

PayPal's SASB Index

This index maps our latest disclosures from the 2022 Global Impact Report and other public documents to the IFRS Foundation's SASB standards, which aim to provide voluntary, industry-specific standards for companies to disclose financially material sustainability topics and related performance metrics. Below we report on relevant key topics from the Software & IT Services and Consumer Finance industry standards.¹ We will continue to evaluate opportunities for future reporting enhancements. To read our full ESG Performance Metrics table, please see the [2022 Global Impact Report](#).

Bureau Veritas UK provided an independent limited assurance opinion on select ESG metrics (those denoted with a ^). A full assurance statement including limitations and exclusions can be found on [pages 50-51 of the 2022 Global Impact Report](#).

Topic	Code	Accounting Metric	Disclosure	FY22	FY21	FY20
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Global energy use (MWh in thousands)	259.8 [^]	256.6 [^]	264.1
			Facilities	59.6	51.7	65.0
			Data centers	200.3	204.9	199.1
			Renewable energy (% of total energy use)	90% [^]	88% [^]	76% [^]
			Facilities (% of energy use)	58%	40%	11%
			Data centers (% of energy use)	100% [^]	100% [^]	98% [^]
	TC-SI-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Total water consumed (gallons) (in millions) ²	79.1 [^]	77.6	-
TC-SI-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs	2022 Global Impact Report/Environmental Sustainability/Mitigating Our Climate-Related Risks, pages 34-35 Environmental Sustainability webpage				
Data Privacy & Freedom of Expression	TC-SI-220a.1	Description of policies and practices relating to behavioral advertising and user privacy	2022 Global Impact Report/Responsible Business Practices/Enriching Our Global Data Management & Privacy Practices, page 14-15 Trust & Privacy webpage , PayPal Privacy Statement , Privacy Hub			
	TC-SI-220a.3 FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with user privacy	2022 Annual Report/Legal Proceedings, pages 106-107			
Data Security	TC-SI-230a.2 FN-CF-230a.3	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	2022 Global Impact Report/Responsible Business Practices/Enabling Effective Cybersecurity Management, pages 12-13 Responsible Business Practices webpage			
Recruiting & Managing a Global, Diverse & Skilled Workforce	TC-SI-330a.1	Percentage of employees that are (1) foreign nationals and (2) located offshore	Global employees ³	29,900	30,900	26,500
			U.S.-based	11,800	13,100	12,300
			Nationalities	148	154	150
			Countries	27	~30	~30
	TC-SI-330a.2	Employee engagement as a percentage	Engagement score ⁴	79 [^]	83 [^]	84 [^]

(continued)

¹ We selected metrics from both sets of SASB industry standards that reflect topics most directly applicable to our business and stakeholders. For some topics, including Customer Privacy, Data Privacy, Data Security and Selling Practices, we do not report on all accounting metrics based on relevance to our business and our current disclosures.

² Water consumption data is collected from facilities under PayPal's operational control utilizing direct reporting and estimated data. All PayPal data center premises are housed in co-location data center facilities and, as such, we do not have operational control of water use from data centers, nor do co-location data center facilities have the ability to measure water consumption for PayPal's premises. We engage with our data center co-location providers on water management best practices as part of our overall service agreements and requirements.

³ As of December 31 of each year.

⁴ Whether the employee would recommend PayPal to their friends and/or is happy at PayPal.

[^] Received limited external assurance on this metric in current and/or previous reporting periods.

Topic	Code	Accounting Metric	Disclosure	FY22	FY21	FY20
Recruiting & Managing a Global, Diverse & Skilled Workforce (cont.)	TC-SI-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	Diverse workforce representation (% of overall workforce) ⁵	55.9% [^]	56.1% [^]	56.5% [^]
			Global gender diversity (% of global workforce) ⁶			
			<i>Female</i>	44.0% [^]	43.7% [^]	42.8% [^]
			<i>Male</i>	55.9%	56.2%	57.0%
			<i>Non-binary</i>	0.07%	0.04%	0.03%
			Technical workforce by gender ⁷			
			<i>Female</i>	28.1%	27.3%	26.9%
			<i>Male</i>	71.7%	72.6%	72.9%
			<i>Non-binary</i>	0.12%	0.05%	0.05%
			Professional workforce by gender ⁸			
			<i>Female</i>	44.2%	43.9%	43.1%
			<i>Male</i>	55.7%	56.0%	56.9%
			<i>Non-binary</i>	0.07%	0.04%	0.03%
			Leadership by gender ⁹			
			<i>Female</i>	36.0%	33.4%	32.8%
			<i>Male</i>	64.0%	66.6%	67.2%
			<i>Non-binary</i>	0.00%	0.00%	0.00%
			U.S. ethnic diversity (% of U.S. workforce) ¹⁰			
			<i>American Indian or Alaska Native</i>	0.2%	0.3%	0.2%
			<i>Asian</i>	34.5%	32.7%	33.0%
			<i>Black or African American</i>	8.3%	7.4%	6.0%
			<i>Hispanic or Latinx</i>	8.2%	8.6%	8.3%
			<i>Native Hawaiian or Pacific Islander</i>	0.3%	0.3%	0.3%
			<i>Two or More Races</i>	2.5%	2.4%	2.2%
			<i>White</i>	42.6%	44.8%	47.3%
			Technical workforce ethnic diversity ⁷			
			<i>American Indian or Alaska Native</i>	0.1%	0.1%	0.1%
<i>Asian</i>	59.7%	58.9%	58.9%			
<i>Black or African American</i>	2.5%	2.3%	2.0%			
<i>Hispanic or Latinx</i>	4.1%	4.2%	4.2%			
<i>Native Hawaiian or Pacific Islander</i>	0.3%	0.2%	0.3%			
<i>Two or More Races</i>	1.8%	1.6%	1.5%			
<i>White</i>	28.2%	29.3%	29.7%			

(continued)

⁵ Total diverse workforce representation is defined as global women and U.S. ethnically diverse men based on U.S. EEO-1 defined categories.

