



POSITIVE IMPACT 2023

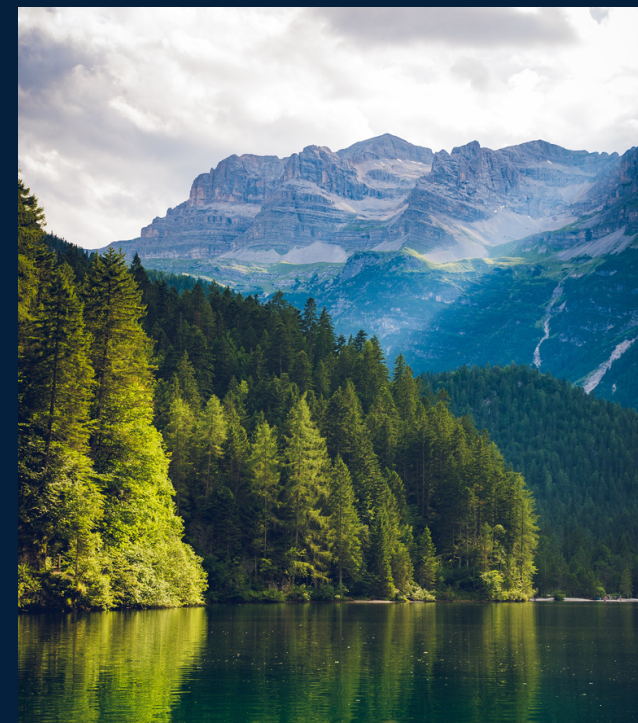


POSITIVE IMPACT 2023

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Welcome to Skyscanner's first Positive Impact report

The seeds of the work you will read about in this report began quite organically, many years ago. Our people would spot a problem, or raise something they felt passionate about, and take the initiative to start a programme of transformation in our business.

Over the years these passions grew into full time roles, teams, and employee networks. As a collective, these efforts are known internally as our 'Positive Impact' work, with a focus on making a difference at scale in four key areas:

- **Sustainability**
- **Accessibility**
- **Diversity, Equity and Inclusion**
- **Communities**

At Skyscanner our organisational vision is to exist 'for generations to come'. We strongly believe we have a responsibility to make a positive difference in addressing societal challenges and inequalities. As travel business, we believe we have a crucial role to play in helping travellers make more informed, sustainable choices. We recognise that we can play a part in changing an online travel ecosystem that isn't accessible to all. We know that the tech sector is not yet diverse enough, and that as an employer, it's important that we're as inclusive as possible, galvanising change both internally and in our local communities.

As you'll see from our report, these statements are far from lip-service. Our values drive our behaviours, and we walk the walk when it comes to our Positive Impact efforts. We have leads in each area, whose roles are focussed on driving forward change, often supported by highly-engaged employee networks. Moreover, the work undertaken in each is closely tied to the UN's Sustainable Development Goals, a flavour of which can be found in this report. I'm delighted that our teams have won multiple awards from external bodies for their efforts, from being named a Stonewall Gold Employer, to a Social Mobility & Inclusion Award to a Best Digital Accessibility Mission award and more besides.

As CEO of Skyscanner, what makes me proudest is our people – and the way people at Skyscanner strive to give their all. Going forward, I'm pleased to say we'll be sharing our Positive Impact progress on a yearly basis. In the meantime, please enjoy this report, and keep an eye on our LinkedIn for regular updates across 2024.



John Mangelaars
CEO

We connect the work we do in Sustainability, Accessibility, Diversity, Equity and Inclusion and Communities under the umbrella of 'Positive Impact'. These four work-streams are rooted in the UN's Sustainable Development Goals:

1/Sustainability

We are committed to shaping a more responsible future for travel in collaboration with our partners.

UN Sustainable Development Goal:

- Responsible Production and Consumption (12)
- Climate Action (13)

3/Diversity, Equity and Inclusion

We aim to create a workplace where all people are represented, belong and thrive.

