



# GLOBAL IMPACT REPORT 2020





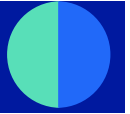
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We are committed to providing an account of our performance and progress in key areas of corporate responsibility. Our reporting is informed by the various frameworks used to guide and evaluate company performance. These include, but are not limited to, the Global Reporting Initiative (GRI), CDP, Sustainability Accounting Standards Board (SASB), and others.

This report represents our impacts, progress, and results towards achieving continuous improvement in our environmental and social performance. We are also committed to the continued improvement, accuracy, and completeness of our social and environmental reporting. Unless otherwise stated, data in this report represents data from the 2019 and 2020 calendar years. Access our GRI Data Index [▶ here](#).



## FROM THE CEO



**2020 was a year like no other, and while it was devastating for our industry, we know that our employees, clients, and partners have shown an incredible amount of resiliency.**

Travel will never go away, it is just on pause. Many things were exposed throughout this past

year, including the pressures that travel puts on destinations, the impact of climate change on our communities, and social unrest that was driven by pervasive systemic racism. These challenges move us to do our best work.

These tumultuous times provided us a chance to reflect on our priorities: the importance of focusing on our people, our partners, and the communities we rely on to bring travel to life. These priorities are at the core of who we are as a company. While we know we don't have all the answers, we will keep learning, continue the conversation and commit ourselves so we can come back stronger as communities and an industry as a whole.

I also want to highlight the efforts of our employees during this unprecedented time. When travel was halted, our amazing team moved mountains to provide refunds, re-bookings, and, above all, reassurance for people whose travel was impacted by COVID-19. The pressures they endured in walking customers through the postponement or cancellation of milestone celebrations that people had been dreaming and saving up for years was a heartbreaking experience, again highlighting how travel is that pinnacle of life's biggest celebrations.

We know that when travel stops, it's not just a flight and a hotel stay that gets canceled, but it's the whole infrastructure of travel and all the people and communities that are affected. This realization also emboldens us to act faster and re-imagine what can be achieved. Now is the time for us to take bold action to challenge both ourselves and our consumers to take on the responsibility of truly making meaningful change and preserving our planet for future generations to explore.

**You'll see in our report some of the stories of resiliency and inspiration from 2019, 2020, and beyond.** We do everything in partnerships because we know the best results come when you work together. As an online travel company, we've always valued our partners, and in hard times we realize that working together isn't just how you excel in business, but also how we can make a bigger difference in the community.

The ecosystem of travel encompasses generations of livelihoods and sharing of cultures and traditions that define the local experience. These experiences are the fiber that connects people and places and allows us to dream of bigger things. It's also the connection that brings hearts and minds together to care for one another and the sacred places we cherish. It's our responsibility as a company to develop the products and tools to help consumers make the best decisions for their travel, protecting our environment, communities and health to enable the best trips possible.

As a company, we believe travel is a force for good and are committed to making it more accessible to all while offering education, information, and tools for sustainable, responsible action.

Peter Kern, CEO



 Q&A

**KATHERINE CHENG**  
HEAD OF GLOBAL AND  
COMMUNITY IMPACT

**Q. How would you describe EG's CSR and social impact philosophy over the past years?**

Corporate social responsibility is not only important to us, but it's what is expected of us by our community, shareholders, and employees. We recognize that being in the travel and tech industries, we have the unique ability to be innovative in how we impact communities in a real way.

To that end, we decided to focus on four key areas of sustainability: environment; disaster recovery, rebuilding, and resiliency; community and economic development; and responsible travel. These four pillars ensure a strong community, which in turn, promotes a strong travel industry. While we've always known this to be true, the global pandemic has shown us how fragile our ecosystems are when all four areas are impacted at once. And while we know travel will come back, it's even more important how it comes back. Our commitment is stronger than ever.

**Q. How is Expedia Group leading in sustainable travel?**

For several years, Expedia Group has been carbon neutral, offsetting our entire environmental footprint, including energy, water, waste, commuting and internal business travel.

While we are proud of this accomplishment, as a travel company, we view sustainability beyond just the environmental factors and it's not just about donating money. For us, it's also tied to community and the destinations we serve. We've partnered with UNESCO in a first-of-its-kind agreement around our four sustainable travel pillars. We launched the UNESCO Sustainable Tourism Pledge to highlight what hotels and tour operators are doing to be more sustainable while encouraging all players, big and small, to sign up to a commitment and be held accountable.

We are also creative in how we lead with our sustainability efforts to ensure we are investing in tangible projects with real impact. We know we can do more when we partner with organizations, governments, and communities to organically create initiatives that really make a difference in day-to-day lives.

**Q. How is Expedia Group helping customers to achieve their sustainability goals?**

When it comes to sustainability, corporations and governments have a responsibility to act. But consumers do, too. Our goal at Expedia Group is to provide the best tools and information for customers to make the most educated decisions for their travel. We want to inform and inspire good decisions that fit each individual's travel lifestyle. By giving customers different options to reduce their footprint with the same comfort and budget that they expect from Expedia Group, we can encourage them to do as little or as much as they like to continue on their sustainable travel journey.



# Our ESG Priority Areas











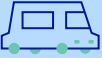


Over the past several years, we evaluated our priorities by their impact on our important stakeholders: our clients, employees, communities, and the travel destinations we support around the world. Everyone has a part to play in making an impact and supporting recovery.

## Our ESG priority areas:

| ENVIRONMENT   | RESPONSIBLE TOURISM  | OUR PEOPLE  | COMMUNITY  | GOVERNANCE   |
|---|--|---|--|--|
| <p><b>Emissions:</b></p> <p>Taking responsibility for our carbon footprint, implementing reductions, and offsetting to reach carbon neutrality.</p> | <p><b>Responsible Tourism:</b></p> <p>Providing information to be the most respectful, sensitive, and law-abiding travelers while creating a rich cultural connection.</p> | <p><b>Benefits:</b></p> <p>Developing and supporting our employees through a suite of holistic benefits for mental, physical, financial, and emotional health and wellness.</p> | <p><b>Community Engagement:</b></p> <p>Supporting our communities and empowering our employees to give back with our time, talent, and resources.</p>          | <p><b>Ethics:</b></p> <p>Upholding the highest standards of ethical behavior and best practices through our corporate governance and policies.</p> |
| <p><b>Energy:</b></p> <p>Implementing operational changes to improve efficiency and integrate renewable energy where possible.</p>                  | <p><b>Disaster Recovery:</b></p> <p>Work with local communities on recovery, rebuilding, and resiliency to uplift and strengthen local economies and institutions.</p>     | <p><b>Inclusion and Diversity:</b></p> <p>Cultivating an inclusive and diverse workforce where everyone is encouraged and supported to be themselves.</p>                       | <p><b>Employee Matching:</b></p> <p>Creating a culture where employees are empowered to support causes they care about by extending their personal giving.</p> | <p><b>Privacy and Security:</b></p> <p>Prioritizing privacy by protecting information and personal data, using industry best practices.</p>        |

