

Trip.com Group



Trip.com



Environmental, Social and Governance Report

2021



20,451 views

LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

CONTENT



03

LETTER FROM
CHAIRMAN AND CEO

04

ABOUT THIS
ESG REPORT

08

TRIP.COM GROUP'S
CORE VALUES

14

CULTIVATING
A DIVERSE AND INCLUSIVE
WORKFORCE

20

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

26

PROMOTING AN
ECO-FRIENDLY
TRAVEL CULTURE

30

SUPPORTING LOCAL
COMMUNITIES

32

PERFORMANCE
DATA TABLE

34

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE



LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

LETTER FROM CHAIRMAN AND CEO

2021 was a year full of changes, challenges, and opportunities. While the resurgence of pandemic cases, emergence of new virus variants, and intermittent lockdowns set a gradual path for the global travel industry's recovery, we are delighted to see rising vaccination rates around the world and improved treatments against Covid-19. The challenge of Covid-19 led many to realize the importance to strive for sustainability and make the world better. This also aligns with and forms the crucial part of our Group mission.

In 2021, we made important strides in our sustainability efforts. We have newly established within Trip.com Group an ESG

Committee which has been delegated by our management to oversee sustainability issues and is supported by our business and functional units at the operation level. The addition of this committee helps to consolidate and coordinate efforts across the entire Group, strengthen our capability to manage ESG risks, and integrate sustainability practice into our daily business operations. Our effective corporate governance helps ensure that the Group remains resilient during the most challenging times. We believe our strong governance culture, supported by sound risk management, is fundamental to ensuring a sustainable future for our organization. To further cultivate an inclusive working environment, we had also carried

out hybrid work trials in 2021 and officially launched our hybrid work model in 2022. Responding to the country's call for Common Prosperity, we also made sustained efforts to promote rural revitalization initiatives with eight Trip.com Group Country Retreats already opened by the end of 2021.

Entering into 2022, we are optimistic about the recovery of the global macro-environment and the opportunities to continue to put sustainability into action and make our travel ecosystem more sustainable. We are committed to continuously enhance our ESG performance and help shape a more sustainable future for our society. Together, let us pursue the perfect trip for a better world!



James Liang
EXECUTIVE CHAIRMAN OF
BOARD OF DIRECTORS



Jane Sun
CEO



ABOUT THIS ESG REPORT



Reporting Standard and Scope

This Environmental, Social and Governance (“ESG”) Report has been prepared in accordance with the requirements of the ESG Reporting Guide, Appendix 27 (“ESG Guide”) to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited issued by Hong Kong Exchanges and Clearing Limited (“HKEx”). Our disclosure also makes reference to the Global Reporting Initiative Reporting Standards (“GRI Standards”). It provides an overview of Trip.com Group’s policies and management approach towards its ESG strategies, initiatives and performance for the period from 1 January 2021 to 31 December 2021 (the “reporting year”). The scope of this ESG Report includes Ctrip and Brand Trip.com’s operations¹ which reflect the most significant impacts of the Group’s environmental and social performance.



¹ Ctrip and Brand Trip.com contribute over 70% of the Group’s total employees.

ABOUT THIS ESG REPORT

Our Sustainability Governance

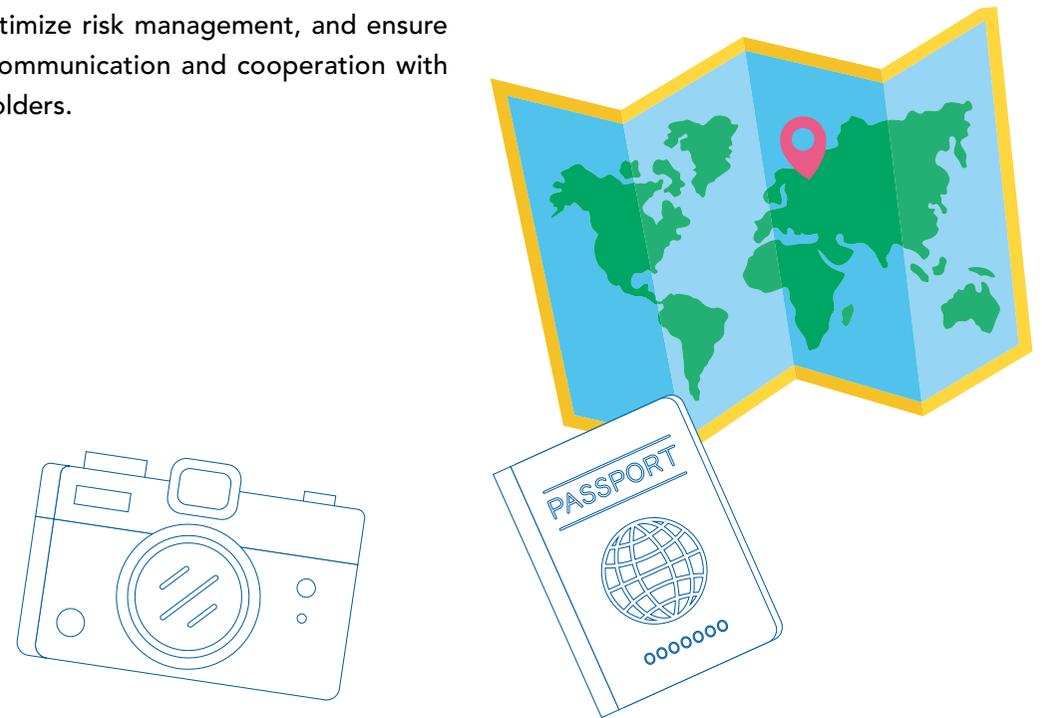
Trip.com Group is committed to pursue the perfect trip for a better world. We aim to fully integrate an ESG philosophy and standards into our management and operation, leveraging our corporate strength and innovation capability to solve social problems and contribute long term sustainable value to stakeholders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

Over the years, we have integrated sustainability into our daily business operations. Targeting to establish a comprehensive governance structure to continuously improve coordination and transparency on ESG issues, this year we newly established an ESG committee which comprises executives from compliance committee, information security committee, human resources, public relations, investor relations as well as business units. They offer sustainable development suggestions to our management and formulate ESG goals and action paths on the concerns of stakeholders and the wider international community.

The ESG Committee is responsible for identifying and assessing ESG-related risks and opportunities, as well as communicating and implementing ESG-related ideas. It sets ESG targets and roadmap and provides recommendations to the management over decision making, while also coordinates with our business lines and functional departments to promote and facilitate the implementation of ESG work, establish and optimize risk management, and ensure close communication and cooperation with stakeholders.

Stakeholder Engagement

Ongoing and two-way engagement with our diverse stakeholders enables us to identify risks and opportunities, balance different interests and make informed decisions. Details on our communication channels and key stakeholders' interests are provided in the table below.



¹ Ctrip and Brand Trip.com contribute over 70% of the Group's total employees.

