



同程艺龙

2018 環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Tongcheng-Elong Holdings Limited
(Incorporated in the Cayman Islands with limited liability)
Stock Code: 0780.HK



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About the Report

Information about the Report

This report is the first Environmental, Social and Governance ("ESG") report (the "Report") issued by Tongcheng-Elong Holdings Limited ("Tongcheng-Elong", the "Company" or "we") to systematically demonstrate our management measures and practices in the aspects of product responsibility, employee care, community investment and environmental protection in 2018. We focus on ESG issues of major concerns.

Reporting scope

The Report is an annual report that includes our principal business during the period from 1 January 2018 to 31 December 2018 (the "Reporting Period"). Unless otherwise stated, the key performance indicators ("KPI") for the environmental aspects in the Report are applicable to the main office locations of Tongcheng-Elong in Suzhou, Hefei and Beijing.

References

The Report complies with 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 "HKEX").

Source of data

All data in the Report is from relevant statistical reports and official documents. Tongcheng-Elong guarantees that the relevant data in the Report is objective and authentic.

Report availability

Electronic version of the Report is available on the Company's official website (<http://www.tcelir.com/cn/>) and the HKEX's official website (<https://www.hkex.com.hk/>).

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About Tongcheng-Elong

Corporate profile

Tongcheng-Elong, a combined business from the merger of China's leading online travel agencies (the "OTAs") Tongcheng Network and eLong, is an innovator and market leader in China's online travel industry. Tongcheng-Elong is a one-stop shop for users' travel needs. With the mission of "Make travel easier and more joyful", Tongcheng-Elong offers a comprehensive and innovative selection of products and services covering nearly all aspects of travel, including transportation, accommodation reservation and various ancillary value-added travel products and services designed to meet users' evolving needs throughout their trips primarily through our online platforms, which comprise our Tencent-based platforms, our mobile apps and our websites.

As a technology-driven company, by leveraging big data and AI, Tongcheng-Elong can better understand the preferences and behaviours of users and provide them with customised products and services. Through our in-depth understanding of the user experience and advanced technological capabilities, Tongcheng-Elong has been revolutionising what consumers expect from the online travel industry, making the entire travel process more convenient, personalised and enjoyable than ever.

Corporate culture

Our mission: Make travel easier and more joyful

Our vision: Becoming the leader of online travel services

Our values: Putting customers first, being innovative and enterprising, upholding integrity and honesty, and striving for win-win cooperation

Social recognition

Award	Awarded by
China Tourism Influence Research 2018 Chinese Online and Offline Travel Brand with Influence - Fourth Place	Chinese Academy of Social Sciences Sensation Laboratory, China Tourism News, People's Daily Online Public Opinion center, etc.
2018 Public Welfare Innovation Award	The Organizing Committee of 2018 (8th) China Public Welfare Festival
National Six Sigma project publication and training activities demonstration-level technical achievements and "Professional-level Technical Achievements" award	China Association for Quality
WeChat Power - Annual Smart Service Award	WeChat
Golden Hong Kong Stock "Most Valuable TMT Company" and "Most Popular New Stock Company with Investors"	Zhitong Finance and Royal Flush Finance
2018 Demonstration Enterprise Upholding the Principle of Putting Customers First	China Consumer Journal
"Best Tourism Service Platform" of 2018 Red Coral Award of Asia Tourism	21st Century Business Herald and Nankai University
2018 China's Annual Influence Brand	China Enterprise News and China Reform Daily
2018 Top 100 Chinese Brands with Influence	China Enterprise News and China Reform Daily
2018 Best Customer Service of the Year in the Online Tourism Industry	ts.21CN.com

Enhancing Responsibility Governance and Strengthening Communication

"Becoming the leader of online travel services" is the developmental vision of Tongcheng-Elong and the driving force for our pursuit of sustainable development. We are committed to creating value for all stakeholders, establishing an efficient supplier selection mechanism, fully improving service quality, providing employees with favourable workplaces, and actively giving back to the society.



Standard management and comprehensive compliance with responsibilities

Tongcheng-Elong has established an ESG management framework consisting of the Board of Directors, senior management and a working group:

Supporting the Company's commitment to fulfilling the ESG responsibility, the Board of Directors assumes full responsibility for the Company's ESG strategies and reporting, and regularly reviews relevant issues and approves annual reports;

The senior management is responsible for assessing and determining the risks related to ESG issues, ensuring the Company has established an appropriate and effective ESG risk management and internal control system, reporting the ESG-based risks and opportunities to the Board of Directors, and providing confirmation as to whether such ESG system is effective;

In order to fully commence the ESG management, we established an ESG working group composed of personnel from the Company's main departments. The working group is responsible for implementing the Company's ESG management policies, implementing ESG management policies, and reporting the progress of ESG work to senior management.

Diversified channels and desirable communication

The main stakeholders of Tongcheng-Elong include shareholders and investors, regulators, media and 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.

Stakeholders	Expectations	Communication methods
Shareholders & Investors	Return on investment	Annual reports, financial statements and announcements
	Information disclosure	Investor briefings Company website
	Operational compliance	Meetings, roadshows and investor summits
Regulatory authorities	Operational compliance	Direct communication
	Tax compliance	Business forums
	Social contributions	Seminars and workshops
Media and NGOs	Promotion of industry development	Social media Official website
	Publicity compliance	Press conferences
	Delivery of brand value	Meeting communication
Cooperation partners	Fairness and justice	Business communication Regular meetings
	Win-win cooperation	Field visits Evaluation and assessment
Users	Personal privacy protection	APPs and official website
	Service quality guarantee	Service hotline
	Perfect travel experience	Customer satisfaction survey Social media
Employees	Protection of employees' rights and interests	HR Generalist of business groups
	Occupational health and safety	Labor Union
	Improvement of employee benefits	Internal meetings
	Equal opportunities and diversity	Performance assessments
Community	Active participation in public welfare	Official website Mass media
	Promotion of positive energy	Social media



Systematic assessment and focus

Tongcheng-Elong has identified 15 ESG topics by soliciting opinions from internal stakeholders, consulting with external third-party professional organisations, and benchmarking against ESG-related standards. We conducted a materiality assessment within the Company in form of questionnaires in order to determine the importance of each topic. The result of such assessment serves as an important reference for the Company to develop ESG management strategies and prepare ESG reports.

