

FOSUN 复星

Happy Stories

from Families Around the World

Fosun's Corporate Social Responsibility Report 2018-2019



The Promise of Happiness



While maintaining its rapid development, Fosun has diligently worked to fulfill its commitments to society as a corporate citizen by undertaking several key CSR initiatives. The firm continuously seeks new ways to use today's developments to produce a sustained and positive impact on the future. To this end, Fosun has worked to fulfill its corporate mission of "creating happier lives for families worldwide". We achieve this through our strategy of using "industrial operations + investment" as our growth engine, building a "1 + N" global happiness ecosystem, and striving to make direct contributions to people's health, happiness and prosperity. The result is we can help the world become better a place.

Fosun makes sure that it meets the requirement of international environmental, social and governance (ESG) in each part of its production, operation and marketing. In terms of supply chain, Fosun is committed to empower member companies to make supply chain management simpler, smarter and superior. In the aspect of environmental protection, Fosun strengthens EHS (environment, health and safety) management, directs and supervises member companies to reduce the effects of production and business activities on the environment and communities. In terms of climate change and resource protection, Fosun gradually expands the scope of greenhouse gas emission reduction pilot enterprises and discloses the progress of member companies' resource protection in real time, which could ensure environmental friendliness in the full value chain of business operations. Fosun also regards health and safety

management as the top priority, it has promoted many member companies to acquire health and safety system management certifications and national safety production standardization certifications. Fosun established the Customer Service and Product Quality Supervision and Management Department in 2018 to optimize the product management system and further improve customer experience and product quality. Following Fosun International, three member companies, Fidelidade, H & A, and IDERA, joined the United Nations Global Compact in 2019 and publicly committed to the international community that they would follow the standards set by the United Nations in the fields of environment, employment and anti-corruption.

Looking back over last year, it is clear Fosun has made continuous progress in its efforts to help build a happy life for its clients, staff and society at large, creating one happy story after another. We are especially glad to see that within just one year of its launch, the Fosun Rural Doctors Program has already been able to cover 60 national poverty-stricken counties in 13 provinces, cities and autonomous regions, helping 10,291 village clinics, empowering 16,058 rural doctors and assisting 2 million poverty-stricken families. Our artesunate-based injection treatment is saving many lives in Africa, while our "Protecting Startup Accelerator Program" supports the growth of start-ups and is helping increase scores of young people succeed. Finally, our work in promoting Tai Chi to help people with Parkinson's Disease is benefiting more and more patients both at home and abroad. With each of these successive stories of happiness and health, Fosun is changing the world.

As a global enterprise rooted in China, Fosun is determined to be a responsible global citizen and contribute more to people's health, happiness and prosperity, and thereby create more opportunities for sustainable development globally. We are confident that Fosun will continue to be devoted to the creation of a global ecosystem that offers a happy lifestyle for all.

On behalf of the Board of Directors, I am very proud to issue Fosun's latest social responsibility report of Fosun. We hope to present our global stories of happiness by telling our journey in promoting sustainable development goals from multiple perspectives.

Guo Guangchang
Chairman of Fosun International

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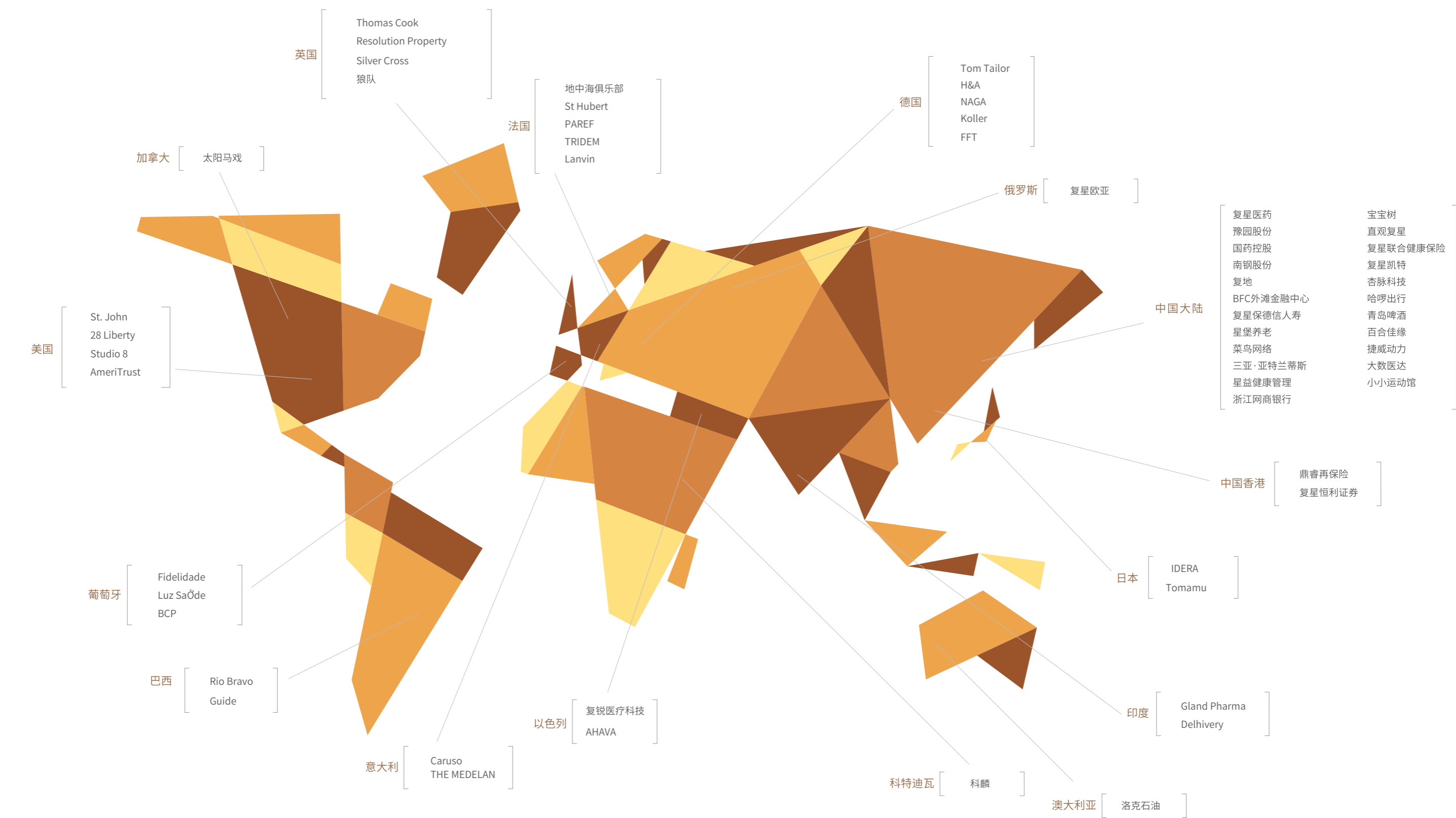
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Fosun's Worldwide Presence of Happiness ¹



1. 图表仅显示部分复星旗下企业



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Contributing to SDG²

Based on the three major businesses of health, happiness and prosperity, Fosun's Happy Stories help achieve the six UN Sustainable Development Goals (SDGs), including no poverty, good health and well-being, etc.



无贫穷

Fosun's Actions

- ◆ Provide training and other support to rural doctors in poverty-stricken areas and solve the problems of "poverty caused by disease" and "returning to poverty due to disease" among local farmers;
- ◆ Support farmers in poverty-stricken areas to establish ecological planting to improve their financial situation.

Happy Stories

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良好的健康与福祉

Fosun's Actions

- ◆ Use the power of public welfare to solve the problem of lack of medical and elderly care resources for urban residents.

Happy Stories

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优质教育

Fosun's Actions

- ◆ Provide opportunities for children from disadvantaged groups in society to explore, learn and enjoy sports.

Happy Stories

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减少不平等

Fosun's Actions

- ◆ Promote the cultural inclusiveness of the community and improve the well-being of community residents.

Happy Stories

Sing for Hope	P23
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可持续城市与社区

Fosun's Actions

- ◆ Reduce the loss of non-heritage culture in urbanized, modern and contemporary society, and promote the inheritance of traditional culture;
- ◆ Encourage young people worldwide to help others, serve the community, and contribute to society through voluntary activities.

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负责任消费与生产

Fosun's Actions

- ◆ Reduce the impact on the environment and surrounding communities and achieve green development in production and operation through energy saving and emission reduction renovation projects.

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RECONSTRUCTION



Object of Concern

Doctors in rural areas and farmers in poverty-stricken areas

Project Background

Since the 19th National Congress of the Communist Party of China (CPC), the central government has sounded the rallying-call of "poverty alleviation". In poverty-stricken areas, poverty and disease are very closely associated with each other. Health and Medical Assistance Project for Poverty Alleviation has become the "last mile" of poverty alleviation work. Rural doctors are confronted with three major problems: "Unable to be admitted to work, incapable to work and unable to retain". Applying its advantaged resources, Fosun provides rural doctors with comprehensive support, such as health insurance and training, and thereby further improves the level of medical assistance to rural residents.

Project Objective

Support the development of rural doctor teams in order to ultimately benefit rural residents, solve the problem of "poverty or returning to poverty due to illness" of farmers in the poverty-stricken areas, and fulfill the "last mile" of poverty alleviation.

Support SDG 1.4

By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance.



马金花在新建的村卫生室前 © 张翼飞



被洪水冲毁的村卫生室 © 张翼飞

The new medical clinic in Guoyuan Village is situated at the top of a mountain outside the village, and it is separated from the village by a river. Ma Jinhua stood in the new clinic and looked outside. The river was dry, and there were several houses washed out and collapsed on the sandbank in the middle of the river.

"That's the original village clinic." Looking at the rubble, Ma Jinhua, a doctor of Guoyuan Village, recalled that night two years ago. She was still horrified. "There is no water in the river now, so it is hard to imagine, but the water levels of the flood that night were several meters high. It just so happened that my parents had asked me to come home that day, so I went back to their home after work. But there was a huge rainstorm that night. The river flooded from the upper reaches and washed away everything, including the village clinic. If I didn't go back home that day, I can't imagine..."

Many villagers didn't know that Ma Jinhua returned to her parents' home that day and called her name along the river in the heavy rain wanting to make sure she was safe. The sound of the villagers "Ma Jinhua, Doctor Ga, Ma Jinhua..." became mixed with the sound of the torrential rain. Ma Jinhua was called "Doctor Ga" (Ga means petite in the Guoyan dialect) by the villagers because of her physical appearance. Ma Jinhua said, "It's fortunate that I was safe, but the loss were too great. All the equipment and medicines in the village clinic were washed away, and the 30,000 Yuan of cash I put in the cabinet is gone too."

The friendship between Ma Jinhua and Fosun started in late June 2018. Gong

Ping, a global partner and executive director of Fosun, and his team visited Dongxiang County to investigate the situation of the rural doctors there. One of the places they visited was Guoyuan Village in Guoyuan Town, where they met 26-year-old "Doctor Ga".

Small Ms. Ma is the "Guardian God" of the villagers' health, which is why the villagers came out to find her in the rainstorm that night." There are 18 people with diabetes and 44 with high blood pressure in the village..." Doctor Ga knew everything about the health status of more than 1,300 people in the whole village.

Ma Jinhua had three registration books on her desk all year round, which contained the health status of the elderly, infectious disease status and hypertension status of the whole village. For Ms. Ma, they were her most precious "big data" resource, which she recorded after visiting each household. Seeing that Ms. Ma's "big data" management system was outdated, Gong Ping immediately donated her a laptop." This computer was also washed away by the flood. After Fosun Foundation's on-site staff in Dongxiang knew that, he applied for another computer and sent it to me," Ms. Ma explained.

Ma Jinhua often rode a scooter to the villagers' home to make diagnoses and treat them. She also visited the villagers regularly for routine physical examinations, such as measuring blood pressure, and explaining and publicized medical and health knowledge. The maximum number of houses visits she could do in one day was 12 and the cost of receiving a diagnosis and treatment were low, only a few yuan at a time, but many villagers still could not afford it. Therefore, Ma Jinhua would often pay on their behalf first, and let them pay her back much later.

Through a large number of visits to the households and much communication with the villagers, "Doctor Ga" has gotten along quite well with villagers and has developed her own set of methods for how to best carry out medical work there, providing effective and convenient medical services to the villagers. What's more, while carrying out the work as a village doctor, Ma Jinhua also paid close attention to the current situation and relevant policies of village doctors nationwide. Through both online and offline learning, she strived to improve her professional level, "I often study with the free online learning platform provided by Fosun Foundation. As I was selected as a 'Warm-hearted Rural Doctor' in 2018, Fosun also arranged for me to visit Chancheng Hospital in Foshan City,

Guangdong Province in the first half of this year. I studied there for two weeks, which has greatly helped me."

After graduating from the Health School of Linxia Hui Autonomous Prefecture, Ma Jinhua chose to return to her home village and work as a village doctor there. When asked why she made such a choice, Ms. Ma becomes a little embarrassed, "My family, including me, were often ill, and I have suffered too much in the hospital, so I vowed to study medicine so that my family and the villagers would no longer be tortured like I was by illness."

Dongxiang County is located in the impoverished area known as the "Three Districts and Three Prefectures"[Tibet, Sichuan Tibetan Area, the southern four administrative districts of Xinjiang, Sichuan Liangshan Prefecture, Yunnan Nujiang Prefecture, Gansu Linxia Prefecture.]. It is said Gansu is the most poverty-stricken area in China, while Dongxiang is the poorest county in Gansu. With regard to the current conditions and problems of medical treatment in Dongxiang County, a set of statistics given by Director Tang Zhanzen of the local County Health Bureau may be more illustrative: There are 229 administrative villages and 199 village clinics in Dongxiang County. There are 231 village doctors in Dongxiang County, including 75 full-time doctors and 156 part-time doctors. Among them, 98 village doctors have rural doctors' qualifications, and 133 village doctors do not. Among the village doctors of Dongxiang, Ma Jinhua, having graduated from the prefectural-level health school is considered to have the highest education.

