

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THE ESG REPORT

Information about this report

This report is the fourth Environmental, Social and Governance (“ESG”) report issued by the Company to systematically demonstrate our management measures and practices in the aspects of product responsibility, business ethics and anti-corruption, supply chain management, employee management, environmental protection and community investment in 2021.

This report is published on eco-friendly paper.

Reporting scope

This ESG report covers the principal businesses of the Group. Unless otherwise stated, the key performance indicators (“KPIs”) for the social aspects in this ESG report are applicable to the Company, its subsidiaries and consolidated affiliated entities; based on the characteristics of the industry, the KPIs for the environmental aspects in this ESG report are applicable to the office places that have a substantial impact on the environment during the operation of the Company, that is, the main office places in Suzhou, Hefei and Beijing. Compared with the 2020 ESG Report covered in the 2020 Annual Report and published on April 26, 2021, there is no significant adjustment to the scope of this ESG report. The reporting period is from January 1, 2021 to December 31, 2021 (the “Reporting Period”), and some of the content is not within the period.

References

This ESG report complies with the *Environmental, Social and Governance Reporting Guide* (the “ESG Reporting Guide”) in Appendix 27 to the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* issued by The Stock Exchange of Hong Kong Limited. The Company has complied with the “comply or explain” provisions set out in the ESG Reporting Guide.

關於環境、社會及管治報告

報告說明

本環境、社會及管治（「ESG」）報告是本公司發佈的第四份ESG報告，旨在系統地展示我們於2021年度在產品責任、商業道德及反貪污、供應鏈管理、僱員管理、環境保護及社區投資等方面的管理措施和實踐。

本報告採用環保紙張印刷。

報告範圍

本ESG報告內容涵蓋本集團的主要業務。除另有說明，本ESG報告之社會範疇的關鍵績效指標（「KPI」）披露範圍為本公司、其附屬公司及併表聯屬實體；基於行業特性，環境範疇的KPI披露範圍為本公司運營過程中對環境具有實質性影響的辦公場所，即位於蘇州、合肥及北京的主要辦公場所。與2021年4月26日合併於《2020年報》中發佈的《2020環境、社會及管治報告》相比，本ESG報告的報告範圍無重大調整，報告時間為2021年1月1日至2021年12月31日（「報告期」），部分內容超出上述時間範圍。

編寫標準

本ESG報告撰寫參照香港聯合交易所有限公司《香港聯合交易所有限公司證券上市規則》附錄二十七《環境、社會及管治報告指引》（「《ESG指引》」）。本公司已遵守《ESG指引》中「不遵守就解釋」條文。

Reporting principles

“Materiality”: This communication with stakeholders and materiality assessment are engaged in the preparation process of the ESG report to determine key ESG topics. The threshold at which ESG issues determined by the Board are sufficiently important to investors and other stakeholders that they should be reported.

“Quantitative”: This ESG report adopts quantitative data to present the KPIs of the environmental and social aspects and set targets (which may be actual numerical figures or directional, forward-looking statements) to reduce a particular impact, with a narrative to illustrate its purpose and impacts. We also provide comparative data on the environmental and social KPIs in the report.

“Balance”: This ESG report follows the principle of balance and provides an unbiased picture of our ESG performance with avoidance of selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.

“Consistency”: Methodologies used in the ESG report for statistics and KPI disclosures are consistent with those used in the 2020 *ESG report*.

匯報原則

「重要性」原則：本ESG報告已在編撰過程中納入利益相關方溝通及實質性評估過程，作為釐定重要ESG議題的依據。當董事會釐定有關ESG事宜會對投資者及其他持份者產生重要影響時，我們即作出相應匯報。

「量化」原則：本ESG報告採用量化數據的方式展現環境與社會層面的KPI，以及訂下的減少個別影響的目標（可能是實際數字或方向性、前瞻性的聲明），並附帶說明，以闡述其目的和影響。我們亦在報告裡提供了環境和社會範疇KPI的比較數據。

「平衡」原則：本ESG報告遵循平衡原則，不偏不倚地呈報我們的ESG表現，並避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。

「一致性」原則：本ESG報告與《2020年環境、社會及管治報告》使用一致的統計及KPI披露方法。

Board Statement

The Board of Directors and all the directors of the Company are responsible for ensuring there are no false representations, misleading statements or material omissions in the report, and make the following statement regarding the ESG supervision and management of the Board of Directors:

董事會聲明

本公司董事會及全體董事保證本報告內容不存在虛假記載、誤導性陳述或重大遺漏，並對董事會的ESG監督及管理工作做出如下聲明：

Governance Framework	The Board of Directors of the Company is the ultimate governance body responsible for the Company's environmental, social and governance. The Company set up a board-level ESG committee and a corporate-level ESG and Data Security Committee during the year to assist the Board of Directors in guiding and supervising the Company's development and implementation of ESG efforts, ensuring that the Company has appropriate and effective ESG risk management and internal monitoring system in place. The Company has also established an ESG working group to implement the Company's ESG strategy and related initiatives. For the specific content of the governance framework, please refer to the ESG Governance section of this report.
管治框架	本公司董事會為本公司環境、社會及管治方面的最高治理機構。本公司已成立董事會層面「ESG委員會」及公司層面的「ESG和數據安全委員會」，協助董事會指導和監督本公司發展及落實環境、社會及管治工作，確保本公司設立合適及有效的ESG風險管理及內部監控系統。本公司亦成立ESG工作小組負責執行本公司ESG策略及相關行動。關於管治框架的具體內容可參考本報告《ESG治理》章節。
Management principles and strategies	In 2019, the Company conducted extensive and in-depth communication with stakeholders through various channels to analyse, identify, evaluate and prioritise material ESG-related issues of the Company. During the Reporting Period, the Company has re-considered the results of the Company's materiality assessment and continued to respond to those material issues. The Company's Board of Directors, ESG Committee and ESG and Data Security Committee have been actively managing the material issues of protecting users' privacy, protecting users' security, operating in a credible and compliant manner, providing quality service and safeguarding network security, and the report focuses on how these issues are managed.
管理方針及策略	2019年，本公司通過多種渠道與各利益相關方進行了廣泛深入的溝通，分析、識別、評估、排序出本公司ESG相關重大型議題。本報告期內，本公司重新審視本公司實質性評估結果，持續對重點議題展開響應。針對保護用戶隱私、保證用戶安全、誠信合規經營、提供優質服務及保障網絡安全等重點議題，本公司董事會、ESG委員會及ESG和數據安全委員會已開展積極管理，並在本報告內對於上述議題的管理方式進行重點闡述。

Objective review	The Company has integrated the concept of sustainability into operations and has established ESG strategies and objectives to review and manage the Company's ESG impact. The Company's ESG Committee regularly reviews the progress and completion of work related to the Company's ESG objectives.
目標檢討	本公司將可持續發展理念融入相關營運層面，並訂立了ESG策略及目標來審視和管理本公司的ESG影響。本公司ESG委員會定期覆核本公司ESG目標的相關工作進展及完成情況。

Report Availability

The electronic version of this report will be published on the Company's official website (<https://www.tongchengir.com>) and the Stock Exchange's website (https://www.hkexnews.hk/index_c.htm).

獲取渠道

本報告電子版本將發佈於本公司官網 (<https://www.tongchengir.com>) 及聯交所網站 (https://www.hkexnews.hk/index_c.htm)。

MAIN AWARDS RECEIVED IN 2021

2021年主要榮譽

Awards 獎項名稱	Awarded by 頒發機構
The Most Growing Overseas Listed Company 最具成長海外上市公司	Daily Economic News – 2021 public praise list of Chinese Listed Companies 每日經濟新聞 – 2021中國上市公司口碑榜
OTA Platform for Outstanding Contribution of Cultural Tourism 文旅卓越貢獻OTA平台	Chutian Metropolis Daily • Jimu News – the 15th China cultural tourism general review list in 2021 楚天都市報 • 極目新聞 – 2021年度第十五屆中國文旅總評榜
2021 Top 20 China Tourism Group 2021中國旅遊集團20強	China Tourism Research Institute, China Tourism Association, etc 中國旅遊研究院、中國旅遊協會等
2020 Yangtze River Delta Business Innovation Sample Enterprise 2020長三角商創樣本企業	The 3rd Yangtze River Delta Business Innovation Conference and the “2020 Yangtze River Delta Business Innovation Sample” Press Conference 第三屆長三角商業創新大會暨《2020長三角商業創新樣本》發佈會
Ranked 40th in the “Top 100 Innovative Private Enterprises of Jiangsu Province” in 2021 2021年江蘇民營企業創新100強第40位	Jiangsu Federation of Industry and Commerce, Jiangsu Institute of Science and Technology Development Strategy 江蘇省工商業聯合會、江蘇省科學技術發展戰略研究院

Awards	Awarded by
獎項名稱	頒發機構
2019-2020 Unit with 4A Credit Rating of Labour Security in Suzhou 2019-2020年度蘇州市勞動保障AAAA級信譽單位	Suzhou Human Resources and Social Security Bureau, Construction Group of Suzhou Social Credit System 蘇州市人力資源和社會保障局、蘇州市信用體系建設小組辦公室
Best New Economy Company 最佳新經濟公司	Gold Hong Kong Stocks Annual Awards Ceremony 金港股年度頒獎盛典
Annual Smart Marketing Award – Annual Award 年度智慧營銷獎 – 年度大獎	2021 Tencent IN Summit 2021騰訊IN創新智慧營銷峰會
Best Mini Program in 2021 2021年年度最佳小程序	The Aladdin Award 阿拉丁 – 阿拉丁神燈獎
2021 Public Welfare Communication Award 2021年度公益傳播獎	The 11th Philanthropy Festival 第十一屆公益節
Rural Revitalisation and Innovation Demonstration Village (Note: Lindu Warm Village won the award and was listed on the 2021 Top Rural Innovation Projects Map) 鄉村振興創新示範村(註：林渡暖村榮獲，並榮登2021中國鄉創地圖)	Hainan International Cultural & Creativity Week 2021 2021海南國際文創週
Annual Corporate ESG Practice Award 年度企業ESG實踐獎	Shanghai Newspaper Group Interface News 上海報業集團 界面新聞
Most Sustainable Development Award 最具可持續發展獎	The 6th Guruclub Global Investment Carnival 格隆匯 – 第六屆全球投資者嘉年華
2021 CSR Summit Public Welfare Model 2021企業社會責任峰會公益榜樣	2021 China Corporate Social Responsibility Summit 2021企業社會責任峰會
Thousands of Corporate Social Responsibility Reports 千家優秀企業社會責任報告	International Forum on Corporate Social Responsibility of Industry and Information Technology, Launch Event of 2021 Sustainable Development Report of China's Industry and Information Technology 工業和信息化企業社會責任國際論壇暨《中國工業和信息化可持續發展報告(2021)》發佈會

Awards

獎項名稱

Awarded by

頒發機構

HMS Core Best Partner Award

HMS Core最佳夥伴獎

HDC.Together 2021

華為開發者大會2021

Best Potential App in Huawei AppGallery

華為應用市場最佳潛力應用

The Most Popular Quick App in Huawei AppGallery

華為應用市場最受歡迎快應用

2021 Best Partner

2021最佳合作夥伴

Best Quick App Award

最佳快應用獎

ODC21

OPPO開發者大會

Most Innovative Application Award

最具創新應用獎

ESG GOVERNANCE

“Becoming the Most Trustworthy Travel Platform” is the developmental vision of the Company. Our long-term goal is to promote the sustainable development of the travel industry by profoundly involving in the upstream and downstream industry chains with open for win-win attitude. We are committed to creating value for all stakeholders, establishing a rigorous supplier selection mechanism, improving overall customer service quality, providing employees with favourable workplaces, and giving back to the society in a positive way.

ESG治理

「成為最值得信賴的旅行平台」是本公司發展的願景，開放共贏，深耕上下游產業鏈，推動旅行行業持續發展是我們追求的長期目標。本公司致力為各個利益相關方創造價值，建立嚴格的供應商甄選機制，全面提升客戶服務質量，為員工提供良好的工作場所，並積極回饋社會。

(1) Corporate culture and vision

We deeply understand the importance of corporate culture for sustainable development and brand building. Combined with the concept of sustainable development, we have built an extensive, profound and multi-dimensional cultural system in four ways, namely “behavioural guidance”, “behavioural influence”, “behavioural permeation” and “mechanism guarantee”, to create a more attractive workplace atmosphere, motivate staff to keep innovating, thus delivering better services to customers and leading the industry to grow together.

(1) 企業文化及願景

本公司深知企業文化對於企業可持續發展及品牌塑造的重要性，我們通過「行為導向」、「行為浸潤」、「行為滲透」、「機制保障」四條路徑，結合可持續發展理念，構建公司廣深縱橫、多元立體的文化體系，打造更具吸引力的職場氛圍，激勵員工不斷創新，進而為客戶帶來更為優質的服務，引領行業共同成長。



Cultural panorama of Tongcheng Travel
同程旅行文化全景圖

<p>Behavioural guidance: Strategy-oriented cultural management</p> <p>行為導向：戰略導向的文化經營</p>	<ul style="list-style-type: none"> Clarify the direction of action through strategic communication and the Company's core ideological guidance. 通過對戰略宣導及公司核心思想導向，明確行動方向。
<p>Behavioural influence: Extensive and profound cultural integration</p> <p>行為浸潤：廣深縱橫的文化融入</p>	<ul style="list-style-type: none"> Find the common ground for a deep understanding through cultural integration into operations, cultural shaping in different workplaces and cultural behavioural encouragement. 通過文化深入業務、異地職場的文化打造、文化行為倡導，深度體驗從心共識。
<p>Behavioural permeation: Multi-dimensional cultural communication</p> <p>行為滲透：多元立體文化傳播</p>	<ul style="list-style-type: none"> Reinforce multi-way publicity through brand hotspot IP creation for cultural events, multi-channel and multi-forms dissemination. 通過文化活動品牌熱點IP打造、多渠道多形式傳播，多觸點宣傳強化。
<p>Mechanism guarantee: Culture implementation and construction</p> <p>機制保障：文化落地城牆構建</p>	<ul style="list-style-type: none"> Conduct culture assessment through self assessment and evaluation by supervisor and promote through culture star selection and case studies. 通過文化自測、上級評價等進行文化考核及文化之星評選及案例宣傳。

(2) ESG governance structure

Please refer to
ESG Committee
Terms of Reference

請參考《ESG委員會職權範圍》

(2) ESG管治架構

To implement better corporate ESG governance, we established Environmental, Social and Governance Committee ("**ESG Committee**") during the Reporting Period. The ESG Committee consists of Directors appointed by the Board of Directors, all of whom are independent non-executive Directors. Under the ESG Committee, an ESG and Data Security Committee is established with Mr. Ma Heping, Executive Director and Chief Executive Officer, as the chairman to oversee all areas of ESG. As such, the Company has formed a four-tier ESG governance structure.

為施行更為完善的企業ESG治理，我們於報告期內成立了環境、社會及管治委員會（「**ESG委員會**」），ESG委員會成員由董事會委任公司董事組成，且均為獨立非執行董事；同時下設ESG和數據安全委員會，由執行董事兼首席執行官馬和平先生任主席，分管ESG各領域事項。至此，本公司已形成四層ESG管治架構。

Board of Directors

- Responsible for monitoring ESG issues, and evaluating, prioritising and managing key ESG matters. Besides, it is fully responsible for the Company's ESG strategies and reporting, and regularly reviews relevant issues and approves annual ESG reports;
- On March 22 2022, the Board were briefed by ESG committee on ESG-related matters during the Reporting Period. They reviewed the Company's ESG performance and relevant disclosures in the ESG report, and discussed the ESG management plan in future year.

ESG Committee

- Responsible for reviewing the ESG performance, including but not limited to a series of ESG material issues such as responses to climate change and carbon neutrality, user privacy and data security, customer service, employees' rights and interests and development, supervisory and monitoring on business honesty and integrity;
- Formulate the Group's ESG vision, objectives, management policies and strategies, review the status of achievement of objectives on a regular basis, and report and make recommendations to the Board of Directors;
- Identify and assess the Group's ESG-related risks and opportunities, and manage material ESG issues that have a significant impact on the Group's operations and/or the interests of other significant stakeholders, and report and make recommendations to the Board of Directors;
- Review, inspect and, where necessary, adopt and update the Group's ESG-related policies to ensure compliance with legal and regulatory requirements;
- Oversee and guide the ESG and Data Security Committee in the overall implementation of the Group's ESG governance strategy and related actions.

董事會

- 負責監管ESG事宜，評估、優次排列及管理重要的ESG事宜，對本公司的ESG策略及匯報全權負責，定期審閱ESG相關事宜並審批年度ESG報告；
- 2022年3月22日的董事會上，董事會成員聽取了ESG委員會關於報告期內ESG相關事宜的匯報，審閱本公司的ESG績效，並審議ESG報告的相關披露事項，討論未來年度的ESG管理計劃。

ESG委員會

- 負責審閱本公司ESG相關表現，包括但不限於氣候變化應對及碳中和、用戶隱私及數據安全、客戶服務、員工權益及發展、商業誠信及廉政督察等一系列ESG重點議題；
- 制定本集團的ESG願景、目標、管理方針及策略，定期覆核目標達成狀況並向董事會匯報及提出建議；
- 識別、評估本集團ESG相關風險和機遇，及管理對本集團營運及／或其他重要利益相關方的權益構成重大影響的重要ESG事宜，並向董事會匯報及提出建議；
- 審閱、檢討及必要時採納並更新本集團ESG相關政策，確保符合法律及監管的要求；
- 監督並指導ESG和數據安全委，全面落實本集團ESG治理策略及相關行動。

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ESG and Data Security Committee

The Committee has three sub-committees: Public Policy and Regulatory Affairs, Corporate Social Responsibility, and Data Security.

- The Public Policy and Regulatory Affairs Sub-Committee is mainly responsible for two main areas. On the one hand, it manages and reduces the environmental impacts of the Company's operations, such as response to climate change and energy management, carbon neutrality and ecological protection, and on the other hand, it enhances internal corporate governance, such as business integrity and anti-corruption;
- The Corporate Social Responsibility Sub-Committee manages the impact of the Company's operations on all stakeholders in society, including users, employees, suppliers and communities;
- The Data Security Sub-Committee is mainly responsible for managing the security protection of data such as user privacy and information during the Company's operations, strengthening information security and improving the security mechanism.
- The Committee is responsible for overseeing and guiding the ESG working group in the implementation of the Group's ESG related actions.

ESG working group

- Participate in the formulation of the Company's ESG vision, objectives, management policies and strategies, and providing advice to ESG and Data Security Committee on relevant ESG efforts;
- Monitor and analyse social and industry ESG trends and issues, and provide recommendations to the ESG and Data Security Committee;
- Regularly review the Company's ESG policies and regulations to ensure that they comply with applicable legal and regulatory requirements;
- Monitor and respond to internal and external feedback on the Company's ESG efforts to ensure a transparent mechanism for stakeholder communication;
- Prepare the Company's annual *Environmental, Social and Governance Report*;

ESG和數據安全委員會

委員會下設公共政策和監管事務分會、企業社會責任分會、數據安全分會三大板塊：

- 公共政策和監管事務分會主要負責兩方面的工作內容，一方面管理並降低公司運營對環境帶來的影響，如氣候變化應對及能源管理、碳中和、生態保護等，另一方面提升公司內部企業管治，如商業誠信、反貪腐等；
- 企業社會責任分會主要管理公司運營過程中對用戶、員工、供應商及社區等社會各界相關方帶來的影響；
- 數據安全分會主要負責管理公司運營過程中對數據如用戶隱私、信息等安全保護，強化信息安全化、完善安全機制；
- 委員會負責監督並指導ESG工作小組，開展落實ESG工作行動。

ESG工作小組

- 參與制定本公司ESG願景、目標、管理方針及策略，並就相關ESG工作向ESG和數據安全委員會提供建議；
- 關注並分析社會及行業ESG趨勢及事宜，並向ESG和數據安全委員會提供建議；
- 定期審視本公司的ESG政策及規範，以確保其符合適用的法律及監管要求；
- 監察及回覆內部及外界對公司有關ESG工作的意見確保暢通的利益相關方溝通機制；
- 編製本公司年度《環境、社會及管治報告》；

- Supervise and manage significant ESG risks in the investment process, or make recommendations;
- Responsible for daily communication, preparation of ESG and Data Security Committee meetings, and implementation of relevant resolutions of ESG and Data Security Committee.
- 對投資過程中的重大ESG風險進行監督管理，或提出建議；
- 負責日常聯絡，籌備ESG和數據安全委員會會議，並執行ESG和數據安全委員會的有關決議。

(3) Stakeholder communication

The main stakeholders of the Company include shareholders and investors, regulators, media and non-government organisations (“NGOs”), cooperation partners, users, employees, and communities. We put an emphasis on communication with stakeholders and have multiple effective channels to understand their anticipations and demands on our ESG performance, which serve as significant references for us to develop ESG strategies.