Business operation					Optimised cooperation with suppliers	Protection of intellectual property rights	Customer safety protection	Provision of high-quality service	Honest and compliance operation	Customer privacy protection	Network safety protection
Employee development			Prohibition of child and forced labour	Diversified and equal opportunities	Employee health protection	Protection of employee interests and rights	Career development and promotion				
Public welfare		Charity activities									
Energy saving and environmental protection	Emissions reduction	Resource saving									

General topics

Material topics

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.

Stable service, security and confidentiality

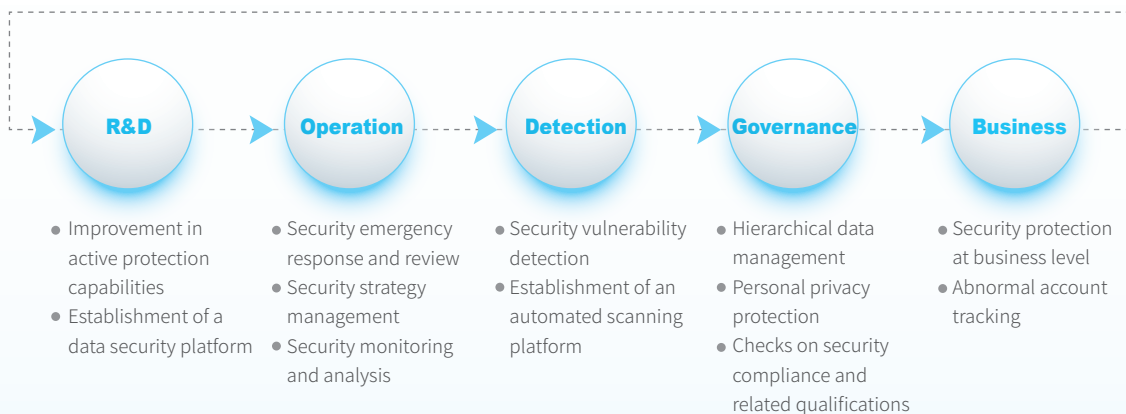
Enhancing information security

As a technology-driven company, Tongcheng-Elong has invested substantial resources in building a team of experienced technology professionals. We have also built a proprietary technology infrastructure that supports all aspects of our business needs, including platform operations, data collection and analytics, product development and user service.

Fast and accurate processing capability is the key to online booking services. Through cloud computing and storage, we are able to quickly deliver a massive amount of search results to our users without compromising accuracy. We are equipped with a highly scalable technology infrastructure that can be easily re-modularized to accommodate a rapidly growing user base and increasing complex product offering. Automation, another focus of our information technology, enables us to build direct connect with our travel service providers, which integrates their own systems into our platforms to manage pricing and inventory and confirm bookings in real time.

Safeguarding information security

As a technology-driven company, we view information security as the foundation of the stable operation of our business. We have established the Information Security Committee as the highest organisation responsible for corporate information security management, and comprehensively improved information security management capability from the perspectives of 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*, we have combined such requirements with the business strategies and established a corresponding security mechanism in the implementation of Tongcheng-Elong Information Security Organisation and Management Policies, so as to solve information security issues and strengthen the information security culture.

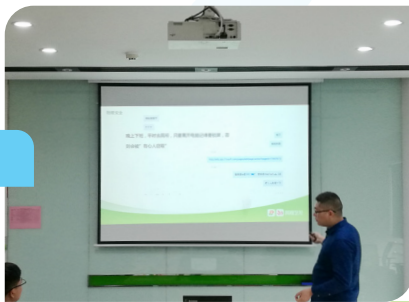


We have adopted appropriate management, technical and physical security measures, and established an information security system in line with our business development based on domestic and international information security standards and best practices:

- Apply modular network design, establish different levels of security protection for different functional areas, and form a "Core-edge" structure, in order to ensure high reliability and high performance in the core areas;
- Restrict different module's access to user privacy according to their functions and apply firewalls in refined policy control to form a comprehensive network security layout;
- Create a comprehensive data backup strategy;
- Emphasize the importance of information security to employees by organizing information security training, circulating promotional slogans, and providing security offensive and defensive drills, so as to enhance the safety awareness of employees and cultivate an information security culture.

At present, Tongcheng-Elong has been certified to have attained the Payment Card Industry Data Security Standard (PCI-DSS), signifying our safety compliance has reached the leading industry standards.

Information security awareness training during the "Safety Week"



From 22 to 26 October 2018, Tongcheng-Elong conducted the information security awareness training in the "Safety Week", during which the Company popularised the frontier security knowledge collected from home and abroad to employees, shared some cases about security information leakage in office network, helped employees to develop awareness of information security and protection and conducted an emergency response drill for security incidents that simulated the security intrusion incidents and presented the emergency processes in the real world for timely cutting losses.

Protecting users' privacy

While providing user-friendly services, Tongcheng-Elong inevitably needs access to a huge amount of customer privacy data. 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). According to the Data Privacy and Security Management Specification of Tongcheng-Elong, we control the generation, storage, use and transmission of data throughout its life cycle to ensure the security and controllability of data.

Tongcheng-Elong collects users' personal information strictly in accordance with the requirements of the regulations and the principle of "reasonable, relevant and necessary", and established 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, and carry out multi-level approvals, log backup, and periodic inspection of information retrieval behaviour. Tongcheng-Elong adopts secure transmission methods for data transmission.

