

EVERYDAY IS FOLIDAY

复星旅游文化集团 FOSUN TOURISM GROUP

A company incorporated under the laws of the Cayman Islands with limited liability

(Stock Code: 01992)



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

FOLIDAY 复星旅文

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About this Report

About this Report

BACKGROUND

This report is the third annual environmental, social and governance (referred to as “ESG”) report (referred to as “the ESG Report”, “this report” and “the report”) issued by Fosun Tourism Group (referred to as “Fosun Tourism”, “the Company”, “we” and “FTG” in this report), which mainly discloses the Company’s performance on ESG issues. This report covers the financial year from 1 January 2020 to 31 December 2020 (referred to as the “Reporting Period”), with some information dating back to previous years or covering the first quarter of 2021.

SCOPE

Unless otherwise specified, the scope of this report is consistent with that of the Company’s annual report for the Reporting Period (referred to as “2020 Annual Report”), covering Fosun Tourism and its subsidiaries (referred to as “the Group”).

COMPILATION BASIS

This report has been prepared in accordance with the revised *Environmental, Social and Governance Reporting Guide* (referred to as the “Guide”) as set out in Appendix 27 to the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* (referred to as the “HKEX”) (referred to as the “Listing Rules”) issued in December 2015. Meanwhile, this report has been prepared with reference to the *Consultation Paper on Review of the Environmental, Social and Governance Reporting Guide and Related Listing Rules* issued by the HKEX in December 2019.

The content of this report has been determined in accordance with a set of systematic procedures. The relevant procedures include: identifying and ranking material stakeholders, identifying and ranking material ESG-related issues, determining the boundaries of ESG report, collecting relevant materials and data, preparing reports based on information, and reviewing the information in this report.

The Group has complied with the “Comply or Explain” provisions set out in the Guide.

INFORMATION SOURCE AND RELIABILITY WARRANTY

The materials and cases in this report mainly come from the Group’s statistical reports and related documents. The Group undertakes that there is no false record or misleading statement in this report, and bears responsibility for the truthfulness, accuracy and completeness of its content.

CONFIRMATION AND APPROVAL

This report was approved by the Board of Directors on 23 March 2021 upon confirmation by the Management.

REPORT ACCESS AND RESPONSE

This report is available in traditional Chinese and English for readers. The electronic version of the report is available in the “Financial Statements/Environmental, Social and Governance Information” of corporate announcements on the website of the HKEX or on the official website of Fosun Tourism at www.fosunholiday.com.

We value the opinions from stakeholders and they are welcome to contact us in the following ways. Your opinions will help us further improve this report and enhance the Group’s overall sustainable development.

Email: oliday.esg@fosun.com
Mail: 18/F, Tower S1, the Bund Finance Centre, 600 Zhongshan No. 2 Road (E), Huangpu District, Shanghai

Chairman's Statement



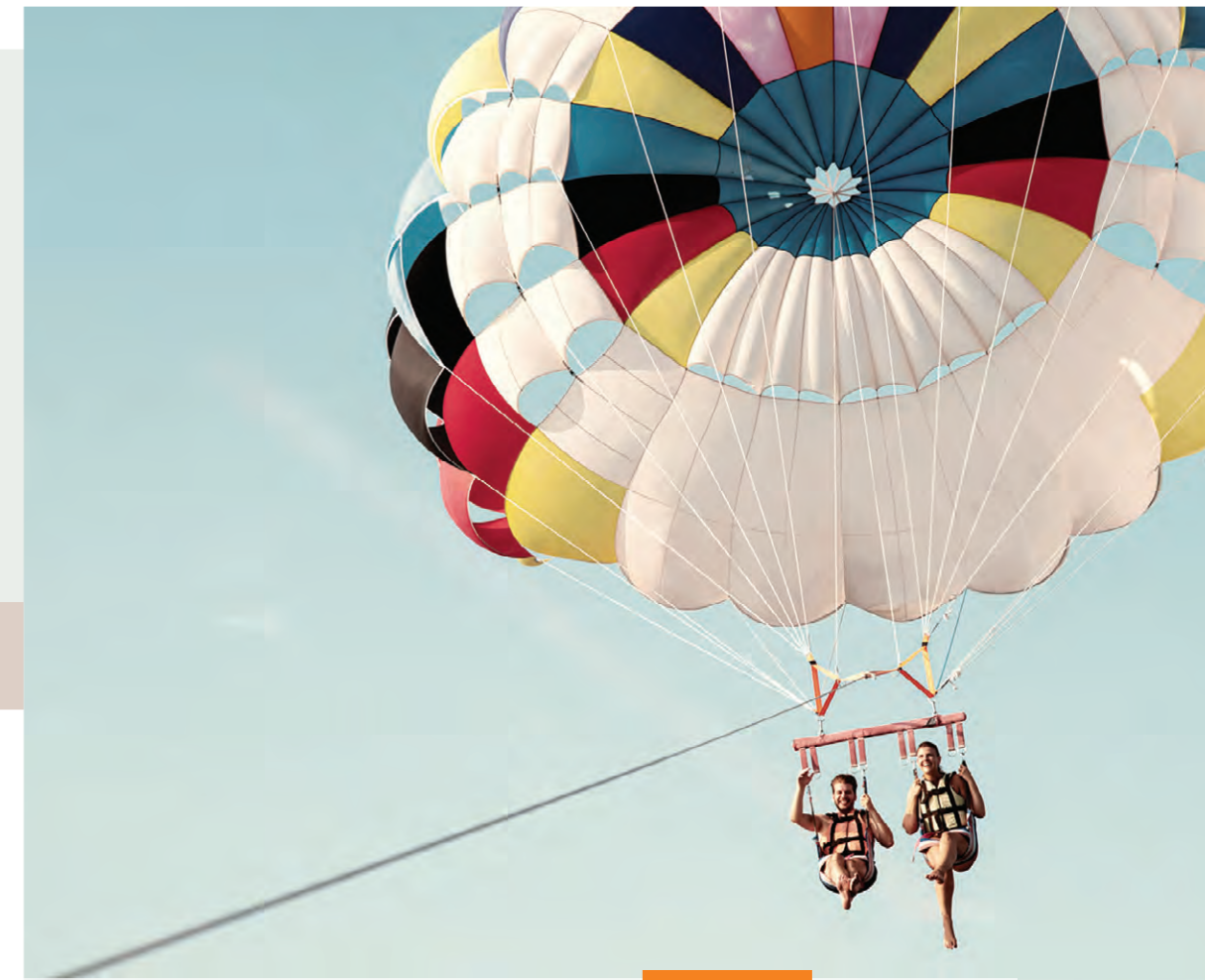
China's per capita GDP moves to a high level of USD10,000 for the second year in a row, consumers' demand for integrated tourism destination continues to rise. At the same time, there are growing concerns about safety and environmental protection under the context of COVID-19. Fosun Tourism adopts the philosophy of sustainable development, build a "FOLIDAY" lifestyle a reality by meeting people's ever-increasing requirements for quality, safety, health and happiness. Increasingly, work, family vacations and leisure activities intermingle with each other on present trends, we break the traditional thinking towards leisure and vacation, and fostering a brand-new lifestyle in which leisure and vacation can be integrated with work and life in the digital economy era.



Chairman
Qian Jiannong

Due to the raging pandemic at the beginning of 2020, the global tourism industry was pressed the pause button, posing a severe challenge to tourism enterprises. According to the data report released by the World Tourism Organization, all the world's tourism destination are subject to travel restrictions to varying degrees. Despite all this, we continued our efforts to shoulder responsibility and work together with our peers to contain the coronavirus. We also accelerated our business recovery for post-COVID-19 development. During such a tough and complex business climate, Fosun Tourism subsidiaries have made the following marvelous efforts. Atlantis Sanya led the recovery of our domestic business; Club Med fostered a worry-free travel experience; Casa Cook and Cook's Club established a speedy presence; Lijiang and Taicang FOLIDAY Town witnessed commencement of properties sales; and Thomas Cook Lifestyle Platform saw millions of downloads of its App. While ensuring the resumption of work and production, we provided speedy response to the deployment of COVID-19 containment in a timely manner and actively contributed to such efforts to ensure the health and safety of our customers and employees; we always uphold the concept of community with shared future for mankind, and advocate solidarity and cooperation among our global operation locations for COVID-19 containment by leveraging on our global presence.

Chairman's Statement



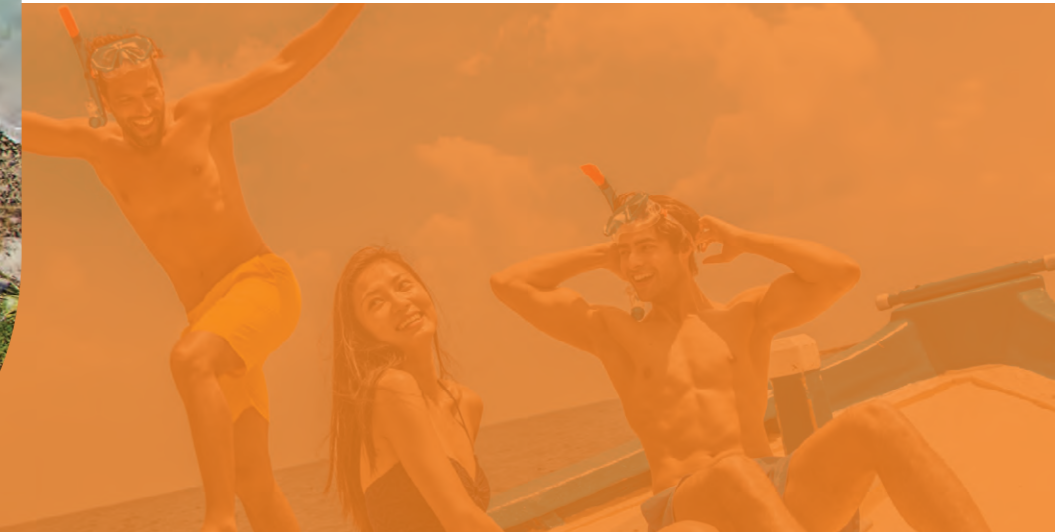
RESPONSIBLE OPERATION

To be responsible to customers is to be responsible to Fosun Tourism. To enhance customer service awareness and customer culture in an all-round way, we have designed Fosun Tourism FOLIDAY-iCARE management system for Fosun Tourism to effectively enhance customer experience and establish multi-faceted interactive communication channels with customers; we have launched the Thomas Cook Lifestyle Platform (TCP) to serve 386,000 members and meet their needs for full scenarios covering "vacation + life"; we have put in place information security management regulations to ensure customer information security.

Thomas Cook Lifestyle Platform (TCP) serves

386,000

members and meet their needs



Green Globe certification received by **83%** of Club Med's global resorts

DIVERSITY AND EQUALITY

The normal functioning of our society and the rapid recovery of our economy cannot be achieved without the commitment and dedication of every organization and every individual. According to the global strategy, we have formulated measures to support the diversified development of employees regardless of their nationality, gender, age, race, religious belief, etc., and actively promoted the localization process of employees in different regions. We have improved the pandemic prevention and control system, fully ensured the health and safety of employees and guaranteed supply of resources, and actively promoted the resumption of work and production.

GREEN LIFESTYLE

Eco-friendliness is the direction for optimizing the structure and upgrading of cultural tourism industry. We have fully considered the environmental factors in construction and operation and obtained a host of authoritative certifications for green development, including LEED Gold Award and Green Building Label (Three-Star) honoring Atlantis Sanya' excellency in environment-friendly operation; Green Globe certification received by 83% of Club Med's global resorts; Green Building Label (Two-Star) received by Taicang FOLIDAY Town (under construction). We have actively advocated the plastic reduction campaign. Club Med launched the Bye-Bye Plastic campaign, and stipulated that disposable plastic products would have been completely banned in 2021.

Set up an education fund
AND
provide anti-pandemic supplies for areas across the world

TOGETHER WE ARE ONE

We have promoted and advocated the sustainable development of the community. In 2020, we worked together with many foundations to continue our solid efforts to win battle against poverty by carrying out projects relating to poverty alleviation by improving health care. We have set up an education fund to encourage local students to study hard for growth, which promoted the vigorous development of community-based education. During the pandemic, we have formulated anti-pandemic measures on a global scale, and pooled efforts from domestic and overseas operations to provide anti-pandemic supplies for COVID-19-impacted areas across the world.

In the post-pandemic era, Fosun Tourism will stay focused on advocating the future lifestyle of "Everyday is FOLIDAY", giving priority to customer satisfaction, and continuously maintaining the coordinated development of cultural tourism industry and mother nature. By leveraging our innovative leisure and holiday products, contents and modes, we will accelerate the process of industrial internationalization, feature localization and continuously enrich the FOLIDAY ecosystem to establish a new format of cultural tourism industry for sustainable development.

Performance Highlights



Pandemic prevention and control, safety and health

Club Med joined hands with Ecolab to build the Safe Together project to guarantee the vacation environment; Club Med cooperated with CRISTAL to establish the POSI (THE PREVENTION OF THE SPREAD OF INFECTION) project worldwide. During the Reporting Period, **32 (excluding China) operating resorts obtained POSI certification**, and a total of **300 inspections were completed**; the **average score** of our resorts in Europe, Africa and Middle East was **92.8**, which was much higher than the 80 points required by the standards

More than **70,000 masks** and **30,000** other **protective equipment** were donated worldwide

Club Med in China cooperated with the CCIC to conduct pandemic prevention and control and health inspection audits to ensure the implementation of pandemic prevention and control measures. In 2020, 7 resorts in China completed a total of 72 inspections, including food safety, drinking water sanitation, pandemic prevention and control, and room sanitation, with an **average score of 93**

The EHSQ department of the Group issued **26 EHSQ inspection reports** for the EHSQ inspection audits conducted at various operating locations

The *Guidelines of Fosun Tourism for the Control of Infectious Gastroenteritis such as Norovirus, the Fosun Tourism Hotels and Resorts Pre-opening EHSQ Inspection System, the Solid Waste Management System of Fosun Tourism Group*, etc. were released, and the *Public Place Sanitation Management System of Fosun Tourism Group, the Guidelines of Fosun Tourism for the Cleaning and Disinfection of Accommodation Industry*, etc. were updated. As at 31 December 2020, **22 management systems** have been released

Atlantis Sanya completed the **HACCP** (Hazard Analysis and Critical Control Points) system review in 2020



Care for medical personnel

Atlantis Sanya hosted collective wedding ceremony and the resident Show C performance for frontline medical staff

Club Med provided free guest rooms to medical staff



Performance Highlights



Governance

Management

ESG material issues analysis was carried out through establishing normalized communication mechanism with the stakeholders

The coverage rate of **employee integrity education** was **100%**

A total of **1,934 trademarks** were granted



Environment

Environmental protection awareness

Project life cycle management was incorporated into the environmental management system

Customers were invited to participate in **green lifestyle** through promotional slogans and initiatives

Animal care

Club Med put forward its commitment to **animal care**, including providing tours to replace interaction with wildlife

Cope with climate change

A total of **11 climate change risks** and **5 opportunities** were identified through carrying out climate change risk identification, and counter-measures were taken actively

Use of clean energy was promoted, and photovoltaic power capacity reached 1,715,000 kWh, representing an **increase of 79.7%** as compared to 2019

Club Med launched the **greenhouse gas reduction** initiative

Ecological certification

83% of Club Med's resorts obtained **Green Globe certificates**

Atlantis Sanya won the 2020 Hainan Province Green Island Cup Award

Lijiang FOLIDAY Town Mediterranean International Resort received a Certificate of Green Building Design Label (Two-Star)

Taicang FOLIDAY Town received two Certificates of Green Building Design Label (Two-Star)

Atlantis Sanya was awarded LEED gold certification, and passed Earth Check silver certification

Energy conservation and emission reduction

An **emission reduction** taskforce was established to promote energy conservation and emission reduction work through the formulation of optimal energy conservation SOP and technological transformation. The annual energy cost of 2020 of Atlantis Sanya decreased by **17.8%** compared with the annual energy cost of 2019, of which the total electricity consumption decreased by **6.94%**, the total water consumption decreased by **18.3%**, and the total gas consumption of boiler and kitchen decreased by **3.3%** and **17%** respectively.

Performance Highlights



Environment

Water resource management

Water resource recycling, water-saving equipment and technology upgrade, and regular equipment maintenance were carried out proactively

Waste management

Club Med continued to put forward the **"Bye-Bye Plastics"** program and signed the Global Tourism Plastic Initiative, in which all our resorts will not actively offer single-use plastic products in 2021

74% of the general waste collected by Club Med was recycled and reused

Atlantis Sanya updated and optimized the waste classification management system



Social

Social welfare

A total of **1,617 hours** was devoted to public welfare activities

Club Med donated a total of EUR564,000 of goods, materials and cash to nearly **200 community development projects** in **22 countries**

Continued to carry out **"Countryside Doctors"** poverty alleviation program

Club Med donated to build sport schools at the villages where it operates to help the vulnerable children

Customer service

Launched **FOLIDAY-iCARE** service management system, which contains five modules, i.e. service culture, service design, service authorization, service implementation, and service evaluation, to enhance customer experience. OTA overall score of Atlantis Sanya increased 0.1–0.2 compared with 2019, the score of industry-leading enterprises graded by Ctrip was **4.8 points**; the score of Chongqing Albion Gold Buddha Mountain Resort newly opened hotel resort graded by Ctrip was **4.9 points**.

100% completion rate of processing customer service feedback throughout the year

Over 95% first call settlement rate for complaints within 24 hours

Thomas Cooks Life Style Platform enhanced customer experience with a **MAU of 250,000**

Employee care

The total **training** hours of employees were **391,065 hours**, and the percentage of employees who received training reached **100%**

Atlantis Sanya conducted CES (Current Employment Statistics) to promote employee communication

Zero incident of work-related death occurred

Fosun Tourism University launched the **Coach Club Program** and established five coach clubs, with 20 coaches joining to teach and share experiences

Prompted talent cultivation program through operation with colleges and universities, including Shanghai Jiaotong University, Glion Institute of Higher Education, Macao Institute for Tourism Studies, etc.

Established Fosun Tourism Partners mechanism

Fight the pandemic together

PANDEMIC PROTECTION

Since the outbreak of the COVID-19 pandemic, Fosun Tourism has been paying close attention to the development trend, and has continuously introduced corresponding control measures according to the specific situation, striving to ensure the safety of customers during their holidays.

The EHSQ team of the Group has professionals with infectious disease prevention and control background to guide and carry out the pandemic prevention. The Group paid close attention to the pandemic trend, issued the early warning in the *Notice on Strengthening the Management of Infectious Diseases and Public Health during the Spring Festival* shortly after the outbreak, held emergency meetings with all subsidiaries, and issued the *Further Guiding Principles and Requirements of the Group against Wuhan Coronavirus*, guiding its subsidiaries to reserve pandemic prevention materials and implement more than 50 emergency measures, which were continuously updated as the pandemic changed. At the same time, in order to protect customers' rights and interests, the Group formulated the *Policy, Recommendation and Guideline for COVID-19-related Refund and Change of Booking*, and upgraded the Refund and Change of Booking Plan according to the pandemic situation. During the resumption of work and production, the EHSQ team of the Group prepared the *EHSQ Inspection System Prior to the Opening of Fosun Tourism Hotels and Holiday Resorts, Guidelines for Prevention and Control of COVID-19 pandemic Situation during the Resumption of Services of Fosun Tourism*, and assisted domestic subsidiaries to carry out pandemic control.

After the resumption of work and production, in order to make the normalized management under the pandemic, the Group updated four management systems and guidelines, i.e., the *Management Procedure for Prevention and Control of Infectious Diseases in Fosun Tourism*, the *Health Management System of Fosun Tourism for Public Places*, the *Food Safety Management*

Program of Fosun Tourism, and the *Cleaning and Disinfection Guide of Fosun Tourism for Accommodation Industry*. The Group organized online infectious disease-related trainings to ensure work resumption as soon as possible on the premise of safety and health, and enhance customer confidence. Club Med formulated and implemented all-round pandemic prevention plans and measures in relation to customers' check in, public areas, customer rooms, meals, cleaning and disinfection as well as entertainment activities, and is committed to providing customers with a safe, healthy and assured holiday experience. The Club Med Resorts in China cooperated with the China Commodity Inspection Group (CCIC) to conduct pandemic prevention and control and health inspection audits to ensure the implementation of pandemic prevention and control measures. During the Reporting Period, 7 resorts in China completed a total of 72 inspections, including food safety, drinking water sanitation, pandemic prevention and control, and room sanitation, with an average score of 93. Club Med cooperated with CRISTAL to establish the POSI (THE PREVENTION OF THE SPREAD OF INFECTION) project worldwide. During the Reporting Period, 32 (excluding China) operating resorts obtained POSI certification, and a total of 300 inspections were completed; the average score of resorts in Europe, Africa and Middle East was 92.8, which was much higher than the 80 points required by the standards.

The Club Med Resorts in China cooperated with CCIC to conduct pandemic prevention and control and health inspection audits

CHINA COMPLETED A TOTAL OF

72 TIMES

INSPECTIONS WITH AN AVERAGE SCORE OF

93 POINTS

Fight the pandemic together

Club Med launches the "Safe Together" health and safety guarantee program



Club Med is leading the industry with its Safe Together health and safety program. In China, Club Med has entered into a deep partnership with Ecolab, a global leader in water, hygiene and infection prevention solutions and services, to further guarantee a clean and safe vacation environment for guests and staff at the resort through a comprehensive range of hygiene and safety initiatives, supported by its professional guidance and services.

Club Med put forward "8 things we are doing to reassure you", including temperature check, compulsory health and travel declarations, staff training, cleaning and sanitisation procedures, feel-safe dining, emergency response plan and coordination with authorities, staff quarantines and movement, and using different platforms to disseminate information. At the same time, Club Med also purchased new equipment for the control and prevention of the epidemic, such as thermal cameras, cold foggers, UV lights, ATP testers, spill kits, full PPE kit for prevention of infectious disease. Club Med's employees also remain cautious and continue to adhere to strict hygiene precautions, in order to ensure the safety of customers during their vacation.

Fight the pandemic together

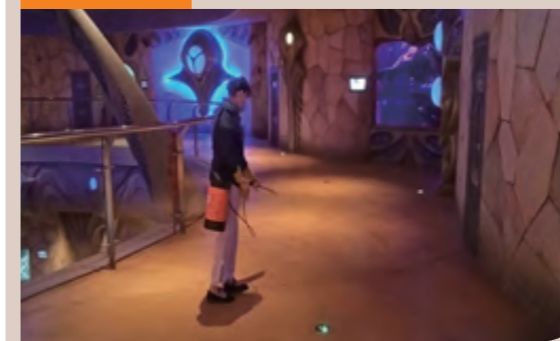
Pandemic prevention and control measures of Atlantis Sanya



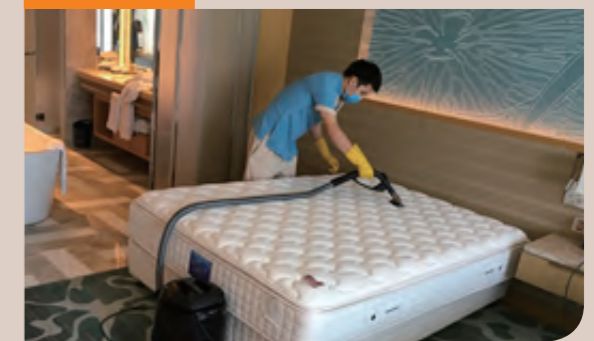
• Infrared temperature monitoring guard of the Security Supervision Department



• Pandemic prevention billboard



• Aquarium regular disinfection



• Guest room inside high temperature steam disinfection

During the pandemic outbreak, Atlantis Sanya took multi-faceted measures for pandemic fighting and pandemic prevention. By improving the customer registration at the front desk of the hotel, strengthening the control over customer registration during night time, and establishing an emergency team of police and security guards joint control during pandemic prevention in conjunction with Linwang Police Station of Haitang District of Sanya Public Security Bureau, the Population Management and Registration of Sanya Public Security Bureau can be carried out in an orderly manner, and the customer flow can be monitored in real time 24 hours. In order to ensure the safety of customers and improve their security awareness, temperature check points were set up, number of security staff were increased, and pandemic prevention billboards were placed at the entrances and exits of the hotel, the aquarium and the ocean world. While improving the awareness of pandemic prevention among customers, safety education and training were carried out to enhance staff's awareness and ability of pandemic prevention and help the implementation of pandemic prevention measures.

In response to the pandemic situation, Atlantis Sanya upgraded its hygiene and disinfection measures, strengthened the hygiene requirements of personnel, increased the frequency of pest control, disinfected the high-frequency contact parts such as door handles, elevator buttons and stair handrails every hour, and disinfected the key areas such as the aquarium, public toilets, customer lockers and guest room interiors with high-temperature steam to ensure the health of customers.

Fight the pandemic together



FOREIGN AID

On 24 January 2020, on the eve of the Spring Festival, a traditional Chinese festival, Fosun Tourism resolutely joined the fight against the COVID-19 pandemic. Fosun Tourism quickly responded to the needs of pandemic prevention and control, made the prevention and control deployment in all aspects, and urgently launched the global plan for allocating medical materials, and coordinated all subsidiaries at home and abroad to purchase medical materials from India, the United States, Britain, Portugal, Germany and Japan to fight the pandemic.

In the front line of the pandemic prevention and control, the global "angels in white" is a tough and majestic force. The gradual improvement of the pandemic situation cannot be separated from their unrelenting and selfless dedication. In this pandemic fighting where there is no smoke of gunpowder but on the edge of life and death, all medical personnel deserve our respect and gratitude.

Fight the pandemic together

Fosun Tourism helped Lijiang fight the pandemic



In view of the severe situation of the pandemic, Fosun Tourism and its parent company Fosun Group collected medical and rescue materials necessary for pandemic prevention in different ways, and raced against time to reach Lijiang's front line of pandemic fighting. During the Reporting Period, the Lijiang project company of Fosun Tourism donated 2,400 pieces of protective clothing and 4,500 masks to support the city's fight.

Atlantis Sanya joined hands with Fosun Tourism Foundation to fight against the pandemic



As a model of Sanya's tourism 3.0, in addition to the contributions made to the city's tourism, Atlantis Sanya always remembers to fulfill its corporate social responsibility and gives back to the city and its residents. During the Reporting Period, Atlantis Sanya and Fosun Foundation donated 1,400 pieces of medical protective clothing, 3,800 pieces of waterproof protective clothing and 6,800 N95 masks to Sanya City, contributing to the achievement of efficient pandemic prevention and control.

