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Environmental, Social  
and Governance Report

2019



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# Content

LETTER FROM  
CHAIRMAN AND CEO

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# Letter from Chairman and CEO

2019 was another fruitful year for Trip.com Group Limited ("Trip.com Group" or the "Group"). We celebrated our 20th anniversary as a leading responsible travel services provider, continuing to lead best-in-industry practices and contribute positive value to China and the world.

At Trip.com Group, our mission is to "Make Every Trip the Perfect Trip" and our corporate vision is "to be the most trusted, productive and responsible travel services provider, creating the most value for our customers, partners and the industry". Guided by our mission and vision, we are mindful of our responsibilities in supporting the local economy, promoting environmental protection, and inspiring innovation for the communities where we operate. We make use of our business resources to support those in need, in aspects such as emergency response services and sustainable tourism in rural regions. Moving forward, as we expand our international presence and build a digital platform economy, we strive to continue in making every effort to drive positive change globally.

## "Make Every Trip the Perfect Trip."



*James Liang*



Executive Chairman of  
Board of Directors



*Jane Sun*



CEO

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# 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 2019 to 31 December 2019 (the “reporting year”). The scope of this ESG Report includes Ctrip and Brand Trip.com’s operations<sup>1</sup> which reflect the most significant impacts of the Group’s environmental and social performance.

to  
Travel  
is to  
Live

“Most significant impacts of the  
Group’s environmental and social  
performance”

## About This ESG Report

### Stakeholder Communications

At Trip.com Group, we maintain regular ESG-related communications with our stakeholders who are categorised as customers, 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.

<p><i>Customers</i></p> <ul style="list-style-type: none"> <li>◦ Quality customer service</li> <li>◦ Convenient booking process</li> <li>◦ Extensive product offering</li> <li>◦ Fair and safe transacting environment</li> <li>◦ Happy and safe travel experience</li> </ul>	<p>Online and offline communication <small>(APP/Weibo/WeChat/Website/Store)</small></p> <p>24/7 global customer service</p> <p>Ctrip service upgrade</p> <p>Daily media communication</p> <p>Social media communication</p> <p>Ctrip Senator Club <small>(Independent Advisory Group)</small></p>	<p>Ctrip Open Day</p> <p>Information security construction and management</p> <p>Technology and product upgrade</p> <p>Ctrip global SOS service platform</p>
<p><i>Employees</i></p> <ul style="list-style-type: none"> <li>◦ Competitive salary and benefits plan</li> <li>◦ Skill training and improvement</li> <li>◦ Comfortable working environment</li> <li>◦ Amiable working atmosphere</li> </ul>	<p>Regulatory compliance</p> <p>Performance management communication mechanism</p> <p>Office environment optimization</p> <p>Trip.com Group University, ihub study platform</p>	<p>Ctrip Trade Union</p> <p>Communication platforms such as electronic magazine, internal mail, staff counselling mailbox</p> <p>Sports day, family day and other staff activities</p>

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## About This ESG Report

### *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.

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## About This ESG Report

### *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: Ctrip Day  
"Ctrip Global Strategic Partner Summit"

Ctrip Hotel University, Ctrip Institute for Tourism Studies and Ctrip Offline Store Academy

### *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

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# About This ESG Report

## Materiality Assessment

In 2018, the Group determined material ESG topics through a three-stage process: identification, classification, and prioritisation. The ESG topics were considered in relation to the Group's strategic operations and stakeholder interests. To further enhance our process, the Group reviewed industry ESG disclosure practices in 2019. This Report has been structured around the following materiality issues.



### 1 High Materiality Topics

- Quality Customer Experience
- Product Quality Management
- Travel Safety
- Operational Compliance

### 2 Medium Materiality Topics

- HR Training and Development
- Promotion of Industry Regulation
- Supply Chain Management
- Information Security and Privacy Protection
- Corporate Governance and Risk Management
- Employee Health and Safety
- Environmental Protection
- Biodiversity Protection
- Advocacy of Responsible Travel and Consumption

### 3 Low Materiality Topics

- Public Charity
- Energy Conservation and Emissions Reduction
- Green Office

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# Trip.com Group's Core Values

As a leading one-stop travel services provider, the 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 the Perfect Trip" and corporate vision of "to be the most trusted, productive and responsible travel services provider, and to create the most value for our customers, partners and the industry", we aim to bring positive effects to the customers, employees, environment and community where we operate as we capitalise on business opportunities.

