

FOLIDAY 复星旅文

FTG Emergency Response & Reporting Management Program

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[EHSQ Department]

Fosun Tourism Group

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Introduction

This document defines the minimum requirements on Emergency incident handling and reporting requirement for Fosun Tourism Group (also known as FOLIDAY) and also encourages Sub Company and project to execute higher requirements so as to ensure health and safety of guest and employees.

The masculine words (he and his) used in this document shall be deemed to additionally include the corresponding feminine words.

This plan is written in English and Chinese. If any conflict or discrepancy is present between its English version and Chinese version, the Chinese version shall prevail.

FOLIDAY 复星旅文

Contents

Chapter I General Provisions	4
Chapter II Organizational Structure and Responsibilities	4
Chapter III Emergency Classification and Corresponding Management Level	6
Chapter IV Emergency Response	12
Chapter V Procedure of Emergency Reporting	16
Chapter VI Responsibility investigation	17
Chapter VII Document Control	17

FTG Emergency Response & Reporting Management Program

Chapter I General Provisions

Article 1 Objective

In accordance with Emergency Response Law of the People's Republic of China, General Emergency Plan for Public Emergencies in Shanghai etc., this Emergency Response and Reporting Management Procedures of Fosun Tourism Group is specifically formulated to prevent and minimize the occurrence of emergency incidents, control, mitigate and eliminate the fateful consequences caused by emergencies in Fosun Tourism Group, and better assisting relevant managers of Fosun Tourism Group to master the responsibility for response of emergencies.

Article 2 Scope of Application

This program is apply to the headquarters, member enterprises and projects of Fosun Tourism Group.

Chapter II Organizational Structure and Responsibilities

Article 3 Organizational structure and responsibilities

Fosun Tourism Group has set up three levels of emergency management structure with the principle of “unified leadership, graded responsibility and territorial management priority” for the emergencies management.

Level 1:

The Level 1 organization for FTG emergency response is Crisis Command Committee (CCC). It is positioned as the emergency management decision team of Fosun Tourism Group, with the responsibilities of deciding on the policy and strategic direction for dealing with emergencies, and issuing instructions to the level 2.

FTG Emergency Management Command Committee	
Role	Position
Committee leader	FTG Chairman and Vice-chairman
Deputy leader	FTG president and co-president
Secretary General	EHSQ General Manager
Team Member	FTG Headquarter function department head, each company head

FOLIDAY 复星旅文

Role and Responsibility:

Co-Director: in charge of overall command and big decision-making for level I (Major Incident).

Deputy Director: in charge of the daily work of the Crisis Command Committee, coordinate resource and support Co-Director on command and decision making.

Secretary General: collecting the latest response trends reported by various departments and carries out coordination among all parties; supervision on the incident progress and handling quality, and subsequent implementation effect, etc., and providing coordination support for all safety work.

Headquarter Supporting Department: provide technical support and suggestions to support Co-Director on decision making,

Head of Member Enterprise: he/she is the first person in charge of safety in each member enterprise, when there's emergencies in his/her enterprise he/she will implement the decision under Co-Director's direction and lead the "Emergency Site Command Team" on emergency response.

Crisis Command Committee (CCC) shall set up command room in FTG headquarter office, when Level I (Major) incident occur the Secretary General shall notice Co-Director, Deputy Director, FTG Headquarter supporting department and the head of the incident member enterprise to gathering in the command room or keep connected by call.

Level 2:

The group headquarters "CCC" shall appoint members of "Daily Emergency Response Team" for the Fosun Tourism Group headquarters. The deputy director of the "CCC" shall serve as the team leader, centralized coordinate and handling level II incident (Larger Incident), as well as activating the "Crisis Command Center" of the level 1, and is also in charge of the reports for level 1. Each head of Member Enterprise shall lead level 3 "Emergency Site Command team" on emergency response and handling within his/her scope, as well as report to "Daily Emergency Response Team" leader.

FTG Daily Emergency Response Team	
Role	Position
Team leader	TG president and co-president
Secretary General	EHSQ General Manager
Team Member	FTG Headquarter function department head, each company head

Role and Responsibility:

Leader: In charge of the daily work of the "Daily Emergency Response Team", coordinate

resource and timely report to CCC.

