



  
**2021**  
**Sustainability**  
Report

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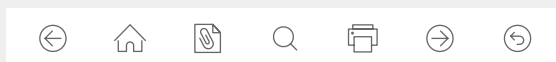
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 Reference to further reading online

## 2021 Annual Highlights

Sinyi Realty achieved good performance in 2021, demonstrating our efforts towards sustainability goals and responses to various stakeholders.

- E Environment
- S Social
- G Governance
- SC Supply Chain

### Service Carbon Footprint Reduction

Carbon Emissions per Transaction **↓28.3%**

Paper Usage per Service **↓37.5%**

Revenue per kWh **↑22%** E

**TANZE**  
台灣淨零行動聯盟  
Taiwan Alliance for Net Zero Emission

**Sinyi Realty**  
**2030 Net Zero** E

**NET ZERO**  <sup>30</sup>/<sub>50</sub>

**Net Zero X 2030/2050**  
**Grade "Green"** E



**Climate Change Questionnaire**  
**A List** E

**Customer Satisfaction Rate**  
**91.62%**

We surveyed 64,401 clients to provide exceptional customer service S

**Cumulative Proposal Coverage Rate**  
**99.73%**

"We are ONE" project S

**Innovation Service Smart Property Viewing Service 2.0**  
**DiNDON- Real Estate Voice Overs**

Expanding your imagination S

**Employee Turnover Rate**  
**22.32%**

kept decreasing in 3 consecutive years S

**Corporate Governance System Assessment**  
**Outstanding** G

Obtained the highest level of CG6013 (2021) certification.

**TCFD**  
**Level 5+** G

The maturity model for the Climate-related Financial Disclosures is Level 5+: Excellence grade.

**Corporate Governance Evaluation**  
**TOP 5%** G

Obtained the highest recognition of the listed group for the eighth consecutive year.

**Operating Profit Growth**  
**29%** G

achieved a positive profit of 2.89 billion NTD.

**Sustainable Supply Chain Management**  
**ISO 20400** SC

obtained verification for the first time

**100%** SC

signed Procurement Ethics Standard

**Green Procurement Award in Private Sector-Enterprise for**  
**14 consecutive years** SC

## Awards and Recognition

Sinyi Realty has repeatedly won important awards at home and abroad, and has been recognized in many areas, reflecting our responsibility and the public's expectations. We have implemented corporate social responsibility for many years, and hope to continue to be a positive influence so that each person, each company, and each society may be trustworthy and we can achieve sustainability.

### Overseas Awards



#### Asia Responsible Entrepreneurship Awards, AREA

- Investment in People
- Corporate Governance
- Responsible Business Leadership: Mr. Chun-chi Chou



#### Carbon Disclosure Project (CDP): A List

The first real estate service industry in Taiwan to receive this honor.



#### Global Corporate Sustainability Awards, GCSA

- Sustainability Reporting: Gold Class [4 consecutive years]
- Best Practice (World Class)
- Outstanding Professional: Mr. Chun-chi Chou

#### Commercial short film "In Love We Trust"

##### The Cannes Lions Awards Entertainment Lions

- Grand Prix

##### AD STARS Award

- Film Craft-Direction: Gold
- Branded Viral Videos: Silver
- PSA: Bronze

### Domestic Awards

#### Environment

- **The Environmental Protection Agency, Executive Yuan:** "Low-Carbon Product Award" Outstanding
- **British Standards Institution (BSI Taiwan):** "Sustainable Resilience Navigator Award"

#### Governance

- **Taiwan Stock Exchange's 8th Corporate Governance Evaluations:** Top 5% of Listed Companies [8 Consecutive Years].
- **Taiwan Corporate Governance Association:** Certificate of Corporate Governance System Assessment CG6013(2021) - Outstanding.

#### Social

- **2021 Taiwan Corporate Sustainability Awards (TCSA) by Taiwan Institute for Sustainable Energy (TAISE):** "The Most Prestigious Sustainability Awards- Top Ten Domestic Corporates (service industry)," "Corporate Sustainability Report Awards- The Best of the Year," "Social Inclusion Award," "**Taiwan Sustainability Action Awards (TSAA) – Gold.**"
- **Global Views Monthly Magazine:** 2021 17th Global Views "Corporate Social Responsibility & ESG Award," received Winner for 3 consecutive years, listed on the Honor Roll of the Award. And received Excellent for Best Practice Award of Senior Support Group.

- **CommonWealth Magazine:** "Excellence in Corporate Social Responsibility" Sixth Place, Large Enterprises Category [15 consecutive years].
- **2021 Commonwealth Magazine Top 2000 Survey –** Sinyi has ranked No. 1 in the real estate brokerage industry for 27 consecutive years.
- Sinyi was listed in the "**Top 200 Resilient Companies – V-Recovery Top 100,**" and marked as the number one in Taiwan service industry.
- **Reader's Digest:** Platinum Award in "2021 Reader's Digest Trusted Brand Survey" in the real estate brokerage category [14 times in a row]
- **4A Creative Awards:** "In Love We Trust" commercial won the Grand Prix, "Best Film (Over 61 sec.)" - Gold, "Best Film Copywriting" - Honorable Mention, "Best Viral Film in Digital" - Gold, "Best Content & Copywriting in Digital" - Silver, and "Creativities for Good" - Honorable Mention.
- **Taiwan Digital Media and Marketing Association (DMA) 2021 Digital Singularity Awards:** "DiNDON smart house viewing service" won "Best AI Application" – silver. "In Love We Trust" commercial won "Best Video Creativity" – silver, and "Best Content Entertainment" – silver.
- **Ministry of the Interior (MOI):** Government Graphics Platform "Taiwan Geospatial One Stop (TGOS) Value-added Application Award."

- **DailyView 2021 Best Reviewed Online Awards:** Sinyi Living has won the "Innovation Pilot Award" for the stay-at-home economy industry.
- **1111 Job Bank:** 2021 Happy Enterprise Award-Gold, Construction and Architecture Group.
- **TWSE:** "TWSE RAFI® Taiwan High Compensation 100 Index" Constituents.
- **Annual outstanding blood donors (group):** Recognize by Taipei Blood Center.
- **Sports Administration, Ministry of Education:** "Taiwan iSports Label Certification."
- Received "**Excellent Breastfeeding Room Certification**" from Department of Health, Taipei City Government.
- Received "**Healthy Workplace Certification**" from Health Promotion Administration, Ministry of Health and Welfare.
- **Ministry of Culture:** "Taiwanese Cultural Collaboration Medal" - Mr. Chun-chi Chou (Museum, Local Cultural Center, and Community Building Group)

For more information, please visit Sinyi Sustainability website: Inspiring the world <https://csr.sinyi.com.tw/en/sd/world.php>

[Awards and Recognition](https://csr.sinyi.com.tw/en/news/awards.php)  
<https://csr.sinyi.com.tw/en/news/awards.php>

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By upholding Sinyi's philosophy of "People first" and the business goal of providing a world-class service while fulfilling corporate social responsibility [CSR], Sinyi Realty has aimed to achieve the ultimate goal of coexistence and co-prosperity with society.

Take business ethics as a core strategy, Sinyi Realty has developed steadily on the basis of our main operation and devised innovative methods of operation for protecting stakeholders' interests and rights. In the short term, Sinyi aims to redefine and develop innovative residential services. In the long term, Sinyi plans to contribute to the prosperity and development of society and enhance the inclusiveness of our services.

Founder, Sinyi Group

*C.C. Chou*

### Sinyi ESG Business Policy and Vision, Performance and Management Process

We have employed a broad global perspective to establish environmental, social, and governance [ESG] frameworks and to mediate stakeholder rights and interests. Additionally, Sinyi Realty has actively established future sustainable niches and employed the concepts of trust, rigor, and ethics within the Sinyi value chain to develop sustainable innovations, thereby meeting stakeholder demands and providing a fulfilling and happy life for associated parties.

#### Environment—Get to Net Zero

The impact of extreme climate events has pushed countries around the world to the frontline of the climate emergency. Taiwan faces multiple threats, including water shortages, power shortages, and the COVID-19 pandemic. As global companies, corporations should actively help prevent exacerbation of climate change.

In 2021, Sinyi Realty made improvements and achieved a 28.3% reduction in carbon footprint for each transaction compared with 2020. This increased the revenue per kWh by 22%, a new record high. Sinyi's corporate net zero target is in line with the 1.5°C pathway and has passed the evaluation by SBT, furthermore, we obtained an A Leadership score from the Carbon Disclosure Project [CDP] in 2021.

Sinyi Realty collaborated with the Taiwan Alliance of Net Zero Emission in promoting the Net Zero X 2030/2050 project. The aim of this project is to help Sinyi Realty and the Sinyi Group achieve net zero greenhouse gas emissions by 2030 and 2050, respectively.

#### Society—Co-existence, Co-prosperity, and Co-creation

The once-in-a-century pandemic prompted corporations to value the health and wellbeing of their employees, the employees' family members, and local communities. Given that humans cannot survive alone, ensuring mutual benefits, coexistence, and co-creation between people is crucial to being prosperous in the future. Sinyi Realty has endeavored to mediate and pursue stakeholder rights and interests, with these stakeholders including customers, workers, and communities and societies. In 2021, Sinyi Realty achieved the following:

- Implemented the "3H" policy—high-paying jobs, happy career path, and healthy support—to counter the high employee turnover rate in the industry, achieving a decrease the rate for three consecutive years.
- Passed and being certified with ISO 45001, completing a healthier workplace.
- Held interviews with over 60,000 customers and achieved a customer satisfaction rate of more than 90%.
- Achieved a 99.73% coverage rate with the Community Capacity Building Project, more than a thousand proposals received from 367 townships in Taiwan, with only Dongyin township in Matsu left.
- Launched the first 3-year "Micro Business Ethics Officer Development Program" in partnership with Social Enterprise Insights.
- More than 10,000 activities were held to provide local services to meet the needs of the community. Sinyi Realty can create greater impact and a better future with the community.

### Sinyi ESG Management Policy - 2050 Sustainability Principles

- |   |   |
|---|---|
| <b>E</b> Environment—Get to Net Zero                          | <b>G</b> Governance—Creating a Sustainable Lifestyle                                |
| <b>S</b> Society—Co-existence, Co-prosperity, and Co-creation | <b>SC</b> Supply chain management— Building an Ethical and Sustainable Supply Chain |

[p. 23 Sustainability Performance Progress](#)

#### Governance—Creating a Sustainable Lifestyle

Corporate governance represents a corporation's promise to its shareholders. Sinyi Realty has met all of its corporate governance promises. The company operations are supervised by a Board of Directors elected by shareholders to ensure the long-term profits of shareholders and protect the rights and interests of all stakeholders. Through this operation, Sinyi Realty fulfills its CSR and ensures the company's sustainable operation.

We passed Taiwan Corporate Governance Association's CG6013[2021] Corporate Governance System Assessment and received "Outstanding" -- the highest level recognition. Also for 8 consecutive years we have been ranked in the top 5% of listed companies in the corporation governance evaluations conducted by the Taiwan Stock Exchange.

Throughout the pandemic, we continue to pursue the motto "Sinyi begins with trust and ends with perfection." In 2021, our revenue and operation income have achieved a 21% and 29% increase than last year. Moreover, Sinyi was listed in the "Top 200 Resilient Companies — V-Recovery Top 100," and marked as the number one in Taiwan service industry.

In the future, Sinyi Realty will continue to challenge itself, innovate and redefine residential services, and contribute to Taiwan's industrial development.

#### Supply chain management— Building an Ethical and Sustainable Supply Chain

CSR, ESG frameworks, and sustainable development goals—these modern global trends are already incorporated into the core business philosophy of Sinyi Realty, namely corporate ethics. Ethics generally relates to the one-to-one relationships between people, whereas corporate ethics relates to how a corporation relates to multiple individuals in society. Corporate ethics encompasses the concepts of CSR, ESG frameworks, and sustainable development goals.

To adhere to corporate ethics when providing services and implement Sinyi concepts in the supply chain culture, we introduced ISO 20400 for the first time and being verified by BSI in 2021, in order to deepen sustainability into supply chain management norms and processes. Through ESG risk assessment and suppliers on-site visits, we actively focus on the positive and negative social, economic and environmental impacts of our key suppliers. Through resources sharing, we emphasis on the implementation of human rights, occupational health and safety, and low carbon service, etc. in daily operation. Even during the pandemic, we work with suppliers to enhance sustainability:

- Received the Benchmarking Award for Green Procurement by Private Enterprises for 14 consecutive years.
- Introduced ISO 20400 and passed verification by BSI.
- Conducted on-site audits to key suppliers for a total of 606 times.
- Key suppliers' inspection rate reached 95.6%.
- Key suppliers 100% signed "Business Code of Conduct and Sustainability Term."

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Digitization is not only an important part of realizing energy saving, carbon reduction, and a better life, but also providing a better working environment for real estate agents and better services for customers.

Sinyi Realty has continually cared and protected stakeholder rights and interests, and has become the most trustworthy real estate brokerage brand for consumers in 40 years. By caring for the environment, making efforts in cultivating community care, and implementing integrity governance, an ESG-focused Sinyi Realty aims to create another 40 years of excellence.

