

Corporate Sustainability & Impact Performance Metrics Table

In the following table, we disclose our corporate sustainability and impact (“CS&I”) programs, policies, and metrics mapped to the following voluntary reporting frameworks and initiatives: The Global Reporting Initiative (GRI) standards; relevant industry standards from the International Financial Reporting Standards Foundation’s Sustainability Accounting Standards Board (SASB) for the Software & IT Services and Consumer Finance industries;¹ the Ten Principles of the United Nations Global Compact (UNGC); and the Stakeholder Capitalism Metrics (SCM).² Disclosures are organized by our four CS&I pillars — Responsible Business Practices, Social Innovation, Employees & Culture, and Environmental Sustainability. The GRI disclosures in this table represent our GRI content index, prepared in accordance with the 2021 Universal Standards. We map our 2023 CS&I performance metrics to the recommended SCM core metrics, as appropriate, with select inclusion of expanded metrics.³ We will continue to evaluate opportunities for future reporting enhancements. To learn more about our impact related disclosures please see our [2023 Global Impact Report](#).

Bureau Veritas UK provided an independent limited assurance opinion on select CS&I metrics (those denoted with a ^). A full assurance statement including limitations and exclusions can be found on [pages 45-46 of the 2023 Global Impact Report](#).

Description	FY23 ⁴	FY22	FY21	GRI	SASB	UNGC	SCM
ABOUT PAYPAL							
Organization & Reporting Practices							
Organizational details	2023 Global Impact Report/About PayPal, page 4 Who We Are webpage			2-1			
Activities, value chain, and other business relationships	2023 Global Impact Report/About PayPal, page 4 2023 Annual Report/Business, pages 2-6			2-6			
Mission, vision, and values	2023 Global Impact Report/About PayPal, page 4 Mission, Vision, & Values webpage						Setting purpose, purpose-led management
Statement on sustainable development strategy	2023 Global Impact Report/Message from Our President & CEO, page 3			2-22			Setting purpose, purpose-led management
Active accounts (in millions) ⁵	426	435	426		FN-CF-000.A ⁶		
Active consumer accounts (in millions)	391	400	392				
Active merchant accounts (in millions)	35	35	34				
Total payment volume (in billions)	\$1,529	\$1,357	\$1,246		TC-SI-000.A ⁶		
Number of payment transactions (in billions)	25.0	22.3	19.3		TC-SI-000.A ⁶		
Annual revenue (in billions)	\$29.77	\$27.52	\$25.37	201-1			Economic contribution
Markets served ⁷	~200	200+	200+	2-1, 2-6			
Additional operational and financial results	2023 Annual Report/Management’s Discussion and Analysis of Financial Condition and Results of Operations, pages 32-51			201-1			Financial investment contribution disclosure
Total research and development expenses (in billions)	\$1.6	\$1.7	\$1.6				Total R&D expenses
Total tax paid (in millions)	2023 Annual Report/Management’s Discussion and Analysis of Financial Condition and Results of Operations, page 45			201-1			Total tax paid
Effective tax rate	22%	28%	-2%				
Entities included in the organization’s sustainability reporting	2023 Global Impact Report/About PayPal, page 4 2023 Annual Report/Business, pages 2-3			2-2			
Reporting period, frequency, and contact point	This report covers calendar year 2023, unless otherwise stated. PayPal’s CS&I reporting follows an annual cycle. For questions, please contact Sustainability@paypal.com .			2-3			