"There are 23 general practitioners in township hospitals in the county, and 15 township hospitals have no general practitioners. The vast majority of hospitals are lacking professional personnel in testing, imaging and other auxiliary departments, and traditional Chinese medicine personnel are also seriously insufficient. Basically, it is a "one-leg" operation mode supported by the internal medicine departments. The result is some common diseases and frequently occurring diseases cannot be effectively treated." Director Tang also mentioned that the existing village doctors in Dongxiang County were usually older and did not receive the training on latest medical knowledge, so they could not meet the needs of new tasks, such as hierarchical diagnoses and treatment, public health services, and family doctors' contracting. Meanwhile the recruitment of rural medical and health talents is unstable, the number of temporary employees is large, the salaries are low, and their social security is lagging behind. Most of the temporary employees and village doctors have not been paid the endowment

insurance fund, resulting in poor team stability and significant potential risks.

For Dongxiang, the lack of infrastructure makes her work even more difficult. Many villages do not have a fixed clinic, so they simply designate a villager's home to be the clinic. After the flood washed away the clinic of Guoyuan Village in the summer of 2018, Gong Ping immediately raised RMB 150,000 within Fosun, and the new village clinic of Guoyuan Village began to be reconstructed at the end of 2019.

"Fosun's internal fundraising activities of building a village clinic for Dongxiang County have been continuing. In addition to Guoyuan Village fund, another fund being raised by the end of 2019 can be donated to build another clinic," Gong Ping explained. "By empowering the village doctors, they can better provide health services for the villagers, which is the real mission of Rural Doctors Project."

By the end of November 2019, the rural doctors project has covered 60 national-level poverty-stricken counties, including Dongxiang County, helped 10,291 administrative village clinics, protected 14,236 rural doctors, and benefited 2 million poverty-stricken families.

As required by the Chairman of Fosun International, Guo Guangchang, Fosun arranged all global partners to support for every of the 60 demo counties. In June 2018, after a visit to Yulin, Shaanxi Province, Guo also talked about his feelings, "Rural doctors still have a lot of work to do. Firstly, we must resolve how to train the young generation of rural doctors so that they are willing to come and stay to work in the villages? At the same time, we should work to improve the level and ability of rural doctors. Second, we must use modern technology to connect rural areas with hospitals in counties, cities and even in Beijing and Shanghai, so as to better train doctors in new ways. And third, we still need to enhance local industries. Industry is the source of vitality and Fosun should make use of our industrial advantages to help the country solve the poverty issue thoroughly."



UNIQUE YOUTH STORIES

Object of Concern

Doctors in rural areas and farmers in poverty-stricken areas

Project Background

Since the 19th National Congress of the Communist Party of China (CPC), the central government has sounded the rallying-call of "poverty alleviation". In poverty-stricken areas, poverty and disease are very closely associated with each other. Health and Medical Assistance Project for Poverty Alleviation has become the "last mile" of poverty alleviation work. Rural doctors are confronted with three major problems: "Unable to be admitted to work, incapable to work and unable to retain". Applying its advantaged resources, Fosun provides rural doctors with comprehensive support, such as health insurance and training, and thereby further improves the level of medical assistance to rural residents.

Project Objective

Support the development of rural doctor teams in order to ultimately benefit rural residents, solve the problem of "poverty or returning to poverty due to illness" of farmers in the poverty-stricken areas, and fulfill the "last mile" of poverty alleviation.

Support SDG 1.4

By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance

On April 4, 2019, the first group of 18 poverty alleviation team members went to 24 counties in Central and Western China to begin their poverty alleviation work. From that day on, successive groups of Fosun staff went to join them, with 48 employees having now successively joined the “Rural Doctors Project”. In July 2019, 38 fresh college graduates also volunteered to join the project following a national call for college student volunteers to join the Western China Project. Together the group actively worked across 52 poverty-stricken counties, visiting households in the countryside, offering free treatments and medicines, measuring the progress of poverty alleviation and writing their unique youth stories based on the sweat of their efforts. Here we present select stories from some of these team members, which offer the reader a chance to reflect on how this young group of dedicated volunteers realized their choices, dreams and efforts as the country stands at a new stage of development.

Ma Yihua: Accidentally Becoming an "Internet Celebrity"

Ma Yihua is a recent graduate born after 1995. Soon after joining Babytree, she was assigned to join the Rural Doctors Project” team. What surprised her even more was that during the program’s launch ceremony Fosun Chairman, Guo Guangchang, directly asked her about her plans for the expedition, "What things will you take to help the poor?" Ma Yihua replied honestly, "My mom’s pancakes". Since then, Ma Yihua has become a bit of an Internet celebrity within Fosun, becoming well known throughout the Group as “Little Sister Pancake”. With her mother’s pancakes well-packed, she started her poverty alleviation journey into Yunnan Province’s Yongsheng County.

During her full year working on the program, "Little Sister Pancake" was most impressed by her visit to the county town of Geke Village. It took a total of eight hours to get there, driving on mountain roads and ferrying on several waterways. Geke Village had only one village doctor, Mr. Wang Sheng. Despite his many opportunities to leave the village, Wang Sheng in the end chose to stay in Geke because of the death of his good friend Yang. Yang was a village cadre and had parents who were in their 60s and 70s with two daughters in school. One day, Yang suddenly fell ill and upon hearing the news, Wang Sheng rode his motorcycle to visit him, but it was sadly too late, and Wang Sheng was unable to see his friend before his death. Since then, Wang Sheng has stayed in Geke Village and he simply wishes that when the villagers need to see a doctor, he will be nearby and able to provide them with a diagnosis and treatment at short notice.



While living in Geke Village, Ma Yihua learned to call the local old village secretary "Old Xiong" just like everyone else did. Nearly 60 years old, Old Xiong had served the villagers all his life in this small mountain village. Old Xiong was a "living map" and knew exactly which areas surrounding the village were safe or dangerous, for he had visited everywhere in and nearby the village throughout his decades of service. Every small thing about the villagers, Old Xiong treated as major issues and would keep saying them over and over and give it considerable attention.

Through her frequent chats with Old Xiong, Ma Yihua learned that his wife had been a local village doctor, so Old Xiong had keen insights into the difficulty of this work. In the past, he explained, local villagers were very much against physical examinations, blood tests and vaccinations, often rejecting all such medical treatment outright. Given such a situation, the village doctors and cadres decided to make daily home visits to the villagers to explain the benefits of these treatments. Through this work, villagers became used to the doctor’s suggestions and nowadays take the initiative to arrange for physical examinations and no longer reject vaccinations.

Ma Yihua also said her most vivid memory was of the wild cherries she and her team members had once found while trekking in the mountains. It was around noon time that day, everyone became hungry but they remained far away from the village so there was no food to buy. Instead they picked up some branches

in the mountain and made a fire. They baked some potatoes which they had brought and that was their lunch. There were also many wild cherry trees in the mountain which they picked as an after-lunch snack. She recalled how she loved that she could pick the "pure natural" cherries, but in fact they weren't very delicious.

Through her one-year stay in Yongsheng County, Ma Yihua came to often visit the village doctors' home to cook and do farm work together. During this time she often encountered landslides on the mountain roads, and so she had to get out of her car and move the stones off the road together with the locals. On follow-up visits, she would often hear the villagers say "I haven't seen a doctor for decades", and often saw cases of villager putting off treatment of a minor illness until it would turn into a major one much more difficult to treat. She took what she saw and heard and passed it on to thousands of netizens through her audio recording show "Little Sister Pancake Helps the Poor" which was released on Babytree.

In fact, when she first arrived in Yongsheng County, Ma Yihua felt confused for some time, questioning herself, "What am I going to do? What can I do for the village? And how should I do it?" At this time the book Liangjia River gave her inspiration and strength. The book describes how in Liangjia Village, a young General Secretary Xi made friends with the villagers, "built roots" among them and united them, which this has now become one of his distinctive leadership styles. Of course, his time working in Liangjia Village also helped General Secretary Xi acquire his fluent Northern Shaanxi dialect. Similarly, Ma Yihua learned the authentic Yongsheng dialect while working in the county. With this ability she could do things like casually talk with the village doctor while he was cultivating rice in the fields, or casually chat with the old man who was smoking tobacco at the entrance to the village.

Gao Yu: Emotions and Memories Left on the Sichuan-Tibet Plateau

Rangtang County is the poorest county in the Aba Tibetan Autonomous Prefecture of Sichuan Province. It has only 46,000 people living on its nearly 7,000 square kilometers of land. The county has no highways and no railways. If someone wants to enter the county, they have to set out in the early morning from the city of Chengdu, 550 kilometers away, travel for 12 hours on bumpy roads, and overcome a 3,000m rise in altitude.

In April 2018, Gao Yu volunteered to join the Rural Doctors Project and became a poverty alleviation team member in Rangtang. Gao Yu arrived at the Chengdu Chadianzi Passenger Station at 6:15 a.m. to board his bus to Rangtang. At 9:30 p.m., he finally arrived in the county seat of Rangtang. Facing into the bitter wind, he dragged two large suitcases and began walking forward, suffering from high altitude sickness, carsickness and a lack of phone signal all at once. At that moment, no one could help him, and no one knew where he was. All he wanted was to find somewhere to take a bath and sleep for the night. For his first time to visit Rangtang, the county initially made him feel a deep sense of defeat.

In the latter half of the month, Gao Yu was busy trying to solve the daily problems of living in Rangtang. First, he was able to find accommodations through the recommendation of a hotel owner. He also had to adjust his diet as it seemed impossible to fully avoid the chili-heavy cuisine of the locals. Finally, except for some government workers, 95% of the people in the county were Tibetans, so he had to get used to listening to a mix of Tibetan and Sichuanese-inflected Mandarin.

Of course, Gao Yu still needed to attend to his work during this time. After reaching the county seat, the next day he communicated with the leaders of the local health bureau to explain to them the nature of the project. The director there told him that he would have to wait for an official letter to discuss it. Over the next three months, Gao Yu continually tried to communicate with the director on the project, all while going out to the countryside to visit village doctors at his own expense.

At the beginning of August, the official letter was finally issued, and the project was formally launched. The support of the county health bureau made the work much easier. For the first time, he felt that he was accepted by the county and

making progress.

In October, when Rangtang entered winter, Gao Yu would often ride a motorcycle for 40 to 50 kilometers through volatile weather just to visit the village doctors. His farthest motorcycle trip was a 200-kilometer roundtrip ride to help a 74-year-old village doctor fill out his application for “Warm-hearted Rural Doctor”. The trip with the worst weather was the time he rode his motorcycle for 100 kilometers through the snow to help a “little Lama” who was seriously ill. Gao Yu was most proud of the time when, after learning that many families in the villages earned only 3,000 yuan a year and so they could not afford to often buy new clothes, he contacted people at his former department and was able to have them bring nearly 2,000 pieces of winter clothing to ten kindergartens throughout Rangtang.

The arduous working conditions in Rangtang had also helped cultivate a group of outstanding rural doctors. Among them, Yang Tiankui, Director of Shangduke Township Health Center, served as a primary representative. Always on the phone, and due to years of overworking himself, President Yang was diagnosed with plateau pulmonary edema in February 2018 and was twice given a notice that his diagnosis was terminal. Following treatment for nearly a year, in June 2019, President Yang returned to Rangtang and continued to work there as a doctor. Inspired by President Yang’s example, Gao Yu interviewed President Yang

many times and told him that he will be a role model to him for all his life.

In March 2019, Gao Yu left Rangtang and was eventually transferred to Fosun’s headquarters in Shanghai. The prosperity of the city makes him feel a little uncomfortable sometime and he says he often thinks on his times in the Rangtang mountains, the groups of friends he made and the lovely and dignified dedication of the rural doctors there. These emotions and memories he will leave resting in the Sichuan-Tibet Plateau forever.



Gong Shirui: Looking Up to See the Moon

"Although till this day my father still hasn't been able to fully understand my decision, but in order to realize my long-cherished dream, it remains too important." When Gong Shirui was approaching graduation, her parents wanted to help find her a stable job in the province's capital city, but Gong Shirui had early on already made a different plan. In August 2019, she moved to Lancang County in Yunnan Province as a volunteer of the Western China Project and became a member of the targeted poverty alleviation team of the Rural Doctors Health and Poverty Alleviation Project.

Behind every stubborn choice, there often lies a moving story. In Gong Shirui's case, she recalls when she was young, she received a pair of pink gloves through a disaster relief program and the gloves stayed with her throughout her childhood, warming her hands and heart. It was through this that her dream to work in public welfare began to take root.

"Since that day, I made up my mind to one day become dedicated to helping others," she explained.

In mid-October, Gong Shirui visited Banli Village in Lancang County. At the local clinic, she met a villager with a purple rash covering her hands and feet. The local village doctor, Yao Fang, realized it was highly likely that it was dengue fever and immediately arranged for the patient to go to the county hospital for treatment. Later, Dr. Yao and Gong Shirui rushed to the village to carry out disinfection and anti-mosquito campaigns, as well as convene a meeting to educate villagers about how to prevent dengue fever.

"Seeing the patient's arm densely covered in the rash, I instinctively recoiled, and my heart



race. But Dr. Yao wasn't fazed at all and quickly gave the patient a body check and patiently told him how to treat the rash. At that moment, I felt the true significance of the village doctor to the villagers." This experience in the countryside left her an unforgettable impression.

