

2022 Environmental, Social and Governance Report

Pursue the Perfect Trip for a Sustainable and Better World

Trip.com Group™

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About this report

Welcome to Trip.com Group 2022 ESG Report. This report discloses our progress and performance on ESG in 2022.

Report Overview This report is the 2022 Environmental, Social and Governance (ESG) Report published by Trip.com Group (hereinafter referred to as "Group", "the Group", or "we"). This report aims to objectively, normatively, transparently, and comprehensively disclose the Group's practices and performance in the fields of governance, economy, environment, and society; stakeholders can learn about our progress in sustainable development through this report.

Reporting Scope The disclosure scope of this ESG Report covers the Ctrip and Trip.com brands, as their businesses best reflect the significant impact of the Group in terms of environmental and social performance. This report covers the whole year of 2022 and includes some content from 2023.

Reporting Standards and Principles This report has been prepared in accordance with the requirements of the ESG Reporting Guide, Appendix 27 ("ESG Guide") to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited issued by Hong Kong Exchanges and Clearing Limited ("HKEX"), the Global Reporting Initiative Reporting Standards ("GRI Standards"), and the United Nations Sustainable Development Goals 2030 ("UN SDGs"). The content related to addressing climate change has been developed with reference to the HKEX Guidelines on Climate Information Disclosure and the framework recommended by the Task Force on Climate-related Financial Disclosures (TCFD).

Report Publishing This report is published in electronic form. Please sign in to the Group's official website for relevant information.

Letter

Over the past year, our world has faced challenges from public health, extreme weather events, geo-political tensions, energy, and economy. Fortunately, amidst these challenges, there has been a notable increase in ecological and environmental awareness among people worldwide. The pursuit of green transformation and the creation of a sustainable future have become shared objectives for individuals and businesses alike. Trip.com Group remains steadfast in its mission "to pursue the perfect trip for a better world" and strives to provide travelers with exceptional service, while also placing great emphasis on creating social values and fostering cultural exchange through travel, with an aim to lead the way in shaping a more responsible and impactful travel experience.

On this momentous anniversary, we take great pride in officially unveiling the Group's ESG Sustainability Strategy, which drives us toward our sustainability goals. Our sustainability strategy is built upon four key pillars:

Environmentally-friendly: promoting decarbonization of the industry through a variety of low-carbon products including hotels, flights, cars and many more. Community-friendly: enhancing social value by improving diversity and inclusion and launching initiatives such as Trip.com Group's Country Retreats and the Global Travel SOS platform. Family-friendly: empowering employee growth and providing a better workplace environment for career development. Stakeholder-friendly: enabling better transparency for all stakeholders.

In terms of environmental friendliness, In 2023, Trip.com Group launched the "Low Carbon Hotel Standard" to invest hundreds of millions of traffic to promote low carbon practices in the accommodation industry. In 2030, carbon emissions will be reduced by 47.5%, supporting the hotel industry in collectively achieving the temperature control targets outlined in the Paris Agreement.

In terms of community friendliness, our commitment to contributing to the community is unwavering. Since the official launch of the "Trip.com Group Rural Revitalization" strategy in 2021, we have established 27 country retreats across the country, creating employment opportunities and increasing income for local residents, thereby contributing to the goal of common prosperity. Additionally, our Global Travel SOS Platform has been actively contributing to the booming recovery of the travel industry, empowering global travelers to explore every corner of the world with confidence.

Trip.com Group is the first company in China to adopt a "3+2" hybrid work model. This innovative approach enables employees to work three days in the office and two days remotely, offering them greater flexibility and autonomy. With a mission to "pursue the perfect trip for a better world", Trip.com Group consistently delivers exceptional service to travelers. Going beyond mere customer satisfaction, the company also strives to create social value and foster cultural exchanges through remarkable travel experiences, in a better position to lead the sustainable growth of the tourism industry.

Following the robust recovery in the travel industry, Trip.com Group stays resolute in its dedication to its mission. We will persistently explore strategic approaches that align our goals to create commercial and social values, thereby facilitating our partners and travelers to build a sustainable and better world, as we continue to strive for a more responsible, equitable, and sustainable world through the power of travel.



James Liang
Executive Chairman
of the Board



Jane Sun
Chief Executive
Officer

About us

Founded in 1999, Trip.com Group is the world's leading travel service provider. The Group was listed on NASDAQ: TCOM in 2003 and on HKEX: 09961 in 2021 and has become one of the most well-known tourism groups in the world. The Group owns several well-known brands, including Trip.com, CTRIP, Skyscanner, and Qunar. With the mission of "To pursue the perfect trip for a better world", we are committed to creating long-term sustainable values for customers, employees, environment, and community. With the vision of "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 traveler", we strive to become a more responsible and sustainable industry leader.

Since the establishment, Trip.com Group has always taken innovation and excellence as the core values to continuously meet the needs of global travelers. We provide comprehensive travel solutions covering air tickets, hotels, vacation packages, car rentals, tickets, etc., aiming to help travelers make informed and competitive travel choices. Through our leading trading platforms, including APPs, websites, and 24/7 customer service center, we achieve a seamless connection between users and products, ensuring that travelers get excellent services. We actively fulfill our social responsibilities, striving to improve the lives of the communities and residents we serve, being engaged in the sustainable development of tourism, and being committed to becoming a more socially responsible industry leader.

- Member of the Global Sustainable Tourism Council (GSTC)
- Member of the United Nations Global Compact (UNGC)
- Member of the Science Based Targets Initiative (SBTi)
- Founding member of Travalyst
- Member of the Pacific Asia Travel Association (PATA)
- Vice President Unit of the China Information Industry Association Customer Contact Center Branch
- Founding member of the General Incorporated Residential Lodging Association
- Member of the founding team of the Online Tourism Standardization Technical Committee (referred to as the "Online Tourism Standardization Committee") of the CCPIT Commercial Sub-Council





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 brand that aspires to deliver the perfect trip at the best price for every traveler.

Our Core Values

C (Customer Centric)

- Be the Customer.

T (Teamwork)

- Put we before me.
- Transparency builds trust.
- Embrace the differences.

R (Responsibility)

- Break all boundaries.

I (Integrity)

- Truthfulness is everything.
- Speak your mind.

P (Partner)

- Seek for the win-win.

Our Services

Trip.com Group provides one-stop travel services, including hotel reservations, transport ticketing, tours and tickets, and corporate travel management.

We achieve customer satisfaction with our excellent customer service system and advanced innovative technology, striving to satisfy every user.

Partners

- Global hotel groups
- Global airline groups
- Global tourism route customizers
- Global scenic spots
- Tourist administrations of various countries/regions around the world

Accommodation

Trip.com Group provides professional hotel reservation service to travelers in more than 200 countries and regions around the world, covering 1.1 million domestic and foreign hotels, supporting more than 20 languages. Hotel revenue accounts for about 40% of Trip.com Group's revenue every year.

Transport Ticketing

Trip.com Group provides a variety of convenient and fast travel options for global travelers. The air ticket reservation service covers more than 510 airlines and more than 3400 airports in more than 220 countries and regions around the world; the train ticket service covers 30 countries/regions and 25,000 stations; the bus ticket service covers more than 30 countries/regions, more than 4000 stations, and more than 1 million lines; the ferry ticket service covers more than 30 countries/regions, 200 cities, and 2000 lines.

Tours and Tickets

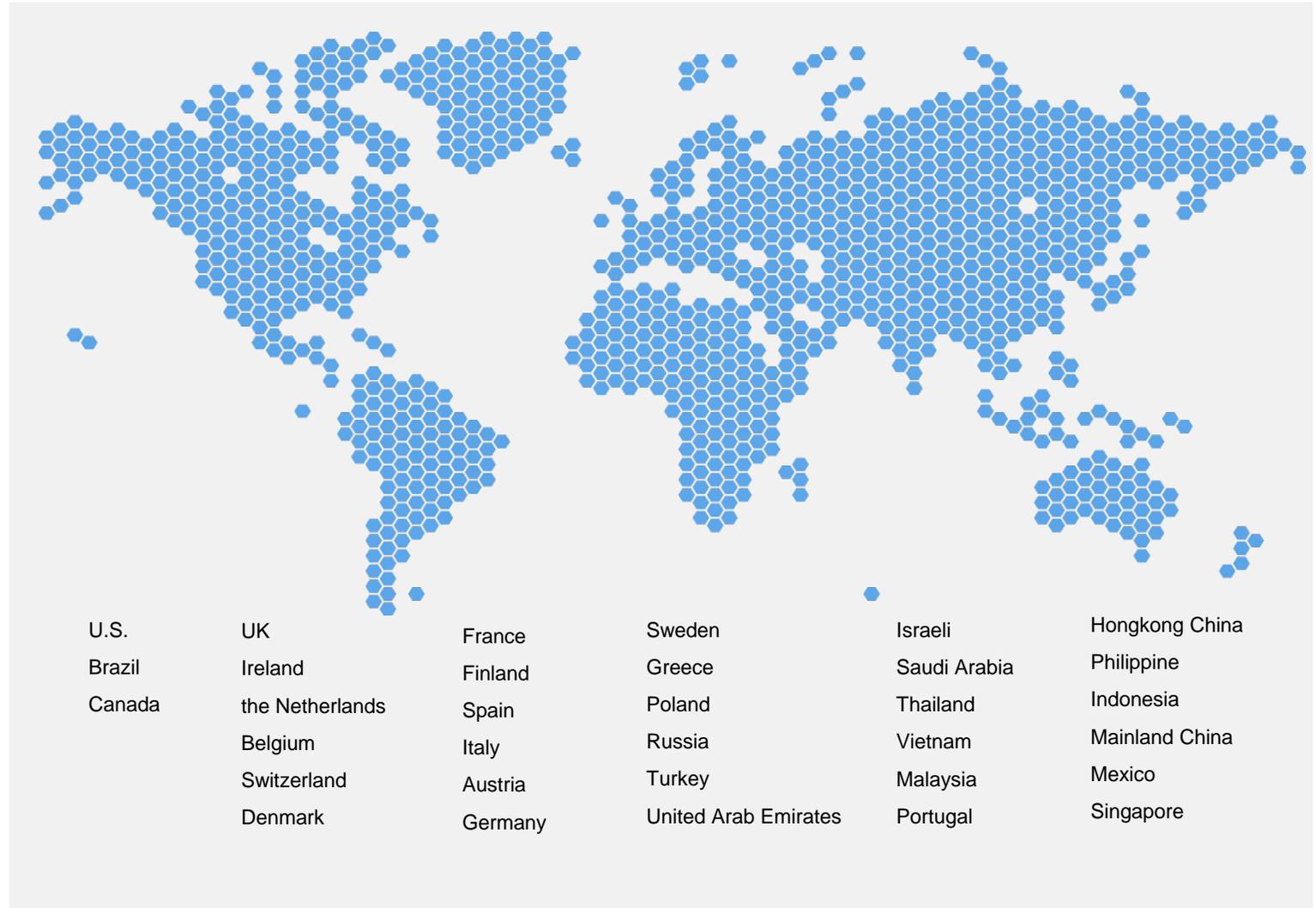
Trip.com Group provides a variety of travel products, including organized tours, group tours, cruise tours, and customized tours. We work with more than 30,000 partners to provide customers with comprehensive travel services, including destination transportation, attraction tickets, local activities, insurance, and visa and tour guide services.

Corporate Travel Management

Trip.com Group provides corporate travel services such as conferences and exhibitions to large, medium, and small enterprises, including over 300 Fortune Global 500 companies and nearly 200 of the Top 500 Enterprises of China, as well as more than 730,000 SMEs. We strive to help companies reduce travel costs and improve efficiency to save customers up to 30% on travel expenses.

Service Landscape

Trip.com Group's services are spread all over the world, covering North America, Europe, Asia Pacific, the Middle East, and other regions. We work with a wide range of partners to provide hundreds of millions of members in 39 countries and regions with the best services on flights, hotels, vacation packages, and travel activities in 24 languages.



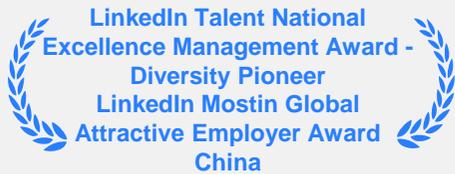
 **24**
Languages

 **39**
Countries and regions

 **1.1 Million**
Hotels covering 200+
countries and regions

 **510**
Airlines at 3,400 airports covering
220 countries and regions

Honors



Sustainability Strategy

Sustainability Governance

Stakeholder Engagement

Materiality Assessment

Trip.com Group is committed to the goal of "pursue the perfect trip for a sustainable and better world" for sustainable development. We aim to fully integrate an ESG philosophy and standards into our management and operation, leveraging our corporate strength and innovation capability to solve social problems and contribute long-term sustainable value to stakeholders and the human community at large.

In 2022, we fulfilled our commitment made when joining the UNGC in 2021 by establishing a family-friendly, community-friendly, and stakeholder-friendly company and adhering to business ethics guidelines. By doing so, we contributed our efforts towards achieving the United Nations Sustainable Development Goals (UN SDGs).

At the same time, we are committed to achieving carbon neutrality across our entire business by 2050, as well as reducing our greenhouse gas emissions of Scope 1 (directly generated greenhouse gas emissions) and Scope 2 (indirect greenhouse gas emissions generated by corporate energy purchases) by 47.5% compared with 2022 (the base year) and effectively measuring and reducing Scope 3 (other indirect greenhouse gas emissions) emissions by 2030, so as to help achieve the global temperature control target of 1.5 °C and support the SBTi and and achieve carbon neutrality by 2050.

Sustainability Governance



Our Performance

Environment-friendly

- Promote Low Carbon Industry Practices

47.5%

Trip.com Group launched the "Low Carbon Hotel Standard", promoting low carbon practices in the accommodation industry. In 2030, carbon emissions will be reduced by 47.5%, while brand value will increase for participating hotels.

- Support Green User Trips

76 million

Trip.com Group launched the "LESS PROJECT", which has led over 76 million users to pay attention to low-carbon hotel products, of which 16 million users have booked low-carbon travel products, and the number of low-carbon hotel bookings has increased by 166% compared with the end of 2022. 92% of domestic flights and 86% of international flights have disclosed carbon emissions.

Family-friendly

- Childcare Subsidy

1 billion

Starting from 2023, the Group will invest RMB 1 billion to encourage procreation. Employees who have been employed for three years will receive a childcare subsidy of RMB 50,000 for each new child.

- Hybrid Work

66%

Since the implementation of the hybrid work system, more than 66% of employees have applied for hybrid working, which has saved more than 300,000 hours of commuting time for employees. Employees can enjoy an additional 100 hours of sleep per year.

Community-friendly

- Trip.com Group Country Retreat

40,000

Trip.com Group has established 27 Country Retreats across 13 provinces, municipalities, and autonomous regions in China, resulting in a 40,000 CNY increase in local per capital annual income and the development of 4,261 individuals skilled in rural tourism. Trip.com Group is committed to building 10 high-end accommodation driven tourism villages, empowering 100 tourism villages, and training 10,000 rural tourism talents.

- Global Travel SOS Platform

350 million

The total number of travelers covered reaches 350 million+, over 14,000 appeals from 100+ destinations worldwide are received, and the rescue success rate reaches 98%.

Sustainable Travel

- Promote Sustainable Travel

Trip.com Group, which continues to focus on green environmental protection, is a founding member of Travalyst and has joined the United Nations Global Compact (UNGC), the Science Based Targets Initiative (SBTi), and the Global Sustainable Tourism Council (GSTC). The Group is committed to the continuous promotion of sustainable travel.

- Jointly Publish Reports

We partnered with WWF, the World Wide Fund for Nature, and produced the first "Sustainable Travel Consumer Report 2022"; together with the World Travel and Tourism Council (WTTC) and Deloitte, released the Report: "A World in Motion: Shifting consumer travel trend in 2022 and beyond"; McKinsey & Co. and Accor Group released a major report "The Path to Eco-friendly Travel in China".

Stakeholder Engagement

Ongoing and two-way engagement with our diverse stakeholders enables us to identify risks and opportunities, balance different interests and make informed decisions. Major stakeholders include: customers, shareholders and investors, governments and regulatory agencies, industry partners, employees, and community. Details on our communication channels and key stakeholders' interests are provided in the table below.

