

2021



# Global Impact Report

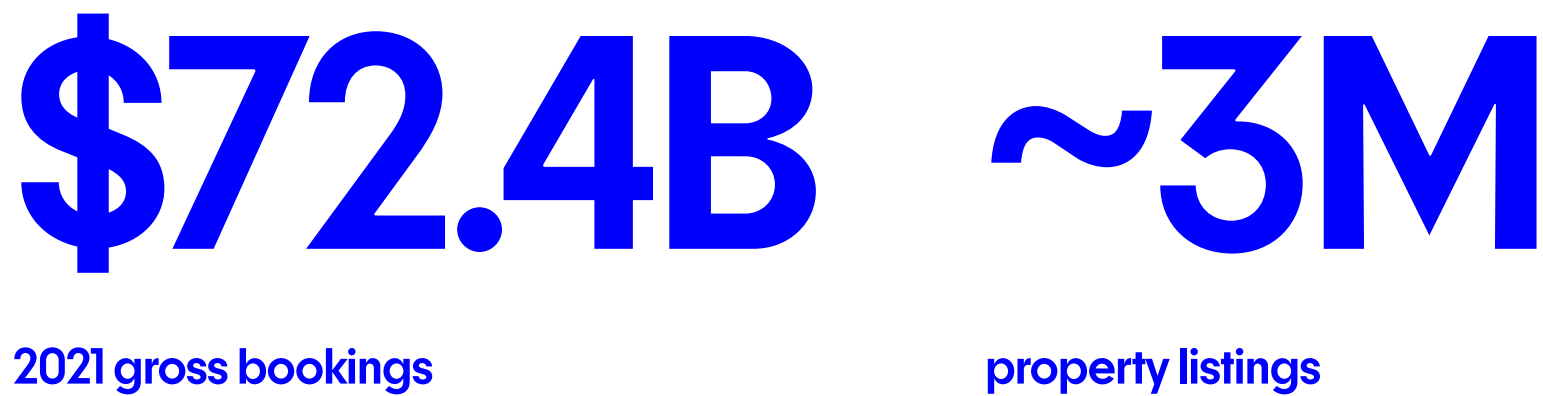




# Who We Are

Expedia Group powers travel for everyone, everywhere through our global platform. Driven by the core belief that travel is a force for good, we help people experience the world in new ways and build lasting connections. We provide industry-leading technology solutions to fuel the growth and success of the industry while facilitating memorable experiences for travelers.

Our mission is brought to life each day through our ongoing work strengthening connections, broadening horizons, and bridging divides. We connect over 20 global brands into a single, cohesive travel ecosystem working toward common goals of a more sustainable business and better traveler experiences.



This report represents a summary of our 2021 corporate responsibility progress. Unless otherwise stated, it covers the period from January 1 to December 31, 2021.



# A Message From...

**OUR VICE CHAIRMAN & CEO –  
PETER KERN**

**Q: Employees and travelers have continued to adjust to the impacts of the COVID-19 pandemic. How has Expedia Group navigated this new global landscape and what are you most proud of?**

I’m proud of our nearly 14,000 Expeditors who supported our travelers, partners, and destinations, all while dealing with personal and professional responsibilities and the stress of the pandemic. Our mission for travel to serve as a force for good was truly put to the test, but our employees fully embraced it as a rallying cry throughout.

The pandemic impacted how we work, how we socialize, and of course, how we travel. In 2021, as the world started to reopen, the travel industry, much like all of us, began to navigate a new version of normal, and Expedia Group was ready to rebound. After all, we bring people together; that’s what gets us up in the morning and keeps us going.

**Q: How is Expedia Group helping advance a more sustainable travel industry?**

Our collective industry must recognize that we impact the environment with every travel experience we sell. At the same time, travel is one of the biggest economic drivers for many communities throughout the world; we must ensure the future of travel for generations to come.

As travelers are increasingly shopping their values, they are turning to our platform for inspiration and guidance, and we will be ready to meet this desire for greener, more responsible choices. We’re committed to working together with our partners and peers to ensure the industry can fulfill the scientific imperative of Net Zero by 2050. This commitment encompasses our initiatives with the UNWTO and the UNESCO Sustainable Travel Pledge, among others, to accelerate sustainability in the travel industry. And we’ve already started at home with our LEED Gold Certified Seattle headquarters and the purchase of renewable electricity to power our offices worldwide.

**Q: How is Expedia Group ensuring a more inclusive travel experience for all travelers?**

Our travelers are diverse, with an array of interests and needs. As we work to unlock the full potential of travel, we’re focused on creating personalized experiences that exceed each traveler’s unique expectations. Our teams across Expedia Group are doing everything we can to make travel more equitable and accessible for everyone regardless of their identity. With our scale and reach, no one is more equipped to tackle this than we are.