Ethnic minorities in Lancang County account for 80% of the population and most of the locals speak a language called Lahu rather than Mandarin. This created some additional challenges for Gong Shirui. When she arrived at her first day of work in Dianxian County, her instructor at the Health Bureau instructed her to update the labels on a filing cabinet. After working diligently on the task for two days, she was then informed she had misunderstood the supervisor's instructions, and all her efforts had been in vain.

This was the first time Gong Shirui experienced the frustration of having her hard work totally fail to pay off. However, it also made her recognize the importance of effective communication in the workplace. Reflecting on these lessons, Gong Shirui remained positive, "Compared with the difficulties I faced when I first left my parents' home, coming into Lancang County I feel I am met with more kindness and warmth".

One time while working in the countryside, Gong Shirui struggled to recover from a cold and had a slight fever. A local village doctor noticed her sickness and decided to tidy up her daughter's room, who was away in another province for college, and insist Gong Shirui stay for one night.

"I thought I was just a newcomer so no one would care about me so much. But to my surprise they ended up treating me like a daughter. Another time, when a village doctor found out I had a sensitive stomach, he gave me a jar of his homemade honey and told me to drink a cup of honey water every day after I get up." Perhaps this is the magic of public welfare: a group of kindhearted people get together and illuminate each other.

During her more than four months of poverty alleviation work in Lancang County, Gong Shirui once doubted whether she was qualified for the job because of her introverted personality and lack of social skills. Fortunately, in her struggle against being fragile, she found and embraced a stronger version of herself.

Thinking back on her choice to work in Lancang Country, Gong Shirui recalls a quote from W. Somerset Maugham's novel *The Moon and Six Pence*, "I felt in such an existence, the share of the great majority, something amiss. I recognized its social values, I saw its ordered happiness, but a fever in my blood asked for a wilder course. There seemed to me something alarming in such easy delights. In my heart was a desire to live more dangerously." According to Maugham, "If you look on the ground in search of a sixpence, you don't look up, and so miss the moon." Although the world is full of "sixpences", Gong Shirui continues to insist on looking up to see the moon.

MONITOR ZHOU'S NEW GOAL IN LIFE



Object of Concern

Patients with Parkinson's disease

Project Background

Studies have shown that Tai Chi training can improve the brain function of patients with Parkinson's disease, which may have confirmed the mechanism of Tai Chi assisted therapy for Parkinson's disease. Therefore, Tai Chi training is expected to become an effective means of Parkinson's assisted therapy.

Project Objective

In 2015, the Fosun Foundation, working with Shanghai Ruijin Hospital, launched a public welfare project for the assisted therapy of Parkinson's disease, which aims to use scientific methods to study the role of Tai Chi in the rehabilitation of chronic diseases such as Parkinson, and to alleviate the physical and psychological suffering of Parkinson's patients and the pressure that their families bear.

Support SDG 3.8

Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, high-quality and affordable essential medicines and vaccines for all.

"I cannot move my hands normally. Even when I try to use my chopsticks, I am unable to move the food in front of me to my own mouth."

Zhou Zhenyao, 68 years old, still has lingering fears since he was diagnosed with Parkinson's Disease (PD) 10 years ago.

For the following two entire years after his diagnosis, he refused to go out, meet friends, and engage in any social activities at all. Instead he closed himself off from the world and spent two years in isolation. Over that time, he felt caught off guard and imagined himself falling off a cliff into a completely different second half of his life, saying an abrupt goodbye to the first half of his life as a high-profile executive of a foreign firm. He did not know if there could ever be an end or change to this new life, or if was simply a "death sentence". During these two gloomy years, he started to have such a deep sense of desperation that he felt that living was no better than dying.

At that time, he had no idea that there were an extremely large number of people suffering from PD just like him, and that China had the largest number of PD patients in the world.

There are approximately 3 million people with PD in China, most of whom are over 60 to 65 years old with a genetic prevalence rate of approximately 1.7%. In other words, at least 1 elderly person in 100 suffers from PD on average. Experts from the World Health Organization predict that the number of PD patients in China will reach 5 million by 2030. With the exacerbating effects of China's aging population, PD is not only becoming a major medical problem, but also an important social issue.

Zhenyao did not know any of this at the time. He also did not know that there were people out there deeply concerned about people like him, diligently working to find ways to help them.

In 2015, Zhenyao was delighted to be invited by his doctor, Professor Shengdi Chen of Ruijin Hospital, to attend a Tai Chi rehabilitation class organized by the Tai Chi company Sino Taiji. Unexpectedly, this rehabilitation class turned out to be another turning point in Zhenyao's life.

Zhenyao clearly recalls the day he attended the opening ceremony of the Sino Taiji Rehabilitation Training Class in January 2015. Professor Shengdi Chen and Jin Xu, an expert from the Institute of Neuroscience of the Chinese Academy of Sciences, were there and shared their high hopes for all the members of the inaugural rehabilitation class. Later on, Zhenyao was elected as class leader and ever since he has been training in Tai Chi twice a week.

The training process is very difficult for many of those older students with stiffness, tremors and other symptoms. However, the instructor remained very patient. In the inaugural rehabilitation class there were 20 students with PD. The instructor taught the group the movements over and over again until this special group of students were able to master the basic five styles of Tai Chi.

The instructor emphasized that precision is the essence of Sino Taiji, quoting the adage, "A



miss of a hair width is as good a mile", with every movement needing to be fully in place. All the students strived to achieve these high physical goals. "The instructor was so nice and patient, and he was the same age as my children," Zhenyao recalled, "I lost confidence in myself after doing the same movement ten times in a row, but my coach wasn't bothered at all." Zhenyao recalled.

The instructor also required that everyone's training be regular and continuous. In response, Zhenyao and his 20 classmates spontaneously organized and adhered to a regular weekly training session, while also practicing at home other times. Their persistence began to become widely known.

The success of this course all started with two experts who had been quietly focusing their attention to PD patients: Jin Xu and Shengdi Chen.

Soon after Jin Xu and Sino Taiji instructor Changwu Guo first met in 2015 the "Tai Chi Assisted Therapy for Parkinson's Disease" project was launched. With the support of the Fosun Foundation, a cooperative initiative was launched for the scientific research of Tai Chi and public welfare rehabilitation classes. According to student feedback, 90% of PD patients in the year-long 2016 rehabilitation class believed they had significantly improved symptoms due to their

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regular Tai Chi practice, thereby helping solidify their theory. Tai Chi’ s beneficial effects on health were then authoritatively substantiated when in September 2018, Jin and Shengdi's research paper on the topic was published in Cell Death & Diseases, a sub-journal of the Nature Publishing Group. In their research article, evidence was reported for the first time demonstrating that regular Tai Chi practice can positively influence the expression of certain blood biomarkers associated with PD.

Zhenyao also began to regain his spirit through the rehabilitation class. "If I’ m lucky, there will be a third chapter of my life. I can't just sit around and resign myself to death." Gradually the group of the students began to become friends. Called the "hand-in-hand" group, they playfully call each other Pa-you (literally, "Parkinson’ s wardmates"). The group even had a slogan: “Tai Chi defeats Parkinson’ s Desease!"

Zhenyao seems to have now found a new direction in his life – organizing similar groups of PD patients and finding ways to involve more people like himself in such activities to help improve their confidence and courage. At the same time, he has enriched his daily life, and now abides by a strict daily schedule. He goes out to practice Tai Chi at 10 a.m. every morning and then gets a foot massage at half past twelve. Afterwards he takes a subway to his next destination, arriving at his TCM physical therapy session promptly at 2:30 p.m. to lay on the bed and receive acupuncture. At 6 p.m. he goes on his daily run along the river. With such an active regimen and attitude, Zhenyao has been able to take a firm grip on his life and fight PD.

In October 2016, the Fosun Foundation expanded the rehabilitation classes, allowing more PD patients to receive rehabilitation training, while also expanding its scope of enrollment and training venues. The "Tai Chi Assisted Therapy for Parkinson's Disease" project has now been active for more than four years. Sino Taiji has established related public welfare centers in Shanghai, Beijing, Chengdu, Ningbo and several other cities, benefiting a total of 303 PD patients. Sino Taiji remains committed to developing more public welfare centers in the future for Tai Chi assisted treatment of chronic diseases across the world. Additionally, traditional Tai Chi will be integrated with emerging forms of Internet-based medicine and treatment to offer online video instructions, and more conveniently allow PD patients with limited mobility to learn Tai Chi.

In April 2019, Sino Taiji and the Fosun Foundation jointly launched the "Tai Chi Assisted Therapy for Parkinson's Disease Fosun Joint Public Welfare Partnership Program" . This program further expands the influence of the “Tai Chi Assisted Therapy for Parkinson's Disease” project and appeals to a wider set of publicly-minded social forces to participate in the project through donations. The Fosun Foundation will match any donations to the project 1:1, with all donations going towards the upgrading of class venues and training aids, as well as to provide students with professional instructors and authoritative medical guidance and insurance coverage.

Zhou Zhenyao believes supporting this group is a “good deed of boundless merit” because he has witnessed the tangible changes Tai Chi has made to his life and his body:

Zhenyao’ s physical condition continues to improve due to persistent training. Affectionately called "class leader Zhou", he organized the rehabilitation class to go on several outings as well. They visited the Three Gorges on the Yangtze river, took a two-day trip to Zhenjiang and Yangzhou of Jiangsu Province and held exchanges with fellow PD patients in Dongyang city, Zhejiang Province and separately in the suburbs of Shanghai.

Following their Tai Chi instructor’ s encouragement to use singing as a form of exercise, Zhenyao also often organizes his group to sing together. Since there is a large range of ages among them, older members are forced to keep up with the times and have learned to use computers and smart phones. Those who can serve as teachers have established WeChat groups, WeSing groups, QQ groups and more. At each event, everyone contributes in whatever ways they can, whether it’ s taking pictures, shooting videos or writing articles. Many PD patients exchange their own experience on the Internet and during holidays and festivals pass out digital red envelope gifts. These activities make Zhenyao and his friends feel young and regain an energetic mentality.

There are tens of thousands of PD patients in Shanghai alone. Zhenyao believes that with the support of society and so many warm-hearted people, PD patients’ lives will surely continue to improve. The power of such love transforms them from beneficiaries to benefactors.

Let the goodness keep on spreading!

UNCLE WANG'S JOURNEY HOME



Object of Concern

The elderly and their families in communities

Project Background

To solve the problem of providing care for the elderly in expensive urban areas and provide a warm elderly care experience for the elderly, we need to integrate multiple resources to solve this problem. The community has become an important carrier of integrating the resources of multiple parties to meet the needs of the elderly and their families.

Project Objective

Fosun Care takes "integrated health services" as core business model, integrates global "medical, health, care, nursing" resources to meet the needs of Chinese families and provide all-age health services. At present, there are 30 integrated community care centers of Bee Neighbor run by Fosun Care Group, which are located in every corner of Shanghai. It is a community-based, small-scale, multi-functional and regionally radiating old service center and civic post, covering five major service products; namely day care center, home care station, elderly care home, and community integrated service; providing a full range of health care services for community families to make elderly people happier.

Support SDG 3.8

Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, high-quality and affordable essential medicines and vaccines for all.



Uncle Wang is a "celebrity" at the Laoximen Home for Elderly Care. Here everyone knows him as a "researcher" living in the nursing home who sings English songs very well.

However, just a year and a half ago Uncle Wang was in fact a stubborn old man who refused to live at the nursing home.

Laoximen Subdistrict is located in Shanghai's Old Town, only 1 kilometer away from the famous Yu Garden. Because it is an old urban area, it has many small old houses, with the average living area for residents being less than 10 square meters. Many elderly people live there and seniors over the age of 60 account for nearly one third of the total population. Many of them live alone without regular support from their children or relatives, so the problem of providing for seniors has become increasingly prominent here. Recognizing these issues, Fosun, with the support of the district government, stated the Fosun Bee Neighbor pilot project.

At the beginning of February 2018, Uncle Wang made his first visit to the Laoximen Home for Elderly Care. He looked at the small garden behind the gate and felt it was very unacceptable.

"Why do you want me to live in a nursing home? I won't go! I get along fine living at home already. I'll never go to a nursing home!" he exclaimed. The Chinese New Year is coming but Uncle Wang is still angry at the thought of being encouraged to move to a nursing home, "I am healthy, and I've lived alone for three years since my wife's death. Why should I live in an iron cage-like nursing home now! And I'm still a researcher. I've made great contributions to the construction of Shanghai. I have made many important research results and won awards from the leaders of the state for my work. If I live in a nursing home, what use will I have?"

"Dad, your nanny will go back to her countryside hometown to celebrate the New Year. I can't let you live at home alone. And you refused to live in my home...", his daughter trails off. Hearing what his daughter said and her look of exasperation, Uncle Wang slowly lowered his head.

"All right, let me bring the kids less trouble. I am an intellectual, I can't become a stubborn old man in the eyes of others. I'll find a way to bear this," he thought.

Meanwhile, Uncle Wang's daughter went back home to sleep but could only toss and turn thinking about her father's situation and vulnerability. Her father is an excellent researcher, but he does not realize that his body has changed, and he couldn't live without the care of others. He suffers from high blood pressure and high blood sugar and has been admitted to the hospital due to eating too much high-sugar food. She questioned herself for daring to let him to live at home alone. Now he is also becoming increasingly dependent on crutches. Since her mother died, he also seems to be having rising cases of mental confusion. In his memory, time seems to have stopped. "Will he still remember what I said to him today?" she continued to wonder.

