



豐盛
FULLSHARE

Fullshare Holdings Limited 豐盛控股有限公司

(Incorporated in the Cayman Islands with limited liability)
Stock Code: 00607



**ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**

2021

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Fullshare Strives for a Healthy and Beautiful Life

Since its establishment, Fullshare Holdings has grown from a "provider in green technology and integrated health solutions" to a "global leader in healthy lifestyle". We are determined to explore the further value in the green technology and health-care industry chain based on industrial platform.

2021 was a year filled with challenges, including COVID-19 resurgence, unstable global economy, worrying environmental problems, and growing concern on corporate social responsibility. As an enterprise focusing on grand health-based lifestyle, we, relying on our practice and experience in green building technology, green energy, high-end manufacturing, health education, green real estate, industrial investment, etc., stick to our commitment to sustainable development, and actively integrate sustainable development elements into business development with focuses on comprehensive grand health-based services, hoping to ultimately create long-term value for customers, employees, business partners, communities and other major stakeholders, thus showing strong business resilience of Fullshare Holdings.

By fully implementing our core values – "healthy employee, healthy career, healthy enterprise and healthy society", we made the achievements and developed steadily and sustainably.

In the past year, sustainable development was promoted in the daily operations of business segments under the continued leadership of the Board of Directors of the Group (the "Board"). The Board systematically led business segments of the Group to implement and promote the sustainable development by actively responding to the sustainable development goals of the United Nations (the "Sustainable Development Goals (SDGs)"), integrating SDGs with our business development and the four key areas of sustainable development, and establishing corresponding policies and goals. We also considered environmental, social and governance ("ESG") risks in the risk assessment process, and integrate sustainable development factors into our business segments to ensure that our business could properly respond to the risks and seize opportunities.

As Covid-19 continued to rage on, we did not loosen all the necessary anti-pandemic controls, and still paid close attention to the information related to the pandemic so as to make overall deployment and countermeasures to respond to challenges from the pandemic, and join hands with the employees of the Group to fight against the pandemic. Up to now, as a responsible employer, we have not only distributed pandemic prevention materials to employees, and thoroughly disinfected office facilities on a regular basis, but also implemented arrangements such as working from home and flexible lunch hours to ensure the health of employees and the safe working environment. During the year, we also provided assistance for the community by providing the site of the real estate segment as a designated nucleic acid testing site in the community, sharing pandemic prevention information with the public through the social media platform of the Group, and requesting all business segments to cooperate with the government's pandemic prevention work. We are also proud that our employees in Nanjing have assisted the local community in its anti-pandemic efforts as volunteers in nucleic acid testing.

In response to climate change, during the year, we led various segments to practice energy conservation and emission reduction in their daily operations by not only including climate risk in the risk assessment process, but also formulating a series of environmental objectives and corresponding actions. We attached importance to green procurement and actively established a sustainable supply chain with suppliers. Australian Sheraton Resort is one of the examples, for which we purchased local ingredients, and replaced plastic straws with paper straws that are readily decomposable, plastic tableware with degradable tableware made of bamboo or palm leaves, and plastic tableware with paper tableware readily recycled and decomposable so as to bring the concept of sustainable development into the daily operation of suppliers to jointly create a greener future.

Fullshare Strives for a Healthy and Beautiful Life

We cared for our employees and strove for implementing the principle of "focusing on people" to create a comfortable, inclusive and healthy working environment. In the face of the challenging pandemic and evolving viruses, we still insisted on putting the physical and mental health of employees in the first place, and actively implemented a number of prevention and control measures in the working environment to ensure the health and safety of employees. In order to promote the common growth of employees and enterprises, we continue to hold different types of training courses, and took advantage of online platforms for training with a view to helping employees develop professional skills and knowledge during the pandemic. We also held recreational activities for employees, such as festival celebration, sports teaching, etc., and provided thoughtful welfare treatment to express our gratitude to employees and create a friendly working culture.

In order to continuously improve the customer experience, we made efforts to providing high-quality products and excellent services for customers of all major business segments. As a part of those efforts, in terms of the real estate segment, we used digital technology and launched an online shopping platform during the year to support merchants in their business operations during the pandemic; in terms of the tourism segment, we took the initiative to understand the feedback of the visitors to continuously improve their accommodation experience; and in terms of education segment, we adopted diversified teaching resources to improve the teaching quality, demonstrating our persistence in improving customer experience with actions.

In 2022, Fullshare Holdings will continue to give full play to the Group's advantages in green and healthy business, and continuously integrate global resources and talents. On the premise of maintaining high-quality health products and services, we will further explore possibilities, work with global partners to create a healthy life experience that brings mutual benefits to customers, suppliers and the Group, and promote the sustainable development of business, environment and even community.



About This Report

INTRODUCTION

Fullshare Holdings Limited (“Fullshare Holdings” or the “Company”, together with its subsidiaries, collectively the “Group”, “we” or “us”) is pleased to present the Environmental, Social and Governance Report 2021 (the “Report”) to our stakeholders. The Report presents the sustainability performance and the analysis results of environmental and social data during the period from 1 January 2021 to 31 December 2021 (the “Reporting Period”).

REPORTING SCOPE

Unless otherwise stated, the scope of this Report covers our major businesses and operations, including:

- (I) Nanjing headquarter and Hong Kong office;
- (II) Property business in the People’s Republic of China (the “PRC”);
- (III) Tourism business including Grand Wuji Hotel – the Unbound Collection By Hyatt (“Grand Wuji Hotel”) in Nanjing, the PRC and Sheraton project in Australia; and
- (IV) Education business in Australia.

The Group also invests in other businesses or holds interests in a number of listed companies, including China High Speed Transmission Equipment Group Co., Ltd. (“CHS”, stock code: 00658), an indirect subsidiary engaged in the new energy business. As the “Environmental, Social and Governance Reporting Guide” requires all listed companies to publish their environmental, social and governance reports, please visit the website of CHS for its ESG report.

REPORTING STANDARD

This Report has been prepared in compliance with the latest “Environmental, Social and Governance Reporting Guide” in Appendix 27 to Rules Governing the Listing of Securities on the Main Board of the Stock Exchange of Hong Kong Limited, and was reviewed and approved by the Board of Directors in March 2022.

REPORTING PRINCIPLES

This Report was prepared based on the following four reporting principles:

Principle	Definition	The Group's Response
Materiality	This report should consider issues affecting the assessment and decisions of the Group's stakeholders, or should disclose matters that have a significant economic, environmental and social impact on the Group.	Through engagement with stakeholders, materiality assessment as well as considering the Group's business nature and development, the Group has identified key issues for sustainable development.
Quantitative	Environmental and social data should be presented quantitatively in this report to ensure comparability across reporting periods, company and industry standards.	The Group discloses its key environmental and social performance indicators quantitatively where appropriate.
Balance	This Report should present positive and negative information of the Group in an objective and fair manner to reflect the overall performance of the Group.	The Group has presented its achievements and challenges in pursuing sustainable development in this report.
Consistency	The methodologies and assumptions used to calculate key performance indicators in this report shall be the same as those used in the previous year. This report should provide appropriate disclosure and explanation if the scopes of disclosure and calculation method are changed.	The Group has adopted reporting scopes and methods consistent with those in last year and comparative data have also been disclosed in this report.

ACCESS TO THIS REPORT

This Report is available in both English and Chinese and is published on the websites of The Stock Exchange of Hong Kong Limited and the Company.



The Group values stakeholders' views and feedback on its sustainability performance and disclosure. We encourage and welcome you to share your views with us by:

Email: fullshare@intelligentjoy.com

Address: Unit 2805, Level 28, Admiralty Centre Tower 1,
18 Harcourt Road, Admiralty, Hong Kong



About Fullshare

OVERVIEW OF THE GROUP

Fullshare Holdings Limited, a multinational conglomerate and investment holding company, is committed to becoming a global leader in grand healthy living. Founded in 2002, the Group’s business covers five major segments, including tourism and vacation, education and healthcare, investment and financial services, property as well as renewable energy, with footprint across mainland China, Hong Kong, Australia and other areas.



Corporate Commitment

- “Create and share: Fullshare is for everyone” is our corporate commitment
- We attach great importance to the joint efforts of every Fullsharer and partner, and hope that all the employees of the Group can practice the concept of “create and share”, demonstrate entrepreneurship, create prosperity and share the fruits of Fullshare



Corporate Vision

- Build healthy Fullshare, be a global leader in grand healthy living, and make our life better in all aspects
- Green is the foundation and guarantee for Fullshare brand, while health is the principle and mainstream of Fullshare brand
- Fullshare strives to become a global leader in grand healthy living, and builds value chain for healthy lifestyle
- Popularize healthy lifestyle, play a leading role in the construction of green city, and develop a healthy industry platform



Corporate Values

- Integrity: integrity is the greatest asset
- Openness: no competitor, but only partner
- Pragmatism: do not seek undeserved reputation, and action speaks louder than words
- Excellency: make impossible possible, make possible reliable, and make reliable indestructible

BUSINESS OVERVIEW



Property Segment

- Residential and Commercial Projects
- Yuhua Salon
- Wonder City



Education Segment

- Queensland Australia
- Victoria Australia
- Western Australia



Tourism Segment

- Grand Wuji Hotel
- Sheraton Mirage Resort and the Country Club

Fullshare's Sustainability at a Glance

DEVOTED BUILDING • GREEN LIFE

- Started to set environment goals to manage the Group's performance on carbon emission, electricity consumption, water consumption and waste emission
- Further preparation have been made for climate change issues
- Performed ESG-related risk assessment for each business segment, and identified ESG risks that have a significant impact on the Group's sustainability, including climate risk and supply chain ESG risks
- Our tourism segment purchased local ingredients and replaced plastic tableware with degradable tableware to support green procurement

DEVOTED CULTIVATION • PEOPLE-ORIENTED

- Ratio of male to female employees was 1:4
- The aggregate training hours provided for employees in 2021 was 21,608.4 hours
- The rate of work-related deaths in 2021 was 0

Sustainability at a Glance

DEVOTED SERVICE • SERVING WITH SINCERITY

- Our property segment continues to provide customers with a reassuring and comfortable experience and has launched an online shopping platform to support the development of merchants during the pandemic
- Our education business strictly complies with the National Quality Framework to ensure the quality of the curriculum and the health and safety of children
- Our tourism segment continues to provide five-star facilities and services to enable guests enjoy the highest-quality accommodation experience

DEVOTED CARE • CONTRIBUTIONS TO COMMUNITY

- Employees volunteered to help with nucleic acid testing during the pandemic
- Donated about hundreds of pottery food vessels to nine charities
- Offered the public with more than 800-year-old Baduanjin teaching free of charge
- Donated approximately HK\$60,000 of public welfare fund to Nanjing Hongshan Zoo to support urban wildlife rescue activities

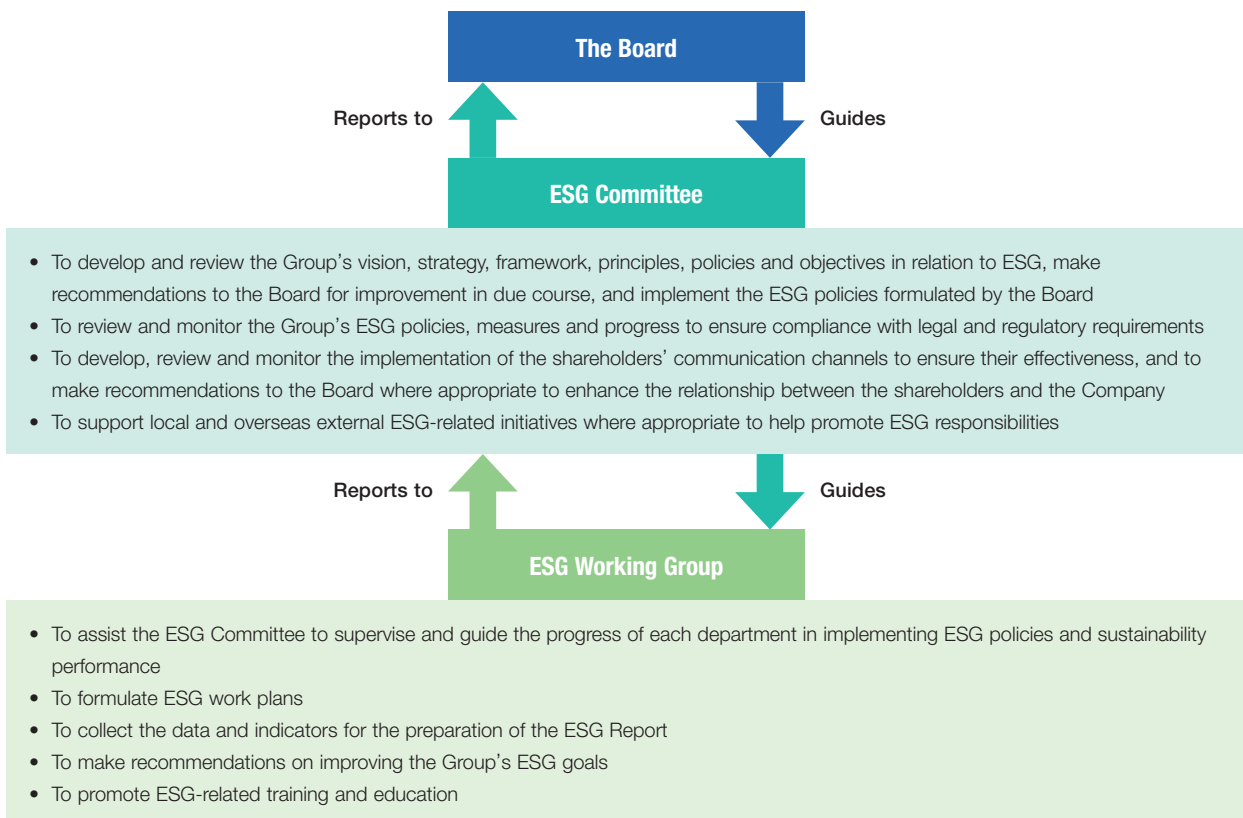
Fullshare's Approach to Sustainability

As an enterprise focusing on grand healthy life, the Group is fully aware of the significance of social responsibility and actively integrates environmental, social and governance (“ESG”) elements into its business development to build better communities. We have developed an Environmental, Social and Governance Policy and lead our business segments to implement this policy, so as to minimize negative impact on the environment and society.