The Company has defined the confidentiality duties of employees at all levels. It also strictly manages and monitors the operation of employees who have access to users' information. It has established an approval mechanism for important operations such as data access, internal and external transmission and use, masking and decryption, and signed confidentiality agreements with relevant employees. At the same time, we also regularly carry out information security trainings for employees, requiring them to form good operating habits in their daily work and strengthen their awareness of data protection.



Quality assurance and untroubled journey

Tongcheng-Elong has always been at the forefront of market development. It strived to provide supreme customer experience and after-sales service, and launched comprehensive value-added products and services. Leveraging on the excellent user experience, the Company takes a place in major aspects of the online tourism market.

Stringent global selection and win-win cooperation

We provide our customers with booking services for air, train, bus and ferry tickets as well as value-added travel products and services including travel insurance. Adhering to the value of "striving for win-win cooperation", we have maintained good communication and cooperation with various suppliers to offer the best service experience to our customers.

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, and protects the rights and interests of consumers through the policies such as the Airline Supplier Service Specification.

At the early stage of cooperation, we confirm the suppliers' business capabilities by verifying their qualifications including business licenses, agency qualification certificates, and International Air Transport Association ("IATA") licenses.

During the cooperation, we check the indicators of ticketing volume, ticketing time, collection rate and number of complaints from the perspective of service supervision and risk control, and require each supplier to ensure:

- the ticket is authentic and valid;
- the goal of daily average ticketing;
- suppliers should actively provide after-sales services and should not avoid their responsibilities, etc.

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' behaviours which violate users' rights and interests, including maliciously increasing the price and amending passengers' tickets, in order to minimise the losses of users.

In addition, we have established an explicit access permission and assessment mechanism to conduct monthly assessment and rating on suppliers. For different rating results, we may choose to increase the proportion of suspended ticket fee or eliminate the supplier, implementing the survival of the fittest and providing better airfare services for users.

Accommodation reservation

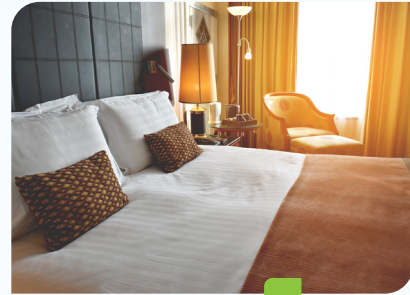
Suppliers offer a large number of hotels and alternative accommodations via Tongcheng-Elong to meet different accommodation budgets and preferences of users. In terms of permission, assessment, management and cooperation termination of accommodation suppliers, a mature management and control system has also been established.

We comprehensively evaluate suppliers based on the core dimensions including business growth, merchant qualification, pricing advantage and software system, and then determine the intention to cooperate, and verify qualification documents such as business license, hotel operation permit and star-level filing. When working with large-scale chain suppliers, Tongcheng-Elong also strictly examines the stability, access and technical service response level of their software system to verify whether they have meet the cooperation standards.

During the cooperation, we continuously monitor the cooperation partners' service capabilities, pricing advantages, contract compliance and fulfilment, product reputation and other indicators. We require suppliers to strengthen management, regularly monitor users' comments and suggestions on the user platform, and constantly make improvement, so as to ensure:

- Smooth order docking
- Fast order processing
- Rapid solutions to user problems
- Elimination of illegal products online

We conduct monthly assessment and rating on suppliers. For suppliers with high cooperation efficiency, price advantage and good user comments, we occasionally give out rewards such as name listing, upper sequence, and brand promotion and recommendation; while for suppliers with low comprehensive service indexes, we give out penalty management measures such as rectification, delisting, business suspending, product offline or cooperation termination.



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 sell long-distance bus tickets to meet China's growing intercity traffic demand and also provide users with ferry ticket booking services for domestic routes.

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, and incorporate user evaluation and feedback to secure the rights and interests of users to the greatest extent.



Innovative customisation and value-added services

It is our business foundation to provide customers with diversified products and services. To further ensure users untroubled journeys, we provide a series of customized value-added services by understanding users' most concerned travel scenarios, such as airport parking, airport security check, airport VIP lounge, high-speed rail VIP lounge, untroubled journeys, price difference compensation, room transfer and loss insurance. In addition to the above value-added services, Tongcheng-Elong provides exclusive membership discounts, exclusive birthday care and exclusive customer service for members with different membership levels.



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 offer real time and efficient customer service to our customers. We are also one of the initial OTA in China, which invite users to serve as the Chief Experience Officer to identify deficiencies of our service and help develop solutions.



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.) in 2017 and became the first certificate holder in the Chinese tourism industry. It indicates that our service has transformed from scale development to refined service. 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.

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. In addition, we carry out special quality inspection at regular intervals in line with our core business KPI and business priorities, and actively find defects and make corresponding improvement to comprehensively improve the service quality of the Customer Service Centre.

We have established the Customer Service Centre Standard Operating Procedures ("SOP"), which analyse different customer service scenarios and formulate corresponding treatment procedures and suggested scripts. At present, we have developed nearly thousands scripts for knowledge, hundreds scripts for public regulations and standard cases suitable for all functions. They are still in continuous optimisation, calibration and perfection. The employees of the Customer Service Centre can check the SOP at any time in daily work, so as to continuously broaden their experience reserve and improve their service level.

Turning complaints to treasure and achieving continuous improvement

We actively carry out user experience defect management, establish online and offline feedback channels, analyse the risk of complaints and implement closed-loop management procedures. We collect and evaluate the customers' real feedback and appeals, form special reports based on the analyses to guide the business development and improvement, ultimately achieving the goal of improving customer experience defects. We carry out the Voice of Customers ("VOC") Management program in which users can proactively give feedback through telephone and online customer service. 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. In addition, customer satisfaction results are published in form of weekly and monthly reports. We will conduct special analysis and optimisation on abnormal indicators from time to time.

