup>4</sup>. So far, vendors representing over 50% of our annual spend have committed to emissions reduction targets, and in 2025, we'll launch a program to support more partners that want to set their own targets. This is an example of how we're working to achieve meaningful progress in this area.

ASHE PATANKAR,  
VP, PROCUREMENT,  
BOOKING HOLDINGS

# 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

We hold ourselves to high ethical standards in supporting the people who drive our business. This is reflected in our commitment to Absolute Integrity – the bond that guides our compliance efforts and is woven into our work every day.

Our Compliance & Ethics function oversees the groupwide compliance program at the Booking Holdings level and within each of our brands. The team provides our colleagues, partners, and vendors with a framework for preventing, detecting, and responding to violations of law or our company policies

We set expectations for compliance and ethics through our Legal & Compliance risk assessment, policies and procedures, education and awareness, and other resources 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](#). The courses cover topics such as privacy and data security, harassment, and discrimination, as well as information on our Helpline and other mechanisms for raising concerns. In addition to group-wide training and governance, our brands develop and implement local training and governance based on business risk and need.

# Human Rights

Our approach to human rights is driven by the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises on Responsible Business Conduct. Booking.com’s dedicated Human Rights team and Human Rights Steering Committee provide additional internal guidance and leadership on human rights due diligence.

Our commitment to human rights is embodied in our [Human Rights Statement](#) and reflected in our [Modern Slavery Statement](#), as well as in additional policies such as the [Statement on Non-discrimination, Harassment, and Abuse](#) available on Booking.com’s [Partner Hub](#). Our updated [Code of Conduct](#) and our [Supplier Code of Conduct](#) further outline our standards for respecting and promoting human rights, both for ourselves and our vendors and partners, respectively.

We believe that travel promotes understanding and awareness, and the experiences that travel provides can build bridges. We further believe that travelers should be empowered to make their own decisions about where to travel, and we strive to help them make informed choices.

We are aware that listings and experiences on our platforms may intersect with major conflicts ongoing in some regions across the globe and that this can exacerbate safety risks. We are also aware of the potential human rights impacts and risks that the



inclusion of those listings and experiences could entail for local communities, customers, and others. In 2024, a combination of internal teams and external human rights experts continued to perform enhanced, property-by-property assessments in conflict-affected areas to identify and understand relevant potential human rights impacts of listings in these areas and examine how our company can seek to avoid contributing to those impacts. Where we determine that we may be directly linked to negative human rights impacts through the activities of our listings, we will take appropriate action. The mitigation and remediation strategies that we implement as a result of these kinds of assessments take into account a wide range of relevant laws and regulations, as well as our commitment to ethics and integrity.

We performed further human rights impact assessments in 2024, proactively identifying potential human rights risks related to the use and development of generative AI technology as well as potential adverse human rights impacts in our operations and value chain.

Additionally, we finalized and launched new anti-trafficking e-learning resources and internal and external awareness campaigns. To bolster our ability to detect, disrupt, and raise awareness about human trafficking in the tourism industry, we launched several partnerships with leading anti-trafficking organizations, including [It's a Penalty](#), [Polaris](#), [Unseen](#), [Stop the Traffik](#), and [Tech Against Trafficking](#).



**Against Human Trafficking**

At Booking.com, we're committed to combating human trafficking. As the headline sponsor of It's a Penalty's Paris 2024 campaign, we reached over 55 million people through in-flight videos, billboards, and digital platforms in Olympic and Paralympic hubs.

We engaged over 400,000 partners with resources on modern slavery indicators and escalation paths, delivered keynote speeches in Paris, and promoted the campaign globally through media, employee briefings, and training materials. Together with industry leaders and NGOs, we're raising awareness towards a safer world for all.

**JENNIFER EASTERDAY,**  
**HEAD OF HUMAN RIGHTS,**  
**BOOKING.COM**

# Data Privacy & Security

The success of our business relies on identifying and mitigating risks related to data privacy and security. This applies to our internal processes and data as well as customer-facing applications and travelers' personal information.

Given the importance of privacy and security to our business, we align related due diligence with global data protection laws and the ethical guidelines detailed in our six Privacy Principles. The Privacy Principles are included in our [Code of Conduct](#) and consist of Transparency, Purpose, Control, Security, Embedded Privacy, and Accountability. We reinforce employee responsibilities through our Protecting Personal Data Policy and mandatory privacy and data security training.