ABOUT THIS ESG REPORT

STAKEHOLDER

KEY INTEREST

COMMUNICATION CHANNEL

CUSTOMERS



- Quality customer service
- Convenient booking process
- Extensive product offering
- Fair and safe transacting environment
- Happy and safe travel experience

Online and offline communication
(APP/Weibo/WeChat/Website/Store)
24/7 global customer service
Ctrip service upgrade
Daily media communication

Social media communication
Ctrip Senator Club
(Independent Advisory Group)
Ctrip Open Day
Information security construction and management

Technology and product upgrade
Ctrip global SOS service platform

INDUSTRY PARTNERS



- Win-win collaborative environment
- Work and operating efficiency improvement
- Sustainable long-term cooperation

Institutional constraints and internal controls
Skill training support
Industry seminar organisation and participation

Annual events: Trip.com Group Global Strategic Partner Summit
Trip.com Group Hotel Hub, Trip.com Group Institute for Tourism Studies

SHAREHOLDERS AND INVESTORS



- Rights and interest protection
- Timely, accurate, and comprehensive view of state of operations
- Steady performance improvement and reasonable return on investment

Shareholder Meeting
Regular financial reporting
Roadshow
E-mail and telephone

Communication
Strengthened risk monitoring, prevention, and response

GOVERNMENTS AND REGULATORY AGENCIES



- Law abidance and compliance
- Economic development and transition promotion
- Employment promotion
- Targeted poverty alleviation
- Destination brand promotion

Strict adherence to laws and regulations
Active response to government policies
Participation in industry reform discussions and pilot projects

Field investigation
Big data support for government decision-making

EMPLOYEES



- Competitive salary and benefits plan
- Skill training and improvement
- Comfortable working environment
- Amiable working atmosphere

Regulatory compliance
Performance management communication mechanism
Office environment optimization

Trip.com Group University, ihub study platform
Ctrip Trade Union
Communication platforms such as electronic magazine, internal mail

Sports day, family day and other staff activities

COMMUNITY AND ENVIRONMENT



- Employment promotion
- Poverty alleviation and disaster relief
- Environmental protection
- Biodiversity protection

Individual entrepreneurship platform
Jobs for people with disabilities
Donations to charity

Tree and Seedling Public Charitable Projects
On-going charity and Philanthropy activities
Daily media communication

Social media communication
CSR forums and activities

ABOUT THIS ESG REPORT

Materiality Assessment

We appointed an independent consultant to conduct a comprehensive materiality assessment to determine the most material ESG topics to be Group for disclosure by following a three-step process.

This year, an internal review was conducted to assess whether material ESG topics identified continue to remain valid and to evaluate the impacts of the external environment on the Group. Based on the validated results, this ESG Report continues to be structured around the following topics.

High Materiality Topics

- Quality User Experience
- Product Quality Management
- Operational Compliance
- Promotion of Industry Regulation
- Information Security and Privacy Protection
- Corporate Governance and Risk Management
- Employee Health and Safety
- Advocacy of Responsible Travel and Consumption

Medium Materiality Topics

- Accelerated Digitalisation
- HR Training and Development
- Travel Safety
- Environmental Protection
- Energy Conservation and Emissions Reduction
- Supply Chain Management
- Public Charity
- Leveraging Industry Expertise to Drive Sustainable Development of Local Communities
- Diversity and Equality

Low Materiality Topics

- Climate Change Related Risks Identification
- Biodiversity Protection

1

IDENTIFICATION

- ESG disclosures of industry peers were reviewed for an indication of potential relevant ESG issues of the Group.
- External and internal stakeholders were invited to complete an online survey to rank the importance of ESG topics to themselves and to the Group, respectively.

2

PRIORITISATION

- Results from step 1 were consolidated to develop a prioritised list of prospective material ESG issues.

3

VALIDATION

- A list of ESG issues with high, medium and low materiality is confirmed by Trip.com's senior management for disclosure.



LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

TRIP.COM GROUP'S CORE VALUES



As a leading global travel service provider, Trip.com Group enables local partners and travelers around the world to make informed and cost-effective bookings for travel products and services. Guided by our mission to "pursue the perfect trip for a better world", we aim to create long-term sustainable values for customers, employees, the environment and the community where we operate, making us a well-respected travel partner locally and around the world.



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

LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

**TRIP.COM GROUP'S
CORE VALUES**

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

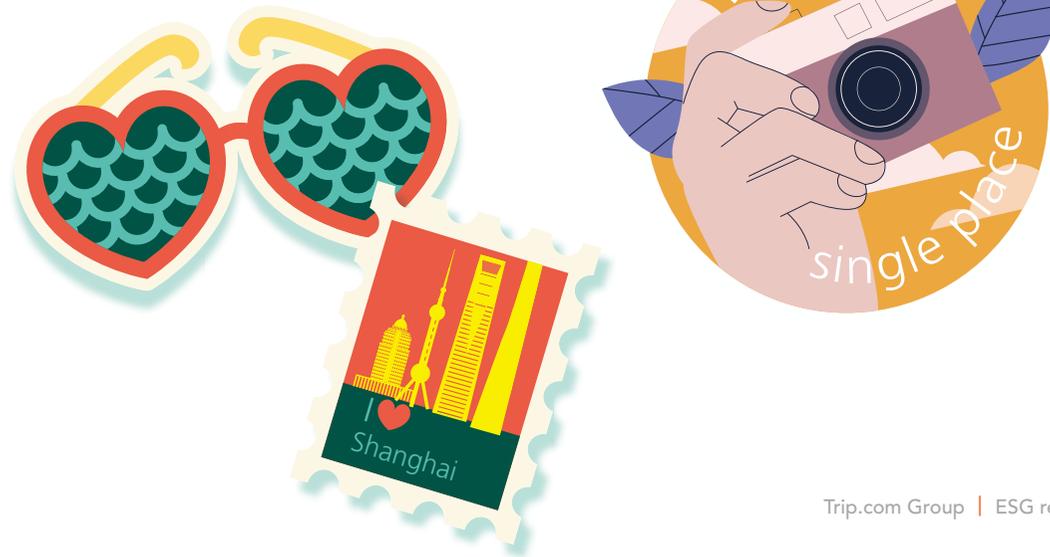
TRIP.COM GROUP'S CORE VALUES

Business Ethics

The building of business ethics and compliance has always been a focus of Trip.com Group. We strictly adhere to Chinese laws and regulations and other applicable normative documents. As a United States and Hong Kong listed and internationally operated company, we internalize relevant laws, regulations, and standards to form our business ethics system.

We follow articles in general and abide by laws and regulations that are highly related to business ethics and operations in China and in global markets. Meanwhile, we also strictly abide by anti-corruption and anti-bribery regulations and strive to achieve regulatory compliance in global markets.

Trip.com Group has long benefitted from an organized and regulated environment to cultivate its growth in an efficient manner over the past two decades. We believe fair competition promotes innovation in the industry and are delighted to fully embrace and abide by the relevant regulations. As a global one-stop travel platform, Trip.com Group is dedicated to support and sustain the prosperity and healthy development of the travel industry, by leveraging the fairness and openheartedness of its platform to achieve win-win, support partners and facilitate their businesses, and providing comprehensive products and valuable services to travelers.



TRIP.COM GROUP'S CORE VALUES

Framework Building

Trip.com Group has always upheld a zero-tolerance approach against any fraudulent or unethical conduct and has put in place stringent measures to ensure regulatory compliance and to solidify our commitment to a high standard of business integrity across our operations. At present we have formed a system consisting of the Trip.com Group Code of Business Conduct and Ethics as basic and fundamental document together with other guidelines concerning business ethics, professional ethics, and anti-corruption issues as specific documents. Our business and functional departments at all levels have also developed their own guidelines and systems with regards to business ethics, illustrating scenarios and details of the fundamental rules.