Fight the pandemic together

Wedding ceremony for "pandemic fighters"



- Wedding ceremony for 100 couples who fight against the pandemic and safeguard the country in Sanya

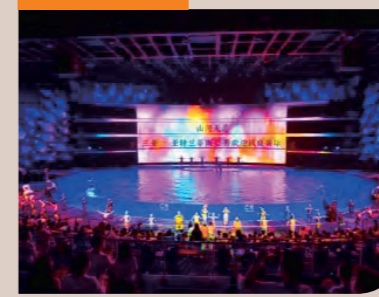
In the afternoon of 6 June 2020, 100 couples from all over the country attended the Wedding ceremony for 100 couples who fight against the pandemic and safeguard the country in Sanya.

Atlantis Sanya, as the main wedding venue, carefully planned and coordinated with various departments before the arrival of 100 couples, and made elaborate arrangements for their stay, including the decoration of sweet wedding rooms, exquisite meals, the resident Show C performance, 3,500-square-meter dreamland seaside wedding venue and dinner party, etc. During the stay of these couples, Atlantis Sanya also organized daily activities and presented them with exquisite gifts.

In addition to the 100 pandemic-fighting couples who attended the collective wedding, Atlantis Sanya also provided rent-free outdoor lawn for the first-line medical personnel who were unable to attend the collective wedding due to schedule, so that every belated move would have no regrets.

Fight the pandemic together

Invite medical personnel to enjoy the resident Show C



- 100 new couples were watching the resident Show C



- The hero representative proposed marriage on the stage



- The resident Show C shoulder ballet performance presenting gifts on the wedding ceremony

On 10 April 2020, the resident Show C sent a sincere invitation "Come to Atlantis Sanya and Enjoy the resident Show C" to Hainan medical personnel. On the day of the event, a total of 653 "angels in white" gathered in Atlantis Sanya to embrace a long-lost leisure time with their families.

In addition, during the most beautiful wedding ceremony mentioned above, the resident Show C also sincerely invited the couples to watch the ocean show for free and to spend leisure time together after the pandemic fighting. Meanwhile, the resident Show C created an exclusive free marriage proposal ceremony for the representative of the medical personnel fighting against the pandemic, and reproduced the wonderful performance of the resident Show C from the theater to the wedding stage, offering the most genuine blessings to these couples.

Donate goods, materials and rooms to medical staff



- Invitation of medical staff families by Guilin

Club Med donated over 60,000 masks, 24,000 gloves around the world.

Meanwhile, in order to thank and support caregivers, 880 all-inclusive stays were donated, i.e. 12,000 nights offered in 6 countries, including China, Malaysia, France, US, Turks & Caicos, Dominican Republic.

- 250 stays offered to the families of medical staff selected by the local authorities in China — 1,800 nights
- 200 stays offered to hospital staff in Kuala Lumpur, Malaysia — 1,200 nights
- 90 stays offered in 5 North America resorts — 2,520 nights
- 340 stays offered in 7 French resorts — 6,400 nights

About Us

About Us



COMPANY PROFILE

Fosun Tourism Group (also known as FOLIDAY) is one of the world's leading leisure-focused integrated tourism groups, and the largest leisure tourism resorts group worldwide (according to the industry report issued by the independent international consulting company Frost & Sullivan in 2019). The Group was listed on the main board of the HKEX in 2018 (01992.HK). It is an integral part of Fosun's Happiness Ecosystem, which is one of its three strategic business units — Health, Happiness, and Wealth. For the year ended 31 December 2020, the Group achieved revenue of approximately RMB7,060 million, adjusted EBITDA of approximately RMB194 million and total assets of approximately RMB38,687 million.

We advocate the lifestyle of "Everyday is FOLIDAY", integrate the concepts of tourism and leisure into our daily life, and provide customers with customized one-stop solutions through our FOLIDAY global ecosystem.

The Group's total assets
of approximately
RMB 38,687
million

About Us

BUSINESS OVERVIEW

The Group continues to focus on the needs of family users and constantly expands self-operating ecological systems. The Group's principal activities are (i) resorts and hotels, which we operate through Club Med, Club Med Joyview, Casa Cook and Cook's Club; (ii) tourism destinations, which we develop, operate and manage, including Atlantis Sanya, Lijiang FOLIDAY Town and Taicang FOLIDAY Town, as well as destinations we manage for other parties; and (iii) tourism related services and solutions.

Resorts

Club Med, headquartered in France and founded in 1950, is a world-renowned family centric all-inclusive leisure and vacation service provider. As of 31 December 2020, we have sales and marketing operations in more than 40 countries and regions and operate 65 resorts (in 26 countries and regions) across six continents. Among them, 14 resorts are owned, 41 resorts are leased and 10 resorts are managed by contract.

In November 2019, we acquired the hotel brands Casa Cook and Cook Club during liquidation of Thomas Cook Group plc and its subsidiaries (collectively "Thomas Cook") in order to further expand our business in resort and hotel around world. Casa Cook is an award-winning boutique hotel brand, focusing on design aesthetics, high-quality catering and creating a comfortable and happy experience for customers. Cook's Club Leisure Hotel adheres to the modern and fashionable design concept, bringing lively and interesting holiday atmosphere to the younger generation of travelers. In the next three years, we plan to further expand Casa Cook, Cook's Club and other derivative brands across the globe.

Tourism destinations

Our tourism destinations segment includes three brands: Atlantis Sanya, FOLIDAY Town and Albion.

Atlantis Sanya is a tourism and vacation destination, which consists of 1,314 guest rooms, a large Waterpark and a seawater aquarium etc., providing high-end, one-stop entertainment and leisure and integrated services.

FOLIDAY Town is an important self-owned brand for business at the tourism destinations. As a new generation of leisure tourism and vacation products with upgraded consumption, its concept is to leverage the global FOLIDAY ecosystem and the successful operating experience of Club Med and Atlantis Sanya to bring together many leading brands of global leisure and vacation and lead a new vacation lifestyle. During the reporting period, "Lijiang FOLIDAY Town" and "Taicang FOLIDAY Town" are under development, and the pre-sale of the properties available for sale has already started in the second half of 2020.

About Us



Tourism and leisure services and solutions

Our services and solutions based on different resort scenarios are mainly divided into three aspects: entertainment and other tourism and culture-related services, Thomas Cook Lifestyle Platform, and Membership Loyalty Program.

- **Entertainment and other Tourism and Culture Related Services:** Our brand Fanxiu is to develop and promote entertainment activities and Fanxiu provides regular the resident Show C performance in Atlantis Sanya starting from 5 February 2019. In 2020, despite the impact of the pandemic, the resident Show C resumed in April. We have the Miniversity of International Children's Play Club, and in 2020, we rolled out new business to provide more discovery series activities. We have the indoor simulated skiing brand Foryou Ski, and currently have opened three venues in Atlantis Sanya and Shanghai.
- **Thomas Cook Lifestyle Platform:** in July 2020, we released Thomas Cook Lifestyle Platform, which integrates internal superior resources and is content-driven to form an open online platform based on holiday life products. As of 31 December 2020, the platform had 549,000 downloads, with 250,000 monthly active users.
- **Membership Loyalty Programmes:** Our loyalty programs include global Club Med Great Member loyalty program and Foryou Club, which has integrated members from our various brands in the FOLIDAY ecosystem, including members of Atlantis Sanya, Club Med members from Mainland China, Thomas Cook mobile application. As of 31 December 2020, Foryou Club accumulated approximately 6.1 million members.



AWARDS AND HONORS

Award/Recognition	Award Issuing Authority	Brand/Resort/Entity/ Tourism Destination Receiving Award
2019 Most Innovative Hotel Brand	CTRI (Culture and Tourism Retail Innovation)	Club Med Brand
2019 Best Partner in Travel Award	TouTiao Ecosystem Conference 2019	Club Med Brand
2019 Excellent Partner in Travel Award	Mafengwo World Explorers 2019	Club Med Brand
Club Med ranked #6 preferred employer brand in Tourism (France)	Employer Brand	Club Med Brand
2nd prize in the ranking of preferred companies for students and young graduates in the Hotel and Catering Industry	Harris Interactive & Epoka Agency	Club Med Brand
The Strongest Brand thanks to its "quality and premium services" (L'Echo Touristique)	French Tourism Industry	Club Med Brand
The Best Parenting Hotel of the Year Award	Life Element's "2019 Element's Choice Life"	Club Med Sanya Resort
The Best Holiday Hotel of the Year Award	2019 China Tourism Industry Awards (Travel Weekly China)	Club Med Sanya Resort
Selected 2nd Tripadvisor Travelers' Choice Top 10 All-inclusive resorts Asia	Tripadvisors	Club Med Sanya Resort
Premium Selected Family Fun Resort of the year	The media Zaker in China	Club Med Guilin
Tripadvisors Travelers' Choice Best of the Best resort Asia	TripAdvisor	Club Med Guilin
The Best Resort of the Year Award	Life Element's "2019 Element's Choice Life"	Club Med Joyview Golden Coast Resort
The Most Popular Resort of the Year Award	Life Element's "2019 Element's Choice Life"	Club Med Joyview Golden Coast Resort
The Best Resort of the Year Award	The 9th China Hotel Awards (CHA)	Club Med Joyview Golden Coast Resort
The Resort of Choice Award	Pinchain's 2019 China Travel Awards	Club Med Joyview Beijing Yanqing Resort
"Best New Hotel" in Beijing and 5 stars certification	China Tourist Hotel Star-Rating Committee	Club Med Joyview Beijing Yanqing Resort
"2020 Best of the Best" label that rewards the top 1% reviewed hotels in the World	TripAdvisor	Club Med Tomamu
Silver award for the Best Family resort	Expat Living publication (Singapore)	Club Med Bintan
Prize of the Best Collaboration between France and Canada	The French Chamber of Commerce in Canada	Club Med Quebec Charlevoix
One of the 5 brand new "must-stay" hotels in the mountains	Le Figaro Magazine	Club Med La Rosière
Silver Award of Mobile Service	Mobile d'Or (France)	Club Med APP
MICE Hotel of the Year in Greater China	MICE Trend	Atlantis Sanya
Wedding Hotel of the Year in Greater China	MICE Trend	Atlantis Sanya
2020 The Best Revenue during Golden Week 2020	Ctrip	Atlantis Sanya
The Best Catering Hotel	The 4th Star Awards 2020	Atlantis Sanya

About Us

Award/Recognition	Award Issuing Authority	Brand/Resort/Entity/ Tourism Destination Receiving Award
2020 The Best Operation Award during Pandemic	Meituan	Atlantis Sanya
The Best Catering Hotel	The 4th Star Awards 2020	Atlantis Sanya
Favorite Wedding Hotel for Couples	The 24th Tianya-Haijiao International Wedding Festival	Atlantis Sanya
2020 China Wedding Destination	2020 Golden Vane Awards	Atlantis Sanya
2020 China Destination Wedding Hotel Recognition Award	2020 Golden Vane Awards	Atlantis Sanya
2020 Chinese Must Experience Hotel	Ctrip	Atlantis Sanya
2020 Most Recommended Award	Ctrip	Atlantis Sanya
Top 10 Influential Hotel of the Year	Ctrip	Atlantis Sanya
Hotels with High Media Attention	Meadin Hotel Competitiveness Index	Atlantis Sanya
Hotels with Guests' Great Favorites	Meadin Hotel Competitiveness Index	Atlantis Sanya
Top 10 Operating Competitiveness Hotel in Sanya	Meadin Hotel Competitiveness Index	Atlantis Sanya
Top 100 High End Hotels with High Operating Competitiveness in China	Meadin Hotel Competitiveness Index	Atlantis Sanya
2020/2021 the Most Landmark Hotel	MAG	Atlantis Sanya
2020/2021 Best MICE Hotel	MAG	Atlantis Sanya
2020 Best Wedding Hotel	Voyage	Atlantis Sanya
2020 Best Honeymoon Hotel	Hotel Wedding	Atlantis Sanya
2020 The Youzi Wedding Awards	Youzi Wedding.Com	Atlantis Sanya
2020 Ctrip Awards-The Best Resort	Ctrip	Atlantis Sanya
2019-2020 Top 30 Most Influential Hotel Brand	Meadin Academy	Atlantis Sanya
2020 Top Star Family Hotel	Caibeike	Atlantis Sanya
Travelers' Choice Best of the Best	Tripadvisor	Atlantis Sanya
Top 10 Parent-Child Hotel	Trip.com Group BOSS's Channel	Atlantis Sanya
Top 10 Glamorous Hotels of China	15th China Hotel Starlight Awards	Atlantis Sanya
The Best Resort Destination in Year 2020	Credibility Golden List by China KOL	Atlantis Sanya
LEED GOLD	US Green Building Council	Atlantis Sanya
Annual Gourmet Landmark	2019-2020 Restaurant Review — China Feast Restaurant Awards	Atlantis Sanya
Best Quality Hotel Award-2019, Hainan	Hainan Tourism Hotel Association	Atlantis Sanya
Top 10 Hotels of 2019, Hainan	Hainan Tourism Hotel Association	Atlantis Sanya
The Best Honeymoon Hotel	Hotel Wedding Awards 2019	Atlantis Sanya
Certificate of Green Building Label	Chinese Society For Urban Studies	Atlantis Sanya
2020 the Outstanding Social Media Famous Tourist Attraction	Asia Attractions Gold Crown	Aquaventure Waterpark, Atlantis Sanya
2020 China's most popular cultural destination	CAAPA	Aquaventure Waterpark, Atlantis Sanya

About Us

Award/Recognition	Award Issuing Authority	Brand/Resort/Entity/ Tourism Destination Receiving Award
The Best Western Cuisine and Wine Restaurant	The Best Restaurant Awards	Bread Street Kitchen & Bar, Atlantis Sanya
Most Recommended Bar	2019-2020 Restaurant Review — China Feast Restaurant Awards	Bread Street Kitchen & Bar, Atlantis Sanya
2019-2020 the Most Recommend Restaurant	China CITIC Bank	Bread Street Kitchen & Bar, Atlantis Sanya
Best Western Restaurant of the Year	Hotel Discovery	Bread Street Kitchen & Bar, Atlantis Sanya
2019-2020 the Most Recommend Restaurant	China CITIC Bank	Crab, Atlantis Sanya
China Scuba Diving Industry Recognition Award	PADI	Dive Team of the Lost Chambers Aquarium, Atlantis Sanya
The Buffet Hotel of the Year	First Journey	Kaleidoscope, Atlantis Sanya
Top Japanese Restaurant of the Year	Target	Netsu, Atlantis Sanya
Best Special Restaurant of the Year	Target	Ossiano Underwater Restaurant & Bar, Atlantis Sanya
The Best Hotel Restaurant	The Best Restaurant Awards	Ossiano Underwater Restaurant & Bar, Atlantis Sanya
Best Western Restaurant	2019-2020 Restaurant Review — China Feast Restaurant Awards	Ossiano Underwater Restaurant & Bar, Atlantis Sanya
2020 Special Chinese Restaurant	2020 Enjoyable Travel Awards	Tang Chinese Restaurant, Atlantis Sanya
Chinese Restaurant of the Year in Greater China 2020	Platinum Traveler	Tang Chinese Restaurant, Atlantis Sanya
Best Chinese Restaurant	2019-2020 Restaurant Review — China Feast Restaurant Awards	Tang Chinese Restaurant, Atlantis Sanya
Best Cultural Tourism Listed Groups of 2019	2019 the 4th CTCAS Pioneer Award	Fosun Tourism Group
Most Valuable Consumption and Service Company Award	The 4th Golden Hong Kong Stock Awards Ceremony	Fosun Tourism Group
Outstanding Growth Listed Company of Culture and Tourism of 2019	The 4th China Listed Culture & Tourism Company Summit	Fosun Tourism Group
Best listed company in Greater China — Most Innovative Hotel Brand	Jointly Organised by China Tourism Academy and China Tourism Association	Fosun Tourism Group
Most Innovative Hotel Brand	Gelonghui	Fosun Tourism Group
Best Cultural Tourism Industry Group	AHF Asia Hotel & Tourism Forum Annual Meeting & 15th China Hotel Starlight Award Ceremony	Fosun Tourism Group
2020 Golden Culture and Tourism Award — Top 20 Shanghai Online New Culture and Tourism Group	Interface News	Fosun Tourism Group
2020 Golden Bauhinia Awards Best Listed Company of New Economy	Ta Kung Pao China Securities Golden Bauhinia Award	Fosun Tourism Group

ESG

Management



As a multinational company with a high sense of social responsibility, sustainable development has always been the core of Fosun Tourism's business philosophy and corporate culture. With the vision of Making Families around the World Happier, we are committed to integrating the concept of sustainable development into our daily operations. By establishing an ESG governance structure with clear powers and responsibilities, we will continue to strengthen the participation of the Board of Directors and the management in ESG matters and promote the overall management of sustainable development of the Group; meanwhile, we have established an efficient communication mechanism for stakeholders, and keep active dialogues with them, so as to minimize the environmental impact and maximize the social contribution while realizing business development, and to achieve the coordination and balance between economic benefits, environmental benefits and social benefits.

1.1. RESPONSIBILITY GOVERNANCE

The Group believes that a high level of corporate governance is the basis for protecting shareholders' interests and enhancing corporate value and responsibility. We have applied the principles of the *Corporate Governance Code* set out in Appendix 14 of the *Listing Rules* (hereinafter referred to as the "Corporate Governance Code"), fully complied with the provisions of the Code, and regularly reviewed corporate governance practices to ensure compliance with the requirements thereof. We also set up a diversified governance structure, and established the Audit Committee, the Remuneration Committee, the Nomination Committee, the Strategy Committee and the Environment, Society and Governance Committee (hereinafter referred to as the "ESG Committees") under the Board of Directors, clarifying the powers and responsibilities and decision-making procedures at all levels, and striving to establish an efficient and appropriate corporate governance mechanism.

In order to continuously improve the Group's governance, we also support all directors to continuously participate in professional development and update their knowledge and skills, and encourage all directors to attend relevant trainings. We provide comprehensive on-the-job trainings for the directors to ensure that they have a full understanding of the Group's businesses and operations as well as their duties and obligations under the *Listing Rules* and regulatory requirements.

For details of corporate governance, please refer to the Corporate Governance Report of the Group's annual report 2020.

Risk Management

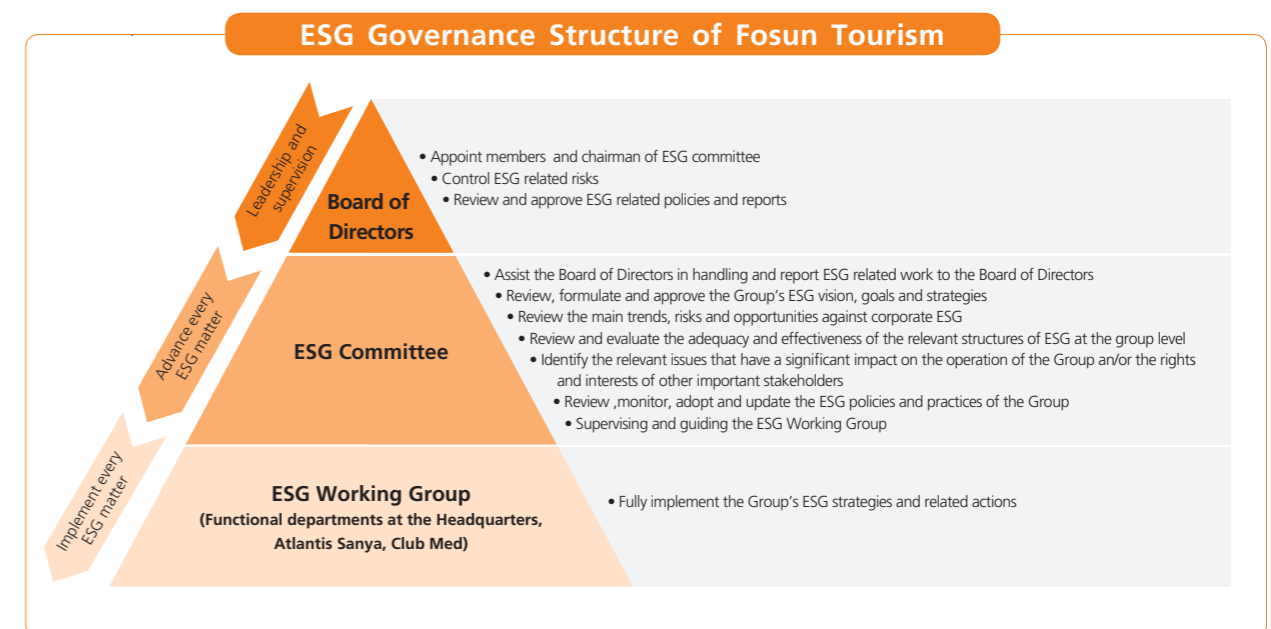
The Group strictly abides by the *Company Law of the People's Republic of China*, the *Audit Law of the People's Republic of China*, and other applicable laws and Company's regulations as well as its *Articles of Association*, and formulated the *Guidelines for Comprehensive Risk Management (Provisional)* to guide the Group, its core subsidiaries and incubated companies to carry out six kinds of comprehensive risk management with respect to risk identification, risk assessment, risk response, risk management supervision and improvement, risk management communication and risk management culture construction.

The Group has established an effective comprehensive risk management and control mechanism, and set up the Risk Control Department at the headquarters to be responsible for the internal audit of the headquarters, and member companies. The Risk Control Department independently evaluates the effectiveness of the existing risk management and internal control system according to the Group's audit strategy and annual audit plan, and reports the results to the Audit Committee. During the Reporting Period, based on the business development throughout the year, we carried out risk assessment and updated the risk list of the Group. At the same time, we completed 29 internal audit projects, and the results thereof were reported to the Board of Directors and the management

respectively, and the management carried out rectification measures and supervised the implementation of such measures. We also made pre-risk control by means of information technology, summarized quantitative results, and audited the qualifications and credits of customers and suppliers. Meanwhile, we supervised the Group's response to non-financial risks such as climate change, water resources management, carbon emissions and labor management through the Environment, Society and Governance Committee.

ESG Governance

To further improve the ESG governance and implement ESG-related governance work, the Group has established a three-level ESG governance structure from top to bottom, which consists of the Board of Directors, the ESG Committees and the ESG Working Team. Among them, the Board of Directors is the highest responsible organ for the ESG governance, which appoints the Chairman and members of the ESG Committees, and plays a major leadership and supervision role in the ESG governance; the ESG Committees are mainly responsible for conveying the resolutions of the Board of Directors and coordinating the progress of ESG matters. Their member selection and powers and responsibilities comply with the requirements of the *Listing Rules* updated from time to time¹, and the Committee Meeting is held at least once a year; the ESG Working Team is composed of functional departments of the headquarters and relevant departments of major subsidiaries, and is responsible for facilitating the implementation of ESG-related work.



¹ For the terms of reference of ESG committee of Fosun Tourism, please refer to: <https://www1.hkexnews.hk/listedco/listconews/sehk/2019/1127/2019112700918.pdf>

1.2. COMMUNICATION WITH STAKEHOLDERS AND ANALYSIS OF MATERIALITY ISSUES

Communication with Stakeholders

The Group always believes that two-way, transparent and regular communication can help us effectively understand and respond to the expectations and demands of the stakeholders, strengthen the ESG governance level and continuously improve our sustainable development.

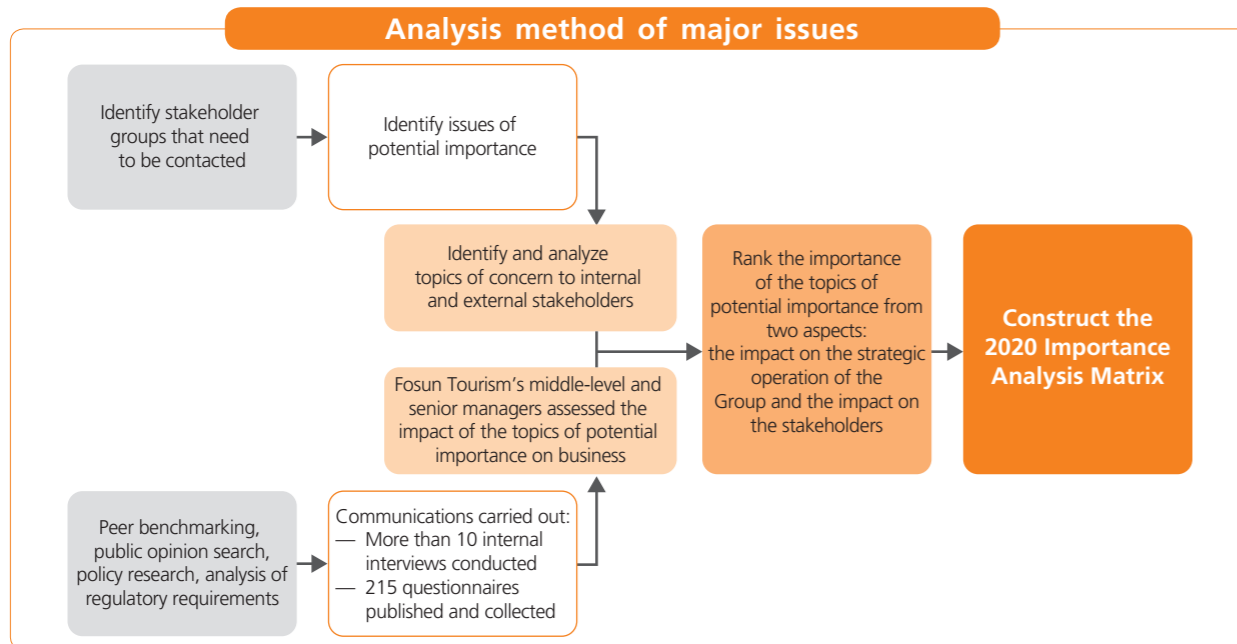
During the Reporting Period, we identified seven major stakeholder groups in respect of their roles in the Group's decision making, their influence on and close relation with the Group, and continuously improved the normalized and diversified communication mechanism. Through face-to-face interviews, online activities, social media and other communication channels, we timely and effectively understood their demands and adopted their suggestions, and considered their concerns in our operation and decision-making process to create value for all parties. The following table lists ESG issues of concern to different stakeholder groups during the Reporting Period, and the main communication methods and frequency between the Group and the stakeholders.