UN Sustainable Development Goal:

- Gender Equality (5)
- Decent Work and Economic Growth (8)
- Reduced Inequalities (10)

2/Accessibility

Travel is about getting out there, exploring the world and creating memories you'll treasure for life. That's why we're on a mission to make planning trips effortless for everyone, whatever accessibility needs our travellers have.

UN Sustainable Development Goal:

- Industry, Innovation and Infrastructure (9),
- Reduced Inequalities (10)

4/Communities

We aim to have a positive impact on our communities, working together to make a difference, by donating time, expertise and investment where it matters most.

UN Sustainable Development Goal:

- Decent Work and Economic Growth (8)
- Sustainable Cities and Communities (11)

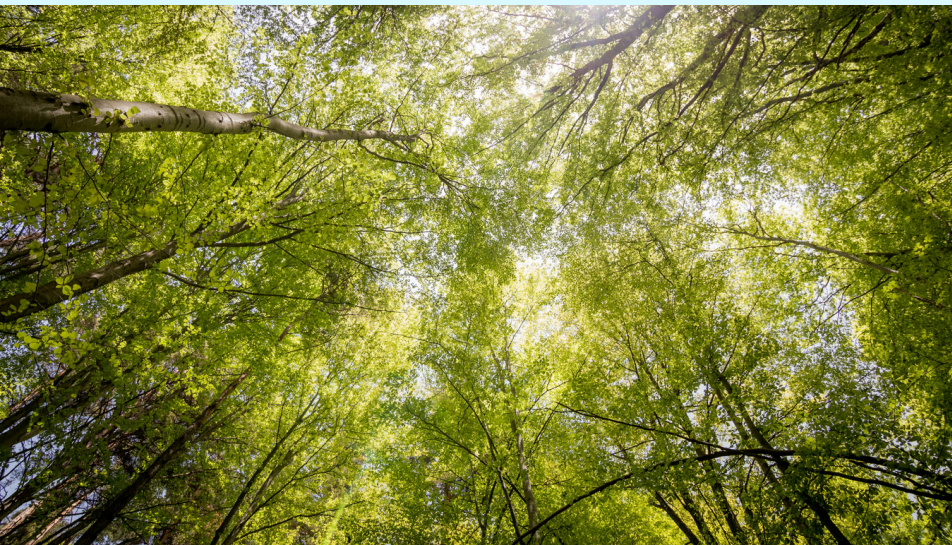
Our aim is to be a transparent and informative voice in the industry, working with our travellers and partners to help shape a more sustainable future for people and planet

SUSTAINABILITY

Positive Impact at Skyscanner
Sustainability



At Skyscanner, we're committed to reaching net zero by 2045, and tracking our emissions accurately is a priority



Positive Impact at Skyscanner
Sustainability



We've measured our full carbon footprint under the Greenhouse Gas Protocol. Using 2019 as our baseline emissions year, we have identified where we need to focus our efforts to achieve our ambitions. In addition to prioritising our emissions work, actions taken include:

Signing the Glasgow Declaration for Climate Action in Tourism in 2021

Having committed to aligning with the Paris Agreement's objectives, we've linked the way we approach our sustainability efforts to the UN's Sustainable Development Goals, set our target to be net zero by 2045 and are in the process of building an ambitious, science-aligned roadmap to get us to where we need to be.

Working with leading climate platform Watershed

With Watershed, we're working to ensure our carbon emission calculations are accurate, internally understood and included in reduction targets. There's a lot more to be done to reach net zero as a company, and our Climate Action Plan lays out how we plan to commit to it.

Sustainability



Positive Impact at Skyscanner
Sustainability

Joining as a founding partner of the SkyNRG Board Now programme

This programme allows companies to reduce their business air travel emissions and at the same time contribute to the development of a new production facility for Sustainable Aviation Fuel, an important component of the aviation industry's roadmap to decarbonisation.

