



**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 **2020**



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# Fullshare Strives for a Healthy and Beautiful Life

Growing from a “provider in green technology and integrated health solutions” to a “global leader in healthy lifestyle” over the past years, Fullshare has transformed itself from pursuing not only excellent “urban infrastructures”, but also excellent “elements of life”.

Our businesses and investment, no matter in green building and property or tourism and healthcare service or green energy and intelligent manufacturing, are ultimately directed by the “grand health” approach to strive for a better life for customers, users, society, cities, and the earth, and explore various possibilities in businesses closely related to quality of life and wellbeing of people.

Fullshare was born with the gene of low-carbon, environmentally friendly, green, healthy and sustainable development.

In 2020, the global COVID-19 pandemic posed great challenges on everyone, every enterprise, every industry and every country.

The Chinese New Year holiday arrived amid the epidemic, but Fullshare organized its team to actively and proactively take part in the prevention and control of the pandemic without enjoying the holiday. When we were in short supply of protective materials at that time, some overseas countries stopped supplying medical materials, so we sought and purchased various preventive materials across the globe by mobilizing global supply chain channel and product resources and motivating our partners throughout the world, and donated protective gowns, isolation gowns and other materials that were in short supply to Nanjing within the shortest time for prevention and control of the pandemic. At the crucial stage in the fight against the pandemic in Wuhan, China, the Group’s healthcare segment donated 64-layer spiral CT, medical imaging cloud platform, upgraded advanced intelligent image post-processing software and other medical devices that are worth RMB11 million to Wuhan to support the prevention and control of COVID-19 pandemic. A series of subsidiaries of China High Speed Transmission Equipment Group Co., Ltd. (being a non-wholly owned subsidiary of the Company)(collectively as the “NGC Group”), donated RMB10 million to Wuhan Union Hospital for procurement of medical materials that were in urgent need in the front line of prevention and control of pandemic in Wuhan and subsidies for front-line medical staff. Our commercial properties, including Nanjing Yuhua Salon and Wonder City, adopted rent reduction and exemption policies for property tenants and operators for a period to help partners to reduce operation costs, and assisted merchants in promoting products and attracting customer to overcome difficulties by several online measures and deuterio activities. As an enterprise focusing on grand healthy life, Fullshare received high recognition from all sectors for its actions for the fight against the pandemic, global pipeline construction and ability to integrate resources and products.

Over the past year, even though the global economic development was affected by double pressure from “black swan” and “deglobalization”, Fullshare took various measures to resume work and production and stabilize operation in new energy-fueled high-end manufacturing, commerce, healthcare, education and other businesses. Especially in new energy-fueled equipment manufacturing, orders remained stable in the US market, while considerable growth was recorded in Europe, Asia and domestic market. Urban commercial projects of the Company, including Nanjing Yuhua Salon and Wonder City took various measures to implement prevention and control of the pandemic and ensure that merchants and customers were healthy and safe, thus after the resumption of work and production, passenger flow presented a “U-shape” trend on the whole to recover to the average level in the past.

# Fullshare Strives for a Healthy and Beautiful Life

Paying great attention to the health of our employees, we took strict prevention and control measures against the pandemic, and kept our employees safe through remote working, free preventive supplies, staggered lunch break, workplace disinfection, daily monitoring, physical examination for our employees and other measures. In order to improve the comprehensive ability of our employees, the Company organized various skill, management and professional learning and training programs in a continuous manner. Focusing on green, low-carbon and sustainable development concept, all segments of the Company implemented measures to save energy and reduce emission in work, production, commerce, hotel, resort and property, and promoted “renewable and recyclable” environmental proposition.

All the time, regarding “healthy employee, healthy career, healthy enterprise and healthy society” as its aspiration towards health, Fullshare strives to become a global leader in grand healthy living, and builds value chain for healthy lifestyle, to serve as a practitioner in healthy lifestyle and developer of healthy industry platform. The enterprise encouraged its employees to enjoy work and lead a healthy life on the way to realize its dream. The Company focused on developing green industry and healthy industry, made great efforts to build an employee team with strong professional knowledge and comprehensive ability, and enhanced its governance continuously to keep the organization achieving stable and sound development. Besides, the Company fulfilled its social responsibilities, and took an active part in environmental protection, public donation, education and research and other charity activities to devote itself to the health of the entire society and strive to become an excellent social citizen.

In the future, Fullshare will focus on green development and health continuously to facilitate corporate industry development strategy. The Company will keep further integrating global resources to realize industrial synergy effect, do the right thing and do things right, and strive to become a global enterprise with healthy, sustainable and sound growth to create healthier and better life for users, the society and cities.



# 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 the major strategies and performances of the Group’s sustainable development during the period from 1 January 2020 to 31 December 2020 (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 (the “ESG”) reports, please refer to annual report and website of 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” in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, and was reviewed and approved by the board of directors of the Company in May 2021.

# About This Report

## REPORTING PRINCIPLES

This Report was prepared 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 economy, environment, and society, 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 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 published on the websites of The Stock Exchange of Hong Kong Limited and the Company. The Chinese version shall prevail in case of any inconsistency between the two versions.

We welcome comments and suggestions from our stakeholders with respect to the Group's sustainability performance and disclosure. Please feel free to contact us through the following channels:

Email: [fullshare@intelligentjoy.com](mailto: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, a multinational conglomerate and investment holding company creates core operation platform and service content brands, and acquires high-quality brands to connect mainland China's market with overseas market. With business covering mainland China, Hong Kong, Singapore, Australia and other areas, Fullshare focuses on four major segments, including tourism, education and healthcare, property as well as renewable energy, and is committed to becoming a global leader in grand healthy living.

### (1) Corporate commitment:

#### ***Create and share: Fullshare is for everyone***

- Fullshare belongs to every Fullsharer and partner, and “create and share” is our consistent commitment. Everyone in Fullshare platform is both a creator and an owner. Fullshare creates engagement opportunities for everyone, allowing everyone to work for himself/herself. We have our career here, so we not only work for the company, but also fight for ourselves. Let's keep our entrepreneurship to create prosperity and share the fruits in Fullshare.

### (2) 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
- To popularize healthy lifestyle, play a leading role in the construction of green city, and develop a healthy industry platform

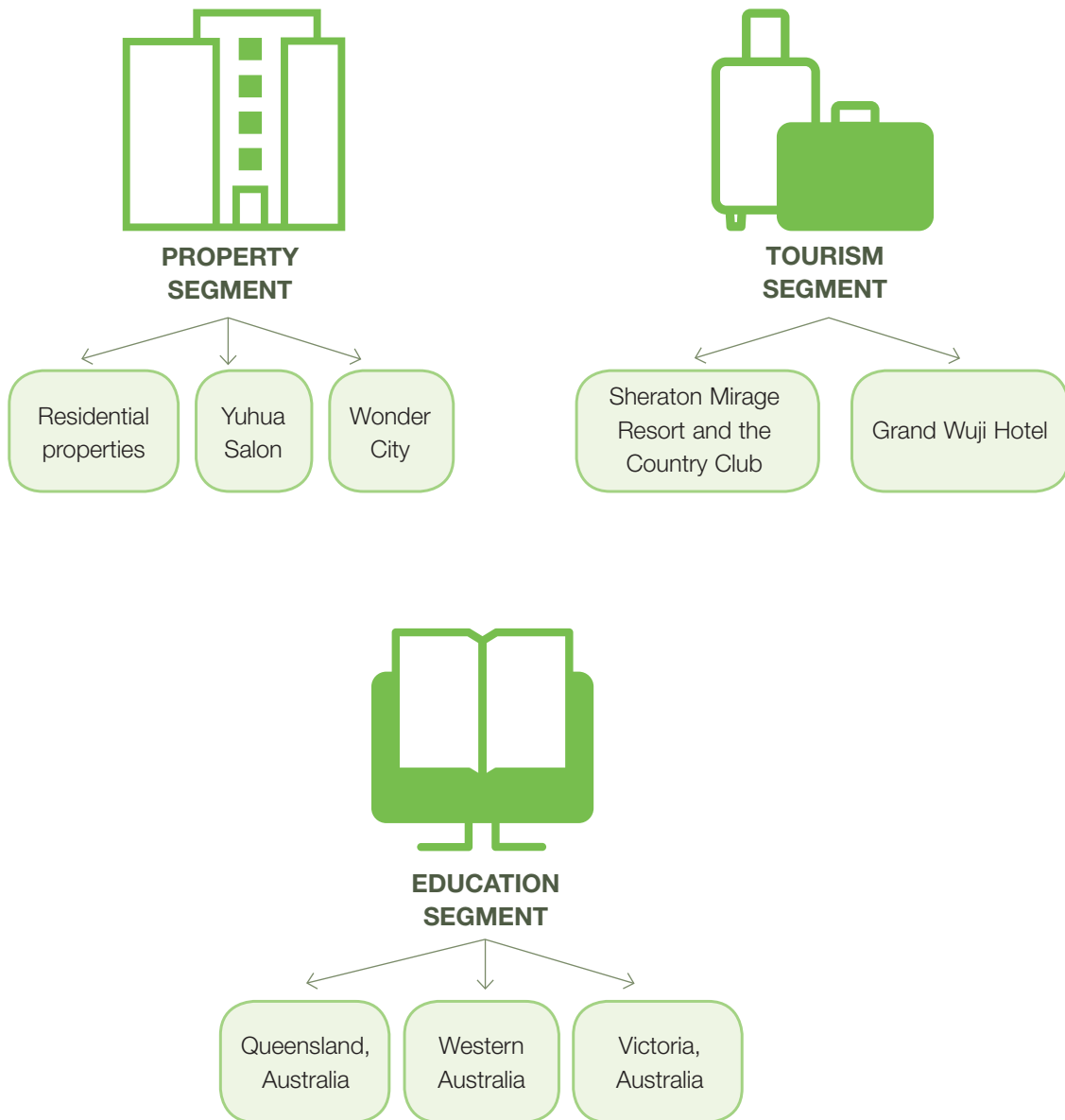
### (3) Core values:

- 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



# About Fullshare

## Business overview



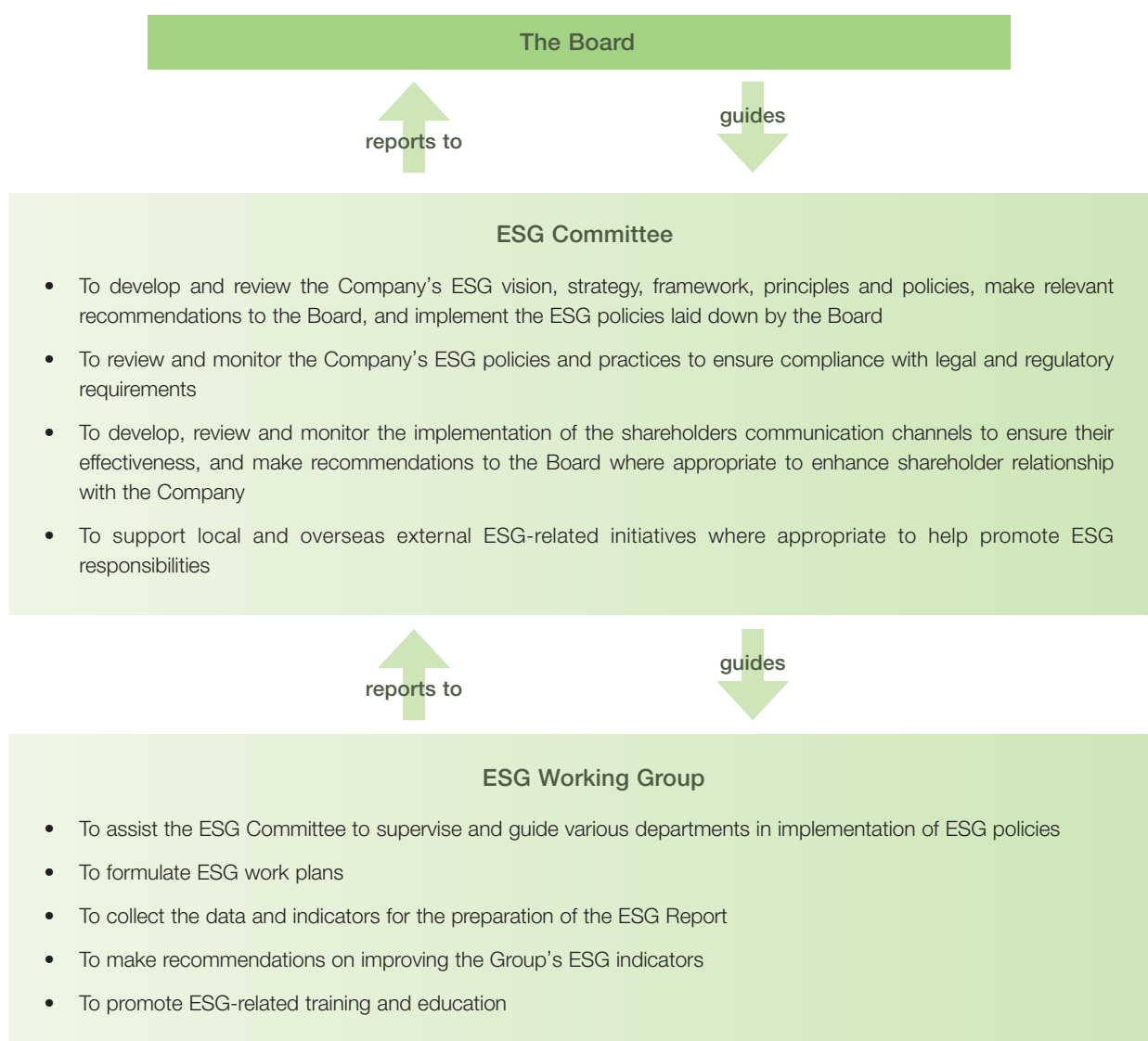


# Fullshare's Approach to Sustainability

Adhering to the principle of rewarding the society with what we gain from it, Fullshare, as a listed company, is fully aware of the significance of rewarding the society, thus we actively assume our social responsibility, devote ourselves to including environment, social and governance into business development, and make great effort to implement Environment, Social and Governance Policy developed by the Group in all business segments to bring positive influences to our environment and society. The Board, as the highest management of Fullshare, is fully responsible for major environmental, social and governance issues of the Group, and strives to maintain sound corporate governance to guarantee the interest of the Group and its stakeholders.

## SUSTAINABILITY GOVERNANCE STRUCTURE

In order to manage environmental, social and governance issues effectively, the Board established the ESG Committee that is comprised of members of the Board to assist the Board in developing and reviewing Fullshare's sustainable vision, strategy, framework, principle and policy, and guided its ESG Working Group to implement relevant policies and measures.



# Fullshare's Approach to Sustainability

## STAKEHOLDER ENGAGEMENT

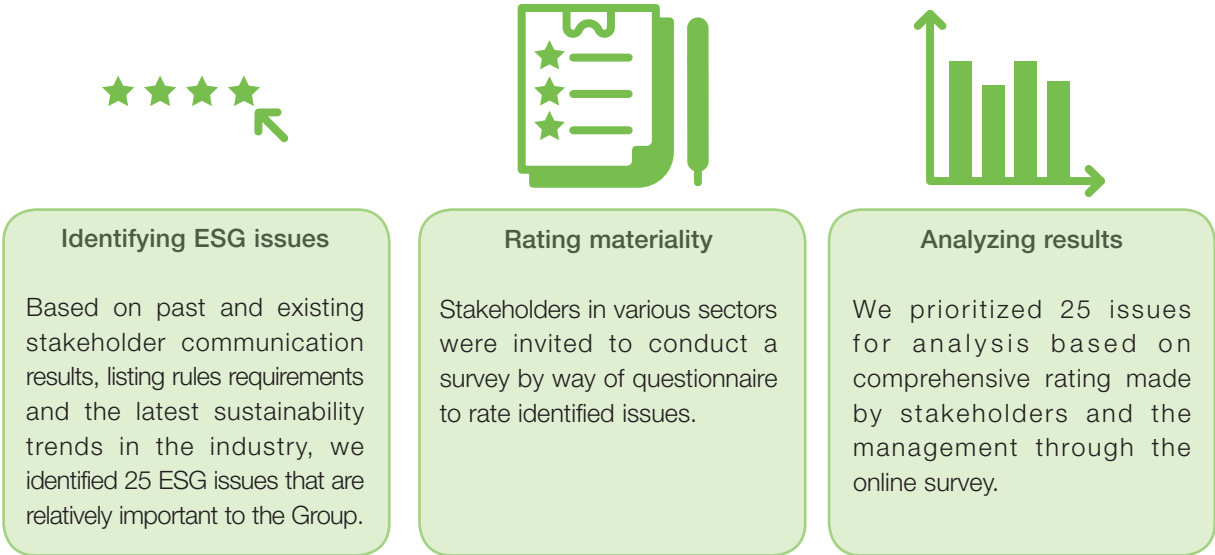
As we firmly believe that stakeholder engagement is of crucial importance to the sustainable development of Fullshare, we are committed to maintaining constant communications with stakeholders, establishing multiple official and unofficial communication channels to develop an open and transparent communication platform for the management and stakeholders, and collect opinions and suggestions from stakeholders so as to improve our business and sustainable development strategy in a continuous manner. Groups of stakeholders and corresponding constant communication channels include:

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

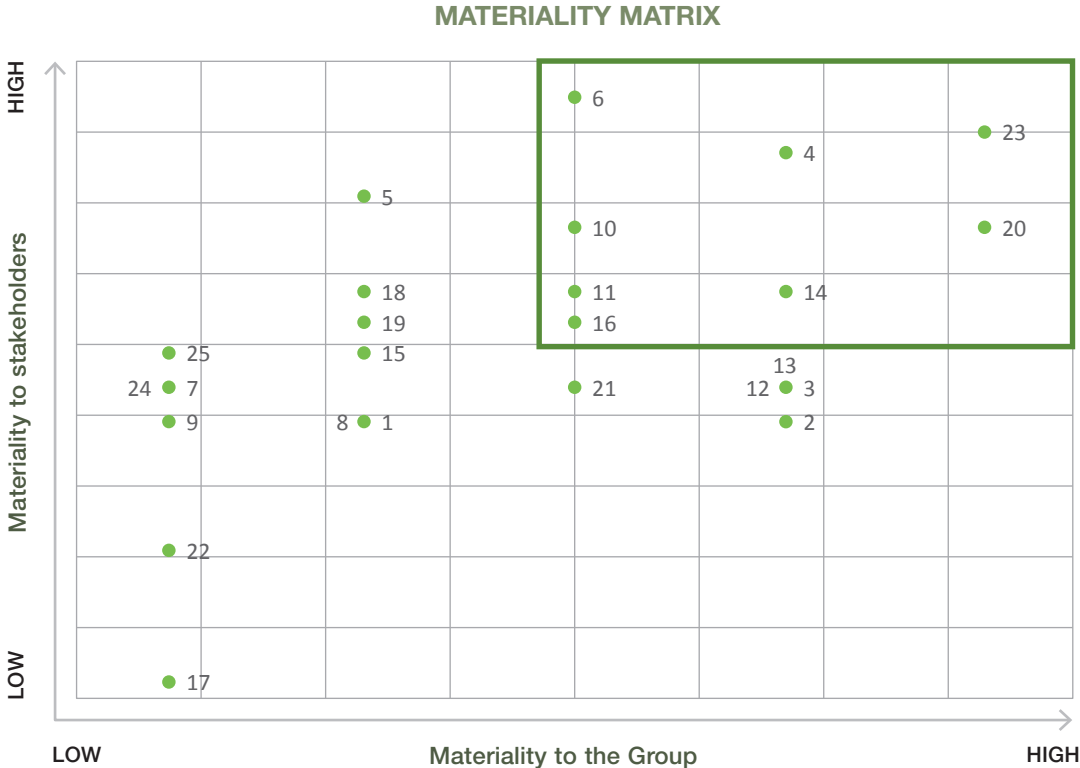
# Fullshare’s Approach to Sustainability

## MATERIALITY ANALYSIS

During the Reporting Period, we commissioned an independent third-party consultant to assist the Group in our stakeholder survey to collect their opinions on ESG issues to the Group. The procedures for this materiality analysis are set out as follows:



During the Reporting Period, the results of the materiality analysis are set out in the following materiality matrix. The 8 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. Climate change	8. Supplier management	13. Quality of products and services	18. Diversity and anti-discrimination	24. Participation in volunteer activities
2. Greenhouse gas emissions	9. Supplier environmental and social performance assessment	14. Health and safety of products and services	19. Employment relationship	25. Charitable donations
3. Air emissions	10. Anti-fraud and anti-corruption	15. Customer satisfaction and handling of complaints	20. Occupational safety and health	
4. Saving electricity and water	11. Anti-corruption training	16. Privacy protection	21. Training and development	
5. Use of resources	12. Disaster emergency plans	17. Advertising and promotion	22. Child labour and forced labour	
6. Waste treatment			23. Employee benefits	
7. Green procurement				



# Corporate Governance

## INTEGRITY

Maintaining sound business ethics and integrity is the foundation for business success and further development. As a listed company with constant growth over the past few years, Fullshare has been sparing no effort to do well in corporate governance, and regards adhering to business ethics and integrity as the principle for its daily operation and business development, achieving sound and strong development for the Group. The Group strictly abides by laws and regulations related to corruption, bribery, extortion, fraud, money laundering and other violations, including but not limited to 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》). We mainly specify our compliance requirements for employees and main suppliers of the Group through “Business Conduct and Ethics Guidelines”, compliance manual, and “Sunshine Agreement” to strictly prevent the transfer of the interests and other corruption and violation behaviors. In addition, we also explain compliance and corruption information in a lifelike and interesting way through “Little Auditor Online” (小審在線) column in Fullshare’s official WeChat account to create clean and faithful workplace culture.

The Group has developed a sound reporting mechanism to allow employees and the public to report to us any suspected corruption and other violation behaviors. They may report any case 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 related to corruption, extortion, fraud or money laundering, nor were us aware of any litigation cases against corruption by the Group or our employees.

During the Reporting Period, Internal Audit Department of the Group adopted new WeChat group training mode to arrange learning and training activities about internal control for employees, and explained corporate governance, new systems, business conduct and code of ethics of the Company, procurement management, and contract management, so as to arouse employees’ awareness of legal compliance. We held totally 10 activities with over 350 participants.

## RESPONSIBLE PROCUREMENT

We keep close cooperation with our suppliers, and monitor and manage product and service quality of our supplier as well as performance in environmental, social and governance through comprehensive and strict supplier management procedures to facilitate positive development in supply chain. To this end, the Group has formulated the “Supplier Code of Conduct” to specify our requirements on sustainable development, including environmental protection, employee rights, anti-corruption and other aspects in environmental, social and governance. We tried our best to give priority to local products and services to reduce carbon emissions due to transportation, and made concerted effort to support local economic development. In Sheraton Resort in Australia, we gave priority to local ingredients, facilitating local economy and employment.

We believe that product and service quality of suppliers plays a key role in daily operation and service quality of the Group. We compare deals when selecting new suppliers, and carefully evaluate qualifications and business performance of candidate suppliers. Regarding the existing suppliers, we also perform assessment on a regular basis to evaluate their product and service, and will communicate with suppliers for remedy if we find there is any situation that fails to meet our requirement.

Please refer to the section headed “Corporate Governance Report” in 2020 Annual Report for other information about corporate governance.

# Devoted Building · Green Life

Climate change has attracted great attention in recent years. As a responsible enterprise, Fullshare undertakes to assume its responsibility in environmental protection, implements the principle of green operation in all business segments, takes measures to reduce emission, reduce waste and make good use of resources, and strives to reduce carbon emission so as to address risks brought by climate change. Meanwhile, we require all business divisions and departments to 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 in their daily operation, to ensure compliance in business. During the Reporting Period, we were not aware of any material violations of environmental laws and regulations.

## PROPERTY SEGMENT

Property segment assumes its responsibilities in environmental protection through architectural design, construction management and daily operation to minimize the burden of business on the surrounding environment.

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

During its daily operation, the property segment generates certain amounts of air and GHG emissions, which mainly come from purchased electricity and vehicle fuel, the main elements in energy consumption. We believe increasing energy efficiency is the key to address climate change issues. Therefore, we actively adopted energy saving measures to the daily operation of our office and shopping mall so as to reduce overall consumption:

- To replace the traditional air conditioning system by employing the ground source heat pump system for certain offices and projects, and use groundwater to replace refrigerant, thereby decreasing our reliance on non-renewable energy and greatly reducing GHG emissions
- To encourage the use of video or teleconferencing in lieu of business travels here possible
- To use LED lamps
- To use natural light to reduce the use of electricity
- To adopt time switches for the intelligent lighting control system
- To set the air conditioning system at a specified temperature to avoid wasting electricity
- To require employees to turn off the light, computer, photocopier, air conditioner and other electrical equipment when they are off work

In addition, our property development projects also involved air emissions during the construction period. In order to avoid air pollution to surrounding environment during the construction, we require construction workers to sprinkle water on site and cover dust net to reduce dust, and arrange a third party to clean lampblack pipes for our tenants in shopping malls on a regular basis.

\* For identification purpose only.

# Devoted Building · Green Life

## Water and Discharge of Waste Water

We closely monitor the consumption of water in offices and shopping malls to avoid wasting fresh water. Our 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. In order to protect the valuable fresh water, we advocate the principle of saving water, and implement following measures to manage water consumption in daily operation and take measures to save water:

- 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 inform related personnel for maintenance in a timely manner if the equipment is damaged or leaking
- To shut down the outdoor fountain where appropriate according to the weather conditions

The property projects involved waste water discharge during the construction period. We require related staff to dispose sewage in construction site, and collect part of the wastewater for rinsing and sprinkling to improve water efficiency.

## Waste Discharge

The Group is fully aware of the significance to reduce waste, so we strive to manage waste discharge in offices and shopping malls to prevent the waste from being improperly disposed of and adversely impacting the surrounding environment. We follow 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》), and the “Administrative Measures for Kitchen and Food Waste in Jiangsu Province” (《江蘇省餐廚垃圾管理辦法》) to properly dispose and recycle waste. We collect, classify and store general refuse, construction waste, kitchen waste grease and other wastes that need to be recycled, including electronics, batteries, glass, and metal, and deliver them to a qualified third party for cleaning and disposal. All food waste must be stored in airtight containers. Paying attention to recycling, we collect recyclable waste in construction site, promote paperless office, and encourage employees to adopt electronic communication channels and use both sides of the paper.

