



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
2019

Contents

About This Report	2
About Fullshare	4
Fullshare's Approach to Sustainability	5
Corporate Governance	9
Devoted Building • Green Life	10
Devoted Cultivation • People-oriented	20
Devoted Service • Serving with Sincerity	24
Devoted Care • Contributions to Community	30
ESG Reporting Guide Content Index	32

About This Report

INTRODUCTION

Fullshare Holdings Limited (“Fullshare Holdings” or the “Company”, together with its subsidiaries, collectively the “Group” or “we” or “us”) is pleased to present the Environmental, Social and Governance Report (the “Report”) for this financial year, which is intended to disclose and report on the major strategies and performances of the Group’s sustainable development during the period from 1 January 2019 to 31 December 2019 (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) Sheraton project in tourism business in Australia; and
- (IV) education business in Australia.

As Guangzhou Fullshare Top Technology Limited (廣州豐盛榜網絡科技有限公司) in our healthcare business has ceased operation during the Reporting Period, this Report has excluded it from the reporting scope of last year.

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” in Appendix 27 to the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) requires all listed companies to publish their environmental, social and governance (the “ESG”) reports, please refer to the websites of the Stock Exchange and CHS for its ESG report.

REPORTING STANDARD

This Report has been prepared in compliance with the “comply or explain” provisions of the “Environmental, Social and Governance Reporting Guide”, and was reviewed and approved by the board of directors (the “Board”) of the Company in March 2020 under the recommendation of the environmental, social and governance committee of the Company.

About This Report

REPORTING PRINCIPLES

This Report was prepared in accordance with the “Environmental, Social and Governance Reporting Guide” based on the following four reporting principles:

Principle	Definition	The Group’s response
Materiality	The issues covered in this Report should reflect the significant impacts of the Group on the environment, society and governance, or the scope of assessments and decisions of stakeholders being affected.	Through engagement with stakeholders as well as considering the Group’s business nature and development, material sustainability issues are being identified.
Quantitative	This Report should disclose key performance indicators in a measurable manner.	The Group discloses its key environmental and social performance indicators quantitatively where appropriate.
Balance	This Report should present the positive and negative information of the Group in an objective manner to reflect a comprehensive picture of the sustainability performance of the Group.	The Group has identified and disclosed in this Report the environmental, social and governance issues that have significant impact on the Group’s business, including the results and challenges faced by the Group.
Consistency	The Group should confirm that the preparation method of ESG report is consistent with the one(s) used in previous year(s), or state the revised reporting methods, or illustrate other relevant factors that will affect meaningful comparison.	The reporting scope (save for the health business which is stated in the Reporting Scope) and the reporting methods of this Report are substantially consistent with those in last year, and relevant comparative data have also been disclosed in this Report.

ACCESS TO THIS REPORT

This Report is available in both English and Chinese and is posted on the websites of the Stock Exchange and the Company.

The Group values the opinions of all stakeholders and regards the same as an opportunity for our continuous improvement. Should you have any comments on this Report or the Group’s sustainability performance, please feel free to contact us through the following channels:

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

Founded in 2002, Fullshare Holdings Limited is a multinational conglomerate and investment holding company focusing on four major segments, namely tourism, education and healthcare, property as well as renewable energy, with its business footprints covering Mainland China, Hong Kong, Singapore, Australia and other locations. Fullshare Holdings is committed to becoming a global leader in healthy living.

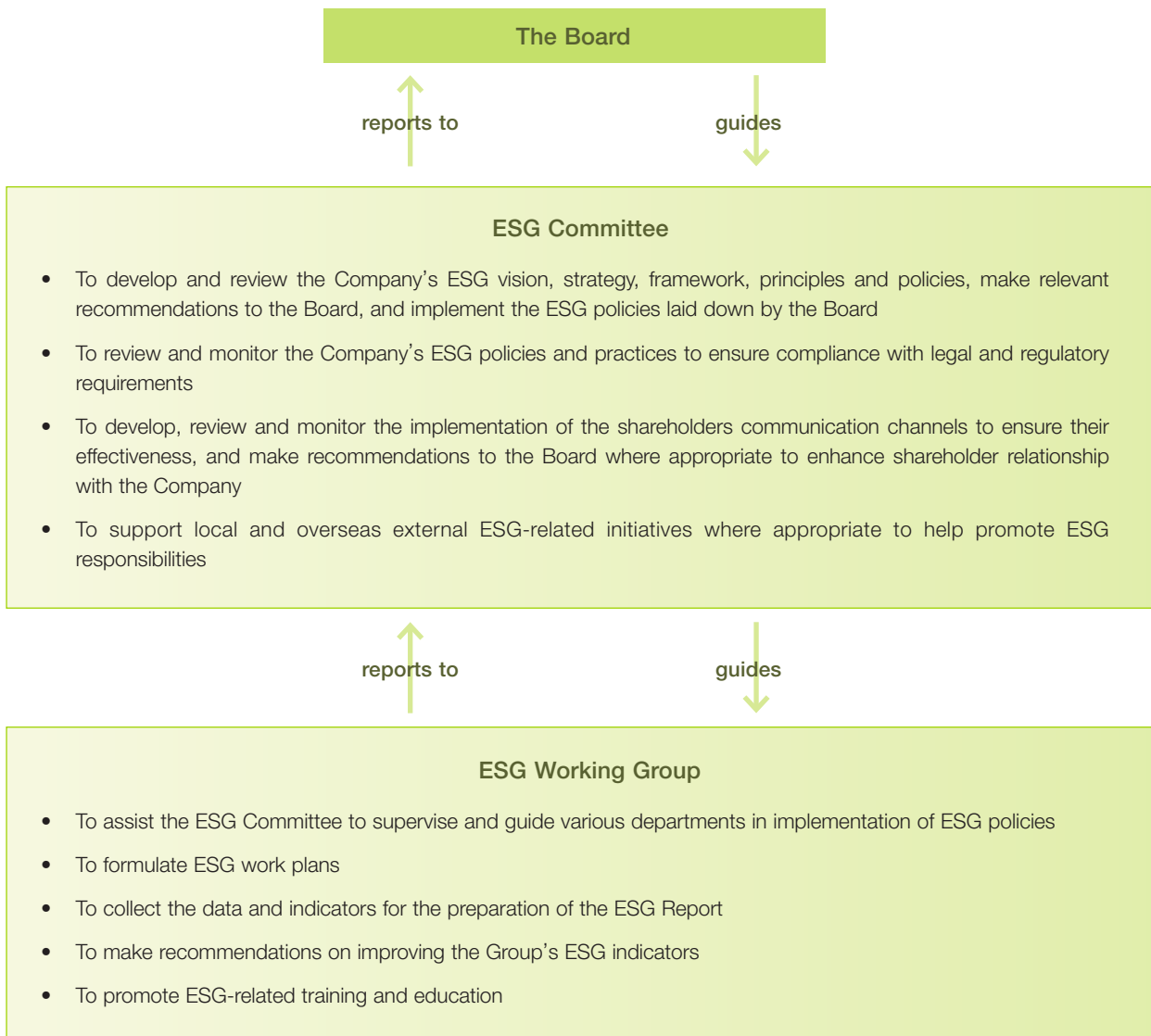


Fullshare's Approach to Sustainability

Aiming at becoming a global leader in healthy living, Fullshare Holdings attaches great importance to the sustainable development of its business, surrounding environment and communities. We have incorporated elements of sustainable development into our daily operations and decision-making processes, and have consistently implemented the “Environmental, Social and Governance Policy” and related measures formulated by the Group from the perspectives of “Devoted Building, Green Life”, “Devoted Cultivation, People-oriented”, “Devoted Service, Serving with Sincerity” and “Devoted Care, Contributions to Community”, striving to deliver long-term benefits to stakeholders while bringing positive impact to the environment and the wider community.