Stakeholder	Key Interest	Communication Channel
 Customers	<ul style="list-style-type: none"> Quality customer service Convenient booking process Extensive product offering Data and privacy protection 	<ul style="list-style-type: none"> Online and offline communication (APP/Weibo/WeChat/Website/Store) Daily media communication Information security construction and management Technology and product upgrade Global Travel SOS Platform
 Shareholders and Investors	<ul style="list-style-type: none"> Rights and interests protection Steady performance improvement Reasonable return on investment Operational compliance 	<ul style="list-style-type: none"> Shareholder Meeting Regular financial reporting E-mail/telephone/communication Roadshow
 Governments and Regulatory Agencies	<ul style="list-style-type: none"> Law abidance and compliance Employment promotion Targeted poverty alleviation Destination brand promotion 	<ul style="list-style-type: none"> Strict adherence to laws and regulations Active response to government policies Data support for government decision-making Field investigation
 Industry Partners	<ul style="list-style-type: none"> Win-win collaboration Operating efficiency improvement Sustainable long-term cooperation 	<ul style="list-style-type: none"> Skill training support Industry seminars Trip.com Group Global Partner Summit, Envision 2023 Global Partner Conference Trip.com Group Hotel Hub, Trip.com Institute for Tourism Studies, Trip.com Group Research Institute, Trip.com Group Rural Revitalization Academy
 Employees	<ul style="list-style-type: none"> Competitive salary and benefits Skill training and improvement 	<ul style="list-style-type: none"> Performance management communication mechanism Trip.com Group University, ihub platform
 Community and Environment	<ul style="list-style-type: none"> Poverty alleviation and disaster relief Environment protection Biodiversity protection 	<ul style="list-style-type: none"> On-going charity and philanthropy activities Daily media communication CSR forums and activities

Materiality Assessment

During the reporting period, we maintained communication with the stakeholders and have identified 19 material ESG topics based on the GRI Sustainability Reporting Standards, ESG topics of interest to the HKEX, United Nations Sustainable Development Goals (UN SDGs), and mainstream ESG ratings. This ESG Report is structured around the following topics.

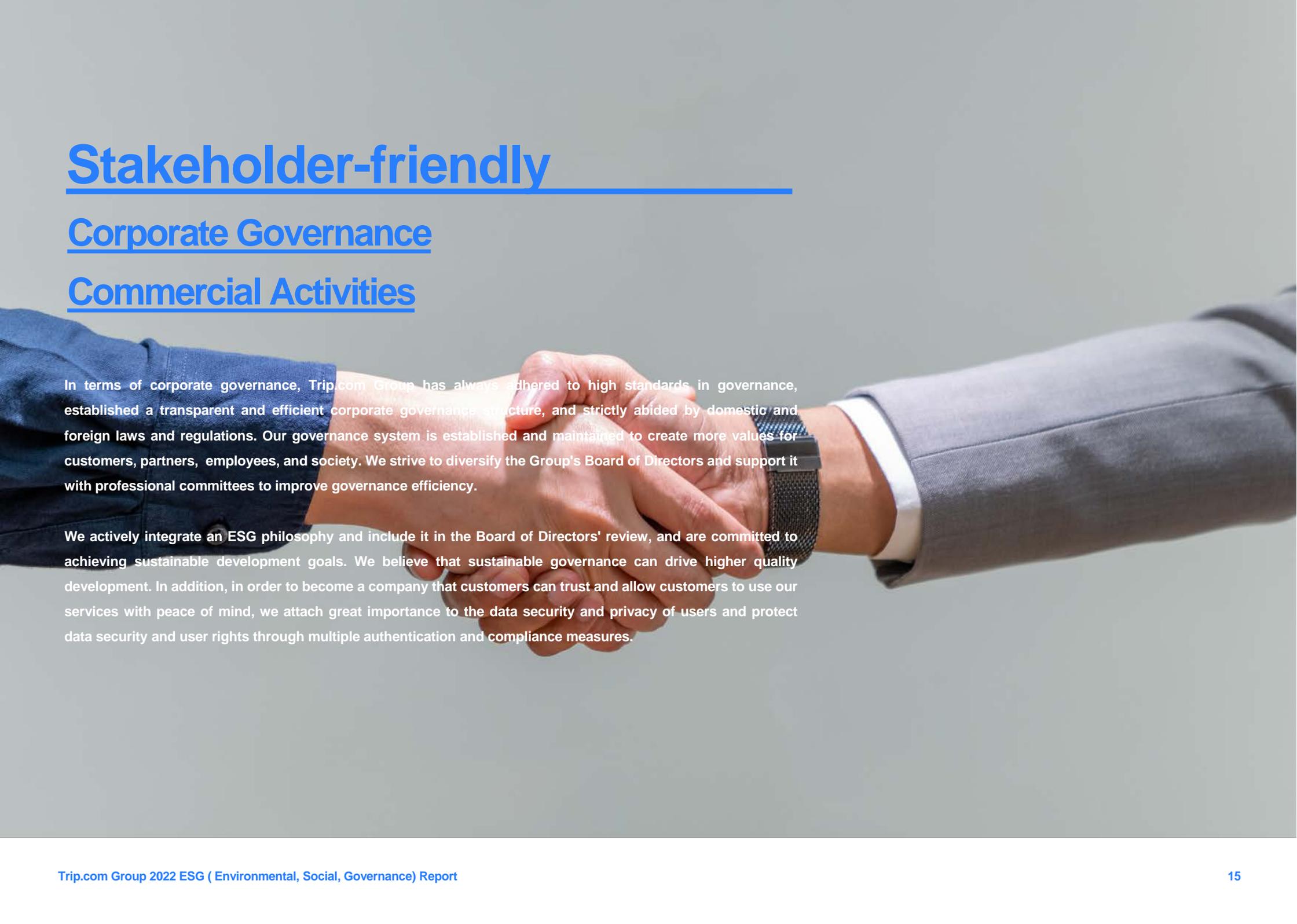
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- 1/ Corporate Governance
 - 2/ Business Ethics and Anti-corruption
 - 3/ Quality User Experience
 - 4/ Product Quality Management
 - 5/ Information Security and Privacy Protection
 - 6/ Operational Compliance
 - 7/ Employee Health and Safety
 - 8/ Employee Training and Development
 - 9/ Diversity and Equality
 - 10/ Supply Chain Management
 - 11/ Travel Safety
 - 12/ Public Charity
 - 13/ Advocacy of Responsible Travel
 - 14/ Environmental Protection
 - 15/ Energy-saving and Emission Reduction
 - 16/ Climate Change Related Risks Identification
 - 17/ Drive Sustainable Development
 - 18/ Wastewater and Waste Management
 - 19/ Biodiversity Protection



Stakeholder-friendly

Corporate Governance

Commercial Activities

A close-up photograph of two people in business attire shaking hands. The person on the left is wearing a dark blue suit jacket, and the person on the right is wearing a grey suit jacket. They are both wearing watches. The background is a plain, light grey color.

In terms of corporate governance, Trip.com Group has always adhered to high standards in governance, established a transparent and efficient corporate governance structure, and strictly abided by domestic and foreign laws and regulations. Our governance system is established and maintained to create more values for customers, partners, employees, and society. We strive to diversify the Group's Board of Directors and support it with professional committees to improve governance efficiency.

We actively integrate an ESG philosophy and include it in the Board of Directors' review, and are committed to achieving sustainable development goals. We believe that sustainable governance can drive higher quality development. In addition, in order to become a company that customers can trust and allow customers to use our services with peace of mind, we attach great importance to the data security and privacy of users and protect data security and user rights through multiple authentication and compliance measures.



Performance

1/ We established an ESG Committee composed of management and executive levels to promote the implementation of the company's sustainable development work in an orderly manner from top to bottom.

2/ We have conducted Online Training and Exam of Integrity Code of Conduct which covers 100% of employees, including full-time, part-time, interns, trainees and outsourcing staffs. Each employee needs to complete the exam and achieve a passing score every year. The training and related exam are conducted in Chinese, English, and Japanese.

Corporate Governance

Trip.com Group strives to build a transparent corporate governance system, abides by corresponding laws and regulations, and continues to improve the company's governance structure. We are committed to diversifying the Board of Directors and have established relevant professional committees to assist decision-making. We integrate an ESG philosophy into our governance system. The Board of Directors and the management level actively promote ESG work and ensure that the ESG strategy is consistent with our mission. The integration of transparent corporate governance and ESG is the key to our long-term success and sustainable development.

Company Governance

Trip.com Group strictly follows relevant laws and regulations such as the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, and Appendix 14 Corporate Governance Code to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited to formulate relevant regulations including the Articles of Association, continue to improve the corporate governance structure, form a corporate governance mechanism with clear rights and responsibilities, coordinated operation, and effective checks and balances, and improve the level of standardized operations.



Diversity of the Board of Directors

As the highest decision-making body, the Board of Directors is responsible for formulating and approving the Group's governance policies, leading and supervising the management level to implement decisions on various corporate issues, reviewing the Group's business performance, and ensuring effective risk management and internal control.

Taking full account of factors such as industry experience, academic background, ability, gender, etc., we vote on directors every year in accordance with the Articles of Association. The appointment of executive directors needs to be recognized and approved by independent non-executive directors.

The Group's Board of Directors consists of 8 directors. Currently, more than 62.5% of these directors are independent of the management level, who only serve as independent directors and do not perform management functions. Among them, Ms. Jane Sun, CEO of Trip.com Group, possesses risk management capabilities.



James Liang
Co-founder,
Executive
Chairman of
the Board



Min Fan
Co-founder,
Vice Chairman of
the Board and
President



Jane Sun
Chief Executive
Officer,
Director



Gabriel Li
Vice Chairman of
the Board,
Independent
Director



JP Gan
Independent
Director



Neil Shen
Co-founder,
Independent
Director



Qi Ji
Co-founder,
Independent
Director



Junjie He
Director

Professional Committee Construction

The Board of Directors has 3 subordinate bodies: the Audit Committee, the Compensation Committee, and the Compliance Committee. Each committee has clear rights and responsibilities, conscientiously performs its duties in accordance with relevant rules of procedure, and effectively plays a supporting role in decision-making to improve the efficiency and level of corporate governance.

Audit Committee

The Audit Committee is responsible for reviewing the company's accounting policies and supervising financial reporting procedures, monitoring the performance of internal and external auditors, reviewing and verifying the effectiveness of the Group's risk management and internal control measures, and ensuring compliance with applicable laws, regulations, and regulatory requirements. The Group has disclosed the background of the board members of the Audit Committee in the annual report and further clarified the independence of each board member.

Compensation Committee

All the directors of the Compensation Committee are independent of the management level. This committee is responsible for making recommendations on the company's compensation policies and systems for executives, reviewing the company's compensation structure, formulating compensation incentive plans, and ensuring that the compensation levels align with the Group's long-term interests and risk policies. This committee will evaluate the compensation level and mechanism for directors at least once a year and report to the Board of Directors, and present matters related to executive directors' compensation, including basic compensation, to the shareholder meeting for review every three years.

Compliance Committee

The Compliance Committee is responsible for guiding, making decisions on, supervising, and inspecting the issues related to business ethics, professional ethics, and codes of conduct of the Group. This committee holds a meeting every two weeks to discuss relevant issues, and conduct a group-level assessment and audit on business ethics and compliance risk once a year. Currently, the Compliance Committee of the Group is at the executive level. However, there are future considerations to elevate the committee to the board level.

Information Security Committee

We have established an Information Security Committee, which has been incorporated under the Board of Directors, to formulate basic policies on information and privacy security, oversee information security management and related matters, and direct the implementation of various information and privacy security measures.

Trip.com Group is committed to pursuing the perfect trip for a sustainable and better world. We aim to fully integrate an ESG philosophy and standards into our corporate governance, leveraging our corporate strength and innovation capability to solve social problems and contribute long-term sustainable value to stakeholders and the human community at large. To this end, we have upgraded the ESG governance level and improved the coordination and transparency on ESG issues at all levels to ensure that the ESG strategy is leading and effectively implemented.

The Board of Directors reviews and supervises ESG work

The Board of Directors of Trip.com Group is responsible for reviewing and supervising all core goals and measures on ESG, and considering various issues on a global scale, including corporate governance, environmental protection, social responsibility, etc. Our goal is to ensure that Trip.com Group remains an industry leader in ESG and aligns with our mission.

The Board of Directors holds regular meetings to identify potential ESG risks and opportunities during the development of the company, fully understand the demands of stakeholders and regard them as practical guidance, focus on listening to reports on key ESG work, and supervise the progress of various ESG work. At the same time, the Chairman and CEO of the Group are responsible for the ESG strategy and promoting the implementation of ESG goals.

The senior management actively promotes the implementation of ESG work

Trip.com Group's senior management attaches great importance to the implementation of ESG work and promotes relevant work to be implemented by establishing an ESG Committee. This committee is composed of decision-making, management, and executive levels to promote the implementation of the company's sustainable development work in an orderly manner from top to bottom. At the same time, we utilize sustainability indicators to determine annual or long-term incentives and [compensation policies](#), and set up quarterly or annual bonuses in the executive compensation structure to motivate executives to achieve established sustainable development goals.

ESG Committee structure

Decision-making Level

The CEO of Trip.com Group is directly responsible for the decision-making level to provide decision-making guidance on formulating and improving the company's social responsibility management mechanism, fulfilling major social responsibility matters, and summarizing and disclosing social responsibility information.

Management Level

The management level is composed of heads of five major business units of air tickets, hotels, tourism, train tickets, and corporate travel, and is responsible for the management and strategic promotion of various sustainable development affairs within the company.

Executive Level

Under the leadership of the decision-making level and the coordination of the management level, the executive level is responsible for ensuring that the goals and strategies related to social responsibility are effectively implemented.

Commercial Activities

The building of business ethics and compliance has always been a focus of Trip.com Group. We strictly adhere to Chinese laws and regulations and other applicable normative documents. As a United States and Hong Kong listed and internationally operated company, we internalize relevant laws, regulations, and standards to form our business ethics system. We follow articles in general and abide by laws and regulations that are highly related to business ethics and operations in China and in global markets. Meanwhile, we also strictly abide by anti-corruption and anti-bribery regulations, strive to achieve regulatory compliance in global markets, and have disclosed related transactions in the annual report for two consecutive years.

Trip.com Group conducts annual business ethics audits that cover all business operations and processes. Trip.com Group has long benefited from an organized and regulated environment. We believe fair competition promotes innovation in the industry and are delighted to fully embrace and abide by the relevant regulations. As a global one-stop travel platform, we encourage all external partners and other stakeholders who have business relationships with our company to establish good professional ethics and codes of conduct of integrity, self-discipline, diligence, and dedication, and jointly sustain the prosperity and healthy development of the travel industry.

Integrity and ethics are the cornerstones of corporate success and the key to sustainable operations. The building of business ethics and compliance has always been a focus of Trip.com Group. We strictly adhere to laws and regulations, and have formulated rules such as the [Anti-corruption Management Regulations](#) to further standardize and supervise our behaviors and internalize the rules into a part of our business ethics system. At the same time, we attach great importance to data security and network security, and have adopted multi-level security measures to protect the data security and privacy of our users and partners. We firmly believe that only by adhering to high business ethics can we provide customers with reliable services, protect the rights and interests of customers, maintain the reputation of the company, and achieve sustainable development.



Business Compliance Policies and Governance

Trip.com Group has always upheld a zero-tolerance approach against any fraudulent or unethical conduct and has put in place stringent measures to ensure regulatory compliance and to solidify our commitment to a high standard of business integrity across our operations. At present, we have formed a system consisting of the Trip.com Group Code of Business Conduct and Ethics as the basic and fundamental document together with Trip.com Group Insider Trading Policy, Regulation on Anti-Commercial Bribery, [Anti-corruption Management Regulations](#), Compliance Award Measures, [Measures for the Protection and Reward of Whistleblowers and Witnesses](#), and Reward and Punishment Measures for Protection of Trade Secrets as specific documents. This system is applicable to all directors, executives, and employees of the Group and all its subsidiaries and branches.

Among these regulations, the Trip.com Group Code of Business Conduct and Ethics defines the type of conducts that are strictly prohibited and clearly informs all employees, including directors, officers, employees and agents of the Group, that they are required to abide by the guidelines. Conflicts of interest, bribery, corruption, and facilitation payment are clearly defined and should be avoided. The appropriate behaviors in relation to company assets, intellectual property, business secrets and other relevant issues are also stipulated. The Regulation on Anti-Commercial Bribery clarifies the handling process of reporting, whistleblower protection measures, and reward mechanism to provide necessary protection for whistleblowers and witnesses, and severely deal with verified retaliation. The [Anti-corruption Management Regulations](#) covers all operations and has been published on the official website after the internal audit.

Furthermore, the Compliance Committee is responsible for overseeing the ethics and compliance practice across all business lines; evaluating the implementation of anti-bribery and anti-corruption measures; monitoring and identifying ethics and compliance risks and related issues; investigating ethics and compliance violation incidents; proposing corrective actions to deter non-compliance and reduce exposure to unethical opportunities; reviewing and analyzing the results of ethics and compliance trainings and supervision programs. During the reporting period, the Group carried out multiple special audits, including audits of travel reimbursement and conflict of interests. The Group promptly implemented new policies and optimized relevant procedures as a response to reinforce control over the risky areas.