BASICS AND FUNDAMENTAL	《Trip.com Group Code of Business Conduct and Ethics》
RESPONSE AND PREVENTION	《Trip.com Group Insider Trading Policy》 《Regulation on Anti-Commercial Bribery》 《Anti-corruption Management Regulations》 《Regulation on Information Security Management》
AWARDS AND PUNISHMENTS	《Compliance Award Measures》 《Reward and Punishment Measures for Protection of Trade Secrets》

TRIP.COM GROUP'S CORE VALUES

The [Code of Business Conduct and Ethics](#) contains general guidelines for conducting the business of Trip.com Group consistent with the highest standards of business ethics. It defines the type of conducts that are strictly prohibited and clearly inform all employees, including directors, officers, employees and agents of the Group, that they are required to abide by the guidelines. Conflicts of interest, bribery, corruption, and facilitation payment are clearly defined and should be avoided. The appropriate behaviours in relation to company assets, intellectual property, business secrets and other relevant issues are also stipulated.

Compliance Governance

For internal ethics and compliance management, Trip.com Group has set up a Compliance Committee which reports to the Executive Chairman of the Board of Directors. The committee is responsible for the instruction, decision, supervision, and inspection of the Group's business ethics, professional ethics, and code of conduct related issues. Consists of executives from legal, internal audit, internal control, finance, human resources, and information security functions, the Compliance Committee

meets every other week to discuss the related issues within its responsibilities as follows:

- Oversee the ethics and compliance practice across all business lines
- Evaluate the implementation of anti-bribery and anti-corruption measures
- Monitor and identify ethics and compliance risks and related issues
- Investigate ethics and compliance violation incidents
- Propose corrective actions to deter non-compliance and reduce exposure to unethical opportunities
- Review and analyse the results of ethics and compliance trainings and supervision programs

Group-level business ethics and compliance risk assessment and audit are carried out at least once every year by the Compliance Committee. Matters discussed and actions taken by the Committee are reported to the management.



TRIP.COM GROUP'S CORE VALUES

Anti-corruption Investigation and Whistleblower Mechanism

The Anti-corruption Management Regulations sets forth our anti-corruption principles and investigation procedures for reported and suspected cases of improper conducts. Under the supervision of the Compliance Committee, all incidents identified are investigated by the Internal Audit Department. The guideline also clearly introduces channels for employees at all levels to report violations and suspected violations and raise concerns of any improper behaviours.

Trip.com Group provides a whistleblower protection mechanism for employees to report any misconduct with an anonymous complaint mechanism and multiple reporting channels, including an independent whistleblower hotline, email, professional ethics mailbox, and in-person reporting. The reporting materials from all channels

are received, registered, responded to, and reported by dedicated personnel of the Compliance Committee. Reported and suspected cases are then investigated by the Compliance Committee.

We strictly protect the safety of whistleblowers and ensure they do not receive unfair treatment such as dismissal, demotion, suspension, intimidation, harassment, or any form of retaliation. We ensure the confidentiality of reports and keep the details of the informant and information strictly confidential. Access to reported complaints is only granted to the assigned investigators of the Compliance Committee. Whistleblowers can also choose to report anonymously so that their privacy is protected.



LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

**TRIP.COM GROUP'S
CORE VALUES**

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

TRIP.COM GROUP'S CORE VALUES

Training and Publicity

Trip.com Group also carried out trainings and publicity initiatives to continuously strengthen internal ethics and compliance awareness. For a more in-depth refresher of ethical behaviour, training courses are available for our employees on the Trip.com Group University online platforms. All staff members are required to take Code of Business Conduct and Compliance training course once a year.

In 2021, Trip.com Group conducted Online Training and Exam of Integrity Code of Conduct which covers 100% of employees, including full-time, part-time, interns, trainees and outsourcing staffs. The training and related exam were conducted in Chinese, English, and Japanese. The completion rate of the exam reached 100% in three weeks.

During the reporting year and to the best of our knowledge, there were no confirmed cases of non-compliance with the relevant anti-corruption regulations that have a material impact on the Group.

Cooperating With Industry Partners

As for the industrywide joint anti-corruption efforts, Trip.com Group actively joins hand with industry partners and participates in anti-corruption alliances and has been a member of China's Trust and Integrity Enterprise Alliance and Enterprise Anti-Fraud Alliance respectively since 2018 and 2019. The Alliances share database and provide information such as anti-corruption resources, cases studies, training courses and policies to help member companies share experience and catch up with the industry best practices.

Trip.com Group also actively participated in forums and events held by the Alliance to learn and share corporate anti-corruption practices. In May 2021, the Company participated in the first "Internet industry anti-fraud seminar" with about 120 internet companies to exchange best practices on integrity and compliance governance key issues.



CULTIVATING A DIVERSE AND INCLUSIVE **WORKFORCE**

Our employees form the very foundation of the Trip.com Group family and are the fundamental driver of the company's business development. Trip.com Group has always been committed to providing a favourable environment for talent development.

Trip.com Group Employer Value Proposition

In 2021, Trip.com Group announced its Employer Value Proposition ("EVP"), which delivers the Company's core values to all employees. The EVP defines our Company brand and attracts talents share the same mission.

Trip.com Group never stops dreaming big and aiming high. Our mission, vision, and focus on high quality enable us to pursue mastery of our craft in order to deliver the best possible solutions. By tackling challenges and pursuing excellence, we keep growing and bettering ourselves at the same time.

We believe in creating a safe space, where discussion is open, ideas flourish and the best solutions win. Together as a team, we offer each other respect and support. In this way, closer connections can be built, and bigger achievements can be realized.

Life is about much more than just work. Whether we want to raise a family, develop our own interests, or invest in extra skills, Trip.com Group is here to support our team members in every aspect in and out of the workplace. At the same time, being in the travel industry allows us to harness our passion and embrace the travelers in our hearts to pursue the perfect lifetime trip for ourselves.



CULTIVATING A DIVERSE AND INCLUSIVE WORKFORCE

Employee Compensation and Benefits

Trip.com Group is committed to building a team of over 30,000 professionals where our employees feel supported and motivated. Our Employee Handbook stipulates all matters relating to recruitment and retention, compensation and dismissal, working hours, equal opportunity, diversity and other benefits. Our staff members are rewarded with competitive remuneration packages based on factors such as average salary standards, professional competence and work performance.

In Trip.com Group, we provide competitive salary packages and conduct performance-based pay structure covering all employees. Our Performance Management Regulations states that all employees shall participate in performance review, including goal setting, self-evaluation, feedback collection and overall assessment. With a comprehensive evaluation of the Company's talent pool, we provide incentive compensations to employees who bring value to the organization. Besides performance bonuses, our share incentive plans, namely, the Global Incentive Plan incentivizes employees who promote the long-term growth of the company.

Trip.com Group also provide a range of attractive fringe benefits such as medical care, maternity and child welfare, travel benefits and a range of leave entitlements. As part of our statutory obligations, we pay social insurance premiums for all our employees in China. We also provide collective agreements to most of our Shanghai-based employees accounting for over 40% of all Ctrip and Trip.com's employees. Child and forced labour are strictly prohibited within the Group's operations and along our supply chain in compliance with relevant legislative requirements.

Trip.com Group has been proactively improving workplace satisfaction and happiness of employees. In May 2021, Trip.com Group launched the "T-Benefits" project, a benefit providing to all employees with exclusive prices for travel products. This project aims to encourage employees to become "travelers" outside of work and is part of Trip.com Group's Employee Value Proposition Program.