SUSTAINABILITY GOVERNANCE STRUCTURE

Fullshare Holdings believes that its sustainable development is closely connected with its core business. Therefore, through a sound sustainability governance structure, we strengthen corporate governance, and monitor, implement, manage and review the ESG work of our various businesses and subsidiaries, so as to reinforce the foundation of the Group's corporate social responsibility. The ESG Committee and the ESG Working Group were established in 2018 with their main duties including but not limited to:



Fullshare's Approach to Sustainability

STAKEHOLDER ENGAGEMENT

Fullshare Holdings is committed to maintaining close and two-way communications with stakeholders identified by the Group, including its employees, customers, shareholders and investors, suppliers and business partners, the government and the wider community, and understanding and responding to their expectations and needs for the Group so as to promote sustainable development. Our daily communication channels with various groups of stakeholders include:

Group of stakeholders	Regular participation or communication channels	
Employees	<ul style="list-style-type: none"> • Meetings • Performance assessment • Annual meetings 	<ul style="list-style-type: none"> • Training • Staff activities • Labour union
Customers	<ul style="list-style-type: none"> • Websites • Social media (such as official WeChat public account and official Weibo) 	<ul style="list-style-type: none"> • Mobile apps • Customer survey • Customer service hotline
Shareholders and investors	<ul style="list-style-type: none"> • Shareholders' meetings • Annual reports, financial reports and announcements • Social media (such as official WeChat public account and official Weibo) 	<ul style="list-style-type: none"> • Websites • Mass media
Suppliers and business partners	<ul style="list-style-type: none"> • On-site inspection • Performance review • Annual review 	<ul style="list-style-type: none"> • Websites • Direct communication
Government	<ul style="list-style-type: none"> • Qualification assessment • Environmental investigation 	<ul style="list-style-type: none"> • Meetings • Direct communication
Community	<ul style="list-style-type: none"> • Websites • Social media (such as official WeChat public account and official Weibo) 	<ul style="list-style-type: none"> • Mass media • Mobile apps

Fullshare's Approach to Sustainability

MATERIALITY ANALYSIS

In addition to the aforesaid regular communication channels, we commissioned an independent third-party consultant to assist in a stakeholder survey during the Reporting Period to collect their ratings on the materiality of various ESG issues to the Group. A materiality analysis was conducted so that we could review, manage and formulate improvement measures for issues that were concerned by stakeholders. The procedures for this materiality analysis are set out as follows:

1. Identifying ESG areas

Based on past and existing stakeholder communication results, listing requirements and the latest sustainability trends in the industry, we identified 23 ESG issues that are relatively important to the Group.

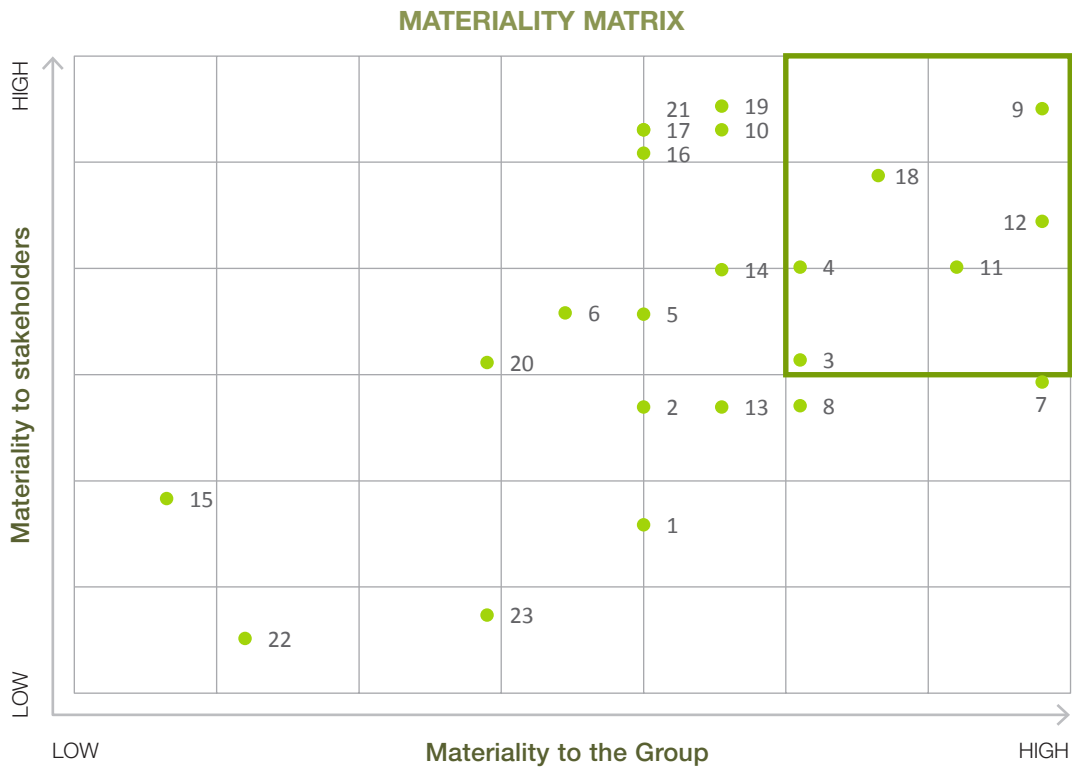
2. Rating materiality

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

3. Analysing results

Rating results from both stakeholders and the management were collected for materiality analysis.

During the Reporting Period, the conclusion of the materiality analysis we drew are set out in the following materiality matrix. The six 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.



Fullshare's Approach to Sustainability

Environmental protection and green operation	Operational practices	Product and service responsibility	Quality of working environment	Contributions to community
1. Greenhouse Gas Emissions	7. Supplier Management	11. Quality of products and services	16. Diversity and anti-discrimination	22. Participation in volunteer activities
2. Air Emissions	8. Supplier environmental and social performance assessment	12. Health and safety of products and services	17. Employment relationship	23. Charitable donations
3. Saving electricity and water	9. Anti-fraud and anti-corruption	13. Customer satisfaction and handling of complaints	18. Occupational safety and health	
4. Use of Resources	10. Disaster emergency plans	14. Privacy protection	19. Training and development	
5. Waste Treatment		15. Advertising and promotion	20. Child labour and forced labour	
6. Green Procurement			21. Employee benefits	

Corporate Governance

ANTI-CORRUPTION

We believe that good corporate governance, business ethics and integrity are the foundations for business success. Therefore, the Group strictly abides by the “Anti-unjust 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》) and other laws and regulations related to corruption, extortion, bribery, fraud and money laundering, striving to curb all types of violations of the law and discipline within the Group. To prevent relevant risks, we require our employees to abide by the principles of ethics and integrity through our “Business Conduct and Ethics Guidelines”. We also addressed the knowledge of corporate governance and relevant risks on the “Sunshine Fullshare”(陽光豐盛) page of our WeChat public account, including the “Little Auditor Online”(小審在線) column, the reporting hotline and the compliance manual, with a view to enhancing the anti-corruption awareness of our employees and other stakeholders. In addition, we require some of our major suppliers to sign the “Sunshine Agreement” to prevent the transfer of the interests of both parties, thereby striving to safeguard the best interests of the Group and its stakeholders.

Where any suspected violation of discipline and regulations occurs, employees and the public are encouraged to report and provide relevant evidence through telephone, email, “Sunshine Hotline” of our WeChat public account and other channels. We will promptly investigate and keep the identity of the whistle-blower confidential to safeguard the best interests of the Group and its stakeholders.

During the Reporting Period, the Group was not aware of any major cases against the Group relating to corruption, extortion, bribery, fraud or money laundering.

SUPPLY CHAIN MANAGEMENT

We actively take up corporate social responsibility and strive to build a comprehensive and efficient supply chain through strict supplier management procedures and by monitoring the environmental and social risks of suppliers.

In order to effectively manage the quality of the products and services provided by suppliers, we evaluate candidate or existing suppliers through inspections, performance evaluations and annual evaluations, and assess their product quality, service attitude and other aspects, so as to determine whether to engage or re-appoint such suppliers, request them to make rectifications, or even terminate our partnerships with them.

As the leader of the grand health industrial chain, we recognise our responsibility to manage the environmental and social risks associated with the supply chain while managing ourselves. To this end, we have formulated the “Supplier Code of Conduct”, which includes our requirements for suppliers in various aspects including environmental protection, employee rights and anti-corruption. We expect them to be responsible for the environment and society during the course of their daily operations and production, thus delivering positive impact on the supply chain.

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Environmental protection is particularly important for the practice of sustainable development. In the face of increasingly severe pollution and ecological problems, we should assume responsibility of protecting the environment, and we have implemented various measures to reduce emissions and save resources at our Nanjing headquarter and Hong Kong office and our business segments, so as to reduce our carbon footprint and optimize the environmental performance of the Group.

As always, the Group has strictly abided by applicable environmental laws and regulations in the places of our business operations including Mainland China, Hong Kong and Australia. Such laws and regulations include, but not limited to, the “Environmental Protection Law of the PRC”(《中華人民共和國環境保護法》), the “Air Pollution Prevention and Control Law of the PRC”(《中華人民共和國大氣污染防治法》), the “Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste”(《中華人民共和國固體廢物污染防治法》) and the “Environmental Protection and Biodiversity Conservation Act 1999”. During the Reporting Period, we were not aware of any violation of environmental laws and regulations.

PROPERTY SEGMENT

Fullshare Holdings believes that the life cycle of a building has an indispensable impact on its surrounding environment. We endeavour to incorporate environmental protection elements into the industrial chain of project design, construction and property management, adopt strict standards and implement energy-conservation and emission-reduction measures for each procedure and process, aiming at striking a balance between property development and ecological protection.

