

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

ABOUT THE REPORT

Information about the Report

This report is the second Environmental, Social and Governance (“ESG”) report issued by the Company to systematically demonstrate our management measures and practices in the aspects of product responsibility, employee care, community investment and environmental protection in 2019.

Reporting scope

The Report covers the principal business of the Company, its subsidiaries and consolidated affiliated entities. Unless otherwise stated, the key performance indicators (“KPI”) for the environmental aspects in the Report are applicable to the main office locations of the Company in Suzhou, Hefei and Beijing; the KPI for social aspects in the Report are applicable to the Company and its subsidiaries. Compared with the 2018 ESG report released on July 22, 2019, there is no significant adjustment to the scope for the Report. The reporting period is from January 1, 2019 to December 31, 2019 (the “Reporting Period”).

References

The 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.

Reporting principles

“Materiality”: The Report Communication with stakeholders and materiality assessment are engaged in the preparing process of the Report to determine key ESG topics.

“Quantitative”: All the data in this report are from relevant statistical reports, official documents, and the relevant standards and methods used in the calculation of emissions/energy consumption have been also reported.

“Consistency”: Methodologies used in the Report for statistics and KPI disclosures are consistent with those used in the 2018 ESG report.

關於本報告

報告說明

本報告是本公司發佈的第二份環境、社會及管治（「ESG」）報告，旨在系統地展示我們於2019年度在產品責任、員工關愛、社區投資及環境保護方面的管理措施和實踐。

報告範圍

本報告內容涵蓋本公司、其附屬公司及併表聯屬實體的主要業務。除另有說明，本報告之環境範疇的關鍵績效指標（「關鍵績效指標」）涵蓋本公司位於蘇州、合肥及北京的主要辦公場所；社會範疇的關鍵績效指標涵蓋本公司及附屬公司。本報告與2019年7月22日發佈的《2018環境、社會及管治報告》相比，報告範圍無重大調整，報告時間為2019年1月1日至2019年12月31日（「報告期」）。

編寫標準

本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》）。

匯報原則

「重要性」原則：本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。

「量化」原則：本報告內所有數據均來自相關統計報告、正式文件，並已匯報排放量／能源耗用計算過程中使用的相關標準及方法。

「一致性」原則：本報告與《2018年環境、社會及管治報告》使用一致的統計及關鍵績效指標披露方法。

SOCIAL RECOGNITION

社會認可

Awards (Note)	Awarded by
獎項名稱 (附註)	頒發機構
Certificate of Enterprise Credit Grade (AAA) 企業信用等級證書 (AAA級)	Credit Evaluation Centre of the Internet Society of China 中國互聯網協會互聯網信用評價中心
National Model Enterprises with Harmonious Employment Relationship 全國模範勞動關係和諧企業	Human Resources and Social Security Association, China Entrepreneurs Association, All-China Federation of Industry and Commerce & General Chamber of Commerce 人力資源保障協會、中國企業家協會、中國工商聯總商會
Jiangsu Province, "May 1st Labor Medal" 江蘇省五一勞動獎	Jiangsu Federation of Trade Unions 江蘇省總工會
"Best Employer Award", "Moving Organisation" and "Star Team", etc. 最佳僱主、感動組織、明星班組等獎項	The third China Customer Service Festival hosted by China Information Industry Association 中國信息協會主辦的第三屆中國客戶服務節
2019 "Red Coral Award" of Asia Tourism Best Online Travel Service Platform 2019亞洲旅遊「紅珊瑚」最佳在線旅遊服務平台	21st Century Business Herald, Nankai University 《21世紀經濟報道》、南開大學
Jiangsu Private Science & Technology Enterprise 江蘇省民營科技企業	Jiangsu Private Science & Technology Enterprise Association 江蘇省民營科技企業協會
Corporate Social Responsibility Award of Internet in 2019 2019互聯網企業社會責任獎	The 9th China Charity Festival Association 第九屆公益節組委會
2019 the Rank of new industry "Pioneer enterprise/brand of economic growth" 2019新產業經濟行業「最具成長先鋒企業／品牌」	Zn Finance 鋅財經
The 3rd Aladdin "Best Mini Program of the Year" and "Best Advertiser of Mini Program of the Year" 第三屆阿拉丁神燈「年度最佳小程序」 「小程序年度最佳廣告主」	Aladdin 阿拉丁
Annual Hot Ranking No.1 and "Best Service Company" 年度紅榜第一及「最佳服務企業」	Sina.com 新浪

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Awards (Note) 獎項名稱 (附註)	Awarded by 頒發機構
2019 Best Customer Service of the Year in the Online Tourism Industry 2019年線上旅遊行業最佳客服	ts.21cn.com 21CN聚投訴
Pioneer of fighting the epidemic for public 助業戰疫先鋒	www.thecover.cn 封面新聞
China Concept Stocks Listed Companies with the most growing technology 最具成長性科技中概股上市公司	National Business Daily 每日經濟新聞
China New Economy Innovation Influence Ranking in 2019 – The Most reliable travel platform 2019中國新經濟創新勢力榜—最值得信賴出行平台	iiMedia Research iiMedia Research(艾媒諮詢)

Notes: Only part of awards related to the ESG report content were listed in this chapter.

附註：本章節僅列示部分與ESG報告內容相關的獎項。

ESG GOVERNANCE

“Becoming the leader of online travel services” is the developmental vision of the Company and the driving force for our pursuit of sustainable development. We are committed to creating value for all stakeholders, establishing a rigorous supplier selection mechanism, fully improving service quality, providing employees with favourable workplaces, and giving back to the society in a positive way.

Standard management and comprehensive compliance with responsibilities

The Company has established an ESG management framework consisting of the Board of Directors, senior management and a working group:

- The Board of Directors is responsible for preparing ESG management principles, motoring ESG issues, and identifying, assessing and managing key ESG issues. Besides, it also assumes full responsibility for the Company’s ESG strategies and reporting, and regularly reviews relevant issues and approves annual ESG reports;

ESG管治

「成為在線旅行服務領跑者」是本公司發展的願景，亦是我們追求可持續發展的驅動力。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。

規範管理、全面履責

本公司已建立了由董事會、高級管理層及工作小組組成的ESG管理架構：

- 董事會負責制定ESG管理方針，監管ESG事宜，識別、評估及管理重要的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；

- Senior management is responsible for assessing and determining the risks and opportunities related to ESG issues, ensuring that an appropriate and effective ESG risk management system is in place, reporting the ESG-based risks and opportunities to the Board of Directors, and providing confirmation as to whether such ESG system is effective;
- The ESG working group, composed of personnel from the Company's major departments, is responsible for implementing the Company's ESG management policies, conducting ESG management, and reporting the progress of ESG work to senior management.
- 高級管理層負責評估及釐定有關ESG事項的風險與機遇，確保本公司設立合適及有效的ESG風險管理系統，向董事會匯報與ESG相關的風險與機遇，並確認ESG系統是否有效；
- 由本公司主要部門組成的ESG工作小組負責執行本公司的ESG管理政策，開展ESG管理工作，並向高級管理層匯報ESG工作進展。

Diversified channels and positive 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.

多元渠道、良性溝通

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（「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，通過多種有效渠道瞭解其在ESG方面的期望和訴求，作為本公司制定ESG策略的重要參考。

Stakeholders 利益相關方	Demands 訴求	Communication methods 溝通方式
Shareholders & Investors 股東與投資者	Return on investment Information disclosure Operational compliance 投資回報 信息披露 合規經營	Annual reports, financial statements and announcements Investor briefings Company website Meetings, roadshows and investor summits 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
Regulatory authorities 監管機構	Operational compliance Tax compliance Social contributions 合規經營 依法納稅 貢獻社會	Direct communication Business forums Seminars and workshops 直接溝通 企業論壇 研討會和工作坊

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Stakeholders 利益相關方	Demands 訴求	Communication methods 溝通方式
Media and NGOs	Promotion of industry development Publicity compliance Delivery of brand value	Social media Official website Press conferences Meeting communication
媒體及非政府組織	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
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 保障服務品質 完美旅行體驗	應用程序(「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 Labor 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

Systematic assessment and priorities

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 for the Company to develop ESG management strategies and prepare ESG reports.

Step 1 Identify ESG topics

According to the ESG Reporting Guide and considering actual business and industrial characteristics, the Company has identified 15 ESG topics, which are classified in terms of social, economic and environmental;

Step 2 Determine the materiality

The Company invites internal and external stakeholders to conduct an assessment on each topic in form of questionnaires from the aspects of "materiality to Tongcheng-Elong" and "impact on stakeholders" and generates materiality assessment matrix based on the survey result;

Step 3 Verify assessment results

The Company's senior management and ESG working group 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, protecting customers' privacy, protecting customers' security, operating in a credible and compliant manner, providing quality service and safeguarding network security.

系統評估、重點關注

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和對各個利益相關方的重要程度，並將評估結果作為本公司制定ESG管理戰略及編製ESG報告的重要參考。

步驟1 識別ESG議題

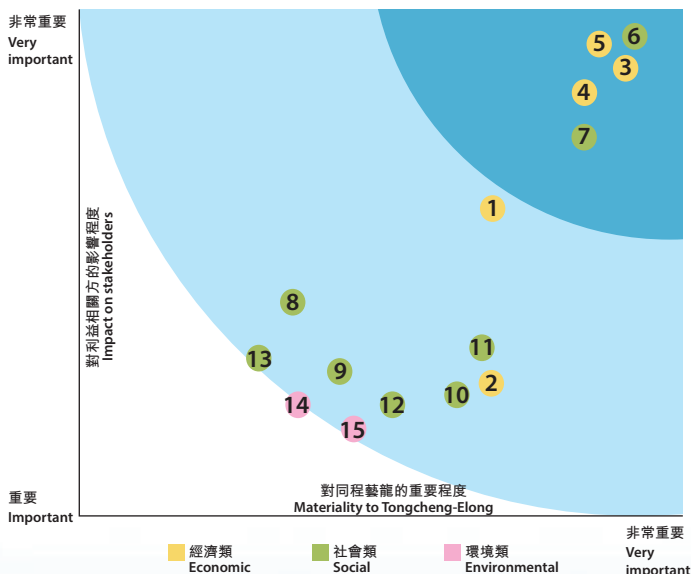
依據《ESG指引》要求，並結合實際業務與行業特點，本公司識別出15項ESG議題，並按照社會、經濟、環境三方面對其進行分類；