# Impact by the Numbers

Despite the challenges of 2020, we found creative ways to make an impact and engage with our communities, people, and environment. We realize that the pandemic lowered emissions for almost all businesses in 2020, but here are some of our highlights over the past two years to show our progress.

| Environment  |   | People   | Communities   |   |
|--|---|--|---|---|
|  <p><b>100%</b><br/>Carbon neutral<br/>(Since 2017)</p>   |  <p>Groundbreaking <b>UNESCO Sustainable Tourism Pledge</b> to enhance sustainability and accountability in the tourism industry</p> |  <p><b>100</b><br/>Received a perfect score on the <b>UN Human Rights Compact (UNHRC)</b></p> |  <p><b>\$10.9 M</b><br/>In giving</p>  |  <p><b>\$275 M</b><br/>Committed to support tourism partners in the wake of the COVID-19 crisis</p>  |
|  <p>Initiatives to help clients reduce emissions including Egencia Emissions Workspace, Carbon Calculations, and Booking Options Displays</p> |  <p>Prioritize solar and carbon negative solutions in all international disaster relief work</p>                                   | <p>Named <b>Best Place to Work For Women and LGBTQ Equality</b> 2019/2020</p>               |  <p><b>8,900</b><br/>Volunteers</p> <p><b>85,600</b><br/>hours donated</p>  | <p><b>1,600</b><br/>Volunteers engaged with their local communities to support during the COVID-19 crisis</p>  <p><b>35,000</b><br/>hours donated despite challenges</p> |
|  <p><b>24%</b><br/>Reduction in single-occupancy vehicle commutes to headquarters (2018-2019)</p>   |  <p><b>LEED certified, Salmon-Safe</b> headquarters</p>  | <p><b>51%</b><br/>Total workforce is women</p>    | <p><b>Our Awards</b></p> <p>Here are some of the honors:</p> <ul style="list-style-type: none"> <li>▶ 2020 Best Company, Technology, FairyGodBoss</li> <li>▶ Best Place to Work for LGBTQ Equality, Human Rights Campaign's Corporate Equality Index, 2019 and 2020</li> <li>▶ Forbes 2019 Best Employers for Women</li> <li>▶ 2019 Best Places to Work in Tech by Glassdoor</li> </ul> |   |

## ENVIRONMENT

# Protecting the Planet, Exploring the Globe

Supporting sustainable travel and environmental sustainability is part of how we will ensure we can power global travel for everyone, everywhere, while minimizing our impact on the environment.

That's why we've worked to cut greenhouse gas (GHG) emissions and reduce energy, water, and waste in our operations.





# Our Climate Commitment

Climate change is the environmental issue of our time.

We have been Carbon Neutral as a company since 2017, and we are committed to maintaining this status. In addition, we are eager to find new ways to target net zero while bringing our partners and suppliers along on the journey. We have achieved carbon neutrality through internal reductions as well as a combination of ▶ **Green-e® Climate Certified Renewable Energy Credits (RECs)** and Verified Carbon Offsets. We take our responsibility seriously to enable the development of products and tools that will help consumers make the best decisions for our environment as well as their own health and safety.

**100%**  
CARBON NEUTRAL  
SINCE 2017

THE EQUIVALENT OF TAKING

**72,000** OR **37M**  
CARS OFF THE ROAD GALLONS OF GASOLINE

\*As a result of carbon neutrality from 2017-2020



# Investing in Sustainable Headquarters

In the fall of 2019, Expedia Group moved into a new ▶ LEED Certified campus in Seattle, Washington.



In addition to LEED, we're proud that our new home will be one of the first HQ campuses in the US to be awarded ▶ **Salmon-Safe Certification**, which is one of the nation's leading regional

eco-labels that ensures Pacific salmon can thrive in West Coast watersheds. This indicates the campus site is a net positive contributor to local watershed health and will improve local ecosystem services.

Over 50% of our APAC facilities have implemented green office guidelines, using space optimization and operational efficiencies to reduce emissions, and 19% of our offices in the Americas incorporated energy efficiency measures including switching to LED light fixtures and energy efficient HVAC systems in 2019. We will continue to evaluate where we can make further emissions reductions.



Expedia Group Headquarters received Salmon-Safe Certification, one of the nation's leading regional eco-labels that ensures ensures Pacific salmon can thrive in the west coast watersheds.

# A Green Workplace

Actions really do speak louder than words when it comes to the environment. In 2020 we created a series of policies, guidebooks, and best practices to ensure sustainability efforts were being embedded in our own day-to-day practices.

We created guidelines for:

- **Offices** – We set specific policies and empowered all employees to make more environmentally conscious daily decisions.
- **Leasing** – We incorporated climate resiliency and environmental factors into leasing decisions to ensure renewable energy is available for purchase. Sites are located near mass transit and recycling and composting are available on site.
- **Meetings** – We developed a checklist for ways to reduce the environmental impact of all meetings, with a case study showing environmental impact and cost savings.
- **Purchasing** – We introduced guidelines to create a process for sustainable purchasing and procurement standards.

## IMPACT SPOTLIGHT

### Revitalizing the Elliott Bay Trail



Our campus is also part of our community. As part of our headquarters construction, we invested in rebuilding a section of the Elliott Bay Trail along the Seattle waterfront to prioritize accessibility, sustainability, and safety. The new trail creates separate walking and biking paths and expands the surrounding park space to encourage employees and community members to interact with their environment in a more thoughtful and responsible way.