Chairman, Sinyi Realty

Overall Environment and Organizational Operations

COVID-19 continued its worldwide spread in 2021. Strong terminal market demand and the low interest rate environment with abundant funds had resulted in the number of real estate transactions hit 348,000 a year with a record-high since 2013. It reflects that the overall housing market is still in a steady growth trend even if it is affected by the epidemic.

With advanced deployment of digital transformation, Sinyi quickly responded to the epidemic with innovative digital technology. After "DiNDON smart house-viewing service", we launched "AI can help know about the house" voice service during the COVID-19 Level 3 declaration in Taiwan. Through various residential services provided to local community, we build trusty relationship with residents. The "full real estate service" leverages branch channels, digital marketing, and new strategies such as online advertising, virtual tours and live streaming. The first-hand new house business breaks off the constraints of physical space, time, and human resources in the reception center.

Sinyi Realty's Strategy

Sinyi Realty upholds the core values of trustworthiness and righteousness and promotes corporate ethics. From providing real estate services, and services related to the daily life of community residents, thereby we meet the living demands of clients and promoting a fulfilling community lifestyle. Through good services, good occupations, and good lifestyle as fundamentals, Sinyi Realty has steadily achieved its vision amidst the global pandemic.

Long-term Strategies: Sinyi Sustainability Principle and Sustainability Strategies and Goals in the ESG Dimensions (2050)

The long-term development framework of Sinyi Realty—namely the environmental, social, and governance (ESG) framework—was established by the Total Ethical Management Committee of Sinyi Realty by using Sinyi Sustainability Principle as strategy goals. In consideration of the current problems in global sustainable development, including climate change, we employ the core concerns of the ESG framework as the main approach in maintaining stakeholder rights and interests, continuing innovation, and establishing future suitable development goals.

p.3 Sinyi Sustainability Principles

Mid-term Strategies: Sinyi's Response Strategies towards ESG Dimensions and Material Issues (2030)



Sinyi Realty has actively responded to the sustainable development goals promoted by the United Nations. By analyzing the future environment and considering feasible actions, Sinyi Realty is fulfilling its obligations as a global citizen.

- **Environment (E):** To demonstrate the influence of green power. Sinyi Realty has committed to achieve Net Zero by 2030, and support the development of renewable energy with a 100% renewable energy consumption by 2030.
- **Social (S):** To continue to pursue a business model that complies with corporate ethics; to adopt the concept of sustainable branches with regional features and achieve mutual benefits, coexistence, and co-creation with local communities; and to establish a comprehensive talent cultivation system to ingrain the Sinyi brand in the next generation of employees. By 2030, Sinyi's objective is to achieve a 100% coverage rate with the Community Capacity Building Project, increase the percentage of female executives to 20%, and obtain a customer satisfaction rate over 92%.
- **Governance (G):** To implement transparent and honest corporate governance policies and become the leading brand in the residential lifestyle services.
- **Supply chain:** To promote sustainable supply chains and to build an evaluation system, aiming to achieve a key supplier inspection rate of 95% by 2030.

Short-term Strategies: Quantitative and Qualitative Goals Set Annually for 2022

We have established the goals for 2022 with the aim of collaborating with stakeholders in facing the impact of the pandemic:

- **Environment (E):** To enhance carbon emission management and reduce carbon emissions, reduce greenhouse gas emissions (Type I and II) by 4.2%, and carbon emission by 1% for every transaction.
- **Society (S):** To ensure the comprehensive provision of services, promote community engagement through sustainable branches, promote diverse and flexible community volunteer services, and increase the influence of community alliances; To listen to workers' demands and increase the flexibility of welfare applications; and to achieve a customer satisfaction rate of 91%, a 99.88% coverage rate with the Community Capacity Building Project, and an employee turnover rate lower than 27%.
- **Governance (G):** To retain Sinyi's top 5% ranking of listed companies in corporation governance evaluations conducted by the Taiwan Stock Exchange and achieve the highest operating profits in the industry.
- **Supply chain:** Continue to be ISO 20400 verified, and co-create a good lifestyle through human-centered innovation with our key suppliers.

For more information of our response to the COVID-19, please refer to Sinyi Sustainability Website "COVID-19 Response"

Sinyi Realty's high-quality services come from high-standard corporate governance, and strive to enhance the competitiveness of enterprises and industries, deepen ethical values, and establish honest real estate transactions.

### Industry Leader: Market Positioning of Sinyi Realty

- E Carbon Disclosure Project (CDP): A List**  
The only company of real estate service industry in Taiwan to receive the highest honor in CDP's climate change questionnaire.
- S Cumulative Proposal Coverage Rate 99.73%**  
Among the 368 townships in Taiwan, only Dongyin Township has not proposed the "We are ONE" project.
- G Number 1 in Revenues for 28 Consecutive Years, a Steady Seat at the Top of the Industry**  
We adhere to the core values of integrity and ethics, actively establish brand divisions, continuously improve service quality, and develop steadily. Even after several changes in the housing market, we continue to sit firmly in the leading position in the industry.

### Main Products and Services

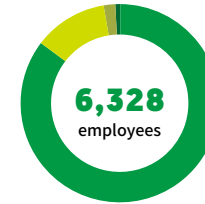
**Leading Brand of Real Estate Brokerage Industry**  
We primarily provide real estate sales and rental brokerage services. Specific services include sales and leases for pre-sold, surplus and individual units, first-hand and second-hand units; including residential houses, offices, plants, land, and parking spaces.

#### Sinyi Group's Global Headquarters

No. 100, Xinyi Road Section 5, Xinyi District, Taipei City 110, Taiwan.

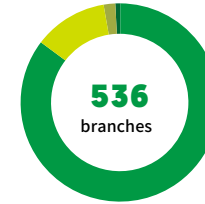
Since Sinyi Realty Inc. established in 1987, we have been functioning in a fully-operated system. In 1999, we were listed on the counter. In 2001, we were listed on the market.<sup>[1]</sup>

### Geographic Distribution and Employee Information (Group)



#### Regional distribution of employees

Taiwan	5,739 <sup>[2]</sup>
China	471
Japan	105
<b>Total</b>	<b>6,328</b>



#### Regional distribution of branches

Taiwan	487
China	40
Japan	8
Malaysia	1
<b>Total</b>	<b>536</b>

### Financial Performance



Consolidated Revenue  
**18.792** billion NTD

Taiwan: 73%  
China: 25%  
Overseas

(Japan and Malaysia): 2%

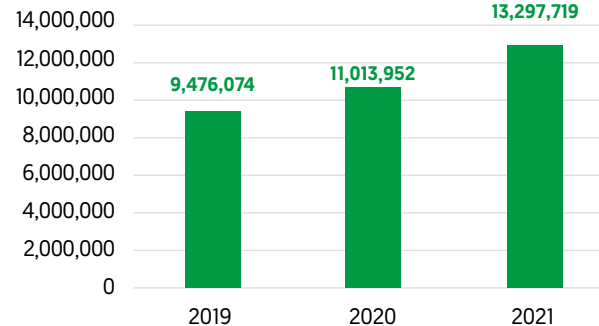


Individual Operating Revenue  
**13.297** billion NTD

Individual Operating Gain  
**2.89** billion NTD

#### Individual Operating Revenue

[NTS thousand]



[1] The predecessor of Sinyi Realty was established in March 1981. Since the government has not yet approved the business of an agency company, the "Sinyi Agency" is used to provide housing sales services. "Sinyi Realty" was formally established in 1987.

[2] Scope of the Report and Note on the Numerical Data

- Organizations Covered: Sinyi Group's geographical distribution, consolidated revenue, number of stores, and number of employees include information on Sinyi Realty and its consolidated subsidiaries. Taiwan staff figures (5,739) include total staff of both Sinyi Realty (5,092) and the Taiwan-related enterprise group (661). Malaysia Division, Japan Division, and Tourism Division are included in the 5,092 people of Sinyi Realty.
- Period Covered: Fiscal year ending December 31, 2021 (January 1 to December 31)

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Sinyi Realty continues to publish our sustainability report every year, hoping that stakeholders who care about us can better understand our efforts and achievements in implementing corporate social responsibility. Thank you for reading Sinyi Realty's 13th Sustainability Report. This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards (2021) and SASB Standards. We will continue to issue new editions of this report each year. The most recent previous report was issued in June 2021.

## ■ Guidelines and Standards

This report has been prepared in accordance with the GRI Standards (2021), while the information disclosed is in keeping with the international standards including the Taiwan Stock Exchange Corporation Rules Governing the Preparation and Filing of Sustainability Reports by TWSE Listed Companies, the UN Global Compact, and ISO 26000 Guidance on Social Responsibility. Refer to the Sustainability Accounting Standards Board (SASB) standards and the Task Force on Climate-related Financial Disclosures (TCFD) framework for disclosure, and signed support for TCFD.

## ■ Reporting Period

The disclosures in this report are for the year 2021 (from 1/1/2021 through to 12/31/2021). The report presents our performance, responses, and actions concerning all material topics.

## ■ Report Content and Topic Boundaries

The information disclosed in this report is focused on Sinyi Realty, with the scope of information and data covering financial, environmental, and social aspects. Financial information is primarily focused on consolidated revenue which is consistent with the information in our financial statements.

## ■ Data Sources

The statistical data disclosed in this report are derived from our own statistics and the results of surveys we have conducted. If there are restatements of information, it will be explained in each chapter. Data relating to finance have undergone validation by our accountants prior to public disclosure and are presented in the usual form. Relevant information on carbon and water emissions has also been verified by third-party impartial units.

## ■ Assessing and Strengthening the Credibility and Quality

We have commissioned BSI Taiwan to undertake assurance and have received a verification statement from them. After this assurance, this report was prepared in accordance with the AA1000AS v3 and in adherence to GRI Standards (2021) and SASB Standards.

## ■ Key Entities Responsible for the Report: Corporate Sustainability Office

The contact point for questions regarding the report or its contents is: Mrs. Dan-ni Chen / Director

✉ [csr@sinyi.com.tw](mailto:csr@sinyi.com.tw) ☎ +886-2-2755-7666 📠 +886-2-2722-0515



Online Form

## ■ Report Management Systems

### Internal Audit

- Total Ethical Management Committee (TEM committee) and all department heads help to verify data and ensure consistency over reporting.
- Environmental, Social, and Governance (ESG) performance and strategic goals have been reviewed by the Board of Directors.
- Audit supervisor audits the correctness of the content.

### External Assurance

- Financial Data [Deloitte]
- Environmental Data: ISO 14001, ISO 14064-1, ISO 14067, ISO 46001, ISO 50001, PAS 2060 [British Standards Institution (BSI) Taiwan]
- Sustainability Data: AA1000 AS v3 with Addendum Type 1 and SASB standards, TCFD conformity check, ISO 45001, ISO 20400 [British Standards Institution (BSI) Taiwan]
- Event Sustainability: ISO 20121 [British Standards Institution (BSI) Taiwan]

🔗 Verification Statement <http://csr.sinyi.com.tw/en/certificates/verification-report.php>

## Financial Information



Annual Report



Financial Reports (Quarterly/year)



Sinyi Investor Website  
<https://www.sinyi.com.tw/investors/en>

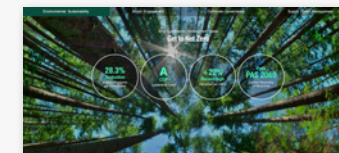
## Non-financial Information



Reports can be downloaded from  
<http://csr.sinyi.com.tw/en/report/index.php>



Provide more real-time sustainable information



Corporate Sustainability Website  
<http://csr.sinyi.com.tw/en/>

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## Sustainable Development

Sinyi's sustainable development goals are linked to SDGs and material topics, setting out organizational development principles and management mechanisms for various aspects of the environment, society, and governance. In line with Sinyi Group's vision, we will explain the organization's future improvement goals in all aspects and material topics. For each material topic, according to various business growth expectations, we set the next year's plan and quantitative or qualitative goals.

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## ● The Importance and Value of Sustainability to Sinyi Realty

In the business process, we uphold "doing what should be done [righteousness], and keeping our word to them [trustfulness]," thus creating value for stakeholders, and jointly enhancing the sustainable value of the company. Reviewing our efforts toward sustainable development from the value chain perspective, consider the impact of corporate decisions on all stakeholders, and then exert influence and make changes. Since Sinyi's establishment, our business purpose is to take into account all stakeholders. When making any decision, we must consider the impact of actions on various stakeholders, including employees, customers, society, environment, and suppliers.

### Corporate Mission

We believe in eternal values  
To realize people's dream with passion  
To share our individual experiences  
To enrich human life together  
To grow in harmony and to grow sustainably

Corporate Mission

### Core Competence of Creating Value: "Trustfulness, Righteousness, and Ethics."

Sinyi Realty strive to make trustfulness, righteousness, and ethics as our core competencies, develop services in line with Sinyi Sustainability Principles, continue to innovate toward our strategic goals, and plan new business opportunities based on core values.

We integrate the corporate social responsibility into our core business, trying to solve social problems, and seek to strike a balance among the economy, society, and the environment.



### Innovative Services: A Purpose-driven Sustainability Strategy

Enterprises that are "purpose-driven" gain public support by providing proper care to important stakeholders. A good "corporate purpose" can take into account both "profit creation" and "social influence." We response to SDGs, it is through our focus on innovative ability based on purpose-oriented that we have been able to maintain our place at the top of the industry and stand out among our peers.

