Trip.com Group™

Trip.com Group Environmental, Social and Governance Report 2023

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About This Report

Welcome to the Trip.com Group ESG Report 2023. This report highlights the Trip.com Group ("the Group", or "we") ESG performance in 2023.

Report Overview

This is the 5th Environmental, Social and Governance (ESG) Report published by Trip.com Group, where we share our ESG strategy, objectives, and performance. This report covers the fiscal year from January 1, 2023, to December 31, 2023. Some information may reference previous years or extend to the second quarter of 2024. All monetary amounts mentioned in this report are calculated based on the onshore exchange rate as of June 30, 2024, which is 1 USD = 7.2671 CNY.

Report Scope

This report covers the Ctrip and Trip.com brands, as the operations of these two brands best reflect the significant environmental and social impacts of the group. The reporting period is for the year 2023, including some content from the first half of 2024.

Reporting Principles

We prepared this report in accordance with Appendix 27: ESG Reporting Guide of 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 Nasdaq ESG Reporting Guide 2.0, and the Global Reporting Initiative (GRI) Standards. The preparation followed a systematic procedure, including identifying and prioritizing key stakeholders, identifying and organizing key ESG issues, defining the scope of the ESG report, gathering relevant materials and data, compiling the report based on the information we gathered, and reviewing the data in this report. We followed the reporting principles set out in the Nasdaq ESG Reporting Guide 2.0.

The principle of "materiality"	When preparing this report, we identified key stakeholders and included the communications with them as well as the evaluation processes to determine the significance of each ESG issue.
The principle of "quantification"	We use quantitative data to present key environmental and social performance indicators, accompanied by explanations that clarify their purposes and impacts. We also provide comparative data for these indicators in the report.
The principle of "consisten-	This report uses the same statistical method as our Trip.com Group 2022 ESG Report.
The principle of "balance"	We have balanced the weight of each section in this report to objectively present the current status of our ESG work.

Report Publishing

This report is available in electronic form. Please visit our website (https://group.trip.com/) or more information.

Data sources and presentation principles

The data and cases in this report are mainly sourced from the Group's statistical reports and relevant documents. 7.This report is presented in accordance with the principles of truthfulness, accuracy, and completeness.

Review and approval

This report has been reviewed by the Group's management and reviewed and approved by the ESG Committee.

Letter from Chairman and CEO

The global tourism sector registered significant growth in 2023, driven by economic recovery. Travellers sought new adventures, and industry partners seized emerging growth opportunities. Against this backdrop, Trip.com Group affirms its commitment to sustainable development through our ESG strategy, which prioritises the environment, communities, families and stakeholders, as well as our goal of achieving carbon neutrality by 2050. In line with our mission to enable millions of travellers to pursue the perfect trip for a better world, we remain focused on promoting sustainable tourism and providing a worry-free travel experience.

We continue to prioritise transparent corporate governance to benefit our ecosystem partners, aligning our corporate objectives with those of our customers, partners, employees, investors and regulators.

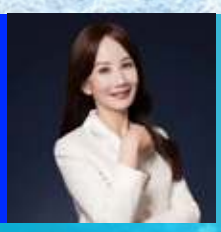
Our efforts extend to leveraging tourism to drive positive social development, and since our establishment, we have created around 100,000 direct jobs, as well as 10 million indirect jobs worldwide. Today, we collaborate with 230 global destinations to enhance the influence of local tourism brands, and our Global Travel SOS Service ensures travel safety. We continue to make strides in our efforts to stimulate local economies, including through our 31 Trip.com Group Country Retreats, which spanning across 13 provinces and municipalities in China have boosted the average local annual incomes by around USD 5,500 per capita.

We are dedicated to creating a diverse, equal and inclusive workplace, as well as fostering a family-friendly work environment through initiatives such as our hybrid work model and childcare subsidy, which since its introduction, 550 newborn children of our employees have been eligible to receive the annual cash bonus.

Our commitment to environmental stewardship includes integrating more environmentally focused initiatives with business development. To date, our "lower-carbon travel products" have enabled 72 million people to consider lower carbon travel experiences. In 2023, we built on these efforts with the introduction of our “Low-Carbon Hotel Initiative”, a standard which has already been adopted by 2,600 hotels from 140 groups.

Travel drives consumption and employment, acts as a universal language of cultural exchange, and fosters mutual understanding and shared prosperity. We are proud to collaborate with customers and partners to address the environmental, social and governance challenges of today, and we look forward to creating a future of shared growth together.

James Liang
Executive Chairman of the Board
Co-founder



Jane Sun
Chief Executive Officer

2023 ESG Highlights

Financial Results

$6.27 billion
Net revenue in 2023

$1.70 billion
Product development expenses in 2023

$5.86 billion
Cash and cash equivalents in 2023

ESG Rating

- MSCI ESG rating: A
- EcoVadis sustainability rating: Silver

Community

- Created over **100,000** direct jobs and over 10 million indirect jobs.
- Our 31 Trip.com Group Country Retreats span **13 provinces** and municipalities in China, generating 20,000 indirect jobs for locals, and boosting the average local annual income by about 5,500 USD per person. In 2023, we contributed to a significant increase in income from local agricultural products amounting to 4.15 million USD. We also held 786 trainings for 264,352 people from rural areas.
- The Global Travel SOS Service covers over **440 million** travelers and has responded to more than 20,000 assistance requests from over 100 destinations worldwide, boasting an issue resolution success rate of 98%.
- In 2023, we maintained our position as an industry leader in customer satisfaction, with **more than 90%** of users recommending Trip.com Group (NPS). The resolution rate for handling valid customer complaints was close to 100%.
- We have established strategic partnerships with **230** destinations worldwide. By issuing vouchers, we have generated a total about 380 million USD in gross merchandise volume (GMV) growth and brought more travelers to these destinations.
- We care about the elderly. Since its launch, the Old Friends Club has served 500,000 members, facilitating nearly **1 million** trips.

Family

- We have introduced the childcare subsidy policy. Currently, **550** children of Trip.com employees are eligible for a subsidy over 6,880 USD per child. The Group plans to invest more than 137 million USD in childcare subsidies to encourage a better work-life balance for our employees. The initiative is expected to benefit 20,000 employees.
- The hybrid work system, which has been in place for **more than 2 years**, has helped 70% of our employees save a total of around 900,000 hours of commuting time. An employee has applied for hybrid work arrangement a total of 167 times in two years. The customer support team introduced a new policy that allowed team members to return to their hometown and work remotely for up to 48 days before the start of the Spring Festival holiday. This pilot benefited 600 employees.
- In 2023, **100%** of our employees across 39 countries received training. We held 96,133 training sessions averaging 38.8 hours of training per person.
- At Trip.com Group, women account for **57.5%** of our workforce, including 61.4% at entry level, 43.5% at mid-management level, and 32.3% at senior management level. This is way above the average for the Internet industry. More than 60% of our recently promoted senior managers are mothers.
- During the reporting period, Trip.com Group employed 6,725 mothers. **42.2%** of women working with us have at least one child and 17.7% have two children or more. In 2023, 438 employees became pregnant and nearly 100% of them returned to the workforce

Environment

- Provided **72 million** people access to Trip.com Group's "lower-carbon travel products".
- We offer hotels taking lower-carbon actions, flights with lower emissions, and electric car options for both leisure and business trips. Carbon data covered **2,600** hotels, 92% of flights, and 56% of rental car services for leisure travel products, alongside 98% of transportation services for business travel products.
- 2,600 hotels from **140** enterprises have joined our 'Low-Carbon Hotel Initiative' and taken lower carbon actions, receiving 4.3 million guests.
- The green energy system at the Anhui Jinzhai Branch of Trip.com Group Country Retreat has generated **65,000** kW·h of electricity since its installation and is expected to save 100,000 kW·h per year. Prefabricated environmental materials were used during its construction to minimize our impact on the environment.
- Our headquarters are retrofitted with solar panels that produced over **70,000** kW·h of electricity in 2023. We adopted 12,571 LED T5 tubes for office lighting, saving 640,618 kW·h of electricity annually.
- Our headquarters received the LEED Gold certification. The building is equipped with a water recovery system and water-saving appliances to enhance its water efficiency. In 2023, total water consumption was **87,046 tons**, a 26% reduction compared to 2022.

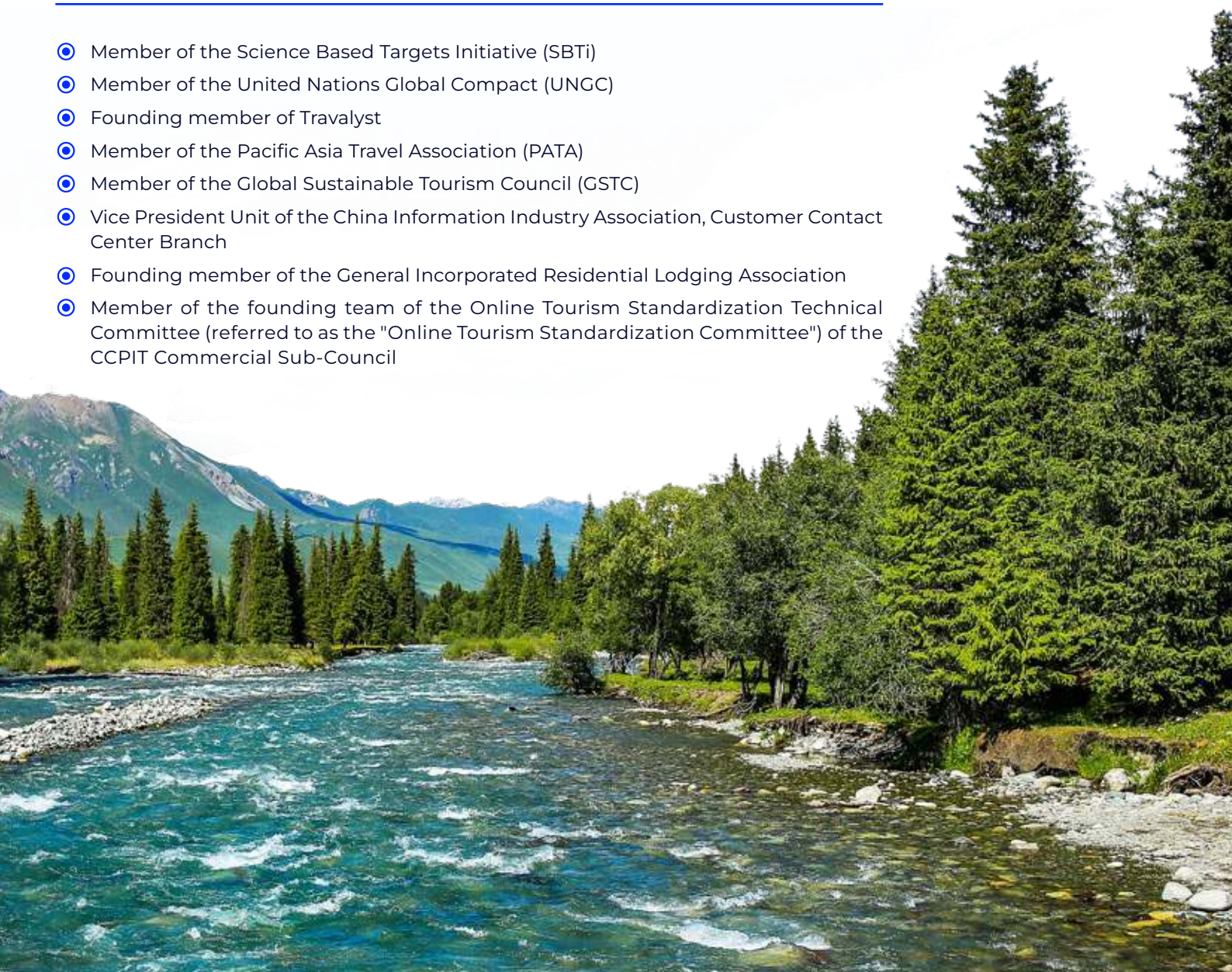
*Net Promoter Score (NPS) = (No. of Promoters/Total Sample) x 100% - (No. of Defectors/Total Sample) x 100%

About Us

Founded in 1999, Trip.com Group is one of the world's leading travel service providers. The Group was listed on Nasdaq: TCOM in 2003 and on HKEX: 09961 in 2021 and has become one of the most recognized tourism enterprises globally. The Group owns several well-known brands, including Trip.com, Ctrip, Skyscanner, and Qunar. With the mission "to pursue the perfect trip for a better world", we are committed to creating long-term sustainable value for customers, employees, the environment, and communities. Our vision is "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 constantly strive to become a more responsible and sustainable industry leader.

Customer-centric is the permanent core value of Trip.com Group, and we remain committed to meeting the needs of travelers worldwide. We provide comprehensive travel solutions, including accommodation booking, transportation ticketing, vacation travel, business travel management and others, to help travelers make smart and competitive travel choices. Trip.com Group boasts a world-class service system with 15,000 customer service employees across 18 call centers worldwide, ensuring top-notch service for global travelers. We actively fulfill our social responsibilities, striving to improve the lives of the communities and residents we serve, engaging in the sustainable development of tourism, and being committed to becoming a more socially responsible industry leader.

- Member of the Science Based Targets Initiative (SBTi)
- Member of the United Nations Global Compact (UNGC)
- Founding member of Travalyst
- Member of the Pacific Asia Travel Association (PATA)
- Member of the Global Sustainable Tourism Council (GSTC)
- 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 brands 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 Brands Worldwide

Skyscanner	A leading global travel search platform
Travix	A global online travel platform
Trip.com	A one-stop travel service provider
Ctrip	A leading one-stop travel service provider in China
QUNAR	A leading travel service platform in China
travelfusion	A leading global travel content aggregator and direct connection booking platform

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. Currently, the Group has 117 branches (offices) in 39 countries and regions. Our business covers 220 countries and regions worldwide, helping 1.8 million partners achieve sustainable growth.

Partners

- Global hotels
- Global airlines
- Global travel itinerary customization enterprises
- Global attractions
- Tourism administrations of various countries and regions worldwide

Accommodation	Our hotel partners span over **200** countries and regions, covering 1.7 million hotels worldwide.
Transport ticketing	Our air ticketing partners operate in over **220** countries and regions, covering more than 600 airlines and over 3,100 airports. Our train ticketing partners span **31** countries and regions, covering 24,300 train stations worldwide. Our bus ticketing partners span **59** countries and regions, covering over 60,800 bus stations worldwide. Our ferry ticketing service covers **600** lines among 8 countries.
Tours	We have **90,000** tour partners in 89 countries worldwide. We have **10,000** trip planners for custom trips and 50,000 local tour guides for charter tours. Our attraction ticketing service covers 30,000 attractions globally, and our car rental service spans 2,000 airports and train stations worldwide.
Business travel management	Our business travel partners serve nearly **1 million** enterprises and 52 million guests worldwide. We boast **2 million** business travel hotels across 200 countries and regions. Our airline partners cover the world's four major global distribution systems and we cooperate directly with 50 airlines.

Honors and Awards

ESG

- Forbes China ESG Innovation Enterprise
- China NHC and the other four departments Exemplary Case for Constructing Family-Friendly Workplace
- China Overseas Development Association Top 50 Agencies for Serving Chinese Enterprises Going Global
- Xinhua News Agency Pioneering Enterprise Award for Sustainable Development
- China Foundation for Rural Development Annual Rural Revitalization Promotion Project
- China Business Journal "CSR Competitiveness" Responsibility Typical Case
- huxiu.com Sustainable Brand Model
- China Overseas Development Association Top 50 Agencies for Serving Chinese Enterprises Going Global

Services

- CCMWorld Group "Golden Headset" China's Best Customer Center
- Ministry of Industry and Information Technology and Ministry of Human Resources and Social Security of the People's Republic of China "Golden Voice Award" Best Customer Support Case
- China Tourism Academy Travel Agency Industry "Quality Service" Award
- China Ministry of Industry and Information Technology Most Reputable Customer Contact Center of the Year

Employer

- Employer Branding Institute Best Social Recruitment Award
- Forbes Most Popular Employer for College Graduates
- LinkedIn Mostin Global Attractive Employer Award
- UN WEPs Awards Gender-Inclusive Workplace

Brand

- China Ministry of Culture and Tourism Culture and Tourism Research Base
- World Travel Awards Europe's Leading Online Travel Agency
- All-China Federation of Industry and Commerce Exemplary Private Enterprise in Fighting Against COVID-19
- Singapore Prestige Brand Award China's Top 10 Leading Brands
- World Travel Awards England's Leading Online Travel Agency
- World Travel Awards Spain's Leading Online Travel Agency
- Hermès Platinum Award at Hermès Creative Awards
- Fortune Fortune Asia 30

Sustainable Development Framework

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Guided by the mission "to pursue the perfect trip for a better world," Trip.com Group embeds ESG principles in every aspect of our management and operations. We strive to build a diverse governance structure, address social issues through our products, technology, and innovation, and create sustainable value for stakeholders and the public.

We uphold high governance standards and have developed a transparent and efficient corporate governance structure to ensure strict compliance with domestic and international laws and regulations. Our governance system is designed to create value for customers, partners, employees, and society. We strive to ensure diversity among our board members, who are supported by professional committees to enhance governance efficiency. We actively integrate ESG concepts into board deliberations and pursue our sustainable development goals. We believe that sustainable governance fosters better development. As such, we prioritize data security and user privacy by implementing various certification and compliance measures to protect data and user rights.

Our Sustainable Development Strategy

Trip.com Group established the ESG Committee in 2021 to formulate our ESG strategy and enhance ESG governance. The Group has set up six additional committees, including the Information Security Committee and the Risk Management Committee, to manage and promote the implementation of our sustainable development strategy. Our sustainable development strategy is dedicated to creating value for the entire tourism ecosystem, including our users, partners, employees, shareholders, and society.

Strategic Goal	Core Strategy		Key Issues
To pursue the perfect trip for a sustainable future	Stakeholder -Friendly	We strive to build a transparent corporate governance system that enables us to create value for the entire tourism ecosystem. Our goal is to benefit users, partners, employees, and shareholders by generating sustainable economic, social, and environmental value for both the industry and society.	Sustainable supply chains Privacy protection Transparent Corporate Governance
	Community -Friendly	Through our tourism operations, we share the achievements and values of our development with the public, fostering sustainable growth for our partners. We aim to promote rural prosperity, ensure travel safety, and collaborate with partners to support the vulnerable, advance local community development, and achieve the United Nations 2030 Sustainable Development Goal of ending global poverty.	Rural revitalization Community building Respect for local cultures Local procurement Travel safety Poverty eradication
	Family -Friendly	We are committed to becoming the world's leading family-friendly company that supports parents. Through comprehensive employee welfare policies, we create an equitable, diverse, and inclusive working environment. We offer equal promotion and development opportunities for women and ethnic minorities, provide competitive salary and welfare benefits, ensure comprehensive training, and support employees in achieving work-life balance.	Population aging Protection of labor rights Occupational development and safety Diversity, equity, and inclusiveness Employee care and growth Anti-discrimination and anti-harassment Protection of rights of ethnic minorities
	Environmentally -Focused	We are committed to promoting carbon reduction and energy conservation within the industry. By leveraging our platforms, we encourage hotels, airlines, tourism participants, and other ecosystem partners to adopt lower-carbon practices and environmental protection measures. By enhancing our environmental management systems and carbon reduction guidelines, we actively respond to the challenge of climate change, contribute to promoting ecosystem sustainability, and strive to meet the temperature control goals of the Paris Agreement.	Climate change Clean energy Waste management Public eco-awareness

