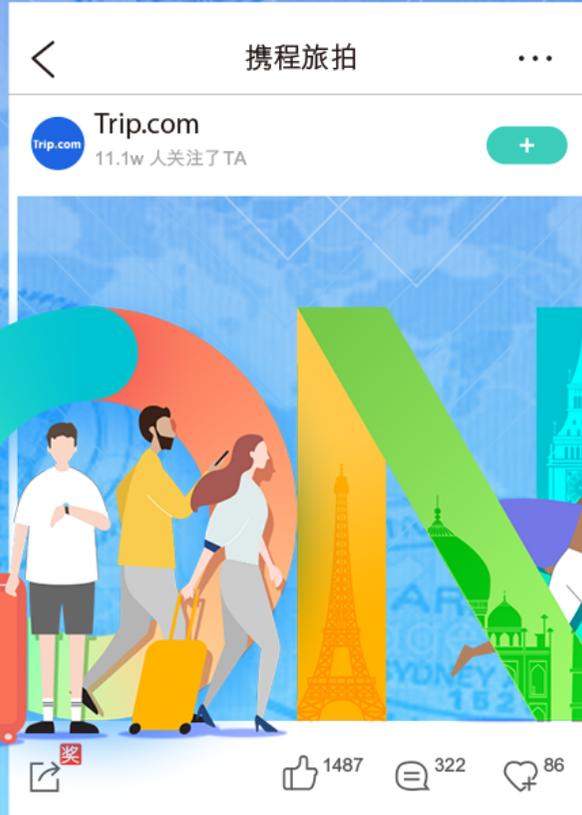


Trip.com Group™



Environmental, Social and Governance Report

2020

Content

03

Letter From
Chairman and CEO

04

About This ESG Report

08

Trip.com Group's
Core Values

11

Building A Resilient
Travel Sector

12

Cultivating A Diverse And
Inclusive Workforce

15

Driving Responsible Tourism Across
Our Value Chain

18

Promoting An Eco-Friendly
Travel Culture

24

Supporting Local
Communities

28

Performance Data Table

30

GRI Content Index



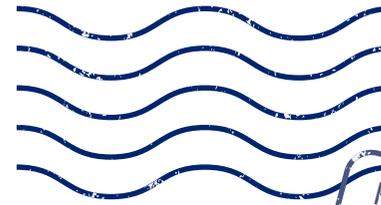
Letter from Chairman and CEO

The COVID-19 pandemic has presented unprecedented challenges to the world. While the pandemic has posed many threats to the travel industry, it also gave us a chance to show our strength and leadership across the value chain. Trip.com Group Limited ("Trip.com Group" or the "Group") has allocated significant resources to support its partners in industry revival efforts. As travel resumes, we have developed tools which provide timely updates on restrictions, outbreaks, cancellation policies and other relevant information to prospective travellers to help them prepare and make safe travel decisions.

We are very proud of our employees' dedicated efforts in maintaining quality services and ensuring user safety during this period. In addition to delivering the best-in-class experience to users, we understand that it is equally important to ensure we have a positive impact

on local communities. As we have seen a shift in demand from outbound travel to domestic travel, we took the chance to further support local businesses by driving mutually beneficial partnerships with them.

Moving forward, Trip.com Group will continue to strengthen partnerships across the value chain to deliver best-in-class travel experiences, and shape a sustainable tourism industry.



James Liang
Executive
Chairman of
Board of Directors



Jane Sun
CEO



About This ESG Report

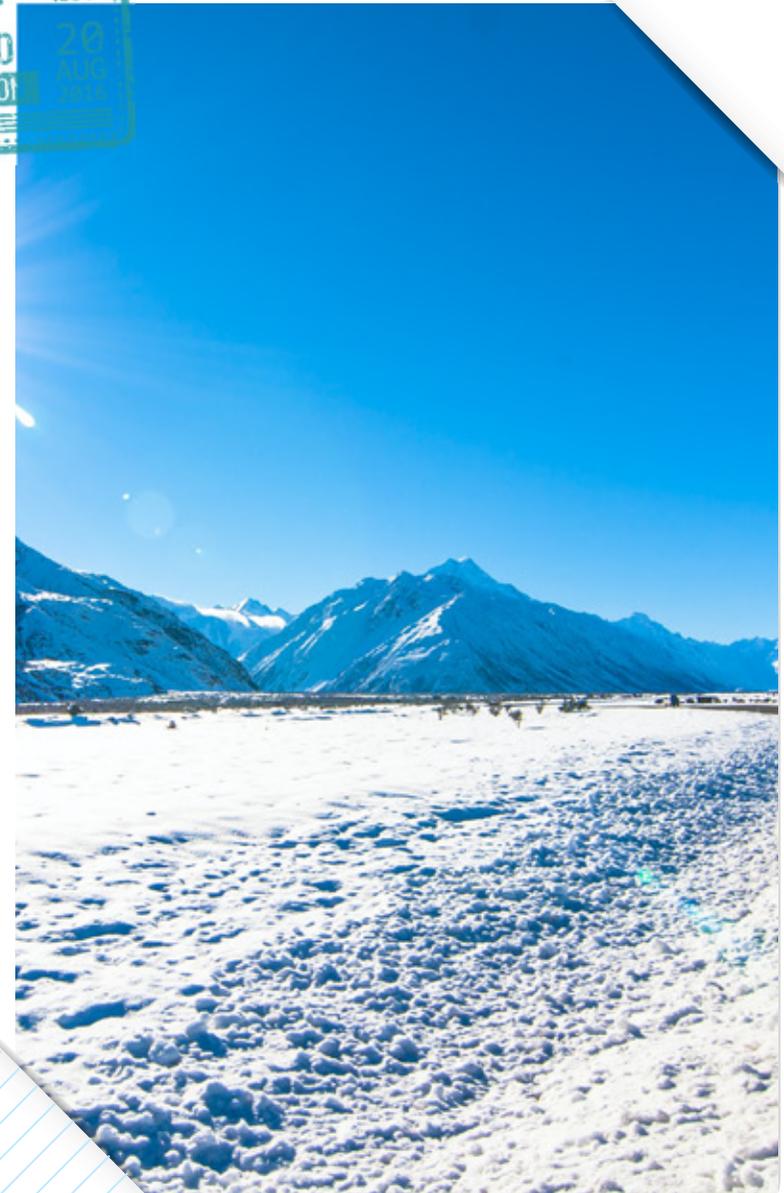


Reporting Standard and Scope

This Environmental, Social and Governance (“ESG”) report has been prepared with reference to Global Reporting Initiative Sustainability Reporting Standards (“GRI Standards”). It provides an overview of Trip.com Group’s ESG policies and management approach and presents its sustainability initiatives and performance for the period from 1 January to 31 December 2020 (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.