The Chief Privacy Officer oversees Booking Holdings' privacy strategy. Brand privacy leaders and information security leaders collaborate to manage brand-level programs, address risks, and escalate issues to Booking Holdings' Global Privacy or Information Security teams as required. This is done in liaison with the Chief Privacy Officer and senior security, compliance, and business stakeholders.

The Board and Audit Committee are responsible for oversight related to cybersecurity, privacy, and data protection and security. The Cybersecurity Subcommittee of the Audit Committee oversees management's efforts and processes to identify, assess, and manage significant cybersecurity and privacy risks. The Cybersecurity Subcommittee receives regular updates from management and periodically briefs the Board on key developments and risks.

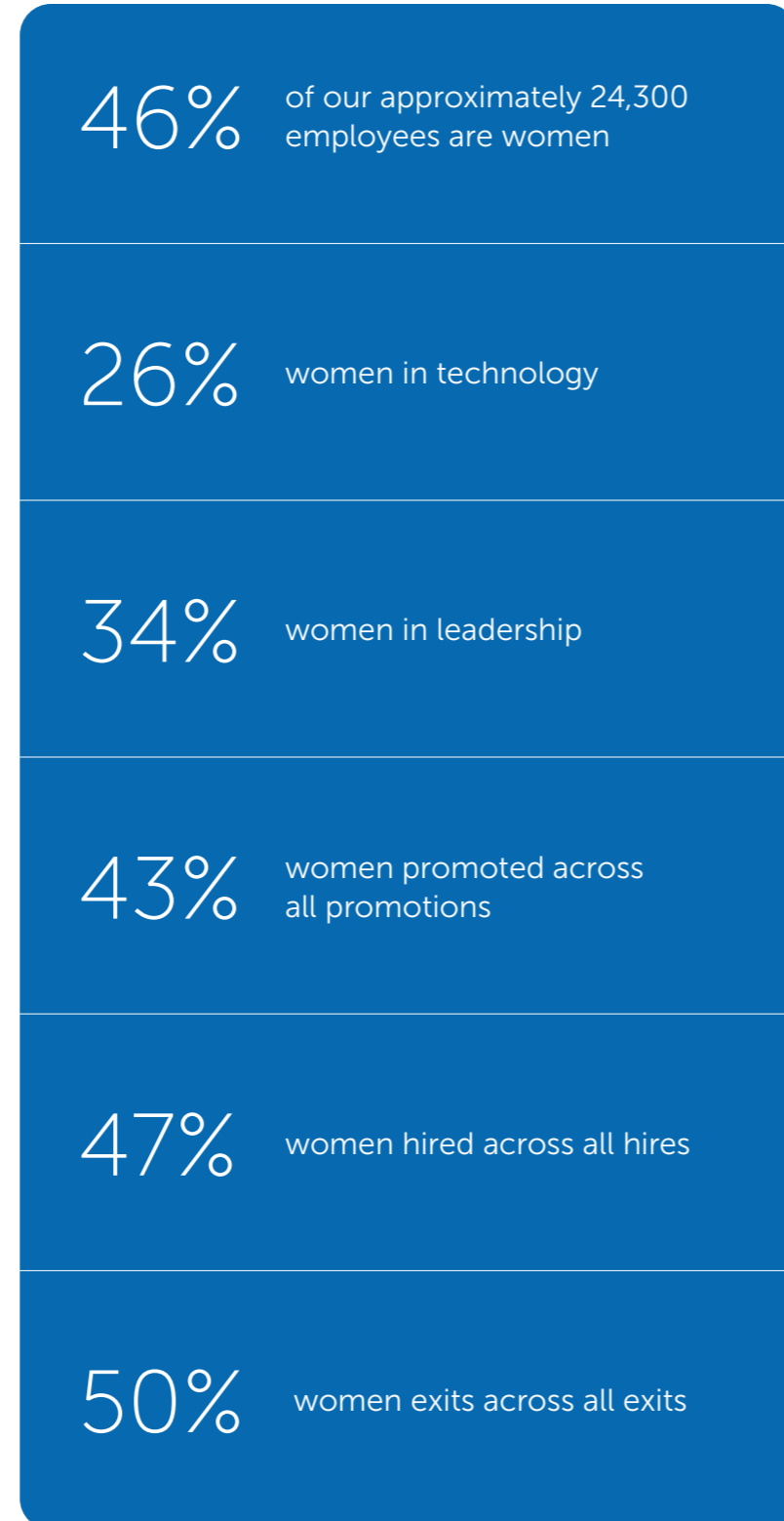


# Our Workforce

By cultivating a leadership team and workforce that reflects the broad spectrum of people we work with, we gain valuable insights from a wide range of backgrounds and experiences that help us understand the needs of our global travelers and partners.