Headquarter Supporting Department: provide technical support and suggestions to support Co-Director on decision making,

Head of Member Enterprise: He/she is the first person in charge of safety in the member enterprise, when there's level II emergencies in his/her enterprise he/she can take the decision after collecting options from EHS and other department, also he/she will lead the level 3 "Emergency Site Command Team" on emergency response.

Level 3:

All membership enterprises and projects shall set up "Emergency Site Command team" to manage and control the site in accordance with the requirements of each's emergency response procedures. Its responsibilities include protecting the safety and health of field personnel, reporting to local government departments and cooperating with the inspection of government law enforcement departments, as well as report to the level 1 and level 2.

Table 3 Emergency Site Command Team

Emergency Site Command Team	
Post	Personnel
Leader	Each company head, General Manager
Member	Each company deputy GM, department head

Chapter III Emergency Classification and Corresponding Management Level

Article 4 Emergency Classification

Fosun Tourism Group divides the emergencies into three levels: Level I (major incident), Level II (larger incident) and Level III (general incident) in accordance with laws and regulations of *Regulations on the Reporting and Investigation of Production Safety Incidents*, *Provisions on the Criteria for the Prosecution of Criminal Cases under the jurisdiction of Public Security Authorities by The Supreme People's Prevent and Ministry of Public Security*, and *Emergency Plan for Response of Tourism Emergencies in Shanghai*. Please refer to the table below for specific standard:

Table 4: Emergency classification standards

Incident level	Serial number	Type	Definition
Level I (major)	1	Safety	Fatality or disappearance \geq 1 person, or Serious injury \geq 3 people

FOLIDAY 复星旅文

2	Fire	<p>Firm with more than three people trapped</p> <p>Ordinary building fire with a burning area of more than 500 m², or</p> <p>Fire in high-rise buildings, underground structure, densely populated places, places with flammable and explosive dangerous goods, important sites, special sites, etc. with an burning area of more than 100 m².</p>
3	Food safety	<p>Suspected food poisoning \geq 30 people or</p> <p>Number of medical visits \geq 10 people</p>
4	Infectious disease and other acute health damage	<p>Class A infectious diseases, and diseases managed as Class A diseases (infectious atypical pneumonia, pulmonary anthrax, human infection with highly pathogenic avian influenza and Coronavirus) \geq 1 case, or</p> <p>Class B infectious diseases, and diseases managed as Class B \geq 3, or</p> <p>Acute inhalation poisoning occurred in the swimming pool, other acute health damage, etc., \geq 10 cases</p>
5	Security	<p>The personnel safety is seriously threatened (terrorist attack, suicide, kidnapping, rape, poisoning, etc.)</p> <p>Occurrence of mass passenger trample incident with more than three serious injuries</p>
6	Natural disaster	Casualties or serious damage to the operation of scenic spots due to earthquake, debris flow, tsunami, landslide, etc.
7	Loss of property	property losses \geq 300,000 Yuan (RMB)
8	Special equipment	<p>Boiler pressure vessel explosion</p> <p>Large amusement facilities and ropeways are out of service for more than 7 days caused by liability incident</p> <p>High-altitude personnel trapped in the passenger ropeways \geq 3 hours</p> <p>High-altitude personnel trapped in the large amusement facilities \geq 1 hour</p>
9	Customer	Group complaints at local on same incident \geq 50

FOLIDAY 复星旅文

		Complaints	people, or FTG EHSQ&CS received more than 20 complaints for same reason within 24hours.
	10	Personnel retained	Number of forced personnel retained abroad ≥ 10 people, or Number of domestic guest retained ≥ 100 people
	11	Traffic incident	Causing more than one fatality or serious injury to more than three people due to traffic incident
	12	Media influence	More than one report in national website or print media with continuous following up, even to be hot spots of society The company's first-class and second brand may or has caused impact , emergency incidents with strong media appeal
Level II (larger)	1	Safety	1 \leq Serious injuries <3 ≥ 1 Loss of consciousness, coma, Cardiac arrest, etc.
	2	Fire	Fire with ≥ 1 person trapped Ordinary building fire with a burning area of less than 500 m ² . Fire alarm in high-rise buildings, underground structure, densely populated places, places with inflammable and explosive dangerous goods, important sites, special sites, etc. with the burning area of less than 100 m ² .
	3	Food safety	10 \leq Suspected people of food poisoning<30, or 5 \leq Number of people seeking medical treatment for foodborne diseases <10
	4	Infectious disease or other acute health damage	1 \leq Class B infectious diseases, and disease managed as Class B <3 3 \leq Class C infectious diseases, and disease managed as Class C<10 (e.g. Chickenpox) 3 \leq Acute inhalation poisoning occurred in the swimming pool, other acute health damage, etc., <10 cases