#### 2021 Sustainable Innovation Results

#### Green real estate service- Get to Net Zero

- E** Promote low-carbon service (p. 29)
- Improve resource efficiency (p. 30)
- From nearly zero to Net Zero (p. 32)

#### Establish a diverse and happy workplace

- S** Sinfu Coin - flexible benefits (p. 41)
- Employees Satisfaction Score > 4.0

#### Digital transformation, and caring communities

- S** DiNDON - smart house viewing service (p. 48)
- Community engagement services (p. 48)
- Flexible volunteer services (p. 53)
- Customer Satisfaction Rate 91%
- Cumulative coverage rate of community 99.88%

#### Transparent governance, strengthen corporate resilience

- G** Performance evaluation of BoD (p. 60)
- TCFD and SASB implementing (p. 97, 100)
- Continue to maintain positive profit
- Corporate Governance Evaluation Top 5%

#### Opportunities

- Gain green brand preference to increase revenue
- Reduce indirect operating costs by less resource consumption

#### Response to SDGs

7 12 13

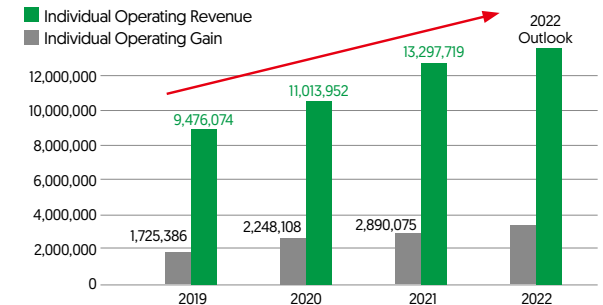
3 4 5 8  
10 11 12

4 8 12 13

### Driving Revenues to New Heights

Sinyi Realty actively combines global sustainability issues with innovative practices which shows in our operating strategy and core capabilities, and specifically demonstrates the effectiveness of our positive financial and operational growth performance. Innovation with business ethics is the foundation of sustainable development. Sinyi Realty actively responds to the needs of stakeholders, our innovation not only creating the financial value, but also having positive impacts on the environment and society. We continue to promote various programs, and maintain the energy of innovation, bringing together the forces to drive the industry and the whole society to rise.

#### Individual Operating Revenue (NT\$ thousand)



● Sinyi Realty's Business Model

○ Core Services

We primarily provide real estate sales and rental brokerage services. Specific services include sales and leases for pre-sold, surplus and individual units, first-hand and second-hand units; including residential houses, offices, plants, land, and parking spaces. In addition, it also includes services such as after-sales service and community engagement services after signing the contract.

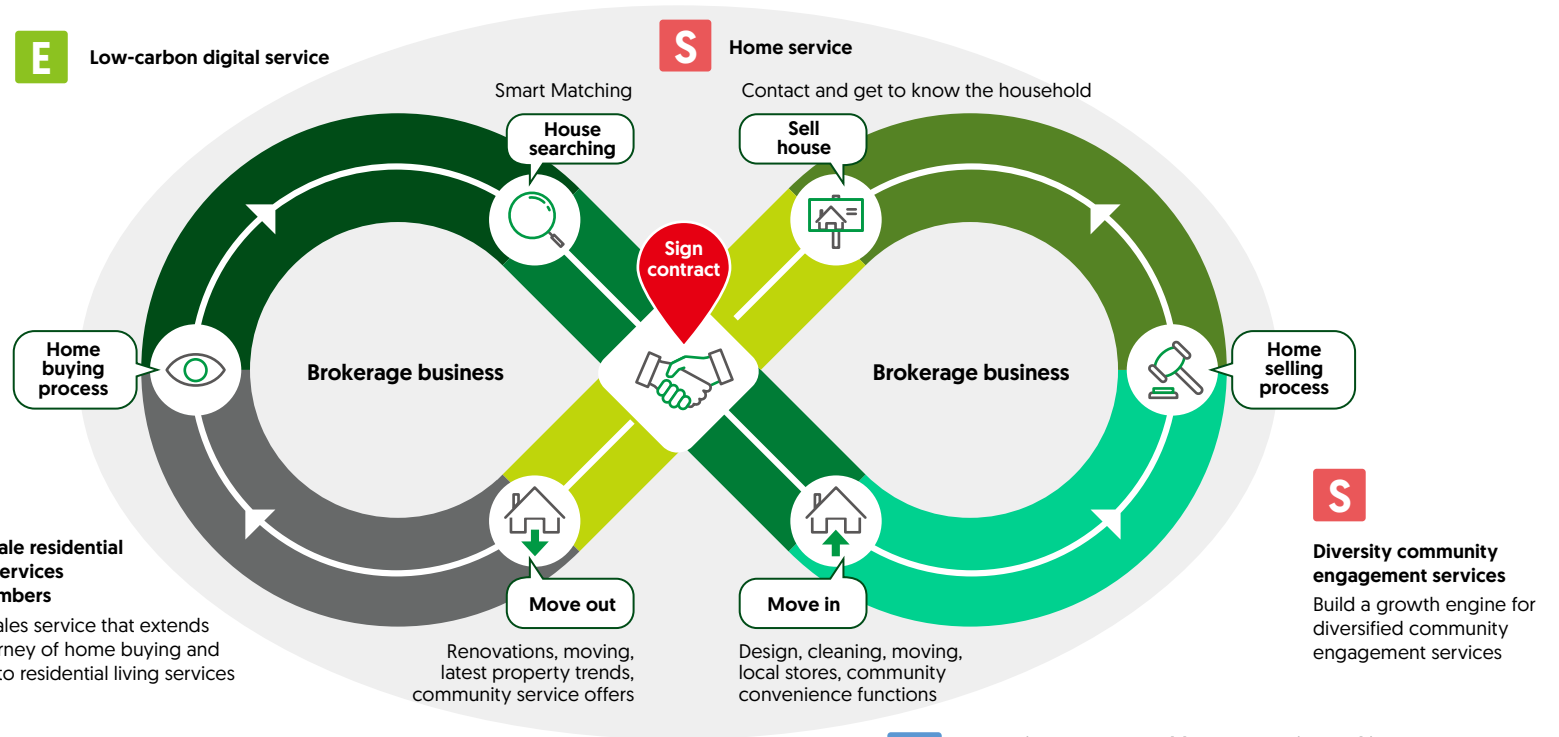
○ Service innovation that takes into account ESG

Extend the journey of buying and selling houses to the after-sales residential living services, build a growth engine for multiple services in the community, and create a sustainable lifestyle that takes into account ESG.

We have been carrying out various programs for a long time, maintain the momentum of innovation, and gather strength to drive the real estate industry and the overall society to become better.

○ Service Value Chain

The nature of the real estate brokerage business is that it starts with people needing to sell or rent real estate and continues through to the final signing of a contract, covering all services in between, as well as the pre-commission and after-sales service, community engagement services, and other similar services.



**G Enterprises get reasonable remuneration and increase revenue**  
 Sinyi continues to echo the SDGs goals, create employment opportunities, jointly promote business ethics, and grow revenue year after year, ranking first in the domestic real estate brokerage industry for 28 consecutive years. It highlights the core principle of the Group's adherence to business ethics, which is a key factor in the longevity of the company.

● Sustainability Strategy and Innovation

Opportunities and Risks

p. 15

Explore External Needs by the Outside-In Approach

We adopt an outside in approach. By looking at what is needed externally from a global perspective and setting goals accordingly, businesses will bridge the gap between current performance and required performance. The Sustainable Development Goals (SDGs) represent an unprecedented political consensus on what level of progress is desired at the global level.

Materiality Analysis

p. 17

Materiality Assessment Process p. 17

Stakeholder Engagement p. 20

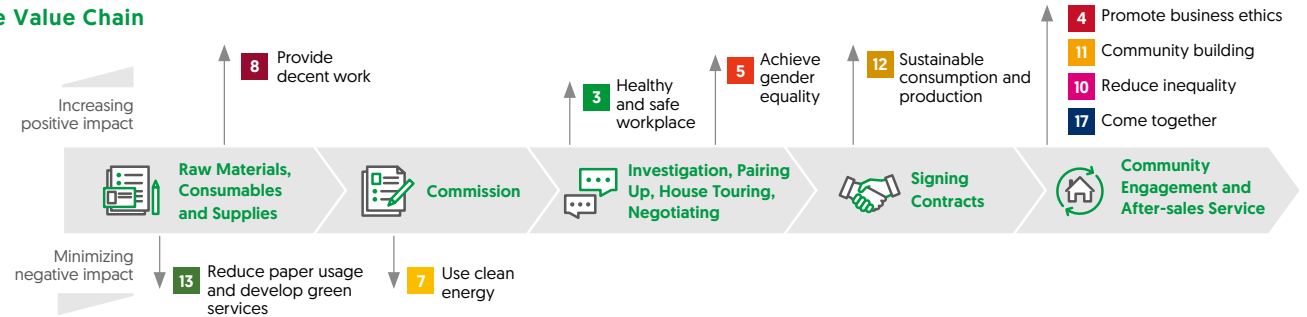
Material Issues of Concern Matrix

p. 18

Value Chain and Sustainable Development Goals

Mapping the SDGs against the Value Chain

Sinyi examining each segment of the value chain, to identify areas where our core competencies contribute positively to the implementation of the SDGs, or operating activities may have negative impacts on the SDGs.



The Innovation Value Chain

Service Design Thinking for Sustainable Development

Sinyi develops sustainable business models and service design through our value chain. In response to global and social needs from the outside-in, we have designed Sinyi Sustainability Principles and actively responded to SDGs. Service design strategically considers sustainable development issues in response to the needs of stakeholders, optimizes service processes, and launches sustainable innovation projects.

Response Mechanisms

To capture market opportunities linked to sustainability mega-trends, we drive breakthrough innovation for SDGs to pursue growth opportunities.

Category	Sustainability Market Opportunities	Innovation Strategies	Contributed to SDGs	Sinyi Sustainability Principles
<b>E</b> Environment	<ul style="list-style-type: none"> <li>Develop low-carbon innovative services</li> <li>Use clean and low-carbon energy</li> <li>Improve climate-related operational resilience</li> </ul>	<ul style="list-style-type: none"> <li>Green real estate service - Get to Net Zero</li> </ul>	7, 12, 13	Get to Net Zero
<b>S</b> Social	<ul style="list-style-type: none"> <li>Recruitment and cultivation of cross-industry talents</li> <li>Community engagement meet more customer needs</li> <li>Develop collaboration tools</li> <li>Process optimization improves efficiency</li> <li>New-style residential model generates new service demand</li> <li>Apply new technologies to improve service efficiency</li> <li>Apply new communication methods to enhance brand image and information transparency</li> </ul>	<ul style="list-style-type: none"> <li>Establish a diverse and happy workplace</li> <li>Digital transformation, and caring communities</li> </ul>	3, 4, 5, 8, 10, 11, 12	Co-existence, Co-prosperity, and Co-creation
<b>G</b> Governance	<ul style="list-style-type: none"> <li>Bullish housing market or financial policy</li> <li>Expanding into new markets</li> <li>Strengthen business resilience</li> </ul>	<ul style="list-style-type: none"> <li>Transparent governance, strengthen corporate resilience</li> </ul>	4, 8, 12, 13	Creating a Sustainable Lifestyle
<b>SC</b> Supply Chain	<ul style="list-style-type: none"> <li>Develop one-stop home services</li> <li>Develop support services</li> <li>Develop local community engagement services</li> </ul>	<ul style="list-style-type: none"> <li>Enhance shared value and build ESG performances</li> </ul>	8, 13, 17	Building an Ethical and Sustainable Supply Chain

Revenue growth of 21%

# Corporate Sustainability Vision and SDGs

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Social – External Stakeholders

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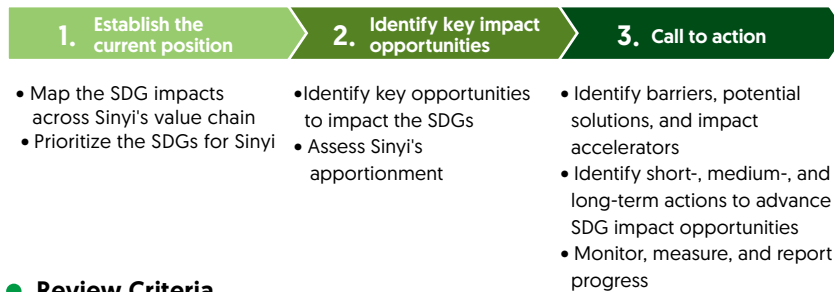
Appendix

## ● Sustainable Strategy: Integrating UN SDGs into Sinyi Sustainability Principle

Sinyi Realty takes "Environment—Get to Net Zero; Society—Co-existence, Co-prosperity, and Co-creation; Governance—Creating a Sustainable Lifestyle; Supply chain management—Building an Ethical and Sustainable Supply Chain" as sustainable vision and development principles. Corresponding to the SDGs, Sinyi sets short-, medium-, and long-term goals for SDGs to move toward the goal of "Be the leading brand in the residential lifestyle services." The management consider the 17 Sustainable Development Goals (SDGs) and the opportunities and risks they bring, and determine the sustainable development goals that Sinyi can have the greatest impact through sustainable strategies, which enable Sinyi to make contributions to achieve the goals, and jointly move towards the sustainable future.