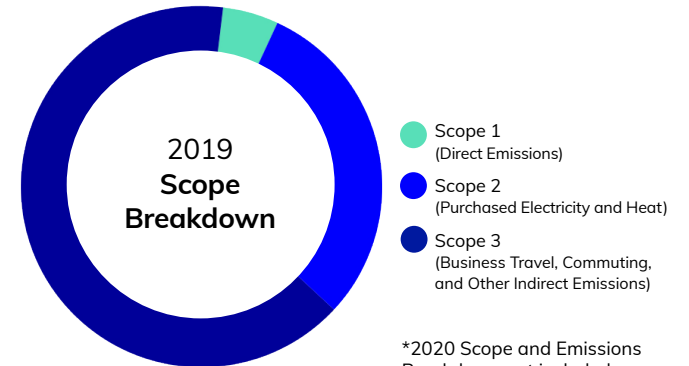
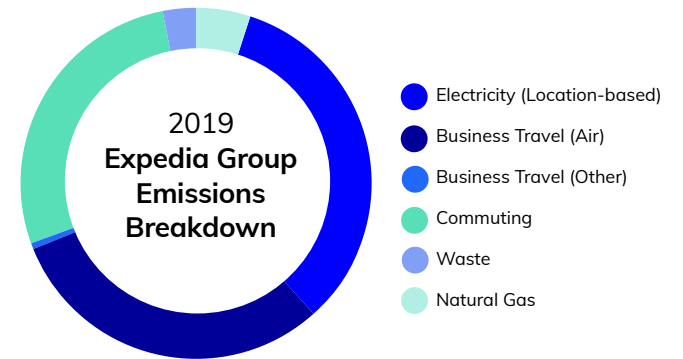
In addition to these updates, we consulted with the Seattle Department of Transportation (SDOT) and integrated advice from the Cascade Bicycle Club to implement additional safety measures. We added bike and pedestrian stenciling and sharrows at 100' intervals, implemented a lower speed limit, and increased painted indicators for motor vehicle crossings. These updates help us create a safer, more accessible community.

# Reducing Our Emissions

What gets measured gets managed, so each year we calculate and report our greenhouse gas emissions to the ▶ Carbon Disclosure Project (CDP).

In 2019, we reduced our emissions by 8,940 MT CO<sub>2</sub>e through a combination of energy efficiency operations and commuting initiatives, the equivalent of 1,500 homes' electricity use for a year. In the future, our goal is to further reduce emissions through operational changes across all of our global operations.

2020 was an anomaly as far as our carbon reporting, with emissions cut by over 63% as a result of major reductions to our business travel, commuting, and office energy consumption. We anticipate our future emissions will more closely resemble our previous years' emissions.



\*2020 Scope and Emissions Breakdown not included as 2020 is not representative of our footprint in previous years

## IMPACT SPOTLIGHT



### Offering Business Customers Environmental Insight

Our business travel brand, Egencia, recently launched a Carbon Emissions Dashboard — giving travel managers up-to-date, actionable insights to help them build sustainable travel programs.

“With our Carbon Emissions Workspace, Egencia is putting our clients in the driver’s seat—giving them on-demand, intuitive insights to identify and act on their carbon impact today and discover opportunities for further transformation.”

— TRISTAN SMITH, Vice President, Egencia



# Goals and Commitments

Beyond carbon neutrality, below are some of our environmental goals and commitments.



Striving towards **100% renewable energy** at our global office locations by 2031.



Established ambitious **targets around energy, water, and carbon** to create a headquarters that is in the top quartile for energy and water performance with a workplace that is focused on employee health and well-being.



Committed to reducing **single-occupancy vehicle** miles by 1,000,000 miles from our 2018 baseline year (not including 2020).



Established **emissions reduction** goals that apply across our offices worldwide, including over 600k sq. ft. of owned office space and 4.5 million sq. ft. of leased space.

# Energy Efficiency

Reducing our energy usage helps lower our emissions and overall footprint. That’s why we require all our global offices, both leased and owned, to track and report our consumption.

As part of our energy efficiency initiatives, we’ve installed LED lighting, utility meters, and automatic sensors. We’re proud to have reduced our energy consumption by 2,145 MWh since 2018 through these operational upgrades, which is equivalent to 276 homes’ electricity use for the year.

In 2020, like many companies, we experienced large energy reductions from office closures, diminishing our energy use by 51,794 MWh.



**69%**  
REDUCTION IN CARBON EMISSIONS ASSOCIATED WITH DATA CENTERS



## IMPACT SPOTLIGHT

### Energy Efficiency through Cloud Computing

We are in the midst of a multi-year phased project to migrate products, data storage, and functionality to the cloud to significantly increase the utilization of our data.

Making this massive migration will make our server utilization rate 3.6x more efficient, saving costs and lowering emissions associated with our data management systems.

Our data centers operate on a 50% renewable energy mix. The combined effect of these initiatives has resulted in a **▶ 69% reduction in carbon emissions** associated with data centers. We are in the process of conducting a further audit on the next cycle of reductions from this migration.

**57%**  
REDUCTION IN THE NUMBER OF SERVERS WE USE AS OF JANUARY 2021

**29%**  
INCREASED ENERGY EFFICIENCY MEASURED IN POWER USAGE EFFECTIVENESS (PUE) COMPARED TO BEFORE MIGRATION

# Reducing Our Footprint

## Water Use

As a company headquartered in the Pacific Northwest, we are constantly reminded of our responsibility to protect local waterways. In addition to our ▶ **Salmon-Safe Certification** and as part of our LEED certification, we encourage water conservation at a facility level including automatic sensors, water dispensers, and encouraging employees to use reusable water bottles. We are working with our global offices through best practices to reduce water consumption overall.

## Waste Management

We ensure our waste management practices comply with all local regulations for domestic waste, recycling, and composting with waste segregation at the source.

This alone is not enough so we've developed our Green Leasing and Green Office guidelines to help build these systems and processes at the front end to ensure employees understand their role in waste diversion.



In addition to our recycling and composting programs, we collect batteries and old IT equipment to ensure proper disposal. We also engage in food and clothes donation programs to limit waste and give back to our communities. We are developing policies to reduce single-use plastics, promote re-use, and create programming to increase awareness for our employees, including talks and workshops.

## Commuting and Business Travel

Through our best practices guidelines, we're also working to reduce business travel and encourage carpooling, ride-sharing, and public transportation whenever possible. We've worked to limit our commuting emissions by offering shuttle services that have reduced single-occupancy vehicle commutes to our headquarters by 24%.

## SUSTAINABLE TRAVEL

# Travel as a Force for Good

If done sustainably, travel can connect us culturally, emotionally, and physically. It opens our eyes, minds, and hearts, all while providing positive economic impacts and working to lower environmental effects.



# The Four Pillars of Sustainable Travel



## Environmental Conservation

We aspire to help travelers make sustainable choices by highlighting green accommodations. We work with local partners to help preserve vulnerable ecosystems through a commitment to habitat restoration, tree planting initiatives, beach cleanups, and supporting single-use plastics bans.



## Economic & Community Development

Economic and community development is a cornerstone of our strategy. We support local and eco-friendly tour operators and local vendors for historic, cultural, and culinary tours. We encourage buying and sourcing food and services locally, as well as investing in local businesses and working to encourage economic and environmental resilience.