# Devoted Building · Green Life

## TOURISM SEGMENT

During the Reporting Period, Grand Wuji Hotel (“hotel”) built dedicatedly by Fullshare opened in Yuhuatai District, Nanjing. The hotel is constructed according to national three-star green construction standards. We integrated multiple measures to save energy and reduce emission into the operation of the hotel, to build a five-star business hotel with balance between luxury and nature to give guests comfortable experience. Besides, we also own the Sheraton Mirage Resort (the “Resort”) and the Country Club in Port Douglas of Queensland in Australia. The Resort is managed and operated by a hotel manager. The Resort is situated in close proximity to the world heritage-listed Great Barrier Reef and Daintree Rainforest, allowing guests to be released from the hustle and bustle of urban life and enjoy the nature. The beautiful environment in the Resort is bestowed by the nature, so we make every possible effort to protect the surrounding ecosystem in the hope that our operation and the nature can complement each other. We strictly comply with regulations, including the “Environmental Protection and Biodiversity Conservation Act 1999” and the “Environmental Protection Regulations Schedule 2E Trackable Waste in Australia”. We have adopted the environmental protection principle of energy saving, emission reduction, waste reduction and recycling in our daily operation to encourage our employees and guests to protect precious natural resources and slow down global warming.

### Energy Efficiency and Air Emissions

The power consumption for supporting the daily operation of the hotel, Resort and Country Club and fuel oil consumed by motor vehicles, lawn mower, forklift, boilers and kitchens may cause a certain degree of energy consumption, air and greenhouse gas emissions. As a leader in the industry, we are committed to managing our energy consumption and emissions, and actively seek and implement applicable energy conservation and carbon reduction measures to improve overall energy efficiency. Measures include:

- To adjust light according to operation mode and time of hotels in all regions to reduce the use of electricity
- To 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, and require related staff to perform inspection monthly based on energy-saving standards to control electricity efficiency in hotels
- To check and maintain electrical equipment on a regular basis, and inform engineering department or 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
- To use electric leaf blowers in the Resort to replace previous gasoline-powered leaf blowers to reduce carbon emission generated by gasoline
- To use more energy-efficient washing machine and automotive fuel in the Resort
- To use LED lamps
- To employ solar lamp posts for outdoor lighting in Country Club to reduce our reliance on traditional non-renewable energy



# Devoted Building · Green Life

## Waste and Packaging Material

General refuse, food waste, tableware, green waste, waste oil and other waste are generated during our daily operations. The restaurants and bars in the Resort would also consume a certain amount of packaging materials such as disposable dishware, packages and straws. In order to ensure environmental compliance, we collect general refuse and waste paper, cardboard, plastic bottles, batteries and other recyclable waste separately, and send them to a qualified third party for disposal or recycling. We also set grease traps to collect waste grease that is regarded as hazardous waste, and send it to a qualified third party for cleaning and disposal.

We are fully aware of the significance to protect natural resources, so we make great effort to promote the principle of reducing waste from source and recycling waste, and encourage our employees and guests to reduce waste. We encourage hotel employees to remake the wasted cotton fabrics into wipes and mops to extend the life cycle of materials. Also, we collect golf cart batteries in the Country Club and deliver them to supplier(s) for recycling, and recycle grass clippings from daily maintenance of the golf courses for organic covering. In addition, we 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 in lieu of physical key cards. 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:

- Swimming pool catering service used to use recyclable tableware, but changed to disposable tableware for health during the pandemic. This tableware is made of bamboo, so it is easier to decompose than ordinary plastic tableware
- Ingredients required for the coming week are estimated based on the occupancy rate on a weekly basis so as to reduce food waste
- We make the best use of food by using remaining ingredients of meat bones and vegetable peels upon food preparation to reduce the generation of food waste
- Sous-vide is employed to keep food fresh, extend the shelf life of food and reduce food waste
- Plastic straws are replaced by paper straws that are easier to decompose, and plastic tableware is replaced by degradable tableware made of bamboo or palm leaves

## Cherish Fresh Water

Domestic water 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. Given the increasingly frequent extreme weather event, we are more aware of the importance to cherish fresh water, so we strive to increase water efficiency. In terms of Grand Wuji Hotel, we control the running time of the equipment in the hotel laundry room, set the water temperature and water consumption correctly, require staff to turn off water tap in time and defrost food in advance to avoid using fresh water for defrosting to avoid waste of water resources. Moreover, we prefer the use of water-saving sanitary ware to save water. As there is swimming pool in the hotel, we require the replenishment of pool water should not exceed 12 tonnes in peak season, and 8 tonnes in winter and low season. With regard of the Resort, it is inevitable that the lagoon pools may consume a certain amount of water resources. We set 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. In addition, the golf course in the Country Club needs to consume water for irrigation in its daily maintenance. In order to reduce the consumption of fresh water, we develop recycled water and underground water system to replace some fresh water by underground water and recycled water supplied by the government, so as to increase the overall water efficiency.

# Devoted Building • Green Life

## Climate and Natural Resources

Climate change is so closely related to us that we actively adopt applicable environmental protection measures in the daily operation of the hotel, Resort and Country Club so as to impart the principle of protecting natural resources to our employees and guests.

### Hotel design:

- We construct the hotel according to national three-star green construction standards. We carried out greening construction extensively in the hotel by building large green landscape in the atrium, and using numerous natural materials to create a comfortable and natural accommodation environment, allowing guests to enjoy the nature while carbon emission is absorbed by the greening to reduce our carbon footprint

### Guestrooms:

- Recycling bins are placed in guestrooms to encourage guests to classify general refuse and recyclable waste
- Water-saving showers and faucets are installed to increase waster efficiency
- Air conditioner and TV are set with auto-sensing function, so they will be turned off automatically if guests leave their rooms 15 minutes later to avoid wasting electricity
- Guests are encouraged to take part in the green housekeeping program, under which comprehensive cleaning service will be reduced so as to save electricity and water
- Metal recyclable water bottles are used in guest rooms
- Guests can adjust screen brightness of TV to reduce power consumption

### Catering:

- We actively assume our responsibility of preserving marine ecology, and develop and strictly follow sustainable seafood guidelines to prohibit purchasing shark fin, whale, turtle and other relevant products when buying any ingredients
- We purchase local ingredients to support local agriculture and reduce GHG emission generated by transportation
- We use organic or sustainable ingredients

# Devoted Building · Green Life

## EDUCATION SEGMENT

Education segment of Fullshare is a leading service institute in early childhood education in Australia. We actively impart the significance to protect nature resources to our next generation, so we strive to set a good example to our next generation by strictly managing emission and energy consumption in all education centres, adopting applicable energy conservation and emission reduction measure, and regarding environmental protection as one of the key parts in courses to facilitate sustainable development in environmental protection.

### Air, GHG Emissions and Energy Management

The air and GHG emissions 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 canteens. As a responsible enterprise, we actively address the increasingly severe climate change, so we popularize the concept of energy conservation and emission reduction to reduce our carbon footprint. We require all teaching staff to turn off electronic equipment, air conditioners and lights when leaving the office, and check and fix electronic equipment on a regular basis to avoid wasting electricity.

We learn that generating electricity with coal will deteriorate climate change, so we actively seek opportunities to replace traditional non-renewable energy with renewable energy. At present, we have installed solar panels in two education centres in Brighton and Logan, Queensland to support part of the power for the daily operation of both centres.

### Hazardous and Non-hazardous Waste

Education centres may generate general refuse in their daily operation, and some education centres may also generate waste grease and other hazardous waste. Despite the fact that such waste is not a material discharge, we still realize the burden of such waste on environment, so we actively popularize the concept of reducing waste from the source and recycling in our daily operation and courses. We 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. We encourage teaching staff to replace physical paper with electronic channels, purchase environmentally friendly product, and buy fewer plastic or disposable products to reduce waste from the source. In addition, we also 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 is supplied by local water companies, and we did not encounter any issue in sourcing water that is fit for purpose during the Reporting Period. Although water resource is not our major consumption, we also advocate the principle of cherishing fresh water, so we have installed rainwater collectors in some of our centres to collect rainwater for irrigation.

### Education about Environmental Protection

As educators, we are responsible for imparting the concept of protecting natural resources and environment to our next generation to help the next generation to develop a good habit of protecting environment from their childhood. We have developed sustainable development guidelines to incorporate relevant issues into courses, including teaching relevant courses in daily class, leading students to get close to the nature, and planting vegetable, fruit and vanilla in flower nursery of our centres.

During the Reporting Period, 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.