Air and Greenhouse Gas (“GHG”) Emissions and Wastewater Discharge

The property segment generates certain amounts of waste gas, GHG emissions and wastewater discharge during the construction and operation processes as well as daily operations of our offices, which mainly include waste gas and wastewater generated during the construction process, GHG indirectly generated from purchased electricity to support our daily operations, waste gas and GHG generated from vehicle fuel, and GHG generated from business travel. To reduce the Group’s carbon footprint, we will closely monitor the emissions generated by our business and implement a full range of environmental protection measures to reduce emissions. Such major measures include:

- To suppress dust by sprinkling water and using dust-screen netting, and to cover the dust net at the construction site
- To pre-treat the sewage during the construction process for vehicle cleaning and water sprinkling purposes at the construction site
- To build rainwater and wastewater diversion system at the construction site for separate collection and treatment
- To replace the traditional air conditioning system by employing the ground source heat pump system for certain offices and projects, which uses groundwater to replace refrigerant, thereby greatly reducing GHG emissions
- To encourage the use of video or teleconferencing in lieu of business travels where possible, so as to greatly reduce the GHG emissions generated by transportation during travel while saving time
- To clean the fume pipes of merchants at Yuhua Salon* (雨花客廳) E-Park on a regular basis

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Waste

The waste involved in the property segment mainly includes waste generated during the course of construction, daily office operations and mall operations. In order to prevent the waste from being improperly disposed of and adversely impacting the surrounding environment, and to comply with applicable laws and regulations 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》), the “Administrative Measures for Kitchen and Food Waste in Jiangsu Province” (《江蘇省餐廚垃圾管理辦法》), we properly manage and control the collection, disposal and recycling of wastes.

Collection and disposal	<ul style="list-style-type: none"> • To collect solid waste and construction waste at the construction site and transfer the same to the sanitation department for treatment • To collect and handle construction waste which is generated from the renovation of shopping malls separately from domestic waste • To separate food waste from restaurants at the shopping malls from other wastes and store it in a sealed place
Recycling	<ul style="list-style-type: none"> • To collect recyclable construction materials • To entrust third parties to collect waste grease generated by restaurants at shopping malls, and to regularly clean and maintain the oil-separating equipment • To place recycling bins at shopping malls to collect glass, electronic products, metal and other wastes separately, and to entrust third-party recyclers for collection and recycling

Energy and Water

We attach equally great importance to emissions and use of resources. The consumption of resources for the property segment mainly arises from the energy and water used to support the daily operations of our offices and two shopping malls, namely Wonder City* (虹悦城) and Yuhua Salon* (雨花客廳) E-Park, as well as fuel used by our motor vehicles. The water used for business operations is supplied by the local water company, and we did not encounter any issue in sourcing water that is fit for purpose. In view of the mounting constraints of energy and water resources, we closely monitor our own consumptions in order to implement appropriate energy-conservation and water-saving measures to avoid wasting resources. Specifically, we have implemented the following measures at Wonder City* (虹悦城) and Yuhua Salon* (雨花客廳) E-Park:

- To use LED lamps to save energy
- To adopt time switches for the intelligent lighting control system
- To inspect the cooling tower and adjust the water level on a regular basis to avoid wasting water
- To check water equipment on a regular basis, and to repair or replace the same in time so as to reduce wasted water
- To shut down the outdoor fountain where appropriate according to the weather conditions
- To strengthen water-saving promotion and to encourage shops to choose water-saving equipment

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TOURISM SEGMENT

The Sheraton project comprises the Sheraton Mirage Resort (the “Resort”) and the Country Club, which are located in Port Douglas of Queensland in Australia. The Resort is managed and operated by a third-party hotel manager on a day-to-day basis. As one of the world’s leading hotel brands and situated in close proximity to the Great Barrier Reef with abundant marine resources, we firmly keep in mind the importance of protecting the ecology while endeavouring to offer a five-star vacation experience to our guests, and comply with the applicable local laws and regulations relating to environmental protection, including the “Environmental Protection and Biodiversity Conservation Act 1999” and the “Environmental Protection Regulations Section 2E Trackable Waste”. Many green elements have been incorporated in the Resort and the Country Club, putting the concept of “green tourism” into practice.

Energy Efficiency and Air Emissions

The air and GHG emissions of the Sheraton project mainly come from the direct emissions of fuel oil consumed by motor vehicles, other non-road mobile equipment, boilers, generators, kitchens and other equipment, and the indirect emissions from power consumption for supporting the daily operation of the Resort and the Country Club as well as other indirect emissions from business travel. The sources of these direct and indirect emissions also constitute the major elements of energy consumption. For the purpose of saving energy and mitigating the impact of the greenhouse effect on the environment, we have actively explored suitable energy conservation and emission reduction measures in our operations, such as:

- To use electric leaf blowers to replace the previous gasoline-powered leaf blowers during the Reporting Period
- To employ washing machines with lower energy consumption during the Reporting Period
- To shift to more energy-efficient automotive fuel
- To replace traditional lamps by using LED lamps
- To employ solar lamp posts for outdoor lighting at the Country Club
- To allow guests to adjust screen brightness of TV sets at the guestrooms by providing environmentally-friendly options, with a view to reducing power consumption

Waste and Packaging Material

General refuse, food waste, tableware, green waste and other non-hazardous waste are generated at the Resort and the Country Club. As our business involves catering and washing services, a small amount of hazardous waste emissions such as waste oil is also produced. In addition, the catering service consumes a certain amount of packaging materials such as take-away tableware, packages and straws. We advocate the concept of making the best use of everything. By taking a number of waste management, recycling and waste reduction measures at the source, we are committed to minimising waste to protect our ecological environment.

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Waste Management	<ul style="list-style-type: none"> • Grease traps have been set up to collect waste grease and approved third parties are entrusted for disposal • Waste paper, cardboard, plastic bottles, batteries, etc. are collected separately from other general refuse
Recycling and Reuse	<ul style="list-style-type: none"> • Recycling bins are placed in guest rooms and public areas, encouraging guests to sort waste • Spent golf cart batteries are delivered to supplier(s) for recycling • Grass clippings from the golf courses are recycled and used as organic covering
Waste Reduction at Source	<ul style="list-style-type: none"> • Ingredients required for the coming week are estimated based on the occupancy rate of the Resort on a weekly basis for procurement purpose so as to reduce food waste • Remaining ingredients are used to prepare food to reduce the generation of food waste • Guests are encouraged to use the mobile app to check in and open the door to their guest room in lieu of physical key cards • Plastic bottles in our guest rooms are gradually being replaced with reusable water containers • Vacuum storage technology is employed to keep food fresh, extend the shelf life of food and reduce food waste

Use of Water

A certain amount of water is consumed at the Resort and the Country Club for domestic use, irrigation, swimming pools, etc. During the Reporting Period, we did not encounter any issue in sourcing water that is fit for purpose. In order to avoid wasting precious water resources, we focus on implementing a number of water-saving measures to improve water efficiency:

- To install timers in the irrigation system, which will be shut down when it rains, and reduce the irrigation time from 6 hours to 2 hours per day during the Reporting Period, saving approximately 400 kilolitres of water per month
- To install water-saving showers and faucets in the bathroom of guestrooms
- To implement the green housekeeping program, under which participating guests will not require to clean their rooms for 3 consecutive days so as to save water
- To utilise recycled water delivered by the government, and during the dry season, pumped groundwater to irrigate the lawn of the golf course to reduce tap water consumption
- To use sealed water storage tank to store seawater which will be used to replace the water in the saltwater lagoon pools for the purpose of reducing the waste of drinking water

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Climate and Natural Resources

While providing quality services for our guests, we attach great importance to the impact of our daily operations on the surrounding ecological environment and climate, and strive to seek for corresponding countermeasures to allow better coexistence of business operations and surrounding ecosystems.

Catering services account for a very important part of the business. We follow the guidelines of sustainable catering to procure and prepare ingredients, and encourage diners to join us in environment protection while enjoying delicious food. Such measures mainly include:

- To fully prohibit the purchase of shark fin, whale and turtle related products
- To encourage the purchase of organic or sustainable ingredients
- To use paper straws to replace traditional plastic straws
- To replace plastic tableware with degradable tableware made from bamboo or palm leaf
- To encourage the purchase of local food ingredients and to support local fisheries and agriculture while reducing carbon emissions from transportation

On the other hand, given the nature of its business, the air-conditioning system accounts for a significant portion of the Resort's overall energy consumption. We recognise that air-conditioning is one of the main sources of exacerbated greenhouse effect. To mitigate climate change, we focus on improving energy efficiency of the Resort. During the Reporting Period, roof replacement work was carried out at the Resort. The newly installed roof enjoys a high solar reflectance which blocks radiation and reduces heat absorption, thereby reducing air-conditioning energy consumption. In addition, the air-conditioning system in our guestrooms is equipped with an automatic induction function, which allows the air conditioner to be shut down automatically if the guestroom is idled for more than 15 minutes, with a view to avoiding wasting power.