## Responsible Tourism

We aspire to provide information to help travelers be more culturally sensitive and respectful when traveling, give insight into the best times to visit popular destinations to ease overcrowding, and plan to offer alternate locations to visit that tourists may not know about. By providing these recommendations, we are using travel as a force for good and giving our customers a rich, cultural connection.



## Disaster Recovery

When natural disasters hit we know that helping the community come back will help tourism come back. Therefore, we invest in communities to recover and rebuild critical locations, including healthcare centers and schools. We also look at investments to make these communities more resilient against future disasters, by supporting solar power, clean water resources, and local farming initiatives.





# Partnering for Sustainability: UNESCO

Expedia joined forces with UNESCO in a first-of-its-kind collaboration to support sustainable tourism initiatives across the industry. The partnership is based on Expedia Group's four sustainable travel pillars.

In 2019, we signed a global agreement promoting sustainable tourism and heritage conservation through the UNESCO Sustainable Tourism Pledge and launched a pilot phase in Thailand.

**The UNESCO Sustainable Tourism Pledge adds accountability to the travel industry, requiring participating businesses to share existing work supporting sustainable tourism and heritage conservation, providing quantifiable information on their initiatives.**

Our partnership with UNESCO is inclusive of all operators, which helps level the playing field for smaller actors. Through the pledge, we're able to reach more community members while prioritizing equity and accessibility.

We are in the process of expanding this program globally, with commitments shared in a publicly-accessible database.



**VIDEO:** UNESCO Sustainable Tourism Partnership



## Lowering the Impact of Your Travel

**As we look to the future of sustainable travel, we aim to become a resource for travelers by providing information and tips on health, safety, sustainability, and culture, so that all of us can become ambassadors for a healthier planet.**

# Partnering for the Caribbean

When Hurricane Maria devastated the Caribbean, we knew we needed to help recover the community so tourism could come back. This wasn't an easy task as so much of the islands were affected, mostly with prolonged power outages and physical damage to buildings.

Our partnership with the Clinton Global Initiative (CGI) was critical in helping us to identify key projects that needed help in rebuilding and like-minded organizations with whom to partner. With CGI's help, we made commitments to several projects in the Caribbean impacting education, healthcare, and the ecosystems that are so vital to the livelihoods and strength of the community.



**“Companies like Expedia Group are critical to helping communities recover from disaster. Without their willingness to step in and work with other organizations, we wouldn't be able to achieve the level of help these communities need to come back.”**

—PRESIDENT BILL CLINTON

**“Expedia has been an exceptional partner with Dominica since the hurricane...There are other partners who came on board because of the work that Expedia had done with the restoration of our schools.”**

— ROOSEVELT SKERRIT,  
Prime Minister of Dominica



# Partnering for the Caribbean

## The Power of Solar

When the islands lost power, it impacted schools and hospitals—basic services the community needs to survive. Without resources to restore the power for months, locals started to leave the island permanently, affecting the economy and population for generations. We knew that a focus on solar power would be critical for the recovery of the community.

In partnership with Construction for Change, the Sexton Foundation, and others, we made commitments to solarize six indigenous schools on the Island of Dominica, the two remaining schools on the island of St. John, a community center on St. Thomas, and streetlights on the Bahamas.



Our focus on supporting institutions that are key to the economic development and foundation of the community has benefits beyond just keeping the lights on. For the schools, having solar power means not just a significant decrease in energy bills, but also provides energy credits that give an additional income source to invest in other education and health initiatives. These programs help bolster the economy for long-lasting resiliency.

Access to medicine is also crucial during these times, and we were proud to solarize a cold chain refrigeration system for insulin on the island of Puerto Rico, providing a sustainable solution to keeping critical medication at the right temperature for six communities, even in times of disaster.



For more information on our Hurricane Maria disaster relief projects watch our videos below:



Solarizing the island of Puerto Rico



Protecting insulin and medical resources



Replanting tree canopy in Puerto Rico

# Helping Communities Recover So Tourism Can Recover

## Restoring the Environment

The destruction across the Caribbean due to Hurricane Maria made it clear that the islands had to recover as a whole, especially the ecosystems that make the Caribbean such a biodiversity hotspot. The economy of the Caribbean is a symbiotic cycle, relying on tourism for growth, which relies on the protection of its pristine natural environment.

We partnered with Para La Naturaleza to restore the natural landscape that is so vital to the recovery of the economy. This work included restoring sand dunes to prevent erosion around rebuilding efforts that cause runoff and mudslides, destroy farmland, and cause additional destruction.

The island of Culebra is wholly dependent on tourism, so investing in recovering and restoring the ecosystem was a top priority.

**100,000**  
TREES PLANTED

The hurricane also killed and damaged tens of millions of trees on the island of Puerto Rico. The tree canopy of the island is central to its ecosystem so we committed to planting 100,000 trees to help protect the surrounding environment and prevent future devastation.

This work was done alongside students, community leaders, and families to rebuild, replant, and reinvigorate the local economy.

**VIDEO:** Replanting the tree canopy in Puerto Rico



*“One of our main projects after Hurricane Maria was restoring Flamenco Beach. This is protection not only for the forest but for the people who live here. This is resilience.”*

— LUISA ROSADO-SEIJO,  
Habitat Program Manager, Para La Naturaleza

## Boosting Tourism to Support the Local Economy

In 2019, we partnered with the Caribbean Tourism Organization, Caribbean Hotel & Tourism Association (CHTA), and local governments to create a sustainable, progressive, and globally competitive regional branding and marketing strategy for the Caribbean. With feedback from hotel groups, tourism boards, and other

industry partners, a campaign was developed to build awareness of and drive travelers back to the Caribbean. We are proud to say that **San Juan, Puerto Rico has recorded an increase of over 440% in demand on our platform**, a notable rise as the country recovered from the devastating hurricane.