Female empowerment

Trip.com Group supports working mothers and cares for pregnant employees. To demonstrate support to families and to promote working mothers, a maternity gift of RMB 800, and a maternity allowance up to RMB 3,000 are given to female employees. During pregnancy, female employees are also entitled to a workday commuting allowance, in which the Group invests more than RMB 1 million every year. Pregnancy recliner chairs are available in office. There are also lactation rooms on each floor of the office building for nursing moms.

In 2021, Trip.com Group received the Women's Empowerment Principles (WEPs) Award in the Gender-inclusive Workplace category by UN Women China for its outstanding performance in empowering women and promoting gender equality.



CULTIVATING A DIVERSE AND INCLUSIVE WORKFORCE

Equal and Diverse Working Environment

Following the Group's dedication to building a diverse and inclusive working environment, we have formulated our Equality and Diversity Policy which communicates guiding principles in prohibiting discrimination in the recruitment process or at the workplace on the basis of gender, pregnancy, marital status, family status, disability, and race. Currently we are employing 118 individuals with disabilities in China.

With an equal opportunity recruitment process, the Group has a strong diversified workforce which drives growth and development. Today, women represent more than 50% of all staff, far exceeding the average for tech companies. 43% of mid-level staff are female, whilst nearly one third of management at VP-level and above are women. In 2021 half of new employees joining Trip.com Group were women; and an equal number of women and men were promoted this year.

Maintaining effective employer-employee communication is key to create a positive work environment. We adopt various communication channels such as a monthly HR Open Day, suggestion mailbox, departmental meetings and bi-annual company-wide satisfaction surveys. Through these engagements, we are able to gather useful staff feedback and identify potential improvement areas.



CULTIVATING A DIVERSE AND INCLUSIVE WORKFORCE

2021 Hybrid Work Trial

In 2021, Trip.com Group launched its “2021 Hybrid Work Trial”. This initiative covered customer service, technology, marketing and other functional departments in Shanghai headquarters. These employees were divided into two groups in which the experimental group worked from home every Wednesday and Friday from August 9, 2021 to January 30, 2022.

This trial sought to find out whether hybrid work can be one of the long-term working models of the Company. After the completion of this experiment, the Company will analyse the result based on the employee performance, project progress, employee feeling, staff retention, and other indicators. If the plan proves feasible, the Company will consider applying the hybrid working model to a wider range of employees.

Training and Development

The continuing development and personal growth of our workforce are vital to the long-term success of the Group and best-in-class travel experience to our customers.

Talent Development System

Trip.com Group recruits, trains, and motivates outstanding talents who meet the requirements of professional skills and morality to improve the Company's talent concentration and provide employees with better growth opportunities.

In terms of employee career development, Trip.com Group takes Competence Model as cornerstone and conducts a comprehensive talent review each year to deliver multi-

dimensional portraits of our talents. Trip.com Group also encourages internal mobility within and across departments, providing employees with new growth opportunities and more flexibility to fulfill their professional aspirations.

In Trip.com Group, we conduct results-driven performance management. At the same time, we value employees' feedback to improve our talent development system and provide customized growth path for each employee.



CULTIVATING A DIVERSE AND INCLUSIVE WORKFORCE

Internal Training Platform

Our training platform “Trip Growth Academy”² provides over 2,800 classes and other educational resources to our employees, covering corporate strategies, professional skills and team management practices. All courses on this platform are delivered by university professionals and industry specialists within the Group.

To meet the competency needs of employees across departments going through different stages of career development, Trip Growth Academy offers a comprehensive training curriculum, including TMBA classes facing middle to senior management, TPMP programme, TLDP (Team Leader Development Program), T-star program for fresh graduates and etc.



² In July, our Trip.com Group University was renamed as Trip Growth Academy with “professionalism, enthusiasm and stimulation” as the three major learning objectives.

CULTIVATING A DIVERSE AND INCLUSIVE WORKFORCE

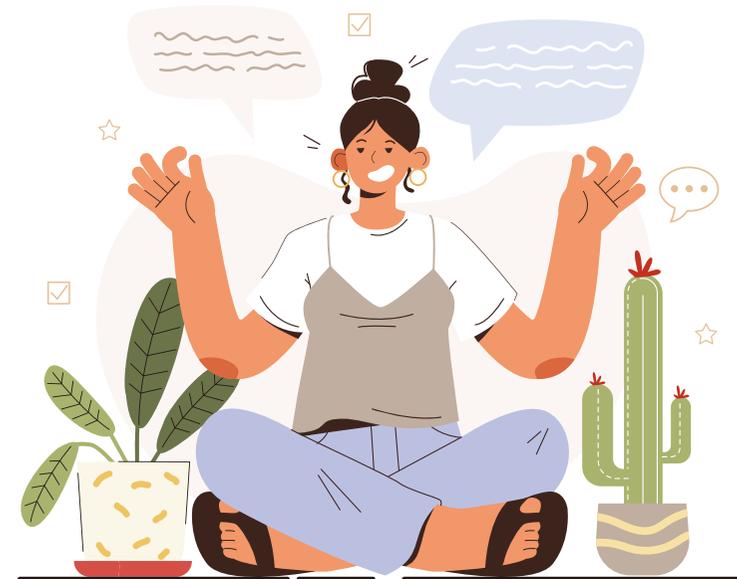
Workplace Health

Ensuring occupational health and safety of our employees is always our top priority. Through our Employee Handbook, we work diligently to maintain a safe working environment and have implemented proactive measures to protect the well-being of our employees. We also take seasonal changes into account and pay attention to avoid heatstroke and cold. For eligible staff, we offer medical insurance as well as free annual medical examination. In line with national regulation, we also provide employees with high temperature allowance in summer (i.e. from June to September).

We have installed a professional fire protection system in office areas to ensure workplace safety. We conduct regular fire drills company-wide to raise employees' awareness of fire safety.

During the reporting year and to the best of our knowledge, there were no reported cases of noncompliance with relevant laws and regulations that have a material impact on the Group relating to compensation, dismissal, recruitment, promotion, labour

practices, working hours, rest periods, equal opportunity, diversity, anti-discrimination, freedom of association, occupational health and safety, other benefits and welfare including maternity and paternity leave, safe working environment, protecting employees from occupational hazards, and preventing child and forced labour.



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ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

**DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN**

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

DRIVING RESPONSIBLE TOURISM ACROSS OUR **VALUE CHAIN**

Prioritising sustainable supply chain practices is key to ensure long-term growth. We work with our business partners and users to create shared value, deliver quality services and uphold business ethics. In recognition of our commitment to responsible tourism, we have developed policies and measures to protect user interests and help ensure that we continue to strengthen our services. We monitor every stage of our day-to-day operations and maintain positive relationships with our value chain partners through proactive management.

Supply Chain Management

Trip.com Group bridges the gap between our users and travel partners by facilitating hassle-free trip planning and booking for users as well as enhancing marketing efficiency and expanding distribution channels for our travel partners. To uphold the safety, reliability and quality of services across our supply chain, our Packaged Tour Supplier Management System outlines the service quality related key performance indicators. This provides

assurance to our operations aligning with high ethical standards and following fair business practices to prevent incidents of misconduct. Our business partners are required to adhere to our Travel Safety Standards which specify safety principles in transportation, food, catering services, accommodation and tour operations as well as compliance with anti-corruption requirements. Specific handling procedures for our business partners are also in place in

case of non-compliance with the required standards. In addition, we have developed specific guidelines to ensure our hotel and airline ticketing partners adhere to regulatory compliance and service standards.