# Devoted Building • Green Life

## ENVIRONMENTAL PERFORMANCE INDICATORS

### Emissions

	Nanjing Headquarter and Hong Kong Office		Property Business		Tourism Business <sup>1,2</sup>		Education Business <sup>3</sup>		Total	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Air emissions										
Nitrogen Oxides (NOx)	1.12 kg	4.65 kg	3.76 kg	1.12 kg	518.48 kg	1,401.21 kg	405.10 kg	478.45 kg	928.473 kg	1,885.43 kg
Sulphur Oxides (SOx)	0.02 kg	0.10 kg	0.07 kg	0.04 kg	1.36 kg	126.53 kg	0.90 kg	0.90 kg	2.36 kg	127.57 kg
Particulate Matters (PM)	0.08 kg	0.34 kg	0.28 kg	0.08 kg	13.26 kg	27.53 kg	12.77 kg	18.01 kg	26.38 kg	45.97 kg
Greenhouse gas emissions										
Total Emissions (Scope 1 and Scope 2 <sup>4</sup> )	147.68 tonnes of CO <sub>2</sub> e	203.26 tonnes of CO <sub>2</sub> e	6,695.26 tonnes of CO <sub>2</sub> e	7,152.54 tonnes of CO <sub>2</sub> e	5,843.86 tonnes of CO <sub>2</sub> e	6,224.29 tonnes of CO <sub>2</sub> e	1,176.45 tonnes of CO <sub>2</sub> e	1,489.15 tonnes of CO <sub>2</sub> e	13,863.25 tonnes of CO <sub>2</sub> e	15,069.24 tonnes of CO <sub>2</sub> e
Total Emissions Intensity (Scope 1 and Scope 2)	1.74 tonnes of CO <sub>2</sub> e/employee	2.07 tonnes of CO <sub>2</sub> e/employee	12.73 tonnes of CO <sub>2</sub> e/revenue in million RMB	27.33 tonnes of CO <sub>2</sub> e/revenue in million RMB	0.09 tonnes of CO <sub>2</sub> e/occupied room night	0.14 tonnes of CO <sub>2</sub> e/occupied room night	0.02 tonnes of CO <sub>2</sub> e/m <sup>2</sup>	0.02 tonnes of CO <sub>2</sub> e/m <sup>2</sup>	N/A	N/A
Total Emissions (Scope 1, Scope 2 and Scope 3)	206.05 tonnes of CO <sub>2</sub> e	208.63 tonnes of CO <sub>2</sub> e	6,707.41 tonnes of CO <sub>2</sub> e	7,152.54 tonnes of CO <sub>2</sub> e	5,887.86 tonnes of CO <sub>2</sub> e	6,224.29 tonnes of CO <sub>2</sub> e	1,194.20 tonnes of CO <sub>2</sub> e	1,491.93 tonnes of CO <sub>2</sub> e	13,965.11 tonnes of CO <sub>2</sub> e	15,077.40 tonnes of CO <sub>2</sub> e
Total Emissions Intensity (Scope 1, Scope 2 and Scope 3)	2.42 tonnes of CO <sub>2</sub> e/employee	2.13 tonnes of CO <sub>2</sub> e/employee	12.75 tonnes of CO <sub>2</sub> e/revenue in million RMB	27.33 tonnes of CO <sub>2</sub> e/revenue in million RMB	0.09 tonnes of CO <sub>2</sub> e/occupied room night	0.14 tonnes of CO <sub>2</sub> e/occupied room night	0.02 tonnes of CO <sub>2</sub> e/m <sup>2</sup>	0.02 tonnes of CO <sub>2</sub> e/m <sup>2</sup>	N/A	N/A
Scope 1 (Direct Emissions)	4.40 tonnes of CO <sub>2</sub> e	18.35 tonnes of CO <sub>2</sub> e	13.37 tonnes of CO <sub>2</sub> e	241.82 tonnes of CO <sub>2</sub> e	617.49 tonnes of CO <sub>2</sub> e	1,249.79 tonnes of CO <sub>2</sub> e	136.37 tonnes of CO <sub>2</sub> e	143.95 tonnes of CO <sub>2</sub> e	771.63 tonnes of CO <sub>2</sub> e	1,653.91 tonnes of CO <sub>2</sub> e
Removal (Tree Planting) (Scope 1)	N/A	N/A	24.24 tonnes of CO <sub>2</sub> e	26.77 tonnes of CO <sub>2</sub> e	27.60 tonnes of CO <sub>2</sub> e	27.60 tonnes of CO <sub>2</sub> e	N/A	N/A	51.84 tonnes of CO <sub>2</sub> e	54.37 tonnes of CO <sub>2</sub> e
Scope 2 (Energy Indirect Emissions)	143.29 tonnes of CO <sub>2</sub> e	184.91 tonnes of CO <sub>2</sub> e	6,706.13 tonnes of CO <sub>2</sub> e	6,937.49 tonnes of CO <sub>2</sub> e	5,253.97 tonnes of CO <sub>2</sub> e	5,002.10 tonnes of CO <sub>2</sub> e	1,040.08 tonnes of CO <sub>2</sub> e	1,345.20 tonnes of CO <sub>2</sub> e	13,143.46 tonnes of CO <sub>2</sub> e	13,469.70 tonnes of CO <sub>2</sub> e
Scope 3 (Other Indirect Emissions) <sup>5</sup>	58.36 tonnes of CO <sub>2</sub> e	5.38 tonnes of CO <sub>2</sub> e	12.15 tonnes of CO <sub>2</sub> e	0.00 tonnes of CO <sub>2</sub> e	13.60 tonnes of CO <sub>2</sub> e	0.00 tonnes of CO <sub>2</sub> e	17.75 tonnes of CO <sub>2</sub> e	2.78 tonnes of CO <sub>2</sub> e	101.86 tonnes of CO <sub>2</sub> e	8.16 tonnes of CO <sub>2</sub> e
Non-hazardous Wastes <sup>6</sup>										
Total Waste Generated	7.27 tonnes	11.49 tonnes	8.05 tonnes	6.50 tonnes	197.89 tonnes	165.29 tonnes	319.45 tonnes	627.12 tonnes	532.66 tonnes	810.40 tonnes
Total Waste Generated Intensity	0.09 tonnes/employee	0.12 tonnes/employee	0.02 tonnes/revenue in million RMB	0.02 tonnes/revenue in million RMB	2.92 kg/occupied room night	3.83 kg/occupied room night	4.31 kg/m <sup>2</sup>	7.49 kg/m <sup>2</sup>	N/A	N/A
Total Disposed Wastes	7.27 tonnes	11.23 tonnes	8.05 tonnes	6.50 tonnes	130.53 tonnes	121.65 tonnes	232.69 tonnes	474.00 tonnes	378.54 tonnes <sup>4</sup>	613.38 tonnes
Total Recycled Wastes	N/A	0.26 tonnes	N/A	N/A	67.36 tonnes	43.64 tonnes	86.76 tonnes	153.12 tonnes	154.12 tonnes <sup>4</sup>	197.02 tonnes

<sup>1</sup> Business was adjusted during the Reporting Period, environmental data of Grand Wuji Hotel was added to relevant environmental data in tourism segment during Reporting Period, so the data for the two years cannot be directly compared.

<sup>2</sup> Relevant data of tourism business during Reporting Period only included data of fuel (current), fuel (fixed), 22 lawn mowers and 2 forklifts.

<sup>3</sup> During the Reporting Period, education business added certain educational centers in Western Australia, so the data for the two years cannot be directly compared.

<sup>4</sup> 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.

<sup>5</sup> GHG (Scope 3) included other indirect emissions from business air travel by employees.

<sup>6</sup> As construction wastes were handled by our entrusted contractors, non-hazardous waste generated by the property business would mainly consist of office general refuse.



# Devoted Building • Green Life

	Nanjing headquarter and Hong Kong office		Property Business		Tourism Business <sup>1</sup>		Education Business <sup>3</sup>		Total	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
Hazardous Wastes <sup>7</sup>										
Total Waste Generated	N/A	N/A	N/A	N/A	64.80 tonnes	36.00 tonnes	36.97 tonnes	56.18 tonnes	101.77 tonnes <sup>6</sup>	92.18 tonnes
Total Waste Generated Intensity	N/A	N/A	N/A	N/A	0.95 kg/occupied room night	0.83 kg/occupied room night	0.50 kg/m <sup>2</sup>	0.67 kg/m <sup>2</sup>	N/A	N/A

## Use of resources

	Nanjing headquarter and Hong Kong office		Property Business		Tourism Business <sup>1</sup>		Education Business <sup>3</sup>		Total	
	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020

## Energy

Total Energy Consumption	218.51 MWh	292.81 MWh	9,578.30 MWh	8,645.51 MWh	9,259.65 MWh	12,100.45 MWh	1,710.29 MWh	2,224.41 MWh	20,766.76 MWh	23,263.18 MWh
Total Energy Consumption Intensity	2.57 MWh/employee	2.99 MWh/employee	18.21 MWh/revenue in million RMB	33.03 MWh/revenue in million RMB	0.14 MWh/occupied room night	0.28 MWh/occupied room night	0.02 MWh/m <sup>2</sup>	0.03 MWh/m <sup>2</sup>	N/A	N/A
Purchased Electricity	203.46 MWh	229.99 MWh	9,532.53 MWh	8,622.29 MWh	6,486.38 MWh	6,176.43 MWh	1,186.32 MWh	1,668.20 MWh	17,408.69 MWh	16,716.90 MWh
Diesel oil	N/A	N/A	N/A	N/A	146.19 MWh	202.06 MWh	95.23 MWh	155.90 MWh	241.41 MWh	357.96 MWh
Unleaded Petrol	15.05 MWh	62.82 MWh	45.78 MWh	23.22 MWh	52.22 MWh	60.94 MWh	109.71 MWh	170.87 MWh	222.76 MWh	317.86 MWh
LPG	N/A	N/A	N/A	N/A	2,574.86 MWh	2,303.40 MWh	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	319.04 MWh	209.44 MWh	319.04 MWh	209.44 MWh

## Water<sup>8</sup>

Total water consumption	16,363.74 m <sup>3</sup>	18,939.81 m <sup>3</sup>	118,400.74 m <sup>3</sup>	95,450.00 m <sup>3</sup>	362,159.82 m <sup>3</sup>	356,146.52 m <sup>3</sup>	18,196.73 m <sup>3</sup>	47,473.00 m <sup>3</sup>	515,121.02 m <sup>3</sup>	518,009.33 m <sup>3</sup>
Total Water Consumption Intensity	192.51 m <sup>3</sup> /employee	193.26 m <sup>3</sup> /employee	225.14 m <sup>3</sup> /revenue in million RMB	364.66 m <sup>3</sup> /revenue in million RMB	5.34 m <sup>3</sup> /occupied room night	8.25 m <sup>3</sup> /occupied room night	0.25 m <sup>3</sup> /m <sup>2</sup>	0.57 m <sup>3</sup> /m <sup>2</sup>	N/A	N/A

## Packaging material<sup>9</sup>

Total Amount Used	N/A	N/A	N/A	N/A	2.91 tonnes	1.76 tonnes	N/A	N/A	2.91 tonnes	1.76 tonnes
Total Amount Used Intensity	N/A	N/A	N/A	N/A	0.04 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	1.50 tonnes	0.89 tonnes	N/A	N/A	1.50 tonnes	0.89 tonnes
Plastic	N/A	N/A	N/A	N/A	1.41 tonnes	0.74 tonnes	N/A	N/A	1.41 tonnes	0.74 tonnes
Gold	N/A	N/A	N/A	N/A	N/A	0.10 tonnes	N/A	N/A	N/A	0.10 tonnes
Glass	N/A	N/A	N/A	N/A	N/A	0.01 tonnes	N/A	N/A	N/A	0.01 tonnes
Timber	N/A	N/A	N/A	N/A	N/A	0.02 tonnes	N/A	N/A	N/A	0.02 tonnes

<sup>7</sup> No hazardous waste was generated from Nanjing headquarter, Hong Kong office and property business.

<sup>8</sup> Water supply in the Hong Kong office has been solely 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.

<sup>9</sup> No packaging material was used during the operation of Nanjing headquarter, Hong Kong office, property and education segments.

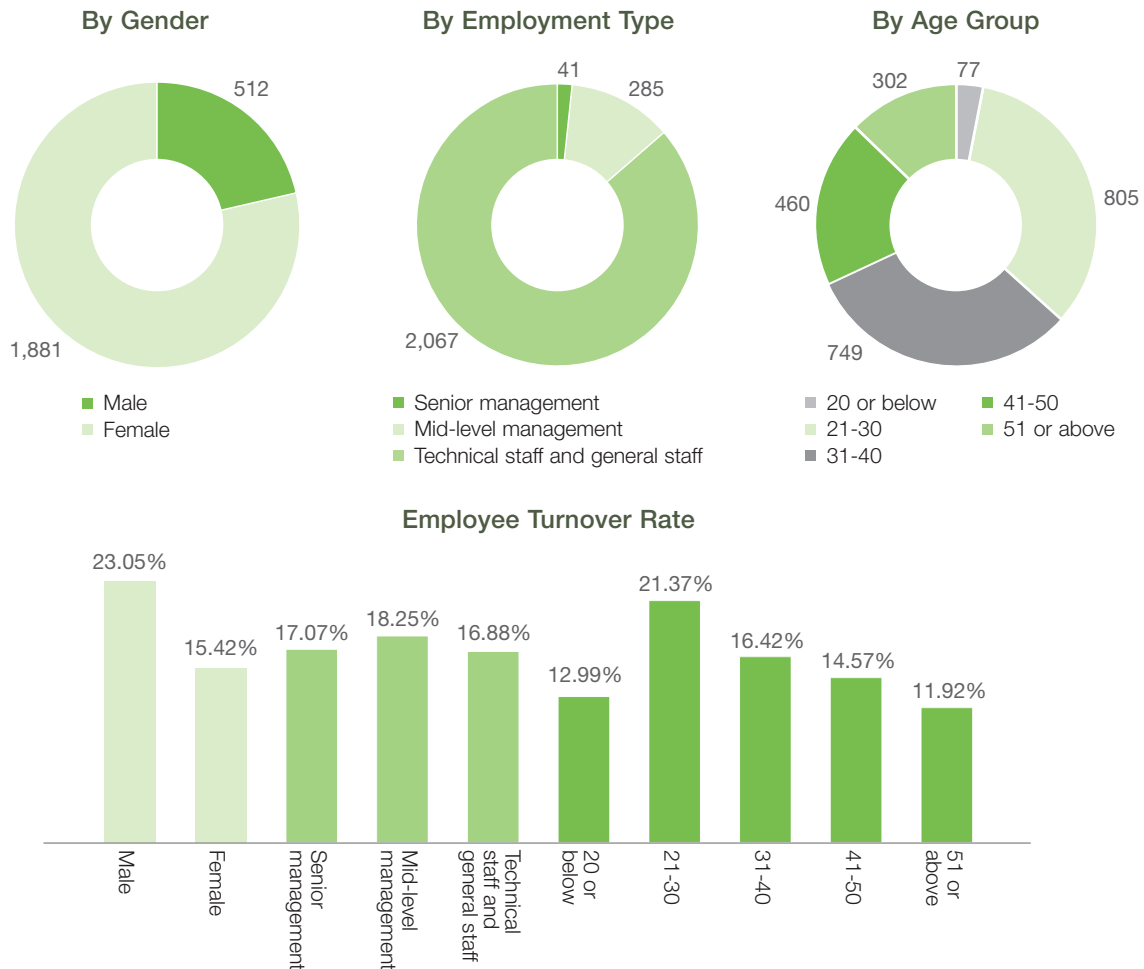
# Devoted Cultivation • People-oriented

Fullshare regards employees as the most important asset of the Group. Believing that a professional and dedicated team is the Group’s cornerstone to success, we are committed to creating people-oriented workplace culture and working environment, training each employee wholeheartedly with the employment principle of diversity and equality, developing sound remuneration, benefit, promotion opportunity, training and occupational health and safety system to support employees to give full play to their strength in work, and develop them into excellent team to make progress together with Fullshare. We strictly abide by application laws and regulations in the PRC, Hong Kong and Australia in salary and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination and other treatment and benefit. Such laws and regulations include 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”.

During the Reporting Period, we were not aware of any material violations of laws and regulations relating to employment.

## STAFF OVERVIEW

As of 31 December 2020, the Group had a total of 2,393 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

## Equal Opportunity

Following the principle of showing respect for human rights, Fullshare strives to create a diversified and harmonious working environment, promises that each employee, regardless of his/her gender, age, race, disability, marital status, and religious background, will all receive consistent and equal treatment without any forms of workplace discrimination. We adopt recruitment channels such as job fairs, online recruitment, campus recruitment, and headhunting companies. We uphold the principle of employment on merits during our recruitment process, and focus on the knowledge, ability and personal qualities of the candidates. The Group reviews remuneration, benefit, and promotion system for employees from time to time to ensure that we are competitive to retain our talents.

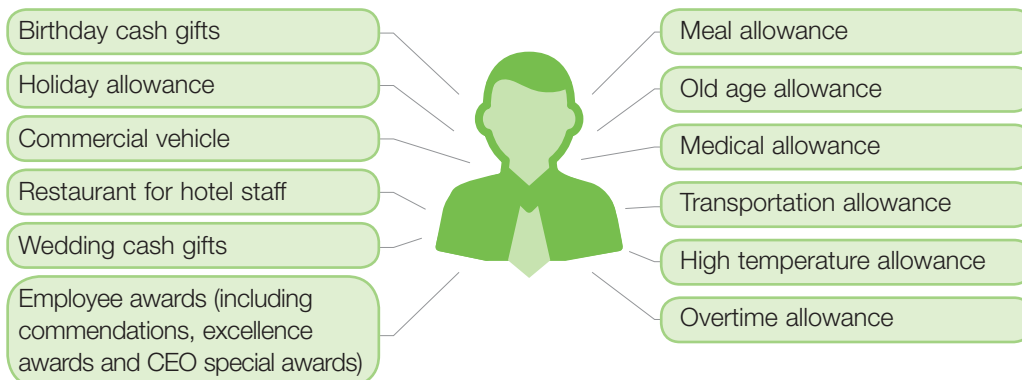
## Employment Standards

Fullshare strives to comply with employment laws and regulations as well as employee rights and interests in places of our business operations, including but not limited to 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. We prohibit child labour and forced labour in the entire business operation process. 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. We set out the arrangement and terms of remuneration and dismissal, working hours, holidays, and compensation in our human resources related system. Employees’ working hours and rest time are set differently according to the nature of business segment. Relevant system has 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

As a people-oriented enterprise, we strive to provide our employees with competitive remuneration packages. Apart from basic salary, employees will also receive performance-based salary and year-end salary. 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》), and provide sufficient compensation for our employees in Australia according to “Children’s Services Award”, “Educational Services (Teachers) Award”, and “Fair Work Australia”. 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 also provide following diversified benefits to reward employees for their work and contributions to the Group:



## Devoted Cultivation • People-oriented

We also hold employee activities from time to time, including annual dinner and team building, to help employees relax themselves in their spare time.

*Opening Banquet of Grand Wuji Hotel*



*Team Building Activities*



*Dragon Boat Festival Events*



*Group Photo of Staff*

# Devoted Cultivation • People-oriented

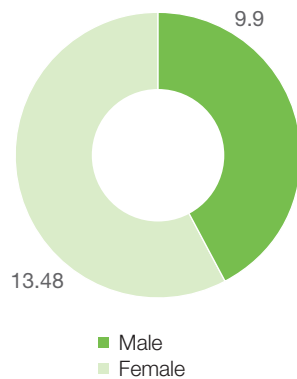
## Cultivating Talents

We provide employees with diversified courses to train talents, allowing them to give full play to their strength in Fullshare, and presenting themselves. We will select employees to act as internal trainers to teach courses, and arrange various internal and external training courses, including new employee induction training, business knowledge, corporate culture, brand culture, service culture, professional ethics, reporting, etiquette, first aid, and health knowledge. We will develop annual training plan every year according to the needs of each business segment and department so that we can arrange various training courses in a systematic manner to expand employees' business knowledge, and develop their potential.

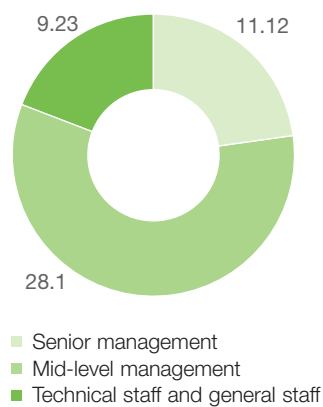
In order to reduce face-to-face contact to minimize infection risks during COVID-19 pandemic, Nanjing headquarter and Hong Kong office made good use of internet advantages during the Reporting Period to carry out online training through WeChat Group with contents covering internal control, corporate governance, corporate business conduct and code of ethics, procurement management, and contract management. Education segment in Australia also hold online professional development workshops from time to time to allow teaching staff to exchange ideas and stimulate critical thinking.

During the Reporting Period, the total number of training hours of the Group exceeded 620 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



We will also give our employees sufficient and equal space for career development to allow them to achieve constant growth in the Group. We perform monthly, quarterly and annual performance assessment to evaluate employees' performance, work performance and personal qualities. Results of performance assessment will be an important indicator for employees' remuneration and promotion.



# Devoted Cultivation • People-oriented

## Protecting Health

Fullshare has been paying great attention to employees' health and safety, and protect employees' health through comprehensive occupational safety and health policies and measures to allow them to work contentedly in a safe working environment. As COVID-19 pandemic spread across the globe, we paid greater attention to health and safety in the working environment. All business segments developed comprehensive and strict 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:

- All people entering Nanjing headquarter must wear mask and get their body temperature checked
- Designated collection sites for masks were set at the entrance of Nanjing headquarter
- Lobby, elevator, floor, aisle, office door handle, toilet and tableware, tea set and other public facilities are disinfected from time to time
- Flexible working mode is encouraged, and employees may work at home if it is not necessary to work in the office
- Masks are distributed to employees in the office
- Canteen delivering meals to office areas to reduce crowd gathering during meal break

### Australia:

- Posters are posted in education centres to remind teaching staff and students to arouse prevention and control awareness, ensure proper personal hygiene, and consult the doctor and avoid getting close contact with others if there is any symptom
- The Resort developed relevant policies according to COVID-19 safe work 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, and consulting a doctor, stopping going to office and taking COVID-19 tests when any symptoms appear.
- 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

Apart from the aforesaid prevention and control measures, we also strove to assume responsibilities of the Group, and enhanced daily occupational health and safety measures, including carrying out fire and safety drills on a regular basis, arranging training and holding meetings, identifying and addressing safety risks in business places, inspecting fire facilities on a regular basis, arranging physical examination for employees, and providing employees with gloves, protective glasses, masks and sunscreens and other personal protective equipment according to business needs.

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.



## Devoted Service · Serving with Sincerity

As an integrated enterprise and investment holding company with business covering China's mainland, Hong Kong, Singapore and Australia, Fullshare keeps its initial aspirations in mind when expanding its business, and strives to provide customers with the best and the highest quality diversified products and services to lead customers to lead a health life and improve their quality of life. All business segments developed comprehensive policies and measures covering procedures and standards of quality, health and safety, customer satisfaction management, complaint handling, privacy, intelligent property rights, and advertisement of related products and services. We follow 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 in Hong Kong, the “Building Codes Queensland”, the “National Quality Framework” 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.

### PROPERTY SEGMENT

Property segment of Fullshare strives to respond to customers' pursuit for high-quality and healthy life from the perspective of customers, and builds high-quality property projects, including residential property, commercial complex, hotel, shopping mall and office, to play a leading role in better life. In order to provide our customers with the most comfortable and greatest experience, we developed a series of strict measures and standards in project development and procedures in daily operation of projects, including but not limited to selection of materials, construction, acceptance, delivery, complaint handling, food safety management, and environmental health, for our employees to implement so as to meet or exceed customers' expectation.

#### Build High-quality Projects

In terms of development project of property segment, we have set strict requirements covering 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, to ensure that the entire project development cycle is strictly regulated. If customers have any questions about property before delivery, we will make response and follow up immediately to ensure the quality of property delivered.

Moreover, in terms of daily operation in shopping malls, including customer service, merchant management, routing inspection, membership system, and equipment and facilities maintenance, we have also developed standard procedures for staff from customer service, engineering, safety and greening and cleaning department to implement strictly.

# Devoted Service • Serving with Sincerity

## Protect Hygiene and Safety

In order to provide customers and consumers with the most comfortable shopping experience, our top priority is to protect environmental hygiene and safety of our projects. We implement several environmental hygiene and safety measures in project development and shopping mall management to protect personal and property safety of merchants, customers and consumers.

### 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 to ensure environmental hygiene and safety

## Collect Opinions Extensively

In order to improve our quality of service, we pay great attention to opinions from every customer, and regard them as an important driving force for the development of Fullshare. We have developed standard procedures for customer service and complaint, and customers can give us feedback through direct communication and service hotline.

To further enhance our service quality continuously based on opinions from customers, the shopping malls will 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.

# Devoted Service · Serving with Sincerity

## TOURISM SEGMENT

Tourism segment of the Group strives to provide guests with accommodation experience as cozy as home. During the Reporting Period, Grand Wuji Hotel, the first luxury commercial hotel build dedicatedly by Fullshare with traditional Chinese wisdom to practice healthy lifestyle, opened in Nanjing. As it is the first five-star hotel in Yuhuatai District, Nanjing, we integrated natural cycle rules of the five seasons—spring, summer, long summer, autumn, and winter, in traditional Chinese culture into architectural design, hotel facility and service, so as to provide guests with excellent experience to enjoy harmonious coexistence between man and nature, nurture body and soul, and achieve physical and spiritual balance. The hotel has 272 guest rooms. In order to improve guests' quality of healthy life and practice healthy lifestyle, we designed LOHAS, an exclusive space covering an area of 5,000 m<sup>2</sup> in the hotel to customize 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, long summer, harvesting in autumn and storing in winter”, for guests to allow them to stretch and nurse body and mind, and have the opportunity to take a break from busy work. As for Sheraton Mirage Resort and Country club in Australia, we are dedicated to providing five-star ancillary equipment and services, guiding employees in all department to do their best to present each guest with the most comfortable and superior accommodation experience. During the Reporting Period, the Resort was awarded Upscale Hotel and Resort Award in 2020 HM Awards of Australia Hotel, corroborating our efforts to provide five-star service.



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## Provide Five-star Service

Apart from focusing on providing guests with superior and comfortable accommodation experience, we also attach great attention to quality of service among our employees. In view of Grand Wuji Hotel, we have developed a series of systems on work of front office, guestroom, health department and other departments to regulate daily work procedures of employees, including standards and precautions in vehicle maintenance, safe management, accident handling, check in, check out, key control, and guest reception, so as to ensure that guests can enjoy the best and the highest-quality accommodation experience. As for the Resort and Country Club, we require our employees to strictly follow the standards and systems of the hotel brand to provide guest services and set up guestrooms. We also entrust a third-party institute to appoint a secret customer for anonymous investigation in the Resort on a regular basis so as to ensure that all services reach five-star level.

In order to enhance our service quality continuously, we put a great emphasis on the interaction with guests. We would listen to and collect their opinions through frequent and various channels to strive for excellence. For the complaints collected in the hotel, 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 classified the accident into primary, intermediate, advanced and serious event with corresponding measures, including presenting guests with special health gift, catering discount, free breakfast, afternoon tea voucher, free upgrade for room, gym voucher, buffet dinner, room rate discount, and membership points, to ensure that they are satisfy with our service. We would also analyze online comments, opinions and rating on a regular basis, and compare with similar brand hotels in Asia Pacific region, in the hope of achieving continuous improvement and excelling our peers. As for the Resort, we would send email to guests before their visit to learn about their special requirements on guestroom arrangement and celebration activities, learn about their accommodation and service requirements through telephone, questionnaire, or mobile App of the hotel when they live in our hotel, and collect their comments through email after they leave our hotel. We will also learn about and analyze comments and rating given by guests on various online platforms and official website of the Resort to find out our deficiency and make improvement.

## Take Guests' Health and Safety into Consideration

It is always our top priority to ensure the personal and property safety of each guest. We have developed safety policies and measures in accordance with every facility, daily operation procedure and emergency case to ensure that safety of every guest are well protected. Relevant measures include but not limited to:

- The hotel has a vegetarian restaurant, banquet hall, buffet restaurant, Chinese restaurant, lounge, lobby bar and other dining facilities. We have developed 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, including using kitchen equipment and stoves safely, selection conditions for food supplier, food inspection procedures, food storage conditions, health management of employees, disinfection of premises and facilities and equipment, and food storage order to ensure that ingredients are fresh, healthy and safe, so as to protect guests' health
- Kitchen waste is classified for storage, and employees are prohibited from discharging it into public water system or public toilets. The waste is transported in close equipment and containers labeled with kitchen waste

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- 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
- 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
- Provide guests with safety guidelines of the Resort during check-in to remind them of precautions about using swimming pool and other facilities
- Safety guidelines, evacuation instructions and safe boxes are available in every guestroom
- 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
- Hold safety meeting, training and fire and safety drill to ensure overall environmental safety in the Resort
- 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

In the context of the pandemic, as a member in hotel industry, the Resort gave priority to prevention and control of the pandemic during the Reporting Period, and strictly followed relevant instructions and measures introduced by the government to ensure safety of every guest. We have taken several measures in the Resort and the Country Club to contain the virus:

- We replaced buffet breakfast with a la carte to reduce contact with guest
- We filled in COVID-19 Occupational Health and Safety Checklist issued by Queensland government to ensure that we have implemented applicable prevention and control measures, including implementing social distance measures in golf courses, shops, swimming pools, pool bars and gyms to restrict the number of guests, making access record of guest and golf player for tracking, adjusting workforce rosters to reduce the times that employees used shared facilities, and setting express collection sites to collect goods, and reviewed the aforesaid measures to ensure that they are practical
- We purchased ecological electrostatic sprayer for disinfection in and around the Resort, set disinfection sites at the entrance, put disinfected towels in all guest rooms, and required all employees to wear mask and pull on gloves

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## EDUCATION SEGMENT

Education segment of the Group operates over 50 day-care and early childhood education centres in Queensland and Victoria in Australia to provide diversified early childhood education services for children aged 0-6. From the end of 2019 to 2020, we expanded our business to Western Australia to further promote our teaching philosophy across Australia so that more children can enjoy quality education. We strive to improve teaching quality and optimize the teaching environment. Meanwhile, we assume our responsibility to protect students' health and safety to ensure that comprehensive support and care is accessible to every student.

Early childhood education industry in Australia is strictly regulated by National Quality Framework, so we developed and strictly implemented relevant system according to quality standards on curriculum development, health and safety of children, and environment, reviewed our systems according to our policies, and reviewed and improved various policies on a regular basis to ensure that our course and daily operation comply with relevant regulations.

### Optimize Courses and Environment

Our courses are developed based on Early Years Learning Framework of Australia, The Early Years Learning Framework of Queensland and the Victorian Early Years Learning and Development Framework under the National Quality Framework. Early Years Learning Framework of Australia focuses on learning about and taking into consideration students' differences in family background, hobbies, strengths, and learning ability, and emphasizes learning through games to arouse students' interests in study and improve their efficiency in a relaxed and pleasant environment. We will prepare portfolios for students to record learning their performance and progress, so that we can communicate with parents and adjust teaching content and progress for some students. In order to ensure the teaching quality in each centre, we will arrange operation managers to visit each centre on a regular basis to monitor daily teaching and operation, and hold regular exchange activities and meetings to allow teaching staff in each centre to exchange opinions so as to continuously improve and enhance the quality in teaching.

During the Reporting Period, we renovated several education centres, and used sustainable materials and furniture (e.g. replacing plastic with wood), adopted Reggio educational philosophy, and tried to select multi-purpose teaching resources rather than only using single-purpose materials, including jigsaw puzzle and toy train, to allow students to use these resources in different ways with their imagination to stimulate their creativity while maximizing the use of resources and further practicing the teaching philosophy of learning through games.

### Take Students' Health and Safety into Consideration

As an early childhood education institute under strict regulation, the Group is fully aware that we are of crucial importance to protect students' safety. Therefore, we regard protecting students' health and safety as our top priority, and implemented comprehensive health and safety measures in all respects so that parents can entrust their children to us for care and education without concern.



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- Each student has different backgrounds, including age, gender, culture, and disability, so we must adopt measures to prevent them from getting hurt due to personal differences. As such, we developed Child Safe Standards to show respect for diversified culture, language background and children with disability to prevent discrimination in any forms
- We have developed a series of systems to protect children's safety, including "Statement to Commitment to 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 that all students are taken care of
- 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
- 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

### Encourage Home-school Collaboration

We believe that the one who knows every student's personality, strength and weakness, and learning hobbies best must be their parents. As such, we pay great attention to parents' opinions, strive to enhance home-school collaboration, and increase parents' engagement in course or even operation of the centre through various channels, including students' portfolios, telephone and face-to-face communication, so as to improve teaching quality continuously and allow students to receive better education. We also 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.

### PROTECT PRIVACY

It is Fullshare's responsibility to protect customers' privacy. We follow "Personal Data (Privacy) Ordinance" of Hong Kong and other applicable laws and regulations in other places of our business operations, and require employees not to disclose customers' name, contact, credit card and other personal information as well as business secret and other confidential information of the Group without consent according to the "Business Conduct and Ethics Guidelines" so as to ensure that such information is prevented from being disclosed or stolen.

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

### ADVERTISING AND PROMOTION

The Group strictly follow "Trade Descriptions Ordinance" of Hong Kong, "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 other laws and regulations related to advertisement and promotion to ensure all advertisement and promotion contents are true, and 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

Adhering to “Devoted Care, Contributions to Community”, Fullshare actively listens and responds to the expectations of communities in places of our business operations on the Group, and holds and joins several community charitable projects by making good use of influence and resources of the Group to make contributions to local communities.

### FIGHT AGAINST THE PANDEMIC

The COVID-19 has imposed such considerable pressure on medical systems that we undertake our missions as a service provider for grand healthy living to purchase preventive materials for employees, and donated preventive supplies to major medical teams to assist them in fighting against the pandemic. During the Reporting Period, we donated totally 361 boxes of protective gowns that are worth over USD120,000 to Nanjing Drum Tower Hospital Medical Aid Foundation, 20,000 isolation gowns that are worth USD80,000 to Nanjing Benevolent General Association, and 3,000 masks to Nanjing community.



### JOINT EXHIBITION OF NATURE-THEMED ART AND CHARITY

As it happened to be the 8th anniversary of Wonder City, a shopping mall under our property segment, we cooperated with World Wide Fund for Nature and One Planet Foundation to hold joint exhibition of nature-themed art and charity that invited Sonia Korshenboim (索尼亞•科爾申博伊姆), a new illustrator in Israel, during the Reporting Period. The nature and animal-related artistic installation was made as a micro ecosystem that is divided into four sections, namely mountain, water, city and forest to display over 160 types of animal and plant specimens and rich interaction installation, allowing the public to gain an understanding of biodiversity around Nanjing, and learn about the close relationship between them and the surrounding ecosystem to arouse their awareness to protect ecosystem.



### PROTECT ECOSYSTEM IN AUSTRALIA

Wildfires in Australia swept across multiple regions of Australia from the end of 2019 to the beginning of 2020, killing billions of animals and resulting in serious casualties and ecological disaster that is difficult to recover. As such, employees in the Resort raised funds spontaneously to assist in the rescue of the wildfire. The wildfire further reminded us of the importance to protect environment, so we also organized beach cleaning activity to clean up waste on local beaches during the Reporting Period, improving our ecosystem with our concerted efforts.

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