## OUR PEOPLE

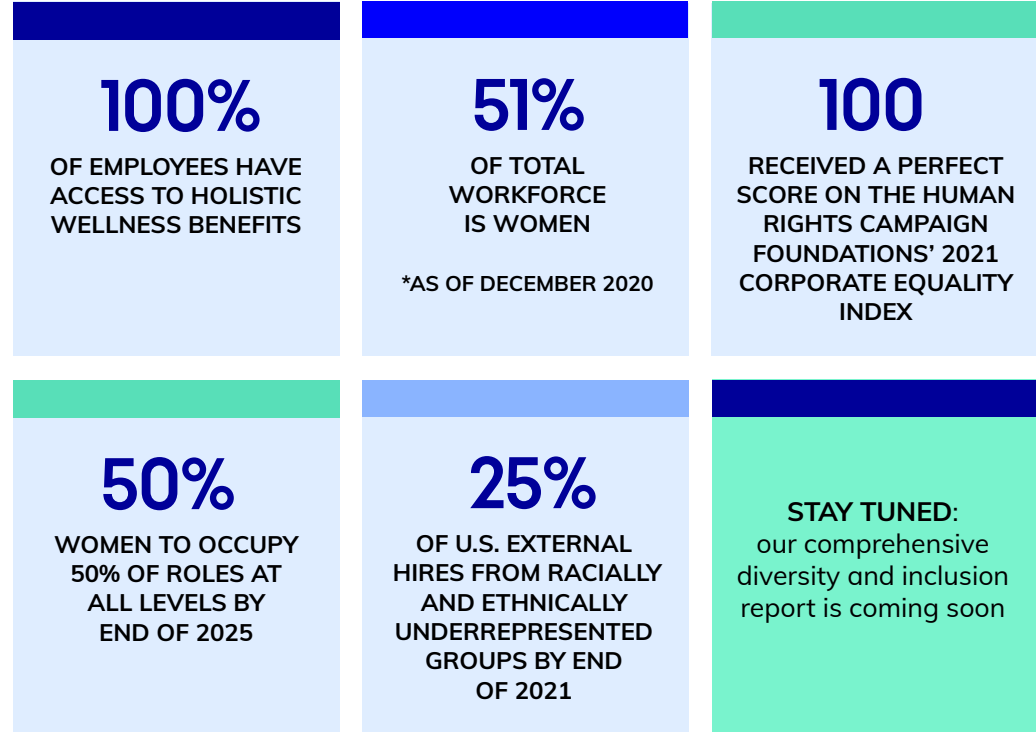
Our people make Expedia Group what it is. We are a team of talented and diverse people from all over the world. We love solving problems and creating ideas, and we are all guided by an inclusive purpose: to strengthen connections, broaden horizons, and bridge divides.

# Inclusion & Diversity

As a global company, we recognize each employee’s unique contribution and are committed to ▶ a diverse and inclusive workplace.

We’re united by our values, and we celebrate our unique differences through our pillars of inclusion and diversity. This includes programs with our travel partners to focus on underserved travelers and drive industry engagement related to inclusion and diversity, and participate in outreach related to these efforts in local and global communities.

We use employee surveys and external benchmarking to understand and address identity-based trends in order to set clear goals, create strategies, and measure progress for increased headcount, hiring, compensation, advancement and retention of underrepresented employee groups.



## Employees

We create an inclusive and enriching environment that celebrates the extraordinary blend of backgrounds, perspectives, and life experiences.



## Customers

We inspire people across the world to experience and connect with new cultures, ideas, landscapes, and people.



## Partners

We embark on a shared inclusion journey and connect our partners to diverse, global customers who share their values.



## Communities

We educate, activate, and drive meaningful change to help make the world a safer and more inclusive place.



# Support for Inclusion & Diversity

Life at Expedia Group is an endless adventure, full of opportunity, new experiences, meaningful bonds, and rewarding relationships. We will continue to invest in the diversity and well being of our workforce to advance our mission of powering global travel for everyone, everywhere.

## Inclusion & Diversity Advisory Council

Our Inclusion & Diversity Advisory Council is comprised of global leaders within Expedia Group and champions inclusion and diversity throughout all areas of our organization to ensure identities like race, religious creed, color, national origin, gender, veteran status, and more are not only protected, but celebrated.

We are proud signatories to the [▶ CEO Action for Diversity & Inclusion](#) pledge and are part of cross-industry collaboration groups including [▶ IGLTA](#), the [▶ International Association of Accessibility Professionals](#), [▶ The Valuable 500](#), and many more.

We are proud to have employee-led IBGs with thousands of employees engaged in chapters around the world. They are:

## Inclusion Business Groups

One of the most important ways we engage our employees is through our seven Inclusion Business Groups (IBG). Our employee-led Inclusion Business Groups are employee resource groups focused on promoting awareness related to race, ethnicity, sexual orientation, military status, disability, and gender, as well as allyship for underrepresented identities.



## Inclusion Learning

We host learning programs that address bias and exclusive practices within traditional recruitment, hiring, and marketing processes, and an employee onboarding program with a focus on intercultural awareness, ally skills, and IBGs.

To learn more about our I&D initiatives, [▶ click here \(I&D Report 2020\)](#).





# Caring for Our Employees

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Our strength in connecting travelers depends on our ability to attract and retain exceptional people who share our passion for tech and travel.

Our culture is based on collaboration and fast-paced innovation with employee experience at its center. As part of our desire to create this environment, we are committed to promoting a respectful workplace with a zero-tolerance policy for any offensive behaviors.

## Support During COVID-19

In response to COVID-19, we acted quickly to ensure our insurance was comprehensive for any changes the pandemic might bring, initiated proactive measures for life and medical insurance to protect employees, and expanded holistic well-being resources to preserve mental health.

We have implemented work-life balance initiatives and instituted global ongoing flexible work arrangements as the health and safety of our employees is our top priority.



# Our Benefits

We work with some of the most knowledgeable and creative people in our business, so we provide our team with the benefits to make success happen.

## Inclusive Benefits

We pride ourselves in providing holistic, inclusive offerings in addition to industry-standard benefits. We have expansive mental health and well-being services including wellness reimbursements and an employee assistance program.



Our work-life initiatives include support for transgender services, adoption assistance programs, backup child-care, and fertility benefits. Our family leave policy is industry-leading, ensuring a minimum 12-week new parent leave for both caregivers and an additional six weeks for the birth parent.

## Lifelong Learning

We offer a tuition reimbursement program and all employees receive career mapping sessions and mentorship from managers.

We also empower our employees to explore the world, so our travel benefits include leisure reimbursements, travel discounts, and savings for family & friends. We include global travel benefits up to \$1,250 annually and a travel award program based on tenure.

## Wellness Despite Uncertainty

Mental health and wellness are always a priority at Expedia Group, but we have taken extra care to protect well-being as a result of the uncertainty and unrest caused by COVID-19.

Our well-being hub provides resources for employees on physical, emotional, mental, social, and financial well-being, as well as resources specific to our unique circumstances, including support for rejoining the workforce and adjusting to working from home.