LETTER FROM
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ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

**DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN**

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

DRIVING RESPONSIBLE TOURISM ACROSS OUR VALUE CHAIN

Responsible Products and Services

To demonstrate leadership in responsible travel, we have also put in place sound management systems and procedures to govern issues related to quality assurance, data security and user privacy, and protection of intellectual property rights. As part of our customer-centric approach, our Quality Management System details the responsibilities of relevant departments, as well as the implementation, monitoring and improvement procedures of our product and service offerings. To ensure we address customer concern in a consistent and efficient manner, we have set out standardised complaint-handling procedures, covering complaint filing, investigation, and follow-up actions.

TRIP.COM SERVICE VALUES “HEAT”

Guided by our Group’s Mission and Vision, we have developed our Service Values “HEAT” to reinforce alignment of service philosophy among employees.

Heartwarming	Deliver customer service with great care
Effortless	Simplify internal procedures to maintain service efficiency
Active	Actively provide advice for foreseeable challenges
Trust	Gain user trust by maintaining professional and reliable services

Providing users with accurate, transparent and consistent information allows them to make well-informed decisions and help facilitate trust building between them and Trip.com Group. We provide clear descriptions of our service guarantees in booking, price, cancellation and compensation across our travel products. As a response to the pandemic, we also set up dedicated pages and pop-up notices on our mobile application to clearly inform users about the current pandemic policy, nucleic acid test requirement, and quarantine

arrangement taken by the destination city, airport, and airlines. We are committed to responsible marketing by making sure all our advertisements and other promotional materials are in full compliance with relevant regulations such as the Hotel Information Review Rules.

CYBER SECURITY AND DATA GOVERNANCE

Data security and user information privacy are of utmost importance to Trip.com Group. We strictly abide by the Cybersecurity Law of People's Republic of China, the Data Security Law of People's Republic of China (數據安全法), the Personal Information Protection Law of People's Republic of China (個人信息保護法), and other applicable laws and regulations. We are committed to providing strong data security protection for the Group and our users across all business operations in all existing and potential markets.

Cybersecurity Governance

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

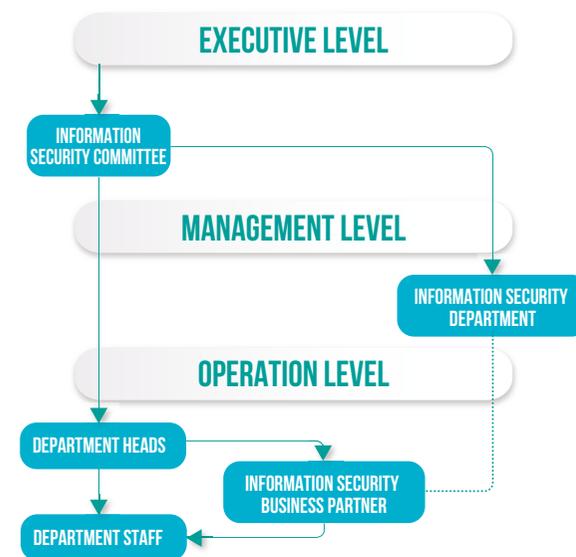
Consisting of Group level senior executives, heads of information security department, and leaders of business units and functional units, the Information Security Committee is the decision making body which is responsible for formulating top-level

strategies and policies for information security management, overseeing and managing data security as well as user privacy issues across all of our operations. This committee makes sure we are meeting cybersecurity and data privacy requirements of the China regulations mentioned above as well as those of the General Data Protection Regulation ("GDPR").

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

On the execution level, every business unit and functional unit is responsible for implementing the Group's information security policies and monitoring the risk management process in its own department. Information security business partners within each department serve as

liaison personnel to ensure implementation of the Group's data security policy and timely communication with the Information Security Department.



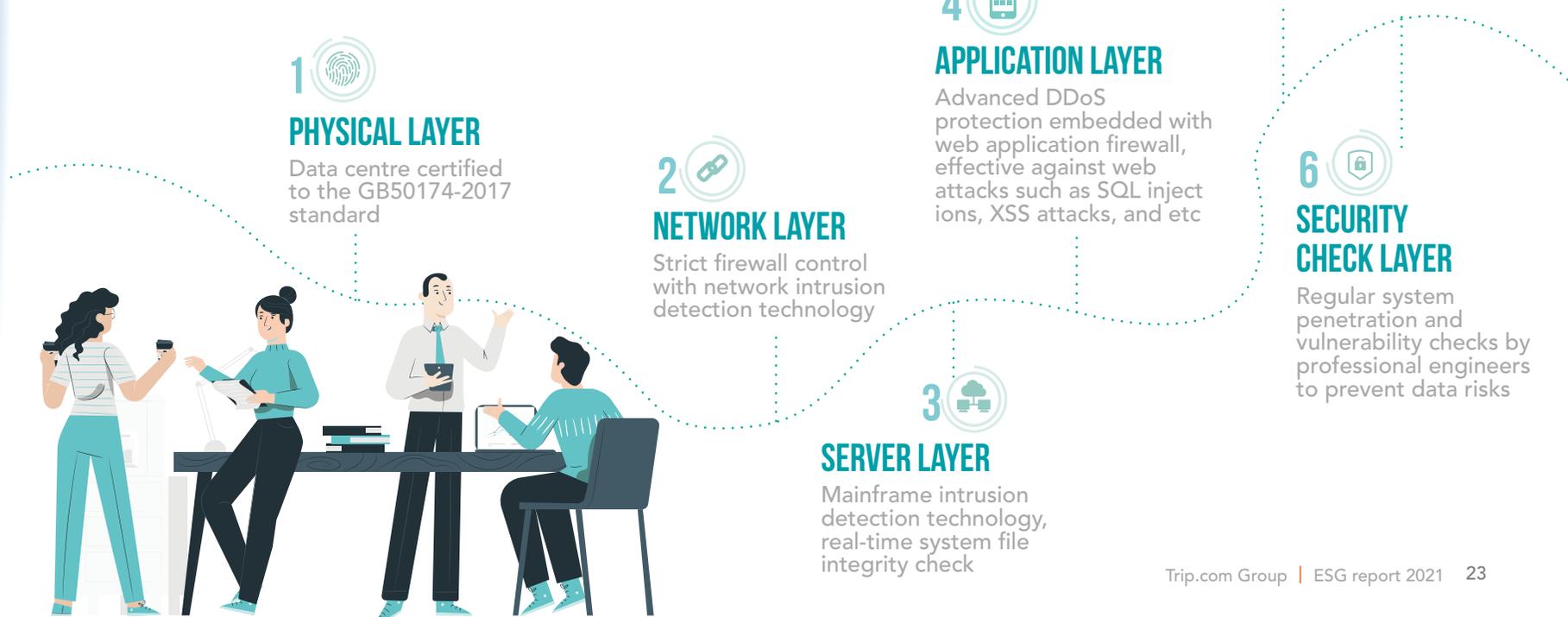
CYBER SECURITY AND DATA GOVERNANCE

Policy

Information Security Response Mechanism	《Regulation on Information Security Management》 《Vulnerability Management Process》
Data Security Management Mechanism	《Data Security Management Strategy》 《Regulations on Sensitive Information Security Management》 《Sensitive Information Security Processing Flow》

Information Security Management System

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



CYBER SECURITY AND DATA GOVERNANCE

Data Privacy Protection

We also established a sound privacy and security management procedure to ensure data are properly handled throughout their entire lifecycle. Users have the right to know our privacy policy, the right to choose if they are willing to provide personal information, and the right to control their data.