FOLIDAY 复星旅文

	5	Security	Staffs or guests involved in criminal case or criminal detention Personnel involved in mass security incidents such as marches, demonstrations, demanding salary and sit-down protest ≥ 30 people
	6	Natural disaster	Property or operation losses caused by severe meteorological disasters such as typhoon, rainstorm, hail, snow, or triggering other class II emergency standards
	7	Loss of property	100,000 Yuan \leq Direct loss of property < 300,000 Yuan (RMB)
	8	Special equipment	3 days \leq Large amusement facilities and passenger ropeways are out of service caused by liability incident < 7 days Personnel retained in the elevator cabin more than 1 hour 1 hour \leq High-altitude personnel retained in the passenger ropeways < 3 hours 30 minutes \leq High-altitude personnel retained in the large amusement facilities < 1 hour
	9	Guest Complain	20 \leq Number of people for group complaints at local for same incident < 50, or 10 \leq FTG EHSQ&CS received complaints for same reason within 24 hours < 20
	10	Personnel retained	5 \leq Number of forced detentions abroad < 10, or 20 \leq Number of guest detained after the scenic area was closed < 50 people
	11	Traffic incident	1 \leq serious injury caused by traffic incident < 5 person, or Number of minor injuries ≥ 3 people
	12	Media influence	More than report in traditional media or print media
Level III (general)	1	Safety	Staff 's Lost Time Incident ≥ 7 days, or Staffs got suspicious occupational disease or acute

FOLIDAY 复星旅文

			poisoning ≥ 1 case, or ≥ 3 guests got minor injuries in one incident, or ≥ 1 Staff or guest injured and need to be hospitalized
2	Fire		fire incident triggering fire sprinkler system (including kitchen fire extinguishing system) or Fire brigade 119 are dispatched due to fire, or person being trapped etc.
3	Food safety		$3 \leq$ Suspected people of food poisoning < 10 , or In the same group, ≥ 5 cases of acute gastroenteritis occurred within 1 day, or ≥ 10 cases in the past 3 days, or ≥ 2 of above cases were confirmed to be infected by pathogens such as norovirus, bacillary dysentery and salmonella, etc.
4	infectious disease and other acute health damage		$1 \leq$ Cases for detection of Class C infectious diseases, and managed according to Class C < 3 Or $1 \leq$ Acute inhalation poisoning occurred in the swimming pool, other acute health damage, etc., < 3 cases
5	Security		Police personnel are dispatched for the public security incidents in violation of the <i>Regulations on Public Security Administration</i> , or in administrative detention by the police $10 \leq$ Number of personnel involved in mass security incidents such as marches, demonstrations, demanding salary and sit-down protest < 30 people
6	Natural disaster		Local operations are affected by unfavorable weather, or triggering other Class III emergency standard
7	Loss of property		$20,000 \text{ Yuan} \leq$ Direct loss of property $< 100,000 \text{ Yuan}$ (RMB)
8	Special equipment		Personnel trapped in the high passenger ropeways \geq

FOLIDAY 复星旅文

			30 min Personnel trapped in the large amusement facilities \geq 30 minutes
	9	Guest Complain	10 \leq Number of people for group complaints at local < 20, or 5 \leq FTG EHSQ&CS received complaints for same reason within 24hours <20
	10	Personnel retained	Number of forced detentions abroad \geq 5, or Number of guest detained after the scenic area was closed \geq 20 people
	11	Traffic incident	1 person \leq Number of minor injuries by traffic incident <3 people
	12	Media influence	More than 1 report in We media(Facebook, WeChat, Twitter, microblog,etc)
	13	Non-compliance report issued by government	Nonconformity is found and fine is issued in the process of law enforcement and inspection by government departments such as security supervision, fire control, health supervision, food and drug supervision, environmental protection and quality inspection
<p>Note:</p> <ol style="list-style-type: none"> 1. Incident levels can be upgraded based on the level of severity and social media impact, and it shall be determined by the emergency response teams at all levels. 2. Media influence incident response and handling will be managed by FTG headquarter PR&GR team and each company PR&GR team should support on response. 			

