

SUSTAINABILITY REPORT

2025

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01 Introduction

About This Report

Report Overview:

This is Trip.com Group's seventh Sustainability Report, presenting our sustainability strategy, objectives, and performance outcomes. USD amounts are converted using the onshore exchange rate as at 31 December 2025 (USD 1 = CNY 7.0288).

Reporting Scope:

This annual report covers the period from 1 January 2025 to 31 December 2025. It encompasses the Ctrip and Trip.com brands. Any content that extends beyond this scope is specifically noted within the relevant sections.

Reporting Standards:

This report is prepared in accordance with the Environmental, Social and Governance (ESG) Reporting Code of the Hong Kong Stock Exchange and the Nasdaq ESG Reporting Guide 2.0, and it references the Global Reporting Initiative (GRI) Standards. The report was compiled based on a systematic process that includes: identifying and engaging key stakeholders, identifying and prioritising material issues for sustainable development, defining the report scope, collecting relevant data and information, compiling content based on the data collected, and reviewing the report for accuracy and reliability.

Reporting Principles:

This report adheres to the following principles: Materiality, Quantitative, Balance, and Consistency.

- **Materiality:** We conducted a detailed assessment to identify and evaluate the key sustainability issues most relevant and significant to our business, and its internal and external stakeholders.
- **Quantitative:** We use measurable indicators and, where applicable, set quantitative performance targets.
- **Balance:** This report aims to provide a balanced view of the Group's sustainability efforts across various aspects, including the environment, employees, operations, product responsibility, community engagement, and more.
- **Consistency:** The methodology used in preparing this Sustainability Report is consistent with previous years, enabling comparability over time.



Letter from Chairman and CEO

Amid significant changes in climate, technology, and society, we believe that lasting progress comes only through creating shared value. Guided by the four pillars of our sustainability strategy, Trip.com Group continues to embed these ESG principles across our operations. As we create commercial value, we work hand in hand with travelers, partners, employees, and communities worldwide to build a more inclusive, resilient and sustainable future.

Stakeholder Friendly

We see substantial opportunity in developing the inbound sector and bringing fresh momentum to the travel and tourism economy, particularly in key growth markets like Mainland China, where we continue to deepen our long-term commitment. In 2025, we served 20 million inbound travelers from 83 countries and regions, contributing approximately USD 24 billion in travel-related consumption. Supported by our global network of 1.7 million partners and a USD 150 million Tourism Innovation Fund, we are building an open and collaborative ecosystem that creates value for all stakeholders. Within this ecosystem, a total of 150,000 partners across the value chain in China have hosted inbound tourists through our platform, with around 70,000 of them launching inbound tourism operations for the first time. To comprehensively empower our partners, we have fully leveraged our platform's strengths. By utilizing an AI-powered cross-cultural multilingual model to break down communication barriers, integrating over 60 payment methods, and extensively deploying offline smart ticketing machines and other digital infrastructure, we have effectively lowered the barriers to entry for businesses participating in this sector. At the same time, we remain firmly committed to compliant operations and continue to strengthen our information security framework, safeguarding the trust and confidence users place in our platform.

Community Friendly

We use our platform and reach to create broader social value, working closely with partners to advance rural revitalization, philanthropy, and travel safety and

security. Over the past five years, Trip.com Group's Country Retreats program has created 51,000 jobs, supporting local livelihoods and contributing to the economic vitality of regional communities. Our Global Travel SOS Platform, through which we connect users with support from more than one million medical institutions, achieved a 98% rescue success rate throughout the year. More than 16,000 customer service employees deliver 24/7 multilingual support, with 89% of inquiries answered within 20 seconds. Together, these capabilities allow us to provide timely and reliable support for travelers when they need it most.

Family Friendly

We believe that people are at the heart of sustainable corporate growth. Across key business areas, we continue to foster a supportive environment of equal opportunity where talent thrives — with women accounting for 52.3% of management roles in revenue-generating functions. In 2025, we advanced efforts to support employees in balancing work and family life with the introduction of an additional three days of childcare leave for employees with children under 18 years old. Our childcare subsidy has covered 2,038 families to date, while our hybrid work model continues to be widely adopted, recording a cumulative 940,000 instances of employee participation and 7.52 million hours of remote work. Through years of sustained effort, we have earned the “Family-Friendly Workplace” certification, reflecting our commitment to growing together with our people. Meanwhile, we are actively extending the family friendly concept across the entire industry. By joining hands with value chain partners, we are launching user-centric family friendly initiatives, such as the 'Multi-child Benefits.' Our goal is to create a warmer and more inclusive travel experience for countless families.

Environmentally Friendly

Reducing emissions across our value chain remains central to how we think about sustainable growth. In 2025, Trip.com Group became the first online travel company in the Asia-Pacific region to have both its near-term and net-zero targets validated by the Science Based Targets initiative (SBTi), committing to achieve



James Liang
Co-founder and Chairman



Jane Sun
Chief Executive Officer

net-zero emissions by 2050. Working toward this commitment, we continue to optimize energy efficiency within our own operations. Across our platform, we have launched green labels covering accommodations, transportation, car rentals, and corporate travel, enabling travelers to make more informed and sustainable choices.

Travel serves as a bridge across countries and regions, connecting cultures and people, and bringing the world closer together. As we move forward on this journey, we recognize that only through sustainable development can our world continue to thrive for generations to come. Guided by this belief, we remain dedicated to serving hundreds of millions of users with responsibility and care, ensuring every journey brings us closer to the perfect trip — and to a more sustainable, inclusive and connected world.

About Us

Trip.com Group is a leading global one-stop travel service provider, offering comprehensive travel products, services, and differentiated travel content. Through our integrated services, high-quality customer support, and advanced technology capabilities, we have been expanding our global presence and enhancing the travel experience for users worldwide. We are the preferred travel service provider for travellers across Asia, as well as an increasing number of users from around the world. We help travellers discover new destinations by providing inspiration, helpful information, and seamless access to high-value travel bookings. We also deliver end-to-end travel support throughout the entire journey, while encouraging users to share their travel experiences with others.

Founded in 1999, Trip.com Group was listed on the Nasdaq in 2003 and on the Hong Kong Stock Exchange in 2021.

Our Mission

To pursue the perfect trip for a better world.

Our Vision

To be the world's leading and most trusted family of online travel brands that aspires to deliver the perfect trip at the best price for every traveller.

Our Core Values

C (Customer Centric): Be the customer

T (Teamwork): Put we before me; transparency builds trust; openness; embrace the differences

R (Responsibility): Break all boundaries

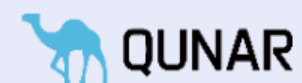
I (Integrity): Truthfulness is everything; speak your mind

P (Partner): Seek for the win-win

Our Brands Worldwide



A leading travel and related services provider in China



One of the leading online travel services providers in China



An online travel service provider serving global travellers



A globally leading online travel search platform



A leading global travel content aggregator and direct connection booking platform



A global online travel platform

Our Products and Services

We provide a broad range of travel-related services, including accommodation reservations, transportation ticketing, tour bookings, and business travel management, through our integrated travel platforms that meet the diverse travel needs of both leisure and business travellers.

We launched our accommodation reservation and transportation ticketing services in October 1999. Since then, we have been optimising the travel experience for our users through more convenient and accessible online and mobile travel booking solutions. By understanding evolving traveller preferences, we provide a comprehensive range of travel content, products, and services that make travel easier and more enjoyable.

Besides, we offer a wide range of complementary products and services, including tour bookings, in-destination experiences, business travel management solutions, car rental services, travel insurance, travel finance, and visa services. Through personalised content feeds and intelligent search tools, users also have access to both user-generated and professionally curated travel content.



Accommodation Reservations

- Offers approximately 1.7 million accommodation listings worldwide



Transportation Ticketing

- Covers more than 220 countries and regions
- Offers flights from over 680 global airlines



Tour Bookings

- Offers over 350,000 destination activities



Business Travel Management

- Serves enterprise clients in more than 30 markets



Other Travel-related Services

Awards and Recognitions



2025 Family-Friendly Workplace Certification



Included in 2025 Exemplary Low-Carbon Consumption Cases by China Environmental Protection Foundation



Green and Sustainable Finance Awards 2025 by Hong Kong Quality Assurance Agency



Magellan Gold Award by Travel Weekly



2026 China's Outstanding Employers (second consecutive year)



2025 Fortune China 500



Top 20 Chinese Tourism Groups 2025



Included in 2025 Exemplary Rural Revitalisation Cases by Xinhua News Agency



Singapore Champion of Good 2025



2025 Sustainability & Responsibility Leadership Awards by the American Chamber of Commerce in Shanghai



Golden Headset Award China's Best Call Centre by CCMWorld Group



HR Asia Best Companies to Work for in Asia 2025



Forbes China Go-International 30&30 Series

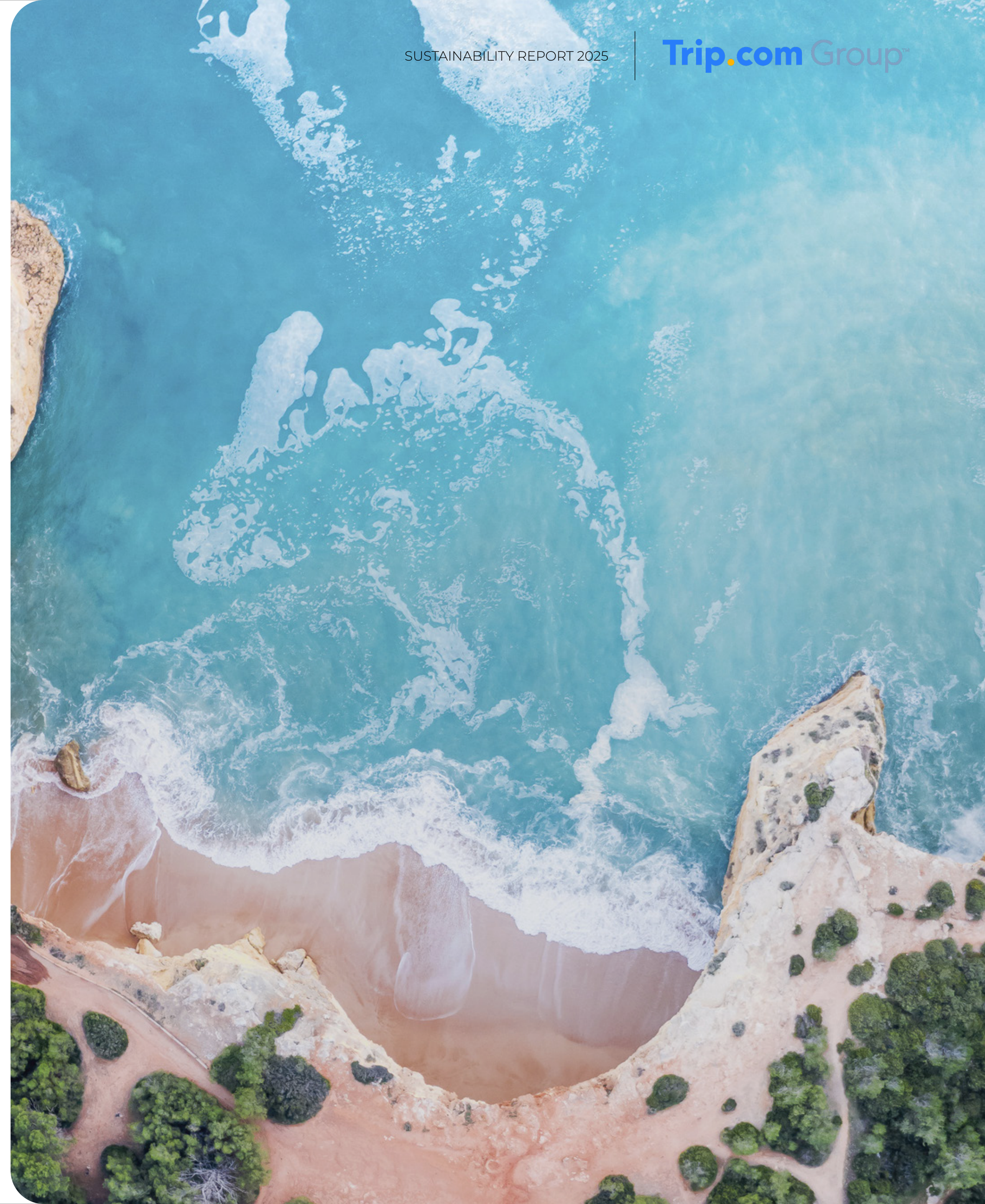


Brand Finance Global 500

* The above includes a selection of external awards and recognitions as of 31 December 2025.

02 Governance for Sustainable Development

Trip.com Group integrates sustainability into its corporate governance framework and day-to-day operations, leveraging product innovation and technological capabilities to drive long-term value creation. We have a clearly defined sustainability governance framework in place, maintain regular engagement with our stakeholders, and advance our sustainability agenda through a systematic and strategic approach. We also disclose relevant information in line with internationally recognised reporting standards, while regularly reviewing and enhancing the effectiveness of our governance practices.



2.1 Corporate Governance

Trip.com Group upholds high standards of corporate governance and continuously enhances its governance framework in accordance with the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, the Nasdaq ESG Reporting Guide 2.0, and the Appendix Cl: Corporate Governance Code of the HKEX Listing Rules. The Board of Directors ("Board") is responsible for the formulation and approval of the Group's governance policies, supervision of management's execution of these policies, review of the Group's business performance, and monitoring of the management of significant risks, thereby providing robust support for the Group's long-term development.

Board Composition

As of the date of this report, the Board comprises eight directors, including five independent non-executive directors, representing 62.5% of the Board. In appointing directors, a broad range of factors are included in our considerations, including industry expertise, professional experience, and background diversity. The independent non-executive directors bring diverse professional and industry experience to the Board, contributing a broad range of perspectives and strengthening its governance capability.

To support the Board in fulfilling its responsibilities effectively, the Group has established several specialised committees, including the Audit Committee, Compensation Committee, Sustainability Management Committee, and Information Security Committee. Each committee operates under clearly defined terms of reference and is responsible for overseeing and advising the Board on matters within its respective remit.

Note: For further information on the Group's corporate governance practices, please refer to the 2025 Annual Report.

Performance Appraisal

Sustainability-related performance indicators are incorporated into the annual performance appraisal of senior management and responsible departments. In accordance with the Remuneration Disclosure Policies for the Board of Directors of Trip.com Group, compensation for the Board members is linked to sustainability performance. For executive directors, the Group has established a compensation clawback mechanism to manage compensation-related risks and ensure that incentive arrangements support the Group's long-term strategic objectives.

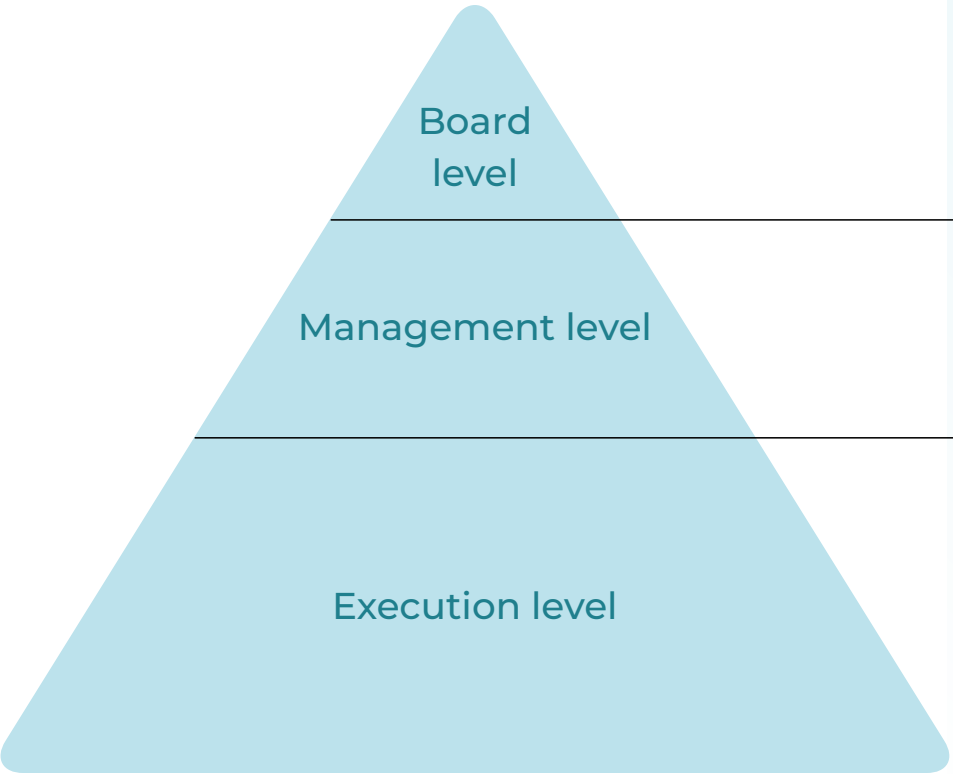
Policy Safeguards

The Group reviews its sustainability-related policies annually to assess their completeness, effectiveness, and continued applicability. Policies are updated where necessary to reflect evolving stakeholder expectations and regulatory developments. These policies cover business ethics, data security, supplier management, environmental protection, employee rights, and more areas, providing a robust governance foundation and clear operational guidance for sustainability practices across the organisation. The full text of these policies is available on the sustainability section of the Group's website.

2.2 Sustainability Management Framework

Under the oversight of the Board, Trip.com Group established a three-tier sustainability management framework in 2021. The framework is supported by regular communication and reporting mechanisms to ensure the effective implementation of the Group's sustainability strategy at each level.

Three-tier Management Framework



Board of Directors

The Board of Directors serves as the highest decision-making body for the Group's sustainability governance and authorises the Sustainability Management Committee.

Sustainability Management Committee

Chaired by the Group's Chief Executive Officer, Ms Jane Sun, the Sustainability Management Committee is responsible for reviewing the Group's sustainability strategy and material sustainability issues, overseeing the implementation of sustainability initiatives, and convening at least one committee meeting each year. It also reports regularly to the Board on risk assessments and progress relating to key sustainability topics, including climate change.

Sustainability Executive Committee

The Committee comprises senior management and department heads. It is responsible for translating strategic decisions into actionable initiatives, coordinating cross-functional resources, guiding the Sustainability Working Group, and regularly reporting implementation progress and key performance indicators to the Sustainability Management Committee.

Sustainability Working Group

The Sustainability Working Group comprises representatives from key business lines and functional departments. It is responsible for implementing sustainability initiatives, facilitating internal communication and training, and providing regular updates on implementation progress. Each business department appoints a sustainability coordinator to facilitate cross-functional collaboration and information sharing, while each overseas subsidiary designates a management representative to implement the Group's sustainability strategy in accordance with local regulatory requirements and ensure the compliant execution.

Through close collaboration across all governance levels, the Group's sustainability management framework is supported by the following functional modules:



Policy Support

Functional departments, including Sustainability, Human Resources, Compliance, and Legal Affairs, are responsible for policy formulation and compliance.



Business Integration

Business departments, including Accommodation, Flights, Ground Transportation, Vacation , and Trip. Biz, integrate sustainability concepts into their products, services, solutions, and day-to-day operations.



Coordination and Planning

The Sustainability Coordination Office is responsible for coordinating action plans across business and functional departments and monitoring execution progress. The Branding and Public Relations teams oversee internal and external communications and stakeholder engagement.



Targeted Enhancement

Dedicated project teams are established to conduct in-depth research and drive targeted improvements in key sustainability areas, including climate change and diversity, equity and inclusion.

2.3 Stakeholder Engagement

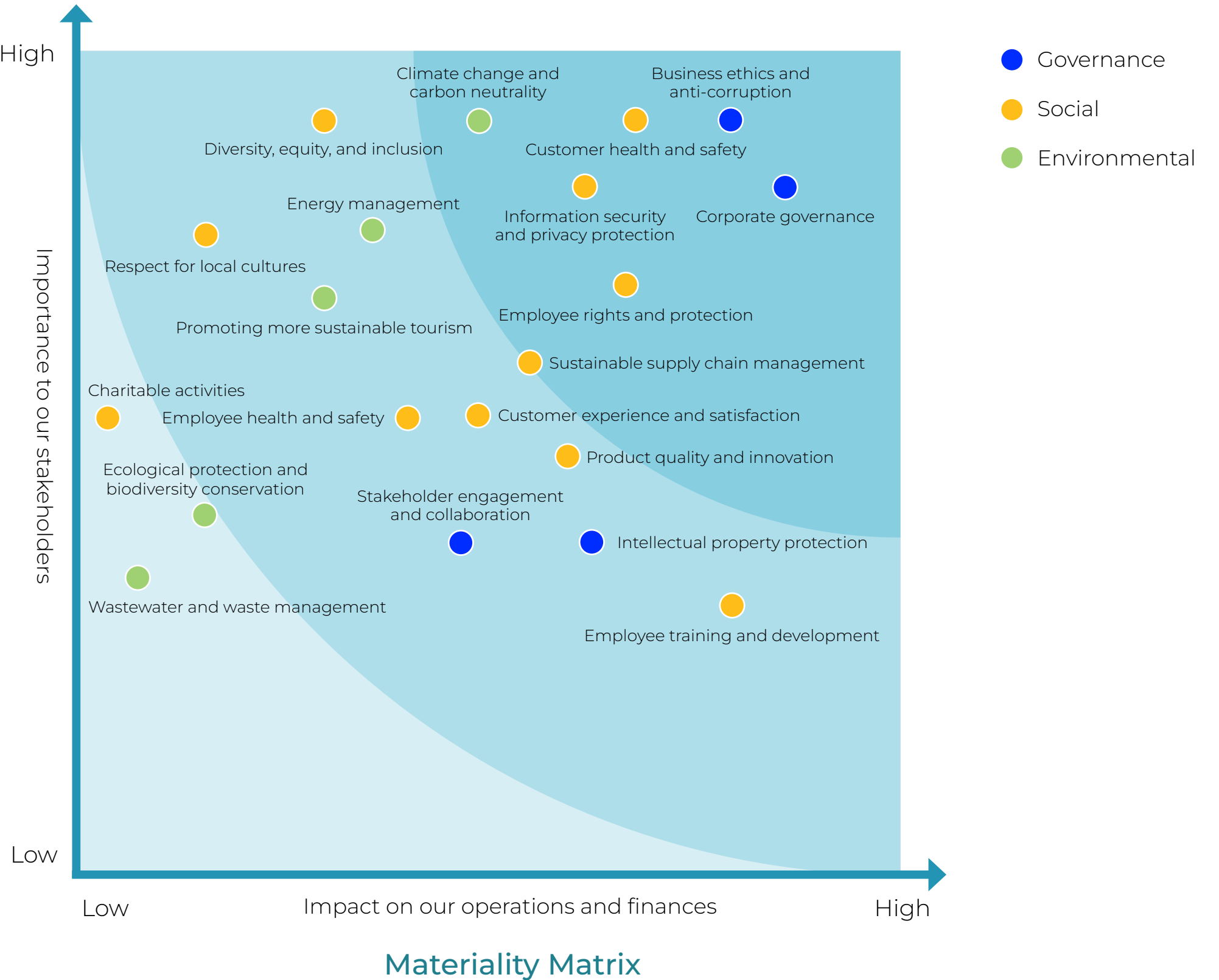
Trip.com Group values the expectations and perspectives of its stakeholders, recognising them as important inputs for identifying sustainability-related risks and opportunities and enhancing our management practices. We maintain regular, two-way communication with stakeholders through a variety of channels, ensuring that their views are appropriately reflected in our strategic decision-making and day-to-day operations.

Stakeholder		Engagement Channel	
	Shareholders and investors	- Investor summits - Shareholders' meetings	- Company website - Financial report press conference
	Governments and regulators	- Official media and association symposium - Release of information	- Policy consultation and feedback - Official meetings
	Customers	- Apps and company website - User satisfaction surveys - Online customer support	- Offline stores - Social media platforms
	Partners	Global partner summits	Supplier evaluation
	Employees	- Employee satisfaction surveys - Internal strategy briefings - Labour union and HR meetings	- Intranet and company-wide emails - Employee feedback channels - Social media platforms
	Media and NGOs	- Charitable projects - Company website	- Social media platforms - Media briefings
	Communities	- Charitable projects - Community engagement in areas where the Group operates	- Company website - Social media platforms

2.4 Materiality Assessment

Trip.com Group conducts a materiality assessment annually that takes into account both stakeholder feedback and business priorities, enabling the Group to regularly review and monitor the risks and opportunities that are most relevant to our sustainability. During the reporting period, we identified and assessed 20 material sustainability topics based on two key dimensions: their significance to stakeholders and their significance to the Group's business and financial performance. The results were prioritised in alignment with the Group's strategic objectives and the expectations of our stakeholders.

The assessment was conducted in accordance with the GRI Standards, the ESG disclosure requirements of the HKEX and Nasdaq, the United Nations Sustainable Development Goals (UN SDGs), and recognised ESG rating methodologies. The process included issue identification, internal and external stakeholder surveys, materiality prioritisation, and internal validation. The materiality assessment results for the reporting period remain consistent with those of the previous year and are systematically presented in this report.



2.5 Sustainability Strategy

"Friendly Four" Sustainability Strategy

Vision: To pursue the perfect trip for a more sustainable future.



Community Friendly

Promote diversity, equity, and inclusiveness

- Rural revitalisation
- Travel safety
- Customer support and protection
- Public welfare initiatives

- Trip.com Group Country Retreats maintained continuous operations across China, supporting local employment and increasing rural incomes. The initiative supported approximately 11,000 indirect employment opportunities, bringing cumulative employment generation to 51,000 over the past five years.
- The Global Travel SOS Platform has established partnerships with 27 professional medical assistance organisations and more than 1 million medical service partners, with a rescue success rate of 98% in 2025.
- We maintain a dedicated customer support team of more than 16,000 employees that provides 24/7 professional multilingual support for travellers across more than 200 countries and regions. We handled more than 350 million inquiries annually, with 89% of them answered within 20 seconds and 90% of issues resolved within 20 minutes, maintaining high levels of customer satisfaction.



Family Friendly

Build a world-leading family-friendly workplace

- Diversity, equity, and inclusion
- Work-life balance
- Employee development and training
- Employee wellbeing and benefits

- The Childcare Subsidy programme continued, with a cumulative 2,038 employee families benefited since its launch.
- The hybrid work policy continued to provide employees with greater flexibility, with a total of 940,000 work-from-home requests accommodated and 7.52 million hours recorded.
- The Spring Festival Work-from-Hometown policy continued, so that customer support employees could work remotely from their hometowns during the Chinese New Year period. Nearly 1,000 employees benefited from this policy.
- The proportion of female employees and female representation in senior management remained at a healthy level. Women accounted for 52.3% of management positions in revenue-generating departments across our key business lines.



Stakeholder Friendly

Create long-term value and promote more sustainable industry development

- Compliant operations
- Information security
- Product innovation
- Inbound tourism development

- Our risk management was refined, as evidenced by optimised departmental risk management capabilities and cross-functional collaboration.
- AI security governance was further reinforced, with all AI projects required to undergo security and compliance assessments.
- In 2025, we served 20 million travellers from 83 countries and regions visiting the Chinese mainland, generating approximately USD 24 billion in tourism consumption.
- With more than 1.7 million partners worldwide, we further strengthened international cooperation. We also established a \$100M Tourism Innovation Fund and launched the annual Tourism Innovation Awards.



Environmentally Friendly

Drive decarbonisation across the value chain

- Science-based emission targets
- Responsible consumption
- Climate risk management
- More sustainable travel

- Trip.com Group became the first online travel agency in the Asia Pacific region to have both its near-term emissions reduction target and net-zero target validated by the SBTi, reinforcing our commitment to achieving net-zero emissions across our value chain by 2050.
- Photovoltaic systems across our office buildings and project sites generated 174 MWh of electricity annually.
- 14 energy efficiency improvement projects were carried out across our office buildings, saving 2,346 MWh of electricity and 61,500 cubic metres of natural gas annually, and reducing carbon emissions by approximately 1,370 tonnes.
- More sustainable travel options were provided across accommodation, flights, trains, car rental, and corporate travel. In 2025, 2.74 million users embraced lower-carbon business travel, generating 23.44 million lower-carbon travel bookings throughout the year.



03 Community Friendly

"Business for good" is embedded in our sustainability strategy, with community friendliness as a core pillar. We are committed to fulfilling our corporate social responsibilities and aligning value creation with social needs, thereby contributing to the long-term development of communities and delivering positive, measurable social impact.

Leveraging our strengths in the tourism sector, we support rural revitalisation by unlocking the potential of rural areas through destination development, cultural and tourism integration, and local talent cultivation. These efforts help create local employment opportunities, safeguard cultural heritage, and strengthen ecological conservation, thereby supporting more inclusive and more sustainable regional development.

At the same time, we continue to increase our investment in public welfare, supporting initiatives in education, disaster relief, and environmental protection worldwide. We collaborate closely with government agencies, non-profit organisations, and industry partners to jointly address social challenges. To enhance the effectiveness of these efforts, we are making our public welfare activities more systematic and institutionalised, enabling the outcomes of our corporate development to be translated into broader social benefits. This approach helps foster a more resilient and inclusive community ecosystem, while supporting our continued commitment to responsible corporate conduct.

We adopt a customer-focused approach in customer support by continually improving our travel protection system and offering professional, reliable travel assistance. To address unexpected incidents, Trip.com Group has established the Global Travel SOS Emergency Response Platform, offering timely and efficient assistance and a strong safety net to travellers.