(3) 利益相關方溝通

本公司的主要利益相關方包括股東與投資者、監管機構、媒體及非政府組織、合作夥伴、用戶、員工及社區。我們重視與利益相關方的溝通交流，通過多種有效渠道了解其在ESG方面的期望和要求，作為本公司制定ESG策略的重要參考。

Stakeholders 利益相關方	Demands 要求	Communication methods 溝通方式
Shareholders & Investors 股東與投資者	Return on investment Information disclosure Operational compliance	Annual reports, financial statements and announcements Investor briefings Company website Meetings, roadshows, and investor summits
Regulatory authorities 監管機構	Operational compliance Tax compliance Social contributions	Direct communication Business forums Seminars and conferences
Media and NGOs 媒體及非政府組織	Promotion of industry development Publicity compliance Delivery of brand value	Social media Official website Press conferences Meeting communication
	投資回報 信息披露 合規經營	年報、財務報表和公告 投資者簡報 公司網站 會議、路演及投資者峰會
	合規經營 依法納稅 貢獻社會	直接溝通 企業論壇 研討會和交流會議
	推動行業發展 保證合規宣傳 傳遞品牌價值	社交媒體 官方網站 新聞發佈會 會議溝通

Stakeholders 利益相關方	Demands 要求	Communication methods 溝通方式
Cooperation partners	Fairness and justice Win-win cooperation	Business communication Regular meetings Field visits Evaluation and assessment
合作夥伴	公平公正 合作共贏	業務溝通 定期會議 實地考察 評估及考核
Users	Personal privacy protection Service quality guarantee Perfect travel experience	Application (“APP”) and official website Service hotline Customer satisfaction survey Social media
用戶	保障個人隱私 保障服務質量 完美旅行體驗	應用程式(「APP」)、官方網站 客服熱線 顧客滿意調查 社交媒體
Employees	Protection of employees’ rights and interests Occupational health and safety Improvement of employee benefits Equal opportunities and diversity	HR Generalist of business groups Labour Union Internal meetings Performance assessments
員工	保障員工權益 職業健康及安全 改善員工福利 平等機會及多元化	事業群政委 工會 內部會議 績效考核
Communities	Active participation in public welfare Promotion of positive energy	Company website Mass media Social media
社區	積極投身公益 傳遞正能量	公司網站 大眾傳媒 社交媒體

(4) Materiality assessment

The Company has engaged a third-party specialist to perform materiality assessment so as to determine each ESG topic's materiality to the Company's business development and stakeholders. The result of such assessment serves as an important reference to develop ESG management strategies and prepare ESG reports. During the Reporting Period, we re-evaluated the original ESG issues to determine their impacts.

Step 1 Identify ESG topics

According to the *ESG Reporting Guide* and considering actual business and industrial characteristics, the Company has added new ESG topics to ensure the objectivity and integrity of the company's topic, and confirmed that they have covered our ESG practices during the Reporting Period;

Step 2 Determine the materiality

The Company assesses and adjusts the topics from the aspects of "materiality to Tongcheng Travel" and "impact on stakeholders" through internal interviews and discussions and seeking external opinions, and generates materiality assessment matrix based on the survey result;

Step 3 Verify assessment results

The Board and the ESG Committee review and confirm the assessment results. Based on the assessment results, the Company has identified 5 topics that are extremely important to the Company, that is, providing quality service, protecting users' security, safeguarding network security, protecting users' privacy, and operating in a credible and compliant manner. In this report, we will respond to those material issues in the corresponding chapters so as to meet the concerns of various stakeholders.

(4) 實質性評估

本公司已委任第三方專業機構開展實質性評估，確定各ESG議題對於本公司業務發展及各個利益相關方的重要程度，並將評估結果作為制定ESG管理戰略及編製ESG報告的重要參考。本報告期內，我們再次對原有ESG議題展開評估，並對其影響進行確認。

步驟1 識別ESG議題

依據《ESG指引》要求，結合行業特性及各利益相關方關注重點，我們於報告期內增補了新的ESG議題以保證本公司議題庫的客觀性及完整性，確認其已覆蓋報告期內本公司的ESG實踐；

步驟2 確認重要程度

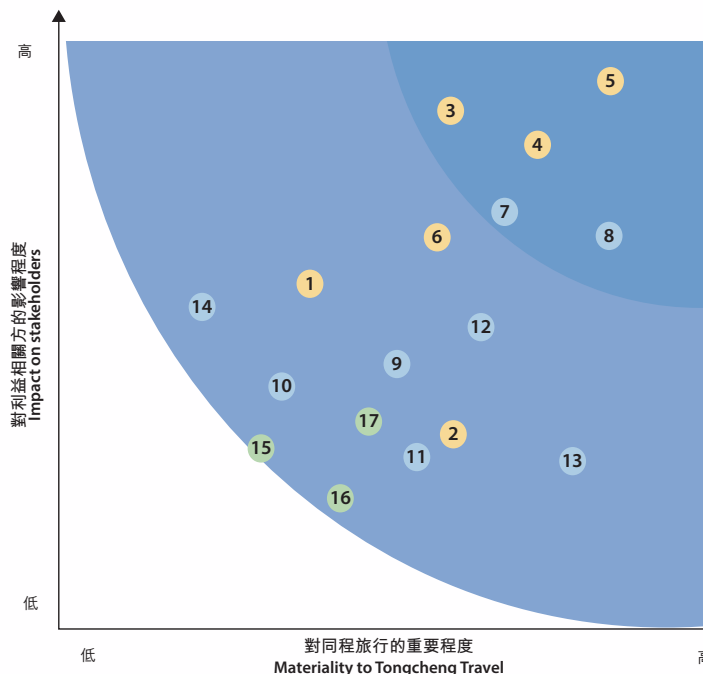
本公司通過內部訪談及研討、徵詢外部意見等方式，從「對同程旅行的重要程度」和「對利益相關方的影響程度」兩方面對各議題進行評估及調整，並根據調研的結果生成實質性評估矩陣；

步驟3 驗證評估結果

本公司董事會及ESG委員會審閱並確認評估結果。根據評估結果，本公司識別出5項對於本公司極度重要的議題，包括提供優質服務、保證用戶安全、保障網絡安全、保護用戶隱私及誠信合規經營。我們將在報告對應章節中針對重點議題展開針對性響應，以期滿足各利益相關方的關注。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告

Aspect 層面	No. 編號	Topic 議題名稱
Economic 經濟類	1	Sustainable supply chain 可持續供應鏈
	2	Safeguard intellectual property 維護知識產權
	3	Protect user's security 保證用戶安全
	4	Provide quality service 提供優質服務
	5	Operate in a credible and compliant manner 誠信合規經營
	6	Boost industrial development 助推產業發展
Social 社會類	7	Protect user's privacy 保護用戶隱私
	8	Safeguard network security 保障網絡安全
	9	Prohibit child labour and forced labour 禁止童工與強制勞工
	10	Diversity and equal opportunities 多元化與平等機會
	11	Protect staff's health 保護員工健康
	12	Protect staff's rights and interests 保障員工權益
	13	Promote career development 促進職業發展
	14	Charity activities 慈善公益活動
Environmental 環境類	15	Reduce emission 減少排放
	16	Save resources 節約資源
	17	Climate change and Carbon emissions 氣候變化及碳排放



SMART MOBILITY WITH TONGCHENG TRAVEL

To further improve customer experience and address business needs for platform operation, product development and user service, we constantly develop and apply advanced information technology, invest substantial resources to build a team of experienced technical professionals, and invest in technology infrastructure and artificial intelligence (“AI”). We actively explore the use of leading technologies and innovative products so as to continuously improve our service capabilities and promote the digitalisation of the travel industry.

In 2021, we continued our involvement in intelligent transportation, intelligent accommodation and AI customer service with an aim to transform and upgrade from OTA to ITA, providing simple, fast and intelligent travel services for more users.

智能出行 同程相伴

為進一步提升客戶體驗，滿足在平台運營、產品開發和用戶服務等多方面的業務需要，我們不斷開發及應用先進的信息技術，投入大量資源組建經驗豐富的技術專業人員團隊，投資技術基礎設施及人工智能（「AI」），運用領先科技和創新產品，持續提升服務能力，推動旅行行業數字化進程。

2021年，我們持續佈局智能交通、智能住宿、AI 客服等領域，以實現從OTA至ITA的轉型升級，為更多用戶提供簡單、快捷、智能的出行服務。

(1) Intelligent travel

To meet the full extent of users' travel needs, we have launched an intelligent travel solution system named "Huixing", which aims to provide travel solutions by combing different means of transport and integrating transport capacity and resources. When the user cannot reach their destination directly or there are no tickets available, "Huixing" can provide users with better travel solutions based on users' needs and preferences. We continuously enhance the computing capacity of "Huixing", deeply integrating user needs and the underlying supply chain in an effort to provide more intelligent and diverse travel solutions to our users.

In 2021, we expanded the usage scenarios of "Huixing". In addition to multiple scenarios such as lack of tickets and ticket issuance failure, "Huixing" can also provide users with options for lower prices and shorter travel durations when tickets are available. In addition, we continued to optimise the "Huixing" travel solution and launched a new function that enabled our users to purchase a combination of train tickets that connect different legs of the trip when direct train tickets are not available, of which the users just need to change seats on the same train during their journey.

(2) Intelligent hotel management

We empower the businesses of hotels through our advanced information-based hotel management system to help them improve efficiency and generate revenue. We have two hotel property management system ("PMS") brands, "Zhuzher" and "Jin Tian'e", covering digital solutions for the full range of business scenarios, including homestay hotels, small-, medium- and large-sized individual hotels, regional chains and group chains. On this basis, we also provide hotels with services such as OTA direct connection, network-wide agency sales, agency operations, revenue management, big data applications and intelligent hotel upgrades. Through information technology, the systems can provide hotels with functions, such as informationization of room cleaning processes with real-time synchronisation of room status with front-desk, automatic report generation regarding employee cleaning performance, room linen and customer consumables inventory, as well as automatic count of annual water, electricity and gas usage and costs, thus helping hotels to further optimise customer service experience and improve operational efficiency.

(1) 出行智能化

我們推出「慧行」智慧交通系統，旨在組合多種交通方式，整合運力資源，最大限度地滿足用戶的出行需求。當用戶無法直達目的地或查無餘票時，「慧行」可根據用戶的出行需求和偏好，為用戶提供更優的中轉聯程方案。我們持續優化「慧行」的運算能力，深度整合用戶需求和底層供應鏈，為用戶提供更加智能、多樣的出行解決方案。

2021年，我們擴大「慧行」的覆蓋場景。除了無票、出票失敗等場景之外，「慧行」亦可在有票情況下為用戶優先提供價格更低、時間更短的優選方案。另外，我們持續優化「慧行」出行方案，推出新功能，讓用戶在無法獲得直達的火車票時可以購買連接不同分段行程的火車票組合，用戶只需在旅途中於同一班次列車更換座位。

(2) 酒店管理智能化

我們通過先進的信息化酒店管理系統賦能酒店客戶，幫助其提升效率、創造收益。我們旗下擁有「住哲」、「金天鵝」兩大酒店物業管理系統（「PMS」）品牌，覆蓋了民宿、大中小單體酒店、區域連鎖、集團連鎖全業務場景的數字化解決方案，並在此基礎上為酒店提供OTA直連、全網代銷、代運營、收益管理、大數據應用、智慧酒店升級等服務。通過信息化手段，該系統可幫助酒店客戶實現如：客房打掃流程線上化，房間狀態實時同步前台；自動統計員工打掃業績、盤點客房佈草及客耗品使用情況，實時生成報表；自動統計年度水、電、燃氣使用總數量及費用等功能，幫助酒店客戶進一步優化客戶服務體驗、提高運營效率等功能。

In addition, we also conduct online and offline activities such as the livestreaming “Zhuzhe Cloud PMS Seminar”, new product training and customer communication, so as to share industry information and insights with hotels and further empower their development. We have become a leading one-stop shop information technology solution provider for hotels in China and have successfully served over 10,000 hotels.

(3) Intelligent tourist destinations

We actively empower the intelligent construction of scenic spots to help them realise digital transformation, such as setting up intelligent ticket vending machines, intelligent automatic gate systems and popular intelligent robots at booking halls or ticket checks of scenic spots. At the same time, we link up with applications on PCs and mobile phones to simplify the ticket purchasing process and enable a safe and fast visitor entry experience.

In order to help the partners of scenic spots implement scientific admission management of “time bound, quantity limit and peak shifting”, we have developed a reservation mini program to help the real-time control of tourists for scenic spots by utilising big data technology. With the Tongcheng Travel mini program, tourists can make online reservations or scan the code offline to book tours. In addition, the mini program integrates the entry check function, enabling one-click access to health codes and travel records, reducing the inspection pressure at scenic spots while providing convenience for tourists.

(4) Intelligent pandemic prevention and control

During repeated COVID-19 outbreaks around the world, as a company with strong sense of social responsibilities, we respond quickly and provide users with intelligent pandemic prevention and control information query solutions to protect the health and safety of our users. Through the application of technologies such as intelligent robots and keyword triggering, we are able to capture users’ needs for pandemic-related information inquiries in the business processes of rail and air tickets, scenic spot and accommodation. We provide users with services including pandemic policy queries, announcement notifications and one-click access to health code according to users’ travel needs, helping them travel with convenience and assurance.

此外，我們亦通過「住哲雲PMS大講堂」線上直播、新品培訓、客戶交流等形式開展線上及線下交流活動，同酒店客戶分享行業信息化洞見，賦能客戶發展。當前，我們已發展成為國內領先的酒店一站式信息化解決方案技術服務商，累計成功服務逾萬家酒店客戶。

(3) 旅遊目的地智能化

我們積極賦能景區智能化建設，幫助景區實現數字化轉型，如在景區售票廳及檢票處部署智能自助售票機、智能全自動閘機系統、智能網紅機器人等產品，同時與遊客PC端、移動端應用聯動，簡化購票流程，讓遊客能夠安全、快速入園。

為幫助景區合作夥伴落實「限時、限量、错峰」的科學入園管理，我們開發了預約小程序，通過大數據技術助力景區的實時遊客管控工作。通過同程旅行小程序，遊客可以實現線上預約或線下掃碼預約遊覽。此外，小程序還整合了入園檢查功能，實現一鍵獲取健康碼和行程卡，在為遊客出行提供便利的同時減小景區的核查壓力。

(4) 疫情防控智能化

在全球疫情反覆的大環境之下，我們作為一家肩負社會責任的企業，迅速響應，為用戶提供智能化疫情防控信息查詢方案以保護其健康及安全。我們通過應用智能機器人、關鍵詞觸發等技術，在火車票、機票、景區參觀以及住宿業務流程中敏銳捕捉用戶疫情信息查詢意圖，根據用戶的出行需求，為用戶提供疫情政策查詢、公告推送以及健康碼一鍵跳轉服務，助力用戶安心、便利出行。

PRODUCT RESPONSIBILITY

Adhering to the principle of “putting customers first – creating value for users”, Tongcheng Travel is committed to providing supreme travel experience for diversified users through grasping the needs of users throughout their journey, and thus making their journey more convenient, personalised and cosy.

The Group is always in compliance with relevant laws and regulations that have a significant impact on us relating to health and safety, advertisement, labelling and privacy relating to products and services provided and methods of redress.

(1) Information security and safety

i. Management system

We view information security as the foundation for the stable operation of our business. The Company has actively established security mechanisms to solve information security issues and strengthen information security culture. We clarify relevant requirements in the *Administrative Measures for the Information Security of Tongcheng Travel* based on the information security requirements specified in the *Cybersecurity Law of the People's Republic of China*, the *Provisions on the Technical Measures for the Protection of the Security of the Internet*, the *Data Security Law of the People's Republic of China* and the *Personal Information Protection Law of the People's Republic of China*, as well as our business strategies. Based on domestic and international information security standards and best practices, the Company has built an information security system in line with our business development. We have launched the certification work of ISO 27001 Information Security Management System certification. We keep records on graded information security protection and annually evaluate the effectiveness of the system in accordance with the *Administrative Measures for the Graded Protection of Information Security*.

In 2021, we formally established the ESG and Data Security Committee, with three sub-Committees, namely, Public Policy and Regulatory Affairs, Corporate Social Responsibility and Data Security. The Data Security Sub-Committee is responsible for overseeing and managing the security and protection of data, including user privacy and information, in the Company's operations, comprehensively improving information security management capabilities in research and development (“R&D”), operation, detection, governance and business, thus further upgrading the Company's information security governance system.

產品責任

秉持著「客戶第一 – 為用戶創造價值」的價值觀，同程旅行致力於為多元化的用戶提供極致旅行體驗，把握貫穿旅行全過程的用戶需求，使旅途更加便利、個性化及舒適愜意。

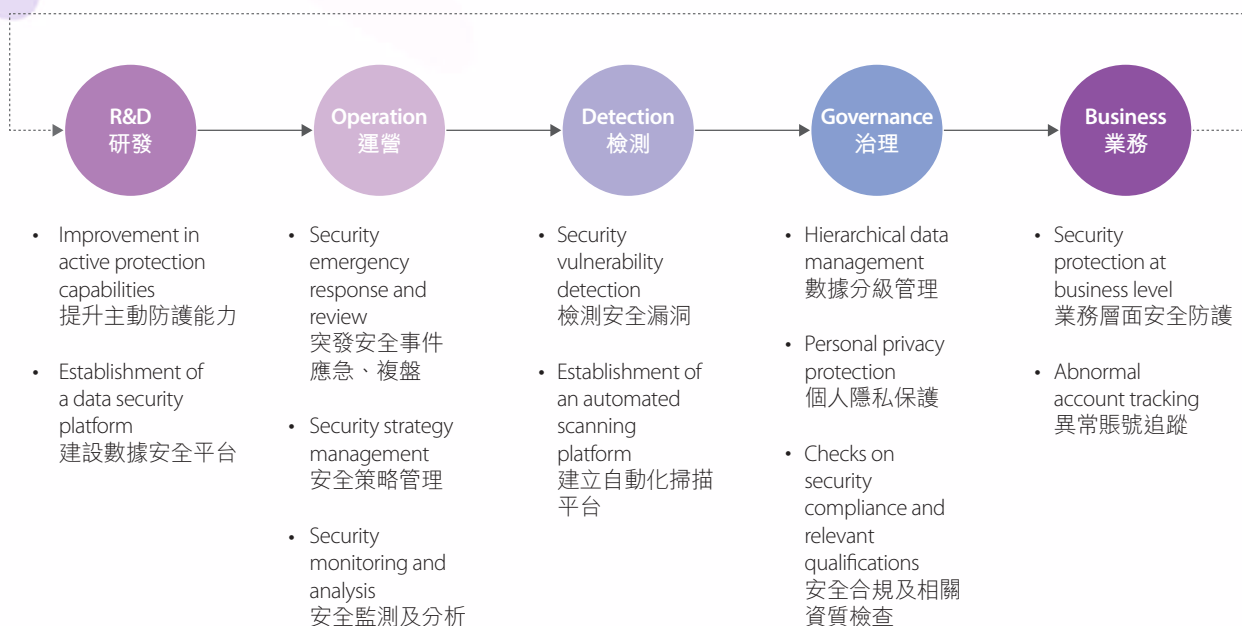
本集團始終遵守對我們有重大影響的、有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的相關法律及規例。

(1) 信息保障 安全築城

i. 管理體系

信息安全是我們業務穩定運營的基礎，本公司積極建立完善的安全機制，解決信息安全問題，強化信息安全文化。我們圍繞《中華人民共和國網絡安全法》、《互聯網安全保護技術措施規定》、《中華人民共和國數據安全法》、《中華人民共和國個人信息保護法》等信息安全要求，結合經營戰略，在《同程旅行信息安全管理制度》等制度中明確相關要求。本公司參照國內外信息安全標準及最佳實踐，建立與業務發展相適應的信息安全系統。我們現已開展ISO 27001信息安全管理體系認證，並依據《信息安全等級保護管理辦法》開展信息系統安全等級保護備案並每年評估系統有效性。

2021年，我們正式成立ESG和數據安全委員會，下設公共政策和監管事務分會、企業社會責任分會、數據安全分會三大板塊，由數據安全分會主要負責監督與管理公司運營過程中對數據如用戶隱私、信息等安全保護工作，從研發、運營、檢測、治理及業務等角度全面提升信息安全管理能力，進一步升級公司信息安全管理體系。



ii. Network security management

To ensure the secure launch for business, we have verified the security of R&D and maintenance processes, and reduced security risk occurrence for online business to the greatest extent possible through procedures and technical means, such as security coding specification, security threat modelling, security code audit, vulnerability management and training. In addition, we have also deployed an in-depth defence system. From the office network to the production network as well as from the network layer to the application layer, we've installed defence and inspection functions including intrusion inspections, application firewalls, threat intelligence, situation awareness, proactive defence, a security operation centre and cloud shield so as to reduce to the greatest extent possible the likelihood of being attacked and intruded upon, and guarantee network and information security.

In order to strengthen and standardise the security management of apps, we formulated the *Administrative Measures for Mobile App Security of Tongcheng Travel* to control security throughout apps' entire life cycle, from the perspectives of app development security, client security function, system release security and outsourcing security.

ii. 網絡安全管理

為了確保業務上線安全，我們實踐了研發運維過程安全，通過安全編碼規範、安全威脅建模、安全代碼審計、漏洞管理和培訓等流程和技術手段，最大程度降低在線業務安全風險發生率。此外，我們部署了縱深防禦體系，從辦公網到生產網、從網絡層到應用層均部署了防禦和檢測設備，包括入侵檢測、應用防火牆、威脅情報、態勢感知、主動防禦、安全運營中心、雲盾等，最大程度上降低被攻擊入侵的可能性，確保網絡和信息安全。

為了加強和規範APP的安全管理，我們制定了《同程旅行移動應用安全管理辦法》，從應用程序開發安全、客戶端安全功能、系統發佈安全及開發外包安全等角度管控APP整個生命週期的安全建設。

Moreover, the Company has established a security emergency response centre to identify threats and bugs that have been reported by the public on the official website. These threats and bugs will then be handled, repaired and reviewed by internal staff, and rewards will be offered to the reporters based on the risks and impacts of the threats and bugs.

iii. Data security management

To improve the data protection system and promote its safe application throughout the data life cycle, we have formulated the *Data Security Management System* to regulate the principles, organisational structure and data classification for data security management and control. We have also controlled all aspects of the data life cycle, including generation, storage, use, transmission, opening and destruction, to avoid potential risks or losses due to misconduct and to safeguard the interests of the Company.