Life is a  
*Journey*  
— not a —  
destination

## Our Core Values

## Initiatives

<i>Customer Centric</i>	Creating customer value is our number one priority
<i>Teamwork</i>	Break boundaries and grow together
<i>Responsibility</i>	Honor our commitments and responsibilities to our customers, partners and the community
<i>Integrity</i>	Truthful and ethical, and strive for the highest standard of integrity in all our product and service and design
<i>Partner</i>	Help our partners to achieve win-win results

“Create the most value for our customers, partners and the industry.”

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# Creating An Inclusive Workplace for Employees

**With a thriving workforce of more than 30,000, we believe that our employees are the cornerstone of our business. Therefore, we are committed to providing an industry-leading working environment to enable all employees to reach their full potential as they "Make Every Trip the Perfect Trip".**

## Working Conditions

We work to build a team of 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, we have introduced an Equality and Diversity Policy which applies to all current and prospective employees. It 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. Our employees are rewarded with competitive remuneration based on factors such as average salary standards, professional competence and work performance. We are committed to providing a range of attractive benefits such as medical

care, maternity and child welfare, travel benefits and a range of leave entitlements.

Staff communication is essential in upholding healthy and harmonious work relations. We adopt various communication channels such as a monthly HR Open Day, suggestion mail box, departmental meetings and bi-annual satisfaction surveys. Through these methods, we gather feedback from our staff with regards to their interests and any potential areas for improvement.

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, other benefits and welfare including maternity and paternity leave, safe working environment, protecting employees from occupational hazards, and preventing child and forced labour.

**"All employees to reach  
their full potential"**

**GENDER  
EQUALITY  
&  
FEMALE DEVELOPMENT**  
- IN Trip.com Group -

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# Creating An Inclusive Workplace for Employees

## Gender Equality and Female Development in Trip.com Group

Currently Ctrip and Brand Trip.com's female employees represent over 50% of the workforce with equal representation in the C-suite. To further promote gender equality and women's empowerment in the workplace, the Group pledged to support the Women's Empowerment Principles ("WEPs") established by the United Nations ("UN") Global Compact and UN Women. There are seven WEPs which are informed by international labour and human rights standards and grounded in the recognition that businesses have a stake in, and a responsibility for, gender equality and women's empowerment. Led by the Group's CEO in signing the WEP statement, the Group signals its commitment to this agenda at the highest levels of the company and aims to work collaboratively in fostering business practices that empower women.

39%  
Male employees

61%  
Female employees



Trip.com Group CEO Jane Jie Sun signed the WEPs statement in the presence of UN Women China officer Julia Broussard

As a family-friendly workplace, we aim to accommodate the needs of working mothers at Trip.com Group. In supporting our pregnant employees to tackle any difficulties they may be experiencing in balancing their work and family lives, we adopt a wide variety of benefits and enact measures including the provision of transportation reimbursements, maternity benefits, recliners and breast-feeding rooms.

Last year, the Group decided to allocate up to 2 million RMB to help eligible female employees freeze their eggs, becoming the first large Chinese technology company to offer this benefit.

Transportation  
reimbursements

Recliners

Breast-feeding  
room



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## Promoting Employee Welfare around our Worldwide Offices

We believe that our employees' wellbeing is essential in creating a positive and caring workplace. We regularly organise staff recreational and team bonding activities across our offices worldwide.



*Winery Trip for Our Staff*  
at our Australia Office



*20th Anniversary Party*  
at our Cambodia Office



*Colourful Day*  
at our Taiwan Office



*Rice Dumpling  
Workshop for Our Staff*  
at our Hong Kong Office



*Staff Outing*  
at our Indonesia Office



*Laser Tag for Our Staff*  
at our Singapore Office



*Interactive Games*  
at our Japan Office



*Weekly Zumba Classes at the*  
at our Malaysia Office



*Monthly Staff Birthday Parties*  
at our Thailand Office



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# Creating An Inclusive Workplace for Employees

## Staff Training and Development

As a leading online travel agency, adapting to the constantly changing operational environment in the global market is key to our business growth. To suit the different needs of our employees across our diverse business lines, we provide ample training opportunities through our well-established training platform "Trip.com Group University". As stated in our Employee Handbook, learning and development is delivered via multiple channels such as reading club and external courses.