As a bridge between the business and the users, the Customer Service Centre is a window for us to understand the customers' feelings. We regularly carry out "Customer Service Talk" activities, in which we collect suggestions on the existing systems, procedures and knowledge bases from the customer service personnel based on different topics. Such suggestions will be followed up by corresponding responsible personnel.

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", Tongcheng-Elong 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, 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.

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. In addition, we continue to pass on the values of honesty and self-discipline to each employee through promoted activities such as the "Integrity and Self-discipline Day", "Xinbaida Speeches" and video plays to promote clean and honest conduct.

In order to promote the common development of the industry, Tongcheng-Elong actively participated in the anti-corruption governance of the industry, joined the Enterprise Anti-Fraud Alliance and the Trust and Integrity Enterprise Alliance, cooperating with over 250 enterprises in anti-fraud by sharing information about discredited persons and enterprises, jointly committing to anti-corruption commitment, refusing to hire discredited persons, sharing anti-fraud investigation cases and methods, and promoting joint anti-corruption investigations among enterprises.





Publicity compliance

Tongcheng-Elong actively created a positive corporate image and continuously improved corporate recognition, reputation and harmonisation. Follow the requirements of the internal management system of public relations, we have established the principle of public relation management and the principle of emergency response to public opinion crisis, actively managed the relations with media, established SOPs for public relations.

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 and positive development of the advertising industry.

Intellectual property management

Tongcheng-Elong maintains and manages 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. In order to promote technological innovation and strengthen core competence, we have 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 Department 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.

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 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 the supply chain management, and take it as an indispensable basis for selecting suppliers. For outsourced service suppliers, we assess and evaluate the social risks of employee's living and working conditions, employment practices and turnover rate, hardware and workplace safety of the suppliers, and require them to comply with all applicable relevant laws and regulations pertinent to employment, safety and health.

Pursuing Innovation and Growing Jointly

Employees are the most valuable resource to Tongcheng-Elong and constitute the cornerstone of our business development. Under the leadership of "Being innovative and proactive", Tongcheng-Elong together with its employees, creates a concordant, positive and healthy working atmosphere, improves employee's capabilities through an effective training system, so as to assist their career development, thus jointly promoting the business development. During the Reporting Period, Tongcheng-Elong was awarded as the "China Best Employer in 2018" by Zhaopin.com, the "Opportunity Employer of the Year" by Dajie.com, and the "King of the Boat · The Most Talent-Cherished Employer" by BOSS.

Employee achievements and collaborative development

We have established the Tongcheng-Elong Career Development System, which is dedicated to helping employees identify their personal career development goals and paths, clarifying the goals in stages, cultivating employees' professional quality, improving their career skills, and aligning their personal development goals with corporate development goals and thus realizing the common development of employees and the Company.

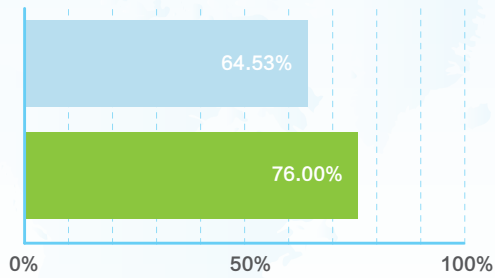
In order to plan the Company's human resources in an efficient way, build a professional employee team, and ensure for and allocate a fair and transparent promotions, we have established the Career Development Committee to establish standards for professionals, and select and develop such professionals. The Committee is responsible for formulating the Company's career development management policies and strategies and making decisions on major issues.

We have defined grading and value orientation of 12 posts in each line including business, customer service, technology, product and function, and demonstrated promotion conditions and processes of each professional grade in the Measures for Management of Career Development in Professional Sequence, so as to render a fair, just and open promotion approach to employees.

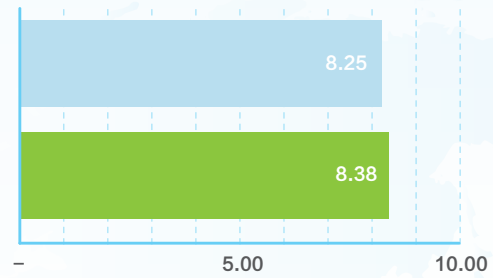
In order to adapt to the rapid business development, sustain the Company's talent reserve, and deliver standard services, Tongcheng-Elong has established a corporate training base - Tongcheng-Elong Academy. With the project responsibility system as the learning form, we design and develop corresponding trainings and learning courses in terms of managers cultivation, business sales and technology development. During the Reporting Period, the company implemented over 6,000 face-to-face lessons, over 210,000 online courses, and the average annual training time of employees was 8.32 hours.



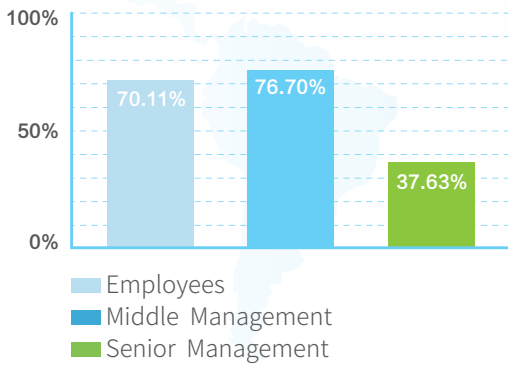
Proportion of employees receiving trainings by gender



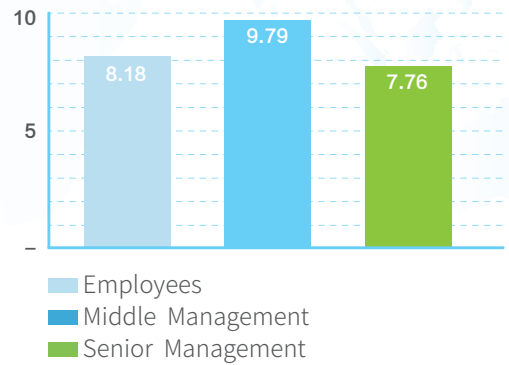
Training hours per employee by gender



Proportion of employees receiving trainings by employment type



Training hours per employee by employment type



Orientation Training: at the beginning of employment after on-campus and social recruitment, we will 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.