步驟2 確認重要程度

本公司邀請內外部利益相關方通過調查問卷的方式，從「對同程藝龍的重要程度」和「對利益相關方的影響程度」兩方面對各議題進行評估，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

本公司高級管理層及ESG工作小組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，包括保護客戶隱私、保證客戶安全、誠信合規經營、提供優質服務及保障網絡安全。



編號 No.	層面 Aspect	議題 Topic
1	經濟類 Economic	優化供應商合作 Optimise cooperation with suppliers
2		維護知識產權 Safeguard intellectual property
3		保證客戶安全 Protect customers' security
4		提供優質服務 Provide quality service
5		誠信合規經營 Operate in a credible and compliant manner
6	社會類 Social	保護客戶隱私 Protect customers' privacy
7		保障網絡安全 Safeguard network security
8		禁止童工與強制勞工 Prohibit child labour and forced labour
9		多元化與平等機會 Diversity and equal opportunities
10		保護員工健康 Protect staff's health
11		保障員工權益 Protect staff's rights and interests
12		促進職業發展 Promote career development
13		慈善公益活動 Charity activities
14	環境類 Environmental	減少排放 Reduce emission
15		節約資源 Save resources

PUTTING CUSTOMERS FIRST AND PROVIDING SUPREME EXPERIENCE

Adhering to the value of “putting customers first”, Tongcheng-Elong is committed to providing supreme travel experience for diversified users, accurately grasping the needs of customers throughout their travel, and making their journey more convenient, personalised and cosy. In order to make users’ journeys perfect, we safeguard the stability of services and the security of users’ personal information through strict information security measures. We choose tourism service providers through rigorous selection processes, and improve the ancillary value-added services through efficient management means.

Intelligent travel with safety and stability

Protecting users’ privacy

We are fully aware of the importance of privacy data protection in the information age, and actively take effective control measures in strict compliance with relevant laws and regulations such as the *Information Security Technology-Personal Information Security Specification (GB/T 35273-2017)*. In 2019, the Company established a personal information security protection group under the Information Security Committee and invested more resources in users’ personal information protection.

In the *Users’ Privacy Policy of Tongcheng-Elong*, we introduced users our management methods for the collection, storage, use, sharing, disclosure and cancellation of their personal information in simple language, and ensure that the practices at the above levels are fully compiled with relevant laws and regulations. The Company developed the *Data Privacy and Security Management Specification of Tongcheng-Elong* to regulate every phase of the whole life cycle of internal data. In addition, we regularly conducted personal information security assessment and safety audit to ensure effective operation and implementation of relevant rules and regulations.

We collect users’ personal information strictly in accordance with the principle of “reasonable, relevant and necessary”, and establish a rigorous data security system to ensure our customers’ personal information storage security. We limit the business processing operation involving users’ personal information to a secure office network environment, carry out multi-level approvals, log backup, and periodic inspection of information retrieval behaviour, and adopt secure transmission methods for data transmission. At the same time, we also regularly carry out information security trainings for employees, requiring them to strengthen their awareness of data protection.

客戶第一、極致體驗

秉持著「客戶第一」的價值觀，同程藝龍致力於為多元化的用戶提供極致旅行體驗，精準把握貫穿旅行全過程的客戶需求，使旅途更加便利、個性化及舒適愜意。我們通過嚴謹的信息安全保障手段保證服務的穩定及用戶個人信息的安全，通過嚴格的甄選方式選取旅遊服務供應商，通過高效的管理手段提升配套增值服務，為用戶提供完美旅途。

智能出行、安全穩定

保護用戶隱私

我們深知信息時代隱私數據保護的重要性，嚴格依照《信息安全技術—個人信息安全規範(GB/T 35273-2017)》等相關法律法規開展工作，並採取有效的管控措施。2019年，本公司在信息安全委員會下設立個人信息安全保護小組，並投入更多資源開展用戶個人信息保護工作。

我們通過簡明的語言在《同程藝龍用戶隱私政策》中向用戶介紹其個人信息在採集、存儲、使用、共享、開放及註銷環節的管理方法，並確保在上述層面的實踐完全符合相關法律法規的規定。本公司亦通過《同程藝龍數據隱私安全管理規範》，規範內部數據的全生命週期各個環節。此外，我們定期開展個人信息安全評估及安全審計，確保相關規章制度的有效運行及落地。

我們嚴格依據「合理、相關、必要」的原則採集用戶個人信息，建立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。同時，我們亦對員工進行信息安全培訓，要求員工提升數據保護意識。

In 2019, according to the requirements of regulatory authorities, including the Office of the Central Cyberspace Affairs Commission, we conducted in-depth surveys and rectifications on personal information security of APP, passed the review of the China Cybersecurity Review Technology and Certification Centre and were invited to become one of the first batch of pilot units that gained national APP security certification.

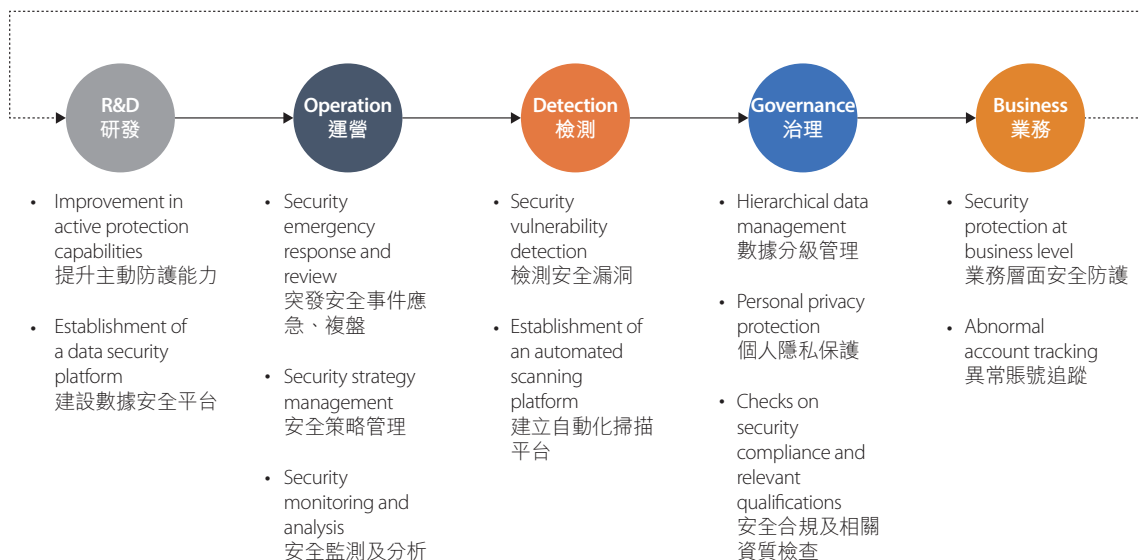
Safeguarding information security

We view information security as the foundation of the stable operation of our business. We have established the Information Security Committee chaired by the Chief Executive officer, as the highest organisation responsible for corporate information security management, and comprehensively improved information security management capability from the perspectives of research and development ("R&D"), operation, detection, governance and business. In addition, pursuant to the information security requirements specified in the *Cybersecurity Law of the People's Republic of China* and the *Provisions on the Technical Measures for the Protection of the Security of the Internet*, the Company has combined such requirements with the business strategies and established a corresponding security mechanism in the implementation of *Tongcheng-Elong Information Security Management Policies*, so as to solve information security issues and strengthen the information security culture.

2019年，依據中共中央網絡安全和信息化委員會辦公室等監管部門的要求，我們對APP個人信息安全進行深入調研及整改，並通過了中國網絡安全審查技術與認證中心的審查，亦受邀成為國家APP安全認證首批試點單位。

保障信息安全

信息安全是我們業務穩定運營的基礎。我們已成立信息安全委員會作為公司信息安全管理的最高組織，由首席執行官擔任委員會主席，從研發及開支（「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。此外，圍繞《中華人民共和國網絡安全法》與《互聯網安全保護技術措施規定》等信息安全要求，結合經營戰略，本公司通過執行《同程藝龍信息安全管理規定》建立相應的安全機制，解決信息安全問題，強化信息安全文化。



The Company has established an information security system in line with our business development based on domestic and international information security standards and best practices. We establish different levels of security protection for different functional areas, and form a comprehensive network security layout, and create a comprehensive data backup strategy. We enhance the safety awareness of employees and cultivate an information security culture by organizing information security training, circulating promotional slogans, and providing security offensive and defensive drills.

In 2019, the Company set up a data security working group and a security emergency coordination group under the Information Security Committee to further strengthen data security management, improve the data security management system, and establish an emergency stop-loss working mechanism. Meanwhile, in order to strengthen and standardise the security management of APPs, we formulated the *Administrative Measures for APPs' Security of Tongcheng-Elong* to control the security construction throughout APPs' entire life cycle from the perspective of APP development security, security function of APPs for customers, system release security, and development outsourcing security.

The Company has established a security emergency response centre to collect threats and bugs from the public in the official website that would be handled, repaired and reviewed by internal staff and points and rewards would be offered based on risks and impacts of threats and bugs. While leveraging the public's strength to maintain users' information security, we also disclose bugs and vulnerabilities in an open and transparent way for white hats and business competitors' reference on common security issues. Together, we make progress and work hard to promote the construction of industry information security.

本公司已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，針對不同的功能區域建立不同級別的安全防護，形成完善的網絡安全佈局，建立完備的數據備份策略，並通過舉辦信息安全培訓、張貼宣傳標語及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。

2019年，本公司在信息安全委員會下設立數據安全工作組及安全應急協調小組，進一步強化數據安全管理，完善數據安全管理體系，並建立應急止損工作機制。同時，為了加強和規範APP的安全管理，我們制定了《同程藝龍移動應用安全管理辦法》，從應用程序開發安全、客戶端功能安全功能、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。

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。在借助公眾力量維護用戶信息安全的同時，我們也秉持開放透明的態度公開披露漏洞，供白帽和友商參考常見的安全問題，共同進步，致力於推動行業信息安全建設。

Stringent global selection and high-quality service

Through the integration of various resources in the industry chain, we have in-depth cooperation with travel service providers to offer more innovative products and services to cope with users' changing travel needs and strengthen the value positioning of travel service providers.

It is our business foundation to provide customers with diversified products and services. We have established emergency response procedures and a response mechanism for extreme weather to mitigate the impact of irresistible natural factors on business operations and ensure the safety and convenience of users' travel. In addition, users can enjoy the Company's special customised value-added accommodation services, including untroubled journeys, price difference compensation, room transfer, automatic deletion after check-in and lost insurance. In 2019, we provide customers with excellent user experience through continuous innovation in air ticket products and services.