"Trip.com Group University" offers courses delivered by university professors as well as our lecturers which 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. In addition, we have established a library in order to cultivate an inquisitive, learning-focused atmosphere for our employees.

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 managers	Managerial level employees and above
Online learning	All employees
Mentorship programme	Employees at service centre

Ctrip and Brand Trip.com has over

30,000 employees 

On average, each of our employees spend around

40 hours in training 

Over 500 training courses offered at Trip.com Group University 

Online training courses have been watched over 40,000 times 

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# Creating An Inclusive Workplace for Employees



## Occupational Health and Safety

We make every effort to provide a safe and healthy environment for our staff. 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.



## Anti-Corruption

As part of our core values, our reputation as a trusted online travel agency depends on our employees operating ethically and with integrity. Our [Code of Business Conduct and Ethics](#) and Integrity Code of Conduct describe the types of conduct which are strictly prohibited and clearly inform all employees that they are required to abide by guidelines. Our Anti-corruption Management Guidelines detail anti-corruption principles and investigation procedures of any suspected cases of corrupt practices. The guidelines also provide channels for our employees at all levels 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. Additionally, training courses are available for our employees on the Trip.com Group University APP. All staff are required to take Code of Business Conduct and Compliance training and exams once a year, which includes anti-corruption topic. 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.

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# Responsible Travel Across Our Value Chain

Our worldwide travel services connect us to a spectrum of stakeholders including business partners, suppliers and customers along our global value chain. We work with our stakeholders to create shared value, deliver industry-leading services and uphold business ethics. In recognition of the importance of responsible tourism, we have developed policies and measures to protect customer interests and help ensure that we continue to enhance 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.



**// Develop policies and measures to protect customer interests and continue to enhance our services //**

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# Responsible Travel Across Our Value Chain

## Supply Chain Management

Trip.com Group bridges the gap between our customers and travel suppliers by facilitating smooth trip planning and booking for customers as well as enhancing the marketing efficiency and diversifying distribution channels for our travel suppliers. To maintain the safety, reliability and quality of services across our supply chain, our Ctrip Packaged Tour Supplier Management System outlines the service quality related key performance indicators. These ensure that we are operating in line with our high ethical standards and follow fair business practices to prevent incidents of misconduct. Our suppliers 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. Specific handling procedures for our suppliers 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 suppliers adhere to regulatory compliance and service standards.

## Trip.com Group's Major Suppliers Categories



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# Responsible Travel Across Our Value Chain

## Responsible Products and Services

Our policies govern issues in relation to responsible travel including quality assurance and protection of intellectual property rights, customer data and privacy. One of our strengths is independent quality assurance governed by our Quality Management System which details the responsibilities of relevant departments as well as implementation, monitoring and improvement procedures. To ensure our service quality, we have established customer complaint handling procedures and a fair and independent process for complaint investigations. This year, we further optimised the user interface and system design of our Artificial Intelligence ("AI") Customer Service System. As a result of the enhancement, our AI response rate in 2019 increased by 35% compared to last year.

## Providing Emergency Response Services for Travelers

Guided by the "Safety First" principle for all our customers, we have developed our Global SOS Emergency Response platform which provides assistance to travelers in times of crisis. Apart from major incidents, travelers can also seek support on the platform for more common issues encountered during international travel, including seeking medical assistance and recovering lost possessions.

On 17 June 2019, a 6.0 magnitude earthquake struck near Yibin in Changning County. The devastation resulted in 13 casualties as well as more than 200 injuries. In response to the unpredictable massive destruction, we activated our Global SOS

Emergency Response mechanism. Various departments including air ticketing, accommodation, vacation, and customer service responded jointly in order to provide diverse types of support for affected customers. Our assistance included full reimbursement of air tickets, car rentals, package tours, and hotel bookings.

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## Responsible Travel Across Our Value Chain

With over 300 million members registered on our platform, we understand that our customers place a great deal of trust in us to handle and protect their personal data and privacy. Our Customer Data and Privacy Protection Policy outlines our approach and commitment to protecting customer information. In 2019, we adopted the ISO/IEC 27001:2013 Information Security Management Systems to bring information security under management control.