SUSTAINABILITY GOVERNANCE STRUCTURE

The Board, as the highest leadership of the Group, is fully responsible for overseeing the practices of the Group’s sustainability governance and development strategy to guarantee the interests of the stakeholders. As early as 2018, the Group established the environmental, social and governance committee (the “ESG Committee”), which comprises members of the Board. ESG Committee is responsible for assisting Fullshare Holdings to formulate the vision, strategies and policies for sustainability, and to exchange relevant information with the environmental, social and governance working group (the “ESG Working Group”) on a regular basis and jointly review the progress of achieving the ESG goals and indicators. ESG Committee guides the ESG Working Group to formulate and implement relevant measures and execution plans to further promote the sustainability of the Group.

In order to ensure effective implementation of the countermeasures to address the risks associated with ESG, we performed ESG risk assessment for each business segment during the Reporting Period. We first identified potential risks that have a significant impact on the Group’s sustainability, including climate risk and supply chain ESG risks, based on the communication results with our previous and existing stakeholders, industry concerns on sustainability and the latest general ESG trends, and prioritized the various ESG risks by evaluating their impact on the Group. Secondly, we developed measures to address the ESG risks with higher rankings and allowed our Board to regularly review the effectiveness of existing measures and make recommendations for improvement where necessary.



Fullshare's Approach to Sustainability

CORPORATE GOVERNANCE

Good corporate governance is the cornerstone of sustainable development. We are committed to upholding commercial ethics in our daily operations and business development and strictly abiding by laws and regulations related to corruption, bribery, extortion, fraud, money laundering and other violations, including but not limited to the “Anti-Unfair Competition Law of the PRC” (《中華人民共和國反不正當競爭法》), the “Criminal Law of the PRC” (《中華人民共和國刑法》) and the “Interim Provisions on Prohibiting Commercial Bribery” (《關於禁止商業賄賂行為的暫行規定》). We specify our compliance requirements for employees and main suppliers of the Group in “Corporate Business Conduct and Ethics Codes”, compliance manual, and “Sunshine Agreement” to strictly prevent the transfer of the interests and other corruption and violation behaviors. In order to promote a culture of integrity throughout the Group, we also promote anti-corruption awareness among our staff and the public in an interesting way through “Little Auditor Online” (小審在線) column in Fullshare's official WeChat account.

The Group has developed a sound monitoring and reporting mechanism to allow employees and the public to report any unusual issues during the operations through telephone, email, “Sunshine Hotline” (「陽光熱線」) of our official WeChat account and other channels. We promise to keep the identity of the reporter confidential, carry out rigorous and neutral investigation and follow-up actions in a timely manner, and take legal actions when necessary, thereby striving to safeguard the best interests of the Group and its stakeholders.

During the Reporting Period, we were not aware of any serious violations of relevant laws and regulations relating to the prevention of corruption, extortion, fraud or money laundering, nor were us aware of any litigation cases against corruption by the Group or our employees.




Case Sharing

The Group has arranged anti-corruption trainings for the Board and its staff. In particular, our hotel segment requires hotel managers and supervisors to complete annual global anti-corruption training through an online learning platform. For the head office in Nanjing, we will also explain to our staff about anti-corruption laws and knowledge during induction training. The Hong Kong Office will also distribute anti-corruption publicity papers issued by the Hong Kong ICAC to its staff to effectively strengthen the integrity construction of the Company.

The United Nations Sustainable Development Goals

As a global corporate citizen, Fullshare Holdings fully supports the United Nations Sustainable Development Goals (“UNSDGs”). “Healthy employee, healthy career, healthy enterprise and healthy society” is always the core value of the Group. During the Reporting Period, we identified 10 UNSDGs that are most relevant to us, integrated them into our four key areas of sustainable development, and formulated feasible measures to promote sustainable development in a more focused manner by formulating relevant policies and objectives. For details of our efforts to achieve sustainable development goals, please refer to the relevant sections of this report.

<p>Approach: Implement the green operation policy, pursue sustainable operating model, mitigate climate changes and protect the Earth’s resources.</p> <p>Goal: Reduce the Group’s carbon footprint, including greenhouse gas emissions and waste emissions, while optimizing energy and water efficiency.</p> <p><i>(For details of the Group’s environmental objectives and the corresponding actions to be taken, please refer to the section headed “Devoted Building • Green Life”)</i></p> 	<p>Approach: Strive to create a people-oriented culture and a quality working environment to nurture talents.</p> <p>Goal: Strengthen the career development and training for our employees, improve their physical and psychological health and foster a sense of belonging.</p> 
<p>Approach: Provide our customers with the most advanced and quality products and services to lead a healthy lifestyle.</p> <p>Goal: Improve the quality of our product and services and improve customer satisfaction.</p> 	<p>Approach: Actively listen and respond to the needs of the community and contribute to the community.</p> <p>Goal: Establish community focus areas to enhance community investment resources and employee participation hours.</p> 

Fullshare's Approach to Sustainability

STAKEHOLDER ENGAGEMENT

The Group is committed to creating long-term value for our stakeholders, and is constantly in contact with key stakeholders, including employees, customers, shareholders, suppliers, governments and communities. We have established various communication channels to understand the expectations and insights of stakeholders, which enable us to further formulate our current and future sustainable development strategies. The following table summarizes the types of stakeholders and the channels of regular communication of the Group.

Employees	Customers	Shareholders and Investors
<ul style="list-style-type: none"> • Meetings • Performance Appraisal • Annual Meetings • Trainings • Staff Activities • Trade Union 	<ul style="list-style-type: none"> • Website • Social Media (such as WeChat Public and Official Weibo) • Mobile Apps • Customer Survey • Customer Service Hotline 	<ul style="list-style-type: none"> • Shareholders' Meetings • Annual Reports, Financial Reports and Announcements • Social Media (such as WeChat Public Account and Official Weibo) • Websites • Mass Media
Suppliers and Business Partners	Government	Community
<ul style="list-style-type: none"> • On-site Inspection • Performance Review • Annual Review • Websites • Direct Communication 	<ul style="list-style-type: none"> • Qualification Assessment • Environmental Investigation • Meetings • Direct Communication 	<ul style="list-style-type: none"> • Websites • Social Media (such as WeChat Public Account and Official Weibo) • Mass Media • Mobile Apps

MATERIALITY ANALYSIS

During the Reporting Period, we commissioned an independent consultant to assist the Group in our stakeholder survey to determine the most important ESG issues to the Group. The Board of Directors is responsible for overseeing the entire process of materiality analysis and the ESG Committee assists the board of directors by way of jointly reviewing and confirming identified key ESG issues, so that the ESG Working Group can effectively implement and promote relevant work and measures on more important ESG issues. The Group has analyzed the materiality of ESG issues through the following steps:



1. Identifying ESG Issues

Based on past and existing stakeholder communication results, listing rules requirements and the latest sustainability trends in the industry, we identified 28 ESG issues that are relatively important to the Group.



2. Rating Materiality

Stakeholders in various groups were invited to conduct a survey by way of questionnaire to rate identified ESG issues.



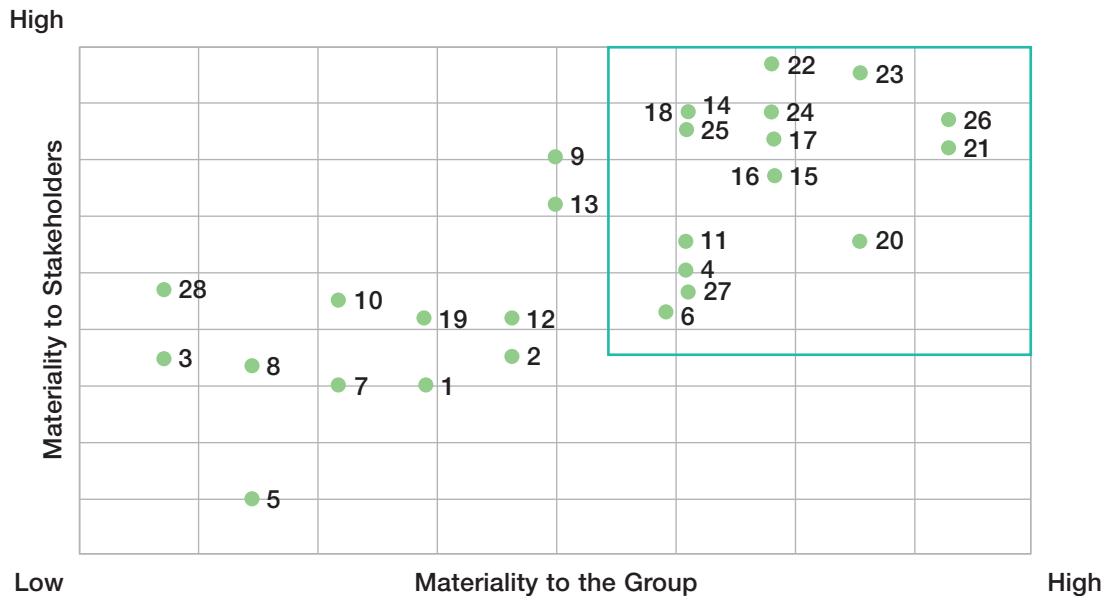
3. Analyzing Results

We prioritized 28 ESG issues for analysis based on comprehensive rating made by stakeholders and the management through the online opinion survey.

Fullshare's Approach to Sustainability

During the Reporting Period, the results of the materiality assessment are set out in the following materiality matrix. These 16 ESG issues in the upper right corner are those the stakeholders shared the most concerns in this analysis, and will be disclosed in a focused manner in this Report.

MATERIALITY MATRIX



Environmental Protection and Green Operation	Operational Practices	Product and Service Responsibility	Quality of Working Environment	Contributions to Community
1. Waste Treatment	9. Covid-19 Pandemic Prevention and Control	15. Quality of Products and Services	21. Employment Relationship	27. Participation in Volunteer Activities
2. Carbon Emissions and Energy Consumption	10. Social Risk in Supply Chain	16. Health and Safety of Products and Services	22. Employee Benefits	28. Charitable Donations
3. Air Emissions	11. Anti-corruption	17. Customer Satisfaction and Handling of Complaints	23. Employment Compliance	
4. Water Resources	12. Anti-corruption Training	18. Privacy Protection	24. Equal Opportunities, Diversity and Anti-discrimination	
5. Consumption of Packaging Materials	13. Economic Performance	19. Advertising and Promotion	25. Employee Development and Training	
6. Climate Change Risks	14. Business Expansion	20. Data Protection and Network Security	26. Occupational Safety and Health	
7. Green Procurement				
8. Environmental Risk in Supply Chain				



**Devoted
Building •
Green Life**

The UNSDGs:



Approach

Implement the green operation policy, pursue sustainable operating model, mitigate climate changes and protect the Earth’s resources.

Goal

Reduce the Group’s carbon footprint, including greenhouse gas emissions and waste emissions, while optimizing energy and water efficiency.