Publicity and Training for Compliance Management



Trip.com Group also carried out trainings and publicity initiatives to continuously strengthen internal ethics and compliance awareness. All employees of the Group are required to undergo the anti-corruption and anti-bribery training when joining the company. For a more in-depth refresher of ethical behavior, training courses are available for our employees on the Trip Growth Academy online platforms. Also, all staff members are required to take the Code of Business Conduct and Compliance training course organized by the Board of Directors/Audit Committee and undergo related examinations once a year. In 2022, Trip.com Group conducted Online Training and Exam of Integrity Code of Conduct which covers 100% of employees, including full-time, part-time, interns, trainees and outsourcing staffs. The training and related exam were conducted in Chinese, English, and Japanese. During the reporting year and to the best of our knowledge, there were no confirmed cases of non-compliance with the relevant anti-corruption regulations that have a material impact on the Group.

Whistleblower and Investigation for Compliance Management

Trip.com Group upholds a "zero-tolerance" approach against any corruption and bribery. Employees who violate the above-mentioned regulations will be dealt with in accordance with the company's relevant human resources systems, and those suspected of criminal and illegal activities will be handed over to judicial authorities in accordance with the law. We have established channels within the company for employees to report violations and suspected violations and raise concerns of any improper behaviors. We also provide a "satisfaction evaluation" module to all employees and partners to encourage them to report any violations by Trip.com Group staff.

The Group's Audit Department is responsible for managing all reporting channels and promises to keep information providers and the information they provide strictly confidential. Our real-name or anonymous complaint mechanism provides multiple channels for employees to report any misconduct, including an independent whistleblower hotline, email, professional ethics mailbox, and in-person reporting. For valid information provided by real-name reports, certain material rewards will be given after investigation and verification. At the same time, we provide a whistleblower protection mechanism to ensure that they do not receive unfair treatment such as dismissal, demotion, suspension, intimidation, harassment, or any form of retaliation.

The reporting materials from all channels are received, registered, responded to, and reported by dedicated personnel of the Compliance Committee. Reported and suspected cases are then investigated by the Compliance Committee. Any relevant matters will be reported to the Board of Directors and the Audit Committee.



Supervision and Reporting Channels for Compliance Management

The Group has established various compliance reporting channels, with the contact information shown below:

Reporting hotline: 8621-54261440

Reporting email: jubao@trip.com

Mailing address for reporting: Audit Department of Trip.com Group, No. 968, Jinzhong Road, Changning District, Shanghai, China

Audit consultation email: shenji@trip.com

Data Security

Trip.com Group strictly abides by the Cybersecurity Law of People's Republic of China, Personal Information Protection Law of the People's Republic of China, The Data Security Law of the People's Republic of China, and other applicable laws and regulations, and has formulated the Data Security Management Regulations, and Vulnerability Management Process as the information security response mechanism to ensure network and information security in all business operations of existing and potential markets. Moreover, we have set up dedicated risk management committees for data and privacy security, among which the Information Security Committee may be elevated to the board level in the future.

Cybersecurity Governance Structure and Policy

To consolidate our data governance and security infrastructure, we optimized our information security management and established a three-level management structure, consisting of the Information Security Committee, the Information Security Department, and the Group's business units and functional units.

Policy

Information Security Response Mechanism:

Regulation on Information Security Management

Vulnerability Management Process

Data Security Management Mechanism:

Data Security Management Strategy

Regulations on Sensitive Information Security Management

Sensitive Information Security Processing Flow

Information Security Committee

Consisting of Group level senior executives, heads of information security department, and leaders of business units and functional units, the Information Security Committee is the decision-making body which is responsible for formulating top-level strategies and policies for information security management, overseeing and managing data security as well as user privacy issues across all of our operations. This committee makes sure we are meeting cybersecurity and data privacy requirements of the China regulations mentioned above as well as those of the General Data Protection Regulation ("GDPR").

Information Security

The Information Security Department is responsible for assessing security risk, reviewing and auditing the Group's information security management measures, monitoring and investigating information security risk issues, implementing preventive and corrective actions against security breaches, as well as designing and implementing trainings to improve awareness of all employees.

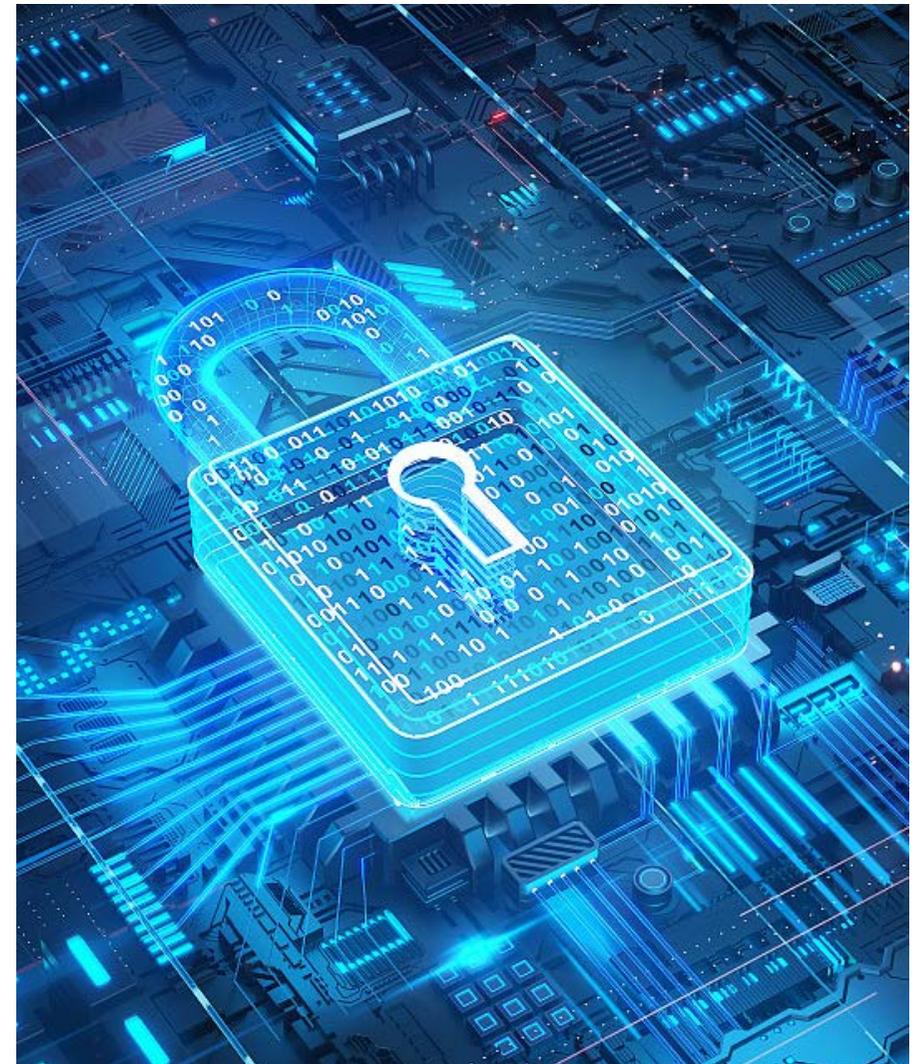
The Group's business units and functional units

Every business unit and functional unit is responsible for implementing the Group's information security policies and monitoring the risk management process in its own department. Information security business partners within each department serve as liaison personnel to ensure implementation of the Group's data security policy and timely communication with the Information Security Department.

Information Security Management System

To ensure the security and confidentiality of the personal data provided by our users, Trip.com Group deploys an Information Security Management System that is certified to the ISO/IEC 27001:2013 standard, with multiple layers of protection mechanisms.

Physical Layer	Data center certified to the GB50174-2017 standard.
Network Layer	Strict firewall control with network intrusion detection technology.
Server Layer	Mainframe intrusion detection technology, real-time system file integrity check.
Application Layer	Advanced DDoS protection embedded with web application firewall, effective against web attacks such as SQL injections, XSS attacks, etc.
Data Layer	User data are protected by high-intensity encrypted algorithm, and data transfer is protected by SSL encryption technology.
Security Check Layer	Regular system penetration and vulnerability checks by professional engineers to prevent data risks.



Data Privacy Protection Mechanism

We also established a sound privacy and security management procedure to ensure data are properly handled throughout their entire lifecycle. As the data subject and true owner of their personal data, users have the rights to be informed, opt-in, review, copy, correct inaccuracies, provide supplementary information, and delete their data records on our platform. Users have the right to understand our privacy policy, the right to choose if they are willing to provide personal information, and the right to control their data.

To ensure the security and confidentiality of the personal data provided by our users, Trip.com Group deploys an Information Security Management System that is certified to the ISO/IEC 27001:2013 standard (covering all Trip.com Group businesses), with multiple layers of protection mechanisms. Besides, the Group also obtained the Level Protection Certification, General Protection Certification, UP-DSS Certification, and PCI-DSS Certification to maximize privacy security for disclosure purposes.

We recruited external supervision experts on personal information protection to continuously supervise and guide the Group's personal information protection policy and implementation. We conduct data security risk assessments every year, and also take measures for the data security of third-party partners, such as security capability research and assessment, signing of personal information processing agreements and confidentiality agreements, encrypted transmission, etc.

Data collection

Trip.com Group minimizes the collection and retention of data to the amount "reasonable, relevant, and necessary" and follows the principle of retaining personal information for the shortest period necessary to achieve the processing purposes. Data are only collected with user authorization and will never be collected forcefully.

Data storage

The Group also clearly informs and explains to users about the retention period of the collected data. Upon expiry, collected data will be deleted and no longer be accessible by any means. In addition, user data are protected by high-intensity encrypted algorithm.

Data usage

Only authorized personnel have access to the collected data. The data are used in a strictly confidential manner to support Trip.com Group's business operations to provide users with better products and services. We promise not to rent, sell, or provide users' personal information to third parties for purposes other than completing transactions or providing services.

Data transfer

All data are transferred using SSL encryption technology. The Group employs a Key Management System (KMS) for the security management of keys throughout their lifecycle. Additionally, the Group has developed an advanced proprietary sensitive data mapping product to comprehensively control risks related to data sharing and data export. No data can be shared with third parties without user authorization.

Data deletion

Users have the right to access and alter any of their personal information collected and stored. They also have the right to retract prior authorization to data collection, or request to delete their user accounts.

Security Management Operation

We are committed to enhancing the company's network resilience by developing and operating cybersecurity protection systems, preparing a total of 8 policies for cybersecurity incidents, and conducting regular drills. We also perform quarterly vulnerability scan testing on assets and security audits on all operational business activities. We have established a professional emergency response team for incidents of different severity to handle such cases quickly and promptly notify the end users. In addition, we have established a rigorous process for evaluating and responding to government data requests to ensure compliance and transparency.

Our Partner Privacy Policy is available online to inform our business partners of our latest policy in protecting personal data. Sharing information with third parties is required to go through an internal evaluation and approval process and has to obtain user consent.

Any outflow of user data without prior consent from the end user is strictly prohibited. We have established supplier security specifications for third parties we cooperate with (including suppliers and other partners), and regularly conduct interface security inspections, data security assessments, and on-site audits on suppliers and other partners to reduce and avoid the risks related to third-party data transmission.

We provide annual data security and user privacy trainings for all employees, including contractors. To ensure our data systems are secured at all times, we conduct internal and external security audits and vulnerability assessments on a regular basis. In the reporting year, 100% of employees, including full-time, part-time, directors, and executives of the Group, completed and passed related data security and privacy trainings and quizzes.

We carry out information system security level protection filing in accordance with the Regulation on Information Security Management and conduct at least one internal and one external independent third-party audits and assessments every year to ensure system effectiveness.

Internal audits include ISO 27001 internal audits, audits of internal systems, and audits of personal information protection. External independent third-party audits include PwC's SOX audits and ISO 27001 audits.

Panshi Action

The "Panshi Action" cyberattack exercise was a multi-dimensional and multi-field comprehensive practical attack and defense exercise organized by the Shanghai Communication Administration and municipal-level competent regulatory departments, which aimed to effectively ensure cybersecurity for various major events and improve the cybersecurity protection capabilities in the industrial and information fields in Shanghai. In 2022, Trip.com Group played as a defending team in the cyberattack exercise. Thanks to the accumulated technical expertise and advantages in protecting the data security of network information, the Group won the second place.



Information Security Week

Trip.com Group regularly carries out the Information Security Week activities every year. The theme for 2022 was "Uncovering Phishing Tricks and Protecting the Security of Future". Based on employee feedback from the previous year's satisfaction survey, we launched offline security week activities in 3 regions outside Shanghai to allow more employees to participate in the activities. We also stimulated employees' enthusiasm for information security protection through methods such as online learning, challenges, offline games, and accumulating points to exchange for gifts.



Supply Chain Management

Trip.com Group bridges the gap between our users and travel partners by facilitating hassle-free travel products for users as well as enhancing marketing efficiency and expanding distribution channels for our travel partners. We have established a strict supplier admission mechanism, to evaluate vendors based on their commercial qualifications and service capabilities. The criteria for assessment and penalty are reviewed and updated on a regular basis. To uphold the safety, reliability and quality of services across our supply chain, our Packaged Tour Supplier Management System outlines the service quality related key performance indicators. This provides assurance to our operations aligning with high ethical standards and following fair business practices to prevent incidents of misconduct.

Our business partners are required to adhere to our Travel Safety Standards which specifies safety principles in transportation, catering services, accommodation and tour operations as well as compliance with anti-corruption requirements. Specific handling procedures for our business partners are also in place in case of non-compliance with the required standards. In addition, we have developed specific guidelines to ensure our business partners adhere to regulatory compliance and service standards.

Intellectual Property Right Protection

The Group is mindful of the potential concerns regarding intellectual property ("IP") rights and patent protection. We applied and registered our main trademarks through the Trade Marks Ordinance in Hong Kong, the Trademark Office of China National Intellectual Property Administration, and the United States Patent and Trademark Office. Under our comprehensive Patent Management System, training opportunities and incentive mechanisms are provided to our employees who wish to develop their expertise in technological innovation. Patent application matters and reporting invention progress to management are handled by our designated patent team. Furthermore, we have established a comprehensive online IP infringement complaint channel accepting infringement complaints for trademark rights, copyrights and patent rights. During the reporting year, there were no reported cases of non-compliance with relevant laws and regulations that have a material impact on the Group relating to advertising, labelling and privacy matters relating to products and services provided.



Family-friendly

Maternity Allowance

Hybrid Work

Diversity and Inclusion

Empower Talents

Trip.com Group is committed to assuming social responsibility, wholeheartedly providing dedicated services to customers, and caring about the development and well-being of employees. We launch the "3+2" hybrid work system to provide employees with more work flexibility, allowing them to better take care of their families, pursue their careers, and balance work and life. When faced with demographic problems, the Group has also actively responded to challenges and bravely shouldered social responsibilities. We has intensified our efforts in maternity allowance to encourage employees to have children. We believe that this can not only solve employees' worries, but also contributes positively to the society, embodying a true commitment to 'family-friendliness'.



Performance

1/ As part of its policy to subsidize childbirth, the group plans to allocate RMB 1 billion for childbirth subsidies to encourage employees to have children, which will benefit 20,000 employees.

2/ Since its introduction, the hybrid work model has been embraced by more than 66% of the workforce. This has resulted in a decrease of over 300,000 hours in commuting time and has offered employees an extra 100 hours of sleep annually.

3/ In 2022, our training platform "Trip Growth Academy" provided more than 35,000 online and offline courses, covering 32 countries and 155 cities, and 300+ courses in English for overseas employees were included.

Maternity Allowance

In recent years, China has faced serious demographic structure issues, such as population aging and declining fertility rates, which have posed many social and economic challenges, including labor shortages, increased pension burdens, and imbalanced demographic structure. Trip.com Group understands that companies can build consensus for society and build a good fertility atmosphere within their own capabilities.

In response to this issue, we have officially launched a maternity allowance policy for global employees — the "Trip Second Generation Growth Subsidy", aiming to encourage global employees to actively participate in childbirth. This policy is not only a concrete manifestation of corporate social responsibilities but also an exploration aimed at driving the investment of more social resources in solving demographic structure issues.

Starting from July 1, 2023, global employees who have been employed for three years, regardless of gender, will receive an annual cash subsidy of RMB 10,000 for each new child, which will be paid until the child is 5 years old. According to preliminary calculations, the Group plans to invest RMB 1 billion in maternity allowance in the future to encourage employees to have children.

Trip.com Group has a policy of encouraging childbirth for a long time. Before this, we not only released benefits such as transportation subsidies during pregnancy, maternity subsidies, and maternity medical subsidies, but also gradually added a series of care measures (10+ benefits), such as recliners for pregnant women, assisted reproductive support, and mother-and-baby rooms. We invest an average of nearly RMB 8 million in employee maternity benefits every year. After years of hard work, Trip.com Group employees' willingness to have children is twice as high as the external average, and the effect is fully shown.