⁶ Workforce representation metrics in this section of the GRI Index are based on self-reported data. Due to rounding and exclusion of employees who do not self-identify, numbers presented may not reflect exact totals. Ethnically diverse includes U.S. EEO-1 defined categories American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander or Two or More Races.

⁷ Technical roles include employees in engineering, information technology and technology operations.

⁸ Professional is defined as Director roles and below.

⁹ Leadership is defined as Senior Director roles and above.

¹⁰ Ethnically diverse includes U.S. EEO-1 defined categories American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander or Two or More Races.

[^] Received limited external assurance on this metric in current and/or previous reporting periods.

Topic	Code	Accounting Metric	Disclosure	FY22	FY21	FY20			
Recruiting & Managing a Global, Diverse & Skilled Workforce (cont.)	TC-SI-330a.3 (cont.)	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees (cont.)	Professional workforce ethnic diversity ¹¹	54.6%	52.2%	50.5%			
			<i>American Indian or Alaska Native</i>	0.2%	0.3%	0.3%			
			<i>Asian</i>	34.8%	32.9%	33.2%			
			<i>Black or African American</i>	8.4%	7.5%	6.1%			
			<i>Hispanic or Latinx</i>	8.3%	8.7%	8.4%			
			<i>Native Hawaiian or Pacific Islander</i>	0.3%	0.3%	0.3%			
			<i>Two or More Races</i>	2.5%	2.5%	2.2%			
			<i>White</i>	42.0%	44.3%	46.8%			
			Leadership ethnic diversity ¹²	37.4%	37.2%	36.5%			
			<i>American Indian or Alaska Native</i>	0.0%	0.0%	0.0%			
			<i>Asian</i>	26.4%	27.0%	26.2%			
			<i>Black or African American</i>	3.6%	4.0%	3.0%			
			<i>Hispanic or Latinx</i>	5.0%	4.5%	5.8%			
			<i>Native Hawaiian or Pacific Islander</i>	0.0%	0.0%	0.0%			
			<i>Two or More Races</i>	2.5%	1.7%	1.5%			
			<i>White</i>	57.7%	58.4%	60.7%			
			Underrepresented minorities by role (% of U.S. workforce) ¹³						
			Overall workforce	19.5%	18.9%	17.0%			
			Technical ¹⁴	8.9%	8.5%	8.1%			
			Professional ¹¹	19.8%	19.3%	17.3%			
			Leadership ¹²	11.0%	10.2%	10.3%			
			Ethnically diverse women by role (% of U.S. workforce) ¹⁵						
			Overall workforce	24.3%	22.8%	20.8%			
			Technical	22.6%	22.0%	21.6%			
			Professional	24.7%	23.1%	21.1%			
			Leadership	14.2%	13.2%	11.3%			
			Ethnically diverse men by role (% of U.S. workforce) ¹⁵						
			Overall workforce	29.6%	28.9%	29.2%			
			Technical	45.8%	45.3%	45.3%			
			Professional	29.9%	29.0%	29.4%			
Leadership	23.2%	24.0%	25.2%						

(continued)

¹¹ Professional is defined as Director roles and below.

¹² Leadership is defined as Senior Director roles and above.

¹³ U.S. employees who identify as Black or African American, Hispanic or Latinx, American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, or Two or More Races.

¹⁴ Technical roles include employees in engineering, information technology and technology operations.

¹⁵ Ethnically diverse includes U.S. EEO-1 defined categories American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander or Two or More Races.

Topic	Code	Accounting Metric	Disclosure	FY22	FY21	FY20
Intellectual Property Protection & Competitive Behavior	TC-SI-520a.1	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	2022 Annual Report/Legal Proceedings, pages 106-107			
Managing Systemic Risks from Technology Disruptions	TC-SI-550a.2	Description of business continuity risks related to disruptions of operations	2022 Global Impact Report/Responsible Business Practices/Managing Risk & Compliance, page 11 2022 Annual Report/Risk Factors, pages 20-28			

Code	Activity Metric	Response/Location	FY22	FY21	FY20
FN-CF-000.A ¹⁶	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	Active accounts (in millions) ¹⁷	435	426	377
		Active consumer accounts (in millions)	400	392	348
		Active merchant accounts (in millions)	35	34	29
TC-SI-000.A ¹⁶	(1) Number of licenses or subscriptions, (2) percentage cloud-based	Total payment volume (in billions)	\$1,357	\$1,246	\$936
		Number of payment transactions (in billions)	22.3	19.3	15.4

¹⁶ Modified activity metric to provide relevant business information.

¹⁷ As of December 31 of each year.