Material Topics

- Water Resources • Climate Change Risks

The Group attaches great attention to environmental protection and is also concerned with the impact of daily operations on the environment. As a result, we implement the principle of green operation in all business segments, through measures such as reducing emission, reducing waste and making good use of resources, and strives to reduce carbon footprint and mitigate climate change problems while enhancing energy and water efficiency. All of our Group’s business divisions and departments abide by applicable laws and regulations on environmental protection, including but not limited to the “Environmental Protection Law of the PRC” (《中華人民共和國環境保護法》), “Atmospheric Pollution Prevention and Control Law of the PRC” (《中華人民共和國大氣污染防治法》), “Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Wastes” (《中華人民共和國固體廢物污染防治法》) and “Environmental Protection and Biodiversity Conservation Act 1999” (《環境保護和生物多樣性保存法1999》), in all operation sites in mainland China, Hong Kong and Australia to fulfill our responsibility in environmental protection. During the Reporting Period, the Group was not aware of any material violations of environmental laws and regulations.

CLIMATE CHANGE

Climate change has attracted great attention all over the world in recent years. Extreme weather events such as typhoons, rainstorms and sudden changes in temperatures brought about by climate change have also posed potential threats to our operations.



Risk Assessment of Climate Change

- To conduct an ESG risk assessment on each business divisions, we identify our potential climate-related risks according to the nature of each business division, and regularly review the effectiveness of our existing countermeasures to further strengthen our ability to combat climate risk



Continue to Mitigate Climate Change

- Continuous implementation of various green measures in various business divisions, such as procurement of high-energy efficient equipment, installation of energy efficient lighting systems, use of natural light design, installation of intelligent lighting systems to turn off the power regularly and formulation of staff conservation guidelines to reduce energy consumption and control of greenhouse gas emissions in operation, and minimize the impact of daily business on climate change



Emergency Preparation for Extreme Weather





- We have also implemented contingency measures to deal with the disasters caused by extreme weather. Take hotels business as an example, we conduct regular safety conferences, training and fire and safety drills in the hotel division to ensure that the hotels respond to adverse weather-related incidents in an orderly manner and safeguard staff safety
- Regular safety inspections are carried out on educational segment to ensure that facilities and equipment in education centres are in good condition to cope with extreme weather and to ensure the safety of teachers and students
- We will continue to monitor the potential impact of climate change on business and strengthen its response to climate change



Closely Aligned With Climate Policy and Regulations

- Regular review of climate-related government policies, regulatory requirements and the latest developments to ensure adequate preparation

In line with the policy of green operation, we have set a series of environmental objectives during the Reporting Period and are committed to achieving these environmental objectives by demonstrating to the stakeholders our determination to mitigate climate change and protect the environment, and building a green future.

	Environmental Targets	Corresponding Key Measures
 <p>Air and Greenhouse Gas Emissions</p>	<ul style="list-style-type: none"> To reduce air and greenhouse gas emissions and gradually reduce the Group's carbon footprint 	<ul style="list-style-type: none"> To use groundwater to replace refrigerant for certain offices and property projects to reduce carbon emissions To build large green landscapes on the tourism segment and support local agriculture to reduce greenhouse gas generated by transportation To use renewable energy in some education centres to reduce emissions
 <p>Waste</p>	<ul style="list-style-type: none"> To reduce waste from the source and recycle to reduce waste production 	<ul style="list-style-type: none"> For office and property segments, we strive to create a paperless office environment and actively collect recyclable waste in construction sites For tourism segment, recycling bins are placed in guestrooms and will make electronic access to hotel registration procedures For education segment, we actively popularize the concept of reducing waste from the source and recycling in our daily courses
 <p>Energy Efficiency</p>	<ul style="list-style-type: none"> To enhance the Group's energy efficiency and reduce unnecessary energy consumption 	<ul style="list-style-type: none"> To replace the traditional air conditioning system by employing the ground source heat pump system for office and property segments To periodically assess the electricity efficiency for hotels and use solar lamp posts To install solar panels in certain education centres to reduce reliance on traditional energy
 <p>Water Efficiency</p>	<ul style="list-style-type: none"> To improve water efficiency to reduce waste of fresh water 	<ul style="list-style-type: none"> For office and property segments, we periodically inspect the water efficiency of the equipment and use waste water during the construction period for rinsing and sprinkling For tourism segment, we promote "green housekeeping program" to reduce the cleaning water of guestrooms In some of our education centres, we collect rainwater for irrigation

PROPERTY SEGMENT

For property segment, we continue to implement sustainable development measures in architectural design, construction management and daily operation, and strive to minimize the negative impact of our business on the surrounding environment by reducing energy, air and greenhouse gas emissions.

Energy, Air and Greenhouse Gas (“GHG”) Emissions

During its daily operation, GHG emissions and energy consumption in property segment mainly involve purchased electricity and vehicle fuel consumption. We implemented the following energy saving measures and enhanced energy efficiency. We strive to integrate environmental protection concepts into the daily operation of our office and shopping malls so as to reduce carbon emissions:



- We replace the traditional air conditioning system by employing the ground source heat pump system for certain offices and property projects, and use groundwater to replace refrigerant, thereby reducing GHG emissions
- We encourage our staff to use more videoconferencing or teleconferencing to reduce carbon emissions due to transportation
- To use LED lamps as a priority
- To use natural light for natural lighting to reduce electricity consumption
- To install time switches for the intelligent lighting control system

In addition, in order to alleviate air pollution to surrounding environment during the construction period, we require construction workers to sprinkle water on site and cover dust net to reduce dust, and arrange a third-party to clean ventilation pipelines for our tenants in shopping malls on a regular basis.

Water and Discharge of Waste Water

For water consumption, we strive to reduce water waste by implementing water control measures and closely monitor the consumption of water in offices and shopping malls to avoid wasting fresh water. Business water is supplied by local water company and we did not encounter any issue in sourcing water that is fit for purpose during the Reporting Period. To advocate the concept of water conservation, we implement the following water conservation measures to manage and reduce water consumption in our daily operations:



- To inspect the cooling tower and adjust the water level on a regular basis to avoid wasting fresh water
- To check water equipment on a regular basis, and arrange for related personnel for maintenance in a timely manner if the equipment is found damaged or leaking
- To shut down the outdoor fountain where appropriate according to the weather conditions
- To use waste water during the construction period for rinsing and sprinkling to improve water efficiency

Waste Discharge

As a responsible enterprise, we are committed to minimizing the negative impact on the environment by managing the disposal of waste in our offices and shopping malls. The Group strictly follow laws and regulations in relation to the disposal of waste, including the “Law of the PRC on the Prevention and Control of Environment Pollution Caused by Solid Wastes” (《中華人民共和國固體廢物污染環境防治法》), and the “Measures of Jiangsu Province on Administration of Catering Kitchen Waste ” (《江蘇省餐廚廢棄物管理辦法》). We collect and classify the garbage in advance, including electronics, batteries, glass, and metal, and engage a qualified third-party to clean and dispose general refuse, construction waste, kitchen waste grease and other wastes that need to be recycled. All food waste must be stored in airtight containers. We actively implement waste reduction measures to utilize the Earth’s resources in a more effective way, including collecting of recyclable waste in construction site and encouraging employees to adopt electronic communication channels instead of papers.

TOURISM SEGMENT

The tourism segment of Fullshare Holdings is situated in Grand Wuji Hotel (the “Hotel”) in Nanjing and the Sheraton Mirage Resort (the “Resort”) and the Country Club in Port Douglas of Queensland in Australia, respectively. The Tourism Segment in Australia is managed and operated by a third-party hotel manager. Our Resort is designed to allow guests to be released from the hustle and bustle of urban life and enjoy the nature, so we make every possible effort to protect the surrounding ecosystem around the Resorts and implement energy saving, emission reduction, waste reduction and recycling to encourage our employees and guests to protect precious natural resources. In order to implement a sustainable construction model, our hotel in Nanjing is also constructed according to national “Three-star” green construction standards, which represents the highest level of Chinese green building evaluation criteria. Besides, we also strictly comply with regulations, including the “Environmental Protection and Biodiversity Conservation Act 1999” and the “Environmental Protection Regulations Section 2E Trackable Waste” of Queensland in Australia.

Energy Efficiency and Air Emissions

The energy consumption for supporting the daily operation of the Hotel, Resort and Country Club are mainly from fuel oil consumed by purchased electricity, motor vehicles, lawn mower, forklift, boilers and kitchens. To reduce the emissions of greenhouse gas from energy consumption, we are committed to improving overall energy efficiency through a series of energy conservation and carbon reduction measures. Measures include:




- To adjust light according to operation mode and time of hotels in all regions and develop lighting schedules of hotels in all regions, regulate summer and winter lighting schedules in corridor, periphery, fountain, lobby, restaurant, booth, recreation area, and guest room corridor
- To require hotel staff to perform inspection monthly based on energy-saving standards to control electricity efficiency in hotels, and staff should inform engineering department or the related personnel for maintenance in a timely manner if the equipment is damaged
- To set water temperature of swimming pool in hotels not higher than 28°C
- Air conditioner and TV in the hotel are set with auto-sensing function, so they will be turned off automatically 15 minutes after the guests leave their rooms to avoid wasting electricity
- To carry out greening construction extensively in the hotel by building large green landscape in the atrium to make carbon emission absorbed
- To purchase local ingredients to support local agriculture and reduce GHG emission generated by transportation
- To use electric leaf blowers in the Resort to replace previous gasoline-powered leaf blowers to reduce carbon emission
- To use more energy-efficient washing machine and automotive fuel in the Resort
- To use LED lamps in the Resort
- To employ solar lamp posts for outdoor lighting in Country Club to reduce our reliance on traditional non-renewable energy

Waste and Packaging Material


General refuse, food waste, tableware, green waste, waste oil and other waste are mainly generated in tourism segment. The restaurants and bars in the Resort would also consume a certain amount of packaging materials such as disposable dishware, packages and straws. We collect general refuse and waste paper, cardboard, plastic bottles, batteries and other recyclable waste separately, and also set grease traps to collect waste grease that is regarded as hazardous waste, and send them to a qualified third-party for follow-up disposal or recycling.

We make great effort to promote the principle of reducing waste from source and recycling waste. The following measures are taken by the Hotel, Resort and Country under the Group, including:



- To encourage hotel employees to upcycle the wasted cotton fabrics into wipes and mops
- To return golf cart batteries in the Country Club to supplier(s) for recycling
- To use grass clippings from daily maintenance of the golf courses for organic covering
- To encourage our guests in the Resort to use the mobile App provided by the hotel management to check in and open the door to their guest room instead of physical key cards
- To place recycling bins in guestrooms to encourage guests to classify general refuse and recyclable waste

In terms of catering services of the Resort, we also adopted a series of environmental protection measures as follows to reduce the waste of food and disposable tableware:

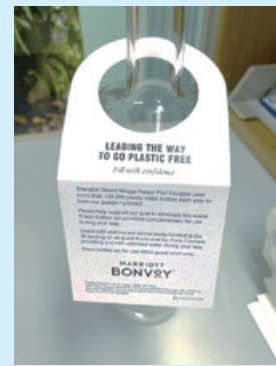


- Ingredients required for the coming week are estimated based on the occupancy rate on a weekly basis so as to reduce the generation of food waste
- We make the best use of food by using remaining ingredients of meat bones and vegetable peels to minimize the generation of food waste
- Sous-vide is employed to keep food fresh to extend the shelf life of food and reduce food waste



Case Sharing

During the Reporting Period, the Queensland government implemented a policy to ban free disposable plastic tableware, including plastic straws, plates and cutlery. In line with this policy, our Resorts have already replaced plastic drinking straws with more easily decomposable paper drinking straws as early as 2019. In addition, we procured biodegradable tableware made of bamboo or palm leaves to replace plastic tableware, and used paper tableware that is easier to recycle and decompose to replace plastic tableware. We also organized a series of "Plastic-free" educational activities at the Resorts, including the installation of self-service water stations on each guest room floor, allowing guests to carry their drinking water in glassware and encouraging them to move towards a plastic free lifestyle.