Stakeholder Communications

At Trip.com Group, we maintain close communications with our stakeholders who are categorised as users, employees, shareholders and investors, governments and regulators, business partners, and communities and environment. This table shows the communication channels and the key interests related to each of the stakeholder groups.



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

About This ESG Report



Users

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

Online and offline communication

(APP/WeChat/Website/Store/Social media)

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

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, staff counselling mailbox

Sports day, family day and other staff activities

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

About This ESG Report

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

Industry Partners

- Fair competition environment
- Work and operating efficiency improvement
- Sustainable long-term cooperation

Institutional constraints and internal controls

Skill training support

Industry seminar organization and participation

Annual events: Trip.com Group Global Strategic Partner Summit

Trip.com Group Hotel University, Trip.com Group Institute for Tourism Studies

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

Stakeholder Engagement and Materiality Assessment

This year, we have completed a stakeholder engagement exercise with the aim of understanding stakeholders' views on our sustainability initiatives, performance and future strategies. We invited our external and internal stakeholders² to respond to an online survey. During the engagement exercise, stakeholders expressed their views and expectations on the Group's ESG performance which informs the future path of our sustainability journey.

The Group determined material ESG topics through a three-stage process: identification, prioritisation and validation.

Report has been structured around the following ESG issues.

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
- Accelerated Digitalisation
- Diversity and Equality³

Low Materiality Topics

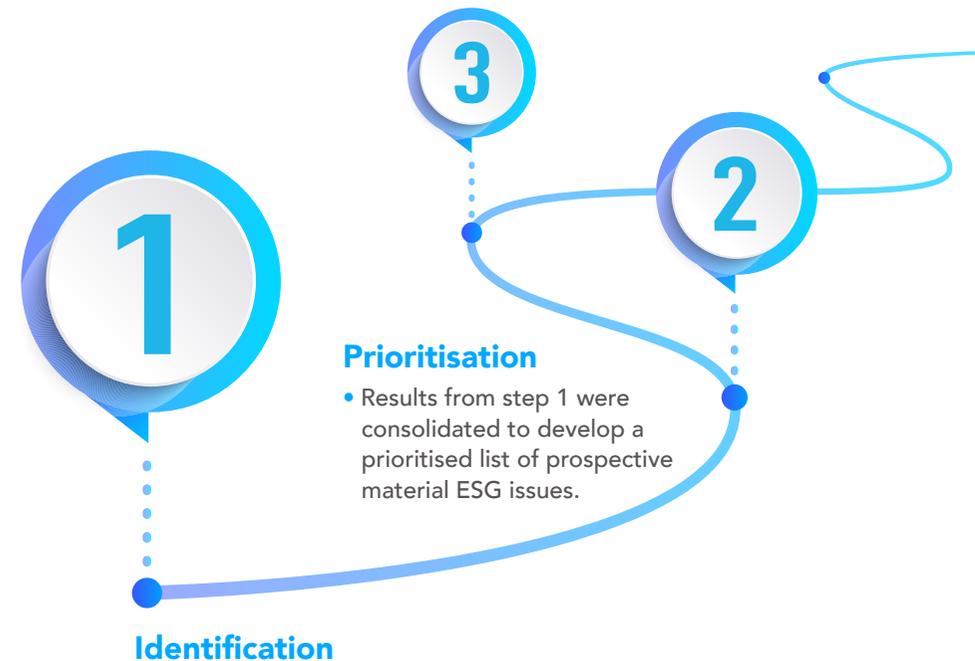
- Climate Change Related Risks Identification
- Biodiversity Protection

² Employees and investors.

³ "Diversity and Equality" was not identified during stakeholder engagements, however, as the topic is considered important to the Group's sustainable development, our senior management included "Diversity and Equality" as a material topic during the validation stage.

Validation of Material Issues

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



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.

Prioritisation

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

Trip.com Group's Core Values



As a leader in the tourism industry, Trip.com Group enables local partners and travellers around the world to make informed and cost-effective bookings for travel products and services. Guided by our mission to "Make Every Trip Effortlessly Enjoyable" and corporate vision "to be the most trusted, productive and responsible travel services provider, and to create the most value for our users, partners and the industry", we aim to bring positive impacts to users, employees, the environment and the community where we operate as we capitalise on business opportunities.



Customer
Customer Centricity
Creating customer value is our number one priority

Teamwork
Close and Seamless Cooperation
Break boundaries and grow together

Responsibility
Meticulous Professionalism
Honor our commitments and responsibilities to our users, partners and the community

Integrity
High Ethical Standards
Truthful and ethical, and strive for the highest standard of integrity in all our product and service and design

Partners
win-win cooperation relationship
Help our partners to achieve win-win results



Trip.com Group's Core Values

Business Ethics

The Audit Committee on the board oversees business ethics in our company. Trip.com Group adopts the "zero tolerance" principle to any unethical behaviour. We provide detailed guidelines that demand all employees to comply with. Our Code of Business Conduct and Ethics and Integrity Code of Conduct define the types of conduct which are strictly prohibited and clearly inform all employees that they are required to abide by the guidelines.

Anti-Corruption

In Trip.com Group, we strive to create and sustain a culture of integrity, prohibiting any form of bribery or corruption. Our Anti-corruption Management Guidelines detail anti-corruption principles and specify the behaviours that employees should not violate, including improper practice for personal gains, violation of internal rules and regulations, and acting against the Group's interests. The guidelines also provide definitions of bribery, corruption and facilitation payment. All employees are required to conduct all interactions at work in an honest and

ethical manner. Additionally, training courses are available for our employees on the Trip.com Group University online platform. All staff, including employees, interns, trainees and part-time workers, are required to take Code of Business Conduct and Compliance training and exams once a year, which include anti-corruption as an important topic. Product partners, commercial partners, and all other business partners are prohibited to offer gifts, commissions or any forms of bribery to our staff for commercial benefits.

We have a formal anonymous whistleblower system with legal protection. The policies are available in Chinese and English. Our Anti-corruption Management Guidelines also specify different channels for employees at all level to report violations or suspected violations and raise concerns of any improper behaviours. To encourage and assist whistle-blowers to raise grievances without fear of reprisal, all disclosures are treated confidentially and submitted to the Internal Audit Department for further investigation.