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EDUCATION SEGMENT

The education segment of the Group includes the business of childcare and education services in Australia, with its education centres located in Queensland and Victoria. As educators, in order to pass on the sustainability concept to the next generation, we focus on the provision of education services while managing our own environmental performance, closely monitoring emissions and resource consumption and proactively seeking suitable energy-conservation and emission-reduction measures to reduce the environmental impact of our business operations.

Air, GHG Emissions and Energy Management

Our education business does not involve production. Our direct air and GHG emissions are mainly derived from fuel consumption of motor vehicles, town gas consumption of canteens, and our indirect emissions from power consumption and business travel. Given the nature of our business, we do not have significant air and GHG emissions and energy consumption. Nevertheless, we still require our education centers to integrate the concept of energy conservation and emission reduction into our daily operations and curriculum with a view to optimising energy efficiency and reduce emissions. Our measures include:

- To require teaching staff to turn off air conditioners and lights when leaving
- To check electronic equipment on a regular basis and fix any problem promptly
- To replace physical paper with electronic channels, such as electronic communications, email, etc.

In addition, we have installed solar panels in two education centres in Brighton and Logan to provide part of the power for the daily operation of both centres, thereby reducing carbon emissions indirectly caused by purchased electricity.

Waste Management

The discharge of waste mainly derives from the general refuse generated by the daily operation at our education centres and the waste grease produced during the cooking process of canteens. Given the nature of our business, we do not generate hazardous waste, nor do we involve consumption of packaging materials for finished products. In order to do our best to protect the ecological environment and reduce pollution to the environment, we aggressively promote the concepts of recycling and upgrading, striving to reduce waste disposal. Each of our education centre has placed recycling bins to collect recyclable or upgradeable waste. In addition, students and parents are encouraged to bring unnecessary items from home or community to our centres to share with others, and we educate students in class to develop their awareness of waste recycling and waste reduction since childhood.

Water Management

The water used in our education centres and offices is supplied by local water companies. It is not our major consumption and we did not encounter any issue in sourcing water that is fit for purpose. However, recognising water shortage, we are committed to improving water efficiency at our centres. We have installed rainwater collectors in some of our centres to collect and reuse rainwater, such as for irrigation purpose.

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The Environment and Natural Resources

As educators, although our own business has no significant impact on the environment, we place great emphasis on environmental protection education in hope of passing on sustainability concept to the next generation and building a greener environment and community with the next generation. To this end, we have developed sustainable development guidelines to guide our employees and teaching staff to incorporate environmental protection elements into their daily operations and teaching process, including:

- ✓ To incorporate recycling, energy conservation, water saving, green procurement and other elements into our daily teaching and operations
- ✓ To add sustainability information to the “Parent Newsletter”
- ✓ To communicate electronically where possible to reduce paper consumption
- ✓ To ensure that recycling becomes part of our daily operations
- ✓ To encourage students to recycle paper and refuse at schools, their residences and even their communities
- ✓ To allow students to participate in the process of planting fruits and vegetables at our centres, and use the harvested as food ingredients
- ✓ To promote green procurement, purchase environmentally friendly products where possible and minimise the purchase of plastic or disposable products

We hope that, through the measures above, our students are taught the importance of environmental protection and inspired to incorporate environmental protection into their lives. Moreover, we will incorporate sustainability elements in our teaching process, discuss relevant issues with students in class, and lead them to take classes outdoors from time to time, encouraging them to reach out to the nature and to learn how to get along with nature.

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ENVIRONMENTAL PERFORMANCE INDICATORS¹

Emissions

	Nanjing headquarter and Hong Kong office ²		Property Business ³		Tourism Business		Education Business		Total	
	2018	2019	2018	2019	2018 ⁴	2019 ⁵	2018	2019	2018	2019
Air Emissions										
Nitrogen Oxides	0.00 kg	1.12 kg	8.22 kg	3.76 kg	647.85 kg	518.48 kg	249.93 kg	405.10 kg	906.00 kg	928.47 kg
Sulphur Oxides (SOx)	0.00 kg	0.02 kg	0.19 kg	0.07 kg	1.17 kg	1.36 kg	0.79 kg	0.90 kg	2.16 kg	2.36 kg
Particulate Matters (PM)	0.00 kg	0.08 kg	0.61 kg	0.28 kg	10.10 kg	13.26 kg	4.72 kg	12.77 kg	15.42 kg	26.38 kg
GHG Emissions ^{6, 7}										
Total Emissions (Scope 1 and Scope 2)	130.79 tonnes of CO ₂ e	147.68 tonnes of CO ₂ e	1,989.66 tonnes of CO ₂ e	6,695.26 tonnes of CO ₂ e	5,887.54 tonnes of CO ₂ e	5,843.86 tonnes of CO ₂ e	980.01 tonnes of CO ₂ e	1,176.45 tonnes of CO ₂ e	8,987.99 tonnes of CO ₂ e	13,863.25 tonnes of CO ₂ e
Total Emissions Intensity (Scope 1 and Scope 2)	0.98 tonnes of CO ₂ e/employee	1.74 tonnes of CO ₂ e/employee	2.57 tonnes of CO ₂ e/revenue in million RMB	12.73 tonnes of CO ₂ e/revenue in million RMB	0.08 tonnes of CO ₂ e/occupied room night	0.09 tonnes of CO ₂ e/occupied room night	0.01 tonnes of CO ₂ e/m ²	0.02 tonnes of CO ₂ e/m ²	N/A	N/A
Total Emissions (Scope 1, Scope 2 and Scope 3)	184.99 tonnes of CO ₂ e	206.05 tonnes of CO ₂ e	2,001.40 tonnes of CO ₂ e	6,707.41 tonnes of CO ₂ e	5,887.86 tonnes of CO ₂ e	5,857.46 tonnes of CO ₂ e	989.71 tonnes of CO ₂ e	1,194.20 tonnes of CO ₂ e	9,063.96 tonnes of CO ₂ e	13,965.11 tonnes of CO ₂ e
Total Emissions Intensity (Scope 1, Scope 2 and Scope 3)	1.39 tonnes of CO ₂ e/employee	2.42 tonnes of CO ₂ e/employee	2.59 tonnes of CO ₂ e/revenue in million RMB	12.75 tonnes of CO ₂ e/revenue in million RMB	0.08 tonnes of CO ₂ e/occupied room night	0.09 tonnes of CO ₂ e/occupied room night	0.01 tonnes of CO ₂ e/m ²	0.02 tonnes of CO ₂ e/m ²	N/A	N/A
Scope 1 (Direct Emissions)	0.00 tonnes of CO ₂ e	4.40 tonnes of CO ₂ e	35.21 tonnes of CO ₂ e	13.37 tonnes of CO ₂ e	626.78 tonnes of CO ₂ e	617.49 tonnes of CO ₂ e	115.67 tonnes of CO ₂ e	136.37 tonnes of CO ₂ e	777.66 tonnes of CO ₂ e	771.63 tonnes of CO ₂ e
Removal (Tree Planting) (Scope 1)	N/A	N/A	23.78 tonnes of CO ₂ e	24.24 tonnes of CO ₂ e	27.60 tonnes of CO ₂ e	27.60 tonnes of CO ₂ e	N/A	N/A	51.38 tonnes of CO ₂ e	51.84 tonnes of CO ₂ e
Scope 2 (Energy Indirect Emissions) ⁸	130.79 tonnes of CO ₂ e	143.29 tonnes of CO ₂ e	1,978.24 tonnes of CO ₂ e	6,706.13 tonnes of CO ₂ e	5,288.35 tonnes of CO ₂ e	5,253.97 tonnes of CO ₂ e	864.34 tonnes of CO ₂ e	1,040.08 tonnes of CO ₂ e	8,261.72 tonnes of CO ₂ e	13,143.46 tonnes of CO ₂ e
Scope 3 (Other Indirect Emissions) ⁹	54.21 tonnes of CO ₂ e	58.36 tonnes of CO ₂ e	11.73 tonnes of CO ₂ e	12.15 tonnes of CO ₂ e	0.33 tonnes of CO ₂ e	13.60 tonnes of CO ₂ e	9.70 tonnes of CO ₂ e	17.75 tonnes of CO ₂ e	75.97 tonnes of CO ₂ e	101.86 tonnes of CO ₂ e

¹ As the health business is excluded from the scope of this Report, the 2018 environmental data in this Report only includes Nanjing headquarter and Hong Kong office, property business, tourism business and education business.

² The Group's Hong Kong office operated in its leased premise from January to August during the Reporting Period. The power supply was controlled by the property manager, thus the relevant power data for individual tenants was not available. Therefore, the relevant data is not reflected in the data of GHG Scope 2 (energy indirect emissions), the total energy consumption and purchased electricity of Nanjing headquarter and Hong Kong office.