Devoted Building • Green Life

Cherishing Fresh Water

Domestic water of the hotel segment is mainly supplied by local waste supply company and government. We did not encounter any issue in sourcing water that is fit for purpose during the Reporting Period. To conserve water, we have adopted the following measures in the hotel segment to increase water efficiency:



- To control the running time of the equipment in the hotel laundry room, set the water temperature and water consumption correctly
- To require staff to defrost food in advance to avoid using fresh water for defrosting to avoid waste of water resources
- The hotel prefers the use of water-saving sanitary ware, such as installing water-saving showers and faucets to increase waster efficiency
- To require the replenishment of pool water should not exceed 12 tonnes in peak season, and 8 tonnes in winter and low season
- To promote “green housekeeping program” to encourage guests in the hotel to reduce comprehensive cleaning service of guestrooms so as to save water
- The Resort sets numerous sealed water storage tanks to store seawater obtained from the nearby sea to replace the water in the pools and reduce our reliance on fresh water
- The Country Club develops recycled water and underground water system to replace some fresh water by underground water and recycled water supplied by the government for irrigation at the golf course , so as to increase water efficiency

EDUCATION SEGMENT

We are committed to incorporating sustainable development into our education services to create an environmental protection concept for our next generation. The Group’s education segment consists of leading Australian service institute in early childhood education in Australia. We implemented energy conservation and emission reduction measures for all education centres and regarded environmental protection as one of the key parts in courses to facilitate sustainable development from operation to education segment.

Air, GHG Emissions and Energy Management

The air, GHG and energy consumption in education segment are mainly derived from purchased electricity used by education centres and offices, fuel consumption of motor vehicles, towngas consumption of some central canteens. We adopted a series of measures as follows to reduce carbon footprint:



- To require all teaching staff to turn off unnecessary electronic equipment, air conditioners and lights when leaving the office
- To check and fix electronic equipment on a regular basis to avoid wasting electricity
- Solar panels in two education centres in Brighton and Logan, Queensland have been installed to support part of electricity demand during our operation and reduce the reliance on fossil fuels

Hazardous and Non-hazardous Waste

The waste of the education centres mainly comes from general refuse and waste grease generated by canteens while cooking. To reduce waste and improve the waste disposal process, we have adopted the following measures:



- To actively popularize the concept of reducing waste from the source and recycling in our daily operation and teaching courses
- To use recycling bins to collect recyclable waste, and collect other waste to be disposed and waste grease separately, and deliver to a qualified third-party for transferal and disposal
- To encourage teaching staff to replace physical paper with electronic channels, purchase environmentally friendly product, and buy fewer plastic or disposable products
- To encourage students to bring unnecessary items from home to our centres for recycling so as to arouse their awareness to reduce waste

Water

The water used in our education centres and offices is supplied by local water companies. During the Reporting Period, we did not encounter any issue in sourcing water that is fit for purpose, and water resource is also not our major consumption. To improve water efficiency, we have installed rainwater collectors in some of our education centres to recycle rainwater for irrigation to reduce water consumption.

Education about Environmental Protection

In the face of rapid changes in the environment and climate, we are duty-bound to educate our next generation to protect precious natural resources and to encourage students from their childhood to learn how important it is to protect the environment. As such, our Group requires our teachers to incorporate environmental protection knowledge into our teaching process in accordance with our environmental protection guidelines in the course of preparing the curriculum. In addition to teaching relevant courses in daily class, education centre will also arrange outdoor activities for students to plant vegetable, fruit and vanilla in flower nursery of our centres, which allow them to learn nature in a fun way. Our several education centres were renovated, and plastic and single-purpose teaching materials were replaced with wooden and multi-purpose teaching materials, to maximize the resources while stimulating students to use these teaching materials creatively.

ENVIRONMENTAL PERFORMANCE INDICATORS ¹

Emissions	Nanjing Headquarter and Hong Kong Office			Property Business			Tourism Business ²			Education Business ³			Total 2020	Total 2021	
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021			
Air Emissions															
Nitrogen Oxides (NOx)	1.12 kg	4.65 kg	2.80 kg	3.76 kg	1.12 kg	0.56 kg	518.48 kg	1,401.21 kg	2,085.45 kg	405.10 kg	478.45 kg	347.24 kg	928.47 kg	1885.43 kg	2,436.05 kg
Sulphur Oxides (SOx)	0.02 kg	0.10 kg	0.06 kg	0.07 kg	0.04 kg	0.02 kg	1.36 kg	126.53 kg	216.64 kg	0.90 kg	0.90 kg	0.93 kg	2.36 kg	127.57 kg	217.65 kg
Particulate Matters (PM)	0.08 kg	0.34 kg	0.21 kg	0.28 kg	0.08 kg	0.04 kg	13.26 kg	27.53 kg	169.04 kg	12.77 kg	18.01 kg	10.77 kg	26.38 kg	45.97 kg	180.06 kg
Greenhouse Gas Emissions															
Total Emissions (Scope 1 and Scope 2) ⁴	147.68 tonnes of CO ₂ e	203.26 tonnes of CO ₂ e	196.88 tonnes of CO ₂ e	6,695.26 tonnes of CO ₂ e	7,152.54 tonnes of CO ₂ e	18,432.39 tonnes of CO ₂ e	5,843.86 tonnes of CO ₂ e	6,224.29 tonnes of CO ₂ e	9,536.42 tonnes of CO ₂ e	1,176.45 tonnes of CO ₂ e	1,489.15 tonnes of CO ₂ e	1,381.97 tonnes of CO ₂ e	13,863.25 tonnes of CO ₂ e	15,069.24 tonnes of CO ₂ e	29,547.66 tonnes of CO ₂ e
Total Emissions Intensity (Scope 1 and Scope 2)	1.74 tonnes of CO ₂ e/employee	2.07 tonnes of CO ₂ e/employee	2.85 tonnes of CO ₂ e/employee	12.73 tonnes of CO ₂ e/employee	27.33 tonnes of CO ₂ e/employee	5.71 tonnes of CO ₂ e/employee	0.09 tonnes of CO ₂ e/employee	0.14 tonnes of CO ₂ e/employee	0.10 tonnes of CO ₂ e/employee	0.02 tonnes of CO ₂ e/employee	0.02 tonnes of CO ₂ e/employee	0.02 tonnes of CO ₂ e/employee	N/A	N/A	N/A
Total Emissions (Scope 1, Scope 2 and Scope 3)	206.05 tonnes of CO ₂ e	208.63 tonnes of CO ₂ e	202.41 tonnes of CO ₂ e	6,707.41 tonnes of CO ₂ e	7,152.54 tonnes of CO ₂ e	18,432.39 tonnes of CO ₂ e	5,887.86 tonnes of CO ₂ e	6,224.29 tonnes of CO ₂ e	9,536.42 tonnes of CO ₂ e	1,194.20 tonnes of CO ₂ e	1,491.93 tonnes of CO ₂ e	1,381.97 tonnes of CO ₂ e	13,965.11 tonnes of CO ₂ e	15,077.40 tonnes of CO ₂ e	29,553.19 tonnes of CO ₂ e
Total Emissions Intensity (Scope 1, Scope 2 and Scope 3)	2.42 tonnes of CO ₂ e/employee	2.13 tonnes of CO ₂ e/employee	2.93 tonnes of CO ₂ e/employee	12.75 tonnes of CO ₂ e/employee	27.33 tonnes of CO ₂ e/employee	5.71 tonnes of CO ₂ e/employee	0.09 tonnes of CO ₂ e/employee	0.14 tonnes of CO ₂ e/employee	0.10 tonnes of CO ₂ e/employee	0.02 tonnes of CO ₂ e/employee	0.02 tonnes of CO ₂ e/employee	0.02 tonnes of CO ₂ e/employee	N/A	N/A	N/A
Scope 1 (Direct Emissions)	4.40 tonnes of CO ₂ e	18.35 tonnes of CO ₂ e	11.71 tonnes of CO ₂ e	13.37 tonnes of CO ₂ e	241.82 tonnes of CO ₂ e	3.98 tonnes of CO ₂ e	617.49 tonnes of CO ₂ e	1,249.79 tonnes of CO ₂ e	1,438.83 tonnes of CO ₂ e	136.37 tonnes of CO ₂ e	143.95 tonnes of CO ₂ e	145.09 tonnes of CO ₂ e	771.63 tonnes of CO ₂ e	1,653.91 tonnes of CO ₂ e	1,599.61 tonnes of CO ₂ e
Removal (Tree Planting) (Scope 1)	N/A	N/A	N/A	24.24 tonnes of CO ₂ e	26.77 tonnes of CO ₂ e	18.84 tonnes of CO ₂ e	27.60 tonnes of CO ₂ e	27.60 tonnes of CO ₂ e	26.45 tonnes of CO ₂ e	N/A	N/A	N/A	51.84 tonnes of CO ₂ e	54.37 tonnes of CO ₂ e	45.29 tonnes of CO ₂ e
Scope 2 (Energy Indirect Emissions)	143.29 tonnes of CO ₂ e	184.91 tonnes of CO ₂ e	185.17 tonnes of CO ₂ e	6,706.13 tonnes of CO ₂ e	6,937.49 tonnes of CO ₂ e	18,447.25 tonnes of CO ₂ e	5,253.97 tonnes of CO ₂ e	5,002.10 tonnes of CO ₂ e	8,124.04 tonnes of CO ₂ e	1,040.08 tonnes of CO ₂ e	1,345.20 tonnes of CO ₂ e	1,236.88 tonnes of CO ₂ e	13,143.46 tonnes of CO ₂ e	13,469.70 tonnes of CO ₂ e	27,993.34 tonnes of CO ₂ e
Scope 3 (Other Indirect Emissions) ⁵	58.36 tonnes of CO ₂ e	5.38 tonnes of CO ₂ e	5.53 tonnes of CO ₂ e	12.15 tonnes of CO ₂ e	0.00 tonnes of CO ₂ e	N/A	13.60 tonnes of CO ₂ e	0.00 tonnes of CO ₂ e	N/A	17.75 tonnes of CO ₂ e	2.78 tonnes of CO ₂ e	N/A	101.86 tonnes of CO ₂ e	8.16 tonnes of CO ₂ e	5.53 tonnes of CO ₂ e
Non-hazardous Waste³															
Total Generated	7.27 tonnes	11.49 tonnes	9.68 tonnes	8.05 tonnes	6.50 tonnes	29.30 tonnes	197.89 tonnes	165.29 tonnes	481.83 tonnes	319.45 tonnes	627.12 tonnes	675.86 tonnes	532.66 tonnes	810.40 tonnes	1,196.67 tonnes
Total Generated Intensity	0.09 tonnes/employee	0.12 tonnes/employee	0.12 tonnes/employee	0.02 tonnes/employee	0.02 tonnes/employee	0.01 tonnes/employee	2.92 kg/employee	3.83 kg/employee	5.26 kg/employee	4.31 kg/employee	7.49 kg/employee	8.01 kg/employee	N/A	N/A	N/A
Total Disposed Wastes	7.27 tonnes	11.23 tonnes	9.40 tonnes	8.05 tonnes	6.50 tonnes	21.30 tonnes	130.53 tonnes	121.65 tonnes	418.03 tonnes	232.69 tonnes	474.00 tonnes	520.10 tonnes	378.54 tonnes	613.38 tonnes	968.83 tonnes
Total Recycled Wastes	N/A	0.26 tonnes	0.28 tonnes	N/A	N/A	8.00 tonnes	67.36 tonnes	43.64 tonnes	63.80 tonnes	86.76 tonnes	153.12 tonnes	155.76 tonnes	154.12 tonnes	197.02 tonnes	227.84 tonnes
Hazardous Waste³															
Total Generated	N/A	N/A	N/A	N/A	N/A	N/A	64.80 tonnes	36.00 tonnes	44.17 tonnes	36.97 tonnes	56.18 tonnes	99.11 tonnes	101.77 tonnes	92.18 tonnes	145.28 tonnes
Total Generated Intensity	N/A	N/A	N/A	N/A	N/A	N/A	0.95 kg/employee	0.83 kg/employee	0.48 kg/employee	0.50 kg/employee	0.67 kg/employee	1.17 kg/employee	N/A	N/A	N/A