Sustainable Development Goals and Progress in 2023

Sustainable Development Strategy	Goal	Progress in 2023	Status
Stakeholder-Friendly	☆ Obtain ISO and other external system certifications to ensure customer privacy and information security. ☆ Encourage suppliers to set environmental goals and incentivize green practices.	◉ Trip.com Group has obtained PCI DSS, ISO 27001, ISO 27701 Information System Security Level Protection (ISSP) from the Ministry of Public Security (MPS), and a Level 3 Recorded Certificate of Communication Network Security Protection for Online Transaction Systems. ◉ Suppliers were encouraged to fulfill their sustainable development goals. ◉ We have established the Risk Management Committee responsible for managing ESG risks within the Group. ◉ 100% of our employees have completed security and privacy training, each taking an hour on average.	In progress
Community-Friendly	☆ Continue to expand the local workforce. ☆ Incubate 10 key popular rural destinations and empower the tourism development in 100 villages. ☆ Train 10,000 rural tourism professionals. ☆ Protect the safety of global travelers. ☆ Promote the sustainable development of global partners. ☆ Promote global cultural exchanges. ☆ Continue to improve local procurement.	◉ Trip.com Group has created over 100,000 direct jobs and over 10 million indirect jobs. ◉ Our 31 Trip.com Group Country Retreats span 13 provinces and municipalities in China, boosting the average local annual income by about 5,500 USD per person and income from local agricultural products by about 4.15 million USD in 2023. ◉ We held 786 trainings for 264,352 people from rural areas. ◉ The Global Travel SOS Service covers over 440 million travelers and has responded to more than 20,000 assistance requests, boasting an issue resolution success rate of 98%. ◉ In 2023, we maintained our position as an industry leader in customer satisfaction, with more than 90% of guests recommending Trip.com Group (NPS). The resolution rate for handling valid customer complaints was close to 100%. ◉ We have established strategic partnerships with 230 tourism administrations worldwide. By issuing vouchers, we have generated a total of about 380 million USD in GMV growth and brought more travelers to these destinations. ◉ early 100% of procurement for Trip.com Group Country Retreats is local. ◉ We prioritize the local workforce. 80% of our Country Retreats staff is from local recruitment. ◉ The new AI-powered customer service on Trip.com has saved customers 500,000 hours of waiting time. ◉ Our deposit-free car rental service covers over half of Trip.com suppliers, so customers spend 30% less time on the rental process.	Ahead of schedule
Family-Friendly	☆ Help parents with childcare. ☆ Provide a friendlier work environment and employee benefits. ☆ Obtain ISO certification and establish a sound management mechanism to ensure a healthy work environment for employees. ☆ Involve 100% of employees in security, privacy, and occupational health training.	◉ We have introduced a childcare subsidy policy. Currently, 550 children of Trip.com employees are eligible for a subsidy of about 6,880 USD per child. The Group plans to invest more than 137 million USD in childcare subsidies to support parenting. ◉ The hybrid work system, which has been in place for more than 2 years, has helped 70% of our employees save a total of around 900,000 hours of commuting time. ◉ In 2023, 100% of our employees across 39 countries received training. We held 96,133 training sessions averaging 38.8 hours of training per person. ◉ At Trip.com Group, women account for 57.5% of our workforce, including 61.4% at entry level, 43.5% at mid-management level, and 32.3% at senior management level. This is way above the average for the Internet industry. More than 60% of our recently promoted senior managers are mothers. ◉ Nearly 100% of new mothers resumed their roles after giving birth.	Ahead of schedule
Environmentally -Focused	☆ Achieve carbon neutrality by 2050. ☆ Launch 10,000 “lower-carbon travel products” with partners, aim to allow 100 million people to choose lower-emission travel options and raise environmental awareness among customers and employees. ☆ Prioritize clean energy in operation. ☆ Continue to build environmental awareness among customers and employees. ☆ Protect animal welfare during our business operations.	◉ We have allowed 72 million people to opt for “lower-carbon”travel choices. 2,600 hotels have participated in our “Low Carbon Hotel Initiative”, receiving 4.3 million guests. The Group has launched the "Employee LESS Program" to reduce carbon footprints in our operations. ◉ Carbon data covered 2,600 hotels, 92% of flights, and 56% of rental car services for leisure travel products, alongside 98% of transportation services for business travel products. We have also launched a carbon account platform to help enterprises track their carbon footprint during business trips. In Greater China, 68% of car rentals are now new energy vehicles (NEVs). Additionally, this year, NEV filter for car rental has gone live for all regions and language sites (the functions was initially introduced in Greater China in 2022). ◉ Our headquarter buildings and the Anhui Jinzhai Dawan Country Resort have installed solar energy storage systems, which are expected to save a total of 170,000 kW·h of electricity annually. ◉ We have introduced pet-friendly hotels and discourage guests from choosing products that may harm animal welfare.	In progress

Sustainable Governance Framework

The Group is committed to establishing an open, transparent, and sound corporate governance system, and building a diverse, equitable, and inclusive (DEI) governance framework to protect stakeholder interests. We implement comprehensive risk control measures to ensure robust and efficient operations. The ESG Committee is the highest responsible body for ESG governance at Trip.com Group. It leads and manages the implementation of our ESG strategy. In 2023, we established the Risk Management Committee to ensure informed corporate governance. There are six committees under the Board of Directors: the ESG Committee, the Audit Committee, the Compensation Committee, the Compliance Committee, the Information Security Committee, and the Risk Management Committee. Each committee has clearly defined powers and responsibilities. They perform their duties according to relevant procedures, helping the company make decisions and enhancing the efficiency and quality of our corporate governance.
We understand that good corporate governance is crucial and allows the public to monitor our corporate social responsibilities while enhancing investor confidence. We strictly adhere to relevant corporate governance standards, including Appendix 14: Corporate Governance Code of the Listing Rules and the ESG Reporting Guide 2.0. We also regularly review our corporate governance performance.

Trip.com Group's ESG Management Structure

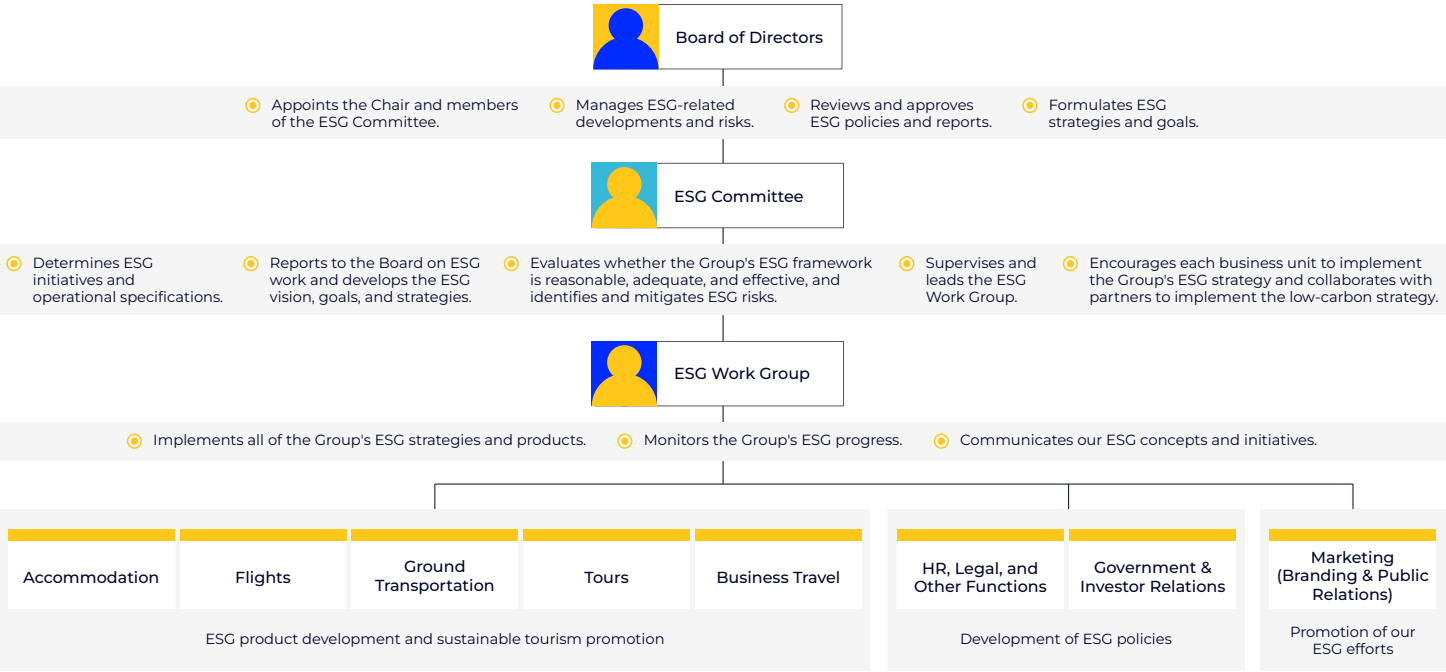
Board of Directors	Taking on a global perspective, the Board is responsible for reviewing and monitoring ESG goals and measures. The Board meets regularly to identify the company's ESG risks and opportunities, learn about stakeholders' opinions, use them to design solutions, and oversee their implementation. The June 2024 Board Meeting reviewed and approved the ESG Committee's recommendations on Board compensation and sustainability-related issues, including the future ESG management plan.
ESG Committee	The ESG Committee is responsible for formulating, implementing, and managing ESG strategies, as well as auditing the Group's ESG-related performance. This includes, but is not limited to, issues around climate change, carbon neutrality goals, user privacy and information security, customer service quality assurance, employee rights and development, business integrity, anti-corruption and fair competition, and stakeholder value assurance. All these measures help Trip.com remain an open, transparent, inclusive, and equitable enterprise. We are considering elevating the ESG Committee to a Board-level body in the future.
Audit Committee	The Audit Committee regularly identifies major environmental, social, and governance risks and opportunities. This includes building an internal ESG audit framework, setting ESG audit priorities, and improving the ESG audit and supervision mechanism. These actions aim to enhance the Group's ESG management. In the annual report, the Group has included the background information about each Audit Committee member, indicating that it is led by independent non-executive directors. The committee is under the direct management of the Board of Directors and is directly accountable to the Non-Executive Directors.
Compensation Committee	This Committee oversees the company's compensation plan and its implementation, as well as the development, optimization, and execution of the compensation policy. It is responsible for determining the overall compensation strategy for managers, staff, and other employees, with a focus on creating a more equitable compensation system for women. The committee also assists the Board in deliberating on other ESG-related compensation issues. The committee is under the direct management of the Board of Directors and is directly accountable to the Non-Executive Directors.
Compliance Committee	The Compliance Committee is responsible for guiding, deciding, monitoring, and examining issues regarding business and professional ethics and conduct within the Group. It helps mitigate ESG risks, monitor and evaluate the effectiveness of risk management, and organize annual business ethics and compliance risk assessments and audits at the Group level.
Information Security Committee	The Information Security Committee is responsible for establishing a robust mechanism to assess and supervise personal information protection, in order to safeguard user privacy and data security. It ensures the security of data transmission, storage, and processing, prevents and responds to security incidents, and reduces the risk of data leakage and legal issues related to privacy protection. We will consider elevating this Committee to a Board-level body in the future.
Risk Management Committee	The Risk Management Committee oversees the progress of ESG risk management and provides recommendations for the company's decision-making. Its main responsibilities include establishing a risk communication and exchange platform; comprehensively assessing risks for each business unit and platform and formulating corresponding management strategies; and monitoring the implementation and evaluating the effectiveness of risk management processes.

Performance and compensation

We ensure that our compensation mechanism aligns with our business development needs and we offer directors appropriate compensation. Related proposals are submitted to the Compensation Committee for approval. The "Remuneration Disclosure Policies for the Board of Directors of Trip.com Group" provides that the compensation for Board members shall be linked to the sustainable development performance of the Group.
Additionally, the Group has devised a compensation clawback policy applicable to executive directors, aiming to keep compensation risks at a reasonable level through mechanisms and incentive plans. The scope of compensation clawback includes all unvested long-term variable compensation, taking into consideration the circumstances that led to claims and legal liability. Additionally, annual or long-term incentives and compensation policies are designed based on sustainability indicators. Quarterly or annual bonuses are incorporated into the compensation structure for senior management to encourage the achievement of sustainable development goals.

ESG Committee Structure

The ESG Committee is the highest authority responsible for determining and overseeing Trip.com Group's ESG strategy. We implement a top-down, three-tier ESG governance structure directly overseen by the Group's CEO. We have established an ESG Committee and an ESG Work Group.



- In 2021, the Group established the ESG Committee under the direct responsibility of Jane Sun, CEO of Trip.com Group, and chaired by Qin Yang, the Group's Vice President, General Legal Counsel, and Compliance Officer. The ESG Committee is tasked with setting the ESG vision, goals, and strategies and managing ESG initiatives. It must hold at least one meeting per year. The ESG Committee held three meetings in 2023, in February, June, and October, during which it:
- Reviewed global ESG trends and regulatory requirements, assessed potential ESG risks and opportunities for the Group, and reported them to the Board.
- Reviewed the progress of the Group's ESG strategy and goals.
- Formulated ESG policies, such as childcare subsidies and hybrid work as well as the Low Carbon Hotel Standard.
- Reviewed and approved the Group's annual ESG work plan and progress.
- Approved the Group's ESG report.

ESG Policies

We understand that sound ESG governance requires effective ESG policies. We review the adequacy and effectiveness of our ESG policies annually to enhance our governance transparency and ensure alignment with the latest global ESG regulatory requirements and stakeholder needs. During the reporting period, the following ESG policies were approved and issued:

Policy	Time
Equality and Diversity Policy for Trip.com Group	2024
Corporate Ethics Guidelines for Trip.com Group	
Supplier Code of Conduct for Trip.com Group	
Protection and Reward Measures for Whistle-blower and Witness of Trip.com Group	2023
Remuneration Management Policies for Trip.com Group	
Employee Rights Statement of Trip.com Group	
Administrative Regulations on Anti-Fraud and Anti-Corruption of Trip.com Group	
Remuneration Disclosure Policies for the Board of Directors of Trip.com Group	

Communication with Stakeholders

We firmly believe that our ESG achievements should be shared with all our stakeholders. By maintaining regular two-way communication, we can better understand their expectations and integrate their concerns into our operations and decision-making processes. This approach allows us to effectively serve society through ongoing improvement and enhance our sustainable development performance.

Our key stakeholders include shareholders and investors, regulators, media and NGOs, partners, users, employees, and communities. We maintain regular communication with them to showcase the Group's latest strategies and progress. We have established a routine, diverse communication mechanism, which includes annual global partner summits, new media, website, and other channels.

Engagement process

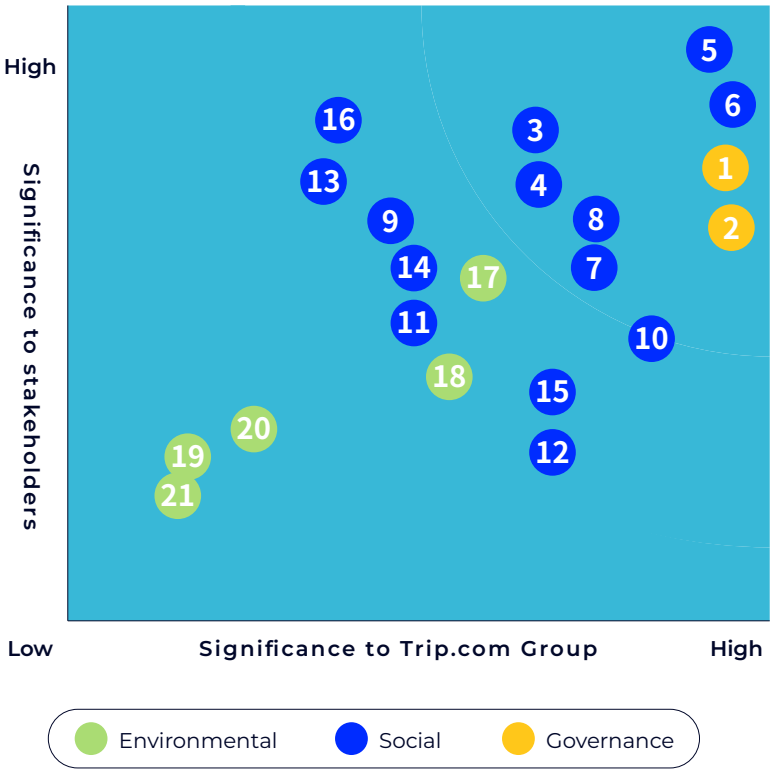
Stakeholder identification	Stakeholder categorization	Communication with Stakeholders	Risk control and feedback	Improvement and feedback
Comprehensively review our business operation stakeholders and value chain.	Review and categorize our stakeholders' concerns and objectives.	Define the lines of communication and teams responsible for different stakeholders to ensure effective content and channels. This includes partner summits, offline stores, daily news, meetings, and visits.	Gather and document stakeholder risk concerns, and promote analysis and improvement.	Gather and document stakeholder feedback to optimize internal decisions. Integrate optimization channels into the ESG management system to enhance governance capabilities. Share progress updates through summits, Group websites, WeChat accounts, and other channels to increase the transparency of stakeholder engagement.

Stakeholder

	Investors/ shareholders	Regulators	Customers	Hotels, airlines, travel agencies, and other partners	Employees	Media and NGOs
Key concern	Steady performance improvement Business ethics and anti-corruption Corporate governance and business compliance Customer satisfaction Customer privacy protection	Business ethics and anti-corruption Business compliance Targeted poverty alleviation Job creation	Customer experience and satisfaction management Privacy protection and information security Customer travel safety assurance	Win-win cooperation and efficiency improvement Customer health and safety Sustainable supply chain and development Sustainable long-term partnerships	Diverse, equitable, and inclusive promotion opportunities and work environment Business ethics and anti-corruption Compensation and benefits	Response to climate change and use of new energy Community building and local procurement Respect for local cultures
Communication channel	Shareholder meetings Annual reports, financial statements and announcements, investor briefs Company website Annual partner summits and investor summits Shareholder meetings and roadshows Financial report conference	Face-to-face communication Enterprise seminars Official media and association symposium Support data-driven government decision-making Active response to government policies	Apps and company website Customer service hotline and online customer service Customer satisfaction surveys Social media Technology development and product upgrades Trip.com's offline branches	Annual global partner summits Business briefings Field visits and assessments Trip.com Group Research Institute, Trip.com Group Rural Revitalization Academy	Annual strategy briefings Annual meetings Labor union and HR meetings Performance assessment Intranet/company-wide email	Charitable volunteer activities Local procurement plans Social media Company website Annual partner summits

Materiality Assessment

During the reporting period, we maintained communication with all stakeholders. We regularly reviewed business-related ESG issues from the perspectives of stakeholders and Trip.com Group based on the GRI Standards, ESG issues of interest for HKEX and Nasdaq, UN SDGs, and mainstream ESG rating standards. This ESG report was prepared around the 21 material ESG issues we identified.



Scope	No.	Issue
Governance	1	Corporate governance
	2	Business ethics and anti-corruption
Social	3	Excellent customer experience and satisfaction
	4	Product quality management
	5	Privacy protection and information security
	6	Diversity, equity, and inclusiveness
	7	Employee care and assistance
	8	Business compliance
	9	Employee health and safety
	10	Employee development and training
	11	Customer health and safety protection
	12	Sustainable supply chain management
	13	Travel safety
	14	Charitable Activities
	15	Animal welfare and wildlife protection
	16	Respect for local cultures
Environmental	17	Identification of climate change-related risks
	18	Sustainable Tourism
	19	Environmental protection
	20	Energy conservation and emission reduction
	21	Wastewater and solid waste management

Materiality Assessment Process

Step 1

Identify issues

Identify and prioritize the company's potential key issues, considering stakeholder demands, the Group's strategic priorities, UN SDGs, the requirements of US and Hong Kong stock exchanges, the focus of sustainable development rating agencies, and regulatory requirements. During the reporting period, we reviewed and re-assessed each ESG issue to ensure they encompassed the Group's ESG practices.

Step 2

Assess issue materiality

Invite stakeholder representatives identified by the Group to participate in surveys and interviews, collect their feedback during daily operations, evaluate each issue in terms of social and financial impact, and generate a materiality assessment matrix based on the survey results.

Step 3

Verify results

The ESG Committee reviews and confirms the evaluation results. Based on this assessment, the Group identified 21 issues of significance to stakeholders, which are introduced in the corresponding sections of the report.

Corporate Governance System

Trip.com Group is committed to establishing a transparent corporate governance system. We integrate diverse governance practices into our Board of Directors and incorporate ESG concepts into our corporate governance to ensure alignment with our mission and the demands of society.

Corporate Governance

Trip.com Group has formulated internal rules and policies, including the Articles of Association, in strict compliance with 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, Nasdaq's ESG Reporting Guide 2.0, and Appendix 14: Corporate Governance Code of the Listing Rules of the HKEX. We strive to improve our corporate governance structure by developing a governance plan with clear powers and responsibilities, smooth coordination, and effective checks and balances to standardize our business operations.

We strive to build a transparent corporate governance system, comply with relevant laws and regulations, and continuously improve our governance structure. We are committed to board diversity and have established professional committees to help the management team make sound decisions. ESG concepts are embedded in our governance system. The Board and management team actively advocate ESG efforts to ensure alignment with the company's mission. Committees, such as the Risk Management Committee and the Information Security Committee, work to prevent, monitor, and mitigate security risks during our business operations.

An Efficient and Transparent Board

Name	Position	Gender	Expertise						
			Asset management	Responsible investment	Sustainable development	Risk Management	Information security	Industry experience	Human resources
James Liang	Co-founder Executive Chairman of the Boar	Male	●	●	●	●	●	●	●
Min Fan	Co-founder Vice Chairman of the Board and President	Male	●	●	●	●	●	●	●
Jane Sun	Chief Executive Officer Director	Female	●	●	●	●	●	●	●
Gabriel Li	Vice Chairman of the Board Independent Director	Male	●	●	●	●	●	●	●
JP Gan	Independent Director	Male	●	●	●	●	●	●	●
Neil Shen	Co-founder Independent Director	Male	●	●	●	●	●	●	●
Qi Ji	Co-founder Independent Director	Male	●	●	●	●	●	●	●
Junjie He	Director	Male	●	●	●	●	●	●	●

Stakeholder-Friendly

Risk Management P 21
Compliance P 23
Business Ethics and Anti-Corruption P 24
Data Privacy P 26
Supply Chain Management P 32

At Trip.com Group, our operations are governed by a steadfast commitment to high standards. This allows us to build trust with our customers. The Group is dedicated to creating a secure user environment through extensive certifications and compliance initiatives that ensure the protection of data privacy and user rights. We maintain stringent security management throughout all operational stages, including research and development, operations, testing, governance, and business development. Performance assessments for employees in the respective departments take into consideration their adherence to information security standards. To enhance user privacy and personal data security, we impose the principles of minimal data use, transparency, protection, voluntary participation, clear purposes, minimal storage, and accountability.

Our initiatives aim to support United Nations Sustainable Development Goals (UN SDGs)

Performance

The establishment of an ESG Committee, consisting of a Decision-making Level, Management Level, and Executive Level, facilitates a structured implementation of our sustainability initiatives. Additionally, a Risk Management Committee was created in 2023.