Performance

Trip.com Group's maternity allowance policy helps employees reduce family maternity costs and provides a better maternity environment. This measure has resulted in a significant increase in the proportion of newborn families in the Group's employee families, and a great increase in the proportion of second children. Comparing 2022 with 2015, the proportion of annual newborn families among Trip.com Group employees increased by 147%, of which the proportion of second children increased by 329%.



Policy	Start Time	Benefit
"Regulations of Employee Medical Benefits"	2014	Supplementary commercial medical insurance for children
"Regulations on Employee Maternity Benefits"	2015	Transportation subsidies during pregnancy, maternity leave, maternity benefits
"Instructions on Borrowing Recliners for Pregnant Women in Shanghai Office"	2015	Recliners for pregnant women
"Instructions for Use of Mother-and-Baby Rooms"	2015	Mother-and-baby rooms
"Assisted Reproductive Welfare Policy for Female Employees"	2018	Assisted reproduction
Temporary parking space during pregnancy	2018	Temporary parking space during pregnancy
Trip Second Generation Growth Subsidy	2023	Maternity allowance

Hybrid Work

Since the implementation of the hybrid work system, more than 66% of employees have applied for hybrid working, which has saved more than 300,000 hours of commuting time for employees. Employees can enjoy an additional 100 hours of sleep per year.



On February 14, 2022, Trip.com Group implemented the "3+2" hybrid work system company-wide, which was a pioneer in China. The "3+2" hybrid work means that employees can choose whether to adopt hybrid work on Wednesdays and Fridays (working days) every week. The hybrid work mode gives employees more liberty, and employees can work at home, in coffee shops, in resort hotels, etc. according to personal needs.

Before the introduction of this policy, Trip.com Group carried out two rounds of hybrid work tests in 2010 and 2021. Overall data showed that the attitude of participating employees towards the hybrid work system continued improving, with the proportion of strong support increasing by 6.3%, and the overall support rate was close to 60%.

Once the hybrid work system was launched, it was widely welcomed by employees. Two-thirds of employees have applied, 20% of which chose Wednesdays, 30% of which chose Fridays, and 15% of which chose hybrid work on both days. According to statistics, the proportion of applications was higher in male employees compared with female employees, and the proportion of applications in married employees with children exceeded 30%. Moreover, young employees are more favorable to this system, and the proportion of applications in employees under the age of 25 was up to 74%.

Diversity and Inclusion

In order to create a diverse and inclusive working environment, Trip.com Group's "Equality and Diversity Policy" prohibits discrimination based on gender, pregnancy, marital status, family status, disability, and race during recruitment or in the workplace.

We implement the Equality and Diversity Policy in the recruitment and selection process

Emerging diversity

The Group collaborates with domestic and international universities and carries out multiple online and offline campus recruitments, aiming at attracting exceptional young talents to join Trip.com Group. Through the Group level Trainee Program and Business Unit level Trainee Program, the Group recruits and nurtures future technical experts, experienced core business personnel, and management personnel.

Global perspective

Our talent recruitment initiatives span across the globe, encompassing China, Southeast Asia, Europe, and the United States, attracting and bringing together employees with different backgrounds, experiences, and perspectives. A diverse workforce can contribute fresh perspectives and viewpoints, while also enhancing our understanding of the needs of different user demographics across various regions.

Living water plan

We carry out the "Living Water Plan" to ensure the effective operation of the smooth internal talent flow mechanism from the aspects of salary, performance, process, handover, and other concerns, open job transfer opportunities for existing employees, expand employees' career development paths based on their personal interests and abilities, and improve the talent concentration of the Group.

We respect everyone, give opportunities and full attention to employees, and actively communicate with employees

Trip.com Group has been recruiting the disabled since 2001. As of 2022, we have employed 165 disabled people in China. Trip.com Group's disabled employees mainly work as customer service specialists, cultural specialists, and ticketing specialists. We pay great attention to the career development needs of these employees and will do our best to help them tap into their potential and gain a sense of fulfillment from their work.

Trip.com Group has established a labor union organization and employee (representative) conference system in accordance with the "Provisions on Consultation and Mediation of Enterprise Labor Disputes", and set up a labor dispute mediation committee to sign collective agreements with all regular employees. We have provided collective contracts to the vast majority of our employees in Shanghai, which account for more than 40% of the total employees of Trip.com Group and Trip.com brands. We have opened a variety of communication channels, such as monthly HR open days, suggestion mailboxes, department meetings, and biennial Group-wide satisfaction surveys. From this, employee feedback is collected and aspects for improvement are identified.



We launched The Journey of Mulan to provide more opportunities for women

Trip.com Group has always been committed to improving the status of female employees in the workplace, actively recruiting female employees to enrich the team, creating a fair career path for them, and advocating female leadership.

We launched "The Journey of Mulan" with nine travel industry partners and jointly promised to provide more women with job opportunities. We plan to provide 20,000+ jobs for women in 2023. At the same time, we will provide better women's welfare and career promotion opportunities for female employees to ensure gender equality.

"Women have always been the backbone of the travel industry, and the female employees joining the company have given us a huge surprise. This year, many women have returned to the travel industry. The travel industry is taking practical actions to contribute to the recovery of the industry and national stabilization." Jane Sun, the main initiator of "The Journey of Mulan" and CEO of Trip.com Group said.

Performance

Since The Journey of Mulan was launched in March, more than 18,700 female employees have been recruited, including more than 3500 female employees through on-campus recruiting. It is expected that by the end of this year, this Project will recruit cumulatively more than 21,000 female employees.



Proportion of women in employees	60%
Proportion of women in middle management level	43%
Percentage of women in management level at vice president and above	33%

The power of women: A conversation with Group CEO Jane Sun

Through the "Conversation with Jane Sun" series, Trip.com Group CEO Jane Sun interviewed leaders from different backgrounds and industries, focusing on women's growth and career development, and promoting the realization of women's social value.

In an interview with CNN, Group CEO Ms. Jane Sun said: "When training female employees, I will encourage them to stand up and express themselves bravely, since their working competence should also be recognized".

Trip.com Group CEO Jane Sun believes that although many outstanding women have participated in China's rapidly developing Internet industry, there are still fewer women than men, and many female managers are in auxiliary positions such as human resources, public relations, or legal affairs, while few women are in core operation and management positions. Under the leadership of Jane Sun, the Group is working hard to provide promotion channels for women and create a fairer occupational environment. Jane Sun has given advice to career women on different occasions: "If career women want to achieve greater development in their careers, in addition to working hard on their own business, they must also seize opportunities to express themselves so that the society recognizes women's contribution to the development of the company".



Empower Talents

Trip.com Group is committed to talent cultivation and team building. Through diverse training and learning opportunities, the Group constantly improves the professional skills and comprehensive quality of employees and promotes the continuous advancement of the organization. We have implemented the "Trip Growth Academy" model of leadership in all employees, emphasizing the significance of cultivating a leadership mindset within individuals, organizations, and teams. We adhere to a diverse and inclusive team culture so that every employee can receive sufficient "Trip Growth Academy" support at different "Trip Growth Academy" stages, and ultimately achieve more value creation.

We advocate a leadership growth model

Self leadership	Prioritizing independent thinking; taking proactive actions; customer-oriented learnings and application
Team	Encouraging systematic thinking; managing the team effectively; taking initiative to overcome challenges
Organization leadership	Emphasizing forward-looking decision-making; fostering high-performance teams; promoting value-driven self-realization

Performance

In 2022, our training platform "Trip Growth Academy" provided more than 35,000 online and offline courses, each conducted by distinguished university professionals and industry specialists within our Group. To meet the needs of employees from various departments and at different career stages, our training platform "Trip Growth Academy" offers a wide range of comprehensive training courses, covering 32 countries and 155 cities. These courses include 300+ courses in English for overseas employees.

We provide growth support to all employees

For mid-level to senior-level management	Leadership: TMBA; TMBA; TLDP; Management Essentials for Managers
For all employees	Professional competence: TPMP; 6 Sigma; soft skills; language training
	Core values: Training of integrity, ethics and compliance; information security training
	New employee orientation: Company culture and strategy; business overview; performance management



Caring for Talents

The protection of employees' rights and interests is of utmost importance to Trip.com Group. We have created a compensation program that achieves a balance between external competitiveness and internal equity to ensure that employees receive fair remuneration, and we provide diversified employee benefits and create a safe, secure working environment with development opportunities. At present, the Group has issued the "[Trip.com Group Employee Rights Policy](#)", which covers principles such as the "International Labor Organization Declaration on Fundamental Rights and Principles at Work", the "Ten Principles of United Nations Global Compact", and the "United Nations Guiding Principles on Business and Human Rights".

Salary incentives

Trip.com Group's [compensation program](#) encompasses a range of incentives, such as base salary, performance bonuses, annual incentives, stocks, and options. Based on a comprehensive evaluation of the Group's talent pool, we provide incentive performance payments to employees who bring value. This incentive performance payment structure covers all Trip.com Group employees. In addition to performance bonuses, we also adopt an equity incentive plan (the "Global Incentive Plan") to incentivize employees who promote the long-term development of the company. Currently, the Group leads the industry in the number of employees eligible for ESOP and/or ESPP.

Benefits

The welfare system of Trip.com Group includes social insurance funds, namely pension payment plan, medical insurance plan, unemployment insurance plan, work-related injury insurance plan, maternity insurance plan, and housing provident fund. Our benefit list includes 6 categories and more than 20 benefit items, covering many aspects such as vacation benefits, travel benefits, attendance subsidies, infirmary, and health physical examinations. At the same time, a variety of employee activities, such as annual meetings, employee birthday parties, sports meetings, corporate day, team building, club activities, and family open days., can fully meet the diverse cultural life needs of employees. Currently, the above welfare policies have covered 100% of Trip.com Group employees.

Health security

Trip.com Group attaches great importance to the health and safety of its employees at work. We clarify occupational health and safety measures in the "Employee Handbook" and carry out relevant preventive work in response to seasonal changes. We have installed a professional fire protection system in office areas to ensure workplace safety. We conduct regular fire drills company-wide to raise employees' awareness of fire safety. In line with national regulations, we also provide employees with high-temperature allowance in summer (i.e. from June to September). For eligible staff, we offer medical insurance as well as a free annual health examination.





In addition, Trip.com Group formulates employee management regulations on entry, transfer, and dismissal in accordance with the labor contract and relevant laws and regulations, and we strictly implement relevant laws and regulations on financial compensation for resigned employees. We also conduct a survey on resignation opinions of employees who quit voluntarily. While taking appropriate measures to retain talents, we collect employees' suggestions on the company and positions, as well as integrate, analyze, and respond to employees' concerns and requirements.

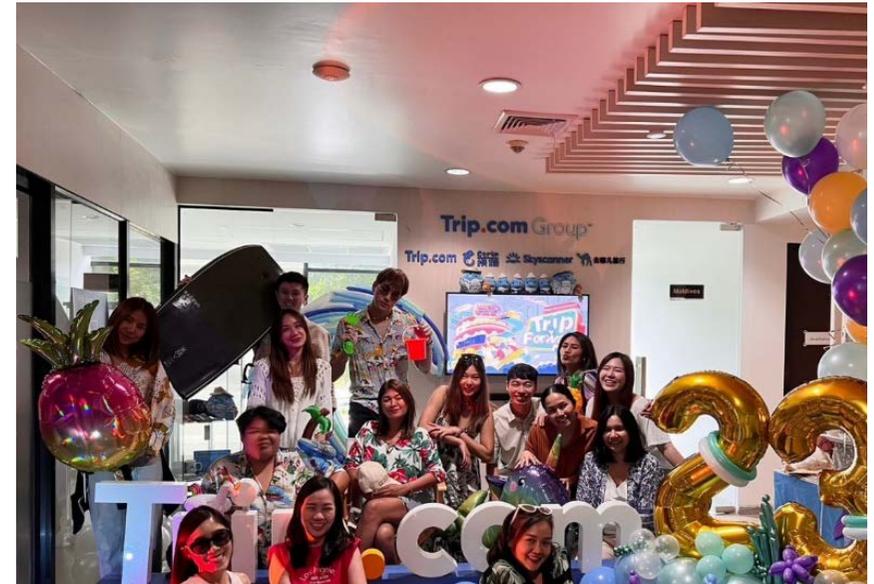
During the reporting year and to the best of our knowledge, there were no reported cases of noncompliance with relevant laws and regulations that had a material impact on the Group relating to compensation, dismissal, recruitment, promotion, labor practices, working hours, rest periods, equal opportunity, diversity, anti-discrimination, freedom of association, occupational health and safety, other benefits and welfare including maternity and paternity leave, safe working environment, protecting employees from occupational hazards, and preventing child and forced labor.

[Tourism mutual assistance program](#)

This program is designed to help employees and their families cope with difficulties such as critical illness, major surgeries, death due to illness or accident, non-work-related accidental disability, total loss of housing, and fire. From May 2022 to April 2023, a total of 15,437 Trip.com Group employees participated in the "Tourism Mutual Assistance Program". The company and individuals have contributed more than RMB 3 million in total. Applications filed by 253 employees were accepted throughout the year, and the cumulative assistance amount reached RMB 2.856 million.

["Trip Good Doctor" platform](#)

The platform provides exclusive health benefits for Trip.com Group employees with online health consultation and drug purchase services. Each employee can enjoy free telephone consultation and online image-text consultation services, and can contact a doctor for consultation anytime and anywhere. In May 2023, "Trip Good Doctor" was officially launched in the office application. In just one month, it got widespread attention from all employees and solved more than a thousand image-text consultations and hundreds of telephone consultations.



Community-friendly

Rural Revitalization

Global Travel SOS Platform

Employment Promotion

Charity Activities

We supported rural revitalization through the Country Retreats project; developed the "Global Travel SOS Platform" to care about the safety of users throughout the journey; customized the "Care Edition" of Ctrip APP for the elderly to reduce the digital usage gap and provide convenience. When assuming the social responsibilities, the group specially cares for teenagers, the elders and females, proceeding towards a community-friendly corporate.





Performance

1/ Trip.com Group has set up **27** Country Retreats across **13** provinces, autonomous regions, and municipalities in China, directly creating hundreds of jobs for the local population, with over **80%** of the positions filled by local residents or returned youths. This has led to an average annual income increase of more than RMB **40,000**.

2/ The Global Travel SOS Platform has been upgraded, involving **27** assistance medical institutions and more than **1 million** medical partner institutions around the world. The service language has also been upgraded to **24** languages. Global travelers can seek assistance from Ctrip for **20** types of travel emergencies. Up to now, the total number of travelers covered reaches **350 million+**, over **14,000** appeals from **100+** destinations worldwide are received, and the rescue success rate reaches **98%**.

3/ Ctrip stores launched the "New Youth·New Tourism·New Beginning" plan, covering more than **5500** stores of the Group in **28** provinces (municipalities). Assuming that a single store requires additional 3 to 5 clerks, the total of over **5000** stores will potentially employ tens of thousands of employees in total.

4/ Starting from 2022, we have partnered with more than **20** destination governments to provide consumption subsidies for the benefit of local residents. The total subsidies issued amount to over RMB **300 million**, which is anticipated to boost direct tourism market consumption to over RMB **1 billion**.

Rural Revitalization

Rural tourism is an effective way to revitalise villages, and accommodation support is a key issue in rural tourism. In the process of implementing the rural tourism revitalization strategy, Trip.com Group focuses on creating **10** high-end rural accommodation benchmark products — Trip.com Group Country Retreats. As the main entry point for Trip.com Group's rural revitalization, the "Country Retreats" is a perfect combination of **"agriculture, culture, and tourism"** and is committed to creating a wonderful vacation experience for users.

The site selection for Trip.com Group Country Retreats fully takes into account four dimensions, i.e., customer source market, transport infrastructure, natural resources, and policy support. Trip.com Group always adheres to the "Users Come First" principle and creates adapted products based on user needs. In terms of hardware facilities, design, and configuration, Trip.com Group maintains a high level of quality and develops to construct local characteristic culture and resources using five-star accommodation standards.

As a result, we developed the **"Five Ones" mode**: "one acre of farmland" + "a piece of scenery" + "a good meal" + "play together" + "love", integrating the users' needs for an experience into every link to maximize the integration of agriculture, culture, and tourism.

Performance

Trip.com Group has established 27 Trip.com Group Country Retreats across 13 provinces, municipalities, and autonomous regions in China, resulting in a 40,000 CNY increase in local per capita annual income and the development of 4,261 individuals skilled in rural tourism. Trip.com Group is committed to building 10 high-end accommodation driven tourism villages, empowering 100 tourism villages, and training 10,000 rural tourism talents.



In terms of localized operations, Trip.com Group Country Retreat focuses on "refined management" and **80%** of its operating personnel are locals. We understand that cooperation with local employees can better leverage local people's unique understanding of local culture, customs, and natural resources, thus creating hundreds of direct jobs and boosting local employment.