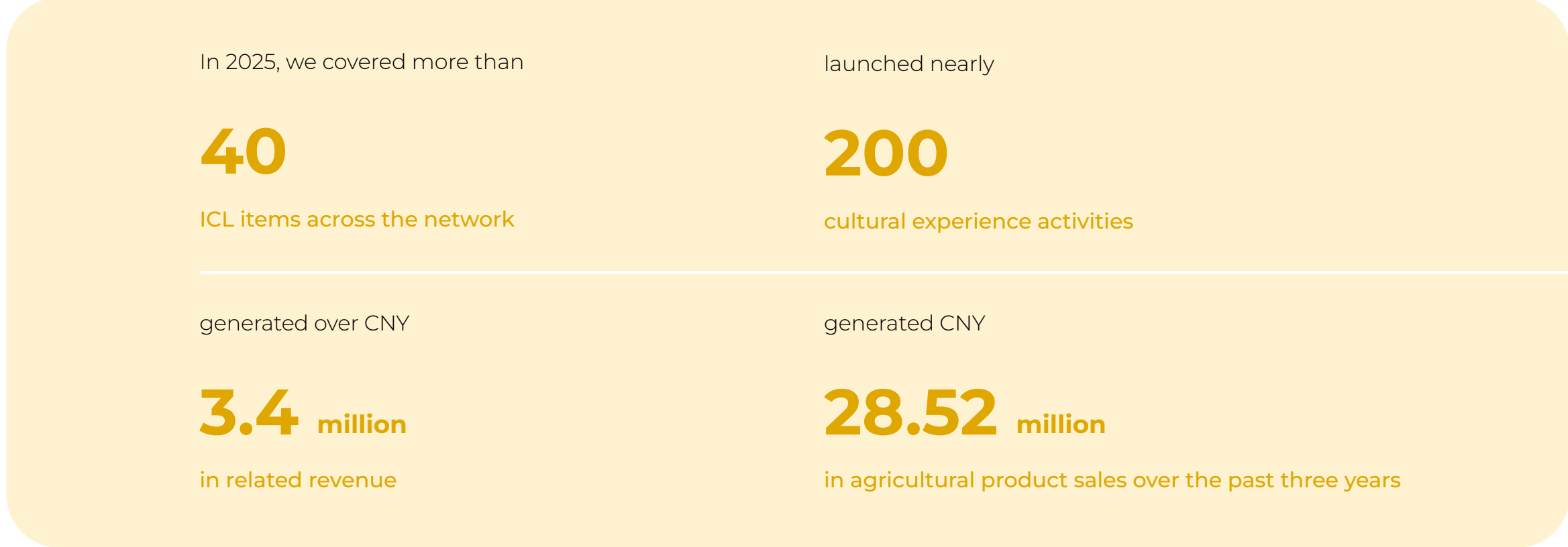
3.1 Supporting Rural Tourism Revitalisation

2025 marks the fifth year of Trip.com Group's rural tourism revitalisation strategy. As a core initiative under our community-friendly strategy, Trip.com Group Country Retreats advance the coordinated development of rural economies, culture, and ecology through high-quality, locally rooted accommodation offerings. As of December 2025, the network operated 28 properties across 13 provinces in China, including five newly added joint branches, spanning culturally and ecologically diverse regions such as Inner Mongolia, Guangdong, Zhejiang, Shandong, and Xinjiang.

Building on this foundation, Trip.com Group continues to leverage high-quality rural accommodation as a driver for integrating tourism development with community revitalisation. In 2025, Trip.com Group Country Retreats recorded a 21% year-on-year increase in room nights and a 15% year-on-year increase in non-room revenue. The initiative supported approximately 11,000 indirect employment opportunities, bringing cumulative employment generation to 51,000 over the past five years. These results reflect the contribution of the "accommodation+" model to the rural economy.

At the operational level, Trip.com Group Country Retreats adopts a localised employment model, prioritising the recruitment and training of local residents to generate sustainable job opportunities. The initiative also integrates local agricultural, handicraft, and cultural resources to develop a resilient community-based supply chain. Trip.com Group Country Retreats' on-site experiences and online channels, including Trip.com Group Members' Mall, generated CNY 28.52 million in agricultural product sales over the past three years. In 2025, in collaboration with dozens of intangible cultural heritage

(ICL) inheritors, we launched nearly 200 cultural experience activities covering more than 40 ICL items across the network, including paper-cutting, bamboo weaving, and Chinese frog closure making. These activities generated over CNY 3.4 million in related revenue. Each property offers at least one experience linked to traditional livelihoods such as agriculture, animal husbandry, fishing, farming, and forestry, supporting both the revitalisation and transmission of local cultural heritage.



Promoting Local Employment and Talent Attraction

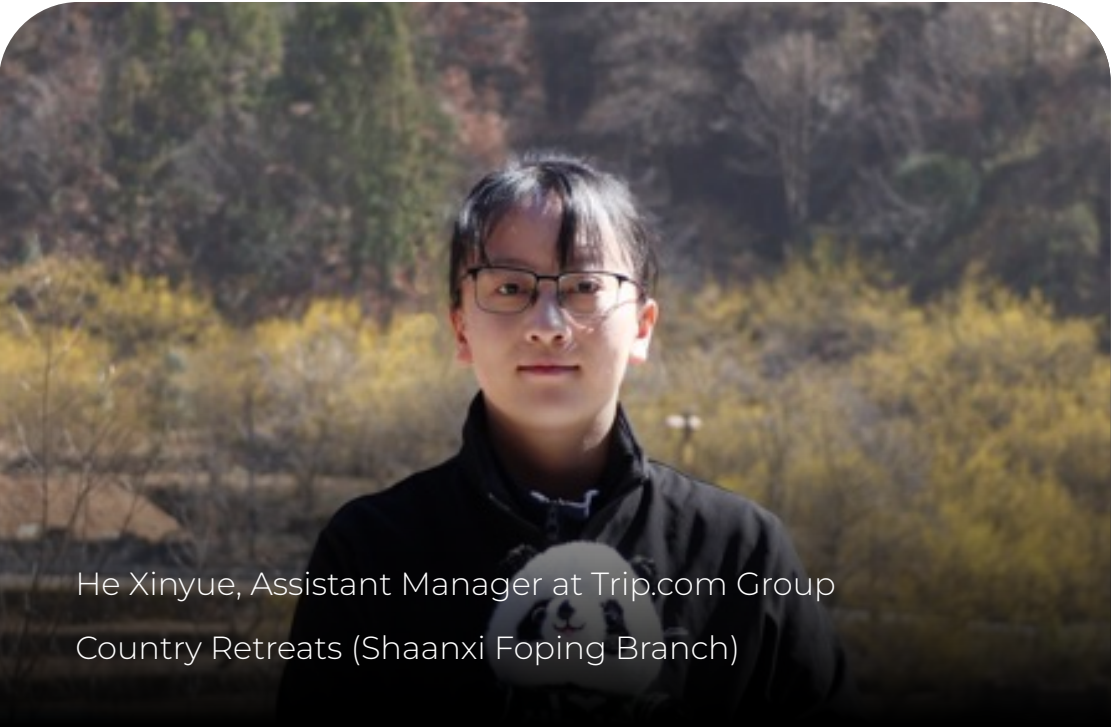
During the reporting period, Trip.com Group Country Retreats indirectly created approximately 11,000 jobs through supply chain collaboration and local partnerships. Most positions were held by local residents, with local employees accounting for at least 80% of staff across 12 properties. Two properties, the Xinjiang Altay Altay-Hemu Highway Joint Branch and the Fujian Yongtai Xiexing Joint Branch, achieved 100% local employment. The average annual income of local employees increased by more than CNY 54,000.



Subinur Abdumaimaiti, a "New Farmer" at Trip.com Group Country Retreats (Nalati River Valley Grassland Branch)

Subinur Abdumaimaiti, a Gen Z employee born and raised in Nalati, returned to her hometown after university and now serves as a service supervisor at a local branch. She often points to the eagle on her floral hat when speaking with visitors, explaining that it is an auspicious symbol of her community and represents the defender of the grasslands. The beadwork on the brim reflects local craftsmanship and cultural identity, with each detail carrying stories of her hometown that she shares with travellers.

Focusing on the return of young talent, Trip.com Group Country Retreats further advanced the "New Farmers" initiative, which has been operating for four years. The initiative encourages college graduates and young professionals to return to their hometowns for employment and long-term career development. The program provides structured talent support for rural revitalisation by enabling participants to transform local resources into tourism offerings through language skills development, cultural interpretation, and ecological and agricultural experience design, thereby enhancing the quality of rural tourism products. These efforts have supported the emergence of a group of young "new farmers" working directly in local communities.



He Xinyue, Assistant Manager at Trip.com Group Country Retreats (Shaanxi Foping Branch)

In April 2025, He Xinyue joined the Foping Branch in the Qinling Mountains as a "nature mentor." She developed a birdwatching guide and launched a hands-on workshop where guests can create keepsakes using local natural materials such as pine cones and fir nuts. Beyond guest services, she also trains local employees and contributes to the development of a replicable operational model, helping to build a sustainable local talent pipeline that supports both rural revitalisation and ecological conservation.

Agricultural Support

From 2023 to 2025, Trip.com Group further advanced agricultural support initiatives by adding 61 types of local speciality agricultural products to the curated agricultural support list across Country Retreats and listing 77 agricultural products on the Trip.com Group Members' Mall. Over the three years, member purchases generated CNY 28.52 million in agricultural product sales, effectively supporting the development of local agricultural industries and increasing farmers' income.



Paper-cutting Experience at Trip.com Group Country Retreats (Shaanxi Foping Branch)

Intangible Cultural Heritage Protection and Revitalisation

During the reporting period, Trip.com Group Country Retreats organised 176 cultural experience activities in collaboration with dozens of intangible cultural heritage inheritors, introducing more than 40 intangible cultural heritage items, including paper-cutting, Chinese frog closure knotting, leaf carving, bamboo weaving, Spring Festival woodblock printing, embroidery, and fabric arts. Revenue generated from intangible cultural heritage activities increased from CNY 560,000 in 2023 to CNY 3 million in 2024, and further to CNY 3.4 million in 2025, bringing cumulative revenue to CNY 6.96 million over the three-year period, thereby contributing to the preservation, transmission, and value creation of traditional culture.



Grapevine Weaving Experience at Trip.com Group Country Retreats (Fujian Yongtai Chixi Branch)



Persimmon Dyeing Experience at Trip.com Group Country Retreats (Fujian Yongtai Chixi Branch)

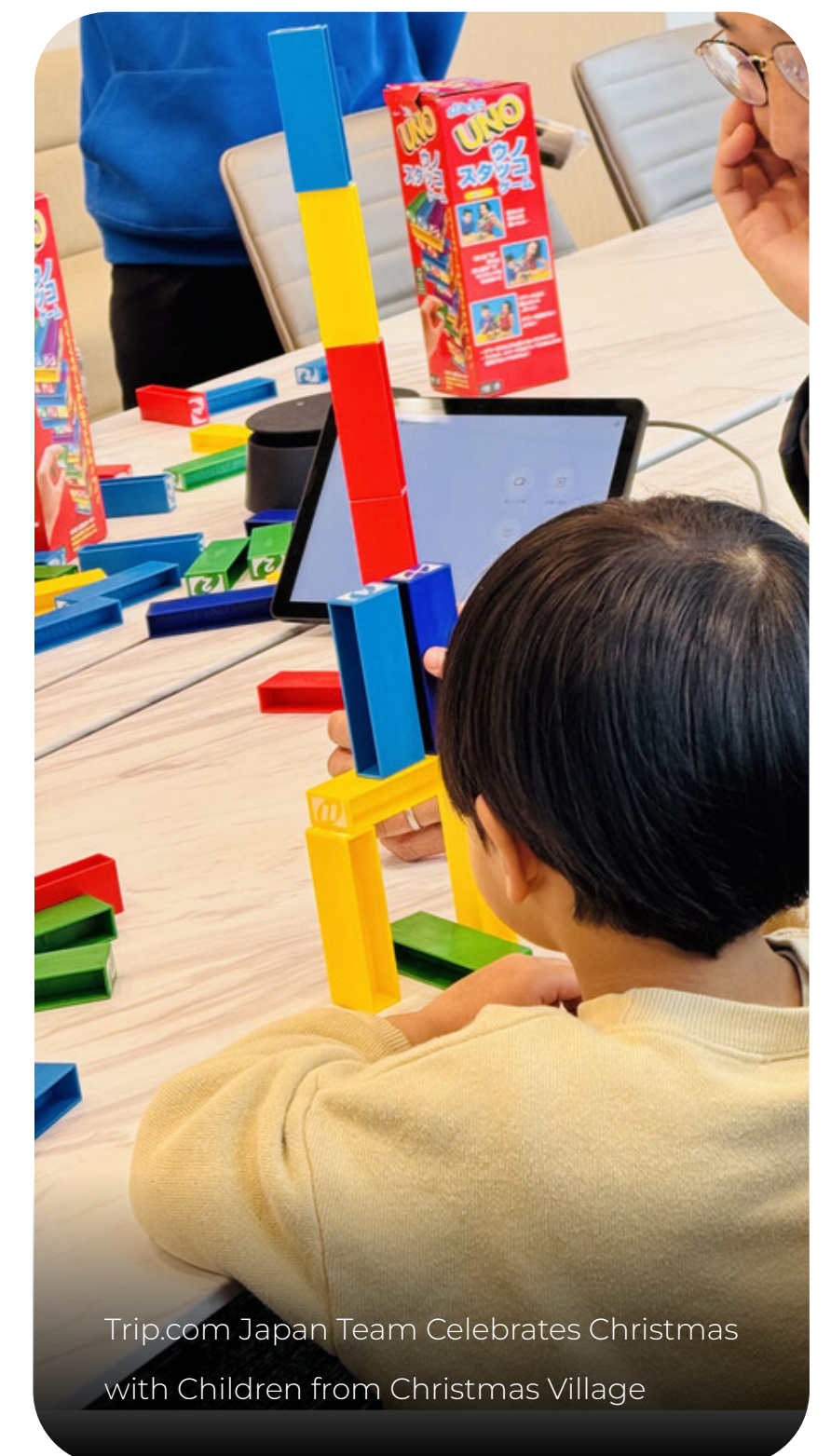
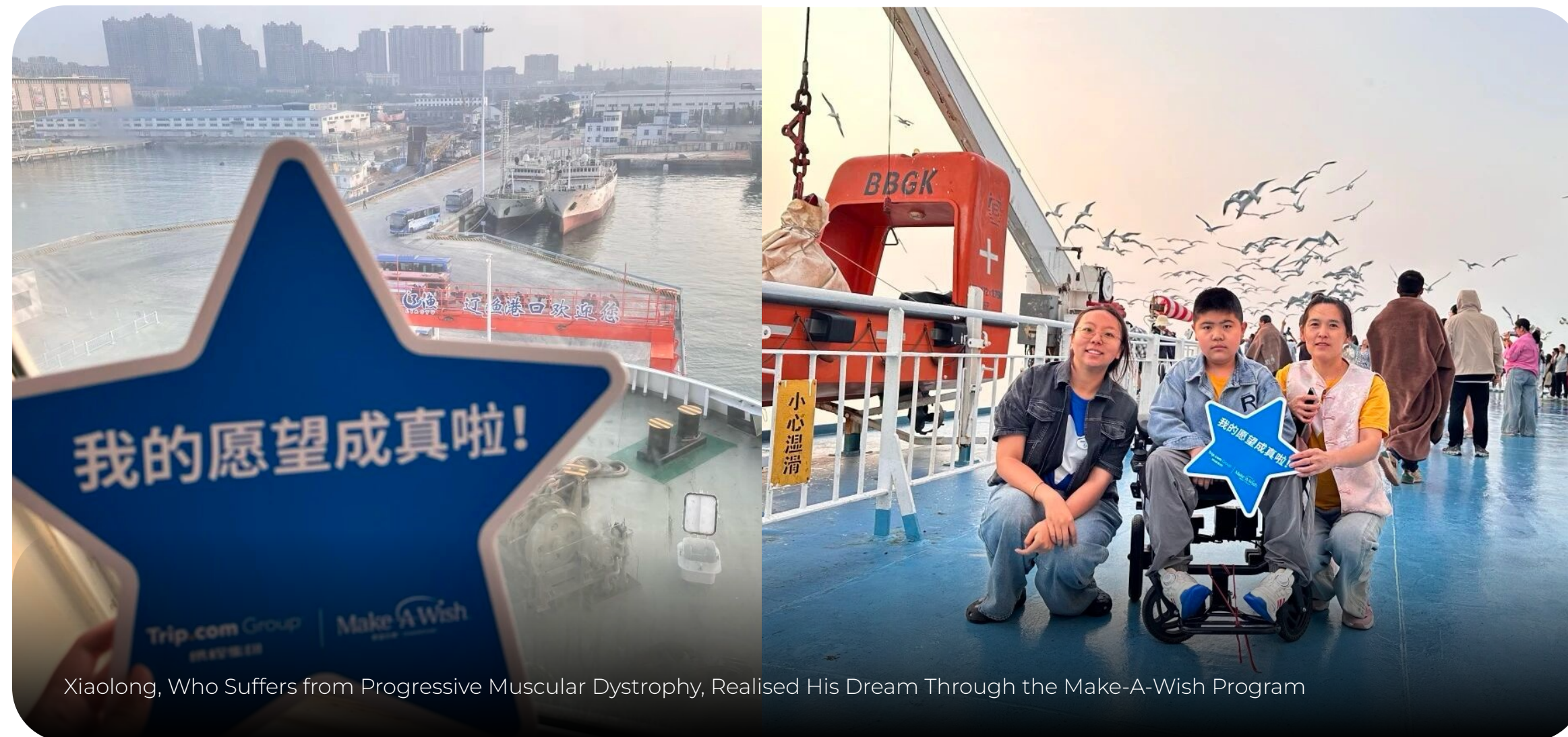
* Local employees refer to full-time staff whose household is registered in the local county.

3.2 Supporting Public Welfare

Trip.com Group believes that when business and philanthropic initiatives go hand in hand, we can create greater and more meaningful social impact. We encourage employees worldwide to participate in public welfare efforts supporting vulnerable groups, including the elderly, children, and local communities, while also advancing environmental protection and disaster response, thereby creating positive social value and impact.

Children and Families

The Shanghai Trip.com Group Charity Foundation has committed to donating CNY 500,000 annually over three years to Make-A-Wish Shanghai to operate the Trip.com Group Make-A-Wish Journey Charity Program. In 2025, the program helped 50 children with serious illnesses fulfil their travel wishes, taking them to destinations including Shenyang Imperial Palace, Xi'an Great Tang All Day Mall, and Zhuhai Chimelong Ocean Kingdom. Since its launch in 2024, it has supported 100 Make-A-Wish journeys for children from 75 cities to 29 destinations, including Sanya, Beijing, Zhuhai, Guangzhou, Chengdu, and Shanghai. Trip.com Group continues to advance this program to bring hope to more children and families facing health challenges.



Children and Families

In 2025, Trip.com also partnered with local organisations across Southeast Asia to deliver practical, needs-based community support. In Malaysia, 30 bicycles were donated and distributed to three remote indigenous villages, improving mobility for schoolchildren, commuters, and local vendors.



Trip.com Malaysia Donates Bicycles to Remote Villages

In Thailand, the Trip.com Chiang Mai Team partnered with local hotels to support Ban Wan Sri School by donating essential supplies and engaging with students. The team also supported the school's efforts to prepare sustainable meals by helping to grow vegetables and banana trees. These initiatives reflect our efforts to strengthen community resilience through collaboration with local partners, aiming to improve access to resources, support education, and enhance long-term community well-being.



Trip.com Thailand Chiang Mai Team Engage with Students at Ban Wan Sri School

Women Empowerment

Trip.com partnered with Women in Travel CIC in the UK to support disadvantaged women through skills training and pathways to becoming tour guides, aiming to strengthen women's economic security and promote more inclusive tourism development.

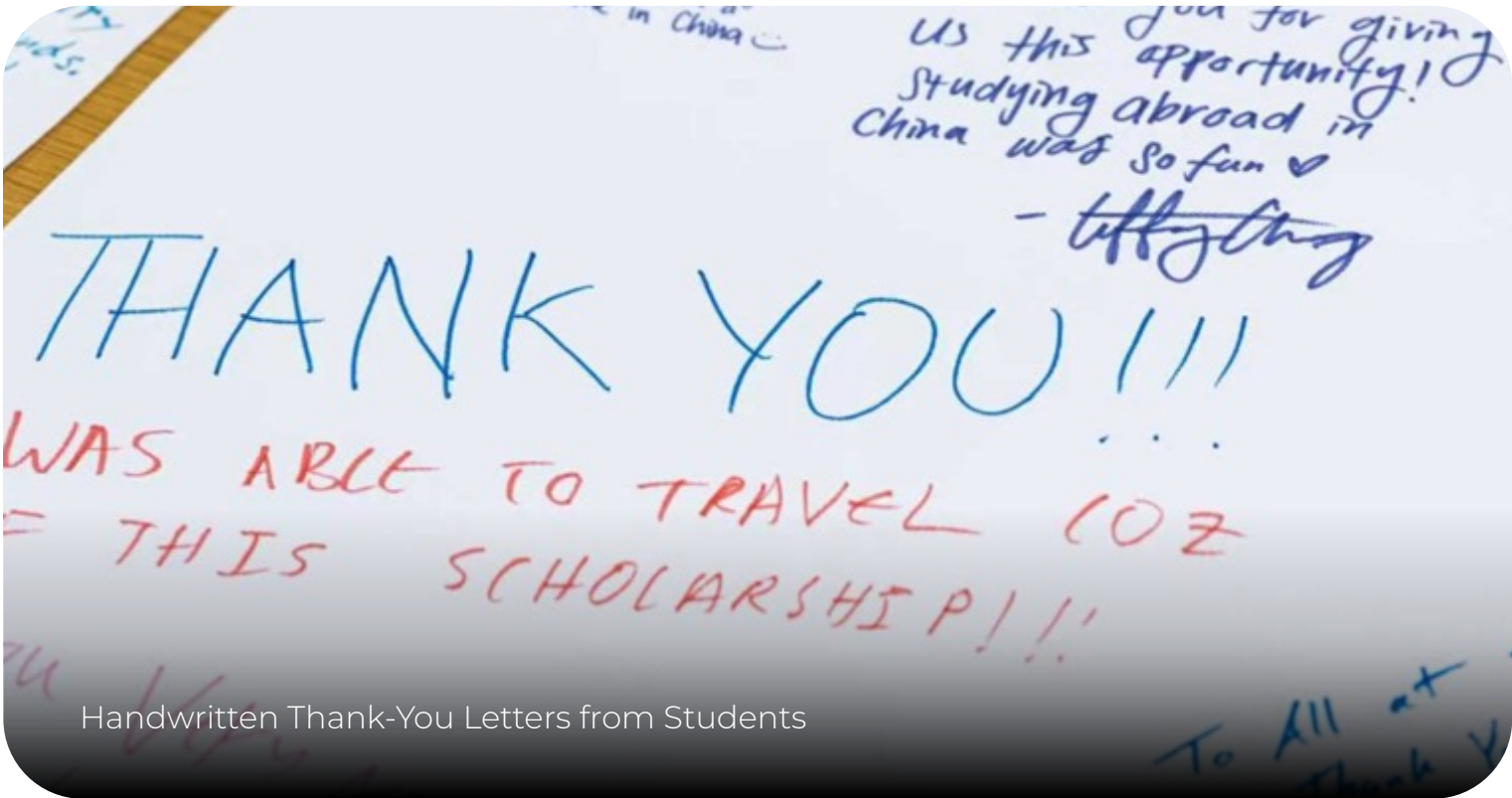
A total of 15 women participated in the program, of whom 11 successfully completed the training and 4 became tour guides in London, Manchester, and Edinburgh, delivering local cultural experiences that combine architecture, food, music, and art for international travellers. The program enabled 11 participants to generate income, and with continued support from Trip.com Group, it provides participating guides with a longer-term income stream.



Young Generations

Trip.com Group International Leadership Scholarship Program

Trip.com Group and Shanghai Jiao Tong University jointly established the International Leadership Scholarship Program to sponsor foreign students to study and live in China. In the belief that travel and education foster cooperation, the program is designed to broaden young people's international perspectives, enhancing cross-cultural exchange and mutual understanding across the world.



Handwritten Thank-You Letters from Students



Students Participate in College Activities

The first cohort of American students arrived in China in the fall of 2024. In 2025, the program was expanded to fund 16 students from the University of Michigan, who studied at Shanghai Jiao Tong University's Global College (formerly the UM-SJTU Joint Institute) from May to August. In addition to academic coursework, participants engaged in cultural and social practice activities in Shanghai and other cities, including visits to Yu Garden, Shanghai Tower, Wuzhen, and Chengdu. Participants reported that the program helped reduce financial barriers to studying abroad, deepened their understanding of China's cultural heritage and contemporary development, and fostered cross-cultural friendships, all of which contributed to stronger people-to-people connections between China and the United States.



Students Visit Yu Garden in Shanghai

Young Livestreamer Training Program

Building on the "The Journey of Mulan" program, Trip.com Group launched the Young Livestreamer Training Program in 2025, in collaboration with colleges and universities, to support the integration of education and industry. During the reporting period, the program engaged with more than 40 colleges and universities in China and established formal collaborations with 25 of them, covering 9 undergraduate and 16 vocational institutions. In 2025, it delivered more than 450 hours of offline training to over 1,000 young participants. They completed 15,058 hours of livestreaming across 45 program-provided accounts, generating a cumulative GMV of CNY 101 million. The program incubated many high-performing accounts during the reporting period, including two generating over CNY 10 million in revenue, six over CNY 5 million, and ten over CNY 1 million, reflecting progress in both skills development and commercialisation outcomes.

Survey data indicate that 88.24% of participants identified tourism e-commerce as their intended career path after completing the program. Career preferences included hybrid roles combining livestreaming and operations (25.49%), professional livestreamers (12.42%), and future management roles such as operations supervisors (8.5%), which are aligned with the digital transformation of the tourism industry.

✓

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101

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The Elderly and Ageing Community

In 2025, Trip.com Group employees across multiple markets actively participated in community activities to support elderly people, children, and families. In Hong Kong, China, Trip.com partnered with Ginkgo House to distribute meal boxes and festive supplies, including Mid-Autumn Festival mooncakes, to elderly people and other vulnerable groups. In Singapore, Trip.com visited the Gerontological Society of Singapore, organising recreational and social activities for elderly participants, aiming to promote emotional well-being and reduce social isolation. The Trip.com Hong Kong Team also collaborated with Pok Oi Hospital ahead of the Chinese New Year, visiting elderly care homes and day care centres to distribute more than 600 festive gift bags containing daily necessities and seasonal food items, bringing care and support to elderly beneficiaries across the community.



Trip.com Hong Kong Team Responds to Ginkgo House's Love Project



Trip.com Hong Kong Team Visits Pok Oi Hospital with 600+ New Year Gift Bags



Trip.com Team Visits Gerontological Society of Singapore and Organizes Activities

Natural Environment

In 2025, Trip.com Group employees across different markets supported environmental protection and biodiversity conservation through hands-on volunteer activities.



Trip.com Participated in Marine Conservation
in Nusa Tenggara, Indonesia

In Indonesia, Trip.com travelled from Sanur Port in Bali to Nusa Lembongan Island for a marine conservation campaign. Guided by a local conservation organisation, the team learned about coral reef ecosystems and restoration techniques, and supported coral transplantation through snorkelling and scuba diving, which strengthened awareness of marine biodiversity and coastal ecosystem protection.



Trip.com Participated in Marine Conservation
in Nusa Tenggara, Indonesia



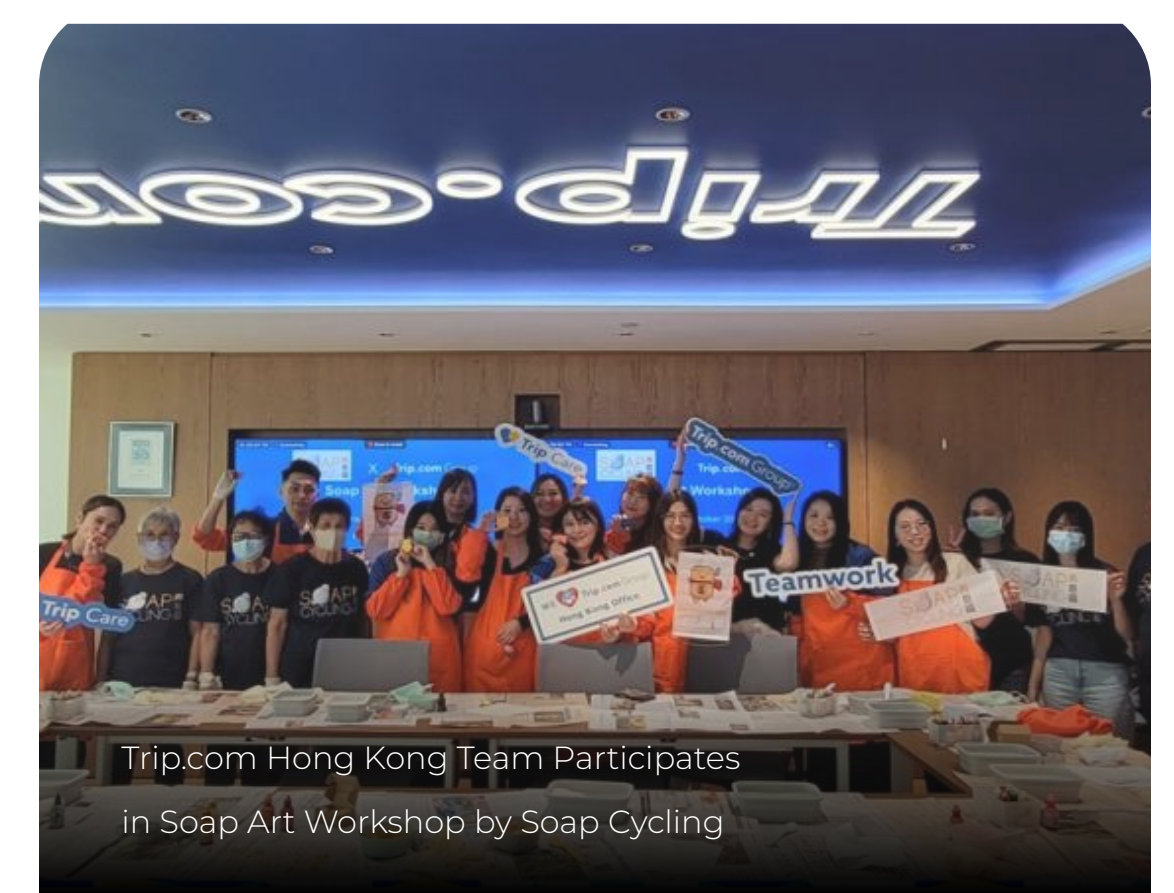
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Trip.com Hong Kong Team Collaborates with Hong Kong
Saving Cat and Dog Association to Support Animal Welfare

In Hong Kong, China, Trip.com employees volunteered with the Hong Kong Saving Cat and Dog Association to support animal welfare. The team cleaned shelters and assisted in the daily care of rescued cats, helping improve the well-being of animals in need.