An executive-level Steering Committee oversees efforts by our brands and management teams to foster inclusive environments. Our Talent and Compensation Committee also oversees our efforts in this area.

Across our brands, 23 Employee Resource Groups (ERGs) are available to employees for the benefit of our overall workforce. In 2024, more than 15,000 employees participated in ERGs, and over 150 events took place.



# Promoting Health & Wellbeing

The health, safety, and wellbeing of people and communities are integral to our success. That includes our travelers and partners — who rely on our platforms to provide and offer safe experiences — and our employees, whose health and wellbeing are crucial to our continued progress on our mission.

In promoting health and wellbeing, our brands implement a range of programs, resources, and initiatives that equip employees with the necessary tools for managing health-related issues. These tools include Employee Resource Groups, Employee Assistance Programs, family planning resources, global leave policies, dedicated wellbeing platforms, virtual and in-person discussion forums, educational libraries, and more.



## Prioritizing People

Priceline focuses on holistic support of health and wellbeing. Through our Thrive 360 Wellness Speaker Series, we're learning how to cultivate peak performance with topics like growth mindset, habit-building, and the importance of sleep. Vendor fairs and virtual discussions spotlight mental health in the workplace and its connection to physical wellbeing, while highlighting our comprehensive benefits for emotional, social, physical, financial, and mental support. Together, we're fostering a culture of wellness and inclusion.

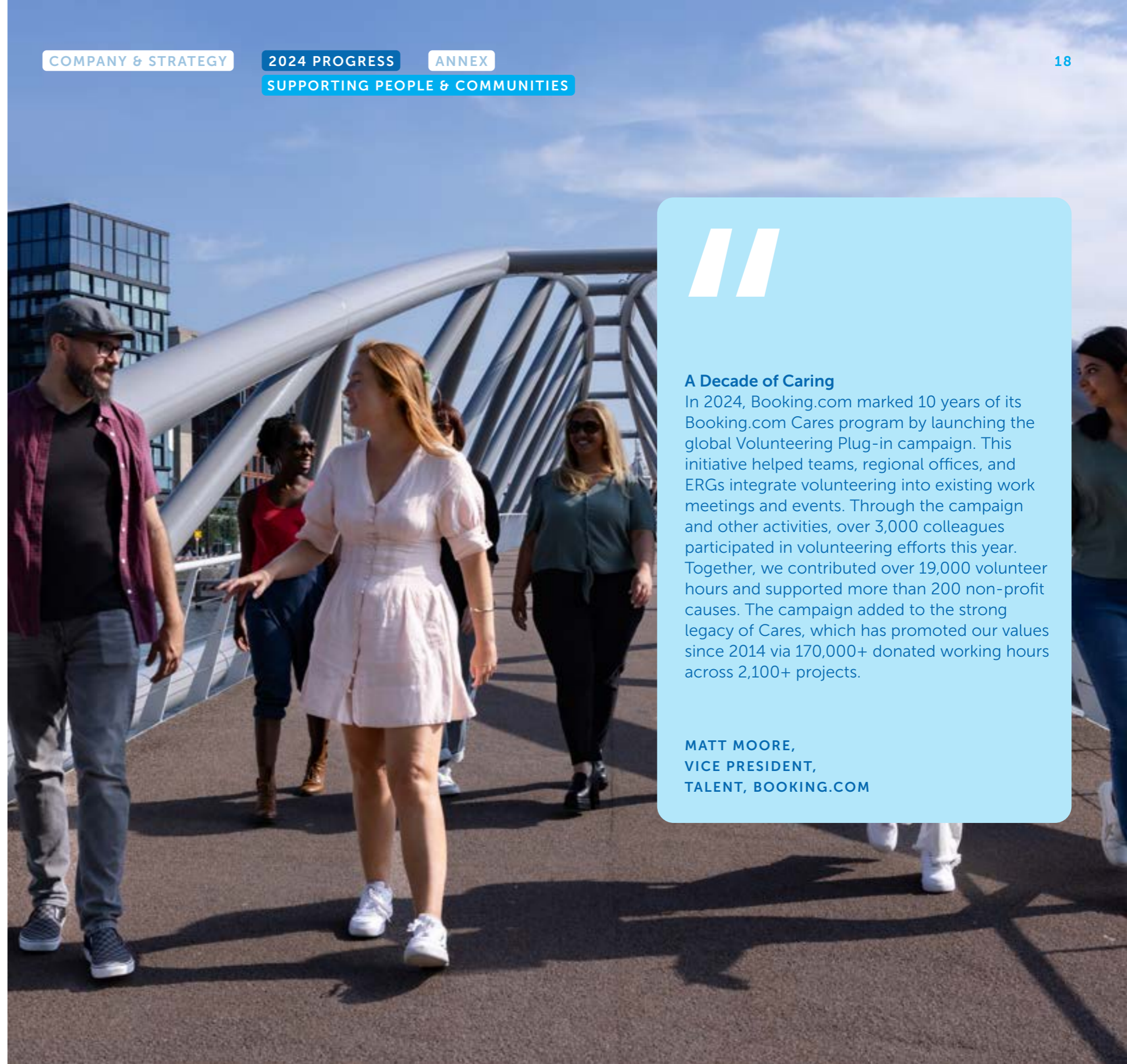
LIZ DENTE,  
CHIEF PEOPLE OFFICER,  
PRICELINE