³ Based on business adjustments during the Reporting Period, the environmental data of the property business in 2018 included data of 7 subsidiaries, while the environmental data during the Reporting Period only includes data of 3 subsidiaries.

⁴ Air emissions, total GHG emissions and GHG emissions (Scope 1) of the tourism business in 2018 were adjusted to reflect the actual fuel consumption.

⁵ During the Reporting Period, additional lawn mowers were used in the tourism business. However, as the data collection system is yet to be improved, the air emissions, total GHG emissions and GHG emissions (Scope 1) for the Reporting Period do not cover the data of two of the lawn mowers.

⁶ According to the revised edition of the GHG Protocol: Corporate Accounting and Reporting Standard published by the World Business Council For Sustainable Development and the World Resources Institute, Scope 1 direct emissions include GHG emissions directly generated by businesses owned or controlled by the Group, and Scope 2 indirect emissions include "indirect energy" GHG emissions from the consumption of electricity (purchased or acquired), heat energy, refrigeration and steam within the Group.

⁷ Since Yuhua Salon* (雨花客廳) E-Park under the property business is managed and operated by a third party, GHG emission data for 2018 were adjusted to exclude the relevant data of Yuhua Salon* (雨花客廳) E-Park.

⁸ As the data collection method of Wonder City* (虹悦城) under the property business was adjusted during the Reporting Period, data of GHG Scope 2 (indirect energy emissions) under the property business during the Reporting Period cannot be directly compared with that for 2018.

⁹ GHG (Scope 3) includes other indirect emissions from business air travel by employees.

Devoted Building · Green Life

	Nanjing headquarter and Hong Kong office		Property Business		Tourism Business		Education Business		Total	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Non-hazardous Wastes ^{10, 11}										
Total Waste Generated	6.68 tonnes	7.27 tonnes	10.98 tonnes	8.05 tonnes	140.09 tonnes	197.89 tonnes	276.53 tonnes	319.45 tonnes	434.28 tonnes	532.66 tonnes
Total Waste Generated Intensity	0.05 tonnes	0.09 tonnes	0.01 tonnes/revenue in million RMB	0.02 tonnes/revenue in million RMB	1.94 kg/occupied room night	2.92 kg/occupied room night	4.15 kg/m ²	4.31 kg/m ²	N/A	N/A
Total Disposed Wastes	6.68 tonnes	7.27 tonnes	10.92 tonnes	8.05 tonnes	118.98 tonnes ¹²	130.53 tonnes	198.33 tonnes	232.69 tonnes	334.91 tonnes	378.54 tonnes
Total Recycled Wastes	N/A	N/A	0.06 tonnes	0.00 tonnes	21.11 tonnes	67.36 tonnes	78.19 tonnes	86.76 tonnes	99.36 tonnes	154.12 tonnes
Hazardous Waste ¹³										
Total Waste Generated	N/A	N/A	N/A	N/A	65.28 tonnes ¹⁴	64.80 tonnes	N/A	36.97 tonnes	65.28 tonnes	101.77 tonnes
Total Waste Generated Intensity	N/A	N/A	N/A	N/A	0.90 kg/occupied room night	0.95 kg/occupied room night	N/A	0.50 kg/m ²	N/A	N/A

¹⁰ As construction wastes were handled by our entrusted contractors, non-hazardous waste generated by the property business would mainly consist of office general refuse. In addition, the total amount of non-hazardous waste from the tourism business does not include food waste generated.

¹¹ Since Yuhua Salon* (雨花客廳) E-Park under the property business is managed and operated by a third party, non-hazardous waste data for 2018 were adjusted to exclude the relevant data of Yuhua Salon* (雨花客廳) E-Park.

¹² The non-hazardous waste data of the Sheraton project for 2018 has been adjusted to reflect the actual waste disposal methods.

¹³ No hazardous waste is generated from Nanjing headquarter, Hong Kong office and property business.

¹⁴ The hazardous waste data of the tourism business for 2018 has been adjusted as the waste grease data of the Sheraton project is calculated using the capacity of grease traps.

Devoted Building · Green Life

Use of Resources

	Nanjing headquarter and Hong Kong office ²		Property Business ¹⁵		Tourism Business		Education Business		Total	
	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019
Energy¹⁶										
Total Energy Consumption	179.77 MWh	218.51 MWh	2,932.53 MWh	9,578.30 MWh	9,354.84 MWh	9,259.65 MWh	1,398.93 MWh	1,710.29 MWh	13,866.06 MWh	20,766.76 MWh
Total Energy Consumption Intensity	1.35 MWh/employee	2.57 MWh/employee	3.79 MWh/revenue in million RMB	18.21 MWh/revenue in million RMB	0.13 MWh/occupied room night	0.14 MWh/occupied room night	0.02 MWh/m ²	0.02 MWh/m ²	N/A	N/A
Purchased Electricity	179.77 MWh	203.46 MWh	2,811.99 MWh	9,532.53 MWh	6,610.44 MWh	6,486.38 MWh	949.01 MWh	1,186.32 MWh	10,551.21 MWh	17,408.69 MWh
Diesel	N/A	N/A	N/A	N/A	174.47 MWh	146.19 MWh	24.89 MWh	95.23 MWh	199.36 MWh	241.41 MWh
Unleaded Petrol	N/A	15.05 MWh	120.54 MWh	45.78 MWh	62.22 MWh	52.22 MWh	98.41 MWh	109.71 MWh	281.17 MWh	222.76 MWh
LPG	N/A	N/A	N/A	N/A	2,507.70 MWh	2,574.86 MWh	N/A	N/A	2,507.70 MWh	2,574.86 MWh
Towngas	N/A	N/A	N/A	N/A	N/A	N/A	326.61 MWh	319.04 MWh	326.61 MWh	319.04 MWh
Water¹⁷										
Total water consumption	10,108.64 m ³	16,363.74 m ³	86,593.06 m ³	118,400.74 m ³	356,573.00 m ³	362,159.82 m ³	14,993.34 m ³	18,196.73 m ³	468,268.04 m ³	515,121.02 m ³
Total Water Consumption Intensity	76.00 m ³ /employee	192.51 m ³ /employee	111.94 m ³ /revenue in million RMB	225.14 m ³ /revenue in million RMB	4.94 m ³ /occupied room night	5.34 m ³ /occupied room night	0.23 m ³ /m ²	0.25 m ³ /m ²	N/A	N/A
Packaging material¹⁸										
Total Amount Used	N/A	N/A	N/A	N/A	9.15 tonnes	2.91 tonnes	N/A	N/A	9.15 tonnes	2.91 tonnes
Total Amount Used Intensity	N/A	N/A	N/A	N/A	0.13 kg/occupied room night	0.04 kg/occupied room night	N/A	N/A	N/A	N/A
Paper	N/A	N/A	N/A	N/A	1.08 tonnes	1.50 tonnes	N/A	N/A	1.08 tonnes	1.50 tonnes
Plastic	N/A	N/A	N/A	N/A	8.07 tonnes	1.41 tonnes	N/A	N/A	8.07 tonnes	1.41 tonnes

¹⁵ Since Yuhua Salon* (雨花客廳) E-Park under the property business is managed and operated by a third party, energy and water data for 2018 were adjusted to exclude the relevant data of Yuhua Salon* (雨花客廳) E-Park.

¹⁶ As the data collection method of Wonder City* (虹悅城) under the property business was adjusted during the Reporting Period, data of total energy consumption and purchased electricity under the property business during the Reporting Period cannot be directly compared with that for 2018.

¹⁷ Water supply in the Hong Kong office has been solely controlled by the building management. As the management cannot provide the provision of water supply and sub-meter for individual occupant, water consumption data of Nanjing headquarter and Hong Kong office only covers relevant data of Nanjing headquarter.

¹⁸ No packaging material is used during the operation of Nanjing headquarter, Hong Kong office, property and education segments.