(a) Air ticket business

While selling tickets of almost all Chinese airlines and major international airlines, Tongcheng-Elong uses its own data capabilities to help users book the most suitable flights, provides clear and visualised purchasing ways.

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, ticketing time, collection rate and number of complaints, and require each supplier to ensure that the ticket is authentic and valid and suppliers should actively respond to customers' needs and should not shirk their responsibilities. We introduce monthly assessment mechanism for suppliers, and based on assessment result, cooperate only with the best air ticket suppliers.

We require suppliers to prepare and implement emergency plans and 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 supplier infringement of users' rights and interests. We develop the *Air Ticket Supplier Service Specifications* to specify our requirements on access, assessment, elimination and penalty of the suppliers. Meanwhile, the Company regularly holds suppliers' conferences to convey the direction of service promotion and listen to relevant feedback and suggestions, so as to improve its own platform.

全球嚴選、優質服務

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。

為客戶提供豐富多元的產品及服務亦是我們業務運營的基礎。我們針對極端天氣建立了應急流程及響應機制，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。此外，用戶可享受行程無憂、貴就賠、轉讓房、訂後即焚和遺失保險等本公司特色的定制化增值服務。2019年，我們亦通過持續的服務創新，進一步優化用戶體驗。

(a) 機票業務

同程藝龍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最適合其旅遊需要的航班，提供清晰、直觀的購買方式。

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，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，始終保持與最優質的機票供應商合作。

為最大程度確保用戶的順利出行，我們要求供應商必須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，同時，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。

We also provide customers with refreshing travel experience through continuous innovation in air ticket products and services. The Company provides diversified services based on users' attributes, customises differentiated value-added products and services according to customers' different characteristics, and offers special member benefits, such as price discount, dedicated birthday care and dedicated customer service, to members at different levels, satisfying customers' needs in an all-round way. In 2019, we have launched an online seat selection service for international flights together with China Southern Airlines with the implementation of New Distribution Capability ("NDC") technology. We are the first OTA and pioneer to launch online seat selection service based on NDC technology.

(b) Accommodation reservation

Suppliers offer a large number of hotels and alternative accommodations via us to meet different accommodation budgets and preferences of users. Relying on our mature control system for accommodation suppliers, we continue to provide users with high-quality accommodation.

We have established strict access criteria and carefully select suppliers based on the core dimensions including business growth, merchant qualification, pricing advantage and software system. During the cooperation, we conduct regular assessment and rating on suppliers and continuously monitor their service capabilities, pricing advantages, response speed of users' demands, contract compliance and fulfilment, product reputation and other indicators. For high-quality suppliers, we occasionally offer preferential platform resources, such as upper sequence and brand recommendation. For inferior suppliers, we adopt penalty and management measures such as rectification, delisting, business suspending, product offline or cooperation termination.

In 2019, in order to further ensure users' untroubled journeys, we optimised the customer order process, and monitored the rate of valid orders of each hotel and took rectification measures to further improve the efficiency of customer service. Furthermore, to enrich customers' travel scenarios, we launched the brand of "Chengmao BNB" to build a folk ecology integrating multiple business resources, providing users with more personalised accommodation experience and more high-quality accommodation enjoyment.

我們亦通過持續的機票業務產品及服務創新，為客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，針對不同的客戶特質定制差異化增值產品及服務策略，向不同級別的會員提供專屬的價格折扣、專屬生日關懷和專屬客服等特定的會員權益，全方位覆蓋客戶需求。2019年，我們與中國南方航空共同推出運用新分銷能力（「NDC, New Distribution Capability」）技術的國際航線線上選座服務。我們是第一個推出運用新分銷能力技術的線上選座服務的在線旅遊平台及先驅。

(b) 住宿預訂

我們通過供應商向客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，依賴於我們成熟的住宿類供應商管控體系，持續為用戶呈現高質量住宿房源。

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。合作期間，我們對供應商定期進行考核評級，其服務能力、價格優勢、用戶需求響應速度、合同遵守與履行、產品好評度等指標會被持續監測。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；對於劣勢供應商，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。

2019年，為了進一步保障用戶的旅程無憂，我們進行了客戶訂單流程優化，對各酒店的訂單有效率進行監控及整改，進一步提升客戶服務效率。此外，為豐富客戶出行場景，我們推出「程貓民宿」品牌，打造整合多種業務資源的民俗生態，為用戶提供更加個性化的住宿體驗，更加品質化的住宿享受。

(c) *Other transportation businesses*

We provide e-ticket booking service from the official online ticket booking platform 12306 of China Railway Corporation and offline ticket outlets, and value-added services including ticket delivery and railway catering. Besides, we provide users with ferry ticket booking services for domestic routes and also sell long-distance bus tickets to meet China's growing intercity traffic demand.

Prior to the cooperation, we investigate potential suppliers and obtain the corresponding qualification documents to judge whether they meet the cooperation standards. During the cooperation, we control all aspects of our service process, establish corresponding assessment indicators, incorporate user evaluation and feedback, and carry out monthly evaluation and rating classification on suppliers to secure the rights and interests of users to the greatest extent.

High efficiency and warm customer services

We focus on enhancing communication with users and providing first-class user services. Centering on the vision of "Becoming a leader of online travel services", we established the Tongcheng-Elong Customer Service Centre with the slogan of "One-stop service with quick response and warm attitude" that offers real time and efficient customer service to our customers.

In 2019, with brilliant reputation in the industry and high quality service as always, the Company won several industry awards, such as "Moving Organisation" and "Star Team", at the third China Customer Service Festival hosted by China Information Industry Association.

Systematic management and professional specifications

Tongcheng-Elong set up the Customer Service Centre Service Committee that designs standard operating procedures for every detailed step and establishes the top-down management architecture to execute each step. It demonstrates the refinement and layering of Tongcheng-Elong's management architecture. Tongcheng-Elong obtained the certification of International Customer Service Standardization Certification Body (COPC Inc.). Meanwhile, Tongcheng-Elong introduced the 6-Sigma management. Through scientific project management methods, the Company keeps optimising and perfecting the systems, procedures, personnel and services to create supreme service experience for users.

(c) *其他交通業務*

我們提供中國鐵路總公司官方線上12306訂票平台電子票代訂服務以及線下售票點的火車票代訂服務，額外為用戶提供票務配送、鐵路送餐等增值服務。除此之外，我們提供國內航線的渡輪票訂購服務，亦銷售長途汽車票以滿足中國不斷增長的城際交通需求。

合作前，我們對潛在供應商進行調查，獲取相應的資格文件，以評判是否符合合作標準。合作過程中，我們對其服務流程中的各個環節進行把控，建立相應的考核指標，結合用戶評價及反饋，對供應商進行月度評估及評級分類，以最大程度保證用戶的權益。

快速高效、暖心客服

本公司注重加強與用戶的溝通並提供一流的用戶服務。圍繞「成為在線旅行服務領跑者」這一願景，客服中心以「一站式、快響應、暖服務」的服務口號，向廣大客戶提供實時高效的客戶服務。

2019年，憑藉優秀的業內口碑和一如既往的優質服務，本公司在由中國信息協會主辦的第三屆中國客戶服務節上榮獲「感動組織」、「明星班組」等多項業界大獎。

體系管理、專業規範

同程藝龍建立了客服中心服務委員會，針對每一個流程細節制定標準流程作業書，以從上而下的管理架構體系，最終落地為可執行的細節步驟，體現出精益求精、層層遞進的管理架構體系。同程藝龍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於系統、流程、人員、服務進行優化完善，為用戶打造極致的服務體驗。

We lay emphasis on improving the service quality of Customer Service Centre by management tools, and are going to combine the manual quality inspection of the COPC performance management system with the intelligent quality inspection incorporating intelligent speech analysis. Based on the improvement of the professional skills of frontline employees, it is supplemented by real-time risk feedback and remedy for the intelligent system, so as to maximize user experience. On this basis, we introduce multi-step quality inspection and establish a daily reporting system for quality inspection. We identify the services with poor quality inspection results and make corresponding improvement, while give “thumb-up” for excellent services and promote them through demonstration, in an attempt to build a good service atmosphere.

The Customer Service Centre has established the *Customer Service Centre Standard Operating Procedures*, which analyse different customer service scenarios, formulate corresponding treatment procedures, and suggested scripts, including nearly a thousand scripts for knowledge, hundreds of scripts for public regulations and standard cases suitable for all functions. They are still in continuous optimisation, calibration and perfection. In combination with the above quality inspection mechanism and business indicators for customer service staff, we have established an employee growth system covering all customer service staff. By means of linkage quality inspection defects, screening of impact indicators for satisfaction and other intelligent means, we send learning lists and test lists in a targeted manner to help employees learn and improve their service level.

In 2019, the Customer Service Centre pushed forward an organisational capacity improvement project, “Making Service WOW”, of which W stood for wonderful, O for users’ smiling faces and W for warm, aiming to deliver services that make users cheer with WOW. We have established effective communication channels to clarify the strategic information and requirements of the organisation through “Talk with Mr. Xiao” interviews and monthly meeting of the service centre. We further improve the professional ability of customer service staff through the targeted knowledge base, related cultural trainings and competition activities. We strive to build the atmosphere of all staff innovation through a series of innovation activities, such as “thumb-up king” and “micro-innovation”, as well as management incentive means such as launching special innovation projects and preferential resource allocation. In addition, we conduct corporate culture themed activities like “Star of Corporate Culture” and systematized culture promotion to enhance customer service staff’s sense of identity and mission for “WOW service”.

我們注重以管理手段提升客服中心服務質量，將圍繞COPC績效管理系統的人工質檢與引入智能語音文本分析的智能質檢相結合，在有效提升一線員工業務水平的同時，輔以智能系統的實時風險點反饋及補救，最大程度提升用戶體驗。在此基礎上，我們引入階梯質檢，建立質檢日報體系，對質檢成績不良的服務進行查缺補漏，對優秀服務進行「點讚」並宣導展示，建設優秀服務氛圍。

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。結合上述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。

2019年，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。我們通過「老肖有約」座談會、服務中心月會建立起有效的上傳下達渠道，明確組織的戰略信息及要求；通過知識庫精準化、相關文化培訓及競賽活動進一步提升客服人員的專業能力；通過「點讚王」、「微創新」等一系列創新活動，以及啟動創新專項、資源配置傾斜等管理激勵手段，激發全員創新的氛圍。此外，「文化之星」等特色活動的開展及系統化的文化宣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。

Turning complaints to treasure and achieving continuous improvement

We actively carry out user experience defect management, collect customers' real feedback and appeals as breakthroughs and force points, form special reports based on the analyses to guide the business development and improvement, ultimately achieving the goal of improving customer experience defects and promoting products and services by users' voice. We also invite users to make comments by means of periodical obtaining of customer net recommendation value as well as short message service ("SMS"). We will verify and backtrack every feedback to address the users' problems and continuously optimize internal procedure.