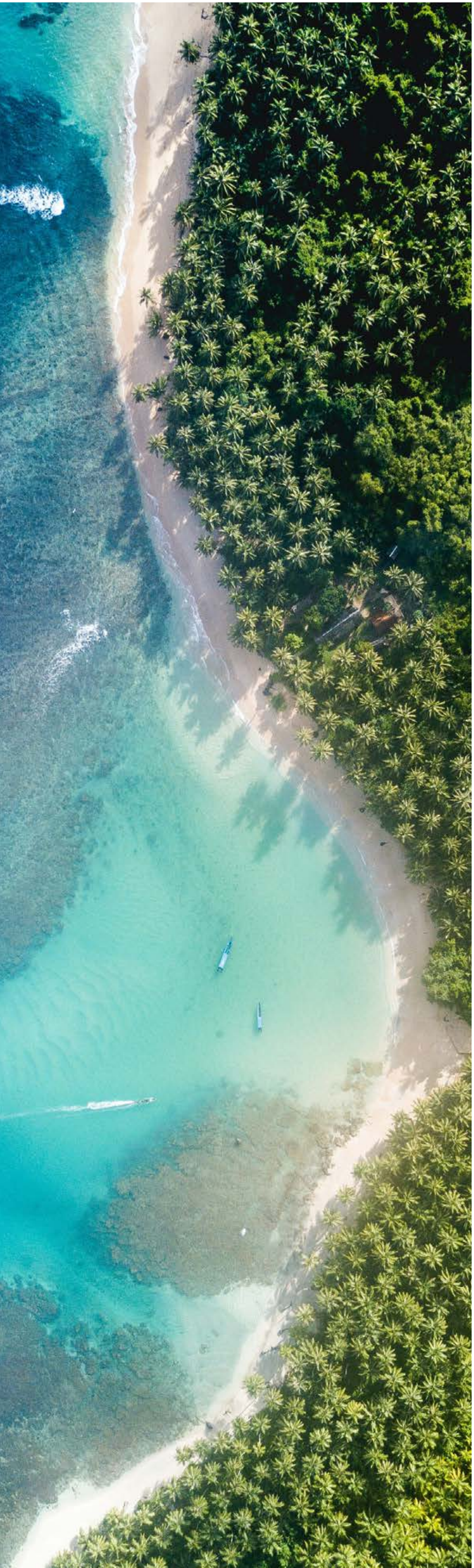
Whether it’s our Expedia Brands spotlighting LGBTQIA+- welcoming hotels or Expedia Group lobbying for inclusive passport designations, we’re weaving inclusion in from the beginning. Starting with more inclusive search filters and booking experiences – no matter how travelers identify, where they want to go, or what they want to do when they get there – we’re leveraging our platform to empower travelers to build experiences that are as diverse as they are.

**Q: What’s next for Expedia Group?**

One thing became apparent over the past two years – the people who power the travel industry are incredibly courageous, strong, and resilient. The distancing that COVID-19 required of us only emphasized how important it is for us to get it right, and ensure travel is responsible, inclusive, and accessible to all. We’re also seeing travel trends shift, and travelers seeking experiences that offer more than just relaxation or exploration. We’re continuing to find ways to build traveler experiences that align to these needs, enhancing the visibility travelers have into their environmental and community impact. As travel comes back, Expedia Group is ready to lead the way to a stronger and more responsible future. This is how we will succeed as a company and an industry.



**PETER KERN**  
Vice Chairman  
& Chief  
Executive  
Officer







## OUR VICE PRESIDENT OF GLOBAL SOCIAL IMPACT & SUSTAINABILITY – ADITI MOHAPATRA

Friends,

This past year has been one of global rebuilding. At Expedia Group, we’ve spent this time thinking about who we are and what kind of company we want to be, the state of the world and what role we play. As Expedia Group’s first Vice President of Global Social Impact & Sustainability, I’m impressed with our work to date and eager to build on it, to ensure Expedia Group tackles what lies ahead. In creating this role, Expedia Group is making a commitment to shaping a more inclusive, equitable, safe, and sustainable travel industry for generations to come.

Expedia Group has long been committed to making travel more responsible and accessible for all travelers. We’re extending this tradition by leveraging the tools at our disposal – our platform, data, expertise, business, and community partnerships – to create outcomes that showcase our mission of travel as a force for good. More than that, we’re using our unique position to bring others along with us, working closely with our partners and communities around the globe to advance traveler equity and integrate sustainable operations into our business models and offerings.

Travelers want trips with purpose from brands with integrity, which is why we’re building strategic partnerships that allow people to make choices that fit with their values and needs. As an example, eco-conscious travelers using our platform will soon be able to book trips with comparatively lower emissions and enhanced sustainability. And we’re just as focused on addressing traveler equity – delivering better information and working with hotels and partners that embed inclusivity into their offerings so, together, we can break down barriers.

We’ve built a strong foundation and now we’re ready to take it to the next level with the launch of our new global impact strategy. Our new direction will focus on three main priorities: economic advancement, barriers to access, and sustainable travel solutions. We believe Expedia Group is well-positioned to address the multi-faceted challenges facing the travel industry and deliver long-lasting impact for our stakeholders.

One of our company’s core values – Go Get What’s Next – is particularly inspiring to me. It’s all about seeing the potential of where our industry could go and taking every opportunity to drive travel toward a better, more sustainable and responsible future. I’m excited to have joined Expedia Group at a pivotal moment and am ready to bring our new direction to life as we move into this next ambitious chapter.

*Aditi Mohapatra*



**Aditi Mohapatra**  
Vice President  
of Global Social  
Impact &  
Sustainability



# Our Year in Numbers

2021 was a year of rebuilding globally; this was no different for Expedia Group, and our industry more broadly, as borders slowly reopened to international travel. We are inspired by the progress we achieved against our company targets even as we have worked with partners, communities, and travelers to help everyone adjust to a new global normal.