In terms of charity innovation, Trip.com Group has donated more than RMB **60 million** in cash to facilitate the establishment of Trip.com Group Country Retreats in 5 counties including Jinzhai in Anhui, Nalati in Xinjiang, Yongtai County in Fujian, Linzhou County in Henan, and Foping County in Shaanxi. All country retreat income will be used to help local rural revitalization. Among these counties, Jinzhai County's tourism revenue in the first half of 2022 increased by **40%** year-on-year.

In terms of talent training, Trip.com Group regards the Rural Revitalization Academy as an important component of the rural tourism revitalization strategy. Through benchmark setting, industry promotion, large-scale empowerment, talent training, and other methods, we will help rural tourism achieve rapid revitalization and consolidate the development results of rural tourism. So far, we have completed the training of 4,261 tourism talents in Henan, Anhui, Hebei, and many other places in Northeast and Northwest China.

Rural tourism talent incubation training



In October 2021, Trip.com Group Rural Revitalization Academy held the first Jinzhai Cultural Tourism Homestay Talent Incubation Camp training event. This event aims to introduce professional teachers and provide training and support for local homestay practitioners through a combination of online and offline methods, which not only cultivates tourism industry talents, but also helps the local homestays and farmers increase their income. This move also improves the service quality of the cultural tourism industry and drives the industry to improve quality and efficiency.



In August 2022, Trip.com Group and the Hinggan League Culture, Tourism, and Sports Bureau reached a series of corporations to enhance the quality and popularity of local tourism and promote the transformation and upgrade of the local tourism industry towards a more intelligent and quality-oriented direction. Among the actions, Trip.com Group Rural Revitalization Academy cooperates with the Hinggan League Culture, Tourism, and Sports Bureau on talent training to arrange theme courses for three types of trainees: rural tourism receptionists, scenic spot owners, and tour guides in Inner Mongolia to help participants gain new inspiration and ideas for business operations.



In July 2023, Trip.com Group and the Government of Foping County jointly launched Foping homestay talent incubation training activities. The training invited You Jin, a doctor from Tsinghua University and secretary-general of Guomai Thinktank, and Hu Yingbing, founder of China's rural revitalization comprehensive operation brand "Luchaishanji Homestay", and many other practical experts and scholars in the homestay industry to bring their advanced experience and excellent cases in the homestay industry to more than 40 Foping County homestay operators to better consolidate the development results of poverty alleviation and revitalization.

"Rural Ranking List" to create a one-stop rural tourism guide

Trip.com Group launched the "Rural Reputation List" in April 2022, aiming to provide urban residents with a one-stop rural tourism guide. The first batch covers 9 cities including Guangzhou, Shenzhen, Chengdu, Chongqing, Hangzhou, Changsha, Beijing, Tianjin, and Sanya. Through this list, users can easily discover high-quality rural destinations, homestays, hotels, and scenic spots near cities, achieving efficient matching of urban and rural tourism. This action is expected to bridge the urban-rural digital divide, fully leverage the potential of Internet companies in rural revitalization, and promote high-quality development of rural tourism.

Through data infrastructure and innovative marketing, Trip.com Group provides users with discovery and booking services for local rural vacation destinations. It also provides one-stop services such as transportation guides, local specialties, and tour recommendations, meeting the growing demand of consumers for rural tourism.

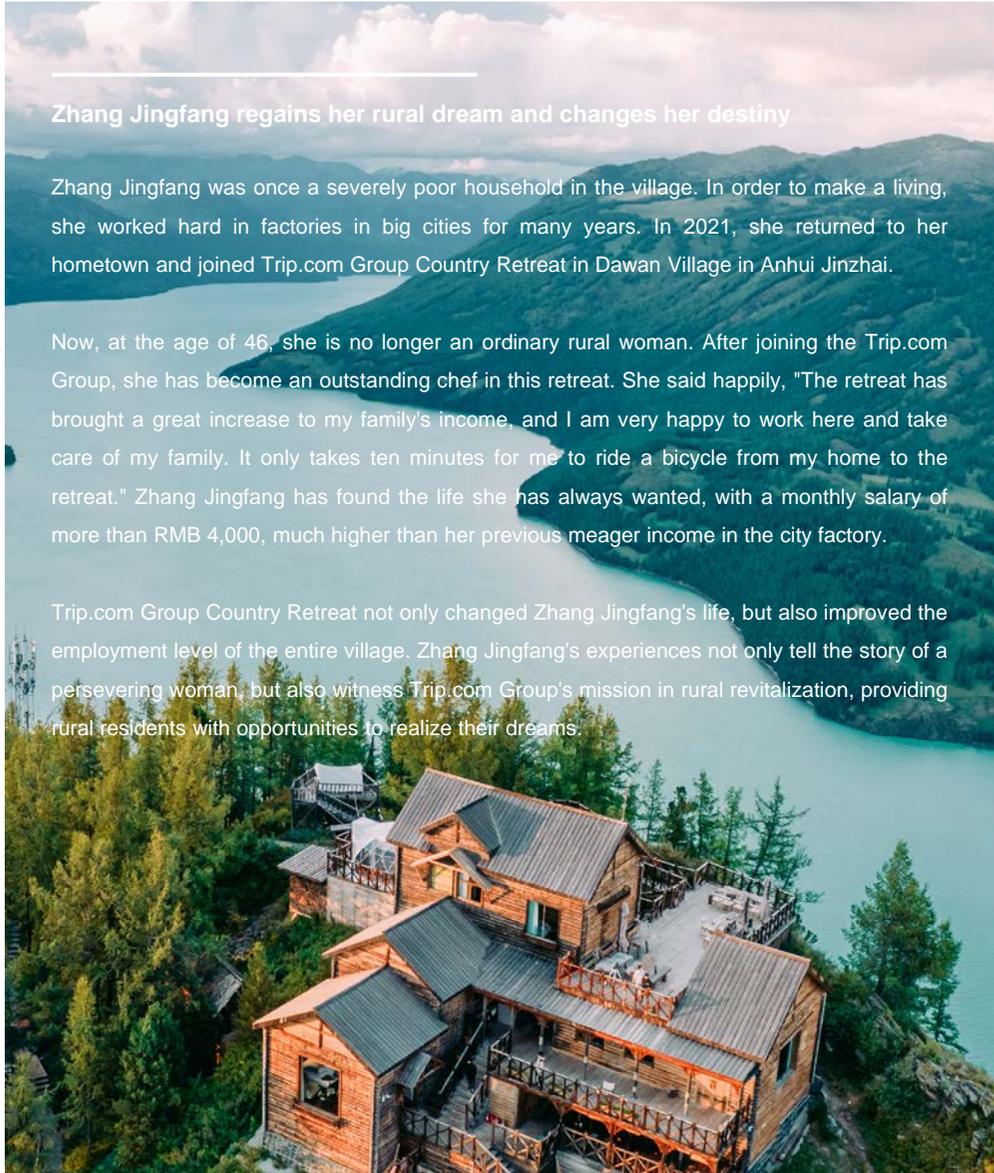
The "Rural Ranking List" is another breakthrough measure under Trip.com Group's rural revitalization strategic layout. It provides urban residents with a richer range of suburban and short-distance rural tourism products through this marketing method of the innovative ranking list. At the same time, relying on Trip.com Group's one-stop tourism service advantages, we expand the sales of rural tourism products through multiple online and offline channels to help build local rural brands.

Zhang Jingfang regains her rural dream and changes her destiny

Zhang Jingfang was once a severely poor household in the village. In order to make a living, she worked hard in factories in big cities for many years. In 2021, she returned to her hometown and joined Trip.com Group Country Retreat in Dawan Village in Anhui Jinzhai.

Now, at the age of 46, she is no longer an ordinary rural woman. After joining the Trip.com Group, she has become an outstanding chef in this retreat. She said happily, "The retreat has brought a great increase to my family's income, and I am very happy to work here and take care of my family. It only takes ten minutes for me to ride a bicycle from my home to the retreat." Zhang Jingfang has found the life she has always wanted, with a monthly salary of more than RMB 4,000, much higher than her previous meager income in the city factory.

Trip.com Group Country Retreat not only changed Zhang Jingfang's life, but also improved the employment level of the entire village. Zhang Jingfang's experiences not only tell the story of a persevering woman, but also witness Trip.com Group's mission in rural revitalization, providing rural residents with opportunities to realize their dreams.



New farmer development plan

In 2023, Trip.com Group Country Retreat and the governments of four places including Linzhou in Henan Anyang, Jinzhai in Anhui, Foping in Shaanxi, and Yongtai in Fujian jointly released the "New Farmer Development Plan" to provide young people with more opportunities for rural revitalization and conveniences.

All parties stated that they will use the Country Retreat as the center to encourage local governments to attract talents back to their hometowns and explore the path of "talent revitalization to promote comprehensive revitalization". This action attracted the attention of many post-2000 college students.

Statistics show that the admission ratio for "Summer New Farmers" internship positions is 79:1, far exceeding other positions in the industry, creating job opportunities for the local area.



Global Travel SOS Platform

Trip.com Group not only focuses on paving a wonderful journey for travelers, but also cares about their travel safety. The "Global Travel SOS Platform" provides emergency support to global users, offering services such as handling emergencies during travel.

In July 2023, in order to better ensure the overseas safety of travelers, we upgraded the "Global Travel SOS Platform". This upgrade not only includes the existing real-time resources such as guest assistance, Ctrip guides, overseas leaders, and offices but also introduces a series of enhanced services. We have expanded SOS service resources to cover 27 assistance medical institutions and more than 1 million medical partner institutions around the world. Our service language has been upgraded to 24 languages to meet the diverse needs of global travelers. Now, travelers around the world can seek assistance on the Ctrip platform, covering 20 types of travel emergencies.

Performance

Trip.com Group's "Global Travel SOS Platform" currently covers more than 350 million travelers, and has received more than 14,000 requests from over 100 destinations worldwide, with the success rate of rescue operations reaching 98%. From January to May 2023, the overall consultation volume of SOS services increased by 239.23% compared to the same period in 2022; among which, the overseas business consultation volume increased by 556.25% year-on-year.

Emergency assistance, we help solve these problems TOP3

Reissue certificate	Loss of passport occurs most frequently, accounting for nearly 50% of cases.
Assist with medical treatment	Overseas medical treatment is one of the most persistent problems, with the elderly and children accounting for nearly 70% of requests for help for injuries and illnesses.
Item missing	Offer help to retrieve lost wedding rings, return electronic products left in hotels, etc.



HEAT Service

We adhere to the "HEAT service principle", which is Heartwarming, Effortless, Active, and Trustworthy. We use this as a cornerstone to better serve society and innovatively provide a series of services, so that our service will be more attentive, extraordinary, responsible, and trustworthy.

Since 2023, Trip.com Group's overall customer service consultation volume has increased by 277% year-on-year, reflecting the rapid recovery of the tourism market this year; among which, the overseas customer service consultation volume has increased nearly 4 times year-on-year, highlighting the concentrated outbreak of overseas travel demand. The number of customer service inquiries for overseas car rental also increased by 386%. At the same time, Trip.com Group's customer service data in the above dimensions have surpassed those before the pandemic.

We are also actively exploring the field of artificial intelligence. In the first half of 2023, the number of service inquiries from Trip.com Group's smart customer service for the accommodation business has reached 7.6 million. The self-service rate for domestic flight changes in Trip.com Group's airline business has increased from 60% in 2019 to 95%; the self-service rate for ticket changes and refunds has increased from 80% in 2019 to 95%, and the effective solution rate of intelligent customer service has increased from 40% in 2019 to 60%, continuing the consistently high level of service automation.

Meanwhile, Trip.com Group invests manpower in more valuable tasks to solve more complex service problems and provide more considerate services. We have developed a service improvement project since 2022. From the perspectives of talents, machines, materials, methods, environment, and measurement, we have set a perfect disposal rate target for complex consultations on account of "customer-centric complex service events" — increasing by 50% from 26% in Q4 of 2021, reaching a level of nearly 40% compliance rate. At present, this goal has been successfully achieved.



Ctrip APP "Care Edition"

With the popularity of smartphones and the rise of the elderly tourism market, Ctrip realizes that the elderly may encounter problems such as poor perception and difficulty in understanding products when it comes to smart applications. In order to meet the needs of this special group, Ctrip has launched the "Care Edition" of Ctrip APP. The "Care Edition" of Ctrip APP brings more convenient travel services to the elderly and eliminates their difficulties in using smart applications. The elderly travelers can plan and book travels more easily, and enjoy more convenience and fun when traveling. This also indirectly promotes the growth of the elderly tourism market and brings more potential customers to Ctrip. In 2023, Trip.com Group launched the "Trip.com Seniors Club" brand, targeting travelers aged 50 and above by providing premium and cost-effective travel experiences.

Exclusive Care

Exclusive vision	In order to facilitate reading for elderly users, the "Care Edition" of Ctrip APP is not only more friendly in the interface design, but also has larger fonts and higher picture contrast. In addition to hotel reservations, the interface also shows booking sections for air tickets, train tickets, group tours, etc.
Exclusive function	In order to better serve elderly travelers, we have not only launched the elderly-oriented "Care Edition" on mobile, but also made special aging-friendly modifications to the webpage. The first phase of renovation was completed to be suitable for aging, and the second phase of renovation added a text reading function to meet the needs of some disabled people.
Exclusive support	In the group tour section, after the elderly users select the departure and destination, click "Confirm Group Tour Intention" to generate an intention sheet. Subsequently, the customer service staff will call the customer to introduce relevant routes and products, etc., making ordering services for the elderly more convenient and efficient.
Exclusive hotline	We have a hotline specifically for the elderly travelers. Elderly users no longer need to make pre-function selections and can directly call manual customer service. Customer service staff will provide multiple agency services based on your needs, including product screening, ordering, cancellation and reservation, etc.



Performance

After the launch of the "Care Edition" of Trip.com Group APP, the number of registered elderly users increased significantly. From January to October 2022, the number of registered users of Trip.com Group's travel platform aged 60 and above increased by 22% year-on-year compared to the same period in 2020, and the overall order volume increased by 37%, of which group tour orders increased by nearly 60% year-on-year.

Assist in Urban Recovery

Trip.com Group is actively assisting the recovery of urban cultural and tourism industry. Through multi-cooperation with destinations, Trip.com Group has issued cultural and tourism vouchers, launched the "2023 Tourism Revitalization Plan A", and jointly issued tourism subsidies with destinations, aiming to respond to the impact of the pandemic and stimulate the vitality of the tourism market. We firmly believe that these measures can promote the recovery of the cultural tourism industry, provide support, and create employment opportunities, while also providing tourists with more exciting travel experiences. We actively fulfill our corporate social responsibilities and jointly create a sustainable cultural tourism environment.

Launch "2023 Tourism Revitalization Plan A" to promote trillions of consumption

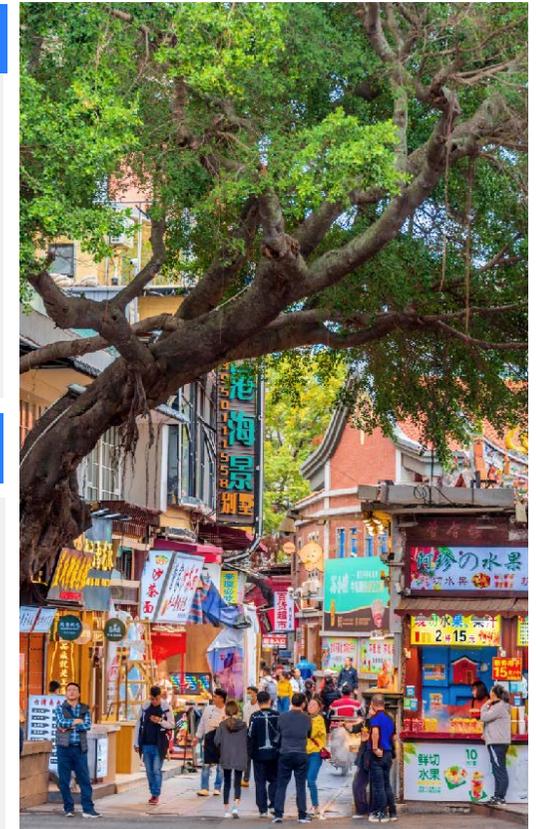
In December 2022, Trip.com Group officially launched the "2023 Tourism Revitalization Plan A" and announced that "triple strategies" would be implemented to help industries and destinations "reunite" with travelers.

The "triple strategies" aim to "reconstruct the industrial ecology" by building 10 cultural tourism industry incubation centers, "reshape brand value" by creating thousands of destination "reunion" experiences through thousands of local guides, and "revitalize consumption confidence" by promoting trillion tourism consumption through hundreds of billions of traffic and season marketing. Trip.com Group devotes to revitalizing the industry after the pandemic and creating a peak in cultural tourism economic development.