We continue to carry out the orientation training of "Xinbaida", proactively conduct blended learning by learning basic knowledge online and exploring the Company offline. In 2018, Tongcheng-Elong conducted a total of 17 offline face-to-face trainings, covering 1,856 people.



Management Academy: the Management Academy provides employment and promotion trainings for existing managers at all levels, and provides trainings for employees to promote them to management, so as to further promote talent development, performance execution and experience accumulation in Tongcheng-Elong. The Academy launches various courses for different employees, such as the "Tenglong Plan", "Feilong Plan" and "Yulong Plan".

On 13 September 2018, we conducted the third-phase training of the Tenglong project, focusing on high-potential middle-level cadres within the Company. In the course of the training, we broaden their horizons and views, and prepare them for greater challenges through competence-based systematic courses and research topics for the direction of our future development.



Professional Academy: we arrange different courses according to different professional positions such as product positions, marketing positions, human resource ("HR") positions and business positions, so as to enhance employee's professional competence in different lines of business.

On 23 June and 20 October 2018, we launched two-phase practical training camps for operation managers in Suzhou and Beijing. From online preparation to offline practice, and from case study to graduation design, 60 participants have learned and improved the concept and approaches of operation in a comprehensive way.



Common Sense Sharing: it enriches employee's knowledge, provides opportunities for cross-sharing and exchange, enhances the professional quality of employees, and cultivates learning interest. So far, we have launched projects such as "Welcome the Master", "Night Courses in Tongcheng" and "Open Courses".

On 18 September 2018, during the 20th "Welcome the Master" of Tongcheng-Elong Academy, the Internet-popular Hotel Atour Hotel joined the Company to deeply analyze the ultimate user experience and intellectual property cooperation operation.

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 30 October 2018, the strategic HR special training camp of Tongcheng-Elong Academy completed a study tour in a Starbucks global flagship store in Shanghai, jointly discussing the way that Starbucks HR decodes its corporate strategy.



Employee orientation and mutual benefits

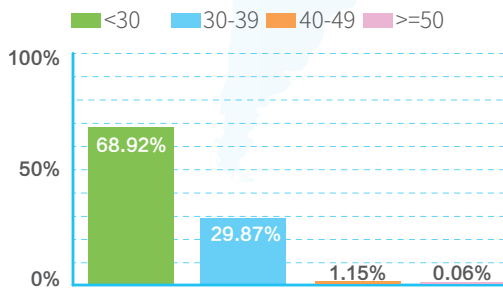
Tongcheng-Elong adheres to the establishment of a new labour relationship of "employee orientation, interest consideration, mutual benefit and joint development", and strictly observes applicable laws and regulations such as the Labour Law of the People's Republic of China, the Labour Contract Law of 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.

Recruitment management

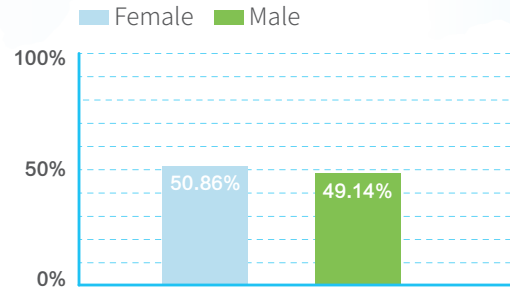
Adhering to the criteria of "innovation, enterprising, responsible; integrity, eager to learn, and dreams", we attract talents with excellent quality and great working competence and those who recognise the culture and values of the Company to work in the Company through diversified recruitment channels such as on-campus recruitment, social recruitment and internal referral.

In the course of recruitment, we adhere to the recruiting principle of "Openness, fairness, competition and preference". We do not discriminate against any talents due to their race, colour, gender, age, family background, religious belief, physical fitness and nationality. Such requirement is specified in the Recruitment Management Measures and the Internal Referral Management System. As of the end of the Reporting Period, Tongcheng-Elong had a total of 6,258 employees.

Total number of workforce by age



Total number of workforce by gender



In addition, in order to improve the employment interview skills and the quality of talent selection, we have also launched a special certification for interviewer trainings. In the process of talent recruitment and selection, Tongcheng-Elong verifies the identity and education background of employees in strict accordance with the provisions of the Recruitment Management Measures, so as to resolutely prohibit any employment of child labour and forced labour.

Certification for interviewer trainings

In 2018, Tongcheng-Elong launched a certification program for interviewer trainings in Suzhou and Beijing respectively. Through professional training on the recruitment team, the professionalism of the recruitment and the accuracy of talent judgment were improved, the quality of talents was enhanced, and the interview experience of interviewees was elevated.



Working hours and holidays

Tongcheng-Elong implements the standard working hour system, the comprehensive working hour system and the flexible working hour system to meet the needs of enterprise development, to better regulate the normal attendance of employees and to ensure reasonable and sufficient rest for employees. The Company encourages employees to complete their jobs during normal working hours. In accordance with the Attendance Management Policy, if employees need to work overtime in special circumstances, they need to communicate in advance and obtain approval from the superior. The Company pays overtime wages according to the relevant regulations to earnestly protect employee rights and interests.

The 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 to ensure a healthy balance between the employees' life and work.

Termination

Tongcheng-Elong complies with the procedures specified in the Policy for Administration of Employee's Employment, Transfer, Reassignment and Termination in Tongcheng-Elong, to ensure that employee's and the Company's rights and interests are free from any infringement. We conduct a resignation interview with the employees who voluntarily resigned, to confirm their reason for leaving, so as to promote our labour relations.

Remuneration and benefits

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. Meanwhile, Tongcheng-Elong attracts, motivates and retains excellent talents in the industry by formulating a short, medium and long-term salary incentive plan to support business development and corporate strategy.