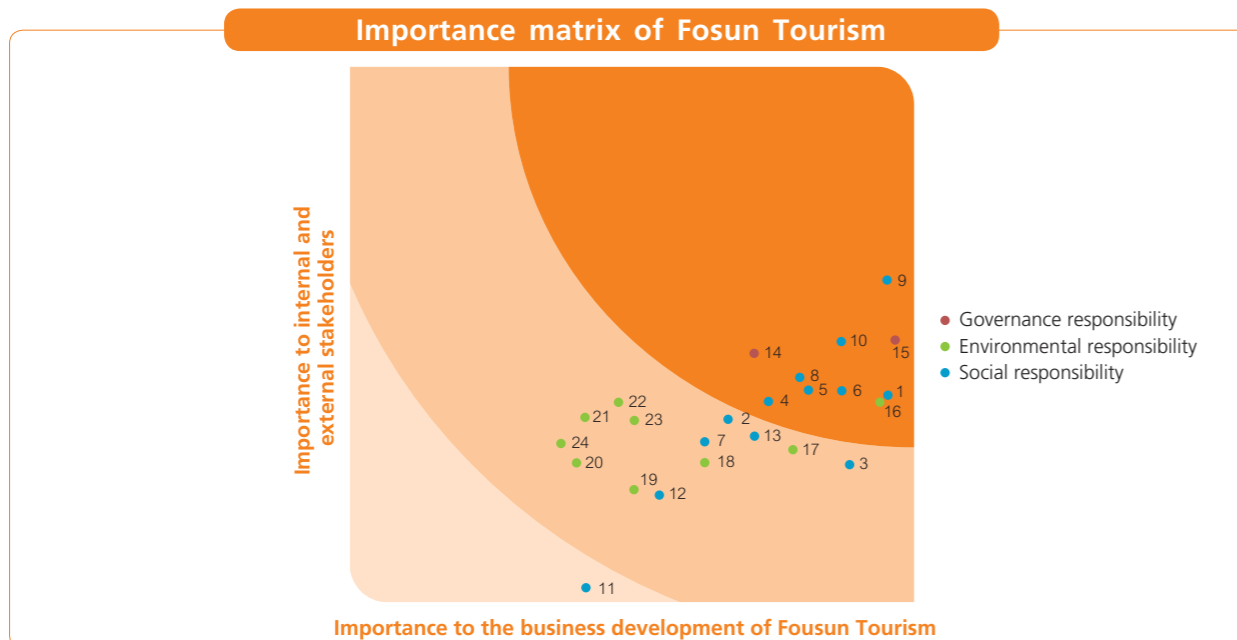
Stakeholder group	Topics concerned	Communication channels
Investor/Shareholder	<ul style="list-style-type: none"> — Anti-corruption — Protection of trademarks and intellectual property rights — Food and service safety — Customer relationship management 	<ul style="list-style-type: none"> — General meeting/extraordinary general meeting — Performance release conference — Press release/announcement/annual report/corporate newsletter — Roadshow — Investor meeting
Customer	<ul style="list-style-type: none"> — Customer relationship management — Privacy protection and information safety — Food and service safety — Environmental protection awareness 	<ul style="list-style-type: none"> — Face to face communication — Customer satisfaction survey
Hotel Owners and Franchisees	<ul style="list-style-type: none"> — Protection of trademarks and intellectual property rights — Ecological certification — Food and service safety — Animal care 	<ul style="list-style-type: none"> — Regular/irregular meeting — Performance release conference — Press release/announcement/annual report/corporate newsletter
Employee	<ul style="list-style-type: none"> — Labour rights — Care for employees — Occupational health and safety — Diversity, inclusion and equality — Talent development — Care for the disabled 	<ul style="list-style-type: none"> — Executive sharing session — Staff meeting — Current Employment Statistics (CES) survey — Team building activity
Supplier	<ul style="list-style-type: none"> — Anti-corruption — Protection of trademarks and intellectual property rights — Responsible supply chain — Local contribution 	<ul style="list-style-type: none"> — Supplier complaint feedback channel — Supplier on-site visit/audit — Supplier annual executives meeting — Supplier training and related activities
Media and local residents	<ul style="list-style-type: none"> — Biodiversity — Waste management — Water resource utilization — Greenhouse gas emissions — Use of energy — Respect local culture — Local contribution — Care for the disabled 	<ul style="list-style-type: none"> — Press release/announcement — Public welfare volunteer activity — Local procurement plan
Industry Association	<ul style="list-style-type: none"> — Anti-corruption — Green innovation — Adaptation to climate change — Local contribution 	<ul style="list-style-type: none"> — On-site investigation — Telephone communication — Periodic report and announcement

ESG Materiality Issues

During the Reporting Period, in order to respond to the expectations of stakeholders in a more targeted manner, we adopted a set of scientific procedures to analyze major topics.



We finally identified 24 ESG issues, which provided a strong basis for the Group to formulate a long-term ESG strategy. Among them, there were 10 highly important issues, 13 moderately important issues and 1 low important issue. The highly important issues are key disclosure part of this report. We will disclose the relevant content in detail in this Report.



Type of issue	Name of issue	Corresponding chapter
Social	1. Labor rights and interests	3.1. Diversity, Inclusion and Equality
	2. Diversity, inclusion and equality	3.1. Diversity, Inclusion and Equality
	3. Talent development	3.3. Talent Development
	4. Care for employees	3.2. Employee Communication
	5. Occupational health and safety	3.4. Occupational health and safety
	6. Customer relationship management	2.3. Considerate Services
	7. Care for the disabled	6.1. Public Welfare and Charity
	8. Privacy protection and information safety	2.3. Considerate Services
	9. Food and service safety	2.2. Security Assurance
	10. Responsible supply chain	5.1. Sustainable Procurement
	11. Animal care	4.2. Care for Ecology
	12. Contribution to localization	5.2. Contribution to Localization
	13. Respect local culture	6.2. Respect Local Culture
Governance	14. Anti-corruption	2.1. Business Ethics
	15. Protection of trademarks and intellectual property rights	2.1. Business Ethics
Environment	16. Environmental protection awareness	4.2. Care for Ecology
	17. Ecological certification	4.3. Cope with Climate Change
	18. Biodiversity	4.2. Care for Ecology
	19. Waste management	4.4. Resource Utilization and Emission
	20. Water resource utilization	4.4. Resource Utilization and Emission
	21. Greenhouse gas emissions	4.3. Cope with Climate Change
	22. Use of energy	4.3. Cope with Climate Change
	23. Green innovation	4.3. Cope with Climate Change
		4.4. Resource Utilization and Emission
	24. Adaptation to climate change	4.3. Cope with Climate Change

RESPONSIBLE

Operation



Fosun Tourism is committed to providing all our clients across the world with safe, healthy and quality recreational holiday experience. We attach great importance to ensuring clients' safety and healthy by setting up a complete safety and health system, raising our staff's safety awareness, and proactively coping with various risks related to safety and health. We have established a complete FOLIDAY-iCARE services management system and cultivated a considerable services culture of Fosun Group service culture with a view to delivering best experience to global families.

2.1. BUSINESS ETHICS

Anti-corruption

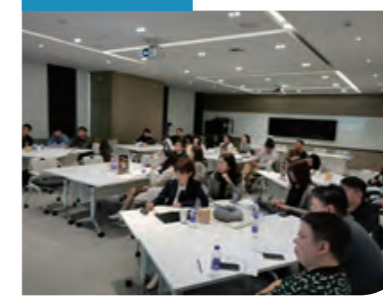
The Group attaches great importance to integrity management, strictly abides by anti-corruption laws and regulations in all operating locations, and has a "zero tolerance" stance on all forms of bribery and corruption. In order to strengthen the control measures of the Group and core companies for integrity risk, and enhance the effectiveness of risk prevention and mitigation, we formulated the *Management Measures for Integrity Risk Assessment and Red, Yellow and Green Lights*, the *Integrity Management Regulations*, the *Integrity Management Regulations* and the *Management Measures for the Acceptance of Gifts for Business Activities*. The Group strictly required employees to consciously comply with relevant national laws and regulations, and promoted the clean performance of managers and the integrity of all employees.

We also attach great importance to cultivating an integrity culture and abiding by laws and regulations, with the focus on forming an atmosphere featuring integrity and good faith business operation and strengthening our staff and suppliers' awareness of honoring integrity while working and doing business. During the Reporting Period, we have organized a series of training sessions in this regard including the training of newly recruited staff, holding anti-corruption publicity sessions among all employees as well as other targeted trainings towards our services.

During the Reporting Period, the coverage rate of employee integrity education of the Group was 100%, there were no corruption cases filed and concluded in the Group.



- Session on integrity publicity for all employees



- Session on integrity publicity for newly recruited employees



- Session on integrity publicity for business segments

Anti-Corruption management at Club Med

Preventing corruption is a priority for Club Med. Club Med formed a cross-disciplinary working group under the leadership of the General Secretariat. Club Med produced a corruption risk map and formulated the *Code of Conduct*, which including the requirements to our Ethics, to fight against corruption. Club Med expressed Club Med's expectations including the prevention of corruption to suppliers according to the *Standard Contract CSR Provisions*.

Club Med's internal control process is applied to each Business Unit and is the responsibility of the operational and functional departments at all levels of the organizational structure. Club Med formulated the monitor measures together with the Internal Audit Department. Club Med also set up a system for reporting and handling alerts, which will allow any employee of the group (whether internal or occasionally external) to report situations in breach of the *Corporate Governance Code* as well as sexual harassment to a point of contact.

Club Med provided training and awareness program for employees, which includes both on-site training for the positions most exposed to risk and the dissemination of awareness modules. During the Reporting Period, Club Med's General Management Committee, all Codir, Village Heads, certain functions at the global level, certain country offices were trained. Especially, trainings were provided in other countries which have services manger and GO®/GE resorts.



Anti-money Laundering

The Group attaches great importance to anti-money laundering and anti-terrorist financing (hereinafter referred to as "anti-money laundering"). As a responsible global corporate, we complies with the laws and regulations on anti-money laundering in the countries or regions where it operates and the guidelines or requirements of relevant competent authorities and international organizations, and actively assists and cooperates with the anti-money laundering institutions in the countries or regions where it operates. The Group formulated the *Anti-money Laundering Guidelines* to instruct financial institutions and specific non-financial institutions of the Group and subsidiaries that should perform their anti-money laundering obligations in accordance with regulations to carry out anti-money laundering to promote the Group's steady operations in accordance with laws and regulations.

Whistle-blowing and Compliant Mechanism

The Group has always adhered to the values of integrity and compliance, committed to creating an open and honest communication environment, and guided our business practices with the highest standards. The Group formulated the *Anti-fraud Management Regulations*, and established clear reporting channels and a systematic investigation mechanism. Whistle-blower can report to the Group's risk control department by email, phone, letter and appointment. To further refine the procedures and processes for receiving reports and conducting internal investigations, during the reporting period, the Group newly issued the *Regulations on Investigation and Handling of Fraud and Dishonesty Cases of Fosun Tourism Group* and *Fosun Tourism's Regulations on the Declaration of Conflict of Interest Matters for Important Positions*, which require employees in key positions to independently declare to the Company events or situations that may give rise to conflict of interest.

- 
Whistle-blowing via phone call
 021-23156857
- 
Whistle-blowing via E-mail
 Foliday_compliance@fosun.com
- 
Whistle-blowing via letter
 Anti-corruption Inspector, Fosun
 Tourism Risk Control Department, 18/F,
 Tower S1, 600 Zhongshan East Second
 Road, Huangpu District, Shanghai,
 200010 PRC.



We encouraged all employees within the Group's global system, suppliers and other partners to actively make good-faith report and complaint about fraud and unethical behaviour that they have discovered or been informed of. We formulated the *Measures for the Protection and Incentives for Whistle-blower and Witnesses*, and conducted related investigations in accordance with the principle of fairness, justice and confidentiality for related parties. Adhering to the principle of confidentiality, we implemented the policy on the protection of whistle-blowers and witnesses, and strictly kept the personal information of whistle-blowers and witnesses and all reports and evidence provided by them confidential from being leaked and lost in the process of acceptance, registration, storage, investigation and assessment. The Group also formulated the anti-retaliation policy to strictly protect good-faith whistle-blowers and relevant witnesses from being treated unfairly for their provision of evidence.

Protective measures for whistle-blowers and witnesses

<p style="text-align: center;">Inventory of Whistle-Blowers and Witnesses That Need Special Protection</p> <p>We have put in place an "Inventory of Whistle-Blowers and Witnesses That Need Special Protection" for the sake of employees, suppliers and partners who have made the Reporting in their real names and provided the real evidence, which shall be managed by Risk. Such an Inventory shall not be disclosed to any other organs, departments and individuals without approval or authorization from the Group's Board of Directors. In case that employees from Fosun Tourism, affiliated companies, incubators and investees are included in the Inventory, priority shall be given to their salary increase, excellent staff selection and promotion.</p>	<p style="text-align: center;">Anti-retaliation System</p> <p>We have, on a regular basis, paid high attention to the position adjustment of whistle-blowers and witnesses. The Risk is responsible for following the updates of the implementation of protective measures as the case may be, so as to eradicate exclusion, retaliation and false charge for their actions. Whistle-blowers and witnesses who are subject to retaliation or frame-up are entitled to give feedback to Risk, who will make appropriate treatment in accordance with laws and regulations and take appropriate measures to further protect whistle-blowers and witnesses.</p>
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Authorized trademarks during Reporting Period

50

Total authorized trademarks

1,934

Trademarks and Intellectual Property Rights

As globalization deepens and Fosun Tourism's global strategy advances, we have pushed ahead with innovation and intellectual property protection in an all-round way and envision to promote the digital transformation and upgrading of our services to create diversified values and spur creativity in the cultural tourism sector.

The Group has abided by the *Patent Law of the People's Republic of China*, *Trademark Law of the People's Republic of China*, and other intellectual property-related laws and regulations. We have also formulated the *Regulation on the Administration of Information Safety of Fosun Tourism*, in which stipulations to safeguard the Company's trademarks and legitimate intellectual property interests are clearly laid out. During the Reporting Period, we had 50 authorized trademarks. Our total authorized trademarks amounted to 1,934.

During the Reporting Period, we have carried out the registration of the transfer of several IP assets across the globe of such brands including Thomas Cook, Casa Cook, Cook's Club and other related brands. Meanwhile, our diversified holiday resorts and hospitality services have helped us optimize Fosun Tourism ecosystem. Moreover, regarding the third-party infringement, we have taken legal actions to safeguard our interests. We have also provided training on IP-related regulatory affairs for all our staff in order to raise awareness of the entire Group and enable us to set an example in IP protection.



2.2. SECURITY ASSURANCE

Safety has always represented the top priority of the Group. We attach great importance to the safety of each link in operation by improving the safety management system, raising the employees' safety awareness and capability, regularly identifying the risks related to safety and taking corresponding measures in a bid to ensure the safety of our clients.

Safe operation

Safety system and structure

The Environment, Health, Safety and Customer Services & Products Quality Supervision Department ("EHSQ"), which was set up in the Group in May 2019, is responsible for the management of EHSQ. To comply with the updated laws and regulations of countries and regions where we have established presence and meet the needs for the control of risks arising in the course of actual operation, we have constantly optimized our existing safety management system by supplementing relevant measures in a timely manner. During the Reporting Period, EHSQ team has amended the safety management system and policies, and formulated and put into effect the *Fosun Tourism Pre-opening EHSQ Inspection System for Hotels and Resorts*. In the meantime, the team has also revised the *Fosun Tourism Group EHS Responsibility System* in line with the adjustment of organizational structure and duties of personnel, and updated the reporting level of accidents in the *Fosun Tourism Group Emergency Handling and Reporting Management System*.

By following the management requirements of EHSQ of the Group, the affiliated companies have also constantly improved their respective safety management systems as per the characteristics of their businesses and EHSQ risks. During the Reporting Period, to ensure the smooth management of safe operation, the Safety Supervision Department of Atlantis Sanya has established a EHSQ Administrative Commission, put in place designated safety personnel, set up and optimized the *Fire Prevention and Safety Management System*, compiled and distributed the *Contingency Plan* to each safety director within Atlantis Sanya, set out annual EHSQ goals and work plans, conducted safety inspections on and after major public holidays, and made regular risk investigations and evaluations as well as safety checks. According to possible security risks, Club Med Asia-Pacific Head Office may also recruit new chief engineer who shall be responsible for the maintenance of project facilities, swimming pools, and water treatment equipment, as well as fire prevention to help improve the safe operation of holiday resorts.

Safety precautions and training

The Group attaches great importance to training staff, raising their awareness and capability in safe operation, and ensuring effective implementation of safety policies and management measures. All the newly recruited staff must be engaged in the *EHSQ Awareness Training for All* and *Fire Prevention Training*. The EHSQ team of the Group will design diverse training sessions as per posts and risks with customized training materials and regular remote virtual gatherings in order to improve the professional skills of EHSQ management personnel in all affiliated enterprises. During the Reporting Period, the EHSQ department has conducted 14 EHSQ training sessions through remote video conferencing, covering hazardous chemicals management, recreational water treatment technology and water quality safety, public health and sanitation, fire safety, and safety incident reporting and management, etc. As to the different projects in the Group, EHSQ department organize 1–2 on-site trainings targeting at the identified risks to enable their safety. During the Reporting Period, Atlantis Sanya has provided safety knowledge to all the on-duty employees through the corporate WeChat platform in collaboration with Learning and Development Department.

To prevent the occurrence of various safety accidents, reduce the operational risks and eradicate the potential dangers, the Group's EHSQ department will regularly identify, check and verify the risks and hidden dangers for all the affiliated enterprises, which shall cover fire prevention, operation safety, food safety, public health, epidemic/pandemic containment, customer services, and environment protection. During the Reporting Period, the Group's EHSQ Department has conducted 26 checks in all the operation locations with 26 EHSQ check reports issued, in which it has put forward rectification suggestions and demanded the affiliated companies to report the rectification results within the time allowed.

Club Med Yabuli: "Making sure skiing stays fun" risk management programme

Anticipating risks is an integral part of Club Med's strategy. In order to prevent unanticipated risk disrupt Club Med's operations, Club Med has formulated a "Making sure skiing stays fun" risk management programme, and regularly assess all of the company's internal and external risks, and design corresponding prevention and management measures for these risks.

Club Med uses film, flyer, poster, ski and snowboard activity safety information boards in multiple languages to promote safe ski operations to customers and improve their ski safety awareness. To maximize the safety of tourists, Club Med also strictly stipulates that helmets must be worn in all off-piste skiing lessons, and a warm-up session is required to be carried out before the start of the ski course.

Safety emergency drills in Atlantis Sanya



• Command center emergency drill



• Rescue drill to help save the drowned



• Rescue drill to free people from a trapped elevator



• Fire drill

To ensure the safe operation of Atlantis Sanya, further do away with the risks in safe operation, fire prevention, and ensure the safety of our staff and customers, Atlantis Sanya will conduct relevant checks and various emergency drills. During the Reporting Period, Atlantis Sanya has conducted 6 emergency drills against typhoon, 1 rescue drill to help save the drowned, 4 rescue drills to free people from a trapped elevator, and 5 fire drills.

Food safety

We believe that food safety is an important part of customer safety. We will constantly improve our systems and professional skills of employees, expand our staff team, and safeguard food safety in order to enable our customers to enjoy healthy holidays.

The *Fosun Tourism Food Safety Management System* represents the standards and specifications of food safety in the Group, and all the affiliated companies shall formulate applicable detailed rules and regulations for management and implementation based on it. During the Reporting Period, the EHSQ department has worked out a new version of *Fosun Tourism Guidelines on Infectious Gastroenteritis Including Norovirus Control*. In the meantime, to meet the requirements of regular Covid-19 containment, the Group has updated the existing *Fosun Tourism Food Safety Management System* by taking into account the food safety problem caused by the pandemic. Atlantis Sanya completed the HACCP (Hazard Analysis and Critical Control Points) system review during the Reporting Period; Club Med designed corporate hygiene and safety monthly checklists that cover all health and safety requirements to help check for potential safety risks.

Since the establishment of Health and Safety (SHH) department and Product and Service (P&S) department in Club Med Asia Pacific in 2019, we have been improving our staff structure to empower food safety and hygiene management. During the Reporting Period, seven Club Med resorts and Joy view resorts in China added new food safety and hygiene managers, responsible for setting hygiene and food safety standards (hygiene and food safety standard), carrying out monthly hygiene and safety (Monthly Hygiene and Safety) Monthly Hygiene and Safety inspections, Monthly Hygiene and Safety meetings, and risk management. In other resorts outside of China in the Asia Pacific region, new Hygiene Managers have been added to Club Med Kani and Club Med Cherating to take full responsibility for food safety management at each resort.

To prevent the occurrence of food safety and hygiene incidents, Club Med Yabuli conducts internal audits by the Food Safety and Hygiene Manager and external audits by the CCIC. Also, to ensure the implementation of the food safety management system, all food and beverage staff of the affiliated companies are required to receive appropriate training prior to their employment and to participate in regular training and emergency drills after their employment.

Club Med conducts training on food safety



- Training on the responding of risks related to food safety and infectious diseases organized by Club Med



- Food safety training organized by CICC, as invited by Club Med



- Food safety and disinfection training conducted by Ecolab, as invited by Club Med

During the Reporting Period, Club Med conducted a number of training sessions related to food safety to raise staff awareness of food safety and prevention of infectious diseases, to provide staff with additional relevant expertise, and to facilitate the implementation of food safety and security systems and measures.

1. Crisis management training related to food safety and infectious diseases organized by Fosun Tourism Group. Through learning epidemic prevention measures, response measures in case of an epidemic, how to configure and use disinfectants, and how to properly put on and take off personal protective equipment, the staff's ability to control food safety under the normal epidemic situation was enhanced.
2. Food safety training organized by CCIC covers key aspects of food safety, such as procurement, storage and processing of ingredients, cleaning of processing sites, meal preparation and delivery, cleaning of tableware, and personal hygiene of catering staff. This training helps employees to identify common hazards and prevent food poisoning incidents. During the Reporting Period, 7 resorts in mainland China completed 72 inspections in total, including food safety, drinking water sanitary, pandemic prevention and control, and guest room hygiene, with an average score of 93 points.
3. In order to avoid food safety hazards caused by improper cleaning and disinfection, Club Med staff participated in Safe Together food safety and cleaning and disinfection training organized by Ecolab to learn effective cleaning and disinfection practices.

2.3. CONSIDERATE SERVICES

The customer-oriented Fosun Tourism is dedicated to delivering a new experience of recreational tourism for customers by keeping our customers as a top priority, listening to customers' needs, and providing consistent high-quality and high-standard customer services.

Fosun Tourism established and released the systems including the *Regulations on Customer Service and Quality Supervision and Management of Fosun Tourism Group* to enhance customer service quality, standardize and guarantee service etiquette standards, as well as strengthen the quality, standardization and healthy development of performance activities of Fosun Tourism and various enterprises.

To effectively enhance all of our employees' awareness on customer services and customer service culture at the Group level, the EHSQ team designed and established FOLIDAY-iCARE service management system, which contains five modules, i.e. service culture, service design, service authorization, service implementation, and service evaluation. By prioritizing ideas over products, we incubated the idea of "taking pride in considerate services" and actively communicated our service concept to employees and fostered our service culture. During the Reporting Period, we conducted training on the FOLIDAY-iCARE service management system, covering all on-going and preparatory projects within the Group, and conducted more than 9 dedicated training sessions, involving more than 50 people from the Group's senior management team. We proposed to plan and design the customer service emotional curve in reference to Peak-End Rule, actively cooperated with various business segments in the Group, introduced the concept of customer experience at the initial stage of holiday products, and pooled wisdom and efforts from the operation team to create peak-end experience. By putting in place detailed authorization process and service standards, the peak-end experience is delivered to our guests, and the service is finally evaluated through true feedback from our customers both online and offline.

By virtue of rich customer complaint channels and customer satisfaction surveys, we have collected valuable customer suggestions and opinions and formed plans for improvement to ensure service iteration and promote the integrated operation of FOLIDAY-iCARE system. Atlantis Sanya introduced Brand Wisdom, a third-party online evaluation software, to continuously collect guest feedback and then develop a monthly quality control report to be distributed to each department head in Atlantis Sanya. Club Med applied intelligent data analysis software Qlik, whose interface displays data from online evaluation software Review pro, customer satisfaction questionnaire GM® Feedback timely data and Trip Advisor summaries. Club Med's professional customer service team used Microsoft Dynamics 5 for centralized treatment of customer complaints. During the Reporting Period, the Group's EHSQ team also visited Atlantis Sanya several times to check the quality of its customer service, rated its customer services, analyzed its shortcomings, and provided practical suggestions for improvement. Such efforts have effectively lifted the level of customer services at Atlantis Sanya.

Customer satisfaction proves to be our driving forces. Atlantis Sanya under the Group, introduced BrandWisdom (a one-stop customer word-of-mouth management platform) to monitor online comments from domestic mainstream platforms in real time, and to form customer satisfaction survey reports on a monthly basis. According to the domestic mainstream OTA website Ctrip, Atlantis Sanya has seen a rating of 4.8 points from 25,835-plus comments as of November 2020, compared with 4.6 points in 2018. In addition, Chongqing Albion Gold Buddha Mountain Resort newly opened hotel resort's Ctrip score reached 4.9 points.

Customer relationship

The Group has attached great importance on communication with customers and is committed to providing diversified communication channels for them. The Group's Thomas Cook platform provides customers with a multidimensional interactive communication channel, mainly featured by online customer services and supplemented by inbound and outbound calls, with a view to ensuring all-round pre-sales and post-sales consultation and feedback. During the interaction process, the content of each communication is recorded in detail through online chat records, dialogue tags, phone call summaries and call records. We have made appraisal on complaints with a first call resolution rate of over 95% or more within 24 hours upon receiving the complaints, and recorded the merchant or platform's communication details and solutions provided in response to customer complaints.

As of 31 December 2020, Fosun Tourism Group received a total of 237 feedbacks of various types through its customer service feedback channels, with a 100% settlement rate.

Extended customer service hours during the coronavirus (COVID-19) outbreak to actively handle customer feedback

During the coronavirus (COVID-19) outbreak, we actively did our best to prevent and control the epidemic, and at the same time, we formulated a policy recommendation guideline for refunds and ticket changes caused by the epidemic, and constantly updated and upgraded the policy according to the epidemic situation, actively providing comprehensive protection for cancellation and rescheduling of travel services for our customers. In order to better serve our guests and protect the rights of our customers, Club Med Shanghai customer care team extended its service hours to 21:00 Monday to Sunday at the beginning of FY20, including weekday and weekend hours. As of 31 December 2020, the Fosun Tourism Group customer feedback channel received a total of 237 complaints of all kinds, with a 100% settlement rate.