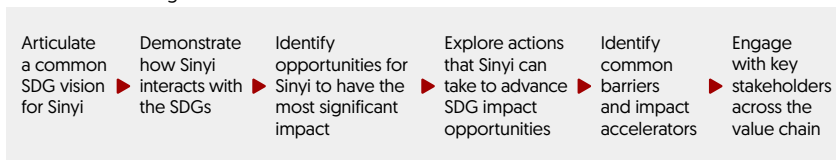
## ● Review Process

Combining our sustainable strategy goals with the SDGs requires organizational inputs and support at the executive level. Using the factors listed below, we conducted a staged analysis:



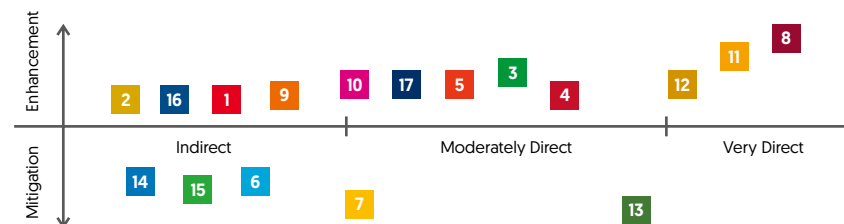
## ● Review Criteria

We work to tie Sinyi Sustainability Principles, the SDGs, and our material topics together to ensure consistency in our strategic goals. To evaluate and review the degree of impact, taking into account the rights and interests of all stakeholders.



## ● Engagement Approach

We identified the interaction between Sinyi and SDGs, and our responses to the 10 SDGs that are moderately direct related or above, will be explained in the report and website.



## ● Implement Performances

Businesses play an important role in achieving sustainable development goals. By responding to SDGs, Sinyi has created many business opportunities and made specific contributions toward the cause.

Goals	Business Opportunity	Related Projects
8	<ul style="list-style-type: none"> <li>Create job opportunities</li> <li>Increase organizational capacity</li> <li>Equal pay</li> </ul>	<ul style="list-style-type: none"> <li>Recruiting project</li> <li>Innovation project and digital resilience</li> <li>Supply chain ESG risk audit</li> </ul> <p>p. 36 p. 48, 64 p. 69</p>
11	<ul style="list-style-type: none"> <li>Community building to assist local development</li> </ul>	<ul style="list-style-type: none"> <li>Community Building</li> </ul> <p>p. 49</p>
12	<ul style="list-style-type: none"> <li>Advocate the awareness of sustainable development</li> <li>Hold sustainable events</li> <li>Circular economy</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability education</li> <li>ISO 20121</li> <li>Lending service</li> </ul> <p>p. 32, 53, 58 p. 48 p. 31</p>
4	<ul style="list-style-type: none"> <li>Cultivate future potential employees</li> <li>Ethics and sustainability education</li> <li>Share real estate knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Industry-academia cooperation</li> <li>Podcast in ethics</li> <li>Director training</li> </ul> <p>p. 36 p. 51 p. 60</p>
3	<ul style="list-style-type: none"> <li>Reduce traffic accidents</li> <li>Systemic prevention of disease</li> <li>Healthy employees create more value</li> </ul>	<ul style="list-style-type: none"> <li>Full face helmet grant</li> <li>Pandemic prevention project</li> <li>Flexible benefit – Sinfu Coin</li> </ul> <p>p. 39 p. 40 p. 41</p>
5	<ul style="list-style-type: none"> <li>Diversified employment</li> <li>Create a good workplace environment</li> <li>High fertility rates</li> </ul>	<ul style="list-style-type: none"> <li>Childbirth grants</li> </ul> <p>p. 42</p>
10	<ul style="list-style-type: none"> <li>Social integration</li> <li>Eliminate unequal educational opportunities</li> <li>Ensure access to education for rural and disadvantaged children</li> </ul>	<ul style="list-style-type: none"> <li>Gung-Ho action</li> <li>Scholarship</li> </ul> <p>p. 50 p. 53</p>
13	<ul style="list-style-type: none"> <li>Low-carbon innovation</li> <li>Climate governance and action</li> </ul>	<ul style="list-style-type: none"> <li>Low-carbon service</li> <li>Energy and carbon management</li> <li>GHG emissions of energy survey to key suppliers</li> <li>TCFD</li> </ul> <p>p. 29 p. 30 p. 69 p. 27, 100</p>
17	<ul style="list-style-type: none"> <li>Cooperate with suppliers and industry alliances to create value</li> </ul>	<ul style="list-style-type: none"> <li>Promote sustainable life</li> <li>Enhance supply chain ESG performance</li> </ul> <p>p. 69 p. 69</p>
7	<ul style="list-style-type: none"> <li>Use clean energy to achieve net zero emissions</li> </ul>	<ul style="list-style-type: none"> <li>Renewable energy</li> </ul> <p>p. 32</p>

## ● Responses to the SDGs

In order to implement sustainable development and respond to SDGs, Sinyi Realty has formulated relevant policies and corresponding principles to enable employees to have a clearer direction to follow when facing various stakeholders.

Sinyi draws up short-, medium- and long-term strategies, as well as the direction of effort, action plans, targets and performance for each SDGs. Sinyi combines SDGs with operating strategies, and considers all important stakeholders so that all of them can benefit together.

SDGs	Management Approach	Policies	Short-term Strategies (2022)	Mid-term Strategies (2030)	Long-term Strategies (2050)	Action Plan	Page
<b>3</b>	Sinyi sets a consolidated management to establish health and safety workplace.	<ul style="list-style-type: none"> <li>ISO verification management policies</li> <li>Program of preventing for traffic accidents</li> <li>Health plan in accordance with pandemic</li> </ul>	<ul style="list-style-type: none"> <li>Keeping workers' safety with rolling planning against pandemic</li> <li>Conduct annual verification for progress checking and further improvement</li> </ul>	<ul style="list-style-type: none"> <li>For Improving work and life balance of workers' by using digital tools</li> <li>To organize OHS management in supply chain</li> </ul>	<ul style="list-style-type: none"> <li>Integrating multi-function into health management platform</li> <li>To promote health management comprehensively</li> </ul>	<ul style="list-style-type: none"> <li>Health promotion</li> <li>Plans for anti pandemic</li> <li>Sinfu coin</li> </ul>	<p><a href="#">p. 39</a></p> <p><a href="#">p. 40</a></p> <p><a href="#">p. 41</a></p>
<b>4</b>	To promote business ethics value and social education, in order to fulfill the goal of improving citizen's literacy.	<ul style="list-style-type: none"> <li>Sinyi Realty Inc. Sustainable Development Best Practice Principles</li> </ul>	<ul style="list-style-type: none"> <li>Continue to train higher education teachers</li> <li>Use innovative ways to promote ethics</li> <li>On-line lectures to include more audience</li> </ul>	<ul style="list-style-type: none"> <li>Partnership for bigger impact</li> <li>Expanding business ethics learning platform</li> <li>Make greater impact through the platform</li> </ul>	<ul style="list-style-type: none"> <li>To reach out to younger generation</li> <li>To connect with international resources of ethics education</li> <li>To offer advice to the industry</li> </ul>	<ul style="list-style-type: none"> <li>School talents cultivation</li> <li>Podcast for ethics</li> <li>Director training</li> </ul>	<p><a href="#">p. 36</a></p> <p><a href="#">p. 51</a></p> <p><a href="#">p. 60</a></p>
<b>5</b>	Adhered to a diverse and inclusive talent strategy and striving for equality of opportunity across genders.	<ul style="list-style-type: none"> <li>Sexual harassment prevention act and the act of gender equality in employment</li> <li>Maternity protection regulation</li> </ul>	<ul style="list-style-type: none"> <li>Empower women, raise female management ratio</li> <li>Placing great importance on diversity in all aspects of hiring and development for genders</li> </ul>	<ul style="list-style-type: none"> <li>Embedding series gender equality into policies</li> <li>Providing parental support</li> </ul>	<ul style="list-style-type: none"> <li>Considering aspects for equality in policies</li> <li>Promoting gender equality</li> </ul>	<ul style="list-style-type: none"> <li>Second-Child Grants Program</li> </ul>	<p><a href="#">p. 42</a></p>
<b>7</b>	To set renewable energy consumption target, formulate and implement plans.	<ul style="list-style-type: none"> <li>ISO verification management policies</li> <li>CDP initiative</li> <li>SBT initiative</li> <li>Sinyi Sustainable Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>Promote renewable energy consumption</li> <li>Continuous equipment maintenance or replacement plan</li> <li>Conduct annual verification for progress checking and further improvement</li> </ul>	<ul style="list-style-type: none"> <li>Achieve net zero emissions</li> <li>Continuously increase renewable energy consumption</li> <li>Plan for mid- and long-term equipment maintenance or replacement</li> </ul>	<ul style="list-style-type: none"> <li>Achieve net zero emissions</li> <li>Promote the importance of clean energy usage</li> <li>Systematic upgrade of energy efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Renewable energy</li> </ul>	<p><a href="#">p. 32</a></p>
<b>8</b>	Creating diverse and inclusive workplace with stakeholders' engagement.	<ul style="list-style-type: none"> <li>Sinyi Realty employment act</li> <li>Sinyi Realty incentive regulation</li> <li>Sinyi mentoring program</li> <li>Sinyi Realty Promotion Act</li> </ul>	<ul style="list-style-type: none"> <li>Diverse employment for inclusive workplace and enlarge portion of female management</li> <li>Establish foundation of digital transformation</li> </ul>	<ul style="list-style-type: none"> <li>Creating a business culture with diversity and inclusion</li> <li>Implementing digital transformation to become efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Providing more job opportunities overseas</li> <li>Establishing living brand ecosystem to create more job opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Hiring program</li> <li>Innovation program and digital resilience</li> <li>Suppliers ESG risk audit</li> </ul>	<p><a href="#">p. 36</a></p> <p><a href="#">p. 48, 64</a></p> <p><a href="#">p. 69</a></p>
<b>10</b>	Try to eliminate inequality and to promote the co-creation between generations, in order to reach co-prosperity.	<ul style="list-style-type: none"> <li>Charter of Sinyi Charity Foundation</li> </ul>	<ul style="list-style-type: none"> <li>Recruit creative and impactful proposals for elderly service</li> <li>Cooperate with innovative groups to perform various activities for elders</li> </ul>	<ul style="list-style-type: none"> <li>Enhance the independent ability of seniors</li> <li>Enhance inter-generational cooperation.</li> <li>Deepen cooperation with partners</li> </ul>	<ul style="list-style-type: none"> <li>Long-term support for the elders to be independent</li> <li>Promote innovative projects, and partner with various groups to respond to new social issues</li> </ul>	<ul style="list-style-type: none"> <li>Gung-Ho Project</li> <li>Sinyi Scholarship</li> </ul>	<p><a href="#">p. 50</a></p> <p><a href="#">p. 53</a></p>
<b>11</b>	Connect resources, promote community, and create uniqueness of the community.	<ul style="list-style-type: none"> <li>Sinyi Realty Inc. Sustainable Development Best Practice Principles</li> <li>Community Building Grants Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Integrate SDGs into projects</li> <li>Planting afforestation to restore the environment and ecology</li> <li>Combining local characteristics to activate local economy</li> </ul>	<ul style="list-style-type: none"> <li>Expand the levels of participation, and encourage more innovative proposals</li> <li>Combine with partners to expand impacts and cultivate local talents</li> </ul>	<ul style="list-style-type: none"> <li>Cultivate talents and establish a talent database</li> <li>Integrate local networks and establish a cross-community assistant system</li> <li>Build an information sharing platform</li> </ul>	<ul style="list-style-type: none"> <li>Community Building</li> </ul>	<p><a href="#">p. 49</a></p>
<b>12</b>	Establish ethical innovation, promote the concept of sustainable consumption to the public.	<ul style="list-style-type: none"> <li>Customer Satisfaction management measures</li> <li>Sinyi Sustainable Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>Optimize service quality management</li> <li>Innovate and develop low-carbon services to reduce paper usage</li> </ul>	<ul style="list-style-type: none"> <li>Promote sustainability awareness to more people</li> <li>Improve supplier sustainability management</li> <li>Promote green sustainable branches</li> </ul>	<ul style="list-style-type: none"> <li>Achieve the target of sustainable branches being carbon neutral and responding to SDGs</li> <li>Expand the efficiency of low-carbon services</li> </ul>	<ul style="list-style-type: none"> <li>Sustainability education</li> <li>ISO 20121</li> <li>Lending service</li> </ul>	<p><a href="#">p. 32, 53, 58</a></p> <p><a href="#">p. 48</a></p> <p><a href="#">p. 31</a></p>
<b>13</b>	Implement energy-saving and carbon-reduction measures, and develop green innovative services.	<ul style="list-style-type: none"> <li>Net Zero 2030 /2050 Initiative</li> <li>ISO verification management policies</li> <li>CDP Initiative, SBT initiative, TCFD</li> <li>Sinyi Sustainable Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>Conduct annual GHG inventory verification</li> <li>Introduce TCFD to enhance climate resilience</li> <li>Promote green services</li> </ul>	<ul style="list-style-type: none"> <li>Greater support for renewable energy development</li> <li>Implement green transformation and continuously innovate green services</li> </ul>	<ul style="list-style-type: none"> <li>Achieve carbon neutral and net zero emissions</li> <li>Promote more low-carbon services to make the service as well as carbon reduction more efficient</li> </ul>	<ul style="list-style-type: none"> <li>Low-carbon services</li> <li>Energy and carbon management</li> <li>GHG emissions of energy survey to key suppliers</li> <li>TCFD</li> </ul>	<p><a href="#">p. 29</a></p> <p><a href="#">p. 30</a></p> <p><a href="#">p. 69</a></p> <p><a href="#">p. 27, 100</a></p>
<b>17</b>	Use Sinyi's core abilities of matching resources to bring out impact.	<ul style="list-style-type: none"> <li>Sinyi Realty Inc. Sustainable Development Best Practice Principles</li> <li>Sinyi Group Procurement Ethics Standards</li> </ul>	<ul style="list-style-type: none"> <li>Partner with government, NPO, and local groups</li> <li>Enhance supply chains ESG management</li> </ul>	<ul style="list-style-type: none"> <li>Cooperate with partners strategically</li> <li>Improve the sustainable management of the supplier, and go co-prosper together</li> </ul>	<ul style="list-style-type: none"> <li>Increase participation in international initiatives or cooperation with sustainable organizations</li> <li>Create sustainable values with suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Promote a sustainable and better life for all</li> <li>Enhance supply chain ESG</li> <li>Join associations and initiatives</li> </ul>	<p><a href="#">p. 69</a></p> <p><a href="#">p. 69</a></p> <p><a href="#">Website</a></p>

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Appendix

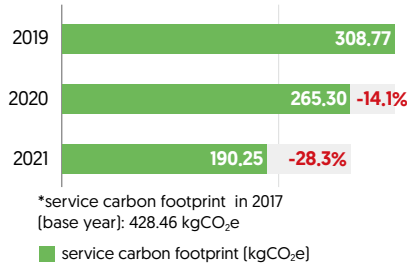
## Service Carbon Footprint

In 2021, Sinyi reduced service carbon footprint by 28.3% and 55.6% compared to 2020 and 2017 (base year) respectively, achieving our 2030 goal earlier.