DATA STORAGE

The Group also clearly informs and explains to users about the retention period of the collected data. Upon expiry, collected data will be deleted and no longer be accessible by any means.

DATA USAGE

Only authorized personnel have access to the collected data. The data is used in a strictly confidential manner to support Trip.com Group's business operations to provide users with better products and services.

DATA TRANSFER

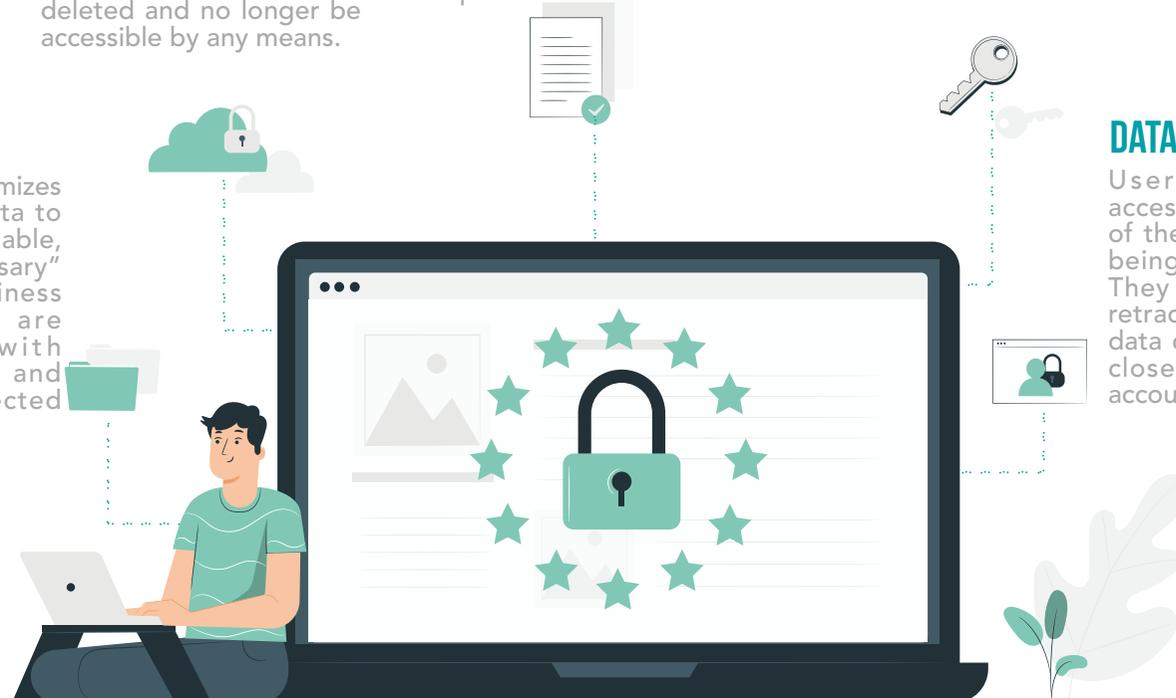
All transfer of data is encrypted. No data can be shared with third party without user authorization.

DATA COLLECTION

Trip.com Group minimizes the collection of data to the amount "reasonable, relevant, and necessary" to support its business operations. Data are only collected with user authorization and will never be collected forcefully.

DATA DELETION

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



CYBER SECURITY AND DATA GOVERNANCE

Security management operation

Under our Information Security Incident Management Guidelines, we closely monitor data breaches and cyberattacks and our emergency response team is responsible for case handling and the timely notification of end users based on incident severity. In addition, we also have process for evaluating and responding to law enforcement or government data requests.

Externally, our Partner Privacy Policy is available online to inform our business partners of our latest policy in protecting personal data. Sharing information with third party is required to go through an internal evaluation and approval process and has to obtain user consent. Any outflow of user data without prior consent from the end user is strictly prohibited.

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

part-time, contractors, directors, and executives of the Group completed and passed related data security and privacy trainings and quizzes.

Intellectual Property Rights

The Group is mindful of the potential concerns regarding intellectual property ("IP") rights and patent protection. We applied and registered our main trademarks through the Trade Marks Ordinance in Hong Kong, the Trademark Office of China National Intellectual Property Administration, and the United States Patent and Trademark Office. Under our comprehensive Patent Management System, training opportunities and incentive mechanisms are provided to our employees who wish to develop their expertise in technological innovation. Patent application matters and reporting invention progress to management is handled by our designated patent team. Furthermore, we have established a comprehensive online IP infringement complaint channel accepting infringement complaint for trademark rights, copyrights and patent rights.

During the reporting year and to the best of our knowledge, there are no reported cases of non-compliance with relevant laws and regulations that have a material impact on the Group relating to advertising, labelling and privacy matters relating to products and services provided.



PROMOTING AN ECO-FRIENDLY TRAVEL CULTURE

Responding to China's goals of "reaching peak carbon emission by 2030" and "reaching carbon neutrality by 2060", Trip.com Group strives to manage our environmental footprint and collaborate with industry partners to create a synergy effect.



Pursue Sustainable Working Culture

To promote green office culture, we have introduced a "3R strategy", the principle of reducing waste, reusing and recycling resources. We encourage all our employee to help protect the environment starting with little things in our daily life, including:



Since 2020, we have launched monthly "Green Plan" campaigns to promote the company culture of environmental protection and sustainable development. Campaign activities mainly focus on reducing resource use in office, growing green plants, and giving advices for Eco-friendly lifestyle.



PROMOTING AN ECO-FRIENDLY TRAVEL CULTURE

Adopt Green Operation

Energy Conservation

Designed as a green building, our headquarters was certified LEED (“Leadership in Energy and Environmental Design”) Gold level with several implemented environmental initiatives, including the application of an intelligent building energy management system and solar energy system. We also adopt solar water heating system, a renewable heating system, to help save energy consumption in office restrooms.

Aside from encouraging employees to adopt green office practices, we also take into account sustainability considerations when procuring different office supplies such as eco-friendly pens and sealing tapes.

The Group is mindful about the environmental footprints from our data centre operations. To maximise energy efficiency in our data centre facilities, we procure equipment such as cooling towers, water pumps and chillers with a minimum of China Energy Label Energy Efficiency Index Level 2. Our data centres adopt natural cooling method in centralised chillers during winter or suitable temperatures. In addition, energy efficiency features such as adjustable floor are adopted in our cold aisle containments. These methods help reduce significant amount of power consumption during the cooling process in our data centres.



PROMOTING AN ECO-FRIENDLY TRAVEL CULTURE

Waste Management

We have specific disposition guidelines for electronic equipment in different conditions:



Meanwhile, we also place recycling bins around our office buildings to collect different types of waste such as paper, plastics and other unwanted household goods.



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

PROMOTING AN ECO-FRIENDLY TRAVEL CULTURE

Sustainable Tourism

Our business portfolio connects us to a wide range of stakeholders, including travelers, business partners, NGOs and regulatory bodies, around the globe. Building on this strength, we have been implementing initiatives related to sustainable tourism over the years.