We also take stringent data security management measures related to our cooperation with third parties, including suppliers and other partners, and sign confidentiality agreements with them. We conduct reviews on all third parties engaged in data transfer to ensure that they have the relevant qualifications for data and network security management, including understanding whether they have obtained the certification for information security protection such as national certification of classified protection of information security and ISO 27001 certification. At the same time, we carry out interface security inspection and data review to confirm data transmission permissions and the implementation of the principles of de-identification, anonymisation and minimisation, so as to reduce and avoid risks associated with the data transmission to and from third parties.

In 2021, to further enhance data security management, we launched the "Oracle" project and designated data security officers in each business unit or department to be responsible for data security and compliance matters, with the aims of ensuring that daily data management complies with security and confidentiality regulations and safeguarding the safe and reliable operation of data systems.

此外，本公司已建立安全應急響應中心，通過官方網站面向公眾徵集威脅及漏洞，由內部工作人員進行處理、修復及複查，並根據威脅及漏洞的風險及影響程度為報告者積分並進行獎勵回饋。

iii. 數據安全管理

為完善數據保護體系，促進數據生命週期的安全應用，我們制定《數據安全管理制度》，規範我們的數據安全管控的原則、組織架構、數據分級等內容，同時對數據生命週期中產生、存儲、使用、傳輸、開放、銷毀等各個環節進行控制，規避不當行為的潛在風險或損失，維護公司利益。

我們對合作的第三方（包括供應商和其他合作夥伴）亦採取嚴格的數據安全管理舉措並與其簽訂相關保密協議。我們對所有發生數據傳遞的第三方展開審查，了解其國家信息安全等級保護認證、ISO 27001認證取得情況，確保其擁有數據及網絡安全管理的相關資質。同時，我們展開接口安全檢查、數據審查確認其數據傳輸權限及去標識化、匿名化、最小化原則踐行情況，降低及規避第三方數據傳遞帶來的相關風險。

2021年，為進一步提升本公司數據安全管理水平，我們開展「甲骨文」項目，在各事業部／項目部指定數據安全員，負責本事業部／項目部數據安全及合規事宜，確保日常數據管理符合安全保密規定，保障數據系統的安全可靠運營。

In addition, we have formulated a comprehensive contingency plan for information security incidents such as data leakage. We have specified the scope of responsibilities and incident response processes for the security emergency team, security inspection team and relevant business departments. At the same time, we have built a backup system with high reliability and high availability based on data level to cope with disasters, which together with intra-city cross data room backup and remote backup, addresses potential data security risks caused by extreme weather and other force majeure situations. We have also established a strict data access process and corresponding data recovery mechanism. We regularly conduct emergency drills such as “data deletion recovery” and “core database deletion permission recovery verification” to enhance our emergency response capability and secure business continuity to the most extent.

iv. Publicity and implementation of security awareness

In addition to regular data security training for all employees, we also provide special information security training for new employees and employees in the R&D line to increase data security knowledge among our people and improve their information security management capabilities. We strive to continuously enhance employees’ security awareness and cultivate an information security culture by publicising promotional slogans and holding offensive and defensive security drills.

We actively participate in relevant activities organised by industry and regulatory authorities. During the Reporting Period, we participated in the “Meeting on Promoting the Specific Rectification of the Market Order of the Internet Industry” and the “Off-line Theme Campaign of Cybersecurity Week” held by the Jiangsu Communications Administration, discussing recent and emerging topics related to network information and data security together with experts from various industries. In addition, we disclose common security issues such as bugs, vulnerabilities and countermeasures in an open and transparent way for the reference of industry peers and the public. Together, we work hard to promote and advance the strengthening of information security for the industry.

此外，我們針對數據洩露等信息安全事件制定了完備的應急預案，規範相關情境下安全應急小組、安全檢測小組及各相關業務部門的職責範圍及事件響應流程。同時，我們依據數據級別配備了高可靠性、高可用性的災備系統，結合同城跨機房備份和異地備份，應對由極端天氣引起的及其他不可抗力環境下的潛在數據安全風險。我們亦制定嚴格的數據存取流程和相應的數據恢復機制，定期開展如「數據誤刪恢復」、「核心庫刪除權限回收驗證」等應急演練活動，提高我們的應急處理能力，最大程度地保障業務的連續性。

iv. 安全意識宣貫

除定期開展覆蓋全員的數據安全培訓外，我們還為新員工及研發條線的員工提供專項信息安全培訓，為員工普及數據安全知識，提高其信息安全管理能力。我們亦通過張貼宣傳標語、組織安全攻防演練等方式提升員工的安全意識，營造良好的信息安全文化氛圍。

我們積極參加行業及監管部門組織的相關活動。報告期內，我們參與江蘇省通管局「互聯網行業市場秩序專項整治工作推進會」及「網絡安全宣傳週線下主題宣傳活動」，與各行業專家一起，共同討論網絡信息及數據安全的熱點話題。同時，我們亦秉持開放透明的態度，公開披露漏洞及應對方案，供同業及公眾參考常見的安全問題，共同進步，推動行業信息安全建設。

(2) Privacy protection for building trust

i. Management system

The protection of personal information and privacy security is a critical issue in the internet era. The Company strictly complies with the *Personal Information Protection Law of the People's Republic of China* and other relevant laws and regulations to carry out information management. We require all employees to sign the *Confidentiality Agreement* for personal information and data security, and require key employees to sign the *User Personal Information Protection Commitment*. During the Reporting Period, we established the ESG and Data Security Committee to strengthen management and implementation through the Data Security Sub-Committee. We also established a user compliant channel and feedback mechanism for user privacy matters, and took effective control measures to protect the security of user personal information and privacy. At the same time, we actively arranged for employees to participate in relevant external trainings. As the date of the ESG report, three employees have been awarded the "Personal Information Protection Engineer" certificate. During the Reporting Period, we did not receive any complaints for privacy protection matters.

ii. Full life-cycle management

Please refer to the
*Tongcheng Travel Users'
Privacy Policy*

請參考《同程旅行用戶隱私政策》

In the *Tongcheng Travel Users' Privacy Policy*, we introduce to users our management methods for the collection, storage, use, sharing, transfer and disclosure of their personal information, as well as entity rights. This policy applies to all of our services. Based on this policy, we will expand and refine the user's privacy policy of our products and services, and will strive to protect the security and controllability of users' personal information.

我們通過《同程旅行用戶隱私政策》向用戶介紹其個人信息在收集、存儲、使用、共享、轉讓、披露及主體權利的管理方法，該政策適用於我們所有的服務，我們將基於該政策拓展並細化我們旗下產品和服務的用戶隱私政策，並將致力於保護用戶的個人信息安全可控。

(2) 保護隱私 維繫信任

i. 管理體系

保護個人信息及隱私安全是當今互聯網時代至關重要的議題。本公司嚴格遵照《中華人民共和國個人信息保護法》等相關法律法規開展信息管理工作，要求全體員工簽署個人信息及數據安全相關的《保密協議》，要求關鍵崗位員工簽署《用戶個人信息保護承諾書》。本報告期內，我們成立ESG和數據安全委員會，通過下設的數據安全分會加強管理部署。我們亦針對用戶隱私事宜建立了用戶申訴渠道和反饋機制，採取有效管控措施，保障用戶個人信息及隱私安全。同時，我們積極組織員工參與相關外部培訓，當前已有3名員工獲授《個人信息保護工程師》證書。報告期內，我們未收到隱私保護事宜的相關投訴。

ii. 全生命週期管理

We promise to:

- Minimize unnecessary collection of personal information
- Regulate the collection and use of user data by third parties
- Make every effort to protect users' rights in the management of personal information
- Conduct regular user information security assessments and audits

We have established a comprehensive user rights protection mechanism that mandates us to collect the minimum necessary private information based on the principles of "reasonable, relevant and necessary" and to specify the rights of users to inquire, correct, delete, cancel, and withdraw authorisation for their personal information. We also attach great importance to the protection of personal information and privacy of minors; we ensure that personal information of minors will only be collected, used, shared, transferred or disclosed as permitted by law and as necessary for business purposes, with the express consent of parents or guardians, or as necessary for the protection of minors.

Our rigorous data security system ensures the security of our users' personal information storage. We limit the business processing involving users' personal information to a secure office network. We carry out multi-level approvals, log backup, and periodic inspection of information retrievals as well as the adoption of secure data transmission methods. We have set up a data leakage prevention system within our office network to regularly review and examine the handling of sensitive user information by staff. In response to personal information security incidents such as data leakage, we have formulated the *Personal Information Security Incident Contingency Plan* to standardise the incident handling process. We also regularly conduct personal information security assessments and internal security audits to ensure the effective operation and implementation of relevant rules and regulations, ensuring that user data security can be guaranteed through a two-pronged approach that employs both management and technological measures.

我們承諾：

- 最大化減少不必要的個人信息收集
- 規範第三方對用戶數據的收集及使用流程
- 全力保障用戶的個人信息管理權利
- 定期開展用戶信息安全評估及審計

我們已建立完善的用戶權利保障機制，依據「合理、相關、必要」的原則，做到收集最小必要的隱私信息，並明確用戶對其個人信息的查詢、更正、刪除、註銷及撤回授權等權利。我們亦重視對未成年人個人信息及隱私的保護，保證只會在法律法規允許、業務必要、父母或監護人明確同意或者保護未成年人所必要的情況下對未成年人的個人信息進行收集、使用、共享、轉讓或披露。

我們設立了嚴密的數據安全保障體系保證用戶個人信息的存儲安全，將涉及用戶個人信息的業務處理操作限制在安全辦公網絡環境中，並對信息調取行為進行分類分級審批、日誌備份和定期檢查，採取安全的傳輸方式進行數據傳輸。我們在辦公網內部署了數據防洩漏系統，定期對員工操作處理用戶敏感信息進行覆核和審查；針對數據洩露等個人信息安全事件，我們制定《個人信息安全事件應急預案》，規範事件處理流程；我們亦定期開展個人信息安全評估及內部安全審計，確保相關規章制度的有效運行及落地，通過管理和技術手段雙管齊下，確保用戶數據安全。

In cooperation with contractors and suppliers, we have also made efforts to protect users' rights and interests through signing agreements such as the *Data Processing Agreement*, which contains relevant provisions on the collection, storage and use of user data by third parties.

In 2021, we upgraded the text of the membership agreement, user's privacy policy, business reservation agreement and data processing agreement, through which we further standardised the process specifications for data retention and use, and clarified the management and control rights of users regarding their personal data, in an effort to minimise unnecessary data collection and thus reducing the risks associated with personal information security.

iii. Promotion of privacy protection technologies

We automatically check compliance of personal privacy security on a regular basis in areas such as common mobile security bugs, privacy policies, information collection, and use of permissions. In addition, we have launched "Automatic Deletion after Check-in", a customized product function, to protect users' privacy. When the user books a hotel and selects this function, the order information will be automatically deleted once the user has successfully checked in, enhancing protection of the user's privacy.

(3) Quality products with dedicated efforts¹

We strictly comply with relevant laws and regulations such as the *Tourism Law of the People's Republic of China* and the *Law of the People's Republic of China on the Protection of Consumers' Rights and Interests*. Through the integration of various resources in the industry chain, we have established in-depth cooperation with travel service providers and offer innovative products and services, so as to satisfy users' changing travel needs and strengthen the value proposition of travel service providers.

¹ As the Company does not manufacture physical products in its operations and does not meet the relevant conditions to trigger the recall of products, the KPI B6.1 (percentage of total products sold or shipped subject to recalls due to safety and health reasons) and the KPI B6.4 (description of quality assurance process and recall process) are not applicable to the Company, and no disclosure is made in this ESG report.

同時，在與外包商及供應商合作時，我們亦通過《數據處理協議》等協議，明確對用戶數據的收集、保存及第三方使用的相關規定，全力保障用戶權益。

2021年，我們對會員協議、用戶隱私政策、業務預定協議、數據處理協議等格式文本進行升級，進一步規範數據保留、使用的流程規範，明確用戶對其個人數據的管理及控制權限，最大限度地減少不必要數據的收集，降低個人信息保護的相關風險。

iii. 促進隱私 保障技術

我們定期對常見的移動安全漏洞、隱私政策、信息收集、權限使用等方面個人隱私安全合規的自動檢測；同時推出隱私信息保護定制化產品功能——「訂後即焚」，當用戶啟動該功能服務預定酒店後，其訂單信息將在成功入住後自動徹底刪除，最大程度保護其隱私不外洩。

(3) 優質產品 用心打造¹

我們嚴格遵守《中華人民共和國旅遊法》、《中華人民共和國消費者權益保護法》等法律法規，通過產業鏈整合各項資源，我們與旅遊服務供應商深入合作，提供更多創新產品及服務，滿足用戶不斷變化的出行需求，並強化對旅遊服務供應商的價值定位。

¹ 由於本公司並不在經營活動中生產實體產品，不滿足觸發產品召回的相關條件，故KPI B6.1(已售或已運送產品總數中因安全與健康理由而須回收的百分比)及KPI B6.4(描述質量檢定過程及產品回收程序)不適用本公司，故在本ESG報告中不作披露。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告

As of the end of the Reporting Period, our online platform had provided over 9,000 domestic routes operated by over 730 domestic airlines and agents, over 2.1 million hotels and alternative accommodation options, nearly 400,000 bus routes, over 710 ferry routes and about 8,000 domestic tourist attractions ticketing services. During the Reporting Period, we established cooperative relationships with 650,611 tourism service providers.

截至報告期末，我們的在線平台提供由超過730家航空公司及代理商營運的9,000多條國內航線、逾2.1百萬家酒店及非標住宿選擇、約400,000條汽車路線、710多條渡輪線路及約8,000個國內旅遊景點的門票服務。報告期內，我們共與650,611家供應商建立合作關係。

Supplier Structure² Indicators		2021
供應商結構²指標		2021年 Total 總數(家)
Total		650,611
總計		
Mainland China	North China (Beijing, Tianjin, Hebei, Shanxi, Inner Mongolia)	76,348
大陸地區	華北(北京、天津、河北、山西、內蒙古)	
	Northeast (Liaoning, Jilin, Heilongjiang, Dalian)	40,189
	東北(遼寧、吉林、黑龍江、大連)	
	East China (Shanghai, Jiangsu, Zhejiang, Anhui, Fujian, Jiangxi, Shandong, Ningbo, Xiamen, Qingdao)	180,083
	華東(上海、江蘇、浙江、安徽、福建、江西、山東、寧波、廈門、青島)	
	Central China (Henan, Hubei, Hunan)	81,397
	華中(河南、湖北、湖南)	
	South China (Guangdong, Guangxi, Hainan, Shenzhen)	89,633
	華南(廣東、廣西、海南、深圳)	
	Southwest (Chongqing, Sichuan, Guizhou, Yunnan, Tibet)	121,224
	西南(重慶、四川、貴州、雲南、西藏)	
	Northwest (Shaanxi, Gansu, Qinghai, Ningxia, Xinjiang)	48,028
	西北(陝西、甘肅、青海、寧夏、新疆)	
Hong Kong, Macao and Taiwan regions	Hong Kong Special Administrative Region	11,173
港澳台地區	香港特別行政區	
	Macao Special Administrative Region	139
	澳門特別行政區	
	Taiwan	1,874
	台灣地區	
Overseas		523
海外		

2 We have established a strict supplier access qualification review and management mechanism, and do not establish cooperative relations with suppliers that do not meet the standards. Supplier data includes air ticket service suppliers, accommodation service suppliers, ground transportation suppliers and administrative purchasers within the validity period of the cooperation as of the end of the Reporting Period.

2 我們已建立嚴格的供應商准入資質審核和管理機制，不與未符合標準的供應商建立合作關係。供應商數據包含截至報告期末，處於合作有效期內的機票服務供應商、住宿服務供應商、地面交通類供應商及行政類採購商。

i. Air ticket business

While selling tickets of almost all Chinese airlines and major international airlines, we use our own data capabilities to help users book the most suitable flights by providing clear and direct purchasing methods.

Safeguarding travel quality

We confirm the suppliers' business capabilities by verifying their qualifications including business licenses and International Air Transport Association licenses. During the cooperation, we check the indicators of ticketing volume, ticket issuing time, collection rate and number of complaints, and require each supplier to ensure authentic and valid tickets, active response to user' needs and no shirking of their responsibilities. We introduce monthly assessment mechanism to suppliers, and cooperate only with the high-quality air ticket suppliers based on assessment results. We have established a health indicator system to monitor the supply chain and encourage benign bidding practices among suppliers in order to promote the sound development of the market.

We require suppliers to establish an emergency response mechanism to ensure the users' smooth travel experience. We have formulated stringent penalty and compensation rules against suppliers in order to minimise infringement of users' rights and interests. We have developed the *Air Ticket Supplier Service Specifications* to specify our requirements of admission, assessment, elimination and penalty on suppliers. In 2021, we further refined our supplier service specifications. We formulated service assessment details, and defined the criteria for rewards and penalties under various scenarios. Meanwhile, in view of the high risk of travel and changing refund rules during the pandemic, we have launched a self-service enquiry widget to provide users with timely outbreak announcements and related information feeds. We have also launched products and services such as quarantine insurance and no-penalty refunds during outbreaks to help passengers reduce travel risks and losses.

The Company regularly holds suppliers' conferences to convey the direction of delivering future services and to gather relevant feedback and suggestions to improve our own platform, thereby improving our ability to provide users with sound, high-quality products and services.

i. 機票業務

我們銷售幾乎所有中國航空公司及主要國際航空公司的機票，利用自身的數據能力幫助用戶預訂適合其旅遊需要的航班，提供清晰、直觀的購買方式。

保障出行品質

我們通過審核營業執照、國際航空運輸協會許可證書等資格文件來確認供應商的業務能力，在合作過程中綜合考核供應商的票量、出票時長、回款率、投訴數量等指標，要求各供應商確保機票真實有效，積極應對需求響應，不推諉責任等。根據月度考核結果，我們對供應商優勝劣汰，始終保持與優質的機票供應商合作。我們亦建立了供應鏈結構健康度指針體系，引導供應商良性競價，推動市場秩序良性發展。

為最大程度確保用戶的順利出行，我們要求供應商建立突發事件響應機制，亦制定了嚴格的供應商處罰及賠償條例，最大程度上杜絕供應商侵害用戶權益等行為。我們通過《機票供應商服務規範》向供應商傳達上述准入、考核、淘汰及處罰等相關要求。2021年，我們進一步完善供應商服務規範，制定服務考核細項，明確各類場景下的獎罰標準。同時，針對疫情期間出行風險大、退票規則多變的情況，我們上線疫情自助查詢小工具，及時向用戶發佈疫情公告及相關推送，同時推出隔離津貼險、疫情免費退票等產品／服務，幫助旅客減低潛在的出行風險及損失。

此外，本公司也通過定期召開供應商大會向其傳達服務推進方向並聽取相關反饋及建議，共同完善自有平台，從而為用戶提供優質穩定的產品及服務。

Innovative products and services

We refresh users' travel experience through continuous innovation in air ticket products and services. The Company provides diversified services based on users' attributes, with customized value-added products and service covering all users. In 2021, we launched an innovative product called "Blind Box of Air Tickets", which offered over 40,000 routes covering more than 200 departure and arrival locations. The product cost only RMB98 and offered a one-way air ticket from a designated departure airport to a randomly chosen destination on a randomly chosen date within the next 3 to 30 days. Since its launch, it has become a trending topic with over 10 million users involved.

ii. Accommodation reservation business

We offer users a large number of hotels and alternative accommodations to meet different accommodation budgets and preferences of users. Through our mature control system for accommodation suppliers and constantly improving products and services, we continue to provide users with high-quality accommodation.

Selection of guaranteed resources

We have established strict admission criteria and carefully select suppliers based on core dimensions including business growth, merchant qualification, pricing advantage and software system. In 2021, we incorporated a "hotel service quality score" into our regular supplier assessment and rating system. We continuously monitored their service capabilities, pricing advantages, response speed to users' demands, contract compliance and fulfilment, product reputation and other indicators.

For high-quality suppliers, we irregularly offer preferential resources, such as upper sequence and brand recommendation. For unqualified suppliers, we adopt penalty and management measures such as rectification, brand delisting, business suspending, product delisting or cooperation termination. In the initial cooperation, we will set a reasonable deposit to help and to motivate distributors to achieve their annual cooperation targets and to foster a strong sense of responsibility. When there is an abnormal situation in terms of hotel booking and check-in or public opinion, we will impose penalties such as stopping the sale and deducting the deposit.

創新產品服務

我們亦通過持續的機票業務產品及服務創新，為用戶提供耳目一新的出行體驗。本公司根據用戶屬性開展差異化服務，定制差異化增值產品及服務策略，全方位覆蓋用戶。2021年，我們創新地推出「機票盲盒」產品，覆蓋出發地和目的地逾200個，航線逾40,000條，用戶只需花費人民幣98元即可獲得一張指定出發地、目的地隨機、出發日期在未來3-30天內隨機的單程機票。自上線以來，機票盲盒收獲熱烈反響，共計吸引逾千萬用戶參與。

ii. 住宿預訂業務

我們通過供應商向用戶提供大量酒店及非標住宿，以滿足用戶的不同住宿預算及喜好，通過我們成熟的住宿供應商管控體系、不斷提升的產品與服務水平，持續為用戶呈現高質量住宿房源。

優選安心房源

我們制定了嚴格的准入標準，基於業務增長、商戶資質、價格優勢和系統軟件等核心維度來綜合甄選供應商。2021年，我們將「酒店服務質量分」納入供應商定期考核評級體系，通過服務能力、價格優勢、用戶需求響應速度、合同遵守與履行、產品好評度等維度對供應商進行持續監控。

我們不定期給予優質供應商前端排序、品牌推薦等平台資源傾斜措施；對於不合格供應商，亦會進行業務溝通整改、摘牌、關停、下線和終止合作等處罰管理措施。針對首次合作的分銷商，我們會合理設置相對應的保證金，幫助和激勵分銷商實現合作的年度目標，促進分銷商形成良好的業務合作經營責任感；當出現用戶預訂、入住等方面或輿論的異常情況，亦會對其實施關停售賣、並減扣保證金等處罰。

Enhancement of travel experience

In 2021, to provide travellers with better travel experience, we prioritized displays of products with more flexible cancellation and change policies in response to regular pandemic prevention and control measures. We also developed a response process for pandemics and disasters. We closely followed suppliers' cancellation and change policy and took corresponding steps to ensure that we provided users with free cancellation and change as well as information push and order reminders. At the same time, based on the third-party payment credit system, we launched additional hotel credit booking services such as "no security deposit" and "pay on departure" on top of the "stay first, pay later" service, which eliminated the many cumbersome aspects of hotel check-in and check-out and enhanced consumers' online and offline service experience.