During his first day at the nursing home, Uncle Wang was reluctantly persuaded to stay. However, by the second day, he demanded to go back home as soon as he woke up. He even attempted to escape resulting in his nurse being unable to find him and breakdown in tears.

Will Uncle Wang ever be able to settle into the nursing home peacefully? His change in attitude finally took place the day the Fosun Bee Neighbor volunteers appeared.

When Uncle Wang's daughter came to see him that same day, the old man was already in a confrontation with one of the volunteers, refusing to let a caregiver

wash his body. "There's nothing I can do... my father never let us wash his body for him at home too," the daughter helplessly smiled.

"Uncle Wang, if you don't take a bath, bacteria will start to grow on your body and you will feel uncomfortable. How about this? You can face the wall and that way you don't have to look at us. Then will you let the caregiver wash you, OK?", said a "Public Welfare First Bee" volunteer.

Uncle Wang hesitated for a moment, then went to the bathroom and took off his clothes. "After all," he thought, "I do feel felt itchy and uncomfortable. Let's just do it this time."

It was not long before the volunteers came again.

"Uncle Wang, let's make a challenge for today. You face the wall, take off your underwear, and I will wash your body for you."

This time, he did take off his clothes without hesitation. As it turned out, he realized, it was indeed much more comfortable to be washed clean.

Thanks to the persistence and considerate care of the volunteers, they were finally able to complete a task that had previously seemed impossible to his daughter. Later on, the volunteers gave her an assignment. Her father's blood sugar was too high, so they needed to control his diet. From then on, all the cereal, milk powder and biscuits that she used to bring to him were cut out and replaced with cucumbers, tomatoes and a small amount of crackers. They decided the drugs she had previously stopped for his cognitive disorder should also be started again.

Half a year later, the old man was almost completely accustomed to living in the nursing home. Coincidentally, the time for leaving the nursing home had arrived, and he could go live in his daughter's home. That day the daughter came as she had usually done, but this time it was to pick him up.

Everyone smiled and waved to him, "Uncle Wang, you can go home now!"

Less than a week later, Uncle Wang's daughter rushed to Laoximen Home for Elderly Care and told the staff of her trouble: "My dad pleaded to me 'Send me home' and he was asking to come back here."

Uncle Wang is now unaccustomed to living in his daughter's home. He said, "This

is not my home, that nursing home is my home. I was given three meals a day and they were always on time. And I did not sleep late or stay up late. People also chatted with me and someone washed my body for me. I also got to wear fancy disposable underwear there. I want to go back and live there.”

Uncle Wang once again got to live a regimented life of three meals a day. People here now know that he is a researcher who has made great achievements and everyone likes to chat with him. There are also a few college volunteers who often come to visit him, chatting warmly with him every time. The volunteers wrote him a small note with their names and some simple portraits. Uncle Wang put the note in his breast pocket and now and then when he is free, he takes it out to have a look and review their names and what he remembers of them, “Oh, this is Yu... this is Zhang...Yu is from Zhejiang...”

Uncle Wang does not remember whether he suffers from any cognitive disorders and he doesn’t think that’s a problem. When he is alone at home, he cannot distinguish how many days have passed but there are often activities here. Some people take the initiative to exchange greetings with him and no one thinks he is a forgetful old man. Everyone respects him, likes to make him laugh, and listen to him sing English songs.

The volunteers of Laoximen Home for Elderly Care make this place a real "home". The elderly are not lonely and their daily needs are well taken care of. The volunteers take care of them with the same care as they would for babies, while the elderly regain a sense of dignity and happiness.

At present, there are 30 integrated community care centers of Bee Neighbor run by Fosun Care Group, which are located in every corner of Shanghai. It is a community-based, small-scale, multi-functional and regionally-radiating old service center, covering five major service products; namely daycare center, home care station, elderly care home with community-integrated services, and civic post, providing a full range of healthcare services for community families to make older people happier.



THE SCENERY

莫舒雯与 Valentine © 陈永红

Object of Concern

Children from vulnerable groups and poverty-stricken families

Project Background

The children from vulnerable groups around the Club Med Resort lack entertainment and sports venues, and they also lack companionship, and the economic development of the surrounding villages is low.

Project Objective

Club Med provides children from vulnerable groups with opportunities to explore, learn and enjoy sports so that they can be inspired in the process of enjoying sports, achieve physical and mental health and comprehensive development and better integrate into social life. At the same time, it helps local poor farmers to carry out ecological planting and promotes regional environmental protection and economic development.

Support SDG 4.5

By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.

Mo Shuwen knows the scenery in her hometown of Guilin is one of the most beautiful in the world, but what kind of beautiful scenery is it? She couldn't describe it since she was born blind.

However, when Mo Shuwen walked through the red railing corridor of the Club Med Guilin Resort, and a typical karst peak forest appeared in the sky, suddenly she said to her teacher, Chen Baihe: "Ms. Chen, I think I can see."

Ms. Chen paused a bit. She found that 6-years-old Mo Shuwen can now suddenly walk freely around the Club Med Resort without anyone guiding her. Perhaps, Ms. Chen thought, as she couldn't help but begin to cry from emotion, what Mo Shuwen sees is her heart's inner scenery.

Ms. Chen is a teacher at a school for deaf-mutes in Guilin and Mo Shuwen is one of her students. As a member of the Blue Ribbon Volunteer Association, when she heard that Blue Ribbon and Club Med would be jointly launching a Sports School project that involved some of her students, Ms. Chen did not realize what kind of benefits it could bring the children.

Mo Shuwen has now already joined the second phase of the Sports School Program which runs for six months. During the program, every Saturday from noon to evening, Club Med staff, known as GO (Gentle Organizers), come from all over the world and give the children a variety of physical education classes at the Club Med resort.

For the second phase of the project and as a trial run, three blind children were selected to join the program, including Mo Shuwen. "Here, I see the feeling of the world, it is really beautiful and quite different from how I originally imagined it. The air is filled with the fragrance of Osmanthus, the mountain wind gently strokes my cheek, and the ginkgo branches rustle, as if talking to me."

Because her parents work in another city, Mo Shuwen must live with her grandma which is farther away. She explains that every time she gets to go to a Club Med activity, she becomes very excited. To get to the Saturday sports activity, her grandma first takes her to school and she must take another half-hour bus trip to get to the resort.

"Whether you live in the village or at our school, there is no such activity environment like the one in Club Med," Ms. Chen explains, "So many children when they arrive at the resort feel especially relaxed and it helps build their sense of security. For instance, Mo Shuwen stayed there a few times and then later she became comfortable enough to walk down the road on her own."

Mo Shuwen said, "I like to go outside and play with Ms. Chen. I like to play in the ball pit in Club Med and I also like Valentine's Day."

Ms. Chen explained that "Valentine's Day" is a nickname of a GO from France. The children always had trouble remembering how to say her French name, Valentina, but once Valentine explained the Chinese meaning of her name is Valentine's Day. From then on, all the children started to call her Valentine's Day as it was easier for them to remember.

"Touching, nice, wonderful!", Valentine says as she describes her first encounter with Mo Shuwen. Valentine came to Guilin Club Med resort at the end of 2018 and is responsible for family activities, including the Sport School project. "For these blind children, we pair each of them with a GO to help them practice." she said. Mo Shuwen added, "There is also a 'Chocolate Brother', from Mauritius, who is very patient with us and we like him very much as well."

Every Saturday at noon, the GOs line up in front of the resort before the children's bus arrives. The first time Mo Shuwen came down from the bus, she instinctively went straight to Valentine as if she had already known Valentine for a long time and clung to her. "At that moment, I felt a deep kind of connection with her." Valentine recalled, "Usually I would leave after I finished the first activity with the children but Mo Shuwen kept clinging to my hand and wouldn't let me leave her for a moment. I cannot speak Chinese, so I tried to explain to her in English but she did not understand and continued to refuse to let me go. I then started to understand the level of trust that she passed through her hand, so I have now been with her throughout her stay. I also was very interested to know if she was able to really have fun playing here. As it turns out, she enjoys the activities here a lot and gets along well with the other children."

"We mainly give the kids tennis lessons, and each lesson we set up different background stories, maybe about small animals or a hiking trip. The students enrolled here are all from relatively disadvantaged families in nearby villages, and the progress and changes we see them make here is incredible. When they first arrived, they didn't know each other and so they can be pretty nervous and a little reserved. But as the course progressed, they became cheerful and outgoing. You can see their social skills improving significantly, and their bodies becoming stronger as well," Valentine explained.

Valentina recalls another child's experience who took part in the project. At first, the girl didn't like being there and didn't talk with the other children, she just ran around aimlessly. But later Valentine and her colleagues carefully prepared

certificates and small gifts for her and the other children. The girl began to understand that everyone was happy she was there with them, and so she started to become much livelier and eventually had a great time at Club Med.

Ms. Chen also recalled a boy from the first phase of the project who was a child of single parent and lived with his grandma. He had high self-esteem and is quick-tempered. After participating in the event, unexpectedly, he has become friends with his many children and every GO. Even more special was that he said he now was able to recognize how difficult his grandma's life must be and that he planned on helping her more.

Sports School is a public welfare project supported by the Corporate Foundation of Club Med. The Corporate Foundation was established in France in 1978 with the goal of fully supporting charitable initiatives, particularly activities that contribute to the solidarity, socialization, education, sports and environment of disadvantaged children and adults. Following this goal, Club Med has set up Sports Schools for vulnerable children living near its resorts, providing them with the opportunity to explore and participate in sports and granting them open access to the resorts' sports-related equipment and infrastructure. These efforts aim to help them become healthier, both physically and mentally, and in turn become better integrated into society and convey the power of joy to share with their community.

The "Worldwide Snack Festival" is another public welfare project supported by the Corporate Foundation of Club Med. Each year, staff organize children from nearby orphanages or other vulnerable groups to come to the resort, take part in recreational and sports activities and then taste a variety of delicious international foods. Resort guests are also invited to participate allowing everyone to join in the fun together.

In addition, Club Med has launched the Green Farmers project which is an agroecological agriculture poverty alleviation initiative. Club Med found that by improving its procurement policies, they could promote local procurement, strengthen ecological farming awareness, enhance the capacity of local communities and raise their knowledge and business capabilities related to the locality. Subsequently, since the end of 2018 Club Med and Agrisud International, a non-governmental organization that focuses on poverty alleviation and the improvement of food safety, have worked together to help poor rural households engage in ecological planting, train people from nearby communities to grow green produce and improve their economic organization structure to meet the resorts' demands. This work allows resort guests to enjoy healthier, locally-

produced foods while also increasing revenue for the local community and thereby improve the financial situation for many local families.

Such practice is being carried out by Wayan in Bukit Mesari, Bali, thousands of kilometers away from Guilin. Through ecological planting, residents are able to provide themselves with better living standards and provide their families and guests with more healthy agricultural products. After three years of implementation, eight households in the same village volunteered to join the program after they saw the changes it brought to Wayan's family.

By now, Club Med and Agrisud have implemented this project in eight resorts worldwide: Cap Skirring in Senegal; Marrakech in Morocco; Rio das Pedras, São Paulo and Lake Paradise in Brazil; Bali in Indonesia; La Pointe aux Canonnières and La Plantation d'Albion in Mauritius; and Guilin in China.

In addition to these community projects, several Club Med resorts are also engaged in protecting their unique resource of beautiful environments. Club Med carries out environmental protection programs and turns those initiatives into programs that visitors and children can both visit and participate in. For example, in Guilin, Club Med has developed a "green roof", a natural sewage treatment system and also a nature education garden, so that children can touch and feel the nature, and thereby fall in love with nature.

According to Fu Jiesen, Head of Operation for Club Med Asia-Pacific, "Since it was founded, creating social good has been a core principle of Club Med's business model. As Club Med founder Gerard Blitz declared, 'The aim of life is to be happy. The place to be happy is here. The time to be happy is now.'"

"As a pioneer and leader of all-inclusive holiday experiences that deliver happiness, Club Med continues developing its operations in emerging markets and gaining increasing market share. At the same, it remains committed to improving the living environment for local and disadvantaged groups and driving the positive developments in the surrounding communities and environments. Club Med has achieved exceptional results in protecting the environment, helping disadvantaged children and alleviating poverty," said Mr. Xavier Desaulles, Club Med CEO of APAC Markets Business Unit. "Looking ahead, Club Med will continue to sharpen the brand's competitive edge with increased input on CSR initiatives and make its own direct contribution to enhancing the local natural environments, living standards and economic development."



Object of Concern

Residents of surrounding communities

Project Background

The charity organization Sing for Hope, which is committed to changing the world with music, conducts charity the Second-Hand Pianos Exhibition every year, hoping to use music art to inspire people and create a better world.

Project Objective

Fosun provides offices, art studios for piano shows, and specialized educational and rehearsal facilities for Sing for Hope as well as venues for charity piano exhibitions to promote the status of the arts and culture center in Lower Manhattan, and promotes community inclusion and brings joy to the lives of residents.

Support SDG 10.2

By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion and economic or other status.

© Sign for Hope

"I love music. With my music, I want to inspire the persons who are lost. No matter how bad your life is, there is no reason to give up trying", said Darrius Simmons, a boy with only four fingers. Darrius was disabled in his arms and legs since he was a child, with only four fingers in his hands. "When I was ten years old, I became fascinated by music and piano. Although I envy that other children who learn piano have ten fingers, I am sure I can play the piano, so I began to learn."

Due to incomplete fingers, Darrius could not find a suitable teacher to lead the introduction. When he learned music, he listened to different works on his ears, and then groped on the piano. After years of painstaking practice, Darrius created his own style of music that suits him to play.

