

BOOKING HOLDINGS



HUMAN RIGHTS STATEMENT

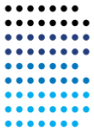
OUR COMMITMENT - PROMOTING HUMAN RIGHTS THROUGH TRAVEL

Booking Holdings and each of its brands is committed to respecting and promoting human rights wherever we do business. As the world's leading provider of online travel and related services, we seek to avoid infringing on the rights of others and work to address adverse human rights impacts of our business. Our stakeholders include not only our investors and shareholders but also our employees, customers, business partners, including suppliers and travel providers, and the communities in which we operate.

We expect our employees, business partners, and customers to share this commitment to help the travel industry respect and promote human rights globally.

This Human Rights Statement articulates Booking Holdings' commitment and approach to respecting and promoting human rights across our brands.





BOOKING HOLDINGS



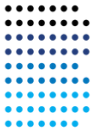
MAKING IT EASIER FOR EVERYONE TO EXPERIENCE THE WORLD - OUR MISSION

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

We believe that travel can bring out the best in humanity. It helps people interact and come to better understand different cultures and ways of life. It also provides economic and social benefits to the communities that travelers visit.

These ideals are vitally important to informing and guiding our actions and decisions. Therefore, while adhering to all applicable laws, we believe the greatest and most positive human rights impact we can have is through the promotion and facilitation of travel throughout the world.





FOUNDATIONAL PRINCIPLES

Our Code: Travel provides numerous benefits to our customers, communities, and business partners. Our commitment to respect all human rights is in part driven by our core values set forth in our [Code of Conduct](#) and our [Supplier Code of Conduct](#).

Our Code of Conduct applies to every person working with or for any of Booking Holdings' brands. All directors, officers and employees, wherever located, are expected to be familiar with the Code and to follow its principles and procedures. Three of the values contained in our Code of Conduct guide us in this area, namely:

EXPERIENCES OF EVERY KIND, FOR EVERYONE.

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

DIVERSITY GIVES US STRENGTH.

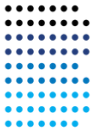
We are absolutely committed to diverse ideas, people and experiences.

ABSOLUTE INTEGRITY.

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

As laid out in our Supplier Code of Conduct, we strive to maintain business relationships with agents, consultants, and other business partners that share this commitment to respecting and promoting human rights.

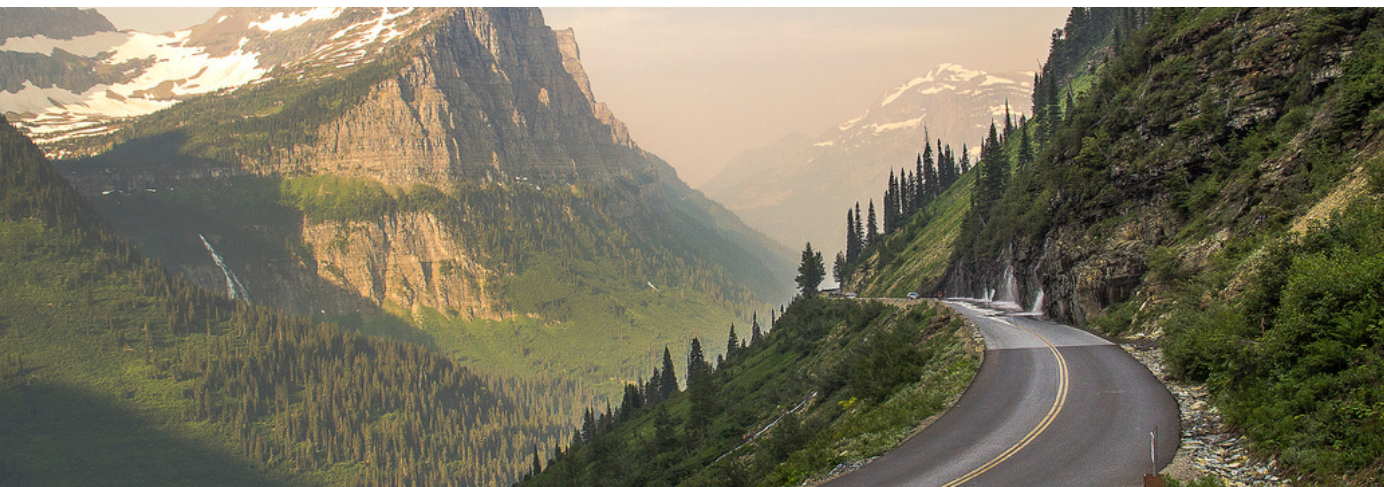




Internationally Recognized Standards: Our commitment to respect and promote human rights is based on internationally recognized standards and principles. Booking Holdings respects the following international standards and principles, which also serve to inform and guide our human rights commitments:

- [Universal Declaration of Human Rights;](#)
- [UN Guiding Principles on Business and Human Rights;](#)
- [International Covenant on Civil and Political Rights;](#)
- [International Covenant on Economic, Social and Cultural Rights;](#)
- [The International Labour Organization's \(ILO\) Declaration on Fundamental Principles and Rights at Work;](#)
- [OECD Guidelines for Multinational Enterprises;](#)

Good governance and the rule of law: Booking Holdings supports human rights through the promotion of good governance and the rule of law around the world. Advancing good governance and the rule of law is an important aspect of corporate responsibility and sustainable development. Both are vitally important to human rights. Good governance and the rule of law lead to reliable enforcement of labor and environmental laws and promote justice and national security systems that maintain an appropriate balance between protecting people's safety and protecting people's rights from government infringement. Booking Holdings believes in public policies and laws that promote travel and open borders while protecting human rights.





KEY AREAS OF IMPACT

As the leading provider of online travel & related services, we recognize that the travel and tourism industry in general and our work across the industry through our brands may impact human rights. We prioritize our salient human rights risks and opportunities across our operations and value chain and seek to develop mitigation and remediation strategies. As a result of this process, we believe we can best respect human rights by considering the following key areas:

HUMAN TRAFFICKING, FORCED LABOR, AND CHILD LABOR:

Booking Holdings' brands operate in a global context where human trafficking, forced labor and child labor are an unfortunate reality. As a company that facilitates global travel, we may be directly linked to companies in sectors where elevated modern slavery risks have been identified, including those in the accommodation, cruise, retail food, and other sectors. The tourism industry, including travel platforms, is at risk of being used to facilitate human trafficking, forced labor and child labor at hotels, accommodation sites, and other travel experiences. Booking Holdings and its brands oppose all forms of modern slavery, servitude, forced labor, child labor, and human trafficking, and vet our business partners to mitigate the potential that our platform is used to facilitate such activities. We have a zero tolerance approach to Modern Slavery within our own organization, supply chain, contractors, and with our affiliates. Please see our [Modern Slavery Statement](#) and [Supplier Code of Conduct](#).

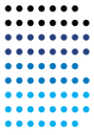
DISCRIMINATION, HARASSMENT, AND ABUSE:

Our platforms host millions of listings, including hotels, flights, transport, experiences, and more. From large resorts to rooms for rent, we believe that offering our customers a diversity of options will allow them to engage with the world in a way that works best for their needs and preferences.

While this scale and diversity of choice comes with inherent risk of exposure to discrimination, harassment, or abuse, we work to prevent discrimination, harassment, or abuse against people using our platforms, and to safeguard those using our platforms from all forms of violence, including sexual harassment or sexual assault. At Booking.com, for example, our [Trust and Safety Resource Center](#) establishes our rules and regulations prohibiting all forms of discrimination, harassment, and abuse, and offers a channel for customers to connect with Booking.com in case of emergency or to lodge a concern.

We continue to promote the utilization of our Helpline reporting facility to encourage all employees, as well as external stakeholders, to report any perceived or actual ethics and compliance breaches. All reports are thoroughly investigated, and action is taken where appropriate.

We also strive to keep the accommodations and other travel services we offer free from discriminatory practices, advertisements, or communications, and we provide clear guidelines (such as the Booking.com [House Rules](#) and [Terms and Conditions](#)) about what is not permitted on our platforms. When our operations, business partnerships, or experiences involve locations where laws and regulations may not offer protections against discrimination, harassment, or abuse in line with international standards, Booking Holdings expects our partners and customers to meet those higher international standards. Where they are in conflict, we expect them to adhere to national laws, while seeking ways to respect international human rights standards to the greatest extent possible, and so long as this does not expose them to a real risk of arrest, or physical harm to their persons or property.



ACCOMMODATIONS IN CONFLICT-AFFECTED AREAS:

Booking Holdings believes that travel and the experiences we gain from it promote understanding, awareness, and bridge-building. We believe that customers should be empowered to make their own decisions about where to travel and visit and that in general, it is not our place to restrict their choices.