2021 Goal	2021 Performance	Status
↓ 1%	↓ 28.3%	✔

### Our Actions

In the conventional brokerage service process, a substantial amount of paper is used for marketing and legal documents. With an view to reduce environment footprint during service process, Sinyi has devoted to paperless work and digital transformation, changing the physical brokerage services to integrated online to offline (O2O) services. By using various digital tools, we have improved service efficiency and reduced resource consumption, resulting in carbon footprint reduction, resource efficiency, and service effectiveness.



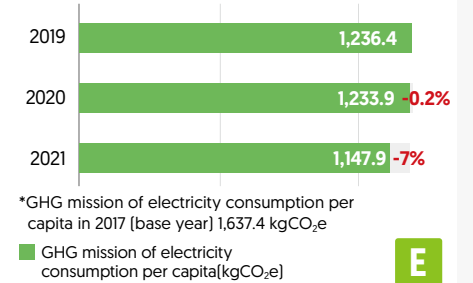
## Greenhouse Gas (GHG) Emission

In 2021, Sinyi reduced GHG emission of electricity consumption per capita by 7% compared to 2020.

2021 Goal	2021 Performance	Status
↓ 2.5%	↓ 7%	✔

### Our Actions

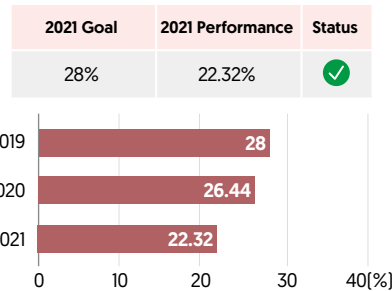
Based on the result of ISO 14064-1 Organizational GHG Inventory, the GHG emission of electricity (category 2) accounted for over 90% of category 1+2. Therefore Sinyi has continually implemented ISO 50001 Energy Management System to improve energy efficiency. Furthermore, in 2021, we started to purchase solar energy and set the target of renewable energy consumption, hoping to reduce the negative impact of business operations on the environment and fulfill our commitment of net zero emission.



## Turnover Rate 2030 Goal <25%

### Our Actions

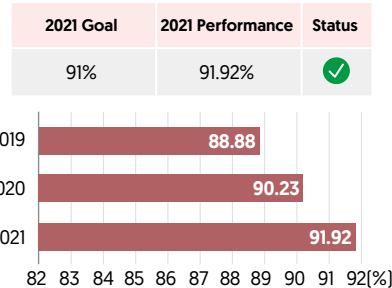
We conduct employee engagement survey annually to find out opinions regarding the organization. We created a flexible benefit - Sinfu Coin to each employee, for they can choose what they care more. We employed a policy of high-paying jobs, happy career path, and health workplace to encourage employees become onwards and upwards. When all the strategies formed a comprehensive workplace, there was a virtuous circle realized in our business culture.



## Customer Satisfaction Rate 2030 Goal 92%

### Our Actions

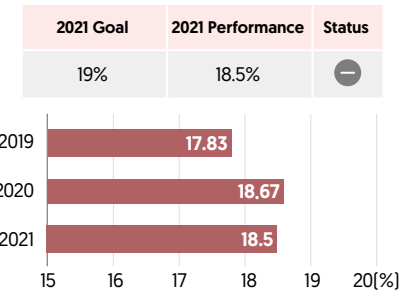
Sinyi continues to lead the industry, to design "protecting customers' rights" and "innovation-centered" services. By holding up our core values, our colleagues make good use of digital tools, hoping to offer better experiences and precisely meet customers' needs. The quality of service has also been continuously improved to win satisfaction and trust of customers. Sinyi is a promoter of a better life.



## Percentage of Female Management 2030 Goal 20%

### Our Actions

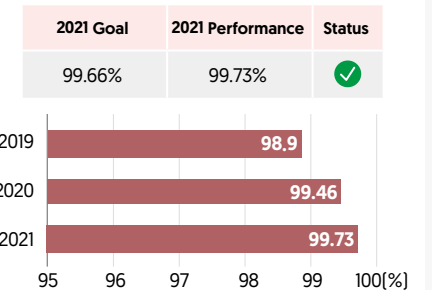
In recent years, through sound training and an objective evaluation system, we have been able to constantly increase the proportion of female in management roles. Sinyi Realty places great importance on diversity in hiring, training and promotion. Workers have work-life balanced, as well as providing equal opportunities for all.



## Cumulative Coverage Rate of Community Capacity Building Project Proposals

### Our Actions

"We are ONE" Project is the longest-running and largest corporate-supported project for building communities, having been in place since 2004. Cumulatively 12,952 proposals received, 2,829 communities supported with funding. We invite all residents to change and create a sustainable life for their own. Three community building sites were set up to cultivate local talents and form a network for mutual assistance. In 2021 we reached a coverage rate of 99.73%.



## Corporate Governance Evaluation

Since the TWSE Corporate Governance Evaluation began, we have received the highest recognition in them for eight consecutive years, ranking among the top 5% of listed companies. Among the 913 listed companies evaluated this time, only 9 have continue to win this honor. Sinyi Realty is the only company among the real estate brokerage service industry.

2021 Goal	2021 Performance	Status
Top-level Rating [Top 5%]	Top-level Rating [Top 5%]	✔

### Our Actions

Sinyi continues to optimize corporate governance practices. In 2021, we completed annual internal director performance evaluation, and the self-organized 6-hour director training courses which were planned according to our business direction. In addition, we passed Taiwan Corporate Governance Association's CG6013(2021) Corporate Governance System Assessment and received "Outstanding" - the highest level recognition.



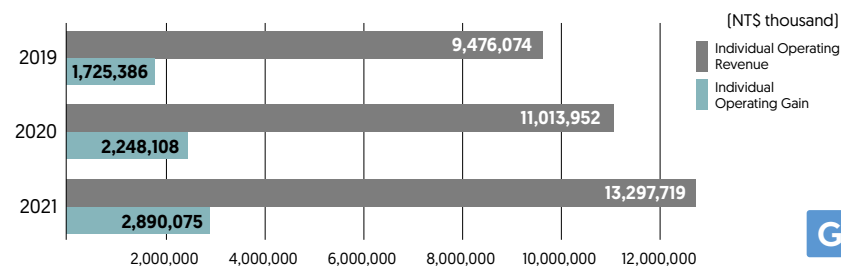
## Profitability

In 2021, we achieved an operating gain of NT\$2.89 billion and continued to make a profit.

2021 Goal	2021 Performance	Status
Continue to be profitable every year	Operating gain of NT\$2.89 billion	✔

### Our Actions

Sinyi carries out organization digital transformation, using technology to enhance customer experiences; deepen community engagement service, to create a sustainable lifestyle. In 2021, our revenue and operation income have achieved a 21% and 29% increase than last year.



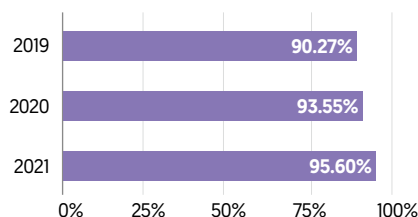
## Key Suppliers Inspection Rate

In 2021 we have a total of 159 key suppliers (including existing and new), of which 152 were audited with an inspection rate of 95.6%, goal achieved.

2021 Goal	2021 Performance	Status
90%	95.6%	✔

### Our Actions

We inspected suppliers whose annual spending exceeding NTD 1 million in 2021, and exchanged new trends and international polices on ESG, in order to raise suppliers' risk awareness. Small suppliers from our home living services department were not listed in, hence, making our number of key suppliers is less than last year.



Year	2019	2020	2021
Key suppliers checked	232	261	152
Total key suppliers	257	279	159
Inspection rate	90.27%	93.55%	95.60%

## Supplier Inspection Pass Rate

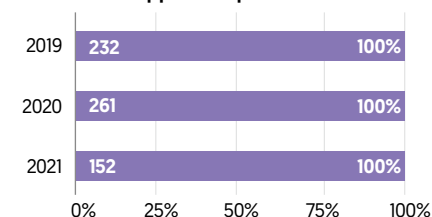
Since incorporating human rights terms in 2013, we have given at risk suppliers relevant guidance and maintained a 100% pass rate.

2021 Goal	2021 Performance	Status
100%	100%	✔

### Our Actions

Due to Covid-19 in 2021, we could meet suppliers most on line. Through continuous online communication and sharing, we proactively offer innovative services together with suppliers. Beside, we conducted ESG risk evaluation to large purchasing amount suppliers – whom we spent more than NT\$5 million in 2021, focusing on their human rights practices. More details can be read in supply chain management chapter.

### Number of suppliers inspected



 p. 70 Performance and Achievement





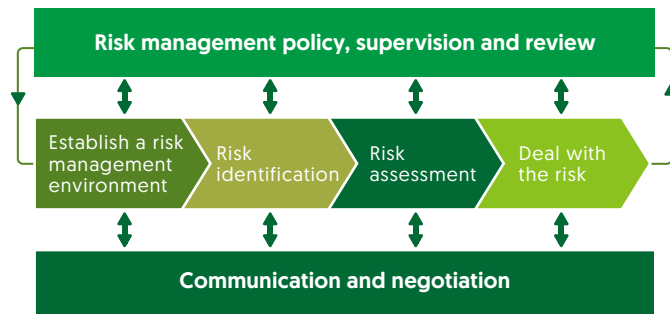
# Opportunities and Risks

In response to rapid changes in global trends, Sinyi Realty has formulated the "Risk Management Policy" to deal with various risks that may be faced in the course of operation. We conduct an overall trend analysis, and based on the main global risk trends, the United Nations Sustainable Development Goals (SDGs), SASB, CDP, TCFD framework and other global norms and standards, industry norms and standards, etc., identify risks and opportunities, assess potential impacts, formulate risk and opportunity strategies, and conduct risk management.

## ● Management Process

Construct a proactive risk management mechanism so that relevant units can respond to risk events in a timely manner through risk management procedures, reduce or avoid the impact of risk events, and ensure sustainable operations. Through the establishment of risk management process, to identified the risks and opportunities, formulating strategies, and proposing action plans.

Risk Management Process Diagram



[p. 64 Risk management](#) [Risk management policy](#)

### 1 Establish risk / opportunity management environment

**External risk/opportunity management environment:** Including general trends, natural disaster events, and changes at various levels of the industry, and assess the impact on the overall operation.

**Internal risk/opportunity management environment:** Understand the business scope and various risks/opportunities in the future development of new ventures, and fully grasp the company's own strengths, weaknesses and capabilities.

### 2 Risk / opportunity identification

Identify the risks that affect the company's sustainable operation and the achievement of business performance goals.

### 3 Risk / opportunity assessment

Assess the impact level and possible probability of the risk/opportunity, and evaluate risk treatment options with reference to the risk tolerance of the project.

### 4 Risk / Opportunity response treatment

Evaluate alternative treatment strategies, formulate and implement risk treatment action plans, and monitor and review the results of the plan.

### 5 Continuous monitoring

The oversight responsibility for risk/opportunity management rests with the risk management unit. The Board of Directors monitors key risk indicators (KRIs) by reviewing risk management reports and audit reports to confirm the effective implementation of risk management policies.

### 6 Communication and negotiation

Report and disclose in annual report, sustainability report, sustainability website every year.