UN Global Compact

In May 2021, Trip.com Group joined the UN Global Compact to mobilize a global movement to create a better world for everyone. To make this happen, we will align our strategies and operations with UN's principles on human rights, labour, environment and anti-corruption as well as take strategic actions to advance broader societal goals, such as the UN Sustainable Development Goals, with an emphasis on collaboration and innovation.

Fighting Against Illegal Trade in Wildlife

With the rapid tourism development, trade in illegal wildlife has quietly become one of the most urgent risks for the industry. As a responsible tourism practitioner, in March 2021, the Group signed the Self-Discipline Convention of the Tourism Industry Against Illegal Trade in Wildlife jointly issued by the World Tourism Alliance ("WTA"), China Wildlife Conservation Association ("CWCA"), WildAid and TRAFFIC. We pledge to advocate civilized tourism, reject illegal wildlife trade and raise public awareness of wildlife protection.

We Are Travalyst – Transforming the Future of Travel for Everyone



Trip.com Group is a Founding Partner of Travlayst along with other industry leading travel companies such as Skyscanner, TripAdvisor and Booking.com. The non-profit organisation aims to enable travelers to explore the world in a new and transformative way that protects both people and places, and secures a sustainable future for destinations and local communities for generations to come.



LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

SUPPORTING LOCAL COMMUNITIES

Guided by our Corporate Social Responsibility philosophy to “be an excellent corporate citizen in the world”, Trip.com Group is dedicated to contributing to the communities we serve all over the world



Donating Essential Supplies Worldwide to Combat COVID-19

Trip.com Group launched an aid program in May 2021, to help alleviate the pressure placed on India, Sri Lanka, and Indonesia’s healthcare system. The Group donated 680 oxygen concentrators, worth more than RMB 2.25 million, to help these affected areas tackle the COVID-19 crisis.

This follows Trip.com Group's previous emergency delivery of critical medical supplies where the company donated 3 million medical masks to support more than 25 countries and regions around the world in early 2020 at the onset of the pandemic.



Helping Beneficiary Groups Enjoy Travel Again

Trip.com launched its “Pay It Forward” campaign on 1 December 2020 to complement the SingapoRediscovered Vouchers scheme. The main objective was to encourage Singaporeans to donate the products bought using their (“SRVs”) – such as attractions, hotel stays or tours tickets – to specific local beneficiary groups, while supporting the domestic tourism sector. Through the Pay It Forward campaign, Trip.com also hoped to rally its stakeholders and bring them together to make a difference in the lives of these beneficiaries.



As at 31 December 2021, Trip.com had launched 34 successful programmes aimed at supporting various groups of beneficiaries from less-privileged backgrounds, including children, youths, women and the elderly – with more than 3,000 attractions passes and room nights donated to these local beneficiaries.



SUPPORTING LOCAL COMMUNITIES

Rural Revitalization

In March 2021, Trip.com Group announced a five year rural revitalization plan, which aims to support local communities by promoting rural tourism. We will invest RMB 1 billion fund to empower 100 vacation villages, cultivate 10,000 rural tourism talents, and build 10 industry-benchmark Country Retreats. By the end of 2021, we have built 2 self-operated country retreats and 6 joint-operated ones.

In July 2021, our first Trip.com Group Country Retreat, located in Jinzhai County, Anhui Province, officially opened. After its opening, Trip.com Group provides technology, marketing, capital and other resources to support the daily operation. We also attach great importance to the recruitment and training of local talents. Currently, nearly 60% of the employees are local residents, with the salary level is 20% higher than local average.

Besides room offerings, the Country Retreats also provide guests with special cultural experiences including tea-leaf picking and tea making. These activities will help attract more tourists to Jinzhai County, thereby driving rural economic development.

Supported by the local government, our Rural Revitalization Academy held its first training camp in Jinzhai County successfully in October 2021. During the two-day training, the industry experts provide deep insights though online and offline channels. The training courses cover customer service management, marketing strategy and community activity management.

In the future, Trip.com Group aims to help more rural destinations open and operate their high-end country retreats, bringing incremental travel demand and creating new job opportunities. The development of rural tourism will also boost the economy of local communities and help narrow the wealth gap between urban and non-urban areas. In longer term, we also believe that rural tourism will become a strong growth driver of travel industry.



PERFORMANCE DATA TABLE

LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

HKEX Key Performance Indicators "KPIs"	Unit	Year 2020	Year 2021	
A. Environmental				
A1.2	Greenhouse gas emissions in total and intensity			
	Scope 1 emission	Tonnes of CO ₂ e	34	27
	Scope 2 emission	Tonnes of CO ₂ e	7,519	10,532
	• in total (Scope 1 and 2 emissions)	Tonnes of CO ₂ e	7,553	10,559
	• in intensity (Scope 1 and 2 emissions)	Tonnes of CO ₂ e /FTE ³	0.26	0.35
A2.1	Energy consumption by type in total and intensity			
	Total Direct Energy Consumption			
	• in total	'000 kWh	115	92
	• in intensity	'000 kWh/FTE	0.004	0.003
	Total Indirect Energy Consumption (Purchased Electricity)			
	• in total	'000 kWh	10,688	14,970
	• in intensity	'000 kWh/FTE	0.37	0.49
B. Social				
Employment and Labour Practices				
B1.1	Total workforce by gender			
	Male	No. of people	11,310	13,578
	Female	No. of people	17,797	16,719
	Total workforce by employment type			
	Full-time	No. of people	28,954	29,834
	Part-time/temporary	No. of people	153	463
	Total workforce by age group			
	Under 30	No. of people	17,263	16,532
	30 – 50	No. of people	11,524	13,593
	Above 50	No. of people	167	172

³ FTE: Full-time equivalent employees.

LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

PERFORMANCE DATA TABLE

HKEX Key Performance Indicators "KPIs"	Unit	Year 2020	Year 2021
B3.1	The percentage of employees trained by gender		
Male	%	41	40
Female	%	59	60
	The percentage of employees trained by employee category		
Senior Management	%	0.7	0.5
Middle Management	%	25	24
General Staff	%	74	76
B3.2	Average training hours completed per employee by gender and employee category		
Male	Hours	21	7
Female	Hours	8	8
Senior Management	Hours	8	0.3
Middle Management	Hours	21	13
General Staff	Hours	11	7

HKEX ESG GUIDE CONTENT INDEX WITH GRI STANDARDS LINKAGE

Content Index for Sustainability Reporting Guidelines

The content index below lists out the information reported against the recommended disclosures of the Hong Kong Exchanges and Clearing Limited Environmental, Social and Governance Reporting Guide (“HKEX ESG Guide”) and the Global Reporting Initiative (GRI)’s GRI Standards.