2,500+ employees participated in Month of Caring	100% of electricity matched with renewable purchases	19% of 2021 U.S. hires were from underrepresented groups
UNESCO Sustainable Travel Pledge signed by 9,000+ hotels and travel providers to date	Achieved LEED Gold certification for our Seattle Campus	\$10.5 million donated to support vaccine equity efforts in partnership with UNICEF
45.5% of Board of Directors members are women	1,388 employees volunteered 12,733 hours	Carbon neutral for our operations since 2017

# The 2021 Travel Landscape

To deliver unforgettable journeys for travelers, we must understand what they’re looking for. That’s why we survey thousands of people annually to understand what they value in a vacation.


In 2021, we again published a Traveler Value Index, gathering insights from over 8,000 people across eight international markets.


Our findings included that:


- ➔ Nearly three in five are willing to pay more to make trips more sustainable
- ➔ Nearly two-thirds of travelers were more likely to book with providers with inclusive practices
- ➔ 60% of travelers would opt for domestic travel in the short term
- ➔ 56% said the top benefit of travel was having new experiences

## EXPEDIA GROUP BRANDS LEADING THE WAY

Throughout the year, several Expedia Group brands have taken particularly noteworthy steps to harness travel as a force for good.

 During 2020 and 2021, Vrbo collaborated on industry-leading cleanliness standards to ensure traveler health and safety is always protected

 Expedia worked with global, industry-leading wildlife and animal-protection groups to review all animal-related activities and removed performances by or interactions with dolphins, whales and other cetaceans from our sites.

 In April, Orbitz launched “Travel as You Are,” a campaign for more inclusive, LGBTQIA-friendly travel

 Travelocity launched a series of experiences designed to help Latino families celebrate Hispanic Heritage Month



# Travelers



**Travel connects people – physically, culturally, emotionally. When done responsibly, it can be a force for economic growth, social equity, and environmental protection. We are endlessly pursuing opportunities to offer more journeys that broaden horizons and unlock lasting positive memories.**



# Sustainable, Inclusive Travel

For people to travel responsibly we must create services and resources that empower them to do so. We are working internally and with our industry peers to develop more conscientious travel options – from how people get from point A to point B, to the activities they pursue upon arrival.

## BUILDING THE FOUNDATION FOR SUSTAINABLE TRAVEL

Consumers are increasingly aware of the impact travel can have on local environments, economies, and individuals. A recent survey from Expedia Group revealed that 59%<sup>1</sup> of travelers would pay more to make their trip more sustainable. This willingness to spend extra shows that the environment is a key priority for many travelers.

Expedia Group worked closely with UNESCO to establish an industry-first Sustainable Tourism Pledge in 2020. Travel businesses and destinations that sign the Pledge commit to supporting more sustainable travel options, community resilience, and heritage conservation. They must renew their commitment every year and report on their progress. For their efforts, they receive a ‘We signed the UNESCO Sustainable Travel Pledge’ certificate and increased visibility via a badge placed on multiple travel booking sites across the Expedia Group marketplace.

<sup>1</sup> Expedia Group conducted a study in collaboration with Wakefield Research in November 2021 among 5,500 nationally representative adults ages 18+ across Australia, Canada, France, Germany, Japan, Mexico, the UK, and US.

The Pledge encourages signatories to engage with their communities and improve their operations along four pathways:

- Energy conservation
- Water conservation
- Waste reduction
- Single-use plastics reduction

To date, 9,000+ organizations have signed the Pledge, including Accor, Iberostar, and Banyan Tree Group in addition to destinations like VisitScotland, Atout France and the Tourism Authority of Thailand. These signatories make a public promise to advance travel that puts care for the planet and its people first. To support greater awareness and engagement with the Pledge, Expedia Group created a global website to showcase their commitments and support their implementation with tools and best practices.

## AMPLIFYING IMPACT THROUGH PARTNERSHIPS

Enhancing the scope of Expedia Group resources and offerings will only get us part of the way to a truly responsible travel industry – partnering strategically with our peers will push our efforts over the finish line. As part of this vision, we are committed to helping travelers understand the standards they should uphold as a guest in other countries and communities.

Encouraging wider exploration can boost the economy of lesser-known regions, promote the richness of cultures across a country, and channel more resources into the protection of varied environments.

Throughout 2021, we built on an existing relationship with Destination Canada to enhance traveler awareness of topics like respecting local cultures when on vacation. We likewise worked with Atout France to promote the discovery of France beyond its major cities, thereby helping the country flourish as a whole. And when Covid restrictions eased, our Media Solutions team partnered with Visit Scotland on a campaign, “Scotland is Calling” introducing international travelers to the country’s natural and cultural diversity.


Partnerships are key to enhancing the environmental sustainability of our offerings too. In November 2021, Expedia Partner Solutions (EPS) teamed up with travel management company Key Travel to offer carbon neutral hotel rooms. Each time Key Travel customers book through EPS, we will, jointly, pay Cool Effect – a nonprofit investing in global carbon reduction projects – to offset emissions related to the booking.