Digital-driven

During the Reporting Period, we launched Thomas Cook Lifestyle Platform, an official digital innovation product based on the C2M ecosystem advocated by Fosun to penetrate customers' minds. Supported by the operation and development of "Foryou Club" (a Fosun Tourism Global Membership Club), Thomas Cook has highlighted 386,000 members with a host of Fosun Tourism-operated leisure tourism products including Atlantis Sanya, Club Med, Albion, Fanxiu Entertainment, Miniversity, Foryou Ski, FHOTO. At the same time, TCP recommends selected global products for members to enjoy vacation and life and meets the needs of family users for holistic scenarios of "vacation + lifestyle". It is committed to becoming a one-stop life service scenario-based platform, which coincides with our vision "bringing greater happiness to global families".

As an important part of Fosun Tourism global ecosystem, Thomas Cook provides exclusive resources and VIP privileges by leveraging the multi-business operations and unique resources of international first-tier resorts, hospitality management, travel agencies, and parent-child experiential education within the Fosun Tourism ecosystem. At the same time, interactive marketing, Life circle community and other online and offline scenarios are applied to fully understand the needs of consumers and integrate the world's best products and services. With the help of Thomas Cook Platform, greater value for customers can be achieved. As of 31 December 2020, the number of monthly active users of this platform exceeded 250,000 and the revenue generated from this platform exceeded RMB1,837,000.



Thomas Cook × Club Med premiered the new WeChat applet "Club Med + X"



During the Reporting Period, Thomas Cook and Club Med upgraded their recreational products to provide customers with diversified entertainment programs and more thoughtful mobility services, allowing customers to enjoy a worry-free vacation. Customers are welcomed to place orders through the new WeChat applet "Club Med + X" jointly launched by both parties.

The WeChat applet "Club Med + X" focuses on domestic travel in China, combining Club Med's all-inclusive resorts with Thomas Cook's selection of quality airlines, transportation services, and original local entertainment activities to provide guests with a relaxing vacation. At the same time, Club Med's traveling housekeeper "GO®" will also provide satisfactory services and answer various questions online.

Privacy protection

The Group pays great attention to the protection of customer privacy. To ensure data security, the Group has put in place regulations on information security management and continuously followed up the implementation of relevant information security mechanisms. At the same time, we, by consistently strengthening education on information security awareness, have broken down the established information security requirements into daily work, new employee training, and places involving customer information. In the field of customer information, we observe the requirements related to data safety of relevant jurisdictions including the EU General Data Protection Regulation (GDPR) and Data Safety Law of the People's Republic of China, using the strictest standards to protect guest information.

Users who sign up for Thomas Cook Lifestyle Platform need to confirm the *Foryou Club Membership Registration Agreement*, which includes rules related to data privacy. TCP has also provided a dedicated "Privacy Policy" that is publicly accessible to users and members. TCP and Foryou Club will only collect customer data with the approval of customers. And all data will be used for routine communication and routine data analysis and statistics only. The private data of customers will not be disclosed to any third party. At the same time, SOP for internal control of member privacy has been established, where users can actively apply for deletion of relevant information.

DIVERSITY

and Equality





The employees of the Group come from six continents

12,949

Adhering to the humanistic spirit of “Diversity, Equality and Human-centered”, the Group is committed to creating an equal, diverse and inclusive working environment, providing employees with highly competitive remuneration and welfare, efficient training system and global job opportunities, giving full play to their own potential, and ensuring their occupational health and safety, so that every employee can “Work Happily and Live with Peace of Mind”.

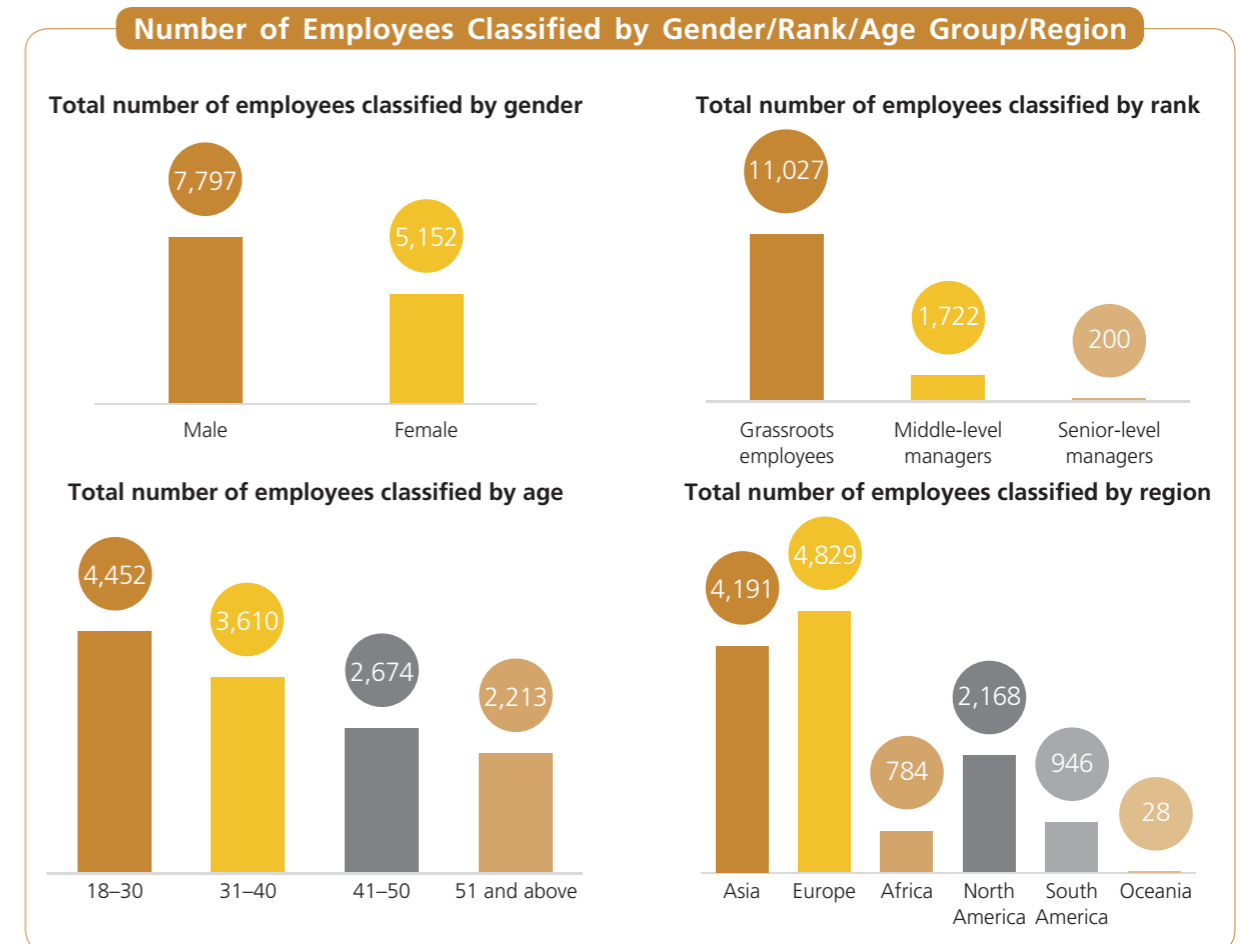
3.1. DIVERSITY, INCLUSION AND EQUALITY

As a multi-national company, the Group is committed to conveying an inclusive culture to all employees by promoting diversified development and building an equal environment. With reference to the principles of international labor agreements such as the *International Labor Organization Convention* and the *Universal Declaration of Human Rights*, we strictly abide by the *Labor Law of the People’s Republic of China*, the *Labor Contract Law of the People’s Republic of China*, the *Prohibition of Child Labor*, the *Law of the People’s Republic of China on the Protection of Women’s Rights and Interests*, as well as the laws and regulations of the countries and regions where we operate, and in combination with the actual operation of the Group, we have formulated a number of normative documents, including the *Staff Manual of Fosun Tourism Group* and the *Regulations on Recruitment Interview and Employment Management of Fosun Tourism Group*. We respect and protect the legitimate rights and interests of all employees in respect of recruitment, remuneration and welfare, training and development, and occupational health, and comprehensively formulate rules in terms of nationality, gender, age, race and religious belief, and support the diversified development of employees.

Atlantis Sanya is committed to being an efficient and diverse organization that respects human rights, treat every employee equally, explicitly prohibit the use of child labor and forced labor, actively safeguard women’s rights, provide employment opportunities for the disabled, and strive to create an equal and inclusive working environment. Club Med has strengthened the commitment to gender equality in the workplace based on the Club Med values. We reiterate our commitment to integrating people with disabilities into its workforce, the company has set itself new recruitment targets and wishes to welcome at least 120 disabled employees each year in its villages, branches and offices.

As the localization of staff can help us better integrate into different cultures and understand consumer needs and living habits, we are also actively promoting the localization process of staff in different regions during our global layout, and making full use of the Group’s worldwide resources to help solve local employment issues. At Club Med, 75% open positions are offered to local GO® and GE.

As of 31 December 2020, the employees of the Group come from six continents, with a total number of 12,949. The classification of employees by gender, rank, age and region is shown in the following chart:



3.2. EMPLOYEE CARE

Remuneration and welfare

We believe that only by caring for employees with practical actions, providing comprehensive and competitive remuneration and welfare and personal value development platform, can the Group develop continuously in a dynamic and harmonious manner. In order to further improve the remuneration and welfare system of the Group, we have formulated the *Provisions on Remuneration and Welfare Management of Fosun Tourism Group* and the *Regulations on Attendance and Holiday Management of Fosun Tourism Group*, so as to make the remuneration and welfare of employees more incentive and flexible. During the Reporting Period, we set up the Human Resources Sharing Service Center, and through optimizing the personnel system, we better coordinated the work arrangement, remuneration and welfare of employees, and improved operational efficiency and employee satisfaction. Our remuneration structure includes basic salary, performance bonus, enterprise value growth award, equity incentive, sales bonus of option incentive, BD incentive/innovation business, combination of short-, medium-and long-term, matching cash and equity etc. Different remuneration structure is applicable to different staff categories, with the focus on high-performing/high-potential talents.

In addition to competitive remuneration, we also provide diversified welfare to employees. We not only provide all the welfare stipulated by the countries where we operate, but also adopt additional welfare arrangements that are more suitable to employees.

Statutory welfare	Additional welfare, including but not limited to
Social insurance	Commercial insurance: we buy group supplementary medical insurance, group accidental injury insurance, group major illness insurance, group traffic accident insurance, group life insurance and group travel insurance for all employees
Housing accumulation fund	Allowances and gifts: communication allowance, transportation allowance, working lunch, wedding gift, birth gift, birthday gift, funeral condolence money
Legal holidays	Physical examination: we buy medical insurance for employees every year, and employees can have an annual physical examination, health consultation appointment, post-examination review and other services
Paid leave	After-work activities: teambuilding and families day, Fosun running group, dance trainings, etc.

In Atlantis Sanya, in addition to statutory welfare, necessary insurance and allowances, we also provide all employees with well-equipped staff dormitory, free and comfortable staff shuttle bus, four meals a day (morning, noon, evening and midnight) prepared by professional chef team, health consultation room for staff, and medical reimbursement, etc. We also set up a maternal and child room for female employees, and prepare gifts and celebrations for them on International Women's Day every year, actively building a platform for female employees to support each other and grow together. For non-local employees at specific levels, we also provide them with an annual round-trip air ticket to visit families. We fully consider the living needs of foreign employees, provide western food for them in the hotel staff canteen, and designate specific personnel to handle visa and other certificate applications for foreign employees.



Employee communication

The Group firmly believes that building a harmonious and good communication relationship with employees and creating a relaxed and happy communication atmosphere are essential for the Group to unite as one and develop vigorously. We encourage every employee to establish the Spirit of Ownership, continuously improve the communication system and channels, and carry out multi-level communication and dialogue activities, such as employee communication conference, online corporate culture presentation, and executive luncheon, so that employees can keep abreast of the latest development of the Group and a platform is provided for employees to speak freely. Employees can also report the difficulties they encounter in the Group to their supervisors, the Human Resources Department, the Risk Control Department and the Discipline Committee. Through this series of employee communication measures, we can solve practical problems for employees and continuously improve their sense of belonging, identity and happiness.



• Fosun Tourism Team building and Families Day in 2020



• "Fosun Cup" Football Challenge



• Amateur badminton activity

Atlantis Sanya promotes staff communication



• Atlantis Sanya Staff Food Festival



• The Second Anniversary of Atlantis Sanya



• Atlantis Sanya Staff Annual Party



• “Atlantis Good Voice” campaign

In Atlantis Sanya, we set up The Voice function in the corporate WeChat, where employees can submit suggestions and demands regarding their work and life through mobile phones, and we will quickly seek for solutions for their concerns. Every year, we conduct CES (Current Employment Statistics) survey to find out employees' evaluation on ten dimensions, such as work/life balance, diversity and inclusion, career development opportunities, talent and staffing, and reward and recognition. From 1 December to 3 December 2020, we carried out the yearly CES survey as scheduled, and all the full-time employees and interns who joined before 23 August 2020 participated in the survey, with a total of 2,067 participants, and the completion rate reached 100%. We shared the survey result in a report, and continued to follow up the work of corresponding departments and implement improvement measures accordingly. During the Reporting Period, we also conducted a variety of communication activities, such as staff year-end party and theme birthday party, and made in-depth and close communication with employees on issues of practical concern. In addition, we also carried out a series of staff gratitude and commendation, cultural and sports activities to express our care for employees and enrich their lives.

3.3. TALENT DEVELOPMENT

Cultivating employees' communication ability and continuous creativity is the strategic core of the Group's talent development. We provide clear career development path and tailored training system for all employees, and strive to give full play to their maximum potential and share sustainable development value with them.

Training system

Equality is not only reflected in employee structure, but also means providing equal opportunities for employees to grow and develop. The Group attaches great importance to personnel training. Every year, according to its development strategy and human resources planning, it establishes and creates different personnel development and training programs based on the Group's development trend, and builds a platform for employees to share experiences and learn knowledge. During the Reporting Period, in order to accelerate the construction of a global talent system, we upgraded Fosun Tourism College to Fosun Tourism University, and carried out a series of staff trainings such as Business Line Seminars, Induction Training for New Employees, Veteran Employee Care Program, Special Training Program for High Potential Talents, and Coach Club Program.

- **Business Line Seminars.** During the Reporting Period, the Business Line Seminars invited personnel from the Legal Affairs Department, the Compliance Department, the Human Resources Department, the EHSQ, the Finance Department and other departments to give lectures to employees, with a total of 14 offline lectures and online sharing completed.
- **Induction Training for New Employees.** By training, introducing and communicating with new employees, we help them integrate into Fosun Tourism as soon as possible. During the Reporting Period, affected by the epidemic, we started the offline centralized training for new employees, and at the same time, customized the introduction process for new employees who can therefore have a quick understanding of the Group and its subsidiaries, and supported new employees to better adapt to and integrate into their jobs through the communication between new and veteran employees.
- **Special Training Program for High Potential Talents.** We always attach great importance to the review and cultivation of high-potential talents. Through comprehensive evaluation on each employee, we identify high-potential talents and train them specially according to the recommendation of the Human Resources Department and heads of business lines. During the Reporting Period, Fosun Tourism University organized 30 high-potential employees to attend the “CXO Special Camp”, and formulated special training plans, including centralized training, small-class teaching and rotation study.



• Business Line Seminars training

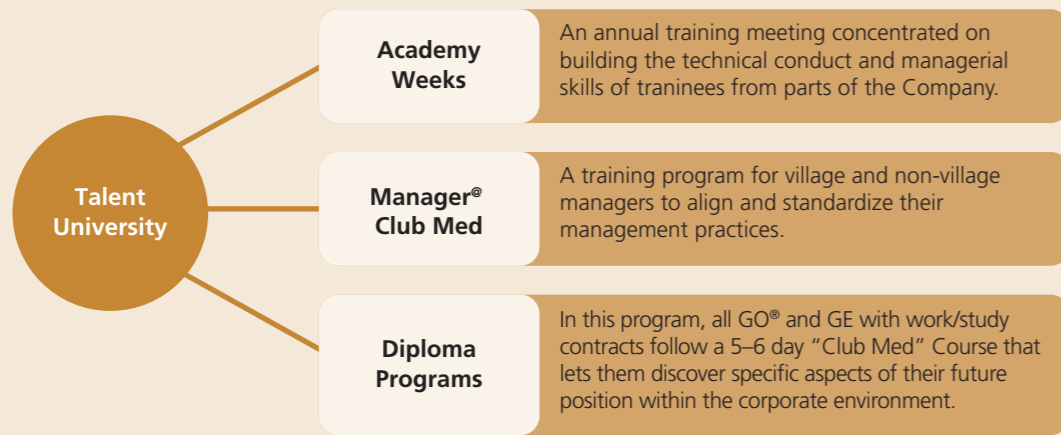


• CXO Special Camp

Talent University at Club Med

As training is key to improving employability, Club Med has set up a Talent University by Club Med (TU), a vital element in the implementation of its strategy. TU is helping us to create training structure connected to the reality of the company and carries out actions to integrate and develop employees in all types of skills. We also developed a series of programs, such as Academy Weeks, Diploma Programs, and Manager@Club Med, to facilitate the development of employee's skill and capabilities.

Club Med staff training system



Atlantis Sanya Intern Training Camp



• Atlantis Sanya Intern Training Camp Group Photo

Atlantis Sanya provides a large number of interns with internship opportunities every year. In order to enable interns to be competent for their jobs quickly and provide good services to guests, the Learning and Development Department and trainers from various departments will arrange a one-week job skills training for new interns. On the last day of the training, the Learning and Development Department will organize a meeting in which intern representatives from different departments will participate to show their training results. During the meeting, the Learning and Development Department will issue certificates and prizes to outstanding intern representatives from different departments as recognition and encouragement.

We also encourage employees to actively carry out inter-departmental and inter-discipline study and exchange, actively share new knowledge, and realize a virtuous circle within the team. In order to create better inter-departmental learning conditions, during the Reporting Period, Fosun Tourism University launched the Coach Club Program and established five coach clubs, with a total of 100 inter-departmental club members and 20 coaches joining to teach and share experiences. Through sharing meetings, brainstorming discussions, offline activities, discussions of books recommended by coaches, the coach clubs encourage their members to produce innovative ideas for the Group. As of 31 December 2020, the coach clubs have submitted 10 innovative projects in total. At the same time, club members also have the opportunity to study and communicate across disciplines, which will trigger virtuous job rotation, and to join the Special Training Program for High Potential Talents.

While actively promoting the construction of internal training system, we are also committed to laying a solid foundation for talent introduction and training by enhancing school-enterprise cooperation. During the Reporting Period, Fosun Tourism University actively communicated and cooperated with colleges and universities, including Shanghai Jiaotong University, School of Tourism and Leisure of Shanghai Normal University, Shanghai Institute of Physical Education and so on. Atlantis Sanya also started cooperation with tourism and management colleges and universities in Swiss and universities in Macao during the year, including internship programs and the construction of formal staff talent pool. The colleges and universities in the cooperation include Glion Institute of Higher Education, Les Roches International School of Hotel Management, Macao Institute for Tourism Studies, Macau University of Science and Technology, etc.

During the Reporting Period, the Group's total training hours were 391,065 hours, and its employees' training percentage/average training hours summarized by gender and employees' training percentage/average training hours summarized by rank are as follows:



Promotion channels

As a multi-national company, we firmly believe that “global interaction and talent sharing” is an important way to enhance the worldwide competitiveness of the Group’s talents. We are committed to creating a smooth and active mechanism for internal talent flow, and cultivating talents’ multi-discipline and multi-dimensional capabilities through global rotation of employees; in addition, we set clear promotion channels, strengthen the construction of talent pool, and build the “soft power” of globalization.

Club Med enables many GO® and GE to grow within the company, and to thus increase their level of responsibility. We offer career development pathways that give GO® and GE the opportunity to rise to managerial responsibilities, most of village managers and village service managers are from internal promotions. We have developed mechanisms and several programs to manage these movements.

Mechanisms and Programs Content

Village talent committee	Manage talent pools and succession planning
Key GO®-GE program	Offer personalized development and growth opportunities to rising leaders
GO® Experts program	A training program that builds knowledge by sharing knowledge. The individual training modules focus on the new working methodologies and problem-solving to provide trainees with maximum support in their work as experts

Mechanisms in Place to Manage Internal Promotions within Club Med

In Atlantis Sanya, we regularly publish internal job vacancies, and employees can submit applications according to their professional interests and goals to broaden their career development channels. At the same time, we also regularly share global job opportunities with employees by email, and strive to support their continuous growth and cultivate leaders with global vision in a diversified and inclusive culture.

Employee motivation

The Group has been constantly exploring the incentive mechanism for talent development adapted to the process of globalization, and has gradually changed from focusing on salary incentives to all-round incentive mechanism such as personal development and growth, working environment and decision-making participation, and is committed to ensuring the fairness, effectiveness and continuity of incentives. We have formulated performance evaluation and incentive mechanism policies such as *the Recognition Plan of Fosun Tourism*, *the Performance Management Measures of Fosun Tourism*, and *the Reward and Punishment Management of Fosun Tourism*, and reward employees with options and equity interest according to 2019 share option scheme and share incentive scheme. At the same time, we carried out various employee incentive plans, implemented the outstanding employee evaluation policy throughout the Group, and gave award to the employees who upheld the entrepreneurial spirit, achieved excellent performance, created outstanding results and made remarkable contributions in the front line through the selection of Outstanding/Excellent Entrepreneur Award, Outstanding Manager, Best Product Manager, and Fosun Artisan, and encouraged employees to realize their value in their own posts. During the Reporting Period, we carried out organizational efficiency innovation and optimized the composition of team members through the competition and cooperation ranking mechanism of business teams, and adopted cross-team investment cooperation mechanism to promote win-win cooperation among different teams. We also have Special Incentive for Above-target Sale, BD Incentive, and Cross-field Marketing Incentive. In 2020, we also began to implement Fosun Tourism Partners mechanism, and the first batch of Fosun Tourism partners were selected among the Group’s senior executives who have served for more than two years.

3.4. OCCUPATIONAL HEALTH AND SAFETY

Safeguarding employees’ safety is a basic principle and bottom line of the Group and “making every employee work healthily and go home safely” is our vision and tenet. We strictly abide by the laws and regulations of China and those of the countries and regions where we operate, and continuously improve and implement our commitment to protect employees’ occupational health and safety by formulating and following the Group’s EHSQ policy and *the EHSQ Performance Index Management System of Fosun Tourism*. During the Reporting Period, there was no work-related death in Fosun Tourism.

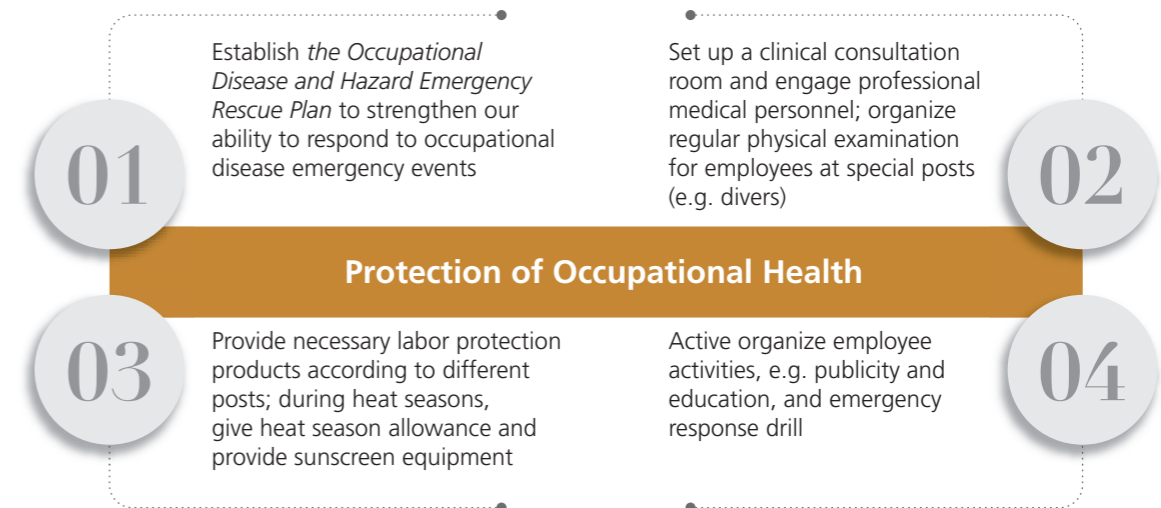
Employee health and safety

We pay attention to establishing employees’ health and safety awareness, and teach employees to identify health and safety risks and how to deal with health and safety problems through a series of occupational health and safety trainings, such as EHSQ awareness training, fire safety, infectious disease prevention and control, and acute gastroenteritis control. During the Reporting Period, the EHSQ team of the Group conducted *EHSQ Awareness Training* and *Fire Safety Training* three times for new employees organized by the Human Resources Department of the Headquarters, each time lasting about 1 hour with 90 participants.

Club Med has developed a high degree of expertise in preventing risks related to the health and safety of its employees. All employee training stresses the safety of employees and customers as a top priority. Club Med also puts a special focus on prevention and providing medical support and assistance to its teams whenever necessary. The Health Hygiene Safety (HHS) department and its networks of coordinators are vital to this effort. Here are the measures we have taken to protect employee's health and safety:

Measures	Content
Network of doctors and nurses in the Villages	<ul style="list-style-type: none"> All the villages (outside France, the US and Japan) have a permanent nurse on the team. Based on a network of local doctors, identified and recommended by Europe-Assistance. Based on lessons learned in the villages, the prevention policy is structured around identifying the causes of accidents.
GO®-GE Awareness Module	<ul style="list-style-type: none"> Covering all priority themes: health, lifestyle, alcohol, harassment, risk behavior, addictions, drugs, alcohol, and impact on health and safety for oneself, etc. Developed in 2013 in conjunction with the Talent University makes it possible to train and track trained people.
AIDS Prevention	<ul style="list-style-type: none"> The first company to make condoms available free of charge to its employees (since 1985). Incorporate prevention rules into the training provided to GO®-GE. The Village nurses or the HHS Direction assist the GO® or GE to obtain a free screening if necessary. The organization of free HIV testing and vaccine updates has been gradually systematized with the GO®-GE, with the Public Health Area of Chambéry for Alpes resorts.
SSF Locator	<ul style="list-style-type: none"> Applied since 2017, enables to better anticipate, react to and communicate with those traveling. Integrates bookings made by the various booking agencies and notifies travelers prior to departure about the security situations at their destination. Enables the traveler to be contacted during their trip if necessary.