Joining Tech Zero

A climate action group for tech companies of all sizes committed to fighting the climate crisis.

Testing a trains offering in our product

This will be offered initially in five markets (Italy, Germany, South Korea, Spain and the UK).

Launching a new sustainability content hub

This hub is where we provide more information for our travellers about our work in sustainability, both internally and with the industry, as well as tips and guides for more sustainable travel options.

Acting as a founding partner of Travalyst

Through Travalyst, (a non-profit organisation empowering travellers to make better choices for themselves and the planet), we have aligned with our coalition partners around the Travel Impact Model for aviation emissions. We use this model to highlight flights with lower emissions than a typical flight on that route. Through this work, our aim is to ensure travellers can have access to clear, consistent and credible information about their travel choices across the platforms they know and trust. Prior to our collaboration with Travalyst, Skyscanner was the first travel meta-search to display such flight emission information in our product.

Introducing a filter for hybrid and electric vehicles

A great way for travellers to explore lower emissions options in our car hire product.

Looking at how our software impacts the environment

Whether that's infrastructure and processing, or robustness and resilience of our systems: improvements across such areas result in reduced emissions and lower climate impacts.

We aim to make Skyscanner a flagship of disability inclusion, our products accessible to all, and travel planning easier for people with disabilities

ACCESSIBILITY

Positive Impact at Skyscanner
Accessibility





We're hugely proud of our successes in the Accessibility space

In 2023 focus areas included increasing employee knowledge and capability in making our products more accessible, and building accessibility best practice into our processes.

In 2024, we aim for accessibility to be embedded into all relevant processes across Skyscanner, we'll continue to improve the accessibility of our products and hope to widen our impact in this area across the travel industry.



Positive Impact at Skyscanner
Accessibility



Some of our achievements include:

Committing to improve inclusion

As members of [The Valuable 500](#), we've committed publicly to improving disability inclusion, while Heather Hepburn, our Accessibility Lead, is a co-founder of the Champions of Accessibility Network (CAN), which supports the creation and running of Accessibility Champion Networks in organisations across the world.

Product audits

We regularly audit our products against global accessibility standards and track our growing accessibility maturity through a Digital Accessibility Maturity Model. We work to improve the accessibility of the components in our Design System to scale accessibility across our product, which is why we're building accessibility best practice into all processes throughout the Product Development Lifecycle.

Positive customer feedback

Our products are becoming more and more accessible every day. Recent feedback from a blind iOS app user included that he found "significant difference" in the accessibility of our app, and "the ease with which I could navigate and complete the booking was truly remarkable and made the entire process seamless for me".

Accessibility Champions Network

We've developed an active internal Accessibility Champions Network made up of 7% of our employees from a wide range of disciplines across the organisation.

Training

Training on accessibility is regularly undertaken by employees across the company, and we're now building out learning paths tailored to individual disciplines.

Sharing knowledge

We're proud to have shared our journey in building our accessibility muscles across multiple forums, whether that be podcasts, conferences and guest lectures to computer science students at multiple educational institutions. We've also taken our popular internal 'Empathy Labs' on the road, bringing these to the likes of The Hoppers Society at The University of Edinburgh, charities, Women in Tech events, and the Women in Computer Science Society at St Andrews University.

Awards and recognition

Finally, we were honoured to be the recipient of the CX Award for 'Best Digital Accessibility Mission' in 2022, in recognition of our internal efforts in taking significant strides to make our product more accessible and embed accessibility into our culture. In turn, for 2024 we've created the 'Skyscanner Accessibility & Inclusion Award' with Edinburgh University, to be awarded to the student who best considers accessibility in their final dissertation.