Trip.com Hong Kong Team Participates
in Soap Art Workshop by Soap Cycling

In addition, the Trip.com Hong Kong Team participated in a soap art workshop organised by Soap Cycling. The workshop advocates recycling and repurposing lightly used hotel soap into new hygiene products for communities in need, thereby reducing waste.

Through an inclusive participation model, the team engaged three senior volunteers and provided internship opportunities for two interns. Together, they diverted more than 2 kg of soap waste from landfill into 108 bars of recycled soap for children's gift bags ("Hope Boxes").

Disaster Response and Donations

In November 2025, following the Wang Fuk Court fire in Tai Po, Trip.com Group announced a HKD 10 million donation to support emergency relief and the resettlement of affected residents. The funds were allocated to the Support Fund for Wang Fuk Court in Tai Po of the Hong Kong SAR Government, Pok Oi Hospital, and the Salvation Army to provide financial assistance and support post-disaster recovery. At the same time, Trip.com Group worked with local partners to facilitate temporary accommodation for displaced residents. The Runway 1331 hotel immediately made rooms available, while our customer support team set up a dedicated hotline to coordinate accommodation arrangements with residents and social workers, supporting the resettlement registration of 183 families.

In December 2025, Trip.com Group's Southeast Asia teams supported communities affected by extreme weather events. In Thailand, Trip.com delivered essential supplies to flood-affected communities in Hat Yai to address urgent relief needs. In Malaysia, Trip.com partnered with the local non-profit organisation Pertubuhan Amal Uncle Kentang Malaysia to support flood relief efforts during the monsoon season, further strengthening local emergency response capacity.



3.3 Customer Support Guarantee

Trip.com Group upholds a customer-first philosophy, delivering high-quality support through a global network of 16,000 customer support specialists across 26 hotline centres in locations such as Bangkok, Kuala Lumpur, Edinburgh, Seoul, Tokyo, and Manila. We believe that strong customer satisfaction not only enhances operational revenue but also mitigates business risks, laying a solid foundation for more sustainable long-term growth. In this regard, we strictly comply with applicable laws and regulations, including the Consumer Rights Protection Law of the People's Republic of China and the E-commerce Law of the People's Republic of China, and have established a comprehensive complaint management system alongside 24/7 customer support. We handle more than 350 million inquiries annually, with 89% of them answered within 20 seconds and 90% of issues resolved within 20 minutes.

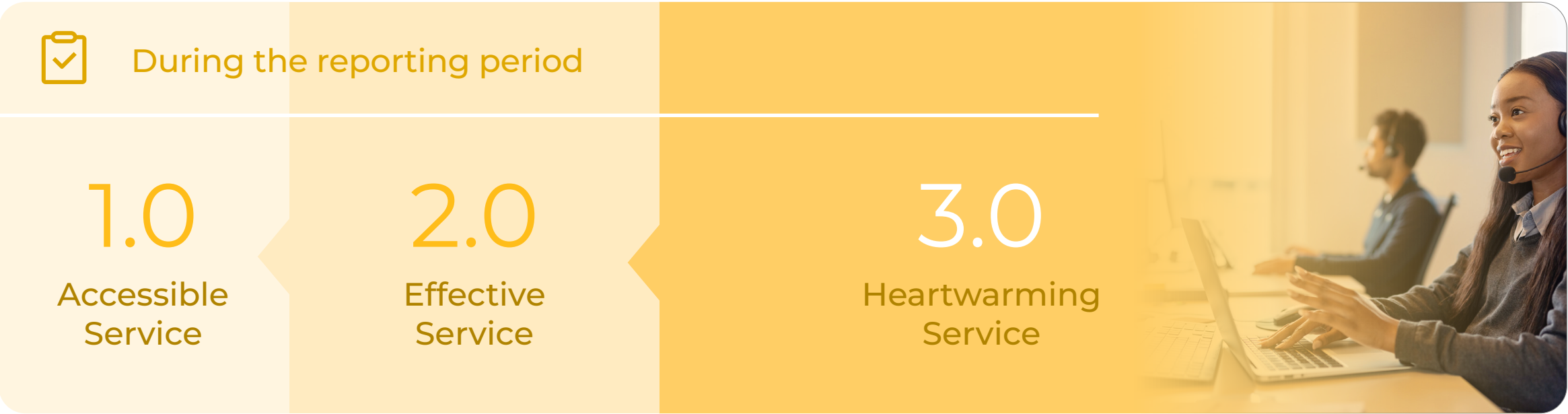


Service System Construction

Trip.com Group places a strong emphasis on delivering high-quality service across all business units. Dedicated quality management and user experience teams are in place to drive ongoing research, evaluation, and continuous improvement. A Service Committee has been established to oversee the end-to-end optimisation of systems, processes, personnel, and service delivery through a top-down management framework.

To standardise service excellence, we have developed a comprehensive "Customer Support Centre Standard Operating Procedures." This outlines detailed protocols and recommended scripts tailored to various customer support scenarios. The service journey is segmented into clearly defined stages, each monitored by specific performance indicators to ensure consistent and high-quality execution. This structured approach forms the foundation of our lean service system, which is continuously refined and recalibrated. At the same time, we have built a robust employee development framework for all our customer support staff, offering targeted learning and training programs to elevate service skills and standards.

As a pioneer in the industry, Trip.com Group has successfully introduced the Six Sigma methodology, commonly used in manufacturing, into the travel services sector to enhance service process efficiency and quality control. This innovation has earned us the prestigious 4PS International Standard 5-Star Certification. We are guided by the "HEAT" service philosophy of Heartwarming, Effortless, Active, and Trustworthy. During the reporting period, Trip.com Group upgraded our service framework from accessible service (1.0) to effective service (2.0), and further to heartwarming



service (3.0), enhancing problem-solving efficiency and user emotional engagement to deliver a more human-centred service experience.

Human-Centred AI Customer Support

At Trip.com Group, every customer interaction reflects our brand's commitment to service excellence. We continuously invest in AI technology to enhance service quality and operational efficiency. AI technology enables our customer support specialists to focus on more complex, high-value interactions to deliver a more heartwarming and personalised service experience. In the face of unforeseen events such as geopolitical conflicts and extreme weather, Trip.com Group leverages intelligent customer support capabilities to provide timely and proactive support. When the system identifies that a booking may be affected by external factors such as natural disasters or conflicts, the AI assistant proactively triggers a care response before the customer reaches out, guiding users to the most relevant service entry points. With a single click, customers can be seamlessly connected to an after-sales service representative, significantly reducing waiting time and simplifying the service process.

Enhanced Service Feedback Mechanism

We consider customer experience a core pillar of our sustainable development strategy and are committed to building a life-cycle customer support management system. During the reporting period, we further strengthened our multi-channel customer feedback framework and established a structured "listen-analyse-act" loop through product-side Net Promoter Score (NPS) surveys and dedicated service hotlines. Insights gathered from customers are systematically integrated into product and service improvements, enabling business and service teams to respond more precisely to user needs and continuously enhance service consistency and quality.

To further strengthen service quality governance, we introduced independent third parties to ensure the objectivity and credibility of

assessment results. Data show that in 2025, customer satisfaction remained at an industry-leading level, increasing by nearly 2% year on year. At the same time, service operational efficiency significantly improved, with the first-contact resolution rate steadily increasing. In particular, our comprehensive emergency response mechanism helped ensure that our commitment to consumers was consistently delivered even during periods of disruption, maintaining high levels of user satisfaction.

Service Talent Development

During the reporting period, we further launched a comprehensive and scientific customer support growth system, focusing on four key pillars: professional development, skills certification, flexible career mobility, and competitive compensation. The upgraded system aims to enhance employees' career development experience while strengthening talent attraction, motivation and retention.

To recognise and support our global customer support teams, we host the "Trip.com Group Global Customer Support Festival" on June 16 each year. This event features a series of engaging activities and benefits, including breakfast carts, afternoon tea, and the HEAT Customer Support Awards Ceremony, fostering a warm and appreciative team culture. In May 2024, we introduced the "Work from Hometown" policy for our customer support teams during the Spring Festival period. Our business units were encouraged to enforce this policy based on their operational needs to allow eligible employees to work from home for up to two months. During the Spring Festival period in 2026, nearly 1,000 customer support specialists signed up for the program.



3.4 Global Travel SOS Platform

Trip.com Group's Global Travel SOS Platform provides around-the-clock emergency assistance to travellers across the globe. Since its launch in 2017, the platform has delivered continuous emergency response and incident management support to global users, benefiting more than 440 million travellers to date.

Following a major service upgrade in 2024, the platform has further expanded its global emergency support network, establishing partnerships with 27 professional medical assistance organisations and building a broader network of more than 1 million medical service partners. It now supports 24 languages and covers 20 types of travel emergency scenarios, including medical assistance, emergency medical evacuation, lost property support, and document replacement services, providing comprehensive coverage for travellers facing unexpected incidents.

As of the end of the Reporting Period, the platform had received more than 23,000 assistance requests from over 100 destinations worldwide. For inquiries within the scope of SOS services, the overall successful assistance rate reached 98%. It also provided timely support during more than 10 major natural disasters and extreme weather events, including earthquakes in Tibet, Myanmar, Istanbul, and Japan, and Typhoon Kalmaegi in the Philippines, ensuring effective emergency response and safety support for affected travellers.



Assistance Case 1

In September 2025, an elderly traveller suddenly collapsed while visiting Urumqi. After being sent to the hospital, the traveller was diagnosed with a cerebral infarction and underwent an emergency thrombectomy. The procedure was successful, and the traveller later received a pacemaker implant while remaining under observation in the ICU. After learning about Ctrip's SOS medical transfer service through the platform, the family contacted Ctrip for assistance in transferring the traveller to Guangzhou, their long-term place of residence, for continued treatment.

Upon receiving the request, the SOS specialist immediately responded and helped the family connect with the platform's partner consulting institution. The institution promptly liaised with the attending physician to assess the patient's condition and developed a professional medical transfer plan based on the patient's postoperative status, transfer risks, and medical resources available at the destination. Through its SOS medical transfer service, Ctrip helps bridge long distances and support families in times of need.



Assistance Case 2

In July 2025, a customer accidentally fell while travelling in Italy and experienced persistent pain after landing on their left shoulder. The customer initially treated the injury with over-the-counter pain-relief patches, but the symptoms did not improve, and the pain worsened. By the third day of the trip, when the customer arrived in Marseille, France, the pain had become unbearable. Due to language barriers and unfamiliarity with the local healthcare system, the customer was unable to seek timely medical care and contacted Ctrip Rescue for urgent assistance.

Upon receiving the request, the SOS specialist immediately activated the emergency response process and coordinated with a partner consulting institution. The institution quickly identified several quality medical providers in Marseille and made a targeted recommendation based on the customer's location and injury. The SOS specialist followed up throughout the process, helping the customer connect with the institution and confirm the appointment. From the initial request to the completion of the medical consultation and receipt of a follow-up treatment plan, the entire process took 24 hours. After the issue was resolved, the customer called the platform to thank Ctrip for its efficient and professional assistance.



As of the end of the Reporting Period, Global Travel SOS Platform

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supports



24 languages

covers



20 types of travel emergency scenarios

had received more than



23,000 assistance requests from destinations worldwide



For inquiries within the scope of SOS services, the overall successful assistance rate reached



3.5 Bridging the Digital Divide

With the widespread adoption of smartphones and growing demand for senior travel, older users may find it challenging to use smart technologies, understand product information, and obtain suitable products and services. In response, Trip.com Group launched Old Friends Club, a dedicated travel initiative designed to provide travel products and one-on-one customer support to travellers aged 50 and above. In addition, Trip.com Group also introduced simplified, senior-friendly product interfaces to improve accessibility and enable older users to navigate online services with ease.

Dedicated Services for the Silver Generation

Launched in 2024, Old Friends Club has evolved into a comprehensive senior travel service brand focused on delivering safe, convenient, and meaningful travel experiences. By the end of 2025, the program had attracted more than 4.5 million registered members, with 75% of

them aged 50-59, reflecting strong demand for high-quality, senior-friendly travel services. During the reporting period, the program expanded its product offerings to cover more than 50 destinations worldwide, spanning group tours, hotel packages, cruises, and long-stay accommodation, establishing a standardised senior-friendly product portfolio.

Advancing Digital Inclusion for Senior Users

To lower the barriers for senior users to access digital services, Trip.com Group continues to advance technology enhancements to improve accessibility:

- Developed and launched a dedicated Ctrip Senior Club channel, featuring large fonts, high-contrast design, simplified navigation paths, and key information presented in a more conversational format;

- Integrated an AI-powered dialogue engine with traditional search functions, enabling users to plan complex itineraries through natural language interaction;

- Introduced the "Family Card" function, allowing children to remotely assist their parents with bookings, payments, and itinerary management. This functionality supports intergenerational collaboration and makes it easier for families to travel together.

Building Offline Communities for Senior Travellers

Since 2024, Trip.com Group has operated our first Old Friends Club flagship store in Shanghai, extending digital services into an offline environment to better serve senior users. The store provides one-stop services, including travel consultation, product experience, and visa assistance, and also hosts regular interest-based activities such as photography sessions, tea appreciation, and travel sharing, aiming to create an offline community-oriented space for senior users to connect. Dedicated in-store travel managers offer face-to-face assistance and personalised support.

Beyond services tailored for senior users, Trip.com Group also continues to improve accessibility to better meet the needs of a more diverse traveller base. We believe that travel should serve as a bridge connecting people and places, enabling everyone to explore the world with equal ease and dignity. Guided by this vision, we have embedded accessibility considerations into the design and development of our products and services.



Old Friends Club had attracted more than

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50 destinations worldwide



Cross-Functional Collaboration to Remove Digital Barriers

At Trip.com Group, accessibility initiatives are coordinated by a dedicated team of 34 specialists across design, R&D, legal, and product lines, with support from more than 400 employees across the organisation. Accessibility considerations are embedded throughout the entire product lifecycle—from annotated requirements during the design phase to weekly automated accessibility scans—enabling potential barriers to be identified early and addressed through a closed-loop improvement process.

The impact of this systemic transformation is measurable. From January to September 2025, we conducted a global accessibility initiative and resolved more than 7,800 user experience issues. Improvements in areas such as colour contrast not only enhanced visual clarity but also increased user conversion rates, demonstrating the broader business value of inclusive design. In addition, regular usability testing with users with disabilities across different markets helps improve core booking flows and enhance overall accessibility. For Trip.com Group, accessibility goes beyond removing barriers in digital products; it is about enabling all users to explore the world with greater independence, confidence, and dignity. We will continue to advance inclusive design practices and work towards a more accessible and inclusive travel ecosystem.





During the reporting period



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34 specialists



with support from more than

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7,800 user experience issues

Building Empathy Through Experiential Learning

Beyond inclusive design at the product level, we also encourage employees to participate in experiences that help them better understand the needs of different user groups. Through hands-on engagement, employees gain direct exposure to accessibility challenges, enabling them to incorporate more thoughtful and inclusive considerations into product and service improvements. The Trip.com Hong Kong Team partnered with Orbis to host a Blindfolded Lunch as part of its Colourful Day celebration. Participants dined in complete darkness, relying on hearing, touch, and smell to complete the experience. This event helped employees better understand the daily challenges faced by individuals with visual impairments and reinforced awareness of accessibility needs in everyday environments.





24

04 Family Friendly

Trip.com Group places long-term human development at the core of its sustainability strategy and is committed to building a family-friendly workplace that promotes employee well-being while responding to broader demographic and social changes. To support employees with caregiving responsibilities, the Group continues to strengthen our benefits framework, including the Childcare Subsidy program, which provides financial assistance to eligible employees. We also offer a hybrid work model, enabling greater work-life balance for employees. In fostering workplace inclusiveness, we implement the "Equity and Diversity Policy," ensuring equal opportunities for women, ethnic minorities, and employees with disabilities. Particular attention is given to supporting the development of women in leadership and technology-related roles. In addition, through talent development programs, competitive compensation and benefits, and open communication channels, we support employee growth and foster a culture of shared development between employees and the organisation.



4.1 Building a Family-friendly Enterprise

Family-Friendly Policy	Start Year	Benefits
Regulations of Employee Medical Benefits	2014	Supplementary commercial medical insurance for employees' children below the age of 16
Regulations on Employee Maternity Benefits	2015	Transportation allowances during pregnancy, maternity leave
Instructions on Borrowing Recliners for Pregnant Women in Shanghai Office	2015	Recliners for pregnant women in office space
Instructions for Use of Mother-and-Baby Rooms	2015	Multiple baby care rooms in office space
Assisted Reproductive Welfare Policy for Female Employees	2018	Fertility benefits for eligible employees
Temporary Parking Space During Pregnancy	2018	Temporary parking space for employees during pregnancy
Hybrid Work Policy	2022	Eligible employees can request to work remotely on Wednesdays and/or Fridays
Trip.com Group Childcare Subsidy	2023	Childcare subsidy ¹ of over USD 6,880 ² for eligible employees in total
Childcare Leave	2025	3 days of paid leave per year for employees with children aged 18 or below
Hybrid Work Policy	2025	R&D staff can work remotely without prior approval
Spring Festival Work from Hometown Policy for Customer Support Teams	2026	Extended to include frontline customer support employees residing in suburban areas within the same city
Extension of Paternity Leave for Full-time Male Employees	2026	Mainland China: Effective from 1 May 2026, eligible full-time male employees in Mainland China are entitled to no fewer than 20 days of paternity leave, providing greater support for families welcoming a new child. Other Countries and Regions: We will continue to review and enhance our family-friendly benefits in line with applicable laws and regulations, as well as local practices, in the jurisdictions where we operate, including paternity leave arrangements.

Childcare Subsidy

To help ease the financial burden of raising young children and support a more family-friendly workplace, Trip.com Group launched the Childcare Subsidy program in 2023 and plans to invest more than USD 137 million ³ in employee childcare support.

Under this program, Trip.com Group employees worldwide with at least three years of continuous service will receive approximately USD 1,376 ³ annually for each newborn child until the child reaches the age of five (total subsidies exceeding USD 6,880 ³ per child ³).

The program has become a standard component of our employee benefits framework. As of the end of 2025, it had supported a cumulative 2,038 families. During the reporting period, 1,114 employees received childcare subsidies supporting 1,132 children, with total annual disbursements reaching approximately USD 1.6142 million. Through sustained financial assistance, the Group provides meaningful support to employees raising young children and contributes to greater family security and well-being.



During the reporting period

1,114 employees received childcare subsidies

with total annual disbursements reaching approximately USD

1.6142 million

supporting

1,132 children

1. Childcare subsidy data are from the 2023 Trip.com Group ESG Report.

2. Employee benefits vary based on local laws and policies in each country or region.

3. Data are from the 2023 Trip.com Group ESG Report.

Empowering Women to Grow

Promoting Gender Equality

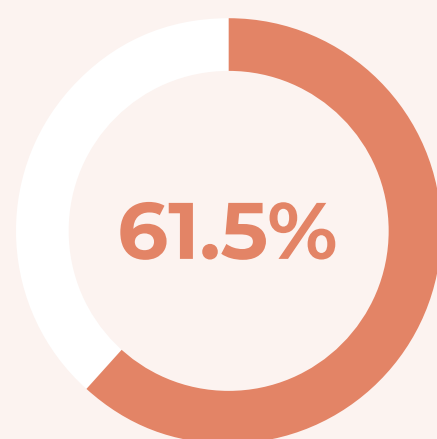
As a signatory to the Women's Empowerment Principles, a joint initiative by UN Women and the United Nations Global Compact, Trip.com Group remains committed to promoting gender equality and empowering women across the workplace, marketplace, and community. We have incorporated the recruitment, development, and retention of female talent into our core human capital strategy.

As of the end of the reporting period, women accounted for 49 of 148 senior management positions, representing 33.1% of senior leadership. Within key revenue-generating functions, women held 52.3% of management positions, highlighting their active participation in leadership and decision-making. The Group also promoted women's participation in science, technology, engineering, and mathematics (STEM) careers, with women accounting for 33.0% of STEM-related positions.

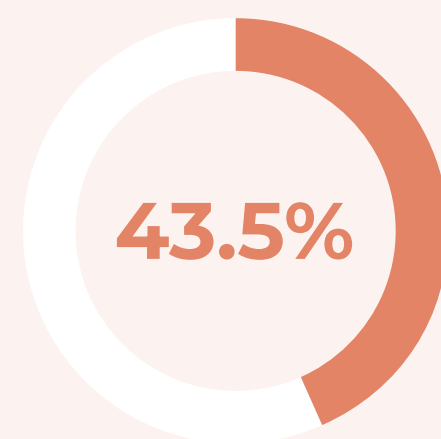
To support employees across different life stages, the Group has established a comprehensive family support framework that includes a hybrid work model, a global childcare subsidy program, and paid parental leave. During the reporting period, the return-to-work rate for female employees following maternity leave reached 100%, and the six-month retention rate after return remained close to 100%, demonstrating the effectiveness of our policies in supporting women's long-term career development.



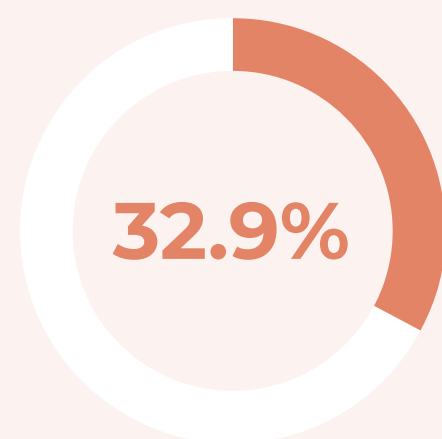
As of the end of the reporting period, women accounted for



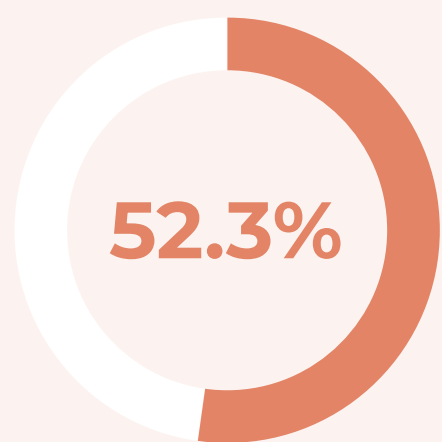
of entry-level positions



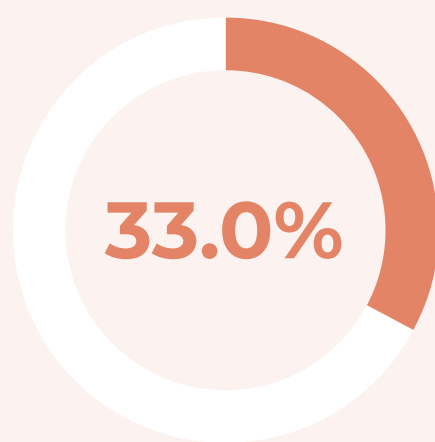
of middle management positions



of senior management positions



of management positions within key
revenue-generating functions



of STEM-related positions



During the reporting period



the return-to-work rate for female employees
following maternity leave reached

100 %



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Promoting Gender Equality

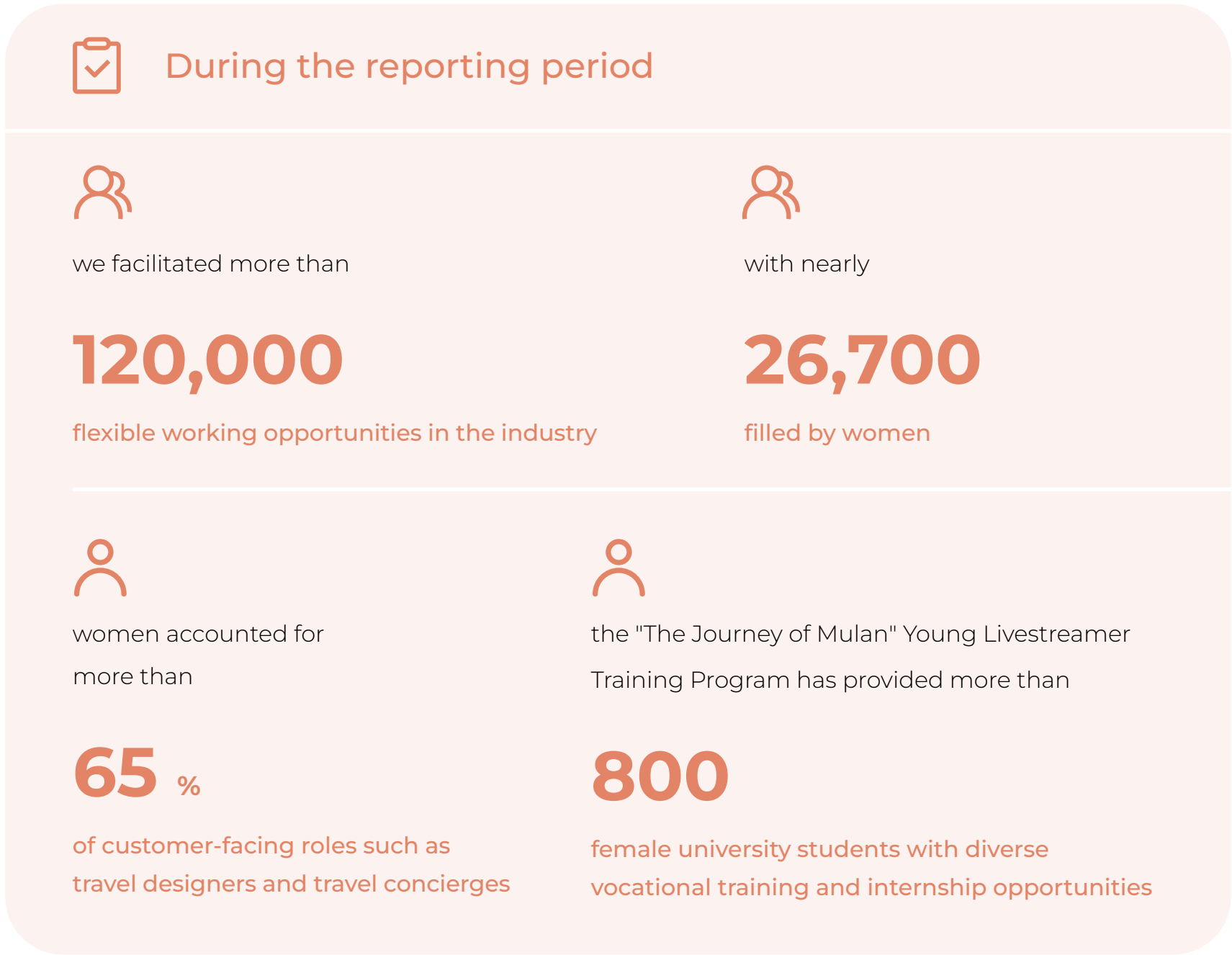
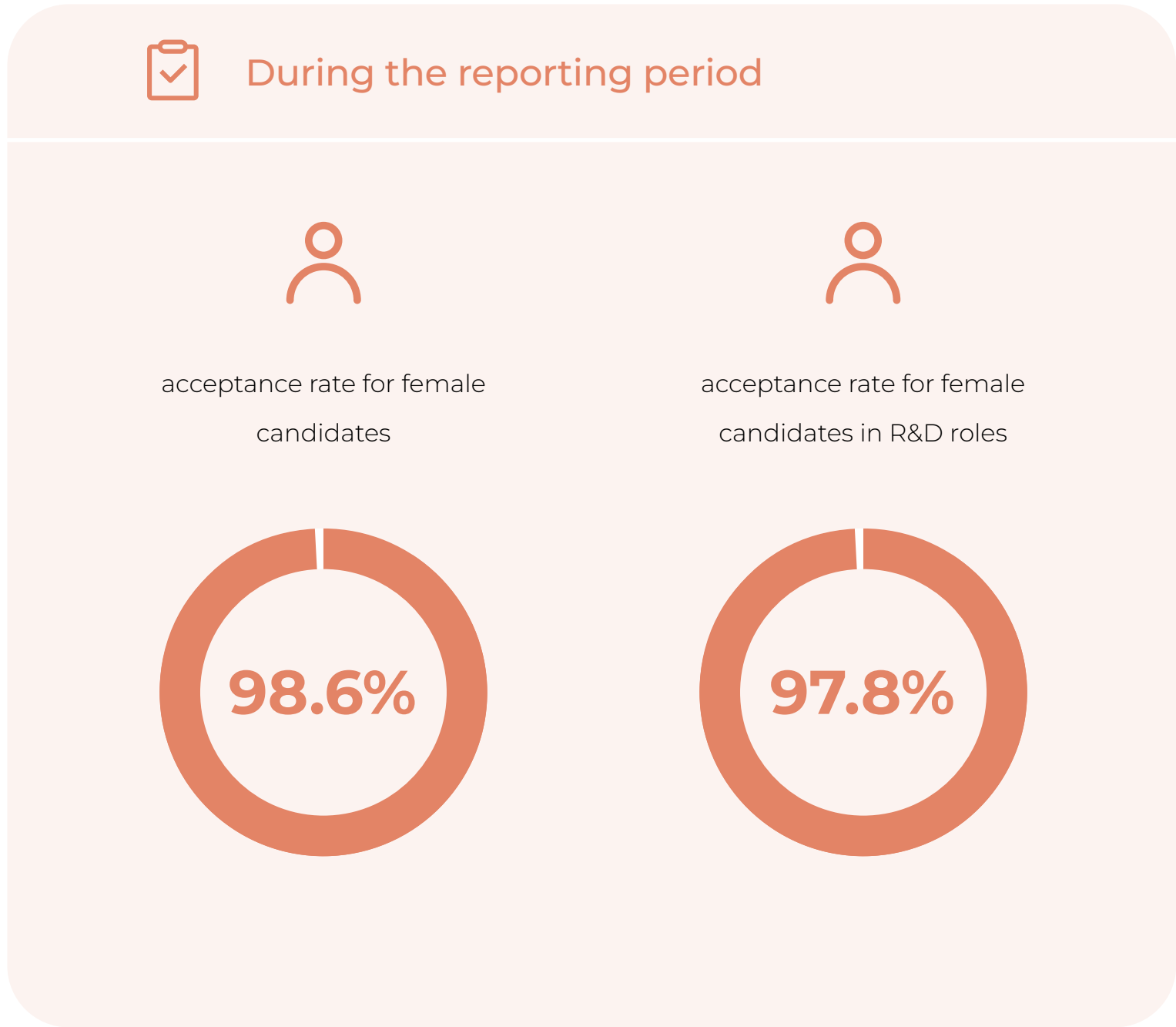
We also maintain inclusive recruitment practices. During the reporting period, 2,922 offers were extended to female candidates, with a 98.6% acceptance rate. In R&D roles, 623 offers were extended to women, with a 97.8% acceptance rate. These results reflect our strong attractiveness and brand recognition among female talent. Looking ahead, we will continue to strengthen our inclusive practices and ensure equal opportunities for women across all stages of recruitment, promotion, and career development.