In Atlantis Sanya, we have established a systematic occupational health guarantee system and adopted relevant safeguard measures to continuously control and reduce occupational health and safety risks.



Fanxiu, a subsidiary of the Group, has continuously improved performance safety management for its large-scale independently created the resident Show C which is regularly performed in Atlantis Sanya. We constantly improve the equipment management system, operation procedures, and safety-related prevention and control measures. In the *Air Equipment Operation Manual* independently compiled, we have standardized requirements and management for system design, personnel safety, electrical safety, daily inspection, support and maintenance, training and assessment, operation safety and emergency assessment. Through daily, weekly, monthly and annual inspection, we can ensure the safety of theater performance and operation, and let performers and audiences enjoy the charm of culture and art safely and with peace in mind.



Pandemic protection

The COVID-19 pandemic in 2020 was a challenge for many enterprises. In the face of the sudden outbreak, the Group and its subsidiaries responded calmly, took emergency measures quickly, provided health and safety protection as well as necessary resources to employees, and made efforts to facilitate the resumption of work and production.

Early outbreak	Outbreak in China	Before return to work	During resumption of work and production
<ul style="list-style-type: none"> The EHSQ team at the headquarters organized professionals with infectious disease prevention and control background to provide support Urgent release of early warning guidelines such as the <i>Notice on Strengthening Infectious Diseases and Public Health Management during the Spring Festival</i>, and the <i>Group's Further Guiding Principles and Requirements regarding Coronavirus in Wuhan</i> Formulate the <i>Guideline of the Group's Policy and Suggestion regarding COVID 19-related Refund and Change of Booking</i> to guide all subsidiaries to upgrade and implement the refund and change of booking plan according to the pandemic situation 	<ul style="list-style-type: none"> Set up a command team for pandemic prevention and control in Fosun Tourism to summarize fever and health information of employees in different subsidiaries and regions every day, and collect fever information and health daily reports of employees Overall coordination of resources, provide masks for employees, disinfectants in office places, and hands-free disinfectant Always care for employees in Wuhan, Hubei and related areas, provide employees with necessary medical resources to help them and their families go through the pandemic crisis 	<ul style="list-style-type: none"> Release pandemic prevention and control guidelines in succession, such as the <i>Prevention and Control Measures Guideline of Fosun Tourism Group regarding Return to Work during the COVID-19 pandemic</i>, the <i>COVID-19 Prevention and Control Guideline of Fosun Tourism — For Employees</i>, the <i>Types of COVID-19 Prevention Masks and Recommended Users of Fosun Tourism</i> Make posters, and print and post them to raise pandemic prevention materials Formulate plans regarding isolation, temperature measurement, meeting, work, transportation, dining, and pandemic prevention and control for resumption of work and production Arrange trainings and exams on the <i>Knowledge of COVID-19 Infection</i> for all Fosun Tourism employees and display the <i>Training for All Employees of Fosun Tourism regarding COVID-19 Prevention and Control before Return to Work of Employees of Fosun Tourism</i> through live broadcast on Dingtalk 	<ul style="list-style-type: none"> Formulate the <i>Guideline for COVID-19 Prevention and Control during the Re-opening of Fosun Tourism</i> Organize online infectious disease-related trainings such as the <i>Infectious Disease Prevention and Control Training</i> and the <i>Public Health Training</i>, and guide domestic subsidiaries to carry out necessary normalized control during the pandemic outbreak

Club Med and Atlantis Sanya have adopted effective COVID-19 prevention and employee safeguards based on their own actual situation in response to the Group's COVID-19 prevention and control policies.

Club Med has a scientific committee in the French region, which is supported by the national and regional expert group on hygiene and infectious disease prevention. During the pandemic, Club Med developed the *Pandemic Prevention and Control Handbook*, detailing nearly 50 measures at the resort, including employee temperature measurements, wearing protective equipment such as masks, before meal pick-up and pre-service disinfection requirements. At the same time, resorts in China, Asia-Pacific and Europe and the United States are working with relevant external agencies to conduct pandemic prevention and hygiene inspection audits to ensure the landing of epidemic prevention and control measures. We take strict measures to ensure food safety and activity safety, and conduct global staff training for the prevention and control of COVID-19.



- Bilingual pandemic prevention and control staff handbook

COVID-19 protective measures of Club Med

Develop resort epidemic prevention and control guidelines

- ✓ All employees to stay in single rooms if possible
- ✓ Take body temperature before work
- ✓ Training on pneumonia precautions for new halls
- ✓ Adapt to standard operating procedures
- ✓ Designated doctors and nurses
- ✓ Personal protective equipment
- ✓ 24/7 teleconsultation heart support
- ✓ One COVID-19 manager per village

Strictly control food safety

- ✓ Stop serving high-risk foods such as raw salmon
- ✓ All catering staff must wear masks and gloves
- ✓ Eliminate the supply of bulk food and add food service staff to pick up food, cut bread and mix salad for guests
- ✓ Increase the distance between tables and chairs to maintain the dining distance
- ✓ The GO® on duty stands at the entrance of the restaurant with hand sanitizer to remind guests to wash their hands and wear masks before dining
- ✓ Extend the serving time and afternoon tea time to reduce the gathering of people

Global employee training on epidemic prevention and control

Club Med has set up a global NOTIFICATION OF REDUCE CORONAVIRUS INFECTION RISK and requires all employees to participate in it for 1 hour



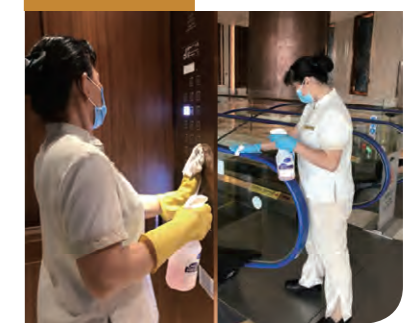
Collaboration with external agencies for hygiene inspection/audit

- ✓ China: Collaboration with CCIC for epidemic prevention, control, and hygiene inspection audits
- ✓ APAC: Collaboration with Ecolab Group, a leader in hygiene solutions, to launch the Safe Together hygiene and safety program
- ✓ Health safety program
- ✓ Europe and America : Collaborated with CRISTAL, an internationally renowned health and safety consulting firm, to conduct health audits and obtain certification

Ensure Event Safety

- ✓ Move more activities outdoors, develop detailed and strict control measures, increase the frequency of disinfection of public supplies, and ensure that each guest is disinfected once
- ✓ Ensure that each guest is separated by a distance of 2 meters
- ✓ Avoid and physical contact with guests
- ✓ Ensure a distance of 1 meter when talking to guests
- ✓ Collect all the equipment used by the guests immediately after the fitness class

All departments of Atlantis Sanya have established an efficient pandemic prevention and control system, upgraded personnel hygiene requirements, increased pre-shift protection training, increased disinfection frequency, disinfected door handles, elevator buttons, stair handrails and other high-frequency contact parts every hour, and disinfected key areas such as the aquarium, public toilets and customer lockers with high-temperature steam to ensure the health of employees and customers.



• Atlantis Sanya increased sterilization frequency

CARE FOR

the Earth





As one of the world's leading integrated tourism groups, Fosun Tourism is deeply aware of our responsibility in tourism security, environmental protection, quality-oriented education, community respect and other respects, so as to actively create a health and attractive form and style of tourism. We place our emphasis on the conservation of limited resources on the Earth and make devotion to building sustainable cities and communities through improving environment management system, raising awareness of our employees and customers for environmental protection, adopting more measures to cope with climate change and deploying innovative plans. During this reporting period, since the "FOLIDAY Town" project was still under construction, its environmental data was not included in the scope of this Report.

4.1. ENVIRONMENTAL MANAGEMENT POLICY

The Group strictly follow the *Environmental Protection Law of the People's Republic of China*, *Law of the People's Republic of China on Environmental Impact Assessment*, *Environmental Protection Tax Law of the People's Republic of China* as well as the laws and regulations for environmental protection of the places where the operations involve, and formulated a series of environmental management policies such as the *Fosun Tourism Group Environment, Health, Safety and Quality (EHSQ) Policy*, *Fosun Tourism Environment, Health, Safety and Quality (EHSQ) Performance Index Management System*.

During the Reporting Period, we continued to improve the environment system to enhance the level of security management of our hotels and resorts and to achieve refined management for waste. In addition, we have formulated the *Fosun Tourism Hotels and Resorts Pre-opening EHSQ Inspection System* and *Fosun Tourism Group Solid Waste Management Policy* on the basis of execution of existing policies. Moreover, we, in light of risk movements during our operation, revised the *Fosun Tourism Group EHS Responsibility Program* according to new organizational structure and staff responsibilities to elevate the level of environment management and improve environmental performance.

We established cooperative relations with the stakeholders during project lifecycle, and we had been committed to minimizing our negative impact on the environment and natural resources during the course of investment planning, asset development and design and business operations.

Environmental Considerations during Life Cycle

Green Building

- Hotels are designed in accordance with internationally recognized green building standards to create energy-saving and environmental protection building

Low Impact Development

- Conduct low impact and fine-grained development, strictly implement the environmental assessment system



Investment Plan

Project screening

- Avoid target companies that will have long-term negative impacts on the environment
- Give priority to those enterprises with good ESG performance (such as environment protection, employee care and social contribution)

Due diligence

- Pay attention to the environmental protection measures of enterprises and list the negative impact of environmental protection as the risk points
- Pay attention to the initiatives of enterprises in social activities and list the targets with some negative social effects as major risk points
- Pay attention to cost reduction and efficiency enhancement on the premise of ensuring employment and welfare of employees despite the COVID-19 pandemic

Asset Development and Design

Advocate sustainable tourism

- Conduct environmental protection management during business operations in accordance with the internationally recognized standards of sustainable tourism or green building certification
- Roll out eco-environmental publicity activities for employees, customers and partners

Environment management

- Atlantis Sanya has established an energy conservation and emission reduction group to promote the implementation of environmental protection measures
- In the Club Med resort, Tech Care was used to monitor, count and analyze our environmental performance

4.2. CARE FOR ECOLOGY

The Group believes that ecological protection and conservation is attributed to the efforts of all employees. During the Reporting Period, we conveyed ecological living principle to our employees and customers in order to improve their environmental protection awareness, and also incorporated the idea of ecological protection responsibility for biodiversity protection and animal care into our operations to promote characterized culture of sustainable tourism of Fosun Tourism root in the enterprise.

Strengthen environmental awareness

Employee training

We carried out environmental protection awareness training for employees in our hotels and resorts.

In order to reduce the generation of solid waste, we conducted online training in Atlantis, Sanya, focusing on the relevant knowledge of waste classification, and required employees to participate in the relevant online training to ensure that employees understand and implement the relevant regulations and operating standards of waste classification.

In all Club Med resorts certified by Green Globe, all GO® and GE are trained on environmental issues and eco-friendly behavior related to their position and their life in the village. Many villages initiate or support local projects that involve the employees in environmental protection: Beach Clean-ups, Protection of Sea Turtle Eggs, Coral Reef Preservation, and so on.



Employee Training in Club Med Yabuli Resort

Club Med believes that raising awareness among our staff is key to bring the change. Club Med's trainings bring up various environmental topics like individual eco-gestures, waste sorting, or the environmental impact of plastics.

Among Club Med's trainings, we've led in 2020 in Yabuli Resort:



Waste Sorting Training

All Club Med's staff were trained about waste sorting rules per service. This training was done at the beginning of the season.



Eco-gestures Training

Regarding their service, all Club Med's staff were trained about concrete and specific eco-gestures to adopt at work.



Happy to Care Training

Club Med's GO® were informed about ongoing projects in Yabuli to: preserve the resource, decrease the waste, and support local development.



Bye-Bye Plastics Training

Club Med's GO® were trained about our new standards of in-room amenities upon request. They were informed about Corporate commitments and sensitized about plastic pollution issue in order to deliver a consistent message to our guests.

Atlantis Earth Evaluation project



• Atlantis Sanya "Earth Evaluation" series environmental training courses

Adhering to the brand philosophy of protecting and caring for Mother Earth, Atlantis Sanya has continuously made due contribution to the nature and ecology. To create a cultural atmosphere of caring for the earth and protecting the environment, we have made it mandatory for the newly recruited staff to learn the basic knowledge about environmental protection and complete the test through the online program "Earth Evaluation" hosted by Academy V. In the meantime, the Resort has also provided our staff with online sessions on waste sorting in response to the "Waste Sorting" program put forward by Sanya municipal government in 2020. Among all the employees, the Kitchen Brigade recorded an extraordinary performance in kitchen waste sorting. In addition, various departments of the resort have organized related training sessions, advocating employees to embrace green office, save energy and electricity, and refuse the use of disposable goods.

Raise Customers' Awareness

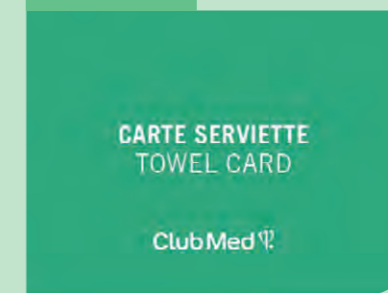
We believe that it also has a responsibility to raise its customers' awareness of the fragility and beauty of nature and of the environmental issues faced by its destinations and, at the same time, to encourage them to get involved in environmental preservation.

We posted environmental protection-related promotional materials in the hotel rooms of our major subsidiaries' Club Med Green Globe certified resorts and Atlantis Sanya, in order to spread the environmental awareness into our customers during their holidays at the resorts. We posted environmental protection-related promotional materials in the hotel rooms of Club Med Green Globe certified resorts and Atlantis, in order to spread the environmental awareness of our customers.

Environmental Publicity and Education



• Counterfeiting notice

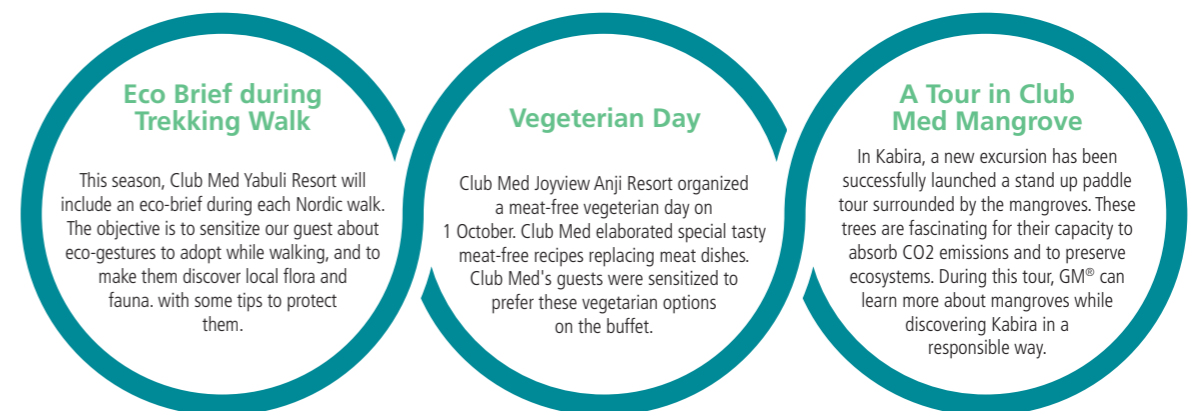


• Towel notice

Club Med has posted posters which summarizes the village's actions in areas of water, energy and waste management and biodiversity preservation and invites customers to adopt environmentally friendly practices during their stay in guest rooms, restaurants and other places in eco-certified villages. At the same time, we post green travel advocacy reminders in our rooms at Atlantis Sanya.

In addition, we combine environmental awareness-raising activities with our travel business to raise awareness of sustainable living among our customers throughout their journey.

Club Med Highlighted Environmental Awareness Raising Activities



Eco Brief during Trekking Walk

This season, Club Med Yabuli Resort will include an eco-brief during each Nordic walk. The objective is to sensitize our guest about eco-gestures to adopt while walking, and to make them discover local flora and fauna. with some tips to protect them.

Vegetarian Day

Club Med Joyview Anji Resort organized a meat-free vegetarian day on 1 October. Club Med elaborated special tasty meat-free recipes replacing meat dishes. Club Med's guests were sensitized to prefer these vegetarian options on the buffet.

A Tour in Club Med Mangrove

In Kabira, a new excursion has been successfully launched a stand up paddle tour surrounded by the mangroves. These trees are fascinating for their capacity to absorb CO2 emissions and to preserve ecosystems. During this tour, GM® can learn more about mangroves while discovering Kabira in a responsible way.

Upcycling Activities — Mini Club



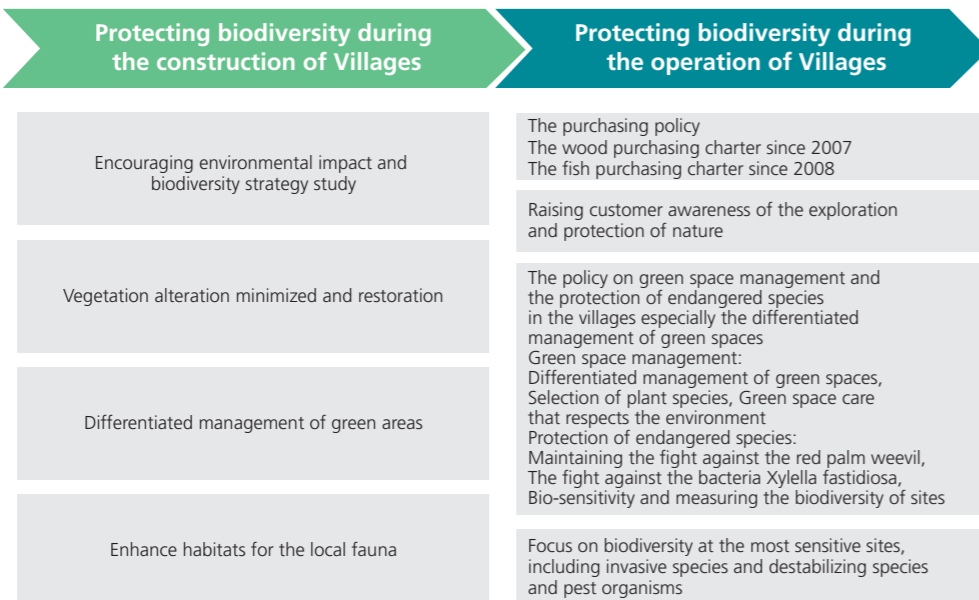
• Upcycling Activities

In Club Med, all APAC villages organizes Upcycling Activities one or two times a week (Yanqing is the only resort where they organize it 3 times per week). Upcycling Activities aims to raise kids' awareness of upcycling through upcycling paper rolls into animals and folding waste paper into origami animals, and around 15 kids assist each session.

Biodiversity protection

We value the balance of the ecosystem in all phases of our operations. A major advantage of Club Med's villages is the access they provide to protected natural areas. Indeed, 63% of the villages' total surface area is located in or next to a protected site, with another 10% located at less than 10 km from a protected site.

Biodiversity protection measures at all stages of Club Med's operation



Meanwhile, we encouraged customers and partners to join us to participate in biodiversity protection activities and to devote efforts into the earth's ecological conservation.

Outreach Activities in the Villages with Scientists

Club Med carried out outreach activities. For example, in Rio das Pedras (Brazil), public awareness campaigns as well as work with the local university are focused on the biodiversity of the primary forest Mata Atlantica, which contains protected species, including cedars, breadfruit and jackfruit. In Malaysia, GM® are taught about the protection of monkeys and turtles on the site through explanatory maps.

Green GO® in Club Med Maldives

In Kani, a Green GO® leads activities to sensitize about biodiversity, ocean preservation, and environmental threats to Maldives environment.

Among the activities, GM® can participate in:

- Mobireef, underwater trail
- Talks about the Maldives Marine environment every Monday
- Snorkeling clean up every Tuesday

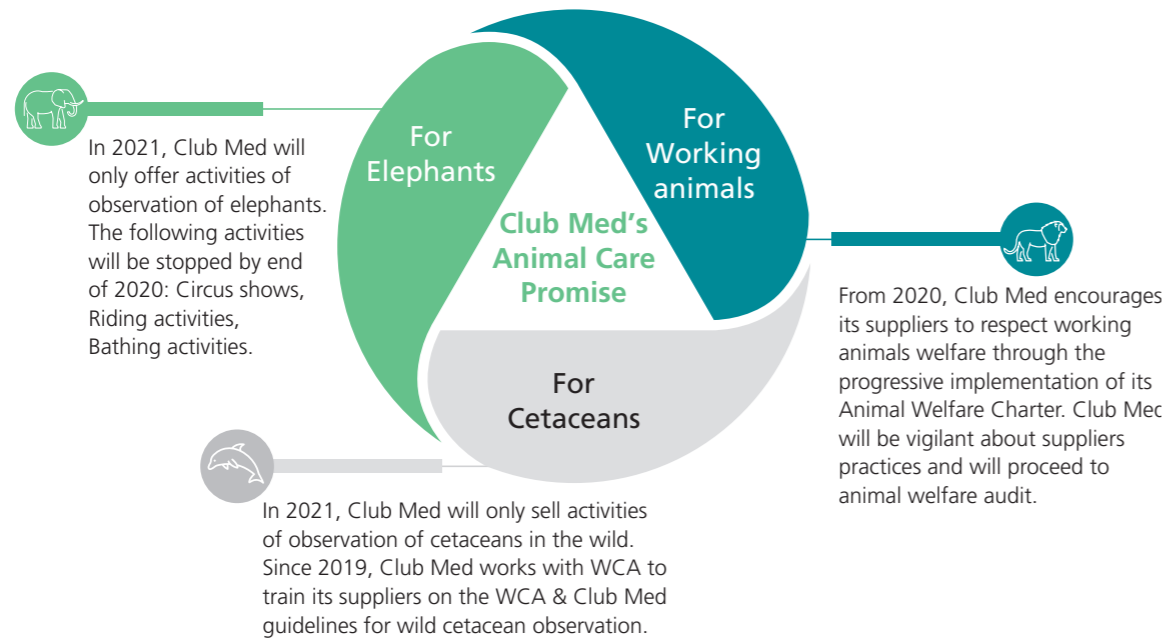
Animal Welfare

Animals play an important role in tourism and contribute to the richness of destinations, both in terms of natural and cultural heritage. Aware of this wealth and the fact that some tourist activities can harm the well-being of the animals concerned, thus, we have taken a number of initiatives to ensure that animals are treated appropriately and humanely during operation.

Club Med has published the *Animal Welfare Policy*, which have been committed for several years, alongside with specialists and our suppliers to align our practices with our values.






Animal Care Promise of Club Med



Furthermore, Atlantis Sanya strives to improve the comfort and safety of the living environment of the aquarium and dolphin islands in four aspects: marine mammal environment enhancement, animal physical and mental health care, professional team building, and customer theme education, to fully protect the welfare of marine animals.



Care Practicing for Animals of Atlantis Sanya

Feeding water quality improvement	Physical and mental health care	Professional team building	Customer theme education
<ul style="list-style-type: none"> Adjust the operating condition of equipment on a timely basis: set up the relevant operation procedures for ozone control and make adjustment to the operating condition of equipment on a timely basis according to season changes; put into place preventive adjustment and maintenance; moreover, conduct timely adjustment of equipment operation according to the abnormal situation of water quality indexes monitored every two hours Increase online monitoring equipment: equip more online monitoring instrument for water quality of residual chlorine in swimming pool and adjust the operating condition of water processing equipment according to monitoring results obtained by staff's regular monitoring, so as to maintain the index of water quality standard Third party testing on water quality: engage third parties twice each year to test water quality with the results conforming to all swimming pool index standards 	<ul style="list-style-type: none"> Employees in the Dolphin Cay consistently set aside sufficient time to accompany animals under working pressure during the COVID-19 pandemic We carried out a comprehensive physical examination for marine animals and no abnormal lung problems have been found so far through B-ultrasound examination of lung function and daily body temperature examination 	<ul style="list-style-type: none"> In 2020, Dolphin Island engaged domestic well-known veterinary consultants to perform evaluation on animal health condition and organized training for medical staff, and formulated and implemented "Animal Health Care System" Marine animal trainers participated in regular trainings regarding marine animal domestication standard and policy of ATLANTIS to ensure animal health 	<ul style="list-style-type: none"> On promontory display at the World Ocean Day, we called upon tourists to paste waste cans and plastic bottle caps into the shape of a turtle and leave a message We launched <i>Dolphin and Sea Lion Exploration Tour</i>, including the science corridor explanation, the exhibition of animal care in dolphin area, the exhibition of free social interaction of sea lions, and the game of psychology and behavior We held two turtle release activities, and the relevant government personnel and hotel tourists were invited to release a total of 5 turtles, and a science exhibition board on marine protection was arranged at the scene <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Turtle protection display board</p> </div> <div style="text-align: center;">  <p><i>Dolphin and Sea Lion Exploration Tour</i> program</p> </div> </div> <div style="text-align: center; margin-top: 10px;">  <p>Turtle release activity</p> </div>

4.3. COPE WITH CLIMATE CHANGE

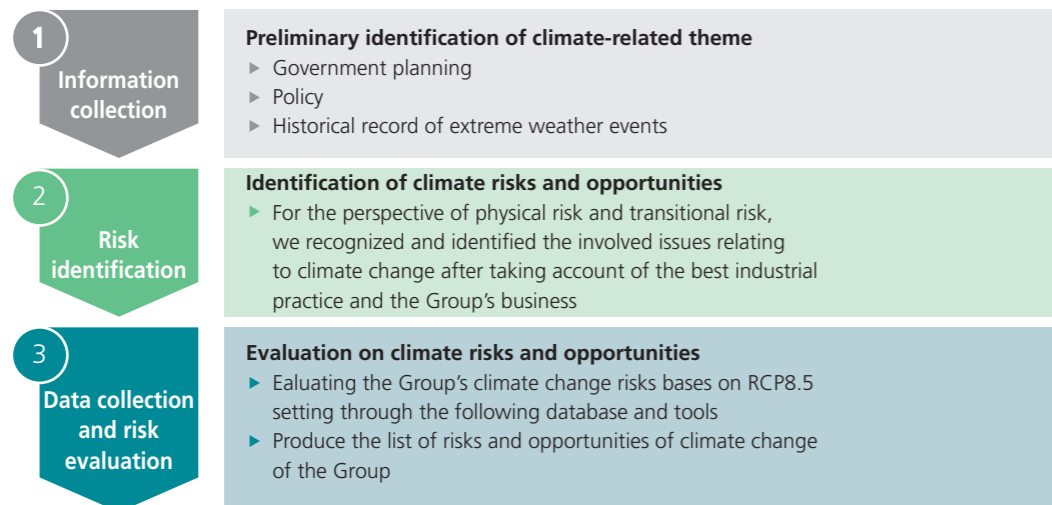
Risks and opportunities of climate change

Financial Stability Board (FSB) established the Task Force on Climate-related Financial Disclosures (TCFD) in 2015 which is responsible for preparing flat guidelines for enterprises to disclose financial risks relating to climate, so as to facilitate listed companies to report the relevant risks of climate change facing them to investors and other stakeholders.