As a bridge connecting business and users, the Customer Service Centre is a window to intuitively obtain customers' feelings. We set up a variety of channels to collect existing pain points from all customer service staff. Staff can submit pain points of the existing system via the activity of "Experiencing Flagship Products", and the project team conducts specific analysis and classification and carry out in-depth control and unified solution.

In May 2019, we held an activity to listen to customers' opinions – "Feel for Our Customers and Provide Supreme Experience". The Company's senior management and management and core staff from each department came to listen to customers and collected pain points and difficulties about customer service. There were 223 participants, and 413 cases were handled on site. A total of 775 pain points were collected, of which 478 cases were completed, and 142 cases were completed.

Upholding integrity and honesty and ensuring operational compliance

Creating an atmosphere of integrity

The business philosophy of compliance and efficiency is the foundation of high-quality service. Adhering to the value of "upholding integrity and honesty", We has established a sound risk prevention and control mechanism, practised the highest level ethical standards in all aspects of business operation, strictly followed the relevant provisions of laws and regulations applicable to bribery, extortion, fraud and money laundering, such as the *Anti-Unfair Competition Law of the People's Republic of China* and the *Company Law of the People's Republic of China*, adopted a zero tolerance attitude towards any form of corruption, and established the Discipline Inspection and Supervision Committee as an enforcement agency to manage relevant affairs. During the Reporting Period, there were no legal cases regarding corrupt practices.

變訴為金、持續改善

我們主動開展用戶體驗缺陷管理，收集客戶的真實反饋和訴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，最終達到改善客戶體驗的目的，由用戶的聲音驅動產品和服務提升。我們通過週期性獲取客戶淨推薦值、短訊（「短訊」）邀評等方式邀請用戶進行評價，並對所有反饋進行一對一核實回溯，形成閉環流轉，在解決用戶問題的同時，不斷進行內部優化。

客服中心作為連接業務與用戶的橋樑，是直觀獲取客戶感受的窗口，我們建立多種渠道面向全體客服收集現有痛點。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。

2019年5月，我們開展「匠心比心，極致體驗」親聽客戶聲音活動，由本公司高級管理層、各事業部管理層幹部及核心同事親自傾聽客戶聲音，收集客戶服務的痛點及難點，參與人數223人，現場親自處理413例，收集痛點總數775例，已關閉478例，已完成142例。

正直誠信、規範經營

營造誠信氛圍

合規高效的經營理念是高品質服務的基礎，我們堅持「正直誠信」的價值觀，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，嚴格遵守《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，並成立了紀檢監察委員會作為管理相關事務的執行機構。報告期內，本公司未發生貪污訴訟案件。

We have actively created a good corporate atmosphere of honesty, diligence and dedication. The internal documents such as the *Sunshine Code of Conduct* and the *Disciplinary Penalty Regulations* clearly stipulate that employees are forbidden from behaviours such as deception, improper profit, fraud and breach of confidentiality. Employees and external personnel can report violations of professional ethics or related incidents through reporting emails, telephone calls and the corporate WeChat platform. After investigation, if the allegation is verified, we will seriously deal with the violations of the *Detailed Rules for the Implementation Disciplinary Punishment* and publish the results. At the same time, we have established honesty questioning mechanisms, including routines, reminders, warnings and callback, always pay attention to staff's personal performance on duty fulfilment, honesty and self-discipline, focus on prevention, and check erroneous ideas at the outset.

We popularise the knowledge of law and integrity and pass on the values of honesty and self-discipline to each employee through integrity training activities covering all staff, such as "Integrity and Self-discipline Day", "Integrity Teaching" "Xinbaida Speeches", and various promotion approaches, such as playing video of promoting clean and honest conduct and putting up posters.

Tongcheng-Elong actively promotes 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, attend various trainings, forums and lectures as event experts and judges, so as to promote the healthy and positive development of the advertising industry.

From September 19 to 20, 2019, as a member of the Trust and Integrity Enterprise Alliance, we participated in the integrity and compliance summit – "Build an Integrity Community with Joint Efforts and Create a Compliant Ecosphere", hosted by the alliance. Discussions were held by over 150 members from the alliance and dozens of experts and scholars from governmental departments, famous universities and social organisations on the construction of enterprise integrity system and prevention of criminal risks.

我們積極樹立廉潔、勤勉、敬業的良好企業氛圍。《陽光行為準則》和《違紀處罰實施細則》等內部文件中明確杜絕員工弄虛作假、不當獲利、行為舞弊、泄露機密等行為。員工及外部相關人員可通過舉報電郵、電話及企業微信平台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，並進行結果公示。同時，我們建立了常規、提醒、警示及回訪等廉潔約談機制，時刻關注員工個人履職及廉潔自律情況，注重預防、防微杜漸。

通過持續開展「廉潔自律宣傳日」、「廉潔小課堂」、「新百大宣講」等覆蓋全員的廉潔培訓，輔以廉潔宣傳視頻及張貼廉潔海報等宣傳方式，我們積極普及法律及廉潔知識，將廉潔自律的價值觀傳遞給每一位員工。

為推動行業共同發展，我們參與行業反腐共治，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，與眾多聯盟成員企業合力反腐。

2019年9月19至20日，我們作為成員單位參加了陽光誠信聯盟「共建廉潔共同體打造合規生態圈」廉潔合規峰會，陽光誠信聯盟的150餘家成員單位與來自政府部門、知名高校、社會機構的數十位專家、學者，就企業廉潔體系建設、刑事風險防範等議題進行了探討。

Publicity compliance

We actively create a positive corporate image and continuously improve corporate recognition, reputation and harmonisation, manage the relations with media and have established the principle of public relation management and the principle of emergency response to public opinion crisis.

We also highlighted the advertising and visual identity management, strictly followed the *Advertising Law of the People's Republic of China* to establish internal copywriting standards, and made best efforts to stay true and accurate based on the principle of "Short and Simple". We implemented the compliance auditing of broadcasting and promotion materials in accordance with documents 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 established a unified visual identity system in accordance with the *Tongcheng-Elong Colour Standard System and Specifications* to enhance the brand recognition.

Tongcheng-Elong actively promotes 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, attend various trainings, forums and lectures as event experts and judges, so as to promote the healthy, scientific and positive development of the advertising industry.

Intellectual property management

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 *Mechanism for the Standard Management of Special Patent Incentives*, to fully invigorate the enthusiasm and creativity of all employees, and to grant honours and awards for the employees' inventions.

We have established a complete maintenance mechanism for protecting intellectual property. Any possible infringement will be reported to the Legal Center for determining whether there has been an infringement. If the infringement is confirmed, the Legal Department will require the infringer to cease his infringement action and make compensation; if the infringement constitutes a major one, we will maintain our legal rights through judicial channels.

On August 30, 2019, we arranged knowledge sharing trainings to spread the information about patent application, patent mining, etc., where professionals were invited to explain basic knowledge about patent application and the inventions of methods, utility models and appearance design patents that our services were applicable to.

合規宣傳

我們積極營造正面企業形象，持續提高企業認知度、美譽度與和諧度，維護管理媒體關係，並建立了公共關係管理原則及突發輿情危機事件應急處理原則。

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》等文件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《同程藝龍色標體系與規範》建立統一的視覺標識體系，提升品牌的辨識度。

同程藝龍積極推動行業發展，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、評委出席各類培訓、論壇、講座的演講嘉賓，推動廣告行業正向、健康、科學發展。

知識產權管理

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。

2019年8月30日，我們開展了專利申請知識培訓及專利挖掘等普及工作培訓，邀請專家就專利申請中涉及的基礎知識和我們業務適用的方法發明、實用新型、外觀設計專利分類進行了基礎講解。

Supply chain management

In addition to the selection of various travel service suppliers, we are also involved in the purchase of outsourcing services, information technology equipment and office supplies in our business operation. Selecting such suppliers also affects Tongcheng-Elong's business operation to a profound extent. We have established a sound selection, assessment and management mechanism, and implemented relevant requirements in the *Purchasing Management System*, the *Guidelines for Purchasing Operations* and the *Purchasing Bidding Specification*.

We set different qualification requirements for different suppliers and establish supplier catalogues. When selecting new suppliers, we will conduct online review over the candidates and field inspections over some high-risk suppliers. In order to ensure the service quality provided by suppliers, the Purchase Department will collect comments from relevant departments to evaluate and assess the supplier's delivery, as well as product and service quality.

We proactively focus on the environmental and social risks in each link of the supply chain, and have prepared the *Bidding Evaluation Scheme Focusing on Social and Environmental Risks of Suppliers* as an indispensable basis for selecting suppliers. For outsourced service suppliers, we assess and evaluate the social risks of employees' living and working conditions, employment practices and turnover rate, hardware and workplace safety of the suppliers, and require them to comply with all applicable laws and regulations pertinent to employment, safety and health. In addition, we have established a high-quality supplier club, TE-Club, to provide incentives and feedback to outstanding suppliers and promote the positive development of the industry.

PURSING INNOVATION AND GROWING JOINTLY

Human resources are the most valuable resource to Tongcheng-Elong and constitute the cornerstone of our business development. By strictly abiding by relevant laws and regulations such as the *Labour Law of the People's Republic of China* and the *Labour Contract Law of the People's Republic of China*, we protect the basic legal rights and interests of employees, provide employees with a fair, diverse and healthy working environment and establish a good and harmonious labour relationship with employees. Under the direction of the "Pursuing Innovation" value, we establish a training system that keeps pace with the time to help with employees' career development and the Company's growth together with employees.