In accordance with the Remuneration Management Policy and the Performance Management Policy, 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 the bonus pool management system and the special incentive management system, to improve the effect of incentives. 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 effective connection and cycle of the organisational and individual performance, thereby achieving the closed loop of performance management in the entire business process.



Working healthily and living happily

We are in strict accordance with the applicable laws and regulations pertinent to safety and health such as the Law of the People's Republic of China on Prevention and Control of Occupational Diseases, and strictly implement the Office Safety Management Policy and the Fire Extinguishing and Emergency Evacuation Plan by establishing and improving the responsibility system in safety production and the inspection system for labour protection and supervision by the labour union. During the Reporting Period, the Company had no major safety production accidents and occupational hazards.

The Company has a complete fire protection system in the office area, and regularly conducts fire self-examination and safety hazard investigations. It conducts safety education and training every year, organizes fire drills and other activities to improve employees' safety awareness and ensure the safety of employees and the Company property.



Fire drill

On 21 November 2018, Tongcheng-Elong conducted a fire drill to improve employee's emergency fire-fighting awareness through rescue of the wounded, on-site fire extinguishment with fire-fighting truck, personnel emergency muster and fire extinguishment practice.

Tongcheng-Elong values employees' well being and organises free annual physical examinations on a regular basis. In addition, we arrange seminars on physical and mental health guidance for employees on an irregular basis, such as the Lecture on Psychological Guidance for Pregnant Mothers and the Tips for Health Protection in Winter.

Joining hands and creating harmony together

Employee communication mechanism

Tongcheng-Elong stresses the importance of communication with employees, adheres to the principle of "Timely communication, timely solution, and leaving no issues unresolved", and establishes online and offline employee communication channels. We have established the labour union and employee (representative) assembly policy in accordance with laws and regulations, to promote scientific decision-making and democratic management of the Company, and to handle labour disputes in an effective way, with a focus on the coordination of labour relations.

Tongcheng-Elong has established a sound political committee system and set up a labour dispute mediation committee, to connect the link between the Company and employees. The committee goes deep into all departments to understand any disharmony in the Company's labour relations, publicise the labour laws and regulations, and fulfil the prevention of labour disputes.



Employee benefits

Employee welfare facilities

Tongcheng-Elong pays close attention to the balance between work and life of employees. We provide fitness room and recreation room in offices, rendering employees with a place for amateur life and exercise. In particular, we arrange "Baby Care Room" for female employees who are in breastfeeding and pregnant period, in which the Company's female employees can enjoy private and comfortable breastfeeding,

rendering more humane and warm services to professional women during their special period.



Employee welfare and benefits

Tongcheng-Elong provides employees with guaranteed benefits through cultural honour, holiday benefits, employee care and welfare holidays. We grant honorary titles to excellent employees and recognise and commend teams or individuals in a timely manner, to enhance employees' sense of accomplishment. During traditional festivals, we customise holiday gifts and hold festivals for employees to create a positive and pleasant working atmosphere. We provide blessing gifts for employees who are married or have children, so that they can

feel the care of the Company at a major moment in their personal lives. Meanwhile, the Company will encourage more employees and family members to jointly participate in the Company's guaranteed benefits, health benefits and holiday benefits.

Accommodation benefits for employees

We provide all-round management services for employees in terms of accommodation and every aspect of living in the customer service centre in Hefei, and implements preferential policies for accommodation. We hold abundant accommodation activities for employees every month, allowing them to enjoy their entertainment and meet friends in their leisure time.

Employee activities

In order to enrich the daily activities of employees, Tongcheng-Elong organises various employee activities at irregular intervals, to strengthen mutual understanding and encourage mutual support and assistance among employees, to form team cohesiveness and improve collaboration and coordination, enabling a more smooth work exchange.

Thankful tour with parents: In order to express our appreciations to the diligence of employees and our gratitude for the full support by employee's parents, the Company, on an annual basis, invites excellent employee representatives and their parents to come to the Company headquarters to enjoy the care and sincerity from the Company.



Outreach activities: In order to improve the team cohesion, Tongcheng-Elong organises the management team to conduct indoor and outdoor activities from time to time, so as to promote the cooperation among colleagues.



Physical exercises: Tongcheng-Elong pays attention to the physical and mental health of employees and encourages all employees to live a healthy lifestyle. Every autumn, the Company arranges all employees to carry out urban jogging, competitions and walking around the lake and holds sports meet on a regular basis, during which all employees help each other and share their joys and sorrows to enhance friendship and promote team cohesiveness.



Annual meeting: Tongcheng-Elong organises the annual meeting every year, and invites senior executives, project colleagues, employee representatives from other workplaces and resigned employee representatives to attend the meeting, listening to employee's voice and demonstrating youthful enthusiasm of the Company.

On 23 January 2019, we held the 2018 annual meeting with the theme of "WE CAN - Love and Strive". A total of 3,500 people participated in the event. In addition, more than 2,000 colleagues watched online through the Internet.



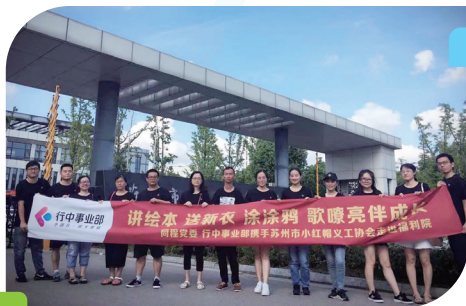
Respecting Goodness and Promoting Public Causes

Enthusiastic participation in social public causes is not only the unshakeable social responsibility borne by Tongcheng-Elong, but also the requirements of our long-term development. As an active participant in the development of social public causes, 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.

On 1 November 2018, Tongcheng-Elong donated HK\$1 million to The Community Chest through the "Stock Code Charity Lottery Arrangement Plan" of The Stock Exchange of Hong Kong Limited to fund 161 social welfare organizations, and nearly 2 million people had received welfare. During the Reporting Period, Tongcheng-Elong has donated a total of RMB1,468,628 through various public activities.