Delivery of brand value

At the same time, we are actively empowering our partners to help drive the industry forward. In 2021, in response to the unique challenges of the pandemic, we provided a number of promotional and supportive policies for our merchants through our online marketing toolkit "DecAbo". Meanwhile, through field visits and surveys, we discovered and explored the real challenges faced by merchants during the pandemic, and helped them further optimise their products and services to provide users with better service and improved experience.

We also organized industry events for in-depth engagement with our partners. In 2021, we organized the "Perseverance and Renewal – Riding the Waves for the Future" supplier conference to share market survey findings and discuss market trends with our hotel merchant partners.

iii. Ground transportation business

We provide online booking services for rail tickets, and provide users with supporting value-added services before, during and after travel. Besides, we provide users with domestic ferry and bus ticketing services to meet China's growing intercity traffic demand.

提升出行體驗

2021年，為向旅客提供更為優質的出行體驗，我們針對疫情常態化趨勢，對提供更為寬鬆退改政策的產品進行優先展示。我們亦制定疫情災害保障流程，確認酒店退改相關政策，並採取相應舉措，保證為用戶提供免費退改服務並進行信息推送和訂單提醒。同時，我們基於第三方支付分信用體系，在提供「先住後付」服務的基礎之上，新增上線「免擔保金」、「離店付款」酒店信用預訂服務，省去過往酒店入住及退房的諸多繁瑣環節，提升了消費者線上線下的服務體驗。

傳遞品牌價值

同時，我們積極賦能行業夥伴，助推行業發展。2021年，針對疫情特殊情況，我們通過「帶客寶」廣告業務，為服務商戶提供多項促銷扶持政策，同時通過走訪調研活動，發現和挖掘疫情下商戶的切實困難點，幫助其進一步優化產品功能和體驗流程，以更好地服務用戶。

我們亦通過舉辦行業交流活動，與合作夥伴進行深入交流。2021年，我們舉辦「堅持&新生 – 乘風破浪開創未來」供應商大會，與酒店商戶夥伴們分享市場調研結果，討論市場發展動向。

iii. 地面交通業務

我們提供火車票線上代訂服務，並為用戶提供出行前、出行中及出行後的配套增值服務。除此之外，我們亦提供國內航線的渡輪票訂購服務，及汽車票購票服務以滿足中國不斷增長的城際交通需求。

Prior to the cooperation, we investigate potential bus and ferry tickets suppliers and obtain the corresponding qualification documents to judge whether they meet the cooperation standards. To select high-quality suppliers for cooperation and secure the rights and interests of users, we have formulated a detailed supplier management specification process to control important supplier management tasks, such as supplier classification, supplier assessment management, supplier risk management, supplier customer complaints and supplier withdrawal.

In 2021, to further enhance the user experience, we set up "Love Service Desks" in train stations, mainly in the cities where important stations are located, to provide free advice, answers and guidance to all passengers. At the same time, we introduced travel insurance products for outbreaks and quarantines to help users reduce related losses and facilitate worry-free travel. Through intelligent empowerment initiatives, we worked with bus operators, hotel operators and tourist destinations to accelerate their digitalisation.

對潛在的汽車票和渡輪供應商，我們會事前展開調查，獲取相應的資格文件，以評判是否符合合作標準。我們制定了詳細的供應商管理規範流程，對供應商等級劃分、供應商考核管理、供應商風險管理、供應商客訴及供應商退出等各重要環節進行把控，甄選優質供應商進行合作，以最大程度保證用戶的權益。

2021年，為進一步提升用戶體驗，我們以重要站點所在城市為主，設置「愛心服務台」，面向站內所有旅客，提供免費諮詢、解答和引導的服務。同時，我們推出疫情險及隔離險產品，幫助用戶降低損失，助力無憂出行。此外，我們亦與更多的汽車運營商、酒店運營商及旅遊目的地合作，通過智能化賦能舉措，加速其數字化進程。

(4) Response to climate change

Please refer to the
*Tongcheng Travel Users'
Privacy Policy*

請參考《同程旅行氣候變化政策》

As we are not engaged in large-scale production activities and do not consume significant amounts of energy or produce significant emissions, we have limited exposure to climate-driven transition risks related to policies, regulations, technologies, markets and reputation. During the Reporting Period, the Company identified and assessed the significant climate-related risks and took corresponding countermeasures.

We continue to focus on the impacts on our business from climate change and climate-related changes in domestic and foreign laws and regulations. We have established an ESG Committee at Board level to review and assess ESG-related issues, to actively identify climate change-related risks and opportunities, and to formulate measures to address these challenges.

我們持續關注氣候變化趨勢、國內外法規演變對業務運營的影響。我們已於董事會層面成立ESG委員會，對ESG相關事宜進行審視與評估，積極識別本公司在氣候變化所面臨的風險與機遇，制定相關應對措施，應對氣候變化相關挑戰。

本公司業務運營過程不涉及大規模生產活動，故面臨來自政策、法規、技術、市場、聲譽等氣候轉型的風險較低。報告期內，本公司對氣候變化相關的重大風險進行識別評估，並採取了相應應對措施。

(4) 應對氣候變化

Major climate risk
主要氣候風險

Extreme weather
極端天氣

Potential impact

潛在影響

Extreme weather, e.g., typhoons and rainstorms, poses the most significant physical risk to the Company's business operations.

經評估，極端天氣是本公司面臨的主要實體風險，颱風、暴雨等極端天氣會對我們的業務運營帶來潛在的影響。

Our business provides users with travel solutions such as transportation and accommodation, increased frequency of extreme weather events would result in increased frequency of cancellations of and changes to users' business trips or an increase in travel safety risks. These could result in lower revenue and higher operating costs for our business.

由於我們的業務主要為用戶提供交通、住宿等出行解決方案，因此若極端氣候事件發生頻率增高，導致未來用戶差旅行程頻繁取消／更改，或出行安全風險增大時，我們將面臨營收下降及經營成本上升的風險。

How we address the risk

應對方式

We have developed the *Tongcheng Travel Climate Change Policy* to mitigate the impacts of climate change on our operations and to strengthen our resilience. To limit the impact on our business operations and ensure users' travel safety and convenience, each of the Company's business segments has established emergency procedures and response mechanisms for typhoons and other extreme weather events, and has clarified the relevant responsibilities for business partners, customer service, platforms and market in case of emergency.

我們制定《同程旅行氣候變化政策》，致力於適應、減緩氣候變化與本公司經營業務的互相影響，加強應對氣候變化的抗禦能力。同時，公司各業務版塊針對颱風等極端天氣建立了相應的災害保障應對流程及響應機制，明確緊急事件下業務方、合作方、客服、平台、市場端多方的響應職責，以減緩不可抗自然因素對業務運營的影響，保證用戶出行的安全及便捷。

(5) Top-notch services and supreme experience

The Company lays great emphasis on enhancing communication with users and offering excellent customer services. We strictly observe applicable laws and regulations such as the *Law of the People's Republic of China on the Protection of Consumers' Rights and Interests* and the *E-Commerce Law of the People's Republic of China*. With the slogan of "One-stop Service with Quick Response and Warm Attitude", the Customer Service Centre offers real time and efficient customer service to our users, working faithfully to practice our Company vision of "Becoming the Most Trustworthy Travel Platform".

In 2021, we resolved a total of 2,973 customer complaints³. We have established a comprehensive complaint management system and we continue to optimise internal management while resolving complaints.

i. System construction

We set up the Customer Service Centre Service Committee and established a top-down management structure, with an aim to provide supreme service experience for our users. We have obtained the certificate of International Customer Service Standardization Certification Body (COPC Inc.). Meanwhile, we introduced a project management approach, namely 6-Sigma management approach, through which our systems, procedures, personnel and services have been optimised and perfected in a scientific way. In 2021, based on the core principles of the Project Management Professional ("PMP") Certification, we built an internal PMP management model and promoted several related projects to further improve internal project management capabilities, contributing to continued improvement of our users' service experience.

(5) 服務匠心 王牌體驗

本公司注重加強與用戶的溝通並提供優質的用戶服務。我們嚴格遵守《中華人民共和國消費者權益保護法》、《中華人民共和國電子商務法》等適用的法律法規，圍繞「成為最值得信賴的旅行平台」這一願景，客服中心以「一站式、快響應、暖服務」的服務口號，向廣大用戶提供實時高效的客戶服務。

2021年，我們共計解決客戶有效投訴2,973起³。我們已建立良好的投訴管理體系，在解決投訴的同時，不斷優化內部管理。

i. 體系建設

我們建立客服中心服務委員會，建立自上而下的管理架構體系，旨在為我們的用戶提供最高的服務體驗。本公司已通過國際客戶服務標準化認證機構COPC Inc.的認證，並導入六西格瑪管理，以科學的項目管理方式不斷對系統、流程、人員、服務進行優化完善。2021年，我們萃取項目管理專業人士資格認證（「PMP」）核心原則，構建內部PMP管理模式，推進多個相關項目，進一步提高內部項目管理能力，為用戶打造極致的服務體驗。

³ The data source is from third-party complaint platform.

³ 本數據為第三方投訴平台口徑數據。

Taking various customer service scenarios into consideration, the Customer Service Centre formulated corresponding handling procedures and rhetoric and incorporated them into the *Customer Service Centre Standard Operating Procedures*, which now have included nearly 1,000 suggested procedures and rhetoric covering all functional posts, hundreds of suggested rhetoric regarding public regulations as well as hundreds of standard cases covering all functional posts; and it is still in continuous optimization, calibration and perfection. In combination with our quality inspection mechanism and key performance indicators for customer service staff, we have established a career growth plan targeted at all customer service staff. By means of intelligent techniques (i.e., incorporating the results of quality inspection defects, index screening of satisfaction impact), we send notifications of learning playlists and tests to customer service staff to help them improve their service level.

ii. *Top-notch services*

Intelligent service

We introduced more intelligent means into customer services. The Customer Service Centre has been equipped with intelligent quality sampling methods such as emotion detection, speech speed detection, and online scoring based on voice-translated text, to comprehensively assess and monitor the quality of service provided by the customer service personnel, thus improving the efficiency of quality control and customer service. We launched an intelligent navigation system, which integrates the voice interaction function of robots into the service hotline to provide users with order inquiry and order processing services, which enabled us to deal with order processing in multiple layers. We also built an assistance system to address the pain points of Customer Service Centre with multiple functions (i.e., conversational intention recognition, real-time intelligent operation reminders, etc.) for staff in Customer Service Centre to improve service quality.

In 2021, we continued to enhance the scenario coverage of intelligent service with intelligent navigation and intelligent outgoing calls. We maintained and optimised intelligent services through customer surveys, sample testing and offline feedback to improve the overall resolution rate. In addition, we continued to introduce online intelligent tools in our customer service scenarios to further enhance efficiency and reduce the pressure of manual enquiries.

客服中心建立了完整的《客服中心標準作業程序》，針對不同的客服場景進行分析，制定相應的處理流程及建議話術，其中已包含近千條全職能知識類、數百條全職能公共規範類和全職能標準案例，並仍在不斷進行優化、校準與完善。結合質檢機制及客服人員的業務指標，我們建立了覆蓋全體客服人員的員工成長系統，通過聯動質檢缺陷、滿意度影響指標篩查等智能手段定向推送學習單和考試單，幫助員工針對性學習，提升服務水平。

ii. *匠心服務*

智能化服務手段

我們將智能化手段引入客戶服務環節中，建立了情緒偵測、語速偵測、語音轉譯文本在線評分等智能化質檢抽樣方式，對客服人員的服務質量進行全方位評估及監控，提升質量監控及客戶服務效率。我們通過智能導航系統，將智能機器人語音交互接入服務熱線，為用戶提供訂單查詢及處理服務，實現了多層交互的訂單處理場景。我們還針對客服中心面臨的痛點打造了人員輔助系統，集成會話意圖識別、實時智能操作提醒等功能，提升服務質量。

2021年，我們持續推進智能導航和智能外呼的智能化服務場景覆蓋，並通過客戶調研、抽測、線下反饋等維護優化智能服務，提升整體解決率。此外，我們繼續在客戶服務場景中引入線上智能工具，進一步提升處理效率，降低人工諮詢壓力。

Real-time early warning and monitoring of risky sessions

風險會話實時預警監控

Used intelligent assistants to achieve real-time monitoring of risky sessions, such as those involving third parties, public opinion and service attitude; realized the change from offline service mode to online service mode, manual service to system service, resulting in an internal manpower saving of 0.5 person per day and 22% reduction in risky session hits.

通過智能助手對三方、輿情、服務態度類等會話實時監控，模式上實現由線下轉線上、人工轉系統的變更，對內節約人力0.5人力／天，功能上線後的風險會話命中量降低22%。

Intelligent application of session closing

智能會話小結應用

Replaced intelligent notification of call-closing with manual service, which reduced employee operation costs and saved 6s per session. It also shortened the orientation period for new employees, and enabled users to consult in multiple scenarios.

通過智能推送小結替代人工選擇小結，降低員工操作費力度，會話處理時長節約6秒／個，縮短新人上手週期，實現用戶多場景諮詢。

“Stressing cases” empowering application

「委屈件」賦能應用

Through intelligent identification, real-time empowerment reminders were sent to personnel with high emotional stress in customer service and those without handling skills for high-risk communication scenarios; the survey results showed that 91.6% of respondents viewed the reminder as an effective way to relieve emotional stress.

應通過智能識別，對溝通中客服情緒壓力大、高危場景無處理技巧的人員進行實時賦能提醒；調研結果顯示91.6%的受訪人員反饋推送能夠有效緩解情緒壓力。

Barrier-free transformation for the aged

As one of the first enterprises to respond to the Ministry of Industry and Information Technology's special project “barrier-free transformation of internet application for the aged”, we actively utilize our platform and technical capabilities to create products and services that are suitable for people with special needs and meet the travel needs of special groups such as the elderly and the disabled.

Case: Sign language customer service

We have set up sign language customer service for people with hearing impairments. On one hand, we have exclusive member service for hearing-impaired persons in our customer service portal and provide sign-language videos for common enquiries on all business lines and membership categories. At the same time, we have set up a certification for hearing-impaired persons to enable access to an exclusive video customer service for online enquiries.

適老化及無障礙改造

作為首批響應工信部「互聯網應用適老化和無障礙改造專項行動」的企業單位之一，我們積極利用自身平台優勢及技術優勢，打造適合特需人群的產品和服務體系，滿足老年人及殘障人士等特殊群體的出行需求。

案例：手語客服

我們為聽障群體開設了手語客服服務。一方面，我們在客服端開設「聽障專屬會員服務」，提供全業務線及會員類常見諮詢問題的手語視頻；另一方面，我們開設了聽障人士認證，為通過認證的聽障人士提供專屬的視頻客服服務渠道，便利其進行線上相關服務諮詢。

Case: Elder-friendly mode

After fully considering the travel preferences of elderly users, we have optimised our website to facilitate online route navigation and travel booking for this demographic group. Elderly users can click on Elong's barrier-free portal to get a row of prominent functions on the interface, such as sound on/off, speech speed adjustment and font-size scaling. The whole interface is clearly lettered, simple and easy to operate.

iii. Feedback improvement

We actively carry out the assessment of user experience and take users' feedback as a driver for the improvement of our products and services. Specifically, feedback and requirements from users are collected, upon which analysis and special reports are formed to guide the operation and improvement of our business, so as to ultimately achieve the goal of improving user experience. We occasionally conduct customer satisfaction surveys. In 2021, we collected customer satisfaction feedback over a variety of dimensions and via multiple channels. We explored customer pain points and drove improvements from customer complaints, customer feedback, third-party complaints, robot reviews and net promoter score. We also carried out targeted thematic analysis through high-frequency scenarios of customer dissatisfaction and tail-end groups to improve customer experience.

As a bridge connecting business and users, the Customer Service Centre is a window to intuitively obtain users' feelings. We set up a variety of channels to collect existing pain points from all customer service staff and strive to establish a closed-loop management of products, processes and systems driven by users' feedback. Employees can submit their findings of the existing system's process defects via the activity of "Experiencing Flagship Products". Such findings will be specifically analysed, categorized and solved by a specific project team. In 2021, we further developed "Experiencing Flagship Products" activities through various formats, including knowledge quizzes, fun competitions, team competitions and award ceremonies to enhance new employees' familiarity with flagship feedback, motivate customer service employees for flagship feedback, and enhance team cohesion, thereby improving the customer service experience. In 2021 there were 5,068 flagship feedback cases.

案例：老年模式

在充分考慮老年群體的出行特點後，我們對網站進行了適老設計改造，便利該人群進行線上的線路風光瀏覽和出行預訂。老年用戶可通過點擊藝龍旅行網的無障礙服務，在界面上獲得一系列醒目按鈕，包含聲音開關、語速調整、字號縮放等功能，整個界面字體清晰、簡潔易操作。

iii. 反饋提升

我們主動開展用戶體驗缺陷管理，收集用戶的真實反饋和要求作為突破口和發力點，分析形成專題報告指導業務開展及改進，最終達到改善用戶體驗的目的，由用戶的聲音驅動產品和服務提升。我們定期開展用戶滿意度調查。2021年，我們通過多維度、多條線了解客戶體驗的滿意度情況，從客戶投訴、客戶意見反饋、三方投訴、機器人評價、客戶淨推薦值等維度挖掘客戶痛點並推動改善。我們亦通過客戶反饋的不滿意高頻場景及尾端組別進行針對性專題分析，著力提升客戶體驗。

客服中心作為連接業務與用戶的橋樑，是直觀獲取用戶感受的窗口，我們建立多種渠道面向全體客服收集現有痛點，致力於讓用戶的反饋驅動產品、流程、系統的全鏈路閉環管理。通過「王牌體驗」活動，員工可提交現有系統的流程痛點，並由項目團隊進行專項分析聚類，深入管控及統一解決。2021年，我們進一步開發「王牌體驗」系列活動模式，通過知識搶答、趣味競賽、團隊賽、頒獎典禮等多樣形式，提升新員工對於王牌反饋熟練度、調動客服員工對於王牌反饋的積極性、增強團隊凝聚力，進而提升客戶服務體驗。2021年，王牌反饋量達5,068起。

We continued to hold “Feel for Our Users and Provide Supreme Experience”-themed activities to listen to users’ opinions. We invited the Company’s senior management, business group leaders and other relevant employees (from product, operations and activities departments) to go to the front line and listen to customers’ voices. Due to pandemic-related restrictions, we added an online “hands-on” listening system in 2021 to enable remote listening in real time to gather information on customers’ pain points and difficulties in a timely manner and facilitate regular optimisation. During the Reporting Period, 41 of these activities were held, with over 700 participants. A total of 475 issues were identified, of which 40% were rectified.

iv. Cultivating culture

We launched various activities, such as “WOW Service Popular King” and “WOW Service Star”, to promote culture of systematic customer service among customer service personnel and thereby constantly enhance their sense of identity and mission of building the “WOW Service”. We believe that a good working atmosphere would greatly improve the service quality provided by customer service personnel. Thus, the Customer Service Centre pushed forward with an organisational capability improvement project named “Making Service WOW”, of which W stands for wonderful, O for users’ smiling faces and W for warm, aiming to deliver services that make users cheer with WOW. In 2021, we further promoted the WOW service projects and created a WOW atmosphere. In order to build the WOW service with employees together, we continued to enhance the professional knowledge of our customer service personnel through multiple channels and approaches, including online and offline campaigns, service skills training and professional knowledge push.

我們開展「匠心比心，極致體驗」——「親」聽客戶聲音活動，邀請公司高層、各事業群管理層幹部以及相關業務人員（產品、運營、活動）親自走進一線，傾聽客戶心聲。因受疫情影響，我們於2021年度新增線上「親」聽系統，實現遠程線上實時「親」聽，及時收集客戶的痛點以及難點，定期優化改進。報告週期內，共計舉辦41場「親」聽活動，參與人數700餘人，發現問題475例，其中40%已完成改進。

iv. 文化建設

我們開展「WOW服務人氣王」和「WOW服務之星」等系列活動，對系統化服務文化進行倡導，持續增強著全體客服人員打造「WOW服務」的認同感及使命感。我們相信，良好的企業氛圍營造將大幅提升客服人員的服務質量。客服中心推行「讓服務WOW」組織能力提升項目，其中W代表Wonderful，O代表用戶的笑臉，W代表Warm，旨在提供令用戶尖叫的服務。2021年，我們進一步推動WOW服務活動的展開，營造WOW氛圍。我們通過線上及線下活動宣傳、服務技巧與知識推送等方式，以多渠道和形式多樣性來持續提升客服人員的服務知識儲備，攜手共同打造WOW服務。

(6) Marketing transparency and publicity compliance

With emphasis on the management of advertising and visual identity, we strictly follow the *Advertising Law of the People's Republic of China* to establish internal copywriting standards, and strive to stay true and accurate based on the principle of "Concise and Simple". We have implemented the compliance auditing of advertising and promotional materials in accordance with policies such as the *Internal Audit Process for Advertising and Publicity*, requiring the contents to comply with relevant laws and regulations and respect the intellectual property rights of others. We have also established a unified visual identity system in accordance with the *Tongcheng Travel Colour Standard System and Specifications* to enhance the brand recognition.