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM ⁸
ABOUT PAYPAL (cont.)							
Organization & Reporting Practices (cont.)							
Membership associations	2023 Global Impact Report/Multiple references throughout this report, pages 10, 18, 30, 33 PayPal Inc. Trade Associations (Federal & State)			2-28			
Approach to stakeholder engagement	2023 Global Impact Report/About PayPal/Issue Prioritization & Stakeholder Engagement, page 6 2024 Proxy Statement/Multiple references, pages 8, 32-34, 41, 43			2-29			Significant issues impacting stakeholders
Process to determine significant topics	2023 Global Impact Report/About PayPal/Issue Prioritization & Stakeholder Engagement, page 6			3-1			Significant issues impacting stakeholders
List of significant topics	About PayPal/Issue Prioritization & Stakeholder Engagement, page 6 2024 Proxy Statement/Corporate Sustainability and Impact Strategy, page 41			3-2			Significant issues impacting stakeholders
Restatement of information	Included throughout the 2023 Global Impact Report and this index as necessary.			2-4			
External assurance	2023 Global Impact Report/Appendix/Independent Limited Assurance Statement, pages 45-46			2-5			
Corporate Governance							
Governance structure and approach	2023 Global Impact Report/About PayPal/Governance & Corporate Sustainability & Impact Oversight, page 7 2024 Proxy Statement/Corporate Governance, pages 23-30			2-9, 2-12			Governance body composition
Independent Directors (% of Board)	90.9%	91.7%	91.7%	2-9			Governance body composition
Board diversity (% of Board) ⁹	50.0%	50.0%	50.0%	2-9, 405-1			Governance body composition
Gender diversity (% of women on the Board)	33.3%	33.3%	33.3%				
Ethnic diversity (% of Board identifying as ethnically diverse) ¹⁰	16.7%	16.7%	16.7%				
Composition, nomination, and selection of the highest governance body	2023 Global Impact Report/About PayPal/Governance & Corporate Sustainability & Impact Oversight, page 7 2024 Proxy Statement/Election of Directors, pages 13-22			2-10, 2-11			Governance body composition
Highest governance body's role in managing and reporting impacts	2023 Global Impact Report/About PayPal/Governance & Corporate Sustainability & Impact Oversight, page 7 2024 Proxy Statement/CS&I Governance Structure, page 40			2-13, 2-14			Economic, environmental, and social topics in capital allocation framework
Conflicts of interest	2024 Proxy Statement/Multiple references, pages 24, 34-36			2-15			
Collective knowledge of the highest governance body	2023 Global Impact Report/About PayPal/Governance & Corporate Sustainability & Impact Oversight, page 7 2024 Proxy Statement/Multiple references, pages 15, 17-22, 31, 40-41			2-17			Governance body composition
Evaluation of performance of the highest governance body	2024 Proxy Statement/Board and Committee Evaluations, page 32			2-18			
Remuneration policies and process	2024 Proxy Statement/Multiple references, pages 37-39, 51-93			2-19, 2-20			Remuneration
CEO pay ratio	2024 Proxy Statement/CEO Pay Ratio Disclosure, page 92			2-21			Wage level

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM
RESPONSIBLE BUSINESS PRACTICES							
Cybersecurity							
Approach to identifying and addressing data security risks	2023 Global Impact Report/Responsible Business Practices/Cybersecurity & Secure Transactions, pages 9-10 Responsible Business Practices webpage			3-3	TC-SI-230a.2 FN-CF-230a.3		
Compliant, ethical, and humane use of our products	2023 Global Impact Report/Responsible Business Practices/Platform Security & Fraud Protection, page 10 Acceptable Use Policy			3-3		Principles 1, 2	
Transaction loss rate ¹¹	0.08%	0.09%	0.09%		FN-CF-230a.2		
Passkeys enrollment (in millions) ¹²	25.0	1.1	-				
Data Privacy							
Approach, policies, and practices relating to user privacy	2023 Global Impact Report/Responsible Business Practices/Data Management & Privacy, pages 11-12 Responsible Business Practices webpage , PayPal Privacy Statement , Privacy Hub			3-3	TC-SI-220a.1	Principle 1	
Monetary losses as a result of legal proceedings associated with user privacy	2023 Annual Report/Legal Proceedings, page 109			418-1	TC-SI-220a.3 FN-CF-220a.2		
Business Ethics							
Approach to upholding business ethics	2023 Global Impact Report/Responsible Business Practices/Business Ethics, page 14 Responsible Business Practices webpage			3-3			Protected ethics advice and reporting mechanisms
Risk and compliance management	2023 Global Impact Report/Responsible Business Practices/Risk Management & Compliance, page 13 2023 Annual Report/Risk Factors, pages 14-28			2-27			Integrating risk and opportunity into business process
Anti-corruption policies and procedures	Code of Business Conduct & Ethics, pages 31-33, 39-41			205-2		Principle 10	Anti-corruption
Monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	2023 Annual Report/Legal Proceedings, page 109			206-1	TC-SI-520a.1		Monetary losses from unethical behavior
Employee completion of annual training (% of total workforce) ¹³	100% [^]	100% [^]	100% [^]	2-24, 205-2		Principles 6, 10	Anti-corruption
Communication of critical concerns	Code of Business Conduct & Ethics, page 8			2-16			
Processes to remediate negative impacts	Code of Business Conduct & Ethics			2-25			
Mechanisms for seeking advice and raising concerns	Code of Business Conduct & Ethics, page 8			2-26		Principle 6	Protected ethics advice and reporting mechanisms
Policy commitments	2023 Global Impact Report/Responsible Business Practices/Business Ethics, page 14 Code of Business Conduct & Ethics Environmental Risk Management Policy			2-23		Principles 1, 2, 6, 7, 10	
Embedding policy commitments	2023 Global Impact Report/Responsible Business Practices/Business Ethics, page 14 Code of Business Conduct & Ethics			2-24			