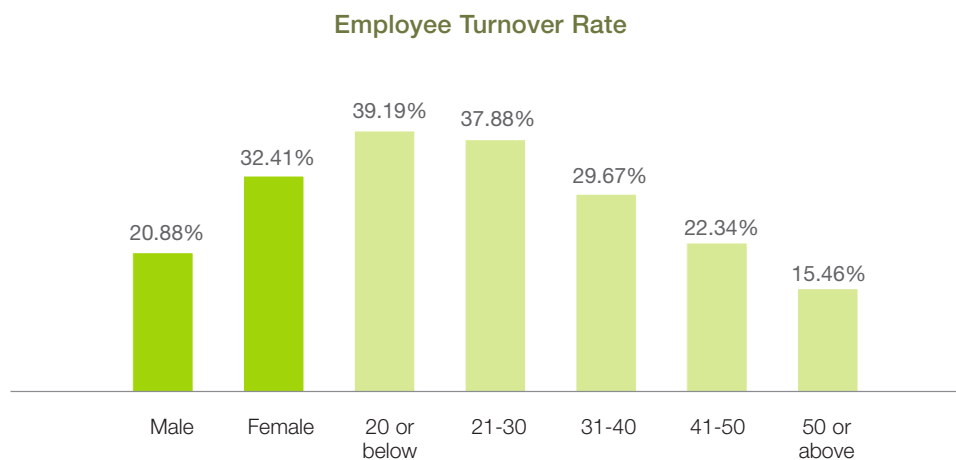
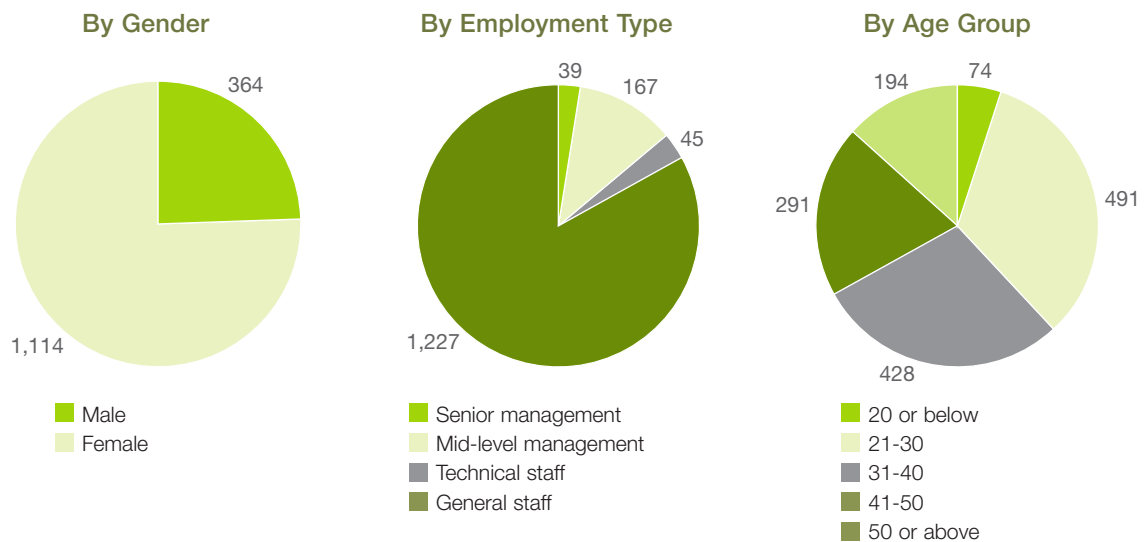
Devoted Cultivation • People-oriented

Talent is unarguably an important driving force for an enterprise to enhance its competitiveness of enterprise. Fullshare Holdings has always adhered to the people-oriented philosophy and strictly abided by all local laws and regulations relating to employment in the course of its business operations, including but not limited to the “Labour Law of the PRC” (《中華人民共和國勞動法》), the “Social Insurance Law of the PRC” (《中華人民共和國社會保險法》), the “Occupational Disease Prevention Law of the PRC” (《中華人民共和國職業病防治法》), the “Prohibition of Using Child Labour” (《禁止使用童工規定》), the “Fair Work Act 2009” of Australia and the “Employment Ordinance of Hong Kong”. While safeguarding the rights and benefits of our employees, we provide them with a safe and healthy working environment, and establish a harmonious, equal, diversified, and zero-discrimination workplace culture, so as to allow employees to develop and grow together with the Group.

During the Reporting Period, the Group was not aware of any violations of laws and regulations relating to employment.

STAFF OVERVIEW

As of 31 December 2019, the Group had a total of 1,478 employees in its Nanjing headquarter and Hong Kong office, property business in Mainland China, tourism business and education business in Australia. The number of our employees by gender, age and employment type as well as the employee turnover rate during the Reporting Period are detailed as follows:



Devoted Cultivation • People-oriented

RECRUITMENT

Fullshare Holdings has always upheld the principle of employment on merits during its recruitment process. We publish recruitment information through job fairs, online recruitment, campus recruitment, headhunting companies and other channels. During the interview, we give priority to the knowledge, ability and personal qualities of the candidates. As an equal-opportunity employer, we will not only consider candidates' particulars such as gender, race, age, disability, marital status, religion, but strive to establish a "zero" discrimination workplace to ensure that all employees are treated equally.

In addition, we abide by the applicable laws and regulations of all places where we operate to prevent child labour and forced labour, 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, we check the identification documents of new employees to ensure that no child labour is recruited. Moreover, the human resources policies of the Group and various business segments clearly set out the terms of remuneration and dismissal, compensation, working hours, holidays, etc. For example, adequate compensation will be provided to employees according relevant requirements where the labour contract is terminated. We have also expressly stipulated different working hours and rest time according to the nature of business and positions to avoid forced labour.

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

REMUNERATION AND BENEFITS

It is our consistent commitment to provide employees with competitive remuneration packages and diversified benefits. Our employees' remuneration is mainly composed of basic salary, performance-based salary and year-end salary. We contribute social insurance and housing provident funds for our employees in Mainland China, and Mandatory Provident Fund for our employees in Hong Kong. In addition, we also provide employees with diversified allowances and benefits to attract and retain talent, such as meal allowance, overtime allowance, medical allowance, transportation allowance, holiday allowance, birthday cash gifts and wedding cash gifts. On top of statutory and public holidays, employees are also entitled to annual leave, marriage leave, maternity leave, paternity leave, compassionate leave and other holidays. Furthermore, we offer appropriate rewards to employees with outstanding performance, including commendations, excellence awards and CEO special awards, in hope of improving employees' morale and encouraging them to make continuous progress and strive for excellence.

Devoted Cultivation • People-oriented

OCCUPATIONAL HEALTH AND SAFETY

The physical and mental health of each employee is of utmost importance to us. Fullshare Holdings is committed to providing a safe working environment, formulating comprehensive occupational health and safety measures, and safeguarding employees' health in a comprehensive manner.

In terms of environment, we conduct fire-fighting and safety drills and regularly test our fire-fighting facilities and equipment to minimise the risk of accidents. In respect of our education business in Australia, we conduct daily inspections before the opening of our education centres to carefully check all equipment and facilities so as to ensure that they are free of hidden safety hazards. For our tourism business, safety training is conducted on a weekly basis, and regular safety meetings are held to identify and control the safety risks within the Resort and to ensure the safety of our employees and guests to the greatest extent.

Regarding employees' health, the Group arranges health checks for employees on a regular basis, and provides certain employees with personal protective equipment according to business needs, such as gloves, protective glasses, masks and sunscreens. Additionally, each of our business segment also organises various recreational activities from time to time, such as annual meetings, tours, sports activities, and the "Staff Appreciation Week" at the Sheraton project. We offer massages, lunches and snacks to our employees to recognise their efforts and relax themselves in their spare time.



Devoted Cultivation • People-oriented

TRAINING AND DEVELOPMENT

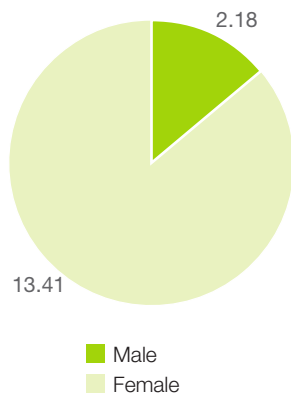
Regarding each employee as a cornerstone to its success, Fullshare Holdings attaches great importance to talent training, and retains the most suitable talents through sound career development channels and efficient training system.

In terms of talent development, Fullshare Holdings provides a well-established promotion ladder where promotion depends on employees' abilities, talents, personal qualities, work performance and other conditions. We assess the overall performance of employees based on monthly, quarterly or annual performance reviews.

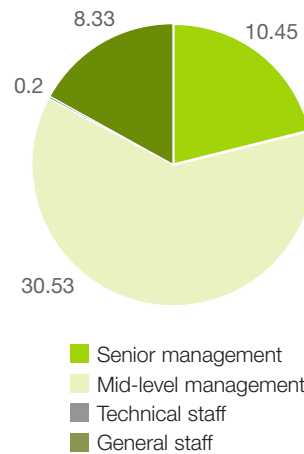
As for training, we have formulated the "Training Management Regulations", under which we devise annual training plans according to the needs of our businesses and departments each year to provide a variety of internal and external training programs, thereby helping our employees to develop their potentials and enhance their expertise and skills. In order to make full use of our human resources, employees are selected at our business division in Mainland China to act as internal trainers to teach courses to other employees, so as to pass on the know-hows. We provide compensation for internal trainers based on the course hours they have served.

During the Reporting Period, the total number of training hours of the Group exceeded 15,000 hours. The following sets out the average training hours by gender and employment type:

Average Training Hours by Gender



Average Training Hours by Employment Type



Devoted Service · Serving with Sincerity

Guided by our corporate vision of “To build healthy Fullshare into a global leader in healthy living and make our life better in all aspects”, Fullshare Holdings has always spared no efforts to provide products and services of the highest quality, striving to build more prosperous and higher quality healthy lifestyle for its customers and the community.