In 2021, in order to promote brand strategy and strengthen brand consistency, we conducted field visits and collected feedback on the *Tongcheng Travel Brand VI Specification*. We then completed the collation and iterative upgrade of the Company's brand VI specification, and applied to the Company and each business segments. At the same time, we clarified the norms relating to the external use of the Company's brand image and launched an online review system to implement the norms. We also iterated our existing ad review system and developed an ad placement review system to help improve review efficiency.

We have also established principles of public relations management and of public opinion emergency response to manage media relations. We made continuous efforts to build a positive corporate image as well as improving our corporate recognition, reputation and compatibility. Meanwhile, we actively promote the development of the industry. As an important board member of the China Advertising Association, we actively participate in various activities organised by the Association, as well as attending various trainings, forums and lectures as event experts or judges and speakers, so as to promote a positive, healthy, and scientific development of the advertising industry.

(6) 透明營銷 合規宣傳

我們注重廣告宣傳及視覺標誌管理，嚴格依照《中華人民共和國廣告法》制定內部文案標準，以「簡短樸素」的原則，力求真實、表義精確。我們制定了《廣告發佈內部審核流程》等制度落實廣宣物材料合規審核，要求其內容遵守相關法律法規，尊重他人知識產權。我們亦通過《同程旅行色標體系與規範》建立統一的視覺標識體系，提升品牌的辨識度。

2021年，為推動品牌戰略推廣、強化品牌一致性，我們針對《同程旅行品牌VI規範》進行業務走訪及使用意見徵集，完成公司品牌VI規範的整理和迭代升級，賦能公司及業務使用。同時，我們上線線上審核系統，明確公司品牌形象對外輸出的相關規範。我們亦對原有廣告審核系統進行迭代，研發廣告投放審核系統，幫助審核廣告投放內容，提升業務審核效率。

我們亦建立公共關係管理原則及突發輿情危機事件應急處理原則，以維護管理媒體關係，堅持營造正面企業形象，持續提高企業認知度、美譽度與和諧度。同時，我們積極推動行業發展，作為中國廣告協會重要理事成員，主動參與協會舉辦的各類活動，並作為活動專家、評委、演講嘉賓出席各類培訓、論壇、講座，推動廣告行業正向、健康、科學發展。

(7) Protecting intellectual property

In order to promote technological innovation and strengthen core competence, we maintain and manage the intellectual property in strict accordance with the *Copyright Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China* and the *Patent Law of the People's Republic of China*. We have also established the *Incentive Mechanism for Special Projects and Patents* to fully stimulate the enthusiasm and creativity of all employees. Under the mechanism, bonuses or honours will be awarded for achievements and inventions of employees.

We have established a comprehensive maintenance mechanism for intellectual property protection. Any suspected infringement will be reported to the Legal Centre for examination. If the infringement is confirmed, the Legal Centre will require the infringer to cease his infringement action and make compensation; if the infringement constitutes a major one, we will safeguard our legal rights through legal means. We have specified the same strict requirements for intellectual property management in contractual terms to restrict the related action of our partners. We have built an intellectual property management system to manage the use of pictures, fonts, audios, videos and trademarks in the operational process of the Company in an all-round manner, so as to improve the management of intellectual property.

In 2021, we reviewed and upgraded our intellectual property management system to optimise approval processes. We launched a system to review and screen content output on new media platforms. We also improved our trademark authorisation system and worked towards establishing a brand management system. A communication and liaison mechanism was set up through the marketing committee, which brought forward post-event management to pre-event and in-process stages. To reduce and avoid intellectual property-related risks, we also carried out employee trainings during the reporting period to internally publicise and implement relevant management systems and compliance scenarios.

(7) 保護知識產權

為促進技術創新，強化核心競爭力，我們嚴格依據《中華人民共和國著作權法》、《中華人民共和國商標法》及《中華人民共和國專利法》對知識產權進行維護及管理，亦通過《專利專項激勵規範管理機制》充分調動全體員工的積極性及創造性，對員工的發明成果進行獎金及榮譽獎勵。

我們已建立完備的知識產權維護機制，任何可能涉及侵權的事件均會被上報至法務中心，並由法務中心部進行侵權對比，若確實發生，即要求侵權方停止侵權行為並賠償；如屬重大侵權事件，我們將通過司法途徑維護合法權益。我們以同樣嚴格的知識產權管理要求來約束我們的合作夥伴，並在相關合作條款中予以明確。我們已搭建知識產權管理平台，全面管理本公司運營過程中需要的圖片、字體、音頻、視頻、商標等，提升知識產權管理的規範性。

2021年，我們對知識產權管理系統進行覆核升級，優化審批流程；上線新媒體賬號登記平台，對涉及內容輸出的新媒體平台進行了收集和篩查。我們亦完善商標授權制度，推動品牌制度管理體系的搭建。通過營銷委員會搭建了溝通聯絡機制，將事後管理提前到事前和事中。我們亦於報告期內開展員工培訓，對相關管理制度及合規使用場景進行宣貫，減少及避免知識產權相關風險。

BUSINESS ETHICS AND ANTI-CORRUPTION

商業道德及反貪污

**Please refer to the
*Tongcheng Travel
Sunshine Code of Conduct***

請參考《同程旅行陽光行為準則》

We have always adhered to the value of “Integrity and Honesty – Stand firm on the bottom line, Being Simple and Honest”. We regard the business philosophy of compliance and efficiency as the foundation of quality service, and established a sound risk prevention and control mechanism. In all aspects of business operations, we practice high-level ethical standards.

我們堅持「正直誠信－堅守底線，簡單正直」的價值觀，將合規高效的經營理念視作高質量服務的基礎，通過建立良好的風險防控機制，在業務經營的各方面踐行高道德標準。

We strictly comply with laws and regulations such as the *Criminal Law of the People’s Republic of China*, the *Anti-Unfair Competition Law of the People’s Republic of China* and the *Company Law of the People’s Republic of China* concerning duty encroachment, bribery, extortion, fraud and money laundering. We have zero tolerance for any form of corruption and have set up the Discipline Inspection and Supervision Committee as an implementation agency to handle relevant affairs.

我們嚴格遵守《中華人民共和國刑法》、《中華人民共和國反不正當競爭法》和《中華人民共和國公司法》等法律法規中關於職務侵佔、防止賄賂、勒索、欺詐及洗黑錢的相關規定，對於任何形式的腐敗採取零容忍的態度，並設立紀檢監察委員會作為管理相關事務的執行機構。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告

We have actively created a good corporate atmosphere of honesty, diligence and dedication. The internal policies, such as the *Tongcheng Travel Sunshine Code of Conduct* and the *Measures for the Work of the Disciplinary Inspection and Supervision Committee*, cover all employees and business lines of the Company, and clearly stipulate that employees are forbidden from behaviours such as deception, improper profit, fraud and breaches of confidentiality. We have established sound reporting channels and corresponding procedures. Employees and external personnel can report violations of professional ethics or related incidents through e-mails, hotlines. If the allegation is confirmed after investigation, the incident will be dealt in a serious manner in accordance with the *Detailed Rules for the Implementation Disciplinary Punishment*. For acts constituting illegal and criminal offences, such cases will be transferred to the judicial organs for further processing, and related announcements will be made within the company. We have developed the *Whistleblowing Implementation Measures and the Whistle-blower and Measures for Protecting and Rewarding Whistleblowers and Witnesses* to clarify the process of handling whistleblowing, the protection measures for whistle-blowers and reward mechanism. We provide necessary protection for whistle-blowers in accordance with the relevant laws and regulations as well as the Company's rules and regulations. Verified acts of retaliation will be dealt seriously. Additionally, we offer multiple safeguards for suppliers and other partners who proactively report clues to violations of laws and regulations. We strengthened the protection for whistle-blowers and witnesses. We encouraged suppliers, partners and other stakeholders to actively report corruption, position embezzlement and other violations of laws and regulations that infringe on the company's interests. All these efforts were aimed at consolidating the construction of the company's integrity culture.

We conduct annual ethics audits in all business operation processes and business segments. During the Reporting Period, the Company carried out a total of 8 special inspections, including inspections on travel reimbursement, commercial conflicts of interest and bidding and tendering, covering all business lines and middle and back offices. During the Reporting Period, a total of 2 cases involving staff of the Company were taken to the competent judicial authority, and as at the Latest Practicable Date both cases are under investigation. In response to the violations, the Company reacted swiftly and carried out self-correction actions on high-risk issues during the Reporting Period. We also initiated the optimisation of relevant procedures and policies, and preached to all employees about the consequences of the fraudulent behaviours.

我們積極樹立廉潔、勤勉、敬業的良好企業氛圍，制定《同程旅行陽光行為準則》《紀檢監察委員會工作辦法》等一系列管理制度，覆蓋公司全體員工及業務條線，明確杜絕員工弄虛作假、不當獲利、行為舞弊、洩露機密等行為。我們亦建立了完善的舉報渠道及處理流程，員工及外部相關人員可通過舉報電郵、電話等途徑舉報違反職業道德的行為或相關事件。調查屬實後，我們將依據《違紀處罰實施細則》進行嚴肅處理，對於構成違法犯罪行為，將移送公安司法機關處理，並在公司內部進行結果公示。我們制定《舉報工作實施辦法》及《舉報人、證人保護及獎勵辦法》，明確舉報工作處理流程、舉報人的保護舉措及獎勵機制。我們依據相關法律法規和公司規章制度對舉報人提供必要的保護，對於經核實的打擊報復行為進行嚴肅處理。此外，我們對主動舉報違法違規線索的供應商及其他合作夥伴亦提供多重保障，加強對舉報人、證人的保護，鼓勵供應商、合作夥伴及其他利益相關方積極舉報腐敗、職務侵佔等侵害公司利益的違法違規行為，鞏固公司誠信廉潔文化體系建設。

我們每年度開展針對所有業務運營點及業務環節的商業道德審計工作。報告期內，本公司共計開展8個專項核查，包含差旅費報銷督查專項、商業利益衝突核查專項、招投標督查專項等，覆蓋全部業務線及中後台部門。報告期內，本公司共計2起涉及員工的案件移交司法處置，截至最後實際可行日期兩起案件均在調查中。針對發生的違規事件，本公司迅速反應，針對已查處的舞弊行為及後果進行全員宣講，並啟動相關流程及制度的優化工作，於報告期內針對高風險問題開展自查自糾行動。

We attach great importance to the development of a culture of integrity through multiple channels and approaches, aiming to create a working atmosphere of compliance, honesty and self-discipline. We have designated “November 11th” of each year as the “Integrity and Self-discipline Day”. Besides, we spare no efforts to deliver the values of integrity and self-discipline to each employee through multiple means such as tabloids of integrity, integrity emoji and integrity IP products to create a cultural atmosphere of integrity and self-discipline. We also lay emphasis on the publicity and implementation of integrity awareness in governing body. We regularly provide integrity trainings and distribute business ethics materials to all Board members each year to build a sound integrity education mechanism. During the Reporting Period, we continued to carry out activities such as “Integrity Talks”, “Integrity Lecture” and “Integrity Day Activity”, covering all employees.

我們十分重視廉潔文化的建設，通過多渠道多形式的方式，營造遵規守紀、廉潔自律的工作氛圍。我們構建完善的廉潔教育宣貫機制，將每年的「11月11日」定為「廉潔自律日」，並定期發放商業道德意識宣貫材料。我們通過發佈廉潔小報、廉潔表情包、廉潔文化週邊等多種方式，致力將正直誠信、廉潔自律的價值觀傳遞給每一位員工。我們亦重視管治機構的廉潔意識宣貫，於每年度內定期向全體董事會成員提供董事誠信廉潔培訓。報告期內，我們延續開展「應用廉潔談話」、「廉潔小課堂」、「廉潔日活動」等多種活動，綜合覆蓋100%在職員工。



Tabloids on integrity
廉潔小報

We have joined the China Enterprise Anti-fraud Alliance and the Trust & Integrity Enterprise Alliance. We cooperate with various members of the Alliances to fight against corruption in multiple fronts. We share the information of dishonest personnel and of dishonest enterprises, as well as anti-corruption cases and investigative techniques. We jointly fulfil commitments to anti-corruption and facilitate co-investigation of anti-corruptions. Together, we aim to promote the healthy development of the industry.

SUPPLIER MANAGEMENT

In addition to cooperation with various travel service suppliers (see product responsibility for details), we are also involved in the procurement of outsourcing services, information technology equipment and office supplies in our business operation. Selecting such suppliers also affects our business operation to a profound extent. We have established a sound mechanism of selection, assessment and management as well as having implemented relevant requirements in the *Purchasing Management System*, the *Guidelines for Purchasing Operations* and the *Purchasing Bidding Specification*. In 2021, we issued the *Supplier Management Policy* and further clarified the management rules in areas such as supplier price management, resource sharing and performance assessment. We also published templates such as supplier catalogues, blacklists and competency survey forms to help standardise and streamline these management practices.

We set different qualification requirements for different suppliers and maintain supplier catalogues. When selecting new suppliers, we will conduct online review on all candidates, while carrying out field inspections on some high-risk suppliers. In order to ensure the service quality, the Procurement Department will evaluate and assess suppliers regarding quality of delivery, products and services based on comments from user departments. In 2021, we launched the supplier relationship management system, which integrated functions such as self-service information input by suppliers, introduction and withdrawal of suppliers, as well as classification and performance assessment of suppliers, thus achieving the whole process management of supply chain relationships.

我們已加入中國企業反舞弊聯盟及陽光誠信聯盟，通過共享失信人員和失信企業信息、共同踐行反腐承諾、拒不錄用失信人員、分享反舞弊調查案例及方法、促成企業間的聯合反腐調查等方式，與眾多聯盟成員參與行業反腐共治，推動行業向陽發展。

供應商管理

除涉及各類旅遊服務產品供應商外（詳見產品責任），本公司在業務運營中亦會涉及到外包服務、信息科技設備和辦公物資等後台支持類的採購需求，此類供應商的選擇亦對同程旅行的業務運營有深刻影響。我們已建立完善的甄選、考核及管理機制，並在《採購管理制度》、《採購操作指引》及《採購招投標規範》等制度中落實相關要求。2021年，我們發佈《供應商管理制度》，進一步明確如供應商價格管理、資源共享、績效考核等各方面的管理細則。我們亦同時發佈供應商目錄、黑名單、能力調研表等模板，幫助上述管理實踐實現標準化、流程化。

我們針對不同品類的供應商設置不同的資格要求，建立供應商目錄，在甄選新供應商入庫時，對供應商進行在線審核，並對部分風險較高的供應商進行實地考察。為保證供應商所提供服務的質量，採購部門會綜合使用部門的意見，對供應商的交付情況、產品質量、服務質量等方面進行評估及考核。2021年，我們上線供應鏈關係管理系統，集成供應商自主錄入、供應商引入、供應商分類、供應商績效考核、供應商退出等功能，實現供應鏈關係的全流程管理。

The Company has been committed to creating a procurement environment with integrity and transparency. We monitor every stage of bidding activities through a series of initiatives such as pre-event inspection, sampling inspection and bid-loss surveys. We also sign anti-bribery agreements with all suppliers. We inform our suppliers of the Company's anti-corruption policies and provide trainings to all suppliers and key procurement employees, so as to raise their integrity awareness. During the Reporting Period, we conducted special trainings for employees in the procurement line and issued integrity practitioner certificates to those who passed the training.

We pay close attention to the environmental and social risks in each part of the supply chain. We have formulated the *Supplier Evaluation Scheme Focusing on Social and Environmental Risks*, which serves as a vital basis for selecting suppliers. We also sign relevant agreements with our suppliers and outsourcing service suppliers to require compliance with laws and regulations concerning employment, safety and health. We assess and evaluate their social risks including their employees' living and working conditions, employment practices and turnover rate as well as hardware and workplace safety. All the identified risk matters will be required to rectify. We also require suppliers to comply with all applicable laws and regulations pertinent to employment, safety and health. Meanwhile, we have established a quality supplier club named TE-Club and provide incentives to outstanding suppliers in an effort to promote the positive development of the industry. We also advocate that suppliers actively adopt environmentally friendly products, reduce the carbon footprint generated in the process of operation, and give priority to cooperating with environmentally conscious suppliers to jointly build a sustainable supply chain.

WORKPLACES

Human resources are the most valuable resource to Tongcheng Travel and constitute the cornerstone of the Company's business development. We strictly abide by relevant laws and regulations including the *Labour Law of the People's Republic of China* and the *Labour Contract Law of the People's Republic of China*, including but not limited to laws and regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity and other benefits and welfare, preventing child and forced labour, and safeguard the basic legal rights and interests of employees. We provide employees with a fair, diverse and healthy working environment, and establish a good and harmonious labour relationship with them. Under the direction of "Pursuing Spirits of Innovation and Enterprise", we have established a training system that facilitates employees' career development and the Company's growth together with employees.

本公司致力於打造廉潔、透明的採購環境。我們通過事前審查、產品抽檢、落標回訪等一系列舉措對招投標各環節進行監督，並與公司所有合作供應商簽署反賄賂協議；我們亦通過對供應商及公司重點採購人員進行培訓，告知我們的反貪腐合規政策，宣貫廉潔意識。報告期內，我們針對採購條線員工開展專項培訓，並為通過培訓的成員頒發廉潔從業培訓合格證。

我們積極關注供應鏈各環節的環境及社會風險，建立《供應商社會及環境風險的供應商評標方案》作為選擇供應商的重要依據。我們亦與供應商及外包商簽署相關協議，對其員工生活及工作環境、僱傭常規及人員流失率、硬件及辦公場所安全等社會風險進行考核和評估，並對識別的風險事項進行整改督促，要求其遵守所有適用的僱傭、安全及健康等相關法律法規。同時，我們成立了優質供應商俱樂部TE-Club，對優秀供應商進行激勵反饋，促進行業正向發展。我們亦宣導供應商積極採用環保產品、減少運營過程中產生的碳足跡，優先與注重環保意識的供應商進行合作，共同建設可持續供應鏈。

工作場所

人力資源是同程旅行最寶貴的資源，是我們業務發展的基石。我們嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等包括但不限於有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化和其他待遇及福利、禁止童工及強制勞動的法律法規，保障員工的基本合法權益，為員工提供公平、多元、健康的工作環境，與其建立良好和諧的勞動關係，並在「創新進取」的價值觀領導下，打造與時俱進的培訓體系助力員工的職業發展，與員工共同成長。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 環境、社會及管治報告

During the Reporting Period, our efforts in human resources management were recognised by job seekers, employees and the society, and won several awards.

報告期內，我們的人力資源管理工作也獲得了求職者、僱員及社會的認可，榮獲多個獎項。

Awards 獎項

Issued by 頒發機構

China's Best Employers-School Recruitment Case Award

中國年度最佳僱主－校招案例獎

Zhaopin.com

智聯招聘

Most Influential Employer

最具影響力僱主

haitou.cc

海投網

Most Talent-appreciated Employer-The Raft of King

最愛人才僱主－王者之舟

zhipin.com

Boss直聘

2021 Top Human Resources Management Awards

2021人力資源管理傑出獎

51job.com

前程無憂

(1) Create a fair employment environment

We have built a new pattern of labour relations under the value of "employee orientation, consideration of common interests, mutual benefit and collaborative development". We have strictly abide by applicable laws and regulations of our operation locations, to ensure employee benefits and to enhance healthy development of the enterprise.

We have issued the *Tongcheng Travel Human Rights Statement* to encourage our employees, partners and other stakeholders to join us in promoting human rights safeguards.

As of the end of the Reporting Period, the Company had a total of 5,339 full-time employees and no part-time employees were hired. Among them, the proportion of male and female employees is 52.54% and 47.46% respectively, the Han nationality and other ethnic minorities accounted for 97.62% and 2.38% respectively, and the proportion of male and female in management is 56.82% and 43.18% respectively.

(1) 打造公平僱傭環境

我們建立了「以人為本、利益兼顧、互利共贏、共同發展」的企業新型勞動關係，嚴格遵守運營所在地的相關法律法規，促進員工權益的實現和企業的健康發展。

我們發佈了《同程旅行人權聲明》，鼓勵我們的員工、合作夥伴及其他利益相關方與我們一同推動人權保障工作。

截至報告期末，本公司共有5,339名全職員工，其中男女員工佔比分別為52.54%及47.46%，漢族及少數民族員工佔比分別為97.62%及2.38%，管理層中男性及女性佔比分別為56.82%及43.18%。

Workforce Structure Indicators	僱員結構指針	2021 2021年總數(人)
Total	總計	5,339
By gender	按性別劃分	
Male	男性	2,805
Female	女性	2,534
By employment type	按僱傭類型分	
Full-time	全職	5,339
Part-time	兼職	0
By age	按年齡劃分	
Under 30 years old	30歲以下	2,624
30-50 years old	30-50歲	2,710
Over 50 years old	50歲以上	5
By geographical region	按地域劃分	
Suzhou	蘇州	2,459
Beijing	北京	654
Hefei	合肥	1,087
Other regions	其他地區	1,139

i. Recruitment

Adhering to the criteria of “being innovative, enterprising and responsible with integrity, curiosity and dreams”, we attract talents with excellent skills and great work ability to the Company through diversified recruitment channels such as on-campus recruitment, social recruitment and internal referral. We adhere to the recruiting principle of “Open, fair, competitive and meritocratic” and has formulated the *Recruitment Management Measures* and the *Internal Recommendation Management System*, in which we clarified our recruitment criteria and hiring process, as well as specifying the relevant regulations prohibiting child labour. Since its establishment, the Company had no incidents of child labour.

i. 招聘

本公司秉持「創新、進取、有擔當；正直、好學、有夢想」的選人標準，通過校園招聘、社會招聘及內部推薦等多元化招聘渠道吸引具有優秀質量、良好工作能力的人才。我們堅持「公開、平等、競爭、擇優」的用人原則，制定《招聘管理辦法》及《內部推薦管理制度》以明確我們的招聘標準及錄用流程，明確了禁止錄用童工的相關規定。自成立以來，本公司未發生錄用童工事件。

**Please refer to the
Tongcheng Travel
*Human Rights Statement***

請參考《同程旅行人權聲明》

In the course of recruitment and daily work, we do not discriminate against any talents on the basis of their race, colour, gender, age, family background, religion, physical fitness or nationality. We insist on equality and diversity of employees and endeavour to create a harmonious working atmosphere. We have issued the *Tongcheng Travel Human Rights Statement* to encourage our employees, partners and other stakeholders to join us in promoting human rights protection.