As a responsible corporate citizen, the Group fully recognizes various risks and opportunities brought about by climate change on our business and the society as a whole. We also established the ESG Committee² to review and evaluate the ESG matters to cope with barriers posed by climate change. During the Reporting Period, we conducted research on the influence of climate change based on advice given by TFCF, including identification, evaluation and management of risks and opportunities.

Leveraged on information collection, risk identification, data collection and risk assessment and other channels, we prepared a list of risks and opportunities of climate change of Fosun Tourism based on RCP8.5³ setting and for the aspect of physical risk⁴ and transitional risk⁵, so as to optimize continuous management strategies and preventive measures in the future.

Identification Process of Risks and Challenges of Climate Change



We planned to cope with financial impact incurred by risks of climate change through solid enterprise risk management and strategic planning and took active initiatives to grasp the resulting opportunities.

² Please refer to the section headed "2.1 ESG Governance" in this report for the terms of reference of the ESG Committee of Fosun Tourism.

³ RCP8.5: Intergovernmental Panel on Climate Change (IPCC) divided climate change scenarios as of the end of the 21st century into four categories: RCP2.6, RCP4.5, RCP6.0 and RCP8.5 according to greenhouse gas path concentrations. RCP 8.5 is the customary usage, which is most in line with the no policy result of "Business as usual", and it is expected that the global average temperature will increase by 4 degrees by the end of the 21st century.

⁴ Physical risk: Acute risk caused by extreme weather events and chronic risk caused by long-term climate change.

⁵ Transitional risk: Risks brought about by climate policy, technological innovation, market prospects, customer awareness and the future evolution of government programs during the transition to a low-carbon economy.

List of climate change risks of Fosun Tourism

Climate change risk (Level I)	Climate change risk (Level II)	Climate change risk (Level III)	Risk description	Financial impact
Transitional risk	Policy and law	<ul style="list-style-type: none"> • Increase of price of greenhouse gas emissions 	<ul style="list-style-type: none"> • Governmental authorities of certain countries have issued taxes aimed at encouraging enterprises to reduce greenhouse gas emissions and energy consumption (including France and Mexico) 	<ul style="list-style-type: none"> • Increase in operating costs (such as tax payment for carbon/environmental protection) • Decrease in the composition of net operating revenue
		<ul style="list-style-type: none"> • Government authorization and regulation on existing products and services 	<ul style="list-style-type: none"> • Fosun Tourism should bear the compliance cost and potential liabilities for requirements under laws and regulations of certain countries in relation to environment, health and safety, including storage and disposal of toxic/harmful substances and penalties caused by lack of some certificates 	<ul style="list-style-type: none"> • Increase in operating costs (such as compliance costs and insurance fees)
	Technology	<ul style="list-style-type: none"> • Replacing existing products and services with the products and services with low emissions 	<ul style="list-style-type: none"> • Given the enterprise size of Fosun Tourism, the supplying of sufficient alternatives which comply with requirements may be a challenge, for instance, Bye-Bye Plastics intends to call off using all disposable products in bars, restaurants and rooms in resorts in 2021 	<ul style="list-style-type: none"> • Costs on implementing/deploying new practices and processes
	Market	<ul style="list-style-type: none"> • Change of customer behaviors 	<ul style="list-style-type: none"> • With travelers' rising environmental awareness and the public and stakeholders' less focus on reducing its carbon footprint by the Company, Fosun Tourism must respond to the evolving demand in the market, for instance, the resorts/hotels should satisfy and possess internationally-recognized green building certificates in terms of energy saving, water saving and waste reduction 	<ul style="list-style-type: none"> • Reduction in demand for service due to change to customers' preference
Reputation	<ul style="list-style-type: none"> • Enhanced attention/negative feedback of the stakeholders 	<ul style="list-style-type: none"> • Changes in ownership / management, accidents or injuries, natural disasters, crimes, negative events of guests and other similar situations may damage the reputation of Fosun Tourism, and the relevant adverse publicity will cause customers to lose confidence. Fosun Tourism needs to show its business sustainability when encountering the above major events 	<ul style="list-style-type: none"> • Declining demand for holiday services • Decline in service and reception capacity (closing and delayed opening of resorts/hotels) 	

Climate change risk (Level I)	Climate change risk (Level II)	Climate change risk (Level III)	Risk description	Financial impact
Physical risk	Acute	<ul style="list-style-type: none"> Hurricane/typhoon 	<ul style="list-style-type: none"> More frequent and severe hurricanes/typhoons will raise the risk of property damage (e.g. facilities and equipment) and may increase the relevant insurance costs or enable insurance hard to obtain. At the same time, the long-term closure of resorts/hotels will reduce revenue 	<ul style="list-style-type: none"> Revenue reduction due to reduced sales/reception capacity Increase in operating costs (such as stabilization and maintenance facilities)
		<ul style="list-style-type: none"> Flood 	<ul style="list-style-type: none"> More frequent and severe flood will raise the risk of property damage and may increase the relevant insurance costs or enable insurance hard to obtain. At the same time, the long-term closure of resorts/hotels will reduce revenue 	<ul style="list-style-type: none"> Revenue reduction due to reduced sales/reception capacity Increase in operating costs (such as insufficient water supply to seawater treatment facilities)
	Chronic	<ul style="list-style-type: none"> Rising average temperature 	<ul style="list-style-type: none"> With the climbing of average temperature, the operation burden of resorts and tourism destination will be increased (such as the maintenance cost of ski resorts) 	<ul style="list-style-type: none"> Increase in operating costs (such as increase in energy consumption and investment in facilities and equipment improvement)
		<ul style="list-style-type: none"> Rising sea level 	<ul style="list-style-type: none"> About 64% of the resorts in Fosun Tourism and tourism destination (Sanya) are located in coastal areas, which are vulnerable to sea level rise 	<ul style="list-style-type: none"> Due to the impact of sea level rise on normal operation, resulting in a decline in operating revenue
		<ul style="list-style-type: none"> Shortage of ice and snow resources 	<ul style="list-style-type: none"> More than 30% of the resorts in Fosun Tourism are ski resorts. The shortage of ice and snow resources is manifested as the shortening of snowfall period and snow period, which affects the normal operation of ski resorts 	<ul style="list-style-type: none"> Revenue reduction due to decreased sales/reception time Increase in operating costs (such as taking measures such as artificial snow increase)
		<ul style="list-style-type: none"> Changes in precipitation and weather patterns 	<ul style="list-style-type: none"> Changes in precipitation will exert an impact on fire and ecological biodiversity, while long-term rainfall/drought may disrupt the food supply chain and affect the ability to provide services to customers 	<ul style="list-style-type: none"> Increase in operating costs (such as increase in procurement costs, biodiversity conservation and restoration costs)

List of climate change risks of Fosun Tourism

Opportunities and Countermeasures of Climate Change of Fosun Tourism

Opportunities from climate change

Responding initiatives

Opportunity 1 Resource efficiency

- Transformation into a more efficient building:** pass the international/national green building certification and formulate and follow the internal standards of relevant certification, such as GREEN GLOBE, LEED, BREEAM, national green building certification, etc. The sustainability/efficiency of buildings meeting the relevant certification standards can continuously and effectively reduce operating costs
- Recycling:**
 - Improve water resource utilization efficiency and reduce water cost through water recycling
 - Limit the production of food waste and reduce the cost of third-party food waste treatment through the food waste monitoring and management system
 - Fosun Tourism can effectively reduce waste generation through the waste sorting and recycling mechanism, and thus reduce carbon dioxide emissions and land/water environmental pollution from landfill

Opportunity 2 Energy resource

- Alternative energy with low emission:**
 - Set the goal of increasing the use of renewable energy and reducing their dependence on fossil fuels
 - Purchase certified renewable energy
 - Equip with photovoltaic panel, solar thermal surface inspection 'cold and heat recovery device' heat pump for resorts

Opportunity 3 Product and service

- Innovative products and services with low emission:** continue to explore the advanced technology and equipment to provide innovative solutions, such as innovative outdoor tennis court design, LED lighting, high temperature heat pump instead of fuel system to produce sanitary hot water, and provide digital solutions and management system to effectively reduce operating costs
- Adjust the direction of competition and positioning:** meet the needs of urban family work and leisure vacation, develop a FOLIDAY ecosystem, and create value for the transformation and upgrading of the tourism industry through product innovation and service upgrading

Opportunity 4 Market

- Upgrade strategic cooperation and expand the tourism market:** Fosun Tourism, in combination with changes in market and consumption habits, continues to build the international competitiveness of China's cultural tourism industry through government-enterprise and school-enterprise cooperation, such as cooperating with Sanya Municipal government to build upgraded project of Atlantis Sanya, Sanya FOLIDAY Town, and carry out joint marketing to expand and develop overseas tourism market

Opportunity 5 Adaptability

- Enhance infrastructure construction:** actively incorporate the elements of climate change into the design, construction and operation of resorts/hotels, especially in locations vulnerable to climate risks, in order to recover quickly from extreme weather conditions including floods and hurricane, and further improve the operational stability of the Company and avoid loss of economic value
- Empower new products and services with value:** incorporate the elements of climate change into product development and service processes, enhance the responsiveness of new products and services to climate risks, and enhance brand value and operating income through new products and services

Low carbon and emissions reduction

The Group has been advocating efficient energy utilization to reduce its operating carbon footprint and contribute to mitigating global warming. Energy consumption during the course of business operation is the main source of greenhouse gas emissions. In order to reduce its environmental impact, we strictly abide by the *Energy Conservation Law of the People's Republic of China* and other energy-related laws and regulations in the place where we operate, and improve energy efficiency and reduce energy consumption and greenhouse gas emissions through continuous optimization of energy structure and upgrading of technical equipment discharge.

Optimize Energy Structure

During the Reporting Period, we are continuing to promote the use of renewable energy plan, currently, 14% of the villages are equipped with photovoltaic solar panels (13,500 m² including + 12,000 m² in 2020). During the Reporting Period, photovoltaic power capacity reached 1,715,000 kWh, representing an increase of 79.7% as compared with 2019; 23% of the villages with thermal solar panels (2,500 m²) corresponding to nearly 20% of domestic hot water needs. Moreover, vehicles used in the Club Med villages are, to the extent where possible, electric vehicles, which now represent approximately 47% of the villages' vehicles.

Club Med Resort Renewable Energy Use Case

A solar energy production plant (12,000m² of solar panels) for up to 25% (yearly average) of the village's current consumption was deployed in Punta Cana (Dominican Republic) by early 2020

Replacement of the gas boiler for domestic hot water production by a wood pellet boiler ("solid biofuel") in Rio das Pedras (Brazil)

Photovoltaic energy installations in Rio das Pedras (Brazil) and Phuket (Thailand)

Fuel cells in Yanqing (China)



14%

of the Club Med villages are equipped with more than

13,500m²

photovoltaic panels



23%

of villages are equipped with

2,500m²

solar thermal panels

Technical equipment upgrade

We developed the best energy saving SOP and regularly updated technology equipment to improve the energy efficiency of the buildings. During the Reporting Period, we implemented numerous improvements in lighting, refrigeration, water supply and heating, elevators and other aspects, and reasonably adjusted the existing systems in line with needs, including boilers and refrigerators, to ensure that the energy-saving performance of the system is in the best state.

Technical equipment upgrade in Club Med Resorts

Replacement of tennis court lighting and installation of 60 solar panels in Cancun

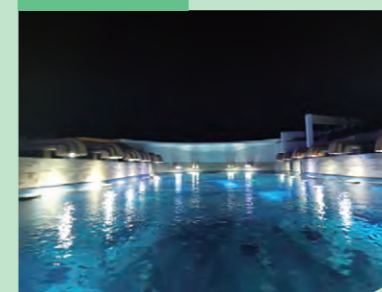
Presence detectors in common area for lighting

Using BMS (building management system) control in Grand Massif Samoens and Les Chalet De Grand Massif Samoens

Small solar lights for paths in Columbus Isle

During the Reporting Period, the annual energy cost of Atlantis Sanya decreased by 17.8% compared with the annual energy cost of 2019, of which the total electricity consumption decreased by 6.94%, the total water consumption decreased by 18.3%, and the total gas consumption of boiler and kitchen decreased by 3.3% and 17%, respectively.

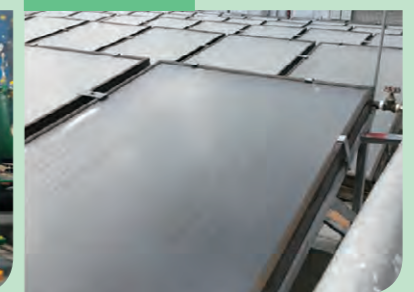
Technical equipment upgrade of Atlantis Sanya in 2020



- Replaced 48 metal halide lamps for Ambassador Lagoon water surface lighting with LED lamps with low energy consumption and long service life. It is expected to save about 60,000 kWh of electricity per year.



- Energy-saving renovation of hot water boilers and gradual replacement of hot water boilers through air heat pumps, etc. are expected to save about 800 cubic meters of natural gas per day.








- Improved the solar hot water system of the hotel, increased refilling water of the expanding water tank and modified the circulation pipeline, optimized system operation stability while significantly improving efficiency of the system. Under the good sunshine condition on sunny days, the heating temperature can reach about 50°C, and 100 tons of hot water can be produced every day.

During the Reporting Period, the Group's energy use was as follows:

Energy consumption ⁶			
Category	Unit	Usage in 2019	Usage in 2020
Indirect Energy			
Purchased Electricity	kWh	350,846,702	257,392,859
Renewable energy consumption in purchased Electricity	kWh	41,637,178	31,821,000
Photovoltaic Power (self-used)	kWh	954,385	1,715,000
Purchased Electricity	kWh	3,793,444	3,438,000
Direct Energy			
Natural Gas	m ³	4,328,533	3,673,278
Liquefied Petroleum Gas	kg	3,061,040	1,411,959
Liquefied Natural Gas	kg	1,416,863	1,149,146
Domestic Fuel Oil	Litre	5,619,484	3,182,306
Heavy fuel oil	kg	20	50
Diesel	kg	51,132	72,776
Gasoline	kg	15,924	15,936
Energy Consumption of the Direct energy	MWh	168,659	107,631
Energy Consumption of the Indirect energy	MWh	354,640	263,110
Comprehensive Energy Consumption of the Direct + Indirect Energy	MWh	523,299	370,741
Comprehensive Energy Consumption Intensity of the Direct + Indirect Energy (by occupied rooms)	kWh/room	133.35	207.03
Comprehensive Energy Consumption Intensity of the Direct + Indirect Energy (by bed capacity)	kWh/room	39.61	49.79
Comprehensive Energy Consumption Intensity of the Direct + Indirect Energy (by revenue)	kWh/RMB10,000 revenue	301.84	525.11

⁶ Comprehensive energy consumption volume includes the consumption volume of all the Club Med resorts under Fosun Tourism Group and Atlantis Sanya (Aquaventure Waterpark, show C theater, the hotel, the shopping street, the Aquarium), but excludes that of the office building of the headquarters of Fosun Tourism Group in Shanghai. The aforementioned consumption volume will be disclosed in the 2020 ESG report of Fosun International.

In addition to reducing greenhouse gas emissions related to energy consumption, we also focus on carbon emissions in other parts of our operations, including refrigeration gases, food consumption, logistics emissions, waste disposal, travel emissions, etc. We encourage our customers to select more green and environment-friendly means of transportation during their local holidays. In this regard, Club Med Resorts around the world have adopted a series of greenhouse gas reduction initiatives.

Club Med greenhouse gas reduction initiatives				
 #01	 #02	 #03	 #04	 #05
GM[®] and GO[®] transportation policy	Reducing GHGs related to food	Sorting waste	Reduction of GHG related to refrigerant gases	Logistics and goods transportation
<ul style="list-style-type: none"> Work with environmentally responsible companies and by proposing alternatives to road transportation for all its villages accessible by train, and by seeking to maximize occupancy on its charter flights and encouraging longer stays 	<ul style="list-style-type: none"> Promote vegetarian foods and agroecology, or to limit food waste, are helping to reduce these emissions 	<ul style="list-style-type: none"> Carry out waste sorting cycles, including cardboard, glass, cooking grease, plastic and batteries 	<ul style="list-style-type: none"> Introduce a new generation of HFO gas (HydroFluoro-Olefins) that not only has similar performance and safety characteristics similar to HFC (hydrofluorocarbons), but most importantly good environmental properties characterised by a low GWP (Global Warming Potential) to reduce refrigerant gas emissions 	<ul style="list-style-type: none"> Prefer local purchases Grouping village deliveries from one logistics hub per operating region Criteria related to the reduction of GHG emissions has been added to key transportation indicators; Regularly investigation will be conducted to see if whether the transportation suppliers meet these indicators work with suppliers on the concentration of products and the reduction of packaging

During the Reporting Period, the Group's greenhouse gas emissions were as follows:

Greenhouse Gas Emissions ⁷			
Category	Unit	2019	2020
Scope 1 Greenhouse Gas Emissions	Tons of carbon dioxide equivalent	62,349	37,855
Scope 2 Greenhouse Gas Emissions	Tons of carbon dioxide equivalent	170,585	127,456
Total Greenhouse Gas Emissions	Tons of carbon dioxide equivalent	232,934	165,311
Greenhouse Gas Emission Intensity ⁸ (by bed capacity)	kg carbon dioxide equivalent/bed	17.63	22.20
Greenhouse Gas Emission Intensity (by revenue)	kg carbon dioxide equivalent/RMB10,000 revenue	134.36	234.14

⁷ GHG emissions from purchased electricity are calculated with reference to the International Energy Agency (IEA) 2017 Database, and GHG emissions from other sources are calculated with reference to the "Guidelines on GHG Emission Accounting Methods and Reporting for Enterprises in Other Sectors of Industry (for Trial Implementation)" issued by the National Development and Reform Commission of the People's Republic of China. Total GHG emissions include all Club Med resorts and Atlantis Sanya (water park, Show C Theatre, hotel, shopping street and aquarium) of Fosun, but exclude emissions from Fosun's Shanghai headquarter office building, which will be included in the 2020 ESG report of Yuyuan, a subsidiary of Fosun International, for disclosure.

⁸ Greenhouse gas emission intensity = total greenhouse gas emissions / bed capacity.

Ecological certification

The Group is committed to developing internationally recognized certified green buildings that are energy efficient and low carbon in terms of design, development and operation to better cope with the relevant risks posed by climate change. For the newly developed project FOLIDAY Town, we took into account the influence of climate change at the project design stage, adopted the steel structural architectural design, and have the advantages including light weight, good performance, energy saving, material saving, water saving. Such structure possesses higher bearing capacity and easier recovery materials compared with the traditional structure, and is in line with the development of energy saving and land saving housing with the times. In addition, we strictly controlled the construction process of the project construction under the principle of safety and civilization construction, and incorporated the concept of sustainable development into the construction process.

Taicang FOLIDAY Town

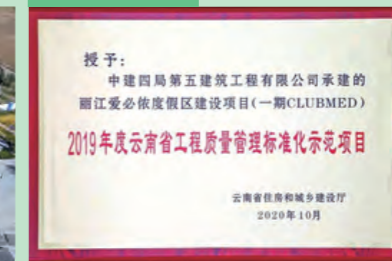


• Taicang FOLIDAY Town

Taicang FOLIDAY Town steel structure residential project's the first block has a total area of used land 110,000 square meters, with GFA of 342,000 square meters. The design of the project has eight characteristics: steel structure building, full open ground floor, 3 courtesy home lobby, huge building spacing, finished decoration delivery, landscape basement, central landscape garden, intelligent community. The project uses the implicit steel frame-steel support (steel plate wall) steel housing system, which is currently the most mature steel structure housing system in China with biggest market share. The precast slab assemble rate is approximately 70%. The project is designed receive the visits by a number of regulatory institutions and associations.

As of 31 December 2020, the Taicang FOLIDAY Town project was under safety construction for 695 days. In 2020, it organized a total of 138 safety inspections, 138 quality inspections and completed 100% rectification. In 2020, the safety and civilization standardization one-star site of the first residential area 11# and 17# blocks passed the acceptance by Taicang City.

Lijiang Mediterranean International Resort Project



• Lijiang Mediterranean International Resort Project

• Engineering Quality Management Standardization Demonstration Project of Yunnan Province in 2019

Lijiang Mediterranean International Resort Project integrates the natural environment with local culture, follows the philosophy of sustainable development, pays attention to the whole life cycle green management from the design, construction to the operation. The construction energy conservation rate of the project reaches 52.31% to 54.79%, the inferior water resources utilization rate is 17.64%. Meanwhile, we prompt civilization and green construction as the normality to help the construction of Lijiang ecological civilization.

As of 31 December 2020, the project was under safety construction for 740 days. During the year, organized a total of 110 safety inspections, 110 quality inspections and completed 100% rectification. In 2020, the first phase of the hotel project was awarded the "Engineering Quality Management Standardization Demonstration Project of Yunnan Province in 2019".

As of 31 December 2020, we have obtained several internationally recognized sustainable tourism or green building certifications, including Building Research Establishment Environmental Assessment Method (BREEAM), Green Globe, Earth Check, national green buildings and the United States LEED green building certification.

- BREEAM⁹: Club Med aims to obtain an eco-certification (BREEAM Good minimum or equivalent) for villages newly built as well as for deep renovations. In 2017, the Grand Massif Resort Club Med Samoens Morillon obtained BREEAM "New Construction" certification (pass level) and, in 2018, Arcs Panorama and in 2019 Alpes d'Huez obtained Breeam "New Construction" certification (Good level). In 2020, the extension of Trancoso received the eco-certification AQUA-HQE The extension of La Caravelle (Guadeloupe) and the construction of Miches Playa Esmeralda (Dominican Republic) are in the process of BREEAM certification. These follow on from the "NF HQE® Methods" certification for Valmorel resort for the design, programming and construction phases; and the "THPE" (Very High Energy Performance) energy label for Club Med Val Thorens Sensation resort.

⁹ BREEAM : The world's first and one of the most widely used green building assessment methods in the world.

- GreenGlobe¹⁰: The Green Globe certification process launched in 2010 was continued in 2020 with the ongoing evolution of tools (e.g., village diagnostics, Green Globe self-assessments, configurable action plans, training modules, etc.) and with guidance, monitoring and support for the villages involved. We are committed to achieving the goal of having all of our Club Med Resorts certified by 2021. As of 31 December 2020, a total of 83% of resorts are Green Globe certified among the eligible resorts (between one year after opening and two years before closing).
- National Certification of Green Building¹¹: The Atlantis Sanya project obtained the National Certificate of Three-star Green Building Label by virtue of brilliant environment-friendly operation. In addition to the green building honors obtained in 2019, it won two more certificates of two-star green building designing label in 2020. Lijiang Mediterranean International Resort Project won the two-star green building designing label.
- Earth Check¹²: Atlantis Sanya passed the Earth Check copper certification for its sound intelligent systems, the natural lighting and natural ventilation area reaching to 90%, and passed the Earth Check silver certification during the Reporting Period.
- LEED Certification of Green Building¹³: Atlantis Sanya fully incorporated the concept of Ecology and Sustainability into the life cycle of building to endeavor to build up green, ecological, environmental and sustainable top-level hotels in modern times. During the Reporting Period, it obtained LEED Gold certification issued by U.S. Green Building Council, thus becoming a new leading player in the domestic green buildings.
- Other award: Levering its high quality construction and standardized project management, Atlantis Sanya won 2020 Hainan Green Island Award.

4.4. RESOURCE UTILIZATION AND EMISSION

Water resource utilization

The Group believed better water utilization efficiency should be critical to cost reduction and efficiency improvement for enterprises. We strictly abided by the *Water Law of the People's Republic of China* and other relevant laws and regulations of water resources in the operation area in the course of business, and reduced the consumption of water resources by actively carrying out water resources recycling, water-saving equipment and technology upgrading, and regular maintenance of equipment.

¹⁰ GreenGlobe: the highest standard for sustainability worldwide.

¹¹ National Certification of Green Building: It is the green building grade identified according to *Standards on Green Building Assessment, Green Building Evaluation Technical Rules (Trial)* and *Management Measures for Green Building Evaluation Label (Trial)*, among which the highest grade is the National Certificate of Three-star Green Building Label.

¹² Earth Check: the world's leading scientific benchmarking certification for the travel and tourism industry.

¹³ LEED Green Building Certification: At present, it is considered as the most perfect and influential evaluation standard among all kinds of building environmental protection evaluation, green building evaluation and building sustainability evaluation standards in the world.

Water Recycling

In Club Med, water recycling is a common practice in the villages, especially those with green spaces where virtually all treated water is reused for irrigation. 33% of villages (excluding ski resorts) recycle their water for irrigation. 40% of villages (excluding ski resorts) use their own or purchased recycled water for irrigation.

Our main subsidiary, Atlantis Sanya, has two rainwater harvesting ponds and uses the collected rainwater for greening and irrigation, while we comply with local seawater and use it after pre-treatment and purification.

Water-saving Equipment and Technology Upgrades

In Club Med, village facilities and equipment have been designed to control water consumption (flow regulators on taps, pressure reducers, water-saving flushing, centralized irrigation management systems, drip irrigation, etc.).

During the Reporting Period, Club Med installed two new cooling towers with low water consumption and optimized cycle, as well as to replace old pipe sections with PPN pipe (Spa water supply under the gallery) in Bali. Moreover, Club Med Joyview Anji resort is equipped with motion sensors on taps and flow reducers to optimize water management.

Equipment Maintenance

Club Med performed Daily monitoring of consumption makes it easier to detect leaks in the water supply network. during the Reporting Period, Club Med installed in Trancoso with aquatic meters for monitoring and analysis of consumption.

During the Reporting Period, the utilization of the Group's water resources was as follows:

Water Resources Consumption ¹⁴			
Category	Unit	Amount in 2019	Amount in 2020
Municipal Water	m ³	5,507,865	3,692,260
Groundwater	m ³	2,865,494	1,989,910
Surface Water	m ³	435,990	246,464
Purchased Recycled Water	m ³	74,960	32,864
Drinking Water ¹⁵	m ³	293,918	195,836
Seawater	m ³	5,256,000	4,380,000
Total Water Resources Consumption	m ³	14,434,227	10,537,334
Water Consumption Intensity ¹⁶ (by bed capacity)	m ³ /bed	0.69	0.83
Water Consumption Intensity (by revenue)	m ³ /RMB10,000 revenue	5.29	14.92

¹⁴ Water consumption in cubic meters is consolidated and includes all water used by the sites, whether paid or free of charge (except for the village of Beidahu (China) that have no water meter.