Article 5 Incident Level Corresponding Management Level

Based on the emergency management principle of “unified leadership, graded responsibility and territorial management priority”, different levels of emergency management organizational structure are responsible for emergency management of different levels of emergencies. Please refer Table 5 “Emergency Level and Emergency Management Level Correspondence Matrix” for more details.

Table 5 Emergency Level and Emergency Management Level Correspondence Matrix

Emergency Level	Corresponding management level	Corresponding measures
Level I (major)	Level 1	<p>Activate the management structure of Level 1, the “Emergency Command Center” of group headquarters shall deploy all team members to dispose of emergencies in accordance with the set emergency plan based on their respective division of labor, and temporary adjust the plan when necessary; to gather the members in the group headquarters in the meeting room, set up Wechat group, DingTalk group etc. for those who are unable to reach the site, to convey and update all kinds of instructions and information.</p> <p>Decide whether to report to Fosun Tourism Group headquarters based on the condition.</p>
Level II (Larger)	Level 2	<p>Immediately establish “Daily Emergency Response Team” upon receipt of report by “Level 3”, and establish communication with the team of Level 3 through Wechat, DingTalk and telephone, etc., to guide and solve emergencies.</p> <p>Decide whether to activate the “Emergency Command Center” of Level 1 based on the development of the incident.</p>
Level III (general)	Level 3	<p>Establish “Emergency Site Command” based on the respective emergency rescue plan of the companies, protect safety and health of field personnel, and complete the corresponding recovery and re-work, and incident investigation report.</p> <p>Report to the FTG EHSQ team within the prescribed time limit according to Table 7.</p>
Other minor incidents below “Level III”	Level 3	<p>Each company shall self-handle the incident based on their own emergency plan.</p>

Chapter IV Emergency Response

Article 6 Procedures for the Response of Emergencies

Different emergency response measures shall be formulated based on different nature of emergencies. Please refer to Table 6 “General Procedures for Response of Emergencies” for

more details. Companies, projects are encouraged to implement higher requirements to guide emergency response.

Table 6 General Procedures for Response of Emergencies

Type of emergencies	General Response Procedures
People Injury	<ol style="list-style-type: none"> 1. Immediate response: the incident unit immediately arranges doctors and nurses to carry out on-site medical aid work. Control the field and evacuate unnecessary personnel, and determine whether to call an ambulance or send casualties to the hospital based on the situation 2. Emergency response: establish field command based on the situation, carry out unified organization and command on the response action, arrange personnel to the hospital with the focus on the medical situation, take action to prevent others get injured, protect all kinds of evidence, and view surveillance videos, and make preliminary judgment on the direct cause of the incident. Report to the local government safety supervision and management department within 1 hour of the incidents of fatality or serious injury. 3. Post-response: do well in the treatment of the sick and wounded, investigate the cause of the incident, and prepare the incident report with the principle of “4 – No Pass”.
Food safety	<ol style="list-style-type: none"> 1. Immediate response: Provide immediate medical assistance to people with food poisoning, closely monitor and update the treatment situation, and immediately stop the suspicious food supply to prevent the expansion of the incident. Study and judge the information and clues submitted, organize the on-site disposal in advance, and protect the on-site evidence. 2. Establish site command team depending on circumstances, isolate symptomatic persons, identify and isolate close contacts, disinfect the site, seal up and test suspicious food materials according to FTG Acute Gastroenteritis Control Guideline, and report to local government as required. 3. Post-response: continue medical care for patients and conduct investigation to find the root cause, and improve food safety management.
Fire	<ol style="list-style-type: none"> 1. Immediate response: the incident unit immediately organizes forces to carry out self-help and mutual assistance, control the development of the incident, evacuate and transfer personnel, and report the information to the local fire department 119. Immediately activate the mini fire station, organize personnel evacuation, and control the further expansion of fire. 2. Emergency response: each incident unit establishes “Emergency Site Command”,