供應鏈管理

除各類旅遊服務供應商外，我們在業務運營中亦會涉及到外包服務、資訊科技設備和辦公物資等類型的採購需求，此類供應商的選擇同樣深刻影響著業務運營。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》等文件中落實相關要求。

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，對供應商進行線上審核，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品質，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。

我們積極關注供應鏈各環節的環境及社會風險，並建立《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。針對外包服務類供應商，我們對供應商的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及評估，並要求供應商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。

創新進取、共同成長

人力資源是程藝龍最寶貴的資源，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》等相關法律法規，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，與其建立良好的和諧的勞動關係，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。

Employee orientation and mutual benefit

Tongcheng-Elong adheres to the establishment of a new labour relationship of “employee orientation, interest consideration, mutual benefit and joint development”, and strictly observes applicable laws and regulations such as the *Labour Law of the People’s Republic of China*, the *Labour Contract Law of the People’s Republic of China* and the *Provision on Prohibition of Using Child Labor*, promoting realisation of employee benefits and sound development of the enterprise in an effective way. During the Reporting Period, the Company was awarded as the “Jiangsu Work Different Employer” by Liepin.com, the “The Most Influential Employer of 2020” by Haitou.cc, and the “King’s Ark – The Most Talent-Cherished Employer” by BOSS Zhipin.com.

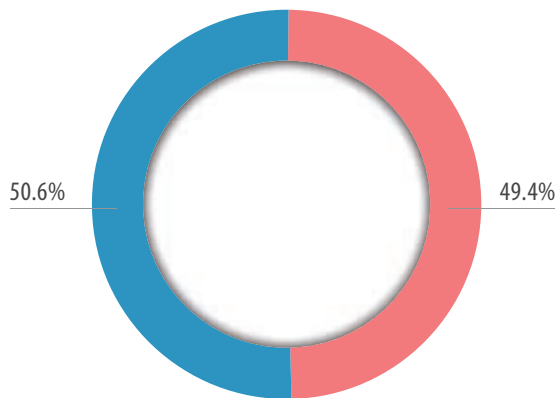
As of the end of the Reporting Period, the Company had a total of 5,431 full-time employees, of which the numbers of male and female employees were basically equal, with the majority of employees were under 30 years old.

以人為本、互利共贏

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《中華人民共和國勞動法》、《中華人民共和國勞動合同法》和《禁止使用童工規定》等適用的法律法規，促進員工權益的實現和企業的健康發展。報告期內，本公司被獵聘網評為「江蘇變革非凡僱主」，被海投網評為「2020最具影響力僱主」，被BOSS直聘評為「王者之舟·最愛人才僱主」。

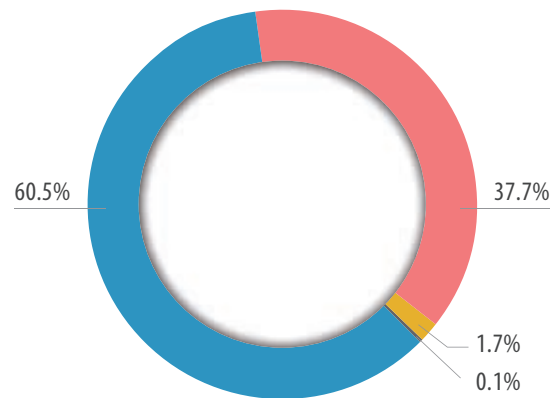
截至報告期末，本公司共有5,431名全職員工，其中男女員工人數基本均等，以30歲以下年齡層的員工為主。

TOTAL WORKFORCE BY GENDER
按性別劃分的僱員總數



● Male 男性
● Female 女性

TOTAL WORKFORCE BY AGE
按年齡劃分的僱員總數



● <30 <30歲
● 30-39 30-39歲
● 40-49 40-49歲
● 50 and above ≥50歲

Recruitment

Adhering to the criteria of “innovation, enterprising, responsible; integrity, eager to learn, and dreams”, we attract talents with excellent quality and great working competence to work in the Company through diversified recruitment channels such as on-campus recruitment, social recruitment and internal referral. The Company has formulated the *Recruitment Management Measures* and the *Internal Recommendation Management System*. In the course of recruitment and daily routine, we adhere to the recruiting principle of “Openness, fairness, competition and prioritizing”. We do not discriminate against any talents due to their race, colour, gender, age, family background, religious belief, physical fitness and nationality. We insist on equality of employees and endeavour to create a harmonious working atmosphere.

In order to improve the professionalism, precision and reliability of the recruitment process, the Company has developed the *Tongcheng-Elong Interviewer Guidebook* to standardise the interview process. Professional trainings are arranged for the recruitment team to clarify the four basic requirements of respect, affinity, fairness and professionalism and the selection criteria for various types of talents. An interview evaluation form is utilised to assess candidates in an accurate, fair and effective manner. All these are aimed at providing candidates with better interview experience. We also participate in various talent exchange activities to share our talent management experience with peers without reservation.

In 2019, in order to meet the demand for talents, the Company refined the selection criteria for talents through the *Mid- and Senior-level Talents Hunting and Recruiting Project*, and established a mid- and senior-level talents sharing centre and a talent pool, which greatly improved the efficiency and quality of mid- and senior-level talents and scarce talents hunting.

招聘

秉持「創新、進取、有擔當；正直、好學、有夢想」的選人標準，我們通過校園招聘、社會招聘及內部推薦等多元化招聘渠道吸引具有優秀品質、良好工作能力的人才。本公司制定了《招聘管理辦法》和《內部推薦管理制度》，堅持「公開、平等、競爭、擇優」的用人原則，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，創造和諧的工作氛圍。

為提升招聘過程的專業度、精細度和可靠度，本公司制定《同程藝龍面試官指導手冊》規範面試流程並對招聘團隊進行專業培訓，明確尊重、親和、公正、專業的四項基本要求，明晰篩選各類人才的標準，通過面試評估表對應聘者進行精準、公平、有效的評估，旨在為應聘者提供更優質的面試體驗。我們亦參與各類人才交流活動，毫無保留地與同行分享本公司的人才管理經驗。

2019年，為滿足人才需求，本公司通過《中高端人才獵聘項目》細化人才甄選標準，建立中高端人才共享中心和人才儲備池，大幅度提升了中高端及稀缺人才的獵聘效率與質量。

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 implemented the standard working hours system, the comprehensive working hours system and the flexible working hours system in consideration of the features of various types of jobs, thus standardising working hours, ensuring employees reasonably sufficient break time and achieving balanced exertion and rest while ensuring work progress and quality.

We are committed to enabling employees to achieve work-life balance, and 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 and obtain approval from the superior. The superiors will review the application according to the actual situation, and arrange compensatory rest or payment for the overtime work. In addition, employees of the Company enjoy the national legal holidays, statutory annual leave, unpaid leave, sick leave, maternity leave, paternity leave, nursing leave, breastfeeding leave, bereavement leave and other holidays.

Remuneration and benefits

In accordance with the *Remuneration Management System* and the *Performance Management System*, and in combination with 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 by formulating a series of systems such as the *Bonus Pool Management System* and the *Special Incentive Management System*, to improve the effect of incentives. Meanwhile, Tongcheng-Elong attracts, motivates and retains excellent talents in the industry by formulating a short, medium and long-term salary incentive plan. In addition, with the help of a standard individual performance management process, we create a fair, open and just performance assessment environment. Through top-down performance chain management among 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.

工時與假期

結合本公司運營情況，我們根據相關法律法規制定了適用於本公司的《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，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，所有員工享有國家法定節假日、法定年休假、事假、病假、產假、產檢假、護理假、哺乳假、喪假等假期。

薪酬福利

依據《薪酬管理制度》和《績效管理制度》，結合本公司激勵理念和文化價值導向，我們進一步制定了《獎金池管理制度》、《專項激勵管理制度》等制度，針對性的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，通過自上而下的本公司、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，提供覆蓋全員的商業補充保險福利，解除員工的後顧之憂。

Termination

In accordance with the labour contract law and other relevant laws and regulations, we have formulated and updated the *Policy for Administration of Employee's Employment, Transfer, Reassignment and Termination in Tongcheng-Elong* in real time, and constantly optimised the resignation process to ensure that employee's and the Company's rights and interests are free from any infringement. While taking appropriate measures to retain talents, we conduct opinions survey on employees who have voluntarily resigned to know their opinions about the Company and relevant positions, with an aim to efficiently respond to employees' concerns and demands after an integrated analysis of these opinions.

Working healthily and living happily

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 such as the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, we constantly improve the safety and health management system to make safety management more efficient and minimise the incidence rate of accidents. We have a complete fire protection system in the office area and dedicated personnel responsible for fire safety. In strict compliance with the *Office Safety Management Policy* and the *Fire Extinguishing and Emergency Evacuation Plan*, we conduct regular fire self-examinations and safety hazard investigations to ensure a safe and reliable office environment. Activities such as fire drills are arranged regularly every year to increase employees' awareness of safety and fire prevention and sense of mutual rescue and self-rescue, and build up their ability to cooperate and coordinate in emergencies. In October 2019, in order to enhance maintenance personnel's awareness of self-safety, reduce the occurrence of accidents, strengthen ability to prevent accidents and take corresponding measures in response to different situations, we conducted safety training for maintenance personnel.

We care about the physical and mental health of employees. We arrange free physical examinations for employees annually, guaranteeing a 100% coverage over all employees, and carry out report interpretation activities to inform employees of common health problems in the industry, teach them how to prevent these problems and raise their awareness of disease prevention. We also provide physical examination discounts and convenient physical examination channels for employees' families. In 2019, in order to further optimise employees' office environment, our Beijing office renovated the air conditioning and fresh air system by introducing the air purification technology based on strong electric field filtering, which achieved clean and fresh indoor air.

離職

我們按照勞動合同和相關法律法規制定並即時更新《同程藝龍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，以回應員工關注的問題及訴求。

健康工作、快樂生活

我們切實履行保障員工健康與安全的責任，嚴格遵守《中華人民共和國職業病防治法》等適用的安全及健康法律及法規，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。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《辦公安全管理制度》和《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。每年定期組織的消防演習等活動不斷增強著員工的安全防火意識，提高著員工的互救自救意識以及在突發事件中的協調配合能力。2019年10月，為增強維修作業人員的自我安全意識，減少事故的發生，提高預防事故的能力，我們對此類員工進行了安全培訓，提高應對不同情況採取相應措施的能力。

我們關愛員工的身心健康，定期組織員工進行免費年度體檢，體檢覆蓋率達到100%，並舉辦體檢報告解讀活動，幫助員工瞭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。2019年，為進一步優化員工辦公環境，北京辦公室對空調新風系統進行改造，引進強電場過濾空氣淨化技術，實現室內空氣的潔淨與清新。

In addition, taking the opportunity of the “Tongcheng-Elong Care for Mental Health” project, we engaged a third-party institution to provide professional psychological counselling services for employees, where 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. The customer service centre has stress relief materials in storage to help employees build a positive attitude and enjoy more in work.