¹⁵ Club Med villages use drinking water transported by trucks.

¹⁶ Water Consumption Intensity = Total Water Resources Consumption/Bed Capacity.

Waste Management

Reduction for generation of solid waste and its reasonable disposal are an important element for minimizing environmental impact. During the Reporting Period, we formulated the *Fosun Tourism Solid Waste Management System* pursuant to the *Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes* and relevant laws, regulations about waste in its business locations, stipulated the methods and procedures of collection and disposal of waste.

General Waste

The general waste generated by the Group in its business operation mainly include dry waste, cardboards, papers, glass, ceramics, wood, biodegradable waste and other waste from incineration and landfill.

During the Reporting Period, we continue to implement sustainable waste management from Waste sorting, Reducing and recycling waste, Quantitative waste monitoring, Combatting food waste and other steps in Club Med.

Waste sorting

- Carry out systematic sorting
- Conduct a more proactive search for waste channel
- 43% of the resorts separately recycle five common types of waste (paper, plastic, display and glass)

Quantitative waste monitoring

- Continue to adopt waste monitoring procedure, standardized for all sites, came into effect and the Inventory and Supply managers were tasked with monitoring waste.
- In 2020, 69% of resorts report residual waste quantities by weight or volume. The average amount of residual waste is 1.2 kg/JHT (coverage rate of 44% of the number of hotel days) and the average amount of recycled waste is 1.4 kg/JHT (coverage rate of 69% of the number of hotel days).

Reducing and recycling waste

- setting a general aim/strategy to reduce the production of non recyclable/recycled waste
- reducing waste at the source via purchasing (minimizing packaging) and changes in services (eliminating some individual packaging)
- continue to work with their suppliers and carriers on the recovery and reuse of packaging (containers, pallets, plastic crates for fish to replace polystyrene bins, etc.)

Combatting food waste

- Winnow solution continued to be widely implemented in Club Med Southeast Asia and further development is planned in China and North America.
- New food waste measurement campaign in Europe and Africa indicate a ratio of foodwaste production of 140 g/meal.

In addition, the Group have responded positively to the *Opinions on Further Strengthening Plastic Pollution Control* by adopting a step-by-step approach in prohibiting or restricting the use of non-degradable plastic bags, disposable plastic tableware, hotel disposable plastic articles, etc. in the course of operation, and applying degradable alternative products to reduce the impact of disposable articles on environment.

Club Med "Bye-Bye Plastics" program

In 2018, the Group launched its "Bye-Bye Plastics" program, which aims to ban single-use plastic products from bars, restaurants and rooms by 2021 (straws, dishes, amenities in rooms, etc.). In the meantime, Club Med signed Global Tourism Plastic Initiative led by UNEP and WTO in partnership with the Ellen McArthur Foundation, as part of the One Planet Sustainable Tourism program.

By the end of 2019

- Single-use straws, cups, mugs, plates, cutlery and plastic trays will be eliminated in all Club Med's Resorts around the world (except Brazil for cutlery).
- The shower gel, shampoo and body cream made available in Club Med's bathrooms have already been offered in large reusable containers in all our villages (excluding the Exclusive Collection range and Brazil).

By the end of 2020

Most of single-use plastic accessories and their plastic packaging made available in the rooms have also been phased out in all villages, as is already the case in China.

From 2021

Plastic water bottles made available in restaurants and rooms will gradually be replaced.

In 2019, Club Med Joyview Anji Resort has targeted plastic in the F&B perimeter with the suppression of all the plastic straws, cups etc. Club Med is currently working on sustainable amenities (plastic-free) deployment for next year, proposing bamboo items mostly. Club Med will also propose the amenities upon request only. In the long run, Club Med also aims to source alternative to the plastic bottles in the resort.

During the Reporting Period, the Group generated the waste as follows, of which the total amount of general waste collected by Club Med was 11,682 metric tons, of which 74% was recycled and reused for treatment.

General Waste of Club Med						
Category	2019 Metric ton	2020 Metric ton	Coverage in 2019 ¹⁷	Coverage in 2020	Density in 2019	Density in 2020
					(kg/per HDF) ¹⁸	(kg/per HDF) ¹⁹
Dry Waste (packaging, plastic, metal)	4,177	3,042	60%	58%	0.599	0.900
Cardboard	2,967	2,500	55%	56%	0.459	0.768
Paper	919	430	22%	25%	0.359	0.298
Glass	1,171	801	93%	85%	0.108	0.163
Porcelain	118	3	8%	9%	0.122	0.007
Wood	1,629	386	17%	19%	0.778	0.371
Biodegradable	1,441	1,405	41%	40%	0.302	0.613
Unsorted Waste	6,381	3,115	46%	45%	1.200	1.209

During the reporting period, Hainan Province issued *Regulations on the Management of Domestic Waste in Hainan Province* to implement domestic waste sorting throughout the city. We have strictly abided by the relevant laws and regulations, updated and optimized the waste sorting management system of Atlantis Sanya, and advanced the implementation of waste sorting.

General Waste of Atlantis Sanya			
Category	Unit	Weight in 2019 ²⁰	Weight in 2020
Kitchen waste	Metric ton	1,770	1,371
Waste plastics	Metric ton	24	18
Waste glass	Metric ton	26	17
Scrap metals	Metric ton	6	14
Waste paper	Metric ton	35	29
Other waste	Metric ton	1,278	2,306

¹⁷ Coverage rate: The proportion of the number of Club Med resorts with corresponding data in all Club Med resorts; Club Med resorts are leased and self-owned, and some leased resorts cannot be included in Tech Care's statistical system for the time being. We will continue to communicate with the owners to promote the popularization of the statistical system and improve the coverage rate of waste management.

¹⁸ Waste density = total waste/total hotel days (HDF). Total hotel days refers to all days including hotel guests staying in the hotel, staff living in the hotel and the hotel off-season

¹⁹ Total hotel days (HDF) decreased compared to 2019 due to the epidemic and therefore waste density increased compared to 2019.

²⁰ Hainan Province has been implementing the *Regulations on the Management of Domestic Waste in Hainan Province* since 2020, and Atlantis Sanya has been fully optimizing waste management since 2020. After reviewing the historical data, we updated the waste generation data for 2019 to facilitate comparison with the 2020 waste data.

Waste cooking oil

In the Group, the collection of waste cooking oil is subject to the local laws and regulations. We have entrusted a qualified third party to transport and dispose of waste cooking oil to ensure the standardized recovery of waste cooking oil and improve the recycling of waste cooking oil.

During the Reporting Period, the Group's wasted cooking oil were as follows:

Waste cooking oil and hazardous waste of Club Med						
Category	Weight in 2019	Weight in 2020	Coverage in 2019	Coverage in 2020	Density in 2019	Density in 2020
	(metric ton)	(metric ton)			(kg/per HDF)	(kg/per HDF)
Waste cooking oil	3,799	4,037	53%	56%	0.609	1.248

Waste cooking oil of Atlantis Sanya			
Category	Unit	Weight in 2019	Weight in 2020
Waste cooking oil	Metric ton	301	250

Other Hazardous Waste

A few amount of hazardous waste may be generated in the course of our operations. The hazardous waste generated is collected in a timely manner and stored in a clearly marked and dedicated storage area before it is handed over to qualified contractors or government departments for recycling.

Hazardous Waste Disposal

Club Med

- Regular outreach in all villages on sorting, tracking and maintaining records of this type of waste
- A proactive search for hazardous waste solutions, if necessary, in new villages involved in the Green Globe process, and customer guidance on the proper handling of potentially infectious waste

Atlantis Sanya

- Set up separate collection facilities for the hazardous waste generated during production and engage qualified third-party to collect, in accordance with the *Directory of National Hazardous Wastes*.

During the Reporting Period, the Group's hazardous waste were as follows:

Hazardous waste of Club Med						
Category	Weight in 2019 (metric ton)	Weight in 2020 (metric ton)	2019 Coverage	Coverage in 2020	Density in 2019 (kg/per HDF)	Density in 2020 (kg/per HDF)
Hazardous waste	933	359	14%	17%	0.56	0.37

Hazardous waste of Atlantis Sanya			
Category	Unit	Weight in 2019	Weight in 2020
Hazardous waste	Metric ton	—	0.05

Wastewater Management

The Group discharges the wastewater, all of which is domestic wastewater, strictly in accordance with the *Water Pollution Prevention and Control Law of the People's Republic of China* and the relevant laws, regulations about the waste water in its business locations.

In Club Med, the only water discharged is domestic wastewater. Through systematic wastewater treatment, run-off management, elimination of pesticides and switching to eco-certified maintenance and cleaning products, we avoid the impact of sewage discharge on local soil and groundwater.

Wastewater Discharge Management of Club Med



Wastewater treatment

Treatment plants are built when water treatment facilities are not available locally, particularly for Villages in remote areas or in those lacking infrastructures.

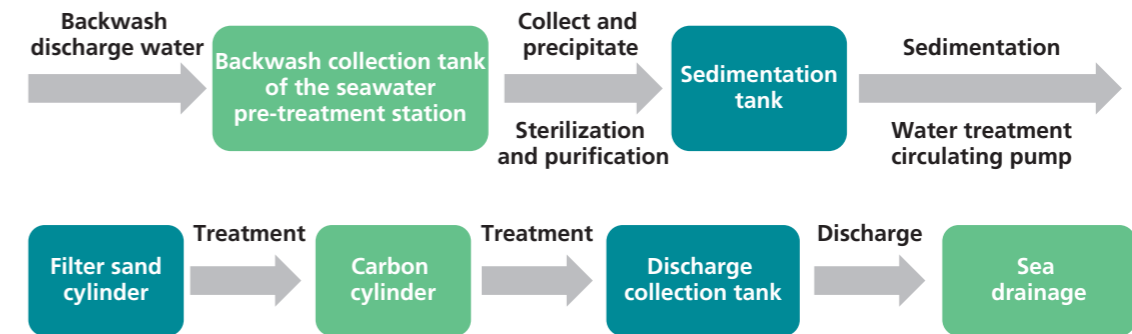


Wastewater monitoring

Water management is handled locally in the villages, with entries made in the "water logbook" which brings together technical data, administrative authorizations, physical, chemical and bacteriological analyses, treatment protocols and monitoring, network changes, etc., but does not allow for consolidation.

Atlantis Sanya discharges the marine system drainage and overflow, egg splitting and backwashing water from the operation to the seawater pre-treatment collection tank, which is strictly treated, precipitated and then recycled or directly discharged to the sea after passing recycling and filtration treatment.

Backwash Discharge Water Procedure



In addition, we conducted weekly check on the quality of water in discharge tank to ensure law-based discharge. During the Reporting Period, we planned to install our own small wastewater treatment device to make the bathing water of the water park reach the National Standard for Landscaping after treatment and carry out greening and irrigation.

Management of other pollutant emissions

The Group has adopted different pollution prevention and control measures for exhaust gas, noise and light pollution, in order to ensure that all pollutants are discharged in compliance.

The management measures of waste gas, noise and light pollution



Exhaust Emissions

- Club Med: The percentage of Villages with equipment using CFC (chlorofluorocarbon) gases dropped from 68% in 2012 to 17% in 2020 (2018: 36%). This equipment is being progressively eliminated in the resorts (excluding China) where it is still used (excluding China).
- Atlantis Sanya: Carry out quarterly cleaning of fume pipes, conduct irregular inspection and maintenance on kitchen fume purifier and install the fume remote monitoring system of the Internet of Things of the government department.



Noise Pollution

- Club Med: 48% (2019: 45%) of Villages have a decibel meter and 43% (2019: 38%) have been evaluated for noise by an external expert



Light Pollution

- Club Med: Steps have been taken to prevent light emitted by the Company from having an impact on wildlife (especially in the context of marine turtle protection)

COORDINATED

Development





Fosun Tourism is committed to providing one-stop eco-friendly and responsible holiday services with increasingly optimized management of supply chains, in which each link related to procurement bears social responsibility. In the meantime, we are fostering a sustainable business model featuring coordinated development with local suppliers. We are constantly paying attention to the future development of the cultural tourism industry, and working together with parties concerned in the exploration of new industrial development model to find new opportunities.

5.1. SUSTAINABLE PROCUREMENT

The Group has established a well-designed management system of supply chains including the admittance and evaluation system as well as the management and control process for suppliers. We attach great importance to responsible procurement, and make it mandatory for all the stages in the procurement to be sustainable by incorporating green and local purchases.

Admittance/examination of suppliers

To strengthen the admittance management of suppliers and put in place a complete supplier management system, the Group, in view of the status of projects being operated and developed by the Headquarters and subordinate departments of the Group, has laid out *Fosun Tourism Group Cost Contract Management System 2.0*, among which Administrative Procedures for Suppliers has clarified the selection process, examination indicators and grading & evaluation systems for suppliers, serving as a more complete guidance for the Group to admit quality suppliers.

Prior to the selection of candidate suppliers, we will conduct inspections on them and produce an *Enterprise Supplier Investigation and Assessment Form*, which shall be jointly signed by all the inspection panel members before the procedure of examination and approval of selected ones. During the Reporting Period, the Group, through on-site inspections, has made a comprehensive evaluation on and comparison with a host of suppliers engaging in the production of hotel linens, mattresses and furniture from the following aspects: state of operation, quality assurance system, production management, equipment management, state of storage and transportation, capacity of supply reserve, staff training, settlement of clients' complaints, anomalies and risks management. As of 31 December 2020, our suppliers have amounted to 15,466 globally, which are categorized as follows by regions:



Responsible procurement

We have been committed to transparent procurement with zero tolerance towards suppliers with poor integrity and violation of terms in contracts. The performance of suppliers in bearing social responsibilities is in the realm of our inspection to evaluate and select suppliers, which is helpful to promote the philosophy of responsible procurement in the overall management system of supply chains.

Club Med is committed to working with its global partners to create a sustainable supply chain. Driven by Green Globe certification, Club Med has released a series of written purchasing Charters, including *Wood Charter* and *Seafood Charter*, committing that certified purchases are prioritized, such as certified cleaning products, use of "green" energy, FSC (Forest Stewardship Council) or PEFC (Programme for the Endorsement of Forest Certification Schemes) certified paper, vegetable-based inks, etc. Club Med has released the *Animal Welfare Policy*, which requires suppliers of animals to attach importance to the living environment of animals and practising the basic principle of protecting animal welfare. Club Med has promised to pay continuous attention to animal welfare-related practices of its suppliers and to conduct audit as appropriate.

Clean supply chain management

Targeting at all the product/service suppliers to the Group and its affiliated enterprises, we have formulated *the Code of Conduct for Fosun Tourism's Suppliers*, which shall be known by our suppliers and put into effectiveness. The business ethics represents an important part in the inspection of suppliers according to the *Code of Conduct for Fosun Tourism's Suppliers*. And more, the *Code of Conduct for Fosun Tourism's Suppliers* has also clarified the channel to make complaints and whistle-blowing to ensure its implementation and supervision with the aim of setting up a clean supply chain.

The business ethics of suppliers is involved in our inspection on different stages when we partner with them. We will conduct evaluation on suppliers when and after honoring contracts in accordance with *Fosun Tourism Group Cost Contract Management System 2.0*. Provided that suppliers are unqualified as evaluated, they shall bring out improvement measures within five working days for the record, and we will check whether these measures are carried out in their services provided afterwards. What's more, we will conduct evaluation on supplier candidates, which shall be graded in such levels as strategic, outstanding, quality, acceptable, unacceptable and blacklisted as per the evaluation results of last year. The suppliers who are assessed as unacceptable in two straight years will be forbidden to bid in the projects of Fosun Tourism Group.



Communication with suppliers

When projects are underway, we will conduct timely communication on rising troubles through emails and calls to ensure their smooth operation. Meanwhile, the Group's Procurement Department will organize annual high-level and deep exchanges with our suppliers to help establish a sound and mutual respectful relationship for better cooperation in the future.

Fosun FC2M Conference and Global Ecological Supply Chain Summit



To continuously empower the coordination capacity of supply chains in the era of consumption upgrading, Fosun FC2M Conference and Global Ecological Supply Chain Summit, with an overall theme on "Expand Abroad & Develop Together", was held in Atlantis, Sanya during the Reporting Period. As a major part of Fosun's "Happiness" business, Fosun Tourism inaugurated a sub-forum for ecological cultural tourism sector themed on "Intelligent Ecology to Unleash the New Driving Forces for the Culture and Tourism Industry". We explored new opportunities to find the key for new success in the sector with the representatives from our vertical supply chains in a bid to accelerate the recovery of family consumption plagued by the pandemic in an uncertain global market.

5.2. CONTRIBUTION TO LOCALIZATION

It's our belief that the increase of the proportion of local procurement will not only cut down transport costs, improve supply efficiency, as well as reduce carbon emission, but also make due contributions to local environmental, social and sustainable development. Partnering with an NGO called Agrisud, Club Med was actively involved in local economic development by facilitating the supply of local ingredients through providing help for regions lacking fresh foodstuff.

Supporting and developing local farming: GREEN FARMERS programme



- GREEN FARMERS Programme in Guilin

Finding that in some cases local supply was inadequate to meet its villages' demand for fresh produce, Club Med decided to help strengthen this network, thereby playing an active role in the economic development of the regions where it operates. Since 2008, Club Med, in partnership with the NGO Agrisud, promotes local extensive agriculture and agro-ecology near several of its resorts.

At the end of 2020, Club Med had supported more than 1,600 farmers and accumulated 276 tons (since 2010) of agro-ecological products had been delivered. It has also supported more than 300 producers near to eight of its resorts: Morocco (Marrakech), Senegal (Cap Skirring), Mauritius (La Pointe aux Canoniers and Albion), Brazil (Rio das Pedras and Lake Paradise), Indonesia (Bali) and China (Guilin).

5.3. COOPERATION FOR WIN-WIN RESULTS

In view of the fact that the technological progress and economic development have accelerated the ever-changing behaviors and preferences of consumers, Fosun Tourism has been committed to breaking new grounds for win-win results in cross-the-board cooperation with our partners in building China's excellent tourism destinations, upgrading the conventional tourism business, and improving the management of urban recreational culture and tourism sector. Besides, we have been constantly improving our tourism and recreation ecosystem, and making strides in satisfying the personalized needs for family holidays and multi-scenarios-based urban lifestyle in the joint exploration of new growth and opportunities in the sector with our partners.

Foliday's strategic cooperation with Hainan local enterprise for enhanced presence in the tourism retail sector in Hainan

During the Reporting Period, we inked a strategic cooperation framework agreement with a Hainan local enterprise, which will enable both sides to make deeper cooperation in tourism retail, introduction of travelers at home and abroad into Hainan province as well as the development and operation of premium tourism and commercial projects. By leveraging the strengths of this enterprise strong and comprehensive industrial layout and its "rich resources" and Foliday's unique global recreational holiday and tourism service ecosystem, we will synergize our development by tapping into quality tourism and consumption resources with the aim of fostering world-level innovative business entities and providing cultural tourism products in response to the country's strategic development plan of Hainan province.

Fosun Tourism and its affiliated overseas brand joined the party of the 3rd China International Import Expo (CIIE)



- Club Med deepens existing cooperation with ESF in ice and snow sports

During the Reporting Period, Fosun Tourism participated in the 3rd CIIE, demonstrating our confidence in China's market which is in regular control of the pandemic and our responsibility and sense of mission in recovering the industry as a big name in the sector by bringing more world-level holiday experience to Chinese household consumers.

Inspired by the exchanges in CIIE, we have set up two new skiing academies in Sunac Snow Park and Julong International Tourism Resort with a leading role to provide high-quality, professional and safe domestic skiing courses for fans at different ages and levels in China.

GIVE BACK

to society



Fosun Tourism is also committed to sharing the benefits with communities in its rapid development. During the Reporting Period, we have initiated new coordinated plans with people from all walks of life to help the vulnerable groups, promote the development of communities, and do our part in advancing cultural communication. We have endeavored to become a leader instead of a practitioner in delivering public benefits and do our best to help more people to enjoy happy lives through global philanthropic programs in the course to push ahead with social progress.

6.1. PUBLIC WELFARE AND CHARITY

Since inception of the Group, we have been committed to giving back to communities in actively delivering public benefits. We have insisted on leveraging corporate resources to advance philanthropic programs, engaging in efforts in community development, volunteer services, poverty alleviation by improving health care, and educational plans in communities from various countries/regions where we established our presence, and exploring how to integrate public welfare and products, with a view to delivering happiness and well-being to the world.

During the Reporting Period, the Group spent a total of 1,617 hours in public welfare activities.

Community contributions

Amid the development of our business, we have paid continuous attention to the well-being of communities and done our parts in promoting social development in a harmonious way.

Community Development: Contributing actively to local development by Club Med

Club Med has always been committed to promoting community building and development.

In 2020, due to the COVID-19 only 500 GO® and GE participated in projects in 22 countries through nearly 200 projects, and Club Med donate a total of EUR564,000 of goods, materials and cash to the Foundation²². This included the multiannual allocation to the Foundation, costs met by Club Med, valuation of skills transfer (within working hours) and in-kind donations to local communities. In addition, the Foundation also benefited from out of working hours volunteering by GO® and GE and solidarity donation. This commitment by Club Med and its teams drives customer commitment and fosters the growth of the Friends of the Club Med Foundation.

²² Amount estimated to be within 1% (result of the Corporate Foundation not known in full at the closing date of the report) corresponding to the period from November 2017 to December 2018

Volunteer services: the resident Show C provided help for children's public welfare and charity

During the Reporting Period, the resident Show C of Atlantis Sanya showed kindness and love and brought happiness to the disabled children.



- On 10 September 2020, the resident Show C's "Fisherman Brothers" visited the "angels" with congenital diseases at the Bright Connection Center for Disabled Kids in Sanya, China, performed interactive dances in front of them, and made loving balloons, showing their deep love and blessing.
- In an event themed on "Along With Love" held just before the Mid-Autumn Festival in 2020, the resident Show C offered exquisite gifts and presented interactive interesting performances for children at the Special Education School of Sanya to show sympathy.
- On 7 November 2020, the resident Show C helped Xuanxuan, a little child who has been troubled by spinal muscular atrophy, to embark on a journey to fulfill his dream. We provided Xuanxuan and his family with dedicated seats, and the Fisherman Brothers, along with Running Fish, Atlas and Nadia gave him an amazing large sea-themed gift package.

Poverty alleviation by improving health care

During the Reporting Period, Atlantis Sanya continued to join hands with Fosun Foundation to carry out its "Countryside Doctors" program in poverty alleviation by improving health care, with a view to strengthening the overall professional abilities of local medical workers in poor regions, assisting to fix insufficient access to medical resources, and enhancing the quality of medical services.

Dedicated our philanthropic efforts to the "Countryside Doctors" program



- The scene of a singing competition called "The Voice of Atlantis"



- "The scene of Atlantis Sanya-Charity sale" for the care of countryside doctors

During the Reporting Period, Atlantis Sanya hosted a singing competition called *The Voice of Atlantis* and a charity sale for the care of countryside doctors. All the proceeds were donated to the account of "Countryside Doctors", a program operated by the Shanghai-based Fosun Foundation in poverty alleviation by improving health care. Meanwhile, Atlantis Sanya held a gala at Yu Garden from December 2020 to March 2021 with the promise to donate RMB1 in the price of each sold ticket to the "Countryside Doctors" program.

Education Plan

Club Med convinced that "happy GO® and GE make happy GM®". We established The Club Med Corporate Foundation. The Foundation mobilizes Club Med's teams and resources for solidarity actions around its Villages and offices. Helping vulnerable children is one of its main work field, with access to education and recreation for all.

Donation of Sports School Build

In order to get as many young people as possible to experience a rewarding, challenging, educational and recreational time together, we donate to build sports schools to the communities where we operate, the children are welcomed on a weekly basis in the Resorts and make the most of the facilities depending on the case under the supervision of the GO® or local professional educators in order to learn sports.

Friends from around the World

In order to have more frequent meetings between GM®, their children and the children of communities located around the Club Med resorts, the program "Friends from around the world" offers moments of exchange in the context of creative workshops, artistic shows or sport activities. During the Reporting Period, due to pandemic, 5 Club Med resorts participated this program, which benefited 470 children around the globe.

6.2. RESPECT LOCAL CULTURE

As one of the leaders in the cultural tourism sector, the Group shoulders the mission of traditional culture conservation and communication. By focusing on landscape resorts, humanistic scenic spots, folk custom blocks, characteristic towns and other resources, we will actively tap into the cultural and historical value, protect and reasonably utilize the unique local ecosystem, accelerate the industrial upgrading and transformation, and continue to promote the internationalization of local communities.

Cultural integration

In active response to the Belt & Road Initiative, we, by shouldering the responsibility of Chinese culture promotion, have attached great importance on the industrial investment opportunities in the tourism and recreation sector in countries along the Belt and Road including Italy, Portugal, Greece, Turkey, Thailand, Vietnam, Malaysia, Indonesia and other European and Southeast Asian countries/regions. We are devoted to facilitating the oriental culture to go abroad in a brand-new fashion by leveraging Foliday's existing platform. In the meantime, we will also provide domestic consumers with more opportunities to world premium travelers' destinations for in-person experience of local culture.

Cultural preservation

To deepen the spread of the fine local culture in locations with our operation, we have fully explored the internal aspects of local cultural development at the designing stage of projects. Meanwhile, we have also endeavored to integrate the traditional culture into our tourism and holiday products in an innovative manner to enhance the cultural value of them and benefit global citizens to share local cultural memories and stories.

The "Protection and Development" mutually-reinforced growth model was successfully adopted in the project of revitalizing the ancient city of Lijiang, a world cultural heritage site. We selected the building mode and materials with unique style of Naxi ethnic group from the beginning of construction, and promoted local food and artifacts with Naxi characteristics to our clients in our later operation. And more, we have incorporated local characteristic cultural programs into ours to pass on the fine culture. Taking Shangri-La as an example, we have injected new vitality into the cultural heritage by promoting the experience of painting Thangka in the ancient city of Dukezong and the making of Nixi-featured earthenware.

In Club Med, Since 2008, the Discovery Centers at all African and European villages have displayed a charter on respecting the local hosts, their culture, environment and economy and distributed it to all GM® going on excursions.