### Responding to Emerging Laws and Regulations

We make every effort to address potential regulatory risks that may significantly affect our business. The General Data Protection Regulation ("GDPR") is a recently implemented regulation in the European Union ("EU") focused on data protection and privacy for all individual citizens of the EU and the European Economic Area. Before implementation of the GDPR on 25 May 2018, the Group established a dedicated task force to ensure we are ready to meet the regulation requirements. The task force implemented the following measures:

- *Conducted data mapping to streamline data processes*
- *Managed relationships between data controllers and data processors (including handling cross-border data transfers)*

- *Implemented data subject rights procedures and control mechanisms*
- *Updated our Customer Data and Privacy Protection Policy, enhanced data incident / security breach notifications and response mechanisms*
- *Established Data Protection Officer positions*

The measures were implemented over the course of one year and the results sufficiently respond to the corresponding data subject's claims and comply with the GDPR. We will identify enhancement opportunities to ensure personal data protection factors are taken into account during system design and operation.

Due to our rapid business development in recent years, intellectual property rights and patent protection has 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. Furthermore, we have established a patent team responsible for patent application matters and reporting invention progress to management. At present, the Group has around 600 patents under approval process and a total of 459 approved patents.

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# Promoting An Environmentally-Friendly Travel Culture

Guiding environmental stewardship at the Group is our vision of becoming a world-class one-stop travel company. To this end, we are dedicated to the sustainable management of our environmental footprint and engaging our stakeholders along the industry chain to create synergy. To strategically manage the environmental impacts arising from our operations, we focus our efforts on promoting sustainable tourism and introducing carbon reduction measures.

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.

*Advocate*  
**Responsible**  
*Travel*

**// Promote sustainable tourism  
and introduce carbon reduction  
measures. //**

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# Promoting An Environmentally-Friendly Travel Culture

## Promotion of Sustainable Tourism

Our business portfolio connects us to a wide range of stakeholders, including travellers, 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. In 2019, we partnered with The United Nations Development Programme (“UNDP”), Chinese International Centre for Economic and Technical Exchanges (“CICETE”) and China Tourism Academy (“CTA”) to establish the “Travel for Good Alliance” which aims to bring industry partners together to share best practices and practical management tools. Currently, more than 20 travel companies as well as environmental groups have joined to explore innovative ways to foster environmentally responsible travel.

We see waste disposal as a pressing issue to be addressed in the hospitality industry. As such, the alliance co-launched the “Travel More, Impact Less” environmental campaign with the aim to reduce wastage of single-use hotel supplies and to enrich travellers’ environmental awareness. Hotels participated in our campaign encourage guests to recycle daily necessities in hotel rooms and minimize the negative impact on environment from traveling. Seven Langham hotels in China was the first batch of pilot hotels to actively promote this public welfare project, and we strive to promote wider participation amongst our industry partners to foster sustainable tourism in a collaborative manner.



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# Promoting An Environmentally-Friendly Travel Culture

## Energy Reduction

As a responsible corporate citizen, we recognise our role in combating the global challenge of climate change. Considering our business nature, our carbon reduction measures focus mainly on reducing energy consumption and improving energy efficiency at our headquarters. Designed as a green building, our headquarters was awarded LEED (Leadership in Energy and Environmental Design) Gold precertification with several implemented environmental initiatives including the application of an intelligent building energy management system and the use of solar energy. At our office premises, we continue to identify energy-saving opportunities through technological upgrades. For instance, we have replaced all obsolete lighting fixtures with LED lamps and enhanced our intelligent lighting control system, measures which have helped reduce our annual electricity consumption by approximately 519,000 kWh and 347,000 kWh, respectively.



Dedicated to promoting low carbon travel, we are the first travel company in Mainland China to initiate a carbon offsetting programme, Ctrip Forests, to mitigate environmental impacts associated with our business activities. Since 2008, Ctrip Forests has served as a platform providing customers with information regarding their carbon footprint and rewarding customers who choose carbon offsetting options<sup>2</sup> with “sapling points” that can be redeemed as tree saplings. In collaboration with China Green Foundation, Ctrip has planted more than 1.1 million of trees across Beijing and Inner Mongolia over the years.



<sup>2</sup> Ctrip offers customers a wide range of carbon offsetting options, including the use of low carbon transport such as environmentally-friendly buses and bikes.

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# A Thriving Community

Trip.com Group is dedicated to contributing to the communities we serve all over the world. We have been upholding our Corporate Social Responsibility philosophy “be an excellent corporate citizen in the world” by carrying out charity work for more than a decade in China. Initiated in 2017, our “Transport Public Welfare + Poverty Alleviation through Tourism” scheme provides 100 travel packages which aim to promote the local economy and alleviate poverty in more than 1,000 tourist destinations in China. Since 2018, the Group has 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 response, we organised resources and provided materials and construction assistance to communities in need based in the Middle East and West Africa. 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.