Focusing on Women Employment

We leverage our platform ecosystem to create flexible employment opportunities for women across the tourism industry. In 2025, we facilitated more than 120,000 flexible working opportunities in the industry, with nearly 26,700 filled by women. During the reporting period, the Group also supported the transformation and business development of approximately 3,500 small and medium-sized travel agencies, helping to create more than 30,000 innovative tourism-related positions. Women accounted for more than 65% of customer-facing roles such as travel designers and travel concierges. To further support the career development of young women, Trip.com Group launched the "The Journey of Mulan" Young Livestreamer Training Program, providing more than 800 female university students with diverse vocational training and internship opportunities in tourism livestreaming during 2025.

Preventing Sexual Harassment in the Workplace

Trip.com Group is committed to maintaining a safe workplace. We have established the "Anti-Sexual Harassment Code of Conduct," along with dedicated reporting channels and clear handling procedures. We protect both victims and whistleblowers to ensure that any cases of workplace sexual harassment are addressed promptly and appropriately. Given our global operations, we also encourage all our subsidiaries and departments to develop localised anti-discrimination and anti-harassment policies tailored to the specific legal and cultural contexts of the countries and regions where they operate.



4.3 Attracting and Retaining Talent

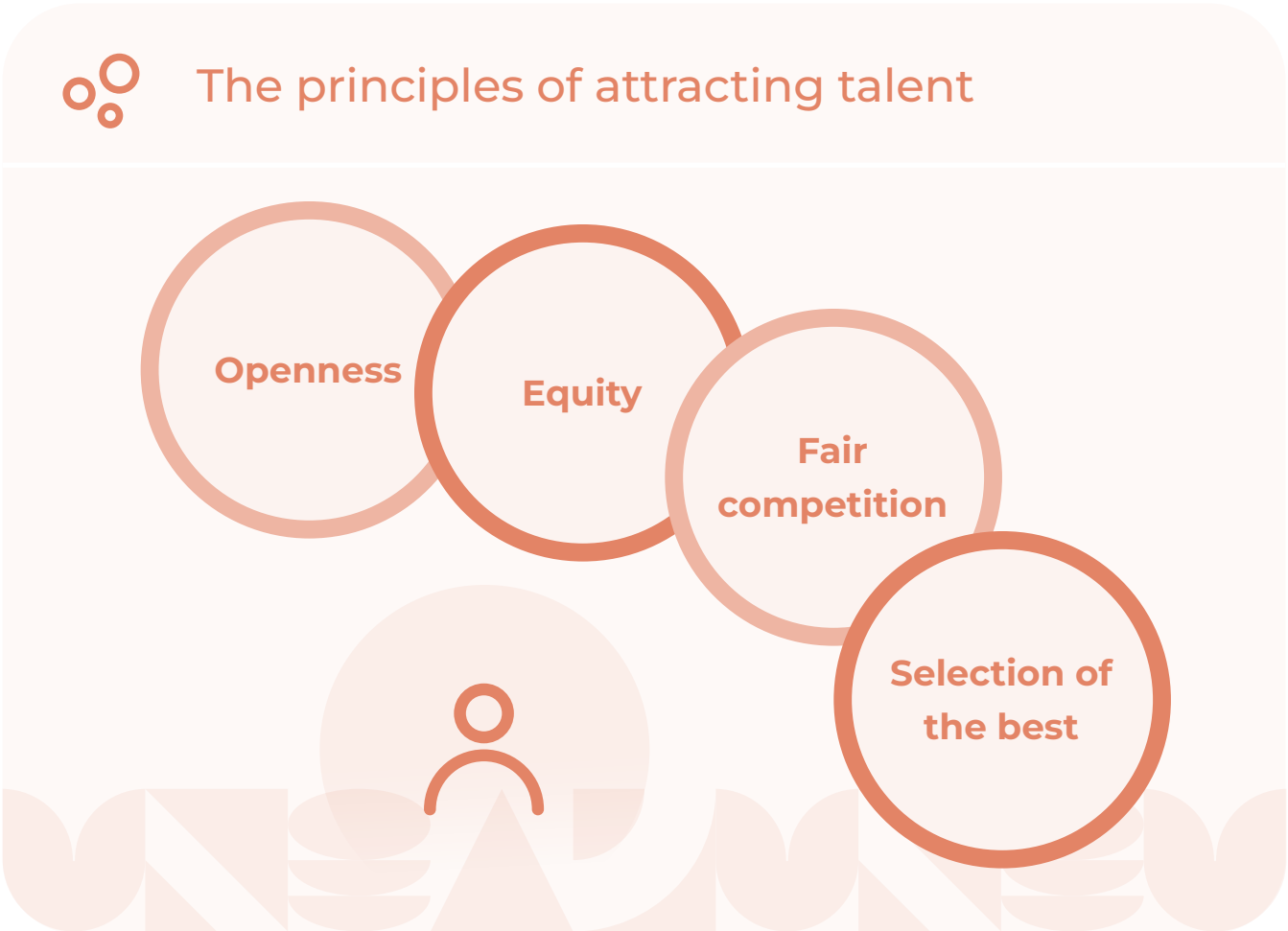
Trip.com Group recognises that talent is the driving force behind corporate growth and has consistently focused on attracting exceptional individuals with diverse backgrounds and from different industries. We are fully committed to protecting employees' rights and interests, ensuring a fair and transparent recruitment process, and supporting their career development. We offer competitive compensation that reflects individual contributions, pay close attention to the well-being of our employees, and actively listen to their feedback. Our goal is to provide a dynamic platform for all employees, enabling them to showcase their talents and

	2025	2024	2023	2022
Total workforce	30,875	29,949	28,007	27,000
Total workforce by gender				
Male	13,193	12,870	11,917	11,242
Female	17,682	17,079	16,090	15,758
Total workforce by employment type				
Full time	30,491	29,611	27,854	26,617
Part time	384	338	153	383
Total workforce by age group				
Below 30	42.2%	39.7%	42.3%	43.7%
30-50	57.0%	59.8%	56.1%	55.7%
Above 50	0.8%	0.5%	0.6%	0.6%
Total workforce by employee category				
Entry-level	76.9%	77.8%	78.0%	76.1%
Middle management	22.6%	21.7%	21.4%	23.2%
Senior management	0.5%	0.5%	0.6%	0.7%

collaborate to achieve the Group's mission and vision. During the reporting period, the Group did not experience any large-scale redundancies, as defined under applicable local laws and regulations, in any of its operating locations.

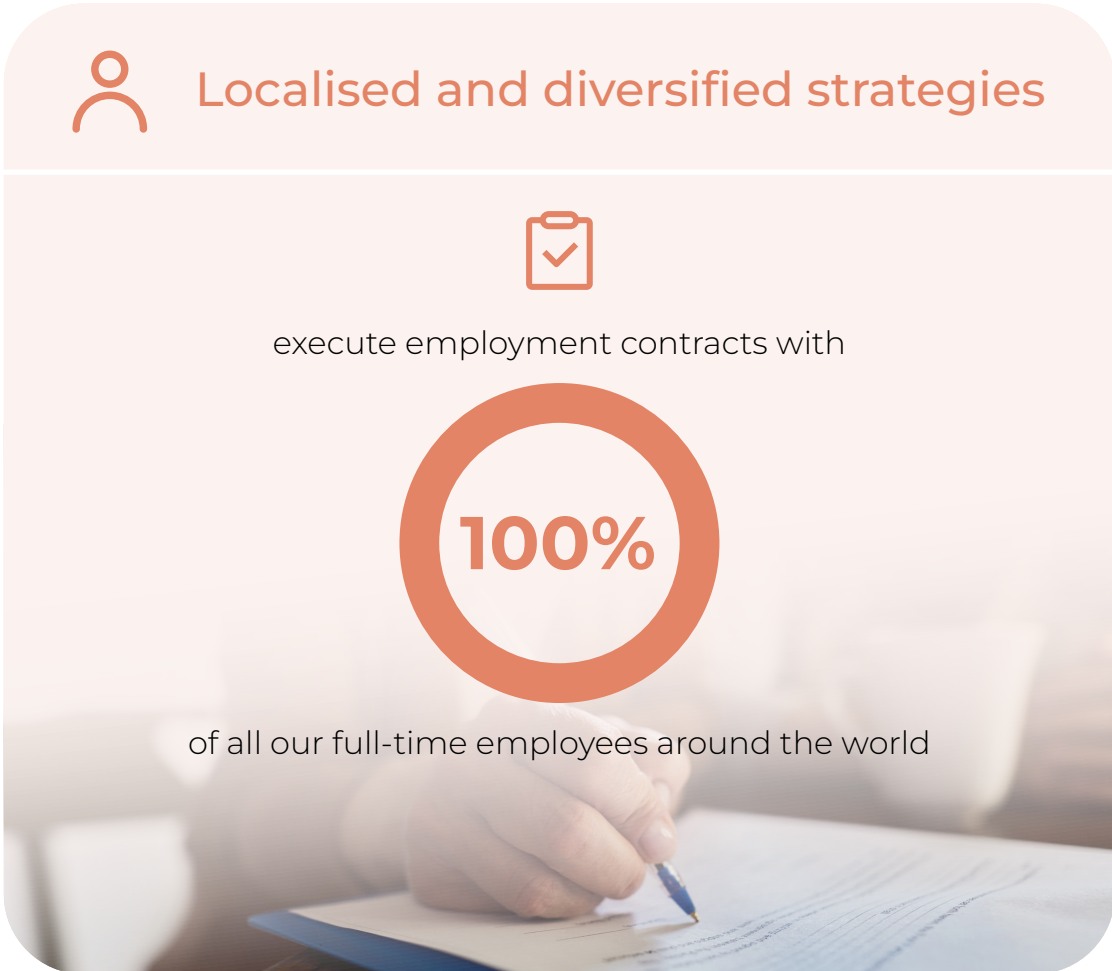
Recruitment

Trip.com Group adheres to the principles of openness, equity, fair competition, and selection of the best in attracting talent through different channels, such as campus recruitment, social recruitment, internal referrals, and internship programs. The Group has established clear guidelines, such as the "Recruitment Management Measures" and "Internal Referral Management Policy," to define the recruitment standards and processes. During the recruitment process, we focus on candidates' professional knowledge, skills, overall qualities, and potential. To ensure fairness and professionalism, interviewers undergo rigorous screening, training, and regular assessments. After each interview, candidates are invited to complete a feedback questionnaire, allowing us to continually improve the interview experience. For prospects who successfully pass the interview, we verify their qualifications while adhering to related privacy and information security policies.



We strictly comply with the labour laws and regulations of the countries and regions where we operate, and prevent any occurrence of child labour through strict identity verification procedures. We have also established remediation measures to address any suspected or confirmed cases of child labour. Should such an incident be identified, we will immediately cease the employment, report the matter to the relevant local authorities, and ensure the affected child receives appropriate health and psychological support. Since our establishment, no cases of child labour have been identified across our operations.

We adopt localised and diversified strategies and execute employment contracts with all our full-time employees around the world to strengthen our internationalisation and ensure compliance. We uphold principles of non-discrimination throughout our recruitment process to ensure equal employment opportunities for all candidates. We have also enforced anti-discrimination concepts in every aspect of our recruitment process.



Supporting High-Quality Employment for College Graduates

Trip.com Group is committed to supporting youth employment by providing meaningful career opportunities for college graduates through comprehensive and innovative campus recruitment programs. Throughout the year, the Group conducted various campus recruitment initiatives that attracted more than 2,000 new graduates and interns across functions, including R&D, product, design, and business operations. In addition, specialised trainee programs were offered in selected business areas, providing participants with diversified career pathways.

In recent years, the Group has strengthened partnerships with universities by organising campus recruitment sessions and information sessions. Through an innovative dual-channel recruitment approach, we have further expanded recruitment reach while improving hiring efficiency. Throughout the recruitment process, we place strong emphasis on candidate experience by providing streamlined processes and dedicated support. These efforts help support graduate employment and ensure a smooth transition from campus to the workplace.



Compensation and Benefits

Trip.com Group has established a competitive and fair compensation and benefits system, ensuring fair remuneration for our employees while offering a wide range of benefits to create a safe, supportive and growth-oriented working environment. The Compensation Committee is the Group's highest authority on compensation. The committee is chaired by the Group's Vice Chairman and Independent Director, Gabriel Li, and operates independently of the Group's management. The Group has published the "Employee Rights Statement of Trip.com Group," which covers the principles of related guidelines such as the ILO Declaration on Fundamental Principles and Rights at Work, The 10 Principles of UN Global Compact, and the United Nations Guiding Principles on Business and Human Rights.

Compensation

Trip.com Group has published the "Remuneration Management Policies for Trip.com Group," which includes fixed salaries, business performance bonuses, annual performance bonuses, stock options, and other forms of compensation. We are committed to providing all our employees with competitive compensation that is in line with industry standards and ILO guidelines.

We foster a fair, transparent, and impartial performance evaluation environment and manage performances across all our business processes with a top-down approach from the Group to organisational units to individuals. Performance appraisals are conducted every six months, and 100% of our full-time employees who are subject to annual performance review have variable compensation that is linked to their performance outcomes.

Based on a comprehensive assessment of the Group's talent pool, we provide short-term incentive plans (variable compensation) to those who bring added value. These are available to all employees of the

Group. In addition to short-term incentives, we also implement an equity incentive plan (the "Global Rewards Plan") to reward employees at certain levels and key business positions. The plan gives eligible employees the opportunity to share in the Group's success while helping us attract and retain talent committed to our long-term development. The plan offers different equity grant schemes with varying returns, allowing employees to select the option that best suits their needs. After the applicable vesting period, employees may realise returns through different exercise methods.

Benefits

Trip.com Group's benefits include social insurance, namely pension insurance, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance, and housing provident fund. Our welfare list covers six main categories and more than 20 welfare items, including holiday benefits, travel benefits, business travel allowances, medical facilities, and health examinations. We offer a variety of engaging employee activities, including annual meetings, sports meets, anniversary celebrations, team-building activities, club events, and family open days, to support employees' well-being and work-life balance.



Resignations

Trip.com Group has formulated employee onboarding, transfer, and offboarding management regulations in accordance with labour contracts and relevant laws and regulations. We strictly ensure that all compensations required by the relevant laws and regulations are provided to departing employees. We also invite employees who have voluntarily resigned to take part in exit surveys and implement appropriate measures to retain talents. We collect suggestions from departing employees on the Group and their jobs, then analyse and address these concerns. During the reporting period, the Group did not experience any large-scale redundancies, as defined under applicable local laws and regulations, in any of its operating locations.

	2025	2024	2023
Voluntary turnover rate	6.7%	7.3%	11.7%
Voluntary turnover rate by gender			
Male	6.2%	6.9%	10.5%
Female	7.1%	7.5%	12.3%
Voluntary turnover rate by age			
Below 30	11.9%	12.1%	19.8%
30-50	3.6%	3.8%	5.4%
Above 50	5.4%	3.8%	8.8%
Voluntary turnover rate by region			
Chinese mainland	5.7%	6.3%	11.0%
Outside Chinese mainland	17%	18.7%	20.8%

Employee Communication Channels

Trip.com Group set up the Ctrip Union in 2005 to support employee rights and promote employee well-being. The Union provides an internal assistance mechanism offering financial and other forms of support to employees facing personal or health-related difficulties. In addition, it regularly organises a variety of cultural and sports activities to promote employees' physical and mental well-being.

To enhance internal communications, the Group has established dedicated employee complaint and HR feedback email channels to ensure that employees have accessible avenues for raising concerns and providing feedback. The Group also holds semiannual communication sessions and an annual group-wide employee satisfaction survey (Group Pulse). Through these channels, we regularly gather employee feedback and business suggestions, identify areas for management improvement, and strengthen communication between employees and management.

Employee Satisfaction Survey

Since 2018, we have conducted Group Pulse surveys targeting full-time employees who have been with us for more than three months. Originally focused on management behaviour, the survey has expanded to cover five key areas: organisational confidence, cultural identity, leadership, learning and development, and compensation and benefits. Based on the survey results, we generate individual and organisational reports to support supervisors in self-assessment and continuous improvement. We also conduct in-depth analysis of the overall survey findings to identify common employee concerns, validate these insights through interviews and focus group discussions, and develop targeted improvement measures to foster an even better working environment.

In 2025, Trip.com Group conducted the annual Group Pulse survey to foster an open and transparent communication environment. During the reporting period, 28,781 surveys were distributed to eligible employees, with 17,010 valid responses received. The large sample size reflects open and effective communication between the Group and its employees.



4.4 Empowering Talent Development

Talent Cultivation

Trip.com Group places strong emphasis on talent development and organisational capability building, aiming to create a structured learning environment for all employees. Through an integrated learning platform, we provide customised courses, hands-on learning opportunities, and mentoring support to help employees achieve long-term career growth. We also encourage knowledge sharing by incorporating it into the performance appraisal framework. This ensures that employee development is effectively translated into workplace capabilities and contributes to the Group's ongoing development.



Employee Development and Training	Unit	2025	2024	2023
Participants	Person	151,189	105,842	96,133
Total training ratio	Percent	100%	100%	100%
Percentage of employees trained by gender				
Male	Percent	45.1%	42%	43%
Female	Percent	54.9%	58%	57%
Percentage of employees trained by employee category				
Senior management	Percent	0.36%	0.49%	0.36%
Middle management	Percent	19.6%	17%	16%
Entry-level	Percent	79.9%	82%	83%
Training hour				
Average training hours completed per employee	Hour	43.11	42.26	38.81
Average training hours completed per employee by gender				
Male	Hour	50.69	45.67	42.35
Female	Hour	45.61	39.66	36.17
Average training hours completed per employee by employee category				
Senior management	Hour	15.90	15.90	15.39
Middle management	Hour	86.72	82.59	76.64
Entry-level	Hour	42.92	38.32	35.43



Customised Learning Pathways for Different Roles

In 2025, Trip.com Group University developed customised learning programs for employees across different professional disciplines. In June 2025, the platform introduced approximately 25,000 LinkedIn learning courses. We also provided targeted training programs for homestay managers, tour leaders, hotel operators, and more roles. In addition, the Group organised organisation-wide and specialised training programs on compliance and professional ethics. Information security and anti-fraud training reached approximately 35,000 participants, with an average learning time of around 10 minutes per employee, focusing on cybersecurity awareness and regulatory requirements. Compliance training covered approximately 1,200 participants, with an average learning time of 60 minutes, in topics such as competition, e-commerce, consumer protection, advertising, intellectual property, and AI. Integrity training on disciplinary standards and ethical conduct was provided to 309 participants, with an average learning time of approximately 15 hours per employee.



The platform introduced approximately

25,000 LinkedIn learning courses



Information security and anti-fraud training reached approximately

35,000 participants



Higher Training Efficiency with AI

In 2025, we upgraded our online learning platform by integrating large language model technology. A new AI tutoring module was introduced to help employees simulate complex workplace scenarios before formal training. The platform also added features such as chapter playback and video-to-text conversion to improve the learning experience. In addition, recommendation algorithms were further optimised to provide personalised learning content based on employees' roles and learning history, enabling more efficient access to relevant knowledge and improving overall training effectiveness.



More Attractive Learning Incentives

To encourage continuous learning, the Group further optimised the internal knowledge-sharing framework. In 2025, we published the management manual "Managers' Basics," which consolidates key management requirements, principles, and case studies, transforming practical business experience into shared organisational knowledge. Group chats such as the "AI Learning Zone" were created on the learning platform, where employees can exchange ideas, explore emerging trends, and share professional knowledge, reinforcing a culture of continuous learning across the organization.



Optimised Talent Mobility and Appraisal Mechanisms

Trip.com Group supports employees' career growth through internal mobility and diversified career development opportunities. In 2025, the Exploration Program launched four themed career sessions and promoted internal job opportunities through the Trip Careers channel each month. As a result, we received over 4,400 internal job applications during the year, a 26% increase compared to 3,500 in 2024. A total of 336 employees successfully transferred to new internal roles, a 10.5% increase compared to 306 transfers in 2024. To support new hires, the Group launched the Landing Program in the second half of 2025. The program pairs new employees with both line managers and mentors to help accelerate their assimilation into the organisation. Performance appraisals are conducted twice each year, in July and January, with results linked to compensation adjustments and promotion opportunities.



In 2025, we received over

4,400 internal job applications



26 %

increase compared to 3,500 in 2024

Building a Full-Cycle Talent Development System

In 2025, Trip.com Group further developed a tiered learning framework covering every stage of the employee career, providing targeted learning opportunities from onboarding through professional development to leadership advancement.



Onboarding

The Group established clear first-year development milestones for new employees, supported by practical assignments. Onboarding programs are specifically designed for campus recruits, experienced hires, business unit employees, and overseas employees, covering role-specific skills development, cross-cultural communication, and cross-cultural leadership.



Professional development

Specialised learning programs are available across six major job families: technology, product and project management, design, marketing, business, and operations.

- Professional capability development: Six Sigma Green Belt certification and service capability enhancement programs.
- Technical and geek ecosystem: In addition to cutting-edge technology training camps, we regularly hold Code Review open classes, internal talks, geek culture festivals, and industry summits to broaden professional horizons.



Leadership advancement

The Group has established a tiered leadership development curriculum:

- Frontline and newly appointed managers: Mandatory "Leading a Team at Trip.com Group" module.
- Mid-level managers: Leadership Empowerment Program.
- High-potential talents: tiered development programs, including TMBA for senior leaders, TLDP (Trip Leadership Development Program) for mid-level managers, and TSAP (Trip Star Acceleration Program) for emerging talent.

In addition to standard learning programs, the Group has established a comprehensive talent development framework centered on knowledge sharing and multi-dimensional performance appraisal, creating an integrated approach to talent identification, development, and recognition.



Knowledge sharing through micro-courses

In addition to the official management manual, the Group regularly organises group-wide micro-course competitions. Employees are encouraged to transform their professional expertise into short-form learning content covering professional development, leadership, and practical workplace skills. These employee-generated bite-sized courses are hosted on the Group's unified learning platform, enabling knowledge sharing across the organisation.



Multidimensional performance appraisal

Performance appraisals are conducted semi-annually based on two core dimensions:

- Objective achievement: assessing the completion of predefined work objectives.
- Leadership assessment: evaluating performance against the Group's standard leadership competency framework.



Performance reviews and development pathways

At the conclusion of each performance cycle, managers are required to conduct performance reviews with employees and jointly develop Individual Development Plans (IDPs). At the same time, high-potential employees are identified through a combined assessment of performance and potential. They receive accelerated development opportunities, with performance appraisal results closely linked to career development and promotion decisions.

Building a Comprehensive Talent Development and Industry Empowerment System

Trip.com Group is committed to building a systematic talent development framework that supports both our internal talent pipeline and the broader tourism ecosystem. Through this approach, we ensure our workforce aligns with our business strategy and industry standards.



Internal: professional development and leadership growth

The Group provides various leadership development programs for managers and offers accelerated development pathways for high-potential employees. To strengthen professional capabilities, we conduct training on emerging technologies such as system architecture and artificial intelligence, organise internal innovation competitions, and provide advanced training in quality management and project management. These initiatives help enhance employees' innovation and project management capabilities.



External: service capability and industry talent development

The Group regularly provides specialised training, including online customer support programs, to strengthen internal service capabilities. Through Hotel Hub, we extend learning resources to our industry partners, offering ongoing professional training for travel designers, homestay managers, tour leaders, and hotel operators, aiming to support talent development across the tourism ecosystem.

4.5 Caring for Employee Health and Well-being

Ensuring Occupational Health and Safety

We strictly abide by the Labour Law of the People's Republic of China, the Fire Protection Law of the People's Republic of China, and other local safety and health laws and regulations to protect our employees. Based on the Constitution of the World Health Organisation and with reference to the ISO 45001 Occupational Health and Safety Management System, we have formulated the "Occupational Health and Safety Policy," which focuses on four key areas: occupational safety, environmental management, health management, and emergency response. This policy applies to all Trip.com Group operational sites and personnel, including our employees and on-site partners.

To protect the safety of employees and company property, the Group has developed a comprehensive "Trip.com Group Emergency Response Management Manual" to ensure swift and effective handling of emergencies, such as water outages, power failures, fires, electric shocks, and elevator malfunctions. Our offices are equipped with complete fire safety systems, designated fire safety officers, and a strictly enforced "Fire Evacuation Emergency Response Plan." We regularly conduct fire self-inspections and safety hazard assessments, update fire equipment and signage, and reinstall necessary facilities to ensure a safe and reliable office environment. We also organize annual fire drills and provide monthly fire safety training for key personnel to reinforce emergency preparedness.



Supporting Employees' Physical and Mental Health

We offer a range of physical health management resources to encourage employees to proactively care for their well-being. In addition, we provide a variety of mental health support options, enabling employees in need to access appropriate assistance and resources. We offer a range of physical health management resources to encourage employees to proactively care for their well-being. In addition, we provide a variety of mental health support options, enabling employees in need to access appropriate assistance and resources.

Employee Care and Mental Health Support

An Employee Assistance Program (EAP) is in place to support the physical and mental well-being of employees and their families. Delivered by an independent third-party provider, the program offers free, confidential, 24/7 counseling services covering mental health, emotional well-being, family relationships, legal consultation, financial planning, and career development. Through professional counseling and a wide range of support resources, the program helps employees address challenges in both their professional and personal lives, strengthen resilience, and promote overall well-being and development.

Annual Health Check-ups

As a key component of our health management program, we offer free annual physical exams and provide expert consultations to help employees interpret their results. This enables them to gain a deeper understanding of their health, supporting proactive disease prevention and treatment.

Mutual Aid Program

The Mutual Aid Program was established in June 2011 through a joint initiative by the Ctrip Union, Trip.com Group, and employees. The program provides financial assistance to eligible employees and their families in cases of serious illness, accidents, or other unforeseen emergencies.

As of December 2025, 16,762 employees had enrolled in the program. Since its inception, more than 1,730 employees have received assistance, with total cumulative support reaching approximately USD 3.48 million. Over the past three years, 84% of beneficiaries were employees' parents, 9.7% were employees themselves, and 6.3% were employees' spouses or children.

Employee Testimonials: "My mother underwent cancer surgery last year, and the Mutual Aid Program helped me better understand

how much the Group cares about its employees. As my parents grow older and face increasing health challenges, the program gives them additional support and gives me greater peace of mind. The assistance process is efficient, faster than critical illness reimbursements through insurance, making it highly valuable and reassuring, and allowing me to focus more on work and family."

Online Medical Consultation Service

During the reporting period, the Trip.com Group Online Medical Consultation Service recorded a total of 25,500 telephone and online health service interactions. 1,929 employees activated the service, representing a 7.56% activation rate. A total of 2,243 medical consultations were completed, including 503 telephone consultations, 717 online consultations, and 1,023 text-and-image consultations. In addition, in partnership with the Lingkong Party Committee, we established an on-site health service station at our Shanghai office, providing weekly general medical consultations, prescription support, and traditional Chinese medicine physiotherapy, serving an average of 10 employees per week.



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05 Stakeholder Friendly

Trip.com Group places strong emphasis on business compliance, information security, and user privacy, continuously strengthening the foundation of trust across its operations. We integrate compliance requirements into key areas, including intellectual property protection and supply chain management, and continuously enhance product quality to deliver a secure and reliable service experience for users. At the same time, we work closely with industry partners and destination stakeholders to foster a more sustainable tourism ecosystem that creates value for users, partners, and society.



5.1 Maintaining Compliant Operations

Risk Management

Trip.com Group has established a comprehensive risk management framework with reference to the Committee of Sponsoring Organizations of the Treadway Commission (COSO) Internal Control—Integrated Framework, together with industry-recognised risk assessment methodologies and tools. Social and environmental considerations are incorporated into our enterprise-wide risk management process through regular identification and dynamic assessment of emerging risks. We continuously strengthen our risk management framework and enhance employees' risk awareness through ongoing data monitoring, indicator tracking, and process optimisation.