HKEX ESG Guide		Locations of Disclosure or Remarks	GRI Standard	Page Number
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.	Promoting an Eco- friendly Travel Culture	305, 306	P.26-28
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).	Performance Data Table	305-1, 305-2, 305-4, 305-6, 305-7	P.32
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 emissions target(s) set and steps taken to achieve them.	Promoting an Eco- friendly Travel Culture – Adopt Green Operation	305-5	P.27

HKEX ESG GUIDE CONTENT INDEX WITH GRI STANDARDS LINKAGE

HKEX ESG Guide		Locations of Disclosure or Remarks	GRI Standard	Page Number
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.	Promoting an Eco-friendly Travel Culture – Adopt Green Operation	306-2, 306-4	P.27
Aspect A2: Use of Resources				
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Promoting an Eco-friendly Travel Culture – Adopt Green Operation	301, 302, 303	P.27
A2.1	Direct and/or indirect energy consumption by type (e.g., electricity, gas or oil) in total (kWh in '000s) and intensity (e.g., per unit of production volume, per facility).	Performance Data Table	302-1, 302-3	P.32
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.	Promoting an Eco-friendly Travel Culture – Adopt Green Operation	302-4, 302-5	P.27
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.	Promoting an Eco-friendly Travel Culture – Adopt Green Operation	303-3, 303-4, 303-5	P.27
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A	301-1	/
Aspect A3: The Environment and Natural Resources				
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Promoting an Eco-friendly Travel Culture	301, 302, 303, 304, 305, 306	P.26-29
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Promoting an Eco-friendly Travel Culture	303-1, 303-2, 304-2, 306-3, 306-5	P.26-29

LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

HKEX ESG GUIDE CONTENT INDEX WITH GRI STANDARDS LINKAGE

HKEX ESG Guide		Locations of Disclosure or Remarks	GRI Standard	Page Number
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.	Climate change is considered as a low material topic to the Group.	201-2	/
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.	Climate change is considered as a low material topic to the Group.	201-2	/
B. Social				
Employment and Labour Practices				
Aspect B1: Employment				
General Disclosure	Information on: a) the policies; and b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Cultivating a Diverse and Inclusive Workforce	202, 401, 405, 406	P.14-16
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Performance Data Table	405-1	P.32
B1.2	Employee turnover rate by gender, age group and geographical region.	/	401-1	/

LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

HKEX ESG GUIDE CONTENT INDEX WITH GRI STANDARDS LINKAGE

HKEX ESG Guide		Locations of Disclosure or Remarks	GRI Standard	Page Number
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.	Cultivating a Diverse and Inclusive Workforce – Workplace Health	403	P.19
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.	Cultivating a Diverse and Inclusive Workforce – Workplace Health	403-1	P.19
Aspect B3: Development and Training				
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Cultivating a Diverse and Inclusive Workforce – Training and Development	404-2	P.17
B3.1	The percentage of employees trained by gender and employee category (e.g., senior management, middle management).	Performance Data Table	404-1	P.32
B3.2	The average training hours completed per employee by gender and employee category.	Performance Data Table	404-1	P.32
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.	Cultivating a Diverse and Inclusive Workforce – Employee Compensation and Benefits	408, 409	P.15

LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

HKEX ESG GUIDE CONTENT INDEX WITH GRI STANDARDS LINKAGE

HKEX ESG Guide		Locations of Disclosure or Remarks	GRI Standard	Page Number
B4.1	Description of measures to review employment practices to avoid child and forced labour.	Cultivating a Diverse and Inclusive Workforce – Employee Compensation and Benefits	408, 409	P.15
B4.2	Description of steps taken to eliminate such practices when discovered.	Cultivating a Diverse and Inclusive Workforce – Employee Compensation and Benefits	408, 409	P.15
Operating Practices				
Aspect B5: Supply Chain Management				
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Driving Responsible Tourism Across Our Value Chain	204, 308, 414	P.20
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.	Driving Responsible Tourism Across Our Value Chain	308-1, 308-2, 414-1, 414-2	P.20
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Driving Responsible Tourism Across Our Value Chain	308-2, 414-2	P.20
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Driving Responsible Tourism Across Our Value Chain	308-1	P.20

LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

HKEX ESG GUIDE CONTENT INDEX WITH GRI STANDARDS LINKAGE

HKEX ESG Guide		Locations of Disclosure or Remarks	GRI Standard	Page Number
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.	Driving Responsible Tourism Across Our Value Chain	416-2, 417-2, 417-3, 418-1	P.20
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A	-	/
B6.2	Number of products and service related complaints received and how they are dealt with.	/	418-1	/
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Driving Responsible Tourism Across Our Value Chain – Intellectual Property Rights	-	P.25
B6.4	Description of quality assurance process and recall procedures.	Driving Responsible Tourism Across Our Value Chain – Responsible Products and Services	-	P.21
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Driving Responsible Tourism Across Our Value Chain – Cyber Security and Data Governance	418	P.22

LETTER FROM
CHAIRMAN AND CEO

ABOUT THIS
ESG REPORT

TRIP.COM GROUP'S
CORE VALUES

CULTIVATING
A DIVERSE AND
INCLUSIVE WORKFORCE

DRIVING RESPONSIBLE
TOURISM ACROSS OUR
VALUE CHAIN

PROMOTING
AN ECO-FRIENDLY
TRAVEL CULTURE

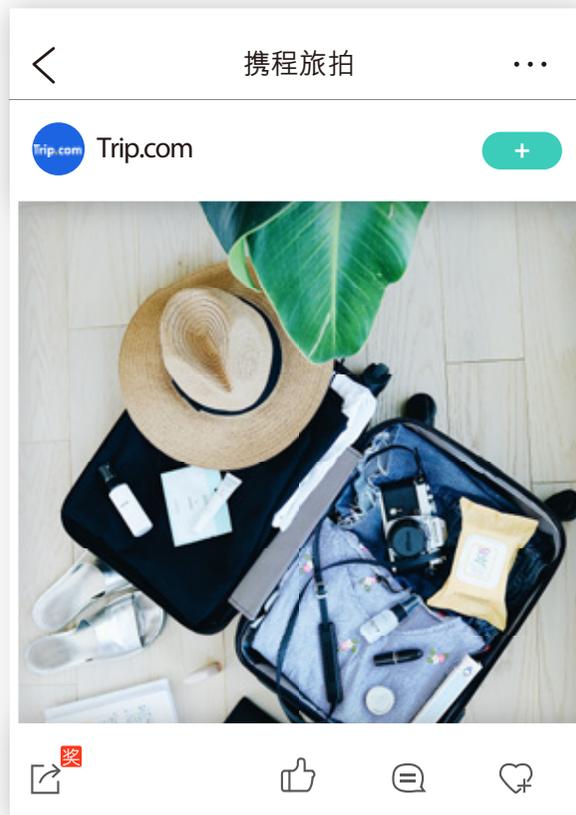
SUPPORTING LOCAL
COMMUNITIES

PERFORMANCE
DATA TABLE

HKEX ESG GUIDE
CONTENT INDEX WITH
GRI STANDARDS LINKAGE

HKEX ESG GUIDE CONTENT INDEX WITH GRI STANDARDS LINKAGE

HKEX ESG Guide		Locations of Disclosure or Remarks	GRI Standard	Page Number
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.	Trip.com Group's Core Values – Business Ethics	205	P.9
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.	Trip.com Group's Core Values – Business Ethics	205-3	P.13
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Trip.com Group's Core Values – Business Ethics	205	P.12
B7.3	Description of anti- corruption training provided to directors and staff.	Trip.com Group's Core Values – Business Ethics	205-2	P.13
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.	Supporting Local Communities	413	P.30-31
B8.1	Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport).	Supporting Local Communities	203-1, 413-1	P.30-31
B8.2	Resources contributed (e.g., money or time) to the focus area.	Supporting Local Communities	413-1	P.30-31



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