FOLIDAY 复星旅文

	<p>do well in the work of fire fighting and rescue, traffic security, personnel evacuation, public security maintenance, etc., to prevent further expansion of the incident, and timely report to the management team of level 2. The emergency management team of level 2 coordinates, promotes, and implements various emergency response measures, organizes and develops the information submission, and control the site, consultative decision-making, resources coordination, and response etc.</p> <p>3. Post-response: inspect the fire site to prevent re-ignition. Clean up the fire site without dead ends. Organize resources and do well in the after work such as treatment of injured person, relief and assistance, family reassurance, order restore etc. After the fire incident, work with local fire brigade to investigate the cause of fire and prepare incident report.</p>
Special equipment	<p>1. Immediate response: immediately organize emergency response forces to implement emergency rescue, and immediate report to the local special equipment supervisory authority. Control the site of special equipment, immediately suspend the same type of equipment.</p> <p>2. Emergency response: the incident unit immediately implement emergency response, establish Emergency Site Command team depending on the circumstances, organize unified command and response work, immediately suspend the use of special equipment for the incident, arrange personnel rescue and evacuation, immediately activate emergency plan for the personnel retained in high-altitude and elevator, the professional team shall operate equipment for rescue. Report to the local government quality supervision and management department for the incident that meets incident standard for special equipment.</p> <p>3. Post-response: the incident unit should do well in the settlement of relevant personnel, the incident equipment should be sealed up and not be put into use before the cause of the incident is clarified and the hidden danger is eliminated. The production, installation and inspection departments of special equipment analysis of the root cause of the incident, and propose plans for improvement, and the equipment can only be put into use upon the valid evaluation.</p>
Mass aggregation incident	<p>1. Immediate response: immediately organize security forces on site to control order and prevent the incident from getting worse. Do well in site order control, to prevent the escalation and expansion of the incident. Carry out legal notification for those who commit abnormal behavior, and report to the police when necessary.</p> <p>2. Emergency response: the security management department of each company carries out site control, and report to the local police when necessary. Consumers choose 1-2 representatives through consultation, staff members learn the information from the consumer representatives, collate and collect consumer demands, and perform mediation. Report to the local police when necessary, and</p>

FOLIDAY 复星旅文

	<p>assist public security authority for on-site investigation and evidence collection.</p> <p>3. Post-response: do well in the work of personnel registration and screening, education, care, etc. with diversion points, make a thorough investigation of the causes and management of mass gathering incident, and complete the incident report.</p>
<p>Major customer complaints</p>	<p>1. Immediate response: immediately organize customer service personnel to do well in the work of persuade and stabilize consumer sentiment, and arrange security forces to maintain order on the site. To discuss and judge the reported information and clues, and make preliminary judgment of the cause of the complaint.</p> <p>2. Emergency response: after major consumer dispute occurs, the receiving unit shall determine the level of emergency work based on the number of claimants, nature of the incident, degree of harm caused by the claim, social impact, etc. Customer service personnel do well in the persuasion work to the consumers and assist the operator to stabilize consumer sentiment; learn and mediate disputes from consumers; in case of group appeal incident, consumers choose 1-2 representatives through consultation, staff members learn the information from the consumer representatives, collate and collect consumer demands, and perform mediation for classification, divide complaint groups into 3-5 groups, and arrange customer service personnel to conduct mediation separately.</p> <p>3. Post-response: to form a written report on the response of consumer disputes, carry out comprehensive analysis of the causes and find out weak links in management.</p>
<p>Infectious disease and other acute health damage</p>	<p>1. Immediate response: Patients with symptoms should be quarantined and given medical assistance promptly. Medical treatment and diagnosis should be closely tracked. Report to local health authorities according to local requirements</p> <p>2. Emergency response: Identify all the potential close contact and disinfect all the related places and utensils</p> <p>3. Post-response: Thoroughly clean and disinfect the front and back areas of the whole hotel or resort, and adjust the emergency plan according to the actual situation</p>
<p>Media influence</p>	<p>1. Immediate response: check the site in the media report and everyone can't express any views and opinion in public or to the media until got authorization from PA team</p> <p>2. Emergency response: report to FTG Public Affair team and follow the direction to communicate with media , correctly guide and influence the media, collecting document and materials to speak with one voice , organize press conferences, reception and interview when needed.</p> <p>3. Post-response: Continuously follow up on the media report until incident cool down in Media. Working with FTG PA team to develop own media monitoring and</p>

	reporting management system.
	4. Refer to the specific requirements of "FTG crisis public Relations" in The Management Measures on News Release and Foreign Affairs