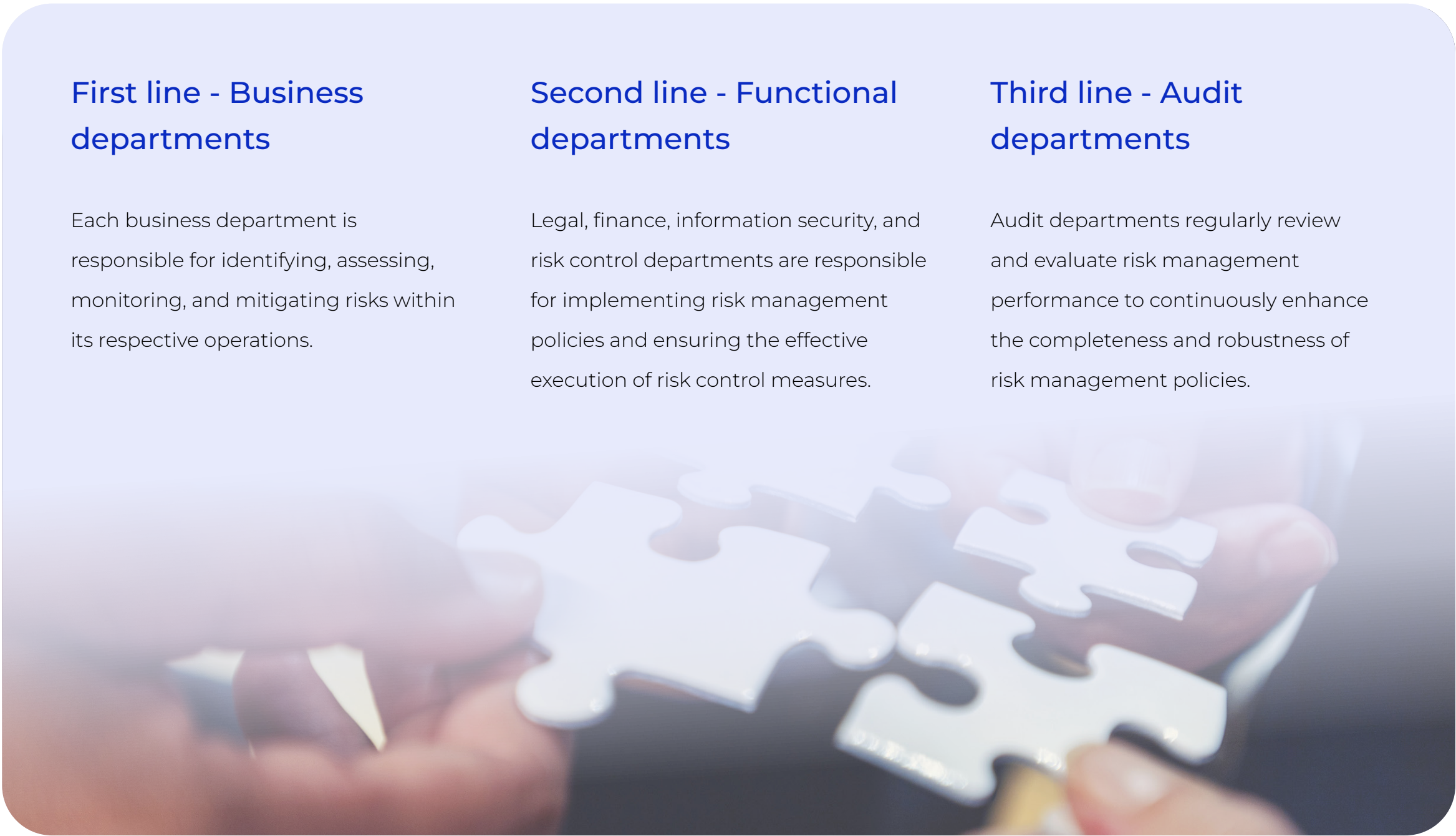
Risk Governance Framework

The Group has established a three-tier risk governance structure comprising the Board (oversight), the Risk Management Committee (planning), and each department (execution). The Risk Management Committee, chaired by Ms Yan Feng, Senior Vice President of the Group, consists of 15 representatives from key business departments. The Committee is responsible for planning, mobilising, supervising, and optimising risk management efforts.

Decision-making - Board of Directors	The Board decides on the Group's overall risk management objectives and strategies, approves related policies, and oversees the effectiveness of risk management activities.
Management - Risk Management Committee	The Committee designs, implements, and manages the Group's risk management and control framework, executes enterprise-wide risk management policies and procedures, and regularly organises comprehensive risk assessments and risk awareness training.
Execution - Business security departments, risky booking management centres, compliance and audit departments	They assess and monitor business risks, oversee fund and information security risks, and evaluate the effectiveness and compliance of risk control mechanisms.

Risk Management Mechanism

The Group implements a three-line risk management mechanism supported by dedicated policies to ensure the effective operation of its risk management framework.



During the reporting period, the Group made substantial progress in refining risk management. Supported by enhanced risk awareness, upgraded risk management tools, and the sharing of risk control data across the Group, business departments further improved their risk management capabilities. Cross-functional collaboration continued to deepen, enabling orderly governance of key risk areas. By identifying existing risks, audit departments worked closely with business departments to optimise risk management rules and measures, thereby forming a closed-loop management system.

Risk Management Process

Trip.com Group follows a six-step risk management process comprising risk identification, risk assessment, risk response, risk communication and management, risk management improvement, and risk culture development, forming a continuous cycle of improvement. The Group conducts a comprehensive annual review of its risk management framework to evaluate the design and effectiveness of management systems and continuously optimise processes based on review outcomes. For identified risks, detailed quantitative indicators have been established, with key risk metrics monitored regularly across business segments to support differentiated response strategies.

Area	Measure
¥ Fund security	In line with the expansion of overseas operations, the Group strictly complies with international anti-money laundering laws, regulations, and regulatory requirements. We have established monitoring mechanisms to promptly identify and respond to suspicious cross-border transactions, high-risk activities, and abnormal capital flows.
Technology empowerment	Risk management requirements are embedded in the early stages of product development across all business lines. We expanded channels for collecting risk signals, including customer complaints and public opinion monitoring. Supported by a dedicated professional risk management team, we leverage big data modelling, red team/blue team exercises, and external threat intelligence to enhance the accuracy and coverage of risk identification.
Proactive prevention	To address emerging risks such as deepfakes, the Group has established dedicated prevention and control mechanisms, including identifying and investigating abnormal accounts, collaborating with suppliers to optimise algorithms, and strengthening control strategies in key risk areas, thereby minimising potential risk exposure.
Ecosystem collaboration	We maintain regular communication with global law enforcement agencies, criminal investigation authorities, and international card networks, including Visa, Mastercard, and UnionPay. Through intelligence sharing and joint prevention initiatives, we enhance early identification and mitigation of potential threats.
Risk culture development	Through monthly meetings and cross-functional working groups, we enhance communication on risk-related matters and strengthen employees' risk awareness. We also conduct public anti-fraud campaigns and risk awareness education sessions to promote related knowledge, contributing to a safer market environment.

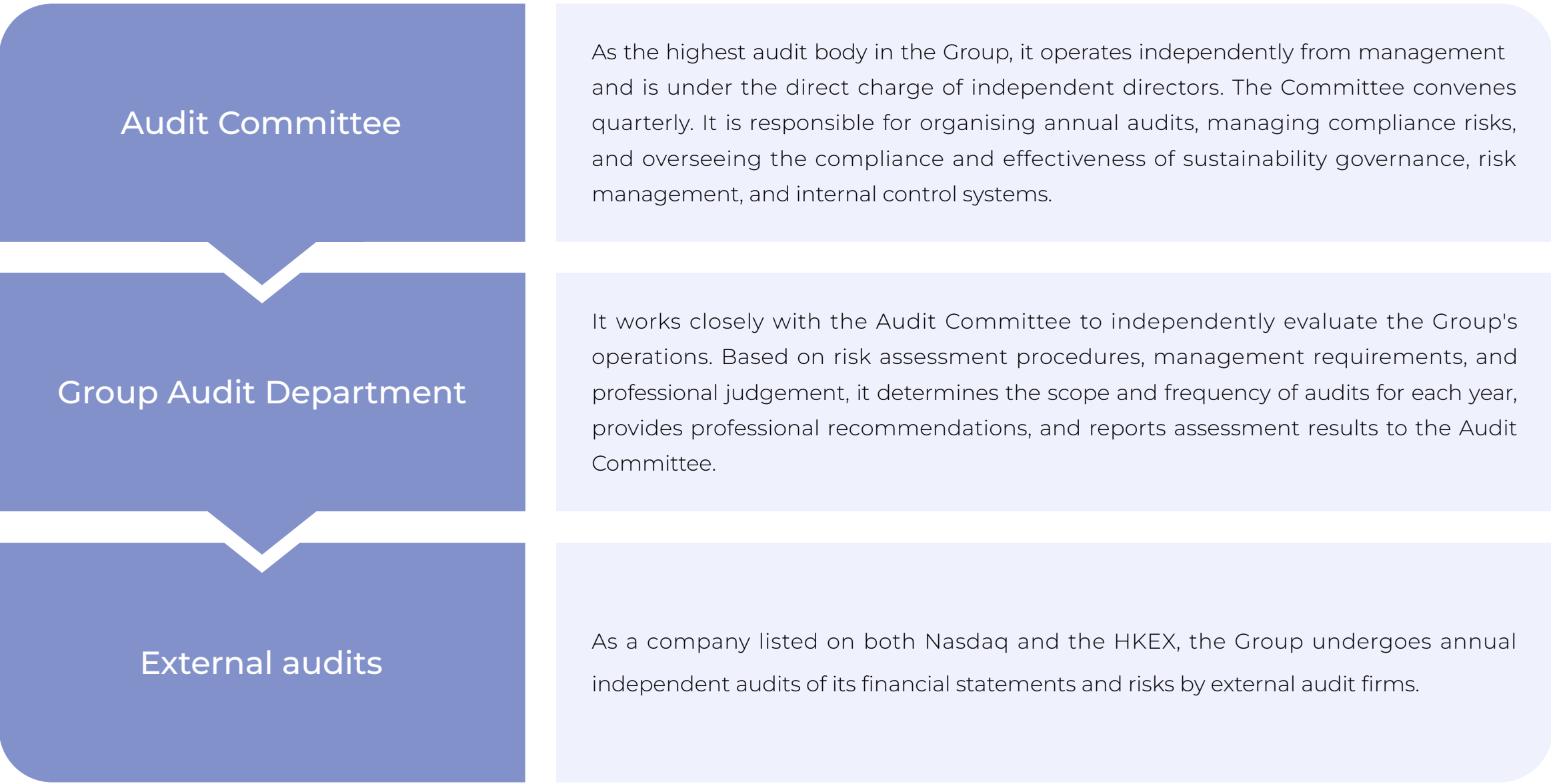
Business Ethics

Trip.com Group upholds the principles of integrity, fairness, and lawful conduct. We strictly comply with applicable laws and regulations, including the Company Law of the People's Republic of China, the Civil Code of the People's Republic of China, the Foreign Corrupt Practices Act (FCPA) of the United States, and other relevant legislation in the jurisdictions where we operate. The Group has established a compliance governance framework anchored in the Trip.com Group Compliance Management Committee System. Relevant laws, regulations, and industry standards are integrated into our daily operations. We maintain a zero-tolerance approach towards corruption, fraud, and other unethical conduct, and are committed to upholding high standards of business integrity in our engagements with customers, partners, and society.

The Group is a member of both the Trust and Integrity Enterprise Alliance and the Enterprise Anti-Fraud Alliance, working together with industry partners to strengthen information sharing on trust-breaking individuals and promote a fair, transparent, and healthy business environment.

Compliance Governance Framework

The Group has established a multi-level compliance oversight framework comprising the Board of Directors, the Audit Committee, Internal Audit, and external audits, ensuring the independence of oversight functions from day-to-day operations.



Compliance Management System

The Group has established a comprehensive compliance management system covering all business processes, including anti-bribery, trade secret protection, conflict of interest management, job rotation, information security, and third-party integrity management. All relevant policies are reviewed and updated dynamically to remain aligned with evolving regulatory requirements.

Our Employee Handbook clearly outlines the Group's business ethics requirements, providing guidance for employees to uphold the Group's core values and maintain ethical business conduct and decision-making. In addition, the Trip.com Group Limited Code of Business Conduct and Ethics serves as the overarching framework, supported by a suite of policies including the Trip.com Group Limited Integrity Code of Conduct, the Policy Statement on Material Non-public Information and Prevention of Insider Trading, and the Trip.com Group Antitrust Compliance Guidelines, which apply to all directors, senior management, and employees of the Group, including our subsidiaries and branches.

Policy/Measure	Description
Trip.com Group Limited Code of Business Conduct and Ethics	Prohibits conflicts of interest, bribery, and fraud, and provides guidance on the protection of company assets, intellectual property, and trade secrets.
Trip.com Group Limited Integrity Code of Conduct	Covers the entire business operation process and is publicly disclosed on the Group's website. During the reporting period, conflict of interest provisions were further refined, with one additional scenario introduced to enhance clarity and operational applicability.
Management Rules on Conflict of Interest Disclosure for Important Roles	Strengthens integrity management for employees in key positions. Relevant employees are required to disclose potential conflicts of interest upon joining the Group and sign the required declaration. Ongoing disclosure is required throughout employment to ensure timely identification and management.
Supplier integrity management	Incorporates anti-bribery clauses and reporting channels into supplier contracts to strengthen integrity management throughout the supply chain.

The Group ensures effective implementation of business ethics requirements through regular assessments and targeted compliance reviews. Annual business ethics assessments are conducted across all business locations and levels, embedding fair competition principles throughout corporate governance. We also encourage our business partners and stakeholders to uphold integrity, accountability, and responsible business conduct, contributing to the sustainable development of the tourism industry.

During the reporting period, the Group conducted several targeted compliance reviews focusing on expense compliance and conflicts of interest, so that potential risks can be identified and corrected early. No incidents with material impact on the Group occurred during the reporting period as a result of violations of anti-fraud or anti-corruption policies, nor were there any significant cases involving money laundering, insider trading, conflicts of interest, or other serious breaches of business ethics.

Whistleblowing and Complaint Management

To ensure the effective implementation of business ethics standards, the Group has established multiple whistleblowing and complaint channels and encourages all stakeholders to participate in safeguarding an ethical and compliant business environment. Reports may be submitted to the Group's Audit Department through the following channels:

• **Whistleblowing hotline:** +86 21 5426 1440

• **Whistleblowing email:** jubao@Trip.com

• **Mailing address:** Audit Department, Trip.com Group, 968 Jinzhong Road, Changning District, Shanghai, China

• **Audit enquiry email:** shenji@Trip.com



The Audit Department strictly implements the Protection and Reward Measures for Whistleblowers and Witnesses, ensuring strict confidentiality throughout the receipt, registration, storage, and investigation of all reports to prevent unauthorised disclosures and losses. Whistleblowing channels are managed by authorised personnel only, and access to sensitive information is strictly restricted. Sensitive data is further protected through encrypted storage and role-based access controls. In the event of a significant incident, the Audit Department reports promptly to the Board of Directors and the Audit Committee.

The Group places great importance on protecting the rights and safety of whistleblowers and witnesses. Personal information and all supporting materials are handled under strict confidentiality. Besides, we are zero-tolerant of any form of retaliation against whistleblowers or individuals who refuse to participate in misconduct. Whistleblowers, witnesses, or investigators who suffer retaliation, discrimination, or other adverse treatment as a result of reporting concerns may submit an appeal to the Audit Department, and the Group will take appropriate measures to safeguard their rights. Verified reports will be recognised and rewarded.

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Building a Compliance Culture

The Group incorporates business ethics and compliance into its day-to-day governance. We provide anti-corruption training for directors, employees, and suppliers, and strengthen a culture of integrity throughout the organisation through different initiatives, including integrity and compliance training for new employees, Annual Compliance Week, educational posters, emails, and specialised training programmes for business departments. During the reporting period, 100% of directors, senior management, employees, and agents completed anti-corruption training and passed the associated assessments.



5.2 Ensuring Information Security

Trip.com Group strictly complies with applicable laws and regulations in the jurisdictions where it operates, including the Data Security Law of the People's Republic of China, the Cybersecurity Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China, and the EU General Data Protection Regulation (GDPR). The Group has established a suite of internal policies, including the Data Security Management Policy, Personal Information Security Management Policy, and Information Security Incident Management Policy, and continues to strengthen its information security management framework to safeguard data security and support compliant business operations.

The Group has obtained ISO 27001 Information Security Management System certification, ISO 27701 Privacy Information Management System certification, and Payment Card Industry Data Security Standard (PCI DSS) certification. In addition, the Group has completed Level 3 certification for both the Communications Network Security Protection Scheme and the Cybersecurity Multi-Level Protection Scheme (MLPS), further reinforcing its responsibility for data security through stringent governance standards.



Information Security Governance Framework

The Group has established a top-down information security governance structure with clearly defined responsibilities centred on the Board of Directors. The Board of Directors provides strategic oversight, supported by a dedicated function responsible for coordination, with all business departments working in close collaboration to ensure end-to-end supervision and accountability.

Level	Body/Role	Responsibility
Decision-making	Compliance Committee Chaired by the Group's Vice President, General Legal Counsel, and Compliance Officer	Responsible for top-level governance and strategic direction, including approval of key policies and strategic plans, resolution of cross-functional disputes, and oversight of major information security incidents.
Management	Information Security Department Led by the Data Protection Officer (DPO)/Chief Information Security Officer (CISO)	Responsible for developing and maintaining the data security framework, overseeing enterprise-wide risk governance, protecting customer data assets, and reporting regularly on progress and risk status. The Department comprises dedicated teams for data security, security compliance, business security, security engineering, and infrastructure security.
Execution	Business departments Department heads as the primary responsible persons, with dedicated departmental information security contact persons	Responsible for risk response, self-assessments, remediation, incident monitoring and analysis, and employee training. Information security contact persons work closely with the Information Security Department to oversee the implementation of security measures, participate in security reviews, and support incident response.

The DPO/CISO submits formal biweekly reports to the Compliance Committee, with immediate escalation of material or urgent matters for dedicated review. Information security performance is incorporated into the performance appraisals and promotion assessments of management, executives, and DPO/CISO, establishing a clear and closed-loop accountability mechanism.

During the reporting period, the Group revised and introduced several policies, including the Regulations on Sensitive Information Security Management and the Data Classification and Grading Management Standard. The Group also completed 12 independent third-party security audits covering ISO 27001, ISO 27701, SOC 2, DPTM, and MLPS. A structured review and improvement mechanism has been established to strengthen information security and data compliance capabilities.



Data Security Protection Framework

Guided by the principles of legality, legitimacy, and necessity, and in accordance with national standards and industry guidelines such as the Personal Information Security Specification (GB/T 35273) and the Rules for Data Classification and Grading (GB/T 43697), the Group has established a comprehensive data protection framework covering data classification, storage, use, transfer, and third-party management, forming a comprehensive, multi-layered protection capability featuring organisation-wide participation, full lifecycle data management, and a balanced integration of technological safeguards and governance controls.

Stage	Protection Measure
 Data classification and grading	Data are classified into three categories (user data, business data, and corporate data) and four sensitivity levels in our proprietary system that combines AI-powered identification with manual review. Sensitive data is protected throughout its lifecycle through encryption at rest, dynamic data masking, and approval controls for external access
 Data storage	Core data is protected through encryption, data masking, and dedicated isolated storage technologies to ensure secure storage
 Data use and processing	Identity and Access Management (IAM) is adopted together with Single Sign-On (SSO) to enable unified identity authentication and granular access control, supported by network protection measures and access auditing
 Data transfer and archiving	User and Entity Behaviour Analytics (UEBA) and Data Loss Prevention (DLP) platforms are deployed to establish comprehensive data leakage prevention capabilities
 Third-party management	Third-party data processing is governed through dedicated security management policies and data processing agreements, ensuring compliant data handling by external partners

To ensure the effective implementation of technical safeguards, the Group has established a defence-in-depth security architecture spanning from hardware to network and application layers. Through multi-layered protection and control mechanisms, we ensure the confidentiality, integrity, and availability of data across the entire data lifecycle.

Layer	Safety Measure
Hardware	Our data centres are compliant with the Code for Design of Data Centers (GB50174-2017)
Network	Advanced firewalls, anti-virus technologies, strict access controls, and network intrusion detection systems are deployed
Host	Host-based intrusion detection systems are deployed to monitor server integrity in real time
Application	DDoS protection systems and Web Application Firewalls (WAF) are deployed to defend against threats such as SQL injection and cross-site scripting (XSS)
Data	User data is protected using Advanced Encryption Standard (AES), with SSL encryption applied during data transmission
Security check	Regular penetration testing and vulnerability assessments are conducted by senior security engineers

To strengthen network security, the Group leverages its Big Data Analysis Platform (BDAP), integrating expert-driven threat intelligence to detect intrusion patterns and monitor network activities in real time. Security alerts are intelligently consolidated to improve detection accuracy and reduce noise. The Security Orchestration and Automated Response (SOAR) platform is integrated with BDAP outputs to automatically execute predefined analysis, evidence collection, and risk mitigation workflows. This enables automated alert triage, data consolidation, and proactive threat containment prior to manual intervention, significantly improving the efficiency and responsiveness of security operations.

Operational Security Management

The Group has established an operational security framework covering research and development, operations and maintenance, testing, governance, and business processes. Information security performance is integrated into the performance appraisals of relevant employees to ensure clear accountability. In 2025, the Information Security Compliance Department completed 10 internal compliance inspections and more than 7,000 security reviews.

Segment	Management Measure
Research and development	Established a data security platform to strengthen security through both system design and process management
Operations and maintenance	Established an operational security mechanism, covering security incident response, security strategy management, and continuous monitoring
Monitoring	Established an automated scanning platform to proactively detect and identify security vulnerabilities
Compliance	Implemented classified data management to ensure operational departments access user data only on a need-to-know basis
Business operations	Applied information security and data protection measures across all business activities



During the reporting period

the Information Security Compliance Department completed

10 internal compliance inspections

the Information Security Compliance Department completed more than

7,000 security reviews

Vulnerability Management and Emergency Response

Trip.com Group has established a comprehensive vulnerability management process covering identification, logging, remediation, verification, and closure. Through internal testing and independent third-party assessments, vulnerabilities are identified and mitigated at an early stage. All identified vulnerabilities are logged in a dedicated platform, with severity levels, impact scope, remediation requirements, and deadlines clearly defined. Responsibilities are assigned to designated departments and personnel, with remediation progress continuously tracked and verified to ensure effective closure.

The Group has established a Corporate Security Response Centre (CSRC) dedicated to identifying and rapidly addressing security vulnerabilities, including vulnerability leads, process weaknesses, and cyberattack activities. The CSRC operates an online platform for external security researchers to submit vulnerability reports and provides rewards under the Group's vulnerability reward programme based on vulnerability severity and themed security campaigns. In 2025, all externally reported security vulnerabilities were remediated in a timely manner.

During the reporting period, the Group conducted regular emergency response exercises focusing on data security and cyber defence to evaluate the effectiveness of our security controls, emergency response capabilities, and cross-functional coordination.

Exercise	Frequency	Content and Outcome
Cyber defence exercise	Twice a year	The Group engaged independent third-party organisations to simulate real-world cyberattacks to identify security weaknesses and potential vulnerabilities. The Group also participated in the Shanghai Communications Administration's "Panshi Action" joint cyber defence exercise, successfully defending against simulated attacks from multiple professional organisations and achieving a top-ten ranking among participating organisations
Data leakage prevention exercise	Four times a year	The Group conducted joint exercises involving the Information Security Department, Legal Department, and Trip.Biz to simulate responses to external data breaches and internal policy violations. The exercises validated the effectiveness of emergency response plans, enhanced cross-functional coordination, improved incident response efficiency, and supported the continuous optimisation of response mechanisms

In addition, the Group commissions qualified independent third-party organisations each year to conduct comprehensive data security assessments following a structured process covering engagement, assessment, analysis, reporting, and remediation. These assessments encompass all business scenarios, data assets, and lifecycle stages, as well as multiple dimensions including technology, management, and personnel, supporting continuous enhancement of information security and compliance.

Building an Information Security Culture

Trip.com Group maintains a zero-tolerance approach towards the unauthorised access, disclosure, or dissemination of users' personal information by employees. The Trip.com Group Global Confidentiality Policy explicitly defines such conduct as serious compliance violations. All privacy violations are subject to strict investigation and stringent disciplinary action. Depending on the severity of the violation and its consequences, disciplinary measures may include warnings, formal reprimands, performance downgrades, suspension, and termination of employment. Cases involving suspected criminal conduct are referred to the relevant judicial authorities for legal action. The Group has also established an internal case-sharing mechanism to strengthen compliance awareness through case reviews and educational notifications, continuously reinforcing the internal safeguards for privacy protection.



Information Security Month

In 2025, the Group organised Information Security Month under the theme of "Protecting Privacy, Safeguarding Data Security". The programme featured a range of online and offline interactive activities across multiple office locations. Offline activities included AI facial recognition demonstrations, data classification exercises, and phishing detection simulations, helping employees strengthen their awareness of privacy protection and information security through hands-on participation.



Group-wide Phishing Drills

In 2025, the Group conducted two company-wide phishing drills covering full-time employees, interns, and third-party personnel. Targeted training courses were automatically assigned to employees who fell for simulated phishing emails, while employees who identified and reported phishing attempts were rewarded. These initiatives further strengthened employees' ability to identify and prevent phishing attacks.

Information security and privacy protection training forms part of the Group's mandatory training programme for all employees, covering relevant laws and regulations as well as internal requirements. All employees, including full-time staff, part-time staff, interns, and outsourced personnel, are required to complete annual online training and pass the associated assessment. The programme is available in Chinese, English, Japanese, Korean, and Thai. New employees and personnel in designated positions are also required to complete additional specialised training. In 2025, the Group organised 13 information security and privacy protection training sessions, covering all employees with a 100% completion rate. Through expert seminars, cyber defence exercises, phishing drills, and Information Security Month, the Group continued to enhance employees' information security awareness and capabilities.



During the reporting period



the Group organised

13

information security and privacy protection training sessions



covering all employees with a

100 %

completion rate

5.3 Safeguarding User Privacy

Trip.com Group integrates the principles of informed consent, data minimisation, data subject participation, and security protection throughout the lifecycle of personal information management. We are committed to building a transparent, trusted, and globally compliant privacy protection framework. The Group has established a comprehensive privacy management system covering its global operations, multiple data subjects, and all aspects of privacy governance. We strictly comply with applicable privacy laws and regulations in every market where we operate and have developed dedicated privacy policies for different data subjects, including platform users, job applicants, and employees. These policies are aligned with local regulatory requirements and regional operational needs, enabling a tiered, categorised, and tailored approach to privacy compliance management.

User Rights Protection

Trip.com Group safeguards users' data subject rights through transparent policies, accessible channels, and efficient response mechanisms. The Group has established privacy notices and consent documents, including the Personal Information Protection Policy, which clearly specify the purposes of personal information collection, processing methods, retention periods, scope of information sharing, and users' rights. In addition, the Group has established a dedicated Data Subject Rights Response Team with standardised procedures to ensure that requests relating to access, rectification, deletion, withdrawal of consent, and account cancellation are handled within statutory timeframes. Users may exercise their rights through the channels provided in the privacy policy, dedicated privacy email addresses, or customer support hotlines. All channels are publicly available and transparent.



During the reporting period

100%

of user rights requests were processed within the required timeframe

Right to be informed

We implement clear notice and consent mechanisms throughout key user interaction scenarios within the Ctrip app. Upon first launch, users are presented with a summary of the privacy policy and required to provide consent. During registration and login, users can access the full privacy policy. Additional explanations regarding processing purposes and scope are provided during scenarios such as booking and information collection, ensuring that users make informed and voluntary decisions before authorising the use of their personal information.

Right to decide

Users can disable personalised recommendations and advertising across all recommendation scenarios within the app with just one tap. Users may opt out of automated recommendation decisions based on personal characteristics at any time. After the function is disabled, relevant pages and push notifications will no longer be personalised, ensuring users retain control over how their personal information is used.

Right to access and copy

Users may request access to or copies of their personal information through dedicated privacy email channels or customer support. Requests are handled by designated personnel and completed within the legally required timeframe.

Right to rectify and delete

Users may update their personal information directly within the app, delete all personal information by cancelling their account, or request deletion of specific information through customer support. All requests are processed in accordance with applicable legal requirements.

Right to cancel an account

We provide convenient self-service account cancellation services within the app. Eligible requests take effect immediately. Where exceptional circumstances, such as incomplete bookings, prevent immediate cancellation, customer support assists users in completing the process, after which relevant personal information is deleted in accordance with applicable requirements.

Protection of children

For children under the age of 14, Trip.com Group has established the Children's Personal Information Protection Rules and Guardian Guidelines to provide enhanced safeguards for children's personal information.

Privacy Protection Measures

Trip.com Group embeds personal information protection requirements throughout the entire data lifecycle, from collection and use to storage, transmission, sharing, and destruction. The Group has established comprehensive policies, procedures, and technical controls covering each stage to ensure that personal information is processed lawfully, fairly, and on a necessity basis, with effective governance, control, and traceability throughout the process.

Stage	Management Measure
 Lawful collection of information	Before collecting personal information, we obtain users' explicit consent and provide clear explanations through privacy policies and user agreements regarding the purposes, methods, scope, and retention periods of collection and use. We strictly follow the principle of data minimisation, collecting only information necessary to provide relevant services. The Information Security and Legal Departments conduct compliance assessments during the product design stage and perform regular internal audits and compliance reviews.
 Assessment of compliant use	Before using users' personal information, business departments must submit detailed descriptions of the proposed use to the Information Security Department for reasonableness, necessity, and compliance assessments. Personal information may only be used after the related data management departments confirm that the intended use is consistent with users' authorisation and that relevant compliance controls have been implemented. Before sharing personal information with external partners, the Information Security and Legal Departments jointly assess the reasonableness, necessity, and user authorisation for the proposed data processing activities. Data is only shared after confirming that partners comply with applicable laws and regulations and possess adequate security capabilities. Upon termination of cooperation, partners are contractually required to permanently delete users' personal information within the specified timeframe and provide confirmation of deletion.
 Encrypted storage	Sensitive personal information, including mobile numbers, identity numbers, and email addresses, is encrypted by our self-developed system. Encryption keys are stored in a Key Management System (KMS) with strict access controls. Key generation, storage, rotation, and destruction are managed through rigorous procedures.
 Use and display	Personal information displayed in internal business systems is protected through data masking, ensuring that even authorised employees cannot directly view complete information. Digital watermarking is embedded into system interfaces to prevent data leakage through screenshots or photography. Access permissions are strictly controlled, and every access event is recorded in detailed logs, including access time, personnel, and operation details, enabling auditing and traceability.
 Retention and destruction	Personal information is processed in accordance with applicable laws and regulations or user consent, and retained only for the minimum period necessary to fulfil business purposes or comply with statutory retention requirements. Upon expiry of the retention period, or when users exercise their rights to delete personal information or cancel accounts, we delete or anonymise the relevant personal information in accordance with applicable requirements.