Issue triple cultural and tourism vouchers to help more than 20 destinations for tourism-friendly consumption

In order to allow cultural tourism vouchers to reach a wider range of users and accelerate the release of greater tourism consumption capacity, governments in many places have joined forces with travel platforms to jointly issue consumption vouchers, combining the platform's one-stop marketing measures and vertical user pools to jointly explore tourism market potential after the pandemic.

Since 2022, more than 20 destination governments have reached cooperation with us on consumption subsidies to benefit citizens, and the cumulative scale of subsidies issued exceeds RMB 300 million, which is expected to drive consumption in the direct tourism market to exceed RMB 1 billion. The multiplier effect of vouchers on stimulating local cultural tourism consumption and stimulating the vitality of cultural tourism businesses is obvious.



Stimulating the real economy by leveraging the multiplier effect of consumption vouchers

The Chengdu government has issued culture and tourism vouchers with a total value of 11.6 million CNY on the Trip.com platform, with 11.47 million CNY worth of vouchers being used, resulting in a redemption rate of 99%. This has directly stimulated over 56 million CNY in culture and tourism spending, generating a 5-fold multiplier effect. Chengdu's cultural and tourism consumption vouchers could be applied to a wide range of physical cultural and tourism consumption products such as accommodations, sightseeing, and performances. These vouchers have been utilized in 114,000 cultural and tourism consumption transactions within Chengdu. Tourists from all over the country could receive Chengdu cultural tourism consumption vouchers and make reservations online through Trip.com and then enjoy their travel experiences offline. The issuance of consumption vouchers spanned various popular travel periods, such as the Spring Festival, Dragon Boat Festival, summer vacations, and particularly the 31st Chengdu Universiade. This significantly attracted more tourists to Chengdu and achieved the goal of increasing overall industry spending through the tourism sector.



Employment Promotion



"New Youth-New Tourism-New Beginning"

Trip.com Group launches a plan of "New Youth New Tourism New Beginning", aiming at supporting college graduates to find employment. The project covers the Group's more than 5,500 stores in 28 provinces (municipalities). Assuming that a single store requires 3 to 5 clerks, there are more than 5,000 stores with a total of tens of thousands of employees. We provide young people with unique recruitment channels, policy subsidies, and exclusive training, making "returning to their hometowns for employment" an attractive option for college graduates.

At the same time, the "New Youth-New Tourism-New Beginning" plan also provides a series of support measures for graduates with an entrepreneurial spirit and strong learning ability, such as "full subsidy for management fees in the first year", "reward policy for compliance of signing contract", "dedicated assistance", and "decoration subsidy", to support graduates to start businesses and open stores. Through one-stop assistance in site selection, decoration, opening, and training, as well as targeted one-on-one training by inviting store managers of ten million level and distinguished lecturers, we help "post-2000 store managers" return to their hometowns to start a business successfully.

Story: Zheng Yaming, Trip.com Group's commissioner, helps rural revitalization



30-year-old Zheng Yaming was once a migrant worker in a prosperous city. In 2021, a reflection on life changed his life trajectory. He went from the prosperous city of Shanghai to the mountainous village of Jinzhai, Anhui, and returned home to become a manager of Trip.com Group Country Retreat in Jinzhai. He "owned" a homestay hotel in Dabie Mountain. In 2022, he led the team to survive the pandemic, overcome floods and droughts, and create a revenue of more than 2 million with only 160 days of normal business, which gave local villagers in Jinzhai and surrounding homestays great hope, showing certain opportunities.

Zheng Yaming, who has worked in the hotel industry in big cities for many years, may not be prominent in Shanghai, but in Jinzhai, his past work experience is precious for local homestay industry, and he has become an industry expert in the entire Jinzhai. Zheng Yaming seemed to suddenly understand the true meaning of his hard work in big cities all these years. In more than one year, he carried out 6 special trainings on homestay skills, visited nearby homestays 18 times, and conducted 83 centralized trainings in the store. The training covered more than 500 people.

Zheng Yaming's experience demonstrates self-realization and a new meaning of work starting from returning home. His story inspires more young people to actively participate in rural revitalization and help realize the mission of this era. Zheng Yaming is not only a commissioner of Trip.com Group, but also a witness and promoter of rural revitalization.

Overseas employment promotion

China has grown into the world's largest source of outbound tourists and will become the largest tourist inbound country in the future. By recruiting local guides overseas, Trip.com Group has created a large number of job opportunities for local residents and boosted local economic development.

Marouane, a local Moroccan guide who graduated from the Chinese Department of Beijing International Studies University for Trip.com Group, admires the culture of the glorious age of Tang Dynasty and loves Chinese folk instruments. He is skilled in playing hulusi, flute, and ocarina, and he can speak very authentic Chinese. Before this, it was very difficult for local young people like Marouane to find stable employment opportunities due to limited education. As a local guide, he has a precise and stable Chinese tourist source. Currently, Marouane has received more than 30 groups of Trip.com Group travelers, with a monthly income of 20,000 dirhams (approximately RMB 14,000), which is more than four times the average salary of a young person in Morocco (approximately RMB 3,000).



Charity Activities

Trip.com Group actively practices charity as a belief. We provide free drinking water services nationwide to "countermarching people in heat wave" and support medical staff to return home during off-peak time through the "Bringing Love Home" Spring Festival travel charity plan. In addition, we have organized an unforgettable trip to Shanghai for 40 children from Liangshan, Sichuan to broaden their horizons. Through charity activities, we hope to not only convey love and care to society, but also provide help and support to disadvantaged groups in practical actions, together creating a more caring atmosphere and expecting a better future.

"Bringing Love Home" Spring Festival travel charity helps medical staff return home during off-peak time

Trip.com Group has launched Spring Festival travel charity activities for six consecutive years. During the Spring Festival of 2023, Trip.com Group and People's Daily's Minsheng Weekly launched the sixth "Bringing Love Home" Spring Festival travel charity activity — "2023 Spring Festival Charity Plan for Medical Staff". The activity was open for the period from January 7 to May 31 for medical staff across the country who returned to their hometowns during off-peak time. A total of 2023 financial subsidies were given out to reimburse the one-way travel expenses for medical staff who were unable to go home for the Spring Festival because they stuck to their posts.



Thousands of stores carry out charity water distribution activities to salute to "countermarching people in heat wave"

Trip.com Group announced the nationwide implementation of the "Salute to Countermarching People in Heat Wave" public service of free mineral water supply in tourist stores to resist high temperatures. In more than 20 provinces and cities and thousands of tourist stores, we provide free drinking water, cooling places, and other services to "countermarching people in heat wave" such as tour guides, sanitation workers, couriers, traffic policemen, and building workers.





Extraordinary journey, Daliangshan children visit Shanghai headquarters

In July 2023, Trip.com Group and Beyond The City withdrew from the “Urban Travel” career public welfare education project for rural children. Children from Yuexi Middle School in Yuexi County, Liangshan Yi Autonomous Prefecture, Sichuan Province set off hand in hand, flew nearly 2,000 kilometers, and went on an extraordinary journey. We prepared complete luggage for the children and led them to conduct an exchange activity about travel and tourism at Shanghai headquarters.

Let rural children enjoy high-quality education

In 2022, we established four "Trip.com Group-Zhihui Dream Classrooms" in Lancang Lahu Autonomous County of Yunnan, Jiangcheng Hani and Yi Autonomous County of Yunnan, Jinggangshan City of Jiangxi Province, and Sanya City of Hainan Province. This project is not only Trip.com Group's commitment, but also an investment in education and the future. The implementation of this project has benefited nearly 4,500 middle and primary school children and nearly 200 rural teachers. This charity project helps people learn more about Shanghai's most advanced educational resources through the Internet, allowing local mountainous schools to enjoy Shanghai's high-quality educational resources, including simultaneous updates of educational resources in the future, and opening up the connection between the closed marginal mountainous areas and the outside world. As of November 2022, we have established "Trip.com Group-Zhihui Dream Classrooms" for 22 schools across the country, and a total of nearly 8,000 students and more than 600 rural teachers have received our support.

On October 24, 2022, Trip.com Group also participated in the first "Geek Festival" charity event, and together with 13 other Internet companies, donated sporting goods to many poor primary schools including Balie Primary School in Liping County, Guizhou. Not only did we donate cash, we also personally supported one primary school's sporting goods to help children better enjoy sports activities and help them grow up healthily.



Angel Wings Plan

Trip.com Group launched a series of charity actions during the epidemic to pay tribute to anti-epidemic heroes. In March 2020, we announced the launch of the "Angel Wings Plan" to give away medical-exclusive super memberships and diamond memberships worth 500 million yuan to medical staff all over the country. In addition to VIP benefits such as free breakfast and room type upgrade, medical staff could also stay for one night for free in one of any participating hotels across the country.

Also, Trip.com Group Play Platform launched the "Pay Tribute to the Most Respected Retrograders" action, providing medical staff all over the country with inquiries about more than 1,600 free scenic spots and free audio guide services in most scenic spots. During Nurses Day, the Platform launched the "Pay Tribute and Be Grateful to Medical Staff" charity activity to join hands with national scenic spots to build caring and charitable sites, presenting a reunion travel fund to medical staff.



Empower And Support Women Communities Worldwide

Trip.com Group deeply cares for and supports woman communities across the globe. We believe in recognizing and championing female success in all aspects of life. Through various ongoing initiatives, we continuously strive to make a positive impact on different women communities in society.

As an example, in Singapore, we partnered with Mount Faber Leisure Group to provide Cable Car Sky Passes to female foreign migrant domestic workers. In collaboration with the NGO Humanitarian Organization for Migration Economics, we provided these workers with the opportunity to enjoy cable car rides and take a well-deserved break from their busy work schedules. To further support this cause, we also established a donation platform for the public to contribute.

Additionally, we collaborated with Global Premium Hotels Limited and Daughters of Tomorrow, a charitable organization, to assist underprivileged women in need of safe, clean, and comfortable temporary accommodation. Through a donation portal, we invited the public to contribute specially discounted room nights for beneficiaries of Daughters of Tomorrow, including those who require temporary housing due to circumstances such as domestic abuse.



Care For The Next Generation

We are committed to providing children and youth in various communities with opportunities to explore the world, engage in cultural experiences, and expand their horizons. Through this, we aim to inspire their active contribution to a more inclusive and prosperous future.

In Indonesia, we collaborated with the non-governmental organization Yayasan Idris Royhana Jimbaran to support orphans and children from low-income and single-parent families. The children received comprehensive health check-ups and participated in a health talk to learn more about leading healthy lifestyles. Donations in cash and kind raised by our Trip.com Indonesia staff and partners, including Hilton Bali Resort, were also presented to the NGO to further support their important work.

Additionally, we partnered with various children's organizations in Singapore, Hong Kong, China, Japan, South Korea, and Malaysia. These collaborations enable us to offer underprivileged families and children the opportunity to enjoy popular attractions and celebrate festive seasons and create memorable experiences for them.

Protect the natural environment and contribute to a beautiful China

We teamed up with the World Wildlife Fund for Nature (WWF) to hold a "Looking for Magical Creatures" charity travel shoot, and also worked with WWF to spread the Ivory Trade Ban campaign to "refuse to buy ivory products" to Trip.com Group users.

Previously, Trip.com Group, together with WWF, relevant travel industry companies, and other sectors of society, jointly established the "Sustainable Travel Alliance". The first batch of 21 founding alliance units will jointly advocate to reduce plastic waste pollution and reduce food waste, promoting sustainable green growth of the tourism industry.



Trip.com Group Charity Platform

At Trip.com Group's 20th anniversary ceremony, Trip.com Group CEO Jane Sun released Trip.com Group's "STAR" social responsibility strategy for the first time and launched the first travel charity platform in China. Trip.com Group Charity Platform planned to fund 50 travel charity projects in the first year, providing 10 million as a kind fund.

The Platform established cooperative relationships with many partners such as China Youth Development Foundation, Rare Disease Center, Bloom Education Fund, Adream Foundation, Ai You Foundation, Shanghai United Foundation, and China Green Foundation.

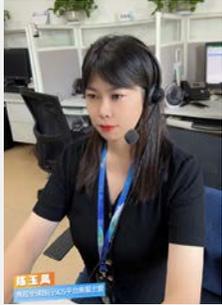


To promote tourism-driven poverty alleviation and create a better life together

Trip.com Group has launched the Channel of Magnificent Mountains and Rivers for Poverty Alleviation. Relying on independent cities, states, and counties where poverty alleviation is to be carried out as products, Trip.com Group has exported funds, resources, professionals, technologies, products, etc. to help poverty-stricken areas achieve poverty alleviation. Under the guidance and support of the Department of Personnel, Department of Social Development, and other departments of the National Development and Reform Commission, we have launched special tourist routes in poverty-stricken counties such as Wangqing County, Lingshou County, and Tiandong County. Previously, the Group launched the "Three Districts and Three States" route tourism-driven poverty alleviation project to support poverty alleviation in Xinjiang, Qinghai, and Gansu Provinces.



Trip.com Group writes a better life



Yufeng Chen

Customer service officer on Ctrip Global Travel SOS Platform

Yufeng Chen is the customer service staff on Ctrip "Global Travel SOS Platform". During the summer vacation time, she helped more than 160 guests get back their luggage lost in places such as Thailand and Russia. She also helped more than 30 children who were reconnecting with the world arrange local medical treatment overseas.



Meng Lv

A housekeeper of Lost Villa Boutique (Moganshan Store)

Meng Lv is a post-95s guesthouse housekeeper. Before May Day, the guesthouse received a parcel from Trip.com Group — a foot soaking bath bucket. She is responsible for giving this gift to the guests.



Yan Lin

Manager of You Xiong Hotel in Chaozhou Ancient City

Yan Lin is from Chaoshan and works at the You Xiong Hotel in Chaozhou Ancient City, which was newly completed in July. From Chaozhou lanterns to guest rooms with ancient architecture, for Yan Lin, his job is like introducing his home to travelers from all corners of the country.



Jie Zheng

Ctrip outbound tour group leader

Jie Zheng was the first leader to safely lead the group back to China during the 2019 Sri Lanka bombings. He is also a diving expert who has experienced more than 240 times of diving, and a "frequent flyer" who led groups for an average of more than 270 days per year before the epidemic.



Yuejiao Zhao

Ctrip Shunde Store manager

Yuejiao Zhao, a post-90s girl, ran a Ctrip store in Shunde. She joined the industry in 2019 and is now a platinum store manager with an annual revenue of tens of millions.



Wuning Lei

Head of the Inner Mongolia Kaixin Rice Co-operative Store at Trip.com Group Country Retreat

At the foot of Xibotu Mountain in Inner Mongolia, there is a very special Trip.com Group Country Retreat. The founder of this Retreat is named Wuning Lei. He founded "Jiahe Rice Industry" in Hinggan League, Inner Mongolia 4 years ago.

Environment-friendly

Low Carbon Hotel Standard

Sustainable Travel LESS Program

Advocacy of Responsible Travel

Enhance Enterprise Development Resilience

Trip.com Group understands that nature is closely related to human survival. We provide cleaner, healthier, and more sustainable travel options for global travelers by promoting decarbonization in the industry, empowering users to choose green travel, and enhancing corporate resilience to reduce carbon footprints. These are our responsibilities and missions to harmonize with nature and are also firm commitments of Trip.com Group.



Performance

1/ Trip.com Group has developed the evaluation criteria for low-carbon hotels to promote the hotel industry to move towards sustainability, aiming to reduce carbon emissions by **47.5%** by 2030. Currently, around **1500** hotels have been selected as fulfilling the criteria for low-carbon hotel standards.

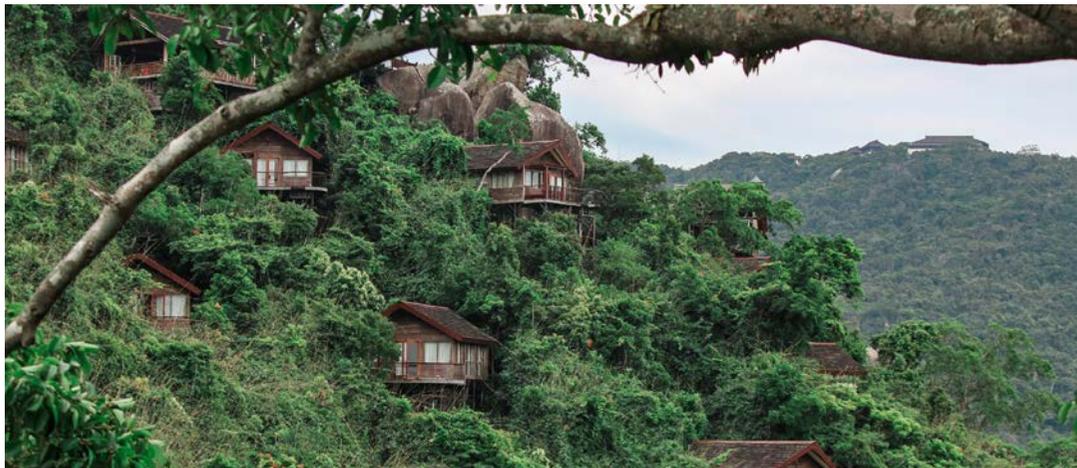
2/ In 2022, we launched four major scenarios: "Green Hotels", "Green Flights", "Green Vehicles", and "Green Corporate Travel". The "Sustainable Travel" label has covered more than 100,000 green travel products, driving more than 16 million to opt for low-carbon travel and attracting **76.52 million** people's attention to low-carbon travel.