## CREATING SPACE FOR RECONCILIATION


We believe in the power of travel to inspire connections and respect between people, cultures, and communities. As part of this, we are proud to join over 1,100 other organizations in making a formal commitment to reconciliation for Australia’s Aboriginal and Torres Strait Islander people through the Reconciliation Action Plan (RAP) program.

## HOW EXPEDIA GROUP IS POWERING BETTER JOURNEYS


### Choosing Travel Options Consciously

- 
- Upholding the [UNESCO Sustainable Travel Pledge](#) to reduce environmental impacts and promote more sustainable travel choices
  - Creating online portals for identifying inclusive vacation options, such as LGBTQIA-welcoming hotels
  - Updating guidelines to promote only activities that uphold our animal welfare standards

### Traveling Inclusively

- 
- Creating information resources and providing accessibility search features that give everyone the confidence to travel, no matter their circumstances
  - Removing offensive content<sup>1</sup> from our marketplace so everyone who uses an Expedia Group site feels welcome, regardless of identity
  - Ensuring anyone who needs their service animal can travel at all times. Our customer support team is on hand if anyone believes they’ve been denied a booking because of a service animal

### Exploring Responsibly

- 
- Partnering with destinations to engage travelers around being respectful and celebrating local culture
  - Joining cross-industry collaborations to offer more sustainable activities (e.g., working with Hertz to offer electric vehicles and with Key Travel on carbon neutral rooms)
  - Facilitating the transition to electric vehicles by including EV chargers as a searchable amenity in lodging options. Enabling destination and travel partners to promote sustainable and inclusive options and experiences to travelers



# Traveler Health and Wellness

We believe travel can restore; when people go on vacation with us, we want them to come home feeling happy, healthy, and well. And as people get back to traveling, we know they want reassurance that the highest cleanliness standards will be upheld.

**2021** In 2021, cleanliness standards were the top consideration for travelers when making plans<sup>2</sup>

The health and safety of guests is always a priority for Expedia Group. Throughout 2020 and 2021, our Vrbo brand partnered with the Vacation Rental Management Association (VRMA), Cristal International Standards, and other relevant U.S. organizations to establish a set of industry-leading cleanliness standards for vacation rentals.

Based on current guidance from the World Health Organization (WHO) and the Centers for Disease Control (CDC), the heightened guidelines equip rental owners with the knowledge to implement enhanced cleaning protocols. Combining this with cleanliness checklists on property descriptions across Vrbo platforms means guests can enjoy their stay in the knowledge that their health is of paramount importance to their hosts.

Similarly, we collaborated with the U.S. Travel Association, industry peers, and health experts to establish new health and safety guidance. Following the latest science-based recommendations, the guidelines are not only a response to COVID-19, but a preemptive resource for potential future health threats too.

## EMBEDDING INCLUSIVITY

Guests should feel welcomed and included no matter how they identify. That is why we have actively lobbied in Washington, D.C., and championed for gender designations on passports that go beyond the binary female/male options. And it's clear these calls for greater inclusivity are being heard. Today, several states include additional gender designations and, in October 2021, the US Department of State issued its very first passport with an "X" – or non-binary – designation.



Read more about our ongoing commitment to inclusive travel in our [Inclusion & Diversity Report](#)

<sup>2</sup> [What Travelers Want in 2021](#)  
<sup>3</sup> [Traveler Value Index 2021](#)

65% of travelers are more willing to book with travel providers that identify their practices as inclusive.<sup>3</sup>

## INVITING EVERYONE TO ‘TRAVEL AS YOU ARE’

Our commitment to inclusive travel runs through each of our brands; a great example of this is the passion of Orbitz. A long-standing advocate for creating welcoming travel experiences for all, in April 2021, Orbitz launched the “Travel as You Are” campaign – a call to celebrate inclusion and an invitation for everyone to travel on their own terms. It also served to spotlight Orbitz’s dedication to promoting LGBTQIA-welcoming hotels. As part of this campaign, Orbitz donated \$110,000 to various LGBTQIA-related organizations.

A search capability on the [Orbitz Pride hub](#) allows travelers to identify lodging partners that have signed an Inclusivity Pledge against discrimination based on gender and sexual identity. More than 40,000 hotels opted into the search tool “LGBTQIA travelers,” a resource that is now also live on Expedia and Hotels.com. Travelers can also access the brand’s pledge of inclusion via the hub and learn more about Orbitz’s historical commitment to supporting LGBTQIA travel.

## REPRESENTATION MATTERS

Key to unlocking equitable travel are inclusive marketing and advertising. As a globally present business, Expedia Group recognizes the opportunity – and the responsibility – we have to create campaigns where diverse travelers can see themselves represented.

Many of our brands look to our Inclusivity & Diversity team and Inclusion Business Groups to help inform and advance their marketing strategies. For example, Vrbo is consciously dedicated to producing adverts that portray diverse families, with greater representation for Black, Indigenous and other people of color.

We believe true inclusivity can only be achieved with collective progress. It’s why we created our [Inclusion & Diversity in Travel Advertising](#) guide. Through it, our partners can explore best practices for diverse imagery and inclusive copy, with accessibility embedded throughout.





# Environment

Global travel brings people closer to everything this planet has to offer. Embedding sustainability into how we operate – from cutting emissions to using raw materials more efficiently – is how we will preserve nature for future generations of travelers to discover and enjoy.