# Volunteering

Volunteering and other charitable efforts are key levers for us to support people and communities outside of our organization and industry. These opportunities align closely with our broader goals of helping people experience the world and preserving a world worth experiencing. In addition to giving as a company, our employees also have access to paid time off for volunteering, helping them support the causes and organizations that matter to them.

6,000+ employees engaged in volunteer work

39,000+ hours spent volunteering



## A Decade of Caring

In 2024, Booking.com marked 10 years of its Booking.com Cares program by launching the global Volunteering Plug-in campaign. This initiative helped teams, regional offices, and ERGs integrate volunteering into existing work meetings and events. Through the campaign and other activities, over 3,000 colleagues participated in volunteering efforts this year. Together, we contributed over 19,000 volunteer hours and supported more than 200 non-profit causes. The campaign added to the strong legacy of Cares, which has promoted our values since 2014 via 170,000+ donated working hours across 2,100+ projects.

MATT MOORE,  
VICE PRESIDENT,  
TALENT, BOOKING.COM

# Enabling More Sustainable Travel

By helping to make more sustainable travel options available, we can contribute to the preservation of a world worth experiencing.





### Putting the Guest Experience at the Heart of Sustainability

At Booking.com, we're working with the University of Surrey and Accor to better understand barriers that travelers may face in making more sustainable choices. Over two-thirds of travelers feel that witnessing sustainability practices while traveling inspires them to be more sustainable in their everyday lives, and 71% want to leave the places they visit better than when they arrived. That's why our accommodation partners have consistently asked us to help travelers towards this goal. Our research shows that small nudges in guest behavior can add up to big differences — whether that's using positive and empowering messaging to help guests reduce food waste or save water or offering practical support like a complimentary bike service or bus schedules.

Overall, we identified key messaging approaches that accommodations can use to encourage guests to take more sustainable actions, as well as reduce barriers to travel options.

**DANIELLE D'SILVA,**  
DIRECTOR OF SUSTAINABILITY,  
BOOKING.COM



## Supporting More Sustainable Travel Options

As travel continues to grow, we strive to reduce its negative impacts on people and the environment while staying true to our mission of making it easier for everyone to experience the world. We collaborate with our partners to increase, optimize, and highlight efforts aimed at making our industry more sustainable.