This is a gala dinner hosted by the United Nations Children's Fund (UNICEF). The piano that Darrius played is a second-hand instrument painted with children from different regions with different physical condition in the world holding hands in hands. The piano is developed by a New York nonprofit organization Sing for Hope with UNICEF. The artist who painted the piano is the winner of the organization's Young Artist Competition, Rizka, a 17-year-old young girl from

Indonesia. Her artwork is designed on the theme of “anti-bullying”, and it stood out among 3,600 designs submitted from young people around the world to win the most votes. In addition to the Sing for Hope piano, Comics Uniting Nations has partnered with DeCheser Media to create a complete comic book based on Rizka’s original superhero, Cipta.

In 2005, hurricane Katrina caused catastrophic damage to cities and communities in the Gulf Coast of the United States. Feeling a call to act, Sing for Hope founders Monica Yunus and Camille Zamora began to think about what they could do to help create a better world. In 2006, they established Sing for Hope in New York City with the stated purpose of being dedicated to creating a better world through the power of art. According to 60 Minutes, one of the US’ most successful broadcast television shows on Columbia Broadcasting System (CBS), Sing for Hope was praised as "Always reminding us of music’s magical power to inspire and unite us."

Being musically talented in singing herself, cofounder Monica Yunus won the opportunity to perform the lead role in the famous Italian opera Fedora at a very young age. In addition to her being on tour in a performance of the The Marriage of Figaro and The Magic Flute, in recent years Monica has gradually shifted her focus to her work with Sing for Hope.

Every summer, Sing for Hope uses a large set of donated second-hand pianos to organize a massive charity-based public art event at New York’s landmark building, the Fosun Plaza, located at the famous 28 Liberty Street. For Sing for Hope’s art and music lovers, this event is the highlight of the year. In recent years, the organization has placed a total of more than 500 second-hand pianos at the event. For each piano, artists are invited by Sing for Hope to re-design and paint them. The pianos then collectively reemerge at the event with a youthful vibrancy and ecstatic colorful makeover.

Every piano has a story behind it.

After a brief exhibition period, the pianos are then placed throughout New York's streets and public parks, open for any New Yorkers and visitors to play. Every summer, one can often see people playing the colorful pianos at unexpected places across the city. With hundreds of piano players and the countless public audience, it is estimated there are over two million people playing or listening to the Sing for Hope pianos every year.

“Looking for a colored piano has already become an annual event for us in the summer. It is as important as finding an Easter egg during Easter,” explained

Sing for Hope cofounder Camille Zamora.

A few months later, the pianos will be donated to public institutions throughout New York City such as underprivileged kindergartens and schools which have underdeveloped music programs, as well as hospitals. In this way the instruments are able to continue to enrich every corner of New York.

“We love Sing for Hope's pianos. Colorful pianos always attract children's attention and can ease their tension during their transition to kindergarten,” said a kindergarten teacher from Lower Manhattan.

Sing for Hope has partnered with hundreds of community organizations to invite thousands of artists to create designs for their pianos and has placed more than 500 of its pianos in schools, parks, hospitals, and other public places, inspiring millions of artistic ideas.

Since 2016, the Sing for Hope Piano Exhibition is held every summer at the Fosun Plaza, 28 Liberty Street, a modern landmark of Lower Manhattan. 2019 marks the fourth year of Fosun's generous sponsorship of this event, where it has provided artists with public studios for designing and painting the pianos. After several months of work, 60 artists created 60 re-designed pianos, each with refreshed vitality and new colors, thereby bringing the charm of music and art to all of New York’s various neighborhoods.

As a nonprofit organization dedicated to transforming the world with music, Sing for Hope has already established a permanent “home” in Manhattan. Thanks to Fosun's strong support, the organization will now set up a permanent exhibit space in the heart of Lower Manhattan, called “The Sing for Hope Center” located at Fosun Plaza, 28 Liberty Street.

Designed by the Rodriguez Studio Architecture company, the new center’s interior decoration has been done by Sagiorgio Mobili and will feature the Sing for Hope office, the Sing for Hope Piano Art Studio and dedicated education and rehearsal spaces.

Mr. Bo Wei, Senior Vice President of Fosun Hive, and Co-chief Executive representative of Fosun New York office said, "Inheriting Fosun's long-term commitment to the communities, four Sing for Hope pianos will be permanently placed at the Fosun Plaza. The cooperation between Fosun and Sing for Hope and other art institutions will help to enhance the status of Fosun Plaza as the artistic and cultural center of Lower Manhattan, while promoting community inclusiveness and bringing happier lives to the local residents."



INHERITANCE



Object of Concern

Intangible cultural heritage such as Benbang cuisine

Project Background

Due to the impact of modernization and marketization, intangible cultural heritage such as Benbang cuisine has gradually left people's sight. The young generation cannot feel the connotation of traditional culture. Traditional culture is facing extinction.

Project Objective

On the basis of keeping the essence of traditional skills, Yu Garden optimized and improved them in accordance with modern concepts, so that young people can feel the traditional culture and inherit and carry it forward.

Support SDG 11.4

Strengthen efforts to protect and safeguard the world's cultural and natural heritage.

Many memories of Chinese people are related to food. The dense smoke and fire of kitchens and restaurants are scenes that many people miss when they drift away from home.

As an important sub-cuisine of Jiangnan Wuyue food culture (associated with the region south of China's Yangtze River), Benbang cuisine, or Shanghai cuisine, also serves as a unique cultural calling card of Shanghai.

In November 2014, Benbang cuisine's traditional cooking techniques were formally recognized by national authorities as an item of National Intangible Cultural Heritage.

Its associated site of protection was designated as the Shanghai Classic Hotel which was founded in 1875 and a pioneer of Benbang cuisine. Through more than one hundred and forty years of various historical periods and challenges, the hotel's restaurant has developed from just having two and a half tables in the very beginning to now preparing to launch a series of new branch restaurants. Through this time, the hotel has also witnessed the changing of its name from "Rong Shun Tang" into its local nickname, the "Classic Hotel" which is now known far and wide. As an important site of Shanghai's Yu Garden, the Shanghai Classic Hotel hopes to carry forward the flavors of Benbang cuisine far into the future.

Luo Yulin is from fifth-generational heir to inherit this ultra-famous hotel on the Shanghai Bund.

Luo Yulin is the son of an educated youth from Shanghai. Although he grew up in the northeastern province of Heilongjiang, he spent his youth eating Shanghai cuisine cooked by his father. He said when he was a child, the thing he looked forward to the most every day was coming home from school for one of his dad's meal, and that the taste has always remained vivid in his memory. Later on, he returned to Shanghai with his father and was able to study cooking under Ren Defeng, the fourth-generational heir of the Shanghai Classic Hotel. Luo Yulin worked diligently and remained unafraid of hardships. He then soon mastered a large set of cooking skills.

However, due to the impact of newly introduced marketization during this time, it was a very difficult period for Benbang cuisine restaurants and catering businesses. Despite this, with the efforts of Li Borong (the third-generational heir of the Shanghai Classic Hotel) and Ren Defeng, now the culinary mentor of Luo Yulin, the quality of their dishes became increasingly stable, and the hotel's restaurant was able to outshine many other restaurants focused on

local cuisine. Unlike other Benbang restaurants, the chef team at the Shanghai Classic Hotel all studied under Li Borong and gradually developed a sense of familial honor towards the hotel and their cooking. Due to this special history, when the Shanghai authorities evaluated nominations for Intangible Cultural Heritage items in 2009, the Shanghai Classic Hotel was recognized as meeting the qualification for having noteworthy heritage.

After Ren Defeng retired in 2015, Luo Yulin took up the heavy responsibility of maintaining the legacy of Benbang cuisine for future generations.

"It is not so easy to maintain the legacy of Benbang cuisine. People's general tastes have changed. They used to like greasy food, while now people pay more attention to their health," explained Luo. "While ensuring we maintain the

traditional flavors and tastes of our dishes, we now try to improve their healthiness according to people's current thinking, such as using oil-fried shrimp without MSG but healthier seasonings. We even are launching vegan versions of some of our famous meat-based dishes such as Chicken, Mushroom, Ham Threads in Consommé. This allow us to offer a selection of dishes that are more in line with modern people's dietary preferences and habits."

In addition, the management of a modern restaurant requires more standardized processes. How can the restaurant ensure the taste of a dish will be the same when cooked by different chefs? To solve this problem, Luo Yulin introduced the practice of "mixed cooking sauces" in which he prepares the seasoning of the dishes in advance and stores the flavorful sauces in large pots for all the chefs to use. Using these shared ingredients makes the work convenient for chefs

and ensures the dishes always have the same flavor. In addition, the Shanghai Classic Hotel and several other restaurants in the Yu Garden area such as Green Wave Corridor and Nanxiang Steamed Bread Shop, all jointly purchase their food materials from the same Yu Garden platform to ensure they share a high level of quality, are sustainably produced and their food sources are traceable. Through these gradual improvements, generations of people have not only been able to enjoy the essence of traditional Benbang cuisine, but they have also transformed the Shanghai Classic Hotel into a modern business, with steady improvements to its operations and social responsibilities.

In addition to maintaining and improving its dishes, it is an even bigger challenge for the business to find a proper successor to take on the task of maintaining Benbang cuisine's legacy. Luo Yulin explained the challenge was a real headache, "Times have changed. Parents don't want their children to be a chef as they think it is too tiring and full of hardship. Think about it, chefs are stuck in a 40°C kitchen all day in the middle of summer, then in winter we have to wash our food materials in cold water, so we always have the potential of getting frostbite on our hands. A lot of people go to work in more lucrative restaurants after finishing apprenticeships anyway. I've taught six apprentices, but three of them left." The Shanghai Classic Hotel sends its chef trainees to study culinary theory for a year, and then they return to the restaurant for another year of practice. Those who demonstrate excellent performance can then stay to receive further training. It will take them at least three to five years to complete the full course study, so it is a big investment, but there is no way to stop them from leaving after they complete the course.

Luo Yulin continued, "Heritage is not about words, but about actions. Now the apprentices are not very sensitive to the idea of intangible cultural heritage, and sometimes pay more attention to the financial benefits of the work. I want to change their thinking. Generally, I will select the apprentices who have a deep understanding of the dishes, and then look for various opportunities, such as exhibitions, to take them to learn more about the Shanghai cultural heritage that the Benbang cuisine represents. In this way, I let them experience it for themselves firsthand, and hope they can feel and realize the importance of preserving our intangible cultural heritage."

"In fact, as long as someone is willing to learn and endure hardship, one can certainly distinguish himself and become a master chef," Luo Yulin affirmed. Luo Yulin has participated in many conferences on intangible cultural heritage and believes the cultural heritage of Benbang cuisine remains quite excellent. "After



all," he says, "It's a type of culture and craft with which people can support themselves financially, and while some intangible cultural heritage items have fully deviated from consumer groups."

According to Luo Yulin, for more than ten years he has been "soaking in Benbang dishes" and this has given him a deep attachment and feeling of responsibility towards the Shanghai Classic Hotel. Once someone offered him a higher salary as a chef in another restaurant, but he refused it, " If I leave the Classic Hotel now, the hotel will have no successor, so I can't do it that way." It is with these feelings and expectations that Luo Yulin hopes to find a proper successor to continue to maintain the taste of Benbang cuisine. "The Shanghai Classic Hotel is also planning to open a second branch restaurant at the end of this year, allowing an increasing number of people to experience the charm of traditional Shanghai local cuisine. This will also help attract more young people to carry on the heritage and culture of Benbang cuisine."

The heritage of Benbang cuisine is only one of the many cultural preservation initiatives made by the Yu Garden. Located in the northeastern section Shanghai's Old Town of Shanghai, the Yu Garden sits near Fuyou Road in the north, close to Anren Street in the east, and is adjacent to the Old City God Temple of Shanghai in the southwest. Built during the reigns of the Jiajing and Wanli Emperors, it has a history of more than four hundred years. It not only is a famous Jiangnan Classical Garden and a National Key Cultural Relic Protection Unit, but also contains many related brand resources, including famous Chinese trademarks, time-honored brands, famous trademarks in Shanghai and century-old shops. The Business District of Yu Garden has a great number of Chinese time-honored brands, and similar to Shanghai Classic Hotel, each brand has a unique history and story. Among these, the Laomiao Gold, Tonghanchuntang, and the Nanxiang Steamed Bun Restaurant have been named as "Famous Brand Enterprises of China".

Meanwhile, the Yayi Gold Shop has recently been identified as a "Famous Trademark of China", while the Nanxiang Steamed Bun and Pear Candy have been listed as "Famous Trademarks of Shanghai" Laomiao Gold Jewelry, "Green Wave Corridor" Restaurant and "Old City God Temple" Spiced Beans, and "Mid-Lake Pavilion" Teahouse were respectively recognized as "Most Vigorous Old Trademark of Shanghai" and "the Most Influential Old Trademark of Shanghai". The Yu Garden has one national-level non-heritage item as well: the "Yu Garden New Spring Folk Art Lantern Festival", which has become the most well-known and influential traditional folk culture event in Shanghai during the New Year

and Spring Festival.

As the Nanxiang Steamed Bread Shop, Xinghualou, Gongdelin, Dahuchun, Xiandelai, Songhe Noodle Restaurant and other time-honored brands of the Jiangnan region gathered in this space, the Jiangnan Cultural and Food Street began to take shape. The Yu Garden Cultural and Creative Block also appeared in the first half of this year. The "Art-keeper under the Ginkgo Tree" and the Chinese Character Life House and other shops inheriting Chinese culture have delighted tens of millions of domestic and foreign visitors every year. Through upgrading the three themes of "Yu Garden Hometown", "Strolling in Yu Garden" and "Yu Garden in the Air", the Yu Garden is presenting itself as "China in the eyes of foreigners, Shanghai in the eyes of Chinese, and the Original Hometown in the eyes of Shanghainese".