Comprehensive anti-corruption, anti-fraud, and compliance training and tests are made **100%** mandatory for all our employees, including directors, full-time and part-time employees, interns, trainees, and contractors. All our employee have to undergo refresher training and assessments annually. In 2023, the average training hours per person was 60 minutes. Training materials and tests are available in four languages: Chinese, English, Japanese, and Korean.

Trip.com Group has been awarded a range of third-party certifications, including ISO27701, ISO27001, PCI DSS, and a Level 3 Protection Filing from the Ministry of Public Security, which show our comprehensive security competencies.

Annual security assessments and audits are performed on user information with the assistance of third-party experts, and security certification reports are issued based on the results.

Risk Management

The Group has set up comprehensive risk management mechanisms in accordance with the internal control framework of the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and the risk assessment methodologies of ISO27005:2008 Information Security Risk Management and GBT20984: 2022 Information Security Risk Assessment Specifications. We are currently ISO27001 and ISO27701 certified. Social and environmental considerations are incorporated into our overall risk management strategy, and regular identification and assessment are conducted on emerging risks. We will continue to provide risk culture training and construct the related systems across the entire group. In 2023, to enhance our responsiveness to market risks and improve our risk prevention capabilities across all business development pipelines, the Group set up a Risk Management Committee that is led by Senior Vice President Mr. Pascale Fung. The committee includes 15 core members, each of whom is a principal decision maker reporting directly to the CEOs of their respective business units.

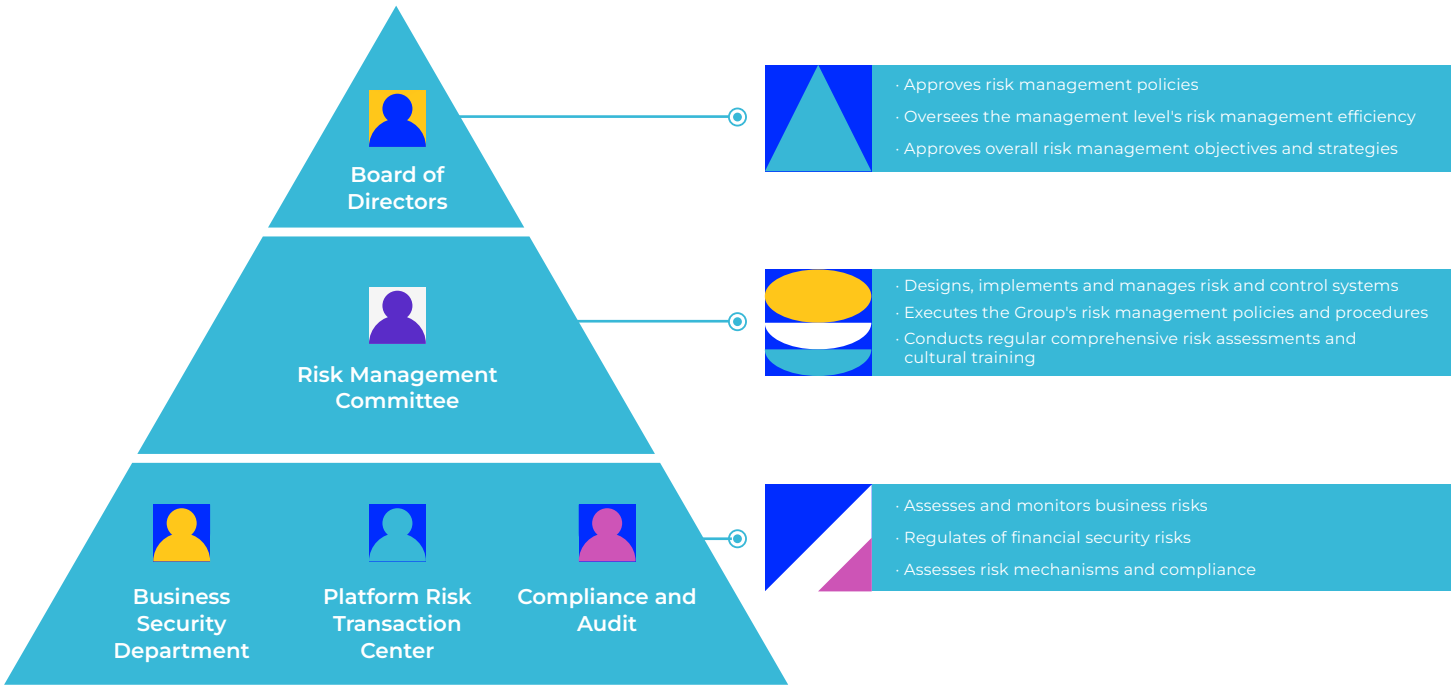
With regard to risk structure, in line with the rapid growth of our international business and to ensure strict compliance with related national and international anti-money laundering standards, laws and regulations, we have put in place effective mechanisms for monitoring money laundering activities and cross-border transactions. At the same time, we will take immediate action against any irregular transactions, high-risk behaviors, and suspicious fund movements that are detected.

In terms of mechanism construction, we have defined precise workflows for the Risk Management Committee to ensure efficient information transfer, risk assessment, risk management, and risk rectification operations. Control measures and monitoring channels are set in place to manage different types of risks.

On the technological front, risk management capability enhancement is embedded at the early stages of research and development across all business development products. Detection mechanisms for issues, such as customer complaints, public sentiments, and monitoring, are strengthened through the formation of independent and professional risk management teams. These teams make extensive use of big data risk control models, red-blue cyber exercises and external risk intelligence alerts to constantly improve the accuracy and coverage of risk identification.

Similarly, when it comes to ecosystem collaboration, effective communication and cooperation mechanisms are set up with regulatory authorities, including police departments, criminal investigation agencies, and major global credit card companies such as VISA, Mastercard, and UnionPay. These partnerships facilitate a collective response to different risks and challenges. By sharing risk information and trends globally, we better position ourselves to anticipate and mitigate potential risks.

As for the advocacy of our principles, we are committed to building a risk culture that is lawful, compliant, honest and fair. We proactively organize anti-fraud campaigns and provide risk alerts, including the promotion of prevention techniques aimed at enhancing the risk awareness of the public.



Risk Management

Trip.com has a three-tier risk management mechanism, which operates efficiently through a system of separated checks and balances.

First Level Business Department	Each business department identifies, assesses, monitors and rectifies their respective risks.
Second Level Functional Departments	Legal, finance, risk control and other functional departments implement a series of risk management systems.
Third Level Audit Department	Regular audits and assessments of risks are perform with the aim of making the risk management systems more complete and scientific.

Risk Management Mechanisms

The Group's risk management mechanism comprises six key steps, with each dedicated to the continuous improvement and optimization of the process: risk identification, risk assessment, risk response, risk management and communication, risk management enhancement, and risk management culture building.
The design and outcomes of the Group's risk management systems are regularly analyzed to guarantee their effective implementation. Every year, the Group reviews all risk management practices and optimizes the related processes.

Our management of social and environmental risks, including those related to climate change, travel safety, human rights, corruption, and privacy, follows the same work flow. A comprehensive mapping of physical and transformational risks related to climate change faced by the Group and our member companies is performed in accordance with the recommendations of the Task Force on Climate-related Financial Disclosure (TCFD). In addition, key risk response measures and business transformation strategies were also developed.

Trip.com Group Risk Management Procedure

1. Risk identification
2. Risk assessment
3. Risk response
4. Risk management and communication
5. Risk management monitoring and improvement
6. Risk management culture

Compliance

Code of Conduct

Trip.com Group strictly complies with the Company Law of the People's Republic of China, Civil Code of the People's Republic of China, and other related domestic and global legal regulations. On this foundation, the Group has formulated the "Administrative Regulations on Anti-Fraud and Anti-Corruption of Trip.com Group"and other policies. These regulations are regularly revised in accordance with the latest laws and regulations to ensure their effectiveness. Additionally, the "Trip.com Group Compliance Management Committee Policy" is drafted to provide a foundational framework for compliance management. The Group's Code of Conduct for Employees provides a reference for all our employees so that they can make the right choices in their business practices that are aligned with our core values. The Group is also a member of the China Sunshine Integrity Alliance and the Corporate Anti-Fraud Alliance, and have played our part in fostering a transparent and honest business environment.

The Group regularly reviews the Code of Conduct and makes necessary revisions to ensure its continued compliance with the laws and regulations adopted. To strengthen the management and supervision of the integrity of employees in significant positions, the Group formulated the "Administrative Provisions on Declaration of Matters of Conflict of Interest in Significant Positions". Under these regulations, employees in significant positions are required to declare matters of potential conflict of interest and execute a notification letter when they assume their roles. At the same time, employees can report potential conflicts of interest at any time.

Reports and Complaints Management

The Group is committed to creating a work atmosphere of integrity, diligence and dedication for our employees and maintaining high ethical standards for our business operations. We strive to build an open communication environment that encourages all our employees, suppliers and other partners to play their part in the integrity and honesty monitoring system. Whistleblowers can report to the Group's Audit Department via email, telephone, letter, and visit. Our Audit Department strictly abides by the "Whistleblower, Witness Protection and Reward Scheme" in ensuring strict confidentiality across every segment of the process, including report acceptance, registration, filing and investigation, to prevent any leakage or loss of information. The Audit Department has dedicated personnel in charge of the whistleblowing hotline and email address, for which no other individuals or departments have authorized access to. Any significant matters will be reported to the Board of Directors and the Audit Committee. During the reporting period, the Group further optimized communication with related internal and external parties on the reporting and complaint methods and pushed member companies to strengthen the exposure and maintenance of their reporting channels.

Whistleblowing Channels

The Group has set up the following compliance reporting channels:

- Whistleblowing hotline: 8621-54261440
- Whistleblowing email: jubao@Trip.comWhistleblowing
- mailing address: Audit Department, Trip.com Group, 968 Jinzhong Road, Changning District, Shanghai
- Audit enquiry email: shenji@Trip.com

Whistleblower and Witness Protection

The confidentiality of reporting and investigation processes is of utmost importance to the Group. Personal information of whistleblowers and witnesses, as well as the data provided, is strictly confidential. The Group has zero tolerance for any form of retaliation against whistleblowers and those who refuse to take part in any actions that violates this policy. We ensure that whistleblowers and investigators are not subjected to retaliation or discrimination due to their actions, or any adverse measures or other unfavorable effects. Should whistleblowers or witnesses experience any form of retaliation at any level, they can report back to our Audit Department, which will take appropriate actions to protect them. Material rewards are provided as incentives for those who have made truthful reports.

Main Policies

Policy	Time	Policy	Time
Administrative Regulations on Anti-Fraud and Anti-Corruption of Trip.com Group	2023	Reward and Punishment Measures for Protection of Trade Secrets	2015
Trip.com Group Compliance Management Committee Policy	2022	Compliance Award Measures	2019
Trip.com Group Code of Business Conduct and Ethics	2021	Trip.com Regulations on Registration with Third-Party Integrity Platforms	2019

Compliance Governance and Audit

The Audit Committee is responsible for the Group's annual audits and compliance risk management. As the highest auditing authority within the Group, the committee ensures the accuracy and compliance of our ESG efforts and oversees the internal controls and risk management of contracts. The Group conducts internal audits every year. The Audit Committee operates independently from the Group's management level. Directly managed by independent directors Neil Shen, JP Gan, and Gabriel Li, the committee maintains close cooperation with the independent internal audit department. During the reporting period, the Group performed several special audits, including expense compliance and conflict of interest, and promptly rectified any risks identified. There were no incidents or reports with significant adverse effects on the Group due to violations of the related anti-fraud and anti-corruption regulations.

Business Ethics and Anti-Corruption

As an international company that is listed in both the United States and Hong Kong, the Group has internalized relevant laws, regulations and standards as part of our business ethics system. We comply with all general provisions, as well as related laws and regulations, in our operations in China and around the world. At the same time, the Group also strictly adheres to the relevant anti-corruption and anti-fraud laws and regulations. We make every effort to ensure our global business complies with these regulations .
The Group conducts annual online and offline anti-corruption training. During the reporting period, there were no cases of significant impact on the Group due to violations of related anti-fraud regulations, nor were there any incidents of money laundering, insider trading, or conflicts of interest that violated our code of business ethics.

As an international company that is listed in both the United States and Hong Kong, the Group has internalized relevant laws, regulations and standards as part of our business ethics system. We comply with all general provisions, as well as related laws and regulations, in our operations in China and around the world. At the same time, the Group also strictly adheres to the relevant anti-corruption and anti-fraud laws and regulations. We make every effort to ensure our global business complies with these regulations and have disclosed any relevant transactions publicly in our annual reports for five consecutive years .
The Group conducts annual online and offline anti-corruption training. During the reporting period, there were no cases of significant impact on the Group due to violations of related anti-fraud regulations, nor were there any incidents of money laundering, insider trading, or conflicts of interest that violated our code of business ethics.

The "Trip.com Group Code of Business Conduct and Ethics" clearly outlines all prohibited behaviors and mandates that all employees, including directors, supervisors, staff, and agents, strictly adhere to these standards. The policy also provides clear definitions of unethical behaviors, such as conflicts of interest, bribery, and fraud, to foster a deeper understanding among all employees and help them prevent any violations. Additionally, this policy also provides guidelines for proper behaviors when dealing with company assets, intellectual properties, trade secrets, and other related matters. The Anti-Commercial Bribery Management Policy clearly specifies the report handling process, measures for the protection of whistleblowers and the reward mechanism, and measures for the protection of whistleblowers and witnesses. At the same time, it also stipulates that any retaliation is strictly prohibited and will be seriously dealt with. The "Administrative Regulations on Anti-Fraud and Anti-Corruption" cover every aspect of our operations and is published on our official website after internal review.

Trip.com Group conducts annual assessments of our business ethics across all areas and at all levels of our business operations. The Group has always benefited from an organized and regulated business environment. We firmly believe that fair competition fosters innovation in the industry and therefore, fully understand the importance of complying with the related laws and regulations. We encourage all partners of the Group and other stakeholders to set an example of good professional ethics and behaviors of integrity, self-discipline, diligence and dedication, and jointly contribute to the prosperity and healthy development of the tourism industry.

Business Compliance Policy and Governance

The Group strictly adheres to the related anti-corruption and anti-fraud regulations and fully ensures that our global business remains compliant. The Group provides anti-corruption and anti-fraud training courses to the Board of Directors and all our employees and suppliers. Annually, the Group carries out a variety of integrity and compliance awareness activities, including integrity and compliance training for new employees, annual compliance week, putting up posters, sending compliance emails from time to time, as well as providing business-specific compliance training. Furthermore, integrity and compliance clauses and reporting channels have been added to all our contracts. We encourage all partners of the Group and other stakeholders to set an example of good professional ethics and behaviors of integrity, self-discipline, diligence and dedication, and jointly contribute to the prosperity and healthy development of the tourism industry.

Business ethics and compliance are an integral part of the Trip.com Group's governance. The "Trip.com Group Code of Business Conduct and Ethics" clearly outlines all prohibited behaviors and mandates that all employees strictly adhere to these standards. The policy also provides clear definitions of unethical behaviors, such as conflicts of interest, bribery, and fraud, to foster a deeper understanding among all employees and help them prevent any violations. Additionally, this policy also provides guidelines for proper behaviors when dealing with company assets, intellectual properties, trade secrets, and other related matters. The "Administrative Regulations on Anti-Fraud and Anti-Corruption" clearly specifies the report handling process, measures for the protection of whistleblowers and the reward mechanism, and measures for the protection of whistleblowers and witnesses. At the same time, it also stipulates that any retaliation is strictly prohibited and will be seriously dealt with.

Trip.com Group always views business ethics and compliance as of utmost importance. With strict adherence to related laws and regulations, we formulated policies such as the "Administrative Regulations on Anti-Fraud and Anti-Corruption" to further regulate our behaviors and internalize them as part of our business ethics system. The Group conducts internal audits every year. These are done by the Audit Department with the mission of providing an independent operational assessment of the company. It applies a risk assessment process. The scope and frequency of audit work is defined by the risk assessment process, management requirements and judgement. The Audit Department provides an informed opinion or assessment of the subject matter of each audit, which is presented to the Audit Committee for consideration. Additionally, the department also invites third-party agencies to audit the company's finances and risks annually. The Audit Committee's audit of the Code of Ethics and anti-corruption policy for all businesses encompasses all operation segments.

During the reporting period, 100% of our employees, including directors, officers, employees and agents, took part in anti-corruption training over a total of 34,298 sessions. In addition, 100% of our employees completed the anti-corruption test. On average, each employee spent around 60 minutes on anti-corruption training.

Data Privacy

Our group strictly adheres to the laws and regulations of the countries and regions which we operate in, such as the Data Security Law of the People's Republic of China, the Cybersecurity Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China, and the European Union's General Data Protection Regulation (GDPR). We developed an information security mechanism comprising the "Data Security Management Regulations", "Personal Information Security Management Policy" and "Information Security Incident Management Policy". By emphasizing on security in every aspect of our operations, we safeguard user data by improving the security management system, as well as enhancing the security capabilities of our employees. Through comprehensive management mechanisms, we ensure that user data is used within a secure and legal framework. Trip.com Group has been awarded with PCI DSS, ISO 27001, ISO 27701 Information System Security Level Protection (ISSP) from the Ministry of Public Security (MPS), and Level 3 Recorded Certificate of Communication Network Security Protection for Online Transaction Systems.
A dedicated Information Security Committee (ISC) has been established to oversee data and privacy security as the highest authority when it comes to privacy and data security management. We are committed to further upgrading the ISC to a board-level committee in the foreseeable future.

Cybersecurity Governance Structure and Policy

With the aim to strengthen the infrastructure for data governance and security, we endeavor to improve our information security management system. We have established a three-tier management structure comprising the Information Security Committee, the Information Security Department, and the Group's various business units and functional departments to provide appropriate policies and guidelines.

Policy

Information security response mechanisms:

- Information Security Incident Management Policy
- Vulnerability Management Process
- Policy on the Management of Information Security Risk Assessment

Data security management mechanisms:

- Data Security Management Regulations
- Regulations on Sensitive Information Security Management
- Sensitive Information Security Processing Flow
- Personal Information Security Management Policy
- User Data Privacy Protection Policy

Trip.com Group Cybersecurity Management System

Information Security Committee

The Information Security Committee consists of senior executives, heads of information security departments, and managers from various business and functional departments. The committee is tasked with formulating information security-related guidelines and policies, and supervising the management of data security and user privacy issues involved in all our business operations. The Information Security Committee ensures that the Group complies with the applicable cybersecurity and data privacy-related laws and regulations of the People's Republic of China and the European Union's "General Data Protection Regulation" (GDPR).

Information Security Department

The Information Security Department is responsible for assessing security risks, reviewing and auditing the Group's information security management measures, monitoring and investigating information security risks, improving measures to address security vulnerabilities, and designing training courses for all employees. There are currently 85 people in the Information Security Department and they report directly to the CTO.

Group Business Units and Functional Departments

Business and functional departments are responsible for ensuring compliance with the Group's information security policies and monitoring their own risk management procedures. Each department has an Information Security Business Partner, who is responsible for liaising with department personnel to ensure full enforcement of the Group's data security policies and to communicate with the Information Security Department when necessary.

Privacy Protection Management Mechanisms

To safeguard the security and privacy of users' personal data, four information security management regulations are enforced. These include the "Data Security Management Regulations", the "Regulations on Sensitive Information Security Management", and the "User Data Privacy Protection Policy". Trip.com Group is ISO27701 Privacy Information Management System certified and our information security management systems feature multi-layer protection mechanisms.

Physical Level	Our data centers are compliant with the GB50174-2017 standard to ensure robust physical infrastructure.
Network Level	We deploy the latest firewall and anti-virus technologies and strictly control information access by installing network intrusion detection systems to safeguard our networks.
Host Level	Host intrusion detection systems are installed to continuously monitor the integrity of server systems and swiftly identify and address any unauthorized changes.
Application Level	Advanced DDoS protection systems and network application firewalls are in place to guard against SQL injections, XSS, and other types of cyber-attacks, and enhance the security of our applications.
Data Level	All user data is encrypted with strong encryption algorithms and stored securely. SSL encryption technology is used during data transmission to ensure data security.
Security Monitoring	Professional engineers regularly conduct system intrusion and security vulnerability assessments to reduce data risks.

Privacy Protection Operation Mechanisms

We maintain stringent security management throughout all operational stages, including research and development, operations, testing, governance, and business development. Performance assessments for employees in the respective departments take into consideration their adherence to the related information security policies.

Research and Development Level	A data security platform is developed to safeguard information security from both the system and procedure perspectives. Additionally, a Trip.com Security Incident Response Center has been established.
Operational Level	Security operations mechanisms are in place, including emergency response to security incidents and security strategy management and monitoring.
Testing Level	Proactive detection and identification of security vulnerabilities. An automated scanning platform is set up.
Business Level	Security measures and information security assurances are integrated into each business level to safeguard operations.
Compliance Level	Data is managed in tiers to ensure that operational personnel can only access limited user data. At the same time, this also ensures that users' private information is not illegally used.

Data Privacy Protection Mechanisms

The Group has established comprehensive privacy and security management procedures with a focus on enhancing app privacy terms and conditions, and managing both online and offline information collection. We also established essential personal privacy protection mechanisms. In line with the principle that personal information shall be kept for the shortest period of time necessary to achieve the intended purposes, data collection and retention are minimized based on the criteria of "reasonableness", "relevance" and "necessity". Data collection is only done with the authorization of the users and is not made mandatory.