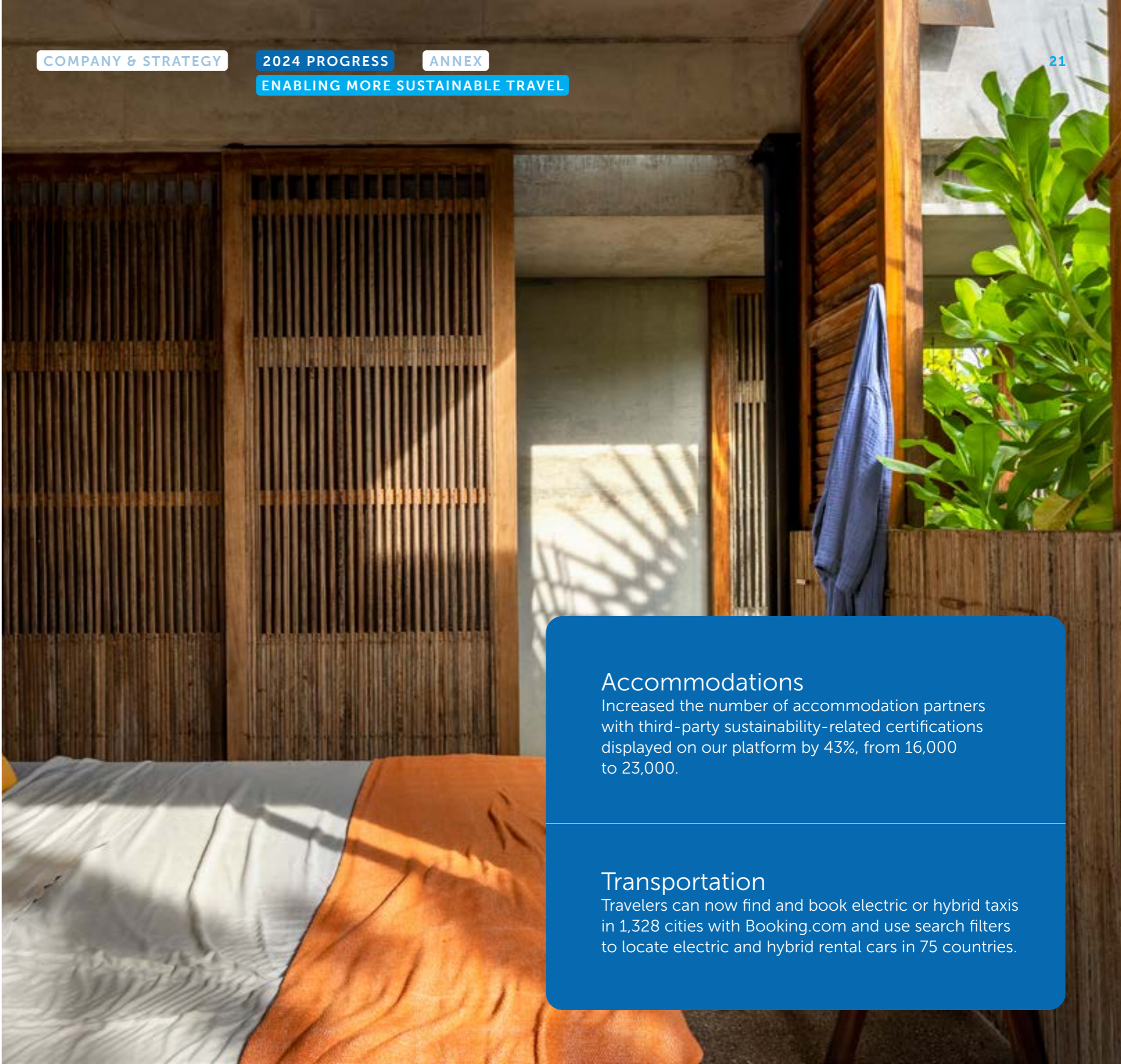
In 2022, we set a target for over 50% of our 2027 bookings to be made on more sustainable offerings. Since then, we have made progress in supporting our partners in their sustainability journeys. At the same time, the regulatory landscape and industry standards continue to evolve, introducing challenges that are reshaping how sustainability is defined and measured. In 2024, we were required to revise our methodology to focus on supporting third-party sustainability certification for our accommodation partners. Encouragingly, our partners continue to adopt these certifications and utilize tools we offer to support them.

As a consequence of having to revise our methodology in response to regulations, we believe our 2027 target is no longer applicable and will not be used for measuring our progress in this area. We will continue to support our partners seeking third-party certifications, as well as the industry in coming together around certification methodologies.

# Prioritizing Third-Party Certifications

As travel offerings with sustainability-related certifications become more prevalent, the consistency and credibility of claims are important. Almost half (45%) of global travelers shared with Booking.com that an accommodation displaying a third-party certification is increasingly appealing, and more than two-thirds (67%) agreed that all travel booking sites should use the same sustainability certifications or labels. However, third-party certifications are not yet widespread across global accommodation supply.