We continue to actively monitor regional health guidance from local governments. We took a number of actions to provide additional support to our employees during the pandemic, including:

- A temporary, voluntary reduced work week program for employees who are parents and caregivers or who have other personal needs;



- The expansion of our wellness reimbursement program, which provides reimbursement for certain health and wellness expenses, to allow employees to use the benefit for the purchase of home office equipment, virtual mental and emotional health services, and online education;
- Recognizing the current limitations on travel and the need for greater wellness assistance, we provided employees with the flexibility to use our travel reimbursement benefit program for health and wellness expenses;
- The creation of a COVID-19 Resource Center, providing quick access to important resources for employees working from home, including mental and physical health resources, access to our employee assistance program, regular updates from our Inclusion & Diversity Team, social discussion forums, and updates on office closings and re-openings; and

- The launch of our Junior Journeys and a YMCA partnership, focused on connecting employees who are caregivers to resources that provide needed support for children, including homework help, IT support, and storytelling.



**Mental health counseling is available in traditional forms and virtually through chat-based services to accommodate our new remote working spaces.**

We have also made leadership trainings a priority to teach managers the language of wellness and allow them to start conversations and check in with their employees in a meaningful way.

## COMMUNITY ENGAGEMENT

# Global Impact, Local Action

The best way to have a global impact is to take local action in the communities in which we live and operate. We encourage our employees to not only explore new communities but to also make a difference. Through our Expedia Cares program, employees can impact the status quo and drive change in places that need it most through a variety of different programs.



# Global Day of Caring

This is our signature event, bringing together global teams to make an impact.



**8,900**  
EMPLOYEES



**246**  
OFFICES



**60**  
COUNTRIES



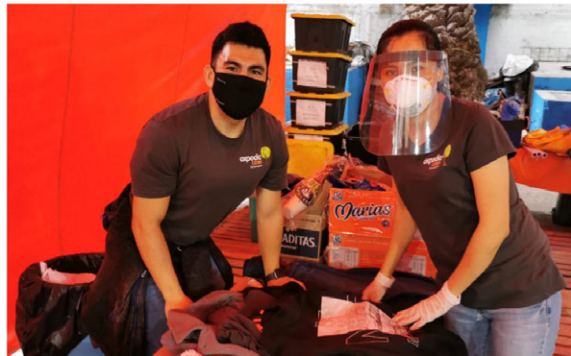
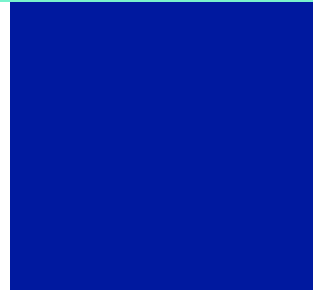
**500+**  
PROJECTS



**\$2.6 M**  
IN GIVING

\*Combined data from 2019 & 2020

Our Global Day of Caring is an extension of our teams' passion for giving back in their own communities. Hosted in more than 60 countries during our Month of Giving in September, this event provides all Expedia Group employees the opportunity to join together in giving their time and talents to make meaningful contributions where they work and live.



# Lending Support

Employees leaned in from all over the globe to support in both hands-on and skills-based volunteering in our global communities.

Over 500+ projects spanned 60 countries, including:

- ✓ Planting a garden at the educational center in a refugee camp in Amman
- ✓ Volunteering at a local community center for people with disabilities in Seoul
- ✓ Hosting a desert clean-up in Dubai
- ✓ Supporting the Marine Biology Center in Phuket rescuing sea turtles and their eggs from beaches



“Day of Caring is company-wide, so that’s a lot of hands that can go out and help in our communities.”

— JEREMY BAKER,  
National Account Manager, Egencia



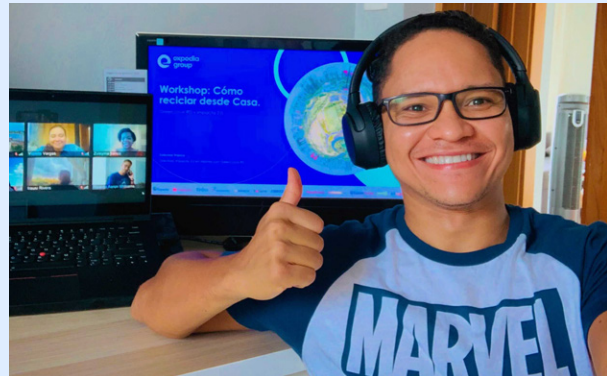
## Together Apart

In 2020, our global offices found unique ways to activate and give back to their communities during the Day of Caring. Our corporate headquarters adapted to the challenge and supported our local community at Food Lifeline, a local food bank.

We contributed hundreds of hours of volunteer service in the Hunger Solutions Center, sorting and repacking nutritious foods, with multiple teams including members of Expedia Group’s senior management.

### Volunteering Around the World

- Our UKIR, DACH, and South African teams provided a virtual design workshop and mentoring sessions for young tourism entrepreneurs.



- In Asia, the Taiwan team packed groceries for families in rural areas and the Philippines team raised money for drivers who lost their income during COVID-19.
- In Europe, the Rome team held a virtual session with children in a pediatric cancer ward; the Cologne team cleaned up the city’s green areas; the London team helped build a website for children with disabilities; and the Hungarian team planted bulbs in a nearby forest to support biodiversity.
- In North America, offices in Austin held a birthday car parade for a Make-A-Wish recipient; in Springfield employees packed over 1,000 snack backpacks for children; the Mexico City office packed meals for their community; Chicago teams volunteered at the Greater Chicago Food Depository and helped prepare 15,100 meals; the Dominican Republic hosted a “Recycling from Home” online workshop; and Hawaii teams partnered with Cards for Hospitalized Kids to uplift patients through handmade cards.



## Uniting in Challenging Times



**One of the most important things we learned in the pandemic is that we need each other.**

Although we miss being together in person, we’ve come up with creative, innovative ways to connect and work together virtually. We came together for our signature event as a team to give back to communities in this challenging time, including hosting online webinars and volunteering virtually. It’s proved that we are united despite distance and connected as one global team.

# Matching Gifts & Volunteer Hour Match

We're humbled by our teams' passion for individual giving and volunteering. That's why we honor their commitment by matching donations and the value of the time they volunteered—to reinforce their significant efforts and support the organizations they care about most.

Our employees consistently set new records for volunteering and donations. Employees are encouraged and empowered to support causes they are passionate about, and Expedia Group is proud to support through volunteer hour matches and matching gifts.

**\$10.9 M**  
IN GIVING

**85,600**  
VOLUNTEER HOURS  
DONATED



“It was a great experience to get to share our different backgrounds and how it has led us to work at EG. This work will hopefully empower our communities to pursue their dreams.”

— BAYAN QOUL,  
Learning and Development Specialist



# Local Volunteer Committees

**Grassroots volunteer efforts contribute to the unique community cultivated at Expedia Group.**

Our initiative, innovation, and compassion aren't just reserved for work, they extend into all aspects of our lives. That's why many offices have employee-driven committees that source, plan, and staff local volunteer opportunities, benefiting a variety of local causes.