Data transmission permissions are verified and the principles of de-identification, anonymization, and minimization are implemented to reduce and avoid the risks brought by data transmission from third-party manufacturers.

As the real owner of personal data, users have the right to access, copy, correct, delete and others with respect to their personal data. Users have the right to be informed of our privacy policy, the right to choose whether or not they wish to provide personal information, and the right to control their own data.

In order to protect the security and privacy of users' personal data, Trip.com Group deploys an information security management system certified by the ISO27701 Privacy Information Management System with multi-layer protection mechanisms across all our businesses.

At the same time, the Group has been awarded with certifications such as Level Protection Certification, Communication Assurance Certification, UP DSS Certification, and PCI DSS Certification, all of which ensure the utmost privacy security. We hire external personal information protection experts to provide continuous supervision and guidance on the Group's personal information protection policy and implementation.

Independent third-party companies are appointed annually to assess and audit our cybersecurity, data security, and privacy protection. Every year, we appoint Deloitte to conduct onsite audits of our information security and privacy protection measures as a third-party auditor and issue detailed security certification reports. In addition, we also engage professional third-party data security companies to perform risk assessments of our data security protection capabilities, especially in the processing of important data, and produce a data security risk assessment reports.

During the reporting period, we conducted 25 internal troubleshooting and security drills, including emergency drills for data leakage and phishing emails, re-identified and judged important data within the company, and encrypted relevant sensitive data. In addition, the Group further optimized data asset management and classification along with grading functions to ensure the accuracy and identification of data management for enhanced security protection capabilities. We are committed to providing greater transparency to our users.

Before registering as a member of Trip.com Group, all users are required to read the Trip.com User Registration Agreement and Personal Information Protection Guidelines, in which we clearly inform users of the rules relating to data privacy.

Our Commitments

- Process user personal information in accordance with the law.
- Fully protect the right of users to manage and delete their personal information.
- Conduct annual user information security assessments and audits.
- Invite third-party experts for privacy and security assessments.

Data Collection	Minimize data collection and retention, and only collect user personal information in accordance with the law.
Data Storage	Encrypted storage of sensitive data.
Data Use	Logs are kept for traceability.
Data Transmission	Ensuring the security of network transmission data through encryption and authentication.
Data Deletion	Users have the right to access and correct personal information that has been collected. Users also have the right to withdraw their authorization for data collection or to request for the cancellation of their accounts.

Supplier Security Capability Enhancement

Trip.com Group places a high priority to the information security capabilities of our partner suppliers. Comprehensive and detailed security management measures are implemented for the full protection of user data and privacy. The Group has set up special emergency response teams for incidents of varying degrees of severity in accordance with the law.
Customized security reinforcement solutions are provided to support suppliers in enhancing their security capabilities, so that they can effectively respond to cybersecurity threats and challenges, as well as to improve suppliers' own security protection standards. Regular or irregular inspections and audits of suppliers will be conducted, and, depending on the circumstances, on-site audits will be utilized to perform physical inspections of the suppliers' security management, ensuring a more direct understanding of their security status.

Third-Party Security Certifications

Trip.com Group work with third-party cybersecurity service companies to perform regular network and system security tests to ensure that our systems can withstand external threats, and to produce detailed system security test reports. Additionally, Trip.com appoints third-party law firms annually to conduct a comprehensive assessment of our compliance with related personal information protection laws, cybersecurity laws, and data security laws.
Trip.com Group safeguards data and privacy security through third-party vendor security certifications. We have been awarded with a variety of third-party vendor certifications, including ISO27701, ISO27001, PCI DSS certification, and Ministry of Public Security Level 3 Record Protection Certificate. This ensure that we provide our users with a more secure network system and comprehensive privacy security.

ISO Certifications	Trip.com Group has also been subjected to rigorous review by external certification bodies and 100% of our business is ISO27001 certified. In 2023, three ISO 27001 internal audits and two ISO 27701 internal audits were conducted on Trip.biz, finances and airline tickets. These external audits further show our professional competence and high information security and privacy protection standards.
PCI DSS Certification	PCI DSS is developed by the Payment Card Industry Security Standards Council, a group of five major international card organizations. It is also the most authoritative and stringent financial data security standard in the world. As cardholder information is sensitive and private, it needs to be strictly protected. Trip.com Group has completed the PCI DSS certification for 100% of our business, which shows that we have taken the necessary measures to safeguard information security, avoid data leakage and fraudulent activities through the comprehensive, standardized and rigorous transaction procedures that provide gatekeeping. This not only adds further credibility to our online transactions, but also enhances the trust of our customers.
Ministry of Public Security Level 3 Record Protection Certification	Trip.com Group has achieved 100% compliance with the Level 3 Record Protection Certification across all our operations. This represents the highest level of record protection certification for non-banking institutions in China and shows that our information security management capabilities meet the highest national standards. The Level 3 Record Protection Certification includes stringent technological requirements across five key areas: physical security, network security, host security, application security, and data security. Through these multi-layered security measures, Trip.com Group established comprehensive and multi-tier security defense systems that effectively protect information systems from attacks to ensure information security and business continuity.
Communication Network Security Record Protection Level 3 Certification	Trip.com Group has achieved 100% compliance for all our operations by categorizing and registering our security protection facilities. This approach enhances our ability to address network threats and reduce security risks. Regular security assessments and updates, combined with close cooperation with regulatory authorities, further strengthen the overall security of our communication network.

Data Privacy Protection Mechanisms

Privacy Firewall

Trip.com Group fully ensures the privacy and security of travelers by implementing privacy firewalls for data isolation. For further privacy protection, stringent approval procedures are enforced. After the launch of Ctrip and Trip.com, dynamic and real-time privacy controls were employed to enable 24/7 continuous monitoring and effective interception. These significantly enhanced the privacy capabilities of the Group's products and enabled full online privacy monitoring.

All users must confirm the User Service Agreement and Privacy Policy before registering as members with the group. We clearly inform users about the rules related to data privacy within these documents.

Alert	Identification	Rectification
The privacy firewall monitors and determines compliance with related privacy regulations in real time. Once a privacy compliance issue is identified, the issue and program code location will be escalated to the Compliance Team.	Locate and categorize reported issues and assess them based on the level of priority.	Problems reported by the privacy firewall, or problems that cannot be fixed in time during the release detection process, can be managed through the privacy firewall at any time.

Awards

The Group's privacy firewall technology solution is recognized by the Ministry of Industry and Information Technology of the People's Republic of China as one of the first 18 successful cases in the “Minimum Necessary” case study of personal information processing. The Group is the only Internet enterprise in the Shanghai region to have passed the privacy technology solution assessment.

SDK Privacy Compliance Governance Platform

A SDK privacy compliance governance platform was also deployed to fully protect user privacy and security, and effectively safeguard the legitimate rights and interests of our users. Additionally, the platform improves inspection efficiency and accuracy through effective prevention of inappropriate behaviors such as illegal collection and over-collection of personal information by third-party vendor SDKs.

Awards

The Group's SDK privacy compliance governance platform was assessed by experts from the Ministry of Industry and Information Technology of the People's Republic of China and was selected in December 2023 as an outstanding case study in “Standardizing SDK Application Services and Strengthening Service Collaboration”

Data Security and Privacy Management Training

The Group regularly conducts data security training for all our employees, including full-time employees, contractors, directors and senior managers, and provides special training for new employees and those in relevant positions. We engage internal and external experts from time to time to share data security knowledge and improve information security management capabilities among our employees. In addition to that, we also strengthen the security awareness of our employees by organizing security attack and defense drills. The Group has established an information security complaint reporting channel (same as the business ethics reporting channel) to encourage employees to provide timely feedback on information security incidents and non-compliance events. Employees in key positions are required to sign the "Commitment on the Protection of Users' Personal Information" and the "Confidentiality Agreement". We also provide annual data security and user privacy training for all our employees and contractors. To ensure the security of our data systems, we regularly conduct internal and external security assessments and vulnerability assessments. During reporting year, 100% of the Group's employees, including full-time employees, contractors, directors and senior managers, completed data security and privacy training and passed the related tests. A total of 35,587 training sessions were held, involving 2,213 safety trainers from overseas. Training is provided in four languages: Chinese, English, Japanese, and Korean.
Conduct at least one comprehensive internal and external review and evaluation annually to ensure the effectiveness of security measures. Internal reviews are based on multiple sets of evaluation standards such as ISO27001 and equivalent protection levels, conducting thorough audits of internal systems and personal information protection measures. Meanwhile, external audits are carried out by independent third-party organizations, including SOX audits and audits under ISO27001 and ISO27701, enhancing the transparency and credibility of our group's information security management. During the reporting period, our group experienced no significant data protection violations, and the total number of users affected by major data security incidents was zero.

Anti-Phishing Awareness Training

As part of the effort to raise employees' anti-phishing awareness and ensure data security, a phishing drill was conducted in May 2023 for 16,502 employees. This was followed by an anti-phishing training on how to recognize phishing emails, as well as the proper practices when encountering phishing emails.

Panshi Operation

For the third consecutive year, Trip.com Group participated in the "Panshi Operation" cybersecurity combat and defense exercise organized by Shanghai Municipal Communications Administration. The purpose of the exercise was to conduct controllable and auditable practical cybersecurity attack and defense drills. A total of 170 companies took part in the exercise. The Group received the Elite Blue

Information Security Week

Trip.com Group organizes an Information Security Week every year. In 2023, a total of 5,049 people across 116 regions around the world took part in information security training. The theme for 2023 is "Uncovering Phishing Tricks for a Secure Future". Taking on board the feedback from the previous year's Employee Satisfaction Survey, we held offline Security Week activities in three more regions outside of Shanghai so that more employees could participate. Through online learning, clearing stages, physical games, earning points and redeeming gifts, employees become more proactive in our information security efforts.

Security Emergency Response Center

Trip.com Group created a Security Emergency Response Center (CSRC) to promptly identify and fix security issues, including but not limited to vulnerability clues, process vulnerabilities, attack methods, and attacker information. The platform is open to all internet users and offers rewards of up to RMB8,000 based on the levels specified in the "Bug Bounty Program." In 2023, 278 security risks submitted by users were resolved.

Supply Chain Management

The Group is committed to building a sustainable supply chain by fully integrating ethical and environmentally responsible practices into our operations. In addition to compliance and optimization of our supply chain management, we enforce our social and environmental responsibilities in every aspect of our sourcing process. We insist on synergistic development with our local suppliers.

By formulating internal management systems such as the "Trip.com Group Procurement Management System", we put standardized processes and mechanisms in place, including supplier registration, maintenance and assessment, penalties, and elimination. These, together with the hierarchical management of suppliers, fully guarantee scientific and effective procurement and supplier management. In addition, the management system specifies that for designated procurement categories, each supplier may renew their contract for up to three years under the same conditions as their initial winning bid following the previous procurement cycle, and supplier information is cross-checked with third-party organizations. At the same time, the Group also integrates responsible procurement into every aspect of supplier management. We give priority to suppliers who are committed to sustainability. This policy has been revised in August 2023.

We track significant violations or misconduct by suppliers during the tender and contract performance stages. Suppliers who are guilty of violations are placed on a blacklist that is maintained in real-time within our EPM system for direct access and review.

Supply Chain Management Procedure

Business Level	Second Level	Third Level
Supplier Access	**Inspection and Assessment**	**Supplier Termination**
Establish rigorous supplier onboarding procedures. Before onboarding, suppliers undergo a thorough assessment to ensure they meet requirements such as number of years in business and professional competencies. Following a joint assessment by the business and procurement teams, we will send an onboarding registration invitation to suppliers.	An annual evaluation is conducted for all onboarded suppliers, and the business team will conduct acceptance checks or evaluations of the supplier's performance at the conclusion of each project.	If a supplier shows non-compliance, lack of integrity, or other issues during the contract performance period, actions such as termination, suspension, or blacklisting for three years or permanently may be taken based on the actual situation.

In 2023, Trip.com conducted an annual performance assessment on the long-term suppliers. Five suppliers failed to meet the standards and will have their cooperation terminated within the next three years, while another 33 suppliers were permanently terminated for violating procurement regulations. In 2022, cooperation with 12 suppliers was terminated, including two permanent terminations.

Responsible Procurement

Compliance

- Trip.com Group Procurement Management System
- Trip.com Group Employee Handbook
- Administrative Regulations on Anti-Fraud and Anti-Corruption of Trip.com Group
- Letter of Commitment for Supplier Tender
- Supplier Code of Conduct for Trip.com Group

Risk Assessment

- Supplier Access Audits
- Supplier Classification Risk Management
- Supplier Assessment Methodology
- Supplier Blacklist Management Measures

Appraisal and Promotion

- Onsite Audits
- Annual Review
- Project Completion
- Audits

Industry Exchange Channels

- Trip.com Group Overseas and Domestic
- Partner Summit
- Annual Supplier Conference
- Outstanding Supplier Awards

Supply Chain Integrity Management

We are committed to fostering a clean and honest business environment within our supplier management system. Each year, we provide integrity and compliance training to suppliers to enhance their awareness of ethical conduct. During the reporting period, all active suppliers signed the supplier integrity agreement, with 100% of contracts including specific complaint channels.

Suppliers are required to avoid any form of corruption, extortion, or bribery, and must disclose any potential conflicts of interest as the Group's working partners. During the reporting period, no significant negative supply chain incidents affecting the Group's operations occurred.

Trip.com Group Supplier Management Complaint Channel

Whistleblowing hotline: 8621-54261440

Whistleblowing email: jubao@Trip.com

Whistleblowing mailing address: Audit Department, Trip.com Group, 968 Jinzhong Road, Changning District, Shanghai

Audit enquiry email: shenji@Trip.com

*The procurement mentioned in this report refers to indirect procurement, such as marketing, staff capacity, human resources, and technical equipment, excluding procurement of business resources like airfare and hotel services.

Supply Chain Management

The "Trip.com Group Supplier Code of Conduct" further outlines the main principles suppliers should adhere to in their business activities. These include seven key principles: human rights, fair labor conditions, health and safety quality management, business ethics, operational security, operational sustainability, and minimizing environmental impact.
Additionally, we evaluate suppliers' occupational health and safety standards, giving preference to those with occupational health and safety certifications. The sustainability of suppliers' business operations, particularly their performance in environmental protection, is also a key consideration. We aim to increase the proportion of sustainable suppliers within our group.
During the reporting period, the group continuously encourage our suppliers to sign the "Trip.com Supplier Code of Conduct".

Key Trip.com Group supplier principles

- Respect for human rights
- Fair labor conditions
- Health and safety quality management
- Business ethics
- Operational security
- Operational sustainability
- Minimizing environmental impact

Mutually Beneficial Collaboration

We are dedicated to continuously enhancing our suppliers' overall capabilities with the aim to improve the quality and efficiency of their products and services, which will ultimately ensure a mutually beneficial cooperation. To facilitate communication, we have established multiple channels with our suppliers. Suppliers of all kinds can connect with us via the online supplier tender platform. Additionally, we strengthen collaboration and foster mutual growth through regular summits held domestically and internationally, onsite visits, annual awards, and various other initiatives.

Community-Friendly

Rural Revitalization P 36
Global Travel SOS Service P 39
Promoting International Travel P 40
Customer Support P 41
Global Customer Experience Assurance P 42
Bridging the Digital Divide for Seniors P 43
Promoting Destination Growth P 44
Charity and Philanthropy P 45

Our initiatives aim to support United Nations Sustainable Development Goals (UN SDGs)

Performance

As part of Trip.com Group Country Retreats, 31 homestays in 13 provinces (autonomous regions and municipalities directly under the central government) have been opened in China, creating 20,000 indirect jobs for the local communities. More than 80% of these positions are held by local residents or returning youths, driving local per capita annual income growth of over 5,500 USD. In 2023, it delivered a local income growth of about 4.15 million USD in agricultural products. A total of 786 offline talent trainings in villages were conducted, and more live and online training platforms were added, benefiting an estimated 264,352 people.

The Global Travel SOS Service has been upgraded to include 27 supporting medical organizations worldwide and over 1 million cooperating medical organizations. The service language has been expanded to support 24 languages, and travelers worldwide can seek assistance for 20 types of travel emergencies via Trip.com. The current coverage extends to over 440 million travelers and has garnered more than 20,000 assistance requests from over 100 destinations worldwide, boasting a success rate of 98%.

To facilitate the development of international travel, we entered into strategic partnerships with 230 destinations worldwide in 2023 and have cumulatively achieved about 380 million USD GMV growth in these destinations through the use of vouchers. TripGenie, an intuitive AI travel assistant, has answered one million enquiries.

Trip.com remains an industry leader in 2023 in terms of customer satisfaction, with over 90% of customers recommending Trip.com (NPS), and a 100% resolution rate for valid customer complaints.

The Old Friends Club brand has served 500,000 members aged over 50 years old since its launch, facilitating nearly 1 million trips, with outbound trips constituting 23% of travel undetaken by seniors.

Rural Revitalization

The tourism industry not only plays a crucial role in economic growth, but also serves as a key factor for rural revitalization and strengthening of poverty alleviation efforts. In China specifically, Trip.com Group champions social responsibility by driving the development of rural economy through tourism. Rural revitalization is an important part of the 2030 Agenda for Sustainable Development proposed by the United Nations. It is closely linked to the agenda's objective of eliminating all forms of poverty worldwide and contributes significantly towards fostering economic growth, promoting decent work opportunities, and mitigating inequality.

In 2022, Trip.com Group launched the Rural Tourism Revitalization Plan to establish a benchmark for rural revitalization destinations. We contribute to rural revitalization by investing in talent, capital, technology, and resources. One such key project is Trip.com Group Country Retreats, an initiative that aims to create a model of villages and homestays for rural revitalization. The program not only supports China's national development, but also makes a significant contribution to global sustainability and inclusiveness.

Trip.com Group Country Retreats generated a cumulative value of about 118 million USD for the countryside in 2023. Additionally, the completion of country retreats in each region has indirectly contributed about 79.8 million USD of related supply chain value growth for the local communities, as well as provided employment for over 20,000 individuals in related sectors. During the reporting period, 31 Trip.com Group Country Retreats have been established across 13 provinces (autonomous regions, municipalities), increasing average annual local incomes by over 5,500 USD.

Industrial Value Drive

Each country retreat has an influence that spans a 30km radius, averaging an increase of 40.33 new local accommodations, increasing local accommodation bookings by 82.4%, and raising average room rates by 18.7%. The homestays of the country retreats has become effective benchmarks. The completion of every Trip.com Group country retreat directly stimulates related local industries across the value chain, increasing production value by about 74,000 USD per year. By promoting the increase in the number of local homestays and the development of the industry, the country retreats indirectly boost the growth of upstream and downstream industries within the regions by approximately 28 billion USD.

Rural Agricultural Products Drive

Through the showcase of country retreats and online sales in the Trip.com Group Membership Mall, the income of agricultural products increased by over 4 million USD in 2023, a growth of nearly 30 times compared to 2022. This is a testament to Trip.com Group Country Retreats' philosophy of preserving local heritage and highlighting countryside living.

Rural Talent Cultivation

Rural talent cultivation is a pivotal component of Trip.com Group's strategy for revitalizing rural tourism. The strategy facilitates the rapid revitalization of rural tourism and promotes rural tourism development through benchmark setting, industry advancement, large-scale empowerment and talent training. As a public service industry training institute, Trip.com Rural Revitalization Academy continues to promote professional training in the rural parts of China. The program has already trained at least 10,000 people so far.
During the reporting period, Trip.com Group Rural Revitalization Academy has completed 786 talent training sessions. In addition, new live streaming and online boutique courses were introduced. A total of 264,352 individuals received the training, spending nearly 400,000 hours on lessons. Among them, 260 online courses for homestays have been made available, enabling rural talents to enhance their professional skills anytime they want. The online courses were accessed by a total of 23,000 individuals, with a total learning time of over 30,000 hours.

Training System

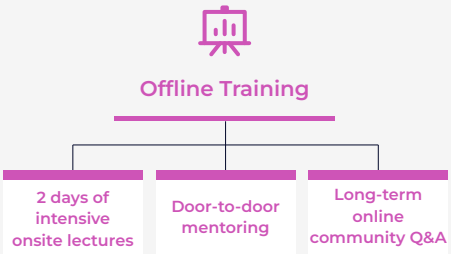
Trip.com Group has established a sophisticated training system to facilitate rural talents cultivation and enable them to use their skills for real income growth.

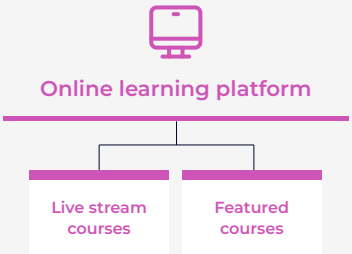
Offline Training

Driving the growth of homestay management and operational skills goes hand-in hand in three ways: Two days of intensive onsite lectures, door-to-door mentoring, and online community Q&A. Trip.com also arranges for Trip.com Group Country Retreats store managers and experts to visit the branches to perform a thorough inspection and provide guidance and targeted suggestions for improvement.

Online Learning Platform

Trip.com Group has built a platform for live online and featured courses to continuously guide homestay managers to towards greater efficiency and enhance their learning at any time.