In line with this evolving demand and in continued support of its accommodation partners, Booking.com updated its sustainability program in 2024 to help partners identify the third-party certifications best suited for their properties. While still in the testing phase, the product explores pathways for partners to advance their sustainability efforts, providing targeted tips and resources related to the actions they could take across categories, including water, food waste, energy, plastic use, and the local community. The guidance is generated based on their responses to a voluntary survey that gathers the accommodation's characteristics, location, and existing sustainability efforts and credentials. Meanwhile, the program continues to offer travelers information on which accommodations are further along in their sustainability journeys while making certifications more accessible to accommodation partners. In doing this, the program uses a subset of certification programs, including EU Eco Label, Green Key Global, and Sustonica.



## Accommodations

Increased the number of accommodation partners with third-party sustainability-related certifications displayed on our platform by 43%, from 16,000 to 23,000.

## Transportation

Travelers can now find and book electric or hybrid taxis in 1,328 cities with Booking.com and use search filters to locate electric and hybrid rental cars in 75 countries.



### Safeguarding Nature in Southeast Asia

In 2024, the third year of our Eco Deals Program, Agoda empowered travelers to support marine, forest, and wildlife conservation projects across Southeast Asia with every program booking made at participating properties on our platform. The program expanded our partnership with the World Wide Fund for Nature (WWF), and we pledged \$1 million across eight WWF projects. Preserving destinations is essential if we want travel to remain possible for more people. Through Eco Deals, we have contributed to protecting iconic species, like tigers in Malaysia, elephants in Thailand, and whale sharks in the Philippines, while restoring vital ecosystems and supporting local communities.

**DAMIEN PFIRSCH,**  
CHIEF COMMERCIAL OFFICER,  
AGODA

## Partnering to Build a More Sustainable Industry

Enabling more sustainable travel is an industry-wide effort. In order to support and accelerate positive change in our industry, we engage with a variety of organizations, including our peers, partners and others to support research, investments, and partnerships.

Toward our goal of a more sustainable travel industry, we participate in a range of trade associations and partner with other travel and technology organizations.



# 3

# Annex

# About this Report

## Report Scope

This 2024 Sustainability Report covers Booking Holdings' operations from January 1, through December 31, 2024, 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). We also implement certain elements of the Task Force on Climate-Related Financial Disclosure (TCFD) requirements.

## Offsetting

Our long-term net zero target remains centered on reducing emissions through decarbonization. While we have previously supported carbon credit programs we are now prioritizing climate solutions that deliver tangible and lasting emissions reductions in our value chain.

## Material Sustainability Topics

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

# Climate Risks & Opportunities

Booking Holdings is committed to ensuring that our business is resilient to future impacts of climate change. In 2022, in response to a majority of our stockholders, Booking Holdings adopted a [Climate Action Plan](#).

Transitional as well as physical risks and opportunities are analyzed under three scenarios, as recommended by the TCFD framework: 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). Our climate-related risks and opportunity management system is aligned with our Enterprise Risk Management Framework and consists of six components:

### 1. Governance & Oversight

Governance and oversight of climate risks and opportunities involve the Board's Corporate Governance Committee, our Management Risk Committee, and the Sustainability, Risk and Control, and Global Internal Audit teams.

### 2. Identification

A climate risk and opportunity assessment (CROA) is conducted every three years and reviewed annually for material changes. The CROA is a top-down and bottom-up process to identify climate risks and opportunities.

### 3. Assessment

Identified climate risks and opportunities are assessed and ranked based on their expected impact and likelihood.

### 4. Management

Priority climate risks and opportunities are managed through defined response plans outlining ownership, response strategy, timelines, and risk assessment.

### 5. Monitoring

Operational owners monitor risks and escalate per the risk reporting matrix. The corporate governance bodies overseeing sustainability also oversee this process.

### 6. Reporting

Established processes ensure periodic climate risk reporting across governance platforms. Annually, Booking Holdings updates stakeholders on identified risks, opportunities, and mitigation efforts.