Faced with the challenges of COVID-19, our employees activated in their local communities to support vulnerable populations. Our employees engage in our communities through food banks and kitchens, supporting programs for children, and contributing to mentorship and skills-based initiatives.

*“ I believe there is a fundamental responsibility for us to make sure that, as we drive tourism, we are still keeping local communities sustainable.”*

— SHYN YEE HO,  
Head of E-commerce, Expedia China



## Employee Engagement through SAGE

**SAGE (Sustainable and Green at Expedia Group) is an employee-led Business Resource Group that aims to improve the understanding of sustainability throughout Expedia Group in support of our corporate responsibility goals.**

**Its mission is to accelerate Expedia Group’s transition to the sustainable travel platform for the world and for the future.**

Since its founding, SAGE has facilitated operational improvements across 41 offices, including waste and carbon reduction, introduction of sustainable suppliers and products as well as energy and water conservation.

Employees have also worked to reduce their personal impacts, spearheading carpooling and bike-to-work campaigns, participating in Meatless Mondays, and even purchasing close to 3,000 LED light bulbs to reduce energy consumption.

Some of the activities of the last year include:

- ✔ Removed single-use plastics in most offices
- ✔ Added electronic and battery recycling, as well as organic composting to offices
- ✔ Hosted awareness events to promote climate change reduction behaviors

In 2020, the Lisbon SAGE chapter developed a partnership with Too Good To Go to repurpose food waste from hotels. Also, the Europe and Asia Pacific chapters proposed greener benefits and retirement plans.



(2020)



# Making a Difference



Volunteering is nourishing my sense of belonging. I believe this is what I need the most in these tough times. It also makes me see the bigger picture and leads me to realize that I am not alone.

— CIGDEM GURELI

My commitment to volunteering comes from inside, since I believe that even a small action of love and good towards others and the environment around us can change the world.

— FRANCESCA STRAMAZZO

Working with ten Expedians, who turned up despite the forest fire smog, rain, and COVID-19, to help a local food bank refurbish its rooftop garden used to grow fresh produce for communities in need, was an inspiring and humbling experience. It also allowed me to connect with fellow colleagues who truly care and want to help others in need.

—SEATTLE UNIVERSITY DISTRICT FOOD BANK

The chance to be able to donate blood gives someone else another chance to live. That one day could be a close relative, a friend, a loved one, or even you.

— MATEJA PROSEVC



Last year we had a fantastic Bush Fire Relief event in Australia, where we were able to raise over \$10,000 AUD. It was incredible to have all of our EG AU community come together either in person or virtually in a time of devastation, all to support fellow Aussies.

— GRACE RIETBERGEN

Day of Caring was an amazing experience! We learned how to sort materials at home to prevent polluting our natural resources, especially our beaches. It was an awareness call to realize how we can change the narrative starting from home.

— EDGAR BELTRE

I did a month-long virtual event, making cards for the Lifelong Well Wish notes project for Lifelong.org. This was wonderfully fulfilling, trying to come up with ways to lift people's spirits with a small note, delivered with food and other services. I was very surprised when the incredibly thoughtful folks at Lifelong wrote back. They mentioned that they had gotten a flood of notes, and how they were sending small notes out with meals to seniors. It was great to hear that and see how something that small had made an impact.

— PRIYANKA LAKHE

# COVID-19 Relief

When the pandemic hit, we all found new, creative ways to respond to the needs of our communities. From the day-to-day of reassuring travelers and managing reservations, to employees repurposing their skill sets for something completely new that the community needed. We evaluated these needs and responded in sometimes unconventional ways.

Supporting our communities, both local and global, is at the center of our values at Expedia Group. Though we've found new ways to support as a result of COVID-19, we look forward to continuing to expand our impact and reach in coming years.

## IMPACT SPOTLIGHT

### Partnering with the Arts for PPE

Expedia Group was proud to partner with King County Medical Society to provide medical-grade PPE while offering an employment opportunity for recently out-of-work tailors from the opera, ballet, and other thespian organizations in Seattle.

With seed money from Expedia Group and factory space, equipment and management expertise from Lighthouse Uniforms, the team was able to hire over 100 unemployed tailors, resulting in the creation and distribution of 160,000+ masks and 4,000+ gowns to local medical professionals.



*“We wouldn't have been able to do it without Expedia Group and their creativity and seed funding. We thought we'd be able to produce around 5,000 masks but it turned into hundreds of thousands of masks.”*

— NANCY BELCHER,  
PPE Program

## Supporting Community Partners Through COVID-19

Expeditors jumped into action to support our local communities affected by COVID-19. We've highlighted some of these initiatives below.

### Feeding Communities in Our Headquarters

Since March, the kitchen at Expedia Group's Seattle Campus has been closed, leaving the space vacant. Our team saw an opportunity to activate underutilized resources and teamed up with corporate sponsors Puget Sound Energy, One Eighty Foundation, Microsoft, evo, and HomeStreet to fund meal production in the Seattle Expedia Group kitchen facility, led by Bon Appetit culinary experts. TransWest drivers contracted by Expedia Group transport the meals to local non-profits, including food banks, to give to people in need, such as houseless individuals of all ages. Fresh meals are delivered weekly on Fridays. To date, the initiative has delivered 14,000 meals to community members through partners at Mary's Place, YouthCare, YWCA, Rainier Valley Food Bank, and Queen Anne Food Bank.

The program will continue through June and feed nearly 40,000 people. Other offices have also joined in, with offices in Chicago donating approximately 850 pounds of food and refreshments to Lakeview Pantry.

40,000

MEALS PROVIDED  
MARCH 2020-JUNE 2021



### Healthcare Heroes Program

To show appreciation for healthcare professionals playing an invaluable role in the fight against COVID-19, we launched the **▶ Healthcare Heroes Program** in Singapore to provide rooms at discounted rates for healthcare professionals to self-isolate, rest, and recuperate.

### Helping Students Stay Connected

We were also part of a **▶ partnership with Sea.Citi** to help students who did not have devices at home stay connected to learning during the pandemic, donating hardware, software, volunteer power, and cross-sector coordination.

In eight weeks, the Family Tech Support Center fielded approximately 2,500 calls, making 631 unique contacts with families through direct inbound and outbound calls to the FTSC. Outreach calls were made to an additional 997 families who received a donated laptop and whose children attend the district's highest-need schools.

# Global Ambassador Program

Often called “the coolest field trip ever,” the Global Ambassador program takes Expedia Group employees to a destination, immersing them in the local culture to understand how we can help support tourism and sustainable living in the area. The impact of these journeys is long-lasting, breaking down barriers and unveiling new possibilities for how we can impact the world together.