Chapter V Procedure of Emergency Reporting

Article 7 Pre-reporting of Major Incidents

For major foreseeable incidents, such as large-scale mass activities, major media visits, and important matters influencing the company's image, the personnel in charge of each company should inform the group headquarters in time. The large-scale mass activities shall be reported to the local public security bureau and FTG headquarters EHSQ team 20 working days in advance based on the requirements of Decree No. 505 of the State Council of the People's Republic of China: *Regulations on Safety Management of Large-scale Mass Activities*. The report documents should include work plan, emergency management procedures, etc.

Article 8 Emergency Incident Reporting

The report of emergency management must adhere to the principle of "The person in charge business must be responsible on safety". The prime principal of each company and project shall minimize the impact caused by emergency incident according mobilizing all available resource.

After the emergency, the personnel in charge of each company shall make preliminary judgment on the severity level and take immediate actions to control the emergency, the "Emergency site command team" leader's primary responsibility is on site emergency response and he/she can assign people report to the level 2 of management team within the specified incident in accordance with the requirements of "Table 7". If the incident is serious, the personnel in charge of each company can report to level1 "Crisis Command Committee", and shall not be delayed for any reason.

Emergencies are reported in three forms: Oral report and written report. Oral report channels include but are not limited to: telephone, Wechat, Fosun Dingding, etc. The Oral report should include the time and place, general description of the incident, preliminary judgment of the cause, consequences of the incident, and relevant on-site pictures if necessary.

The specific format of written report can be self formulated by each company, but the following should be included: details of the latest incident, recent development of the incident, on-site status pictures and control measures, etc.

The complete report format for the incident investigation can be self formulated by each company, but the following should be included: detailed process of the incident, personnel and property losses, scale of social impact, root causes analysis, experience and lessons

learned from the incident and discipline action for responsible personnel etc.

Table 7 Time limit for reporting emergencies

Incident level	Time limit for oral report	Time limit for submission of written report	Time limit for submission of complete report of incident investigation
I (Major)	Within 30 mins	Within 12 hours	Within 30 days
II (Larger)	Within 2 hours	Within 24 hours	Within 15 days
III (General)	Within 24 hours	Within 48 hours	Within 15 days

Note: If emergencies in Europe, America, etc. fail to have oral report in accordance with the above requirements due to time zone differences, the time limit for oral report can be appropriately extended, but written report shall be submitted within the prescribed time.

Chapter VI Responsibility investigation

Article 9 Responsibility Investigation

The prime principal of each company and project, or EHSQ manager must report to Fosun Tourism Group in time in accordance with the requirements of this program. For circumstances of concealment reporting, delayed reporting, false reporting, omission reporting or expanding (narrowing) the situation to make false report and setting up obstacles to obstruct informed person from reporting, those responsible will be held strictly accountable discipline upon verification.

Chapter VII Document Control

Article 10 Interpretation

The Group Customer Service and Product Quality Management Department is responsible for formulating, modifying and interpreting this regulation.

This regulation shall be effective immediately from the date of release.

Article 11 Revision History

Date	Revision illustration	Version
Mar 2019	Initial publish	Rev.0
18 July 2019	1. Translate into bilingual. 2. Rename "Major Incidents Handling Procedures" as "Emergency Response and	Rev 1.0