Cultural Preservation

Trip.com Group's Country Retreats allow homestay guests to engage in activities that celebrate local culture, providing an immersive experience in local traditions. Cultural heritage experts also give lectures on how to preserve these cultures. We performed extensive research on China's traditional customs include the 24 Solar Terms, agricultural farming and other folk cultures. All Trip.com Group Country Retreats offer at least one of the following experiences: farming, animal husbandry, fishery, cultivation, and forestry. The country retreats activity library has nearly 100 experiences that can be enjoyed by guests immediately upon arrival. The variety of activity experiences offered is 100% covered.

Cultural Preservation

We organized culturally immersive activities and craft promotions, including paper-cutting, bamboo weaving, grapevine weaving, persimmon dyeing, mortise and tenon carpentry, Suki lantern painting, blue dyeing, batik, embroidery, Shenxian tofu making, Huangmei Opera, and fur ski making. A total of 350 sessions were organized by over 40 traditional artisans.

Local Agricultural Experience

We developed agricultural cultural tourism experiences with local characteristics to enrich our guests' knowledge. Activities at the Inner Mongolia Happy Rice Wild Luxury Tent Associates includes rice planting in rice paddies, fishing in muddy waters, straw hat painting, and jungle egg foraging, as well as experiences such as visiting a rice museum and attending a educational class on rice. Laodabao Country Retreat organizes tea-picking experiences and Jinzhai Country Retreat hosts chicken-raising, bamboo shoot digging, and other local agricultural experiences.

Country Gourmet Discovery

Drive rural tourism and offer guests local delicacies, giving them reason to travel to the countryside. The Taste of the Countryside event by Trip.com Group Gourmet List was held at the Shaanxi Foping branch of Trip.com Group Country Retreats. The product model of food + travel was centered around local food of Foping. Each branch also offered a local cuisine menu, allowing guests to savor original country food without leaving the retreat.

Seasonal Activity

Country retreats across different locations offer a diverse range of seasonal activities, such as the Springtime of Everything, a themed event in spring 2023, which includes "One Acre of Farming" - a farming initiative - bamboo shoots digging and picking, hand-painted kite making, and green dumplings making. These will bring guests closer to nature.

Global Travel SOS Service

Trip.com Group not only creates beautiful journeys for travelers, but also cares about the safety of travelers. Through the launch of the Global Travel SOS Service, Trip.com Group provides global users with valuable services such as emergency support and handling of unexpected situations during their trips.

In July 2023, Trip.com Group upgraded its Global Travel SOS Service in order to enhance the global security protection of travelers. The upgrade encompasses not only the original four major real-time resources, namely customer assistance, Trip.com guides, overseas leaders and offices, but also introduced a range of enhanced services. The SOS service resources have since been expanded to cover 27 supporting medical organizations and over one million medical partners worldwide. The service language has been upgraded to cover 24 languages. The service already caters to 20 types of travel emergencies.

The current coverage of SOS service extends to over 440 million travelers and has garnered more than 20,000 assistance requests from over 100 destinations worldwide, boasting a success rate of 98%. The overall enquiries for SOS services in 2023 saw a jump of 2.4 times compared to the same period in 2022, of which enquiries for overseas business increased by 5.6 times compared to the same period last year.

SOS Service Resolution Process

Request for assistance

Travelers can initiate travel SOS requests on two main apps: Ctrip and Trip.com. In addition, travelers can also use the Trip.com customer support hotline and eligible requests will be forwarded to the SOS team.

Service type

The customer support team categorizes travelers' requests and resolves them accordingly.

Processing

Travelers' needs are addressed through touchpoints such as local partners, local guides, Trip.com guides, and global travelers.

Summary and analysis

Travelers' SOS requests are regularly summarize to provide guidance to the customer support team and find new partners.

Top 3 Emergency Assistance Request Types

Document replacement

Loss of passports is the most frequent request, accounting for nearly 50% of the cases.

Medical assistance

Overseas medical care is one of the most problematic issues, with injuries and illnesses of the elderly and children accounting for nearly 70% of requests for help.

Property loss

Examples include finding a lost wedding ring and returning electronics left behind at a hotel.

Promoting International Travel

The overall growth of tourism, coupled with the simplification of visa application procedures, payment optimization, and other policies have increased the flow of people, trade, and tourism across countries and regions. This has increased the spotlight on international travel and made it an important driver for industry development. Trip.com Group is actively utilizing our leading products and new technologies to continuously enhance the inbound and outbound travel experience. We leverage our business network that spans across 39 countries and regions to drive growth in the global travel industry.

Global Partnership Conference

Trip.com Group launched two global partnership conferences in May and October to create a communication platform for global travel partners and drive cross-border tourism.
In October 2023, Trip.com Partnership Summit was held in Singapore with 2,500 partners from 30 countries. In May 2024, Trip.com Group organized the Envision Partnership Summit in Shanghai and Zhangjiajie, which saw the participation of 1,600 overseas partners. Through ESG and technological innovation discussions, the Group is committed to collaborating with our global partners to create a more responsible travel experience.

Making International Travel Easy

We make international travel easier through different initiatives. An inbound tour service platform was created on Trip.com as a one-stop portal for foreigners visiting China. The service has served over 100,000 travelers.
The waiting time of international travelers at the airport can be transformed into an inbound tourism experience with the Free Entry to Shanghai City Half-Day Tour program. At the same time, a network solution for inbound travelers was launched in partnership with China Mobile.

Strategic Cooperation with the Ministry of Culture and Tourism of China

We executed a strategic framework agreement with China International Culture Association for the Hello! China program. An inbound tourism service platform was established and mutual promotion were held at events such as the China International Tourism Fair, the Sino-French Year of Tourism, the Sino-US High-Level Dialogue on Tourism, and the World Conference on Tourism Development. The Hello China promotional video won the Hermes Creative Award in the global market.

Bringing Partners to Overseas Markets

Leveraging our presence in 39 countries and regions, the Group has continuously enhanced our product and service experience to expand global influence and enable travelers around the world to enjoy better services.

Customer Support

Trip.com Group believe in putting our customers first. We have 15,000 customer support operators across 18 call centers worldwide to service our customers. In the AI era, Trip.com Group integrated AI solutions to improve our customer service. Currently, 70% of our basic services can already be provided by AI. We strictly abide by the Law of the People's Republic of China on the Protection of Consumer Rights and Interests and E-commerce Law of the People's Republic of China, as well as other applicable laws and regulations to enhance our communication with our customers and provide 24/7 customer support. At the same time, we have also set a long-term goal of maintaining a 100% customer complaint handling and resolution rate. During the reporting period, the effective customer complaint handling and resolution rate was nearly 100%.

World's Leading Contact Center

Trip.com Group has established leading call centers in 18 countries and regions to continuously provide travelers with high-quality 24/7 service. These include six overseas call centers in Bangkok, Kuala Lumpur, Edinburgh, Seoul, Tokyo, and Manila.

Trip.com Group Service Contact Center pioneered the adoption of Six Sigma management principles in the travel industry. The manufacturing standards were applied to the service industry to ensure a product service rate of 99.9% of higher. We have been awarded the 4PS international standard five-star certification. The Group believes in the HEAT Service Philosophy, i.e. Heartwarming, Effortless, Active and Trustworthy. The philosophy serves as the cornerstone for better serving the community and providing a range of innovative services.

Trip.com Group is also an active explorer in the field of AI. The number of smart service enquiries for Trip.com Group's accommodation business reached 7.6 million in the first half of 2023. The self-service rate for changing domestic flights in our airline business increased to 95% from 60% in 2019. The self-service rate for flight change and cancellation increased to 95% from 80% in 2019. The effective resolution rate of AI smart customer support increased to 60% from 40% in 2019, maintaining a consistently high level of service automation.

During the reporting period, Trip.com witnessed a year-on-year growth of over 30% in overall customer support enquiries, indicating a remarkable rebound in the travel market thus far this year. Notably, the number of overseas customer support enquiries surged by more than 50%, highlighting a concentrated burst of demand for overseas travel.

Continuous Improvement in Customer Satisfaction

Trip.com Group has always placed great importance on our customers' booking and travel experience. After every booking of Trip.com Group products, customers can rate their NPS recommendation on the relevant page or by phone. Every business pipeline and service team listens to users' feedback. They analyze the issues, address pain points through special projects, and continuously enhance the user experience through optimization. The integration of advanced AI technology now enables us to analyze the details and needs of our users during travel to better meet their expectations. Customer satisfaction with Trip.com Group continues to improve according to different user qualitative and quantitative research results. Customer satisfaction levels remain industry-leading in 2023 with over 90% of customers recommending Trip.com (NPS).

Global Customer Experience Assurance

Trip.com Group believes that service is one of the core values of a travel product. The Group adheres to the principle of providing travelers worldwide with the same hospitable travel service and safeguarding the travel experience of our global partners and users. We are also committed to serving local travelers with localized products and staff to assist them in obtaining better travel service in the global market.

Travel Culture Promotion	Trip.com Group proactively promotes cultural travel products through its global network. The Timekeepers exhibition was organized with the Musée Gimlet in Paris, combining Asian collections with European museums to promote the Sino-French Tourism Year on World Museum Day. We collaborated with the Palace of Versailles and the Centre Georges Pompidou to promote the Forbidden City and Versailles exhibition, deepening the artistic and historical ties between Europe and China, and providing travelers with cultural storytelling during their trips.
AI Intelligent Customer Service	Trip.com introduced an AI feature in the customer support center to facilitate self-service. The current self-service rate for ticket cancellation has increased to 86% (76% in 2022), and the self-service rate for ticket has increased to 84% (57% in 2022). This resulted in a reduction of 500,000 hours of waiting time for customers in 2023.
TripGenie, Artificial Intelligence Assistant	Trip.com introduced TripGenie, an artificial intelligence assistant with features such as itinerary generation, booking, travel advice and tips to overseas users. It has already served one million users, assisting them with more customized travel services. Additionally, Trip.com is also now available on the Apple Vision Pro app, which provides users with unique, immersive experiences in popular destinations worldwide. During the first six months of 2024, the active user growth rate of Trip.com Group's AI assistant has exceeded 250%.
Deposit-free Car Rental Worldwide	Trip.com Group has introduced a deposit-free car rental service that reduces users' waiting time. The service is available to users with advanced credit card authorization. Deposit-free coverage for overseas markets went live in June 2023, with coverage of over 50% in Thailand. Bookings from partners who have enabled deposit-free coverage grew by 16% year-on-year compared with 2019, while saving 30% of rental time for users.
Global Airline Tickets Advances NDC Cooperation	Our proprietary Airline Direct Connection (NDC) program is driving development and experimentation of IATA's industry solutions. It effectively optimizes conversion rates, assists airlines in efficiently reducing distribution costs, and prevents the risk of user information leakage as well.
Contributions to Local Cultural Development	Trip.com Group is actively promoting local culture. During the UEFA European Football Championship in June and the Olympic Games in July, we proactively marketed the events on our global websites and brought more travelers to France, Germany and Europe through a variety of offers and promotions. This creates a blend of tourism and culture that drives global cultural exchanges. In addition, the Group also has different businesses in the fields of performances, exhibitions, music, and other cultural domains.

Bridging the Digital Divide for Seniors

With the popularity of smartphones and the rise of the senior tourism market, seniors are faced with issues during their travels such as unfamiliarity with smart apps, challenges in understanding products and services, and a lack of customized products and differentiated services. To cater to the diverse needs of individuals aged 50 and above, Trip.com Group introduced the brand Old Friends Club, which specializes in offering differentiated travel products for seniors, as well as 1v1 customer support to reduce the impact of the digital divide. Previously, Trip.com Group introduced an "age-friendly" app to help those who struggle with smart apps.

Trip.com Group Old Friends Club

To better serve the senior group, Trip.com Group introduced the Old Friends Club brand that offers exclusive travel products and rates for customers aged 50 and above. Customers who have completed the age verification can reserve exclusive products for Old Friends Club members and enjoy 1v1 customer support in Elderly Friends chat groups. Over 700 exclusive products are available in the first phase, covering more than 40 popular destinations globally.

Old Friends Club released an Elderly Friends & Children Affinity Card. Elderly people can link their Elderly Friends Children Affinity Card with one click to unlock three major benefits, including six travel + lifestyle benefits, the ability to purchase exclusive products and enjoy exclusive customer service. They can also reserve exclusive products for the elderly in the family and synchronize their trip information with one click. This makes travel simpler and more accessible.

Currently, the average age of Old Friends Club members is 61 years old. Since its launch, the service has served 500,000 members and facilitated nearly one million trips, with outbound trips constituting 23% of travel by seniors.

Trip.com Group Age-friendly App

The “elderly-friendly" (care) version was launched in 2021, resulting in a significant surge in the registration of elderly users. Trip.com Group publishede "Insights into Travel Behavior of the Silver Hair Group" in 2023. In it, we reported an almost twofold increase in the number of trips taken by individuals aged over 55 compared to the same period the previous year. In terms of specific age groups, the 55-60 group was the main consumer group, accounting for 60%. The 61-65 age group accounted for more than 20%. Outbound travel bookings of people over 55 years old increased by more than five times compared to the same period in 2022.

Exclusive Experiences

UI

The "age-friendly" version of the Trip.com app not only features a more user-friendly UI, but also incorporates larger fonts and higher contrast to enhance readability for elderly users.

Features

The web side and app were specially adapted for elderly users. The age-friendly UI fitting was completed in phase one. A text-reading function was added in phase two to meet the needs of people who are physically challenged.

Services

After selecting the departure and destination in the group tours section, elderly users can click on "Confirm Intention" to generate an order. Subsequently, our customer support staff will contact these customers to introduce relevant routes and products.

Hotline

We set up a dedicated hotline for the elderly. Elderly users can now bypass the option selection process and directly connect with a human customer support operator to address the travel needs quickly.

Promoting Destination Growth

Trip.com Group has been actively facilitating the recovery of the global cultural tourism industry. We are working with destinations to bring more travelers to them by showcasing travel highlights, distributing cultural tourism vouchers, and co-creating content. We firmly believe that these initiatives can expedite the recovery of the cultural tourism industry while providing travelers with more exciting travel experiences and fostering a sustainable cultural tourism ecosystem.
During the reporting period, Trip.com Group entered into strategic partnerships with 230 tourism bureaus worldwide, including 130 in China and 100+ in other countries and regions world wide. Collectively, our consumer vouchers contributed to a remarkable estimated 380 million USD GMV growth in destinations, helping partners to attract travelers from around the world.

Travel Consumer Vouchers for Chinese Destinations

Boost the tourism economy of destinations with solutions such as diversifying spending scenarios and broadening spending subsidy methods. During the reporting period, Trip.com collaborated with the cultural and tourism departments of nearly 130 Chinese provinces, municipalities and districts on 360 occasions. A total of nearly 55.00 million USD in vouchers were distributed, driving above 230 million USD travel GMV in China.

Consumer Voucher Cooperation with Chengdu Tourism Bureau.

A total of about 1.6 million USD consumer vouchers were issued, resulting in a 16-fold year-on-year surge in hotel expenditures in Chengdu, as well as a 19-fold year-on-year increase in tourism spending in Chengdu.

Consumer Voucher Cooperation with Shandong Tourism Bureau

A total of about 963,000 USD consumer vouchers were issued, resulting in a 26-fold increase in spending subsidies and leading to a year-on-year increase of 176% in tourist arrivals in Shandong.

Consumer Voucher Cooperation with Nanshan District of Shenzhen

A total of over 1.23 million dollar consumer vouchers were issued, driving a 160% year-on-year increase in cultural and tourism bookings within Nanshan District and a 234% year-on-year increase in the amount of spending.

Promoting Growth in Global Destinations

Trip.com Group is in partnership with more than 100 overseas tourism bureaus, involving nearly 200 programs. More than 23 million USD consumer vouchers were issued, driving about 151 million USD GMV globally and contributing to global tourism growth while promoting cross-border cultural exchanges.

Boost Singapore Inbound Tourism Growth

We executed a three-year Memorandum of Understanding (MOU) on Global Partnership with Singapore Tourism Bureau. Joint promotional activities were launched to boost Singapore's inbound tourism, including new products related to health and sustainable development.

Global Promotion of Saudi Tourism Bureau

Promotion of Saudi destinations with all brands under the Trip.com Group, including Trip.com, Ctrip, Skyscanner, Travix and MakeMyTrip. Boost the growth of inbound tourism in Saudi Arabia by utilizing innovative breakthroughs such as the Bund light show and CBD illumination, Saudi bazaar, giant panda title adoption, and other creative forms of communication to draw global travelers' attention to Saudi Arabia's tourism.

Boost Germany Inbound Tourism Growth

Proactive promotion of travel to Germany in collaboration with the German National Tourist Board. Utilizing the appeal of Germany's rich cultural heritage to facilitate cultural exchanges and bring tangible economic benefits to local cities. Enhance cultural participation while also bringing economic support to Germany's vibrant cities and enriching the travel experience for visitors.

Charity and Philanthropy

As a community-friendly company, Trip.com Group always believes that synergizing business efforts with philanthropic endeavors can result in a greater and more positive impact on society. The Group is also dedicated to encouraging Trip.com Group's global employees to fulfill their public welfare responsibilities and to care for social welfare by the promotion of youth cultural exchanges, caring for the next generation, and looking after the underprivileged.

Youth Cultural Exchange

Trip.com Group and Michigan College of Shanghai Jiao Tong University jointly founded the Pilot Scholarship with the aim of encouraging students from US colleges and universities to come to China to further their studies or exchange programmes. This promotes friendly exchanges between US and Chinese youths and builds a bridge for future relationships.

- Pilot Scholarship

Caring for the Next Generation

Caring for the next generation is another public welfare undertaking of Trip.com Group. The Group aims to encourage the next generation to travel more, inspiring them to open up their perspectives and build a better world. This will encourage them apply their learnings and make a difference in future.

- Public Welfare Plan: Star-counting Rooms
- Assist in Fulfilling Sick Children's Travel Wishes
- Urban Career Travel at Trip.com Group Headquarter
- Singapore: Teen Treasure Hunt Travel Experience
- Japan and Korea: Christmas Gifts for Kids

Taking Care of the Underprivileged

Trip.com Group is concerned about the well-being of the underprivileged. We want to assist them in their travels and improve their experience.

- Bring Love Home Spring Festival Public Welfare Plan for 7 consecutive years
- Public Welfare Water Delivery Event: Honor the Heatwave Walkers
- Singapore: Free Travel for Foreign Workers
- Focus on Breast Cancer Patient Groups
- Turkey: Earthquake Assistance

Pilot Scholarship

After the Chinese leaders initiated a program to invite 50,000 American youths for educational and cultural exchanges in China over the next five years, Trip.com Group and Michigan College of Shanghai Jiao Tong University jointly established the Pilot Scholarship to further encourage students from US colleges and universities to come to China to further their study or on exchange. This initiative promotes positive exchanges between the nations, fostering understanding and enhanced collaboration.

The Pilot Scholarship is designed to financially support the educational and living expenses of students selected for the program. The aim is to attract a greater number of young American students to study in China to experience its history, culture, and achievements, as well as to promote cultural and educational exchanges.

Selection Criteria

The Michigan Academy of Shanghai Jiao Tong University will set up a screening committee.

Eligible candidates

Students who are currently enrolled in undergraduate and master's degree program at institutions of higher education in the United States.

Selection criteria

- Academic excellence: GPA of 3.6/4.0 and above;
- Personal introduction;
- Letters of recommendation.

Caring for the Next Generation

Public Welfare Plan: Star-counting Rooms

To give autistic children the courage to step out of their homes and explore the world through travels. On April 2, 2024, also known as World Autism Day, Trip.com Group launched a public welfare program called Star-counting Rooms that invited children with autism to embark on a journey to count stars. Dozens of children with autism are offered the opportunity to experience Trip.com Group Country Retreats for free.

Urban Career Travel program at Trip.com Group Headquarters

In July 2023, Trip.com Group and Country Note jointly introduced Urban Career Travel, a public welfare education program for rural children. The children of Yuexi Middle School in Yuexi County, Liangshan Yi Autonomous Prefecture, Sichuan Province set off on an extraordinary journey that tspanned nearly 2,000 kilometers. We prepared clothes for the children as they were taken to our Shanghai headquarters for a travel industry networking event.

Singapore: Teen Treasure Hunt Travel Experience

Teaming up with CARE Singapore, a charity dedicated to youth development, Trip.com organized the Teen Treasure Hunt Event at Sentosa to promote teamwork and personal development in youths. In addition to sponsoring 90 tickets and lunch for the event, dozens of Trip.com staff from the Singapore office also played their part in the event by managing different stations and accompanying the youths in tackling various problems. We believe that by caring for the next generation is, we are caring for the future of society.

Japan and Korea: Christmas Gifts for Kids

During the Christmas season, Trip.com's Korean and Japanese branches held different events to brighten the day for the children at adoption centers. The Korean branch donated daily necessities and Christmas gifts to Didimjary, an organization that specializes in caring for infants and toddlers whose adoption has been postponed due to disabilities. In the same year, the Japan branch held a one-day trip for Christmas Village, an organization that fosters underprivileged children.

Taking Care of the Underprivileged

Bring Love Home Spring Festival Public Welfare Plan for 7 Consecutive Years

For the seventh consecutive year, Trip.com Group introduced the Bring Love Home Spring Festival Public Welfare Plan during Lunar New Year in 2024 for migrant workers. Trip.com also provided free high-speed rail tickets to migrant workers and urban construction workers who have witnessed the historical changes of the Spring Festival travel rush in the past ten years in China, so that they can go home for the festival. Hundreds of migrant workers benefited from the program.