We have an internal monitoring system to detect corruption. The Internal Audit Department is responsible for: i) strengthening the employee awareness of ethic standards and integrity behaviours in workplace, ii) identifying and reviewing reported violations, iii) leading the investigations for any suspected cases of corrupt practices, iv) reporting to the Board of Directors and the audit committee.

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.



Trip.com Group's Core Values

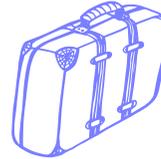
Building Integrity in Enterprise Ecosystem

As a member of "Trust and Integrity Enterprise Alliance", a non-profit organisation with the mission of developing a healthy and honest business environment, our Company continuously works with other alliance members to build a community of integrity. The alliance currently has more than 200 members from various industries, and carries out different mechanisms such as the information sharing platform to prevent unethical practices.

Trip.com Group is committed to operating all of its business activities to the highest standards of business ethics and integrity. We are committed to understanding more about modern slavery and ensuring there is no modern slavery concern in our business or supply chain. This statement is made to constitute the Group's determination against modern slavery and human trafficking for the financial year ending 2020.



Building A Resilient Travel Sector



With the COVID-19 outbreak, the travel industry was one of the first sectors to be affected. Small and medium-sized enterprises, which accounts for a large proportion of global tourism operators, are particularly vulnerable. Recognising the urgency to mitigate socio-economic impacts on affected communities, Trip.com Group led initiatives to support and revitalise local business partners since the early stages of the pandemic.

Safeguard Cancellation Guarantee

Trip.com Group announced a set of user protection measures upon the initial pandemic outbreak and expanded our guarantee as the outbreak evolved over time, providing strong backing for our users. Our "Safeguard Cancellation Guarantee" policy covers users, in China and abroad, who are unable to travel due to restrictions as well as those working on the medical frontlines in the fight against the coronavirus. More than 30 million travel orders were cancelled due to the outbreak, totalling over 31 billion RMB in terms of gross merchandise volume.

Store Care Plan

Trip.com Group further supported its 8,000 offline stores by waiving management fees and extending the deadline for sales targets.

Tourism Revival V Plan

Trip.com Group has contributed over RMB 1 billion in resources to work with more than 100 local travel bureaux, industry partners and other organisations to prepare for the travel recovery and take the lead in the recovery efforts.

Three-year global partnership to co-market Singapore

Trip.com Group and the Singapore Tourism Board signed a three-year Memorandum of Understanding to jointly market Singapore as the destination of choice for travellers, and to enhance visitors' experience in Singapore.

Partner Support Programme

Trip.com Group announced to invest in 1 billion RMB partner support funds, 10 billion RMB small business loans and 10 supportive measures for its partners in flights, hotels and tours operators.

Hotel Recovery Plan

Trip.com Group University offered hotel professionals free online lessons which are tailor-made for responding to the pandemic.

"Travel On" Campaign

Joined by over 200 industry partners, Trip.com Group launched an industry-wide initiative which includes a range of new safety standards, flexibility guarantees and promotions.

January 2020

January 2020

February 2020

February 2020

March 2020

June 2020

November 2020

Cultivating A Diverse And Inclusive Workforce

Our employees are our greatest asset contributing to the continuous growth and development of our business. We are committed to providing a diverse, inclusive, safe, harmonious and industry-leading work environment to enable all employees to reach their full potential as they "Make Every Trip Effortlessly Enjoyable". In 2020, we were awarded as the Employer of Choice by American Universities' China Association.

Working Conditions

Trip.com Group is dedicated to building a team of over 28,000 professionals where our employees feel supported and motivated. All matters pertaining to human resources systems including recruitment and retention, remuneration and reward, compensation, dismissal, working hours, equal opportunity, diversity, training and development, and other benefits are handled according to the Employee Handbook. In recognition of the importance of diversity and inclusion for all current and prospective employees, our Equality and Diversity Policy stipulates guiding principles in prohibiting discrimination in the recruitment process or

at the workplace on the basis of sex, pregnancy, marital status, family status, disability, and race. Currently we are employing around 160 people with disability. The Group is pledged to support the Women's Empowerment Principles established by the United Nations ("UN") Global Compact and UN Women. To support our pregnant employees, we adopt a wide variety of benefits and enact measures including the provision of transportation reimbursements, maternity benefits, recliners and breast-feeding rooms. Our employees are rewarded with competitive remuneration based on factors such as average salary standards, professional competence and work performance. We conduct formal performance reviews for all employees aligned with career development twice a year. Our performance-based incentive pay structure covers all employees. We provide a range of attractive benefits such as medical care, maternity and child welfare, travel benefits and a range of leave entitlements. We provide non-compensation benefits to all employees based on the relevant laws and regulations of local markets. In addition, we pay social insurance premiums for all our employees in China as part of our statutory obligations. We also provide

collective agreements to most of our Shanghai-based employees, which accounted to over 40% of all Ctrip and brand Trip.com's employees.

Maintaining effective employer-employee communication is key to 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 gather feedback from our staff with regards to their interests and identify any potential improvement areas.

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



Cultivating A Diverse And Inclusive Workforce

Staff Training and Development

Ensuring staff competence is key to maintaining market leadership in the constantly changing business environment. As stated in our Employee Handbook, learning and development is delivered via multiple channels such as reading club and external courses. In addition, we have established a library in order to cultivate an inquisitive, learning-focused atmosphere for our employees.

Our employee training platform "Trip.com Group University" was founded in 2007 and launched its own mobile application in 2018, providing over 2,800 classes that cover diverse learning fields such as professional skill improvement, leadership training, and global mindset development. All courses on the platform are delivered by university professors as well

as our lecturers who are mainly the Group's senior management, department heads and senior employees with deep experience in various areas of our operations. To maintain training standards, we evaluate our lecturers and present awards for outstanding performance on an annual basis.

Currently, Trip.com Group University provides more than 20 training programs that run on a regular basis and dozens of programs on-demand. Besides training courses, Trip.com Group University also provides different kinds of activities, such as offline open classes that invite guest speakers from different industries and small-group workshops with various themes, to help improve cross-department communication as well as employees' understanding of company strategies.