Strategy		Initiatives
<i>S</i>	<i>Safe Travel</i>	Global 24-hour travel SOS service
<i>T</i>	<i>Targeted Poverty Alleviation Through Travel</i>	Specified online platform for poverty alleviation
<i>A</i>	<i>Access to Travel</i>	Sustainable travel support for communities experiencing poverty
<i>R</i>	<i>Responsible Travel</i>	Advocating carbon redemption or environmentally friendly travel

“We strengthened our community investment commitments around the world by establishing 'STAR'”

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## A Thriving Community

### Caring for the Community

#### *Alleviating Poverty in China*

This year marks the 27th anniversary of the declaration of 17 October as the International Day for the Eradication of Poverty by the United Nations General Assembly and the 6th anniversary of China's National Poverty Relief Day which promote public awareness of the need to eradicate poverty. In support of the events, Ctrip announced the opening of offline stores in over 450 county-level cities, including 16 poverty counties, to promote local entrepreneurship. This initiative can help poverty alleviation by creating employment and driving sustainable tourism in the rural areas.

#### *Fighting Severe Malnutrition in Sierra Leone*

Last year, the Group engaged the local community in the Republic of Sierra Leone by providing food and clinical support to improve the quality of living. In 2019, our volunteers travelled to Sierra Leone to support mothers and infants at local clinics in the fight against malnutrition and hunger. They also provided educational assistance and donated laptops to local schools, promoted health awareness through sporting events and environmental awareness through tree-planting activities.

#### *Raising Environmental Awareness in Rural Malaysia*

In September 2019, 15 employees from our Singapore and Malaysia offices took part in a volunteering project in a school located in a rural village in Sabah, Malaysia. We donated supplies such as projectors, whiteboards, stationery and sports equipment to over 100 primary school students from low-income rural families. Our volunteers also highlighted the importance of recycling through a workshop where they crafted creative art projects from discarded materials.



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## A Thriving Community

### *Educating Students about Haze in Indonesia*

In October 2019, our volunteers travelled to Palembang, Indonesia to provide haze management guidance as well as an educational activity for students affected by the toxic haze. We delivered essential provisions including masks and school equipment for the students. The haze management education and provisions delivered served to motivate students to be more aware of the haze hazard.

### *Visiting a Local Orphanage in Vietnam*

On 27 July 2019, employees from our Vietnam office visited a local orphanage in Ho Chi Ming City. Aside from contributing funds and daily supplies to the orphanage, our employees spent time taking care of and playing with the orphans.



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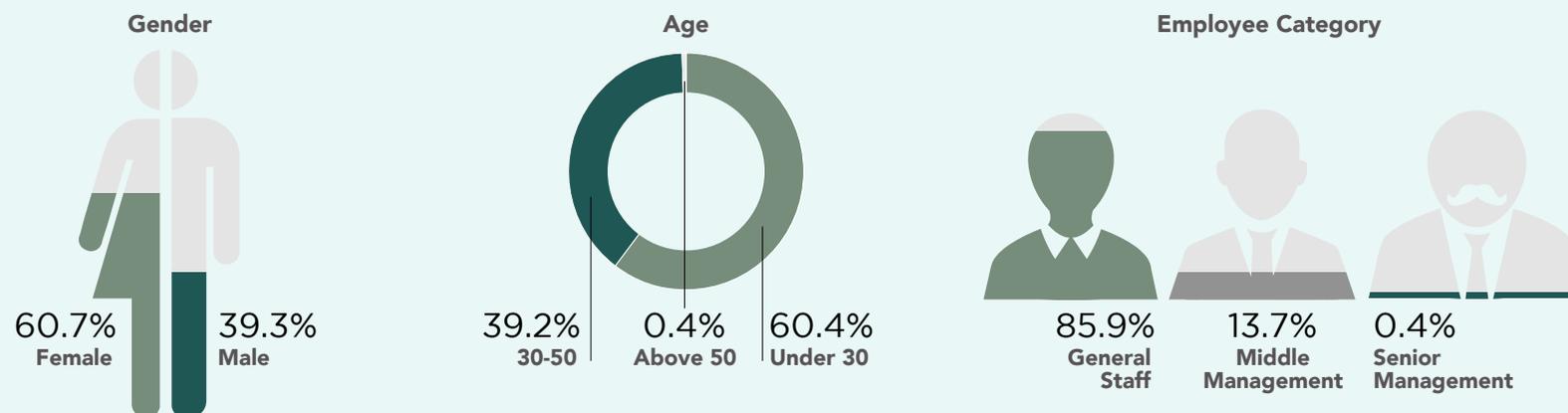
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# Performance Data Table