FOLIDAY 复星旅文

	<p>Reporting Program”</p> <ol style="list-style-type: none"> 3. Propose the principle of “unified leadership and graded responsibility”, the emergency response team is divided into three levels, “Crisis Command Committee” of the group headquarters is Level I, “Daily Emergency Response Team” of the group headquarters is Level 2, and “Emergency Management Command team” of each company and project is Level III. 4. Adjust Article 4 “Emergency Classification”, divide 12 incident types into three levels: I (major), II (larger) and III (general) based on the severity level. 5. Add Article 6, correspond I, II and III levels of incidents to three levels of management teams to realize level-to-level responsibility. 6. Add Article 7 “General Procedures for Response of Emergencies” 7. Add Article 8 “Time limit for reporting emergencies” to stipulate time limits for oral and written reporting of incidents at different levels. 8. Add Article 12 “Revision History” and Article 13 “Definition”. 	
1 July 2020	<ol style="list-style-type: none"> 1. Update the Table 1: Crisis Command Committee of Fosun Tourism Group 2. Update the Table 2 Daily Emergency Response Team of the Fosun Tourism Group Headquarters 3. Replace “Public Health” to “Infectious disease and other acute health damage” 4. Table 4: Emergency classification standards, replace “public health ” with” Infectious disease and other acute health” <ol style="list-style-type: none"> a) Level I (major), 4. Add “coronavirus ” at Class A infectious diseases, and diseases managed as Class A diseases; add “ Acute inhalation poisoning occurred in the swimming pool, other acute health damage, etc., ≥ 10 cases” b) Level II (larger), 4. Add $3 \leq$ Acute inhalation poisoning occurred in the swimming pool, other acute health damage, etc., < 10 cases c) Level III (general), 1. Safety, modified to be “Staff 's Lost Time Incident ≥ 7 days, or Staffs got suspicious occupational disease or acute poisoning ≥ 1 case, or ≥ 3 guests got minor injuries in one incident, or ≥ 1 Staff or guest injured and need to be hospitalized , or got coma, loss of consciousness, cardiac arrest, etc.” d) Level III (general), 3. Food Safety, modified to be “$3 \leq$ Suspected people of 	Rev 2.0

	<p>food poisoning < 10, or In the same group, ≥ 5 cases of acute gastroenteritis occurred within 1 day, or ≥ 10 cases in the past 3 days, or ≥ 2 of above cases were confirmed to be infected by pathogens such as norovirus, bacillary dysentery and salmonella, etc.”</p> <p>e) Level III (general), 4. Infectious disease and other acute health, add “1 \leq Acute inhalation poisoning occurred in the swimming pool, other acute health damage, etc., < 3 cases”</p> <p>5. Table 4: Emergency classification standards, Customer Complaints changed the number of reporting threshold.</p> <p>a) Level I (major), 9. Changed to be: Group complaints at local on same reason ≥ 50 people, or TFG EHSQ&CS received more than 20 complaints for same reason within 24hours.</p> <p>b) Level II (larger), 9. Changed to be : $20 \leq$ Number of people for group complaints at local for same incident < 50, or $10 \leq$ FTG EHSQ&CS received complaints for same reason within 24hours < 20</p> <p>c) Level III (general), 9. Changed to be: $10 \leq$ Number of people for group complaints at local < 20, or $5 \leq$ FTG EHSQ&CS received complaints for same reason within 24hours < 20</p> <p>6. Table 6 General Procedures for Response of Emergencies, Food safety modified to be :</p> <p>a) Immediate response: Provide immediate medical assistance to people with food poisoning, closely monitor and update the treatment situation, and immediately stop the suspicious food supply to prevent the expansion of the incident. Study and judge the information and clues submitted, organize the on-site disposal in advance, and protect the on-site evidence.</p> <p>b) Establish site command team depending on circumstances, isolate symptomatic persons, identify and isolate close contacts, disinfect the site, seal up and test suspicious food materials according to FTG Acute Gastroenteritis Control Guideline, and report to local government as required.</p> <p>c) Post-response: continue medical care for patients and conduct investigation to find the root cause, and improve food safety management.</p> <p>7. Table 6 General Procedures for Response of Emergencies, replace “public health ” with” Infectious disease and other acute health”, and contents modified to be :</p>	
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FOLIDAY 复星旅文

	<p>a) Immediate response: Patients with symptoms should be quarantined and given medical assistance promptly. Medical treatment and diagnosis should be closely tracked. Report to local health authorities according to local requirements</p> <p>b) Emergency response: Identify all the potential close contact and disinfect all the related places and utensils</p> <p>c) Post-response: Thoroughly clean and disinfect the front and back areas of the whole hotel or resort, and adjust the emergency plan according to the actual situation</p> <p>8. Table 6 General Procedures for Response of Emergencies, Media influence, add 4. Refer to the specific requirements of "FTG crisis public Relations" in The Management Measures on News Release and Foreign Affairs</p>	
April 6, 2022	Adjust "Emergency Management Command Committee", "Daily Emergency Management Command Committee" role and positions description into tables for better understanding. According <FOSUN Crisis Management Committee and its Relevant Guidelines 1 Dec 2022> adjust emergencies verbal reporting limits: Level I Major adjust from 1hour into 30mins, Level (Larger) adjust from 12hours into 2hours.	Rev 3.0