Risk Prevention and Response

Trip.com Group embeds privacy risk management throughout data processing and product development. We have established a comprehensive, actionable, and continuously evolving risk management mechanism to ensure effective identification, assessment, mitigation, and response to privacy risks across our global operations.

Privacy by Design

Trip.com Group has established a standardised Privacy Impact Assessment/Data Protection Impact Assessment (PIA/DPIA) framework in accordance with the legal and regulatory requirements of each operating location. The framework clearly defines assessment triggers and review procedures, covering various high-risk scenarios throughout the lifecycle of personal information processing. We mandate pre-launch security reviews. Before introducing new types of personal information or launching new products, business teams are required to submit requests through the internal review system for assessment by the Information Security Compliance Department. This approach embeds the Privacy by Design principle into product development, enabling privacy risks to be identified and addressed at an early stage and ensuring that all data processing activities are subject to rigorous compliance review before they commence.

To further strengthen governance, we also incorporate external oversight into our privacy management framework. In December 2025, the Group convened the fifth external expert symposium on personal information protection, where independent experts reviewed the Group's personal information protection practices, further enhancing the transparency and credibility of its privacy management.

Privacy Firewall

Trip.com Group has developed a privacy firewall to isolate personal data across Ctrip and Trip.com. Operating 24/7, the firewall provides real-time monitoring and effective blocking of abnormal activities, significantly strengthening the products' privacy protection capabilities. In September 2023, the solution was recognised by China's Ministry of Industry and Information Technology (MIIT) as one of the first 18 exemplary cases demonstrating the principle of data minimisation in personal information processing. It was also the only internet privacy technology solution from Shanghai selected for the programme. In December 2023, the solution was further recognised by the MIIT as an outstanding case for "Deploying Technical Measures to Enhance Risk Prevention Capabilities".



SDK Privacy Compliance Management Platform

Trip.com Group has established a comprehensive third-party SDK privacy compliance management system covering all apps of the Group. Through a closed-loop management mechanism comprising integration review, dynamic monitoring, and disclosure verification, the platform enables full lifecycle compliance management of third-party SDKs. This ensures that third-party collection and use of personal information remain lawful, legitimate, and necessary, effectively preventing non-compliant collection, excessive collection, and unauthorised sharing.

Integration review

A standardised application and approval process has been established through the security review platform. SDKs undergo risk assessments covering code security, data processing compliance, and privacy protection capabilities to prevent non-compliant SDKs from being integrated at the source.

Daily monitoring

The proprietary platform dynamically identifies and monitors SDK activities involving the collection, storage, use, and transmission of personal information, enabling the real-time prevention of non-compliant collection, excessive collection, and use beyond the authorised scope.

Disclosure verification

AI technology is applied to develop a disclosure verification model that intelligently reviews SDK-related personal information usage disclosures presented within apps, including the consistency between disclosed information and actual data processing activities, safeguarding users' right to be informed and right of choice.

The platform successfully passed MIIT expert review and was recognised in December 2023 as an outstanding case for "Standardising SDK Application Services and Strengthening Service Collaboration".

Employee Privacy Protection

To protect employees' privacy rights, Trip.com Group has established an employee privacy policy that clearly explains how employees' personal information is collected, used, stored, and protected, as well as the privacy rights available to employees. The policy is accessible through internal channels.

5.4 AI Security and Compliance

Trip.com Group advances AI development while maintaining robust security safeguards in adherence to the governance principles of security, reliability, fairness, and transparency. We integrate security, compliance, and ethical considerations throughout the AI development and application ecosystem, establishing an end-to-end governance framework that ensures risk controls are embedded across the entire AI lifecycle, from design and development to deployment, operation, and retirement. Through this approach, we proactively address challenges arising from technological evolution.

AI Governance Framework

The Group has established an AI Committee, comprising representatives from AI research and development, information security, and legal teams, to oversee AI governance and make strategic decisions on major AI-related matters.

Policy development

The Group has established and regularly updates its dedicated management framework governing the compliant use of AI based on global AI laws, regulations, and governance standards, including the Generative Artificial Intelligence Security Management Specification and the Pre-training Data Security Management Specification.

Operational guidelines

Based on business scenarios, the Group has developed practical guidelines covering large language model security requirements and AI red-line requirements. These guidelines provide employees with clear and practical standards for the compliant use of AI.

Boundary management

The Group clearly defines the boundaries for AI applications. Internal policies prohibit high-risk AI usage, including discriminatory profiling based on personal behavioural data and biometric identification without user authorisation. The Group also establishes clear boundaries for AI involvement in critical business processes, such as payment and order placement. Final decisions involving fund transfers remain subject to human confirmation to safeguard users' right to be informed and their autonomy in decision-making.

AI Security Protection Framework

Trip.com Group continuously strengthens its AI security framework by integrating real-time monitoring, attack blocking, input and output monitoring, and input protection technologies to ensure AI applications operate securely, reliably, and in compliance with applicable requirements. We have established a lifecycle security management mechanism for large language models, with dedicated security teams responsible for security strategy optimisation, risk monitoring, and incident response, forming a closed-loop AI security management framework.

Protection Area	Measure
 Real-time monitoring	A proprietary LLM firewall is deployed to monitor large language model interactions, analyse semantics, and intelligently assess risks 24/7. We got full marks during China's national cybersecurity protection programme
 Attack protection	The system accurately identifies and blocks malicious activities, including prompt injection, jailbreak prompts, and attempts to generate harmful content, providing automated responses and account blocking
 Input protection	Multiple technologies, including prompt isolation, input sanitisation, dedicated detection models, dynamic feature libraries, and deep semantic verification, work together to establish a multi-layered defence against malicious inputs

AI-Generated Content Labelling

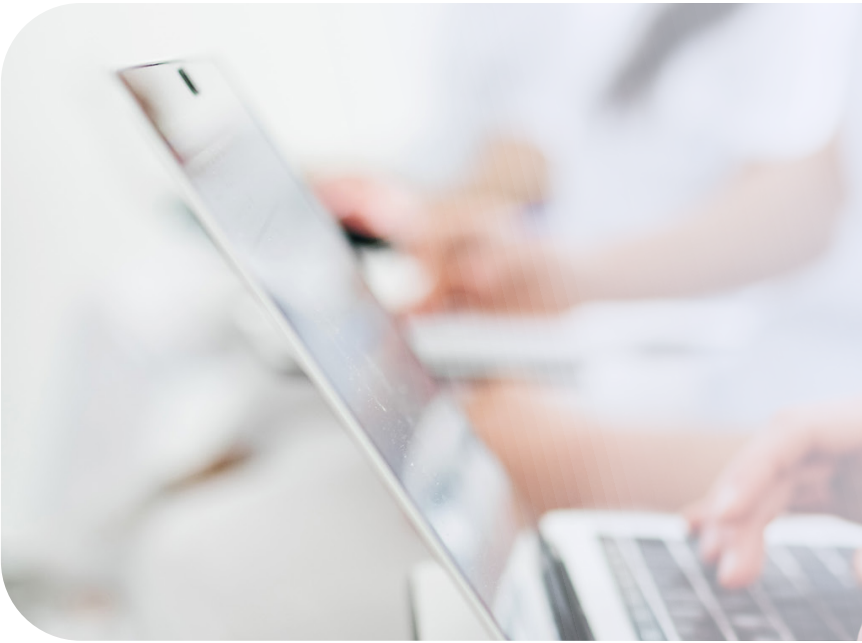
The Group has established an AI-generated content (AIGC) labelling mechanism to ensure users can clearly distinguish between AI-generated and user-generated content. The mechanism complies with China's Interim Measures for the Management of Generative Artificial Intelligence Services, which require prominent labelling of AI-generated content, and aligns with the transparency obligations under the EU Artificial Intelligence Act. Looking ahead, we will further explore the application of invisible watermarking technologies, such as digital watermarking, for multimedia AIGC including images, audio, and video, to strengthen content traceability and copyright protection.

Labelling Method	Measure
 Visible labelling	Visible labels such as "AI-generated" or "AI-assisted" are added to AI-generated content, including text and images, covering scenarios such as intelligent customer support responses, content recommendation summaries, and marketing materials
 Interaction disclosure	AI identity is disclosed at the entry point of user interactions with AI tools, clearly informing users that the content is provided by an AI system

AI Security Review and Certification

All AI projects within the Group are required to undergo security and compliance assessments through the AQPS platform. The information security team reviews the entire AI lifecycle, including data collection, storage, use, and sharing. Where necessary, specialised teams are engaged to conduct additional technical testing and risk validation. In 2025, 100% of AI projects launched by the Group completed the required security review.

Certification/Assessment	Scope
 ISO 27001	Servers, data storage infrastructure, API call chains, and other underlying components supporting AI systems are assessed and managed in accordance with ISO 27001 control requirements
 MLPS	Assessments cover key aspects of AI systems, including physical data centres, network architecture, security devices, system management software, and personnel management



Building an AI Security Culture

The Group has established a tiered AI security and compliance training programme targeting different employee categories, including all employees, personnel in key roles, and overseas employees. For example, general AI security training is provided to all employees, while specialised programmes are delivered to employees in finance, risk control, and other key functions, as well as overseas teams. In addition, dedicated training on secure and compliant AI usage and code security is provided to research and development personnel, and code security reviews and AI tool compliance controls have been integrated into development processes, continuously strengthening AI security awareness and compliance capabilities across the organisation.

5.5 Protecting Intellectual Property

Trip.com Group regards intellectual property as a core strategic asset. We have established a comprehensive intellectual property protection framework covering technological innovation, data assets, and brand resources, and incorporated intellectual property management into the Group's compliance governance framework to support stable business operations and the healthy development of the platform ecosystem. Our intellectual property primarily includes trademarks and domain names associated with our travel brands, as well as copyrights and other rights related to our websites, technology platforms, booking software, and business operations.

Intellectual Property Management System

The Group has established a standardised management system covering trademarks, patents, copyrights, and domain names. Through trade secret protection policies and confidentiality agreements, we clearly define employees' confidentiality obligations and ownership of work-related intellectual property. Dedicated policies have also been established and refined for trademark licensing, trademark management, patent management, and other intellectual property-related matters. The Group has deployed an internal intellectual property management platform to support application tracking, data visualisation, and lifecycle management of intellectual property assets. In parallel, a design resource platform has been developed to provide legally compliant creative resources for business operations.

Software compliance

The Group strictly controls the use of open-source software and the installation of internal software. Employees may only download licensed software through internal platforms. An alert mechanism has been established to identify unauthorised or pirated software.

Copyright management

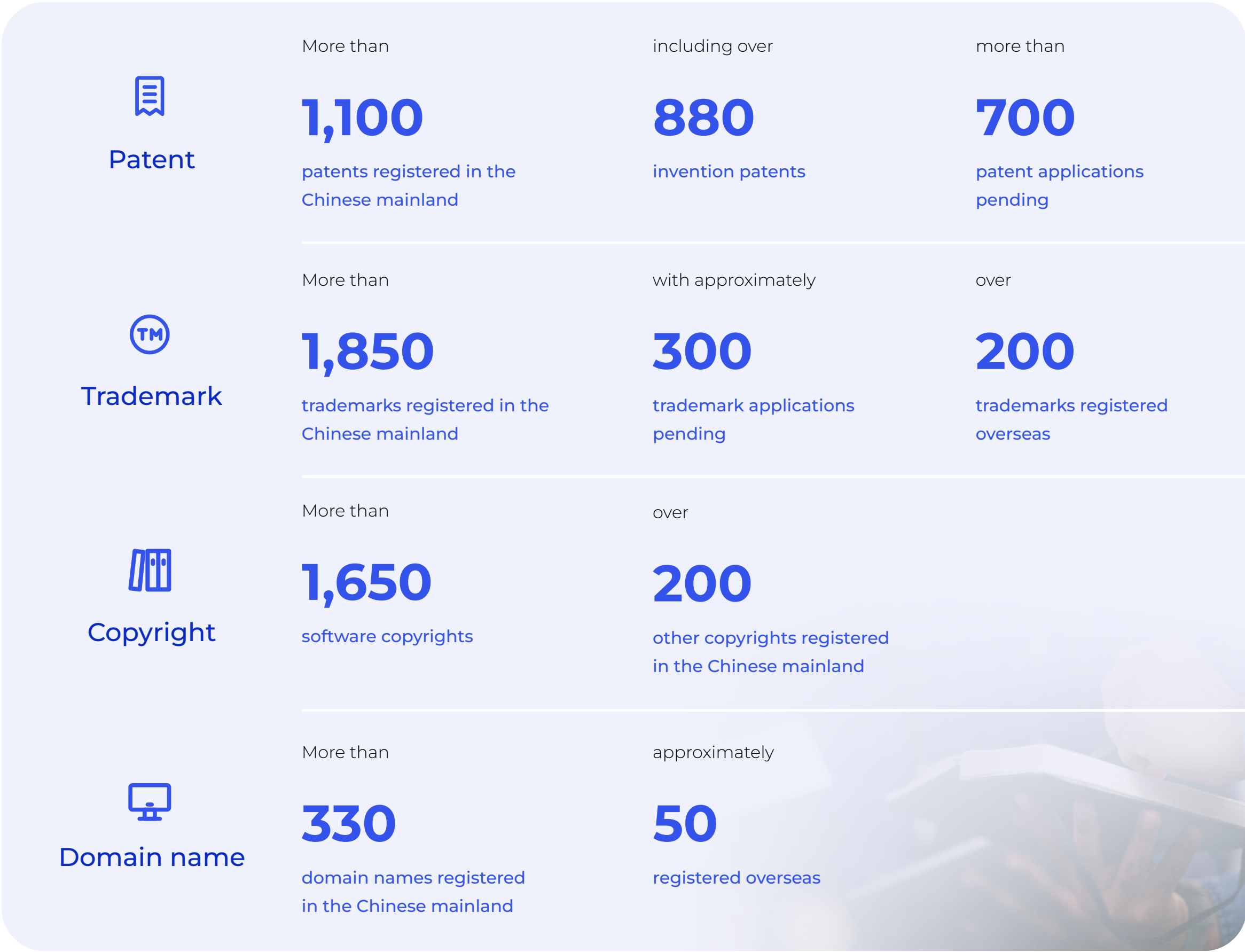
Promotional materials need to undergo source verification to ensure proper licensing of creative assets. An internal multimedia library has been established, and authorisation agreements and reasonable compensation are provided when employee-created works are used. The Group also collaborates with leading image providers, maintains licensed image libraries, and has established internal font and design resource platforms to reduce infringement risks at the source.

AI compliance

The Group provides specialised training on copyright protection and labelling requirements for AI-generated content, ensuring technological innovations are aligned with compliance requirements. In 2025, two dedicated training sessions were conducted. The relevant courses have been incorporated into mandatory induction training and made available through the Group's internal learning platform.

Intellectual Property Portfolio Development

Building on our established governance framework, we continue to strengthen patent portfolio development for core technologies and expand global trademark registrations, ensuring that intellectual property protection evolves alongside business growth. In 2025, the Group expanded its patent portfolio around AI-powered travel assistant technologies, covering core functions such as AI itinerary recommendations and travel assistants, accelerating the commercialisation of innovative achievements. Meanwhile, the Group continued to advance overseas trademark registrations in support of its global expansion and strengthen international brand protection. As at the end of the reporting period, our intellectual property portfolio comprised:



Intellectual Property Monitoring and Enforcement

The Group has established a proactive intellectual property monitoring and enforcement mechanism to identify, assess, and respond promptly to infringement risks. We actively monitor malicious imitation, attempts to leverage the Trip.com Group brand reputation, and fraudulent websites impersonating Trip.com Group, taking timely measures such as opposition filings, complaints, and blocking actions to protect platform operations and consumers' legitimate rights.



Trademark monitoring and opposition

The Group appoints professional agencies to manage trademark registrations and monitor potentially infringing trademark applications. In 2025, we filed oppositions against approximately 10 trademark applications that imitated the Trip.com Group brand.



Anti-fraud and impersonation response

For fraudulent websites impersonating Trip.com Group, the Group engages professional agencies to submit phishing complaints to domain name service providers. On social media platforms, the Group proactively verifies suspected fraudulent accounts and works with platform operators to assist in blocking unauthorised accounts.



External complaint handling

The Group maintains public complaint channels for intellectual property rights holders. Valid complaints are handled promptly, while complainants whose submissions do not meet requirements are informed of the reasons and guided to provide supplementary materials.

Intellectual Property Protection Training

The Group strengthens intellectual property compliance through diversified training programmes and internal communications, embedding intellectual property protection principles into product development, content management, and business collaboration. In 2025, the Group conducted four dedicated intellectual property training sessions. Course recordings were made available on the internal learning platform to support ongoing learning. In addition, regular copyright compliance communications and training were provided to business teams to enhance frontline employees' awareness of copyright protection. The Group also participated in industry exchanges and collaboration on intellectual property protection, supporting the standardised development of the industry and contributing to a healthy digital tourism ecosystem.

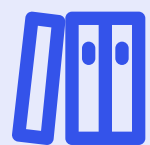


5.6 Supply Chain Management

Trip.com Group is committed to building a compliant supply chain, extending environmental and social responsibility throughout every stage of procurement while prioritising collaboration with local suppliers. The Group has established internal management systems, including the Trip.com Group Procurement Management System, to standardise tiered supplier management across the entire procurement lifecycle, covering supplier registration, relationship management and evaluation, and corrective action and removal. The Group has also issued the Trip.com Group Supplier Code of Conduct, requiring all suppliers to comply with applicable laws and regulations, uphold responsible business practices, and follow key principles governing supplier conduct throughout business engagements.

Supplier Management Process

The Group has established a supplier lifecycle management framework covering supplier selection, onboarding, evaluation, and retention. Through supplier qualification reviews, performance assessments, and removal mechanisms, we continuously optimise our supplier network.



Selection and review

- **Qualification review:** The Group verifies suppliers' legal compliance and the authenticity of their qualifications, which serve as non-negotiable entry requirements. Comprehensive assessments are conducted based on factors including years of operation, business licences, and professional capabilities. Business ethics, environmental compliance, and social responsibility performance are also taken into account based on the specific requirements of each project.
- **Joint assessment:** Business and procurement departments jointly assess supplier qualifications, and eligible suppliers are invited to register on the procurement platform. Suppliers from the Chinese mainland are required to submit a Tender Commitment Letter during registration to commit themselves to service quality, fair competition, and prohibition of bribery.



Screening and onboarding

- **Fair competition:** The Group promotes a fair and compliant competitive environment. We review potential conflicts of interest through supplier self-declarations and publicly available corporate affiliation information, thereby preventing bid rigging, collusive bidding, and other unfair practices.
- **Renewal management:** Except in special circumstances, the Group generally limits consecutive renewals with the same supplier at the original contract price to a maximum of three years. Any continuation beyond this period requires demonstration of the supplier's competitive advantages and a new tender process, with the final decision made based on the assessment results.



Inspection and evaluation

- **Performance evaluation:** Existing suppliers are evaluated annually across multiple dimensions, including technical capability, product quality, responsiveness, delivery service, service quality, compliance, and ESG performance. Evaluations are jointly conducted by business and procurement management departments to ensure objectivity.
- **Tiered management:** Suppliers are classified into six performance categories based on their evaluation results, and the procurement management department takes corresponding management actions.
- **Ongoing verification:** Supplier information is regularly cross-verified against third-party sources to ensure accuracy and authenticity.



Corrective actions and removal

- **Corrective actions:** Where suppliers fail to meet requirements or are involved in integrity-related issues during contract performance, the Group may take measures including contract termination, suspension, penalties, or inclusion on the supplier blocklist for three years or permanently, depending on the severity of the violation. In 2025, the Group conducted an annual evaluation of supplier contract performance and permanently terminated cooperation with 109 suppliers due to serious violations.
- **Blocklist management:** Suppliers involved in serious misconduct during tendering, procurement or contract execution are added to the Group's supplier blocklist and updated in the Trip.com Group Procurement Platform, which is accessible to employees for review.

The Group continues to strengthen long-term communication with suppliers to maintain transparent and efficient collaboration. Suppliers may participate in invitation-only tenders through the Trip.com Group Procurement Platform or follow the Group's official WeChat account for updates on procurement opportunities and partnership information. We also strengthen collaboration and promote mutual growth through regular partner summits, supplier visits, and annual supplier awards, working together with suppliers to achieve shared success.

More Sustainable Supply Chain

Trip.com Group is committed to embedding sustainable development principles throughout supplier management. Based on the characteristics of each industry, we progressively strengthen risk screening, risk assessment, and supplier support. We encourage suppliers to adopt internationally and industry-recognised best practices, enhance sustainability management, and improve sustainability-related disclosures, working together to build a safer, more transparent, and more sustainable value chain.



Information security

- Management standards: Trip.com Group places user data security and privacy protection as a top priority, so we attach great importance to strengthening suppliers' information security capabilities. We have established the Partner Security Management Standards, which combine contractual requirements, technical verification, security assessments, and audits to ensure that suppliers' data processing activities comply with the Group's security standards and compliance requirements.
- Onboarding assessment: During the onboarding process, suppliers are required to undergo rigorous information security capability assessments, with a focus on their technical safeguards and management measures for protecting user information. Only suppliers that successfully complete the assessment may proceed with cooperation and enter into data processing agreements, which define security responsibilities and protection requirements throughout the cooperation process.
- Continuous monitoring: During cooperation, the Group continuously evaluates suppliers' information security capabilities through dynamic security monitoring and threat intelligence platforms, enabling early identification of potential risks and timely remediation.
- Audit and capability building: Through on-site audits, the Group reviews suppliers' physical environments, technical infrastructure, and operational processes to identify potential risks and provide improvement recommendations. In addition, the Group develops tailored information security enhancement plans for suppliers and conducts regular professional training to help strengthen their security capabilities.



Environmental protection

- Contractual requirements: Environmental protection clauses are incorporated into engineering and construction contracts, specifying requirements relating to pollution prevention, waste disposal, noise control, indoor environmental quality standards, material usage restrictions, and site protection during construction. Suppliers are held fully accountable for any environmental damage or personal or property losses caused by inadequate environmental management measures.
- Greener practices: The Group encourages suppliers to adopt environmentally friendly products, strives to reduce carbon footprint during operations, and prioritises cooperation with environmentally responsible suppliers. We plan to incorporate environmental compliance performance into supplier selection and evaluation processes, with particular attention given to suppliers with regulatory violations or related environmental risks.



Integrity and compliance

- Integrity agreements: Trip.com Group is committed to fostering an integrity-driven supplier management system. We communicate integrity and compliance principles with our suppliers during daily operations to strengthen their awareness of ethical conduct. During the reporting period, all suppliers with active cooperation agreements signed the Supplier Integrity Agreement, and all contracts included dedicated complaint channels.
- Conduct requirements: We require suppliers to prevent all forms of corruption, extortion, and bribery, and to truthfully disclose any potential conflicts of interest arising from their relationship with the Group. During the reporting period, no material supply chain incidents that adversely affected the Group's operations occurred.
- Compliance culture: Alongside strengthening contractual requirements, the Group continued to promote an internal culture of procurement compliance. During the reporting period, four online and offline procurement compliance training sessions were conducted, alongside four awareness articles published through the Group's official WeChat account, covering employees across the organisation.

5.7 Enhancing Product Quality

Guided by user needs, Trip.com Group is committed to enhancing product and service offerings by leveraging resources and driving innovation. In 2025, the Group strengthened its ecosystem, enhancing products and services across technology, operations, and content, with the aim of delivering higher-quality travel experiences for users and creating shared value with partners.

Accommodation Reservations

Through optimised search experience and expanded hotel service offerings, we help users efficiently identify accommodation options that best meet their travel needs, while supporting accommodation partners in evolving from traditional lodging providers into broader travel and consumption service providers. As of the end of 2025, our accommodation service network covered more than 200 countries and regions worldwide, offering approximately 1.7 million accommodation listings.



Enhancing user experience

- We support multi-dimensional filtering and search results based on factors such as price range, star rating, location, brand, and available amenities.
- We also provide authentic traveller ratings, reviews, recommendations, and travel guides to help users make informed booking decisions.



Empowering partners

- We provide accommodation partners with an electronic booking system that supports standardised information management and product digitalisation.
- In 2025, we continued to support hotel service transformation across the Chinese mainland market. For five-star hotels in first-tier cities, we assisted in developing experiential consumption offerings. By the end of 2025, the initiative helped 17,000 five-star hotels achieve a 10% increase in revenue, generating CNY 3 billion in incremental GMV. For hotels in second- and lower-tier cities, we launched "Hotel + X" packages that combine accommodation with attractions, transportation, and other travel offerings. By the end of 2025, the initiative covered more than 53,000 hotels, including nearly 4,000 hotels in second- and third-tier cities, generating more than CNY 100 million in incremental GMV and effectively stimulating local tourism consumption.



As of the end of the reporting period



our accommodation service network covered more than

200

countries and regions worldwide



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1.7 million

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we helped

17,000

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generating CNY

3 billion

in incremental GMV



the "Hotel + X" packages initiative covered more than

53,000

hotels



including nearly

4,000

hotels in second- and third-tier cities

Transportation Ticketing

We help users plan their journeys more efficiently through intelligent search technology and flexible travel solutions, while leveraging digital capabilities to support transportation partners in improving operational efficiency. By the end of 2025, our transportation ticketing network covered more than 220 countries and regions worldwide.

Flights



Enhancing user experience

- Through direct connectivity with airline reservation systems and Global Distribution Systems (GDS), we offer flights from more than 680 airlines across over 3,500 airports worldwide.
- Our proprietary search engine processes hundreds of millions of searches each day, enabling users to filter and select optimal fare options based on schedule, transportation preferences, and other personalised requirements. The platform also supports bundled bookings that combine key products, such as flights and accommodation.
- We also offer a range of add-ons, including flight delay insurance, online check-in, real-time flight tracking, and VIP lounge access at the airport.



Empowering partners

- We provide airlines with intelligent operational tools and machine learning technologies that integrate travel information technology systems with online transaction platforms to improve operational efficiency.
- A flight ticket fare anomaly monitoring system is deployed to automatically identify pricing irregularities using historical and real-time data, helping airlines reduce pricing errors and minimise revenue losses.

Other Transportation Tickets

We have integrated China's national railway, road, and water transportation resources, providing users with real-time search, booking, change, and cancellation services for train, long-distance coach, and ferry tickets. Supported by advanced technology platforms, the Group delivers intelligent travel solutions incorporating a range of supporting products, simplifying the ticketing process and meeting users' diverse transportation needs.

Tour Bookings and In-Destination Experiences

Trip.com Group integrates global tourism resources to provide users with diverse travel products and services, while helping local suppliers improve their service capabilities, creating more convenient and personalised travel experiences.

Tour Bookings

We offer a wide range of tour products, including group tours, custom tours, and travel arrangements incorporating different transportation options such as flights, cruises, coaches, and car rentals, covering destinations worldwide. Building on our one-stop transportation and accommodation services, we also provide add-ons, including local transportation, attraction tickets, in-destination activities, travel insurance, visa services, and tour guide arrangements. In addition, we support suppliers through customer support services, supplier management, and customer relationship management support, helping them enhance service quality.



Destination Experiences

As demand for experiential travel continues to grow, we provide a broad portfolio of destination activities and services, including dining and shopping experiences, day tours, attraction and performance tickets, and customised guided tours. Users can book these products directly through our platform, with access to diverse content and flexible scheduling options. As of the end of 2025, we offered more than 350,000 destination experiences worldwide.

By the end of 2025

we offered more than

350,000

destination experiences worldwid

Car Rental and Airport Transfers

To address long-standing challenges in the car rental industry, including inconsistent vehicle conditions, unclear pick-up and drop-off rules, and hidden charges, Trip.com Group has introduced standardised services represented by the Worry-Free Rental programme to enhance the overall rental experience. Through preferential traffic allocation, we encourage suppliers to compete on service excellence rather than price, supporting more sustainable business practices.

Worry-Free Rental Service Guarantees



Vehicle conditions

We require suppliers to provide vehicles that are no more than three years old and standardise fuel and charging guarantees as well as vehicle preparation procedures, enabling users to have more consistent expectations regarding vehicle condition.



Service process

We have introduced policies such as "No Fuel Service Fee" and "Free Cancellation Anytime" to simplify the rental process and reduce users' decision-making burden.



Rights protection

Through platform-assisted damage assessment, we help minimise unnecessary disputes. Nationwide roadside assistance services offer clear service coverage and reliable support.



Worry-Free Travel 2.0 Service Guarantees



Fulfilment guarantees

We introduced the "Ride Availability Guarantee" and "On-Time Guarantee". Users receive 100% of the booking value if no vehicle is available at the scheduled pick-up time or if the driver fails to arrive. Driver delays are compensated on a per-minute basis, with full compensation provided for delays exceeding 20 minutes.



Journey guarantees

These include unlimited waiting time for airport pick-up services, as well as compensation for missed flights or trains resulting from driver-related issues. Compensation covers direct losses such as flight or train ticket costs.



Service guarantees

Service attitude, vehicle conditions, and driving behaviour are included in service assessments. Users may also cancel services free of charge before the service begins. In the event of disputes, we verify responsibility based on audio recordings, driving trajectory data, and backend operational records.



Business Travel

Trip.com Group has specialised in corporate travel management for 19 years, providing services across 35 markets and supporting services in 20 languages. In 2025, the corporate travel services helped 25,000 Chinese enterprises expand their overseas operations, with its service network covering 203 countries and regions and 15,000 cities.