Climate risks & opportunities	Climate risk type	Potential financial impact level	Mitigating approach
<b>TRANSITIONAL RISKS</b>			
<b>Regulatory and policy changes</b>	<p>The risks from existing and emerging regulation aimed at addressing climate change. These might include:</p> <ul style="list-style-type: none"> <li>› Enhanced reporting obligations</li> <li>› Exposure to litigation</li> <li>› Increased pricing of greenhouse gas (GHG) emissions</li> <li>› Limits on tourism activities and travel transport</li> </ul>	<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>
<b>Market change</b>	<p>The risks from shifting supply and demand as economies react to climate change. These might include:</p> <ul style="list-style-type: none"> <li>› Changing customer behavior</li> <li>› Uncertainty in market signals</li> <li>› Increasing supply prices and decline of sales of travel services</li> </ul>	<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>
<b>Public scrutiny</b>	<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"> <li>› Increasing public scrutiny of the industry</li> <li>› Increased stakeholder expectations and requirements</li> <li>› Shifting consumer preferences</li> </ul>	<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>

Climate risks & opportunities	Climate risk type	Potential financial impact level	Mitigating approach
<b>PHYSICAL RISKS</b>			
<b>Acute</b>	<p>The risk of increasing extreme weather events. These might include:</p> <ul style="list-style-type: none"> <li>› Damages to Booking Holdings' physical assets: data centers, offices, etc.</li> <li>› Significant interruptions to business operations and performance</li> <li>› Disruptions to regional or global travel, impacting the physical assets of our partners</li> </ul>	<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>
<b>Chronic</b>	<p>The risk of longer-term changes in weather patterns. These might include:</p> <ul style="list-style-type: none"> <li>› Disruptions to regional or global travel and changes in destinations</li> <li>› Change in Booking Holdings' infrastructure supply</li> <li>› Rising operational costs</li> </ul>	<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>
<b>OPPORTUNITIES</b>			
<b>New markets</b>	<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>
<b>Business resilience and competitiveness</b>	<p>Increased reliability of supply chain and business resilience, leading to competitive advantage, as well as alignment with regulators' expectations</p>	<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 regularly assesses its value chain to identify the risks to its infrastructure and adopts mitigating actions.</p>

# Performance Data

## Methodology update for emissions data

Emission reporting methodologies evolve and are dependent on external developments. In 2024, 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 shifting from a spend-based methodology, which estimates impacts based on total expenditures, to a supplier-based methodology, which assesses data directly from individual suppliers.<sup>3</sup>

Indicator	2024	2023	2022	2021	2020	2019
<b>ENVIRONMENTAL STEWARDSHIP</b>						
CO2 emissions						
Total CO2 emissions, in metric tons (tCO2e)	547,334	616,850	511,085	449,189	339,125	677,116
Scope 1 (tCO2e)	2,268	3,252	3,202	3,170	3,489	3,478
Scope 2 (tCO2e)	459	554	316	825	19,190	21,322
Scope 3 (tCO2e)	544,606	613,044	507,567	445,193	316,447	652,316
CO2 emissions as a percentage of total emissions						
Scope 1 total emissions	0.4%	0.5%	0.6%	0.7%	1.0%	0.5%
Scope 2 total emissions	0.1%	0.1%	0.1%	0.2%	5.7%	3.1%
Scope 3 total emissions	99.5%	99.4%	99.3%	99.1%	93.3%	96.3%
Purchased Goods and Services <sup>5</sup>	90.0%	90.0%	92.0%	80.0%	78.0%	81.0%
Capital Goods <sup>5</sup>	1.0%	2.0%	3.0%	9.0%	8.0%	6.0%
Business Travel <sup>5</sup>	8.0%	7.0%	3.0%	9.0%	5.0%	3.0%
Employee Commuting <sup>5</sup>	1.0%	1.0%	1.0%	1.0%	2.0%	6.0%
<b>COMMUNITY ENGAGEMENT</b>						
Volunteering						
Employees participating in volunteering initiatives	6,000+	5,000+	2,000+	1,000+	2,000+	-
Hours volunteered	39,000+	28,000+	18,000+	11,000+	7,000+	-

Indicator	2024	2023	2022	2021	2020	2019
<b>OUR WORKFORCE</b>						
Total number of employees	24,300	23,600	21,600	20,300	20,300	-
United States <sup>6</sup>	3,100	3,100	3,100	3,400	3,400	-
Outside the United States <sup>6</sup>	21,200	20,500	18,500	16,900	16,900	-
Employee diversity						
Total women	46%	47%	47%	50%	50%	-
Total men	54%	53%	53%	50%	50%	-
Women in leadership	34%	32%	31%	31%	29%	-
Women in technology <sup>7</sup>	26%	26%	25%	23%	22%	-
Women promoted	43%	45%	43%	-	-	-
Women hired across all hires	47%	49%	-	-	-	-
Women exits across all exits	50%	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, 2024, with reference to the GRI Standards. GRI 1 used: GRI 1: Foundation 2021