Public Welfare Water Delivery Event: Honor the Heatwave Walkers

Public Welfare Water Delivery Event: Honor the Heatwave Walkers was organized in China to provide free mineral water at tourist shops to beat the heat. Trip.com Group branches in more than 20 provinces and cities provided free drinking water and a place to cool off from the summer heat for tour guides, sanitation workers, courier boys, traffic

Singapore: Free Travel for Foreign Workers

In collaboration with Sweet Home, a local foreign labor rights organization in Singapore, and City Tours and Car Rental, 200 foreign domestic helpers were taken on the Captain Explorer DUKW Tour. Trip.com Group is also offering discounted rates on its products to foreign domestic workers so that they have the opportunity to relax and explore Singapore.

Caring for Breast Cancer Patient Groups

Trip.com Group introduced a one-year support group gathering sponsorship program in collaboration with Hong Kong Breast Cancer Foundation to care for breast cancer patients in Hong Kong. With hotel catering sponsored by Trip.com Group, these support group gatherings organized by Hong Kong Breast Cancer Foundation allow patients to socialize with others with similar experiences, share stories and get advice from health and social work professionals in a relaxing atmosphere.

Turkey: Earthquake Assistance

Trip.com Group offered assistance to those affected by the earthquake in Turkey to help them get through the tough times with the donation of 3,400 emergency supply kits that included sleeping bags, folding beds, blankets, and moisture pads to residents of Istanbul and Adana. Trip.com previously provided medical relief through Trip Cares during the COVID-19 pandemic to support global community development.

Bringing Positive Changes to the Tourism Industry

The Qin Shi Huang Imperial Mausoleum Museum is working with Trip.com to provide foreign visitors with online and onsite attraction ticket purchase service through the Trip.com app and international ticketing machines. Since its launch, over 3,000 overseas users have booked Terracotta Warriors-related trips through Trip.com. The initiative has successfully promoted the Terracotta Warriors attraction, especially in South Korea, Japan, Singapore and Thailand.

Prior to the start of the 2024 Village Super League (VSL) qualifying match, Qiaoxin Jin, Director of Hotel Operations, participated in the public welfare training provided by Trip.com Group for over 200 local hotels. He applied the skills he learned about online operations, data processing, and customer complaint resolution to his work, and achieved remarkable results in just a few months. The professional operational skills and concept he learnt ultimately led to a three-fold increase in sales for the hotel in the county town popular with travellers.

Trip.com unveiled the "Dreaming of the Tang Dynasty, Delighted to Encounter Luoyang" themed exhibit at Luoyang Beijiao Airport, a collaboration with the airport. The immersive experience integrated elements of local culture, history and art into the design and features. One month after the airport opened its doors, sales of the airport's inbound and outbound tickets from Trip.com Group increased by 78% month-on-month.

In collaboration with Trip.com, Gexian Village Resort offered discounted packages of hotels, tickets and souvenirs as part of the "318 Sales" campaign. During the promotion period, Gexian Village Resort's achieved a cumulative exposure of over 100 million and witnessed a 34% year-on-year increase in search results, realizing a GMV of over 1.1 million USD. The resort managed to secure potential guests in advance during the off-season, laying the foundation for further growth during the May Day holiday in China.

As the village's homestay industry becomes more popular, Yunqiu Yang was able to return to work in her hometown as the manager of Trip.com Group Country Retreats Eighteen Caves Branch. She learned to leverage on the talents of Hmong women to draw in the crowds, such as Hmong drum performances, mountain songs, and "door-to-door" drinking run, as well as Hmong embroidery and clothing. Her salary has also risen from the initial 275 USD to 688 USD approximately.

In the second half of 2023, Shuchao Xing, a driver, realized the unlimited potential of the tourism industry. He obtained his tour guide license and join Trip.com Group chartered tour business. Thanks to his hard work and the guidance of Trip.com Group staff, he successfully assembled a crew of 20 people with professional service quality.

Wei Zhang, store manager of Guizhou Trip.com Group Zaoshan Road Business Department Branch, mainly caters his business to the middle-aged and elderly groups. He turned his store into a "Care Station" where he holds monthly birthday parties and book club gatherings for the elderly. For his dedicated and positive intentions, Wei's store was included in the first batch of Trip.com Guizhou senior service stations this year. All these stations have elderly tourists accounting for at least 70% of their business.

Yixian Hu, general manager of Chongqing Ascott Raffles City Service Apartment, implements low-carbon and environmental protection concepts in every corner of the hotel. For her efforts, Chongqing Ascott Raffles City Service Apartment became one of the first partners selected for the Low-Carbon Hotel when Trips.com Group launched its low carbon hotel initiative. With carbon emissions at 49% lower than similar establishments, the hotel has become a benchmark for the low-carbon hotel sector.

The tireless efforts of everyone invigorate the tourism industry. These examples clearly show how Trip.com Group and people in the travel industry can work together to achieve mutual growth. Additionally, Trip.com Group creates more business opportunities for our partners.

Family-Friendly

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Trip.com Group is dedicated to establishing itself as a premier family-friendly organization worldwide, aligning with our commitment to our employees and society. In 2022, we implemented a hybrid work model to enhance work flexibility for our employees. This initiative allows them to achieve a more effective work-life balance, enabling them to dedicate more time to family without compromising their career advancement. In turn, this also leads to positive changes in society. In the face of an aging population and declining fertility, the Group has responded positively and responsibly by introducing initiatives such as childcare subsidies to reduce the cost of parenthood for our employees. In addition, we have created a diverse, equal, and inclusive work environment that ensures our female employees have comprehensive growth opportunities. We believe this will eliminate any concerns our employees may have and contribute positively to society, reinforcing our commitment to being "family-friendly."

Our initiatives aim to support Nations Sustainable Development

Performance

6,880 USD
3.78 million USD
137 million USD

The childcare subsidy program was introduced. Currently, 550 children of our employees are eligible for a subsidy of about 6,880 USD per child, giving a total of 3.78 million USD in cash in the next five years. The Group plans to invest over 137 million USD in childcare subsidies to support parenting. The initiative is expected to benefit 20,000 employees.

70%
900,000 hours
600 employees

The hybrid work system, which has been in place for more than two years, has helped 70% of our employees worldwide save around 900,000 hours of commuting time. On top of that, we also trialed a new policy for our customer support team that allowed them to return to their hometown and work remotely for up to one and a half months before the start of the Spring Festival holiday. This pilot benefited 600 employees.

96,133 sessions
38.8 hours
35,000 courses

In 2023, 100% of our employees across 39 countries received corporate training. We held 96,133 training sessions, averaging 38.8 hours of training per person. The "Trip.com Group University" training platform offered over 35,000 online and offline courses in 2023. Covering 32 countries and 155 cities, the courses include more than 300 taught entirely in English.

57.5%
32.3%
60%

At Trip.com Group, women account for 57.5% of our workforce, including 61.4% at entry level, 43.5% at middle-management level, and 32.3% holding at senior-management level. This is way above the average for the Internet industry. More than 60% of our recently promoted senior managers are mothers.

6,725 mothers
438 employees
100%

During the reporting period, Trip.com Group employed 6,725 mothers. 42% of women working with us have at least one child, and 17.7% have two children or more. In 2023, 438 employees became pregnant, and nearly 100% resumed their roles after delivery. Our comprehensive employee welfare policies enable expectant parents to start a family without worry.

A Family-Friendly Company

As a world-leading, family-friendly company, Trip.com Group aims to provide our employees with better benefits, create a more equal and inclusive work environment and career progression opportunities for our female employees, and bring greater value to society. During the reporting period, the group issued the 'Equality and Diversity Policy for Trip.com Group' and the 'Occupational Health and Safety Policy for Trip.com Group', providing institutional safeguards for building a diverse, equal, and inclusive workplace. We firmly believe that our talents are our most important assets, and to attract and retain outstanding individuals, we must provide a more equitable work environment.

Mr. James Liang, co-founder and chairman of Trip.com Group, has a long-standing interest in population, economy, and innovation, and has published many research works and papers on economics in esteemed journals. Mr. Liang believes that a declining population significantly impacts scientific and technological innovation, affecting a country's economic vitality and competitiveness. Therefore, he advocates for substantial and proactive investment in creating a family-friendly society. As one of the few female executives at the helm of a publicly listed company, Trip.com Group CEO Ms. Jane Sun strongly advocates enhancing career development opportunities for women globally.

In May 2024, Trip.com Group was included in China's Top 100 Family-Friendly Workplace Case Studies by the Ministry of Human Resources and Social Security of China and the National Health Commission of China, becoming the only company in the travel service industry to receive this honor.

Diverse, Equitable, and Inclusive Work Environment

The Group has put in a lot of efforts and investments in recruiting and promoting female employees. Women account for 57.5% of our workforce, including 61.4% at entry level, 43.5% at middle-management level, and 32.3% at senior management level. This is way above the average for the Internet industry. More than 60% of our recently promoted senior managers are mothers.

Comprehensive Family-Friendly Welfare Policies

We have comprehensive employee welfare policies that encourage family formation. These policies help us retain and attract talented individuals while promoting a family-friendly society and population growth. Among them, the childcare subsidy and the hybrid work arrangement are two standout welfare policies that our employees and the public very well receive. In addition, we offer 10 other benefits, including assisted reproduction support and pregnancy transport allowances.

Giving Women the Wings to Soar

The Group is leveraging its position as an industry leader to empower change in the travel industry. Group CEO Ms. Jane Sun is an active participant in women-driven events worldwide. She encourages women to break the glass ceiling and exert themselves at work. In 2023, the Group initiated "The Journey of Mulan" program to provide 21,535 jobs for women with nine industry partners.

Childcare Subsidy

In the face of an aging population and declining fertility rates, Trip.com Group understands that companies can bring society together, creating a family-friendly atmosphere. In July 2023, we introduced a childcare subsidy program. Under this program, employees who have been with us for at least three years, regardless of their location or gender, will receive a cash subsidy of about 1,376 USD per year for every newborn until the child turns five years old. The Group will provide over 137 million USD in child-care benefits to support parenting. During the reporting period, 550 children of our employees are eligible to receive the subsidy, giving a total of about 3.78 million USD in the next five years in cash.

Trip.com Group is committed to fostering a nurturing work environment that supports our employees in their family planning endeavors. We provide pregnancy transport allowance, baby gifts, birth medical subsidies, and other benefits. On top of that, we have also added more than 10 new care measures, including reclining chairs for pregnant women, assisted reproduction, and baby care rooms. The Group now invests an average of nearly 110 million USD in childcare benefits alone.

Trip.com Group's Family-Friendly Benefits (Partial)

Policy	Start Time	Benefits
Regulations of Employee Medical Benefits	2014	Supplementary commercial medical insurance for children
Regulations on Employee Maternity Benefits	2015	Pregnancy transport allowance, maternity leave, childcare benefits
Instructions on Borrowing Recliners for Pregnant Women in Shanghai Office	2015	Reclining chairs for pregnant women
Instructions for Use of Mother-and-Baby Rooms	2015	Baby care rooms
Assisted Reproductive Welfare Policy for Female Employees	2018	Assisted reproduction
Temporary Parking Space During Pregnancy	2018	Temporary parking space during pregnancy
Trip.com Group Childcare Subsidy	2023	Childcare subsidy
Policy on Working from Hometown Before Spring Festival for Customer Service Staff	2024	Work from home- one and half months before Spring Festival

Hybrid Work Policy

Trip.com Group implemented a hybrid work model to enhance work flexibility for our employees. After an initial trial of six months, the Group found that the hybrid work model has reduced employee turnover by 30% without adversely affecting employee performance and efficiency. This approach also helps mitigate rising housing prices and traffic congestion, drives global integration, promotes women's career development, and increases birth rates.

Against this backdrop, Trip.com Group extended the hybrid work system to the entire company in February 2022. As part of the program, our employees can request to work up to two days a week, on Wednesday and/or Friday, at the comfort of their home or a cafe, resort, or other remote locations based on their personal needs.

The hybrid work system, which has been in place for more than two years, has helped 70% of our employees around the world save nearly 900,000 hours of commuting time. One of our employees has applied for a hybrid work arrangement 167 times. Overall, female applicants account for a higher percentage. The hybrid work system is particularly popular with our young employees, with those born in the 90s and 00s accounting for nearly 80% of the total requests. Hybrid work has benefited our employees with children more, with 63% of fathers and 58% of mothers having enrolled in the program.

Work from Home Before Spring Festival

In May 2024, Trip.com Group introduced a new policy that allows the customer support team to return to their hometowns earlier and work remotely for up to one and a half months before the start of the Spring Festival holiday. The policy was internally tested during the Spring Festival in 2024, and over 600 customer support team members were enrolled in the program.

Trip.com Group Hybrid Work Milestones

2013	The management research team conducted the first round of study and published their findings in an authoritative journal
2020	Work-from-home technology became more mature during the COVID-19 pandemic
2021	The second round of the research involving 1,612 participants conducted and the results published in an authoritative journal
2022	Launch of the hybrid work system
2024	Work from Hometown Earlier Before Spring Festival introduced and hybrid work system upgraded
2024	Third paper on hybrid work published in leading journal Nature

Empowering Women to Grow

Trip.com Group is committed to improving the status of female employees in the workplace. The Group makes a conscientious effort in hiring female employees to ensure diversity and provide fair career progression opportunities that advocate female leadership. Through different promotional activities around the world, we are setting the benchmark for women to break the glass ceiling at work.

Women in Travel: Discover Her Journey

As part of our efforts to help women achieve greater success in the tourism industry and encourage them to break the glass ceiling at work, Trip.com Group founded an e-magazine titled "Women in Travel: Discover Her Journey" in 2022. Through interviews with leaders from diverse backgrounds and industries, the publication brings the spotlight on the growth and career development of women, and promotes the realization of women's value in society.
In 2024, the e-magazine featured more than a dozen women who have worked in diverse aspects of the global tourism industry, ranging from airlines and hotels to technology and design, to share their stories and inspire other women to follow their lead. They also share their thoughts on further encouraging gender equality not only within the industry at large but also in leadership positions.

The Journey of Mulan

In 2023, Trip.com Group launched "The Journey of Mulan" project together with nine industry partners, including Home Inns Group and Hampton by Hilton, with a pledge to provide more than 20,000 jobs for women in 2023 and offer female employees with better benefits and career advancement opportunities to ensure gender equality. As of December 31, 2023, more than 21,535 women were hired, including 3,763 fresh graduates.

Trip.com Group is committed to promoting equality and inclusiveness around the world and helping local women attain more career advancement opportunities by providing them with an equal development space.

Global

The Group organizes the "Meeting with Jane" event every March 8, where Ms. Jane Sun holds offline discussions with female employees to understand their needs and help them achieve their professional aspirations.

Singapore

Trip.com Group is in a strategic partnership with the unique BoardAgender program under the Singapore Council of Women's Organizations, which aims to advance more women into board director roles in Singapore.

South Korea

Trip.com Group partnered with Jongno Women Resources Development Centre to hold a talk and mentoring for women who want to build a career in a global travel company.

UK

On March 8, Ms. Jane Sun joined Dr. Andromachi Athanasopoulou of the Saïd Business School, University of Oxford, in a conversation about women in leadership. Ms. Sun shared her decades-long path toward leadership and the valuable insights she gained during the process, and offered a fresh perspective on how women can break the glass ceiling.

UAE

Ms. Jane Sun took part in a fireside chat at Etihad Airways headquarters, where she discussed ways and paths to enhance female leadership with Dr. Nadia Qassem Mohd Yousuf Bastaki, Group Chief People and Corporate Affairs Officer of Etihad Aviation Group.

Diverse, Equal, and Inclusive Workplace

We respect human rights and diversity. We are committed to creating a diverse, equitable, and inclusive (DEI) workplace and providing our employees with industry-leading remunerations, benefits, and a comprehensive training and development system. Our 'Equality and Diversity Policy for Trip.com Group' prohibits any form of discrimination against any gender, race, skin color, age, religious belief, marital status, nationality, family status, and physical or mental disability in our recruitment practices and daily operations. We are committed to providing a more equitable development and promotion environment for women, as well as supporting the career advancement of employees of minority ethnic groups and those with disabilities. Our ESG Committee is the highest authority on employee rights and development, respect for human rights and diversity, and occupational health and safety.

At the same time, the group issued the 'Occupational Health and Safety Policy for Trip.com Group ' and the 'Corporate Ethics Guidelines for Trip.com Group', offering comprehensive institutional protections for employees.

During the reporting period, 42.2% of women working with us have at least one child, and 17.7% have two children or more. In 2023, 2.7% of employees became pregnant, and nearly 100% of them resumed their roles after delivery. Our sound employee welfare policies enable our female employees to start a family without worry.

Implementation of the "Trip.com Group Diversity, Equality, and Inclusiveness Policy" during the recruitment and selection process

New Blood

The Group works with universities around the world to organize various online and offline campus recruitment activities to attract outstanding young individuals to join Trip.com Group. Through our trainee programs and business group trainee projects, we recruit and train future technical experts, business officers, and managers.

Global Perspective

Our global talent recruitment footprint spans China, Southeast Asia, Europe, and North America, aiming to bring together people with different backgrounds, experiences, nationalities, and perspectives. We believe a diverse team not only offers new ideas and thinking but also helps us better understand the needs of user groups in different regions.

Internal Transfer

The Group facilitates internal job transfers by ensuring a smooth transition across different aspects, such as salary, performance, workflow, and handover. We provide transfer opportunities for our employees so that they can advance their careers based on their personal interests and abilities. This allows us to retain capable individuals within the Group.

Diversified Development

The Group strictly abides by the Labor Law of the People's Republic of China and the laws and regulations of the countries and regions where it operates. We have formulated various policies, such as the "Trip.com Group Employee Handbook" and "Trip.com Group Compensation and Benefits Management Policies" following the principles of international labor agreements, including the International Labour Organization Conventions and the Universal Declaration of Human Rights, and while considering the Group's actual operations. These policies ensure the diversified development of our employees, protecting their legitimate rights and interests.

Type	Unit	2022	2023
Gender			
Male	Persons	11,242	11,917
Female	Persons	15,758	16,090
Employment			
Full time	Persons	26,617	27,854
Part time	Persons	383	153
Age			
Below 30	Persons	43.7%	42.3%
30-50	Persons	55.7%	56.1%
Above 50	Persons	0.6%	0.6%
Job level			
Senior management	%	0.7%	0.6%
Middle management	%	23.2%	21.4%
Ordinary employees	%	76.1%	78.0%

Diversity Hiring

The Group adopts localized and diversified strategies and implements employment contracts with 100% of our formal employees in accordance with the law around the world, to strengthen our internationalization and ensure compliance. We have also enforced anti-discrimination principles in every aspect of our recruitment process. Trip.com Group has set up a Labor Union and a Workers' (Representatives') Congress following the Provisions on the Negotiation and Mediation of Enterprise Labor Disputes and a labor dispute mediation committee. Additionally, Trip.com Group has established Labor Union policies to protect employees' legal rights and interests and resolve labor disputes. The Union is headed by Yuxiang Zhuang, Secretary of the Party Committee and Senior Vice President of Trip.com Group.

We have been employing people with disabilities since 2001. During the reporting period, we employed 168 people with disabilities around the world, mainly in roles such as customer support specialist, cultural specialist, ticketing specialist, and designer. We pay great attention to the career progression needs of these employees and strive to do our best to help them realize their potential, ensuring they find satisfaction and a sense of achievement in their work.

We provide equal development opportunities for ethnic minorities. During the reporting period, the Group hired 916 ethnic minorities worldwide, providing them with an equitable workplace and additional support, such as food options based on their customs and beliefs.

No to Child and Forced Labor

The Group strictly complies with the labor laws and regulations of the countries and regions where we operate and eliminates the use of any child labor through a strict identity verification process. We have also formulated remedial measures for child labor.

During the reporting period, the Group did not find any major violations of labor standards in any form, nor was there any instance of child labor.

Upon detection of such incidents, we will stop the child labor immediately and report to the relevant local authorities. At the same time, child laborers will be provided with health and psychological examinations. We also prohibit any form of forced labor and do our utmost to ensure that all our employees are working for us voluntarily. We have opened various communication channels, such as monthly HR open days, suggestion mailboxes, department meetings, and biennial group satisfaction surveys, to collect employee feedback and identify areas for improvement.

As of the reporting period

- The Group employed **168** persons with disabilities;
- **916** ethnic minorities, with the top five groups being Manchu, Hui, Tujia, Chaoxian, and Zhuang;
- women account for around **32.3%** of senior management;
- women account for around **43.5%** of middle management;
- women account for around **57.5%** of all employees.

Diversity and Anti-Discrimination Policy

We are committed to promoting equality in the workplace and have included diversity and anti-discrimination provisions in our employee code of ethics, 'Equality and Diversity Policy for Trip.com Group', and the "Trip.com Group Employee Code of Conduct." We have also drafted and released a Workplace Harassment policy, We encourage all subsidiaries and departments to formulate specific anti-discrimination and harassment policies based on the customs and practices of the countries and regions where they operate.

Resignation and Dismissal

All Trip.com Group employees have the right to terminate their employment relationship with the Group if they wish to do so. All execution, amendment, cancellation, and termination of employment contracts strictly comply with local laws and policies. We have developed clear employment termination standards and resignation in accordance with the law. We fully protect employees' rights and interests. Employees who are terminated will receive cash compensation following the local legal requirements. During the reporting period, the Group had no large-scale layoffs. As of the end of 2023, the total number of employees increased by 4.6%.