## ● Global, Industry Trends and Impacts: Environment

	ESG mega trend (Impact on the overall environment)	Trends in the real estate service industry (Customer and Market)	Impact on Sinyi (financial/non-financial)	
			Risks	Opportunities
Environment	• Increase in extreme weather events such as typhoons and floods	• Customers value residential resilience	• Operational disruption due to extreme weather events • Climate change mitigation and adjustment failure	• Review climate change mitigation and adjustment actions to improve operational resilience
	• Average temperature rise	• Increased demand for greening of the living environment	• Increase in electricity costs	• Develop innovative power-saving services
	• Limited energy resources and uneven distribution • Increased energy costs	• Increased customer acceptance of energy-saving housing • Increased customer demand for energy-saving facilities	• Stability of energy resources • Investment in renewable energy increases costs	• Measures to enhance energy resource management • Counseling the business opportunities of community energy saving
	• Pay attention to energy saving, carbon reduction and carbon neutrality	• Customers increase their attention to low-carbon service	• Increased cost of low-carbon transition	• Develop low-carbon innovative services • Use clean and low-carbon energy

[p. 27 Climate Governance and Action](#) [p. 100 Appendix: TCFD Content Index](#) [Climate-Related Risks and Opportunities](#) <https://csr.sinyi.com.tw/en/environment/climate-related.php>

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● Global, Industry Trends and Impacts: Social, Governance, and Supply Chain

	ESG mega trend (Impact on the overall environment)	Trends in the real estate service industry (Customer and Market)	Impact on Sinyi (financial/non-financial)		
			Risks	Opportunities	
Social	<ul style="list-style-type: none"> <li>Diversified and international talents</li> </ul>	<ul style="list-style-type: none"> <li>Diversified background of employees</li> </ul>	<ul style="list-style-type: none"> <li>It is not easy to recruit and develop multilingual talents</li> </ul>	<ul style="list-style-type: none"> <li>Cross-industry talents establish trust relationships through community engagement services, which can meet more customer needs</li> </ul>	
	<ul style="list-style-type: none"> <li>Diversified, cross-generational work and collaboration methods</li> </ul>	<ul style="list-style-type: none"> <li>Online collaboration tools increase</li> </ul>	<ul style="list-style-type: none"> <li>Cross-generational conflict</li> <li>Conflicts caused by workflow adjustment</li> </ul>	<ul style="list-style-type: none"> <li>Develop collaboration tools</li> <li>Process optimization improves efficiency</li> </ul>	
	<ul style="list-style-type: none"> <li>Population increase</li> <li>Demographic changes, trends toward singleness, aging, and declining birthrate</li> </ul>	<ul style="list-style-type: none"> <li>Residential planning changes</li> <li>Urbanization affects residential patterns</li> <li>Insufficient living space</li> </ul>	<ul style="list-style-type: none"> <li>Changes in housing supply and demand have an impact on transaction matching</li> </ul>	<ul style="list-style-type: none"> <li>New-style residential model generates new service demand</li> </ul>	
	<ul style="list-style-type: none"> <li>Technological development</li> </ul>	<ul style="list-style-type: none"> <li>Rapid development of real estate technology</li> <li>New technology companies enter the market</li> </ul>	<ul style="list-style-type: none"> <li>Risks arising from non-updated technology</li> <li>Risk of new type competitor</li> </ul>	<ul style="list-style-type: none"> <li>Apply new technologies to improve service efficiency</li> <li>Develop new business models or value-added services</li> </ul>	
	<ul style="list-style-type: none"> <li>Frequent cyber attacks</li> <li>Increased frequency of information security threats</li> </ul>	<ul style="list-style-type: none"> <li>Increased level of information security protection for customer personal data and transaction information</li> </ul>	<ul style="list-style-type: none"> <li>Risk of critical infrastructure failure</li> <li>Risk of leakage of personal information and business secrets</li> <li>Information security risk</li> </ul>	<ul style="list-style-type: none"> <li>Review and strengthen information security protection</li> </ul>	
	<ul style="list-style-type: none"> <li>New-type communication media develops and spreads rapidly</li> </ul>	<ul style="list-style-type: none"> <li>Diversified service information dissemination methods</li> </ul>	<ul style="list-style-type: none"> <li>Reputation [media] risk</li> <li>Negative information risk</li> </ul>	<ul style="list-style-type: none"> <li>Apply new communication methods to enhance brand image and information transparency</li> </ul>	
	<ul style="list-style-type: none"> <li>Consumer preferences change</li> </ul>	<ul style="list-style-type: none"> <li>Changes in customer consumption habits</li> </ul>	<ul style="list-style-type: none"> <li>The risk of failing to meet customer needs</li> </ul>	<ul style="list-style-type: none"> <li>Develop services that meet customer needs</li> </ul>	
	<ul style="list-style-type: none"> <li>The COVID-19 pandemic affects personal safety and economic development</li> </ul>	<ul style="list-style-type: none"> <li>Restricted from moving increased the proportion of house online viewing</li> </ul>	<ul style="list-style-type: none"> <li>Operational interruption risk</li> <li>Personnel health and safety risks</li> </ul>	<ul style="list-style-type: none"> <li>Accelerate digital transformation</li> <li>Re-examining corporate resilience and adaptability</li> </ul>	
	Governance	<ul style="list-style-type: none"> <li>Changes in the global political and economic situation</li> <li>Conflicts between nations</li> </ul>	<ul style="list-style-type: none"> <li>The housing market policy support self-occupation demand, and transactions continue to return to fundamentals</li> </ul>	<ul style="list-style-type: none"> <li>Multinational business risk</li> <li>Housing market policies reduced transaction volume</li> </ul>	<ul style="list-style-type: none"> <li>Bullish housing market or financial policy</li> <li>Expanding into new markets</li> </ul>
		Supply Chain	<ul style="list-style-type: none"> <li>Sustainable supply chain has received more attention</li> </ul>	<ul style="list-style-type: none"> <li>Increased demand for one-stop service, and convenience in residential service information</li> </ul>	<ul style="list-style-type: none"> <li>Risk of poor service from partner suppliers</li> </ul>
<ul style="list-style-type: none"> <li>Improve local procurement</li> </ul>	<ul style="list-style-type: none"> <li>Customers prefer local home service</li> </ul>		<ul style="list-style-type: none"> <li>Raw material procurement, supplier screening risk</li> </ul>	<ul style="list-style-type: none"> <li>Develop local community engagement services</li> </ul>	

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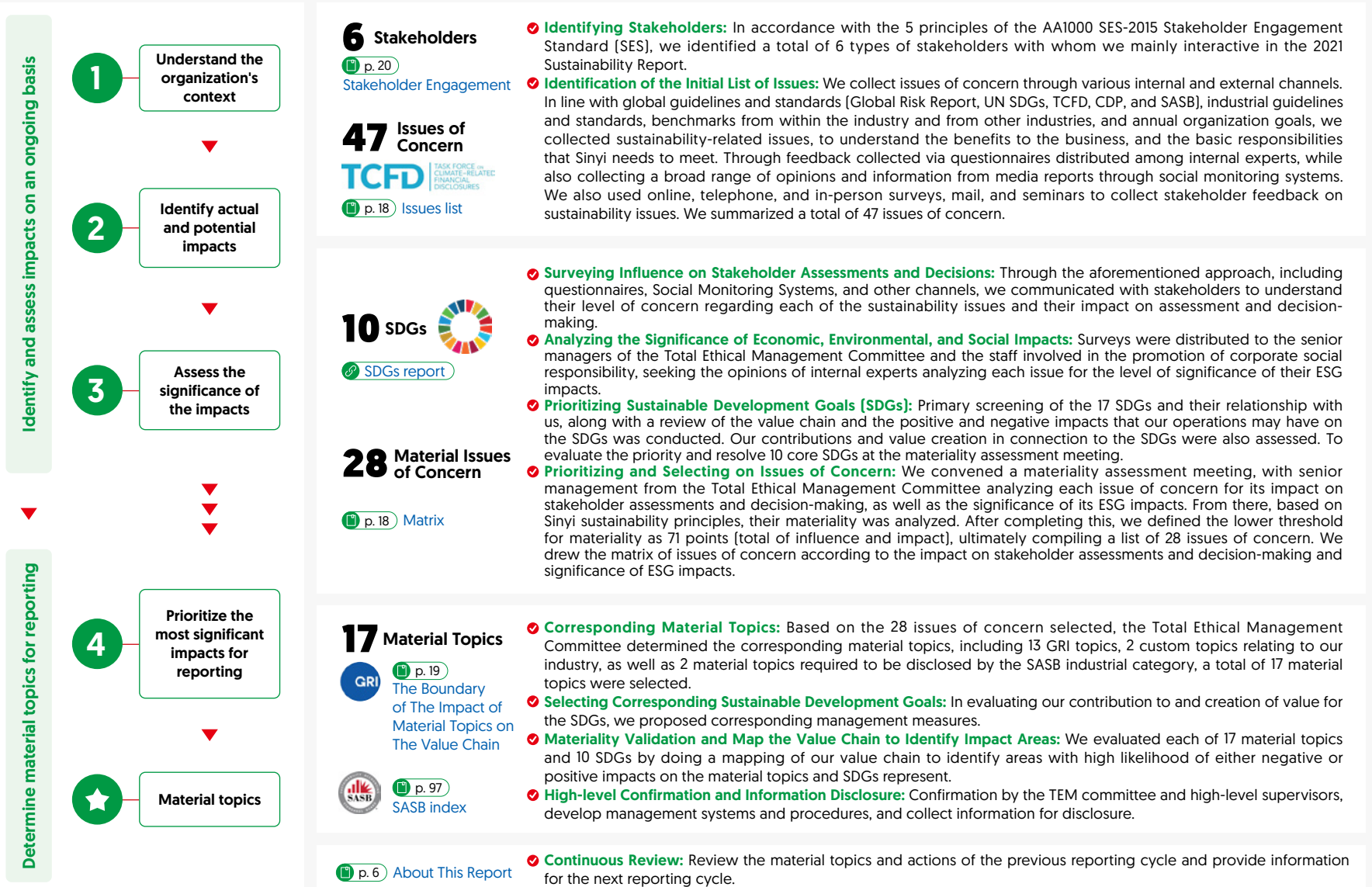
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## Materiality Assessment Process

By analyzing the global situation and conducting observations through social monitoring systems, Sinyi Realty collects information on sustainability issues of concern to stakeholders. Undertaking trends and impacts analysis with internal experts, the Total Ethical Management Committee identifies, prioritizes, verifies, and inspects issues in line with their sustainability context, materiality, thoroughness, and stakeholder tolerance. The sustainable development strategies and measures of Sinyi Realty are based on the results of materiality assessments.



● Issues of Concern

Collected by various internal and external channels such as global and industrial standards, social monitoring systems, internal experts, etc., a total of 47 issues of concern.

- 1. Green Procurement
- 2. Management of Water
- 3. Biodiversity
- 4. Greenhouse Gas Emissions
- 5. Waste Disposal Method
- 6. Ecosystem Protection
- 7. Green Services
- 8. Employment
- 9. Talent Training and Development
- 10. Organizational Climate
- 11. Remuneration and Benefits
- 12. Diversity and Equality Opportunities
- 13. Forced Labor
- 14. Freedom of Association and Collective Bargaining
- 15. Occupational Health and Safety
- 16. Occupational Identity and Retention
- 17. Work-Life Balance
- 18. Customer Relations
- 19. Service Innovation
- 20. Digital Resilience
- 21. Transaction Security
- 22. Marketing Communication
- 23. Quality of Service and Customer Rights
- 24. Information Disclosure and Transparency
- 25. Corporate Image
- 26. Housing Justice
- 27. Community Building
- 28. Employment Opportunities
- 29. Lifelong Learning
- 30. Anti-Competitive Behavior
- 31. Social Philanthropy and Donations
- 32. Changes in Population Structure
- 33. Promotion of Culture and Creativity
- 34. Industrial Development and Policy Communication
- 35. Operating Performance
- 36. Governance Structure
- 37. Legal Compliance
- 38. Anti-Corruption
- 39. Ethics and Integrity
- 40. Risk Management
- 41. Shareholder Equity
- 42. Audit Mechanisms
- 43. Financial Transparency
- 44. Stakeholder Engagement and Grievance Mechanisms
- 45. Supply Chain Management
- 46. Fair Purchasing
- 47. Supplier Social Assessment

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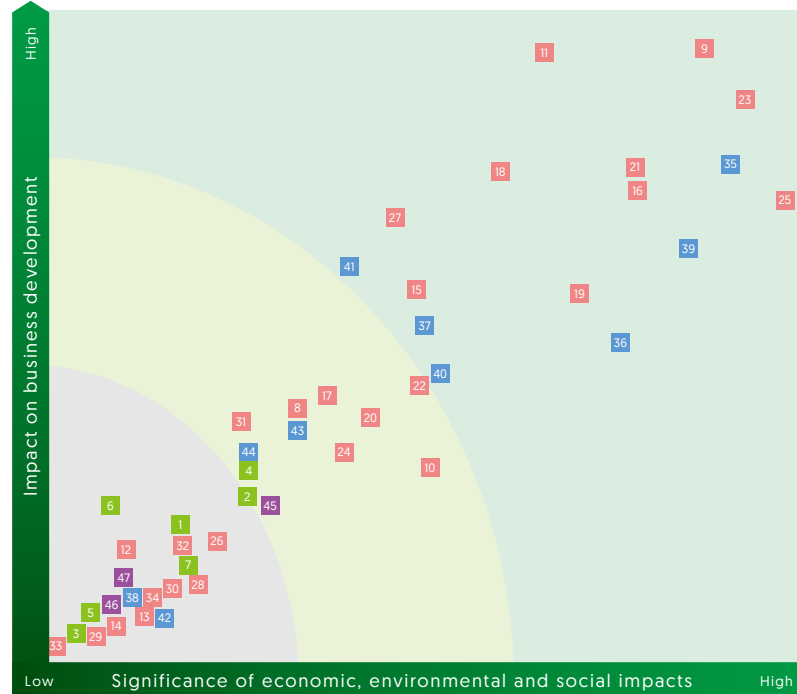
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● Material Issues of Concern Matrix

Sinyi Realty considers double-materiality, from the impact on business development, performance, position or value of the company, as well as the impact assessment of the company's activities on the environment and society. In 2021, the material issues for Sinyi are "Talent Training and Development," "Quality of Service and Customer Rights" and "Corporate Image." Sinyi Realty has always been "people-oriented" and regards employees and customers as the most important core. We continue to operate "trust" to ensure the safety of real estate transactions and protect the rights and interests of stakeholders.