Volunteer activities

Staying committed to the purposes of promoting social morality and maintaining social harmony, stability and development, Tongcheng-Elong organises volunteer services to pass on the love and better serve the society, proactively advocate the spirit of "Participation, mutual assistance, dedication and progress" and pay close attention to and help the disadvantaged, so as to build a harmonious society with friendship and mutual assistance.



Welfare house visit with the Volunteer Association

On 18 August 2018, Tongcheng-Elong On-Trip Business Department together with the Suzhou Little Red Cap Volunteers Association, jointly visited the welfare house, and accompanied children to have a happy time.

Caring for left-behind children

As the future hope of the country, children need care from the society. Tongcheng-Elong pays special attention to the growth and education of the left-behind children and is committed to delivering more warmth from the society to the children, enabling more left-behind children from poor families in underdeveloped areas to enter the city and realise their wish to reunite with their parents and allowing these children live in "love" with freedom, health and happiness.

Migrant-birds Program

On 6 August 2018, Tongcheng-Elong together with the China Social Assistance Foundation and other institutions, jointly launched the "Migrant-birds Program" that only if users click "Participate in the Program to share and pass on our love", we, on behalf of these users, donate 1 cent for the left-behind children. The program has attracted more than 1 million netizens to participate, and donated RMB10,000 to the "Happiness Train - Care for the Left-behind Children Project", to deliver warmth to left-behind children.



Charity donation

In combination with its own businesses, Tongcheng-Elong innovates the form of public participation, arouses the enthusiasm of the general public, and gets more people involved in the public donation by virtue of the platform edges of Tongcheng-Elong, so as to deliver positive energy to the society.

On 21 May 2018, Tongcheng-Elong held a series of "The Best Beautiful Public Welfare in RMB1" activities at some domestic airports. The users donated to the non-profit organization by purchasing a RMB1 gift box that may contain postcards, ticket vouchers, etc. Therefore, this activity was awarded the "2018 Annual Public Welfare Innovation Award" in the 8th China Public Welfare Festival.



Public Welfare–Double Eleven Activities

From 10 to 14 November 2018, Tongcheng-Elong carried out the activities of "Lighting singles and fighting for the group" in Chongqing, Changsha and other airports. As long as the participants light up the touch screen single Wang avatar, they can get the value of love and give love to the non-profit organization. Participants can also invite friends to fight to increase their love value and get rich gifts. This activity is our exploration and attempt on the form of charity and public welfare. We have raised a total of RMB10,000 to deliver positive energy to the society.

In the future, we will continue to pay attention to public welfare and charity, further explore the form of charity and public welfare, and use every pragmatic public welfare action to give back to the society.



Green Office and Environmental Protection

Tongcheng-Elong is committed to implementing the sustainable principle throughout its business operation. We strictly observe the Environmental Protection Law of People's Republic of China and other relevant laws and regulations, and clarify management requirements for energy conservation based on the Measures for the Administration of Energy Conservation to reduce impact on environmental. During the Reporting Period, the Company had no any environmental violation.

Energy conservation and emission reduction

Tongcheng-Elong proactively adopts green office management measures to promote energy conservation and emission reduction:

- Turn off office lights for one hour during lunch break;
- Strengthen the routing by property management company and shut down the out-of-service equipment;
- Post energy-saving and water-saving slogans, and enhance employee's awareness of energy conservation in trainings;
- Regulate temperature limit of air conditioning, that is, the temperature must not be higher than 20 degrees Celsius in winter and be lower than 26 degrees Celsius in summer;

In addition, we further improve energy utilization efficiency and reduce greenhouse gas emissions by installing energy-saving and water-saving equipment and using clean energy:

- Uniform install LED lighting, and remove some lamps under the condition of sufficient illuminance, and install tubular lighting in the well-lit places to make full use of natural light illumination to reduce the power consumption of lighting;
- Replace the original R410A chemosynthetic refrigerant in the data room with the environment-friendly Engas-M60 hydrocarbon refrigerant, resulting in 26% of the annual comprehensive power saving rate;
- Install solar equipment and supply heat with solar energy to improve energy efficiency.

Save water

The water used by Tongcheng-Elong is mainly the domestic water used in the office. The water source is from the municipal tap water supply. We save water by posting water-saving signs and applying water-saving equipment. The domestic wastewater we produced is discharged into the municipal pipe network. During the Reporting Period, we used electronic descaling technology to replace traditional washing methods to cleanse water-cooled tubes of air conditioning, so as to reduce wastewater discharge.

Reduce waste

Non-hazardous wastes in the course of our operation including domestic wastes, grease trap waste and kitchen wastes, are handled by the property. We create a paperless office via office systems such as Office Automation, and the waste paper box is equipped at the printer for employees to re-use to reduce the amount of waste generated. Hazardous wastes generated in the course of our operation include few used toner cartridges and ink boxes produced by printing equipment, which are recycled by the supplier and exert no material impact. Therefore, KPI A1.3 (Total hazardous waste produced) is not disclosed in the Report.



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

Emissions	2018
Wastewater discharge (tonnes) ¹	69,388.02
Total GHG emissions (Scopes 1 and 2) (tCO ₂ e) ²	8,324.71
Direct GHG emissions (Scope 1) (tCO ₂ e)	75.89
Including: Petrol (tCO ₂ e)	75.89
Energy Indirect GHG emissions (Scope 2) (tCO ₂ e)	8,248.82
Including: Purchased electricity (tCO ₂ e)	8,248.82
Total GHG emissions per capital (tCO ₂ e per capital)	1.39
Total GHG emissions per floor area (tCO ₂ e per square metre)	0.17
Total non-hazardous waste (tonnes)	885.82
Total Non-hazardous waste per capital (tonnes per capital)	0.15

Note:

- 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").