Training Types	Target Employee Group
New employee training	Newly recruited employees
Competence training	Entry-level employees
Series course	All employees
Reading club	All employees
Management cadre training	Managerial level employees and above
Professional skill training	All employees
External training on management	Managerial level employees and above
Online learning	All employees
Mentorship programme	Employees at service centre

Ctrip and Brand Trip.com has over

28,000
employees

Trip.com Group University has over

2,800
courses



Cultivating A Diverse And Inclusive Workforce

Occupational Health and Safety

We strive to ensure that our workplaces are safe and healthy for our employees. Our Employee Handbook stipulates appropriate occupational health and safety guidelines to protect our staff, from health and safety risks. The Group takes measures for heatstroke prevention and cold protection in line with seasonal changes. We provide medical insurance and free annual health check-ups for eligible staff. High temperature allowance during summer is paid for employees according to government regulations in China. We also conduct regular fire drills at our offices. During the reporting year and to the best of our knowledge, there were no reported cases of non-compliance with applicable occupational health and safety laws and regulations that have a material impact on the Group.

Ensuring Workplace Health and Safety During the COVID-19 Pandemic

As the COVID-19 pandemic became a global health crisis, ensuring the health and safety of our employees is our first and foremost task. We have developed guidelines for preventive measures, some of which include:

- Enhance our cleaning protocol
- Implement flexible work practices, such as remote working or working from home
- Provide surgical masks and disinfectant to staff
- Measure the body temperatures of our staff to monitor their health conditions
- Encourage our staff to avoid commuting during rush hour
- Attend virtual meetings instead of face-to-face meetings as far as practicable



Trip.com Group employees worldwide have been standing together fighting against the pandemic.

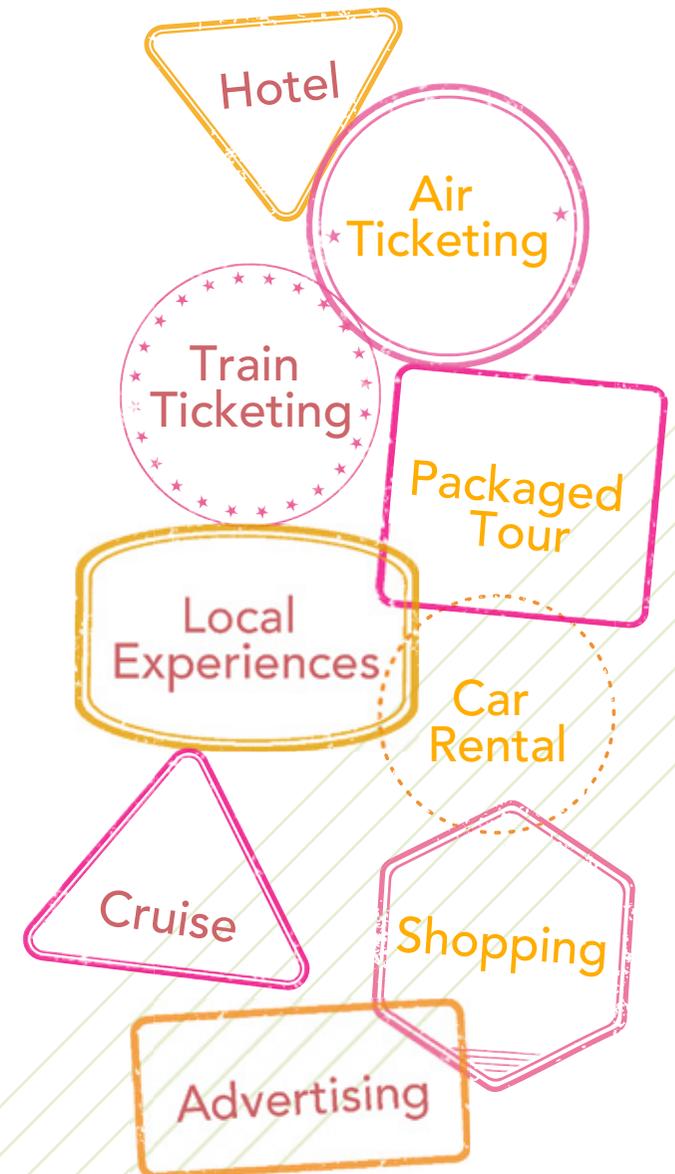
Driving Responsible Tourism Across Our Value Chain

Prioritising sustainable supply chain practices is key to ensuring long-term growth. We work with our business partners and user 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. During the reporting year and to the best of our knowledge, the Group operates in compliance with relevant laws and regulations that have a material impact on the Group relating to services health and safety, advertising, labelling and privacy matters relating to products and services provided.

Supply Chain Management

Trip.com Group bridges the gap between our users and travel partners by enabling smooth trip planning and booking for user 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 product and 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 product and 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.

Trip.com Group's Major Product Partner Categories



Driving Responsible Tourism Across Our Value Chain

Responsible Products and Services

To demonstrate leadership in responsible travel, our policies are in place to govern issues relate to quality assurance and protection of intellectual property rights, user data and privacy. Our Quality Management System details the responsibilities of relevant departments as well as implementation, monitoring and improvement procedures. To ensure quality services, we have established user complaint handling procedures and a fair and independent process for complaint investigations. We also provide clear descriptions of our service guarantees in booking, price, cancellation and compensation across our travel products. This year, we have set up a dedicated webpage to provide travel information such as health measures and policies taken by airlines and airports responding to COVID-19.

Trip.com Group Service Values "HEAT"

Guided by our Group's Mission and Vision, this year 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



Driving Responsible Tourism Across Our Value Chain

It is our top priority to ensure the security and confidentiality of the personal data provided by our users. Our Compliance Committee is responsible to oversee and manage privacy and data security issues. Our Customer Data and Privacy Protection Policy outlines our approach and commitment to protecting user information across all operations. We are currently certified to the ISO/IEC 27001:2013 Information Security Management Systems to bring information security under management control. In addition, we established a dedicated task force to ensure we are meeting the General Data Protection Regulation ("GDPR") requirements. 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. Our Partner Privacy Policy is available online to inform our product and business partners of our latest policy in protecting personal

data. Any sharing of information with a third party will require consent from the end user. Furthermore, we provide data security and user privacy training for all employees, including contractors annually. To ensure our systems are secured at all times, we conduct internal / external security audits and vulnerability assessments of our systems. This year, we participated in pilot projects developed by China Cybersecurity Review Technology and Certification Center and Ministry of Public Security to enhance data security standards.

Below is our management structure of privacy and data security.



Due to our rapid business growth in recent years, intellectual property ("IP") rights and patent protection have become one of our Group's key focus areas. 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. In addition, we have established a patent team responsible for patent application matters and reporting invention progress to management. Furthermore, we have established a comprehensive online IP infringement complaint channel accepting infringement complaints for trademark rights, copyrights and patent rights. By Jan 22th, 2021, the Group has obtained 725 authorised patents which reflect our commitment to protecting IP rights in the industry.