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM
RESPONSIBLE BUSINESS PRACTICES (cont.)							
Business Ethics (cont.)							
Approach to respecting human rights	2023 Global Impact Report/Responsible Business Practices/Business Ethics, page 14 Code of Business Conduct & Ethics, page 46 Joint U.K. and Australia Modern Slavery Statement			3-3, 408-1, 409-1		Principles 1, 2, 4, 5	Risk for incidents of child, forced, or compulsory labor
Political engagement and transparency approach	2023 Global Impact Report/Responsible Business Practices/Business Ethics, page 14 Political Engagement and Transparency Policy Political Spending and Lobbying Disclosures			415-1			Alignment of strategy and policies to lobbying
Business continuity risks related to disruptions of operations	2023 Global Impact Report/Responsible Business Practices/Risk Management & Compliance, page 13 2023 Annual Report/Risk Factors, pages 21-28				TC-SI-550a.2		Integrating risk and opportunity into business process
Approach to sustainable supply chain management	2023 Global Impact Report/Responsible Business Practices/Business Ethics, page 14 ; Employees & Culture/Belonging, page 25 ; 2023 Global Impact Report/Environmental Sustainability/Climate-Related Risk Management, page 30 Supplier Diversity Program Third Party Code of Business Conduct & Ethics			2-6, 3-3		Principles 1, 4, 5, 6, 8	
SOCIAL INNOVATION							
Economic Empowerment							
Approach to promoting economic opportunity for small- and medium-sized businesses (SMBs) and entrepreneurs	2023 Global Impact Report/Social Innovation/Products & Partnerships to Support SMBs, page 16			3-3, 203-2		Principle 1	Significant indirect economic impacts
Cumulative access to capital facilitated for SMBs (in billions) ¹⁴	\$28.2 [^]	\$25.5 [^]	\$21.3 [^]				
Annual access to capital for SMBs (in billions)	\$2.7 [^]	\$4.2 [^]	\$2.7 [^]				
Loans facilitated to SMBs (total since 2013) (in millions) ¹⁴	1.3	1.2	1.1				
Venmo business profiles created (in millions) ¹⁵	3.0	2.1	1.1				
Financial Health & Inclusion							
Approach to advancing financial health and consumer convenience	2023 Global Impact Report/Social Innovation/Financial Health & Consumer Convenience, page 19			3-3			
Significant economic impacts	2023 Global Impact Report/Social Innovation/Financial Health & Consumer Convenience, page 19			203-2			Significant indirect economic impacts
Average Xoom international remittance rate ¹⁶	2.93% [^]	2.92% [^]	2.80% [^]			Principle 1	
Giving¹⁷							
Funds raised for nonprofits and causes (in billions)	\$20.9 [^]	\$20.4 [^]	\$19.2 [^]				
Funds raised for nonprofits (in billions) ¹⁸	\$19.8	\$19.2	\$18.4				
Funds raised for causes via personal or business fundraising (in billions)	\$1.1	\$1.2	\$0.8				
Total number of donors (in millions)	51.9 [^]	55.1 [^]	56.1 [^]				