**High: 271 or above**  
Details of strategies and methods in response can be found in an independent section of this report

**Medium: 71 to 270**  
Medium: Responses are included in the text of this report or on our sustainability website

**Ordinary: 70 or below**  
Not responded to specifically in this report

- Environment
- Social
- Governance
- Supply Chain

Material Issues	Sequence	Original order	Change
9 Talent Training and Development	1	13	↑
23 Quality of Service and Customer Rights	2	4	↑
25 Corporate Image	3	3	→
35 Operating Performance	4	2	↓
11 Remuneration and Benefits	5	19	↑
21 Transaction Security	6	5	↓
16 Occupational Identity and Retention	7	14	↑
39 Ethics and Integrity	8	1	↓
18 Customer Relations	9	10	↑
19 Service Innovation	10	9	↓
36 Governance Structure	11	8	↓
27 Community Building	12	15	↑
15 Occupational Health and Safety	13	23	↑
37 Legal Compliance	14	6	↓
41 Shareholder Equity	15	17	↑
40 Risk Management	16	11	↓
22 Marketing Communication	17	26	↑
10 Organizational Climate	18	21	↑
20 Digital Resilience	19	7	↓
17 Work-Life Balance	20	27	↑
8 Employment	21	20	↓
24 Information Disclosure and Transparency	22	12	↓
43 Financial Transparency	23	18	↓
31 Social Philanthropy and Donations	24	37	↑
44 Stakeholder Engagement and Grievance Mechanisms	25	25	→
4 Greenhouse Gas Emissions	26	35	↑
45 Supply Chain Management	27	33	↑
2 Management of Water	28	34	↑

● Determine the Corresponding SDGs and Material Topics

3-1 3-2

Since Sinyi's founding, we continue to pursue the motto "Sinyi begins with trust and ends with perfection," and "walk the talk," in order to let all stakeholders benefit. The core development of a company must be based on adherence to business ethics to achieve sustainable management. Based on the material issues of concern as identified by our stakeholders, we identified corresponding material topics and SDGs as set out in the table below.

Stakeholders	Environment	Employees	Customers	Community	Investors	Suppliers
Issues of Concern	2 4	8 9 10 11 15 16 17	18 19 20 21 22 23 24 25 37	27 31 39	35 36 37 39 40 41 43 44 20	45
Material Topics [GRI]	303 305	401 403 404 405 409	416 417 418	203	201	414
Custom Topics			Digital Resilience	Promotion of Business Ethics	Digital Resilience	
SASB Industrial Topics			Product Design & Lifecycle Management		Business Ethics	
SDGs	7 12 13	3 4 5 8	4 10 11 12		4 8 12 13	8 13 17
Our Responses	<ul style="list-style-type: none"> <li>Promote low-carbon service</li> <li>Improve resource efficiency</li> <li>From nearly zero to Net Zero</li> </ul> <a href="#">Environment p. 25</a>	<ul style="list-style-type: none"> <li>Positive Labor-Employer Relations</li> <li>Talent Cultivation and Development</li> <li>Occupational Health and Safety</li> <li>Benefits and Retirement Plans</li> <li>Diversity and Inclusion</li> <li>The Human Right and LOHAS</li> </ul> <a href="#">Social – Internal Stakeholders p. 33</a>	<ul style="list-style-type: none"> <li>Protecting Customers' Rights</li> <li>Exceptional Service and Innovation</li> </ul> <a href="#">Social – External Stakeholders p. 45</a>	<ul style="list-style-type: none"> <li>Community Building</li> <li>Business Ethics</li> <li>Industrial Promotion</li> <li>Other Social Engagement</li> <li>Social Investment</li> </ul> <a href="#">Social – External Stakeholders p. 45</a>	<ul style="list-style-type: none"> <li>Sustainable Governance</li> <li>Board of Directors' Structure and Operation</li> <li>Information Disclosure and Transparency</li> <li>Ethics and Integrity</li> <li>Compliance Management</li> <li>Risk Management</li> </ul> <a href="#">Corporate Governance p. 55</a>	<ul style="list-style-type: none"> <li>Supply Chain System</li> <li>Strategy and ESG Guidelines</li> <li>Management Process and Risk Assessment</li> <li>Goals and Sustainable Actions</li> <li>Performance and Achievement</li> </ul> <a href="#">Supply Chain Management p. 65</a>

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● The Boundary of the Impact of Material Topics on Sinyi's Value Chain

Each stage in our services has an impact on environment, society, governance, and supply chain, and these impacts can go far beyond the scope of our day-to-day business activities. Reviewing our efforts toward sustainable development from the value chain perspective can not only help us understand the positive and negative impacts of our value chain, but can also enable us to focus on the elements that are most in need of strengthening. The key to sustainable development is making the most of every opportunity within the value chain to expand our positive influence and reduce our negative impact.

The boundary and the degree of impact are described as right:

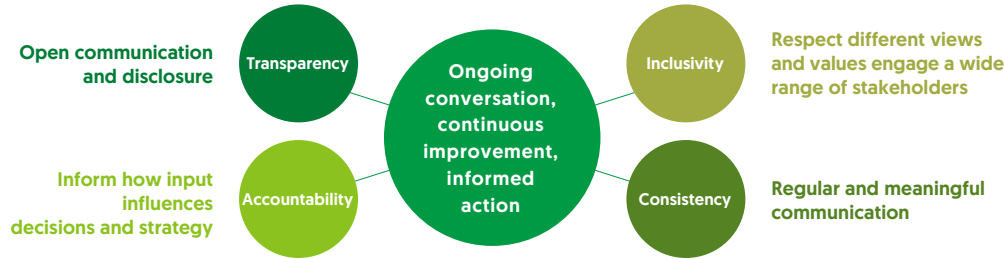
- Positive actual impacts
- Positive potential impacts
- Negative actual impacts
- Negative potential impacts

Material Topics	Value Chain				
	Raw Materials, Consumables and Supplies	Commission	Investigation, Pairing Up, House Touring, Negotiating	Signing Contracts	Community Engagement, and After-sales Service
201 Economic Performance	●	●	●	●	●
203 Indirect Economic Impacts					●
303 Water and Effluents	●				●
305 Emissions	●	●	●	●	●
401 Employment		●	●	●	●
403 Occupational Health and Safety		●	●	●	●
404 Training and Education		●	●	●	●
405 Diversity and Equal Opportunity		●	●	●	●
409 Forced or Compulsory Labor		●	●	●	
414 Supplier Social Assessment	●				●
416 Customer Health and Safety		●	●	●	●
417 Marketing and Labeling		●	●	●	●
418 Customer Privacy	●	●	●	●	●
Digital Resilience		●	●	●	●
Promotion of Business Ethics		●	●	●	●
Product Design & Lifecycle Management	●	●	●	●	●
Business Ethics	●	●	●	●	●

We engage with stakeholders through various channels, strive to respond to the concerns of stakeholders, and propose corresponding strategies and actions.

## ● Engagement Strategies and Goals

Improve how Sinyi Realty engages with stakeholders in our efforts to act, influence and advocate for responsible business growth.




## ● Engagement Results and Feedback


Sinyi Realty attaches importance to the feedback of stakeholders. In response to the concerns or suggestions of various stakeholders, and in line with the motto: "Sinyi begins with trust and ends with perfection," we continue to improve in all aspects, plan corresponding strategies, and propose actions or projects. Here are excerpts from some stakeholder's suggestions and feedback to us.

For more information, please refer to the videos or interviews on Sinyi Sustainability Website:

<https://www.youtube.com/channel/UCZFVvU3Z2F6a7vfDw0CuBA>




You can also give us more feedback through the online questionnaire.



## ● The Categories and Significance of Stakeholders

Our stakeholders mainly include investors, employees, customers, society (including the media, government and the competent authorities, etc.), the environment and suppliers. We have considerable responsibility toward our stakeholders. Therefore, it is necessary to engage with them through various methods and channels to understand their needs and expectations. Their feedbacks are also used as a reference for the formulation of sustainability policies and related plans. The modes and channels of engagement with stakeholders are presented in the chart below. For related material topics, the responses and plans are detailed in subsequent chapters.

 [The issues of concern p.18](#)

Category and Significance	Environment	Engagement Means and Methods [Frequency]		Issues of Concern
		Striving for carbon reduction and energy savings is the duty of all responsible corporate citizens. Businesses should operate from the perspective of treasuring the earth's resources and giving back to the community to create win-win situations.		<span style="background-color: #4CAF50; color: white; padding: 2px;">2</span> <span style="background-color: #4CAF50; color: white; padding: 2px;">4</span>
		<ul style="list-style-type: none"> <li>• Sustainability Report [Annually]</li> <li>• Sustainability website and mailbox [Timely]</li> <li>• Annual General Meeting [May of each year]</li> <li>• Green procurement [Irregularly]</li> </ul>	<ul style="list-style-type: none"> <li>• Sinyi Lecture Hall [Regularly]</li> <li>• Sinyi Volunteer [Regularly]</li> <li>• Carbon management disclosures [Annually]</li> </ul>	<ul style="list-style-type: none"> <li>• Water management disclosures [Annually]</li> </ul>
	Results of Consensus	Response Methods and Results		Responsive Feedback
	Every year, we audit the carbon footprint and GHG emissions of our services, monitoring the effectiveness, while also furthering awareness of environmental issues through Sinyi Lecture Hall's lectures. We collected 4,084 environmental responses. Besides, stakeholders also indicated a belief that we should expand our attention to a more diverse range of environmental issues.	In order to strengthen environmental management, we continue to conduct various ISO verifications, expand the number of carbon neutral branches, and disclose our management performance to the public. Internally, we improve management practices by strengthening internal promotion, and externally, we use opportunities to communicate with community residents and the public.		<ul style="list-style-type: none"> <li>• Promote low-carbon service</li> <li>• Improve resource efficiency</li> <li>• From nearly zero to Net Zero</li> </ul> <p style="text-align: right;"><a href="#">Environment</a> <span style="border: 1px solid #ccc; border-radius: 10px; padding: 2px;">p.25</span></p>

### Opportunities from Net Zero emission

SBTi announced the Net-Zero Standard in October 2021, providing not only the definition of net-zero but also the requirements of net-zero target setting. With the strict requirements, the key factors are neither the initial emissions of the company nor the target year of net-zero but being in line with the 1.5 °C reduction pathway. Among the 11 Taiwan companies that had set SBT target, 3 of them followed 2 °C, 6 of them followed well-below 2 °C, and only 2 of them adopted 1.5 °C pathway. That is to say, when it comes to fulfilling the requirement of international Net Zero standard, Sinyi stands in a leading position with opportunities.



————— Doctor Yao-te Chen,  
Director of Corporate Sustainability Influence Center,  
Tunghai University

Category and Significance	Employees	Talent is the foundation of business. Employees are partners in business and not merely assets. A company must provide competitive levels of compensation and a comprehensive system of benefits, ensure a safe employment environment, which could attract outstanding talents, giving absolutely respects and cares, and grow together with the company.	
Engagement Means and Methods [Frequency]			Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Various internal meetings [Regularly]</li> <li>Internal communications platform [Timely]</li> <li>Employees communications mailbox [Timely]</li> <li>Departmental service hotline [Timely]</li> </ul>			<ul style="list-style-type: none"> <li>Labor-management meetings [Regularly]</li> <li>EAP assistance program [Timely]</li> <li>1234 sexual harassment prevention hotline [Timely]</li> <li>Course opinion surveys [Timely]</li> <li>Internal questionnaires [Annually]</li> <li>A-yi Chatbot [Timely]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback	
Full communication with employees at any time, including collecting their feedback, enabling us to adjust policies and related guidelines or regulations. We collected 120,168 comments, most of which were recommendations for training and salary incentives.	The implementation of Sinfu Coin - flexible benefits is carried out by employee satisfaction surveys, and rules are completed by multiple communication channels. With high-paying jobs, diverse career paths, and proper support, our policies encourage employees to pursue higher achievement. Our online training and lifelong learning allow employees at all levels to better use their fragment time to improve their professional knowledge, and to achieve a balance between life and work.	<ul style="list-style-type: none"> <li>Positive Labor-Employer Relations</li> <li>Talent Cultivation and Development</li> <li>Occupational Health and Safety</li> <li>Benefits and Retirement Plans</li> <li>Diversity and Inclusion</li> <li>The Human Right and LOHAS</li> </ul> <p>Social – Internal Stakeholders <span>p. 33</span></p>	

Good job, good life, and good services

Upholding Sinyi's core value, putting righteousness before profits, making positive impact to our society, I serve the local community as my own hometown. Besides, I can learn on-line from Sinyi's internal training resources, and have senior staff in-person instruction. Community service makes us feel proud of being in the Sinyi family. At our Shih-ke branch, we held a health talk named "My rainbow plate", learned how to eat a variety of foods in a balanced diet through fresh fruits and vegetable of different colors. With DIY games and Q&A, children also learn "My Plate" project from the National Health Service. We promote UN SDGs and good life begin with our community service.