Use of Resources	Nanjing Headquarter and Hong Kong Office		Property Business			Tourism Business ²			Education Business ³			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2021
Energy														
Total Energy Consumption	218.51 MWh	292.81 MWh	337.31 MWh	9,578.30 MWh	8,645.51 MWh	30,250.06 MWh	9,259.65 MWh	12,100.45 MWh	19,923.40 MWh	1,710.29 MWh	2,224.41 MWh	2,112.86 MWh	20,766.76 MWh	23,263.18 MWh
Total Energy Consumption Intensity	2.57 MWh/employee	2.99 MWh/employee	4.89 MWh/employee	18.21 MWh/revenue in million RMB	33.03 MWh/revenue in million RMB	9.37 MWh/revenue in million RMB	0.14 MWh/occupied room night	0.28 MWh/occupied room night	0.22 MWh/occupied room night	0.02 MWh/m ²	0.03 MWh/m ²	0.03 MWh/m ²	N/A	N/A
Purchased Electricity	203.46 MWh	229.99 MWh	297.59 MWh	9,532.53 MWh	8,622.29 MWh	30,236.44 MWh	6,486.38 MWh	6,176.43 MWh	11,215.48 MWh	1,186.32 MWh	1,668.20 MWh	1,567.11 MWh	17,408.69 MWh	16,716.90 MWh
Diesel Oil	N/A	N/A	N/A	N/A	N/A	N/A	146.19 MWh	202.06 MWh	465.22 MWh	95.23 MWh	155.90 MWh	96.66 MWh	241.41 MWh	357.96 MWh
Unleaded Petrol	15.05 MWh	62.82 MWh	39.72 MWh	45.78 MWh	23.22 MWh	13.62 MWh	52.22 MWh	60.94 MWh	234.88 MWh	109.71 MWh	170.87 MWh	183.04 MWh	222.76 MWh	317.86 MWh
LPG	N/A	N/A	N/A	N/A	N/A	N/A	2,574.86 MWh	2,303.40 MWh	2,285.37 MWh	N/A	N/A	N/A	2,574.86 MWh	2,303.40 MWh
Towngas	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	319.04 MWh	209.44 MWh	266.05 MWh	319.04 MWh	209.44 MWh
Natural Gas	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3,357.62 MWh	5,722.45 MWh	N/A	N/A	N/A	N/A	3,357.62 MWh
Water⁷														
Total Water Consumption	16,363.74 m ³	18,939.81 m ³	20,458.90 m ³	118,400.74 m ³	95,450.00 m ³	270,024.50 m ³	382,159.82 m ³	356,146.62 m ³	501,785.57 m ³	18,196.73 m ³	47,473.00 m ³	55,741.00 m ³	515,121.02 m ³	518,009.33 m ³
Total Water Consumption Intensity	192.51 m ³ /employee	193.26 m ³ /employee	296.51 m ³ /employee	225.14 m ³ /revenue in million RMB	364.66 m ³ /revenue in million RMB	83.65 m ³ /revenue in million RMB	5.34 m ³ /occupied room night	8.25 m ³ /occupied room night	5.47 m ³ /occupied room night	0.25 m ³ /m ²	0.57 m ³ /m ²	0.60 m ³ /m ²	N/A	N/A
Packaging Material⁸														
Total Amount Used	N/A	N/A	N/A	N/A	N/A	N/A	2.91 tonnes	1.76 tonnes	2.06 tonnes	N/A	N/A	N/A	2.91 Tonnes	1.76 tonnes
Total Amount Used Intensity	N/A	N/A	N/A	N/A	N/A	N/A	0.04 kg/occupied room night	0.04 kg/occupied room night	0.02 kg/occupied room night	N/A	N/A	N/A	N/A	N/A
Paper	N/A	N/A	N/A	N/A	N/A	N/A	1.50 tonnes	0.89 tonnes	1.60 tonnes	N/A	N/A	N/A	1.50 tonnes	0.89 tonnes
Plastic	N/A	N/A	N/A	N/A	N/A	N/A	1.41 tonnes	0.74 tonnes	0.42 tonnes	N/A	N/A	N/A	1.41 tonnes	0.74 tonnes
Gold	N/A	N/A	N/A	N/A	N/A	N/A	0.10 tonnes	0.10 tonnes	N/A	N/A	N/A	N/A	0.10 tonnes	0.10 tonnes
Glass	N/A	N/A	N/A	N/A	N/A	N/A	0.01 tonnes	0.01 tonnes	0.00 tonnes	N/A	N/A	N/A	N/A	0.01 tonnes
Timber	N/A	N/A	N/A	N/A	N/A	N/A	0.02 tonnes	0.02 tonnes	0.04 tonnes	N/A	N/A	N/A	N/A	0.02 tonnes

1. Unless otherwise stated, figures are rounded to the nearest 2 decimal place.
2. The tourism business includes environmental data for the Grand Wuji Hotel since 2020, and therefore the environmental data for the past three year period is not directly comparable. The 2020 energy data has been adjusted to reflect actual situation.
3. The education business has added certain educational centers in Western Australia in 2020 and the environmental data for three years is not directly comparable.
4. Scope 1 direct emission covers greenhouse gas emissions directly generated by businesses owned or controlled by the Group, and scope 2 indirect emissions includes "indirect energy" greenhouse gas emissions generated by the Group's internal consumption (purchased or acquired), electricity, heat, cold and steam.
5. Relevant data of tourism business relating to scope 1 direct emission disclosed during the Reporting Period included fuel consumption and refrigerant data of fuel (current), fuel (fixed), 27 lawn mowers and 2 forklifts.
6. Greenhouse gas emissions (scope 3) includes other indirect emissions by employees travelling by aircraft.
7. Water supply in the Hong Kong office has been controlled by the building management. As the management cannot provide the water consumption data and sub-meter for individual occupant, water consumption data of Nanjing headquarter and Hong Kong office only covered relevant data of Nanjing headquarter.
8. No packaging material was used during the operation of Nanjing headquarter, Hong Kong office, property and education segments.



**Devoted
Cultivation •
People-oriented**

The UNSDGs:



Approach

Strive to create a people-oriented workplace culture and a quality working environment to nurture talents.

Goal

Strengthen the career development and training for our employees, improve their physical and psychological health and foster a sense of belonging.

Material Topics

- Employment Relationship • Employee Benefits • Employment Compliance • Equal Opportunity, Diversity and Anti-discrimination • Employee Development and Training • Occupational Health and Safety

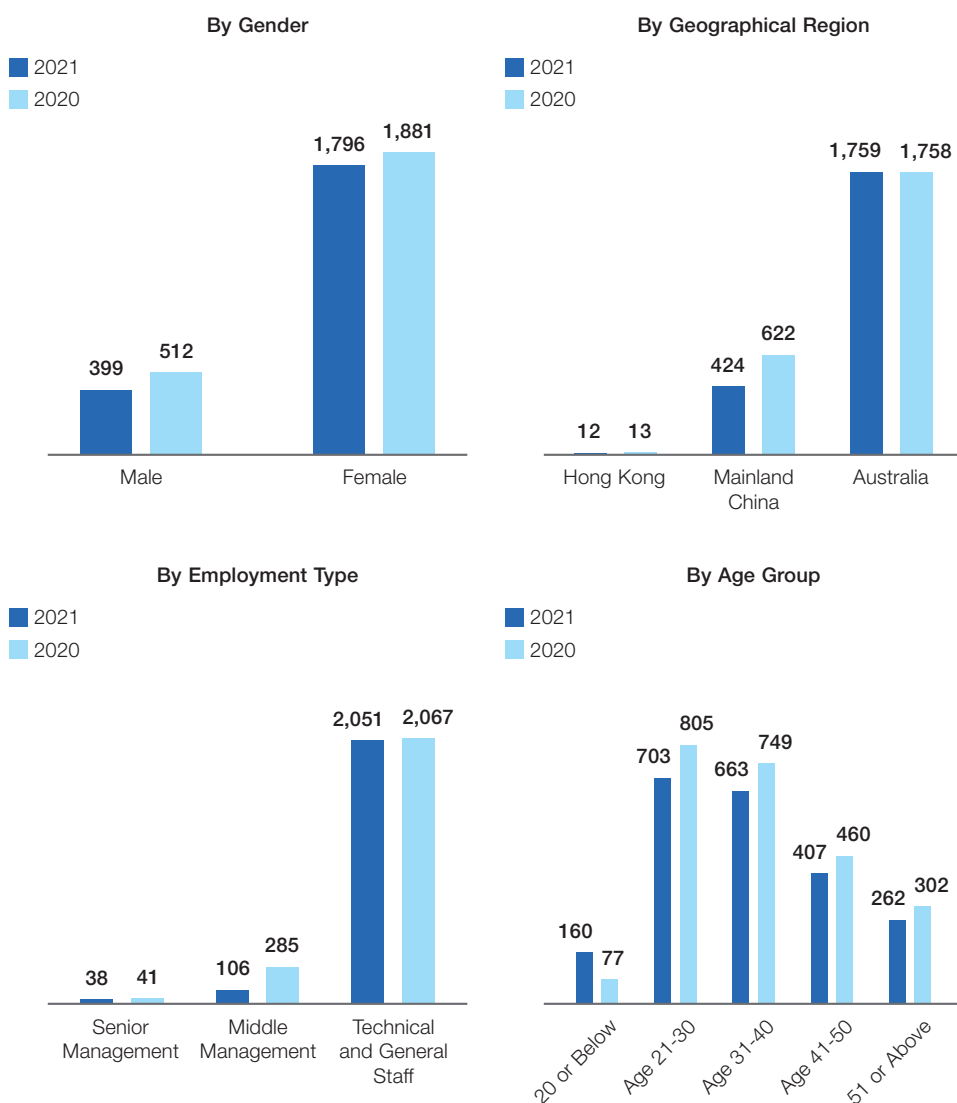
Fullshare Holdings is committed to creating a comfortable, inclusive and healthy working environment for employees. The Group has always adhered to the "people-oriented" principle and actively provided diversified training opportunities to its employees, so that they can give full play to their talents and provide quality professionals to the enterprises. We also provide our employees with comprehensive remuneration, benefits, promotion opportunities and occupational health and safety policies. The Group has strictly complied with applicable laws and regulations in Mainland China, Hong Kong and Australia relating to compensation and dismissal, recruitment and promotion, working hour, rest period, equal opportunity, diversity, anti-discrimination and other benefit and welfare, including but not limited to Labor Law of the People's Republic of China, Social Insurance Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, Provisions on the Prohibition of Using Child Labour (《禁止使用童工規定》), Australian's Fair Work Act 2009 and Employment Ordinance (Chapter 57 of the Laws of Hong Kong).

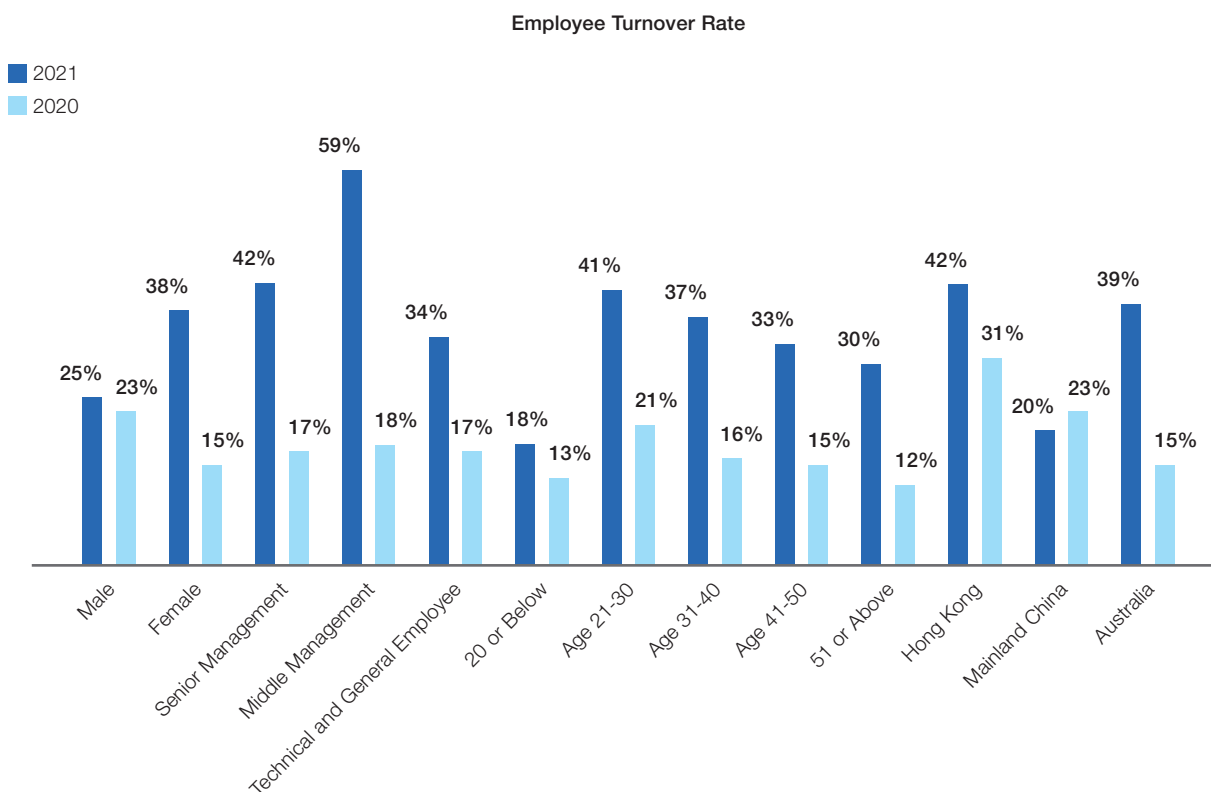
During the Reporting Period, we were not aware of any material non-compliance with the relevant employment-related laws and regulations.