Resignations	2023
Voluntary turnover rate	11.7%
Gender	
Male	10.5%
Female	12.3%
Age	
<30	19.8%
30-50	5.4%
>50	8.8%
Region	
Chinese Mainland	11.0%
Others (excluding Chinese Mainland)	20.8%

Voluntary turnover rate = Number of employees who voluntarily resigned during the reporting period / Total number of employees during the reporting period × 100%

Empowering Personal Development

Trip.com Group is committed to nurturing talents and building teamwork. By providing diverse training and learning opportunities, we continuously enhance the professional skills and overall standards of our employees. The Group has a leadership growth model for employees that emphasizes the need for leadership thinking within individuals, organizations, and teams. We are committed to creating a diverse and inclusive team culture that allows every employee to receive sufficient support at different stages of their career development to ultimately create more value.

In 2023, Trip.com Group provided a variety of offline and online training platforms to help our employees grow. The training covered 100% of our employees, with each spending an average time of 42.35 hours.
Our one-stop learning platform, Trip.com Group University, provides a comprehensive growth mechanism for our employees. The iHub platform covers 155 cities across 32 countries to provide over 35,000 online and offline courses to our employees, including more than 300 that are taught entirely in English. All courses on the platform are conducted by university professors and the Group's industry experts.

Employee Development and Training	Unit	2022	2023
Participants	Persons	44,854	96,133
Total training ratio	Percent	100%	100%
Gender	Total	100%	100%
Male	Percent	40.71%	42.82%
Female	Percent	59.29%	57.18%
Job level	Total	100%	100%
Senior management	Percent	0.70%	0.36%
Middle management	Percent	22.64%	16.01%
Ordinary employees	Percent	76.66%	83.62%
Employee Training Time			
Average training time	hours	33.51	38.81
Gender			
Male	hours	37.61	42.35
Female	hours	30.12	36.17
Job level			
Senior management	hours	13.63	15.39
Middle management	hours	80.49	76.64
Ordinary employees	hours	21.32	35.43

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

We provide our employees with the support they need

For middle and senior management

Leadership:
TMBA, TLDP, manager empowerment

For all employees

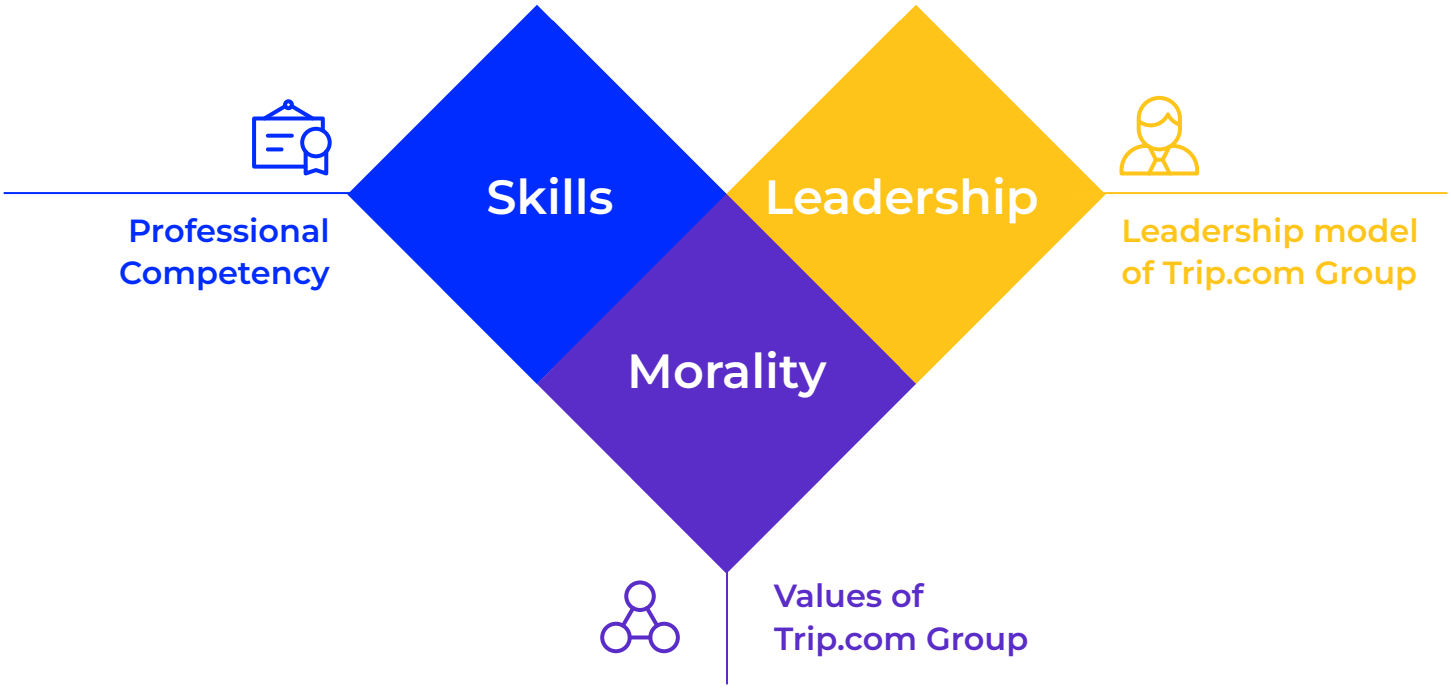
Professional skills:
TPMP, 6 Sigma, soft skills, languages

Core values:
anti-fraud and compliance training, data security and privacy training

New employees:
corporate culture and strategy, business overview, performance management

Helping Employees Grow

Trip.com Group introduced the talent standards of "Skills, Morality, and Leadership" that apply to our recruitment, training, and motivation. "Skills" refers to professional competency, "Leadership" refers to the leadership model, and "Morality" refers to the values that are in line with the vision of the Group.
We also provide clear learning and career development channels. We encourage our employees to choose a development path that suits them most and provide them with practical guidance on their career progression journeys.



Customer Support Growth System

Trip.com Group has a customer support team that consists of 15,000 employees. As the "gatekeepers" of our service, they are the ones that safeguards our service quality standards. The Group has established a scientific and comprehensive customer support growth system that helps our employees achieve career advancement and development. This system includes two pathways: vertical progression, which focuses on strengthening professional skills, and horizontal progression, which offers opportunities to move across different roles.
Vertical progression: Customer support staff can advance professionally by expanding and mastering more skills to become customer support experts. They can also become managers and take on greater responsibilities by improving their management capabilities. This progression path includes stages such as customer support trainee, senior customer support specialist, customer support manager, customer support director, and vice president of customer support.
Horizontal progression: Customer support staff can break boundaries and achieve cross-discipline development by learning and mastering service-related professional skills. This path allows them to transition from customer support roles to become experts in quality management, service process management, service design, project management, and service training, thereby expanding their career development opportunities.

Employee Protection

The protection of employee rights is of paramount importance to Trip.com Group. The Group has established a remuneration, benefits, and healthcare system that is both externally competitive and internally equitable. This ensures that our employees receive fair compensation for their work and a series of other benefits, and provide a safe, secure work environment with equal opportunities for career progression. The Compensation Committee is responsible for assisting the board of directors in reviewing and approving the compensation structure and forms related to directors and senior management, including annual bonuses, long-term incentive compensation, options, employee pensions, and retirement benefit plans. The committee is composed of non-executive directors Neil Shen, JP Gan, and Gabriel Li, all of whom meet the definition of "independence" under the rules of NASDAQ and the Hong Kong Stock Exchange.The Group has published an "Employee Rights Statement of Trip.com Group" covering guidelines such as the ILO Declaration on Fundamental Principles and Rights at Work, the Ten Principles of the United Nations Global Compact, and the United Nations Guiding Principles on Business and Human Rights.

Incentives

Trip.com Group has released the "Remuneration Management Policies for Trip.com Group", which specifies the different incentives offered to employees, including fixed salary, performance bonuses, annual incentives, stocks, and options. We are committed to compensating all our employees based on industry and national labor organization standards. We conduct performance assessments every six months on all full-time employees, and the results are used to determine the variable bonuses.
Based on a comprehensive assessment of the Group's talent pool, we provide performance incentives to those who bring added value. These are available to all employees of the Group. In addition to performance bonuses, we also motivate our employees to promote the long-term development of the Group through an equity incentive plan ("Global Incentive Plan"). Currently, the Group leads the industry in the number of employees eligible for ESOP/ESPP.

Benefits

Trip.com Group's welfare system includes social insurance funds, namely pension plans, medical insurance, unemployment insurance, work-related injury insurance, maternity insurance, and housing provident funds.
Our welfare list covers six main categories and more than 20 welfare items, including holiday benefits, travel benefits, business travel allowances, medical facilities, and health examinations. Various employee activities, such as annual meetings, sports events, company anniversary celebrations, group activities, club activities, and family open days, are organized to meet the diverse lifestyle needs of our employees. We also provide pension and retirement benefits following local laws and regulations. The above non-salary benefits are available to 100% of Trip.com Group employees.

Healthcare Coverage

Trip.com Group cares about the health and safety of its employees. We have clearly defined occupational health and safety measures in the "Employee Handbook". We also carry out relevant preventive work in response to seasonal changes and installed professional fire protection systems in office areas to ensure workplace safety. Regular fire evacuation drills are conducted for all employees to enhance their fire safety awareness. From June to September every year, the company pays high-temperature allowances to eligible employees following the government policies of the different countries and regions to protect the rights and health of our employees during the hot season.

Creating a Warm Workplace

The Group aims to create greater societal value by building a healthy and stable talent system. By stimulating and realizing the potential of our employees, we will make an organization full of life and energy, which is also a safe, inclusive, and friendly workplace environment. We care for our employees, ensuring they can develop with peace of mind and without worries. Additionally, we maintain a happy, open, and transparent working environment, which enhances our employees' sense of accomplishment and satisfaction. We also strictly abide by the Labor Law of the People's Republic of China, the Fire Protection Law of the People's Republic of China, and other local safety and health laws and regulations to protect our employees.

Trip.com Group Anniversary Celebration

On October 28, 2023, Trip.com Group held its 24th anniversary celebration across its global offices. Through various activities such as welcoming COS shows, cultural and creative markets, and club exhibitions, we gave our employees a stage to shine, and distributed anniversary benefits to them.

Trip.com Group Annual Meeting

On January 28, 2024, Trip.com Group held its global annual meeting. The executive team shared and thanked everyone and provided employees with a platform to express themselves. At the same time, teams and individuals who had performed exceptionally in the previous year were also commended.

1024 Geek Culture Festival

On October 24, 2023, Trip.com Group held the 12th Geek Culture Festival, with the theme of "Go All Out". A hackathon was held simultaneously to convert technology into products that can transform users' travel experience. One hundred technical students from 31 teams competed against each other across 16 topics. Over the past 12 years, more than 1,000 people have participated in the competition. There were also various offline activities, such as marketplaces and interactive experiences, that were offered to 3,784 people.

616 Customer Support Festival

On June 16, 2023, Trip.com Group ushered in the 6th Trip.com Group Global Customer Service Festival, which saw 18 call centers from around the world celebrate together. The event saw creative activities such as a loving breakfast cart, sweet afternoon tea, a HEAT customer support award ceremony, a VOC experience, club activities, a private movie viewing session, therapeutic massage, etc.

520 Health Day

Trip.com Group is always looking out for the physical and mental health of our employees. We proactively build social platforms for them and have 37 interest clubs available.
On May 20, 2024, Trip.com Group partnered with renowned psychological counseling organization SUNROAM DRM Psychology to launch the first "520 Trip.com Group Health Day". The event provided our employees in China with a range of online and offline mental health-related activities and outpatient counseling services by American-Sino Women's & Children's Hospital. A total of 8,000 people took part online or offline, with an overall NPS of over 80%.

Safeguarding Safety and Health

Trip.com Group has formulated employee onboarding, transfer, and offboarding management regulations following relevant labor laws and regulations. We strictly ensure that all economic compensations required by the applicable laws and regulations are provided to departing employees. We also invite voluntarily resigned employees to participate in exit surveys and implement appropriate measures to retain talent. We collect suggestions from departing employees on the company and their jobs, then analyze and address these concerns. During the reporting period, the group issued the 'Occupational Health and Safety Policy for Trip.com Group' to ensure the safety and mental health of employees.

During the reporting period, to the best of our knowledge, there were no violations of the relevant laws and regulations regarding remunerations, dismissals, recruitment, promotions, labor practices, working hours, rest periods, equal opportunities, diversity, anti-discrimination practices, freedom of association, occupational health and safety, and other benefits (including maternity and paternity leave, safe working environment, protection of employees from occupational hazards, and prevention of child and forced labor). There were also no reported cases that significantly impacted the Group.

Mutual Aid Program

Created 13 years ago, the program aims to help employees and their dependents (parents, spouse, and children) cope with significant illnesses, surgeries, death due to illness or accidents, disability caused by non-work-related accidents, total loss of housing, fire, and other difficulties. From May 2023 to April 2024, a total of 15,946 employees of the Group joined the "Mutual Aid Program", with contributions from both the company and individuals totaling more than RMB3,658,560. A total of 288 employee applications were accepted last year, and over 459 thousand USD in assistance was disbursed. The total value of assistance granted marked an increase of 17% compared to 2022, while the number of benefiting employees also increased by 14%. Over the last 13 years, the program has given out over 5 million USD in aid to 2,673 employees.

Trip.com Group Doctor Platform

"Trip.com Group Doctor" was launched in May 2023 to provide employees with telephone consultations, online text and picture consultations, and medicine dispensary and delivery services. This allows our employees to enjoy 24/7 professional medical consultation services without leaving home. During the reporting period, 1,464 consultation sessions have been concluded.

Trip.com Group Benefits Platform

Trip.com Group introduced "Trip.com Group Benefits", a flexible employee benefits platform that provides our employees a wide range of benefits. Employees can also use benefit credits to redeem welfare products. In 2023, 309 batches of welfare incentives were given to 186,431 person-times. The total value of the benefits was 56,664,697 credits, with an NPS of 85%.

Mental Wellbeing Station

To help employees keep a positive and healthy mindset in 2023, the Group teamed up with 12 internal psychological counselors to create a spiritual care project. In addition, we also worked with our third-party partner, EAP Sunroam, to create a Trip.com Group overall employee mental health solution called "Mental Wellbeing Station" that provides our employees with professional psychological counseling services. During the reporting period, 567 employees benefited from the initiator and the NPS of people who would recommend the service to their peers was 85%.

Environmentally-Focused

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Trip.com Group recognizes the essential link between nature and people. By endeavouring to actively promote lower-emission practices within the industry, we strive to reduce our carbon footprint, and offer global travelers more sustainable travel options. Trip.com Group is firmly committed to this shared responsibility and mission to protect nature.

We recognise that the tourism and travel industry presents challenges with regard to sustainability. We want to build sustainability into our culture and take steps to raise awareness of key issues as set out more fully in this report.

Our initiatives aim to support United Nations Sustainable Development Goals (UN SDGs)

Performance

Trip.com Group has joined the Science-Based Targets Initiative (SBTi), becoming the first travel company in Asia to do so. We have committed to achieving carbon neutrality by 2050. We are also a member of the United Nations Global Compact and a founding member of the Travalyst and the Global Sustainable Tourism Council (GSTC).

Our "lower-carbon travel products"(as detailed further in this report) extend across major business units including hotels, flights, and car rentals, catering to both leisure and business travelers, allowing over 72 million travelers to choose lower-carbon travel options.

140 hotel enterprises have adopted our 'Low-Carbon Hotel Initiative', encompassing 2,600 hotels and receiving 4.3 million hotel guests.

Our headquarters has deployed photovoltaic power generation, producing over 70,000 kWh of electricity in 2023. Additionally, we have upgraded office lighting with 12,571 LED T5 tubes, saving 640,618 kWh of electricity annually.

An intelligent lighting control system automatically turns power off in unoccupied offices from 8PM to 8AM, reducing electricity usage by 2.6 million kWh. Meanwhile, our hybrid work policy allows employees to work remotely on Wednesdays and Fridays to reduce commuting-related carbon emissions by over 700,000 tonnes of CO2e over two years.

Adaption to Climate Change

Following TCFD recommendations, the Group conducts climate risk assessments using the latest models, data, policies, and market trends. Through data collection, risk identification, and evaluation, we report any climate-related risks to stakeholders, including US and Hong Kong investors, enhancing our risk management processes. We actively mitigate the identified climate risks through preventive measures, supported by our "Climate Change Management Policy". Additionally, the Group leverages platform resources with the goal of promoting sustainable tourism by allowing users and the general public to choose sustainable practices.

Trip.com Group Climate Change Risk Response List

Climate Change Risks (Primary Risks)	Climate Change Risks (Secondary Risks)	Climate Change Risks (Tertiary Risks)	Description	Response Measures
Transition Risks	Policy and Legal Risks	Increased costs of greenhouse gas emissions	Regulatory authorities in some countries where Trip.com operates, such as France, levy taxes to encourage companies to reduce their greenhouse gas emissions. China's long-term strategy includes the "dual carbon" targets, and both domestic and international regulatory bodies are increasing disclosure requirements for companies.	Trip.com Group has increased its investments in clean energy, with the headquarters and Trip.com Group Country Retreats now equipped with photovoltaic power generation and energy storage systems to reduce energy consumption. We aim to facilitate the upholding of principles of sustainable development and operations by both suppliers and employees. Actively responding to China's "30·60" dual carbon goals, the Group practices to implement some more sustainable concepts while planning future carbon reduction paths. Ongoing research into policy requirements ensures that climate change considerations are integrated into our sustainable development strategy.
	Technological Risks	Replacing existing products and services with lower-emission alternatives	The transition to low-carbon, more efficient energy technologies introduces both application risks and increased costs. Ensuring that all suppliers and partners adhere to low-carbon development principles remains a significant challenge.	The Shanghai headquarters of Trip.com Group was built with sustainability considerations in mind. The building features energy management and photovoltaic power generation systems. It has received the LEED Gold certification for "Leadership in Energy and Environmental Design" and is equipped with LED sound-controlled lights. The installation of energy-efficient lighting alone saves 2.6 million kWh of electricity annually, reducing carbon emissions by 200 tonnes of CO2e. The headquarters building has achieved LEED Gold certification. Trip.com has launched a range of “lower-carbon travel products”. Our “lower-carbon travel products” comprise: hotels taking lower-carbon actions; highlighting carbon emissions data for our flights; and providing electric car rental options for both leisure and business travellers. This has allowed an estimated 72 million travellers to consider lower carbon travel experiences (further explained in the report).
	Market Risks	Changes in customer green consumption behavior	The growing environmental awareness among travelers, along with stakeholders' focus on reducing the carbon footprint, requires challenging supply chain upgrades.	It is critical to regularly disclose our carbon emissions data and establish future carbon reduction goals. Through Trip.com's website, app, and retail stores, we aim to promote awareness around lower-carbon travel and to assist the public’s participation in less emitting practices. Our continued expansion of the “lower-carbon travel product” offerings set out above aims to include more partners in hotels, flights, and car rentals for both leisure and business travellers.
	Reputation Risks	Increased attention from stakeholders	Government penalties for environmental issues and similar situations, along with related negative publicity, can weaken customer confidence in the brand.	Strengthen the brand's ability to address sustainability risks through corporate governance and brand marketing efforts.
Physical Risks	Acute Risks	Extreme Weather	Extreme weather events such as typhoons, floods, and droughts may impact infrastructure.	We have developed emergency plans and response strategies for extreme weather events and regularly conduct training and drills to ensure business continuity in adverse conditions.
	Chronic Risks	The impact of climate change on travel	Long-term changes in climate patterns, such as prolonged high temperatures and rising sea levels, may increase the energy consumption required for data centers.	To mitigate this, we have raised our energy efficiency standards for data centers and invest in more efficient technologies to reduce cooling power consumption.

Trip.com Group regularly assesses the impact of climate change on operations, and formulates plans to address the identified climate risks.

Develop sustainable development plans for our office parks: Enhance energy management within the parks by using clean energy, optimizing waste management, and applying new technologies to improve data centre energy efficiency.

Monitor climate change policies: Identify climate change risks, establish response plans and operational procedures for extreme weather events, and conduct regular emergency drills and training to ensure normal operations under extreme conditions.

Aim to promote an office culture centered around sustainability: Increase employee awareness surrounding energy conservation and emissions reduction through internal training and promotional activities.

Aim to provide industry partners with the tools to engage in sustainable practices: Reduce carbon emissions in daily operations and procurement, and collaboratively create a sustainable industry ecosystem.

Launch our “lower-carbon travel products” with industry partners: Provide travellers with emissions information for their travel options.

Leverage platform influence: Whilst we recognise that the travel industry has much work to do with regard to sustainability, we endeavour to promote awareness regarding sustainability initiatives within travel through our websites, apps, stores, and social media channels.

Low-Carbon Hotel Initiative

As a representative enterprise in the travel industry, Trip.com Group firmly believes that offering travelers sustainability-conscious travel experience while striving to protect the planet and environment. As such, our goal is to provide customers with greener travel choices than other industrial players, and where possible to promote cleaner or more sustainable travel options. In doing so, we aim to inspire each traveler to embrace environmental consciousness.