Cultural heritage requires everyone's efforts. Just like the taste of Benbang cuisine is quietly contained in people's taste buds, it will continue to be inherited and live forever with the efforts of Luo Yulin and the generations following him.

HOW COOL SHOULD OUR FUTURE BE?



Object of Concern

Youth volunteers

Project Background

In 2013, when Fosun and Pramerica established a joint venture in China, Fosun Foundation and Pramerica Financial Group jointly introduced this award to China.

Project Objective

Look for and recognize outstanding youth volunteers, encourage young people around the world to help others, serve the community, contribute to society by participating in voluntary activities, and work to bring Chinese youth's public welfare into line with international standards.

Support SDG 11.3

By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.



许超探访江城县乡村医生苏兰仙



许超（后排右三）在2018年平昌冬奥会上做志愿者

On March 24, 2014, Zhang Xia saw a push notice on her phone from a newspaper app entitled Chinese Youth Volunteers Win Pramerica Youth Community Volunteer Award in Held in Shanghai. She smiled at her son Xu Chao and teased, "You see, these students can go all the way to America to receive an award for doing public welfare work. Why haven't you received anything after all these years of working for public welfare cause?" Xu Chao glanced at the article and said, "I didn't sign up for their nominations. If I had signed up, I'd surely be able to go to America and also get a gold medal."

One year later, on March 19, 2015, the second annual "Fosun Pramerica Youth Community Volunteer Award Ceremony" (hereinafter referred to as "Youth Club Award") was held in Shanghai. As the media reported, "Among tonight's award winners, Li Jiahao, from Shanghai Middle School, and Xu Chao, from Shanghai Xinzhuang Middle School, who were both awarded the title of "Charity Ambassador". They will now go on to represent China by participating in a global award ceremony held in Washington, D.C., which will be attended by top student volunteers from around the world."

On this day, Xu Chao's parents accompanied him to attend the award ceremony. After the ceremony, on the way home by subway, his father said to Xu Chao, "Son, you're great!"

"You're great!" Although they are just simple words, that is the first time in his life that his father confirmed Xu Chao. Now when he recalls, he is still filled with emotion: "Winning the gold medal and Going to the United States are not as encouraging as what my father said to me. He spoke with a slightly embarrassed and slightly proud expression. I can still vividly remember that and the temperature of his hand patting on my back, and the rumbling of the subway."

Born in 1995, Xu Chao is 24 years old this year and he has already been doing charity and public welfare work for twelve years. Starting in the winter of 2008, Xu Chao was a sixth grader, and with a group of senior students did soliciting work for the "Beloved Under the Blue Sky" event at the Xinzhuang Subway Station. This was an opportunity that he had earned through his hard work. A year before, he stood opposite the volunteers and donated his own pocket money to the same cause. The following year, volunteers were recruited in Xu Chao's junior high school, but unfortunately only open to senior students. Although campus recruitment is unavailable for him, Xu Chao was not willing to give up. As he passed the Red Cross Society in Minhang District, encouraged by

his mother, he rushed to the office on the second floor and told a staff member his wish to volunteer.

“At that time, I didn't think too much, just wanted to be a volunteer. I didn't expect it to come true.” After that afternoon's solicitation of contribution, Xu Chao was carrying a heavy bag of love, with many emotions stirring in his heart. “I am a very emotional person.” This was the first time that he came into contact with public welfare work.

He noted that while being solicited for donations, some people generously donated RMB 100 even before they heard the solicitor finish, while others did not understand and thought it could be a fraud. “I don't know why, but I was moved by the cause. Donating my time can help poor families and I wanted that. That was my initial understanding of charitable work.”

When Shanghai hosted the World Expo in 2010, Xu Chao organized a volunteer team of his middle school classmates to help publicize information about Expo in his neighborhood. However, what he really wanted was to be an official volunteer at the actual World Expo. When the World Expo's Information and Communication Pavilion released a notice encouraging the participation of youths in the World Expo, he was renewed with hope.

After two months of persistent phone calls, the person in charge of the pavilion was moved by Xu Chao's enthusiasm. The result was a volunteer team of middle school students were officially allowed to serve in the pavilion. Xu Chao explained what the experience meant to him, “We served as youth volunteers for youth groups, and at that time we were the only ones allowed to do this! We first received youth groups from various places, then received a group of 500 individual guests, and eventually received VIPs. Facing the public, I also got the chance to do some public speaking. Within the just two months, our abilities improved dramatically. This was a valuable experience for middle school students like me. After this volunteer experience, all seven members of our team went on to become the organizers of other public welfare events.”

Upon entering high school, Xu Chao found his schoolwork wasn't so heavy and so he began organizing a series of volunteer activities. He consulted with the school on activities and eventually was approved to take a team of volunteers to visit the elderly at a community nursing home for two hours every Friday at noon. However, after visiting the nursing home he noticed that most of the volunteers in the registration book appeared to use their weekend time to visit

the elderly. Upon further investigation, he found that many of these people said they were there to do public welfare work, but they actually were just using the visit to simply complete “targets”. The nursing home had seemed to become a scenic spot for these people, with the elderly simply being a background prop for their photos.

After communicating fully with the elderly nursing home residents, Xu Chao realized that they felt helpless in this situation and had no choice but to put up with it. Large groups of visiting students often disrupted their daily routines, but they felt they could not face the public and complain about this without deep embarrassment. Xu Chao began to think, “What is the real purpose of these people coming to visit the elderly? Can such a blind act of superficial respect really help them? We should not do charity work just for the sake of charity work. Instead, we need to consider their real needs from the perspective of those served.”

Due to his rich experience in volunteering, later on Xu Chao became the League Secretary of his school. From this position, he hoped to mobilize more students to participate in volunteer services. He strongly believed that volunteer students should go out and engage with the larger society through their summer vacation activities. On this he noted, “Without any resources and hand, we can only work to create our own conditions,” and used the yellow page household phone listings to start making cold calling strangers. “I called about 50 to 60 institutions and asked them if they had any volunteer opportunities for middle school students.” His hard work paid off and five to six people replied back to him. In the end, Xu Chao chose the Shanghai Chocolate Happy Land to serve as a volunteer station. Immediately after sending out a notice to his classmates, he received the applications of over 300 students. That month, Xu Chao's grandma received a phone bill of RMB 700. In a fit of rage, she cut off the phone line and didn't allow Xu Chao to touch the phone again. “But by then, I was almost done!”, Xu Chao chuckles recalling the fond memory.

Talking about the experience of winning the Fosun Pramerica Youth Community Volunteer Award, Xu Chao said, “It refreshed countless first times in my life. The first I took a plane, the first visa, the first trip to the United States...are great memories for me.”

In the United States, Xu Chao has touched by the experience of a child. “He is Eric Li, a Chinese-American from Texas and only 14 years old. We became

friends and he shared his story with me.” When Eric was seven years old, nearly 70,000 people lost lives in Wenchuan earthquake. He said, “I was very sad and I think I should help the children there.” He donated all his savings \$94.87 and encouraged people to donate to the victims. Three months later, Eric donated \$4,500 to the Sichuan Red Cross. Then he went to Wenchuan and brought \$1,500 donation. In 2011, Japan was hit by an earthquake and tsunami. Eric and other volunteers encouraged friends from 16 countries to send more than 5,000 letters to children in Japan. In November 2013, Eric also sent 4,210 pieces of clothing to the Philippines, which was damaged by Typhoon Haiyan. Eric realized that there are a large number of people who need help in the world. Thus, he set up a non-profit charity organization. It organized more than 400 fundraising activities, raised nearly \$200,000 and donated the materials to victims in over 10 major disasters.

Xu Chao said that the United States has a charity environment. “As long as what you do belongs to charity, a lot of people will support you. Xu Chao can’t wait to see what the future may hold for him. “Compared with ten years ago, people have begun to understand charity. It has become more and more diversified and specialized.”

German philosopher Karl Jaspers said, “Education is a tree shaking another tree, a cloud pushing another cloud, and a soul awakening another soul”. Likewise, charity is a kind of power of example as well. Xu Chao said, "I also trained two winners of silver award and 3 winners of bronze award of Pramerica Youth Volunteer Award," Xu said. "They are all our partners of doing charity." There was a look of pride on his face. The fate that tied Xu Chao and the Youth Club Award together continues to this day. In his internship during his senior year in high school, he joined the Youth Club Award’s preparation team and participated in its planning, promotion and other work. "Even after traveling around the globe and coming back, it seems my life remains inseparable from doing charity work," Xu Chao laughed happily, “I have a different understanding of charity in different periods. I no longer focus on how many people participate in and how long they participate in the charity activities I organize. Doing charity is a long-term commitment, which cannot be regarded as the fulfillment of 'KPI'. Now I agree more and more with the slogan of Pramerica Youth Community Volunteer Award: ‘Start from yourself, start from the small things, and start from the hobbies.’ This is what charity should be.”



GREEN STEEL BUILDS THE ECO-FACTORY

Object of Concern

The ecological environment of the communities based around the factory

Project Background

Under the general requirements of ecological civilization construction in the new era, people have increasingly high requirements on the ecological environment. Through energy conservation and emission reduction renovation projects, the iron and steel industry can reduce the its impact on the environment and surrounding communities and achieve green development.

Project Objective

Promote industrial ecological industrialization, improve the internal and external ecological environment of the factory by taking a series of actions, including transformation of environmental protection technology, improvement of surrounding plant landscape and surrounding ecological restoration, while reducing the impact of its own operations on the environment.

Support SDG 12.2&12.5

By 2030, achieve the sustainable management and efficient use of natural resources;

By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

At eight o'clock in the morning, as soon as he finished processing the documents on his desk, Ye Fuming rushed to the sintering plant and began his daily routine inspection.

Located in the middle of a green forest, Mr. Ye had to go through many nature trails before he could reach the plant's new 360m² sintering desulfurization and denitrification device. Mr. Ye entered the main control room and carefully looked at the real-time monitoring data on the main control board.

"The equipment is operating normally, and all emission indexes are within the expected range," Mr. Ye said as he turned his head and discussed the status with the staff next to him in a low voice. Daring not neglect his duty for even a moment, he kept his eyes fixed on the screen

Ye Fuming, 52 years old, is the assistant to the plant manager of the #1 sintering plant of Nanjing Nangang Iron and Steel United Co., Ltd. (hereinafter referred to as "NISCO"), and also one of the key personnel for the waste gas desulfurization and denitrification treatment project of the plant.

"The first sintering plant now has two 180m² sintering machines and one 360m² sintering machine, all of which have been put into use in November of this year. Now the exhaust gas emissions have reached an ultra-low emission standard



and dust levels have reached an ultra-clean emission standard." Ye Fuming explained. "NISCO has always attached great importance to environmental protection."

What is behind the realization of the ultra-low exhaust gas emissions is the technical team, including more than 10 professional members, Ye Fuming among them. The team has worked long and hard for three years, all the way from the preliminary research stage to the final implementation of these plans.

"The sintering process is one of the important links in the whole steel-making process. A large quantity of waste gases such as sulfur oxide, nitrogen oxide and dust will be produced in the sintering process. If not handled properly, it will cause air pollution." Ye Fuming explained, "Even before the Ministry of Environmental Protection issued the Emission Standard of Air Pollutants for Iron and Steel Sintering and Pelletizing Industry in 2017 to further strictly control exhaust gas emissions related to the sintering process of iron and steel, our technical team started working on the technological renovation of the desulfurization and denitrification processes."

"Before 2017, there were not enough mature technologies in China for the

desulfurization and denitrification process which could achieve such strict emission standards. While we formulated our renovation plans, we had to consider not only the investment costs, but also many other aspects, including operational stability, emission reduction effects, and by-product output. What we concluded was that this transformation should not only conform to the actual situation of the company, but also be practical and effective, and ensure that ultra-low emissions can be achieved!" To ensure the optimal effect, the project team members needed to do a lot of research work in the early stage and compare various possible implementation schemes.



Project team members had different ideas on what should be the optimal scheme. Should we use the activated carbon desulfurization and de-nitration process used in many steel plants? Or continue to explore the process with stable treatment effect, which has less by-products and less environmental impact?

"Under the guidance of the company's leaders, we visited nearly 20 steel plants, and finally selected the circulating fluidized bed desulfurization + SCR de-nitration process after multiple comparisons. This process is highly efficient in waste gas treatment, and most importantly, it essentially does not generate and discharge wastewater, so its impact on the environment is greatly minimized," Ye explained.

"This result was consistent with our original intentions to implement this technological renovation and was also supported by NISCO." Looking at the data on the main control board, Ye Fuming smiled. "We didn't believe it at first when we saw the dust emission data was so low. Most people believed that such readings appear in foreign countries but have never been heard of in China. However, after comparing the data of multiple instruments onsite and shutting the machines off and doing further inspections, we found there is no problem with the monitoring system and the data was accurate."

Having worked in NISCO for nearly 30 years, for Ye Fuming the efforts NISCO made towards these renovations fully exceeded his expectations.

Mr. Ye said, "following the new national environmental laws and regulations, NISCO has set up a five-year plan for improving the environmental of the factory. To this end, and following the mission of "striving to build a world-leading clean factory", proposed by our chairman, we have been taking actions in various aspects including renovations, improvement of surrounding plant landscape, industrial tourism, etc.

"With these renovation projects, we have invested 10 billion Yuan in environmental protection technology, and actively eliminated several pieces of outdated production equipment, while simultaneously constructing an advanced environmental protection facility which allows for processes such as dust removal, flue gas desulfurization and wastewater treatment. In terms of the emission reduction of waste gas pollutants, in 2018, the emission of sulfur dioxide (SO₂) per ton of NISCO steel decreased by 6% compared with the previous year, while the emission of nitrogen oxide (NO_x) decreased by 15%; and the emission of wastewater decreased by 15%; the water discharge per ton of steel has also

dropped by 0.89 tons. With these results it can be said that we have reached the leading level of the industry."

