

PayPal's ESG Performance Metrics

In the following table, we disclose our environmental, social and governance (ESG) programs, policies and metrics mapped to the following voluntary reporting frameworks and initiatives: [The Global Reporting Initiative \(GRI\)](#) standards; [The Sustainability Accounting Standards Board \(SASB\)](#) Software & IT Services and Consumer Finance industry standards¹; [The Ten Principles of the United Nations Global Compact \(UNGC\)](#); and [The WEF Stakeholder Capitalism Metrics \(SCM\)](#).^{2,3} Disclosures are organized by our four ESG pillars – Social Innovation, Employees & Culture, Environmental Sustainability and Responsible Business Practices – and aligned to the ESG topics identified in our materiality assessment.⁴ We will continue to evaluate opportunities for future reporting enhancements. Please see our [2020 Global Impact Report](#) for related disclosures referenced below.

Bureau Veritas UK provided an independent limited assurance opinion on select ESG metrics (those denoted with a ^). A full verification statement including limitations and exclusions can be found in the Appendix (pg. 50) of our [2020 Global Impact Report](#).

Description	FY20 ⁵	FY19	FY18	GRI	SASB	UNGC and/or SCM
ABOUT PAYPAL						
<i>Organizational Profile</i>						
Name of the organization	PayPal Holdings, Inc.			102-1		
Activities, brands, products and services	2020 Global Impact Report/About PayPal, page 5 2020 Annual Report/Business, pages 2-5			102-2		
Mission, vision and values	2020 Global Impact Report/About PayPal/Our Mission, Vision & Values, page 7 Mission / Vision / Values					SCM: Governing purpose
Location of headquarters	San Jose, California (U.S.)			102-3		
Location of operations	2020 Global Impact Report/Employees & Culture/Talent Acquisition & Development, page 21, 27 2020 Annual Report/Properties, page 23			102-4		
Ownership and legal form	2020 Annual Report/Business, page 2			102-5		
Markets served	2020 Global Impact Report/About PayPal, page 5 PayPal Global Products & Services			102-6		
Scale of the organization	2020 Global Impact Report/2020 Highlights, page 11; Employees & Culture/Talent Acquisition & Development, page 21 2021 Proxy Statement/Multiple references, page 4, 37			102-7		
Active accounts	377 million	305 million	267 million		FN-CF-000.A ⁶	
Active consumer accounts	34.8 million	28.1 million	24.6 million			
Active merchant accounts	29 million	24 million	21 million			
Net new active accounts	72.7 million	37.3 million	38.7 million			
Total payment volume (\$US)	\$936 billion	\$712 billion	\$578 billion		TC-SI-000.A ⁶	
Number of payment transactions	15.4 billion	12.4 billion	9.9 billion		TC-SI-000.A ⁶	
Annual revenue (\$US)	\$21.45 billion	\$17.77 billion	\$15.45 billion	201-1		SCM: Employment and wealth generation
Additional operational and financial results	2020 Annual Report/Management's Discussion and Analysis of Financial Condition and Results of Operations, pages 25-44			201-1		SCM: Employment and wealth generation

(continued)

¹ We selected metrics from both sets of SASB industry standards that reflect topics directly applicable to our business and stakeholders. For some topics, we do not report on all accounting metrics based on relevancy to our business and our current disclosures.

² We map our 2020 ESG performance metrics to the recommended SCM core themes, as appropriate. We do not report on all themes and metrics based on relevancy to our business and our current disclosures.

³ For additional information on select historical data not reported within the 2020 Global Impact Report, please see PayPal's previous [Global Impact Reports, Annual Reports and Proxy Statements](#).

⁴ We include metrics for the eight ESG topics designated priority issues for PayPal in our materiality assessment, as well as for other select material ESG topics based on the relevancy to our business, current company disclosures and designated reporting frameworks.

⁵ Each italicized response references an external document or resource.

⁶ Modified activity metric to provide relevant business information.