During the Reporting Period, we were not aware of any violation by the Group of laws and regulations relating to health and safety of products and services, advertising and privacy issues, including but not limited to the “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》), the “Building Codes Queensland” and the “National Quality Framework”.

PROPERTY SEGMENT

It is the core value of our property segment to build the best-quality and top-notch property projects from the perspective of customers and community. At present, the projects we develop cover a variety of types such as residential property, commercial complexes, hotels, shopping malls and office buildings. In addition, we manage and are responsible for the daily operations of two shopping malls in Nanjing, namely Yuhua Salon* (雨花客廳) E-Park and Wonder City* (虹悅城). Whether in property development or property management, we are committed with our utmost care and sincerity to improve the quality of life of our customers.

Quality of Products and Services

We implement strict and comprehensive quality management from the early stage of project development to the after-sales stage, with meticulous procedures for material selection, construction, acceptance and delivery, endeavouring to build properties which meet or even exceed customer expectations.

We put in place strict requirements on the selection of materials for our projects, and inspect and compare material suppliers to select materials that meet our project requirements and national safety standards. Upon completion of a project, we will designate professionals from the property takeover and acceptance team to inspect the completed property in accordance with the “Procedures for Property Takeover and Acceptance” (《物業接管驗收作業規程》) to ensure that the quality of the property meets the requirements. When a property is ready to be occupied, we will also designate the acceptance personnel to inspect the property together with the owners according to the “Procedures for Occupation Acceptance Operation” (《入伙驗收作業規程》). If the owners have any question with the property, we will respond promptly and handle it as soon as practical to ensure that they are satisfied with the quality of the property.

For our daily management and operation of shopping malls, we have formulated strict standards for various areas including environment, sanitation, security and customer complaints, in an effort to improve and maintain our service quality and to provide customers with a safe, comfortable and excellent shopping experience.

Devoted Service • Serving with Sincerity

Safety

During the construction of property projects, we have strict requirements for contractors in respect of their selection of materials, requiring them to only use decoration materials which meet national safety standards and applicable environmental protection regulations to ensure the materials are fireproof, moisture-proof and insect-proof and thereby the safety of the buildings.

In terms of property management, we conduct daily inspections in shopping malls to check the environmental and sanitary conditions on site, and carry out monthly inspections on engineering, safety and other departments. We also conduct regular inspections and maintenance of the facilities and equipment to ensure the safety of our employees, merchants and customers.

Customer Satisfaction

It is our routine efforts to improve customer satisfaction. In order to forge a good relationship with merchants at the shopping malls and present an excellent shopping experience to customers, we have standardised the process of handling complaints. Customers may raise any query, feedback or complaint to us through direct communication, service hotline and other channels. We will attentively listen to their voices and notify the relevant departments to handle the issues as soon as practical and respond to their needs in a timely manner. In order to develop a better understanding of customers' needs, both Wonder City* (虹悦城) and Yuhua Salon* (雨花客廳) E-Park invite merchants and customers to conduct a satisfaction survey each year, covering merchants' daily operation situation, service quality, environmental hygiene, facilities, maintenance, customer consumption habits, etc. Their opinions will be comprehensively considered and adopted to continuously improve the quality of our daily operations.

Devoted Service • Serving with Sincerity

TOURISM SEGMENT

Guest Experience

At our Sheraton project in Port Douglas, Australia, which houses the only local five-star beach-front resort and is known as one of the international hotel brands, we are committed to providing guests with noble and superior services as cosy as home, presenting them a five-star holiday experience. To this end, we pay special attention to the interaction with guests through multiple online and offline channels to communicate with guests to understand their stay experience and needs, so as to provide them a tailor-made, comfortable and memorable holiday. Our measures include:

- An email will be sent to guests who are about to check in to see if they need special arrangements. We will make appropriate arrangements for their guestrooms according to their special occasions such as birthday celebration or honeymoon vacation;
- Guests may check in directly through the mobile app provided by the hotel manager, and may use the app to act as electronic key card, request for hotel supplies and make service requests;
- Upon check-in, the housekeeping manager will communicate with guests via phone or questionnaire to understand their needs and opinions;
- Guests may comment on their current stay experience on major online platforms and resort website, and we will respond within 24 hours. In addition, we have put in place a system which integrates guest opinions and ratings from major platforms for analysis and improvement; and
- After stay, we will send a thank-you letter via email to our guests and invite them to make suggestions.

Operation Management

In our daily operations, we are in pursuit of perfection in every process, every facility and every guestroom, and we require our staff to strictly implement our established standards. Taking the furnishings of our guestrooms as an example, the staff will follow the written system established by the hotel brand and arrange the guestrooms according to each standard. The management staff conducts inspections on a weekly basis, and also regularly entrusts third parties to assign mystery guests to check in and conduct on-site inspection, so as to ensure that every service process in the Resort meets the standards of the hotel brand.

Devoted Service • Serving with Sincerity

Health and Safety

It is our top priority to ensure the health and safety of our guests. We mainly strengthen safety management through the following three dimensions:

Personal and Property Safety

- Upon check-in, guests are provided with safety guidelines regarding the facilities in the Resort
- Safety warnings are placed in lagoon edge rooms and around the pools to remind guests of the pools' opening hours, water depth, precautions, first aid procedures, etc.
- Safety guidelines and evacuation instructions are provided in guestrooms and on TV sets
- Safe box is provided in guestrooms to allow guests to store valuables
- Employees are assigned to patrol around the pools around the clock and all employees on duty are holders of first aid certificate

Environment Safety

- All swimming pools are certified for safety, and third parties are regularly engaged to test the water quality of the swimming pool and carry out disinfection to ensure the safety of water quality
- Safety training programs are arranged for new employees, and first aid and safety training programs are organised on a regular basis to ensure employees are equipped with relevant knowledge and skills
- Safety meetings are attended by the heads of all departments each month to discuss major safety issues and make improvements
- Fire and safety drills are carried out on a yearly basis to prevent accidents
- Preventive measures and handling procedures are fully standardised, with department responsibilities of unexpected accidents clearly defined

Food Safety

- Catering licenses are obtained for all restaurants and bars in accordance with regulations
- The Resort has been certified by the International Hazard Analysis and Critical Control Points (HACCP), and risk management is carried out for food processing and kitchen hygiene in accordance with HACCP requirements
- Strict hygiene standards are formulated for food processing, including storage, sorting and cooking
- Regular inspections are carried out on food suppliers to ensure that their food quality and environmental hygiene conditions meet the requirements
- Policies are formulated to standardise the appearance and personal hygiene conditions of our employees so as to ensure food safety

Devoted Service • Serving with Sincerity

EDUCATION SEGMENT

Our education segment mainly provides day care and early childhood education services for children aged 0-6. As one of the leading early educators in Australia, we have the most professional and dedicated teaching team to formulate appropriate curriculum based on each student's interests and needs, and attach importance to the health and safety of students so that each student grows up healthily and happily. Currently, we are operating more than 50 education centres in Queensland, Victoria and Western Australia.

Quality Courses

The quality of our courses is undoubtedly our major concern. Our teaching purpose is to enable each student to have a happy childhood. We are committed to providing them with the best care and education. Therefore, we continuously improve the content of our curriculum and enhance the quality of teaching, striving for excellence. The policy and courses of our education centres have been developed in accordance with the National Quality Framework of Australia which regulates, evaluates and sets strict standards on the early childhood education and after-school care services in Australia, so as to ensure that comprehensive care and quality education is accessible to every child. We have devised our teaching policy and courses based on The Early Years Learning Framework of Queensland and the Victorian Early Years Learning and Development Framework, respectively. Recognising the difference of each student, we adjust the content of courses and activities according to students' different interests, needs and strengths. Educators will closely observe each student's development and performance in all aspects and record the same in their portfolios for follow-up.

In order to maintain the teaching quality in each centre and to ensure that the curriculum strictly comply with applicable laws and regulations, regulatory and national standards as well as our policies, the operation managers in our management team monitor and manage the daily operations and teaching of each centre. The operation managers visit each centre at least once every two weeks and record their findings and the areas of improvement. In addition, we will review the content of our courses on a weekly basis and the teaching policy in a yearly manner to continuously improve the quality in teaching.