In response to growing demand for international business travel, the group increased its investment in international technology by 130% compared with the previous year, delivering a broader range of online business travel resources, more convenient booking, change and cancellation services, and stronger system security and information protection.



Global Business Travel Solution

To address the complexity of global business travel management, the Group launched its Global Business Travel Solution in 2025. The solution comprises four core modules: Global Travel Resources, Global Payment and Settlement, Global Travel Products, and Global Travel Services. Together, these modules provide flexible, end-to-end travel management solutions tailored to the needs of multinational enterprises.



"Little Blue Heart" Assurance Programme

During the reporting period, the group introduced the "Little Blue Heart" Assurance Programme. It features a "5+1" service assurance framework, namely itinerary assurance, emergency aid assurance, experience assurance, compliance assurance, and system guarantee, plus the "Blue Heart Meetings", which provide a direct communication channel between customers and technical service teams, helping ensure smooth and secure business travel experiences for corporate employees.



Assurance fund

Established an assurance fund worth tens of millions of CNY to cover emergency travel arrangements, force majeure-related incidents, refund protection, and compensation for compromised travel experiences.



Claims efficiency

Introduced a fast compensation solution for ride-hailing services that requires no manual review or waiting period, enabling eligible claims to be completed through self-service within as little as three seconds.



On-site services

Provided 3,734 face-to-face assistance services during the reporting period through on-site support services across 24 hub airports globally.

Financial Services

Leveraging its travel ecosystem and extensive user base, Trip.com Group has established a comprehensive financial protection framework covering transaction security, consumer rights protection, and cross-border payment services.

Transaction Security

By the end of 2025, Trip.com Group supported transactions in 44 currencies and continued to expand local payment options. During the year, the platform intercepted 46 million suspected fraudulent or unauthorised payments, manually verified 60,000 suspicious bookings, and successfully blocked 56,000 suspected telecommunications fraud transactions.

Consumer Rights Protection

In 2025, Trip.com Group organised 48 consumer financial protection campaigns, including the "Travel Fraud Prevention" live stream event. We also continued to improve post-loan risk mitigation and credit dispute resolution mechanisms, protecting the legitimate rights and interests of consumers.

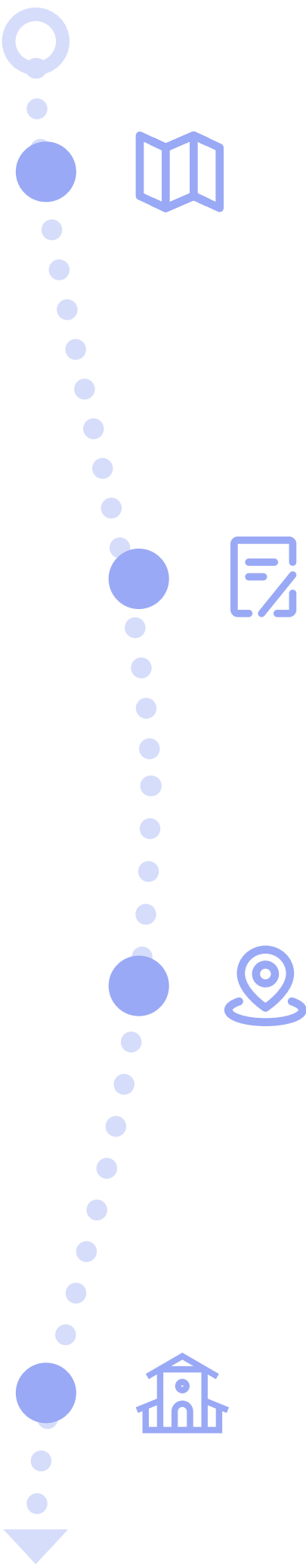
TripLink

TripLink provides secure and compliant virtual card payment services to global travel enterprises and currently serves more than 200 international clients. Travel agencies, hotels, and airlines use TripLink virtual cards to make secure cross-border payments to suppliers. Its single-use virtual cards linked to specific suppliers effectively reduce fraud and unauthorised use risks, improving payment security and reconciliation efficiency. In 2025, TripLink issued more than 200,000 virtual cards per day and obtained a Dutch Payment Institution Licence, further strengthening its local compliance capabilities in Europe.



Content Ecosystem

In 2025, Trip.com Group launched Trip Community, a travel content ecosystem spanning every stage of the travel journey. The Group also introduced the Creator Benefits Upgrade Programme to foster a more supportive creative environment, helping users discover inspiration, make informed decisions, and share their travel experiences.



1

Decision-making

Channels featuring trending destinations and global events provide tens of thousands of recommendations on popular destinations and upcoming events worldwide, inspiring users throughout the trip planning process.

2

Planning

The AI-powered Trip.Planner enables seamless planning and booking of flights, hotels, and ride-hailing services. Local destination guides combine extensive real-user experiences with expert reviews to provide practical travel recommendations and tips.

3

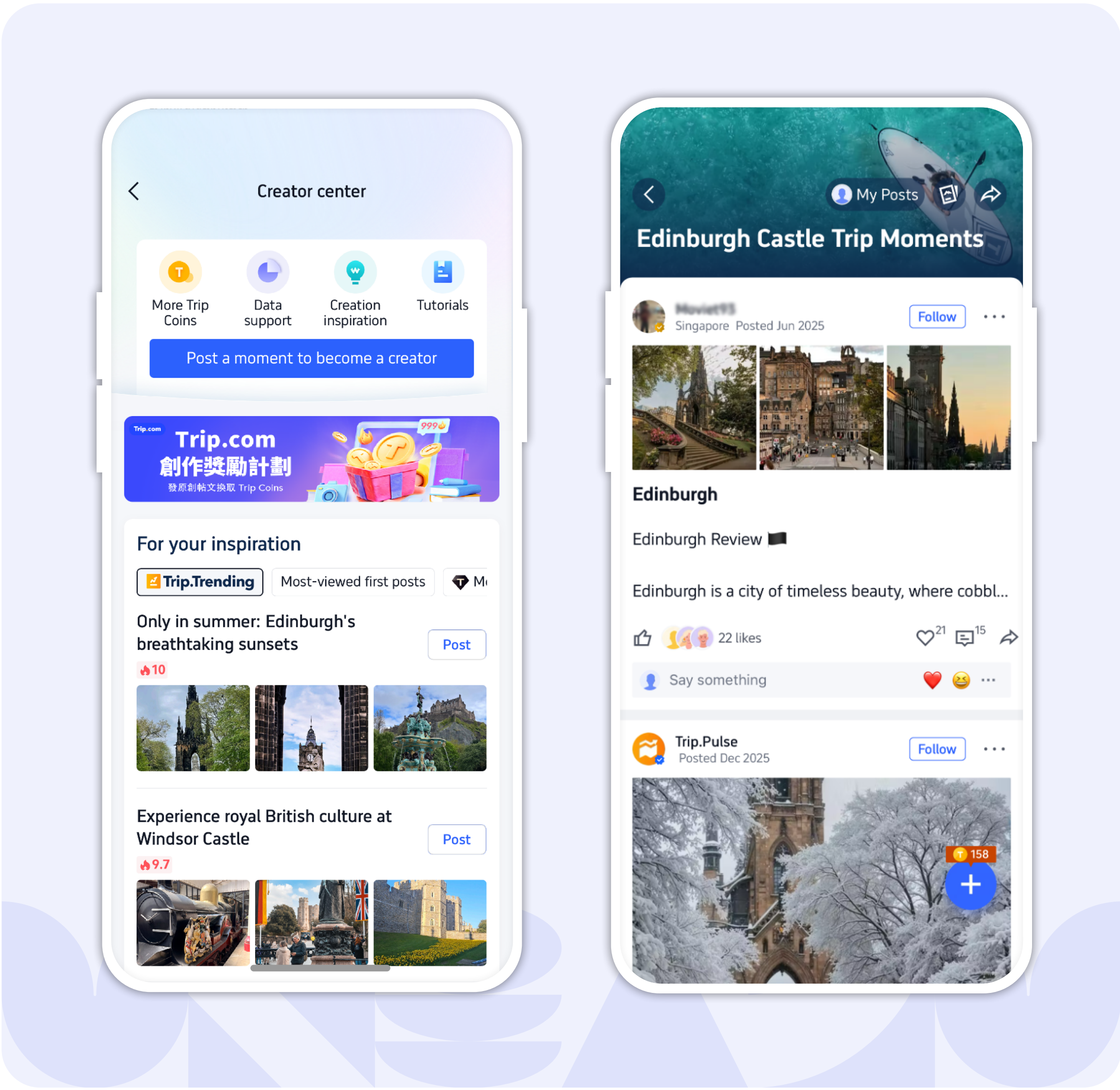
During travel

The Trip Companions community has evolved from a utility-oriented feature into a social platform that enables travellers to connect through real-time interactions, Q&A support, and timely destination updates.

4

Post-travel

Users can publish travel notes and share their experiences, creating a complete content cycle from information discovery and travel experiences to content creation.



Diversified Content Products



Reviews

Based on detailed user reviews and ratings, we provide authentic and transparent information on products and services. We continue to optimise the review framework to improve the objectivity and relevance of the content, helping users make more informed travel decisions.



Live streaming

We collaborate with travel content creators, influencers, and partners to showcase global travel products in our official livestream channels. We also work with hotel brands to provide exclusive offers through livestream promotions.



Trip.Moments

As of October 2025, Trip.Moments had attracted more than 2.5 million users across over 170 countries and regions. The platform hosted over 12,000 verified Trip.Pals who have established external social media followings and regularly publish content on the platform. In 2025, creator engagement continued to increase, with average monthly active participation increasing by more than 45%.



Trip.Moments had attracted more than

2.5 million users



The platform hosted over

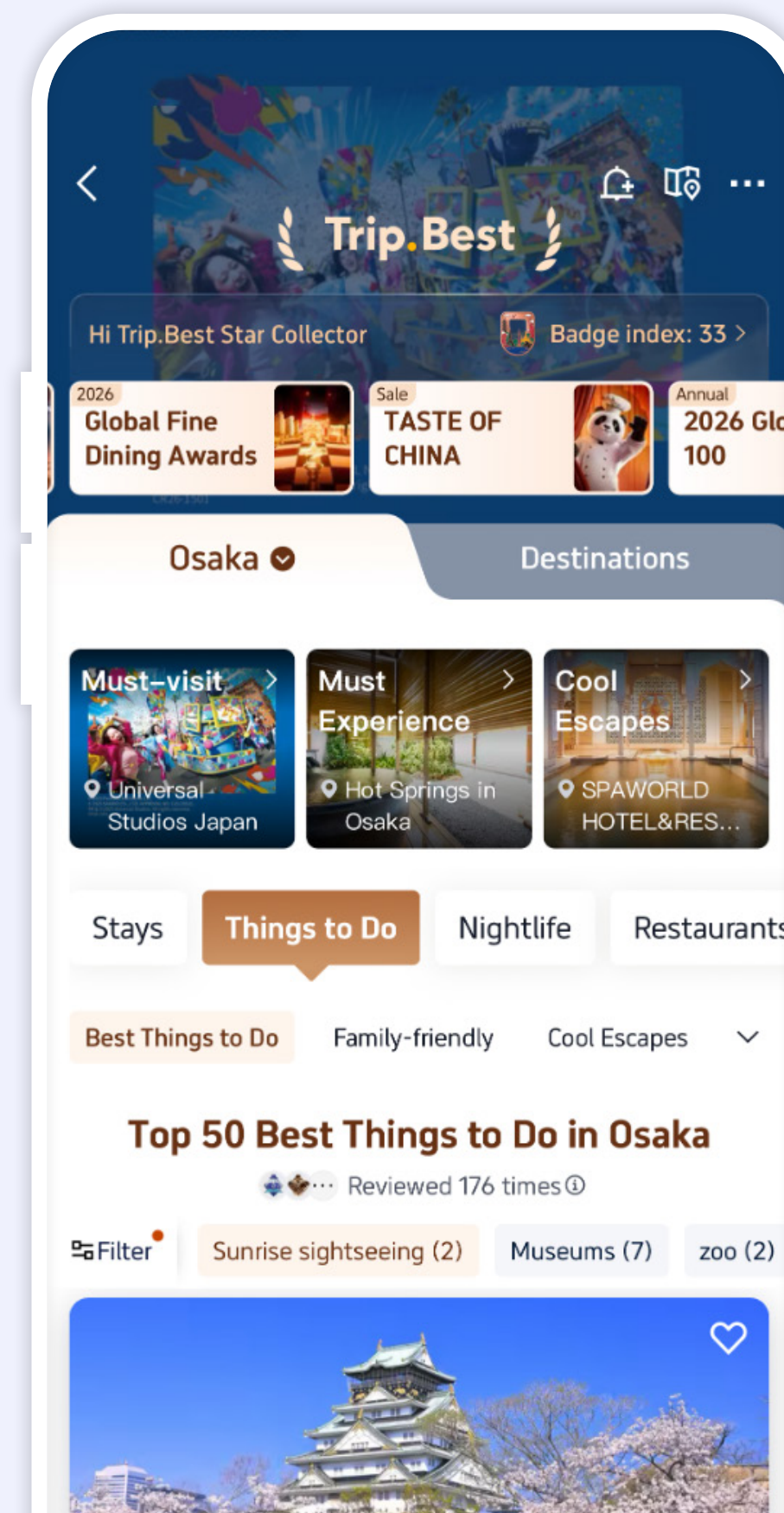
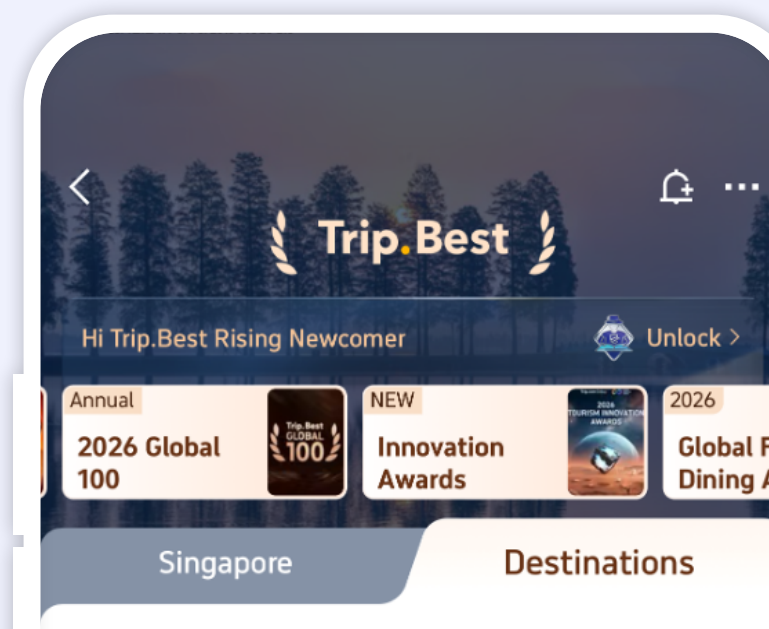
12,000 verified Trip.Pals



Rankings

Trip.Best leverages behaviour data of hundreds of millions of users and expert-driven selection criteria to create curated rankings of popular attractions, themed experiences, restaurants, and travel deals, serving as a trusted reference for travellers.

In September 2025, Trip.Best further optimised its ranking methodology by inviting brand ambassadors to serve as reviewers. By combining real booking verification with multi-dimensional experience scoring, the rankings evolved from data-driven results into trust-based travel recommendations, providing users with more reliable travel guidance.



Smart Tourism

Artificial intelligence and data have become key drivers for improving efficiency across the tourism industry. Trip.com Group has independently developed Trip.Planner, an AI-powered travel planning assistant that serves as an intelligent hub for travel planning and transforms complex itineraries into personalised travel experiences, as well as TripGenie, a travel-focused large language model powered by big data that provides users with intelligent Q&A assistance in areas such as itinerary planning and travel information retrieval.

Trip.Planner

In 2025, the Group launched Trip.Planner, an AI-empowered travel planning hub integrating itinerary planning, adjustments, booking, and order management into a unified interface. Leveraging more than 20 million global points of interest and hundreds of millions of real user feedback records, it provides users with a one-stop travel planning experience.



Cross-device synchronisation

It supports seamless synchronisation between desktop and mobile devices and enables users to edit itineraries on the map through drag-and-drop interactions.



Reliable data

Based on officially verified information, including opening hours, suggested visit durations, and estimated transportation duration, it automatically recommends suitable attractions and related services.



Human-AI collaboration

Professional travel consultants further optimise AI-generated itineraries and provide personalised planning support, balancing operational efficiency with tailored travel experiences.

Technology-enabled Travel Services

While strictly complying with data security and personal information protection laws and regulations, Trip.com Group leverages innovative technologies to help users access information and make travel decisions more efficiently.



Intelligent recommendations

Multimodal AI analyses text, voice, images and videos, improving recommendation effectiveness by 8% and increasing operational efficiency by 20 times compared with manual processes



On-trip services

By integrating NPS ratings with AI-powered semantic analysis, the system automatically triggers service interventions, enabling responses within minutes and improving on-trip customer satisfaction by 22%



Searches and transactions

Optimised algorithms reduce computing costs and improve response speeds. Flights and accommodation search systems support hundreds of millions and billions of high-concurrency searches daily, respectively, while supporting multiple currencies and major international credit cards

5.8 Promoting China's Inbound Tourism

Following China's optimisation of visa-free policies, Trip.com Group actively responds to the growing opportunities in inbound tourism by leveraging its platform capabilities and industry expertise to strengthen the inbound tourism ecosystem. We provide tailored products and services addressing the needs of international travellers throughout their journeys, covering trip planning, payment, and on-the-ground experiences. At the same time, we help merchants connect with global travellers and promote coordinated growth in inbound tourism demand and supply.

By the end of 2025, we had integrated tens of thousands of group tour routes across 30 provinces in China. In 2025, we served 20 million travellers from 83 countries and regions visiting the Chinese mainland, driving approximately USD 24 billion in tourism consumption.



During the reporting period



we served

20 million

travellers visiting the Chinese mainland



from

83

countries and regions



driving approximately USD

24 billion

in tourism consumption

Expanding Pre-trip Outreach

In 2025, Trip.com Group enhanced its global marketing and content capabilities to increase the international visibility of Chinese tourism offerings. The Group also supported merchants in localising product content, including images and itinerary descriptions, to better cater to international travellers' preferences and strengthen their presence in global markets.



We launched the China Vision Campaign, an offline inbound tourism marketing initiative featuring glasses-free 3D digital billboards in landmark commercial districts worldwide. Working with destinations including Beijing and Wushan (Chongqing), the campaign combined landmark offline exposure with online traffic acquisition to showcase Chinese tourism resources to international audiences.



We launched the long-term Go China campaign across more than 20 international markets and supported platform merchants in participating in Go China promotions and international tourism exhibitions to enhance the international exposure of their products.



We launched the Flip It Trips programme, inviting 1,000 global influencers to explore China and co-create unique travel routes showcasing Chinese cities. As of May 2026, the programme had attracted nearly 30,000 creator applications and invited more than 160 international influencers to China for familiarisation trips.

Optimising Pre-trip Booking Experience

We leverage technology and product innovation to create a smoother and more convenient booking experience for international travellers.

Facilitating pre-trip decision-making

- Launched TripGenie, Trip.com's AI-powered travel assistant. Users who utilised its hotel comparison feature reduced the average number of clicks required to complete a hotel booking by more than 80% compared with the traditional booking process.
- Established the "Hi China" hotel label programme to identify accommodations that offer a welcoming experience for inbound travellers. Integrated the label into hotel rankings, recommendations, and search filters. As of May 2026, the programme covered more than 45,000 hotels.
- Enhanced cross-cultural hotel information and presentation by highlighting Muslim-friendly facilities, China-specific amenities and services, and seasonal themed campaigns across relevant markets, enabling international travellers to more easily identify accommodation that meets their travel preferences and needs.
- As of May 2026, more than 150,000 Chinese hotels had accepted inbound bookings, including nearly 70,000 hotels serving inbound travellers for the first time.

Facilitating payment

- Trip.com supports diverse payment options, including online bookings and multilingual self-service ticketing machines at scenic attractions. The platform accepts more than 65 currencies and a wide range of payment methods, effectively reducing booking disruptions caused by payment incompatibility.

Enhancing On-trip Experience

Trip.com Group keeps expanding its offline service network and innovative travel offerings to improve the overall experience of international visitors travelling in China.



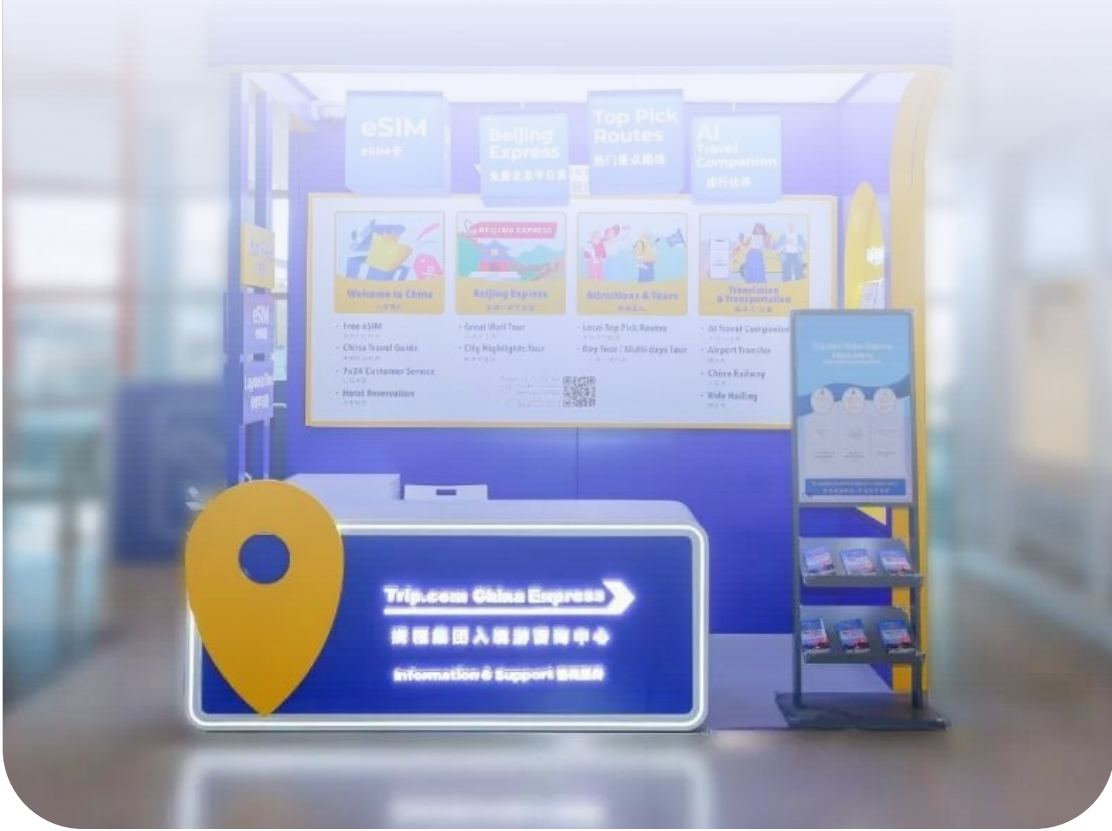
Custom trips

- Trip.com launched a bespoke travel service on its international platform, offering a comprehensive travel experience supported by multilingual travel consultants, local guides, and dedicated in-trip concierges. As of May 2026, the service had provided customised itineraries for approximately 2,600 travel groups from 172 countries and regions, covering 219 destinations across mainland China.



"First stop" services

- Established one-stop service counters at major airport hubs, offering international travellers more than 10 services, including bilingual assistance and currency exchange. As of May 2026, the counters had served over 90,000 travellers. The Hong Kong counter also received the Airport Authority Hong Kong's "Customer Service Excellence Award of the Year" in recognition of its outstanding service quality.
- The Group also launched the "Welcome to China" airport transfer service on Trip.com. International travellers may enjoy bilingual driver services, complimentary meet & greet services, and free waiting time.



Upgraded offline services

- Branches: We selected 351 branches from more than 7,000 outlets across the Chinese mainland and progressively upgraded them into Bilingual (Chinese-English) Service Demonstration Branches, providing end-to-end services, including itinerary planning, real-time consultation, and payment services.
- Attractions: We supported more than 8,000 attractions in serving international visitors through AI technologies, multilingual infrastructure development, and international service training.



For ticketing, we installed multilingual self-service ticketing machines at more than 290 attractions, enabling ticket purchases using passports, and developed multilingual official websites for more than 170 attractions to facilitate information access and online booking for international travellers.



For payment, we enabled on-site payment in 44 foreign currencies. The deployment of foreign card POS payment solutions reduced the average payment time for inbound travellers by 78%.



Innovative experiences and products

- Since 2024, we have launched the Free Half-Day City Express Tour programme in cities including Shanghai, Beijing, and Hong Kong. In 2025, the programme was further expanded to include travel consultation, product booking, and destination guidance, and was extended to all inbound travellers. As of May 2026, it had welcomed more than 30,000 visitors from 127 countries and regions.
- In August 2025, we opened the TASTE OF CHINA immersive restaurant on Shanghai's Bund. The immersive dining experience is themed around seven regional Chinese flavours, combining a two-hour culinary show with panoramic visual effects and live performances to offer inbound travellers an engaging exploration of Chinese culture through cuisine. As of May 2026, it had welcomed more than 8,400 visitors from 79 countries and regions.



5.9 Co-creating a Healthy Ecosystem

As of the end of 2025, Trip.com Group had connected with more than 1.7 million partners worldwide. The Group regards ecosystem collaboration as a key pathway to more sustainable development. Through an open and collaborative network, we work with global partners to promote high-quality growth across the tourism industry. By organising global industry events and establishing dedicated industry funds, we advance industry collaboration, innovation, sustainable practices, and cultural exchange.



By the end of 2025



Trip.com Group had connected with more than

1.7 million partners worldwide

Trip.com Group Global Partner Summit

In November 2025, Trip.com Group hosted its Global Partner Summit in Türkiye. During the summit, the Group established a strategic partnership with the Türkiye Tourism Promotion and Development Agency (TGA) to jointly enhance Türkiye's global appeal by strengthening air connectivity, expanding accommodation offerings, improving destination services, and conducting joint marketing campaigns. Beyond commercial collaboration, the summit also provided a valuable platform for tourism professionals from around the world to exchange ideas and learn from one another, demonstrating the role of tourism in promoting cross-cultural communication.



Envision.2025 Global Partner Conference

In May 2025, Trip.com Group held the Envision.2025 Global Partner Conference in Shanghai and Chengdu, bringing together more than 3,000 industry representatives from 74 countries and regions. During the conference, Trip.com Group established strategic partnerships with several international hotel groups and launched cooperation mechanisms with 10 Chinese destinations and five international tour operators. These partnerships created a two-way service network that helps international visitors discover China while enabling local tourism destinations to attract more global travellers.



Envision.2025 Global Partner Conference brought together more than

3,000 industry representatives

from

74 countries and regions

Tourism Innovation Fund

At the Envision.2025 Global Partner Conference, Trip.com Group launched the \$100MTourism Innovation Fund, dedicated to supporting long-term investment in innovative tourism projects and cross-sector collaborations that promote new destination growth models and differentiated travel experiences. As part of the initiative, the Group established the Tourism Innovation Awards, with annual prize funding of nearly \$1.42 million, to encourage the development of innovative tourism products.

In August 2025, Trip.com Group selected 20 annual award-winning cases, leveraging its platform capabilities to support innovation and transformation across the tourism industry. Going forward, the Group will continue refining the fund application mechanism, establish a global innovation case repository, and facilitate the sharing of best practices across the industry.



06 Environmentally Friendly

The tourism industry is inherently connected to the natural environment and is increasingly affected by the multidimensional and systemic impacts of climate change. Trip.com Group integrates sustainability principles into product design and day-to-day operations, working closely with users and value chain partners to drive collective carbon reduction efforts. During the reporting period, the Group's greenhouse gas emission reduction targets were officially validated by the Science Based Targets initiative (SBTi), making Trip.com Group the first online travel company in the Asia Pacific region to have both its near-term and net-zero emissions targets validated by the SBTi. This milestone establishes a science-based benchmark for the Group's climate action. We recognise that achieving our long-term climate goals requires the continued implementation of systematic decarbonisation measures across our entire value chain.



6.1 Environment and Climate Governance

As an online travel services provider, Trip.com Group primarily operates digital platforms and services, complemented by selected physical operations such as Trip.com Group Country Retreats. As the Group does not engage in manufacturing or warehousing activities, the direct environmental impact of its own operations is relatively limited. Nevertheless, we recognise the potential environmental risks arising from our value chain and climate change. Accordingly, our environmental governance strategy focuses on improving operational efficiency while collaborating with value chain partners to accelerate low-carbon transformation and support ecological conservation.

Environmental Governance Framework

Trip.com Group's environmental governance is embedded within its overall sustainability management framework, which consists of three levels: decision-making, management, and execution. A regular reporting mechanism is in place to ensure the effective implementation of environmental management requirements. The Board of Directors serves as the highest governing body and authorises the Sustainability Management Committee to regularly review key environmental topics, including climate change and nature-related issues, while providing guidance and oversight on related strategies and risks. At the management level, the Sustainability Management Committee translates environmental strategies into actionable initiatives and regularly reports progress. At the execution level, the Sustainability Working Group advances environmental projects by coordinating business departments and subsidiaries to implement the Group's environmental strategies.

Climate Risk Management

Trip.com Group regards climate-related risks and opportunities as important factors influencing long-term business resilience and has incorporated climate considerations into its enterprise risk management framework. With reference to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and the requirements of International Financial Reporting Standards (IFRS) S2, we apply scenario analysis and integrate our business characteristics to systematically identify and assess physical climate risks, transition risks, and climate-related opportunities. We have established a closed-loop management approach covering risk identification, assessment, response, and monitoring. Based on business planning and climate policies in our major operating markets, we assess climate-related risks across short-term (1–5 years), medium-term (5–10 years), and long-term (over 10 years) horizons. We also continue to enhance climate-related disclosures to improve transparency, support business decision-making, and strengthen our climate resilience.