Description	FY20	FY19	FY18	GRI	SASB	UNGC and/or SCM
ABOUT PAYPAL (cont.)						
<i>Organizational Profile (cont.)</i>						
Commitment to innovation	2020 Global Impact Report/About PayPal, page 5; Social Innovation/Multiple references, page 12, 15; Environmental Sustainability/Driving Climate Innovation, page 29; Responsible Business Practices/Data Responsibility, Privacy & Security, pages 36-37 2020 Annual Report/Business, page 7					UNGC: Principle 9 SCM: Community and social vitality
Total tax paid	2020 Annual Report/Notes to Consolidated Financial Statements, page 96-98			201-1		SCM: Community and social vitality
Global employees	26,500	23,200	21,800	102-7		
Nationalities	150	140	135		TC-SI-330a.1	
Countries	30+	30+	30+		TC-SI-330a.1	
U.S.-based	12,300	11,200	11,500		TC-SI-330a.1	
Information on employees and other workers	2020 Global Impact Report/Employees & Culture, pages 20-27 2020 Annual Report/Human Capital, pages 9-10			102-8		
Significant changes to the organization and its supply chain	2020 Global Impact Report/2020 Highlights, page 11 2021 Proxy Statement/Proxy Statement Summary, pages 3-4			102-10		
Precautionary Principle or approach	2020 Global Impact Report/Responsible Business Practices/Risk & Compliance, page 35-37			102-11		UNGC: Principle 7
External initiatives	2020 Global Impact Report/Multiple references throughout GIR, pages 8, 10, 12-14, 17-19, 21-23, 26-29, 35, 37-38, 52			102-12		
Membership of associations	2020 Global Impact Report/Multiple references throughout GIR, pages 10, 29, 52 PayPal Inc. Trade Associations (Federal & State)			102-13		
<i>Strategy</i>						
Statement from senior decision-maker	2020 Global Impact Report/Message from Our President & CEO, pages 3-4			102-14		
Key impacts, risks, and opportunities	2020 Global Impact Report/About PayPal/Multiple references, pages 9-10; Responsible Business Practices/Multiple references, pages 32-37 2020 Annual Report/Risk Factors, pages 10-23			102-15		SCM: Risk and opportunity oversight
Business continuity risks related to disruptions of operations	2020 Annual Report/Risk Factors, pages 11-13				TC-SI-550a.2	SCM: Risk and opportunity oversight
<i>Stakeholder Engagement</i>						
List of stakeholder groups	2020 Global Impact Report/About PayPal/Stakeholder Engagement & Materiality, page 8			102-40		
Collective bargaining agreements	Not applicable			102-41		UNGC: Principle 3
Identifying and selecting stakeholders	2020 Global Impact Report/About PayPal/Stakeholder Engagement & Materiality, page 8			102-42		