We are aware that the inclusion of listings and experiences on our platforms that may be in disputed, occupied, or conflict-heavy territories may exacerbate safety risks, as well as certain human rights impacts and risks for local communities, customers, and others. In order to mitigate these potential impacts, Booking Holdings and our brands will conduct heightened due diligence on listings that are located in conflict-affected areas and seek to avoid being connected to human rights abuses or exacerbating the situation. Where we determine that we may be directly linked to negative human rights impacts through the activities of our listings, we will take appropriate action. In addition, we will work to provide customers with transparent information on listings in conflict-affected areas so that they may make informed and educated decisions about their selections.

PROTECTING LOCAL CULTURES, COMMUNITIES, AND NATURAL RESOURCES:

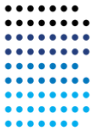
Our mission is to make it easier for everyone to experience the world, and we believe that travel is an inherent bridge-builder, helping connect people, cultures, and perspectives. However, travel can take on unsustainable forms that may have a negative impact on local cultures, communities, and the natural resources relied upon by those host communities.

We strive to mitigate the potentially negative effects of travel and tourism on local cultures, communities, and natural resources through our sustainability commitments. These pillars are embedded in our robust long term sustainability strategy.

PRIVACY AND DATA PROTECTION:

We strive to ensure that the privacy and user data of our customers, business partners, and employees is protected and respected by us and third parties with whom user data is shared. Customers place their trust in us by using our services, and we value that trust. We are committed to protecting and safeguarding the personal data provided by customers, and we act in our customers' interest and are transparent about how personal data is processed. Our [Code of Conduct](#) applies to all our brands and sets out our core privacy principles.

To further protect our customers, business partners and employees, we require that all data disclosure requests submitted to us by law enforcement authorities around the world articulate a clear legal basis for the request as well as a clear and narrow focus of the data being requested, as articulated in our Law Enforcement Guidelines and brand privacy policies. In order to provide greater transparency on the frequency and types of data requests we comply with, Booking Holdings will look to provide a law enforcement demands transparency report beginning in 2022.



OUR EMPLOYEES:

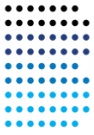
We strive to protect our own employees and contractors from discrimination, harassment, or abuse wherever we do business. Our employees work across the globe from over 70 diverse countries with varying degrees of anti-discrimination and anti-harassment regulations. However, Booking Holdings believes that our employees and contractors are entitled to the same rights to be free from discrimination, harassment or abuse wherever they may be located. "Diversity Gives Us Strength" is one of our values that we draw upon in this regard. At Booking Holdings, through our group wide value of "Absolute Integrity," we strive to ensure the health, safety, security, and ethical treatment of our employees and contractors regardless of where they are in the world.

MONITORING AND ENGAGEMENT

We recognize that this list is not exhaustive, and we are committed to monitoring our operations and business practices to identify and address our most salient human rights risks. We are also committed to improving the management of our key human rights impacts as they evolve over time.

We are also committed to listening and engaging with our various stakeholders, including our customers, business partners, and representatives of the communities that are touched by the tourism industry, in order to strengthen our understanding of our human rights impacts and opportunities. We are committed to learning and improving our human rights practices moving forward.





HUMAN RIGHTS GOVERNANCE

Sound governance is essential to effectively manage how we respect human rights globally. The Corporate Governance Committee of Booking Holdings' Board of Directors is responsible for reviewing our corporate responsibility policies and programs including human rights. Our corporate Risk Management Committee, along with our corporate Director, Global Sustainability and Chief Compliance & Ethics Officer, oversees the implementation of our human rights policy and program. A Human Rights Risk Steering Committee under our corporate Risk Management Committee coordinates our efforts to identify, address, and report our human rights risks and opportunities and fosters dialogue on these issues with human rights experts and stakeholders.

Our sustainability efforts are managed by our Sustainability team. Each year we publish an annual report that details the company's sustainability efforts including human rights. Updates relating to our journey of respecting human rights will continue to live [here](#).

HOW TO FILE A CONCERN

Stakeholders, including partners and customers, may reach out to Booking Holdings via Booking.com's [Trust and Safety Resource Center](#) at any time.

We continue to promote the utilization of the [Helpline](#) reporting facility to encourage all employees, as well as external stakeholders, to report any perceived or actual ethics and compliance breaches. All reports are thoroughly investigated, and action is taken where appropriate. We have a zero-tolerance stance on retaliation against whistle-blowers who report in good faith and our non-retaliation stance is set out in our Code of Conduct.



Last updated: April 14, 2022