Promoting An Eco-Friendly Travel Culture

Contributing to environmental protection is important in the pursuit of sustainable development. To this end, we focus our efforts on promoting sustainable tourism and implementing carbon reduction measures.

We have identified that there are no significant risks relating to environmental regulation compliance which may impact the Group's operations. 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.

Promotion of Sustainable Tourism

Promoting sustainable tourism requires collective actions from industry partners, users and other stakeholders. Recognising the importance of our roles in advocating sustainable tourism, we partner with

different organisations to implement environmental initiatives. The Group's two subsidiaries, namely Trip.com and Skyscanner, became founding members of a sustainable tourism campaign "Travalyst". Currently, the campaign is developing sustainability frameworks to serve as a guide for scoring sustainability practices

across the travel and tourism industry. Skyscanner is developing an aviation sustainability framework which creates greater transparency around carbon emissions for individual flights and highlights the sustainability practices of different airlines.



Promoting An Eco-Friendly Travel Culture

Sustainable Travel Alliance

We joined World Wide Fund for Nature's ("WWF") Sustainable Travel Alliance which is a campaign committed to fighting the illegal wildlife trade and reducing plastic and food waste in the tourism sector.



Live Broadcast on Responsible Travel Education for Tour Guides

We collaborated with WWF to launch a live broadcast to further enhance tour guides' knowledge on responsible travel.



Mini-game for Protecting Endangered Wildlife in China

Trip.com Group launched a mini-game in our mobile application with a theme and made donations to protect endangered wildlife in China.



Promoting An Eco-Friendly Travel Culture



Care for the Earth Initiative

In April 2020, WWF and Trip.com Group jointly launched the "Care for the Earth" initiative which advocates environmental protection in the hotel industry. This initiative focuses on three areas: improving indoor air quality, reducing food and plastic wastes and prohibiting game meat.



Charity Day for Protecting Snow Leopard

We made donations to WWF's charity programme for snow leopard conservation.



Promoting An Eco-Friendly Travel Culture

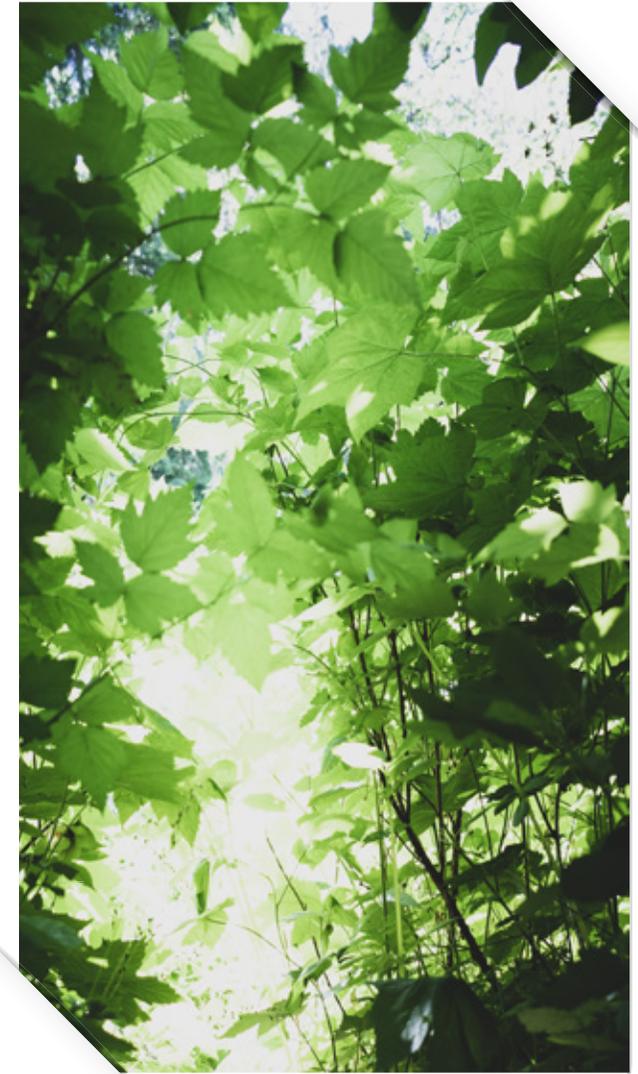
Efficient Use of Resources

Energy Conservation

Strong sense of environmental responsibility is demonstrated through upholding resource efficiency in our operations. Considering our business nature, our carbon reduction measures focus mainly on improving energy efficiency at our headquarters. 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. Besides that, we have replaced all obsolete lighting fixtures with LED lamps which have helped reduce our annual electricity consumption by approximately 519,000 kWh. In addition, we affix "Turn off the light" stickers near the switches to remind staff of switching off lights before leaving the rooms.

Reducing Environmental Footprints in Our Data Centres

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

Green Office Culture

It is of equal importance to encourage environmentally conscious behaviours at the workplace. To strengthen our green office culture, we carry out "Green Plan" covering different aspects in workplace. These practices help to instil an eco-mindset in our employees and foster a sustainable company culture. For instance, we have procured several eco-friendly stationeries for our staff. The pens that we purchased are mostly made from paper materials with "Less Plastic More Green" printed on the barrel, resulting in 80% plastic reduction compared to regular pens. Sealing tapes are customized with calcium carbonate materials which are degradable. We have also set up recycling bins around office buildings and encourage staff to donate their unwanted household goods such as old clothes, books and toys. In addition, we encourage employees to prepare environmentally friendly tableware instead of using deposable chopsticks.



Promoting An Eco-Friendly Travel Culture

Waste Reduction

We also adopt different green office measures to reduce waste production in our internal operations.

- We aim to create a paper-free office by encouraging double-sided printing and paperless reimbursement.
- We consistently strengthen our water usage management and implement the concept of energy saving to every employee, by installing touchless faucets for water conservation.
- Response to the government requirement, we adopt strict garbage classification to separate the dry and wet garbage.



Supporting Local Communities

Trip.com Group is committed to building a caring, inclusive and sustainable community wherever we operate. Upholding our Corporate Social Responsibility philosophy to “be an excellent corporate citizen in the world”, we have been carrying out charity work in many countries around the world. Our “Transport Public Welfare + Poverty Alleviation through Tourism” scheme provides travel packages which aim to promote the local economy and alleviate poverty in more than 1,000 tourist destinations in China. Since 2018, we have expanded our charity efforts overseas and travelled extensively throughout the Middle East

and West Africa to understand the medical and health conditions faced by local children and the strong need for support and basic facilities in these areas. In 2019, we strengthened our community investment commitments around the world by establishing “STAR”, our long-term social responsibility strategy. Under this strategy, we plan to invest 10 million RMB in 50 charity projects through our newly launched public welfare platform. This year, our charity efforts are focused mainly on providing relief worldwide during the pandemic.