The resolute promotion of the its environmental protection system has earned NISCO wide recognition by the state and the industry. In 2019, the company won the title of "Green Factory" as a model enterprise award granted by the Ministry of Industry and Information Technology of China (MIIT). It was also rated as one of the "Top Ten Excellent Steel Enterprises of Green Development in 2018" and an "Excellent Enterprise of Green Development in 2019" by China Metallurgical News.

At the same time, NISCO invested hundreds of millions of yuan into building an "urbanized + ecology" plant area. The road, greening and landscape were all redone, and the landscaping projects, such as Landscape Avenue, Stone River Landscape Belt and Green Isolation Belt, were also completed. Through this process, the company carried out comprehensive soil erosion control and ecological restoration process simultaneously, thereby helping increase and restore the plantation of 700,000m² of riverbank around the plant area and transformed it into a wetland park. This in turn laid the foundation for NISCO to build an "AAAA Industrial Tourism Base".

The new NISCO plant also welcomes visits from the surrounding community with a more confident look. In the "Ten Thousand People Visiting NISCO" event, more than ten thousand external visitors came to visit NISCO over the past three years. "I had no idea NISCO has such an amazing view. I need to take photos and share them with friends on social media!" The visitors were all amazed.

FOSUN CSR PRACTICES

2018 Annual Accolades

- ◆ On January 8th, 2018, Fosun Pharma won “Excellent Enterprise in CSR Management”, jointly organized by the Listed Companies Association of Shanghai, www.yicai.com, and Shanghai Federation of Economics Organizations (SFEO).
- ◆ On January 19th 2018, Fosun Pharma won “‘Golden Horse’ -Most Socially Responsible Public Enterprise”, organized by Pujiang New Era Development Forum.
- ◆ On November 12th, 2018, Protechting Startup Accelerator Program won “Model Case of Charity Organization” at the 3rd Social Value Creation Award Ceremony, jointly organized by CCM CSR Promotion Center, CIIC Guanaitong, and School of Management of Fudan University.
- ◆ On November 20th, 2018, Fosun Pharma was selected into “2018 SGCX ESG50” by Caixin and SynTao Green Finance.
- ◆ On December 7th, 2018, Fosun international won “Best Practices of UNGC Local Network China”, by UNGC Local Network China.
- ◆ On December 14th, 2018, Fosun International won “2018 ‘The Belt and Road Project’ Innovation Cases”, jointly organized by Southern Finance Omnimedia (SFC) and www.21jingji.com.
- ◆ On December 20th, 2018, Fosun Pramerica won “Annual Charity Pioneer of Insurance Industry Shanghai”, jointly organized by Wenhui Daily and Shanghai University of Finance and Economics.
- ◆ On December 21st, 2018, Fosun Foundation won “CSR Award” from the 4th “Annual Babytree Brilliant Award”, jointly organized by Babytree and TMALL.

2019 Annual Accolades

- ◆ On January 15th, Golte won “2018 Annual Responsibility Brand Award” in the 8th China Charity Festival.
- ◆ On March 31st, Rural Doctor Program was selected into “2018 Classified Cases of Targeted Poverty Alleviation by Chinese Enterprises”, jointly prepared by The State Council Leading Group Office of Poverty Alleviation and Development, and Chinese Academy of Social Sciences.
- ◆ On October 17th, 2019, Chen Qi Yu, Chairman of Shanghai Fosun High Technology (Group) Co., Ltd., won “Innovation Award” from “National Poverty Alleviation Award”, organized by the State Council Leading Group Office of Poverty Alleviation and Development.
- ◆ On October 17th, 2019, Fosun High Technology won “Excellent Private Enterprise” from “National ‘10 Thousand Enterprises Supporting 10 Thousand Villages’ Movement”, jointly organized by the State Council Leading Group Office of Poverty Alleviation and Development, and All-China Federation of Industry and Commerce.
- ◆ On November 12th, Fosun International won “Company of Outstanding ESG performance” from “Charity Organization of China”, jointly organized by Tencent Atom Think Tank and National School of Development.
- ◆ On November 12th, 2019, Fosun Foundation won “Model Charity Organization of China” at the 4th Social Value Creation Award Ceremony, jointly organized by CCM CSR Promotion Center, CIIC Guanaitong, and School of Management of Fudan University.
- ◆ On November 20th, 2019, Rural Doctor Program was selected into “2019 Outstanding CSR Cases” by China Philanthropy Times.
- ◆ On November 28th, 2019, Fosun Pharma won “Sustainable Development Award” from “ESG Golden Awards 2019” organized by Sina Finance.
- ◆ On November 29th, Fosun Foundation won “Babytree Brilliant Award · Organization Supporting Poverty Alleviation via Charity”, organized by Babytree.
- ◆ On November 29th, 2019, Fosun Pramerica won “Most Influential Brand in CSR” at the 2nd Social Responsibility Conference, jointly organized by Beijing Rongzhi Corporate Social Responsibility Institute, and People’s Daily.
- ◆ On December 1st, 2019, Fosun High Technology won “China Red Ribbon Star Award” by China Red Ribbon Foundation.
- ◆ On December 5th, 2019, Fosun Pharma won “Golden Bee Excellent CSR Report · Evergreen Award”, jointly organized by China Sustainability Tribune, China Business Council for Sustainable Development, and Embassy of Sweden.
- ◆ On December 1st, 2019, Fosun Group won “Annual Charity Award” from “China Value-based Medicine ‘Taishan Award’”, jointly organized by China Population Communication Network and www.yxj.org.cn.



BUSINESS PRACTICES

Corporate Governance

Fosun is dedicated to achieving a high level of corporate governance in order to protect shareholders’ interests and enhance its corporate values and sense of responsibility.

Fosun has always applied these principles and regularly reviews governance practices to ensure it is compliant with any relevant governance guidelines. The firm is fully compliant with the Principles of Corporate Governance, the Listing Rules of the Main Board of Stock of the Stock Exchange of Hong Kong Limited, and the Hong Kong Securities and Futures Ordinance. During the period of reporting, there were no violations by the company of these regulations.

Anti-corruption

In 2013, Fosun officially established its Department of Integrity Supervision in order to investigate and prevent cases of corruption, abuse of power, negligence and fraud. Its main mission is to investigate such cases and control associated risks independently, impartially and sensitively. Fosun’s Department of Integrity Supervision has established a professional investigation team with rich experiences in economic investigations, anti-corruption work and related areas. For any case of major corruption within Fosun and its core enterprises, the department has the ability to discover, investigate, manage and transfer the cases to the judicial agencies.

Fosun has zero tolerance for bribery, embezzlement and other acts of corruption among all of its employees. Through its website, official WeChat account and a wide range of other channels, supervision and whistleblower reporting methods are announced to the staff, while related measures are implemented to monitor their work integrity and diligence. Fosun uses a variety of related standardized systems including employee integrity standards, protection and incentive procedures for whistleblowers and, and internal investigation procedures.

Supply Chain Management

The overall strategy of Fosun’ s procurement management system can be summarized in four terms: Accommodation, evolution, reducing costs and increasing efficiency. Accommodation and evolution are strategic measures, while reducing costs and increasing efficiency are strategic objectives. The basic principles of Fosun’ s purchasing behavior are openness, fairness and impartiality. The Group’ s basic principle for supplier selection is that they meet technical and commercial requirements while offering the lowest bidding price.

Since 2017 Fosun has issued an annual Procurement White Paper which details the Fosun group’ s procurement management system and processes and includes the following internal measures and regulations: Basic Principles for Procurement Management, Basic Principles for Supplier Management, Strategic Procurement Management Measures, Red-Yellow-Green Light Management Measures for Procurement Management Evaluations, Procurement System Management Measures and Management Regulations for Procurement Related Complaints. In order to further standardize and systematize the procurement management systems of Fosun and its subsidiaries, as well as to encourage the sharing and openness of the systems, for Procurement White Paper, Fosun in 2018 compiled and upgraded certain measures including Basic Principles of Procurement Management, Basic Principles of Supplier Management and Strategic Procurement Management Measures.

In 2018, through the development of its online platform – www.onelinkplus.com in addition to the continuous iteration of its procurement tendering platform, Fosun completed the construction of several key procurement related systems including its early warning risk management system, supplier management system and supply chain collaboration platform. The company was able to put these systems into practice through actual business scenarios and thereby help Fosun realize the digital transformation and cost reduction benefits of its extended supply chain network.

Public Welfare

Fosun Foundation

Since its founding, Fosun has adhered to a set of guiding principles: "self-cultivation, household management, professional attainment and global public welfare", and correspondingly has sought to deeply practice corporate social responsibility through its efforts to serve society, the people and the country. Fosun Foundation's projects include natural disaster relief, poverty alleviation and disability assistance, as well as sponsoring other public welfare causes such as cultural and educational projects, and youth entrepreneurship and employment. Up to now, Fosun has donated a total of more than RMB 339 million to public welfare projects and currently is involved in more than 40 public welfare projects every year, covering 50 countries and benefiting more than 50 million people worldwide.

Starting in 2015, Fosun Foundation began to expand its charitable activities abroad, and has since developed music festivals, entrepreneurial competitions and many other activities across several international cities such New York and Hongkong. These efforts have promoted the global spread of Fosun's corporate values and helped establish a positive brand image of Chinese enterprises while opening up overseas markets.

The Fosun Foundation, together with "ONE Fosun", ceremoniously launched the CSR week from November 26 to December 7, 2018. With the main theme of "Fosun FOR LOVE", the campaign called on global Fosun students to participate various public welfare causes which focused on the four subthemes of "being grateful to others, being restrained to yourself, giving your best efforts, and cherishing things." With its more than 40 member enterprises, located in more than 50 cities across 8 countries, Fosun members hosted more than 60 related events which involved more than 30,000 Fosun employees. From December 2 to December 14 in 2019, the Fosun Foundation launched the second CSR week with the theme of "Ever is forever", with many Fosun members participating in this activity.

Rural Doctors Project

The launching ceremony of the Rural Doctors Project was held in Shanghai on April 4, 2018. At the ceremony under the call of Fosun and its partners, 18 full-time poverty alleviation team members of Fosun were assigned to 24 state-level poverty-stricken counties in 12 provinces, cities and autonomous regions across Central China and Western China for poverty alleviation work. On August 1, 2018, a seminar and training exchange session on their poverty alleviation work was held at the Shanghai Bund Financial Center to discuss their project implementation plans and officially determine the "five one's" project. The Fosun Foundation dispatched 49 team members to 60 counties to work on the front-line of assistance. So far, the Rural Doctors Project has helped 10,291 administrative village clinics, 16,058 rural doctors and nearly 2 million poverty-stricken families, with the amount of monetary assistance reaching nearly RMB 70 million.

Artesunate Helps Fight Malaria in Africa

In the field of malaria treatment, Fosun Pharma owns the innovative injection drug Artesun with complete independent intellectual property rights. According to incomplete statistics, as of the end of 2018, Fosun's supply of this medicine to the international market has benefited more than 20 million patients with severe malaria across the world, most of whom under 5 years of age. The incidence of and mortality rate of malaria continue to decline in Africa and other regions. For more than ten years, Fosun Pharma has cooperated closely with the Chinese government's anti-malaria aid work in Africa. Focused on the conditions in developing countries, Fosun Pharma has held 10 workshops on malaria prevention and control in developing countries and several workshops on drug quality management. It has also held workshops on drug regulation in developing countries. It has completed 148 antimalarial drug-based foreign aid projects organized under the Ministry of Commerce of China. On August 18, 2018, during the High-level Conference on Sino-African Health Cooperation and the Third Beijing Health Conference, Fosun Pharma held a ceremony to donate USD 240,000 worth of antimalarial drugs to Zambia's Ministry of Health through the Fosun Foundation.

Protechting Startup Accelerator Program

The "Protechting Startup Accelerator Program" is a public welfare project jointly sponsored by Fosun and one of its member enterprises, Fidelidade, in 2016. Fosun and Fidelidade have been able to jointly cooperate with excellent European business incubators in the fields of healthcare, insurance innovations, fintech, sustainable development, etc. These incubators are able to integrate Fosun's domestic and foreign expert resources to carry out training for young business teams on topics across corporate functions including marketing, finance, human resources, venture capital, and big data.

Since the launch of the third Protechting competition in Lisbon in February 2018, Fosun has held roadshows in six global cities which lead in innovation, including Brussels, Frankfurt, London, Macao, Lisbon and Shanghai. During this competition, Fosun received applications from 235 young entrepreneurial teams across 33 countries. After multiple rounds of selection, 21 startups were able to stand out and enter the business incubation camp. On November 8, 2018, the "Protechting 3.0 World Finals" competition was held on the stage of the annual technology conference Web Summit in Lisbon and the top team players were finally selected. In June 2019, Protechting 4.0 has started in Lisbon. It will hold the final competition in March 2020.

Tai Chi Assisted Therapy

The Fosun Foundation has long supported the spread of Tai Chi culture and vigorously promoted its "Tai Chi Assisted Therapy for Parkinson's Disease" public welfare project in 2015. Additionally, it supports the scientific research of Tai Chi on health and PD and helps publicly announce the latest research results related to this area of physical therapy. Currently the Fosun Foundation has successfully organized 15 free "Tai Chi Assisted Therapy for Parkinson's Disease" courses, which have benefited more than 300 Parkinson's patients. The Fosun Foundation published PD patients a book entitled Tai Chi Assisted Therapy and Rehabilitation Guide for Parkinson's Disease and relevant video lectures. These research projects were also published in renowned magazines.