3/ In 2022, we launched photovoltaic power generation products, and the annual power generation was expected to exceed 70,000 kWh. After 12,571 sets of office lighting LED T5 tubes were transformed, **640,618 KWh** of electricity was saved per year.

4/ We have implemented an intelligent lighting system where the power supply automatically shuts off from 8 PM to 8 AM when the office is unoccupied. As a result, we have successfully reduced electricity consumption by a cumulative total of **2.6 million** kilowatt-hours. By implementing the "3+2 hybrid working" mode, employees can choose to apply for home-based work on Wednesdays and Fridays, cumulatively reducing more than **300,000** tonnes of carbon emissions from commuting in a year.

Low Carbon Hotel Standard

As a leader in the travel industry, we not only provide excellent services but also actively promote the industry to proceed towards sustainable development. We have launched the Low Carbon Hotel Standard to respond to the challenges of global climate change and assume environmental responsibilities, and plan to reduce carbon emissions by 47.5% by 2030. At the same time, recognizing that tourism is accompanied by environmental and social challenges, we are committed to promoting a sustainable travel culture and striving to guide travelers to make more environmentally friendly and socially responsible choices. Our goal is to promote decarbonization in the industry as a pioneer and impact wider society through collaborations and initiatives to proceed towards a sustainable future.



The low-carbon hotel evaluation standards are based on quantifiable, verifiable, and improvable principles, and are mainly based on the relative level of hotel unit carbon emissions among hotels of the same type. That is, Trip.com Group will sort hotels according to the carbon emissions by hotels with different star ratings in different provinces, starting from merchants with higher carbon emissions until merchants with a reduction of 47.5%, and partners within this threshold will be deemed as meeting the Low Carbon Hotel Standard. Currently, around 1500 hotels have been selected as fulfilling the criteria for low-carbon hotel standards.

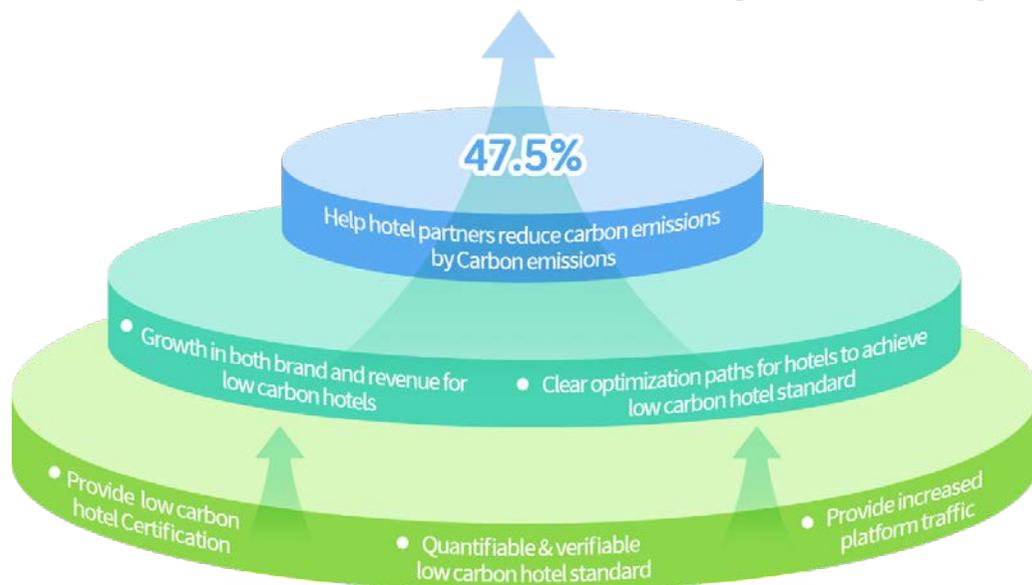
In response to the global ten-year temperature control goal specified in the "Paris Agreement", Trip.com Group has taken the lead in formulating evaluation standards of low-carbon hotels to promote the hotel industry to stride forward in a sustainable direction, aiming to reduce carbon emissions by 47.5% by 2030. The travel industry-induced carbon emissions account for 6%–8% of China's carbon emissions. Among them, the accommodation industry-induced carbon emissions accounted for 60% of travel industry-induced carbon emissions in 2019. The survey shows that nearly 70% of users are willing to pay a higher premium to achieve sustainable travel. (Data source: Trip.com*McKinsey "The path toward eco-friendly travel in China")

Trip.com Group launched the "Low Carbon Hotel Standard" and is committed to working with hotel partners to jointly implement low carbon and environmental protection. After one year of research and experiment, the Standard was established based on the "low-carbon hotel" evaluation system by unit carbon emissions and has been continuously optimized to guide merchants to better fulfill their emission reduction responsibilities.

Introduction to the Low Carbon Hotel Standard

Evaluation Standards of Low-carbon Label	Carbon emissions are calculated based on the electricity/gas bill provided by the hotel, and if the result is below the threshold, the hotel will be accredited a low-carbon hotel; the low-carbon threshold is related to factors such as hotel type, region, and season; the hotel has a Trip.com Group comment score of ≥ 4.3 .
Accreditation Cycle	The low-carbon accreditation is valid for half a year. The accreditation expires after half a year and a re-application is required.
Low-carbon Review	Trip.com Group implements online review and offline spot check at the store.

Low Carbon Hotel Standard of Trip.com Group



Hotel measures to reduce carbon emissions	Percentage of carbon reduced
More than 20% of energy is renewable	20%
Buy more than 10% carbon offsets	10%
Use first-class energy-efficient water heater	around 8.4%
Use first-class energy-efficient air conditioners	around 7.4%
More than 80% of lamps are LED light	around 6.3%
Use heat-insulating building materials for more than 50% of buildings	around 3%
Use double-paned glass for more than 50% of windows	around 3%
Use first-class energy-efficient elevators	around 1%

Trip.com Group Country Retreat in Jinzhai, Anhui: To lead in low-carbon green energy development

Anhui Jinzhai Country Retreat is the first concrete implementation project of Trip.com Group's public welfare rural tourism revitalization project. We carried out an eight-month low-carbon green energy transformation at the Jinzhai Dawan store of Trip.com Group Country Retreat in Anhui. By introducing photovoltaics, charging pile equipment, and active energy storage, we greatly reduced electricity consumption and carbon emissions. The project uses intelligent equipment for green mobile living spaces (also known as the earth house), which only performs installation at the destination, making full use of the existing natural scenery without the need for large-scale transformation. The building is equipped with an integrated circulating wastewater treatment system to minimize the negative impact on the ecological environment during operation.

It is estimated that the farm can generate 109,000 kWh of electricity annually, with an overall carbon reduction rate of 30.8 per cent, and is expected to reduce carbon emissions by more than 80,000 kilograms throughout the year, which is equivalent to offsetting the carbon emissions of 8,700 domestic cars throughout the day.



Performance

After the photovoltaic system was implemented, the carbon emissions per unit area of Ctrip's vacation farm decreased from 16.2 kgce/m² to 11.2 kgce/m², surpassing all current standards.

Based on the given information, in Jinzhai Phase II, green electricity accounts for 75% of the total annual electricity consumption. On average, the operating entity of the homestay business saves approximately RMB 89,800 in electricity costs annually. The total emissions of the Jinzhai Phase II account for 28.6% of the national emission standard, which is below the national emission standard by 71.4%. Additionally, 11,843.8 kg of carbon dioxide emissions can be saved annually.



In addition, we actively carried out study activities and led study groups, teenagers, guests, etc. to visit rooftop solar photovoltaic panels on site. We guide guests to participate in retreat activities, enjoy the natural ecological environment of the retreat, and contribute to cooling the earth. For children aged 3–10, our housekeepers lead the children to experience various interactive games about electricity science, such as triboelectricity experiments, solar cabin DIY, manual power generation of small light bulbs, and many other activities. For leadership visits and educational tours, we can utilize indoor digital screens to display real-time green energy data and provide explanations on the principles of solar photovoltaic power generation.



Sustainable Travel LESS Program

The "Sustainable Travel LESS Program" is Trip.com Group's firm commitment to a sustainable future, and Trip.com Group makes a positive contribution to environmental protection by providing green travel options. In the Plan, LESS is the abbreviation of "Low carbon, Environmental protection, Save energy, Sustainable Development". In 2022, we launched four major scenarios: "Green Hotels", "Green Flights", "Green Vehicles", and "Green Corporate Travel". The "Sustainable Travel" label has covered more than 100,000 green travel products, driving more than 16 million to opt for low-carbon travel and attracting 76.52 million people's attention to low-carbon travel.

Ctrip Hotel · Green Hotels

- We encourage hotels to adopt sustainable practices such as utilizing green and clean energy sources, refraining from providing disposable items voluntarily, and implementing water-saving appliances.

Ctrip Flight · Green Flights

- We empower travelers to quantify and offset the carbon footprints of their air travel, while also providing eco-friendly travel options to help reduce environmental impact.
- Flight carbon emission has covered 92% of domestic flights and 86% of international flights.

Ctrip Car Rental · Green Vehicles

- We advocate for the use of electric vehicles (EVs). The demand for rental EVs has been growing at an impressive rate of 295% year-over-year.
- The carbon reduction achieved by travelers using these EVs is equivalent to planting 940,000 trees.

Trip.Biz · Green Corporate Travel

- We launch an innovative initiative that includes low-carbon labels for flights, cars, trains, and hotels, accompanied by a robust system for precise carbon emissions calculation.



"Green Hotels": Give extra credits to users who book "Sustainable Travel Hotels"

Wyndham Hotel Group is the first hotel group to join our Sustainable Travel LESS Program. The page for Ctrip booking details, the page to fill in user information, the order completion page, and other locations of more than 100 hotels under the group's brands are all marked with green labels. Wyndham Hotel Group is actively committed to implementing some or all of the measures in four major standards of our "Sustainable Travel Hotel Standards", including water conservation, energy conservation, carbon emission reduction, waste reduction, promotion of environmental protection, and community support.

In addition, as long as users check the "Sustainable Travel Commitment" option when booking a hotel and promise to save water, turn off lights when leaving, not use disposable items whenever possible, etc., we will give users extra credits as an incentive.



"Green Flights": Cooperate with China Southern Airlines to launch "Green Flights" products

Trip.com Group cooperates with China Southern Airlines to launch "Green Flights" products. Users choosing on-demand dining are awarded with mileage, which helps carbon offset and carbon compensation, starting a new way of low-carbon travel. Passengers can choose to participate in the China Southern Airlines green flights activity when booking designated tickets actually operated by China Southern Airlines (hereinafter referred to as "Southern Airlines") on the Ctrip platform or after booking the tickets. There is no limit on cabin class, that is, passengers can cancel in-flight meals in advance within the specified time, and only beverages will be provided to passengers on the flight after flight meals are successfully canceled. Passengers who actually take the flight will be awarded with corresponding mileage by Southern Airlines.

In terms of air tickets, 92% of domestic flights and 86% of international flights have achieved carbon emission coverage. Travelers are free to choose lower-carbon flights. At the same time, it is found that the commercial value of low-carbon flights has been highlighted, the conversion rate of low-carbon flights has increased by 15.24% compared with ordinary flights, and travelers are more willing to pay for low-carbon flights.



"Green Vehicles": Priority to be recommended has been given to thousands of electric vehicles in more than 100 cities, and cumulatively, 200,000 users have chosen green travel

The "sustainable travel" label on the car rental channel of Ctrip APP highlights electric vehicle types. Users can realize low-carbon travel under the guidance of this label in the entire process of car rental booking. Currently, 6,000 electric vehicles owned by 1200 suppliers in more than 130 cities have joined Ctrip's sustainable travel "Green Vehicles".

As early as 2018, our car rental business began to deploy electric vehicle types, and users are encouraged to choose low-carbon travel by increasing the inventory of electric vehicle types and flow support. Over the past four years, Car Rental served a total of 200,000 green travel users and new energy orders are growing at 130% every year. The cumulative reduction of carbon emissions is equivalent to planting 270,000 trees.

"Green Corporate Travel": An average of 97% of global air routes have disclosed their carbon emissions every day

The relative value of carbon emissions is marked for each flight in the air ticket booking interface of Trip.Biz APP, and the flight with the lowest carbon emissions on the same air route will also be labeled "green option" as a recommendation. Currently, carbon emission data have covered 97% of global air routes.

According to a survey from GBTA (Global Business Travel Association), 25% of companies believe that the carbon footprint and sustainability of business travel are important, and 35% of companies have sustainability-related policies. Trip.com Group's sustainable travel "green corporate travel" products largely meet their needs for monitoring data on business travel carbon emissions.



Trip.Biz launches low carbon car and train ticket products to provide full-scene green travel for nearly one million business travelling enterprises

Trip.Biz goes online with low-carbon car and train ticket products, calculating the carbon emissions of car and train travel for different journeys through a low-carbon model and displaying the carbon reduction in the whole booking process, helping nearly one million business travellers to travel in a green way. Currently, it covers 87 per cent of car travel scenarios and 97 per cent of train ticket scenarios.

Advocacy of Responsible Travel

With the rapid development of global tourism, travel has become a part of modern life. However, travel comes with environmental and social challenges, including carbon emissions, ecological damage, and cultural conflicts. In this context, Trip.com Group attaches great importance to the promotion of sustainable travel culture. This is not only the responsibility of the tourism company but also involves the choices and behaviors of travelers.

We are/join:

Founding Partner of Travalyst

We are a founding partner of Travalyst. A non-profit organization that aims to enable travelers to explore the world in a new and transformative way that protects both people and places, and secures a positive sustainable future for destinations and local communities for generations to come.



Global Sustainable Tourism Council (GSTC)

We have joined the Global Sustainable Tourism Council (GSTC). We are committed to promoting sustainable tourism standards in the travel & tourism sector, participating in GSTC's global network, and contributing to promoting the widespread adoption of universal sustainable tourism principles.



UN Global Compact

We have joined the United Nations Global Compact. The Group's strategies and operations will closely follow UN's principles on human rights, labor, environment and anti-corruption as well as take strategic actions to advance broader societal goals, with an emphasis on collaboration and innovation.



We have jointly published:

Sustainable Travel Consumer Report 2022

In 2022, Trip.com Group partnered with WWF, the World Wide Fund for Nature, and produced the first "Sustainable Travel Consumer Report 2022". This report aims to offer insights into how travelers perceive and engage with sustainable travel, and how their habits and expectations evolve as sustainability concerns grow. It is the largest-scale survey of sustainable travel users globally. In terms of travelers' attitudes, perceptions, and actions taken towards sustainable travel, the report drew on 7705 survey samples from 11 markets in Asia and Europe. It is the largest-scale survey of sustainable travel users globally.



A World in Motion: Shifting consumer travel trend in 2022 and beyond

In February 2023, Trip.com Group, together with the World Travel and Tourism Council (WTTC) and Deloitte, released the Report: "A World in Motion: Shifting consumer travel trend in 2022 and beyond". The report shows that sustainability is a key element of the travel agenda, with travelers eager to choose sustainable travel products to reduce their carbon footprint. According to the survey included in the report, 69% of travelers actively seek sustainable travel options, while 75% express their intention to opt for sustainable travel in the future. Furthermore, nearly 60% of consumers have already purchased sustainable travel products in the past few years. Additionally, three-quarters of high-end travelers are willing to pay extra to make their trips more sustainable.



The path toward eco-friendly travel in China

We are pleased to announce the release of a joint report with Accor Group and McKinsey & Company entitled "The path toward eco-friendly travel in China". The joint report examines the overall environmental impact of China's tourism industry, analyses the attitudes of Chinese travelers towards sustainable travel, and details the initiatives that the Chinese travel industry should take to promote sustainable travel. As a forward-looking study, "The path toward eco-friendly travel in China" recommends a series of sustainable change initiatives, ranging from daily behaviors to systemic arrangements, which will help the tourism and hospitality industries become highly exemplary models of change in the future.