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM
SOCIAL INNOVATION (cont.)							
Giving (cont.)¹⁷							
Total number of donations (in millions)	264.7	272.8	278.1				
Number of donations through Give at Checkout (in millions)	16.6	23.7	27.0				
Nonprofits and causes supported (in millions) ¹⁹	1.4	1.4	1.4				
Nonprofits supported (in millions) ^{20,21}	0.95	0.98	1.06				
Funds raised through PayPal Fundraisers (in millions)	\$96.3	\$63.4	\$26.2				
Causes supported	438,500	599,200	453,500				
Number of donors	1,771,000	1,157,300	516,600				
Funds raised through PayPal Digital Wallet (in millions)	\$342.2	\$255.7	\$181.8				
EMPLOYEES & CULTURE							
Employee Recruitment & Development							
Approach to recruiting and managing a global workforce	2023 Global Impact Report/Employees & Culture/Global Talent Management, page 22 Employees & Culture webpage Code of Business Conduct & Ethics Joint U.K. and Australia Modern Slavery Statement			2-8, 3-3		Principle 6	
Global employees ⁵	~27,000	29,900	30,900	2-7			Absolute number and rate of employment
U.S.-based	10,250	11,800	13,100				
Nationalities	144	148	154				
Countries	27	27	~30				
Overall workforce by region				2-7			
Americas	45%	44%	–				
Asia-Pacific	42%	43%	–				
Europe and Middle East	13%	13%	–				
Total annual turnover rate ²²	21.0%^	23.8%^	15.6%^	401-1			Absolute number and rate of employment
Annual employee survey participation rate ²³	82%^	83%^	79%				
Engagement score ²⁴	77^	79^	83^		TC-SI-330a.2		
Intent to stay score ²⁵	77^	78^	80^				
Learning and development hours (in millions) ²⁶	0.7	0.9	–	404-1			Training provided
Employees engaged in learning resources	28,100	27,700	–				
Average hours per employee	23.7	32.6	–				
Self-directed courses accessed ²⁷	81,000	98,600	112,500				
Saved development days (number of days) ²⁸	14,200	14,300	15,200				Monetized impacts of training

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM
EMPLOYEES & CULTURE (cont.)							
Employee Wellness							
Approach to prioritizing employee total wellness	2023 Global Impact Report/Employees & Culture/Global Talent Management, page 22 PayPal Benefits webpage			3-3, 401-2, 403-1, 403-6			Health and safety
Collective bargaining agreements	Not applicable			2-30		Principles 1, 3	
Belonging²⁹							
Approach to fostering an inclusive environment that cultivates belonging	2023 Global Impact Report/Employees & Culture/Belonging, page 25			3-3		Principles 1, 6	
Employee Resource Groups (ERGs)	8	8	8				
Participating employees	9,400	8,100	7,600				
Global gender pay equity ³⁰	100%	100%	100%	405-2			Pay equality
U.S. ethnic pay equity ³⁰	100%	100%	100%				Pay equality
Diverse executive leadership (% of executive leadership) ³¹	71.4%	63.6%	55.6%	405-1			
Female (% of executive leadership)	42.9%	27.3%	22.2%				
Ethnically diverse (% of executive leadership) ¹⁰	28.6%	54.6%	44.4%				
Diverse workforce representation (% of overall workforce) ³²	54.6% [^]	55.9% [^]	56.1% [^]	405-1	TC-SI-330a.3		Diversity and inclusion
Global disability (% of overall workforce) ³³	1.6%	1.7%	1.6%	405-1			Diversity and inclusion
U.S. veteran status (% of U.S. workforce) ³⁴	4.3%	3.7%	3.6%				Diversity and inclusion
U.S. LGBTQ+ (% of U.S. workforce) ³⁵	2.8%	2.8%	2.7%				Diversity and inclusion
Global gender diversity (% of global workforce)	2023 Global Impact Report/Employees & Culture/Belonging, page 26			2-7, 405-1	TC-SI-330a.3		Diversity and inclusion
Female	43.0% [^]	44.0% [^]	43.7% [^]				
Male	56.9%	55.9%	56.2%				
Non-binary	0.08%	0.07%	0.04%				
Technical workforce by gender ³⁶				405-1	TC-SI-330a.3		Diversity and inclusion
Female	28.7%	28.1%	27.3%				
Male	71.1%	71.7%	72.6%				
Non-binary	0.11%	0.12%	0.05%				
Professional workforce by gender ³⁷				405-1	TC-SI-330a.3		Diversity and inclusion
Female	43.1%	44.2%	43.9%				
Male	56.7%	55.7%	56.0%				
Non-binary	0.08%	0.07%	0.04%				
Leadership by gender ³⁸				405-1	TC-SI-330a.3		Diversity and inclusion
Female	37.9%	36.0%	33.4%				
Male	62.1%	64.0%	66.6%				
Non-binary	0.00%	0.00%	0.00%				