Trip.com Group has introduced the "Low-Carbon Hotel Initiative" in collaboration with hotel partners with the aim of generating operations that are more sustainable than those that have been historically provided in China. It took a year to develop and test this standard, which is based on a unit carbon emission evaluation system. We regularly optimize it to guide hotels in fulfilling their carbon reduction responsibilities.

The methodology of the Low-Carbon Hotel Initiative is based on the principles of measurability, verifiability, and improvement. It primarily evaluates hotels by comparing their carbon emissions per unit against those of similar hotels. Hotels are ranked based on their carbon emissions across different provinces and star ratings, starting from the highest emitters. The top 47.5% of hotels that have successfully reduced their carbon emissions qualify for the Low-Carbon Hotel. So far, 2,600 hotels have adopted more sustainable practices than in the past and have met the standard.

The Methodology of Low-Carbon Hotel Initiative

Evaluation Criteria	Hotel carbon emissions are calculated based on their electricity and gas bills based on HCMI model. Hotels with emissions below the threshold qualify as low-carbon hotels.
Recognition Period	The low-carbon certification is valid for six months, after which hotels must reapply.
Audit Process	The audit includes both online reviews and random on-site inspections to ensure compliance.

Measures to Reduce Carbon Emissions in Hotels

The Low-Carbon Hotel Initiative outlines a clear pathway for hotels to achieve measurable energy savings and carbon reductions. The standard enables hotels to progressively enhance their sustainability practices until they meet the required criteria. Additionally, the Group is actively expanding the standard and low-carbon variables to encompass broader sustainable tourism requirements, by learning from our sustainable travel partners (see “Sustainable Tourism”page.)

Measures	Goals	Measures	Goals
At least 20% of the energy used comes from renewable sources	20%	More than 80% of the lighting fixtures use LED lights	≈6.3%
Purchase of carbon offsets for more than 10% of emissions	10%	More than 50% of the building materials have thermal	≈3%
Use of grade-1 energy-efficient water heaters	≈8.4%	More than 50% of windows are double glazed	≈3%
Use of grade-1 energy-efficient air conditioners	≈7.4%	Use of grade-1 energy-efficient elevators	≈1%

Launching the "Low-Carbon" Filtering Option for Hotel Bookings

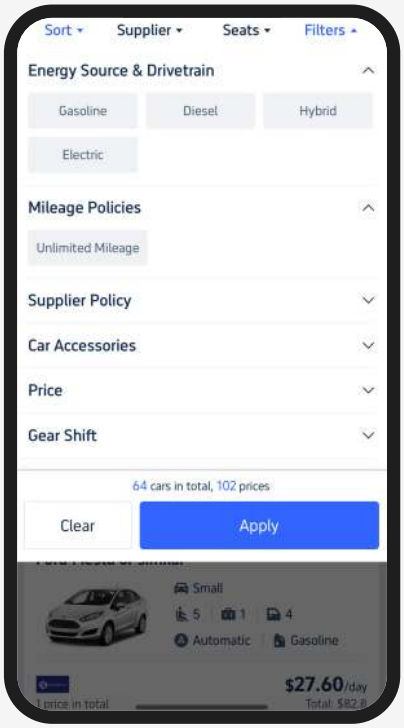
Ctrip has introduced a "Lower-Carbon" search filter for users to easily identify hotels that are designated a ‘low-carbon’ label under the methodology. The feature offers these hotels more exposure, leading to higher booking volumes and brand recognition, as well as reducing their marketing and operational costs. After qualifying as a “low-carbon” hotel, nearly 70% of these hotels saw 10% month-on-month growth thanks to the increased traffic from Ctrip and the growing consumer interest in more sustainable tourism.

Other "Lower-Carbon Travel Product" Upgrades

Trip.com Group's "lower-carbon travel products" extend across major business units, including hotels, flights, and car rentals, catering to both leisure and business travelers. During the reporting period, Trip.com Group provided access to its "lower-carbon travel products" to 72 million people.

Car Rentals and Airport Transfers

Users have options to choose either gasoline or electric cars from car rentals and airport transfers services. At Trip.com Group, orders electric car services, including airport transfers and local guided tours, have increased by over 20% year-on-year.



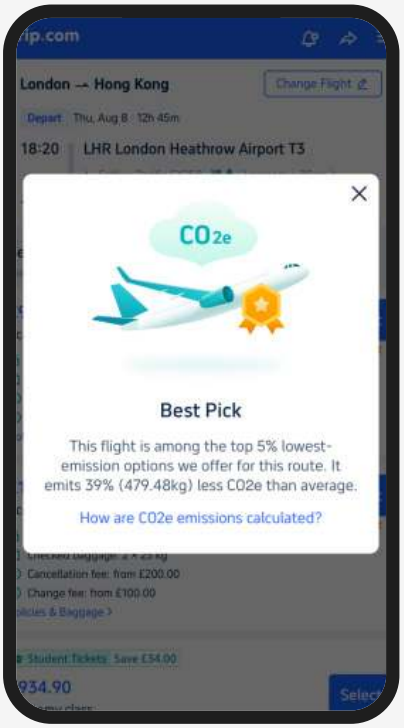
Flights

The introduction of lower-emission flight options enables users to reduce their carbon footprint when travelling. Currently, carbon data cover 92% of available flight segments, facilitating travel via lower-carbon flights for 35 million travelers worldwide.

In the international market, Trip.com has partnered with the leading climate tech company CHOOOSE in 2022 to offer carbon offset products. When travelers book flights on Trip.com, they have the option to pay to offset their carbon emissions. These fees support four global projects: constructing and operating two waste-to-energy facilities in Turkey, providing energy efficient cookstoves to households in India, protecting the pristine mangrove forests in Cambodia, and preserving the forest ecosystems in Brazil.

Since the collaboration began and up June 2024, Trip.com users collectively reduced 28,953 tonnes of CO_2e via Chooose.

(The emission data is powered by the Travel Impact Model (TIM), in collaboration with Travalyst, a non-profit organization promoting more sustainable travel experience.)

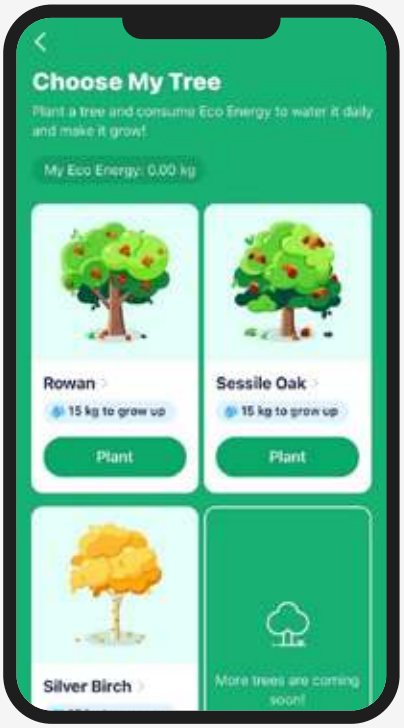


Trains

Train travellers can view the emissions they will emit comparing train and car travel on Trip.Biz and Trip.com (UK website and select European trains).

Specifically, Trip.com enables travelers to quantify the reduction and participate in virtual tree planting initiatives to visualize their contributions.

(note: no actual trees are planted)



Trip.Biz "Lower-Carbon Travel Products"

Trip.Biz actively promotes lower-carbon travel to meet corporate social responsibility goals. It has received the "Silver" rating on the EcoVadis Sustainability rating platform, surpassing 85% of the global companies participating in the same rating system.

Comprehensive "Lower-Carbon" Business Travel Coverage

Trip.Biz now offers lower-carbon travel options across flights, trains, car rentals, and hotels. The platform offers nearly a million corporate clients less emitting travel options, displaying carbon reduction amounts during the booking process and supporting businesses to monitor their sustainability efforts by providing clear emission data.

Corporate Carbon Account

Trip.Biz has launched a corporate carbon account feature, which is free for clients. The pioneering system covers all business travel scenarios and services. Users can select lower-carbon options based on lower-emission labels on the booking page, and verify their carbon reduction data through personal accounts. Companies can calculate their employees' carbon reductions using the corporate carbon account.

Carbon Management Products

Trip.Biz allows companies to opt for carbon budget management and control for business travel. Companies can allocate carbon budget quotas for different departments and various business travel products. This signifies that the millions of business travelers using Trip.Biz have now entered an era of carbon management for business travel.

Trip.com Group Country Retreats Photovoltaic Power Generation System

We are committed to reducing our carbon emissions and implementing more sustainable practices in the construction of Trip.com Group Country Retreats. The project utilizes mobile living space smart equipment, also known as Earth Houses, which only require installation at the destination. This approach maximizes the use of existing natural conditions without extensive modifications. The buildings are also equipped with integrated wastewater recycling systems to minimize their ecological impact.

In 2023, we undertook an eight-month project to transform the Trip.com Group Country Retreat in Jinzhai, Anhui, focusing on lower-carbon and clean energy solutions. By introducing photovoltaic systems, charging stations, and energy storage solutions, electricity consumption and carbon emissions will be significantly reduced. Calculations show that the retreat can generate 109,000 kWh of electricity annually, reducing overall carbon emissions by 30.8%, and cutting over 80 tonnes of CO2e per year. Photovoltaic power will supply 75% of the energy for the second phase of the Jinzhai site.

Trip.com Group Country Retreats Environmental Education Activities

Trip.com Group Country Retreats engages in educational activities by bringing study groups, youths, and customers on tours of the rooftop solar panels. Customers can participate in farm activities to enjoy the natural ecological environment, which we hope will encourage them to consider ways in which they can and contribute to a greener planet. For children aged 3 to 10, our staff leads interactive science games, including small friction electricity experiments, DIY solar houses, and hand-cranked light bulbs. During leadership visits and research group tours, we use indoor digital screens to display real-time energy data and explain the principles of photovoltaic power generation.

Sustainable Tourism

We recognise that the tourism industry is a challenge when it comes to sustainability, however Trip.com Group endeavours to tackle these issues by advocating to raise awareness for sustainable tourism initiatives and mobilizing millions of travellers and numerous partners to participate. By aligning with key global industry associations, we adhere to their standards and extend these principles across the global travel industry, steering our focus towards contributing to enhancing sustainability efforts. Each new employee is introduced to the Sustainable Tourism Initiative and the Group's ESG strategy during orientation, integrating the concept of sustainable tourism into all aspects of our business operations. During the reporting period, Trip.com Group introduced the 'Trip.com Group Responsible Marketing Policy' to standardize marketing practices and advocate for more sustainable travel.

SBTi Science-Based Targets Initiative – Achieving Carbon Neutrality by 2050

In 2023, we officially joined the Science-Based Targets Initiative (SBTi), the first travel company in the Asia-Pacific region to do so. We are committed to achieving carbon neutrality by 2050.

United Nations Global Compact – Supporting the Ten Principles

We have joined the United Nations Global Compact to align our strategies and operations with the principles related to human rights, labor, environment, and anti-corruption. Through strategic measures, we emphasize collaboration and innovation to achieve broader societal goals.

Founding Member of Travalyst – Shaping the Future of Travel for All

As a founding member of Travalyst, a visionary non-profit organization, we are dedicated to helping travelers explore the world through innovative and transformative methods. Travalyst aims to protect both humanity and the environment for the sustainable development of destinations and local communities for future generations.

Founding Member of the GSTC – Promoting Sustainable Tourism in the Hotel Industry

As a founding member of the Global Sustainable Tourism Council (GTSC), we have a strong commitment to promoting sustainable tourism standards in the industry through the GSTC's global network.

Advocating for Sustainable Tourism Initiatives

Sustainable Tourism Alliance

Trip.com Group, together with the World Wide Fund for Nature (WWF), travel industry partners, and other social sectors, established the "Sustainable Travel Alliance" to advocate for the reduction of plastic and food waste to enable more sustainable growth in the tourism industry.
Trip.com Group frequently collaborates with the WWF to advance these sustainability approaches. We have conducted research on over 500 premium hotels in China and published "Insights into Environmental Health and Sustainable Development of Premium Hotels in China." We have also provided online and offline responsible travel training for tour guides.

2023 Green Travel Consumer Trends

Together with FAW-Volkswagen Audi and iResearch Consulting Group, Trip.com Group unveiled the "2023 Green Travel Consumer Trends Report". Sustainable travel practices are gradually becoming part of our daily routines, travel choices, and travel products. Consumers are eagerly looking to OTA platforms to drive the development of more sustainable travel.

Hotel Lower-Carbon Action Plan

On April 22, World Earth Day, Trip.com Group partnered with 28 hotel enterprises, including Accor Group, Ascott Hotels, Hyatt Hotels, Banyan Tree Group, Naked Retreats, Trip.com Group Country Retreats, Rezen Group, and Wanda Hotels & Resorts, to advocate for lower-carbon actions within the industry and promote more sustainable travel.

Trip.com Group Green Fair Green Fair

Trip.com Group launched the "Green Fair" in Shanghai, Nantong, Beijing, Guangzhou, Chengdu and other cities. Over 2,000 employees participated in selling their unused items as an initiative aimed at raising awareness about certain environmental issues.

Tips to improve upon sustainability in travel

On Earth Day 2024, Trip.com Group offered users tips for simple steps they could take in an effort to make tourism more sustainable. These suggestions include choosing lower-emission transportation options, ways to reduce waste, methods to support local economies, strategies to minimize overtourism, and ways to inspire those around them to embrace more sustainable tourism practices.

Building Sustainability into our Operations

Trip.com Group takes the environmental impact of its operations seriously. We exclusively use clean energy, avoiding oil and coal, to mitigate carbon emissions. To maximize energy efficiency at our data centers, we have pioneered the LESS Office Program, promoting systematic recycling, safe waste disposal, and clean energy alternatives such as electric vehicles.
During the reporting period, the Group, complied with applicable environmental protection laws and regulations relating to emissions, discharges, waste generation and similar.

Green Operational Upgrades

Trip.com Group's headquarters, SKYBRIDGE HQ, has earned the "Green Energy and Environmental Design Pioneer Award" and LEED Gold Certification. In 2023, we launched a photovoltaic power product expected to generate over 70,000 kWh annually. We also upgraded office lighting with 12,571 LED T5 tubes, saving 640,618 kWh per year.

Data Center Emissions Reduction

Our data centers are equipped with cooling towers, water pumps, and chillers that meet China's Level 2 energy efficiency standards. In the winter or during favorable temperatures, centralized ice water machines provide natural cooling. Additionally, cold aisle containment systems with adjustable floors enhance energy efficiency, significantly reducing power consumption for cooling.

Office Energy Consumption Reduction

An intelligent lighting control system automatically turns power off in unoccupied offices from 8 PM to 8 AM, reducing electricity usage by 2.6 million kWh. The company advocates a hybrid office model that permits remote work on Wednesdays and Fridays, which has cut commuter carbon emissions by over 700,000 tons of CO_2e over two years. We aim to encourage employees to adopt green office practices and prioritize sustainability when buying supplies.

Waste Sorting and Recycling

Electronics and accessories still in service are internally optimized and reused. Those beyond their service life are recycled by qualified suppliers. Meanwhile, still-functional equipment past its service life supports schools in less developed areas. We have recycling bins around office buildings for paper, plastics, and other recyclable waste.

Water Resource Management

The Group Headquarters also uses a water recycling system and water-saving appliances to increase the building's water conservation rate. Additionally, we aim to encourage our staff to reduce water wastage. The total water consumption in 2023 was 87,046 tons, a decrease of 26% compared to 2022.

Key Indicators

Key Performance Indicators		Unit	2021	2022	2023
		Environmental			
A1.2	Greenhouse gas emissions in total and intensity				
	Scope 1 emission	Tonnes of CO2e	27	19	25
	Scope 2 emission	Tonnes of CO2e	10,532	8,637	9,951
	Total (Scope 1 and 2 emissions)	Tonnes of CO2e	10,559	8,656	9,976
	Intensity (Scope 1 and 2 emissions)	Tonnes of CO2e/FTE	0.35	0.33	0.35
A2.1	Energy consumption by type in total and intensity				
	Total direct energy consumption				
	Total	'000 kWh	92	64	85
	Intensity	'000 kWh/FTE	0.003	0.002	0.003
	Total indirect energy consumption (purchased electricity)				
	Total	'000 kWh	14,970	12,277	14,145
	Intensity	'000 kWh/FTE	0.49	0.46	0.51

Key Performance Indicators		Unit	2021	2022	2023
Social: Employment and Labour Practices					
B1.1	Total workforce by gender				
	Male	Persons	13,578	11,242	11,917
	Female	Persons	16,719	15,758	16,090
	Total workforce by employment type				
	Full time	Persons	29,834	26,617	27,854
	Part time	Persons	463	383	153
	Total workforce by age group				
	Below 30	Persons	16,532	11,650	11,857
	30-50	Persons	13,593	15,176	15,967
	Above 50	Persons	172	174	179
B3.1	Percentage of employees trained by gender				
	Male	%	40	41	42
	Female	%	60	59	58
	Percentage of employees trained by employee category				
	Senior management	%	0.5	0.7	0.7
	Middle management	%	24	23	24
	Ordinary employees	%	76	77	76
B3.2	Average training hours completed per employee by gender and employee category				
	Male	Hours	7	37	42
	Female	Hours	8	30	36
	Senior management	Hours	0.3	13	15
	Middle management	Hours	13	80	76
	Ordinary employees	Hours	7	21	35

The table shows employment and labor data of Ctrip and Trip.com.

HKEX ESG Reporting Guide		Section	GRI Stan-	SDGs	Page
A. Environmental					
Aspect A1: Emissions					
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 air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Sustainable Tourism, Building Sustainability into our Operations	305, 306		P64-74
A1.1	The types of emissions and respective emissions data.	/	305-1, 305-2, 305-4, 305-6, 305-7	/	/
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Indicators	305-1, 305-2, 305-4, 305-6, 305-7		P74-75
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	/	306-2	/	/
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	/	306-2		/
A1.5	Description of emission target(s) set and steps taken to achieve them.	Sustainable Tourism, Building Sustainability into our Operations	305-5		P64-74
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Sustainable Tourism, Building Sustainability into our Operations	306-2, 306-4		P74
Aspect A2: Use of Resources					
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Sustainable Tourism, Building Sustainability into our Operations	301, 302, 303		P64-74
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).	Key Indicators	302-1, 302-3	/	P74
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.	Sustainable Tourism, Green Operations	302-4, 302-5		P64-74
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.	Sustainable Tourism, Green Operations	303-3, 303-4, 303-5		P64-74
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	NA	301-1	/	/

HKEX ESG Reporting Guide		Section	GRI Standards	SDGs	Page
Aspect A3: The Environment and Natural Resources					
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Sustainable Tourism, Building Sustainability into our Operations	301, 302, 303, 304, 305, 306		P66-67
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Sustainable Tourism, Building Sustainability into our Operations	303-1, 303-2, 304-2, 306-3, 306-5		P66-74
Aspect 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.	Adaption to Climate Change	201-2		P66
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.	Adaption to Climate Change	201-2		P66
B. Social Employment and Labour Practices Aspect B1: Employment					
General Disclosure	nformation 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.	Diversity, Equity, and Inclusive Workplace	202, 401, 405, 406		P51-63
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Key Indicators	405-1		P57
B1.2	Employee turnover rate by gender, age group and geographical region.	/	401-1	/	P58
Aspect 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.	Diversity, Equity, and Inclusive Workplace	403		P61-63
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.	Diversity, Equity, and Inclusive Workplace	403-1		P61-63

HKEX ESG Reporting Guide	Section	GRI Standards	SDGs	Page
Aspect B3: Development and Training				
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Diversity, Equity, and Inclusive Workplace	404-2	/	P57-58
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Key Indicators	404-1		P59
B3.2	The average training hours completed per employee by gender and employee category.	Key Indicators	404-1		P59
Aspect 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.	Diversity, Equity, and Inclusive Workplace	408, 409		P58
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Diversity, Equity, and Inclusive Workplace	408, 409		P58
B4.2	Description of steps taken to eliminate such practices when discovered.	Diversity, Equity, and Inclusive Workplace	408, 409		P58
Operating Practices				
Aspect B5: Supply Chain Management				
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management	204, 308, 414		P32-33
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.	Supply Chain Management	308-1, 308-2, 414-1, 414-2	/	P32-33
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management	308-2, 414-2		P32-33
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management	308-1		P32-33

HKEX ESG Reporting Guide		Section	GRI Standards	SDGs	Page
Aspect 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.	Advocating for Sustainable Tourism Initiatives	416-2, 417-2, 417-3, 418-1	3 9	P72-73
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	NA	/	/	/
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.	Business Ethics and Anti-Corruption	/	12	P24
B6.4	Description of quality assurance process and recall procedures.	Advocating for Sustainable Tourism Initiatives	/	12	P72-73
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Data Privacy	418	/	P26-31
Aspect 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.	Business Ethics and Anti-Corruption	205	16	P23-25
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.	Business Ethics and Anti-Corruption	205	/	P23-25
B7.3	Description of anti-corruption training provided to directors and staff.	Business Ethics and Anti-Corruption	205-2	16	P23-25
Community					
Aspect 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.	Rural Reviatlization, Charity and Philanthropy	413	1 2 3 4	P45-49
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Charity and Philanthropy	203-1, 413-1	1 2 3 4	P36-49
B8.2	Resources contributed (e.g. money or time) to the focus area.	Charity and Philanthropy	413-1	1 2 3	P45-49

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