Health and Safety

In addition to the quality in teaching, the health and safety of students shall also be valued. We have formulated a number of policies, and adopted various measures at all of our centres to maintain strict standards for students' personal safety, environmental safety and food safety:

Personal Safety	<ul style="list-style-type: none">• According to the National Quality Framework, education centres in different states are required to maintain a certain teacher-student ratio to ensure that students' needs are taken care of in a timely manner• Accident management and evacuation systems have been formulated, in which students' safety shall be listed as top priority• Non-fixed toys are not higher than 1 meter, and when in use, students are accompanied by sufficient teaching staff• Children under 2 years old are taken care of separately from others• The "Child Protection Policy" is formulated to require teaching staff to abide by the code of conduct, ensure the safety and physical and mental health of students, and promptly record and report suspected abuse or negligent care of children
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Devoted Service • Serving with Sincerity

Environment Safety	<ul style="list-style-type: none"> • The facilities, equipment, electrical appliances, rooms, passages and other areas accessible to students at the centres are checked according to the provided list each day to ensure that they are free from risks of posing danger to students • Toys and storage areas are cleaned on a weekly basis • Used beds are cleaned in a timely manner • All equipment is checked to ensure national safety standards of Australia are met • Safety issues are discussed with students to raise their safety awareness
Food Safety	<ul style="list-style-type: none"> • Food preparation and storage procedures are strictly managed to ensure the hygiene • Information on healthy diet is provided to parents • We ensure that students' meals on campus meet nutritional and developmental needs, and adjust the menu according to individual needs • Students' preferences, culture and religions are considered when providing meals

Home-school Collaboration

In order to provide students with the best care and education, parental involvement is indispensable. We attach great importance to communications with parents. In addition to helping parents understand student performance through portfolios, we welcome comments from parents on the content of our curriculum. Appropriate opinions will be adopted and incorporated into our updated curriculum. Parents may lodge any complaints about our teaching and services with our teaching staff. In addition, we also invite parents to fill out surveys each year to develop an understanding of their opinions on our service attitude, communications, teaching quality, environmental safety, handling of complaint, etc., so that we can make improvements accordingly.

PRIVACY AND INTELLECTUAL PROPERTY RIGHT

In order to safeguard the interests of the Group, employees, customers and other stakeholders, we are committed to carefully handling all privacy data, including but not limited to financial data, technology, customers' personal information, contracts, etc. According to our "Business Conduct and Ethics Guidelines" (《公司商業行為及道德準則》), none of our employees shall disclose such information to third parties without approval, so as to comply with relevant laws and regulations, including but not limited to the "Personal Data (Privacy) Ordinance" of Hong Kong.

Given the nature of our business, intellectual property is not a major issue for the Group.

ADVERTISING AND PROMOTION

When advertising for our products and services, we will verify the relevant content to ensure the truthfulness and avoid misleading consumers, so as to comply with applicable local laws and regulations in the places of our business operations, including but not limited to the "Advertisement Law of the PRC" (《中華人民共和國廣告法》), 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》) and the "Advertisements Local Law 2013" of Queensland, Australia.

Product labelling is not applicable to the Group as we do not involve product manufacturing.

Devoted Care • Contributions to Community

Thanks to the trust and support of all stakeholders and the community, Fullshare Holdings is able to achieve today's success. Keeping our initial aspirations in mind and consistently upholding our corporate mission of "Create and share: Fullshare is for everyone", we are committed to giving back to the society, leading all employees to pass on love and care, and building a better community.

PROMOTION OF INTANGIBLE CULTURAL HERITAGE

The "24 solar terms" was listed as The United Nations Educational, Scientific and Cultural Organisation (UNESCO) Intangible Cultural Heritage in 2016. In order to preserve and promote this traditional Chinese wisdom, Fullshare Holdings joined hands with JSCHINA.COM.CN (中國江蘇網) during the Reporting Period to plan and produce the "Seasons" (《時節》), a large-scale documentary in an attempt to put on screen the food, scenery, medical care, sports and other real life stories relating to different solar terms.

Having shot for more than a year and exploring 20 intangible cultural heritages and 6 poverty-stricken areas in 16 provinces and 65 cities across the country, the documentary was designed to showcase China's unique food, specialities, culture and even some little-known stories and products in remote and poverty-stricken areas in a hope to attract public awareness and charitable support, and to present to the public the intangible cultural heritage of China's 24 solar terms by video.



Devoted Care · Contributions to Community

PROMOTION OF EYE HEALTH

In May 2019, the Group organised an eye health charity event, where medical staff, optician technicians and health experts from eye hospitals and eyewear companies in Nanjing carry out voluntary eye clinics, disease screening, eyeglasses cleaning, vision testing, computer optometry and optician consultation for ZTE employees, and provide information on eye protection to them.

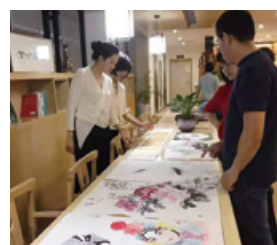
In addition, in active response to the “National Eye Health Day” on 6 June 2019, we cooperated with China (Nanjing) Software Valley Startups and Innovation Service Centre (中國(南京)軟件谷雙創服務中心) and joined hands with well-known eye hospitals, eyewear companies and other units to carry out eye health charity event, where eye examinations, intelligent eye health examinations, ophthalmology knowledge promotion and other activities were launched to increase public knowledge about eye health.

CARING FOR PATIENTS WITH AUTISM

In active response to the “99 Charity Day” on 9 September 2019, we co-organised the “Mid-Autumn Festival Celebration in the Name of Love”(以愛為名·情暖中秋) with the Jiangsu Women and Children’s Welfare Foundation (江蘇省婦女兒童福利基金會) and the Youjia Shuxin Fund (優加舒心基金). Themed with “Caring for Patients with Autism”, this event invited a number of renowned calligraphers and painters including Li Suhua, Sun Hui, Gao Shuxun, Xiong Fengyi and Wen Ran to improvise on the theme of “Health” and “Public Welfare”, and launched a live auction on the spot, all the proceeds from which were used to support patients with autism.



Eye Health Charity



“Mid-Autumn Festival Celebration in the Name of Love”
(以愛為名·情暖中秋)

CHARITABLE DONATIONS

“Supporting Charity” has always been one of our core values. We have organised a number of events at the Resort and our educational centres to raise fund for charities. During the Reporting Period, by launching fund-raising exercises and selling coupons, the tourism and education segments raised more than AU\$21,000, and over AU\$16,000 was donated as event prize sponsorship to Starlight Children’s Foundation, Royal Society for the Prevention of Cruelty to Animals, Port Douglas Raiders, Hear and Say Foundation, Atherton Gymnastics, Queensland Cancer Council, Port Douglas Surf Live Saving Club and other local organisations to help groups in needs.

In addition, to support the coral research, education and conservation of the Great Barrier Reef Legacy, the Resort donated AU\$1 to the Legacy for every barramundi dish or Hemingways beer.

ESG Reporting Guide Content Index

Subject Areas, Aspects, General Disclosures and KPIs	Chapter/Statement	Page
A. Environmental		
Aspect A1: Emissions		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous waste.	Devoted Building · Green Life	P. 10-19
KPI A1.1 The types of emissions and respective emissions data.		
KPI A1.2 Greenhouse gas emissions in total and intensity.		
KPI A1.3 Total hazardous waste produced and intensity.		
KPI A1.4 Total non-hazardous waste produced and intensity.		
KPI A1.5 Description of measures to mitigate emissions and results achieved.		
KPI A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.		
Aspect A2: Use of Resources		
General Disclosure Policies on the efficient use the resources, including energy, water and other raw materials. Note: the resources can be used in production, storage, transportation, buildings and electronic appliances.	Devoted Building · Green Life	P. 10-19
KPI A2.1 Direct and/or indirect energy consumption by type in total and intensity.		
KPI A2.2 Water consumption in total and intensity.		
KPI A2.3 Description of energy use efficiency initiatives and results achieved.		
KPI A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.		
KPI A2.5 Total packaging material used for finished products and with reference to per unit produced.		
Aspect A3: The Environment and Natural Resources		
General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	Devoted Building · Green Life	P. 10-19
KPI A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.		

ESG Reporting Guide Content Index

Subject Areas, Aspects, General Disclosures and KPIs	Chapter/Statement	Page
B. Social		
Employment and Labor Practices		
Aspect B1: Employment		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Devoted Cultivation · People-oriented	P. 20-23
Aspect B2: Health and Safety		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Occupational Health and Safety	P. 22
Aspect B3: Development and Training		
General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Training and Development	P. 23
Aspect B4: Labour Standards		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Recruitment	P. 21
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure Policies on managing environmental and social risks of the supply chain.	Supply Chain Management	P. 9
Aspect B6: Product Responsibility		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	Devoted Service · Serving with Sincerity	P. 24-29

ESG Reporting Guide Content Index

Subject Areas, Aspects, General Disclosures and KPIs **Chapter/Statement** **Page**

Aspect B7: Anti-corruption

<p>General Disclosure Information on:</p> <ul style="list-style-type: none"> (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 	<p>Anti-corruption</p>	<p>P. 9</p>
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Community

Aspect B8: Community Investment

<p>General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration the communities' interests</p>	<p>Devoted Care · Contributions to Community</p>	<p>P. 30-31</p>
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* For identification purpose only