我們在招聘及日常工作中嚴正反對因種族、膚色、性別、年齡、家庭背景、宗教信仰、身體素質和國籍等造成的歧視，堅持員工平等及多元化，創造和諧的工作氛圍。我們發佈了《同程旅行人權聲明》，鼓勵我們的員工、合作夥伴及其他利益相關方與我們一同推動人權保障工作。

In order to improve the professionalism, precision and reliability of the recruitment process, the Company has developed the *Tongcheng Travel Interviewer Guidebook* to standardise the interview process and provide professional trainings for the recruitment team. To further provide candidates with better interview experience, we conducted systematic trainings for interviewers in terms of talent profiling, talent selection methods, interviewing skills, assessment techniques and hiring decisions during the Reporting Period. We also conducted satisfaction surveys among all candidates who have completed interviews. Those with low scores were timely checked, and efforts were made to communicate with the corresponding recruitment manager and interviewers. Besides, we make adjustments in interviewer training program of next year based on overall feedback from candidates of the year.

為提升招聘過程的專業度、精細度和可靠度，本公司制定《同程旅行面試官指導手冊》規範面試流程並對招聘團隊進行專業培訓。為進一步為應聘者提供更優質的面試體驗，本報告期內，我們從人才畫像、人才選拔方法、面試技能、評估技巧、錄用決策等方面，對面試官進行了系統化的賦能培訓；我們亦向所有完成面試的應聘者進行滿意度調查，對於低分結果進行及時跟進，同相應的招聘負責人與面試官進行溝通干預。我們亦根據整體的應聘者反饋建議，對次年面試官賦能培訓計劃做出調整。

During 2021, we continued to hire external talents through various channels to enhance employment social wise. In an environment where it is difficult to recruit talents for scarce and key positions, we set up a special project team and a talent solution team. We further streamlined the recruitment process and strengthened interviewer trainings. We also launched incentive programs such as “retention bonus” and “inter-city subsidy”. At the same time, in response to the high uncertainty of offline interviews against the backdrop of regular pandemic prevention and control measures domestically, we offer online interviews for candidates via video conferencing. We have also developed an intelligent interview system, which informs the interviewer of what to focus during the interview according to the features of the position, and provides information such as interview questions and evaluation dimensions. In the future, we will also use AI to assess the comprehensive ability of candidates, which will greatly improve the efficiency and accuracy of initial screening.

ii. Working hours and holidays

In accordance with relevant laws and regulations, we have formulated the *Attendance Management System* based on the Company's operations, and have implemented the standard working hours system, the comprehensive working hours system and the flexible working hours system based on the attributes of various types of positions. We have standardized our working hours and forbidden forced labour to make sure our employees have fair and sufficient break time. We encourage balance between work and rest while ensuring work progress and quality.

We are committed to enabling employees to achieve work-life balance. We encourage employees to complete their work during normal working hours. If employees need to work overtime in special circumstances, they need to communicate in advance with and obtain approvals from their supervisors. The supervisors will review the application according to the actual situation, and arrange compensatory leave or payment for the overtime work. In addition, employees of the Company enjoy the national legal holidays, statutory annual leave, supplementary annual leave, personal leave, sick leave, maternity leave, paternity leave, nursing leave, breastfeeding leave, bereavement leave and other holidays.

2021年，我們持續積極引入外部行業人才，通過各類渠道開展員工招聘，促進社會就業。在稀缺崗位及重難點崗位人才招聘難的大環境之下，我們成立專項項目組及人才解決方案組，進一步梳理招聘流程、強化面試官培訓並新增「留存獎金包」「異地補貼」等激勵制度。同時，針對國內疫情趨於常態化背景下線下面試變動因素較多的境況，我們通過視頻會議，為候選人提供遠程線上面試。我們亦打造了一套智能化面試體系，在面試過程中，根據崗位特點為面試官提示相應的考察重點，並提供面試題庫、面試評價維度等信息。之後，我們還將使用AI對應聘者的綜合能力進行批量評估分組，提升初篩速度、效率與準確度。

ii. 工時與假期

結合公司運營情況，我們根據相關法律法規制定了適用於公司的《考勤管理制度》，針對各類不同崗位的特性實行標準工時制、綜合工時制和不定時工作制，規範工作時長並保證員工享有合理充足的休息時間，禁止強制勞動，在保證工作進度和質量的前提下鼓勵勞逸結合。

我們致力於讓員工實現工作與生活的平衡，提倡員工在正常工作時間內完成本職工作。特殊情況下需要加班的，員工需要事先溝通並獲得上級的許可，上級按照實際情況進行審核，安排補休或支付其加班工資。此外，我們為所有員工提供國家法定節假日、法定年休假、補充年休假、事假、病假、產假、產檢假、護理假、哺乳假、喪假等假期。

iii. Remuneration and benefits

In accordance with the *Remuneration Management System* and the *Performance Management System*, we have formulated incentive policies including the *Organizational Incentive Management Specification*, which are also embedded in the Company's incentive concept and cultural value orientation. We provide targeted incentives for milestones in organisational growth, technological iterations, business innovations and service experience. Meanwhile, we attract, motivate and retain excellent talents in the industry by formulating a salary incentive plan that combines short, medium and long-term goals. In addition, with the help of a standardized individual performance management, we create a fair, open and just environment for performance assessment. Through top-down performance management involving the Company, organisations and individuals, we achieve a virtuous cycle of performance management in the entire business process. We pay social insurance and housing provident fund for employees according to the national and local laws and regulations, and provide an additional commercial insurance covering all employees, to eliminate their worries.

To promote business recovery and improve employees' sense of gain, we continued to launch the "tens of millions worth reward" program to provide employees with cash incentives in 2021. As at the end of the Reporting Period, a total of about RMB25 million had been awarded through the program.

iii. 薪酬福利

依據《薪酬管理制度》和《績效管理制度》，結合公司激勵理念和文化價值導向，我們制定了《組織激勵管理規範》等制度，針對性地對組織成長的里程碑、技術迭代、業務創新和服務體驗等維度進行定向激勵，通過制定短、中、長期相結合的薪酬激勵體系，吸引、激勵和保留行業優秀人才。此外，我們通過標準化的個人績效管理流程，營造公平、公開、公正的績效考核環境，通過自上而下的公司、組織、個人績效鏈管理，進而實現績效管理在全業務流程中的良性循環。根據國家及地方相關法律法規要求，我們為員工繳納基本社會保險和住房公積金，提供覆蓋全員的補充商業保險福利，解除員工的後顧之憂。

為了促進業務復甦，提升員工獲得感，我們於2021年繼續推行「千萬獎勵」計劃，對員工進行獎金激勵。於報告期末，「千萬獎勵」計劃共計發放獎勵金約人民幣2,500萬元。

iv. Termination

In accordance with the labour contract and relevant laws and regulations, we have formulated and regularly updated the *Tongcheng Travel Policy for Administration of Employee's Employment, Transfer, Reassignment and Termination*. We have been constantly optimising the resignation process to ensure that the rights and interests of the employees as well as that of the Company are free from any infringement. While taking appropriate measures to retain talents, we have also collected opinions about the Company and relevant positions through surveys among employees who have voluntarily resigned, with an aim to respond to employees' concerns and demands after an integrated analysis of these opinions. In 2021, to improve the incentives for core employees and increase their retention rate, we set up a bonus program for special contribution named "Star Plan" to express sincere appreciation for the significant contribution to the Company's development. By the end of the year, an accumulated bonus of RMB1.45 million had been cashed under the "Star Plan".

As of the end of the Reporting Period, the employee turnover rate⁴ was 26.9%.

iv. 離職

我們按照勞動合同和相關法律法規制定並實時更新《同程旅行員工入轉調離管理制度》，不斷優化離職程序，保障員工和公司權益均不受侵犯。我們對主動離職的員工進行離職意見調查，在採取適當措施挽留人才的同時，收集員工對公司及崗位的建議，並進行整合分析，以響應員工關注的問題及要求。2021年，為加大對核心骨幹員工的激勵和保留力度，我們設立「恆星計劃」特別貢獻獎金，表達對他們為公司發展作出重大貢獻的感謝。截至年底，「恆星計劃」已累計兌現獎金人民幣145萬元。

本報告期內，我們的員工流失率⁴為26.9%。

Employee Turnover Rate Structure Indicators	僱員流失率結構指針	2021 2021年(%)
Total	總計	26.9
By gender	按性別劃分	
Male	男性	27.9
Female	女性	25.6
By age	按年齡劃分	
Under 30 years old	30歲以下	31.1
30-50 years old	30-50歲	22.3
Over 50 years old	50歲以上	0
By geographical region	按地域劃分	
Suzhou	蘇州	23.8
Beijing	北京	37.1
Hefei	合肥	32.4
Other regions	其他地區	20.1

⁴ The formula used to calculate the employee turnover rate is: Employee turnover rate = number of employees lost during the Reporting period / (number of employees lost during the Reporting period + number of employees at the end of the Reporting Period) * 100.

⁴ 本公司使用的僱員流失率計算公式為：僱員流失率 = 報告期內流失人數 / (報告期內流失人數 + 報告期末人數) * 100。

(2) Maintaining a safe workplace

We earnestly fulfil our responsibility to protect employees' occupational safety and health. In strict accordance with applicable laws and regulations pertinent to safety and health including the *Labour Law of the People's Republic of China* and the *Fire Protection Law of the People's Republic of China*, we have formulated the *Workplace Safety Management System*. We constantly improve the safety and health management system to make safety management more efficient and minimise the incidence rate of accidents.

In 2021, the Company was again awarded the "China Healthy Workplace Certification" by the HR Excellence Centre.

i. Physical and mental health

We continuously care about the physical and mental health of employees. We provide annual free physical examination for employees. We also carry out report interpretation seminars to help employees understand common health problems in the industry as well as the corresponding preventions, so as to raise their awareness of disease preventions. We also provide physical examination discounts and convenient physical examination channels for employees' families. Our workplace has been equipped with sports facilities such as gym, badminton court and football field, to satisfy employees' demands for bodybuilding. In 2021, in order to further safeguard employee health under the regular prevention and control over COVID-19, we launched the "Tongcheng Travel Pandemic Prevention and Control Plan" to respond to changes amid pandemic. We support the differentiated administration of workplaces in each region, and implement the requirements related to the prevention and control over COVID-19 and off-site remote working.

In addition, to safeguard the mental health of our employees and help them develop a positive mentality, we set up an Employee Assistance Program (EAP) – "Tongcheng Travel Care for Mental Health". We engaged a third-party institution to provide professional psychological counselling services for employees, through which one-on-one question answering and psychological counselling were provided for employees. We also show our care about employees' mental health by pushing a monthly bulletin of mental health and holding stress relief salons and trainings. Besides, the Customer Service Centre has stress relief materials in storage to help employees build a positive attitude and enjoy more in work.

(2) 維護安全職業場所

我們切實履行保障員工健康與安全的責任，嚴格遵守《中華人民共和國勞動法》《中華人民共和國消防法》等適用的安全及健康法律及法規，制定《職場安全管理制度》，不斷健全安全健康管理體系，使安全管理更為高效，事故發生率最小化。

2021年，本公司再次榮獲人力資源智享會頒發的「CHW健康工作場所認證」。

i. 身心健康

我們持續關注員工的身心健康，定期組織覆蓋全員的免費年度體檢，並舉辦體檢報告解讀活動，幫助員工了解行業內普遍存在的健康問題及其預防措施，提醒員工對身體疾病的預防，亦為員工家屬提供體檢優惠和便捷的體檢渠道。我們的辦公場所配備了健身房、羽毛球館、足球場等運動場所，滿足員工健身健體的需求。2021年，為進一步落實疫情常態化下的員工健康保障，我們設立「同程旅行疫情防控預案」以應對疫情發展變化，支撐各區域職場差異化管理，落實疫情防控及異地遠程辦公等相關管理需求。

為保障員工的心理健康，幫助其塑造積極的心態，我們設立了員工EAP（員工關愛項目）——「程藝心行動」，通過聘請提供專業的心理諮詢服務的第三方機構，為員工提供一對一的問題解答和心理疏導。我們亦通過推送心理健康月刊、舉辦解壓沙龍、培訓等活動幫助員工關注心理健康。此外，客服中心亦為員工準備了解壓物資，幫助員工塑造積極的心態，提升工作的幸福感。



“Tongcheng Travel Care for Mental Health” e-newsletter
「程藝心行動」電子快報

ii. Emergency drills and trainings

In order to ensure the safety of the company’s personnel and property, we have formulated the *Tongcheng Travel Emergency Plan Management Manual* to quickly respond to office emergencies and implement emergency rescue work in a timely and effective manner. We have a comprehensive fire protection system in the office area and dedicated personnel responsible for fire safety. In strict compliance with the *Fire Extinguishing and Emergency Evacuation Plan*, we conduct regular fire self-inspections and underlying safety loophole investigations to ensure a safe and reliable office environment. We regularly organize fire drills every year through activities such as the “Month of Fire Protection”. During the Reporting Period, more efforts were made to raise safety awareness among all employees in various fields such as first aid, travel and transportation, fire safety, and electricity safety through platform videos and article pushes, and safety lectures.

In the past three years, no work-related fatalities occurred. During the Reporting Period, the lost days due to work injury were 318.

ii. 應急演練及培訓

為保障公司的人員及財產安全，我們制定《同程旅行應急預案管理手冊》，以快速響應辦公場所緊急事件，及時有效地實施應急救援工作。我們在辦公區域內配置完備的消防系統，確定消防安全責任人，嚴格執行《滅火和應急疏散預案》，定期進行消防自查、安全隱患排查，確保安全可靠的辦公環境。我們通過「消防月」等活動渠道，每年定期組織開展消防演習。本報告期內，我們通過平台視頻及文章推送、開辦安全講座的形式對全體員工進行急救、出行交通、消防安全、用電安全等多個領域的安全意識宣貫。

過往三年內，本公司未發生因工亡故事項。報告期內，因工傷損失工作日數為318天。

(3) Providing a broad platform for development

i. Promotion and development

We are committed to creating a diverse and fair career development platform for our employees. In order to make efficient use of human resources and build a professional talent team, we have set up a Career Development Committee, which is responsible for the formulation of strategies and policies regarding employee career development. We have formulated the *Measures for Management of Career Development in Professional Sequence*, which clarifies the 12 position ranks in each business line as well as the competency requirements for each rank. We have also publicised the promotion requirements and processes for each rank in each business line, and established channels for collecting feedback about promotion results.

(3) 提供廣闊發展平台

i. 晉升發展

我們致力於為員工提供多元、公平的職業發展平台。為高效利用人力資源，建設專業化員工梯隊，我們成立了職業發展委員會，負責員工職業發展管理方針、策略的制定和重大事項的決策，並制定了《專業序列職業發展管理辦法》，明確各條線12個崗位職級的劃分及具體能力項說明，公示各條線職級的晉升條件及流程，並建立晉升結果反饋渠道。

In 2021, upon a re-evaluation on our human resources management, we further optimised our talent selection strategy by forming a triple-dimensional evaluation system of “Performance + Supervisor Evaluation + Competency Review” to evaluate and promote outstanding talents in a more objective and comprehensive way. We regularly conduct annual talent review on leaders and core positions, and optimise our talent deployment through performance improvement plans, departmental communication and position adjustments to help our employees’ career development and personal improvement. We also initiated the “Lighthouse” program, which provides our HR with techniques and skills in the course of career assessment and career counselling, to help improve the effectiveness of employee selection and retention as well as empowering employees to achieve personal improvement and better career development.

ii. Training and development

We are committed to creating a diverse, equal and informative learning environment for our employees. Through the establishment of Tongcheng Travel training system, we integrate internal and external resources to encourage employees to proactively participate in various training activities as well as to provide them with various opportunities to improve professional qualifications and skills, so as to help them grow with the Company. We have developed five major curriculums: Orientation Training, Management Academy, Professional Academy, Common Knowledge Sharing and Learning activities.

2021年，經過對公司人力資源管理的重新評估，我們進一步優化了人才選拔策略，形成「績效+上級評價+能力評審」的三重評價體系，以更為客觀全面地評價及提拔優秀人才。我們每年定期開展幹部及核心崗位的人才盤點，並通過績效改進計劃、部門溝通、崗位調整等方式對人才進行優化調整，助力員工職業發展及個人提升。我們亦開展「燈塔」項目，為公司HR提供職業生涯評估、職業生涯諮詢對話的流程技巧和方法培訓，以幫助提升員工選育用留的效果，賦能員工實現個人提升及更優職業發展。

ii. 培訓發展

我們致力於為員工打造多元平等、內容豐富的學習環境。通過建立同程旅行培訓體系，我們整合內外部資源，鼓勵員工自主參與各類培訓活動，為員工提供完善職業素養、提升職業技能的機會，協助員工與公司共同成長。我們已形成新人培養、管理學院、專業學院、通識公共和學習活動五大課程體系。

Orientation Training

We carry out orientation trainings for new employees, focusing on core issues such as the Company's culture, internal policies and procedures and career sharing, in order to accelerate the role transformation. In 2021, we launched the "Star Journey" program, aiming to provide a better training program for employees who joined us through campus recruitment and achieve effective retention in the future. The project consisted of several sessions including course sharing, action and learning tasks, final designs and team activities. During the year, there were a total of 1,190 participants.

新人培養

我們對新人開展崗前培訓，圍繞公司文化、制度流程與職業分享等核心課題，加速員工的角色轉變。2021年，我們開啟「星程計劃」，旨在為通過校園招聘入職的員工提供更加完善的培養方案並在未來達成有效的留存。該項目包含課程分享、行動學習任務、畢業設計、團隊活動等多個環節，2021年參與人數共計1,190人。

Management Academy

We provide profession and promotion trainings for existing managers at all levels, as well as trainings for general employees to prepare them for promotion to managerial positions, so as to further propel talent development, performance execution and experience accumulation in the Company. During the Reporting Period, we organised 36 trainings for our management, including the "Belbin High Performance Team Building Workshop", "Management Salon". A total of 1,160 participants attended the trainings.

管理學院

我們對現任各級管理者提供任職與晉升培訓，為普通員工晉升管理崗提供培訓，進一步推動本公司的人才發展、績效落地與經驗萃取。報告期內，我們為管理層人員組織36場培訓活動，包括「貝爾賓高績效團隊建設工作坊」、「管理沙龍」等，覆蓋1,160人次。



Belbin High Performance Team Building Workshop
貝爾賓高績效團隊建設工作坊



Management Salon
管理沙龍

Professional Academy

We arrange different courses for different professional positions concerning product, marketing, human resources and commerce, so as to enhance employees' professional ability in different business lines and guarantee sufficient reserve of human resources. During the Reporting Period, we held a total of 25 professional trainings for a total of 2,954 employees, such as "Tongcheng & Tencent Exchange", "Exploratory Study on New Development Opportunities for Tongcheng Business" and "The Past and Present of Tongcheng Travel's Accommodation Business",

專業學院

我們根據產品專業崗、營銷專業崗、人力資源專業崗和商務專業崗設置不同的課程，提升不同條線員工的專業勝任能力，保障人力資源儲備。報告期內，我們共舉辦25場專業培訓活動，如「同程&騰訊交流會」、「同程業務新發展機會探索型研究」、「同程旅行住宿業務的前世今生」等，累計覆蓋2,954名員工。



Gathering together to start a new journey – Tongcheng & Tencent Exchange
同騰聚智開闢新程 — 同程&騰訊交流會

Common Knowledge Sharing

It enriches employees' knowledge, provides opportunities for cross-sector sharing and cultivates learning interest. We have launched projects such as "Welcome the Master", "MAX Growth Plan", "HR Academy" and "Tongcheng Academy".

通識公共

我們為員工拓寬知識邊界，提供跨界分享交流的機會，培養學習興趣。已開設「大咖來了」、「MAX程長計劃」、「HR學院」及「同程大學堂」等項目。

Learning Activities

We proactively carry out other forms of trainings such as study tours and online E-learning to enrich training scenarios. We conduct various learning activities with the assistance of online video courses, face-to-face course and academic reporting system.

學習活動

本公司開展遊學、在線E-learning學習平台等形式的培訓活動，結合在線視頻課程、面授課程實施、教務報表系統三大核心功能，輔助開展各類學習活動。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告

During the Reporting Period, the average annual training hours of employees were 7.3 hours, covering more than 95% of employees.

報告期內，本公司逾95%的員工接受了培訓，員工年人均學習時長達到7.3小時。

Indicators 指標			2021 二零二一年
Proportion of employees receiving training (%)⁵ 受訓員工百分比(%) ⁵	Total	總計	95.3
	By gender	按性別劃分	
	Male	男性	94.2
	Female	女性	96.6
	By employment type	按僱傭類型分	
	Senior management	高級管理層	93.3
	Middle management	中級管理層	98.0
Junior employees	基層員工	95.3	
Training hours per employee (hour)⁶ 人均培訓小時數(小時) ⁶	Total	總計	7.3
	By gender	按性別劃分	
	Male	男性	6.1
	Female	女性	8.7
	By employment type	按僱傭類型分	
	Senior management	高級管理層	2.0
	Middle management	中級管理層	5.6
Junior employees	基層員工	7.4	

In addition, in order to improve employees' professional knowledge and skills as well as to encourage voluntary learning, we have developed the *Tongcheng Travel Scholarship Award Scheme* to provide employees with scholarships, proactively building a learning organisation. During the Reporting Period, scholarships of a total of RMB1.26 million were provided under the scheme. We also carried out special incentive activities such as the "Innovation Project Competition" and "Python Competition" to further energise our organisation and staff.