# Climate Action

Through the dedication of everyone at Expedia Group – and a combination of internal emission reductions, renewable energy credits (RECs), and verified carbon offsets – we achieved carbon neutral status in 2017. It’s something we have proudly maintained to this day. Now, we are looking further, exploring opportunities to align our business with a Net Zero future.

## A MORE EFFICIENT EXPEDIA GROUP

To minimize our impact, we must find ways to do more with less. Whether it’s making the switch to LED lighting or transferring data storage to cloud-based systems, we are continually pursuing better, more efficient ways to power operations.

## SUSTAINABLE OPERATIONS

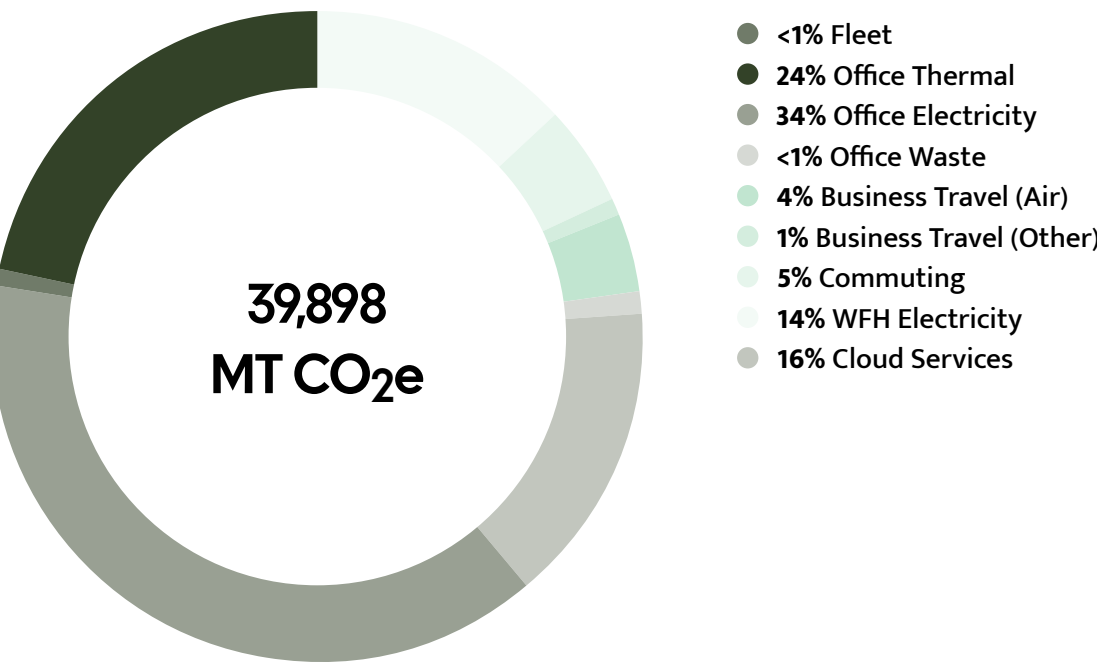
The first step to reducing greenhouse gas (GHG) emissions is understanding our current impact. We annually calculate and report our emissions, helping track year-over-year changes and are creating a transparent, publicly available record of efforts.

As it was for so many other companies, 2021 was a complicated year in terms of our operational carbon footprint. While some of our office spaces remained closed to ensure employee safety, utilities had to remain running to keep facilities functioning. At no point during the year were we operating with 100% of employees back in office as we did prior to the COVID-19 pandemic, and as a result our total emissions in 2021 were similar to those of 2020, and only 35% of what they were in 2019.

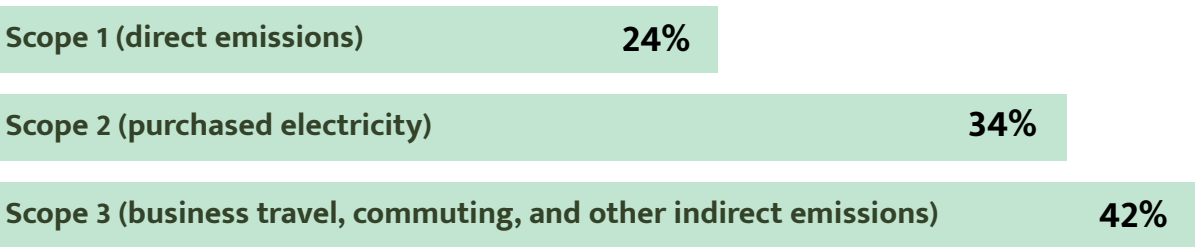
For the first time in 2021, we measured and offset the emissions generated by operating our software and websites in data centers and the cloud. As a travel tech company, this is a critical part of our operations, and we will be working in partnership with our cloud service providers and fellow customers to seek additional pathways for greening the internet in the years to come.

As we return to a 50% hybrid work model in 2022, we will be assessing and updating our emission baselining in line with science and best practice, and looking ahead to deeper emission reductions and climate action.

## 2021 Expedia Group Emissions Breakdown



## 2021 Scope Breakdown MT CO<sub>2</sub>e



## TACKLING THE FOOTPRINT OF OUR TECHNOLOGIES

Over the past two years, Expedia Group has ensured the recycling or reuse of over 11,000 pieces of data center hardware. We have also reduced the total power consumption of our data centers by 3,874 KW through increases in efficiency.