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM
EMPLOYEES & CULTURE (cont.)							
Belonging (cont.)²⁹							
U.S. ethnic diversity (% of U.S. workforce) ¹⁰	2023 Global Impact Report/Employees & Culture/Belonging, page 26 PayPal EEO-1 Reports			405-1	TC-SI-330a.3		Diversity and inclusion
	53.9%^	54.0%^	51.7%^				
<i>American Indian or Alaska Native</i>	0.2%	0.2%	0.3%				
<i>Asian</i>	37.2%	34.5%	32.7%				
<i>Black or African American</i>	6.5%	8.3%	7.4%				
<i>Hispanic or Latinx</i>	7.4%	8.2%	8.6%				
<i>Native Hawaiian or Pacific Islander</i>	0.3%	0.3%	0.3%				
<i>Two or More Races</i>	2.2%	2.5%	2.4%				
<i>White</i>	42.7%	42.6%	44.8%				
Technical workforce ethnic diversity ³⁶	69.2%	68.5%	67.4%	405-1	TC-SI-330a.3		Diversity and inclusion
<i>American Indian or Alaska Native</i>	0.1%	0.1%	0.1%				
<i>Asian</i>	60.9%	59.7%	58.9%				
<i>Black or African American</i>	2.3%	2.5%	2.3%				
<i>Hispanic or Latinx</i>	3.9%	4.1%	4.2%				
<i>Native Hawaiian or Pacific Islander</i>	0.2%	0.3%	0.2%				
<i>Two or More Races</i>	1.7%	1.8%	1.6%				
<i>White</i>	27.0%	28.2%	29.3%				
Professional workforce ethnic diversity ³⁷	54.4%	54.6%	52.2%	405-1	TC-SI-330a.3		Diversity and inclusion
<i>American Indian or Alaska Native</i>	0.2%	0.2%	0.3%				
<i>Asian</i>	37.6%	34.8%	32.9%				
<i>Black or African American</i>	6.7%	8.4%	7.5%				
<i>Hispanic or Latinx</i>	7.4%	8.3%	8.7%				
<i>Native Hawaiian or Pacific Islander</i>	0.3%	0.3%	0.3%				
<i>Two or More Races</i>	2.2%	2.5%	2.5%				
<i>White</i>	42.3%	42.0%	44.3%				

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM
EMPLOYEES & CULTURE (cont.)							
Belonging (cont.)²⁹							
Leadership ethnic diversity ³⁹	41.5%	37.4%	37.2%	405-1	TC-SI-330a.3		Diversity and inclusion
<i>American Indian or Alaska Native</i>	0.0%	0.0%	0.0%				
<i>Asian</i>	28.5%	26.4%	27.0%				
<i>Black or African American</i>	3.3%	3.6%	4.0%				
<i>Hispanic or Latinx</i>	6.8%	5.0%	4.5%				
<i>Native Hawaiian or Pacific Islander</i>	0.0%	0.0%	0.0%				
<i>Two or More Races</i>	2.8%	2.5%	1.7%				
<i>White</i>	53.3%	57.7%	58.4%				
Underrepresented minorities by role (% of U.S. workforce) ⁴⁰	2023 Global Impact Report/Employees & Culture/Belonging, page 26 PayPal EEO-1 Reports			405-1	TC-SI-330a.3		Diversity and inclusion
Overall workforce	16.5%	19.5%	18.9%				
Technical ³⁶	8.3%	8.9%	8.5%				
Professional ³⁷	16.8%	19.8%	19.3%				
Leadership ³⁸	13.0%	11.0%	10.2%				
Ethnically diverse women by role (% of U.S. workforce) ¹⁰	2023 Global Impact Report/Employees & Culture/Belonging, page 26 PayPal EEO-1 Reports			405-1	TC-SI-330a.3		Diversity and inclusion
Overall workforce	23.3%	24.3%	22.8%				
Technical	23.2%	22.6%	22.0%				
Professional	23.6%	24.7%	23.1%				
Leadership	16.5%	14.2%	13.2%				
Ethnically diverse men by role (% of U.S. workforce) ¹⁰	2023 Global Impact Report/Employees & Culture/Belonging, page 26 PayPal EEO-1 Reports			405-1	TC-SI-330a.3		Diversity and inclusion
Overall workforce	30.5%	29.6%	28.9%				
Technical	46.0%	45.8%	45.3%				
Professional	30.7%	29.9%	29.0%				
Leadership	25.0%	23.2%	24.0%				

