



**Espressa**  
Powering Great Workplaces®

# CASE STUDY



**airbnb**

Flexibility, Choice, and  
Belonging Everywhere

[espresa.com](https://www.espresa.com)



“If there are any things we can have so that people have more flexibility to move around the world, that’s one of the things we’re trying to do.

Espresa helps us avoid having 10–or 15-point solutions that only a fraction of employees use.”



**Tracy Desmond**  
Head of Global  
Benefits & Wellbeing  
Airbnb



Airbnb was founded on the idea of building a community of belonging. Including short- and long-term rentals around the world, their aim is to create unique and meaningful experiences everywhere. Plus, Airbnb now has a live and work from anywhere initiative for its employees so that employees have freedom to be wherever they want to be.

## THE PROBLEM

Since its founding in 2007, Airbnb has been a rapidly evolving company. As a global employer, recruiting and retaining talent is vital to their mission for growth and success.

**With 6,940+ employees in 23 countries, worldwide inclusivity and benefits equity are core pillars of Airbnb’s culture.**

However, managing a reimbursement plan globally in local currency and language is burdensome for HR and finance teams. Often, this is a barrier to providing the equitable benefits Airbnb sought to provide its employees everywhere.

As part of its ‘Live and Work Anywhere’ initiative, Airbnb looked to design an inclusive and scalable Lifestyle Spending Account (LSA) program, available in all countries.



## THE SOLUTION

Airbnb chose Espresa Lifestyle Spending Accounts (LSA) because of its global capability to manage, scale, and provide change management on demand. With the built-in modularity of Espresa's platform, Airbnb was able to add a country-specific marketplace per region with zero markups.

### Offering Value on Investment at every turn

Espresa meets Airbnb's people wherever they are around the world. Including every currency and language, Espresa is creating inclusivity for Airbnb's model of belonging anywhere.

### Flexibility, people- and inclusivity-driven

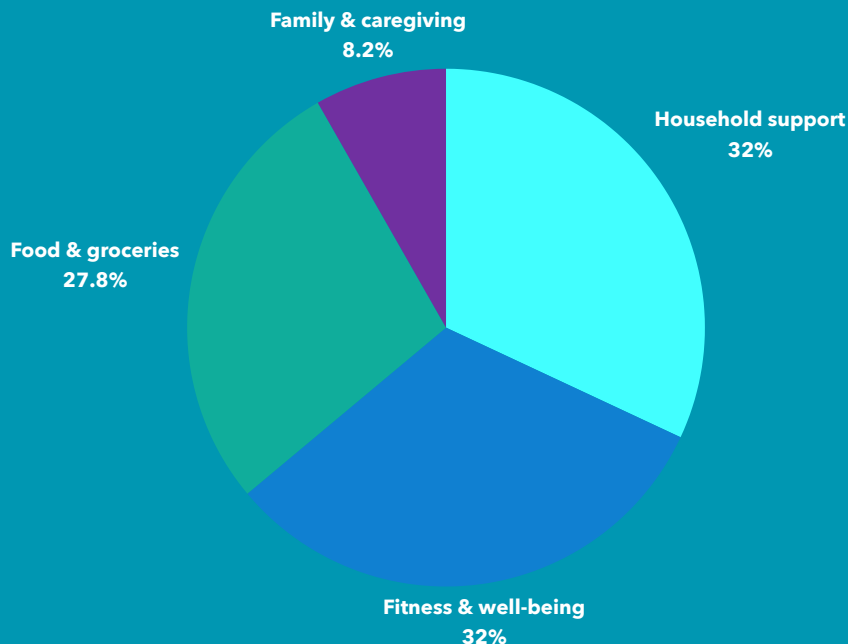
Airbnb launched off-cycle in April 2023 to support well-being, flexibility, and productivity. With a 91% engagement rate and no configuration or expansion limitations, Espresa supports all aspects of Airbnb's workforce without the necessity for additional point solutions.

## Flexibility and Choice LSA Wallets

Embracing inclusivity with global wallets

- + Live & work anywhere
- + Education everywhere
- + New child welcome!

6,940+ eligible employees in 23+ countries



  
**91%**  
 Engagement Results

  
**93%**  
 Member Satisfaction Score



# Espressa

Powering Great Workplaces®

## Globally supporting people

Airbnb is deeply committed to the inclusivity of its people and culture. Defining a vision of global inclusion sets a dynamic foundation for adding culture-changing benefits like Lifestyle Spending Accounts (LSA) to emphasize further its celebration of belonging anywhere.



**Tracy Desmond**  
Head of Global  
Benefits & Wellbeing  
Airbnb

"I've had Espressa in place at four different employers. It can be as broad or narrow as you want it to be. If you get approval in the beginning and your team can only have ten things included or whatever the number is, that's fine, and you can evolve that over time."

## Espressa is Powering Great Workplaces® with personal benefits people love.

Driving global employee engagement programs, Espressa is inclusively available in all languages, time zones, and currencies. And, with Espressa LSA Plus™, companies can power flexibility and freedom of choice with integrated total well-being, recognition, and community in a single app.

[espressa.com](https://espressa.com)