We plan to achieve an additional 3,520 KW in reductions by the end of 2023, all while growing traffic to our websites, apps, platforms, and partners.

2017

carbon neutral operations  
since 2017

100%

In 2021, Expedia Group purchased  
renewable electricity equivalent to  
100% of its global office consumption



# Green Leadership

We have activated companywide initiatives to improve overall sustainability; however, effecting real change will require engagement from us all.

## A SHARED COMMITMENT TO BETTER

One area where we can address our environmental impact directly is in our facilities and offices. While many of our office spaces are leased, we are researching how we can improve sustainability performance by engaging with building owners and managers on their own commitments to greener operations.

Helping us design local solutions, today we have over 600 global employees actively engaged in our sustainability resource group, leading initiatives in their home offices and advising our global sustainability efforts. Though COVID-19 posed a unique challenge, we continue to encourage small changes to everyday actions – such as avoiding single-use plastics – that can add up to a substantial impact.

Another particular area of ongoing focus for us is the daily commute. We have annually surveyed all Seattle employees about how they travel to and from work, and going forward we will assess and estimate global commute patterns through the lens of the hybrid work policy now in place. We are committed to supporting lower impact options, such as carpooling or the use of public transit, which Expedia Group subsidizes for employees.

In our Seattle headquarters (HQ), we have also set plans to survey existing features and performance, identifying opportunities for even greater efficiency improvements. This includes ensuring waste management practices align with all relevant local regulations and developing processes that reduce water, energy, and material use.



Seattle HQ:  
**LEED**  
**Gold**  
certification  
awarded in 2021

## RECOGNIZED SUSTAINABILITY PERFORMANCE

Two years ago, we opened our Seattle, Washington, campus – an HQ designed with sustainability at the forefront. We transformed the 40-acre waterfront area – part of which was formerly an industrial area – bringing in soil, native plants, and grasses to restore nature and create coastal meadows.

In 2021, thanks to our investments in enhanced efficiency, sustainable materials, and emissions and waste reductions, the campus was awarded Leadership in Energy and Environmental Design (LEED) Gold certification.

Throughout 2021, we updated the site to enhance the value of outdoor spaces and boost local biodiversity. A designated area has been set for an employee vegetable garden while a new onsite apiary provides a welcoming space for bees. We have now applied for SITES certification, a recognition given to organizations that have designed, developed, and maintained sustainable landscapes that protect local ecosystems.





### CREATING A WAVE OF CHANGE WITH IBEROSTAR

With 80% of properties located on the seafront, Iberostar Group is passionate about keeping oceans healthy and full of thriving species. As well as signing our UNESCO Sustainable Travel Pledge, the group has established Wave of Change – an initiative to protect and restore the Mesoamerican Reef.

At nearly 700 miles long, the Mesoamerican Reef is home to hundreds of marine species. Wave of Change aims to enhance resilience against the impacts of climate change, promoting actions that target a circular economy, responsible seafood, and coastal health. We have matched an Iberostar Group investment of \$100,000 in the initiative, funding action to conserve this delicate and unique ecosystem. And to garner public engagement, the Creative Partnerships team within Media Solutions worked with Iberostar to create Wave of Change – an interactive campaign that brings the movement to life for travelers and inspires more responsible tourism.

### UNLEASHING EXCLUSIVELY ANIMAL-FRIENDLY EXCURSIONS

We believe in travel as a force for good – travel done with respect for the welfare of people, the natural environment, and animals. We created our wildlife guidelines in consultation with experts to outline the animal welfare standards we uphold.

To offer trips that align with our values, in November 2021, we also announced we will no longer sell or promote attractions and activities that include performances, interactions, and swimming experiences with captive dolphins and whales.





# Community

Travel brings people together. It opens minds and creates connections. We want to do the same for our own internal talent: encourage and support diverse perspectives, create a strong sense of belonging, and make an impact in the communities where we work and make our homes.



# The People of Expedia Group

## INCLUSION & DIVERSITY

An inclusive workplace brings varied perspectives that contribute to greater innovation. We are establishing a welcoming environment that nurtures diverse experiences. In 2021, we performed an Inclusion & Diversity-driven site survey to ensure facilities are designed with universal accessibility in mind.

Employee surveys and external benchmarking offer insight into workforce experiences and identity-based trends and inform our future people-focused strategies. This, in turn, leads to greater inclusion of underrepresented groups.



Read more about our equal representation commitment in our [Inclusion & Diversity Report](#)

45%

of workforce is female  
(as of December 2021)

37%

of workforce at VP+ level is female  
(as of December 2021)

19%

of U.S. hires were from racially and ethnically underrepresented groups in 2021



## EMPLOYEE-LED INCLUSION BUSINESS GROUPS

Expedia Group’s employee-led Inclusion Business Groups (IBGs) are important to championing inclusion and allyship across our company. They provide an avenue to access communal support, mentorship, and learning opportunities to help communities further cement their role as the current and future inclusive leaders at Expedia Group. Our IBGs play an instrumental role in helping inform key business decisions and developing our current and next generation of leadership.