## GRI 2: General Disclosures

## Disclosures

## Location

<b>THE ORGANIZATION AND ITS REPORTING PRACTICES</b>			
	2-1	Organizational details	About Booking Holdings, p.6-7; 2024 Annual Report
	2-2	Entities included in the organization’s sustainability reporting	About Booking Holdings, p.6-7; 2024 Annual Report
	2-3	Reporting period, frequency and contact point	About This Report, p.24
<b>Activities and workers</b>			
	2-6	Activities, value chain and other business relationships	About Booking Holdings, p.6-8
	2-7	Employees	Supporting People & Communities, p.14-18
<b>Governance</b>			
	2-9	Governance structure and composition	Our Corporate Governance, p.12; 2024 Proxy Statement, p.14-44
	2-10	Nomination and selection of the highest governance body	2024 proxy statement p.14-44
	2-11	Chair of the highest governance body	2024 proxy statement p.14-44
	2-12	Role of the highest governance body in overseeing the management of impacts	Our Corporate Governance, p.9
	2-13	Delegation of responsibility for managing impacts	Our Corporate Governance, p.9; 2024 Proxy Statement, p.14-44
	2-14	Role of the highest governance body in sustainability reporting	Our Corporate Governance, p.9
	2-15	Conflicts of interest	2024 Proxy Statement, p.37
	2-16	Communication of critical concerns	Compliance, Ethics, & Integrity p.15; 2024 Proxy Statement, p.32
	2-19	Remuneration policies	2024 Proxy Statement, p.41-94
	2-20	Process to determine remuneration	2024 Proxy Statement, p.41-94
	2-21	Annual total compensation ratio	2024 proxy statment p. 45-97
<b>Strategy, policies and practices</b>			
	2-23	Policy commitments	Supporting People & Communities, p.14-18
	2-27	Compliance with laws and regulations	Governance & Stakeholders p.9; Supporting People & Communities, p.14-18
	2-28	Membership associations	Stakeholder Engagement, p.9, Partnering to Build a More Sustainable Industry, p.22
<b>Stakeholder engagement</b>			
	2-29	Approach to stakeholder engagement	Stakeholder Engagement, p.9; Climate Risks & Opportunities, p.25-26; About This Report p.24; 2024 Proxy Statement, p.51

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.12-13
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Reducing our Impact on the Planet, p.12
	305-2	Energy indirect (Scope 2) GHG emissions	Reducing our Impact on the Planet, p.12
	305-3	Other indirect (Scope 3) GHG emissions	Reducing our Impact on the Planet, p.13
	305-5	Reduction of GHG emissions	Reducing our Impact on the Planet, p.12-13

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.14-18
GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services	Promoting Health & Well-Being, p.17
	403-6	Promotion of worker health	Promoting Health & Well-Being, p.17

# SASB Content Index

Internet Media & Services

Topic	Accounting Metric	Code	Reference in report
<b>DATA PRIVACY, ADVERTISING STANDARDS, AND FREEDOM OF EXPRESSION</b>	Description of policies and practices relating to behavioral advertising and user privacy	TC-IM-220a.1	Data Privacy & Security, p.16
<b>DATA SECURITY</b>	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.16
<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	TC-IM-330a.3	We publicly disclose <a href="#">EEO-1 data</a> covering the U.S. market

# Notes

1. Scope 1 emissions are direct greenhouse (GHG) emissions that occur from sources that are controlled or owned by an organization (e.g., emissions associated with fuel combustion in boilers, furnaces, vehicles).  
Scope 2 emissions are indirect GHG emissions associated with the purchase of electricity, steam, heat, or cooling.
2. Scope 3 emissions are the result of activities from assets not owned or controlled by the reporting organization, but that the organization indirectly affects in its value chain.
3. Scope 3 does not include emissions from our travel service provider partners, given our lack of direct influence.
4. These (approximately 500) vendors represent roughly 87% of our annual spend.
5. These categories represent Booking Holdings' most material GHG Protocol scope 3 categories.
6. Approximate number of employees. See our 2024 Annual Report for more information.
7. 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.