Strategy

S [Safe Travel](#)

T [Targeted Poverty Alleviation Through Travel](#)

A [Access to Travel](#)

R [Responsible Travel](#)

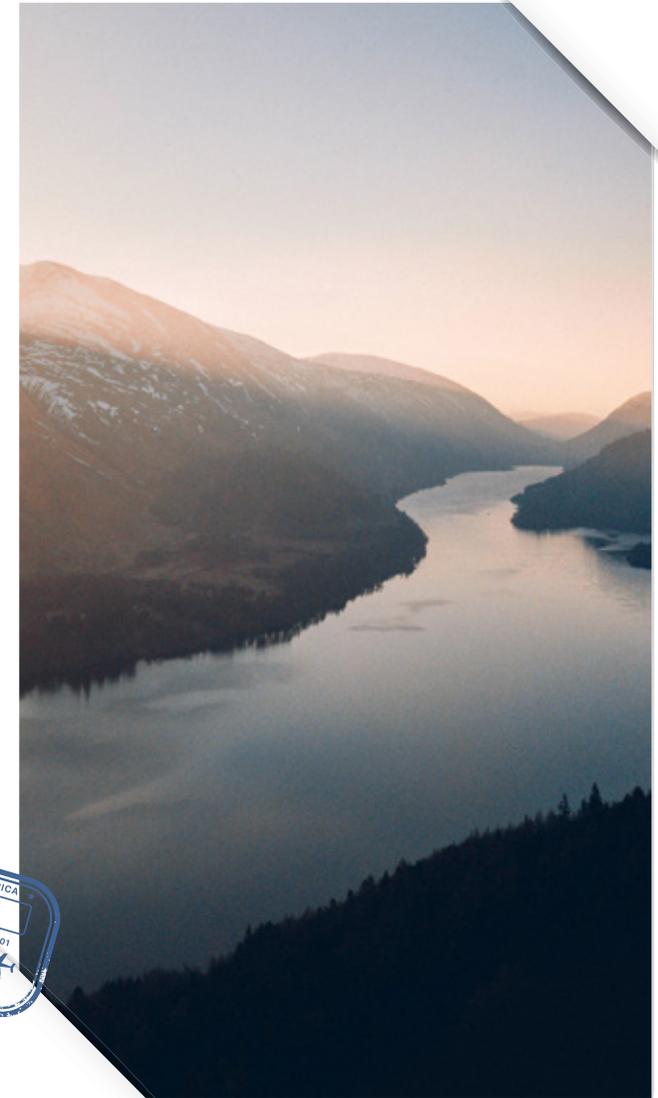
Initiatives

Global 24-hour travel SOS service

Specified online platform for poverty alleviation

Sustainable travel support for communities experiencing poverty

Advocating carbon redemption or environmentally friendly travel



Supporting Local Communities

Caring for the Community

Donating Essential Supplies Worldwide to Combat COVID-19

In April 2020, we donated a total of 3 million surgical masks to over 25 countries including Spain, Indonesia, Malaysia, Vietnam, the Philippines, Hungary, Croatia, and Chile, among others. We hope that the donations provided relief worldwide and encouraged countries to work together in combatting the pandemic.



Caring for Children in Cambodia

In June 2020, our staff in Cambodia donated surgical masks, alcohol hand sanitiser and medical gloves to underprivileged children in Cambodia. Our staff volunteers also donated blood to Angkor Hospital for Children. We believe that individual efforts will eventually make the entire community, and even the world, a better place.

Supporting Local Communities

Leveraging Our Car Rental Network to Support Communities

Ctrip collaborated with its car rental partners to provide free car rentals for over 2,000 cars to frontline workers and volunteers in February 2020. This initiative supported frontline medical professionals who put their lives on the line to help others during the pandemic.



Caring for Medical Staff Through Our Hotel Privileges Upgrades

In March 2020, we offered 500 million RMB worth of hotel privileges and VIP benefits for medical professionals in China. We believe this caring programme can help alleviate the stress and anxiety of healthcare workers.



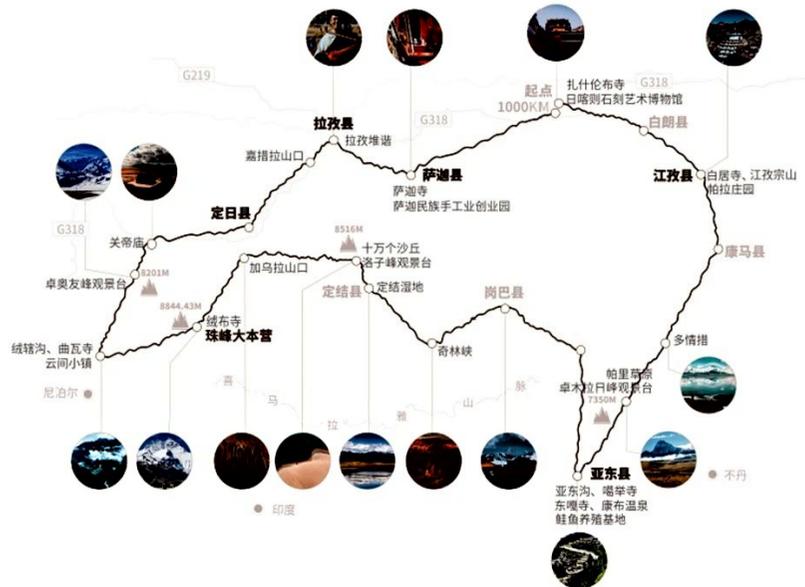
Trip Moments Launched Charity Programme

As part of the Tourism Revival V Plan, we organised a charity programme on our Trip Moments platform. In the interactive webpage, participants can share their blessings to medical workers while enjoying a virtual tour of Wuhan's famous sites for cherry blossoms viewing. This creates a virtual platform for the public to participate in charity while following social distancing.

Supporting Local Communities

Supporting Children with Needs Under Our Public Welfare Platform

In China, there are around 200,000 babies born with rare diseases every year. On 1 June 2020, Trip.com Group's public welfare platform sponsored 17 children with rare diseases to visit Shanghai Disneyland on Children's Day. This initiative helped the underprivileged children and their families to fulfil their dreams.