Villages steeped in the local culture

Club Med villages have always been steeped in the local culture, as can be seen from their structure, decoration, vegetation, cuisine and more. The activity programs offered also reflect local practices, frequently through lessons in dance, cooking and languages, as well as lectures on the host country. And, in addition, every week almost all Villages organize an evening, an entire day, or special events devoted to the host country or the region.

APPENDIX 1 LIST OF APPLICABLE LAWS AND REGULATIONS AND INTERNAL POLICIES OF FOSUN TOURISM

Local laws and regulations applicable to the Group

No.	Name of Laws and Regulations
1	Company Law of the People's Republic of China
2	Foreign Investment Law of the People's Republic of China
3	Civil Code of the People's Republic of China
4	Audit Law of the People's Republic of China
5	Patent Law of the People's Republic of China
6	Trademark Law of the People's Republic of China
7	Cybersecurity Law of the People's Republic of China
8	Fire Protection Law of the People's Republic of China
9	Food Safety Law of the People's Republic of China
10	Law of the People's Republic of China on the Protection of Consumer Rights and Interests
11	Law of the People's Republic of China on Environmental Impact Assessment
12	Environmental Protection Law of the People's Republic of China
13	Environmental Protection Tax Law of the People's Republic of China
14	Energy Conservation Law of the People's Republic of China
15	Water Pollution Prevention and Control Law of the People's Republic of China
16	Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes
17	Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise
18	Urban Real Estate Administration Law of the People's Republic of China
19	Regulations of the People's Republic of China on the Protection of Aquatic Wild Animals
20	Regulations on the Administration of Construction Project Environmental Protection
21	Measures for the Administration of Environmental Acceptance of Completed Construction Projects
22	Regulation on the Administration of Commercial Performances

No.	Name of Laws and Regulations
23	Regulation on Travel Agencies (Revised in 2017)
24	Measures for the Control of Security in the Hotel Industry
25	Regulations on the Administration of Sanitation at Public Places
26	EU General Data Protection Regulation
27	French Penal Code
28	French Tourism Code
29	EU General Food Law
30	French Consumer Code
31	French Rural and Maritime Fisheries Code
32	French Public Health Code
33	French Environmental Code
34	French Environmental Charter
35	Federal Law No. 9,782/1999 of Brazil
36	Federal Law No. 6,437/1977 of Brazil
37	Federal Law No. 8,080/1990 of Brazil
38	Brazilian Consumer Protection Law (Law No. 8.078/90)
39	Brazilian Internet Law and Decree (Law No. 12.965/14 and Decree No. 8.771/16)
40	Constitution of the Federative Republic of Brazil
41	Brazilian Labour Code
42	Brazilian Clean Company Act
43	Maldives Tourism Act (Law No. 2/99)
44	Maldives Tourist Resort Fire Regulations and Safety Standards (Law No. 2015/R-43)
45	Environment Protection and Preservation Act of Maldives (Law No. 4/93)

No.	Name of Laws and Regulations
46	Maldives Prevention and Prohibition of Corruption Act (Act No. 2/2000)
47	Maldives Business Registration Act (Act No. 18/2014)
48	Companies Act of Republic of Maldives (Act No. 10/96)
49	Maldives Employment Act
50	Maldives Business Profit Tax Act (Act No. 5/2011)
51	Maldives Goods and Services Tax Act (Act No. 10/2011)
52	U.S.C. § 41712 of Chapter 49
53	CFR § 399.80 of Chapter 14
54	CFR § 399.83 of Chapter 14
55	CFR § 399.84 of Chapter 14
56	CFR § 380 of Chapter 14
57	CFR § 399.85 of Chapter 14
58	CFR § 399.88 of Chapter 14
59	CFR § 399.89 of Chapter 14
60	CFR § 257 of Chapter 14
61	CFR § 382.9 of Chapter 14

Main Internal Policies of the Group

No.	Name of Internal Policies
1	Articles of Association
2	Guidelines for Comprehensive Risk Management (Provisional)
3	Management Measures for Integrity Risk Assessment and Red, Yellow and Green Lights
4	Integrity Management Regulations
5	Management Measures for the Acceptance of Gifts for Business Activities
6	Anti-money Laundering Guidelines
7	Anti-fraud Management Regulations
8	Measures for the Protection and Incentives for Whistle-blower and Witnesses
9	FTG Environment, Health and Safety (EHS) Policy
10	EHSQ Performance Indicator Management System of Fosun Tourism
11	FTG EHS Responsibility Program
12	FTG Food Safety Management Program
13	Fosun Tourism Group Customer Service and Product Supervision Management Program
14	Fosun Tourism Information Security Management Regulations
15	Fosun Tourism Group Customer Service Etiquette Guideline
16	Foryou Club Management Regulations
17	Fosun Tourism Group Employee Handbook
18	Fosun Tourism Group Interview and Recruitment Regulations
19	Fosun Tourism Provisions on Remuneration And Benefits
20	Fosun Tourism Group Provisions on Attendance and Leave Management
21	Fosun Tourism Group Recognition Scheme
22	Fosun Tourism Group Labour Contracts Management Regulations
23	Fosun Tourism Group Rewards and Punishments Management
24	Fosun Tourism Group Foreign, Hong Kong, Macao and Taiwan Employees Management Regulations
25	Fosun Tourism Group Cost contract Management system

No.	Name of Internal Policies
26	Operation Manual for Air Devices
27	Guidelines for Bidding and Procurement of the Development Management Centre of Fosun Tourism Group
28	Fosun Tourism Public Places Health Management System
29	Fosun Tourism Infectious Disease Prevention Management Procedures
30	Fosun Tourism Emergency Management and Reporting Management System
31	Fosun Tourism Investment Projects Material Risks Early Warning and Disposal Management Regulations
32	Fosun Tourism Non-listed Equity Investment Project Post-investment Management Reports and Financial Statements Management Rules
33	Fosun Tourism Equity Investment Projects Valuation Guidelines
34	Guidebook of Fosun Tourism for Appointment of Directors, Supervisors and Officers for Rules of Procedure
35	Fosun Tourism Responsible Investment Management Measures (For Trial Implementation)
36	Fosun Tourism Investment Business Management Measures (For Trial Implementation)
37	Detailed Rules for the Implementation of Preliminary Examination of Tourism Real Estate Investment Projects
38	Fosun Tourism Investment Policy Decision Committee Management Measures (2020 Version)
39	Fosun Tourism "FOLIDAY-iCARE" Service System Management System
40	Fosun Tourism Solid Waste Management System
41	Fosun Tourism Pre-opening EHSQ Inspection System for Hotels and Resorts
42	Guidelines of Fosun Tourism for the Control of Infectious Gastroenteritis such as Norovirus

APPENDIX 2 LIST OF GLOBAL OPERATING SITES OF CLUB MED RESORTS OF FOSUN TOURISM

No.	Name of Resort	Number of Beds	Duration ⁽¹⁾	Number of Rooms	Trident ⁽²⁾	Location	Year of opening ⁽³⁾	Type	Operating Model ⁽⁴⁾
EMEA									
1	AGADIR	843	Permanent	374	3	Morocco	1967	Sun	Leased
2	ALBION	618	Permanent	260	5	Mauritius	2007	Sun	Leased
3	ALBION VILLAS	157	Permanent	27	5	Mauritius	2010	Sun	Leased
4	ARCS EXTREME	568	Seasonal	284	3	France	1980	Mountain	Leased
5	BODRUM	502	Seasonal	242	4	Turkey	1995	Sun	Managed
6	CAP SKIRRING	415	Seasonal	205	4	Senegal	1973	Sun	Leased
7	CEFALU	645	Permanent	322	5	Italy	2018	Sun	Leased
8	CERVINIA	456	Seasonal	199	4	Italy	2001	Mountain	Leased
9	CLUB MED 2	377	Permanent	184	5	CM2	1992	Sun	Owned
10	DA BALAIA	798	Seasonal	389	4	Portugal	1986	Sun	Leased
11	DJERBA LA DOUCE	1,070	Seasonal	520	3	Tunisia	1975	Sun	Leased
12	GRAND MASSIF CHALETS	78	Bi-seasonal	37	5	France	2019	Mountain	Leased
13	GRAND MASSIF SAMOENS MORILLON	941	Bi-seasonal	420	4	France	2017	Mountain	Leased
14	GREGOLIMANO	974	Seasonal	460	4	Greece	1978	Sun	Owned
15	KAMARINA	1,632	Seasonal	686	3	Italy	1981	Sun	Leased
16	KEMER	939	Seasonal	463	3	Turkey	1977	Sun	Owned
17	LA PALMYRE ATLANTIQUE	1,169	Seasonal	404	4	France	2003	Sun	Leased
18	LA PLAGNE 2100	587	Seasonal	339	4	France	1990	Mountain	Leased
19	LA POINTE AUX CANONNIERS	873	Permanent	393	4	Mauritius	1973	Sun	Leased
20	LA ROSIERE	877	Bi-seasonal	395	4	France	2020	Mountain	Leased
21	LES ARCS PANORAMA	965	Bi-seasonal	433	4+5	France	2018	Mountain	Leased
22	L'ALPE D'HUEZ LA SARENNE	996	Bi-seasonal	450	4	France	1985	Mountain	Leased
23	MARRAKECH LA PALMERAIE	869	Permanent	356	4+5	Morocco	2004	Sun	Leased
24	OPIO EN PROVENCE	910	Seasonal	429	4	France	1989	Sun	Leased
25	PALMIYE	1,777	Seasonal	722	4	Turkey	1988	Sun	Managed
26	PEISEY-VALLANDRY	730	Bi-seasonal	281	4	France	2005	Mountain	Leased

No.	Name of Resort	Number of Beds	Duration ⁽¹⁾	Number of Rooms	Trident ⁽²⁾	Location	Year of opening ⁽³⁾	Type	Operating Model ⁽⁴⁾
27	PRAGELATO	701	Bi-seasonal	273	4	Italy	2012	Mountain	Leased
28	SAINT-MORITZ ROI SOLEIL	584	Seasonal	304	4	Switzerland	1963	Mountain	Leased
29	SERRE-CHEVALIER	985	Bi-seasonal	349	3	France	2001	Mountain	Leased
30	TIGNES VAL CLARET	498	Seasonal	228	4	France	1975	Mountain	Leased
31	VAL D'ISERE	554	Seasonal	275	4+5	France	1978	Mountain	Leased
32	VAL THORENS	776	Seasonal	384	4	France	2014	Mountain	Leased
33	VALMOREL	896	Bi-seasonal	415	4+5	France	2011	Mountain	Leased
34	VALMOREL CHALETS	311	Bi-seasonal	59	5	France	2011	Mountain	Leased
35	VITTEL ERMITAGE	194	Seasonal	104	4	France	1973	Sun	Leased
36	VITTEL LE PARC	827	Seasonal	363	3	France	1973	Sun	Leased
37	YASMINA	812	Seasonal	343	4	Morocco	1969	Sun	Leased
Americas									
1	CANCUN YUCATAN	1,314	Permanent	501	4+5	Mexico	1976	Sun	Owned
2	COLUMBUS ISLE	536	Permanent	236	4	Bahamas	1992	Sun	Owned
3	IXTAPA PACIFIC	793	Permanent	296	4	Mexico	1981	Sun	Owned
4	LA CARAVELLE	830	Permanent	378	4	France (Guadeloupe)	1974	Sun	Leased
5	LAKE PARADISE	968	Permanent	377	4	Brazil	2016	Sun	Leased
6	LES BOUCANIERS	646	Permanent	291	4	France (Martinique)	1969	Sun	Owned
7	MICHES	882	Permanent	335	5	Dominican Republic	2019	Sun	Leased
8	PUNTA CANA	1,739	Permanent	631	4+5	Dominican Republic	1981	Sun	Owned
9	RIO DAS PEDRAS	823	Permanent	379	4+5	Brazil	1988	Sun	Owned
10	SANDPIPER	1,001	Permanent	307	4	United States of America	1987	Sun	Owned
11	TRANCOSO	634	Permanent	255	4	Brazil	2002	Sun	Owned
12	TURQUOISE, TURCS & CAICOS	580	Permanent	291	4	Turks and Caicos	1985	Sun	Leased

No.	Name of Resort	Number of Beds	Duration ⁽¹⁾	Number of Rooms	Trident ⁽²⁾	Location	Year of opening ⁽³⁾	Type	Operating Model ⁽⁴⁾
Asia Pacific									
1	BALI	902	Permanent	393	4	Indonesia	1986	Sun	Owned
2	BEIDAHU	458	Seasonal	176	4	China	2016	Mountain	Managed
3	BINTAN ISLAND	656	Permanent	308	4	Indonesia	1996	Sun	Leased
4	CHERATING BEACH	681	Permanent	297	4	Malaysia	1979	Sun	Owned
5	CLUB MED JOYVIEW ANJI	810	Permanent	300	4	China	2018	JoyView	Managed
6	CLUB MED JOYVIEW GOLDEN COAST	780	Permanent	298	4	China	2018	JoyView	Managed
7	GUILIN	847	Permanent	350	4	China	2013	Sun	Managed
8	KABIRA	585	Permanent	181	4	Japan	1999	Sun	Leased
9	KANI	584	Permanent	272	4+5	Maldiv Islands	2000	Sun	Leased
10	KANI FINOLHU VILLAS	104	Permanent	52	5	Maldiv Islands	2015	Sun	Leased
11	PHUKET	799	Permanent	340	4	Thailand	1985	Sun	Owned
12	SAHORO HOKKAIDO	659	Seasonal	208	4	Japan	1988	Mountain	Leased
13	SANYA	957	Permanent	384	4	China	2016	Sun	Managed
14	TOMAMU HOKKAIDO	964	Bi-seasonal	341	4	Japan	2018	Mountain	Managed
15	YABULI	697	Seasonal	279	4	China	2010	Mountain	Managed
16	Club Med Joyview BEIJING YANQING	772	Permanent	307	4	China	2019	JoyView	Managed

Notes:

- (1) Permanent resorts open all year long. Seasonal resorts open in either the summer season or the winter season of each year. Bi-seasonal resorts open in the summer season and the winter season of each year.
- (2) "3": Three Trident Resort
"4": Premium Four Trident Resort
"4+5": Four Trident Resort with Five Trident Space
"5": Five Trident Resort, Villas and Chalets, and Club Med 2 cruise ship, now called Exclusive Collection collectively
- (3) This includes year of re-opening.
- (4) Unless otherwise stated, we wholly own the property holding companies of the resorts below under the ownership operating model.

APPENDIX 3 LIST OF GREEN GLOBE CERTIFICATION OF FOSUN TOURISM

No.	Areas
North America	
1	La Caravelle
2	Les Boucaniers
3	Ixtapa Pacific
4	Cancun Yucatan
5	Punta cana
6	Sandpiper Bay
7	Turkouise
South America	
8	Lake Paradise
9	Rio da Padras
10	Trancoso
Africa	
11	Agadir
12	Cap Skirring
13	Djerba la Douce
14	Marrakech la Palmeraie
15	Yasmina

No.	Areas
Middle East	
16	La Plantation d'Albion
17	Villas d'Albion
18	Bodrum Palmiye
19	Kemer
20	La Pointe aux Canonniers
21	Palmiye
Pacific Asia	
22	Guilin
23	Sanya
24	Bali
25	Bintan Island
26	Cherating Beach
27	Phuket
28	Kabira Ishigaki
29	Hokkaido Sahoro
30	Kani
31	Finolhu
32	Tomamu

No.	Areas
Europe	
33	Aime la Plagne (ferm. 2020)
34	Alpe d'Huez la Sarenne
35	Arcs Panorama
36	Grand Massif Samoens
37	La Palmyre Atlantique
38	La Plagne 2100
39	Opio
40	Peisey Vallandry
41	Serre Chevalier
42	Tignes Val Claret
43	Valmorel
44	Val D Isere
45	Chalets de Valmorel
46	Val Thorens Sensations
47	Vittel Ermitage
48	Vittel Le Parc
49	Cefalu
50	Da Balaia
51	Gregolimano
52	Kamarina
53	Pragelato
54	St Moritz

APPENDIX 4 INDEX OF GUIDELINES OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT OF THE STOCK EXCHANGE OF HONG KONG

Main Category, Aspect, General Disclosure and Key Performance Indicators	Index
A. Environmental	
Aspect A1: Emissions	
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.
	4. Care for the Earth
KPI A1.1	The types of emissions and respective emissions data.
	4.3. Cope with Climate Change 4.4. Resource Utilization and Emission
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).
	4.3. Cope with Climate Change
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).
	4.4. Resource Utilization and Emission
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).
	4.4. Resource Utilization and Emission
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.
	4.3. Cope with Climate Change 4.4. Resource Utilization and Emission It is planned to carry out target setting and management in the future.
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.
	4.4. Resource Utilization and Emission It is planned to carry out target setting and management in the future.

Main Category, Aspect, General Disclosure and Key Performance Indicators		Index
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	4.3. Cope with Climate Change 4.4. Resource Utilization and Emission
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	4.3. Cope with Climate Change
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	4.4. Resource Utilization and Emission
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	4.3. Cope with Climate Change It is planned to carry out target setting and management in the future.
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	4.4. Resource Utilization and Emission It is planned to carry out target setting and management in the future.
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit	The Group's business does not involve the use of packaging materials
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	4.1. Environmental Management Policy 4.2. Care for Ecology
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	4.1. Environmental Management Policy 4.2. Care for Ecology
Aspects A4. Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	It is planned to carry out refined management in the future
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	4.3. Cope with Climate Change

Main Category, Aspect, General Disclosure and Key Performance Indicators		Index
B. Social		
Employment and Labour Practices		
Aspects B1. Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	3. Diversity and Equality
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	3.1. Diversity, Inclusion and Equality
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	During the Reporting Period, the Group's total employee ²³ turnover rate was 32%. By gender: Male: 35%; Female: 27% By age: 18-30 years old: 46%; 31-40 years old: 45%; 41-50 years old: 39%; 51 years old and older: 44% By region: Asia: 24%; Europe: 19%; Africa: 2%; North America: 77%; South America: 58%; Oceania: 29%

²³ Employee turnover rate is calculated as: number of employees turnover during the Reporting Period/((Total number of employees at the beginning of the period+total number of employees at the end of the period)/2)

Main Category, Aspect, General Disclosure and Key Performance Indicators		Index
Aspects B2. Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and relating to providing a safe working environment and protecting employees from occupational hazards.	3.4. Occupational Health and Safety
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	3.4. Occupational Health and Safety
KPI B2.2	Lost days due to work injury.	During the Reporting Period, the number of lost days due to work injury of the Group's (without Club Med) employees was 369.62.
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	3.4. Occupational Health and Safety
Aspects B3. Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training and may include internal and external courses paid for by the employer.	3.3. Talent Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	3.3. Talent Development
KPI B3.2	The average training hours completed per employee by gender and employee category	3.3. Talent Development
Aspects B4. Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and relating to preventing child and forced labour.	3.1. Diversity, Inclusion and Equality
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	3.1. Diversity, Inclusion and Equality
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	During the Reporting Period, there were no cases related to child and force labour occurred in the Group.

Main Category, Aspect, General Disclosure and Key Performance Indicators		Index
Operating Practices		
Aspects B5. Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	5.1. Sustainable Procurement
KPI B5.1	Number of suppliers by geographical region.	5.1. Sustainable Procurement
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	5.1. Sustainable Procurement
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	5.1. Sustainable Procurement
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	5.1. Sustainable Procurement
Aspects B6. Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	2. Responsible Operation
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	The Group's business does not involve the use of packaging materials
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	2.3. Considerate Services
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	2.1. Business Ethics
KPI B6.4	Description of quality assurance process and recall procedures	2.2. Security Assurance
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	2.3. Considerate Services

Main Category, Aspect, General Disclosure and Key Performance Indicators		Index
Aspects B7. Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	2.1. Business Ethics
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	2.1. Business Ethics
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	2.1. Business Ethics
KPI B7.3	Description of anti-corruption training provided to directors and staff.	2.1. Business Ethics
Community		
Aspects B8. Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	6. Give back to Society
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	6.1. Public Welfare and Charity 6.2. Respect Local Culture
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	6.1. Public Welfare and Charity 6.2. Respect Local Culture

APPENDIX 5 INDEX OF THE SUSTAINABLE DEVELOPMENT GOALS

Sustainable Development Goals (SDGs)	Introduction of Initiatives	2020 Environmental, Social and Governance Report
SDG1. No Poverty	To end poverty all over the world by eliminating absolute poverty and establishing a social security system for all	6.1 Public Welfare and Charity
SDG3. Good Health and Well-being	To manage diseases at a preventable level, provide essential health services and build a universal health care system	3.4 Occupational Health and Safety 6.2 Respect Local Culture
SDG5. Gender Equality	To eliminate discrimination against women and guarantee their equal participation in all areas of the economy and society	3.1 Diversity, Inclusion and Equality 3.2 Employee Communication
SDG6. Clean Water and Sanitation	To ensure safe drinking water and sanitation facilities for purposes such as water pollution reduction and water management	4.4 Resource Utilization and Emission
SDG7. Affordable and Clean Energy	To provide reliable, modern and sustainable energy at the right price	4.4 Resource Utilization and Emission
SDG8. Decent Work and Economic Growth	To support small-scale entrepreneurship, protect workers' rights and provide quality jobs	3.3 Talent Development 5.2 Contribution to Localization 6.2 Respect Local Culture
SDG9. Industry, Innovation and Infrastructure	To create a safe social infrastructure and apply environmentally friendly research technologies to encourage inclusive and sustainable industrialization	4.1 Environmental Management Policy
SDG10. Reduced Inequalities	To guarantee equality of opportunity and reduce inequality of outcome	3.1 Diversity, Inclusion and Equality 5.3 Cooperation for Win-win Results
SDG11. Sustainable Cities and Communities	To ensure that cities and settlements are inclusive, safe, resilient and sustainable	4.2 Care for Ecology 6.2 Respect Local Culture
SDG12. Responsible Consumption and Production	To achieve sustainable production and consumption and strive to reduce waste generation	2.2 Security Assurance 2.3 Considerate Services 4.4 Resource Utilization and Emission 5.1 Sustainable Procurement

Sustainable Development Goals (SDGs)	Introduction of Initiatives	2020 Environmental, Social and Governance Report
SDG13. Climate Action	To address climate change and the natural disasters it causes, and to strengthen the capacity for recovery and reconstruction	4.3 Cope with Climate Change 6.2 Respect Local Culture
SDG14. Life below Water	To protect marine resources and encourage sustainable fisheries	4.2 Care for Ecology
SDG15. Life on Land	To protect all terrestrial ecosystems such as forests, wetlands and mountains, to preserve biodiversity and prevent desertification	4.2 Care for Ecology
SDG16. Peace, Justice and Strong Institutions	To promote peaceful and inclusive societies and complete transparent governance structures that are close to justice	2.1 Business Ethics 3.1 Diversity, Inclusion and Equality

APPENDIX 6 GLOSSARY

Aquarium	the Lost Chambers Aquarium in Atlantis Sanya
Atlantis Sanya	the tourism destination established by the Group on the Haitang Bay National Coast of Sanya, Hainan province, PRC
bed capacity	bed capacity for the number of beds available during the operational period of the hotel (without regard of the actual number of rooms occupied).
Audit Committee	Audit committee of the Board
Board	the board of directors of the Company
Casa Cook	a boutique hotel brand that received a series of awards under Thomas Cook, focusing on design aesthetics, high-quality dining and providing its customers with comfortable and happy experience
CG Code	the Corporate Governance Code set out in Appendix 14 to the Listing Rules
China or PRC	the People's Republic of China, but for the purposes of this report and for geographical reference only, unless the context otherwise requires, excluding Hong Kong, the Macau and Taiwan
Club Med	a global leisure and tourism resort of the Group featuring the idea of all-inclusive creative holidays
Club Med Joyview	one of Club Med resort brands that provides weekend holidays and MICE services to Chinese markets to meet the growing demand for Chinese tourists
Company or our Company	Fosun Tourism Group (formerly known as Fosun Tourism and Culture Group (Cayman) Company Limited), an exempted company with limited liability incorporated in the Cayman Islands on 30 September 2016
Cook's Club	a beach hotel brand under Thomas Cook, designed for a new generation of travellers who want fun, lively holidays in hotels that have modern and stylish design
Director(s)	the director(s) of the Company
EBITDA	Earnings before interest, tax, depreciation and amortization
FOLIDAY	the Group's global ecosystem, including its business-correlated operations that offer a series of travelling and leisure related services
Strategy Committee	the Strategy Committee of the Board of Directors
GE	A Gentil Employé is a Club Méditerranée employee, originating in the country where the village is located. Their job is in a fixed location and they have a status different from that of a GO®.
GM®	Gentil Membre: Club Med customer.
GO®	Gentil Organisateur: a Club Med employee in direct contact with customers. A Gentil Organisateur is above all a link creator within the village.

Foryou Club	our member management system in China, the management and operation of the system is aimed to provide the members and customers registered under the FOLIDAY ecosystem with services and activities
Frost & Sullivan report	an independent market research report that made by Frost & Sullivan (Beijing) Consulting Co., Ltd. Shanghai Branch, which is a global market research and consulting company, and is also an independent third party
Group, our Group, we, or us	our Company and our subsidiaries at the relevant time or, where the context so requires, or if the context requires, in respect of the period before our Company became the holding company of our present subsidiaries, the business operated by such subsidiaries or their predecessors (as the case may be)
listing	listing of shares on the Main Board
Listing Rules	the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited
Main Board	the stock market (excluding the option market) operated by the Stock Exchange, which is independent from and operated in parallel with GEM
Miniversity	the brand for learning and playing club for children
Reporting Period	1 January 2020 to 31 December 2020
Stock Exchange	The Stock Exchange of Hong Kong Limited
subsidiaries	has the meaning ascribed thereto under section 15 of the Companies Ordinance (Chapter 622 of the Laws of Hong Kong)
Thomas Cook	the main brand Thomas Cook as well as hotel brands Casa Cook and Cook's Club acquired from Thomas Cook Group plc by the Group in November 2019
Waterpark	the Aquaventure Waterpark in Atlantis Sanya
Fosun Foundation	established in November 2012, Fosun Foundation's business activities include: natural disaster relief; poverty alleviation and helping the physically challenged people; financial assistance offered for cultural and educational corporate social responsibility projects, to young entrepreneurs and for youth employment and other corporate social responsibility causes.
Europe, Africa and Middle East	Europe, Middle East and Africa , and also include Turkey for the Group
FOLIDAY Town	the brand name of a large tourism destination of the Group
GFA	gross floor area
Great Member	the member of Membership Loyalty Programmes of Club Med
Nomination Committee	the Nomination Committee of the Board of Directors
Remuneration Committee	the Remuneration Committee of the Board of Directors