此外，為提升員工專業知識與技能，鼓勵自主學習，我們制定了「同程旅行助學獎勵計劃」，為員工提供助學金，積極打造學習型組織。本報告期內，助學計劃共計提供人民幣126萬元獎學金。我們亦推出「創新項目大賽」「Python大賽」等專項激勵活動，進一步激發組織和員工活力。

5 Percentage of employees trained = Employees who took part in training/Number of employees*100

Percentage of breakdown for employees in relevant categories = Employees in the specified category who took part in training/Number of employees in the specified category*100

6 Average training hours per employee = Total number of training hours/Total number of employees

Average training hours for employees in relevant categories = Total number of training hours for employees in the specified category/Number of employees in the specified category

5 員工百分比= 受訓員工 / 員工總數*100

按相關類別劃分的員工百分比= 該類別受訓員工數 / 該類別員工總數*100

6 每名員工平均受訓時數=總受訓時數 / 員工總人數

相關類別員工平均受訓時數= 特定類別員工的總受訓時數 / 特定類別的員工人數

Case: Innovation Project Competition

During the Reporting Period, we held Innovation Project Competition themed “Undertaking organisational strategy, driving growth through innovation” to create an innovative atmosphere and help improve effectiveness. There were accumulated 86 ad hoc projects in the competition. After preliminary screening and selection by the committee’s expert team, a total of 29 outstanding projects won awards, with a total of RMB1.5 million bonuses granted. Among them, the “Blind Box of Air Tickets” was selected as the “Annual Hall of Fame”, and a bonus of RMB760,000 was awarded.

案例：創新項目大賽

報告期內，我們以「承接組織戰略，創新驅動增長」為主題開展創新項目大賽，營造創新氛圍，助力效能提升。大賽共累計回收專項86個，經過初篩以及委員會的專家組評選，共有29個優秀創新專項獲獎，共發放獎金人民幣150萬元。其中，「機票盲盒」專項獲選「年度名品堂」，發放獎金人民幣76萬元。



Innovative Project Competition award ceremony
創新項目大賽頒獎現場

Case: Python Competition

During the Reporting Period, we held Python Competition among all employees and received application from 127 teams comprising 616 employees from various departments of the Company. The Competition included the online programming learning camp, live programming competition and judging session. We held the competition under the concept of “learning before competition, competition instead of training” and selected the top 8 out of 16 finalist teams. More than RMB60,000 bonuses were finally awarded to 65 contestants.

案例：Python大賽

報告期內，我們面向全體員工開展Python大賽，累計收到來自公司各部門616位員工組成的127支隊伍的報名。大賽包含線上編程學習營、現場編程競技和評比環節，以「先學後賽，以賽代訓」的形式評選出16支入圍隊伍、8強隊伍等。大賽最終為兩個賽道65位員工發放獎金逾人民幣6萬元。



Python Competition
Python大賽活動

(4) Building a warm workplace

i. Employee communication

Adhering to the principle of “communicate and solve problems in a timely manner, and leaving no issues unresolved overnight”, we value the functions of democratic management, democratic participation and democratic supervision. We have established online and offline employee communication and feedback channels to understand and respond to employees’ expectations and opinions. In accordance with the *Regulations on the Negotiation and Adjustment of Labour Disputes in Enterprises*, we have established the labour union and congress of workers and staff, and formed a labour dispute mediation committee. We also sign collective agreements with all employees to promote scientific decision-making and democratic management of the Company and to maximize the rights and interests of employees. We also conduct employee surveys regularly to collect their opinions on the health of our organisational capability and employee engagement. Moreover, we have joined the Suzhou Harmonious Enterprise Association as the chairman of the board of directors, actively participating in the construction of harmonious labour relations in the places where we operate.

ii. Employee care

In order to motivate employees to go all out for the Company’s long-term development, we provide employees with diversified benefits. We have a “personalised” welfare mall where points can be used to redeem benefits. We have gym, entertainment room and library where all kinds of fitness equipment and e-learning equipment are available. We have the “Baby Care Room” specially set up for female employees. We also provide additional benefits to employees through cultural glory, holiday benefits, employee care and phone allowance. Our Customer Service Centre provides quality accommodation for employees. In addition, we also actively obtain feedback from employees and continue to develop new welfare programs, so as to stimulate the enthusiasm of employees to grow together with the Company while protecting the value of employees’ work.

(4) 打造暖心職場

i. 員工溝通

堅持「及時溝通，及時解決，問題不過夜」的原則，我們注重發揮民主管理、民主參與、民主監督的作用，建立線上和線下的員工溝通反饋渠道，了解並響應員工的期望和意見。我們根據《企業勞動爭議協商調節規定》建立了工會組織和職工（代表）大會制度，並設立了勞動爭議調解委員會。我們亦與所有正式員工簽署集體協議，推動科學決策和民主管理，爭取員工權益最大化。我們亦定期開展員工調研，收集員工意見，了解組織能力健康度和員工敬業度。此外，我們加入蘇州市和諧企業協會並出任理事長單位，積極參與運營所在地的和諧勞資關係建設工作。

ii. 員工關愛

為激勵員工為公司長期發展全力以赴，我們為員工提供了多元化福利，如：使用積分兌換權益的「個性化」福利商城；設立健身房、娛樂室和圖書室，並配備健身器材、電子學習設備等各類設施；特別為女性員工設置了「愛心母嬰室」；通過文化榮譽、節日福利、員工關懷和通訊補貼等方式為員工提供額外保障性福利；客服中心為員工提供優質的住宿及管理服務。除此之外，我們亦主動聽取員工反饋，不斷發展新的福利項目，在保障員工工作價值的同時，激發員工與公司共同發展的熱情。

iii. Employee activities

In order to enrich the amateur cultural life of employees and to reflect the concern for employees, we have organised various activities from time to time, such as interest groups, caring for women events, annual parties and sports competition, to deepen the communication among departments, thus strengthening team cohesion. Against the backdrop of the regular prevention and control over COVID-19, we carried out an online campaign called “Tongcheng Sports” to encourage our staff to develop good exercise habits and shape a healthy lifestyle. In 2021, there were three game seasons under “Tongcheng Sports”, namely “100 Team Challenge”, “Fun Relay” and “Exciting Sports King”, attracting more than 5,000 participants.

Apart from organising group events for all staff, we also developed exclusive personalised events for different departments, such as “HR Day” and “Programmer’s Day”.

Case: HR Day

To enhance the organisational dynamics of the HR administration team and boost their growth, we held the “Love 105° SUPER HR” themed HR Day activities on August 18, 2021. Seven major HR semi-annual incentive awards were presented at the activity site, including the “Special Key Talent Retention Award – Knowing the Right Person for the Job”, the “Special Organisation Vitality Promotion Award – Being Brave and Skilful in Work” and the “Special Talent Acquisition Award – Gathering of the Best”. We also carried out fun activities such as the “HR Talker” debate on the day, which further enlivened the workplace and improved departmental cohesion.

Case: Programmer’s Day

We launched the activity of “2021·‘Knowing’ Everything” on October 24, 2021, with the guidance of “Imparting Knowledge, Creating an Atmosphere of Technical Learning, and Building the Power of Example”, to help staff acquire expertise regarding business, technique and system through a combination of online livestreaming and offline sharing, which raised communications among the staff while enhancing their working ability.

iii. 員工活動

為豐富員工們的業餘文化生活，體現對員工的關懷，我們不定期組織興趣社團、女性關愛、公司年會、運動會等各類型的團隊活動，加深各部門之間的交流，提高團隊凝聚力。在疫情常態化的背景之下，我們開展「同程運動」線上活動，呼籲公司員工培養運動健身的良好習慣，塑造健康生活。2021年，「同程運動」共推出「百團挑戰賽」「趣味接力賽」及「精彩紛呈運動king」三個賽季，吸引5,000餘名員工參與。

除了組織面向公司全體員工的集體活動，我們也針對不同部門的特點分別開展部門專屬個性化活動，如「HR日」及「程序員節」活動。

案例：HR日

為提升人力行政團隊的組織活力，助力其業務成長，我們於二零二一年八月十八日開展了「熱愛105°的SUPER HR」HR日活動。活動現場頒發了包括「關鍵人才保留專項－知人善用獎」、「組織活力提升專項－驍勇善戰獎」、「人才獵聘專項－群英薈萃獎」等7大人力資源半年度激勵獎項，並開展「HR Talker」辯論賽等精彩活動，進一步活躍職場，提高部門凝聚力。

案例：程序員節

我們於二零二一年十月二十四日程序員節開展「2021·「識」現無所不能」主題活動，以「知識的傳遞，營造技術學習的氛圍，打造榜樣的力量」為定位，通過線上直播與線下分享相結合的方式，幫助員工獲取業務知識、技術知識、系統知識，在提升員工工作能力的同時，促進員工之間的交流。

ENVIRONMENT

We care about the impacts of our operations on the environment. We are committed to reducing adverse effects upon the environment and climate caused by our business operation. In strict compliance with the *Environmental Protection Law of People's Republic of China*, the *Energy Conservation Law of the People's Republic of China* and other applicable laws and regulations, we have formulated the *Administration of Energy Conservation*, in which we have clarified the green operation principles. We also have implemented the principles of sustainable development by vigorously advocating energy conservation, emission reduction and efficient resource utilization. During the Reporting Period, the Company was not involved in any environmental violation issues.

(1) Green Operation for Safeguarding the Blue Sky

In 2021, we responded to the national strategy of "Carbon Emission Peak and Carbon Neutrality" by analysing our energy consumption and carbon emissions, and planned to reduce our energy consumption over the next 10 years constantly. Taking 2021 as the base year, we are committed to reducing our Scope 1 and Scope 2 greenhouse gas emissions intensity by 15% by the end of 2030.

We have no significant negative impact on the environment or natural resources since we are not engaged in any large-scale production activities and we neither consume significant energy nor produce massive emissions. Yet we are intensely aware of the importance of environment protection, thus making us proactively practise green operations and adopt green office management measures to promote energy conservation and emission reduction:

- Turn off office ceiling lights during the one-hour lunch break;
- Increase the frequency of routine inspections by the property management company to three times each in the morning and in the evening to ensure the timely closure of air conditioners, lights, doors and windows in unoccupied areas;
- Post energy-saving slogans, and promote green and healthy work style and habits in staff trainings;

環境

我們關注自身運營活動對環境的影響，致力於減少企業運營對環境與氣候造成的不良影響。我們嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國節約能源法》等相關法律法規，制定《節能管理辦法》明確綠色營運原則。我們亦積極推進節能減排，提高資源利用率，貫徹可持續發展原則。本報告期內，本公司未發生環保違規事件。

(1) 綠色運營 守護一抹藍天

二零二一年，我們響應國家「雙碳」目標的號召，對自身能源消耗及碳排放情況進行摸排分析，計劃在未來10年持續降低我們的能源消耗。我們承諾，以二零二一年作為基準年，截至二零三零年底，將我們範疇1及範疇2的每平方米樓面溫室氣體排放密度降低15%。

本公司業務不涉及大規模生產活動，不消耗大量能源，亦不產生大量排放，因此對環境及天然資源並無任何重大負面影響，但我們深諳保護環境的意義所在，積極踐行綠色運營，採取綠色辦公管理措施促進節能減排，包括：

- 於一小時午休期間關閉辦公室的頂燈；
- 物業巡檢次數增至早晚各三次，保證無人區空調、燈、門窗等的及時關閉；
- 張貼節能標語，在員工培訓中倡導綠色健康的工作方式和習慣；

- Put mechanical and electrical management system into use to monitor the operating status of air conditioners, mechanical and electrical equipment, and set the opening hours of air conditioners in different seasons with the temperature control function disabled by the backend system at the rest of the time.

During the Reporting Period, we have further strengthened energy management through the following energy-saving and transformation measures:

- Adopt the intelligent lighting system throughout the building, equip LED induction lamps of low energy consumption in underground garages; the luminosity of light source is only 30% on standby, and only to return to normal when vehicles pass or stop;
- Supply hot water with solar energy in the canteen and install photovoltaic panels on the roof to generate electricity.

In addition, we improved the environmental awareness of employees by selecting representatives for energy conservation and carbon emission reduction, and playing promotional videos of energy-saving.

(2) Water Saving and Emission Reduction for Protecting the Environment

In strict compliance with the *Water Law of the People's Republic of China*, the *Law of the People's Republic of China on Prevention and Control of Water Pollution* and other applicable laws and regulations, we constantly strengthen water management, striving to reduce water consumption and improve water utilisation. We have been reducing water consumption by a series of measures, including posting water saving signs, applying water-saving equipment and adopting advanced flushing technologies.

In order to reduce paper consumption, we have created a paperless office via online systems such as Office Automation and email. To reduce waste production, we have also placed wastepaper boxes with reusable papers alongside printers as well as encouraging double-sided printing.

- 上線機電管家系統，監控空調，機電等設備的運行狀態，設置不同季節空調開放時間，其餘時間後台控制不可開啟溫控功能。

本報告期內，我們進一步加強能源管理，推行節能改造舉措如下：

- 全大樓採用智能照明系統，地下車庫安裝低能耗LED感應燈，待機時光源亮度僅為30%，只有車輛經過或停靠時恢復至正常亮度；
- 食堂採用太陽能供熱水，並在樓頂增設光伏板發電。

此外，我們亦通過選舉節能降耗代言人、播放節能降耗宣傳視頻向員工進行環保意識宣貫。

(2) 節水減排 留存一方水土

我們嚴格遵守《中華人民共和國水法》和《中華人民共和國水污染防治法》等相關法律法規，不斷加強用水管理，努力減少水資源消耗，提升水資源的利用率，通過張貼節水標識、應用節水設備、採用先進沖洗技術等措施減少用水量。

我們通過OA、郵件等電子辦公系統進行無紙化辦公減少用紙量；提倡雙面打印，並在打印機邊配備廢紙盒，供員工二次取用，減少廢紙的產生。

(3) Environmental KPIs

i. Emissions

During the Reporting Period, our KPIs for emissions aspect are as follows:

Emissions	排放物	2021 二零二一年	2020 二零二零年	2019 二零一九年
Wastewater discharge (tonnes)	廢水排放量(噸)	58,347.00	62,307.48	72,351.19
Total GHG emissions (Scopes 1 and 2) (tonnes) ¹	溫室氣體排放總量(範疇一及範疇二)(噸) ¹	6,670.31	7,138.70	8,308.76
Direct GHG emissions (Scope 1) (tonnes)	直接溫室氣體排放(範疇一)(噸)	67.66	67.79	69.57
Including: Petrol (tonnes)	其中: 汽油(噸)	67.66	67.79	69.57
Energy Indirect GHG emissions (Scope 2) (tonnes)	能源間接溫室氣體排放(範疇二)(噸)	6,602.65	7,070.91	8,239.19
Including: Purchased electricity (tonnes)	其中: 外購電力(噸)	6,602.65	7,070.91	8,239.19
GHG emissions per capital (tonnes per capital)	人均溫室氣體排放量(噸/員工)	1.34	1.57	1.49
GHG emissions per floor area (tonnes per square metre) ²	每平方米樓面溫室氣體排放量(噸/平方米) ²	0.05	0.12	0.16
Total non-hazardous waste (tonnes) ³	無害廢棄物總量(噸) ³	756.48	426.95	631.01
Non-hazardous waste per capital (tonnes per capital)	人均無害廢棄物排放量(噸/員工)	0.15	0.09	0.11

Notes:

- Based on operational features, our GHG emissions mainly include direct GHG emissions (Scope 1) arising from petrol consumption of the Company's commercial vehicles, and energy indirect GHG emissions arising from purchased electricity (Scope 2). GHG emissions are presented in carbon dioxide equivalence and is calculated based on the Accounting Methods and Reporting Guide for Greenhouse Gas Emissions from Public Building Operators issued by the National Development and Reform Commission.
- The total area of office space increased significantly during the Reporting Period because our two offices in Suzhou were relocated to the newly built Suzhou Tongcheng Travel Mansion. Therefore, GHG emissions per floor area during the Reporting Period dropped sharply compared with that of the previous reporting period.

(3) 環境範疇KPI

i. 排放物

報告期內，我們的排放物層面KPI如下：

註：

- 基於運營特性，本公司的溫室氣體排放主要來自公司商務車輛的汽油消耗所造成的直接溫室氣體排放(範疇一)，以及外購電力所造成的能源間接溫室氣體排放(範疇二)。溫室氣體核算按二氧化碳當量呈列，並依據國家發展和改革委員會發佈的《公共建築運營企業溫室氣體排放核算方法與報告指南》進行核算。
- 由於本公司位於蘇州的兩處辦公場所搬遷至新建的蘇州同程旅行大廈，本報告期內，辦公場所的面積總量有較大幅度的增加，因此本報告期內每平方米樓面溫室氣體排放量較上一報告期內有顯著下降。

3. Non-hazardous waste arising from our daily operation mainly includes domestic waste, grease trap waste and kitchen waste, all of which are disposed by the property management company. During the Reporting Period, as the canteen of Suzhou Tongcheng Travel Mansion was put into operation throughout the year, there was a significant increase in kitchen waste compared with the previous reporting period. The hazardous waste includes waste toner cartridge and waste ink cartridge from printing equipment at office buildings. Waste toner cartridge and waste ink cartridge have no material impact as they are collected and disposed of by printing suppliers, so KPI A1.3 (total hazardous waste produced) is not disclosed in this report.

- 3、本公司在日常運營過程中產生的無害廢棄物包括生活垃圾、隔油池廢物及餐廚垃圾等，均交由物業統一處理。本報告期內，由於蘇州同程旅行大廈辦公地點的食堂全年投入運營，餐廚垃圾較上一報告期內有顯著增長。有害廢棄物為辦公打印設備產生的少量廢棄硒鼓及墨盒，均由供應商回收處置，無實質影響。故KPI A1.3(所產生有害廢棄物的總量)在本報告中不作披露。

ii. Use of Resources

During the Reporting Period, our KPIs for use of resources aspect are as follows:

ii. 資源使用

報告期內，我們的資源使用層面KPI如下：

Use of Resources	資源使用	2021	2020	2019
		二零二一年	二零二零年	二零一九年
Total energy consumption (MWh) ¹	能源消耗總量(兆瓦時) ¹	9,354.24	9,897.92	11,633.93
Total Direct energy consumption (MWh)	直接能源消耗總量(兆瓦時)	293.84	277.25	284.56
Including: Petrol (MWh)	其中：汽油(兆瓦時)	276.74	277.25	284.56
Including: renewable energy ² (MWh)	其中：可再生能源 ² (兆瓦時)	17.10	/	/
Total indirect energy consumption (MWh)	間接能源消耗總量(兆瓦時)	9,060.40	9,620.67	11,349.37
Including: Purchased electricity (MWh)	其中：外購電力(兆瓦時)	9,060.40	9,620.67	11,349.37
Energy consumption per capital (MWh per capita)	人均能源消耗量(兆瓦時/員工)	1.89	2.18	2.08
Energy consumption per floor area (MWh per square metre)	每平方米樓面能源消耗量(兆瓦時/平方米)	0.07	0.17	0.22
Average PUE ³	平均PUE ³	1.29	/	/
Water consumption (tonnes) ⁴	自來水用量(噸) ⁴	64,830.0	69,230.53	80,390.21
Water consumption per capita (tonnes per capita)	人均自來水用量(噸/員工)	13.07	17.32	17.22

Notes:

- Total energy consumption is calculated based on the consumptions of electricity, oil and the default parameter values related to fossil fuel as shown in the Appendix 1 to the Accounting Methods and Reporting Guide for Greenhouse Gas Emissions from Public Building Operators issued by the National Development and Reform Commission.
- Renewable energy consumption comes from electricity consumption generated by own solar power generation system.
- The average PUE value of the data centre is calculated based on the ratio of the annual energy consumption of the total equipment of the data centre to the annual energy consumption of the IT equipment. This data is an indicator of the energy efficiency of the data centre, and the statistical scope of the 2021 data covers all of the company's own data centres.