Environmental Performance	Unit	FY2019
<b>Greenhouse gas emissions in total and intensity</b>		
Scope 1 emission	Tonnes of CO2e	44.85
Scope 2 emission	Tonnes of CO2e	8,216.67
• Total (Scope 1 and 2 emission)	Tonnes of CO2e	8,261.5
• Intensity	Tonnes of CO2e /FTE	0.24
<b>Energy consumption by type</b>		
Total Direct Energy Consumption		
• Total	'000 kWh	153.22
• Intensity	'000 kWh/FTE	0.005
Total Indirect Energy Consumption (Purchased Electricity)		
• Total	'000 kWh	11,679.70
• Intensity	'000 kWh/FTE	0.35

## Social Performance

### Total workforce by gender, age, and employee category (Unit: Percentage)



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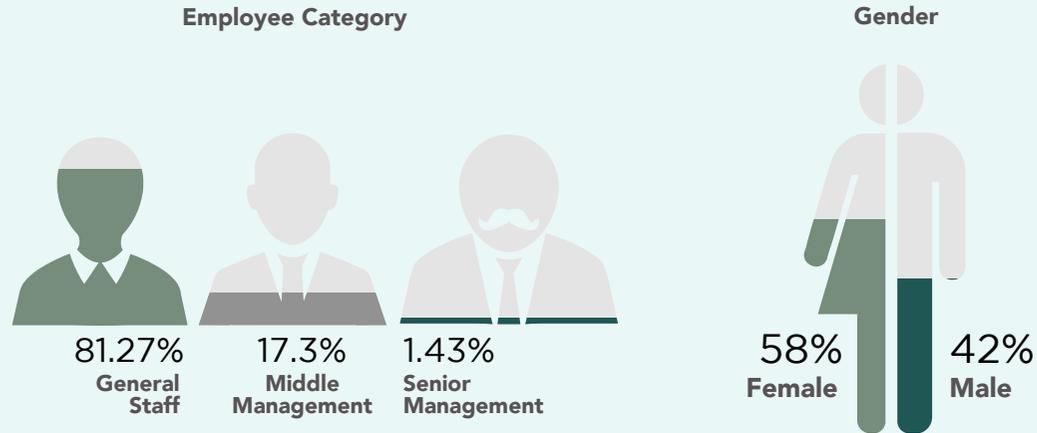
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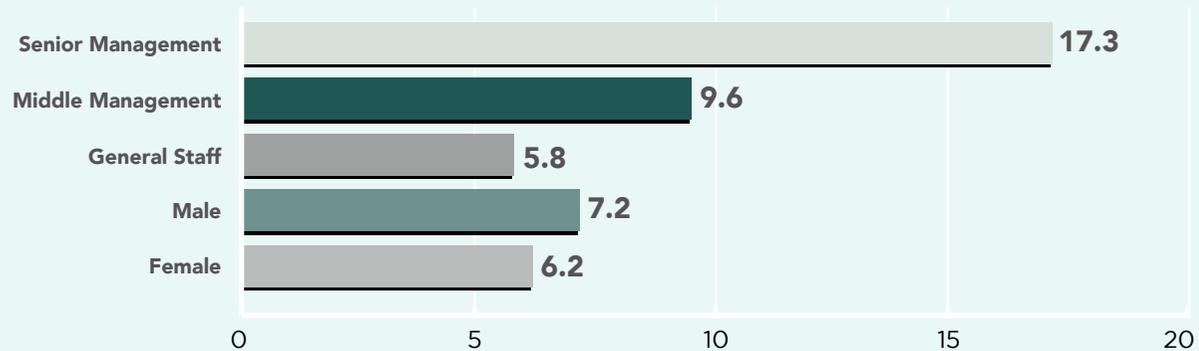
## Performance Data Table

