

Hi everyone -

I hope you are well, staying safe and healthy. I'm sharing a video update with you [HERE](#) [password is bkngupdate], but just in case anyone is having technology or connectivity issues, I'm also capturing the gist of my video message in this email.

Firstly, I want to again thank all of you around the world for the incredible work you are doing day in and day out to help each other, our customers and our partners get through this crisis.

No one predicted the scale of this crisis. Every single one of you has been asked to step outside of your normal routine, out of your comfort zone, and with every single ask, you have stepped up and you have delivered, surpassing my expectations in so many ways. I am humbled to lead such an inspiring group of people.

Secondly, I am reaching out to share some news with you that I have tested positive for the coronavirus.

I developed a fever and flu-like symptoms early last week and was fortunate to be able to get a test last Thursday. Unfortunately, the tests are sometimes not so fast and I only got the results last night. Now, I have been talking with a lot of you, sending out videos, doing TV interviews from my house, etc. and haven't mentioned any of this. The reason is because until the test came back, I didn't know my status and since I am in lock-down here in NY not seeing anyone, it made more sense to wait for the results.

I am very grateful to have such a mild set of symptoms for just a couple of days last week and can now say that I feel fine. I have not had any fever since last week and no other symptoms for many days. So I feel good for myself but, of course, feel so terrible for everyone who has not been as fortunate and is dealing with more difficult times.

For my colleagues in Norwalk, I had been working from home for some time prior to my symptoms, so I believe there has been limited, or more probably, no exposure to other Booking Holdings employees.

However, we just don't know when someone might become ill. And as this pandemic continues to spread, we are going to have to lean on each other as one Team – working together has never been more important. Our customers and our partners need us right now, and so we will continue to prioritize efforts already underway to support them on multiple fronts. We will do this while remaining diligent on cost controls in order to ensure we are as well-positioned as possible to weather this crisis.

There will be difficult days ahead, and things will get worse before they get better, but I know we will weather the storm -- all pandemics do end -- and we will continue on our mission to make it easier for everyone to experience the world, once the world is ready to travel again.

The health and safety of our employees, partners and customers is my greatest concern right now - and I want to remind you all to practice the protocols that have been implemented by your local governments such as physical distancing when you are required to leave your home. I urge you to please take these precautions seriously. For not only yourself, but for everyone else, too.

This virus has wreaked mental, emotional, physical and financial havoc on our society, and it sometimes feels like there is no end in sight - but I promise you there is. The darkness of this virus has revealed the light - the light that we all need each other more than we ever thought possible.

So, first, I want to thank people who aren't seeing this message -- all of the essential workers on the frontlines of this pandemic - the medical staff, grocery clerks, delivery workers and so many more. If you have relatives or friends serving in these fields, please know my deepest gratitude is extended to them. These people are our true heroes who are risking their lives for all of us.

And I want to thank, again, all of you, our employees, who are working tirelessly for the good of our customers, partners and the business overall. These are uncertain times, but we will get through it - together.

Please stay safe, be well and if you need anything at all, please do not hesitate to reach out to our leaders around the world.

-Glenn