Our joint initiative:

World Environment Day, Trip.com Group joined forces with 9 scenic spots and announced the joint launch of the "Green Attraction" low-carbon travel project, advocating five environmental protection standards at scenic spots, including upgrading the water, electricity, and gas energy system of scenic spots, providing low-carbon tourism scenarios and products, calling on travelers to practice low-carbon lifestyles, building a publicity platform for low-carbon tourism concepts, and promoting the sustainable development of local communities. This will drive the travel industry into a new future of sustainable travel, allowing travelers to obtain a lower-carbon and better travel experience, and jointly protect our planet.



Trip.com partners with other institutions to protect biodiversity in tourism

Trip.com Group has always been actively involved in biodiversity conservation. We are aware of the vital role of tourism in biodiversity and environmental protection. We are dedicated to practicing sustainable travel, promoting the healthy development of the travel industry, and contributing to ecological civilization construction.

In March 2021, Trip.com Group, together with the World Tourism Alliance (WTA), China Wildlife Conservation Association (CWCA), Trade Records Analysis of Flora and Fauna in Commerce (TRAFFIC), and WildAid, jointly hosted the initiative activity for the "Self-Discipline Convention of the Tourism Industry Against Illegal Trade in Wildlife" (hereafter referred to as the "Self-Discipline Convention").

Trip.com Group is one of the first enterprises to sign the first "Self-Discipline Convention" in China. By signing this convention, we are committed to enhancing employee training and traveler guidance, collaboratively promoting publicity and public education on wildlife protection, raising public awareness of wildlife protection, and leading the new trend of ecotourism.



We Actively Promote:

Trip.com launches innovative publicity for green and environmental protection through the variety shows "Hit The Road To X", "Puton Puton de Trip", and "Sing Along the Way"

Trip.com Group actively promotes green environmental protection through innovative variety shows. On July 15, 2022, we officially announced the launch of a new series of travel micro-documentaries "Hit The Road To X", with two episodes, "Hit The Road To Mount Everest" and "Hit The Road To Guangzhou" debuting online. Trip.com has also launched travel micro-variety shows such as "Puton Puton de Trip" and "Sing Along the Way", which have garnered billions of views, promoting the introduction of rural destinations and rural tourism.



Enhance Enterprise Development Resilience

To enhance the resilience of our enterprise development and better respond to environmental and climate risks, we refer to the TCFD (Task Force on Climate-Related Financial Disclosures) framework to identify potential risks and challenges that may arise in the future, thus improving our ability to deal with uncertainties. Moreover, we have widely adopted measures for energy conservation and emission reduction. We have launched the "LESS PROJECT", actively driving the implementation of environmental protection.

Addressing Climate Change

In 2022, the Group identified potential transition and physical risks to our sustainable development with reference to the TCFD framework, market trends, and technological innovation. We have taken proactive measures to manage and prevent these climate risks, and have developed a "Climate Change Management Policy" to strengthen our response capabilities. Moreover, Trip.com Group is dedicated to promoting sustainable travel among users and the public. We utilize our resources and the influence of our platform to inspire and encourage a greater number of individuals to embrace sustainable practices when making travel decisions.



	Risk Type	Risk Description	Risk Response
Transition Risks	Policy and Legal Risk	Pursuing the carbon peaking and carbon neutrality goals has become a long-term strategy in China. Domestic and inter-national regulatory requirements for corporate disclosure on greenhouse gas emissions continue to increase.	<ul style="list-style-type: none"> Actively responding to China's "3060" carbon goals, implementing low-carbon practices, engaging in environmental protection efforts, and developing long-term de-carbonization strategies. Thoroughly researching policy requirements and integrating climate change considerations into the Group's sustainable development strategies.
	Technology Risk	The risks and cost increases associated with technological upgrades towards low-carbon and efficient energy sources.	<ul style="list-style-type: none"> Evaluate the feasibility and investment cost of applying new technology, and conduct post-investment analysis.
	Market Risk	Consumers are increasingly preferring green and low-carbon products.	<ul style="list-style-type: none"> Collaborate with partners to launch low-carbon travel products, offer environmentally friendly travel options, and promote sustainable travel concepts to users.
	Reputation Risk	Stakeholders are increasingly concerned about climate change and the shift to low-carbon practices.	<ul style="list-style-type: none"> Regularly disclose carbon emissions data and plan to establish emission reduction targets and strategies in the future. Promote comprehensive low-carbon travel knowledge through our website, mobile app, and offline stores, encouraging public participation in low-carbon and sustainable travel practices.
Physical Risks	Acute Risk	Extreme weather events, such as typhoons, floods, and droughts, can have a detrimental impact on Internet infrastructure.	<ul style="list-style-type: none"> Developing an emergency response plan for extreme weather conditions. Regularly conducting training and emergency drills to ensure business continuity during extreme scenarios.
	Chronic Risk	Long-term shifts in climate patterns, such as prolonged periods of higher temperatures and rising sea levels, may lead to increased energy consumption for data centers.	<ul style="list-style-type: none"> Strengthening energy efficiency standards for data centers. Investing in energy-efficient technologies to reduce power consumption in the cooling process of data centers.

The Group conducts regular evaluations of the impact of climate change on its business operations and develops targeted climate change risk management policies in response.

1/ Establish sustainable development plans for office areas, focusing on improved energy management through the adoption of clean energy, optimizing waste management, and the utilization of new technologies to enhance data center efficiency.

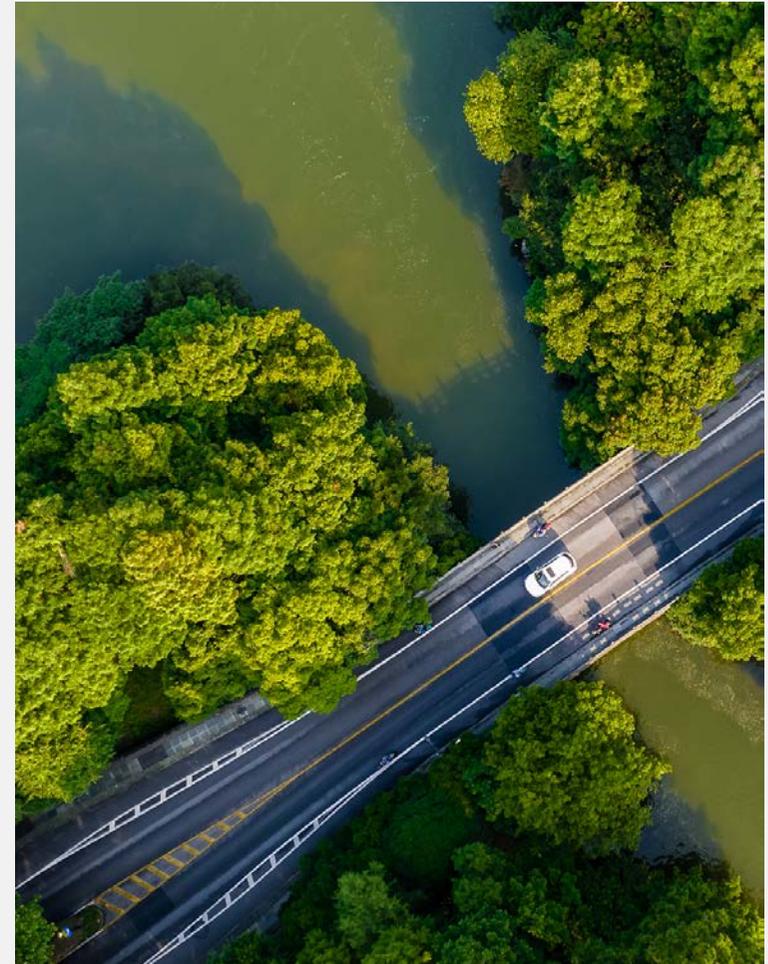
2/ Align with the latest climate change policies, identify climate change risks, and establish response mechanisms and operational procedures to address extreme weather scenarios. Conduct regular emergency drills and training to ensure smooth operations even under extreme conditions.

3/ Advocate green office culture by raising employee awareness of energy conservation and emission reduction through internal training and promotion events.

4/ Encourage industry partners to embrace green practices in their daily operations and procurement processes, thereby reducing carbon emissions and fostering a sustainable industry ecosystem.

5/ Partner with industry stakeholders to introduce low-carbon travel products, offer travelers a wider range of environmentally friendly options, and promote sustainable tourism among users.

6/ Proactively leverage the influence of our platform to promote low-carbon travel through our website, mobile app, offline stores, as well as social media, and to inspire more individuals to choose sustainable development.



Adopt Green Operation

The Group is mindful of the environmental footprints of our enterprise operations. We use clean energy sources instead of oil or coal in 100% of our operations to reduce carbon emissions. To maximize energy efficiency in our data center facilities, we took the lead in launching and practicing the "LESS PROJECT". We are also promoting the recycling and safe disposal of waste in hierarchical and classified manner, and are implementing clean energy plans such as utilizing new energy taxis.

During the reporting year and to the best of our knowledge, we complied with all applicable legal and regulatory requirements regarding environmental protection and there were no non-compliance cases relating to air and greenhouse gas ("GHG") emissions, discharges into water and land, and the generation of hazardous and non-hazardous wastes.



<p>Green Operation Upgrade</p>	<p>Our headquarters, the SKYBRIDGE HQ building, was certified the "Leadership in Green Energy and Environmental Design". In 2022, we launched photovoltaic power generation products, and the annual power generation was expected to exceed 70,000 kWh. After 12,571 sets of office lighting LED T5 tubes were transformed, 640,618 kWh of electricity was saved per year, equivalent to 185 tce (tonnes of standard coal equivalent).</p>
<p>Data Center Emission Reduction</p>	<p>We procure equipment such as cooling towers, water pumps, and chillers with a minimum of China Energy Label Energy Efficiency Index Level 2. Our data centers adopt the natural cooling method in centralized chillers during winter or suitable temperatures. In addition, energy efficiency features such as the adjustable floor are adopted in our cold aisle containments. These methods help reduce a significant amount of power consumption during the cooling process in our data centers.</p>
<p>Office Measures to Reduce Power Consumption</p>	<p>We have implemented an intelligent lighting system where the power supply automatically shuts off from 8 PM to 8 AM when the office is unoccupied. As a result, we have successfully reduced electricity consumption by a cumulative total of 2.6 million kilowatt-hours. By implementing the "3+2 hybrid working" mode, employees can choose to apply for home-based work on Wednesdays and Fridays, cumulatively reducing more than 300,000 tonnes of carbon emissions from commuting in a year. We encourage employees to adopt green office practices, and we also take into account sustainability considerations when procuring different office supplies such as eco-friendly pens and sealing tapes.</p>
<p>Waste Sorting and Recycling</p>	<p>Electronic equipment and accessories that are still in the lifecycle will be reused after internal optimization. Retired electronic equipment, which reaches the end of its service life, will be handled by qualified suppliers for recycling purposes. Equipment that reaches the end of its lifecycle but is still in good condition will be donated to schools in underdeveloped areas to improve resource utilization. Meanwhile, we also place recycling bins around our office buildings to collect different types of waste such as paper, plastics, and other unwanted household goods.</p>

Key Performance

Key Performance Indicators		Unit	Year2020	Year2021	Year2022
A. Environmental					
Greenhouse Gas Emissions in Total and Intensity					
A1.2	Scope 1 emission	Tonnes of CO2e	34	27	19
	Scope 2 emission	Tonnes of CO2e	7,519	10,532	8,637
	In total (Scope 1 and 2 emissions)	Tonnes of CO2e	7,553	10,559	8,656
	In intensity (Scope 1 and 2 emissions)	Tonnes of CO2e/ FTE	0.26	0.35	0.33
	Energy Consumption by Type in Total and Intensity				
A2.1	Total Direct Energy Consumption				
	In total	'000 kWh	115	92	64
	In intensity	'000 kWh/FTE	0.004	0.003	0.002
	Total Indirect Energy Consumption (Purchased Electricity)				
	In total	'000 kWh	10,688	14,970	12,277
	In intensity	'000 kWh/FTE	0.37	0.49	0.46

Key Performance Indicators		Unit	Years2020	Years2021	Year2022
Employment and Labour Practices					
B1.1	Total workforce by gender				
	Male	No. of people	11,310	13,578	11,242
	Female	No. of people	17,797	16,719	15,758
	Total workforce by employee type				
	Full-time	No. of people	28,954	29,834	26,617
	Part-time/temporary	No. of people	153	463	383
	Total workforce by age group				
	Under 30	No. of people	17,263	16,532	11,650
	30-50	No. of people	11,524	13,593	15,176
	Above 50	No. of people	167	172	174
B3.1	The percentage of employees trained by gender				
	Male	%	41	40	41
	Female	%	59	60	59
	The percentage of employees trained by employee category				
	Senior Management	%	0.7	0.5	0.7
	Middle Management	%	25	24	23
	General Staff	%	74	76	77
B3.2	Average training hours completed per employee by gender and employee category				
	Male	Hours	21	7	37
	Female	Hours	8	8	30
	Senior Management	Hours	8	0.3	13
	Middle Management	Hours	21	13	80
	General Staff	Hours	11	7	21

HKEX ESG Guide		Report Section	GRI Standard	SDGs	Page No.
A2: Use of Resources					
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Enhance Enterprise Development Resilience	301, 302, 303		P71-74
A2.1	Direct and/or indirect energy consumption by type (e.g., electricity, gas or oil) in total (kWh in '000s) and intensity (e.g., per unit of production volume, per facility).	Performance Data Table	302-1, 302-3		P75-76
A2.2	Water consumption in total and intensity (e.g., per unit of production volume, per facility).	/	303-1, 303-3, 303-4, 303-5	/	/
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Enhance Enterprise Development Resilience Sustainable Travel LESS program	302-4, 302-5		P71-74 P64-66
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Enhance Enterprise Development Resilience	303-3, 303-4, 303-5		P71-74
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A	301-1	/	/

HKEX ESG Guide		Report Section	GRI Standard	SDGs	Page No.
A3: The Environment and Natural Resources					
General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Enhance Enterprise Development Resilience	301, 302, 303, 304, 305, 306		P71-74
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Enhance Enterprise Development Resilience	303-1, 303-2, 304-2, 306-3, 306-5		P71-74
A4: Climate Change					
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Enhance Enterprise Development Resilience	201-2		P71-74
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Enhance Enterprise Development Resilience	201-2		P71-74

HKEX ESG Guide	Report Section	GRI Standard	SDGs	Page No.
B. Social				
Employment and Labour Practices				
B1: Employment				
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Family-friendly	202, 401, 405, 406	 P29-38
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Performance Data Table	405-1	 P75-76
B1.2	Employee turnover rate by gender, age group and geographical region.	/	401-1	/ /
B2: Health and Safety				
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Empower talents	403	 P36-38
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	/	403-9	/ /
B2.2	Lost days due to work injury.	/	403-9	/ /
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Empower talents	403-1	 P36-38

HKEX ESG Guide		Report Section	GRI Standard	SDGs	Page No.
B3: Development and Training					
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Empower talents	404-2	/	P36-38
B3.1	The percentage of employees trained by gender and employee category (e.g., senior management, middle management).	Performance Data Table	404-1		P75-76
B3.2	The average training hours completed per employee by gender and employee category.	Performance Data Table	404-1		P75-76
B4: Labour Standards					
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Empower talents	408, 409		P36-38
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Empower talents	408, 409		P36-38
B4.2	Description of steps taken to eliminate such practices when discovered.	Empower talents	408, 409		P36-38

HKEX ESG Guide		Report Section	GRI Standard	SDGs	Page No.
Operating Practices					
B5: Supply Chain Management					
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Commercial Activities	204, 308, 414	 	P21-28
B5.1	Number of suppliers by geographical region.	/	2-6	/	
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Commercial Activities	308-1, 308-2, 414-1, 414-2	 	P21-28
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Commercial Activities	308-2, 414-2	 	P21-28
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Commercial Activities	308-1	 	P21-28

HKEX ESG Guide		Report Section	GRI Standard	SDGs	Page No.
B6: Product Responsibility					
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Commercial Activities	416-2, 417-2, 417-3, 418-1	 	P21-28
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A	-	/	/
B6.2	Number of products and service related complaints received and how they are dealt with.	/	418-1	/	/
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Commercial Activities	-	/	P21-28
B6.4	Description of quality assurance process and recall procedures.	Community-friendly	-		P39-58
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Commercial Activities	418	/	P21-28

HKEX ESG Guide		Report Section	GRI Standard	SDGs	Page No.
B7: Anti-Corruption					
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Commercial Activities	205		P21-28
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	/	205-3	/	/
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Commercial Activities	205		P21-28
B7.3	Description of anti-corruption training provided to directors and staff.	Commercial Activities	205-2	/	P21-28
Community					
B8: Community Investment					
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community-friendly	413		P39-58
B8.1	Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport).	Community-friendly	203-1, 413-1		P39-58
B8.2	Resources contributed (e.g., money or time) to the focus area.	Community-friendly	413-1		P39-58

2022 Environmental, Social and Governance Report

Pursue the Perfect Trip for a Sustainable and Better World

Trip.com Group™