### Social Performance

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



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



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<b>Organisational Profile</b>			
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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	16
<b>Strategy</b>			
102-14	Statement from senior decision-maker	Letter from Chairman and CEO	3
<b>Ethics and integrity</b>			
102-16	Values, principles, standards, and norms of behaviour	Trip.com Group's Core Values	9
<b>Stakeholder engagement</b>			
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<b>Reporting practice</b>			
102-46	Defining report content and topic Boundaries	About this ESG Report – Materiality Assessment	8
102-47	List of material topics	About this ESG Report – Materiality Assessment	8
102-50	Reporting period	About this ESG Report – Reporting Standard and Scope	4
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<b>GRI 203: Indirect Economic Impacts</b>			
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203-2	Significant indirect economic impacts	A Thriving Community	22
<b>GRI 205: Anti-corruption</b>			
103	Management Approach	About Trip.com Group – Sustainability Approach Our People Our Value Chain	14
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.	14
<b>GRI 300 Series: Environmental Topics</b>			
<b>GRI 302: Energy</b>			
302-1	Energy consumption within the organisation	Performance Data Table	25
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<b>GRI 305: Emissions</b>			
305-1	Direct (Scope 1) GHG emissions	Performance Data Table	25
305-2	Energy indirect (Scope 2) GHG emissions	Performance Data Table	25
305-4	GHG emissions intensity	Performance Data Table	25
<b>GRI 307: Environmental Compliance</b>			
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.	19

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<b>GRI 403: Occupational Health and Safety</b>			
103	Management Approach	Creating an Inclusive Workplace for Employees – Occupational Health and Safety	14
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103	Management Approach	Creating an Inclusive Workplace for Employees – Staff Training and Development	13
404-1	Average hours of training per year per employee	Performance Data Table	26
404-2	Programs for upgrading employee skills and transition assistance programs	Creating an Inclusive Workplace for Employees – Staff Training and Development	13
<b>GRI 405: Diversity and Equal Opportunity</b>			
103	Management Approach	Creating an Inclusive Workplace for Employees – Working Conditions	10
405-1	Diversity of governance bodies and employees	Performance Data Table	25
<b>GRI 406: Non-discrimination</b>			
103	Management Approach	Creating an Inclusive Workplace for Employees – Working Conditions	10
<b>GRI 408: Child Labour</b>			
103	Management Approach	Creating an Inclusive Workplace for Employees – Working Conditions	10
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.	10

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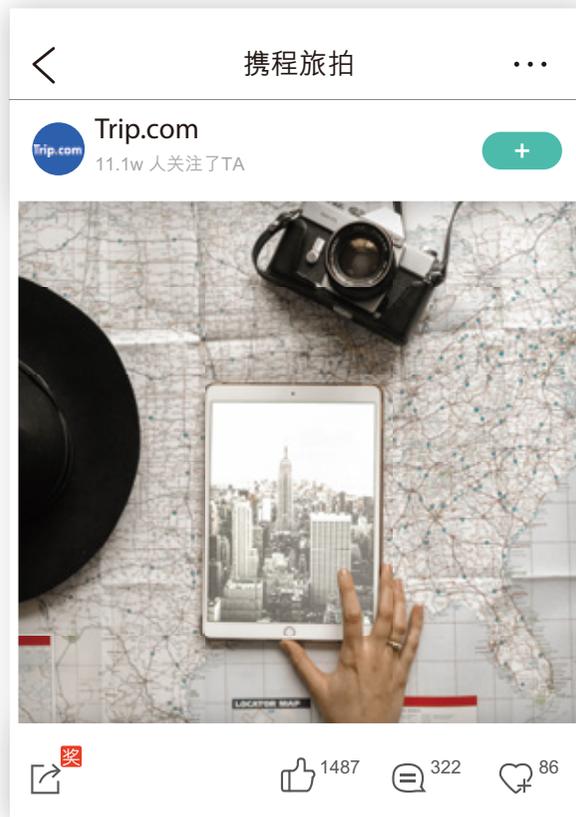
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<b>GRI 409: Forced or Compulsory Labour</b>		
103	Management Approach	Creating an Inclusive Workplace for Employees – Working Conditions
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	During the reporting 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.
<b>GRI 413: Local Communities</b>		
103	Management Approach	A Thriving Community
413-1	Operations with local community engagement, impact assessments, and development programs	A Thriving Community
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103	Management Approach	Responsible Travel Across our Value Chain – Responsible Products and Services
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