Fosun Pramerica Youth Community Volunteer Award

In 1985, Pramerica launched Pramerica Youth Community Volunteer Award in the United States. It aims to recognize and reward young volunteers who make outstanding contributions to their communities and thereby attract and encourage more young people to engage in public welfare.

In 2013, the Fosun Foundation joined hands with Pramerica Financial Group to introduce the Fosun Youth Community Volunteer Award program into mainland China. Up to now, more than 4,500 valid applications have been received. Among them, nearly 300 youth volunteers have recognized for their outstanding contributions to public welfare causes. The award has since become a highly influential award program in the field of youth public welfare.

EHSQ Environment, Health, Safety and Quality

EHSQ Policy

Consequently, Fosun has always treated environmental protection, occupational health, safety production and quality management, or “EHS&Q”, as important elements of fulfilling its corporate social responsibilities. In response to its evolving situation, in February 2019, Fosun updated its Fosun Group Policy on Safety, Quality and Environment. The new policy is now required to be fully implemented throughout all of Fosun’s companies and at all levels.

Our Commitment:

- (1) Comply with the requirements of environmental protection laws and regulations. During the operational life cycle of each enterprise, continually work to improve management processes and adopt advanced technologies in order to reduce the emissions of exhaust gas, wastewater, solid waste and greenhouse gasses, and strive to minimize the impact on the environment;
- (2) Cherish existing resources and efficiently use them, improve production technology to effectively use natural resources, carry out energy conservation and emission reduction measures, and continually work to use more environmentally-friendly raw materials;
- (3) Reduce the impact on natural resources from production and operations, protect the environment of mining areas, and actively develop environmental controls and governance systems to avoid geological hazards related to mining;
- (4) Provide safe working environments for employees and protect employees and contractors from occupational injury;
- (5) Provide customers with safe products and services, and strive for excellence;
- (6) Actively adopt advanced international management standards and methods, such as the Lean Six Sigma technique, to promote the overall improvement of operations.

Water Resources Management

Fosun is always committed to protecting water resources. On the one hand, the company continues to innovate, apply and promote water-saving technologies, as well as implement various water conservation measures. On the other hand, Fosun is also exploring new models of water recycling which can reduce the consumption of water in the process of production and operations.

Case:

In terms of water resources, the total water consumption of Fosun Pharma in 2018 was 9.959 million m³, an increase of 4.7% from 2017. This was primarily caused by an increase in production capacity of Fosun Pharma’s new enterprises. Fosun Pharma attaches great importance to the impact of water consumption on the environment, and in response has taken various water conservation measures. These include implementing water-saving equipment modifications, reusing recycled, concentrated and condensated water, optimizing production-related cleaning process, and increasing water freezing units. The collective result has been a saving of 179,000 m³ of water, which accounts for 1.79% of annual water consumption.

To control its water consumption, Club Med has also taken the following measures:

Using recycled water to help meet irrigation demand. Since its business operations are often in remote locations, Club Med has often had to create their own tap water through drillings wells or desalinating seawater or saline groundwater. It is now a common practice to recycle water in their resorts, especially those with green spaces, with almost all treated water being reused for irrigation. 39% of the resorts, excluding ski resorts, use recycled water for irrigation, and 50% of these resorts use their own or purchased recycled water for irrigation.

Installing efficient equipment. Resort facilities and equipment are designed to efficiently control water consumption through various mechanisms, including flow regulators, pressure reducers, water-saving flushing, centralized irrigation management systems, drip irrigation, among others. In addition, all resort’s water facilities receive regular maintenance such as repairing leaks.

Energy

Fosun always adheres to the principles of efficiently using of social resources and persists in its efforts to consume the minimum resources in exchange for the maximum product output. It makes every effort to ensure that the company exists in harmony with the environment throughout the full value chain and operations.

Case:

Nanjing Iron & Steel United Co., Ltd. (NISCO) signed a carbon emission reduction purchase agreement with the World Bank, which was the World Bank’s first carbon financing project within the iron and steel industry. The project contract period was from 2010 to 2019 and was divided into ten phases.

Dependent on fossil energy for its operations, NISCO has made great efforts in 2018 to save energy and further reduce its energy consumption. It has invested RMB 50 million in energy-saving renovation projects which collectively save about 30,000 tons of standard coal annually, while also helping to further reduce its energy consumption per ton of steel produced. In order to reduce its dependence on fossil energy, from 2017 to 2018 NISCO also conducted site investigations and preliminary designs of a photovoltaic (PV) power generation project and expects to carry out the project in 2019. The results of this work show all standard indexes to have favorable performance compared with the Grade I benchmark values of China’s National Iron and Steel Industry Clean Production Evaluation Index.

Among other initiatives, completed energy conservation measures include:

Renovation of cooling water turbine in fuel supply plant, frequency conversion transformation and treatment of cold air leakage at the No. 2 sintering plant, electrode automatic regulation system at the No. 3 steelmaking electric furnace, fifty-thousand #2 boiler spraying of power plant, #3 boiler transformation, treatment of cold air leakage at the No. 1 sintering refrigerator, capping of No. 3 steelmaking body water boiler, frequency conversion transformation at the small rod plant, transformation of induced draft fan of heating furnace at the belt steel plant, and the oxygen-making low-pressure oxygen-enriched transformation project.

Tackling Climate Change

To combat climate change, Fosun joined the United Nations Global Compact in July 2014 and officially established its global commitment to sustainable development. Subsequently, Fosun participates in and promotes the realization of the United Nations’ Sustainable Development Goals at both the global and local levels. In addition, as a member of the Board of the Paulson Institute, Fosun joined the their “Race to Zero” initiative. In 2017, Fosun began to formulate and implement its low carbon strategy and selected five of its member enterprises to collect and compare historical greenhouse gas emission data. In 2018, Fosun expanded the scope of the pilot project to include Wanbang and nine other affiliated enterprises under Fosun Pharma. In 2019, it is plans to build a greenhouse gas monitoring report verification (MRV) platform, so as to gradually increase the statistical coverage of its entire corporate group.

Case:

Enterprises in the pilot project developed and carried out greenhouse gas emission reduction actions according to their particular business characteristics:

Guilin Pharma has set up an energy management team to develop and define energy conservation assessment mechanisms. The team has subsequently carried out a series of technical transformation activities to improve its energy measurement system, including replacing coal smoke and transforming key energy consumption equipment of its natural gas operations.

Wanbang and its nine affiliated enterprises plan to implement PV power generation projects in the next five years, and complete at least five emission reduction measures each year.

Club Med manages energy through its global environmental monitoring system ‘Tech Care’ to manage energy and has implemented many measures to reduce its impact on climate, including ecological buildings, renewable energy, transportation, and ecological certifications.

Making full use of its original energy-saving design and operations, the Bund Financial Center has obtained LEED gold certification and a three-star certification from the Chinese Green Building Association for its environmentally-friendly design.

Product Responsibility

Fosun issued a document in March 2017, formally establishing the Lean Six Sigma Management Promotion Committee and Working Group, and subsequently selected the enterprises such as Fosun Pharma, NISCO, Xinghong Real Estate to carry out related pilot work. In 2018, Fosun further promoted the Lean Six Sigma projects. It developed 494 Lean Six Sigma projects within the group, creating direct economic benefits worth more than RMB 193.6 million according to the financial accountants of each unit. This work also created several indirect benefits and improved performance in many other dimensions of the business, as well as several breakthroughs in areas such as lean production, lean supply chain, lean marketing, and the need for new factories. Under the program, several management talents were trained in Lean Six Sigma techniques.

Fosun strictly abides by relevant laws and regulations such as the Product Quality Law of the People’s Republic of China and the Food Safety Law of the People’s Republic of China, and works to implement the company’s strategy of developing their businesses "centered around family customers, intelligently building a global happiness ecosystem". As such, it has strengthened the product quality and safety management policies of Fosun-invested enterprises and updated the Implementation Rules for Reporting Major Quality Accidents of Fosun Group in 2016. In 2017, Fosun also issued the Guidelines for the Enterprises to Establish Product Recall System of Fosun Group to guide the enterprises towards establishing and improving their product recall systems. Fosun requires that industries in which the state has issued product management measures, such as those of medicine, food, medical equipment, children’s articles, as well as steel and clothing industries, must formulate their own relevant management systems. On the basis of the relevant national or industrial product management measures, the enterprises have established and improved their product management systems in combination with the guidance of Fosun’s product management policies. In 2018, Fosun established the customer service and product quality supervision department and issued the Regulations on the Supervision and Management of Global Customer Service and Product Quality to further promote improvements in user experience and product quality.

Using research and spot inspections, Fosun encourages its enterprises to improve the operations of quality control systems, including but not limited to warehouse inspections of raw and auxiliary materials, production process controls, finished product inspections, product storage and transportation.

Fosun also sets various key performance indicators for product quality according to the industry characteristics of individual enterprises and tracks their results every month. In 2018, Fosun’s member enterprises made great achievements in quality management, especially in the developing and certifying their quality control systems, supplier management, product safety mechanisms, quality safety training, handling of user complaint and product returns, and customer satisfaction.

Care and Services for Employees

Care for Employees

Fosun has established different “care plans” for various employee groups, and constantly innovates the forms of care offered. Based on the practical situation of the group, we have customized different incentive mechanisms for key employees, high-performance employees, young and high potential employees and other groups. At the same time, we let employee family members participate in the company's various charity activities through the “happiness ecosystem” created by the group. We make full use of the group's resources, so that employees and their families can enjoy all kinds of internal products, services and related resources more conveniently and at a more favorable price.

Fosun pays great attention to the health management of its employees and constantly seeks to optimize its health management system. In addition to the annual physical examination covering all employees, the system also encourages the employees to participate in fitness activities, such as Tai Chi and dance. The group offers health lectures, strengthens the health awareness of employees, and provides related services such as making physical examination appointments. In addition, we continue to integrate the group's rich medical and insurance resources into these offerings, introduce the group's advanced technology companies, create a variety of health services, and organize events so that the employees can experience the latest in health hacks and technology.

Fosun also pays special attention to the physical and mental health of female employees and offers special care to them. For example, every year the group recognizes each female employee on Women's Day. In addition, we also regularly offer lectures on women's health and preventing occupational diseases.

Fosun's care for employees is also reflected in its efforts to create diversified care services for their families, including promoting the comprehensive development of their children and enriching the daily life of their families. Every year the Group prepares gifts for such children on Children's Day and periodically holds different family activities where family members are invited to join. With this work, we hope the Group can help lead employees and their families to grow happily together.

Services for Employees

We use the Internet and various innovative technologies to provide better services for our employees. We continuously optimize and innovate the forms of welfare distribution and publicity, and notify employees of the special welfare items through the free Fosun mobile app. The employees can make queries on all kinds of salary, welfare and personnel policies at any time on our independently developed mobile app platform. Through the mobile application platform, we also distribute employee benefits, provide options for online recharging and meals payments, and other convenient services.

In order to process the application of various certifications and administrative tasks for employees, we have set up a dedicated service staff team in the global human resources sharing service center. Such services include helping process employment permits and residence permits for foreign employees, college graduates' settlement materials, and collective residence registration. The result is we are able to save employees time and energy and effectively cooperate with the introduction of outstanding talents.

To promote the internationalization process of the group and meet the requirements of having a diversified workforce, we research and formulate the welfare policies and systems according to the laws, regulations and market practices of different countries and regions. Additionally, we help foreign employees quickly understand and integrate into the Fosun corporate culture through tailor-made onboard training and a "partner" program.

Employee’s Learning and Development

Our talents are the core competitiveness of the enterprise. Fosun always takes the mutual development of both the enterprise and employees as one of its most important responsibilities, and continuously strives to provide more and better career development opportunities and working environments for employees. Through the continuous growth and structural optimization of the organization, Fosun promotes the collaborative teamwork and creates value, continues to build an elite cultural organization, and pursues the vision of mutual development between Fosun and its employees. By sharing innovation and best practice cases, it helps employees understand key points of Fosun’s strategy and how they can help contribute to that strategy. We have also established talent development and professional training programs for different levels of employees with different development goals, thereby helping them plan their development path and learning and allowing them to grow rapidly.

Employee Incentives

Fosun continually develops its comprehensive multi-level remuneration and incentive systems, which are designed around value creation, adhering to the principle of being performance-oriented, and having clear rewards and penalties. The incentive system and policies are then improved through regular reviews. At the same time, it empowers subsidiaries and member enterprises to combine different incentive tools according to their particular business characteristics, strategic requirements and development challenges of their different industrial groups. With the proper design, the incentive system will drive business growth and team success.

Reporting Period:

This report covers Fosun’ s economic, social and environmental performance from January 1, 2018 to December 31, 2018, in order to achieve effective communication with Fosun’ s employees, their families, shareholders, institutions and other stakeholders and news media. Please pay attention to the Fosun International ESG report which will be released in the first half-year of 2020 for the related information in 2019.

Reference Standard:

This report takes the UN Sustainable Development Goals (SDGs) as the guiding reference.

Scope Definition:

This report selects materials based on the principles of importance, objectivity and stakeholder’ s attention. Unless otherwise specified, statistics of any Fosun entity listed in the report refer to their annual 2018 data. In case conflicting data is released by listed companies of Fosun International Limited, the listed company’ s data shall prevail. "Fosun-invested enterprises" mentioned in this article refers to the enterprises that Fosun International and the enterprises in which Fosun International holds shares, including economic entities in different industries such as iron and steel, mining, real estate, pharmaceuticals, retail, strategic investment, insurance and asset management.

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