In 2019, 11 Expeditians participated in this program, visiting Puerto Rico and St. John to meet and connect with local philanthropic organizations. This was an opportunity to see the result of the partnerships we had in response to Hurricane Maria and how we could provide ongoing support through the work our employees do in their daily jobs.



## IMPACT SPOTLIGHT

### Ambassadors to the World

Our work aims to help directly rebuild the tourism sector in the Caribbean. Through our Global Ambassador Program, we worked with Para La Naturaleza to bring ambassadors to the Islands to conduct a number of rebuilding and cultural exchange efforts including tree planting and visits to NGOs helping businesses re-establish themselves after disasters.

VIDEO:

Expedia ambassadors support rebuilding efforts



“I can’t describe the pride I felt after learning that Expedia Group had collaborated with partners for resiliency and rebuilding. This was a strong message to me that EG cares as much about community recovery as we do about tourism recovery.”

— KRISTEN WEBER,  
Global Lead Inclusion & Diversity

## GOVERNANCE

# Ethics, Data Privacy, and Oversight

Acting with integrity is not about following rules and avoiding legal liability—it's about making ethical decisions, being honest, and treating others fairly. We maintain these values through a system of accountability and ensure that we manage what matters most. As part of this philosophy, we have a strong governance structure as it relates to ethics, data privacy and corporate responsibility oversight.

For each of these three key areas, we have specific policies and individuals in charge to ensure we are holding ourselves to the highest standards.

# Ethics

## Doing the right thing and acting with integrity isn't just important, it's who we are.

As part of our company culture, managers and employees are expected to use good judgment and behave professionally by:

- ✓ Understanding and complying with the ▶ **Code of Conduct** and the law
- ✓ Avoiding improper behavior or the appearance of it
- ✓ Not being a bystander and reporting violations if they are observed



## We maintain a comprehensive and confidential reporting hotline for employees to raise concerns without fear of retaliation.

Our employees can confidentially report any concerns, which are then investigated in accordance with company policies and procedures. We have a zero-tolerance policy for retaliation, direct or indirect, against any employee who makes a good-faith report or cooperates with investigations concerning misconduct, ethics-related issues, or illegal practice.

## Employees have a variety of ways to seek further guidance or make a report of unethical behavior:

- ✓ Speak directly with a manager, Human Resources Business Partner, or any other appropriate member of management or Human Resources professional.
- ✓ Make a toll-free call to the Integrity Helpline to report a concern confidentially and anonymously or to ask a question.
- ✓ Report directly to the Vice President of Corporate Audit Services or the General Counsel.
- ✓ Online at ▶ [www.expedia.ethicspoint.com](http://www.expedia.ethicspoint.com). EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX Global to assist management and employees to work together in addressing unethical, illegal or unsafe activity, and other suspected misconduct in the workplace. All reports remain secure and anonymous and are entered directly on its secure server to prevent any possible security breach.

For more information on our ethics policy, including how we ensure a culture of nondiscrimination, protect business and financial records, prevent money laundering and insider trading, avoid conflicts of interest, and more please see our ▶ **Code of Conduct**.

## Protecting Human Rights

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By virtue of our business, we operate in spaces that transcend borders. We appreciate our role in the international community, and we are committed to being good citizens in all the places we work and live.

We are committed to conducting our business in a manner that protects human rights and workplace rights and prohibits and opposes all forms of modern slavery, servitude, forced labor, and human trafficking. We have made multisided commitments in both our ▶ **Vendor Code of Conduct** and our global ▶ **Modern Slavery Statement**. We are aware of the link between human trafficking and the hospitality industry and are committed to identifying, preventing, and mitigating human rights violations in the course of our business activities before they occur, including through appropriate employee training.



We have partnered with ▶ **Businesses Ending Slavery & Trafficking (BEST)** to help raise awareness about and to prevent human trafficking and forced labor, and we have joined over 100 companies worldwide to support the UN Standards of Conduct for Business on Tackling Discrimination against Lesbian, Gay, Bisexual, Transgender, Queer, Intersex and Asexual (LGBTQIA) people.



# Data Privacy and Security

We prioritize and protect the privacy of our customers, employees, and other third parties and strive to keep personal data secure.

The four pillars of our privacy policy are:



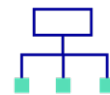
## Security

Personal information we collect and use about you will have reasonable safeguards in place.



## Data Quality, Integrity, and Relevance

You can take steps to correct or update personal information we hold about you.



## Compliance

We hold ourselves to privacy laws that apply to personal information we collect and use.



## Transparency and Fairness

Expedia Group brands collect and use personal information as described in the [▶ Privacy Statement](#).

## Privacy Principles

Our privacy principles emphasize responsible use, put customers in control of their own data, prioritize data use, and sharing transparency, use strong security mechanisms and include accountable governance and oversight to ensure principles are met. If you have an account with one of our brands, you can update the accuracy of your account information or change your communication preferences.

For more information about the Data Protection Officer, data controller, and/or EU Representative for personal information we process, please [▶ click here](#).

Our transatlantic data protocols include implementing strong standard clauses to reflect the latest best practices emerging in Europe and the US and working with international authorities to design a new privacy framework.

# Corporate Responsibility Oversight

**We ensure that our sustainability and corporate responsibility goals are not only aspirational but backed up with a consistent structure of accountability.**

**Expedia Group represents over 22 brands, with corporate responsibility managed using a Portfolio of Brands (POB) model that maximizes the effectiveness of shared services such as Real Estate, Facilities, and Environmental Health & Safety.**

Governance for all corporate responsibility issues rests with the Chief Legal Officer. The Head of Global and Community Impact manages and oversees all climate, sustainability, and corporate responsibility programs. Global and Community Impact works in conjunction with Expedia Group's Head of Global Real Estate to oversee all energy, emissions, and facility-specific activities, including renewable energy strategy for facilities. Together these groups ensure that each office is working towards a shared goal of carbon neutrality for the company. Incentives to reach sustainability goals include team targets, annual reviews, and bonus programs.



Our Board of Directors is comprised of 14 Directors. We have three standing committees: Executive, Audit, and Compensation and Nominating. The Executive Committee is comprised of Mr. Diller and Mr. Kern and is generally involved in oversight of Corporate Social Responsibility (CSR) issues. The Audit Committee generally oversees risk management, including regular reports from the Head of Internal Audit. The Board hears issues and presentations from the various departments managing CSR.

**Our commitment to strong governance and accountability protects these values and makes sure we continue our work for years to come.**



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