Risk/Opportunity		Operational and Financial Impacts	Short-term	Mid-term	Long-term	Value Chain Segment	Response Measure
Physical risks: Acute	Increasing severity of extreme weather events	May damage office facilities,increase energy consumption and cause power supply disruptions, potentially affecting operations, reducing revenue and increasing operating costs	Medium	Medium	Low	The Group's operations	- Adopt energy-efficient technologies to improve facility resilience and energy efficiency - Establish emergency response plans for extreme weather events and conduct regular training and drills
Physical risks: Chronic	- Changes in precipitation patterns and climate variability - Rising average temperatures - Rising sea leve	- May alter travel patterns and increase safety risks, resulting in lower revenue and higher operating costs - Reduced tourism suitability and declining market attractiveness in certain destinations	Medium	Medium	High	- Upstream - The Group's operations - Downstream	- Develop disaster response procedures tailored to different business units to safeguard traveller safety - Monitor climate trends affecting destinations and optimise product offerings accordingly
Transition risks: Policy and legal	- Rising greenhouse gas emission pricing - More stringent information disclosure requirements - Litigation risks	- The carbon emissions allowance mechanism may increase investment in emissions reduction facilities or carbon allowance purchases - More stringent climate disclosure requirements may result in higher compliance costs - Tighter liability requirements in areas such as itinerary changes may increase legal and compensation costs	Medium	Medium	High	- Upstream - The Group's operations - Downstream	- Strengthen internal carbon management, promote energy conservation and emissions reduction, and progressively increase the use of renewable energy - Track and progressively align disclosures with internationally recognised reporting standards - Monitor regulatory developments and enhance user agreements and contractual terms accordingly
Transition risks: Market	Changing consumer behaviour	Growing consumer preference for lower-carbon products may reduce demand for and market share of conventional offerings	Medium	Medium	High	- Upstream - The Group's operations - Downstream	Collaborate with partners to reduce the carbon footprint of travel products and expand lower-carbon travel options
Transition risks: Reputation	- Changing consumer preferences - Increased stakeholder attention	Inconsistency between climate commitments and actual progress may negatively affect brand reputation and stakeholder trust	Low	Medium	High	- The Group's operations - Downstream	Establish carbon reduction targets and plans aligned with international standards, and regularly disclose progress
Transition risks: Technology	- Costs associated with lower-carbon technology adoption - Risks related to investment in emerging technologies	Rapid advances in lower-carbon technologies may require existing facilities to be upgraded or replaced, resulting in increased capital expenditure	Low	Medium	High	- Upstream - The Group's operations	Monitor developments in energy-efficient technologies, assess facility upgrade needs, and implement phased optimisation plans
Opportunities: Products and services	- Development of lower-carbon products and services - Changing consumer preferences	Growing demand for more sustainable tourism may create opportunities to support customers in reducing their carbon footprint, increase market share, and generate new revenue streams	Medium	Medium	High	- Upstream - The Group's operations - Downstream	Expand the sustainable tourism ecosystem and work with partners to develop more lower-carbon travel products and services

Trip.com Group's Key Climate Risks and Opportunities

Carbon Reduction Pathway and Targets

Trip.com Group actively aligns with global climate action efforts. In 2023, the Group announced its first carbon neutrality commitment and initiated the development of its emissions reduction roadmap. In 2024, an independent third party completed a full value chain carbon footprint assessment, establishing baseline emissions data. In 2025, the Group's emissions reduction targets were validated by the SBTi. The Group also initiated the development of a carbon data management system to institutionalise carbon monitoring and management.

Trip.com Group's near-term and long-term emissions reduction targets are aligned with the latest applicable SBTi criteria and the 1.5°C pathway under the Paris Agreement. Using 2024 as the base year, the Group has committed to achieving net-zero greenhouse gas emissions across its value chain through the following phased targets:

Near-term target

By 2030, reduce absolute Scope 1 and Scope 2 greenhouse gas emissions by 50.0%, and reduce absolute Scope 3 greenhouse gas emissions from purchased goods and services and franchised activities by 25.0%.

Long-term target

By 2050, reduce absolute Scope 1 and Scope 2 greenhouse gas emissions by 90.0%, and reduce absolute Scope 3 greenhouse gas emissions by 90.0%.

Net-zero target

Achieve net-zero greenhouse gas emissions across the entire value chain by 2050.

In 2025, Trip.com Group's total greenhouse gas emissions across the value chain amounted to 229,199 tonnes of CO₂e.

Greenhouse Gas Emissions	2025 Emissions (Tonnes of CO ₂ e)
Scope 1	4,012
Scope 2	20,523
Scope 3	204,664
Total emissions	229,199

6.2 Practising Greener Operations

Trip.com Group strictly complies with applicable environmental laws and regulations across all jurisdictions in which it operates, including the Environmental Protection Law of the People's Republic of China, the Energy Conservation Law of the People's Republic of China, and relevant EU health and safety regulations. Through initiatives such as renewable energy adoption, energy efficiency improvements, and resource recycling, we are committed to reducing the environmental impact of our operations.

Adoption of Renewable Energy

We have been expanding the use of renewable energy and optimising our energy mix across office buildings, operational sites, and data centres.

Since commencing operations in 2023, the rooftop photovoltaic (PV) system at the Group SKYBRIDGE Office Building has maintained stable performance, generating 71.6 MWh of electricity in 2025. Our Nantong office building also completed rooftop PV installation, utilising approximately 3,000 m² of rooftop space to generate an estimated 385 MWh of electricity annually, accounting for around 4.2% of the building's annual energy consumption.







The Group SKYBRIDGE Office Building generated

71.6 MWh of electricity in 2025



Our Nantong office building also completed rooftop PV installation, utilising approximately

3,000 m² of rooftop space



to generate an estimated

385 MWh of electricity annually

67

Adoption of Renewable Energy

The application of renewable energy has also been expanded across business operations. In 2025, PV systems installed at self-operated branches generated approximately 103 MWh of electricity, avoiding approximately 54.49 tonnes of CO₂e emissions. Among these, the Trip.com Group Country Retreats Anhui Jinzhai Dawan Branch generated approximately 95 MWh of electricity in 2025 following the completion of energy efficiency upgrades and PV installation in 2023.

In addition, we regularly assess opportunities to enhance the use of renewable electricity in data centres and gradually expand green power adoption. In 2025, renewable electricity accounted for 60% of electricity consumed by leased data centres, reducing annual carbon emissions by approximately 17,800 tonnes.

During the reporting period



PV systems installed at self-operated branches generated approximately

103

MWh of electricity



avoiding approximately

54.49

tonnes of CO₂e emissions



Among these, the Trip.com Group Country Retreats Anhui Jinzhai Dawan Branch generated approximately

95

MWh



Renewable electricity accounted for

60%

of electricity consumed by leased data centres



Reducing annual carbon emissions by approximately

17,800

tonnes



Energy Efficiency Improvements

We continuously improve the energy efficiency of our office facilities through systematic retrofitting and equipment upgrades. In 2025, the Group implemented 14 energy efficiency projects across office buildings in Beijing, Shanghai, Nantong, and Chengdu, saving approximately 2,346 MWh of electricity and 61,500 m³ of natural gas annually, equivalent to reducing approximately 1,370 tonnes of carbon emissions.

Office Location	Project	Content
Beijing	Lighting system upgrade	Replaced existing lighting fixtures with LED fixtures and implemented zoned intelligent lighting controls
Chengdu	Central air conditioning optimisation	Introduced intelligent start-up and shutdown controls based on operating schedules and weather conditions
Nantong	Cooling tower replacement	Replaced ageing cooling tower equipment
	Intelligent lighting control	Implemented scheduled controls and occupancy sensors for 24-hour customer support office areas
Shanghai	Energy system upgrade	Installed high-efficiency variable-speed chillers, upgraded cooling towers and boiler systems, and retrofitted cooling pumps with variable-frequency drives
	Air conditioning system optimisation	Added independent air and water valve controls and upgraded air conditioning control panels and terminal units with intelligent control systems



Beijing

Lighting system upgrade project
Annual electricity savings approximately

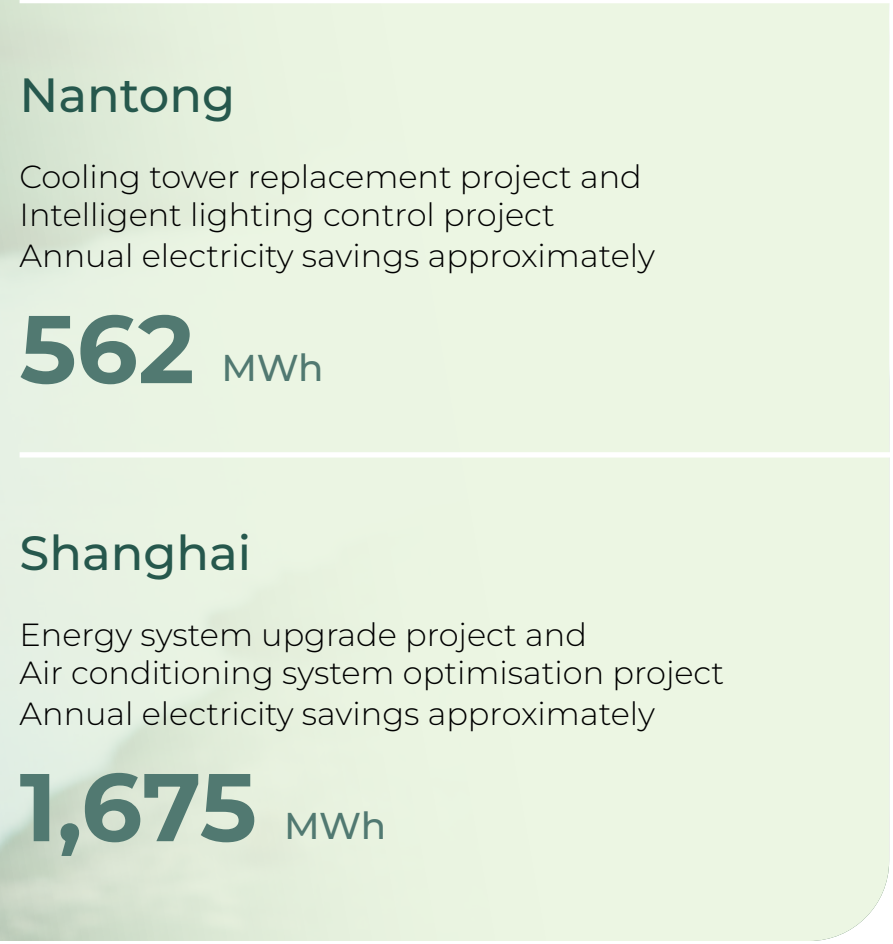
72 MWh



Chengdu

Central air conditioning optimisation project
Annual electricity savings approximately

37 MWh



Nantong

Cooling tower replacement project and
Intelligent lighting control project
Annual electricity savings approximately

562 MWh



Shanghai

Energy system upgrade project and
Air conditioning system optimisation project
Annual electricity savings approximately

1,675 MWh



Trip.com Group SKYBRIDGE Office Building, has obtained

LEED Gold certification



Resource and Waste Management

We promote resource efficiency and waste reduction through infrastructure improvements, operational management, and employee engagement.

Water Resource Management

Water conservation was incorporated into the design of the Group's Shanghai Office from the planning stage to improve overall water efficiency. Water consumption is continuously monitored, while facility optimisation and operational measures further enhance the effective utilisation of water resources. The Group also encourages employees to adopt water-saving practices and reduce unnecessary water consumption in their daily activities.



Waste Management

We embrace the principles of the circular economy by implementing waste management processes covering waste sorting, source reduction, recycling and reuse. We also cultivate waste reduction awareness among employees through ongoing environmental education and engagement initiatives.

Employee Engagement in Greener Practice

We strive to embed greener office practices and lower-carbon lifestyles into our corporate culture while providing employees with more opportunities to engage in sustainability initiatives. Since 2024, the Group has organised the annual Trip.com Group Green Market across five cities, including Shanghai, Nantong, Beijing, Chengdu, and Guangzhou. Centred on the theme of sustainable recycling, the event promotes environmentally responsible lifestyles through second-hand item exchanges and interactive environmental education activities. In 2025, the event featured more than 40 booths, facilitated the reuse of over 1,000 pre-owned items, and attracted participation from more than 1,700 employees.



Electronic equipment

Electronic waste is a key focus of our waste management programme. We prioritise extending the service life of equipment through upgrades and refurbishment where feasible. Equipment that has reached the end of its service life but remains in good condition is donated for continued use, while obsolete equipment is handed over to qualified recycling service providers for responsible disposal.



General office waste

Non-hazardous waste, including paper, plastics, glass, and metals, is sorted and transferred to recycling service providers for processing. Hazardous waste is managed and disposed of in strict compliance with applicable local regulations.



Source reduction

During engineering projects, we control construction material waste through model optimisation and refined project management. Across our daily operations, we promote paperless working practices and encourage the reduction of excessive packaging to minimise waste generation at source.



During the reporting period, the Trip.com Group Green Market



facilitated the reuse of over
1,000 pre-owned items



attracted participation from more than
1,700 employees



Building a More Sustainable Ecosystem with Local Stakeholders

We encourage our operational teams to collaborate with local communities to implement sustainability initiatives tailored to the characteristics of each project. Through ecological conservation and environmental education, we promote environmental awareness among a broader range of stakeholders.

Trip.com Group Country Retreats Anhui Jinzhai Dawan Branch conducts outdoor learning programmes for educational groups, young visitors and travellers around themes such as rooftop photovoltaic systems and ecological experiences. Through immersive activities, including on-site introductions to photovoltaic facilities and hands-on farming experiences, the programmes enable participants to experience and understand low-carbon operational practices in an engaging way.



Building on the region's unique ecological conditions, Ningxia Zhongning Huangyang Guluo Branch combines biodiversity conservation, desertification control, and energy transition efforts. The project introduced rose and goji berry seedlings to enrich the local ecological environment, developed orchards and farmland to optimise agricultural resource use, and implemented straw checkerboard sand barriers and windbreak tree planting to support desertification control. It also regularly carries out ecological conservation activities, including Yellow River shoreline clean-ups, flood channel maintenance, and fencing maintenance in wildlife reserves. Through these initiatives, the project aims to explore an operational model that balances ecological restoration with local community benefits.



Ruicheng Yellow River Bay Branch officially opened in April 2025 and hosted a Sustainable Tourism Conference during the same period. Together with university experts and scholars, Trip.com Group organised a dialogue on "From Vision to Action: Building a Sustainable Tourism Ecosystem", launched the Yellow River Sustainable Tourism Ecosystem Initiative, and established a sustainable lifestyle market to promote greener travels through a wide range of interactive experiences.



6.3 Advocating More Sustainable Tourism

As a leading global online travel service provider, Trip.com Group is committed to building a comprehensive portfolio of more sustainable travel products and services, enabling travellers to make more responsible travel choices. By the end of 2025, both Ctrip and Trip.com offered more sustainable travel options across accommodation, flights, trains, car rental, airport transfer, and business travel.

Since 2022, the Group has published the Sustainable Travel Consumer Report annually to track the evolution of consumer awareness and behaviours towards more sustainable travel. The research team also analyses sustainability preferences across different customer segments, providing data-driven insights for product optimisation. In terms of industry collaboration, Trip.com Group has joined the United Nations Global Compact (UNGC) and serves as a founding member of Travalyst, contributing to the advancement of more responsible travel. The Group is also a member of the Global Sustainable Tourism Council (GSTC), leveraging its international network to adopt best practices and promote sustainable tourism standards.

Hotels

Together with hotel partners, Trip.com Group promotes lower-carbon transformation across

the hospitality industry In 2023, we launched the Lower-Carbon Hotel Initiative in mainland China to encourage hotels to adopt the principles of quantifiability, verifiability, and continuous improvement. Hotels demonstrating stronger performance against these principles are awarded a lower-carbon label Label thresholds for hotels are determined based on the relative ranking of hotels by carbon emissions per unit of operation among comparable properties. Each certification is valid for six months, after which hotels must undergo reassessment. Dynamic management is maintained through a combination of online reviews and on-site inspections. By the end of 2025, 3,800 hotels had participated in the programme. To improve the visibility of lower-carbon hotels, Ctrip introduced a "Popular" filter function, enabling users to quickly identify certified hotels at their destinations.

For international markets, Trip.com displays the Certified Sustainable label for hotels and other accommodation providers that have obtained a GSTC-accredited certification. The GSTC framework evaluates hotels across governance, socio-economic responsibility, cultural impact, and environmental protection, encouraging hotels to meet sustainability standards while creating positive social and cultural value. By showcasing properties with accredited certification, Trip.com not only responds to the growing demand for sustainable travel options, but also provides an added incentive for hotels to pursue sustainability certifications.



By the end of 2025



3,800 hotels

had participated in the Lower-Carbon Hotel Initiative

Flights

To encourage more sustainable travel decisions, we provide estimated carbon emissions information for flight options during the booking process. Over the past three years, we have partnered with China Southern Airlines, Shenzhen Airlines, and China Eastern Airlines to launch more sustainable in-flight meal programmes, collectively saving nearly 500,000 meals through more sustainable onboard service practices.

Since 2022, Trip.com has partnered with climate technology company CHOOOSE to offer voluntary carbon offsetting products. Travellers may choose to offset the emissions associated with their journeys by making an additional contribution when booking flights. By 2025, these contributions had supported wind power projects in Costa Rica, forest management projects in Mexico, and rainforest conservation and restoration projects in Malaysia, contributing to global climate action and ecological conservation.

By the end of 2025



more sustainable in-flight meal programmes have collectively saved nearly

500,000 meals



Trains

On Trip.com, travellers can compare the carbon emissions of rail travel against equivalent journeys by petrol-powered vehicles by selecting European trains. Through an interactive virtual tree-planting feature, users can visualise the environmental benefits of choosing lower-carbon travel options.



Car Rental and Airport Transfers

We have been expanding the availability of new energy vehicles across car rental and airport transfer services. At the same time, FAQs and beginner guides are provided on the outbound car rental page to help users navigate overseas car rental services more easily.

In April 2025, we introduced carbon emission labels for new energy and hybrid vehicles on Ctrip and Trip.com. The labels allow users to identify new energy vehicles and view their carbon reduction comparing with the gasoline ones. The programme covers more than 1,000 new energy vehicle models, enabling users to better understand their travel carbon footprint, thereby encouraging the adoption of more sustainable transportation options.

The programme covers more than
1,000
new energy vehicle models

Trip.com

Lower carbon options for car rental

10:16

Trip.com

Silver

Hotels

Flight + Hotel

Trains

Car Rentals

Airport Transfers

+4 more

London

Discover World

Map

9:41

Narita International Airport

10:00, Sep 16 - 10:00, Sep 16

USD

Sort Supplier Seats Filters

Small Medium Large Pre

Instant Confirmation Free Cancellation

Unlimited Mileage Full to Full

Transmission

Automatic Manual Transmission

Fuel Type

Electric Hybrid

Drivetrain

Four-wheel drive

Price Per Day

4 cars in total, 4 prices

Clear Apply

9:41

Narita International Airport

10:00, Sep 16 - 10:00, Sep 16

USD

Sort Supplier Seats Filters

Small Medium Large Pre

Promo Code 12% OFF Collect

Time-limited Free Cancellation -120gCO₂/km

Kia Niro

or similar Compact SUV

5 2 4 Electric

Shuttle to counter

dollar

HK\$490.76/day

HK\$1,472.27 Total

Time-limited Free Cancellation -120gCO₂/km

Tesla Model 3

or similar Premium car

5 3 4 Electric

Shuttle to counter

HK\$926.10/day

HK\$2,778.30 Total

Time-limited Free Cancellation -120gCO₂/km

Tesla Model Y

or similar Premium SUV

2:33

Chevrolet Spark

or similar 2 120gCO₂/km 2

Actual cars provided by the supplier may vary

This car category emits 120g/km (WLTP) less tailpipe CO₂ emissions than the similar gasoline cars

This car category average tailpipe CO₂ Emissions 120g/km (WLTP)

Similar gasoline cars average tailpipe CO₂ Emissions 240g/km (WLTP)

Lower tailpipe CO₂ Emissions compared to similar gasoline cars -120g/km (WLTP)

*Tailpipe emissions are the product of fuel combustion, real-world driving may vary widely by vehicle characteristics, operational factors, and fuel composition. EVs have zero tailpipe emissions but may have lifecycle emissions.

Learn more about CO₂ emission calculations

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Car Rental and Airport Transfers



From launch through the end of 2025



the lower-carbon car rental
programme generated

6.87 million bookings



served more than

4.11 million users



the lower-carbon airport
transfer programme recorded

8.8 million bookings



served nearly

3.94 million users

Business Travel

Trip.Biz remains committed to building a lower-carbon business travel ecosystem with corporate clients. The platform integrates more sustainable travel products across accommodation, flights, trains, car rental, and airport transfer services, while providing lower-carbon hotel labels as well as carbon emissions from flights, trains, and vehicles, to help users better understand the environmental impact of their business travels. We have also established a business travel carbon account system, enabling enterprises and employees to jointly manage travel-related carbon emissions. Together with internal more sustainability initiatives, it encourages employees to make lower-carbon travel choices and enables companies to integrate sustainability into their travel management strategies. The programme has now engaged millions of users in lower-carbon business travel.

In 2025, 2.74 million users made lower-carbon business trips with 23.44 million related orders. During the reporting period, Trip.Biz was awarded an EcoVadis Silver Medal, with scores exceeding the industry average across all assessed categories.



During the reporting period



274

million users made lower-
carbon business trips



with

23.44

million related orders

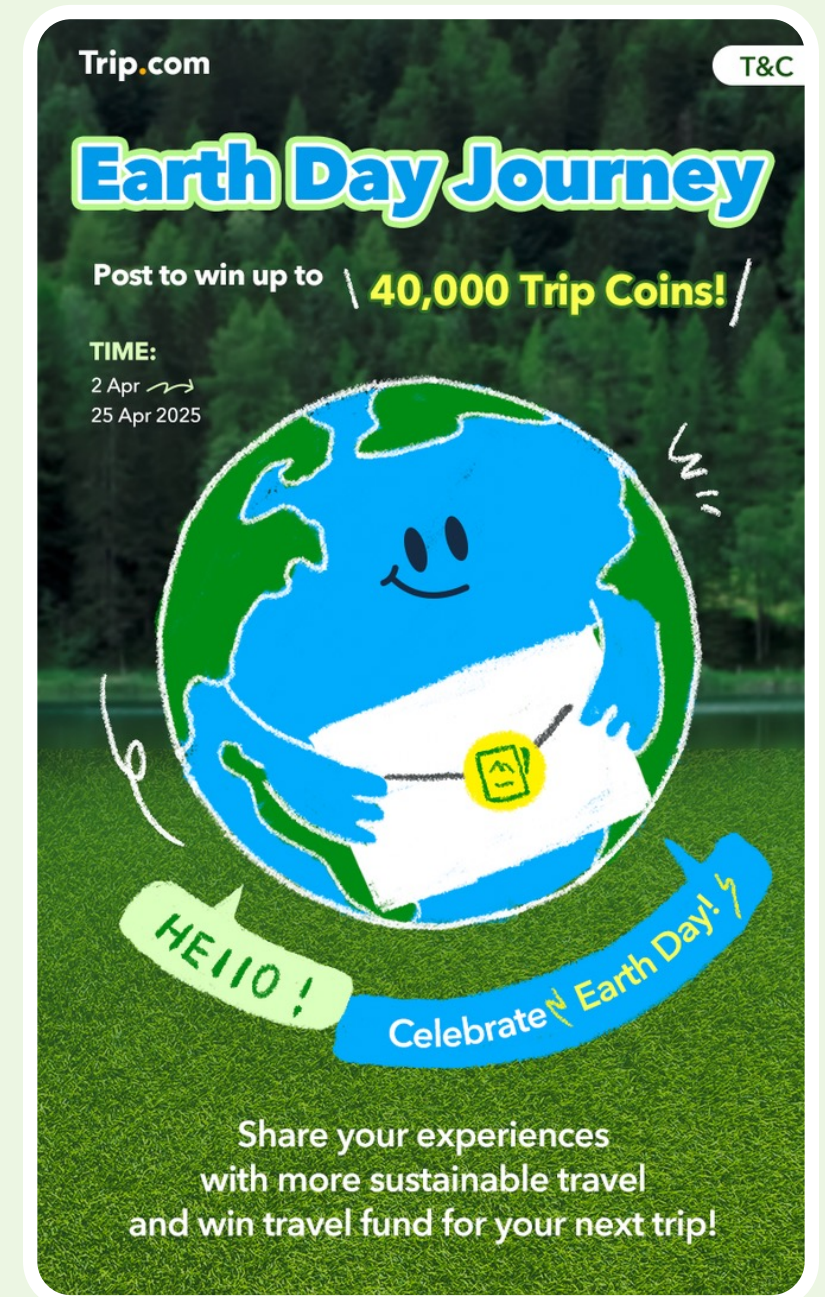


Trip.Biz was awarded an
EcoVadis Silver Medal



Earth Day Campaign

In 2025, Trip.com launched an Earth Day campaign across its Thailand and Singapore platforms to inspire travellers to integrate sustainability into their journeys. One user shared on Trip.Moments about her lower-carbon choices when visiting Promthep Cape, such as choosing bikes over cars, sticking to designated paths, supporting local artisans, and making more sustainable choices in an effort to protect fragile ecosystems.



Appendixes

Key Performance Indicators

Environmental Performance

Indicator	Content	2025	2024	2023
Greenhouse gases	Greenhouse gas emissions in total (Scopes 1, 2 and 3) (Tonnes of CO ₂ e)	229,199	249,070	/
	Greenhouse gas emissions in total (Scopes 1 and 2) (Tonnes of CO ₂ e)	24,535	28,413	9,976
	Greenhouse gas emissions in total per CNY 1 million of revenue (Scopes 1 and 2) (Tonnes of CO ₂ e/CNY 1 million)	0.39	0.53	/
	Scope 1 emissions (Tonnes of CO ₂ e)	4,012	3,325	25
	Scope 2 emissions (Tonnes of CO ₂ e)	20,523	25,088	9,951
	Scope 3 emissions (Tonnes of CO ₂ e)	204,664	220,657	/
Energy	Energy consumption in total (MWh)	43,883	47,514	14,230
	Energy consumption in total per CNY 1 million of revenue (MWh/CNY 1 million)	0.7	0.9	0.3
	Direct energy consumption (MWh)	4,006	759	85
	Indirect energy consumption (MWh)	39,877	46,755	14,145
Water resources	Water consumption	428,719	96,379	87,046
	Water consumption per CNY 1 million of revenue (Tonnes/CNY 1 million)	6.86	1.8	1.9
Note 1: Starting from 2024, Trip.com Group is calculating greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: Corporate Accounting and Reporting Standard, SBTi's Science-Based Target Setting Guidelines for the Information and Communications Technology Industry, and ISO 14064-1:2018 Greenhouse Gas, and calculating energy consumption data with reference to the General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589 2020). The 2024 (base year) greenhouse gas emissions data have been validated by the SBTi. The fluctuations in greenhouse gas emissions and energy consumption data in 2025 were due to adjustments in business scope. Note 2: In 2025, the proportion of greenhouse gas emissions from each disclosed Scope 3 category relative to total Scope 3 emissions was as follows: purchased goods and services 57.25%, capital goods 3.23%, fuel and energy-related activities 2.07%, waste disposal 1.11%, business travel 9.23%, employee commuting 6.23%, upstream leased assets 0.43%, downstream leased assets 1.40%, franchises 12.12%, and investments 6.93%. Note 3: The fluctuations in water consumption data in 2025 were due to adjustments in business scope and refinements of data management.				

Employment Performance

Indicator	Content	2025	2024	2023
Employment	Total workforce	30,875	29,949	28,007
	Total workforce by gender			
	Male	13,193	12,870	11,917
	Female	17,682	17,079	16,090
	Total workforce by employment type			
	Full time	30,491	29,611	27,854
	Part time	384	338	153
	Total workforce by age group			
	Below 30	42.2%	39.7%	42.3%
	30-50	57.0%	59.8%	56.1%
	Above 50	0.8%	0.5%	0.6%
	Total workforce by employee category			
	Entry-level	76.9%	77.8%	78.0%
	Middle management	22.6%	21.7%	21.4%
	Senior management	0.5%	0.5%	0.6%
Employee training	Total employees trained	151,189	105,842	96,133
	Percentage of employees trained	100%	100%	100%
	Percentage of employees trained by gender			
	Male	45.1%	42%	43%
	Female	54.9%	58%	57%
	Percentage of employees trained by employee category			
	Senior management	0.36%	0.49%	0.36%
Note: Voluntary turnover rate = Number of employees who voluntarily resigned during the reporting period / Total number of employees during the reporting period × 100%				

Employment Performance

Indicator	Content	2025	2024	2023
Employee training	Middle management	19.6%	17%	16%
	Entry-level	79.9%	82%	83%
	Training hours			
	Average training hours completed per employee	43.11	42.26	38.81
	Average training hours completed per employee by gender			
	Male	50.69	45.67	42.35
	Female	45.61	39.66	36.17
	Average training hours completed per employee by employee category			
	Senior management	15.90	15.90	15.39
	Middle management	86.72	82.59	76.64
	Entry-level	42.92	38.32	35.43
	Voluntary turnover rate	6.7%	7.3%	11.7%
	Voluntary turnover rate by gender			
	Male	6.2%	6.9%	10.5%
	Female	7.1%	7.5%	12.3%
Employee turnover	Voluntary turnover rate by age group			
	Below 30	11.9%	12.1%	19.8%
	30-50	3.6%	3.8%	5.4%
	Above 50	5.4%	3.8%	8.8%
	Voluntary turnover rate by region			
	Chinese mainland	5.7%	6.3%	11.0%
	Outside the Chinese mainland	17.0%	18.7%	20.8%

Appendixes

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Reporting Framework	HKEX ESG Reporting Code	TCFD	GRI
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