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM
EMPLOYEES & CULTURE (cont.)							
Belonging (cont.)²⁹							
Attrition ⁴¹				401-1			Absolute number and rate of employment
Global attrition by gender							
<i>Female</i>	47.6%	-	-				
<i>Male</i>	52.1%	-	-				
<i>Non-binary</i>	0.2%	-	-				
U.S. attrition by ethnic diversity							
<i>American Indian or Alaska Native</i>	0.3%	-	-				
<i>Asian</i>	26.0%	-	-				
<i>Black or African American</i>	15.1%	-	-				
<i>Hispanic or Latinx</i>	11.4%	-	-				
<i>Native Hawaiian or Pacific Islander</i>	0.4%	-	-				
<i>Two or More Races</i>	3.7%	-	-				
<i>White</i>	38.2%	-	-				
Hiring ⁴²				401-1			Absolute number and rate of employment
Global hiring by gender							
<i>Female</i>	41.7%	-	-				
<i>Male</i>	57.7%	-	-				
<i>Non-binary</i>	0.3%	-	-				
U.S. hiring by ethnic diversity							
<i>American Indian or Alaska Native</i>	0.1%	-	-				
<i>Asian</i>	42.6%	-	-				
<i>Black or African American</i>	7.4%	-	-				
<i>Hispanic or Latinx</i>	8.1%	-	-				
<i>Native Hawaiian or Pacific Islander</i>	0.2%	-	-				
<i>Two or More Races</i>	2.6%	-	-				
<i>White</i>	32.6%	-	-				

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM
EMPLOYEES & CULTURE (cont.)							
Belonging (cont.)²⁹							
Promotions ⁴³							
Global promotions by gender							
Female	13.0%	-	-				
Male	12.4%	-	-				
Non-binary	16.7%	-	-				
U.S. promotions by ethnic diversity							
American Indian or Alaska Native	19.2%	-	-				
Asian	12.5%	-	-				
Black or African American	14.6%	-	-				
Hispanic or Latinx	16.1%	-	-				
Native Hawaiian or Pacific Islander	6.9%	-	-				
Two or More Races	9.2%	-	-				
White	14.5%	-	-				
Community Engagement							
Approach to engaging employees for community impact	2023 Global Impact Report/Employees & Culture/Employee Community Impact, page 27			3-3			
Total corporate charitable contributions (in millions) ⁴⁴	\$40.2	\$28.9	\$38.3	201-1			Economic contribution
Workforce engaged in community impact activities ⁴⁵	18,200	19,500	24,000				
Nonprofits supported through community impact activities	4,200+	4,000+	-				
Employee volunteer hours	118,500	99,700	83,700				
Skills-based volunteer hours ⁴⁶	46,400	49,200	-				
ENVIRONMENTAL SUSTAINABILITY							
Climate Change⁴⁷							
Approach to climate change	2023 Global Impact Report/Environmental Sustainability/Climate-Related Risk Management, pages 29-30 Environmental Sustainability webpage Environmental Risk Management Policy TCFD Index Third Party Code of Business Conduct & Ethics, page 3			3-3, 201-2, 302-4		Principles 7, 8, 9	Paris-aligned GHG emissions targets TCFD implementation Integrating risk and opportunity into business process
Integration of environmental considerations into strategic planning for data center needs	2023 Global Impact Report/Environmental Sustainability/Climate-Related Risk Management, pages 29-30 Environmental Sustainability webpage				TC-SI-130a.3	Principles 7, 8	

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Corporate Sustainability & Impact Performance Metrics Table (cont.)

Description	FY23	FY22	FY21	GRI	SASB	UNGC	SCM
ENVIRONMENTAL SUSTAINABILITY (cont.)							
Climate Change (cont.)⁴⁷							
Global energy use (MWh in thousands)	243.1 [^]	259.8 [^]	256.6 [^]	302-1	TC-SI-130a.1		
Facilities	49.6	59.6	51.7				
Data centers	193.5	200.3	204.9				
Renewable energy (% of total energy use)	89% [^]	90% [^]	88% [^]		TC-SI-130a.1	Principle 8	
Facilities (% of energy use)	46%	58%	40%				
Data centers (% of energy use)	100% [^]	100% [^]	100% [^]				
Science-based targets							Paris-aligned GHG emissions targets
Reduction in absolute operational GHG emissions (% since 2019 baseline) ⁴⁸	-75.1% [^]	-80.1% [^]	-73.1% [^]	305-5			
Vendors with science-based targets (% of vendors by spend) ⁴⁹	45.3% [^]	38.8% [^]	29.9% [^]				
GHG emissions by Scope (MTCO ₂ e in thousands)	515.1	517.1	535.3				GHG emissions
Scope 1	3.5 [^]	3.9 [^]	2.6 [^]	305-1			
Scope 2 (MBM) ⁵⁰	9.8 [^]	6.7 [^]	11.7 [^]	305-2			
Scope 3 ⁵¹	502	507	522	305-3			
Purchased goods and services	431	448	446				
Crypto-related ⁵²	80	68	48				
Capital goods	27	16	46				
Fuel and Energy-Related Activities (FERA) (MBM)	9.0 [^]	8.8 [^]	9.3 [^]				
Upstream transportation and distribution	12	11	1				
Business travel ⁵³	5.8 [^]	6.2 [^]	0.8 [^]				
Employee commuting and remote working ⁵⁴	18.3 [^]	17.0 [^]	18.7				
GHG emissions by Scope (MTCO ₂ e in thousands, LBM) ⁵⁵							GHG emissions
Scope 2	86.8 [^]	101.4 [^]	99.0	305-2			
Scope 3 FERA	23.0 [^]	34.4 [^]	34.4	305-3			
Carbon intensity per transaction (grams CO ₂) ⁵⁶	0.5	0.5	0.7	305-4			
Natural Resource Management⁴⁷							
Approach to managing natural resources	2023 Global Impact Report/Environmental Sustainability/Natural Resource Management, page 31 Environmental Sustainability webpage			3-3		Principles 7, 8	
Total water consumed (gallons) (in millions) ⁵⁷	56.8 [^]	79.1 [^]	77.6	303-5	TC-SI-130a.2		Water consumption and withdrawal in water-stressed areas
IT hardware retired (metric tons)	375	338	410	306-3			Impact of solid waste disposal
Sold or donated for refurbishment and reuse	52%	75%	74%	306-4			
Transferred to secure disposal vendors	48%	25%	26%	306-5			

Endnotes

- 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 For additional information on select historical data not reported within this report, please see PayPal's previous Global Impact Reports and other public disclosures.
- ³ We report on select themes and metrics based on relevance to our business and our current disclosures.
- ⁴ Each italicized response references an external document or resource relevant for this reporting year.
- ⁵ As of December 31 of each year.
- ⁶ Modified activity metric to provide relevant business information.
- ⁷ A market is a geographic area or political jurisdiction, such as a country, territory, or protectorate, in which we offer some or all of our products and services.
- ⁸ Please note that the applicable SCM framework metrics use the term "material." We have used the term "significant" for consistency with this report. See page 6 for more information.
- ⁹ As of December 31 of each year. Diverse is defined as women and U.S. ethnically diverse men based on U.S. EEO-1 defined categories.
- 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.
- ¹¹ 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).
- ¹² Number of accounts enrolled since launch in October 2022 through December 31, 2023.
- ¹³ Does not include exempt employees that are on leave during the due date of trainings.
- ¹⁴ Through PayPal Business Loans and PayPal Working Capital in the U.S., U.K., Australia, and Germany. Historical values throughout this report have been restated to exclude loans made through the U.S. Paycheck Protection Program. The lender for PayPal Working Capital, PayPal Business Loan, and PayPal Loan Builder is WebBank.
- ¹⁵ Total profiles since launch as of December 31 of each year.
- ¹⁶ The total fee amount paid by Xoom customers as a % of the total remittances sent by Xoom customers during a given period (typically, calendar year). This can also be understood as the amount of revenue received by the Xoom product as a % of the total Xoom Payment volume.
- ¹⁷ 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. We continue to revise prior period metrics based on improvements in data quality and calculation methodology.
- ¹⁸ Does not include funds raised through personal fundraising.
- ¹⁹ Total number of distinct nonprofits or causes supported each year.
- ²⁰ Represents the total number of nonprofit accounts supported each year. Does not include funds raised through personal fundraising.
- ²¹ Prior year values were previously rounded and have been updated to reflect more detailed disclosure.
- ²² Total turnover rate includes voluntary and involuntary employee attrition over the last 12 months ending December of each year.
- ²³ Our annual employee survey consists of 25 questions sent to all PayPal employees. The survey is administered by a third-party organization that provides independent benchmarking and analysis. Scores are converted from a mean score on a five-point scale to a score out of 100.
- ²⁴ Whether the employee would recommend PayPal to their friends and/or is happy at PayPal.
- ²⁵ Whether the employee intends to work at PayPal in two years.
- ²⁶ Prior year values have been restated to reflect updated calculation methodology.
- ²⁷ Self-paced learning courses offered through PayPal on LinkedIn Learning, Udemy, and O'Reilly that were accessed by employees.
- ²⁸ Number of development days saved in the year for engineers who completed proactive technical training classes versus individual learning.
- ²⁹ Workforce representation metrics in this section of the CS&I Performance Metrics Table 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.
- ³⁰ Pay equity analysis based on total compensation is defined as base salary, annual bonus, and annual equity awards.
- ³¹ FY23 values as of March 27, 2024, and all prior year values as of December 31 of each year. Executive Leadership includes those individuals identified as Executive Officers of the Company in our 2024 Proxy Statement. Diverse is defined as women and U.S. ethnically diverse men.
- ³² Total diverse workforce representation is defined as global women and U.S. ethnically diverse men based on U.S. EEO-1 defined categories.
- ³³ Global employees who have self-identified as having a disability in countries where it is legally allowed or required to disclose.
- ³⁴ U.S. employees who have self-identified as "Non-Protected Veterans" and "Protected Veterans."