We aim to create a workplace
where all people are
represented, belong and thrive

DIVERSITY EQUITY & INCLUSION



Positive Impact at Skyscanner
Diversity, Equity and Inclusion



Our focus for 2023 was in building our muscle internally, particularly in training, targets and diversification of our employees across levels and business areas

Positive Impact at Skyscanner
Diversity, Equity and Inclusion

24%

of tech roles at Skyscanner were held by women in 2023

38%

of leadership roles at Skyscanner were held by women in 2023

65%

of managers went through inclusive leadership training in 2023, with an online on-demand course being created for the remainder

Work to this end has included:



Positive Impact at Skyscanner
Diversity, Equity and Inclusion

Launching a diversity data collection campaign to better understand what diversity looks like at Skyscanner. This will allow us to identify gaps and prioritise DEI efforts that create impact across all our regions. Our overall target is to collect 80% by end of Q3 2024 in order to base decisions on representational data.

Hosting talks, blogs and posts on DEI topics such as the importance of inclusive language, microaggressions, experiences of coming out, being anti-racist and more.

Launching a disability and neuro-diversity network
This network brings additional focus to our internal accessibility efforts.

Supporting an employee-led female financial education network
This network, set up by an employee passionate about female financial education, seeks to educate and empower women in our business when it comes to money matters.

Building more gender diversity measures into our Early Careers programme and learning path
Our goal is to develop future diverse and inclusive leaders through this pathway. We also diversified our university partnerships, leading to increased gender representation in our last graduate intake group.

Signing the Disability Confident Level 1 Committed pledge
This will help us benchmark our disability inclusion efforts internally. We've committed to reach Level 2 by the end of 2025.

Being recognised as a Top 100 Stonewall UK Employer
For the second year in a row, we were granted Gold Level employer status for our LGBTQ+ inclusion efforts.

Expanding our Lean In circles
Creating more circles, supporting women across two new regions (Shenzhen and Miami).

Sponsoring several Pride marches
We were delighted to sponsor marches across four different offices.

Our Women in Leadership Strategy
This strategy seeks to ensure that 25% of our tech roles are held by women, and that 40% of leadership positions are held by women by 2025. We continue to focus on developing women's careers at Skyscanner, increasing seniority, attracting women into roles and building an inclusive and equitable culture where women can belong and thrive at Skyscanner.

Making a positive impact in our communities by donating time, expertise and investment where it matters most

COMMUNITIES

Positive Impact at Skyscanner
Communities



Skyscanner's Communities approach is made up of three strands:

02 Giving back to our local communities



Positive Impact at Skyscanner
Communities

01 Providing financial support to organisations that increase diversity in tech



03 Donating to humanitarian causes



Post pandemic, we're building out a more aligned charitable approach, with key activities in 2023 including:

£30,000

donated to UNICEF's Emergency Fund supporting the delivery of relief for humanitarian crises across the world

£19,000

donated to the Disasters Emergency Committee, for work on the ground in Syria and Turkey

Positive Impact at Skyscanner
Communities

Connect Days

Every employee at Skyscanner has a paid day to volunteer every year. We call this a 'Connect Day'. In Q4 2023, over 266 volunteering hours were delivered, with activities undertaken including community gardening in London, supporting a care home in Singapore and giving new life to computers to be sent to sub-Saharan Africa.

Matched fundraising for employees

We match up to £500 per employee, with over £6,000 matched in 2023 for activities ranging from marathons to bake sales.

A £204,500 partnership with Code First Girls

Code First Girls is a social enterprise that increases diversity in the tech sector by providing free technology education to women. Skyscanner's funding supports students in Glasgow, Edinburgh, London and Spain and covers 39 degree places, 495 class places and an unlimited number of 'sprint' places. 40 Skyscanner employees have volunteered to mentor Code First Girl students in starting their journeys into a career in tech. This is all the more valuable as 92% of Skyscanner-supported final degree students are beginners in tech, and the first generation in their families to go to uni. With an average age of 36, the majority of students are from underrepresented ethnicities, and 85% are career switchers.



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