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Description	FY20	FY19	FY18	GRI	SASB	UNGC and/or SCM
ABOUT PAYPAL (cont.)						
<i>Stakeholder Engagement (cont.)</i>						
Approach to stakeholder engagement	2020 Global Impact Report/About PayPal/Stakeholder Engagement & Materiality, pages 8-9 2021 Proxy Statement/Stockholder Engagement, pages 25-26			102-21, 102-43		SCM: Stakeholder engagement
Key topics and concerns raised	2020 Global Impact Report/About PayPal/Stakeholder Engagement & Materiality, pages 8-9 2021 Proxy Statement/Stockholder Engagement, pages 25-26			102-44		SCM: Stakeholder engagement
<i>Reporting Practice</i>						
Entities included in the consolidated financial statements	2020 Annual Report/Notes to Consolidated Financial Statements, page 58			102-45		
Defining report content and topic boundaries	2020 Global Impact Report/About PayPal/About This Report, page 7; About PayPal/Stakeholder Engagement & Materiality, page 9			102-46		
List of material topics	2020 Global Impact Report/About PayPal/Stakeholder Engagement & Materiality, page 9			102-47		SCM: Stakeholder engagement
Restatement of information	Included throughout report as necessary			102-48		
Changes in reporting	No significant changes			102-49		
Reporting period	Calendar year 2020			102-50		
Date of most recent report	2019 Global Impact Report published April 29, 2020			102-51		
Reporting cycle	Annually			102-52		
Contact point for questions regarding the report	ESG@paypal.com			102-53		
Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option			102-54		
GRI content index	2020 Global Impact Report/Appendix/ESG Performance Metrics, pages 40-49			102-55		
External assurance	2020 Global Impact Report/Appendix/Independent Limited Assurance Statement, page 50			102-56		
SOCIAL INNOVATION						
<i>Empowering Entrepreneurs, Small Businesses & Nonprofits</i>						
Management approach	2020 Global Impact Report/Social Innovation/Multiple references, pages 12-17; Taking Action for Racial Equity and Justice, pages 18-19 Taking Action for Racial Equity and Justice Values in Action			103-1, 103-2, 103-3		
Cumulative capital provided to small- and medium-sized businesses (SMBs) (US\$ since 2013)	\$20.7 billion [^]	\$16.0 billion	\$10.3 billion			
Loans provided to SMBs (total since 2013)	1,085,000	905,000	655,000			
Annual access to capital for SMBs (\$US)	\$4.6 billion [^]	\$5.7 billion	\$4 billion			
SMBs on platform⁷	15 million	–	–			
PayPal's estimated total revenue from SMBs (%)⁸	49.7%	–	–			

(continued)

⁷ SMBs as defined by the OECD definition of small and medium enterprises. See the OECD Glossary of Statistical Terms available at <https://stats.oecd.org/glossary/detail.asp?ID=3123>. Current count only includes SMBs from our core PayPal platform, excluding eBay merchants.

⁸ Estimated revenues from global small and medium-sized businesses as defined by the OECD that leverage our core PayPal platform, Zettle products and PayPal Credit products in proportion to our 2020 total revenue. Current methodology excludes marketplaces and eBay-related revenue. We will evaluate opportunities for continued methodological improvements.

[^] Limited external assurance.

Description	FY20	FY19	FY18	GRI	SASB	UNGC and/or SCM
SOCIAL INNOVATION (cont.)						
<i>Empowering Entrepreneurs, Small Businesses & Nonprofits (cont.)</i>						
Funds raised for nonprofits and causes (\$US)⁹	\$16.9 billion	\$15.6 billion	\$14.5 billion			
Funds raised for nonprofits (\$US) ¹⁰	\$16.5 billion [^]	\$15.3 billion	\$14.2 billion			
Funds raised for charities (\$US)	\$12 billion	\$10 billion	\$9.6 billion			
Funds raised for causes via personal or business fundraising (\$US)	\$394 million	\$284 million	\$224 million			
Total number of donors⁹	50 million	40 million	36 million			
Nonprofits supported^{9,10,11}	856,000	827,000	851,000			
Give at Checkout donations^{9,12}	11.3 million	2.8 million	356,000			
Donations processed globally on Giving Tuesday (\$US)	\$185 million	\$132 million	\$120 million			
Customers who donated	1.75 million	1.37 million	1.15 million			
\$535M Commitment to Address Economic Inequality	2020 Global Impact Report/Taking Action for Racial Equity and Justice, pages 18-19					
Total funds deployed (\$US)	\$300 million	–	–			
Empowerment Grants – Awardees still operating (% of total awardees)	90%	–	–			
Nonprofit Partner Grants – Businesses still operating (% of businesses served) ¹³	80%	–	–			
Financial Health & Inclusion						
Management approach	2020 Global Impact Report/Social Innovation/Multiple references, page 12, 15; Taking Action for Racial Equity and Justice, pages 18-19; Employees & Culture/Employee Wellness, page 22; Environmental Sustainability/Climate Justice & Resilience, page 29 PayPal Values in Action			103-1, 103-2, 103-3		
Significant indirect economic impacts	2020 Global Impact Report/Social Innovation/Financial Health, page 15; Taking Action for Racial Equity and Justice, pages 18-19; Employees & Culture/Employee Wellness, page 22			203-2		
Average Xoom remittance costs (%)	2.76%	2.7%	–			
EMPLOYEES & CULTURE						
<i>Community Engagement</i>						
Funds contributed to nonprofits (\$US)¹⁴	\$30 million+	\$18 million	\$13 million+			SCM: Stakeholder engagement
Employee volunteer hours	51,200	50,000	29,500			
Workforce engaged in social impact and innovation activities (%)	50%	53%	–			
Nonprofits supported through PayPal grants	400+	375+	–			
Countries where PayPal grants support nonprofits	45+	20+	–			