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

Use of Resources	2018
Total energy consumption (MWh) ¹	11,535.38
Total Direct energy consumption (MWh)	310.39
Including: Petrol (MWh)	310.39
Total indirect energy consumption (MWh)	11,224.99
Including: Purchased electricity (MWh)	11,224.99
Total energy consumption per capital (MWh per capital)	1.92
Total energy consumption per floor area (MWh per square metre)	0.24
Running water consumption (tonnes) ²	77,097.80
Running water consumption per capital (tonnes per capital)	15.88

Note:

1. 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 Guideline of the Greenhouse gas emission accounting and reporting for the public building operation enterprises issued by NDRC.
2. 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.
3. 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.
4. Based on industrial features, A3 (The Environmental and Natural resources) and 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.



Appendix I – ESG Reporting Guide Content Index

Key Performance Indicator	Description	Title of chapter
A1 Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	7. Green Office and Environmental Protection
A1.1	The types of emissions and respective emissions data	7. Green Office and Environmental Protection
A1.2	Greenhouse gas emissions in total and intensity	7. Green Office and Environmental Protection
A1.3	Total hazardous waste produced and intensity	7. Green Office and Environmental Protection
A1.4	Total non-hazardous waste produced and intensity	7. Green Office and Environmental Protection
A1.5	Description of measures to mitigate emissions and results achieved	7. Green Office and Environmental Protection
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	7. Green Office and Environmental Protection
A2 Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	7. Green Office and Environmental Protection
A2.1	Direct and/or indirect energy consumption by type in total and intensity	7. Green Office and Environmental Protection
A2.2	Water consumption in total and intensity	7. Green Office and Environmental Protection
A2.3	Description of energy use efficiency initiatives and results achieved	7. Green Office and Environmental Protection
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	7. Green Office and Environmental Protection
A2.5	Total packaging material used for finished products and with reference to per unit produced	7. Green Office and Environmental Protection
A3 The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	7. Green Office and Environmental Protection
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	7. Green Office and Environmental Protection

Appendix I – ESG Reporting Guide Content Index

Key Performance Indicator	Description	Title of chapter
B1 Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	5. Pursuing Innovation and Growing Jointly 5.2. Employee orientation and mutual benefit 5.4. Jointing hands and creating harmony together
B1.1	Total workforce by gender, employment type, age group and geographical region	5.2. Employee orientation and mutual benefit
B1.2	Employee turnover rate by gender, age group and geographical region	/
B2 Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	5. Pursuing Innovation and Growing Jointly 5.3. Working healthily and living happily
B2.1	Number and rate of work-related fatalities	/
B2.2	Lost days due to work injury	/
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	5.3. Working healthily and living happily
B3 Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work Description of training activities	5. Pursuing Innovation and Growing Jointly 5.1. Employee achievement and collaborative development
B3.1	The percentage of employees trained by gender and employee category	5.1. Employee achievement and collaborative development
B3.2	The average training hours completed per employee by gender and employee category	5.1. Employee achievement and collaborative development

Appendix I – ESG Reporting Guide Content Index

Key Performance Indicator	Description	Title of chapter
B4 Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	5. Pursuing Innovation and Growing Jointly 5.2. Employee orientation and mutual benefit
B4.1	Description of measures to review employment practices to avoid child and forced labour	5.2. Employee orientation and mutual benefit
B4.2	Description of steps taken to eliminate such practices when discovered	5.2. Employee orientation and mutual benefit
B5 Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain	4. Putting Customers First and Providing Supreme Experience 4.4. Upholding integrity and honesty and ensuring operational compliance
B5.1	Numbers of suppliers by geographical region	/
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	4.4. Upholding integrity and honesty and ensuring operational compliance
B6 Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	4. Putting Customers First and Providing Supreme Experience
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	/
B6.2	Number of products and service related complaints received and how they are dealt with	4.3. High efficiency and warm customer services
B6.3	Description of practices relating to observing and protecting intellectual property rights	4.4. Upholding integrity and honesty and ensuring operational compliance
B6.4	Description of quality assurance process and recall procedures	4.2. Quality assurance and untroubled journey
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	4.1. Stable service, security and confidentiality

Appendix I – ESG Reporting Guide Content Index

Key Performance Indicator		
B7 Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	4. Putting Customers First and Providing Supreme Experience
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases	/
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	4.4. Upholding integrity and honesty and ensuring operational compliance
B8 Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	6. Respecting Goodness and Promoting Public Causes
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	6. Respecting Goodness and Promoting Public Causes
B8.2	Resources contributed (e.g. money or time) to the focus area	6. Respecting Goodness and Promoting Public Causes

Appendix II – Readers' Feedback

Thank you for reading the Tongcheng-Elong Environmental, Social and Governance Report 2018. For the purpose of rendering valuable information to stakeholders in a better way and of improving our capabilities and levels to fulfil ESG responsibilities, we are sincerely expecting your valuable comments and recommendations on the Report.

We cordially invite you to complete the table and return it to us in any of the following approaches:

Address: Tongcheng Mansion, No. 188 Yuxin Road, Suzhou Industrial Park, Jiangsu, China

Email address: tcelir@ly.com

1、What do you think of the Report in general:

Excellent Good Medium Low Poor

2、What do you think of Tongcheng-Elong's fulfilment in social and environmental responsibilities:

Social responsibility Excellent Good Medium Low Poor

Environmental responsibility Excellent Good Medium Low Poor

3、Do you think whether the Report can reflect the impact of practices in social responsibilities by Tongcheng-Elong on the society and the environment?

Strongly agree Agree Neutral Disagree Strongly disagree

4、What do you think of transparency, accuracy and completeness of the disclosed information, data and indicators in the Report?

Transparency Excellent Good Medium Low Poor

Accuracy Excellent Good Medium Low Poor

Completeness Excellent Good Medium Low Poor

5、Do you think whether the content and design of the Report is convenient for reading?

Yes Neutral No

6、Could you please provide other comments and recommendation on our work and the Report:
