



Fullshare Holdings Limited

豐盛控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號: 00607

Environmental, Social
and Governance Report
環境、社會及管治報告

2017



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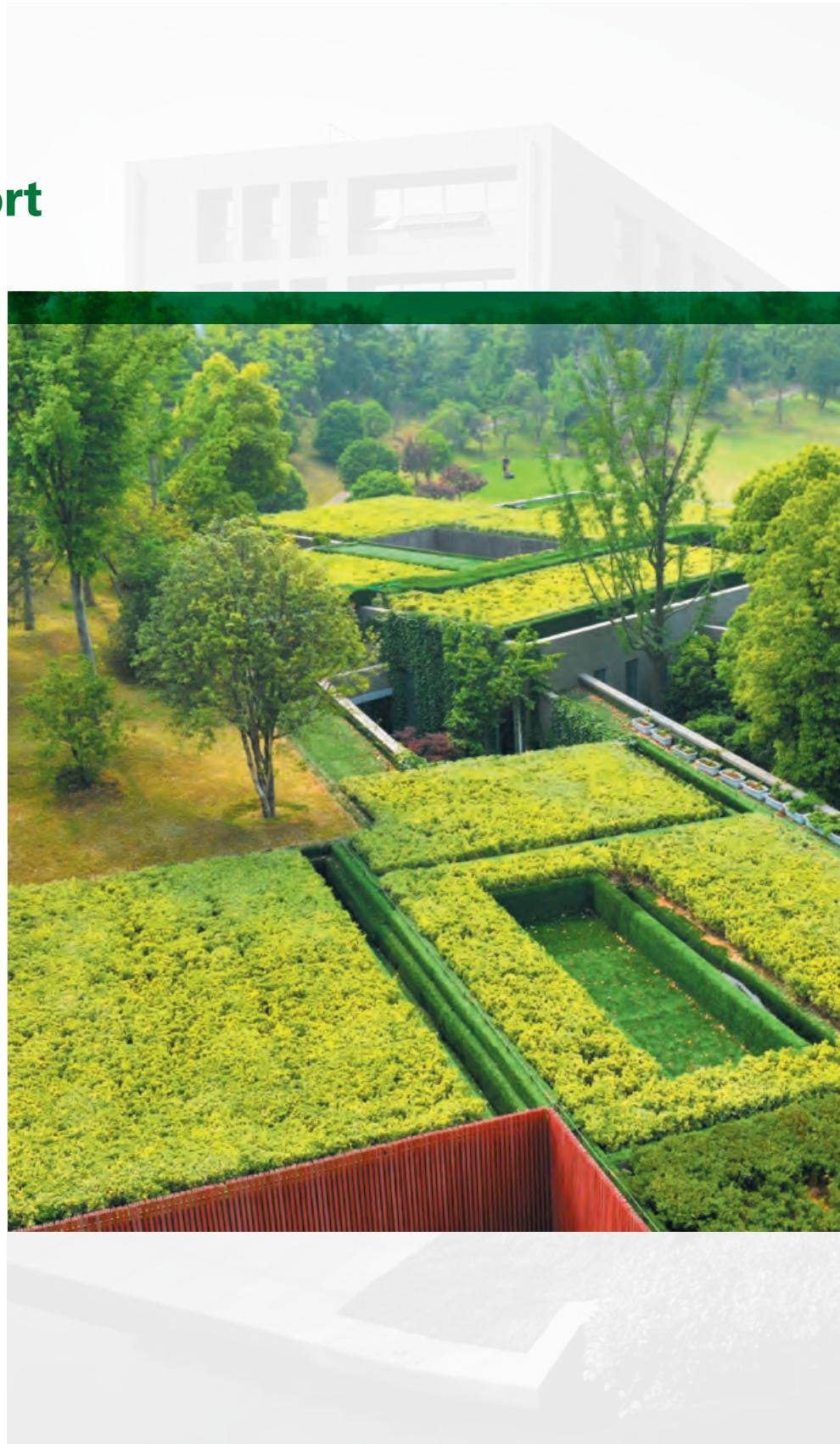
About this Report

PURPOSE OF THIS REPORT

This is the fourth Environmental, Social and Governance (“ESG”) report (this “Report”) of Fullshare Holdings Limited (“Fullshare”, together with its subsidiaries, the “Group” or “we” or “us”). This year, we published the ESG Report separately for the first time, aiming to provide a more comprehensive overview of the direction, strategy and performance of the sustainable development of our businesses.

REPORTING PERIOD AND SCOPE

This Report covers the period from January 1, 2017 to December 31, 2017 (the “Reporting Period”). As the Group further expanded its tourism business as well as education and healthcare business by acquiring the Sheraton Grand Mirage Resort and the Country Club (the “Sheraton project”) in Australia and Sparrow Early Learning Pty. Ltd. (“Sparrow”), an early education institution in Australia respectively, we have expanded the scope of this Report accordingly to include the Sheraton project and Sparrow this year. Unless otherwise stated, the scope of this Report covers the Group’s major businesses and operations, including (i) property business in the People’s Republic of China (“PRC”); (ii) Sheraton project in





tourism business in Australia; (iii) healthcare business in the PRC; (iv) education business in Australia; and (v) our Hong Kong headquarters. 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: 658), an indirect non-wholly owned subsidiary engaged in the renewable energy business. As the “Environmental, Social and Governance Reporting Guide (“ESG Guide””) requires all Hong Kong listed companies to publish their ESG reports every year, please refer to the annual report and website of CHS for its ESG report. This Report will not cover the investment and financial services business which contributed a smaller portion of our income and constituted a smaller portion of our assets.

REPORTING STANDARD

This Report has been prepared in accordance with the disclosure requirements of the “Environmental, Social and Governance Reporting Guide” in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “HKEX ESG Reporting Guide”).

ACCESS TO THIS REPORT

This Report is available in both Chinese and English and is posted on the websites of The Stock Exchange of Hong Kong Limited and the Group for review.

YOUR FEEDBACK

We highly appreciate the opinions of our stakeholders and you are always welcome to give us suggestions on this Report or the sustainable development of the Group as a whole. You may send your feedback to ir@dlkadvisory.com or post it to our Hong Kong office at Unit 2526, Level 25, Tower One, Admiralty Center, 18 Harcourt Road, Admiralty, Hong Kong.

Chairman's Message

I would like to present the fourth Environmental, Social and Governance Report of Fullshare Holdings Limited to you as a review of the Group's non-financial performance in real estate, tourism, healthcare, and education businesses in 2017. This report provides an important platform for the Group to address its work in sustainable development. In the long run, it can help us track relevant progress and results systematically. In the process of preparing this report, we can further clarify the significance of sustainable development to the Group. Thus, we can optimise our approach continuously to tackle environmental, social and governance issues.

Over the years, the Group has been dedicating itself to creating long-term values and providing products and services of the highest quality for our stakeholders, including employees, shareholders and investors, customers, suppliers and business partners as well as the community at large, to meet the public's pursuit of high quality of life. In recent years, the Group has seized the golden opportunities in the tourism industry to proactively develop the tourism business in Australia, including Sheraton Grand Mirage Resort at Port Douglas,





Queensland which provides guests with an unprecedented five-star vacation experience. In addition, the Group has also completed the acquisition of an early childhood education institution in Australia this year to provide children with day care and education services.

The Group's commitment to "create and share" describes our corporate values and forms the cornerstone of our sustainable development. We believe that quality service can go hand in hand with sustainable development. Hence, we are oriented towards integrating sustainable development concept into high quality services. Our management model takes into account environmental, social and governance needs. During daily operations, we adhere to the principle of energy conservation and emission reduction in order to protect precious natural resources and our nature. In September 2017, we marked the grand opening of E Park, a shopping mall in Yuhua Salon project of the Group. The project integrates a large number of low-carbon and energy-conserving elements, including the use of ground-source heat pump system, introduction of natural light and roof greening, which fully embodies our determination to build a green city.

Our emphasis not only lies on the environment, but also the community. We are committed to building a harmonious and safe workplace for our employees. We also strictly control the quality of our products and services and devote ourselves to public welfare undertakings. The Group pledges to implement the best business practices, establish a culture of integrity and pragmatism, and strives to maintain a high level of corporate governance to withstand future risks and challenges and maintain the steady development of the Group. During the year, the Group sponsored Pokoi x Old Master Q Charity Run, bringing together our employees to contribute to society. In the future, we will invest more resources in participation of various sports events and activities to promote a healthy lifestyle, benefiting both our stakeholders and the Group.

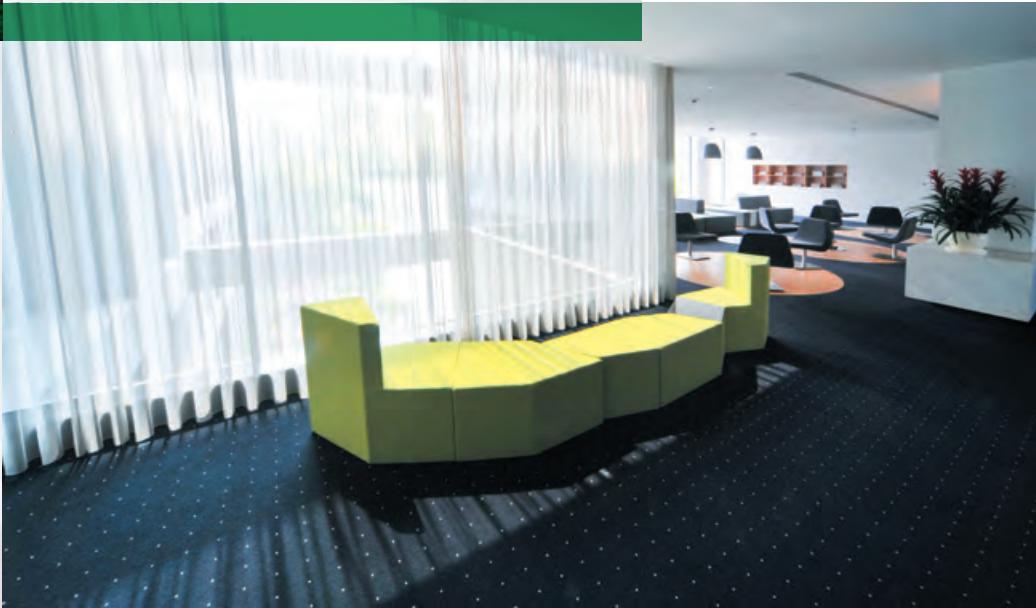
I would like to give my sincere gratitude to all the stakeholders for their trust and support to the Group over the years. Looking forward, we will continue to do our utmost to integrate environmental and social considerations into each business. We are eager to work with our stakeholders to promote sustainable development, striving to establish a win-win healthy life value chain and create a better environment and community for our next generation.

Ji Changqun
Chairman
July 2018



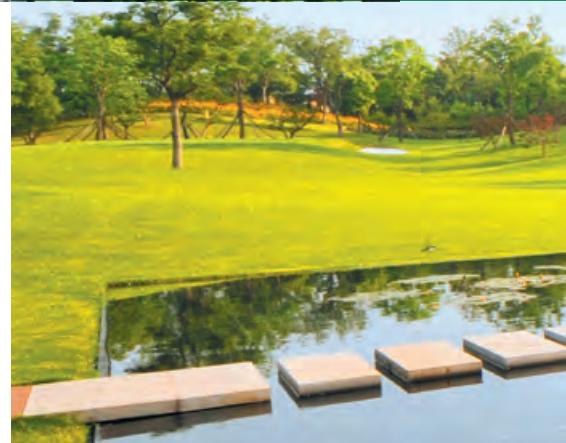


About Fullshare

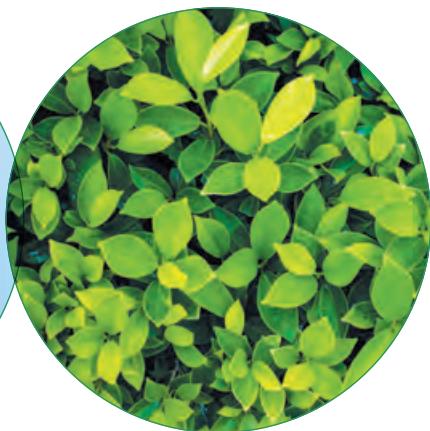


About Fullshare

Fullshare is a conglomerate committed to becoming “a global leader in healthy living”. The Group focuses on several major segments, including property, tourism, education and healthcare as well as renewable energy, with its footprints spreading all over China, Southeast Asia and Australia, providing its customers with quality and diversified products and services to guide them into a healthy lifestyle.



CORPORATE CULTURE



Commitment

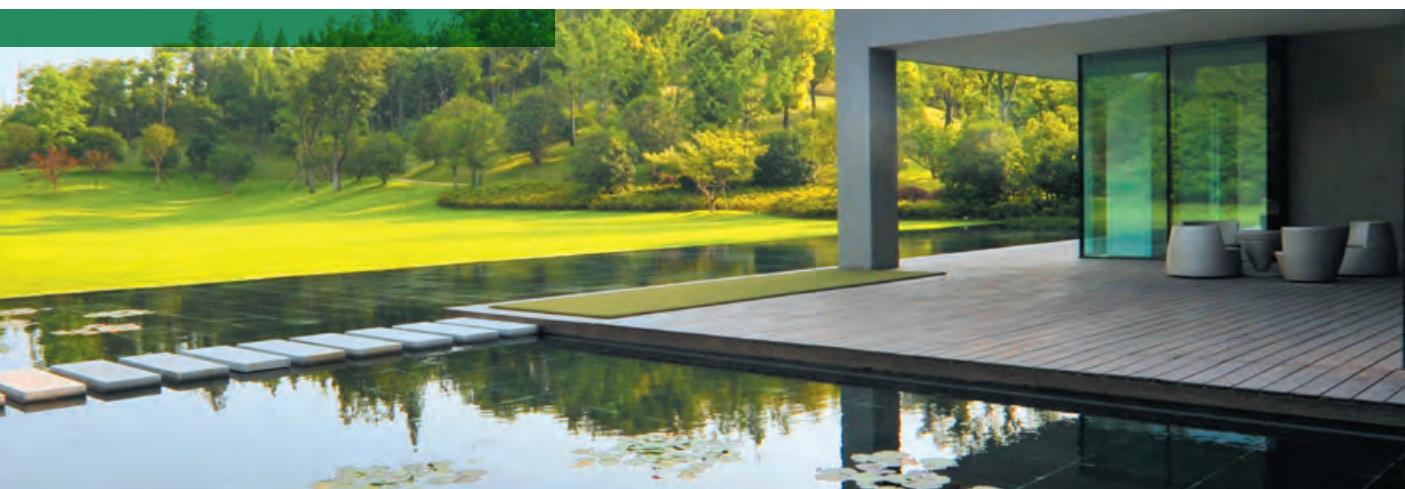
Create and share: Fullshare is for everyone

Corporate Vision

Build healthy Fullshare, to be a global leader in healthy living, and make our life better in all aspects

Core Values

Integrity, Openness, Pragmatism and Excellence

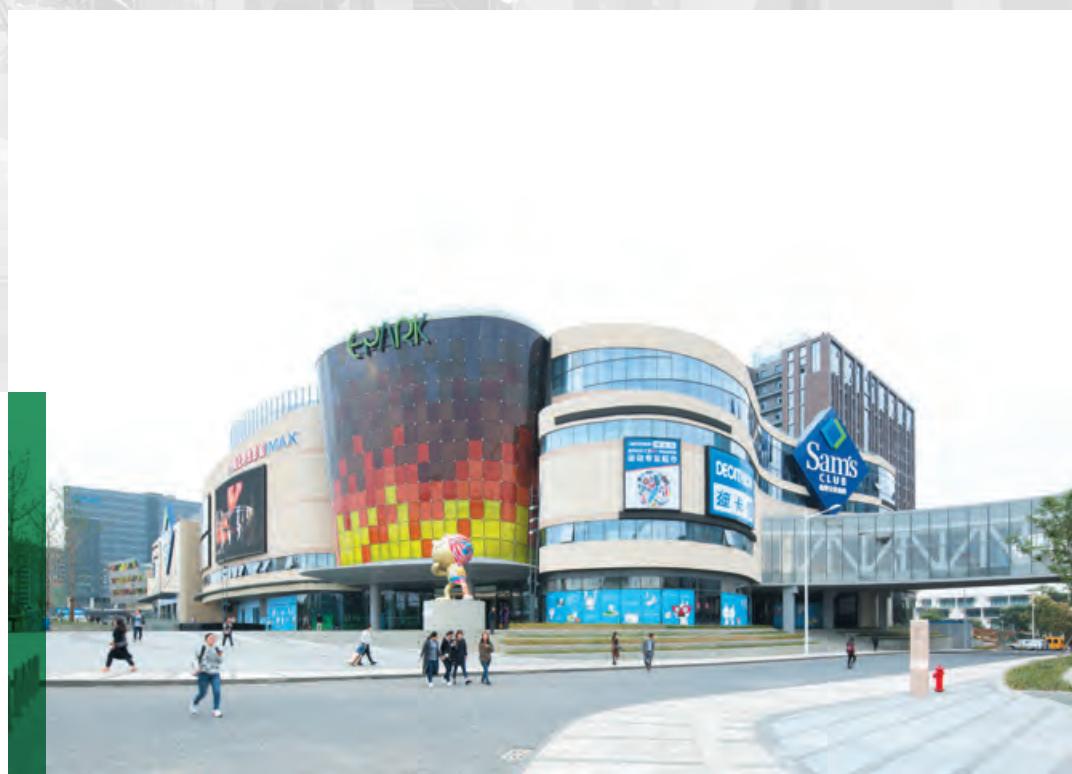
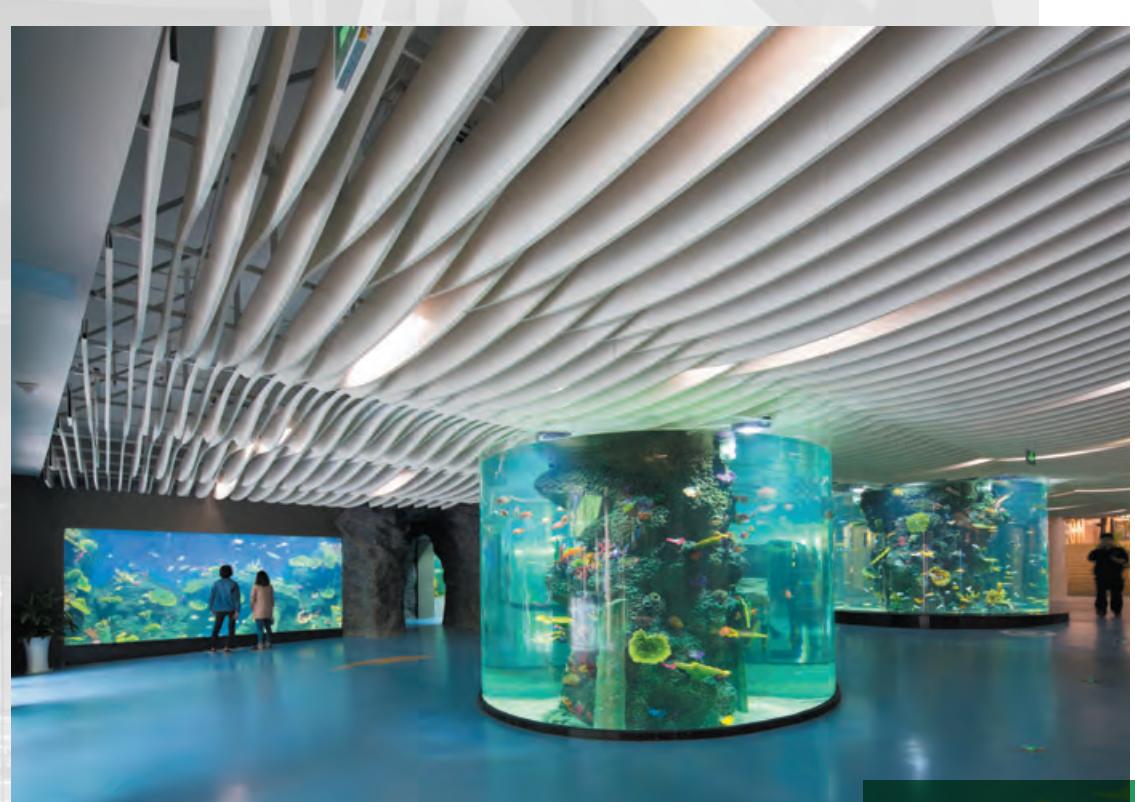


About Fullshare

PROPERTY

We are engaged in property development, investment, sales and management, with our projects covering residential buildings, shopping malls, commercial buildings, hotels, etc. We are committed to making our projects environmentally-friendly by incorporating sustainable elements into every step of our projects, from design, construction to operation in an attempt to develop our property in harmony with nature.



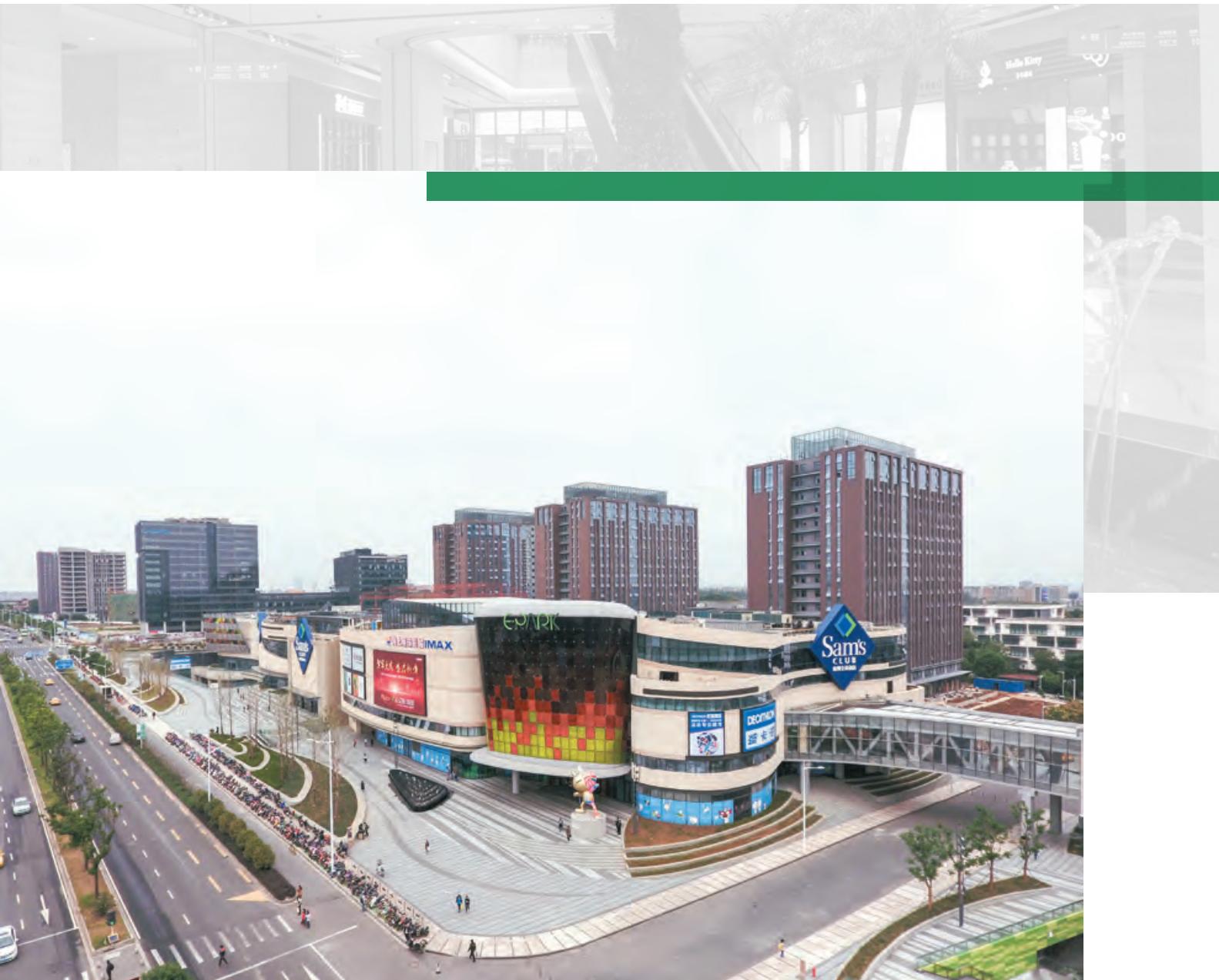


About Fullshare

Project Highlight - Yuhua Salon (雨花客廳)

The Yuhua Salon (雨花客廳) project is located at the hub of China (Nanjing) Software Valley, with a total construction area of 500,000 square meters. As a core supporting property project in the national software development base, Yuhua Salon is the first commercial real estate project in Nanjing that combines dual metro stations with low-carbon and energy-saving elements, providing the entire software valley with management center, office buildings, commercial properties, hotels, serviced apartments and other full-service commercial facilities. Our self-developed ground-source heat pump system uses circulating underground water to control the temperature and humidity and maintain constant indoor temperature, humidity and oxygen level in all four seasons, keeping the office environment in the most comfortable conditions for human body while successfully reducing 30% energy consumption.





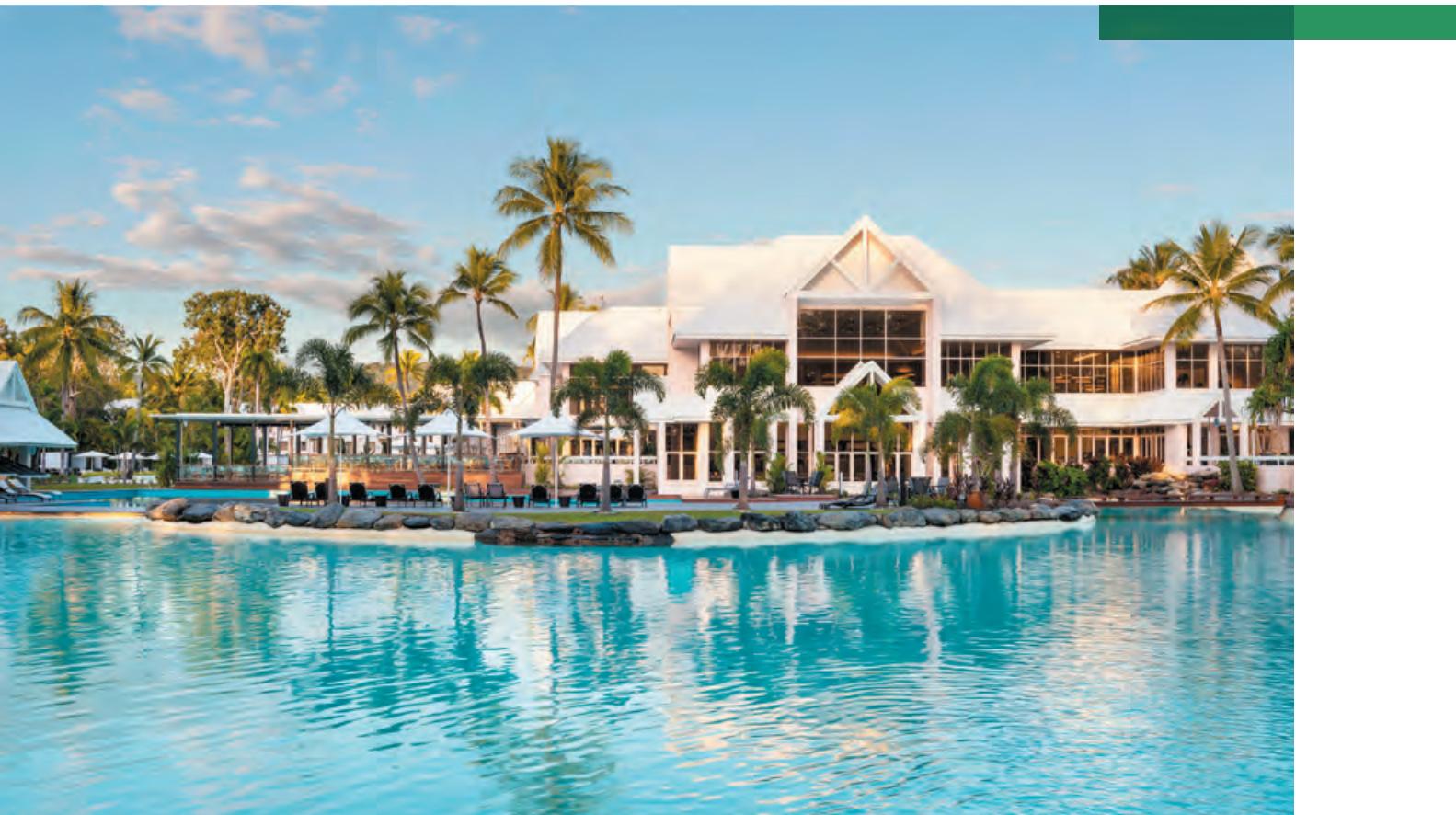
About Fullshare

TOURISM

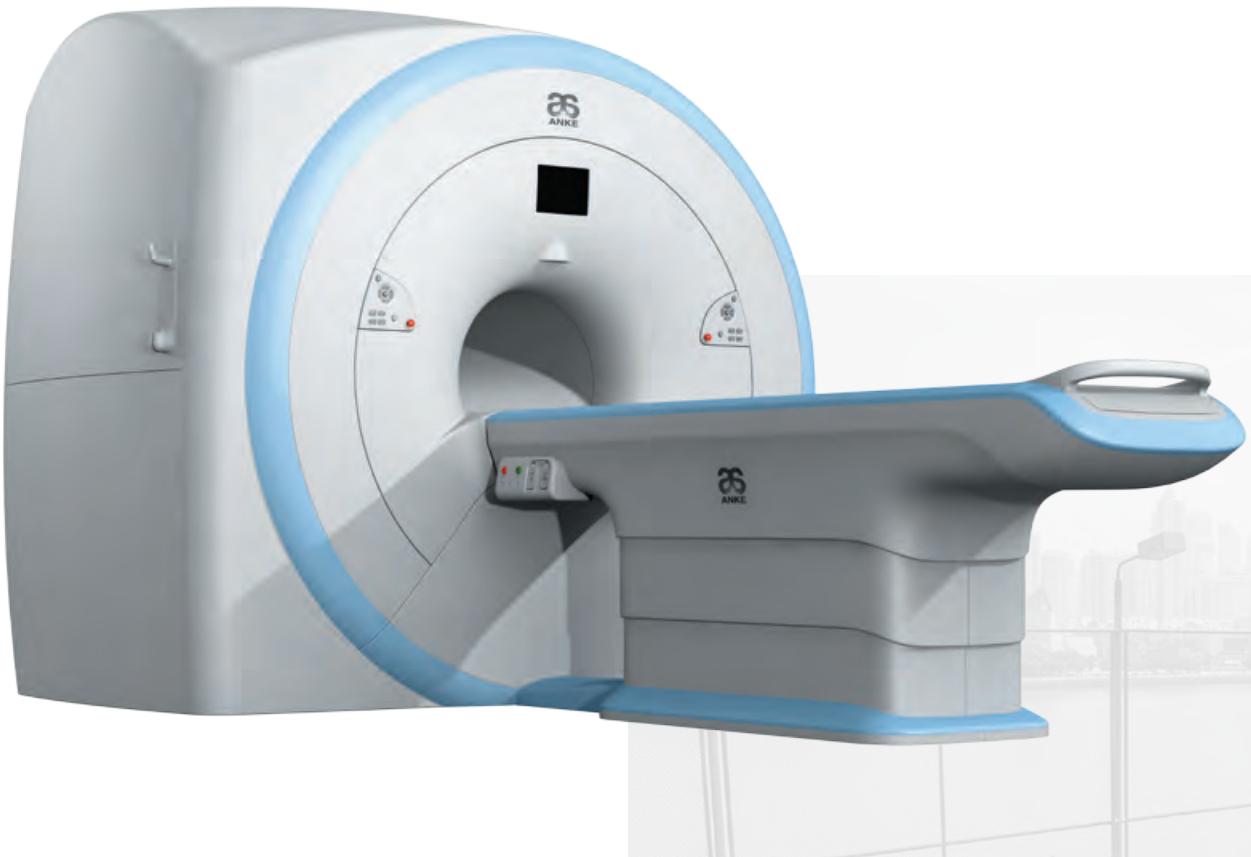
The Sheraton project comprises Sheraton Grand Mirage Resort ("Resort") managed by a third-party hotel manager ("Hotel Manager") and Mirage Country Club ("Country Club") in Port Douglas located in Queensland, Australia. The Resort is the only five-star beachfront resort in Port Douglas, travelers' paradise renowned for the world-famous Great Barrier Reef and Daintree Rainforest.

The Sheraton project constitutes 295 guest rooms, 4 restaurants and bars as well as an 18-hole golf course. Inspired by the natural wonders of tropical North Queensland and the stunning scenery of Four Mile Beach, the Resort is surrounded by 147 hectares of lush tropical gardens and its 2 hectares of swimmable saltwater lagoon pools, offering our guests a superior vacation experience.





About Fullshare



HEALTHCARE

As a service provider for healthy lifestyle, we are committed to developing our healthcare business and improving public health. Our health management center focuses on anti-aging treatment for human body and face, early screening, prevention and adjuvant treatment of cancer and rehabilitation of chronic diseases, providing functional medical adjustment, hormone rejuvenation, biomedical detoxification, nutritional medicine, sport rehabilitation, healthy lifestyle management,





psychological counselling and other comprehensive medical management services. We have also independently researched and developed a series of large high-end medical imaging equipment, including the magnetic resonance imaging system (MRI), computed tomography scanning system (CT), medical image archiving and communication system (PACS) and various surgical navigation systems, for which we own independent intellectual property rights. They have all passed the ISO13485 and ISO9001 certification, and some of them have obtained Conformité Européenne ("CE") and the US Food and Drug Administration ("FDA") certificates. Leveraging on our outstanding R&D capability and quality service, we have been recognized as a key high-tech enterprise in the national Torch Program and a high-tech enterprise of Shenzhen City.

About Fullshare



EDUCATION

We believe that every child deserves a happy childhood. Sparrow manages and operates 26 nursing and early education centers in Victoria and Queensland, Australia and is one of the leading providers of early education services in Australia. Our well-qualified teachers, well-equipped facilities and experienced management team enjoy a good reputation in the local area. Focusing on "Love", "Play" and "Learn", we provide high-quality day care and education services for children aged 0-6.



LOVE



PLAY



LEARN

AWARDS AND HONORS

- The 5th China Brand Innovation and Development Forum & “New Era” China Brand Honorary Ceremony – 2017 China Brand Ranking “Golden Tripod Award” (第五屆中國品牌創新發展論壇暨「新時代」中國品牌榮譽盛典－2017中國品牌榜「金鼎獎」)
- 2017 Queensland Hotel Association Awards for Excellence – Best Redeveloped Accommodation Hotel/Resort and Best Meetings & Events Venue
- Far North Queensland Master Builder Awards 2017 – Tourism and Leisure Facilities up to \$10 million – ADCO Constructions Pty Limited – Sheraton Mirage Port Douglas Redevelopment – Accommodation Wings and State Rooms and Refurbishment/Renovation over \$2 million – Vaughan Constructions Pty Ltd – Sheraton Mirage Port Douglas Resort Central Complex and VIP Rooms Redevelopment
- TripAdvisor – Certificate of Excellence
- Medical Imaging Summit – Best Domestic Precise Imaging Award for MRI and CT
(醫學影像圖像展示高峰論壇－MRI及CT類最佳國產精確成像獎)
- Jiangsu Provincial Archives Bureau – Jiangsu Five-star Archives Certification
(江蘇省檔案局－江蘇省五星級檔案室認證)
- Pearl River Talent Plan — The Sixth Batch of Innovative Entrepreneurial Teams
(珠江人才計劃－第六批引進創新創業團隊)
- Shenzhen High-tech Enterprise
(深圳市高新技術企業)
- Domestic Brand Innovation Poverty Alleviation Alliance – Deputy Director
(國產品牌創新醫療扶貧聯盟－副理事)



Our Approach to Sustainability

"Explore Healthy Lifestyle with Fullshare" is our core value and the cornerstone of our sustainable development. We are committed to creating long-lasting value for our stakeholders and being an advocate of healthy lifestyle, a pioneer of green city construction and a builder of healthcare industrial platforms. We take into account the environmental, social and governance factors and risk management strategies in our operations and fulfil our social responsibilities with good practical deeds. To grow Fullshare into a healthy company, we have established our "Environmental, Social and Governance Policy", which has set forth standards for occupational safety and health, environmental protection, compliance with laws and regulations and business ethics, so as to guide our affiliates to take effective measures, and ensure these guidelines are implemented through training and strict management. We adhere to our principle of "Grand Healthy Lifestyle" and are committed to becoming the world's leading green healthcare service provider. We will orient every step of our sustainable development with four dimensions, i.e. caring for the environment, bringing people together, adhering to quality and giving back to the community as we strive to make this world a better place and exert positive influence on the environment and community, so that our achievements can be shared with everyone.



Caring for environment

- Building a green city by taking environmentally-friendly actions



Bringing people together

- Remaining people-oriented and ensure our employees live a healthy and "Fullshare" lifestyle



Adhering to quality

- Providing high-quality products and services to promote healthy lifestyle



Giving back to the community

- Taking an active part in public services to reward the community

Corporate Governance



The “Grand Health” concept is not only a critical component of our business development strategy, but also essential to our healthy corporate culture and high standards of corporate governance. Integrity is our core cultural value and our greatest asset. Therefore, we require our employees to maintain good ethics and integrity. Likewise, we expect our suppliers and business partners to share the same philosophy, conduct their business in a responsible manner, maintain high product and service quality and business ethics and uphold integrity, honesty and compliance with all applicable laws and regulations, so as to create long-term benefits for our stakeholders and achieve sustainable development together with us.

MAINTAINING INTEGRITY AND DUE PRUDENCE

Maintaining integrity and due prudence is a key aspect of our corporate governance. In order to prevent all kinds of violations of laws and regulations and malpractices, we have established a system of “Misconduct Reporting Regulations” to protect the rights of our employees or partners to report misconducts by law, and to regulate our auditing and supervisory work. With this system, anyone can report suspected cases of bribery, blackmail, fraud, money laundering, concealment and false reports to us through our official WeChat account “Fullshare Holdings – Sunshine Hotline (豐盛控股 — 陽光熱線)”, or our reporting hotline or email. We will handle the cases seriously and launch investigation in a timely manner. We promise to adopt the best security measures to keep the information and identity of the informants confidential and will not disclose it to any departments or people.

Corporate Governance

Prevention is better than cure, and planning is better than remedy. We are committed to fostering a corporate culture of integrity and honesty, and becoming an honest and pragmatic “Grand Healthy Lifestyle” service provider. Accordingly, we have formulated our “Business Conduct and Ethics Guidelines” to ensure our employees strictly abide by laws and regulations, and possess good professional ethics and integrity. According to the guidelines, the Group’s business practices are based on the principle of “Fair Deal”, as per which our employees are not allowed to accept kickbacks, bribe people, or secretly accept or give out commissions and other personal benefits. We will hold regular training to ensure that all our employees clearly understand and strictly abide by the above rules. Our employees must maintain strict self-discipline and honesty, and must not harm or appropriate the interests of the Group.

For the Group’s business in the PRC, we will sign the sunshine agreement with our major suppliers to ensure that there is no secret transfer of benefits between the employees and the suppliers. For our education segment in Australia, remarkable steps have also been taken to prevent fraud, money laundering and other illegal activities. We are making efforts to automate money transfers and reduce cash flow by recommending parents to pay by credit card or bank transfer, furthermore, we do not accept transactions via overseas banks, to be in line with local government’s regulations on preventing money laundering.

During the Reporting Period, the Board was not aware of any lawsuits involving corruption, bribery, extortion, fraud or money laundering against the Group.



During the year, we opened a new column under the Group’s official WeChat account known as “Little Auditor Online (小審在線)” to offer free education on internal control and auditing and discuss the skills in receiving and handling anti-corruption reports and complaints, so that the public can recognize our efforts in risk management and construction of integrity administration.



SUPPLY CHAIN MANAGEMENT

In order to preserve our commercial ecosystem featuring a “Grand Healthy Lifestyle”, we have not only maintained high standards on ourselves, but also expected our partners to come up with excellent products and services, respect business ethics and human rights and make constant contribution to the community. We strive to maintain a harmonious and close relationship with our suppliers, aiming to have a positive influence on the supply chain so as to promote the sustainable development of the entire supply chain.

We combine our suppliers’ Code of Conducts with our “Environmental, Social and Governance Policy” and require them to comply with it, expecting them to uphold the principles of fairness and honesty, by caring about environmental protection, occupational health and safety and labor standards, so as to consolidate our “Grand Healthy” eco-culture. We particularly require our contractors to guarantee safety during construction, i.e. implement a series of safety measures before and during construction so as to alleviate safety risks. Prior to the construction, the contractor must draft a safe construction plan, establish a safety construction management system, and conduct effective safety education. During construction, the workers must comply with the established occupational safety code in their construction work and machine

operation, be provided with adequate protection, and regularly maintain their machinery and vehicles. We have also assigned dedicated personnel responsible for the safety of the construction site and workers.

We have formulated the “Procurement Management Measures” and “Supplier Management Measures” to institutionalize supplier management and ensure that the products and services purchased meet the Group’s standards. To select a new supplier, we will first check background of the candidates and assess whether we should include it in our “qualified supplier resource pool” and cooperate with it. Taking the bidding process in our property segment as an example, we will rate the bidders’ material quality, construction skills, safety production plan, construction progress, quality assurance measures and after-sales service, so as to select the most suitable suppliers. For existing suppliers, we will also conduct annual assessments of their contract execution performance. We will evaluate the quality of their products and services, the degree of satisfaction in cooperation and efficiency, and classify them into three categories: excellent, qualified and unqualified. Our tendering and bidding process shall comply with the principles of equality, openness, fairness and good faith, with proper comparison and careful consideration.

Stakeholder Engagement

Over the years, we have relied on the support from our stakeholders to achieve success. We have always treated our stakeholders, including our employees, customers, shareholders, investors, suppliers and business partners, government and community, with sincerity and maintained close contact and two-way communication with them through various formal or informal channels, such as employees' meetings, annual meetings, shareholders' general meetings, social media, surveys, etc. The Group welcomes the stakeholders to provide their opinions or share their views. The Group has been actively and seriously responded to the requirements raised by the stakeholders, with an aim to realise continuous improvement.

Our regular means of communication with stakeholders are as follows:

Stakeholders	Means of communication
Employees	<ul style="list-style-type: none">MeetingsPerformance assessmentSeminars <ul style="list-style-type: none">Annual meetingsTrainingLeisure activities
Customers	<ul style="list-style-type: none">WebsitesSocial media (Wechat and Weibo)Fullshare Top (豐盛榜) mobile app <ul style="list-style-type: none">Customer surveyService hotline
Shareholders and investors	<ul style="list-style-type: none">Shareholders' meetingsAnnual reports, financial reports and announcementsSocial media (Wechat and Weibo) <ul style="list-style-type: none">The Group's websiteMass media
Suppliers and partners	<ul style="list-style-type: none">On-site inspectionPerformance reviewAnnual assessments <ul style="list-style-type: none">WebsiteDirect communication
Government	<ul style="list-style-type: none">Qualification assessmentEnvironmental investigationMeetings <ul style="list-style-type: none">Direct communication
Community	<ul style="list-style-type: none">WebsiteSocial media (Wechat and Weibo)Mass media <ul style="list-style-type: none">Fullshare Top (豐盛榜) mobile appVisits



COMMUNICATION WITH STAKEHOLDERS – CREATIVITY SALON

In order to enhance interaction with our stakeholders, our official WeChat account held the first “Fullshare Creativity Salon” in September 2017, inviting the public to share their unique ideas and innovative suggestions with the Group and granting prizes to the winners in recognition of their brilliant ideas. We will hold more of such events to allow our stakeholders to express their views freely and collect their valuable opinions, so as to optimize our operations and sustainable development strategies and promote our spirit of “Grand Healthy Lifestyle”.







Caring for Environment



Caring for Environment

Urban development has been putting pressure on energy, water supply and the ecological environment. However, we are confident that through comprehensive environmental protection measures and with strict supervision and control in compliance with all applicable local environmental requirements, including but not limited to Air Pollution Control Ordinance in Hong Kong, Environmental Protection Law of the PRC (《中華人民共和國環境保護法》) and Environmental Protection and Biodiversity Conservation Act 1999 in Australia, urban development and the natural environment can coexist. Therefore, in line with our philosophy of sustainable development, we have been striving to build a green city, to become an exemplary role model of green enterprises and make "Grand Healthy Lifestyle" the mainstream. During the Reporting Period, the Group has not recorded any non-compliance with relevant local laws or regulations relating to environmental issues in the jurisdiction of the PRC, Hong Kong and Australia.

In preparation of our "Environmental, Social and Governance Policy", we underlined environmental protection as one of the key tasks, which set out the Group's guidelines on emissions and resource management. We require our employees in each affiliate to keep in mind the importance of saving energy and reducing emissions, to cherish resources and do their utmost to reduce the impact of our business development on the environment. We have implemented such guidelines in every segment of our businesses, from property development, hospitality services, healthcare services to early childhood education, for example:





Emission management:

- Continuously monitor the Group's emissions and carbon footprints and understand the impact of our daily operations on the environment so as to devise appropriate emission reduction measures.
- Apart from the suppliers, all our employees and contractors are required to comply with relevant laws and regulations in several jurisdictions where the Group undertakes business, including but not limited to the 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環境防治法》) to ensure that waste is properly treated and pollution is effectively reduced.
- Encourage video conferences to replace unnecessary business travel and reduce carbon emissions.
- Maintain effective noise control during construction to avoid annoyance to the surrounding residents.
- Recycling bins are placed in the offices of the Group to reuse the recycled materials.

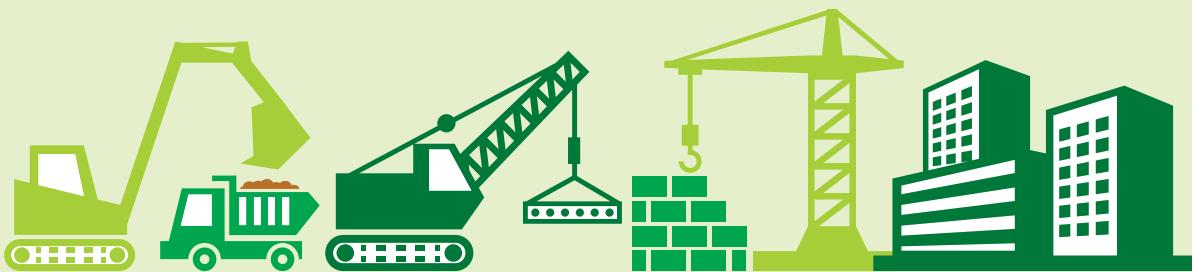
Resource management:

- Save energy by introducing highly-efficient construction machinery and using natural light as much as possible.
- Save water by using waste water for dust suppression, road and tire cleaning and using recycled water for irrigation whenever possible.
- Encourage green procurement by giving priority to products with the highest energy efficiency and water-saving appliances.

Caring for Environment

GREEN PROPERTY

We highlight environmental protection throughout the entire life cycle of our property projects, from planning, design, construction to operation, embedding green elements in every piece of work for every detail. We introduce green building technologies and implement environmental protection measures in various aspects, so that our projects will not only reduce the burden on the environment, but also lead the green lifestyle and advance the sustainable development of the Group.



Green planning and design

The first step in the development of a green property is to start with the planning and design of the project, i.e. planning ahead and evaluating the impact of the project on the environment during construction and operation, using highly energy-efficient equipment and facilities to optimize the environmental performance of the building. We integrate green building elements when considering the layout and supporting facilities for the project, for example, setting aside a large area for greening, introducing intelligent systems and energy/water-saving facilities, aiming to build sustainable properties.

We will conduct an assessment of environmental impact to verify its feasibility before the construction is commenced, while looking for suitable environmental protection plans and formulating and adopting proper mitigation measures when necessary. As per the recommendations of the environment impact assessment (EIA) reports, we will implement relevant environmental protection measures, such as the construction of pipelines to divert rainwater from sewage, with the waste water recycled after treatment for vehicle or road cleaning. We also build vertical fume pipes to direct fume emissions within premises to roof top for centralized discharge, hence reduce air pollution.



GREEN PLANNING AND DESIGN – YUHUA SALON

Located in the Nanjing Software Valley, Yuhua Salon is a one-stop commercial and residential property (“Yuhua Salon Project”) which consists of management center, office buildings, commercial properties, hotels and serviced apartments. It is also Nanjing’s first National 3-star Green Building with LEED-CS (US) Gold Prize Certification. In the early stage of planning and design, the designers adhered to the concept of a green building featuring localization, low energy consumption and highly-refined details. The Yuhua Salon Project is characterized with a variety of green building technologies, such as natural lighting, roof greening, permeable ground, ground-source heat pump, fine particle (PM2.5) purification, intelligent control systems, etc., aiming to construct a building that will exist in harmony with nature and provide a healthy and comfortable green space for the public.

Taking our proprietary ground-source heat pump system as an example, compared with traditional air-conditioning systems, it features the use of renewable energy, relying on the groundwater circulation technology to control indoor temperature and humidity and keep the building cool or warm. This technology is up to the national “Green Building Evaluation Standard” GB/T 50378-2006 and is expected to save about 1,820,000 kWh of electricity each year. In addition, some of the air conditioners use heat recovery devices to reduce the workload of fresh air, in order to achieving an energy-saving effect.

The designers have adopted various water-saving measures in the early stage of the Yuhua Salon Project. For example, water-saving sanitary ware and water level monitoring and overflow warning devices are installed in the water supply and storage systems, with which we will be able to make remedial measures instantly to reduce the waste of water in case overflow occurs. In addition, the Yuhua Salon Project comes with a rainwater harvesting system, through which the rainwater is collected and filtered, and then used for greening irrigation and washing the ground, thus saving precious water resources.

Caring for Environment

Green Construction

The concept of green property is not only the green elements of the projects, but also covers the environmental protection measures during construction so as to minimize the negative impact of the construction process on the surrounding environment and the public. We entrust the construction of the projects to the contractors and require them to ensure that the emissions generated during the construction process, such as the exhaust, dust, sewage and noise, must meet the national standards, including the Environmental Protection Law of the PRC (《中華人民共和國環境保護法》) and the Law of the PRC on the Prevention and Control of Air Pollution (《中華人民共和國大氣污染防治法》).

All of our projects have passed the environmental impact assessment and have obtained written approvals from the municipal governments. In order to avoid or minimize the impact on the environment during the construction process, in accordance with our principle of "prioritizing prevention and protection, with equal weight on development and protection" (「預防為主、保護優先、開發和保護並重」), we have formulated various measures to reduce emissions, while strengthening publicity and education to enhance the environmental awareness of the construction workers with various measures in the following aspects:

Air pollution:

- The construction process involves excavation, road construction and material transportation, which will generate a certain amount of dust. We will sprinkle water in a timely manner or use dust-screen netting to prevent flying dust and improve air quality.

Waste water discharge:

- Ditches and temporary pipes are in place to collect sewage, which, after treatment, is used to suppress dust.
- Collect rainwater for flushing purposes.



Waste treatment:

- Solid waste is stored on the construction site and collected by the environmental departments.
- Recycle materials as many as possible.
- Construction wastes are collected and handed over to the local environmental authorities for treatment.

Noise control:

- The construction schedule is carefully prepared, which the piling is only allowed during the day and construction materials must be trucked during the day.
- Low-noise models of fans, pumps and air conditioners are preferred.
- Effective noise reduction measures are taken, for example, setting up noise barrier around the noise source, using shock-absorbing pads, installing silencers, etc. to avoid nuisance to the nearby residents.

Eco-system protection

- It is forbidden to discharge untreated waste residue and mud into the river during excavation.
- Green the area to maintain ecological balance.



Green Operation

In addition to taking into consideration the potential impact of our projects on the environment during the planning and design stage, we closely monitor the projects' environmental performance during the operation period, including its energy consumption and emissions, so as to formulate suitable environmental protection measures and put the concept of green building into active practice.



GREEN OPERATION - WONDER CITY (虹悅城)

Wonder City is a large shopping mall in Nanjing City known for its theme of natural environment. It integrates such elements as sunlight, water, and plants into the building and provides citizens with a comfortable shopping space.

To enhance the environmental performance of the shopping mall, we have introduced a series of energy/water-saving measures to ensure that resources are used properly, including:

- using LED lamps, which can reduce energy consumption by about 6%;
- installing intelligent lighting control system with timer switch to reduce electricity consumption;
- the lighting system at the entrance facing the sun is switched off during the day, and turned on according to the illumination condition to save power;
- recording room temperature regularly and adjust air-conditioning temperature accordingly;
- lighting for nighttime facility maintenance or other electricity use must be applied in advance to avoid waste of energy; and
- regularly examining water and sewage equipment, such as fountains, faucets and water pumps, to ensure that the water supply is stable. If leakage is found, the defective parts of the system must be repaired in a timely manner, so as to reduce unnecessary waste.

In addition, in view of the large amount of waste oil produced by the restaurants in the shopping mall, pursuant to the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes (《中華人民共和國固體廢物污染環境防治法》), the Administrative Measures on Restaurant Waste in Jiangsu (《江蘇省餐廚廢棄物管理辦法》), the Administrative Measures on Waste Oil in Nanjing (《南京市廢棄食用油脂管理辦法》) and other related laws and regulations, we have commissioned third parties to clean up and recycle used oil to avoid water pollution.

In addition, we will engage recyclers to collect rubbish from the shopping mall for classified recycling, so as to turn waste into useful materials, recycle and reuse the resources and reduce the impact on the environment.

Caring for Environment

GREEN TOURISM

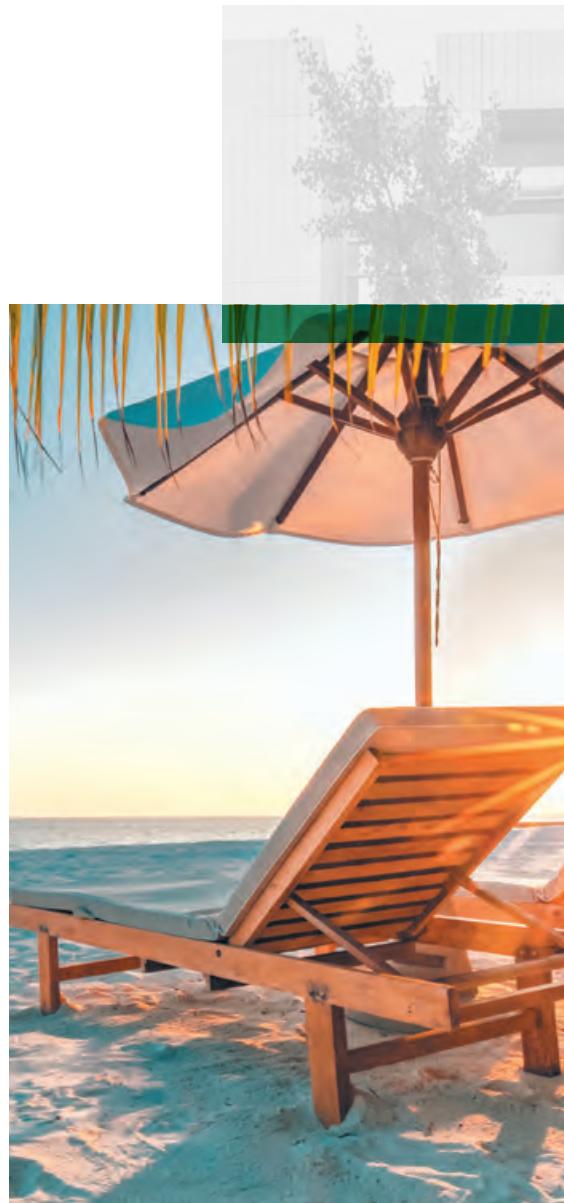
The Sheraton project is situated in close proximity to the world heritage, the Great Barrier Reef. By working closely with our Hotel Manager, we manage and operate in strict compliance with relative commonwealth legislations, including but not limited to Environmental Protection and Biodiversity Conservation Act 1999 and Great Barrier Reef Marine Park Act 1975, aiming to reduce our negative impact on the environment and bring positive influence to the industry and the wider community in the long run.

We are committed to reducing the impacts of climate change through the services we provide to our guests, supporting the transition to a green economy. To put our mission into practice, we adopt a multitude of measures in the Resort and Country Club on all fronts, ranging from facilities, amenities, housekeeping, event planning to food & beverage, so as to lower our emissions and optimize the use of resources.

Emission Reduction

Our carbon footprint is mainly made up of emissions generated from electricity powering facilities and infrastructure such as chillers, pumps and pool equipment, as well as fuel consumption primarily comes from stoves, boilers, generators and vehicles to support our daily operations.

Waste emission such as general refuse in guestrooms, food waste, bottles and cutlery, laundry chemicals and garden waste has always been a major concern in the hospitality industry. To minimize our emissions, we are striving every effort to recycle every piece of waste to the greatest extent by placing recycling bins in guestrooms and public area to encourage our guests to sort the waste at the point of source, and segregating all recyclables such as papers, baled carboards, bottles and batteries from other general wastes which will be collected by third party for further treatment and recycling. During the Reporting Period, as part of the enhancement project, old televisions in guestrooms were replaced with new models. Resonating with our commitment to environmental protection, the 300 old high-definition televisions have been reused in other properties of the Group. Garden waste from daily landscape maintenance is also a primary source of waste. We further reduce the amount of waste to landfill by recycling and using all cut grass clippings as mulches.





Optimizing Use of Resources

Energy

Sustainability is endorsed and guided at the highest level. We are committed to investing in long-term energy efficient facilities. After the extensive refurbishment of the entire Resort completed in 2016, benefits of energy efficiency have been brought in place on an ongoing basis. Energy saving measures include:

- Air-conditioning being turned off in guestrooms unoccupied for 15 minutes
- Televisions being turned off automatically in guestrooms left unattended for 5 minutes
- Deploying LED dichroics instead of low voltage dichroics throughout the site
- Implementing solar lighting for external bollard in Country Club on a trial basis
- Insulation of water pipework of hot water boiler & laundry steam boiler
- Placing a timer (6 am to 10 pm) at fountain pumps which used to operate in 24/7
- Replacement of 2,800 kW_r reciprocating chillers with two groups of two 900 kW_r Screw in series, which can provide complete redundancy, high efficiency operation and excellent staging capabilities to the whole Resort

Caring for Environment

Water

Water consumption mainly comes from domestic use, pools, irrigation and cooling tower. We are making every attempt to achieve the best water efficient performance, for instance:

- Building 8 new storage tanks which can store 200,000 litres of seawater to minimize the use of freshwater to fill up the lagoon pools
- Repairing leaking pipework and reinstalling damaged sprinkler heads in the irrigation system to reduce water loss
- Deploying recycled water and underground water golf course irrigation to save freshwater consumption. During the Reporting Period, 394.2 megalitres of recycled water and 49.775 megalitres of underground water were used
- Employing water saving shower heads in guestroom toilets



Optimizing Use of Resources – Eco-Service

We spare no efforts to enhance environmental awareness amongst guests in order to conserve the precious natural resources on the planet. We invite our guests to participate in Eco Service program in which guests can take the initiative to reduce carbon footprint. Guests who make a green choice by hanging a designated Eco Service card on their guestroom door to forgo full housekeeping for up to 3 days in a row can receive a food and beverage voucher to be redeemed in our restaurants and bar as a token of gratitude for helping to reduce the use of water, energy and chemicals.

Sustainable Food & Beverage (F&B)

In order to achieve sustainability in the long haul, by working closely with our Hotel Manager, we ought to take a more proactive role in integrating eco-friendly principles into F&B sourcing, production, consumption and disposal, with sustainable food procurement and zero food waste target being our major approaches. Our policies and measures to put sustainable F&B forward are listed below:

Sourcing:

- Committing ourselves to sustainable seafood by pledging not to buy whale, sea turtle and shark fin products and eliminating the procurement of certain species such as those being overfished or designated as endangered/threatened/protected to avoid posing negative impact to the marine life
- Promoting sourcing from local suppliers
- Purchasing cooking oil from supplier that minimizes the use of drums or tins for oil storage

Production:

- Forecasting the room occupancy rates of the following week to estimate the amount of food needed for preparation
- Making use of cut-off bones and peels for stock and broth to minimize food waste
- Adopting under-vacuum storage for certain types of food to extend food shelf-life

Consumption:

- Beginning to use degradable straws in replacement of plastic straws
- Gradually replacing plastic bottles and cups with reusable ones
- Linen-free dining tables

Disposal:

- Trapping greases and solids with a grease trap for further treatment by recycler





Caring for Environment



Sustainable Meetings

We are devoted to minimize pollution and waste while conserving natural resources. We are eager to raise environmental awareness among our associates, guests and the wider community. We adopt sustainable meeting practices for meetings, conferences and events, aiming at minimizing the negative impacts on the environment. The below are the highlights of our green practices:

- Paperless meeting planning by making use of electronic proposals, contracts, menus and orders
- Encouraging guests to opt for environmentally sustainable meeting plans such as sustainable menu options, eco-housekeeping and making use of natural lighting
- Setting paperless and clutter free meeting set-up as default such as replacing paper signage with digital signage, using recycled content paper products and placing recycling bins
- Replacing bottled water with reusable cups and water dispensers
- Linen-free tables
- Establishing noise control guidelines by setting noise limits at designated time

GREEN HEALTHCARE

We have been actively exploring the field of healthcare and concentrating on the development of medical services so that the general public can enjoy a healthy lifestyle. In addition to taking care of the existing customers and patients, we strive to improve the health of the next generation. As a result, we attach great importance to environmental protection and strive to reduce the impact of our daily operations on the environment. In respect of medical service, our major environmental protection measures can be divided into two fields: waste management and resource utilization:

Waste management

We follow the 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環境防治法》), the Regulations on the Management of Medical Wastes (《醫療廢物管理條例》) and the Measures for the Management of Medical Wastes of Medical and Health Institutions (《醫療衛生機構醫療廢物管理辦法》) and other related laws and regulations to classify and manage wastes properly. We collect general waste and medical waste separately, and set up a "Management System for Medical Wastes" to carefully dispose infectious, pathological, injurious, drug-based and chemical wastes to block the threat of harmful substances to the human body and the environment. Medical waste generated from the health management center will be collected by a professional third-party organization for harmless treatment so as to reduce environmental pollution and protect the health of our employees, customers and patients.



Caring for Environment

Resource utilization

The health management center has a number of rehabilitative areas, e.g. the foot massage area, sauna area, light wave room and treatment area. The main water and electricity consumption comes from the water pumps and electrical equipment in those areas, including the hot water system, power system, lighting system, air-conditioning system, etc. We will shut down all those equipment after operating hours to save energy. Our engineering staff will inspect the equipment every day to ensure that they are in good condition and free from noise. If leaks or unusual losses are spotted, our engineers will repair it immediately. We also clean the air-conditioner's filters regularly to maximize its effectiveness and reduce energy consumption. To further improve our environmental performance, we record and closely monitor our electricity consumption every day so that we can formulate plans to save electricity and reduce emissions.

Whether for the health management center or the medical equipment segment, we try our best to offer the best training to our employees to enhance their awareness of environmental protection, urge them to cherish resources and save water, advocate green procurement, prioritize products with the highest energy efficiency, and put the concept of low-carbon life into practice, as consistent with our principle of sustainable development.





GREEN EDUCATION

Under the education segment, Sparrow has 26 education centers. To be a sustainable educational institution, we have the responsibility to awaken the environmental awareness of our students, our next generation. We have been trying to integrate the concept of sustainable development into our daily operations and cultivate our students' senses of responsibility for the environment. During the year, we formulated policies on sustainable development to encourage our staff to dedicate themselves to green education.

Green emission

As a service provider, we actually do not generate significant emissions in this segment. However, we are deeply concerned about the impact of the day-to-day operations of our centers on the environment. Most of our centers have canteens which, according to the government's requirements, have grease traps installed to reduce pollution. Grease traps can solidify the oil produced during the cooking process so that we can treat it together with other domestic wastes to prevent it from being discharged to the ocean, causing pollution and damaging the marine ecology. We regularly clean those grease traps and properly dispose the solid wastes with the help of the local recyclers approved by the government.

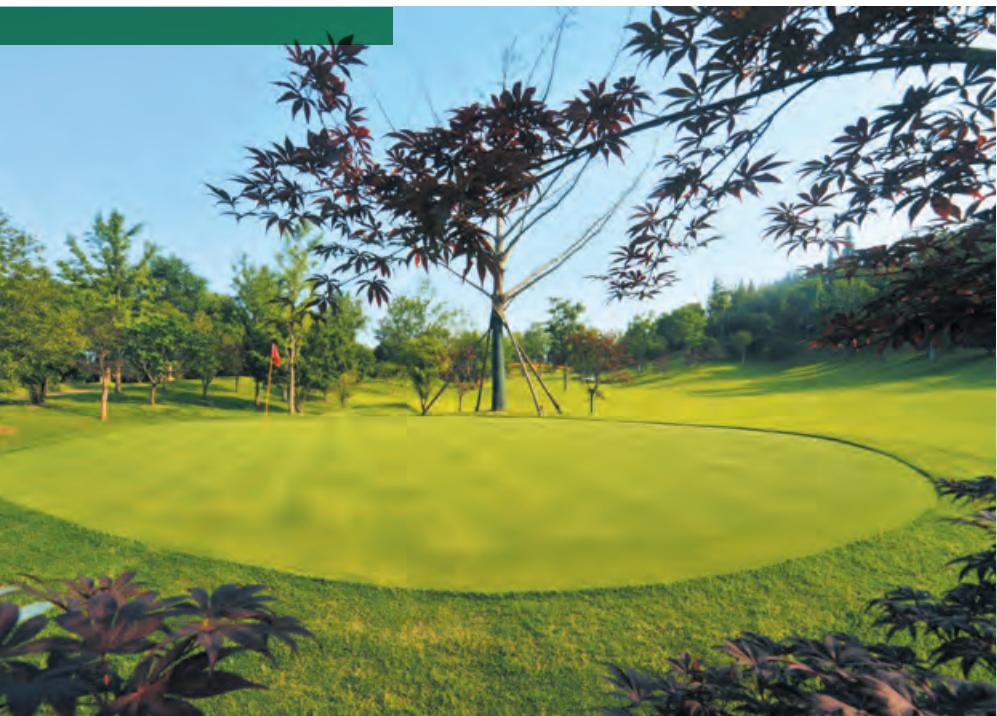
In addition, we have two centers which have solar panels installed to provide electricity for their day-to-day operations. The use of renewable energies, such as solar energy, will reduce not only electricity costs, but also carbon emissions from power generation as compared to the use of non-renewable energy sources.



Caring for Environment

Green resources

When constructing the playgrounds for the centers, we communicate with the contractors and highly recommend the use of natural materials, so that the playgrounds can have natural elements integrated and our students can learn while playing and have close contact with natural resources as well as understand the importance of cherishing resources. We also encourage our students and parents to collect unnecessary items from their homes and share them on campus. We also teach them how to recycle paper and other garbage for reuse and upgrade. This will not only reduce waste, but also allow our students to hone their creativity. In addition, we use as little as possible plastics and materials that may cause damage to our environment, aiming to reduce pollution and protect the ecology.



Green campus

All of our campuses have outdoor grounds where students can try growing fruits and vegetables and using the water left over after meals as well as the rainwater collected for irrigation. They can also feed larvae with leftover food, the larvae can decompose a large amount of food waste, and their excrement will make the soil nutrient-rich, which can be used as fertilizer for plants in a cycle of “nutrient recovery” by nature itself, thus the waste can be useful again.

We integrate environmental protection elements such as water saving, energy saving and waste reduction into our curriculum. We regularly take our students to the nature and participate in a wide range of green activities, so that they can learn the importance of environmental protection and sustainable development through games. Through activities, discussions and observations, our students will understand the close relation between human being and nature so that they can do their own parts to protect the environment, learn to appreciate nature, respect the environment, and protect the earth.



Caring for Environment

GREEN CAMPUS — WAGTAIL COTTAGE

Take our Wagtail Cottage as an example: it integrates environmental protection elements into the curriculum to help children cultivate their habits and put environmental protection concepts, i.e. conserving energy and protecting nature, into practice every day. For example, it will hold the Earth Hour activity every day by turning off the lights for one hour at noon to save electricity and reduce carbon footprint. In addition, Wagtail Cottage Center uses environmentally-friendly detergents, which are manufactured using microfiber technology that reduces the amount of chemicals and water needed. Also, those detergents do not contain harmful substances, and are packed with materials with less plastic or recyclable materials to reduce the burden on landfills and save resources.



KEY ENVIRONMENTAL PERFORMANCE INDICATORSⁱ

Air Emissions

NOx	Nitrogen oxide emissions
	1,061.22 kg
SOx	Sulfur oxide emissions
	2.33 kg
PM	Particulate matter emissions
	38.71 kg



Greenhouse Gas (GHG) Emissions

Total GHG emissions (Scope 1, Scope 2 and Scope 3)ⁱⁱ
16,118.07 tons carbon dioxide equivalent
Scope 1 (Direct emissions)
957.77 tons carbon dioxide equivalent
Scope 2 (Energy indirect emissions)
15,096.84 tons carbon dioxide equivalent
Scope 3 (Other indirect emissions)
96.88 tons carbon dioxide equivalent
GHG deduction (Scope 1)
33.42 tons carbon dioxide equivalent

i The scope of the Key Environmental Performance Indicators covers the property business in the PRC, tourism business in Australia, healthcare business in the PRC, education business in Australia and our Hong Kong headquarters.

ii According to the GHG Inventory Protocol - Corporate Accounting and Reporting Standards (Revised Edition) issued by the World Business Council for Sustainable Development and the World Resources Institute, Scope 1 Direct emissions include greenhouse gas emissions directly generated by the businesses owned or controlled by the Group. Scope 2 Indirect emissions include the “Indirect Energy” GHG emissions caused by electricity, heat, cooling and steam which are consumed (purchased or obtained) by the Group internally. For Scope 3 Other indirect emissions include greenhouse gas emissions generated by employees who take business trips.



Caring for Environment

Energy Consumption

	Total energy consumption
	24,623.04 MWh
	Electricity purchased
	20,416.66 MWh
	Diesel
	201.29 MWh
	Unleaded petrol
	572.43 MWh
	Liquefied Petroleum Gas (LPG)
	2,873.77 MWh
	Towngas
	558.88 MWh

Water Consumption

	Total water consumption
	505,546.76 cubic meters

Non-hazardous waste

	Total production
	505.45 tonnes
	Disposal of waste at landfills
	448.61 tonnes
	Total amount of waste collected for recycling
	56.84 tonnes

Hazardous waste

	Total production
	2.19 tonnes





Bringing People Together



Bringing People Together

To grow healthy Fullshare, our employees would be the most essential element. We are committed to establishing a harmonious and close relationship with our employees. We not only grow with our employees, but also share prosperity with them. We follow the “people-oriented” philosophy and recruit talented people under the principles of equality, openness and fairness, providing them with plenty of training opportunities so that they can develop themselves and grow together with the Group. We will also regularly review our human resources policies so as to provide our employees with competitive compensation and benefits, and organize a variety of colorful cultural and sports activities to share with them a healthy lifestyle.

In regard to the tourism segment, the Group is working closely with the Hotel Manager to ensure that the Resort’s policies in terms of employment and labor practices are in stringent compliance with applicable laws and regulations and are in line with the Group’s core values together with its mission and vision.

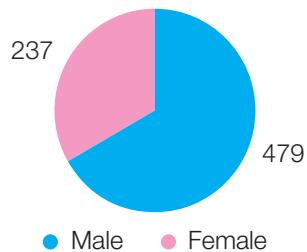
The Resort strictly abides by all applicable local laws and regulations in Australia, including but not limited to Fair Work Australia to entitle its associates with competitive remuneration packages, rest periods, leaves and overtime allowances. Its Employee Handbook and employee agreement have clearly stated its policies and arrangements on working hours, compensation, dismissal, training and promotion. As an equal opportunity employer and a responsible corporate citizen, the Resort is making its best effort to uphold equal opportunity and diversity by recruiting the most suitable candidates without considering their gender, age, nationality and race. We take a zero tolerance approach to any discrimination and harassment in the workplace. Every associate is expected to maintain the highest ethical standards and refrain from any form of misconduct, especially corruption, fraud or abuse.



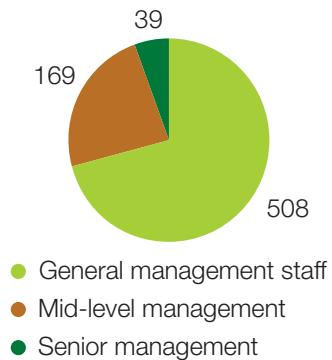
STAFF OVERVIEW

During the Reporting Period, we had a total of 716 employees^{iv}, with our footprints spreading all over the PRC and Australia. The following charts show the distribution of our employees by gender, age and type of employment:

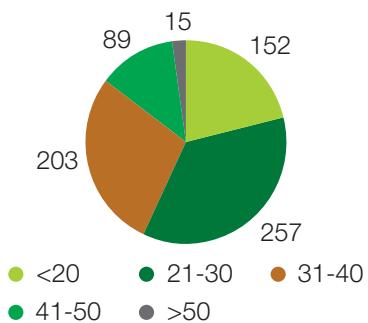
Employee Distribution by Gender



Employee Distribution by Employment Type



Employee Distribution by Age Group



REMUNERATION AND BENEFITS

The salaries of our employees are mainly composed of basic salaries, performance salaries, and year-end salaries. Based on the needs of the posts and the nature of the business, some employees will receive different remuneration packages. We will adjust their remuneration packages according to needs of the Group's development, prevailing rates in the market and assessment of their performance to ensure that our employees receive competitive compensation.

^{iv}

As employees under the Resort are managed by the Hotel Manager, the total number of employees only covers the property business in Mainland China, the healthcare business in the PRC, education business in Australia and Hong Kong headquarters.

Bringing People Together

We safeguard our employees' rights in accordance with the laws and regulations of the countries or jurisdictions in which they operate, e.g. buying social insurance for our employees in Mainland China, including pensions, medical care, work-related injuries, unemployment and maternity insurance, and housing provident funds. Our employees are entitled to vacations such as annual leave, maternity leave, marriage leave, and condolence leave. For our medical segment, according to the national regulations on occupational disease prevention and control, our employees who are more susceptible to occupational diseases can have occupational leave. In addition to the general welfare, we provide certain employees with free meals, holiday bonus, birthdays and wedding bonuses. We may provide dormitories and medical allowances for some of our employees, depending on the necessity, the employees' needs and respective business environment or conditions. We will also purchase commercial insurance to protect them from unexpected injuries and traffic accidents, etc.

Though the employees at our Resort are managed by our Hotel Manager, we work with the Hotel Manager to ensure that a pleasant workplace is created for our employees. Apart from competitive remuneration packages, associates are also provided with benefits and welfare ranging from service incentives, team awards, accommodation discounts to food & beverage discounts. Also, various staff activities such as raffles, parties and ice cream day are organized from time to time to gather the associates together.

Following the principle of "Collective Collaboration with an Open Attitude", the Group attaches great importance to the communication among its employees. They can communicate with the management through meetings, bulletin boards, interviews, work seminars, opinion surveys, etc., and express their opinions on their work, personal development, business operations, etc., thereby establishing mutual trust between the employees and management and facilitating the development of the Group.

As an advocate of healthy life, we care about our life as much as our work. We frequently organize various cultural and sports events and gatherings, such as annual dinners, reward trips and fun days, to bring our employees closer to one other and develop in them a sense of belonging to the Group, while allowing them to ease their physical and mental tension and develop their habits.



Sightseeing



Disney Day

SAFE GUARDING HEALTH AND SAFETY

Our employees are the most important and valuable assets of the Group, and also the most indispensable elements in promoting the “Grand Health”. Therefore, we have formulated a series of measures to protect the health and safety of our employees from every aspect. Measures include regular arrangement of body examinations, provision of protective clothing and equipment, fire drills, regular check on firefighting facilities and electronic appliances etc. We will also organize safety training to raise their awareness of fire hazards and prevent fire accidents.

For our tourism business, we comply with Work Health and Safety Act and other applicable laws and regulations in Australia to maintain occupational health and safety. In practice, we arrange regular trainings and meetings to address safety and security issues and provide every associate with personal protective equipment, through which the wellbeing of every associate can be upheld.

As the medical segment involves radiation, technological research and development and production, we have implemented various protective measures in various aspects in compliance with the Occupational Disease Prevention Law of the PRC (《中華人民共和國職業病防治法》) and other laws and regulations in respective jurisdictions relating to the medical industry. For radiological equipment such as computed tomography (CT) machines, breast scanning machines, dental imaging systems, etc., we will engage professional organizations to perform tests regularly to ensure that the radiation intensity of the instrument and the protective measures during the operation meet the requirements of the government to reduce the risk of occupational diseases related to radiation, thus protecting their health and safety.

Medical staff of the health management center have to contact the patients and handle medical wastes frequently during their work, thus increasing their risk of virus contact and bacterial infection. Therefore, we institutionalize relevant protective measures as follows:

- Personnel engaged in the collection, transportation, temporary storage and disposal of medical waste shall be equipped with protective equipment such as work clothes, hats, masks, gloves, rubber shoes, etc., and receive regular health checks. If necessary, the persons concerned should be immunized.
- If our staff are injured by medical waste, they should be immediately disinfected, and if necessary, tested for blood-borne diseases and reported to our Hospital Infection Management Department in the health management center.
- Any staff contaminated of the blood and body fluids of hepatitis B patients due to injury by sharp instruments should receive injection of high-valent globulin within 24 hours for hepatitis B immunization, and have their blood checked for hepatitis B markers. Those with negative results must be vaccinated against infection.

Bringing People Together

As for our education segment, taking care of children demands a lot of physical strength, as our staff have to pick up children frequently, change diapers for them and carry various kinds of equipments, and are therefore more vulnerable to injury and strain. Our Education Centers are equipped with cribs with adjustable height to reduce employees' burden on the waist and avoid strain when they handle the children. We also provide them with personal protective equipment such as gloves, disinfectants, and sunscreens to protect their health.

We are committed to improving occupational safety and health measures by strengthening training and cultivating awareness of health and safety in our employees and making significant efforts to create a workplace with "zero work-related injury" and accomplishing "Grand Health" in Fullshare.

SCOUTING FOR TALENT

The capability and quality of our employees is the cornerstone of the Group's success. We select the most suitable persons for the jobs, and our recruitment conditions depend entirely on the candidate's ability, experience and appropriateness. Being in a multicultural society, we pay special attention to social communion, and hire talented people under the principles of fairness and justice, and will never tolerate discrimination against ages, physical conditions, sexual orientation, marital status, race, religion, etc. and we will never target specific groups only when publishing job opportunities.

In order to attract more talented people to become part of our "Grand Health" industry, we recruit people through various channels, including campus recruitment, media recruitment and job fairs. We also encourage our employees to recommend suitable candidates and may give them bonuses as a sense of gratitude.

NURTURING TALENT

A good coach needs a good player to accomplish himself. In addition to scouting for talent, we have invested a large amount of resources in training and provided a broad career development platform on which our employees can give full play to their talent and enhance their value and potential and become a good player.

We have a clear path of promotion and will assess our employees' performance and personal qualities through monthly, quarterly and annual performance assessments. The assessment results will provide an important basis for their compensation and position adjustment and help them to set goals for future work and learning.

We in Fullshare respect the personality and needs of our employees, help them become more valuable by equipping themselves with knowledge and skills, and improve their individual work quality and work techniques through diversified internal and external training, so as to advance the development of the Group. We formulate annual training schedules, and plan courses and activities for training of new employees, training on knowledge and skills and team building programs, such as regulations on the listed companies, team development, risk management, and brand strategy, etc. Based on the diversity of our businesses, each business segment will also develop its own training plan so that their employees can enhance their knowledge and make continuous progress.

In order to enhance the quality of teaching and ensure that every student has a comprehensive and satisfactory learning experience, our early education sector in Australia regularly organizes exchanges and training activities such as manager meetings, cross-school sharing sessions and annual seminars to provide a platform for communication among our staff to know each other and make progress together.

Our internal training sessions held during the Reporting Period include:

- Induction training
- Financial Management
- Risk management
- Procurement and supplier management
- Disposal of chemicals
- Work management in the Brand Department
- Children protection
- Training on medical systems

In addition, we actively participate in various types of external training to equip and add value to ourselves. The following are examples of external training and seminars we participated in during the Reporting Period:

- Tax Planning
- Economy and global strategy
- Network-based big data
- Anti-demographic business technologies
- Workshop on market outlook
- International Forum on Comprehensive Compensation and Employee Experience
- Behavior management
- Creative learning environment
- Non-financial indicators to prevent fraud
- International Financial Reporting Standards 15

Bringing People Together

NURTURING TALENT – MEDICAL EQUIPMENT SEGMENT

Taking our medical equipment business as an example, our employees can participate in overseas training, exchange opinions with the professionals from other countries, and learn advanced medical technologies. We will organize quality training so that our employees can involve themselves in the knowledge of psychology, sociology, and value outlook beyond work. In addition, we have set up a reference room in the office to collect a large number of books, CDs, and magazines related to our business and management so that our employees can learn at any time.

Apart from training, we actively participate in exhibitions and seminars all over the country as well as in foreign countries. We communicate with our peers, learn from each other and strive for progress and innovation, aiming to promote the development of science and technology and medical industry. The exhibitions and seminars we had participated in during the Reporting Period include: China International Medical Equipment Fair (CMEF), Medical Imaging Display Summit, the 16th Symposium on Radiology hosted by Radiological Professional Committee of Gansu Medical Association and the 2017 Gansu Radiological Quality Control Conference, as well as the annual meeting of the Radiological Society of the Philippines.



EMPLOYMENT STANDARDS

We comply with applicable local laws and regulations in Mainland China, Hong Kong and Australia including but not limited to provisions on the Prohibition of Using Child Labor (《禁止使用童工規定》) in the PRC and Child Employment Act 2006 in Queensland, Australia and will never tolerate child labor or forced labor. We require all our new employees to submit proof of identity and/or permission (where applicable) to work in the locations where our businesses locate to avoid child laborers. In terminating the employment contract, the Group also makes reasonable arrangements in compliance with applicable labor laws. In addition, we have personnel regulations that specify the working hours and holidays. If employees need to work overtime, they must apply and obtain approval in advance. We will provide sufficient overtime subsidies or time in lieu to employees in accordance with national regulations to avoid excessive work. We were not aware of any instances of child labor and forced labor during the Reporting Period.

Our education sector in Australia strictly abides by the employment standards and regulations for early education enacted by the Australian Government and employs qualified staff. We hire people according to the Children's Services Award or The Educational Services (Teachers) Award and observe the terms and conditions stipulated by the system, including categories of employment, minimum wage, working hours and holiday arrangements. Our staff, including the teaching staff, management and senior management, must hold work permits, namely the "Working With Children Check" required by the State of Victoria and the "Blue Card" prescribed by the State of Queensland. The work permit is issued by the government and records the personal information of the holder including but not limited to his/her identity, age, criminal record, etc. If the applicant has violated child safety regulations or has committed any obscene or other serious crimes, he or she will never be considered or accepted for employment with our early education segment. Our Education Center will never hire people who do not have the above documents. We will keep a copy of the employee's credentials and upload the information to our internal system. The certificates must be updated every three years, when the documents are about to expire, the employee will be reminded by the internal system automatically to make updates. As the work permit has recorded the age of our employees, we will be able to avoid hiring child labor or unqualified staff.

According to the National Quality Framework, each branch school must maintain a certain teacher-student ratio at any time. The number of students varies slightly depending on the state and age of the students. The following chart shows the minimum teacher-student ratio required with different age groups:

Teacher-student ratio – newborn to 24 months	
Australia	1:4
Teacher-student ratio – 24 to 36 months	
Queensland	1:5
Victoria	1:4
Teacher-student ratio – 36 months to preschool age	
Queensland	1:11
Victoria	1:11





Adhering to Quality

Adhering to Quality

Continuous development and improvement of quality of our products and services represent our consistent pursuit. From property development, hospitality services, medical research and provision of healthcare and education services, we try our best and make every effort to put our customers' interests in the first place, taking their needs into consideration and providing the best products and services for the public, so as to lead the trend of a quality life.

QUALITY PROPERTY

Property Development



Design:

Every project and every building is a masterpiece of our ingenuity. With our rich industry experience and familiarity with customer preferences, we integrate the concept of healthy living into architectural design to make the first-class real estate projects.



Choice of materials:

We have strict requirements on the materials used in the decoration projects by guaranteeing that the materials meet the quality, safety and component requirements of national standards and relevant environmental regulations, such as fireproof, rodent-proof and damp-proof, so as to ensure the quality and safety of buildings.



Acceptance:

Upon completion of the construction we will conduct a comprehensive inspection according to the "Procedure for the Acceptance of the Property" formulated and adopted by our Group to ensure that the project meets the standards and the quality of the property is guaranteed.



Delivery:

In addition to the rigorous acceptance procedures, we are meticulous in the delivery process. We have engaged inspection personnels who are responsible for the property delivery check according to the "In-take Acceptance Procedures" formulated and adopted by our Group to ensure that the owners are satisfactory with their properties.



Customer service:

We strive to perfect our after-sales service through provision of high-quality property management, catering for the needs of property owners 24/7.



Property management

Staying customer-oriented and treating our customers with hospitality and honesty are our consistent pursuit. Apart from property development, we provide one-stop property management services. We always strive for excellence and do our utmost to enhance customer experience and satisfaction.

Our goals in customer service are set forth as follows:

- To achieve 98% or above in handling owner/tenant complaint timely;
- To achieve 95% or above in terms of owner satisfaction with departmental services;
- To achieve 90% or above in terms of response to owners' opinions and feedback;
- To set up department service supervision hotline to collect external opinions and suggestions in an efficient and timely manner.

To achieve these goals, our project staff must follow a set of standard work processes and service standards to provide our customers with high-quality and caring services. Through routine inspections, listening carefully to the opinions of our customers and handling complaints in a timely manner, we strive to make them feel as comfortable as at home. We will also regularly conduct the "Survey on Satisfaction of Property Management Services" to collect the tenants' opinions and understand their needs and expectations, so as to improve our service quality.

In order to build a community of "Grand Health", we have established strict rules for daily inspection of buildings and equipment, which require our project staff to maintain environmental hygiene, check for fire hazards, and regularly maintain facilities to ensure the health and safety of our customers.

Adhering to Quality

QUALITY PROPERTY - YUHUA SALON

The design of our Yuhuan Salon incorporates green and healthy elements, combined with ten healthy living systems, allowing owners and visitors to enjoy a high-quality lifestyle from the inside out, perfectly interpreting the concept of "Premium Property".

Top 10 Healthy Living Systems

Healthy Environmental System

Greening the area with parks, natural forests, aerial gardens and other natural landscapes carefully placed.

Living Platform System

Application of a suspended particle (PM2.5) treatment system, with energy saving design for indoor lighting, fresh air system and other green technologies, aiming to make it an ecological building in creating an energy-saving, green and healthy environment

Healthy Social System

Establishing a high-quality industrial chain and building a production-city integration demonstration area.

Healthy Commercial System

Striving to make it the No.1 urban pastoral shopping park of Nanjing and China.

Healthy Sports System

Introducing a variety of sports venues, e.g. basketball courts, squash courts, gyms, etc., allowing our customers to have a healthy and stylish way of living.

Healthy Catering System

Featuring a creative healthy dining model, with a careful selection of restaurants and products that meet health standards into the community.

Healthy Recreational System

Opening up a public space in the community, with libraries, cafes, natural forests, so that the residents can relax and enjoy their time around.

Commercial Healthcare System

China's first commercial healthcare-themed hotel, featuring five major healthcare concepts, providing comprehensive healthcare services, aiming to reach the unity of nature and human, for total physical and mental recreation.

Healthy Operation & Management System

Developing a cloud-based platform to support the healthy operation of the project with high-end technologies.

"Internet +" Health Application System

Connecting residents, hotel guests, white collars and visitors to form a community with the Internet.

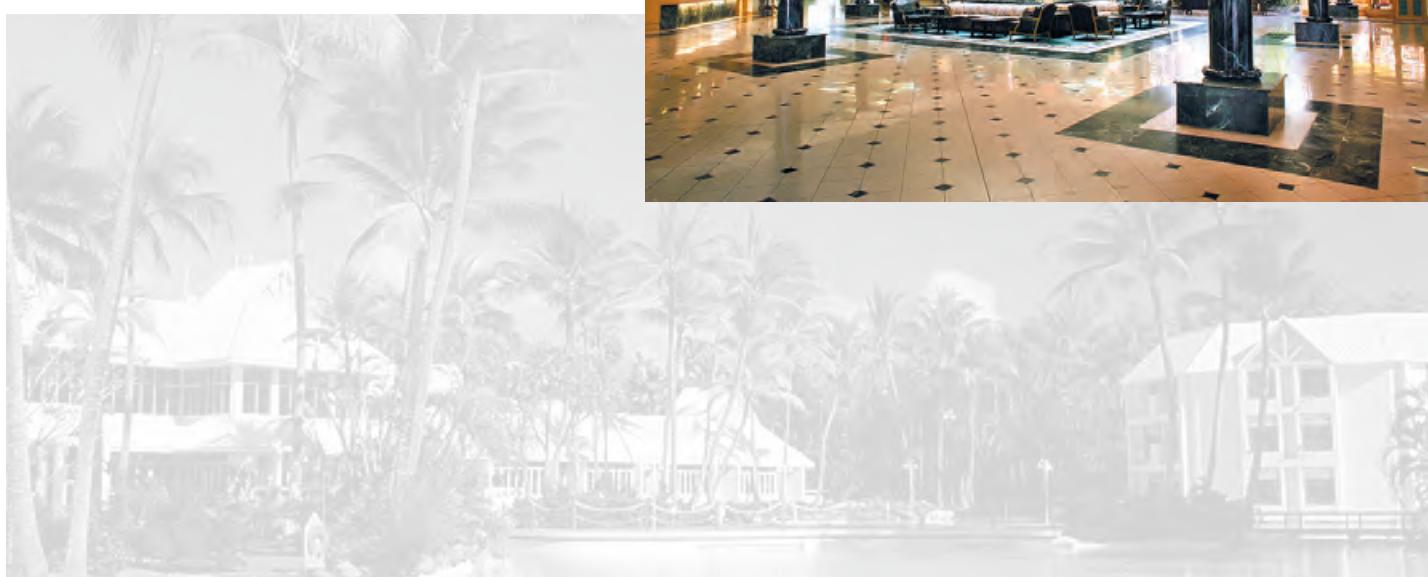
QUALITY TOURISM

Located in Port Douglas, a utopia for divers, beach lovers and tropical lovers, the Sheraton project is the right place for a relaxing yet luxurious vacation. Being the only 5-star beachfront resort in town surrounded by a lush tropical garden, we commit ourselves to creating excellent guest experience.

5-Star Facilities

Our guests are able to enjoy the spectacular view of the golden Four Mile Beach, the green and lush landscaping and the azure saltwater lagoon pools. The Sheraton project contains a wide range of facilities including 9 swimmable saltwater lagoon pools and freshwater pool with 25 cabanas, a lap pool, 18-hole golf course, 24/7 gymnasium and tennis courts, as well as 7 meeting rooms and boardrooms and numerous function spaces, catering the needs of different guests from all walks of life including families, couples, buddies and corporates.

To further enhance our facilities, the Resort underwent a comprehensive revitalisation project. After revitalising the Resort inside out with the transformation of all 295 rooms and suites and creation of 39 lagoon edge rooms, 12 lagoon edge studio suites and 25 lagoon cabanas, together with other enhancement projects such as landscaping improvements and replacement of guestroom televisions.

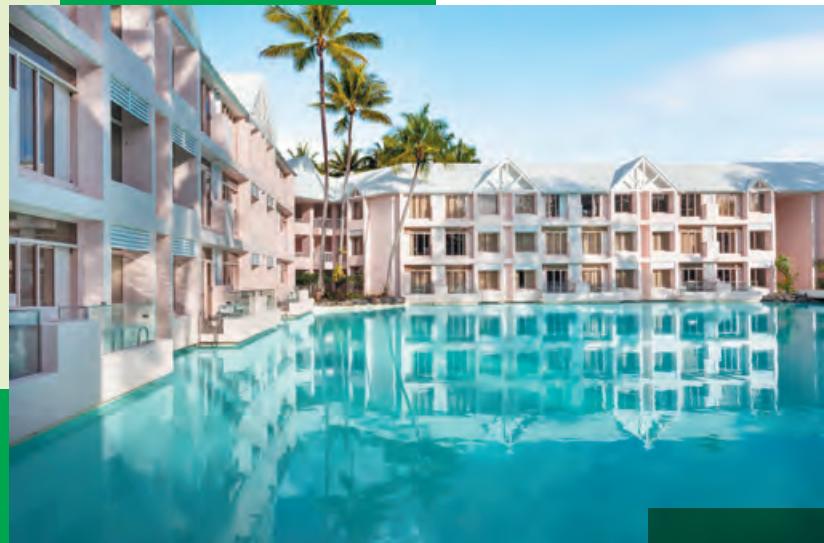


Adhering to Quality

Facility Highlights – Lagoons and Cabanas

The sparkling 2 hectares of swimmable saltwater lagoon pools have always been brought into limelight in the Resort. Our guests can either enjoy a swim in any of the 8 individual pools or have a sunbath on the sandy poolside beaches. For those who look for a special experience, simply book a lagoon edge room with swim out balconies and refresh in the tranquil water pumped directly from the sea. 25 iconic and private cabanas spread throughout the main lagoons and pool access allow guests to rest after a swim and provide a shelter from the sun.

Water hygiene in our saltwater and freshwater pools is guaranteed with regular filtering and tests. Our pools have obtained pool safety certificates with annual inspections. To protect swimmers' safety, we have established a pool safety management plan approved by Building Codes Queensland which guides the policies and procedures to ensure water quality and pool safety, together with signs and warnings across the property, on guest registration cards and in lagoon edge rooms to advise swimmers with safety measures. Associates are also well trained and responsible for conducting daily patrols around the pools to keep our guests safe.



Exceptional Guest Experience

To give our guests a pleasant stay, we are dedicated to offering the best and the right services.

A set of standards is in place to set out the criteria to be met in various aspects of guest services such as guestroom set-up, meeting set-up, check-in, concierge services, catering and membership services. Associates are required to adhere to the standards at all times to maintain service quality. We conduct reviews weekly with mystery guest to carry out an annual audit to ensure the standards are met.

We treat every guest with courtesy and care and welcome guest feedback, either a compliment or a complaint, for continuous improvements. Ways we communicate with our guests to listen to their needs and opinions include:



Email

Prior to arrival, we send a confirmation email to our guests to see if they need any special arrangements and we will do our utmost to suit their needs. After their stay, we also follow up with them through emails to see if they enjoy their stay.



Online guest review

Guests can give reviews and ratings on their stay on various online platforms. Our staff are required to respond to every guest review posted on certain selected websites including TripAdvisor within 24 hours.



Satisfaction survey

We conduct satisfaction surveys and invite guests to give ratings and opinions about their experience in the Resort such as room cleanliness, check-in experience, staff service and food quality and their willingness to recommend us. Therefore, we are able to make progress.



Face-to-face communication

Our associates are all around in the Resort to communicate with our guests to cater for their needs and make sure they enjoy their stay.

Adhering to Quality

Guest Health and Safety

We put great store by maintaining our guests' wellbeing by taking great care of their health and safety.

Food safety is one of our top priorities. Our F&B services are in stringent compliance with all applicable laws and regulations in Australia including but not limited to Food Act 2006 and Food Standards Code to minimize food safety risks to the largest extent. Our restaurants and bar have obtained mandatory food business licensees and Hazard Analysis and Critical Control Points (HACCP) Food Safety Certification as in recognition of its effort in preventing microbial and other hazards in food production. We also conduct trainings and inspections from time to time to safeguard food quality and hygiene of food products, the kitchen and food handlers. We will also carry out yearly site inspection on food suppliers to ensure that their storage condition, hygiene, product quality and transport have met our standards. With the above measures, we can ensure that our food is served with the best taste, quality and hygiene to give our guests a great dining experience.

Apart from food safety, safety and security of our guests and their properties are also the integral part of our responsibility. In practice, we have established a detailed emergency management framework which sets out the responsibilities and standard procedures to prevent, handle and report on various cases of emergencies, for example, civil disturbance, fire, utility outages and natural disasters. Safety inductions for new joiners, weekly safety trainings and regular safety meetings are organized across different departments throughout the year to get associates prepared for dealing with emergency cases and keep them abreast of safety and security issues. An emergency evacuation plan is in place on the door of each guestroom. During the Reporting Period, 4 evacuation practices were organized.



What our guests say…

“Fabulous resort, as Platinum members, we were fortunate to be upgraded to a beautiful suite. The resort is gorgeous with beautiful lagoons and pools throughout. The staff is wonderful. The guest services staff were great, helping us pick great day trips. All the staff went out of their way to help. We'd love to return.”

“The resort is wonderfully built and located away from the hustle and bustle. A great pool and swimming area and if not enough, a wonderful sandy beach awaits. The food was just great and the service was wonderful with a lot wonderful staff.”

“Staff were friendly, rooms were great and so were facilities. We were in a lagoon edge room so being able to go into the pool straight from our room certainly was a new and fabulous experience for us.”

“We stayed here for our honeymoon and the staff made it special with a lovely note and champagne. All staff were all friendly. Both the room and resort were clean and beautiful. The highlight was the lagoon pools; they were all well maintained and clean.”

Adhering to Quality

QUALITY HEALTHCARE

We are committed to making the public live a rich and healthy life. From the R&D and manufacture process of medical equipments to the provision of treatment, nursing services, and medication dosing, we have been complied with all applicable laws and regulations in the PRC including but not limited to the PRC Production Safety Law (《中華人民共和國安全生產法》), the Regulations on Handling Medical Malpractice (《醫療事故處理條例》), the Drug Administration Law (《藥品管理法》) and the Regulations on Supervision and Control of Medical Equipment (《醫療器械監督管理條例》), as well as strictly followed a series of policies and measures, taken the health and safety of customers and patients as the top priority consideration, so as to provide high quality products and services and promote the development of the medical industry.

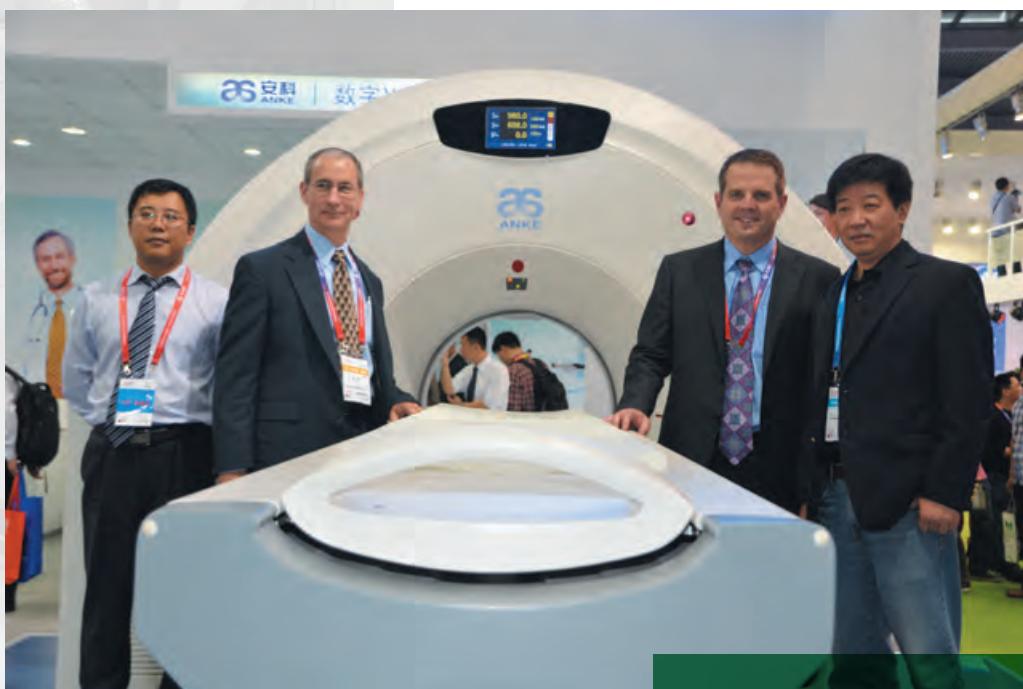
Medical Equipment

Since medical equipment plays an important role in saving lives and treating diseases, and can affect the health and safety of patients, the industry is highly regulated by the government. Our products have passed ISO13485 Quality Management System for Medical Devices and ISO9001 Quality Management System certification. Some products have even obtained EU Product Safety certification (CE certification) and U.S. Food and Drug Administration (FDA) certification to ensure product quality and safety for the sake of our users. We also engaged professional agencies to conduct tests on radiological equipments to ensure that the equipments meet the national radiation protection requirements and protect customers from excessive radiation damage.



During the procurement process, we request suppliers to submit supporting documents to prove that the supplied materials such as electronic components and devices and other product components have passed various tests and met the safety requirements. We would closely monitor suppliers' quality and conduct monthly, quarterly and annual performance assessments. We also require key material suppliers to obtain a quality system or safety certification certificate, and arrange on-site assessments and comprehensive review at least once a year to maintain product quality.

We not only focus on products quality, but also pay attention to communication so as to grasp the needs of the market, thus optimizing the effectiveness of medical equipments and making diagnosis and treatment of diseases more effective and accurate. We have a comprehensive service platform with a nationwide network comprising professional maintenance engineers and R&D engineers to provide customers with timely and efficient maintenance and after-sales follow-up services. If customers have inquiries or maintenance requirements, they can contact us through the service hotline, then our customer service personnel and engineers will respond timely. We also regularly hold customer training courses to teach pathological knowledge and guide medical staff how to use and maintain the equipment to maximize the effectiveness of our products.



Adhering to Quality

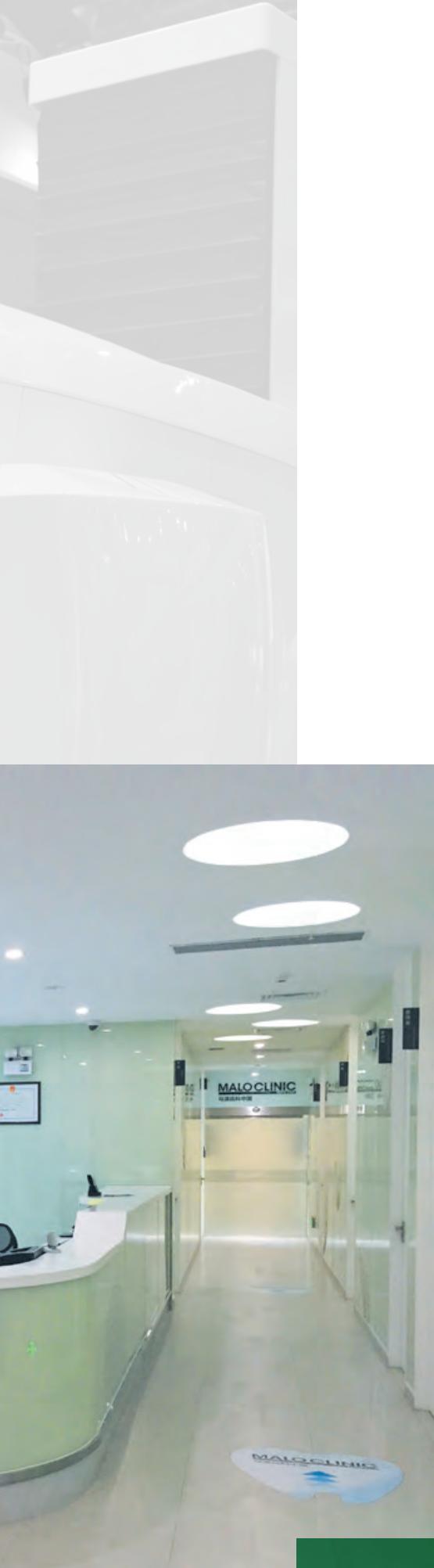
Health Management Center

As a leading anti-aging medical institution, our health management center has been committed to providing professional, comfortable, private, and personalized health management services to customers, covering chronic disease treatment, cancer prevention management, anti-aging treatment, nutrition management, and private doctor consultation services, so as to meet the needs of the general public in pursuit of a healthy life in addition to traditional medical services.

Protecting the health of patients is our top priority. For this purpose, we have strict requirements on the duties of nursing staff, outpatient treatment, medication dosing, and personal and environmental hygiene, including:

- The nursing staff must maintain personal hygiene at all times, wash hands with disinfectant before and after treatment, and wear masks.
- Perform aseptic operation and conduct disinfection in treatment room and injection room regularly.
- Be cautious with the medication, including paying attention to the dose, concentration, usage, expiration date, and patient conditions.
- Understand the patient's illness history and habits to develop a suitable treatment plan.





For the daily use of medical equipments in the center, we set up a comprehensive management system to standardize the procurement, storage, operation, and maintenance of each equipment to ensure its safety. In addition to medical devices, the quality and safety of drugs are also critical to the patient's treatment and recovery. We have formulated the “Drug Procurement System”, requiring our drug procurers to comply with the Drug Administration Law (《藥品管理法》) and other regulations and seriously deal with drug purchase issues. During supplier selection, we will conduct a review of the supplier, including, among others, (i) verify its operation mode, product and service quality and reputation, etc., (ii) confirm that the supplier holds the “Drug Production License” and the “Drug Business License” issued by China Food and Drug Administration (國家食品藥品監督管理總局), and (iii) sign the quality assurance agreement. The selected supplier should possess “Good Supply Practice” (GSP) or “Good Manufacturing Practice” (GMP). The GSP certification proves that the drug supplier takes strict measures in production, operation and sales to ensure drug quality, while the GMP certification proves that the supplier has good production equipments, appropriate production process, comprehensive quality management and strict inspection system to ensure that the quality and hygiene of the product meet national requirements.

In addition, we have made a set of emergency plans to guide employees in dealing with emergencies such as power outages, medical accidents, public health incidents, and sudden illnesses such as shock, heart problems, food poisoning, and syncope, and to ensure that the center is equipped with comprehensive and adequate drugs and emergency equipments, such as ambulances, oxygen breathing devices, suction devices, artificial respiration system, etc., to protect the health and safety of customers and patients. In the event of a medical waste accident, such as leakage or loss, nursing staff will take emergency measures in accordance with the “Clinical Waste Management System” adopted by the health management center to prevent the spread of infectious substances and reduce the risk of injury and infection.

Adhering to Quality

HEALTH PLATFORM - FULLSHARE TOP* (豐盛榜)

Fullshare strives to build an eco-industrial chain model of “Health Platform + Core Health Enterprise + Cooperative Health Enterprise” and build an integrated service platform for grand healthy lifestyle, for which “Fullshare Top” is one of the most important sections. The “Fullshare Top” mobile app was officially launched with the theme of “Good Knowledge, Good Recommendations, Good News, Good Products, Good Shops and Good Food” (“良知、良方、良言、良品、良店、良食”) in June this year, with famous doctors, nutritionists, and health management experts invited to provide comprehensive health information, for the purpose of building an interactive healthy lifestyle platform.

Good Knowledge Collection of professional advices from medical experts, nutritionists and health management experts to provide users with personalized health information

Good Recommendations Comprehensive solutions and professional health recommendations for health issues

Good News Publish the latest information on lifestyle, allowing users to share with their family and friends

Good Products Recommend healthy products, allowing users to enhance their physical fitness and health from the inside out

Good Shops Enjoy one-stop health services whenever, wherever, online and offline

Good Food Invite world famous chefs, nutrition experts, doctors, etc. to teach healthy cooking and dining tips



QUALITY EDUCATION

Teaching Quality

We are committed to providing students with the happiest and most comprehensive learning environment for them to enjoy learning. Our management team has accumulated rich experiences and knowledge in early childhood education, and can understand students' development needs, then develop the most suitable courses for them.

Our next generation is a valuable asset to society. Therefore, early childhood education is highly valued and regulated by the Australian government. We strictly comply with various relevant laws and regulations, among which, all of our policies and guidances are prepared in accordance with the "National Quality Framework", for the purpose to enable children to get the most comprehensive development. The framework includes four aspects, being The National Laws and National Regulations, The National Quality Standards, An Assessment and Quality Rating Process and The National Learning Frameworks. In terms of the learning framework, we adopt the Early Years Learning Framework of Australia as the guidance for the preparation of courses to provide different learning opportunities so that they can build a solid foundation.

Each student is a unique individual and has different personalities, learning patterns, learning pace, and interests. Therefore, our courses will be adjusted according to students' interests and specialities, and our teachers will also provide appropriate supports based on the differences, for example, they give personalized guidance to students which is in line with the study progress to achieve happy learning. We will review the courses design regularly to ensure students can acquire knowledge to the largest extent.

Parent Communication

We will carry out parents' satisfaction survey every year, through which, parents can provide advices on the teaching quality, learning environment, safety and hygiene. Their feedback will help us to improve and enhance our teaching quality. We also have a comprehensive complaint mechanism to allow parents to reflect their opinions to management. All complaints will be recorded in the central system to ensure that the complaints are handled in the most timely and appropriate manner.

Health and Safety

As an educational institution, the health and safety of students is the most important aspect for us. Students in our education centers are at rapid physical and mental development stage. They love to explore and wander around. At the same time, their immune system is not as developed as the adults and may have higher chance to get injured and illnesses. We have a series of rules, procedures and policies regarding environment, diet and safety, and try our best to take preventions, so as to let them grow in a comfortable and safe environment.



Adhering to Quality

- *Environment*

In respect of the environment, our employees conduct daily inspections at the center to check the environmental hygiene and equipment depreciation, and ensure that various items (such as sharps, matches, toys, etc.) are appropriately placed in a suitable place to prevent injuries. Responsible employees are required to fill out an inspection schedule every day to confirm that everything in the center is safe to students.

We pay special attention to environmental hygiene to prevent bacterial growth and spread of viruses. We formulate hygiene measures in relation to sanitation of the employees and the environment. Measures include regular replacement and cleaning of toys and books, cleaning the stockroom every week, washing hands before and after handling different jobs, and disposing diapers in accordance with sanitary procedures.

- *Diet*

We set up food nutrition policies to ensure that every student's diet meets their daily nutrition and development needs, as well as in compliance with the dietary guidelines published by Australia. As to food safety, we dedicate to a good job of checking. All centers must strictly follow a series of food safety measures in accordance with relevant food safety guidelines and regulations to ensure that students can enjoy the safest and freshest foods with no viruses infringement. Most of our centers have kitchens to cater for students' daily nutritional needs and these kitchens need to obtain government approval for handling food. The Australian government will conduct regular inspections to check the kitchens hygiene conditions and will award star-certification to reward organizations with the best hygiene. During the Reporting Period, four of our centers were awarded four- to five-star certifications, demonstrating that we have spared no effort in food safety.

With its comprehensive food safety policy, Karana Downs School, one of the education centers of Sparrow, received the highest honour of the five-star certification awarded by the Brisbane government. The policy describes all steps and standards for processing food in detail, and lists the issues that employees should pay attention to during food processing, including maintaining a certain temperature, processing raw and cooked or different types of food separately, and hygienic procedures when cooking, especially for some foods that are susceptible to deterioration and bacterial growth, such as dairy products and seafood.



- *Safety*

According to the national quality standard requirements, the teacher-student ratio in each center must meet the minimum requirements to ensure that every child receives the most appropriate and timely care. We require each center to have at least one educator who has obtained first aid qualification at any time in order to cope with unexpected situation.

We make promise of taking a zero-tolerance attitude to the act of abusing or neglecting of children in "Statement to Commitment to Child Safety". Regardless of children's cultural background, language, and injury and health conditions, we are all committed to protecting their safety and physical and mental health, caring and respecting their voices, maintaining high level of vigilance at all times and preventing them from being harmed. We have formulated the "Child Protection Policy", which sets out the precautions and follow-up actions when employees suspect that a similar situation would have occurred.

In addition to self-regulations, we also need to teach students to pay attention to their own safety. Teachers will get the students familiar with the safety measures of the center through games and class discussions, and teach them to protect themselves to reduce the risk of accidents.

INTELLECTUAL PROPERTY RIGHT

Our employees working in Mainland China must protect the intellectual property rights of the Group in accordance with the Patent and Intellectual Property Rights Regulations (《專利及知識產權條例》) in China. The application for intellectual property rights is applicable to the medical equipment business and all of our products have obtained the intellectual property rights certificates. Currently, we have over 100 patents and computer software copyrights.

PRIVACY PROTECTION

We comply with local laws and regulations on privacy protection and cautiously handle personal data and protect privacy. Except for work, without prior approval, employees are not allowed to disclose the trade secrets or other important information of the Group to the public, nor to use such information beyond work scope. Our employees must sign a confidentiality statement or agreement, clearly understand their responsibilities for protecting privacy, promise to handle personal data carefully, and do their best to protect the Group's trade secrets, employee information, patented technology, and customer privacy, as well as safeguard the interests of the Group and its customers.

In particular, we are highly concerned about the data security of our resort guests, especially their personal identifiable information and personal data, including their names, passport numbers, credit card information and email addresses. To prevent misuse, damage and leakage of data, we manage our own servers for data storage with access limit only to authorised staff. Data is backed up and encrypted on a timely basis. Our associates are also trained to safeguard data privacy and security.

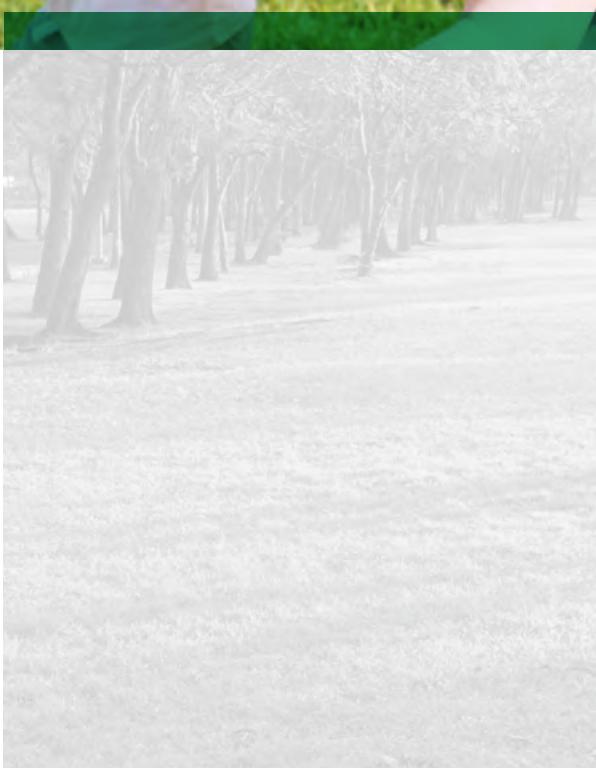
We emphasize the importance of privacy of patients. According to The Law on Licensed Physicians of the PRC (《中華人民共和國執業醫師法》), the medical personnel must respect and protect the privacy of patients, and should not disclose their medical records to others without consent. In respect of this, we have formulated the Regulations for the Management of Medical Records (《病歷管理規定》) to properly manage medical records and safeguard the interests of patients.

ADVERTISEMENTS AND LABELS

We formulate our product and service promotion advertisements in compliance with the Advertisement Law of the People's Republic of China (《中華人民共和國廣告法》) ensuring that the advertisements are accurate and legal, without any misleading statement or misrepresentation, for the purpose of protecting interests of customers.

In terms of drug labels, we strictly abide by the "Management Provisions on Drug Specification and Labels" to ensure the name, ingredients, functions, usage and dosage, precautions, date of production, etc. are specified on the labels of drugs procured by the Group and guarantee to provide the most suitable, compliant and qualified drugs to patients.







Giving back to the Community



Giving back to the Community

Dedicated to the mission of “Create and Share Prosperity with the Community”, we are striving to reward the community and share with it the achievements we have accomplished over the years. We have actively participated in public welfare undertakings and encouraged our employees to offer help to those in need. The Group has been repeatedly dubbed as “Nanjing’s Exemplary Charity Participant”, and was visited by a Hong Kong joint charity delegation in September this year, which stopped at our project in Nanjing and affirmed our commitment to supporting charity and the community.

ACTIVE VOLUNTEERING

Pok Oi – Old Master Q Hong Kong Charity Run 2017

During the year, we titled and sponsored the Old Master Q’s Charity Run organized by Pok Oi Hospital, with a total of HK\$3.5 million. The event was held in Tin Shui Wai on 12 November 2017 and was divided into a number of groups, i.e. individual, company, team and parent-child groups ranging from 10 km, 3 km to 1 km.



The charity run was a great success, and met with support from all walks of life. It attracted nearly 5,000 citizens, old or young, who together with our staff, dressed up as characters in the classic cartoon “Old Master Q”, making the scene very lively and amusing. The campaign raised a total of HK\$6 million to support Pok Oi Hospital’s “Youth Development Grants” in helping school children from families under financial pressure and allow them to continue to pursue their dreams.

New Year's Greetings

As the Spring Festival was approaching, we visited the Hope Worldwide Center for Kids, Hong Kong Baptist Mr. & Mrs. Au Shue Hung Rehabilitation and Healthcare Home Limited, and Pok Oi Hospital Chan Feng Men Ling Care and Attention Home in January 2017. We also gave gift packages to the elderly and children from low-income families to spread our warmth and care.



Giving back to the Community

Charitable Funds Walks for Millions

A walking team made up of our employees and their relatives and friends participated in the Walks for Millions in the New Territories on 26 February 2017, during which the Group donated a total of HK\$50,000 to support the public welfare fund for the family and children welfare services of Community Chest.



Biggest Morning Tea

Our Resort organized Biggest Morning Tea, gathering associates to contribute their effort to support Cancer Council Queensland which dedicates itself to helping cancer patients and promoting cancer prevention. The event has received a great success with associates from Food & Beverage Department baking cakes and slices for charity sale to raise fund for the Council.

Melbourne Cup Luncheon

Melbourne Cup Luncheon, a fundraising event held annually by our Resort in conjunction with the charity KIND has always been the highlight of the year. This year, around 250 people dressed up for the luncheon and attended an auction, raising 21,000 Australian dollars for the charity.

CHARITY DONATION

During the year, we donated RMB30,000 to the Amity Foundation to support their painstaking efforts in education, social welfare, medical care, community development, environmental protection and disaster management. We also donated RMB500,000 to the China Primary Health Care Foundation to support the public welfare activities carried out by the Alliance of Domestic Brands' in Innovative Medical Poverty Alleviation, which focuses on providing comprehensive and quality medical services to the people in need, so as to improve public health. In addition, we donated 7,500 Australian dollars to a local Australian Foundation (Brainchild Foundation) to sponsor its charity ball and support children suffering from neurological disorders in the brain and spinal cord and their families. The Resort also donated 200 blankets and doon as to Lifeline which helps locals suffering from emotions.

During the Reporting Period, we also participated in a Christmas party organized by a charity organization (Mater Little Miracles) under a local Australian hospital to raise funds for the treatment and care of infants and children, so that they can grow up healthily.

SUPPORTING THE COMMUNITY

We maintain good relationship with the communities where our businesses are situated by supporting the locals, the local economy, welfare institutions and schools. In particular, we give prominence to the development of the indigenous youth. During the Reporting Period, our Resort initiated Sheraton Indigenous Engagement Program. This 12-week program has provided 12 local indigenous youth with on-the-job training opportunities in housekeeping, laundry and food & beverage, through which they could get an in-depth understanding of the workplace and the hospitality industry to get themselves prepared with their future career. We also fully support the local economy. For instance, we will take the small suppliers or service providers in the neighborhood into consideration during the procurement process to contribute to their sustainable growth thus beneficially each other. We also take our students to various community activities, e.g. visiting the elderly nursing homes and community libraries and participating in environmental protection activities, aiming to teach them to be considerate for others, care for the society, and be good citizens while making contributions to the environment and the community.



Key Environmental Performance Indicators

Emissions

	Hong Kong Headquarters ⁱ	Property	Tourism	Healthcare	Education	Total
Air Emissions						
Nitrogen Oxides (NOx)	N/A	24.32 kg	300.45 kg	66.96 kg	669.49 kg	1,061.22 kg
Sulphur Oxides (SOx)	N/A	0.31 kg	0.50 kg	0.44 kg	1.08 kg	2.33 kg
Particulate Matters (PM)	N/A	1.79 kg	2.32 kg	1.01 kg	33.60 kg	38.71 kg

Greenhouse Gas (GHG) Emissions

Total Emissions (Scope 1 and Scope 2)	38.73 tonnes of CO ₂ e	5,895.89 tonnes of CO ₂ e	8,145.18 tonnes of CO ₂ e	1,039.56 tonnes of CO ₂ e	901.84 tonnes of CO ₂ e	16,021.19 tonnes of CO ₂ e
Total Emissions Intensity (Scope 1 and Scope 2)	1.29 tonnes of CO ₂ e/employee	2.94 tonnes of CO ₂ e/ revenue in million RMB	0.12 tonnes of CO ₂ e/ occupied room night	0.10 tonnes of CO ₂ e/ m ²	0.02 tonnes of CO ₂ e/ m ²	N/A
Total Emissions (Scope 1, Scope 2 and Scope 3)	38.73 tonnes of CO ₂ e	5,950.80 tonnes of CO ₂ e	8,145.18 tonnes of CO ₂ e	1,067.69 tonnes of CO ₂ e	915.68 tonnes of CO ₂ e	16,118.07 tonnes of CO ₂ e
Total Emissions Intensity (Scope 1, Scope 2 and Scope 3)	1.29 tonnes of CO ₂ e/ employee	2.96 tonnes of CO ₂ e/ revenue in million RMB	0.12 tonnes of CO ₂ e/ occupied room night	0.10 tonnes of CO ₂ e/ m ²	0.02 tonnes of CO ₂ e/ m ²	N/A
Scope 1 (Direct Emissions)	N/A	90.84 tonnes of CO ₂ e	633.76 tonnes of CO ₂ e	71.52 tonnes of CO ₂ e	161.64 tonnes of CO ₂ e	957.77 tonnes of CO ₂ e
Removal (Tree Planting) (Scope 1)	N/A	5.01 tonnes of CO ₂ e	27.6 tonnes of CO ₂ e	0.81 tonnes of CO ₂ e	N/A	33.42 tonnes of CO ₂ e
Scope 2 (Energy Indirect Emissions)	38.73 tonnes of CO ₂ e	5,810.06 tonnes of CO ₂ e	7,539.02 tonnes of CO ₂ e	968.84 tonnes of CO ₂ e	740.19 tonnes of CO ₂ e	15,096.84 tonnes of CO ₂ e
Scope 3 ⁱⁱ (Other Indirect Emissions)	N/A	54.91 tonnes of CO ₂ e	N/A	28.13 tonnes of CO ₂ e	13.84 tonnes of CO ₂ e	96.88 tonnes of CO ₂ e

Non-hazardous Wastes

Total Wastes Generated	1.51 tonnes	9.45 ⁱⁱⁱ tonnes	214.29 ^v tonnes	49.97 ^v tonnes	230.24 tonnes	505.45 tonnes
Total Wastes Generated Intensity	50.17 kg/ employee	4.71 kg/ revenue in million RMB	3.12 kg/ occupied room night	4.77 kg/m ²	4.32 kg/m ²	N/A
Total Disposed Wastes	1.51 tonnes	9.45 tonnes	176.40 tonnes	42.5 tonnes	218.76 tonnes	448.61 tonnes
Total Recycled Wastes	N/A	N/A	37.89 tonnes	7.47 tonnes	11.48 tonnes	56.84 tonnes

ⁱ No air and GHG (Scope 1) emissions were generated from the business in the Hong Kong headquarters.

ⁱⁱ GHG (Scope 3) includes other indirect emission from business air travel by employees.

ⁱⁱⁱ As construction wastes were handled by our entrusted contractors, non-hazardous waste generated by the property segment would mainly consist of office general refuse.

^{iv} The total amount of non-hazardous waste from the tourism segment does not include food waste generated. We will consider to disclose the amount of food waste generated in next year's report.

^v The total amount of non-hazardous waste generated in the healthcare segment only covered waste paper. We will optimize the data collection system and consider a more comprehensive disclosure in next year's report.

	Hong Kong Headquarters	Property	Tourism	Healthcare	Education	Total
Hazardous Wastes^{vi}						
Total Wastes Generated	N/A	N/A	1.02 tonnes	1.17 tonnes	N/A	2.19 tonnes
Total Wastes Generated Intensity	N/A	N/A	0.01 kg/occupied room night	0.11 kg/m ²	N/A	N/A

Use of Resources

Energy

Total Energy Consumption	49.02 MWh	8,530.86 MWh	12,080.50 MWh	2,559.34 MWh	1,403.32 MWh	24,623.04 MWh
Total Energy Consumption Intensity	1.63 MWh/employee	4.25 MWh/revenue in million RMB	0.18 MWh/occupied room night	0.24 MWh/m ²	0.03 MWh/m ²	N/A
Purchased Electricity	49.02 MWh	8,206.16 MWh	9,543.06 MWh	1,838.07 MWh	780.36 MWh	20,416.66 MWh
Diesel Oil	N/A	N/A	180.04 MWh	N/A	21.24 MWh	201.29 MWh
Unleaded Petrol	N/A	196.85 MWh	39.71 MWh	145.19 MWh	190.68 MWh	572.43MWh
LPG	N/A	127.84 MWh	2,317.69 MWh	428.24 MWh	N/A	2,873.77 MWh
Towngas	N/A	N/A	N/A	147.85 MWh	411.03 MWh	558.88 MWh

Water

Total Water Consumption	N/A ^{vi}	167,377.45 m ³	304,163.35 m ³	20,110.87 m ³	13,895.09 m ³	505,546.76 m ³
Total Water Consumption Intensity	N/A	83.39 m ³ /revenue in million RMB	4.43 m ³ /occupied room night	1.92 m ³ /m ²	0.26 m ³ /m ²	N/A

Packaging Material^{vii}

Total Amount Used	N/A	N/A	1.14 tonnes	10 tonnes	N/A	11.14 tonnes
Total Amount Used Intensity	N/A	N/A	0.02 kg/occupied room night	0.95 kg/m ²	N/A	N/A
Paper	N/A	N/A	0.81 tonnes	2 tonnes	N/A	2.81 tonnes
Plastic	N/A	N/A	0.33 tonnes	N/A	N/A	0.33 tonnes
Wood	N/A	N/A	N/A	8 tonnes	N/A	8 tonnes

^{vi} No hazardous waste is generated from the business in Hong Kong headquarter, property and education segments.

^{vii} Water supply in the Hong Kong headquarters has been solely controlled by the building management. As the management cannot provide the provision of water supply and sub-meter for individual occupant, this Report does not disclose the water consumption of the Hong Kong headquarters.

No packaging material is used during the operation of Hong Kong headquarters, property and education segments.

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Aspect B8: Community Investment

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Fullshare Holdings Limited
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