


2021 Sustainability Report Performance Data

TOPIC	INDICATOR	2021	2020	2019
Sustainable Travel				
	Number of partners awarded the Travel Sustainable badge	76,470	–	–
	Total number of CO ₂ sorts ¹	1,298,187	–	–
Environmental Stewardship				
CO₂ emissions				
	Total CO ₂ emissions, in metric tons (mtCO ₂ e)	118,746	120,857	253,158
	Scope 1 (mtCO ₂ e)	838	1,855	3,048
	Scope 2 (mtCO ₂ e)	518	9,117	14,147
	Scope 3 (mtCO ₂ e)	117,390	109,885	235,963
	Reduction in CO ₂ emissions vs the baseline year 2019 ²	-92.11%	-36.19%	–
CO₂ emissions by source				
	Offices	6.8%	9.1%	1.1%
	Business travel	11.1%	9.6%	1.3%
	Employee commuting	13.2%	0.3%	0.1%
	Data centers	2.9%	7.0%	8.3%
	Purchased goods and services	66%	74.1%	89.2%
	CO ₂ e emissions: office and data centers (mtCO ₂ e)	10,356	17,555	21,442
Energy				
	Energy consumption: office and data centers (MWh)	95,117	115,483	143,682
	Percentage sourced from renewable electricity ³	100%	29%	–
E-waste				
	E-waste total number of units ⁴	8,892	4,490	–
	Monitors	25.43%	20.34%	–
	Network	22.33%	25.21%	–
	Notebooks / Laptops	12.75%	8.8%	–
	Systems	4.53%	4.05%	–
	Servers	0.47%	0.16%	–
	Printers	0.14%	0.19%	–
	Mobility	0.62%	1.51%	–
	Diverse / Miscellaneous	33.73%	39.73%	–

1 Number of flight searches using the CO₂ emissions sorter since launch in April 2020

2 Absolute scope 1 and 2 emissions

3 The percentage of renewable electricity is calculated through Booking.com's office area, which is powered by renewable electricity; 100% renewable electricity is achieved through the purchase of unbundled energy attribute certificates

4 This data encompasses Agoda and Booking.com only


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Community Engagement				
Donations				
	Number of causes supported ¹	606	234	–
	Employee donations (USD)	\$167,183	\$122,154	–
	Matched donations (USD)	\$233,785	\$251,462	–
	Other company donations ² (USD)	\$398,840	\$189,393	–
	Total donations (USD)	\$799,808	\$563,009	–
Volunteering				
	Employees participating in volunteering initiatives	1,563	2,036	–
	Hours volunteered	11,632	7,591	–
Compliance and Ethics				
	Number of Ethics Ambassadors	438	–	–
	Compliance training completion rate³	96.1%	–	–
	Agoda	98.3%	–	–
	Booking Holdings	99.8%	–	–
	Booking.com	94.4%	–	–
	KAYAK and OpenTable	97.3%	–	–
	Priceline	99.4%	–	–
	Compliance reports⁴			
	Total number of reports	358	394	559
	Americas	73	83	194
	EMEA	206	207	229
	APAC	79	104	136
	Number of anonymous reports	78	127	259
	Case closure time (median days) ⁵	41	32	46
	Reports per 100 employees	1.78	1.88	2.11
	Number of closed reports	320	524	601
	Number of the reports that resulted in investigation	139	–	–
	Number of reports found proven	76	–	–
	Corrective actions that resulted in employee termination	25	–	–

1 Number of causes supported by donations or volunteering

2 Company grants for others (donations to nonprofit organizations related to emergency reliefs, community support, children support, nature conservation projects and other donations that are not included in the category of Matched Donations)

3 The training completion rate is based on the mandatory Online Course Plan for employees and new hires trainings

4 Reports received through the Compliance Helpline (bknghelpline.com) and Open Door system (any channel other than the helpline, such as email, speaking to a manager in person, etc.)

5 Average days



TOPIC	INDICATOR	2021	2020
Diversity, Inclusion and Belonging			
	Total number of employees¹	20,016	20,239
	Agoda	4,872	4,028
	Booking Holdings	176	109
	Booking.com	12,244	13,669
	KAYAK	797	764
	OpenTable	1,011	960
	Priceline	916	709
	Employee diversity		
	Total female	49.66%	50.4%
	Total male	50.13%	49.5%
	Total not provided	0.2%	0.1%
	Ratio of female employees		
	Agoda	50.2%	50.56%
	Booking Holdings	50.57%	52.29%
	Booking.com	51.32%	51.18%
	KAYAK	42.91%	42.02%
	OpenTable	46.59%	44.48%
	Priceline	29.59%	30.47%
	Ratio of male employees		
	Agoda	48.95%	49.44%
	Booking Holdings	49.00%	47.71%
	Booking.com	48.41%	47.66%
	KAYAK	57.09%	57.98%
	OpenTable	53.41%	55.52%
	Priceline	68.87%	69.53%
	Ratio of employees gender not provided		
	Agoda	0.04%	–
	Booking Holdings	0%	–
	Booking.com	0.27%	–
	KAYAK	0%	–
	OpenTable	0%	–
	Priceline	0.76%	–
	Women in Leadership	30.6%	29%
	Women in Technology	22.7%	22%

1 Excludes temporary workers