註：

- 能源消耗總量根據用電量、耗油量及國家發展和改革委員會發佈的《公共建築運營企業溫室氣體排放核算方法與報告指南》附表1化石燃料相關參數缺省值計算。
- 可再生能源消耗量是來自於使用自有太陽能發電系統的電量使用量。
- 數據中心平均PUE值是根據數據中心總設備的全年能源消耗量與IT設備的全年能源消耗的比值計算所得。該數據是評估數據中心能源效率的指標，二零二一年數據統計範圍覆蓋本公司全部自有數據中心。

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4. The Company's water consumption mainly consists of the domestic water at office buildings, all sourced from the municipal pipe network. The domestic wastewater generated is discharged into the municipal pipe network for treatment.
5. Since the Company's operation does not involve the use of packaging materials, KPI A2.5 (Total packaging material used for finished products) is not applicable to us and thus not disclosed in the report.
6. Based on the characteristics of the industry, Aspect A3 (The Environment and Natural Resources) and KPI A3.1 (Description of significant impacts of activities on the environment and natural resources and the actions taken to manage them) is not applicable to us as we do not have any significant impacts on the environment and natural resources during our business operation, thus such information is not disclosed in this report.
7. According to the assessment, based on the characteristics of the industry, the Company does not have any problem in sourcing water, does not have large-scale industrial water use, does not have a substantial impact on the environment from the waste emissions generated during the operation process, and the energy use efficiency is related to the carbon emission. Therefore, the report only discloses the carbon emission targets established by the Company. KPI A1.6 (wastes reduction target(s) set and steps taken to achieve them), KPI A2.3 (energy use efficiency target(s) set and steps taken to achieve them) and KPI A2.4 (water efficiency target(s) set and steps taken to achieve them) are not disclosed in the Report.
4. 本公司的用水主要是辦公場所的生活用水，均來自市政管網，所產生的生活廢水統一排入市政管網處理。
5. 由於本公司的運營中不涉及包裝材料的使用，故KPI A2.5（製成品所用包裝材料的總量）對本公司不適用，故本報告內不披露。
6. 基於行業特性，本公司的運營中不涉及其他的環境及天然資源，因此A3層面（環境及天然資源）及KPI A3.1（描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動）不適用，故本報告內不披露。
7. 經評估，基於行業特性，本公司在運營過程中不存在任何求取水源的問題，不存在大規模工業用水情況，產生的廢棄物排放對環境不存在實質性影響，且能源使用效益與碳排放情況相關聯。故本報告僅披露本公司已訂立的碳排放目標，不披露KPI A1.6（所訂立的減廢目標及為達到這些目標所採取的步驟）、KPI A2.3（所訂立的能源使用效益目標及為達到這些目標所採取的步驟）及KPI A2.4（所訂立的用水效益目標及為達到這些目標所採取的步驟）。

COMMUNITY INVESTMENT

Enthusiastic participation in public welfare undertakings is not only our unshakeable social responsibility, but also the requirements of our long-term development. As an active participant in the public welfare undertakings, we adhere to the practice principles of "Being voluntary and free, open and transparent, honest and trustworthy". We have formulated the *Tongcheng Travel Public Welfare and Charity Policy* to clarify our public welfare action strategy. We utilize our own resources and technical capabilities to carry out public welfare charity activities in fields such as rural revitalisation, cultural and tourism recovery, public welfare education and paired assistance. We advocate for corporate social responsibility and aim to create a healthy social welfare environment. During the Reporting Period, we contributed a total of RMB754,000⁷ in public welfare funds.

(1) Boosting recovery and revitalisation

The Company actively responds to national and local calls to participate in agricultural development projects with rural characteristics. We actively apply our platform's capabilities to boost rural revitalisation as a tribute to the 100th anniversary of the founding of the Communist Party of China.

⁷ The statistics only cover the non-profit and marketing social welfare projects that the Company participated in during the Reporting Period.

社區投資

熱心參與社會公益事業，既是我們義不容辭的社會責任，也是長期發展的需要。作為發展社會公益事業的積極參與者，我們秉持「立足公益、自願無償、公開透明、誠實守信」公益實踐原則，制定《同程旅行社會公益與慈善事業政策》，明確我們的公益行動戰略，利用自身的資源和技術優勢，在助力鄉村振興、助力文旅振興、公益教育、愛心幫扶等幾大板塊多領域開展公益慈善活動，倡導企業社會責任，共同營造良好的社會公益環境。本報告期內，我們累計投入公益資金人民幣75.4萬元⁷。

(1) 助力復甦振興

本公司積極響應國家及地方號召，參與鄉村特色農業發展項目。我們積極發揮平台優勢，助力鄉村振興，獻禮建黨100週年。

⁷ 該數據統計僅涵蓋本報告期內本公司所參與的不具營利及營銷目的的社會公益項目。

i. Rural revitalisation

Case: Sales promotion of local produce

In order to fully activate cultural and tourism resources, promote rural revitalisation and help Yan'an fruit farmers increase their income, we launched an innovative campaign that integrated agriculture, culture and tourism in joint efforts with the People's Government of Liulin Township, Baota District, Yan'an and Yan'an Nanniwan Airport. In addition to purchase of 100 Yan'an fruit trees and more than 4,000 kilograms of Yan'an apples, we utilized our platform capabilities and resources to actively promote sales of Yan'an apples while delivering the concept of public welfare to the users of Tongcheng Travel, helping the development of Yan'an's local tourism industry. The project generated revenue of RMB300,000, benefiting over 10,000 people. It also won the "2021 Public Welfare Communication Award" at the 11th Philanthropy Festival during the Reporting Period.

Case: Lindu Warm Village – Empowering rural revitalisation

Lindu Warm Village is our first model project to empower rural revitalisation, with the goal of exploring a new pattern of rural tourism in Hengjing by leveraging our own advantages in resources, channels and technologies.

The project aims at the new positioning of "one-stop rural vacation destination" and adheres to the idea of integrated development of culture, tourism and agriculture, creating a secondary urban community while optimising the supply of tourism products for short-haul trips, weekend trips and road trips, thereby forming a sustainable and organically growing village.

In the course of construction, Lindu Warm Village has gradually explored a path to promote agriculture and increase income via rural revitalisation, and has continued to build itself into a demonstration area for the integration of agriculture, culture and tourism. The project received the Rural Revitalisation Innovation Demonstration Village award at the 2021 Hainan International Cultural and Creative Week and was featured on the 2021 China Rural Innovation Map.

i. 鄉村振興

案例：「蘋果」安出行 一路同程

為了充分激活文旅資源，促進鄉村振興，幫助延安果農增收，我們聯合延安寶塔區柳林鎮人民政府和延安南泥灣機場，共同打造農業文旅創新融合。在認領100棵延安果樹、8,000多斤延安蘋果的基礎上，利用平台優勢和文旅資源推廣延安蘋果，向同程旅行的用戶積極傳遞公益理念，助力延安當地的旅遊產業發展。該項目投入達人民幣30萬元，受益人次逾10,000名。報告期內，該項目獲得了第十一屆公益節「二零二一年度公益傳播獎」。

案例：林渡暖村 – 賦能鄉村振興

林渡暖村是我們賦能鄉村振興的首個樣板項目，旨在通過自身在資源、渠道、技術方面的優勢，探索橫澗鄉村旅遊發展的新模式。

該項目瞄準「一站式鄉野度假目的地」的全新定位，堅持文化、旅遊、農業互動融合發展的思路，打造城市第二生活社群的同時，優化短途遊、週末遊、自駕遊的旅遊市場產品供給，形成新村民聚集的、可持續的有機生長的村落。

經過籌備建設，林渡暖村逐步在鄉村振興的道路上探索出了一條促農增收致富之路，向農文旅融合示範區的目標持續前行。該項目在二零二一海南國際文創週上獲評鄉村振興創新示範村，並榮登二零二一中國鄉創地圖。

Case: Zhangjiagang Bay – Promoting the construction of an extraordinary demonstration area

We cooperated with Zhangjiagangwan Ecological Construction Co., Ltd., and developed local projects, including homestays, pastoral ranches, cultural and creative blocks, sports centres and digital villages with the objective of creating a modern rural tourism and vacation destination while building a smart marketing platform. At the same time, by leveraging big data analysis, artificial intelligence, digital marketing and other technologies, we made the Zhangjiagang Bay demonstration area an “Internet + Tourism + Rural Revitalisation” project a base in the Yangtze River Delta region, promoting high-quality development and boosting rural revitalisation.

ii. Cultural and tourism recovery

Due to the significant impact of COVID-19 on the culture and tourism industry, 2021 saw the introduction of policy documents such as work plans for regular COVID-19 prevention and control and guidelines for the resumption of work and production. In alignment with the Ministry of Culture and Tourism’s philosophies of “Preservation through Enhancement”, “Bringing Intangible Cultural Heritages (ICH) into Modern Life” and “Seeing People, Experiencing Things and Enjoying Life”, we launched the brand IP “Thoughts on ICH”, which integrates the cultural resources, tourism products and traditional activities in ICH sites through “ICH + Livestreaming + E-commerce”, “ICH + Culture & Creation” and “ICH + Routes”, forming an online platform involving “Product Design – Promotion – Sales Transformation”. In doing so, we have empowered destinations to boost recovery of local culture, economies and tourism industry. In November 2021, the “Thoughts on ICH” project (case) was selected for the 2021 Global Trends Exhibition organised by Huanqiu.com.

案例：張家港灣 — 推進精品示範區建設

報告期內，我們與張家港灣生態建設有限公司合作，以打造現代鄉村旅遊度假目的地為目標，在當地發展特色民宿、田園牧場、文創街區、運動中心、數字鄉村等項目，打造智慧化營銷平台。同時運用大數據分析、人工智能、數字營銷等技術，將張家港灣特色精品示範區打造成為長三角區域「互聯網+旅遊+鄉村振興」示範項目和交流活動基地，集中體現張家港地域特色，推動其高質量發展，助力鄉村振興。

ii. 文旅復甦

基於新冠肺炎疫情的爆發給全國文旅行業帶來的巨大衝擊，二零二一年，各地紛紛出台常態化疫情防控工作方案及復工復產指南等政策文件。在文化和旅遊部「在提高中保護」「非遺走進現代生活」「見人見物見生活」的理念推動及號召下，我們推出「非遺所思」品牌IP，通過「非遺+直播+電商」、「非遺+文創」、「非遺+線路」等模式，整合非遺文化所在地的文化資源、旅遊產品、傳統活動，形成「產品設計—傳播推廣—銷售轉化」的線上全流程平台，賦能目的地，助力當地文化、經濟及旅遊產業復甦。二零二一年十一月，《非遺所思》項目（案例）入選了環球網公益趨勢案例展示。

Case: "Thoughts on ICH"

Wake-up plan

We used a combination of experiential, slow variety-style livestreaming and short videos to reveal the stories behind the ICH. The "Wake-up plan" takes the audience through the immortal charm of Chinese culture using lively camera shots in an interactive manner, adopting a chapter-by-chapter trailer and experiential livestreaming format.

A scenic trip

Joining hands with National Geographic to design cultural and tourism routes for destination cities, we invite internet celebrities to carry out field visits and dissemination activities. Via platforms such as Weibo, WeChat public accounts and livestreaming, we recommend each destination's specialties or cultural and creative products. Using online publicity media, including graphics, short videos, livestreaming and audios, we aim to build demand for intangible culture and tourism in destination cities.

Technology + platform empowerment

Based on the concept of "Platform Empowerment + Farmer Assistance Zone + Partner Distribution", we selected fine ICH products at the destinations, such as Tangka artworks, and launched Tongcheng Youpin (an e-commerce platform now known as Tongcheng Group Buying), to drive the marketing of ICH products at the destinations via multiple formats. At the same time, by making full use of local cultural brands and actively developing rural tourism, we implemented the rural revitalisation strategy to achieve the goal of cultural and tourism industry recovery under the "Specialties + Tourism + Poverty Alleviation" model.

Based on the need for high-quality recovery of the destinations' cultural and tourism economy, we worked with local governments, commerce bureaus and bureaus of culture and tourism to promote a series of special tourism IP activities, such as the launch of the short-distance travel series - "48 hours+" and so on, so as to support recovery and development of the cultural and tourism industry and contribute to full recovery and sustained growth in consumption.

案例：「非遺所思」

喚醒計劃

通過體驗型慢綜藝式直播+短視頻結合的形式，揭秘非遺背後的故事。「喚醒計劃」以生動活潑的鏡頭語言，以用戶思維交互的方式，一篇章一故事的先導片+體驗式直播形式，與觀眾一同領略中國非物質文化的不朽魅力。

風物之旅

聯合國家地理雜誌共同策劃目的地城市文化旅遊線路，開展大V實地探訪+傳播的採風活動，通過微博、微信公眾號、直播等手段，推介目的地特產或文創產品，以圖文、短視頻、直播、音頻等立體化宣傳形式，在互聯網上掀起目的地城市非遺文化旅遊熱潮。

科技+平台賦能

以「平台賦能+助農專區+合夥人分銷」為理念，精選目的地非遺好物，例如唐卡藝術品，上線同程優品（現名：同程團購）電商平台，多樣化推動目的地非遺好物營銷。充分借助本地文化品牌，大力發展鄉村旅遊，以「特產+旅遊+扶貧」的模式，踐行鄉村振興戰略，實現文旅復甦目標。

基於目的地文旅經濟的高質量復甦需求，我們與各地政府、商務局、文旅局展開合作，推出一系列特色旅遊IP活動，如啟動了主打短途旅行的IP—48小時等等，助力文旅產業的復甦發展，促進消費全面恢復和持續增長。

Case: “48 hours+ Travel in Shandong”

The “48 hours+ Travel in Shandong” is a short-haul trip IP launched to provide creative travel solutions for users by digging underlying demand for weekend trips, short-haul trips and local trips, so as to encourage intra-city and intra-province travel and thus supporting the recovery of small-scale local cultural and tourism consumption in the context of regular repeated COVID-19 epidemic situation. This IP integrated hundreds of scenic spots in 16 cities in Shandong Province and rolled out a “Shandong Benefit Card” for the benefits of the public. And at the same time, 100 scenic spots, hotels and car agencies in Shandong were involved to stimulate local travel consumption.

We assisted local governments in issuing digital consumption coupons to stimulate the consumption for night-time tourism products. We also established in-depth cooperation with multiple cities to support the cultural and tourism industry recovery via multiple dimensions, including social responsibility, post-pandemic recovery and mutual benefits for the public.

Case: “Hubei consumption coupon project”

From September 18, 2021 to December 15, 2021, Tongcheng Travel, relying on the advantages of the platform, supported the Hubei Provincial Department of Culture and Tourism and the Hubei Yichang Municipal Bureau of Culture and Tourism to issue millions of RMB of cultural tourism consumption coupons simultaneously. This was Tongcheng Travel’s first consumption coupon project that allied with provincial and municipal governments, demonstrating the multiplier effect of this approach. At the same time, the jointly built Hubei operations and brand marketing hub, “Lingxiu Hubei Brand Pavilion”, was officially launched on the Tongcheng Travel platform.

(2) Contributing to society

i. Public welfare education

For over 10 years since our establishment, we have devoted ourselves to the cause of public welfare education. In addition to donating tuition and learning materials to underprivileged students, we also support the development and construction of Tongcheng Hope primary schools, offering hope and strength to children in need.

案例：「嗨遊山東，48小時+」

「嗨遊山東，48小時+」是我們推出的短途遊IP，旨在通過鎖定週末遊、週邊遊、本地遊等短途旅遊需求，在疫情反覆的常態下，為用戶提供有創意的出行解決方案，刺激本地人遊本地、遊本省，促進本地小範圍內文旅消費復甦。該活動整合山東16個城市百家景區打造「山東權益卡」惠民大促。同時聯動山東百家景區、酒店、用車等項目，刺激活動當地出行消費。

我們亦協助各地政府以數字化方式發放定向城市消費券，拉動城市旅遊夜經濟消費力，與多地建立了深度合作，從社會責任、疫後復甦、惠民互利等多個維度助力文旅復甦。

案例：「湖北消費券項目」

二零二一年九月十八日至二零二一年十二月十五日，同程旅行依託其平台優勢助力湖北省文旅廳+湖北宜昌市文旅局同時段發放消費券，共計發放百萬元文旅消費券，這是同程旅行首個省+市聯動模式的消費券項目，疊加帶來的「乘數效應」凸顯。同時，雙方合力打造的湖北品牌營銷樞紐及運營陣地——「靈秀湖北品牌館」在同程旅行平台正式上線。

(2) 愛心回饋社會

i. 公益教育

自成立以來，我們已經連續10多年堅持助力公益教育事業。除了通過向貧困學生群體捐贈助學金、學習物資等方式，我們亦大力支持同程希望小學的發展建設，把更多的希望和力量傳遞給需要幫助的困境兒童。

Case: Lushan Tongcheng Hope Primary School

We donated RMB1 million in 2013 for the post-earthquake reconstruction of Tongcheng Hope Primary School in Lushan County, which was completed in 2015. During the six years since the establishment of the school, we have donated office supplies and teaching materials to improve teaching facilities, as well as regularly organising travel tours for the school's outstanding teachers and students. We arranged for the Suzhou Industrial Park Chefang Experimental Primary School to sign a pairing contract with the school, and supported the school in various aspects such as characteristic education, supporting education, teacher training, and tutoring for poor students. In May 2021, Tongcheng Hope Primary School celebrated its sixth anniversary, showcasing the achievements realized during the development and construction of the school and demonstrating our commitment to social responsibility as a corporate citizen.

ii. Caring support

Together with warm-hearted people, we proactively participate in social activities and focus on major social events to contribute our utmost to the society.

Case: Aid following the rainstorm in Zhengzhou

In July 2021, torrential rain caused massive disruptions to Zhengzhou, Henan Province. We responded quickly by launching the "Map of Good Will Hotel" activity with Tencent Maps, and worked with business partners to provide necessary help for local victims. Through the "Map of Good Will Hotel I" query function, the public could find nearby hotels that provide rescue service with one click. We contacted hotels in Zhengzhou, organised those that declared themselves as free rescue sites for the public, and uploaded their information to Tencent Map to help the public obtain information and timely access to rescue resources. After the rain, we provided exclusive support policies for businessmen in Henan, such as giving them free access to our PMS for the hotels one month and deploying personnel to specifically serve Henan hotel customers, so as to fully support the normal operation of the hotel after the disaster.

案例：蘆山縣同程希望小學

我們於二零一三年捐獻人民幣100萬元定向用於蘆山縣同程希望小學的震後重建工作，並於二零一五年竣工驗收。建校6年來，我們持續關注學校辦學，多次捐助辦公教學物資，改善教學設施；定期為學校優秀師生開展旅行活動；組織蘇州工業園區車坊實驗小學與同程希望小學簽約結對，在特色培育、愛心支教、師資培訓、幫困助學等多方面給予了同程希望小學支持。二零二一年五月，同程希望小學組織開展了建校六週年慶典活動，展示了學校發展建設所取得的成就，彰顯了我們作為企業公民的責任與擔當。

ii. 愛心幫扶

我們積極參加社會愛心活動，致力同社會愛心人士一起，聚焦社會重大事件，在力所能及的範圍內，貢獻出我們的力量。

案例：鄭州暴雨愛心援助

二零二一年七月，河南鄭州發生特大暴雨事件，我們於第一時間積極響應，並與騰訊地圖發起「愛心救助酒店地圖」活動，攜手產業鏈合作夥伴共同為當地受災群眾提供必要幫助。通過「愛心救助酒店」查詢功能，群眾可一鍵查詢附近提供公益救助服務的酒店。我們與位於鄭州的酒店取得聯繫，組織符合條件的酒店自發申報，成為群眾免費救助點。這些救助點信息上傳至騰訊地圖，以幫助群眾更快獲取酒店相關信息、及時獲取救助資源。暴雨過後，我們心繫災情，為河南商家提供專屬扶持政策，給予合作酒店免費1個月PMS使用權限，並部署多人專門服務河南酒店客戶，全力支持災後酒店正常開展營業。

Case: I am a little aviator

In order to help the new generation learn from the Red Party-building Culture, we recruited children to learn about aviation and experience revolutionary culture with a red-themed flight to Yan'an in a flight simulator during the Reporting Period. The project was awarded the "2021 Public Welfare Communication Award" at the 11th Philanthropy Festival during the Reporting Period.

Case: Bijie public welfare train project

During the 2022 Spring Festival season, Tongcheng Travel, Guangzhou Municipal Human Resources and Social Security Bureau and Bijie Municipal Human Resources and Social Security Bureau jointly launched the Spring Festival public welfare train project themed "Mountains and seas are connected, Guangdong and Guizhou travel together". Under the various epidemic control and prevention measures, this project helped 180 migrant workers return home safely, and helped 609 migrant workers return to work. In order to ensure compliance with the relevant prevention measures, we arranged buses to transport migrant workers from Bijie high-speed rail station to safely various counties (cities, districts), facilitating the "point-to-point" return of migrant workers.

Case: Escort program for medical staff and volunteers

In February 2022, in response to the epidemic in Suzhou, Tongcheng Travel and hotels in Suzhou launched the "Escort program" to provide free accommodation and service for medical staff and volunteers involved in the fight against COVID-19. Nearly 20 hotels have joined the "Escort program" and provided hot water, charging, rest areas and other services to the medical staff and volunteers. Some hotels also provided free accommodation for medical staff. In March, Tongcheng Travel upgraded the program to expand its service from Suzhou previously to Shenzhen.

案例：我是小小飛行家

報告期內，為幫助新生一代感受紅色建黨文化，我們招募小朋友，學習空乘和飛行專業知識，受訓成為小小飛行家，體驗航空模擬機艙並乘坐紅色主題航班至延安，體驗延安的紅色革命文化。報告期內，該項目榮獲第十一屆公益節「二零二一年度公益傳播獎」。

案例：畢節公益專列項目

二零二二年春節前後，我們聯合廣州市人力資源和社會保障局、畢節市人力資源和社會保障局共同發起「山海相連穗黔同行」春運公益列車活動。在落實疫情防控各項措施的情況下，此次公益活動共幫助180位務工人員安全返鄉，609位務工人員安全返程返崗。為確保防疫安全，我們特意安排大巴車「點對點」(畢節高鐵站與各縣(市、區))接送務工人員。

案例：逆行者護航計劃

二零二二年二月，針對蘇州疫情，我們聯合蘇州部分酒店緊急啟動「逆行者護航計劃」，為參與抗疫的醫護人員及志願者提供免費住宿及服務保障。有近20家酒店商戶加入護航計劃，這些酒店可為醫護人員及志願者提供熱水、充電、休息區等服務，部分酒店還為醫護人員提供了免費住宿。三月，我們升級了「逆行者護航計劃」，將服務城市由此前的蘇州擴展至深圳。

OUTLOOK

In the future, we will continue to actively assume social responsibilities and as always, manage to create excellent experience for our users and grow together with our employees. We will carry out more diverse and close collaboration with our partners, and work together to help the industry develop positively. We will also work to improve energy efficiency, achieve sustainable development, and explore more forms of charity, so as to give back to our stakeholders with every pragmatic action.

未來展望

未來，我們將繼續積極承擔社會責任，一如既往地為用戶創造優質體驗，與員工共同進取；我們將與合作夥伴開展更為多樣及密切的協作，一同攜手，助力行業向陽發展；我們亦將努力提升能效，踐行可持續發展，並進一步探索慈善公益形式，用每一個務實的行動回饋利益相關方。