## INCLUSIVE LEARNING

Allyship is a lifelong journey of learning and growing and remains the catalyst for inclusive change at Expedia Group. As we continue this journey of intentional allyship as an organization, we expanded our Inclusion Learning suite developed in 2020 by introducing a variety of new learning and development opportunities and initiatives that engage employees at all levels to deepen their allyship knowledge, skills, and competencies.



## PRIORITIZING BALANCE AND WELL-BEING

We believe employee experiences should champion flexibility and healthy work-life balance. That's why we're introducing hybrid work patterns that enable employees to split their time between home and office, working in ways that work for them. We also offer parental benefits, including a minimum of 12 weeks' paid leave for both parents and an additional six weeks for the birth parent.

We want to be there for employees who are on a journey to build their families. Through benefits provider Progyny, we offer comprehensive coverage for fertility treatments and family-building services. This was particularly valuable for one employee – Angela Vega – as she navigated a polycystic ovary syndrome (PCOS) diagnosis and having a baby in the middle of a global pandemic.

**“When companies like Expedia Group offer benefits like this, it's not only a signal to how they operate in the world... but also their focus on the family being created in whatever way a person wants to create a family.”**

**Angela Vega, CRM Director, Expedia Group**

Learn more about Angela's journey on the [Progyny podcast](#).

## RECOGNIZING OUR PETS

We know the important role pets play for employees' mental well-being. Recognizing that pets are an extension of the family, we have updated employee travel reimbursement and coverage programs to include them. Two weeks of work flexibility are offered to new pet owners, giving them time to settle the newest addition to their household. And, we have extended our grievance policy to cover the death of a pet.



## CREATING SPACE FOR MENTAL WELL-BEING

Throughout 2021 we redoubled our company's focus on mental health. First, we made a chat-based counseling app – Talkspace – available to all employees. More than 10% of employees have now signed up for the service which offers flexible, accessible therapy and support.

Recognizing the link between travel and well-being, we merged existing employee benefits to create a single allowance of up to \$1,500 per employee to meet annual travel and/or wellness needs. We also expanded our EG Traveler program to offer unlimited access to discounted stays at partner hotels and recently added activity discounts too.

Based on employee feedback, we are now looking to incorporate increased focus on financial well-being. Understanding the impact financial concerns can have on mental well-being, we are engaging an external partner on a global project to help our people craft realistic personal financial goals and reminders.

**In 2021 an additional 118 employees joined the Mental Health Ambassadors program. These Ambassadors are externally certified and available as a free and confidential resource to all EG employees, using a peer-to-peer approach.**



# Caring for Communities

One critically impactful way we can effect global change is by offering support on a local scale. We are committed to giving back to the communities we call home – donating time, resources, and passion to support causes close to our hearts.

## MONTH OF CARING

Every September, we host a Month of Caring, creating opportunities for employees to make meaningful contributions in the areas where they live and work.

2,500+

employees volunteered

\$675,000<sup>4</sup>

donated to charities

\$8.5M

donated during Month of Caring since 2015

<sup>4</sup> Employee donations plus company matching

## GLOBAL VACCINATION EFFORTS

Vaccinations represent a key step to getting travel back on track; however, in August 2021, only a quarter of the global population was fully immunized against COVID-19. In response, we launched the Give the World a Shot initiative – a joint endeavor with UNICEF to enhance vaccination rates.

Throughout August, every transaction completed via an Expedia Group mobile app resulted in a \$2 donation to UNICEF’s vaccination efforts. By the end of the campaign, approximately \$10.5 million had been donated – enough to get 3 million more people vaccinated and the travel industry one step closer to recovery.

**“We have what it takes to end this pandemic; we need to come together around a single message of global vaccination. This is a virus that... doesn’t pay attention to borders or who has what passport, so we have to make sure we reach everyone.”**

Liz Case, UNICEF Lead on Private Sector Partnerships

\$10.5M

donated and 3 million people vaccinated

## EXPEDIA VOTES: MAKING VOICES HEARD

Everyone should have a say when it comes to electing the people that make decisions for our countries. In the run up to the 2020 U.S. election, we established our Expedia Votes campaign to empower U.S. employees to engage in civic conversations. A Power of the Ballot panelist discussion was attended by over 1,000 people, while our partnership with Power the Polls encouraged employees to volunteer at polling stations.

Our Civic Action Center – launched with Phone2Action – let people register to vote, check their registration status, research candidates, and find convenient polling stations. Throughout the campaign, the site was visited nearly 8,000 times, with over 500 employees signing up for Election Day email reminders. And, as a result, 137 employees registered to vote for the very first time.



**SHARING THE VALUE OF RENTING**

As well as donating and volunteering, caring for our communities means showing how the travel industry – and rental businesses more specifically – can support local growth. We aim to act as a platform for rental hosts, local stakeholders, and decision-makers to come together on fair rental regulations and boosting shared benefits of this market.

We are proud to be a founding partner of Rent Responsibly, a network of passionate partners connecting rental owners and managers with local businesses, ally organizations, government officials, and communities for the good of the industry. The mission is clear: help hosts educate themselves and their communities on the value of short-term rentals in a sustainable tourism landscape. At the same time, the organization is helping officials understand what fair and effective policies look like at the community level.