(continued)

⁹ The data consist of funds processed by PayPal and Braintree to all nonprofits, which include organizations identified as charities, other nonprofits and elementary/secondary schools and universities, as well as donations to individuals and businesses from personal fundraising campaigns.

¹⁰ Does not include funds raised through personal fundraising.

¹¹ Represents the total number of nonprofit accounts supported each year.

¹² Give at Checkout feature launched in late 2018.

¹³ Based on our initial 6-month impact survey of 20 nonprofit partners, of which 18 nonprofit partners reported output data on total number of businesses served and total hours of financial education provided. Twelve nonprofit partners reported outcome data on the number of businesses survived or stabilized and number of businesses able to maintain payroll, reporting on 2,809 and 3,100 of businesses served, respectively. Data represents percentage of Black-owned businesses served with reported outcomes that are still operating as of March 2021.

¹⁴ Includes donations, matching gifts, grants and in-kind donations.

[^] Limited external assurance.

Description	FY20	FY19	FY18	GRI	SASB	UNGC and/or SCM
EMPLOYEES & CULTURE (cont.)						
<i>Diversity, Inclusion, Equity & Belonging (DIE&B)</i>						
Management approach	2020 Global Impact Report/Employees & Culture/Diversity, Inclusion, Equity & Belonging (DIE&B) Strategy, pages 23-25 Diversity & Inclusion at PayPal			103-1, 103-2, 103-3		UNGC: Principles 1, 6 SCM: Dignity and equality
Pay equity for global females and U.S. ethnic males (%)	100%	100%	100%	405-2		SCM: Dignity and equality
Median base pay of women relative to men in the same job (%) ¹⁵	101%	–	–			
Median base pay of Black, Asian and LatinX employees relative to white employees (%) ¹⁵	100%	–	–			
Diverse workforce representation (% of overall U.S. workforce)¹⁶	56%	57%	57%		TC-SI-330a.3	SCM: Dignity and equality
Global gender diversity (% of global workforce)¹⁷	2020 Global Impact Report/Employees & Culture/Key Representation Metrics, page 25			102-8, 405-1		SCM: Dignity and equality
Overall workforce by gender					TC-SI-330a.3	
Female	43%^	43%	42%			
Male	57%	57%	58%			
Non-binary	0.03%	–	–			
Technical roles by gender ¹⁸					TC-SI-330a.3	
Female	27%	28%	27%			
Male	73%	72%	73%			
Non-binary	0.07%	–	–			
Professional roles by gender ¹⁹					TC-SI-330a.3	
Female	43%	43%	43%			
Male	57%	57%	57%			
Non-binary	0.03%	–	–			
Director+ by gender					TC-SI-330a.3	
Female	35%	35%	36%			
Male	65%	65%	64%			
Non-binary	0%	–	–			
Vice President+ by gender					TC-SI-330a.3	
Female	35%	35%	35%			
Male	65%	65%	65%			
Non-binary	0%	–	–			

(continued)

¹⁵ The median difference is weighted so that jobs with more women employees are given more consideration than jobs with only a few women employees. To ensure accuracy only jobs with both men and women are included in the calculation. We use the same methodology to compare the pay of White and Black, LatinX and Asian employees.