Employee achievements and collaborative development

In order to make efficient use of human resources and build a professional employee echelon, we have set up a Career Development Committee, which is responsible for the formulation of employee career development management policies/strategies and the decision of major issues related to employee career development. We formulated the *Measures for Management of Career Development in Professional Sequence*, which clarifies the grading of the 12 posts in each line and specific competency items for each position. We have also publicised the promotion conditions and processes for each line, and established channels for collecting feedback about promotion results.

We are committed to creating a diverse and equal learning environment for our employees. Through the establishment of Tongcheng-Elong training system, we integrate internal and external resources to encourage employees to participate in various training activities initiatively, provide them with various opportunities to improve professional literacy and professional skills, and help them grow together with the Company. At present, Tongcheng-Elong College has formed five major curriculum systems: Orientation Training, Management Academy, Professional Academy, Common Sense Sharing and Learning activities.

此外，以開展「程藝心行動」項目為契機，我們已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，並通過推送心理健康月刊、舉辦解壓沙龍等活動關注員工心理健康。客服中心更為員工準備瞭解壓物資，幫助員工塑造積極的心態，提升工作的幸福感。

成就員工、協同發展

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。

我們致力於為員工打造多元平等、內容豐富的學習環境。通過建立同程藝龍培訓體系，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。目前已形成新人培養、管理學院、專業學院、通識公共和學習活動五大課程體系。

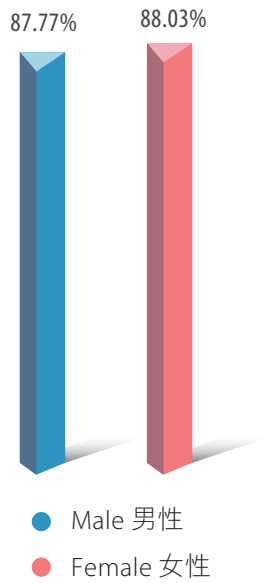
Orientation Training	Carry out pre-service training for new employees, focusing on core issues such as the Company's culture, institutional processes and career sharing, in order to accelerate the transformation of the employees. In 2019, the Company held a total of 18 trainings in Suzhou and Beijing, covering 1,167 new employees.
新人培養	對新人開展崗前培訓，圍繞本公司文化、制度流程與職業分享等核心課題，加速員工的角色轉變。2019年，本公司在蘇州與北京共開設18場培訓活動，培訓新人1,167人。
Management Academy	Provide employment and promotion trainings for existing managers at all levels, and provides trainings for employees to promote them to management, so as to further propel talent development, performance execution and experience accumulation in the Company. In 2019, the Company organised a total of 42 managers to participate in the TechMark business simulation training camp, helping them grow into professional management talents who accurately reckon and predict the market and dare to fight.
管理學院	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。2019年，本公司共組織42名管理人員參加TechMark商戰模擬訓練營，助力員工成長為精確推演、預估市場、敢打敢拼的專業管理人才。
Professional Academy	Arrange different courses according to different professional positions such as product positions, marketing positions, human resources positions and business positions, so as to enhance employee's professional competence in different lines of business and guarantee the HR reserve. In 2019, we carried out a total of 47 sharing exchanges, engaging 60 lecturers and 4,000 employees.
專業學院	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。2019年，總計開展分享交流47場、參與講師60位、覆蓋員工4,000名。
Common Sense Sharing	It enriches employee's knowledge, provides opportunities for cross-sharing and exchange and cultivates learning interest. So far, we have launched projects such as "Welcome the Master", "Night Courses in Tongcheng" and "Open Courses". In July 2019, we conducted the 24th and 25th of "Welcome the Master", with 578 employees participating, and received comprehensive rating of 4.69 points.
通識公共	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」、「同程夜大」及「公開課」等項目。2019年7月，本公司舉辦的《大咖來了》第24、25期，共計有578名員工參加，獲得綜合評分4.69分的好評。
Learning Activities	We proactively carry out other forms of training 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 implementation and academic reporting system. On August 28, 2019, we organized the second season of "Super-departure benchmarking tour in Shanghai", visited English fluent speaking and Ximalaya, jointly discussed the topic of capability-oriented product design, user operation, and IP content ecosystem construction.
學習活動	本公司開展遊學、線上E-learning學習平台等形式的培訓活動，結合線上視頻課程、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。2019年8月28日，本公司組織了超級啟程標杆遊學第二季(上海站)，參訪了英語流利說與喜馬拉雅，共同探討能力導向的產品設計、使用者運營、IP內容生態圈建設等話題。

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

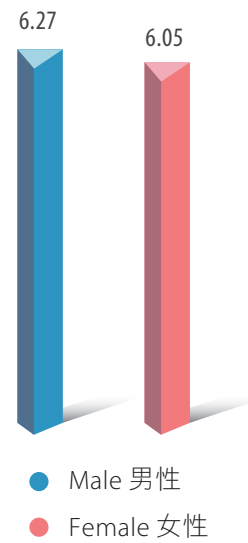
During the Reporting Period, the average annual training time of employees was 6.16 hours, covering more than 87.90% of employees.

報告期內，本公司超過87.90%的員工接受了培訓，員工年人均學習時長達到6.16小時。

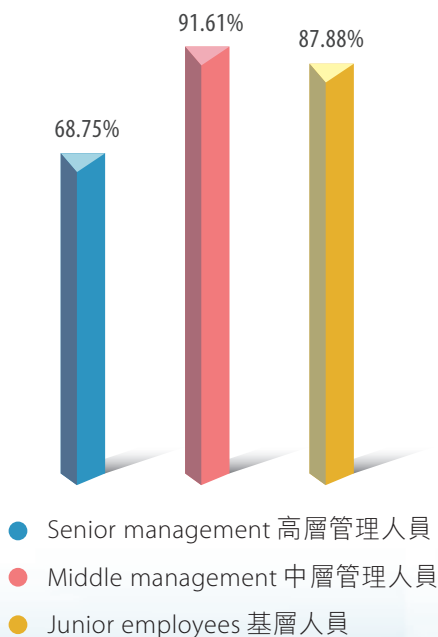
PROPORTION OF EMPLOYEES RECEIVING TRAINING BY GENDER
按性別統計的受訓人數比例



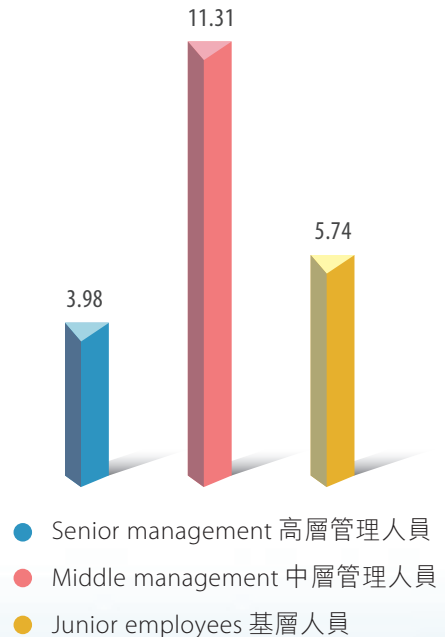
TRAINING HOURS PER EMPLOYEE BY GENDER (HOUR)
按性別統計的人均受訓時數 (小時)



PROPORTION OF EMPLOYEES RECEIVING TRAINING BY EMPLOYMENT TYPE
按僱傭類型統計的受訓人數比例



TRAINING HOURS PER EMPLOYEE BY EMPLOYMENT TYPE (HOUR)
按僱傭類型統計的人均受訓時數 (小時)





“Xinbaida” orientation training
「新百大」新人培訓



TechMark business simulation training camp
TechMark商戰模擬訓練營

In addition, in order to improve or help improve employees' professional knowledge and skill levels and encourage initiative learning, we have developed the *Tongcheng-Elong Scholarship Award Scheme* to provide employees with scholarship bonuses, encourage and retain core talents, and actively build a learning organisation.

In 2019, in order to further enhance the overall competitiveness and guide employees to collaborate and innovate at work, we held the Innovation Project Competition to explore the innovation potential of employees. During the Reporting Period, the Innovation Project Competition received a total of 313 special projects and 44 projects won a prize. The Competition also handed out a reward amount of RMB3.24 million.

Jointing hands and creating harmony together

Employee Communication

Adhering to the principle of “Timely communication, timely solution, and leaving no issues unresolved”, we value the functions of democratic management, democratic participation and democratic supervision and establish 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 employee (representative) assembly policy, and form a labour dispute mediation committee to promote scientific decision-making and democratic management of the Company and maximise the rights and interests of employees.

The customer service centre organises a “BOSS face-to-face” event on a quarterly basis, where topics for discussion are selected from recent hotspots, heads of various teams are invited to provide on-site answers to achieve dual-channel communication and shorten the distance between management and junior employees effectively.

此外，為支持與提升員工專業知識與技能，鼓勵自主學習，我們制定了《同程藝龍助學獎勵計劃》，為員工提供助學獎金，激勵與保留核心人才，積極打造學習型組織。

2019年，為進一步提升綜合競爭力，引導員工在工作中協同創新，我們舉辦了創新項目大賽，發掘了員工創新潛力。報告期內，創新項目大賽共收到313個專項，獲獎專項44個，獎勵金額人民幣324萬元。

攜手同心、共創和諧

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，瞭解並回應員工的期望和意見，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，推動科學決策和民主管理，爭取員工權益最大化。

客服中心每季度組織開展「BOSS面對面」活動，結合近期熱點進行討論話題，由各團隊負責人進行現場解答，實現雙渠道交流，有效拉近了管理層和基層員工的距離。

Employee benefits

In order to motivate employees to go all out for the Company's long-term development, we provide employees with diversified benefits, such as: a "personalised" welfare mall where credits can be used to redeem benefits; gyms, entertainment rooms and libraries where all kinds of fitness equipment and e-learning equipment are available; the "Baby Care Room" specially set up for female employees; additional security benefits to employees through cultural honour, holiday benefits, employee care, communication subsidies, etc.; and the customer service centre provide quality accommodation and management services for employees. In addition, we also actively obtain feedback from employees and continue to develop new welfare programs, in order to stimulate the enthusiasm of employees to grow together with the Company while protecting the value of employees' work.

Employee activities

In order to enrich the amateur cultural life of employees and reflect humanised management and care for them, we organise various types of team activities such as Thanksgiving parents tours, interest groups, care for women and company annual meetings from time to time to deepen the communication among departments and between management and junior employees, improve team cohesion, and enhance employees' recognition to and sense of belonging to the Company.