**Helped over 300,000 U.S. owners and managers connect with elected officials who regulate the rental industry**



**EXPANDING CLEAN WATER ACCESS**

In recognition of World Water Day 2021, the nonprofit Planet Water Foundation once again delivered life-changing solutions to communities through its annual Project 24 initiative. Expedia Group invested in one such solution for two schools in Siem Reap, Cambodia.

Our funding supported the installation of a water filtration system that will provide enough clean water to meet the daily drinking requirements of 1,800 students and community members. A new surface-disinfection system will enable efficient sanitation processes in the two schools while the Foundation’s Water-health and Hygiene Education Program will equip children with important information on health.

This project represents the sixth Planet Water effort we have supported in the past three years. As well as financial support, our employees have donated time and expertise to the Foundation’s initiatives across Indonesia and Cambodia, bridging the access gap to clean, drinkable water.



# Governance

Underpinning everything we do is a strong governance structure, designed to guide responsible, transparent, and ethical action. Only by acting with integrity and remaining accountable can we ensure Expedia Group is truly a force for global good.

## CORPORATE RESPONSIBILITY OVERSIGHT

We recognize that effective corporate governance is the essential foundation for our environmental and social initiatives. From our CEO and senior management team to our ~14,000 global employees we are relentlessly exploring ways to use our deep understanding of and leadership in the travel industry to make a positive impact on the world.

Our corporate responsibility priorities and implementation are led by the Global Social Impact and Sustainability team with oversight from our Vice President of Global Social Impact & Sustainability, and leadership support from our Chief Inclusion & Diversity Officer. The team works collaboratively across the business to ensure efforts utilize core business assets and capabilities.

Our Board of Directors, including its Executive Committee, provides insight, feedback, and oversight over a broad range of our environmental, social, and governance (ESG) initiatives. In addition, our Compensation Committee provides oversight and guidance on our strategic inclusion and diversity initiatives.





A BUSINESS BUILT ON ETHICS

We want everyone who works for Expedia Group to uphold our expectations for acting with integrity. These are detailed in our [Code of Conduct](#), which all employees must understand and comply with. Where any concerns arise, employees are encouraged to raise them via our comprehensive and confidential reporting hotline. To ensure they feel safe doing so, we maintain a zero-tolerance policy for retaliation against anyone who makes a report in good faith or who cooperates with investigations. All received reports are investigated in line with our own policies and procedures.

We provide various other portals for raising questions or seeking ethics guidance. These include opportunities to speak with members of our management or Human Resources teams and an [online EthicsPoint](#) for anonymously reporting unethical, illegal or unsafe work, and instances of misconduct.

DATA PRIVACY AND SECURITY

The privacy of our travelers, employees, and partners is of paramount importance to Expedia Group. The following key focus areas guide our approach when ensuring personal information and data is kept secure.

**Security**  
We maintain robust security processes and services that help keep personal information safe.

**Data Quality, Integrity, and Relevance**  
A clear process allows people to update and correct the information we hold.

**Compliance**  
We comply with all applicable privacy laws.

**Transparency and Fairness**  
How we collect and use data is detailed in our [Privacy Statement](#).

SAFEGUARDING HUMAN RIGHTS

As a platform of connection points across the travel industry, we recognize the vital importance of upholding human rights standards and ensuring all people are treated with dignity and respect across our business. We prohibit all forms of modern slavery, servitude, forced labor, and human trafficking and detail our commitments in our [Modern Slavery Statement](#) and [Vendor Code of Conduct](#).

In 2021, we began a Human Rights Salience Assessment aligned to the United Nations Guiding Principles on Business and Human Rights. We intend to use its findings to inform the development of our human rights program and strategic priority areas.

We continually develop new partnerships to help safeguard human rights and address the particular challenges of human trafficking or forced labor in the hospitality industry. Previous anti-trafficking efforts have included:

- Publishing industry-wide recommendations in the [Preventing Human Trafficking Framework](#) with the World Travel & Tourism Council (WTTC)
- Offering training in partnership with Businesses Ending Slavery and Trafficking (BEST)

Additionally, Expedia Group endorsed The Lantern Project, is a member of Business for Social Responsibility (BSR)’s Human Rights Working Group, and supports the UN Standards of Conduct for Business on Tackling Discrimination against Lesbian, Gay, Bi, Trans, & Intersex People.







# Looking Forward

**Our work to date exemplifies our worldview that travel is a force for good. With over 25 years of tech innovation, we are established leaders in the travel industry. Now, we are designing a new strategy that will set Expedia Group apart as a leader in responsible travel.**

Expedia Group's mission is to power global travel for everyone, everywhere. We are ready to put the power of our platform and vast network of travel industry partnerships behind our new global impact strategy, in order to make travel more open, equitable, and accessible for everyone. Our new direction will accelerate positive change, tackling many of the complex and interconnected challenges facing the travel industry today.

This impact and sustainability platform will advance a more open travel ecosystem, by ensuring inclusive options are available to

our diverse travelers, democratizing the travel business to help more people benefit from our industry's growth, and innovating a more environmentally sustainable and low carbon travel industry. Along with these new workstreams, we will continue to foster well-being and resilience for our employees, travelers, and communities around the world, especially in times of crisis.

Learn more about our commitments to access, equity, and sustainability on our [website](#).