¹⁶ Total diverse workforce representation is defined as Global women and U.S. ethnically diverse men.

¹⁷ Due to rounding, numbers presented may not reflect exact totals. PayPal added non-binary gender status to employee self-ID options in 2020.

¹⁸ Technical roles include employees in engineering, information technology and technology operations.

¹⁹ Professional is defined as all employees below Director.

^ Limited external assurance.

Description	FY20	FY19	FY18	GRI	SASB	UNGC and/or SCM
EMPLOYEES & CULTURE (cont.)						
<i>Diversity, Inclusion, Equity & Belonging (DIE&B) (cont.)</i>						
U.S. ethnic diversity (% of U.S. workforce)²⁰	2020 Global Impact Report/Employees & Culture/Key Representation Metrics, page 25 PayPal EEO-1 Reports			405-1		SCM: Dignity and equality
Overall workforce by ethnicity	52%^	51%	50%		TC-SI-330a.3	
White	47%	49%	50%			
Asian	33%	32%	31%			
Black	6%	6%	7%			
LatinX	8%	8%	8%			
Other	5%	5%	4%			
Technical roles by ethnicity	71%	71%	68%		TC-SI-330a.3	
White	29%	29%	32%			
Asian	59%	60%	56%			
Black	2%	2%	4%			
LatinX	5%	4%	4%			
Other	5%	5%	4%			
Professional roles by ethnicity	53%	52%	52%		TC-SI-330a.3	
White	46%	48%	49%			
Asian	33%	33%	31%			
Black	6%	6%	8%			
LatinX	9%	8%	8%			
Other	5%	5%	5%			
Director+ by ethnicity	43%	41%	41%		TC-SI-330a.3	
White	57%	58%	60%			
Asian	31%	31%	31%			
Black	3%	2%	3%			
LatinX	4%	4%	3%			
Other	5%	4%	4%			
Vice President+ by ethnicity	35%	36%	35%		TC-SI-330a.3	
White	65%	65%	65%			
Asian	21%	21%	19%			
Black	3%	4%	6%			
LatinX	7%	5%	4%			
Other	4%	6%	6%			

²⁰ Due to rounding, numbers presented may not reflect exact totals. Ethnically diverse includes Asian, Black, LatinX and Other.
[^] Limited external assurance.

(continued)

Description	FY20	FY19	FY18	GRI	SASB	UNGC and/or SCM
EMPLOYEES & CULTURE (cont.)						
<i>Diversity, Inclusion, Equity & Belonging (DIE&B) (cont.)</i>						
Ethnically diverse women by role (% of U.S. workforce)²¹	2020 Global Impact Report/Employees & Culture/Key Representation Metrics, page 25 PayPal EEO-1 Reports			405-1	TC-SI-330a.3	SCM: Dignity and equality
Overall workforce	22%	–	–			
Technical roles	21%	–	–			
Professional roles	23%	–	–			
Director+	15%	–	–			
Vice President+	14%	–	–			
Ethnically diverse men by role (% of U.S. workforce)²¹	2020 Global Impact Report/Employees & Culture/Key Representation Metrics, page 25 PayPal EEO-1 Reports			405-1	TC-SI-330a.3	SCM: Dignity and equality
Overall workforce	30%	–	–			
Technical roles	50%	–	–			
Professional roles	31%	–	–			
Director+	28%	–	–			
Vice President+	21%	–	–			
Underrepresented minorities by role (% of U.S. workforce)²²	2020 Global Impact Report/Employees & Culture/Key Representation Metrics, page 25 PayPal EEO-1 Reports			405-1	TC-SI-330a.3	SCM: Dignity and equality
Overall workforce	19%	19%	19%			
Technical roles	12%	11%	12%			
Professional roles	20%	19%	21%			
Director+	12%	10%	10%			
Vice President+	14%	15%	16%			
U.S. veteran status (% of U.S. overall workforce)²³	4%	–	–			SCM: Dignity and equality
Employee Recruitment & Development						
Approach to recruiting and managing a global workforce	2020 Global Impact Report/Employees & Culture/Approach to Global Talent Management, pages 20-22; Employees & Culture/Employee Experience & Community Impact, pages 26-27			103-1, 103-2, 103-3		UNGC: Principle 6
Annual turnover rate (%)²⁴	10.5% [^]	20.3%	16.0%	401-1		SCM: Employment and wealth generation