Devoted Cultivation • People-oriented

STAFF OVERVIEW

As of 31 December 2021, the Group had a total of 2,195 employees in its Nanjing headquarter and Hong Kong office, property business in Mainland China, tourism business in Mainland China and Australia, and education business in Australia. The number of our employees by gender, employment type, age group and geographical region as well as the employee turnover rate during the Reporting Period are detailed as follows:





Equal Opportunity

The Group is committed to equal employment opportunities for its employees, so as to ensure that our employees will receive consistent and equal treatment regardless of factors such as gender, age, race, disability, marital status and religious background, and will not be subject to any form of workplace discrimination. We recruit talents through various recruitment channels, including job fairs, online recruitment, campus recruitment, headhunting firm, etc. With the principle of openness, fairness and impartiality, we select candidates mainly based on their abilities and merits during our recruitment process. The Group reviews remuneration, benefit, and promotion system for employees from time to time to ensure that we are competitive to retain our talents.

Devoted Cultivation • People-oriented

Employment Standards

Fullshare Holdings prohibits child labour and forced labour in the entire business operation process. We strive to comply with employment laws and regulations as well as employee rights and interests in places of our business operations, including the “Provisions on the Prohibition of Using Child Labour” (《禁止使用童工規定》) in the PRC and the Child Employment Act 2006 of Queensland in Australia. During the recruitment process, our human resources department checks the identification documents of new employees to ensure that they meet the legal working age requirement. In addition, our human resources-related policies also clearly set out the arrangements and terms of the Group’s arrangements in respect of remuneration and dismissal, working hours, rest time, holidays and compensation. If we find that an employee with false information or identity was employed, the recruitment process or employment will be terminated immediately. Employees’ working hours and rest time are set differently according to the nature of business segment. Relevant policies have specified procedure and precautions for rescinding and terminating labour contract. The Group will provide sufficient compensation when employees rescind labour contract.

During the Reporting Period, we were not aware of any material violations of laws and regulations relating to child labour or forced labour.

Remuneration Packages

Fullshare Holdings strives to provide our employees with competitive remuneration and welfare policies. Apart from basic salary, employees will also receive performance-based bonus and year-end bonus. We contribute social insurance and housing provident funds for our employees in the PRC according to “Social Insurance Law of the PRC” (《中華人民共和國社會保險法》), and mandatory provident fund for our employees in Hong Kong according to “Mandatory Provident Fund Schemes Ordinance” (《強制性公積金計劃條例》). At the same time, we also provide sufficient compensation for our employees in Australia according to “Children’s Services Award”, “The Educational Services (Teachers) Award”, and “Fair Work Australia”. Employees are also entitled to annual leave, marriage leave, maternity leave, paternity leave, compassionate leave, public and statutory holidays. Furthermore, we also provide the following diversified benefits to reward employees for their support and contributions to the Group:

- Employee awards
- Commercial vehicle
- Medical allowance
- Transportation allowance
- High temperature allowance
- Overtime allowance
- Old age allowance
- Meal allowance
- Holiday allowance
- Restaurant for hotel staff
- Wedding cash gifts
- Birthday cash gifts



Case Sharing

From time to time, we also organize staff leisure activities, including festival celebrations, museum visit activities and hygiene education in order to strike a balance between the work and life.



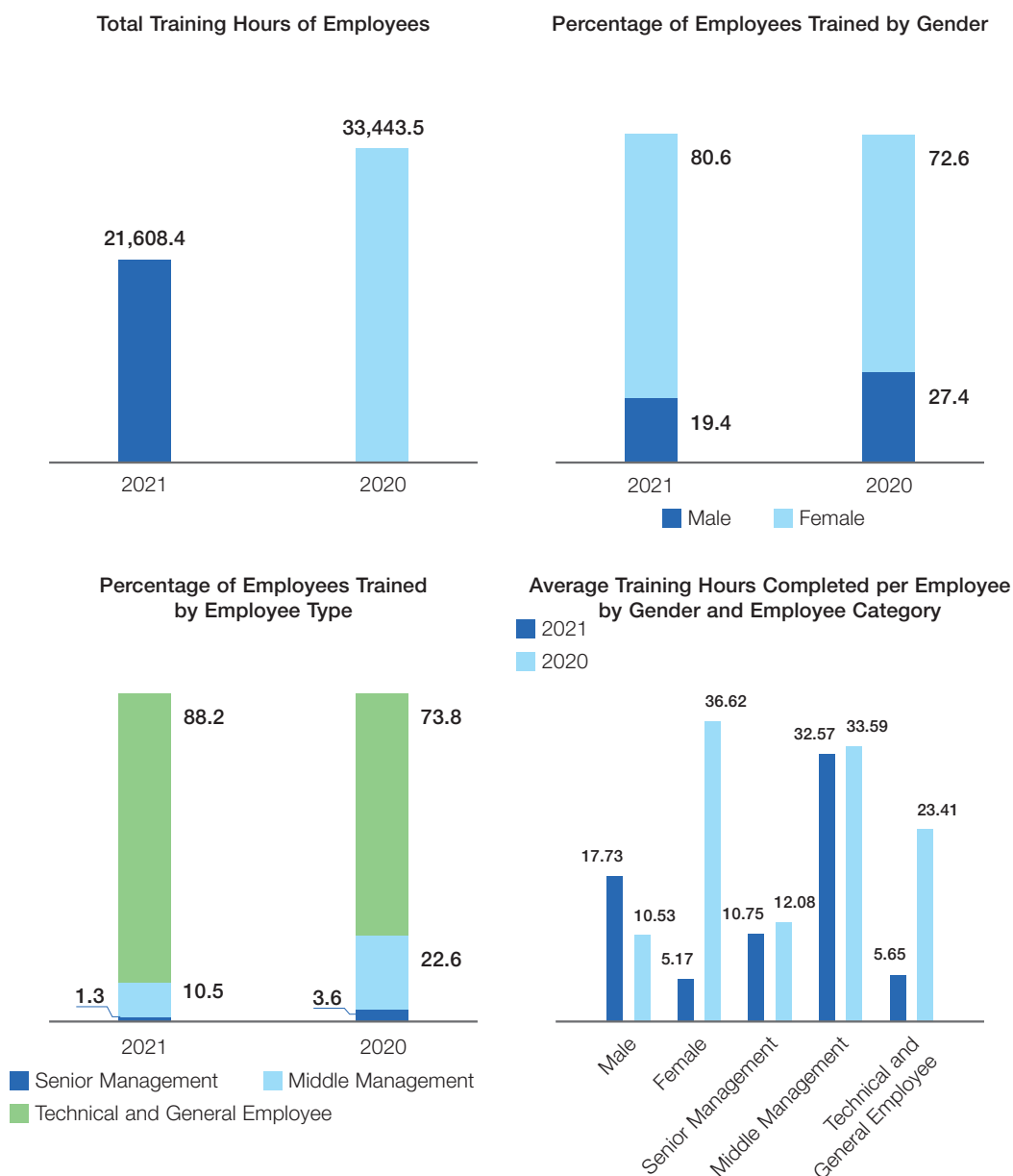
Cultivating Talents

The professional development of employees is the key to business growth. We provide employees with diversified courses to train talents, allowing them to continue to increase their value at work. We will arrange various internal and external training courses, including new employee induction training, business knowledge, corporate culture, brand culture, service culture, professional ethics, anti-corruption, reporting, etiquette, first aid, and health knowledge. Our employees also have the opportunity to become mentors for in-house training, which allows them to communicate with new employees. In addition, we will also conduct an annual review of our staff training programme and arrange suitable training courses for our staff according to the needs of each business segment and department, so as to apply what they have learned.

In order to enable our employees to learn at ease during the COVID-19 pandemic, we have made use of our online platform for training. During the Reporting Period, Nanjing headquarter carried out online training through WeChat group with content covering internal control, corporate governance, corporate business conduct and code of ethics, procurement management, and contract management. Education segment in Australia also hold online professional development workshops on a regular basis to continuously improve teaching quality.

Devoted Cultivation • People-oriented

During the Reporting Period, the Group provided a total of 21,608.4 training hours to its employees. The following sets out the total training hours of employees, the percentage of employees trained by gender and employment type, and the average training hours:



Notes:

- (1) Based on the business adjustment during the Reporting Period, the reporting data for two years is not directly comparable.
- (2) The reporting data includes the relevant training data of the retirees during the Reporting Period to show the scale and resources invested by the Group in training.
- (3) The data for 2020 has been adjusted to reflect actual situation.

The Group conducts monthly, quarterly and annual performance appraisal on its employees, assesses their performance, work capabilities and personal qualities during the year, and adjusts their remuneration and ranks according to the results of the assessment, providing them with an equal opportunity to develop their career and grow with the Group.

Protecting Health

Fullshare has been paying great attention to employees' health and safety, and protect employees' physical and mental health through comprehensive occupational safety and health management policies and measures to allow them to work contentedly in a safe working environment. As COVID-19 pandemic continues, all business segments implemented relevant prevention and control measures to minimize risks of virus transmission in strict accordance with prevention and control policies and orders introduced by the local government in places of our business operations.

Prevention and control measures implemented in places of our operations during the Reporting Period include:

Mainland China and Hong Kong:

- Designated collection sites for masks were set at the entrance of Nanjing headquarter to dispose of medical waste
- Thorough disinfection of public facilities such as lobbies, elevators, floors, passes, office door knobs and sanitary rooms is carried out on a regular basis
- Flexible working mode is encouraged, and employees may work from home if it is not necessary to work in the office
- Canteen delivers meals to office areas to reduce crowd gathering during meal break
- In the shopping malls of the property segment, the employees of the store are required to provide health codes, nuclear acid test reports and vaccine certificates before they can return to their jobs
- In the hotel segment, we require our staff to report their health condition every day to prevent the spread of the virus

Australia:

- Put up posters to arouse teaching staff's and students' awareness in personal hygiene, maintaining a social distance, and consulting the doctor if there is an symptom
- The Resort developed prevention and control policies according to COVID-19 safe workplace guidance in Safe Work Australia to guide employees to implement relevant measures, including disinfecting office facilities and personal belongings regularly, keeping 1.5 meters social distance with colleagues and guests, providing employees with disinfection supplies, opening windows and adjusting air conditioners to keep air circulation, avoiding unnecessary travel, consulting the doctor if there is a symptom and taking COVID-19 tests
- The Resort adjusted working schedules, reduced unnecessary face-to-face meeting and training, and had face-to-face meeting outdoor when necessary to reduce employees' gathering

Devoted Cultivation • People-oriented

Apart from the aforesaid prevention and control measures, we also seek to enhance our staff’s knowledge of the prevention of occupational safety and health hazards by developing their contingency skills through regular fire and safety drills, training and conferences. We also arrange physical examination for employees, and provide employees with gloves, protective glasses, masks and sunscreens and other personal protective equipment. Apart from that, we inspect fire facilities on a regular basis, ensuring that the equipment is in good condition. We strictly follow applicable laws and regulations related to occupational health and safety in places of our business operations, and such laws and regulations include but not limited to “Law of the PRC on the Prevention and Treatment of Occupational Diseases” (《中華人民共和國職業病防治法》), and “Occupational Safety and Health Ordinance” in Hong Kong. During the Reporting Period, we were not aware of any material violations of laws and regulations related to occupational health and safety. In addition, there were no work-related death accident in the past three years including the reporting year. The number of days lost due to work-related injuries during the Reporting Period was 514.

	Nanjing Headquarter and Hong Kong Office	Property Business	Tourism Business	Education Business	Total
	2021				
The Number of Days Lost due to Work-related Injuries	0	0	54	460	514



**Devoted
Service •
Serving with
Sincerity**

The UNSDGs:



Approach

Provide our customers with the most advanced and quality products and services to lead to a healthy lifestyle.

Goal

Improve the quality of our product and services and improve customer satisfaction.

Material Topics

• Product and Service Quality • Health and Safety of Products and Services • Customer Satisfaction and Handling of Complaints • Privacy Protection • Data Protection and Network Security • Business Expansion

As an integrated enterprise and investment holding company, Fullshare Holdings strives to provide quality services and high quality products to customers of different business segments in order to improve their quality of life. In order to ensure the service quality of each business segment, we have formulated sound policies and measures for each segment, covering the quality, health and safety, customer satisfaction management, complaint handling, privacy, intellectual property rights, advertising and other procedures and standards.