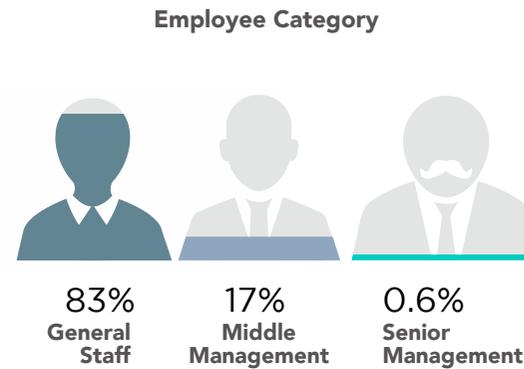
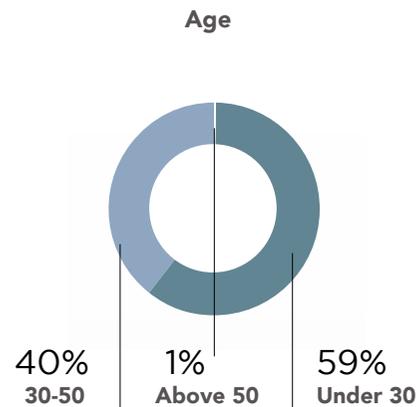
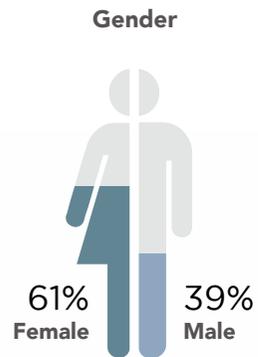


Alleviating Poverty in China Through Local Tourism

Xigazê is a key poverty alleviation location in the Tibet Autonomous Region in China. Leveraging on Trip.com Group's "Transport Public Welfare + Poverty Alleviation through Tourism" scheme, we conducted a 5,000 km expedition to overcome the difficulties when formulating a 13-day sustainable travel route. We set up our the first offline store travel outlet in Tibet Autonomous Region and will help cultivate local tourism companies. This initiative helps poverty alleviation by creating employment opportunities and driving sustainable tourism in the rural areas.

Performance Data Table

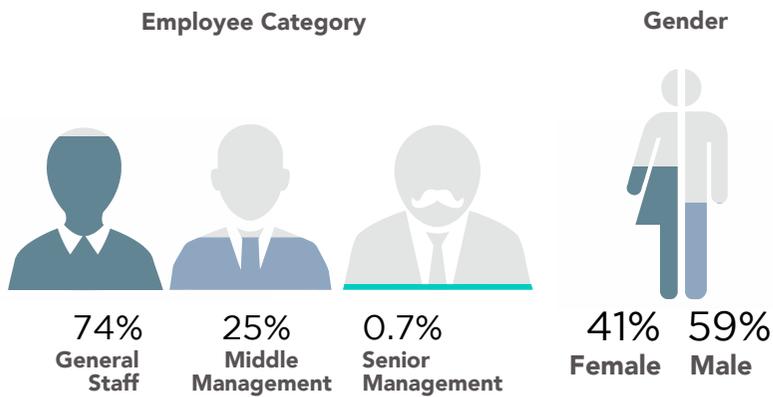
Environmental Performance	Unit	FY2019	FY2020
Greenhouse gas emissions in total and intensity			
Scope 1 emission	Tonnes of CO ₂ e	45	34
Scope 2 emission	Tonnes of CO ₂ e	8,217	7,519
• Total (Scope 1 and 2 emission)	Tonnes of CO ₂ ee	8,262	7,553
• Intensity	Tonnes of CO ₂ e /FTE	0.24	0.26
Energy consumption by type			
Total Direct Energy Consumption			
• Total	'000 kWh	153	115
• Intensity	'000 kWh/FTE	0.005	0.004
Total Indirect Energy Consumption (Purchased Electricity)			
• Total	'000 kWh	11,680	10,688
• Intensity	'000 kWh/FTE	0.35	0.37
Social Performance			
Total workforce by gender, age, and employee category (Unit: Percentage)			



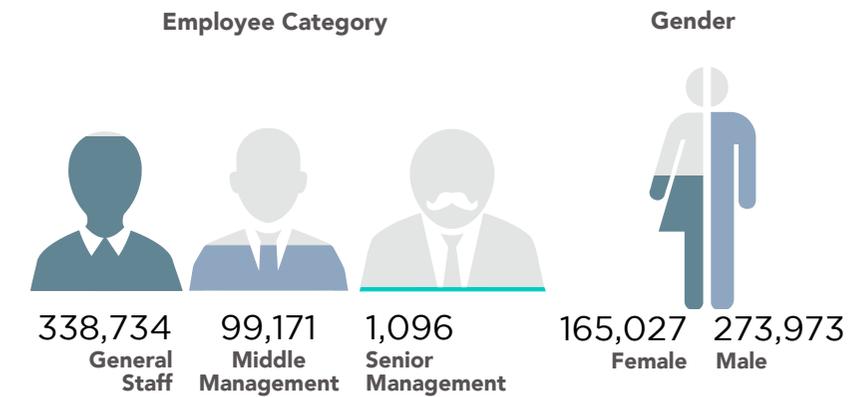
Performance Data Table

Social Performance

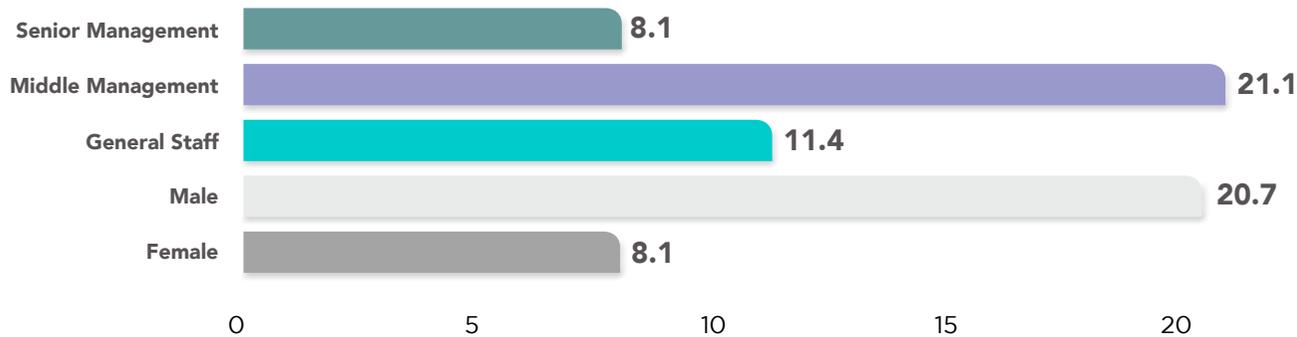
Proportion employees who received training by employee category and gender (Unit: Percentage)



Total training hours(Unit: Hour)



The average training hour completed per employee by employee category and gender (Unit: Hours)



GRI Content Index

GRI Standards Disclosure		Section Reference and Remark	Page Number
GRI Disclosures			
GRI 102: General Disclosures			
Organisational Profile			
102-1	Name of the organisation	About this ESG Report	4
102-2	Activities, brands, products, and services	About this ESG Report	4
102-9	Supply chain	Responsible Travel Across Our Value Chain – Supply Chain Management	15
Strategy			
102-14	Statement from senior decision-maker	Letter from Chairman and CEO	3
Ethics and integrity			
102-16	Values, principles, standards, and norms of behaviour	Trip.com Group's Core Values	8
Stakeholder engagement			
102-40	List of stakeholder groups	About this ESG Report – Stakeholder Communications	5 – 6
102-42	Identifying and selecting stakeholders	About this ESG Report – Stakeholder Communications	5 – 6
102-44	Key topics and concerns raised	About this ESG Report – Stakeholder Communications	5 – 6
Reporting practice			
102-46	Defining report content and topic Boundaries	About this ESG Report – Materiality Assessment	7
102-47	List of material topics	About this ESG Report – Materiality Assessment	7
102-50	Reporting period	About this ESG Report – Reporting Standard and Scope	4
102-55	GRI content index	GRI Content Index	30 – 34

GRI Content Index

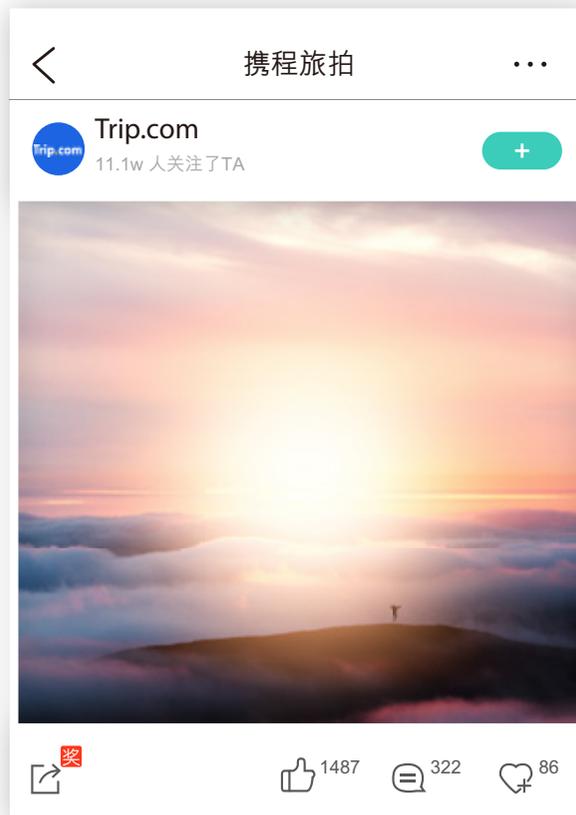
GRI Standards Disclosure	Section Reference and Remark		Page Number
Topic-specific Disclosures			
GRI 200 Series: Economic Topics			
GRI 203: Indirect Economic Impacts			
103	Management Approach	Supporting Local Communities	24
203-2	Significant indirect economic impacts	Supporting Local Communities	24
GRI 205: Anti-corruption			
103	Management Approach	About Trip.com Group – Sustainability Approach Our People Our Value Chain	9
205-3	Confirmed incidents of corruption and actions taken	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.	9
GRI 300 Series: Environmental Topics			
GRI 302: Energy			
302-1	Energy consumption within the organisation	Performance Data Table	28
302-3	Energy intensity	Performance Data Table	28
GRI 305: Emissions			
305-1	Direct (Scope 1) GHG emissions	Performance Data Table	28
305-2	Energy indirect (Scope 2) GHG emissions	Performance Data Table	28
305-4	GHG emissions intensity	Performance Data Table	28
GRI 307: Environmental Compliance			
307-1	Non-compliance with environmental laws and regulations	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 GHG emissions, discharges into water and land, and the generation of hazardous and non-hazardous wastes.	18

GRI Content Index

GRI Standards Disclosure	Section Reference and Remark	Page Number	
GRI 400 Series: Social Topics			
GRI 401: Employment			
103	Management Approach	Cultivating a Diverse and Inclusive Workforce	12
GRI 403: Occupational Health and Safety			
103	Management Approach	Cultivating a Diverse and Inclusive Workforce – Occupational Health and Safety	14
GRI 404: Training and Education			
103	Management Approach	Cultivating a Diverse and Inclusive Workforce – Staff Training and Development	13
404-1	Average hours of training per year per employee	Performance Data Table	29
404-2	Programs for upgrading employee skills and transition assistance programs	Cultivating a Diverse and Inclusive Workforce – Staff Training and Development	13
GRI 405: Diversity and Equal Opportunity			
103	Management Approach	Cultivating a Diverse and Inclusive Workforce – Working Conditions	12
405-1	Diversity of governance bodies and employees	Performance Data Table	28
GRI 406: Non-discrimination			
103	Management Approach	Cultivating a Diverse and Inclusive Workforce – Working Conditions	12
GRI 408: Child Labour			
103	Management Approach	Cultivating a Diverse and Inclusive Workforce – Working Conditions	12
408-1	Operations and suppliers at significant risk for incidents of child labour	During the reporting year and to the best of our knowledge, there were no reported cases of non-compliance with relevant laws and regulations that have a material impact on the Group relating to preventing child labour.	12

GRI Content Index

GRI Standards Disclosure	Section Reference and Remark	Page Number
GRI 409: Forced or Compulsory Labour		
103	Management Approach	Cultivating a Diverse and Inclusive Workforce – Working Conditions 12
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	During the reporting year and to the best of our knowledge, there were no reported cases of non-compliance with relevant laws and regulations that have a material impact on the Group relating to preventing forced labour. 12
GRI 413: Local Communities		
103	Management Approach	Supporting Local Communities 24 – 27
413-1	Operations with local community engagement, impact assessments, and development programs	Supporting Local Communities 24 – 27
GRI 416: Customer Health and Safety		
103	Management Approach	Driving Responsible Tourism Across our Value Chain – Responsible Products and Services 16
GRI 418: Customer Privacy		
103	Management Approach	Driving Responsible Tourism Across our Value Chain – Responsible Products and Services 16



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