Sports Carnival 2019
2019年運動嘉年華

員工福利

為激勵員工為本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；在健身房、娛樂室和圖書室配備各類健身器材、電子學習設備等設施；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；客戶服務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，激發員工與本公司共同發展的熱情。

員工活動

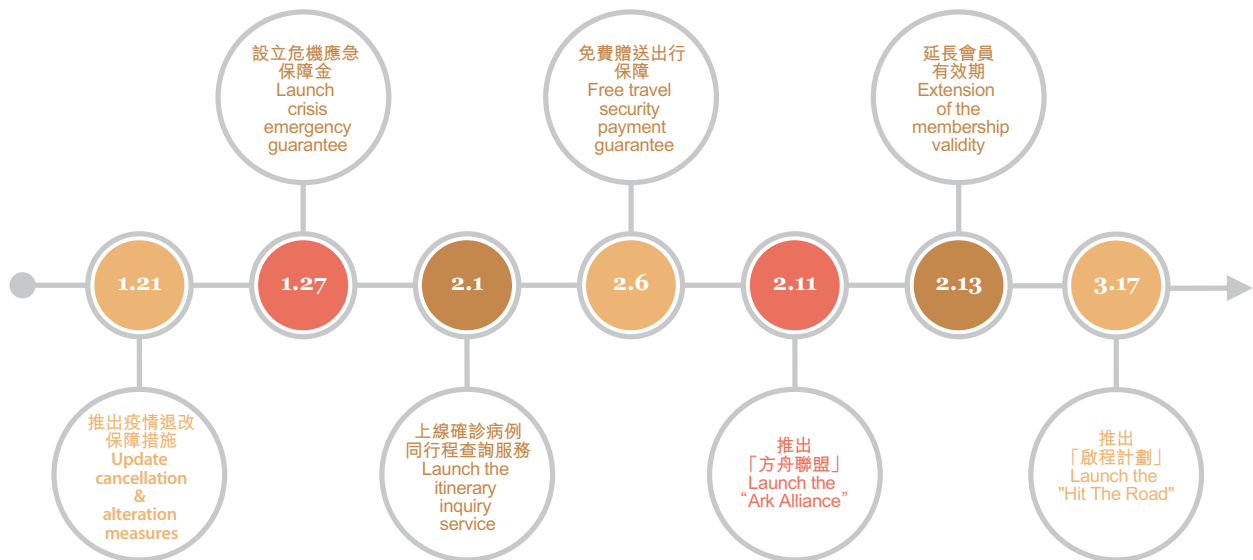
為豐富員工們的業餘文化生活，體現對員工的人性化管理和關懷，我們不定期組織感恩父母遊、興趣社團、女性關愛、公司年會等各類型的團隊活動，加深各部門之間的交流，加強管理層與基層員工之間的溝通，提高團隊凝聚力，增進員工對本公司的認同感和歸屬感。

RESPECTING GOODNESS AND PROMOTING PUBLIC CAUSES

Enthusiastic participation in social public causes is not only our unshakeable social responsibility, but also the requirements of our long-term development. As an active participant in the development of social public causes, based on our industrial advantages, we use our edges on resources and technologies to dedicate to the society with responsibilities and public causes and created a favourable social public environment by means of participating in social public welfare activities in an enthusiastic manner and upholding the spirit of pursuing goodness.

Work together to fight the epidemic

The Epidemic of COVID-19 broke out in early 2020 affected the hearts of all Chinese people. In order to win this tough battle, Tongcheng-Elong also actively responded to the call and mobilized thousands of employees into wartime status as soon as possible. "Your kindness will be reciprocated", we conducted a series of measures to protect users and give as much help as we can:



崇德向善、熱心公益

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，我們結合行業優勢，致力於利用自身的資源和技術優勢在多領域開展公益慈善活動，堅持崇德向善的濟世情懷，用責任和公益來反哺社會，共同營造良好的社會公益環境。

共克時艱抗擊疫情

2020年初爆發的新冠肺炎牽動著全中國人的心，為助力打贏這場攻堅戰，同程藝龍亦積極響應號召，第一時間調動數千員工進入戰時狀態。「善人者，人亦善之」，我們採取了一系列舉措維護用戶，給予力所能及的幫助：

Upgrade cancellation & alteration measures and extend the membership rights validity period

In order to reduce users' loss caused by the COVID-19 epidemic, on January 21, 2020, we introduced cancellation & alteration measures for epidemic. Since then, we upgraded the measures policy every 24 hours. The cancellation & alteration service quickly covers all platforms products such as hotels, flight, train, and scenic area tickets. At the same time, a crisis emergency guarantee was launched in time to make every effort to protect the rights and interests of users.

On February 13, 2020, considering the impact of the epidemic on users' journey, in order to reduce user losses, we released the Explanation on the Extension of the Membership Service Validity Period and announced that starting from February 14, 2020, we will make related protection measures for Tongcheng-Elong's members, such as keep membership level and extend the membership validity period.

Strengthen travel service to ensure users' safety

Although all parts on country have repeatedly called for going outdoors less, some people still have unavoidable travel demand. As a leading one-stop service OTA in China, we do have a responsibility and obligation to protect their lives.

Focus on the user's travel, we specially launched the "Your return under my guard" protection service for users who have travel demands during the epidemic. For users who purchased our product but were unfortunately infected with COVID-19 during the trip, we give a special security payment up to RMB100,000, aiming to provide a practical guarantee.

升級退改措施延長會員權益

為降低新冠肺炎疫情為廣大用戶帶來的損失，我們於2020年1月21日推出了疫情退改保障措施，此後，每隔24小時更新一次退改政策，退改服務迅速覆蓋酒店、機票、火車票、門票等全平台產品。同時，及時啟動了危機應急保障金，盡全力保障用戶權益。

2020年2月13日，考慮到疫情影響用戶的出行，為降低用戶損失，我們發佈《會員服務有效期延長說明》，宣佈於2020年2月14日起，對同程藝龍會員做出會員等級保級、會員有效期延長等相關保障措施。

加強出行服務保障出行安全

雖然各地已一再呼籲減少外出，但仍有部分人員有不可避免的外出需求，作為國內領先的在線旅遊一站式服務平台，我們有責任也有義務保障外出人員的生命安全。

在用戶出行上，對於有出行需求的用戶特別推出針對新冠肺炎的「你返程我守護」出行保障服務，對購買了我們產品但在出行期間不幸感染新冠肺炎導致身故或全殘的用戶，我們給予最高人民幣10萬元的特殊保障金，旨在疫情面前給予外出人員一份切實保障。

Online itinerary check and gratuitous treatment service

We made full use of the advantages of our big data platform, which integrated national epidemic broadcast data, inflow and outflow maps, national passenger transportation trends, forecasts and immigration policies etc.. We launched an intelligent information system to check itinerary of the COVID-19 confirmed case, so that our users could understand the latest trends of epidemic and arrange reasonable travel time and routes.

In order to protect users and improve the efficiency of epidemic prevention during transportation, Tongcheng-Elong also provided the COVID-19 confirmed patients flight and train numbers information self-service check and SMS reminder function. Through this function, users can self-service check whether the COVID-19 confirmed patients take the certain flight, train, or city subway, bus, etc., in which case they can take timely preventive measures such as home quarantine to better protect themselves and their families.

We cooperated with Haodaifu to launch online gratuitous treatment services covering all disease. Together with 210,000 public hospital doctors nationwide and service of 7*24 hours free online Q&A, we try to reduce aimless medical treatment caused by panic, help users maintain their health scientifically and effectively, and reduce the risk of infection.

在線查詢及義診服務

我們充分利用自身大數據平台的優勢，整合全國疫情播報數據、流入流出地圖、全國客運趨勢及預測、出入境政策等資料，上線新冠肺炎確診同行程智能查詢系統，以方便用戶第一時間瞭解疫情最新動向，合理規劃出行時間及線路。

為了最大限度保護用戶並幫助提高交通出行領域的防疫效率，同程藝龍還特別推出了新冠肺炎確診患者同行程航班、車次自助查詢和短訊提醒功能。通過這一功能，消費者可以自助查詢某個航班、某趟列車或城市地鐵、公交等是否有確診患者資訊，以便於及時採取居家隔離等防範措施，更好地保護自己和家人。

我們聯合好大夫推出免費在線義診服務，覆蓋所有疾病方向，攜手全國21萬名公立醫院醫生，7*24小時在線免費答疑，減少因恐慌帶來的盲目就醫，科學有效地幫助用戶維護自身健康，降低被感染風險。

Hand in hand, overcome the “Cold Winter” in tourism

Tongcheng-Elong initiated and established the city “Ark Alliance” to provide free promotion services to all tourist destinations joining in it. Through online video and VR technology, “Ark Alliance” allows users to enjoy colourful cultural life at home, and also helps tourist destinations to fully show their tourism image and resource advantages in the form of VR, HD video and graphic material, to prepare for recovery of tourism after the epidemic.

Ningxia was one of the first batch destinations to join the alliance and was introduced as emphasis. The alliance also introduced high-quality cultural and tourist resources and classic tour routes of Fuzhou, Jiyuan, Jiaozuo, Taizhou, Bacheng and other popular foreign tourist destinations. Users can visit videos and graphic materials of these destinations to learn about famous local attractions and classic routes.

In addition, in order to effectively protect the safety of our employees, we cooperated with third-party agencies to provide “COVID-19 • Public Welfare Insurance Protection Plan” for employees, which provides free insurance for employees to carry out “compensation upon diagnosis”, and free medical consulting services.

Caring for the Hearing Impaired

In 2019, we launched the “55 Services” exclusively for hearing impaired users, which broke through the barriers in the way of better user experience of the hearing impaired. By creating a “Traffic Steward for the Hearing Impaired”, we became the first OTA to offer exclusive services to the hearing impaired across the country. We have added a special column in our customer service system to help new hearing impaired members by answering common questions on products and services for them with sign language videos, texts and pictures. In addition, the introduction of sign language customer service staff to provide video connection services for hearing impaired users has also provided employment opportunities for some hearing impaired personnel.