We abide by applicable laws, regulations and ordinances, including but not limited to “Food Safety Law of the PRC” (《中華人民共和國食品安全法》), the “Law of the PRC on the Protection of Consumer Rights and Interests” (《中華人民共和國消費者權益保護法》), “Advertisement Law of the PRC” (《中華人民共和國廣告法》), Personal Data (Privacy) Ordinance (Cap. 486 of Laws of Hong Kong), the “Building Codes Queensland” in Australia, the “National Quality Framework” in Australia and “Education and Care Services National Regulations 2011”, in places of our business operations. During the Reporting Period, we were not aware of any material violations of laws and regulations related responsibility for products. Due to our business nature, we do not have products sold or shipped subject to recalls for safety and health reasons.

During the Reporting Period, the Group had received five material complaints⁹ in relation to products and services, and we have properly handled and satisfactorily resolved such complaints.

	Nanjing Headquarters and Hong Kong Office	Property Business	Tourism Business	Education Business	Total
2021					
Number of Material Complaints in relation to Products and Services	0	0	5	0	5

⁹ Material complaints refer to complaints that have long-term material impact on our customers or fail to meet the agreed service requirements.

RESPONSIBLE PROCUREMENT

We keep close cooperation with our suppliers. We have formulated the “Supplier Code of Conduct” to specify our requirements for suppliers in ESG issues such as environmental protection, employee rights and interests and anti-corruption.

Product and service quality of suppliers is crucial to our business success. Through various supply chain management measures, we ensure that the quality of the products and services of our suppliers meet the requirements and manage the risks of the supply chain properly to achieve sustainable development. During the Reporting Period, the Group required all of our suppliers to implement practices relating to engaging suppliers.



Selection of Suppliers

- Comply with the sourcing comparison principle in selecting new suppliers, and select candidates according to the qualifications and business performance of the suppliers



Performance Assessment

- Periodically conduct performance evaluation for our existing suppliers, provide evaluation and feedback on their products and services, and maintain good long-term cooperation with quality suppliers to mitigate the risks of the supply chain



Supply Chain Risk Management

- Establish a stringent supply chain management mechanism to monitor the performance of suppliers in ESG
- Identify and assess significant social and environmental risks that may arise in the supply chain to ensure that our response measures are effective in controlling such risks to an acceptable level, and continue to improve performance in the supply chain

Devoted Service • Serving with Sincerity

During the procurement process, the Group gives priority to local suppliers in order to reduce carbon emissions in the transportation process. We also actively encourage our suppliers to implement appropriate environmental protection measures to facilitate the efficient use of resources and environmental protection, which are set out in our Environmental, Social and Governance Proposal. The Proposal covers various ESG factors that we will take into account in managing the supply chain, including our Group's expectations on environmental protection, human rights and labour rights and morals, and we will require our suppliers to sign this Proposal to promote the sustainable supply chain. For example, Sheraton Resort, Australia, we procure local food materials, replace our straws with a more easy-to-degradable paper straw, purchase a degradable tableware made of bamboo or palm leaf instead of a plastic one, and replace our plastic utensil with paper tableware which is more easy to be recalled and decomposed.



Environment

- Environmental Protection: We require our suppliers to reduce and monitor environmental pollution, comply with local environmental regulations and set environmental protection objectives.



Social

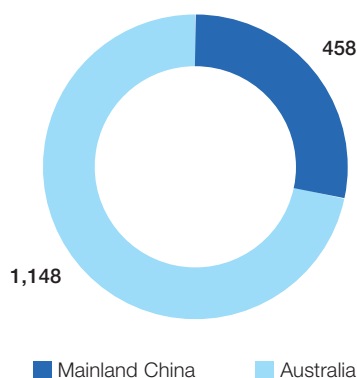
- Human Rights and Labour Rights: We require our suppliers to strictly prohibit illegal labour, to respect human rights and labour rights, to establish fair working conditions and to protect staff welfare and health.



Corporate Governance

- Ethical Conduct: We require our suppliers to pay attention to the internal governance of the Company, strictly comply with the laws, rules and regulations, perform noble moral conduct and uphold the principle of anti-corruption.

The following chart sets forth the geographical distribution of the Group's suppliers:



Please refer to the section headed "Corporate Governance Report" in our annual report 2021 for details of our corporate governance.

PROPERTY SEGMENT

In order to ensure that our customers have a comfortable experience in the residential, commercial complex, hotel, shopping mall and office under the Group, we carefully planned and designed each property development project from the perspective of customers to provide them with an ideal living space. The Group has strict requirements for project development and daily operation processes. Whether in material selection, construction, acceptance, delivery, complaint handling, food safety management or environmental hygiene, we have developed a series of measures and standards to meet customers' expectation.

Building High-quality Projects

To ensure a smooth daily operation in shopping malls, customer service, merchant management, routing inspection, membership policies, and equipment and facilities maintenance, we have developed standard procedures for staff from customer service, engineering, safety and greening and cleaning department to implement systematically. In addition, in terms of development project of property segment, we have formulated a series of guidelines for the development stages of each project, which are required to be strictly implemented by employees, including selection of construction and decoration materials, construction process management, establishment of property hand-over and acceptance team to inspect projects, and inspection with owners before delivery. If customers have any questions about property before delivery, we will make response and follow up immediately to ensure the quality of property delivered.

Protecting Hygiene and Safety

In order to provide customers with a comfortable experience at the Group's shopping malls and project development locations, we strive to maintain the environmental hygiene and safety of our projects to ensure that the safety of merchants, customers and consumers is fully protected. We have implemented several environmental hygiene and safety measures:

Project Development:

- Contractors are required to use construction and decoration materials such as wood, paint, and lamps and lanterns that meet national safety standards and environmental protection regulations to ensure the materials are fireproof, moisture-proof and insect-proof

Shopping Mall Management:

- Standard procedures related to environmental hygiene and security is developed
- Staff is arranged to check site environment and facilities in shopping mall on a regular basis to ensure environmental hygiene and safety

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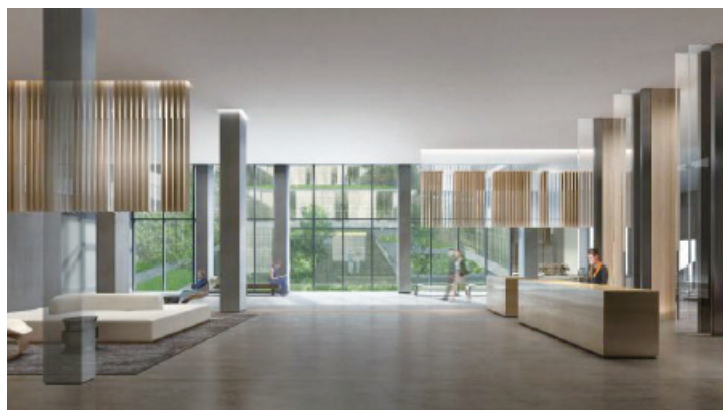
Collecting Opinions Extensively

Fullshare Holdings takes customers' expectations as the top priority. We believe that our customers' feedback contribute to our continuous improvement. Accordingly, we have established a comprehensive customer service and complaint handling system to ensure that our customers' complaints or opinions are handled in a timely and proper manner by the relevant departments, and maintain two-way contact with our customers and visitors.

Meanwhile, we regularly invite our customers to conduct satisfaction surveys to understand their views on daily operation, service quality, environmental hygiene, facilities, maintenance and customer's consumption habits, which will help us to further improve our service quality. In addition, the reduction of customers' shopping during the COVID-19 pandemic may have an impact on the business turnover of merchants. Therefore, we integrate technology and interactive elements to launch online member prime month activities in property segment – Wonder City, so that customers enjoy shopping fun at home and help merchants increase business turnover.

TOURISM SEGMENT

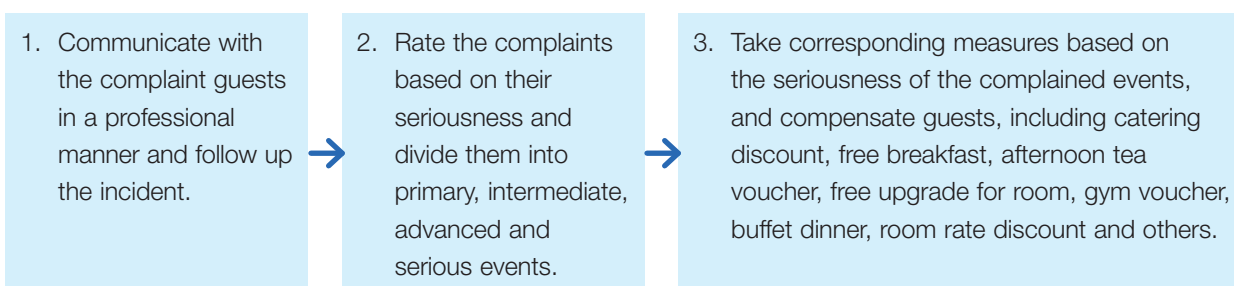
In order to enable our guests to have a good living experience as cozy as home, we are committed to maintaining our five-star service quality by understanding the needs and experience of our guests. We have integrated nature and Chinese traditional culture into the design of our Grand Wuji Hotel in the Nanjing Yuhuatai District, along with various hotel facilities and services, to provide guests with relaxing experience and make them feel immersed in nature. In the hotel, our guests can visit LOHAS, an exclusive space covering an area of 5,000 m² in the hotel to enjoy such health activities as tea art, yoga, Tai Chi, calligraphy, incense, moxibustion, and massage according to the natural rules and health concept of “planting in spring, growing in summer, harvesting in autumn and storing in winter”, for guests to allow them to stretch and nurse body and mind in the rush of city life. In addition, as for Sheraton Resort and Country Club in Australia, we provide professional training for the staff, and five-star ancillary equipment and services, to present guests with the best quality accommodation experience.



Providing Five-star Service

We attach great attention to quality of service among our staff, and take various measures to ensure that the level of services remains stable. Taking Grand Wuji Hotel as example, we have developed daily workflow for our staff in various departments through a written policy to regulate and improve the quality of our staff services, so that our guests can enjoy a five-star accommodation experience. As for the Resort and Country Club, we require our staff to strictly follow the standards and policies of the hotel brand in daily work, such as providing guest services and setting up guestrooms. We also appoint a secret customer for anonymous investigation and assessment in the Resort so as to ensure our services meet the requirements set out by us.

The Group is committed to optimizing the quality of our services and recognizing the support and advice of our guests as an important driving force. We understand the views and needs of the market and our customers through various channels and help us identify further areas for improvement. For various types of complaints collected in the hotel during the operation, including elevator trap, fire alarm, guests' getting injured, damage to or loss of guests' items, traffic accident, food poisoning, discovery of foreign matter, full occupation in hotel, and food safety, we have corresponding measures:



In addition, we would also regularly analyze online comments to understand the views of guests in different Hotels, Resorts and Country Club, and compare with our peers to choose the best and discard the worst, so as to continuously improve the accommodation experience of our guests. As for the Resort, we would implement different measures to demonstrate our deep concern over the entire accommodation process of our guests before, during and after check-in.



Before Check-in

- We would send email to guests to learn about their special requirements, including guestroom arrangement and celebration activities, and make special arrangements



During Check-in

- We learn about the accommodation and service requirements of our guests through telephone, questionnaire, or mobile App of the hotel management when they live in our hotel



After Check-in

- We collect their comments through email after they leave our hotel

Devoted Service • Serving with Sincerity

Taking Guests' Health and Safety into Consideration

The Group places great importance on the personal and property safety of our guests. To protect the safety of all our guests, we have developed various safety policies and measures in accordance with every facility, daily operation procedure and emergency case, including but not limited to:



Restaurant Safety Management

- Develop such standard procedures as “Guidelines for Operation of Kitchen Equipment”, “Food Safety Plan”, and “Food Safety Management System” for kitchen equipment operation, food processing, food waste processing and other food safety-related processes, specified relevant staff’s work standards
- Kitchen waste is classified for storage, and transportation equipments and containers are labeled with kitchen waste
- Restaurants and bars of the Resort have been certified by the International Hazard Analysis and Critical Control Points (HACCP), and regulate procurement, acceptance, storage, classification and cooking process of ingredients to ensure that ingredients are fresh and hygiene



Guestroom Safety Management

- Management system is developed for guestroom cleaning and disinfection, so that staff from housekeeping department can work in accordance with the standards. The supervisor will develop annual, quarterly, monthly, weekly or even daily hygiene plan, and review the implementation of the plan to ensure hygiene in guestrooms
- Providing safety guidelines, escape instructions and safety folders in each guest room of the Resort



Facility Safety Management

- Provide guests with safety guidelines of the Resort during check-in to remind them of precautions about using swimming pool and other facilities
- As there are several lagoon pools in the Resort, we set safety instructions around the pools and lagoon edge rooms that have direct access to the pools to remind guests of the pools’ opening hours, water depth, precautions, first aid procedures, etc.
- Arrange employees with first aid certificate to be on duty around the pools to nip accident in the bud, and detect and disinfect water in swimming pool on a regular basis