(continued)

²¹ Ethnically diverse includes Asian, Black, LatinX and Other.

²² Underrepresented minority includes Black, LatinX and Other.

²³ PayPal added veteran status to employee self-ID options in 2020.

²⁴ As part of our commitment to transparent reporting, we are disclosing our historical and current-year data for annual turnover rate for the first time.

[^] Limited external assurance.

Description	FY20	FY19	FY18	GRI	SASB	UNGC and/or SCM
EMPLOYEES & CULTURE (cont.)						
<i>Employee Recruitment & Development (cont.)</i>						
Annual employee survey participation rate (%)²⁵	85%	87%	–			
Engagement score ²⁶	84^	80	–		TC-SI-330a.2	
Inspiration score ²⁷	85	80	–			
Intent to stay score ²⁸	82	78	–			
Diverse perspectives valued (% employees agree) ²⁹	84%	83%	–			
Completed LinkedIn Learning Courses (weekly average)	550	300	–	404-1		SCM: Skills for the future
<i>Employee Wellness, Health & Safety</i>						
Management approach	2020 Global Impact Report/Employees & Culture/Employee Wellness, page 22 Environmental Sustainability/Protecting the Health & Safety of our Employees, page 31			103-2, 103-2, 103-3, 403-1, 403-6		SCM: Health and wellbeing
PayPal-defined estimated minimum employee net disposable income (U.S.)³⁰	18%^	–	–	202-1		SCM: Dignity and equality
CEO pay ratio	<u>278:1</u>	<u>367:1</u>	<u>313:1</u>			SCM: Dignity and equality
ENVIRONMENTAL SUSTAINABILITY						
<i>Climate Change Mitigation</i>						
Management approach	2020 Global Impact Report/Environmental Sustainability, page 28-31 Environmental Sustainability PayPal Environmental Sustainability Policy			103-1, 103-2, 103-3		UNGC: Principle 7
Science-based targets	2020 Global Impact Report/Environmental Sustainability/Our Approach to Climate Action, page 28					UNGC: Principle 8 SCM: Climate change
Vendors with science-based targets (% of supply chain by spend)³¹	25%	–	–			SCM: Climate change
TCFD implementation	PayPal TCFD Disclosures			201-2		SCM: Climate change
Global energy use (MWh in thousands)³²	264.1 ^	251.5^	250.9	302-1	TC-SI-130a.1	
Offices	65	95.3	95.9			
Data centers	199.1	156.2	155.0			
Renewable energy (% of energy use)³²	76%^	45%^	35%		TC-SI-130a.1	UNGC: Principle 8
Data center energy (% of energy use)	98%^	66%^	49%			
Reduction of energy consumption	2020 Global Impact Report/Environmental Sustainability/2020 Energy & Emissions Trends, page 30			302-4		UNGC: Principle 8

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²⁵ All scores benchmarked against top technology peers.

²⁶ Whether the employee is happy at PayPal or would recommend PayPal to their friend. Our overall Engagement Score increased 4 points over 2019, placing PayPal in the top 5% of our benchmark.

²⁷ Whether the employee feels inspired at PayPal. Inspiration score is up 5 points from 2019.

²⁸ Whether the employee intends to stay at PayPal for the next two years. 2020 Intent to Stay Score is 6 points above our benchmark.

²⁹ Percentage of employees who agree that diverse perspectives are valued at PayPal.

³⁰ The PayPal-defined net disposable income is the discretionary income remaining for our employees after taxes and typical living expenses are paid.

³¹ Vendor climate engagement metrics are based on our initial assessment of the 300 largest vendors, by spend, across PayPal's supply chain. We will continue to look for opportunities to enhance our reporting in this area as we refine our assessment methodology and vendor engagement practices.

³² We've revised prior period energy and emissions metrics based on improvements in both data quality and calculation methodology. Notably, in 2020 we reassessed the application of the operational control consolidation approach to direct operational (Scope 1) emissions sources at our leased sites to ensure only emissions sources over which PayPal has operational control are counted. Emissions sources over which landlords have operational control will be addressed through our green leasing and vendor engagement initiatives.

^ Limited external assurance.

Description	FY20	FY19	FY18	GRI	SASB	UNGC and/or SCM
ENVIRONMENTAL SUSTAINABILITY (cont.)						
<i>Climate Change Mitigation (cont.)</i>						
GHG emissions by Scope (MTCO₂e in thousands)³³	38.7	112.7	121.8			SCM: Climate change
Scope 1 Emissions	3.0 [^]	6.5 [^]	8.1	305-1		
Scope 2 Emissions ³⁴	22.1 [^]	46.6 [^]	56.7	305-2		
Scope 3 Emissions ³⁵	13.6 [^]	59.6 [^]	57.0	305-3		
GHG emissions (Scope 1&2) by facility type (MTCO₂e in thousands, MBM)^{33,36}	24.5	51.3	63.1			
Offices	23.2	33.8	36.3			
Data centers	1.3	17.5	26.8			
Integration of environmental considerations into strategic planning for data center needs	2020 Global Impact Report/Environmental Sustainability/2020 Energy & Emissions Trends, page 30 PayPal Environmental Sustainability				TC-SI-130a.3	UNGC: Principles 7, 8
Carbon intensity per transaction (grams CO₂)³⁷	1.6	4.3	–			
<i>Natural Resource Management</i>						
Management approach	2020 Global Impact Report/Environmental Sustainability/Managing Our Natural Resources, page 31 PayPal Environmental Sustainability Policy PayPal Third Party Code of Business Conduct & Ethics				103-1, 103-2, 103-3	UNGC: Principles 7, 8
IT hardware retired (metric tons)	152	300	–			
Sold for refurbishment and reuse (%)	38%	57%	–			
Transferred to secure disposal vendors (%)	62%	43%	–			
IT asset disposal service providers certified (%)	100%	100%	100%			
RESPONSIBLE BUSINESS PRACTICES						
<i>Business Ethics</i>						
Values, principles, standards and norms of behavior	2020 Global Impact Report/About PayPal/Vision, Mission & Values, page 7; Responsible Business Practices/Business Ethics, page 38 Code of Business Conduct & Ethics PayPal Third Party Code of Business Conduct & Ethics				102-16	UNGC: Principles 1, 2, 6, 10 SCM: Governing purpose
Employee completion of annual compliance and ethics training (% of total workforce)	100%	100%	100%		205-2	UNGC: Principle 6 SCM: Ethical behaviour
Mechanisms for advice and concerns about ethics	2020 Global Impact Report/Responsible Business Practices/Business Ethics, page 38 Code of Business Conduct & Ethics, page 7				102-17	UNGC: Principle 6 SCM: Ethical behaviour

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³³ We've revised prior period energy and emissions metrics based on improvements in both data quality and calculation methodology. Notably, in 2020 we reassessed the application of the operational control consolidation approach to direct operational (Scope 1) emissions sources at our leased sites to ensure only emissions sources over which PayPal has operational control are counted. Emissions sources over which landlords have operational control will be addressed through our green leasing and vendor engagement initiatives.

³⁴ Scope 2 emissions data is calculated using the GHG Protocol Market-Based Method (MBM), which includes purchases of off-site renewable energy.

³⁵ Scope 3 inventory includes Fuel and Energy Related Activities (FERA), which includes estimates based on Scope 2 data center emissions from IT infrastructure energy use under PayPal operational control, and Business Travel emissions from air, rail, rental car and hotel lodging. Prior period Scope 3 emissions have been revised to confirm to the current period presentation. Limited external assurance has been obtained for Business Travel emissions; limited external assurance for FERA emissions is under review.

³⁶ Scope 1 emissions by facility type excludes corporate jet.

³⁷ Equivalent to charging your cellphone to 20% or driving your car 20 feet, or to the end of your driveway. As part of our commitment to transparent reporting, we are disclosing our historical and current-year data for carbon intensity per transaction for the first time.

[^] Limited external assurance.

Description	FY20	FY19	FY18	GRI	SASB	UNGC and/or SCM
RESPONSIBLE BUSINESS PRACTICES (cont.)						
<i>Business Ethics (cont.)</i>						
Processes for managing and avoiding conflicts of interest	Code of Business Conduct & Ethics, page 26-29			102-25		
Anti-corruption policies and procedures	Code of Business Conduct & Ethics, page 30			205-2		UNGC: Principle 10 SCM: Ethical behaviour
Approach to preventing human trafficking or compulsory labor	2020 Global Impact Report/Responsible Business Practices/Business Ethics, page 38 Modern Slavery and Human Trafficking Statement PayPal Third Party Code of Business Conduct & Ethics			408-1, 409-1		UNGC: Principles 1, 2, 4, 5 SCM: Dignity and equality
Monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	2020 Annual Report/Legal Proceedings, page 23, 91				TC-SI-520a.1	
<i>Corporate Governance</i>						
Governance structure and approach	2020 Global Impact Report/Responsible Business Practices/Corporate Governance & ESG Oversight, pages 32-34 2021 Proxy Statement, pages 6-7, 10-11			102-18, 102-20, 102-22, 102-26, 103-1, 103-2, 103-3		UNGC: Principle 6 SCM: Quality of governing body
Independent Directors (% of Board)	90.9%	91.6%	91.6%	102-22		SCM: Quality of governing body
Board gender and ethnic diversity (% of Board)³⁸	45%	50%	50%	102-22, 405-1		SCM: Quality of governing body
Executive leadership gender and ethnic diversity (% of PayPal executives)¹⁰⁵	50%	–	–	405-1		
<i>Cybersecurity and Secure Transactions</i>						
Approach to identifying and addressing data security risks	2020 Global Impact Report/Responsible Business Practices/Data Responsibility, Privacy & Security, pages 36-37			103-1, 103-2, 103-3	TC-SI-230a.2 FN-CF-230a.3	SCM: Risk and opportunity oversight
Transaction loss rate (%)³⁹	0.12%	0.15%	0.18%		FN-CF-230a.2	
<i>Data Privacy</i>						
Policies and practices relating to behavioral advertising and user privacy	2020 Global Impact Report/Responsible Business Practices/ Data Responsibility, Privacy & Security, page 36 PayPal Privacy Statement Privacy Hub			103-1, 103-2, 103-3	TC-SI-220a.1	UNGC: Principle 1
Monetary losses as a result of legal proceedings associated with user privacy	2020 Annual Report/Legal Proceedings, page 23, 91				TC-SI-220a.3 FN-CF-220a.2	
<i>Sustainable Supply Chain Management</i>						
Supply chain	2020 Global Impact Report/Environmental Sustainability/Leadership Through Partnership, page 29; Responsible Business Practices, page 32 PayPal Third Party Code of Business Conduct & Ethics			102-9		UNGC: Principles 1, 4, 5, 6

³⁸ Ethnically diverse includes Asian, Black, LatinX and Other.

³⁹ Transaction loss rate represents transaction losses (including expensing associated with buyer and seller protection programs, fraud and chargebacks) divided by our TPV (Total Payment Volume).