- ³⁵ U.S. employees who have self-identified as LGBTQ+. Approximately 7% of U.S. employees responded as of December 31, 2023. This self-identify question is voluntary and the representation percent may vary based on broadened adoption among U.S. employees.
- ³⁶ Technical roles include employees in engineering, information technology, and technology operations.
- ³⁷ Professional is defined as Director roles and below.
- ³⁸ Leadership is defined as Senior Director roles and above.
- ³⁹ Leadership is defined as Senior Director roles and above. 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.
- ⁴⁰ 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.
- ⁴¹ Values represent percentage of total voluntary and involuntary departures.
- ⁴² Values represent percentage of total hires.
- ⁴³ Values represent percentage of total respective gender and ethnic group populations.
- ⁴⁴ Includes donations, matching gifts, grants, and in-kind donations.
- ⁴⁵ Number of employees that participated in community impact initiatives or activities, including volunteering, giving, and/or actions to integrate impact and sustainability into their daily lives.
- ⁴⁶ Hours of capacity-building and skill-based volunteer activities, including coaching of entrepreneurs and small business owners, nonprofit board service, and pro bono support.
- ⁴⁷ Due to rounding, numbers presented may not reflect exact totals.
- ⁴⁸ Operational greenhouse gas emissions include those emission sources covered by Scope 1 and Scope 2 market-based method (MBM) as defined by the Greenhouse Gas Protocol and the Science Based Targets initiative. In 2019, the base year for our operational emissions target, Scope 1 and 2 emissions totaled 53,100 metric tons. While we observed operational GHG reductions exceeding our 2025 goal we recognize that in future years this may change as the Company continues to grow.
- ⁴⁹ To calculate the progress toward our goal of reaching 75% vendors by spend with a science-based target (SBT), we consider relevant annual spend with vendors who have set or committed to setting a SBT validated by the Science Based Targets initiative (SBTi), or have publicly disclosed a greenhouse gas (GHG) emissions reduction goal that is aligned with the latest SBTi criteria, even if not validated by SBTi. For vendors with an SBT set or commitment to set an SBT, their targets have been verified against the latest SBTi v4.2 and v5 criteria.
- ⁵⁰ Scope 2 emissions data is calculated using the GHG Protocol market-based method (MBM), which includes purchases of renewable energy based contractual instruments.
- ⁵¹ Total Scope 3 emissions and spend-based emissions estimates are rounded to the nearest 1,000 metric tons CO2e to reflect limitations in the underlying data sources and estimation methodologies.
- ⁵² Cryptocurrency-related emissions are estimated using calendar year activity data and the Hybrid Emissions Allocation Method as presented in the Accounting for Cryptocurrency Climate Impacts guidance published by Crypto Carbon Rating Institute and South Pole in 2022. Cryptocurrency-related emissions are accounted for as purchased goods and services, consistent with the GHG Protocol, Value Chain Standard.
- ⁵³ As part of our commitment to sustainable business travel, we have worked directly with preferred travel vendors to refine our emissions calculation methodology. We will continue to work with vendors to enhance the granularity of employee travel information upon which our business travel GHG emissions calculations are based.
- ⁵⁴ Employee commuting emissions are estimated using average monthly office attendance data, employee transportation survey data, and U.S. EPA transportation mode emissions factors and are limited by data availability. Employee remote working emissions are estimated using average monthly remote working data and the remote working emissions methodology published by Anthesis Group in the Estimating Energy Consumption and GHG Emissions for Remote Workers white paper. We will periodically review publicly available methodologies and evaluate opportunities to enhance the quality and quantity of data available for estimating employee commuting and remote working emissions.
- ⁵⁵ Calculated using the GHG Protocol location-based method (LBM), which does not incorporate contractual instruments such as energy attribute certificates.
- ⁵⁶ Calculation includes operational emissions from all Scope 1 and 2 market-based method (MBM) sources, including corporate jet.
- ⁵⁷ 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.
- [^] Received limited external assurance on this metric in current and/or previous reporting periods.