Preventive Measures

- Emergency plan is developed for such emergencies as riot, intimidation, guest health accidents, elevator trap, and typhoon, and drills about fire, disaster prevention, electricity and elevator failure are performed on a regular basis to arouse emergency awareness of relevant staff
- Hold safety meeting, training and fire and safety drill to ensure overall environmental safety in the Resort

In addition, due to the continuous recurrence of the pandemic, our hotel segment – Wuji Hotel provides online takeaway service for customers, so that guests can enjoy the hotel food without going out. During the Reporting Period, we strictly adhered to the prevention and control guidelines issued by the Government and worked tirelessly to ensure that guests of Resorts and Country Clubs had a peaceful and comfortable experience. We have taken several measures in the Resort and the Country Club to prevent COVID-19 spread:

ANTI-PANDEMIC MEASURES

- Fill in COVID-19 Occupational Health and Safety Checklist issued by Queensland government, Australia, including implementing social distance measures, restricting the number of guests, making access record of guest and golf player for tracking, setting express collection sites to collect goods, adjusting workforce rosters to reduce the times that employees used shared facilities, reviewing weekly anti-virus work, etc.
- Replace buffet breakfast with a la carte to reduce contact with guests
- Purchase ecological electrostatic sprayer for disinfection in and around the Resort
- Set disinfection sites at the entrance
- Put disinfected towels in all guest rooms
- Require all employees to wear mask and pull on gloves

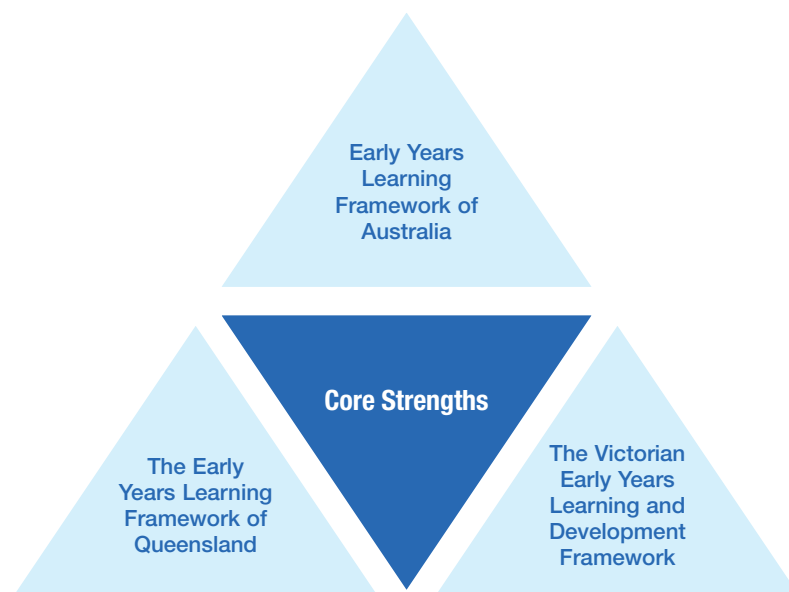


EDUCATION SEGMENT

We currently operate more than 50 day-care and early childhood education centers in Queensland and Victoria in Australia to provide diversified early childhood education services for children aged 0-6. In order to enable more children to have access to quality education, we have extended our business map to all of Australia. In terms of students' campus life, we pay attention not only to the quality of teaching and the environment, but also pay attention to the protection of students' health and safety as our primary task and strive to provide students with comprehensive care and support services.

Our education business is subject to strict compliance with the National Quality Framework, which covers the quality standards on curriculum development, health and safety of children, and environment. We have developed and strictly implemented the relevant system and conducted regular reviews of the implementation of the system to ensure that our course and daily operation comply with relevant regulations.

Optimizing Courses and Environment



Our courses are made with reference to the above three frameworks. In the Australian early learning framework, for example, it emphasizes how to take care of students from different backgrounds and abilities, and focuses on learning through entertainment so that students can learn in a less stressful environment, thereby enhancing their interest in learning. In addition, we believe that the learning progress and capability of each student are different. In view of this, we will prepare portfolios for students to record their learning performance and progress. This will not only facilitate our daily communication with parents, but will also enable teachers to regularly monitor the progress of students' learning and to adjust their teaching content when necessary. In addition, we have also implemented the following measures to continuously enhance the quality of teaching in each of our educational centres:

- Hold regular exchange activities and meetings to enhance communication among staff of each educational centre, identify room for improvement and further improve the quality of teaching
- Arrange operation managers to visit each centre on a regular basis to monitor daily teaching and operation

In order to stimulate students' imagination and creativity, our several educational centres have implemented Reggio educational philosophy and used multi-purpose teaching resources, training students' imagination, and encouraging them to try different ways to use teaching resources to make learning more interesting and at the same time enhance the practicality of teaching resources. In addition, in order to promote sustainable development, we use sustainable materials and furniture in various educational centers to contribute to environmental protection.

Taking Students' Health and Safety into Consideration

As the leading early childhood education institution in Australia, we are committed to protecting the health and safety of our students and implementing the following health and safety measures to provide comprehensive protection to students' campus life and to reassure parents.

- Toys, books, storage area and beds are cleaned and disinfected on a regular basis
- Procedures to change and deal with diapers have been developed to ensure hygiene
- Equipment in the centre is checked and maintained on a regular basis
- We collect parents' opinions and students' preference before designing menu to ensure balanced diet with low sugar
- We learn about students' diet habits, including vegetarian habit, ovo-lacto vegetarian, gluten-free diet, ensure that students' habits are taken into consideration in menu, and distribute hand straps of different colors for different food sensitivities so that teaching staff can identify them
- We increase students' appetite with colorful ingredients
- We developed Child Safe Standards to show respect for diversified culture, language background and children with disability to prevent discrimination in any forms and injury from individual differences
- We have developed a series of systems to protect children's safety, including "Statement on Protection of Child Safety", the "Child Protection Policy", code of conduct, system related to human resources (including reviewing teachers' "Working With Children Check" stipulated by the State of Victoria or the "Blue Card" stipulated by the State of Queensland, and performing strict background check on applicants), and systems to report and handle child abuse to prevent children from being hurt or threatened
- According to the National Quality Framework, all education centres are required to maintain a certain teacher-student ratio to ensure the safety of all students
- Non-fixed toys shall not be higher than 1 meter to ensure that students are accompanied by sufficient teaching staff when they are playing the toys, and children under 2 years old are taken care of separately from others to avoid accidents
- The facilities and equipment are checked according to the checklist before the centre opens each day to ensure that there is no safety risk

Devoted Service • Serving with Sincerity

Encouraging Home-school Collaboration

The support from parents of students is crucial to us and their feedback enables us to effectively and promptly understand the needs of our students. In order to strengthen our communication with our parents, we are committed to:

- To review the scope for improvement in teaching quality, centre operation and curriculum design through various channels, such as telephone, face-to-face communication and students' portfolios
- Invite parents to fill out surveys each year to collect their opinions on courses and operation of the centre, including service requirement, activity demand, environment of the centre, sustainable measures and service attitude

We hope that the above measures will enhance the cooperation between parents and schools and understand the views of parents at schools, so as to continue to improve the quality of teaching.

PRIVACY PROTECTION

The Group is committed to protecting the privacy of personal data of its customers. We strictly follow Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong) and other applicable laws and regulations in other places of our business operations. The Group has formulated the "Business Conduct and Ethics Guidelines", which provides for the confidentiality of information and requires employees not to disclose any customer personal data, the Group's business secret and other confidential information to third-party without the Group's written consent in order to prevent any unauthorized access or leakage of data.

As business of the Group does not involve any technological research and development, intellectual property is not our material issue.

ADVERTISING AND PROMOTION

In terms of advertising and promotion, the Group complies with applicable laws and regulations such as Trade Descriptions Ordinance (Chapter 362 of the Laws of Hong Kong), Advertisement Law of the PRC (《中華人民共和國廣告法》), and the Law of the PRC on the Protection of Consumer Rights and Interests (《中華人民共和國消費者權益保護法》), and strives to provide customers with transparent and accurate information to protect consumers' interests and right to know.

Given the nature of our business, product labelling is not applicable to the Group.



**Devoted
Care •
Contributions
to Community**

Devoted Care • Contributions to Community

The UNSDGs:



Policy

Actively listen and respond to the needs of the community and contribute to the community.

Goal

Establish community focus areas to enhance community investment resources and employee participation hours.

Material Topics

- Participation in Volunteer Activities

In order to promote social progress, the Group's community investment projects are constantly updated in response to the needs of the society, and it is hoped that they will contribute towards the well-being of the community as a whole. In addition, the Group has always maintained its vision of "Devoted Care · Contributions to Society" and hopes to build a harmonious community through working with its employees. Although the pandemic continues, we are unable to organize or participate in large-scale charity community events in public; we are still doing our best to give back to the society through different channels. During the Reporting Period, the Group mainly used the resources of community investment to jointly fight against the pandemic, promote the physical and psychological health of the community and protect the environment.

Jointly Fighting Against the Pandemic

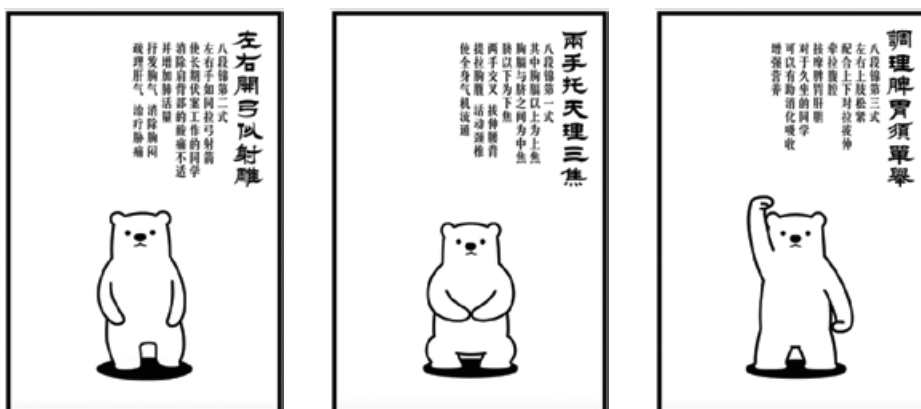
In order to enhance public awareness of fighting against the pandemic, we publicized the latest development of COVID-19 pandemic through online social platforms during the Reporting Period, with the aim of raising the awareness of the general public and continuing to take preventive measures. During the Reporting Period, we published four anti-pandemic posts on our online social platforms, which attracted nearly 100 readers. We have also shared with the public and the working class a set of scientific protection guides and office prevention priorities on how to deal with the pandemic, including guidelines on correct ways to wear masks and disinfect the office, to help the public understand how to effectively combat the pandemic.



In addition, during the Reporting Period, the Group's property segment, Yuhua Salon has also become a testing point for the nucleic acid in Yuhua Tai District. In order to ensure the smooth operation of the four rounds of nucleic acid testing, seven of our staff have volunteered to assist in nucleic acid testing. The shopping mall of Yuhua Salon also uses a combination of mechanical and artificial temperature measurements to ensure the safety of its guests. In order to meet the need for prevention and control of the pandemic, we have also closed down some stores of our property segment, Wonder City, which may lead to a gathering of customers. We tried to do our best to promote pandemic prevention and control, respond to the government's pandemic prevention and control measures, and fight against the pandemic together.

Promoting Community Physical and Mental Health

In order to encourage the public to exercise at home during the pandemic, we promote different types of exercise teaching through online social platforms. In particular, we have invited professional martial arts teachers to provide free Baduanjin teaching sessions of 10 minutes a day in the form of a four-day live course to promote fitness and exercise in China with more than 800 years of history, which has attracted more than 100 subscribers. We have also made it easier for the public to understand the exercise methods and effects of the Baduanjin through interesting animations. In addition, we have also organized a staff lucky draw in the Australian tourism segment to raise funds for people in Fiji and Samoa at a total cost of approximately HK\$5,000 to express their love and support to those in need.



Environmental Protection

In order to widely promote the message of green living and cherishing resources, during the Reporting Period, our tourism segment donated approximately hundreds of ceramic food containers which were not suitable for use in the Resort but were still in good condition to nine local charitable organizations in Australia. We hope that this donation activity can reduce the waste of resources, donate useful resources to people in need, extend the life of goods, and practice the culture of cherishing goods and reducing waste. In addition, during the Reporting Period, Yuhua Salon, property segment of the Group, also donated about HK\$60,000 to Nanjing Hongshan Zoo through the Amity Foundation's "Help It Return to Nature Public Welfare Project" to join hands with the society to support urban wildlife rescue activities.

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