Article 12 Definition

Noun	Definition
Emergency incident	Emergency incident that happened suddenly, causing or possibly causing serious casualties, property losses, destruction of ecological environment and endangering society or public safety
Serious injury	<p>The integrity of the body has been severely damaged or the function has been severely impaired, serious injuries to employees and contractors: according to provisions of GB6441 <i>Classification Criteria for Casualty Incidents of Enterprise Workers</i>, serious injury refers to lost time incident with equivalent to or more than 105 working days</p> <p>Serious injury for guest: implement in accordance with the definition in China regulation Criteria for the Assessment of the Degree of Human Injury</p>
Minor injury	Implement in accordance with the definition in Criteria for the Assessment of the Degree of Human Injury
Class A infectious diseases	Plague, cholera
Class B infectious diseases	A total of 26 kinds of diseases, such as infectious atypical pneumonia, AIDS, viral hepatitis, poliomyelitis, human infection with highly pathogenic avian influenza, measles, epidemic hemorrhagic fever, rabies, epidemic encephalitis B,, dengue fever, anthrax, bacterial and amoebic dysentery, tuberculosis, typhoid and paratyphoid fever, epidemic cerebrospinal meningitis, pertussis, diphtheria, neonatal tetanus, scarlet fever, brucellosis, gonorrhoea, syphilis,

FOLIDAY 复星旅文

	leptospirosis, schistosomiasis, malaria.
Class C infectious diseases	A total of 11 kinds of diseases, such as influenza, mumps, rubella, acute hemorrhagic conjunctivitis, leprosy, epidemic and endemic typhus, kala-azar, echinococcosis, filariasis, and infectious diarrhea diseases other than cholera, bacterial and amebic dysentery, typhoid and paratyphoid fever.
Special equipment	Boilers, pressure vessels (including gas cylinders), pressure pipes, elevators, lifting machinery, passenger ropeways, large recreational facilities, special motor vehicles in factory (yard), etc. which are much more hazardous to personal and property security, and shall implement in accordance with the <i>Catalogue of Special Equipment</i> .
Foodborne Diseases	Foodborne diseases refer to diseases caused by pathogenic factors such as toxic and harmful substances (including biological pathogens) entering the human body through feeding. In general, foodborne diseases are classified as infectious and poisonous, including common <i>food poisoning, intestinal infectious diseases, anthroozoonosis, parasitic diseases and diseases caused by chemically toxic and harmful substances</i> .
We Media	Also known as "citizen media" or "personal media", we media includes Blog, Twitter, Facebook, Weibo, WeChat, Douyin, Baidu post bar, BBS and other online communities
Traditional Media	Compared with the network media in recent years, traditional media release information to the public or provide educational and entertainment platforms through some mechanical devices, mainly include traditional media in the sense of newspapers, outdoor media, communication, radio, television and other networks.

Article 13 References

Law of the People's Republic of China on the Prevention and Treatment of Infectious Diseases

Law of the People's Republic of China on Safety Production

Law of the People's Republic of China on Safety Production of Special Equipment

Law of the People's Republic of China on Fire Protection

Law of the People's Republic of China on the Prevention and Control of Occupational Diseases

Criminal Law of the People's Republic of China

National General Emergency Plan for Public Emergencies

Regulations on the Reporting and Investigation of Production Safety Incidents

National Emergency Plan for Emergency Environmental Incidents

Provisions on the Criteria for the Prosecution of Criminal Cases under the jurisdiction of Public Security Authorities by The Supreme People's Procuratorate and Ministry of Public

FOLIDAY 复星旅文

Security

National Emergency Plan for Public Health Emergencies

Regulations on Incident Reporting, Investigation and Handling of Special Equipment

Special Emergency Plan for Response of Tourism Emergencies in Shanghai