攜手共克旅遊「寒冬」

同程藝龍發起成立城市「方舟聯盟」，對所有加入「方舟聯盟」的旅遊目的地提供免費推廣服務。「方舟聯盟」通過在線視頻及VR技術讓消費者在家也能享受到豐富多彩的文化生活，也幫助旅遊目的地在疫情期間通過VR、高清視頻及圖文資料的形式充分展示自身的旅遊形象和資源優勢，為疫情過後的旅遊業恢復發展做好準備。

寧夏為首批加入聯盟並得到重點展示的目的地之一，聯盟還推介了福州、濟源、焦作、泰州、巴城及部分國外熱門旅遊目的地的優質文旅資源和典型遊覽線路，網友可以訪問這些目的地的視頻及圖文資料，瞭解當地的知名景點和經典線路。

此外，為了有效防護並保障同程藝龍員工的個人安全，我們聯合第三方機構為員工帶來「新冠肺炎·公益保險保障計劃」，免費為員工投保，實現「確診即賠」，並為員工提供免費醫療諮詢服務。

關愛聽障人士

2019年，我們推出了聽障用戶專屬「55服務」，打通聽障用戶體驗壁壘，打造「聽障人士出行管家」，成為首家面向全國聽障人士推出專屬服務的在線旅遊平台。我們在客服系統內添加了聽障會員新手幫助專區，以手語視頻、文字、圖片方式為聽障人士解答了各類產品服務的常見問題。此外，引入手語客服人員為聽障用戶提供視頻連線服務的舉措也為一些聽障朋友提供了就業機會。

Caring for children

Education and culture are important sources of vitality for social development. Therefore, we regard child care as the focus of our public welfare activities. In 2019, we held the “4th Different Children’s Day” with the theme of “Building Dreams of China by Children to Pay a Tribute to 70th Anniversaries”, and launched a charity online event of “1 Yuan to Help Build a Book Corner of Love” and “Tongcheng Book Corner of Love” program. In addition, we held a series of special events named as “I am a Little Pilot” in cooperation with a number of airlines and airports to send children on the plane to experience being a little flight attendant.

GREEN DEVELOPMENT AND ENVIRONMENTAL PROTECTION

We put the impact of operations on the environment into consideration in our overall planning, and are committed to reducing the adverse effects of business operations on the environment and climate. 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 implement the principles of sustainable development by vigorously advocating energy conservation, emission reduction and efficient resource utilisation, and clarify the green office practices in our *Administration of Energy Conservation*. During the Reporting Period, the Company had no any environmental violation.

Energy conservation and carbon reduction

We proactively 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 routing inspections by the property management company and shut down the out-of-service equipment;
- Post energy-saving slogans, and promote green and healthy work style and habits in staff trainings;
- Regulate temperature limit of air conditioning in office area, that is, the temperature must not be higher than 20 degrees Celsius in winter and be lower than 26 degrees Celsius in summer.

關愛兒童

教育和文化是社會發展煥發蓬勃生命力的重要源泉，我們將兒童關愛視為開展公益活動的重點。2019年，我們不僅舉辦了以「致敬70載，童築中國夢」為主題的「第4屆不一樣的兒童節」，在線上發起「1元助力共築愛心圖書角」公益行動及「同程愛心圖書角」計劃，還聯合多間航空公司機場舉辦「我是小小飛行家」特色系列活動，送小朋友們上飛機體驗小小空中乘務員。

綠色發展、節能環保

我們將運營對環境的影響納入整體考慮，致力於減少企業運營對環境與氣候造成的不良影響，大力推進節能減排，提高資源利用率，貫徹可持續發展原則，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，通過《節能管理辦法》明確綠色辦公慣例。本報告期內，本公司未發生環保違規事件。

節能減碳

我們積極採取綠色辦公管理措施促進節能減排，包括：

- 於一小時午休時間關閉辦公室的頂燈；
- 加強物業巡檢次數，統一關閉不在使用狀態的設備；
- 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；
- 設置辦公區空調溫度調節，冬季不得高於20攝氏度，夏季不得低於26攝氏度等。

In addition, the Company has further strengthened energy management through energy-saving retrofits and the use of clean energy, including:

- Using LED lighting for office area, and removing excessive lamps under the condition of sufficient illuminance; installing tubular lighting in the well-lit places to make full use of natural light illumination and reduce electricity consumption of lighting;
- Using induction lamps of low energy consumption in underground garages;
- Installing solar equipment and supplying heat with solar energy, so as to increase the utilisation of clean energy and reduce carbon emission from the utilisation of traditional energies.

Saving water

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 and strive to achieve reduced water consumption and improved utilisation of water. We have been reducing water consumption by posting water-saving signs, applying water-saving equipment, and adopting advanced flushing technologies.

Reducing waste

In order to reduce paper consumption and waste production, we create a paperless office via office systems such as Office Automation and email, encourage double-sided printing, and equip printers with a waste paper box to collect reusable paper.

In April 2019, under the theme of "Only One Earth", we organised a "Paperless Ticket" publicity event in cooperation with a number of airports, in which passengers were invited to experience the services such as online check-in at the airport and boarding without printing a boarding pass. These service would improve travel efficiency while reducing waste of paper and discharge of waste.

此外，本公司通過節能改造和使用清潔能源進一步加強能源管理，包括：

- 辦公場所統一使用LED照明，並在滿足照度的條件下拆除部分燈管，在光照充足的位置安裝導光筒，充分利用自然光照明，減少照明用電量；
- 地下車庫使用低能耗自動感應燈；
- 安裝太陽能設備，並使用太陽能供熱，提高清潔能源的使用率以減少傳統能源使用帶來的碳排放。

節水降耗

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。

減少廢棄物

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。

2019年4月，在「只有一個地球」的主題下，我們聯合多間機場舉行「飛機票無紙化」的宣傳活動，邀請乘客體驗機場在線值機，無需打印登機牌即可登機等服務，提高旅途效率的同時減少紙張浪費，減少廢棄物的排放。

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

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

報告期內，本公司的排放物層面關鍵績效指標如下：

Emissions		2019	2018
排放物		2019年	2018年
Wastewater discharge (tonnes) ¹	廢水排放量(噸) ¹	72,351.19	69,388.02
Total GHG emissions (Scopes 1 and 2) (tCO ₂ e) ²	溫室氣體排放總量 (範疇一及範疇二)(噸) ²	8,308.76	8,324.71
Direct GHG emissions (Scope 1) (tCO ₂ e)	直接溫室氣體排放(範疇一)(噸)	69.57	75.89
Including: Petrol (tCO ₂ e)	其中：汽油(噸)	69.57	75.89
Energy Indirect GHG emissions (Scope 2) (tCO ₂ e)	能源間接溫室氣體排放(範疇二)(噸)	8,239.19	8,248.82
Including: Purchased electricity (tCO ₂ e)	其中：外購電力(噸)	8,239.19	8,248.82
GHG emissions per capital (tCO ₂ e per capital)	人均溫室氣體排放量(噸/員工)	1.49	1.39
GHG emissions per floor area (tCO ₂ e per square metre)	每平方米樓面溫室氣體排放量 (噸/平方米)	0.16	0.17
Total non-hazardous waste (tonnes)	無害廢棄物總量(噸)	631.01	885.82
Non-hazardous waste per capital (tonnes per capital)	人均無害廢棄物排放量(噸/員工)	0.11	0.15

Notes :

註：

- As water fees generated by the office located in Ruoshui Road Suzhou Industrial Park are borne by the property management company, the above wastewater discharge does not cover Suzhou Tongcheng Industrial Park.
- 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 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 ("NDRC").
- Non-hazardous waste arising from our operation mainly includes domestic waste, grease trap waste and kitchen waste, all of which are disposed by the property management company. The hazardous waste is 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.

- 由於位於蘇州工業園區若水路辦公場所的水費由物業管理公司承擔，故上述廢水排放量不包含上述辦公場所。
- 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(「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。
- 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；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。故關鍵績效指標A1.3(所產生有害廢棄物的總量)在本報告中不作披露。

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

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

報告期內，本公司的資源使用層面關鍵績效指標如下：

Use of Resources		2019	2018
資源使用		2019年	2018年
Total energy consumption (MWh) ¹	能源消耗總量(兆瓦時) ¹	11,633.93	11,535.38
Total Direct energy consumption (MWh)	直接能源消耗總量(兆瓦時)	284.56	310.39
Including: Petrol (MWh)	其中：汽油(兆瓦時)	284.56	310.39
Total indirect energy consumption (MWh)	間接能源消耗總量(兆瓦時)	11,349.37	11,224.99
Including: Purchased electricity (MWh)	其中：外購電力(兆瓦時)	11,349.37	11,224.99
Energy consumption per capital (MWh per capital)	人均能源消耗量(兆瓦時/員工)	2.08	1.92
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)	0.22	0.24
Running water consumption (tonnes) ²	自來水用量(噸) ²	80,390.21	77,097.80
Running water consumption per capital (tonnes per capital)	人均自來水用量(噸/員工)	17.22	15.88

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 Attached Table 1 to the *Accounting Methods and Reporting Guide for Greenhouse Gas Emissions from Public Building Operators* issued by NDRC.
- The Company's water is mainly domestic water in the office, all from the municipal pipe network. The domestic wastewater generated is discharged into the municipal pipe network for treatment.
- As water fees generated by the office located in Ruoshui Road Suzhou Industrial Park are borne by the property management company, the above running water consumption and running water consumption per capital does not cover Suzhou Tongcheng Industrial Park.
- Since the use of packaging materials is not involved in our operations, KPI A2.5 (Total packaging material used for finished products) is not applicable to us.
- Based on industrial features, Aspect A3 (The Environmental and Natural resources) and KPI A3.1 (Description of significant impacts of activities on the environmental and natural resources and the actions taken to manage them) is not applicable as we do not use other environmental and natural resources during operation, thus such information is not disclosed in the Report.

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。
- 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。
- 由於位於蘇州工業園區若水路辦公場所的水費由物業管理公司承擔，故上述自來水用量和人均自來水用量不包含該辦公場所。
- 由於本公司的運營中不涉及包裝材料的使用，故關鍵績效指標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。
- 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)及關鍵績效指標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。

OUTLOOK

In the future, we will continue to actively assume social responsibilities, share development results with stakeholders and contribute to the creation of a harmonious society. We will, as always, manage to create quality experience for customers, grow together with employees, explore more forms of charity, work to improve energy efficiency and guarantee sustainable development, and give back to stakeholders with every pragmatic action.

未來展望

未來，我們將繼續積極承擔社會責任，與利益相關方共享發展成果，共創和諧社會，一如既往地為客戶創造優質體驗，與員工共同進取，進一步探索慈善公益形式，並致力於提升能效，可持續發展，用每一個務實的行動回饋利益相關方。