—— Tseng, hen-che and Chen, shih-heng from Shih-ke branch store

Category and Significance	Community	As the main economic entities in society, in addition to creating profits, enterprises must upholding social responsibility. Corporate development with a focus on giving back to society and promoting a jointly beneficial relationship between corporate social responsibility and stakeholders can help further our positive influence on society.	
Engagement Means and Methods [Frequency]			Issues of Concern
<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Website and FB- Community capacity building project, Sinyi Lecture Hall, Sinyi Charity Foundation [Timely]</li> <li>Business ethics teacher camps [Every summer and winter]</li> <li>Community building project [Annually]</li> </ul>			<ul style="list-style-type: none"> <li>Taiwan Real Estate Almanac [Annually]</li> <li>Industry-academia-government conferences, public hearings on regulations, conferences on real estate taxation [Irregularly]</li> <li>Official Sinyi recruitment website/ hotline and mailbox [Timely]</li> <li>Press releases, press conferences [Irregularly]</li> </ul>
Results of Consensus	Response Methods and Results	Responsive Feedback	
Through the Community capacity building project, various channels including industry, government, and academia seminars were held, and a total of 17,413 opinions were collected. Get to know what the public is concerned about, we can feedback accordingly.	Sinyi uses its core abilities to tackle social issues and expand impact. Enrich the community knowledge database, establish a community building history image library, and set up three base sites to encourage learning and cultivate local talents.	<ul style="list-style-type: none"> <li>Community Building</li> <li>Business Ethics</li> <li>Industrial Promotion</li> <li>Other Social Engagement</li> <li>Social Investment</li> </ul> <p>Social – External Stakeholders <span>p. 45</span></p>	

Social Engagement- Innovative way to promote cross-generations cooperation

Sinyi Charity Foundation strongly believes "every elder counts", and has run the Gung-Ho project for years. In 2021 we echoed the pulse of the society and first time offered special awards for the elderly. I am very happy to see that so many elders still have dreams, and have the courage to pursue.



—— Hsin-he Lin, Chairman of Sinyi Charity Foundation

Because I submitted a proposal to 2021 Gung-Ho project competition – Silver Award for age 65 and above, and participated the workshop, I had the opportunity to give a briefing on stage for the first time in my life and to take a group photo with the 101 building. All these left me with a very unforgettable memory.



—— Yu-chin Cheng, project proposer

Category and Significance	Customers	Engagement Means and Methods [Frequency]	Issues of Concern												
	Customers are a company's major source of revenue, and we strive to serve the public with strength, knowledge, and professionalism, thus promoting safe, fast, and reasonable real estate transactions while also maintaining a level of profit appropriate for the ongoing survival and development of the company.	<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Official website and social media: Sinyi Realty and Sinyi Living [Timely]</li> <li>Kinds business activities [Irregularly]</li> </ul>	<ul style="list-style-type: none"> <li>Sinyi bi-monthly journal [Regularly]</li> <li>Phone-investigation [Regularly]</li> <li>Social media monitoring [Timely]</li> <li>Customers service hotline and mailbox [Timely]</li> </ul>												
			<table border="1"> <tr> <td>18</td> <td>19</td> <td>20</td> <td>21</td> </tr> <tr> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>37</td> <td></td> <td></td> <td></td> </tr> </table>	18	19	20	21	22	23	24	25	37			
18	19	20	21												
22	23	24	25												
37															
Results of Consensus	Response Methods and Results	Responsive Feedback													
Actively collected customer feedback by social media, official websites, community engagement services, and satisfaction surveys. Among the 185,759 opinions, the main feedback focused on real estate sales and leasing protection, and the demand for community engagement services increased gradually.	Continuously launching innovative services is the key to improving customer satisfaction. In response to the increasing demand for property transactions, leasing, and community engagement services, Sinyi optimized mobile APP services and launched "DiNDON-Smart House Viewing service."	<ul style="list-style-type: none"> <li>Protecting Customers' Rights</li> <li>Exceptional Service and Innovation</li> </ul> <p>Social – External Stakeholders (p. 45)</p>													

### Exceptional services to help customers' dream of home

My experience with Sinyi began with indicating "stop calling me" – too many sales call really bothers. And Sinyi kept its promise. After that, Sinyi won my trust. They took good care of my property transaction, and even helped me to clean my property before handing it over to the buyer. The whole service process went well and I sent them my compliments.



Mr. Chang, Customer

Category and Significance	Investors	Engagement Means and Methods [Frequency]	Issues of Concern												
	Regardless of institutional, individual, or potential investors and shareholders, they are all who we value. No matter the size of the capital contributions, all stakeholders are funders of the company, and thus all deserve equal treatment so that the information is, as far as possible, consistent with that of the management.	<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Annual General Meeting [May of each year]</li> <li>Online Conference [Quarterly]</li> </ul>	<ul style="list-style-type: none"> <li>Annual report [Annually]</li> <li>Telephone calls with Spokesperson or Deputy Spokesperson [Timely]</li> <li>Mail or investor mailbox [Timely]</li> </ul>												
			<ul style="list-style-type: none"> <li>Investor Relations website [Timely]</li> <li>Audit Committee complaints mailbox [Timely]</li> </ul>												
			<table border="1"> <tr> <td>35</td> <td>36</td> <td>37</td> <td>39</td> </tr> <tr> <td>40</td> <td>41</td> <td>43</td> <td>44</td> </tr> <tr> <td>20</td> <td></td> <td></td> <td></td> </tr> </table>	35	36	37	39	40	41	43	44	20			
35	36	37	39												
40	41	43	44												
20															
Results of Consensus	Response Methods and Results	Responsive Feedback													
We communicate the current status of the company to investors through a variety of methods and also collect feedback from the investors at any time and using that information we aim to improve our corporate governance. We received a total of 4,439 responses from credit rating agencies and through investor engagement; stockholders put forward their hopes that we would expand beyond Taiwan and create even greater value.	We responded to our commitments to our stakeholders and investors, receiving the best rating available in the Taiwan Stock Exchange's Corporate Governance Systems Evaluation System for the 8 consecutive year and ranking among the top 5% of listed companies in Taiwan with regard to corporate governance. We continue to strengthen the operation of the Board of Directors and other corporate governance practices to improve operating efficiency.	<ul style="list-style-type: none"> <li>Sustainable Governance</li> <li>Board of Directors' Structure and Operation</li> <li>Information Disclosure and Transparency</li> <li>Ethics and Integrity</li> <li>Compliance Management</li> <li>Risk Management</li> </ul> <p>Corporate Governance (p. 55)</p>													

### Active Board operation, shaping a sustainable benchmark

Under the implementation of the mechanism of corporate governance, compliance and risk control, Sinyi operates stably in a changing industrial environment, stabilizes core business, gradually expands business areas, improves the company's integrated growth efficiency, continues to strive for excellence, and takes into account all stakeholders' rights. It is worthy of recognition.



Excerpted from the results report of Corporate Governance System Assessment CG6013(2021)

Category and Significance	Suppliers	Engagement Means and Methods [Frequency]	Issues of Concern	
	Ensuring that all suppliers provide services in compliance with our commitment to good faith and that they satisfy customers is vital.	<ul style="list-style-type: none"> <li>Sustainability Report [Annually]</li> <li>Sustainability website and mailbox [Timely]</li> <li>Suppliers meeting [Quarterly]</li> <li>Suppliers impact assessment and risk survey [Annually]</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers management forms [Annually]</li> <li>Sinyi Lecture Hall [Regularly]</li> <li>We are One project [Irregularly]</li> </ul>	
			<table border="1"> <tr> <td>45</td> </tr> </table>	45
45				
Results of Consensus	Response Methods and Results	Responsive Feedback		
The Sustainability Terms and procurement ethics are integrated in suppliers management policies, supplemented by supplier self-assessment form to enhance the exchange of ideas. Regarding suppliers, we collected 1,176 responses. Sinyi continues to co-organize activities with suppliers to build a sense of common good and also contribute to a sustainable environment.	Our supply chain management efforts continue to involve sampling of nearly 90% of our suppliers, with our business philosophy securely at the heart of our supply chain management culture. We have introduced ISO 20121 helps to establish a unified management mechanism for event sustainability that will provide a means to mitigate the negative impacts and reinforce the positive ones with regard to sustainability. Based on the principle of sustainable procurement, we strive for sustainable supply chain management and mechanisms that are easy for suppliers to adhere to. More people will be willing to come together and commit themselves to our philosophy.	<ul style="list-style-type: none"> <li>Supply Chain System</li> <li>Strategy and ESG Guidelines</li> <li>Management Process and Risk Assessment</li> <li>Goals and Sustainable Actions</li> <li>Performance and Achievement</li> </ul> <p>Supply Chain Management (p. 65)</p>		

### Enhance sustainable performance through ESG risk evaluation and on-site visits

Facing the increase of basic wages year after year, the challenges of hygiene and safety between customers and our own personnel during Covid-19, and the emotional tension between people interaction, all of which have increased the difficulty to property and security management business. I am glad that we can work with Sinyi, who offers reasonable package to jointly enhance our competitiveness in caring for human rights, and building a healthy and safe working environment.



Ya-song Su, Chairman of Chiao Hsin Group



# Sustainability Performance Progress

This table reflects progress against our sustainability goals. We highlight the progress that has been made on our way towards 2050 goal. We achieve these goals by following our management policy, managing the key indicators of material topics, the status and progress of achievement of performance goals, and confirming the consistency of performance management indicators and sustainability principles.

✔ Achieved    ⚠ Ongoing    ✖ Not Achieved

	Long-term	Stakeholders	Material Topics	SDGs	Management Indicators	Mid-term	Short-term	Management Progress (performances)			Achieved Status	Our Actions	Our Response	
	2050 goals					2030 goals	2022 goals	2019	2020	2021 [Original goal]				
<b>E</b>	<b>Get to Net Zero</b>	Environment	303 305	7 12 13	Service Carbon Footprint (kgCO <sub>2</sub> e per real estate transaction)	↓ 45% (base year 2017)	↓ 1%	308.77	265.03	190.25	↓ 28.3% 【↓ 1%】	✔	Service carbon footprint in 2021 was reduced by 28.3% and 55.6% compared to 2020 and 2017 respectively, achieving our 2030 goal.	
					GHG emissions of electricity consumption per capita (kgCO <sub>2</sub> e per capita)	↓ 100%	↓ 4.2%	1,236	1,234	1,148	↓ 7% 【↓ 2.5%】	✔	GHG emissions of electricity consumption per capita in 2021 was reduced by 7% and 22.5% compared to 2020 and 2017 respectively.	Environment <a href="#">p. 25</a>
					GHG emissions [category 1+2] (tCO <sub>2</sub> e)	↓ 90% (base year 2017) Note 1	↓ 4.2%	6,374	6,771	6,348	↓ 6.3% 【↓ 2.5%】	✔	GHG emissions in 2021 was reduced by 6.3% compared to 2020, achieving the 2.5% reduction target.	
<b>S</b>	<b>Co-existence, Co-prosperity, and Co-creation</b>	Employees	401 403 404 405 409	3 4 5 8	Percentage of Female Management	20%	19%	17.88%	18.76%	18.5%	【19%】	✖	Sinyi Realty places great importance on diversity in hiring, training and promotion.	
					Employees Engagement Survey Score	4.0	4.0	4.4	4.05	3.86	【4.0】	✖	We put employees' opinions into decisions and focus on establishing mechanisms for lower scores.	Social – Internal Stakeholders <a href="#">p. 33</a>
					Turnover Rate	25%	27%	29.7%	28%	22.32%	【28%】	✔	Sinyi set more diversified training and flexible benefits to meet the needs.	

[Note 1] In response to CDP and SBTi, Sinyi Realty referred to SBTi approach to set "GHG Emissions [Category 1+2]" goals for the next year and year 2030.

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	Long-term	Stakeholders	Material Topics	SDGs	Management Indicators	Mid-term	Short-term	Management Progress (performances)			Achieved Status	Our Actions	Our Response
	2050 goals					2030 goals	2022 goals	2019	2020	2021 [Original goal]			
<b>S</b>		Customers	Digital Resilience Product Design & Lifecycle Management 416 417 418	4 10 11 12	Customer Satisfaction Rate	92%	91%	88.88%	90.23%	91.62% 【91%】	✔	We surveyed 64,401 clients for understanding of our customers' experience with enhanced mapping.	Social – External Stakeholders <a href="#">p. 45</a>
					Cumulative coverage rate of community building proposals (cumulative total of 368 townships)	100%	99.88% <small>Note 2</small>	98.91%	99.46%	99.73% 【99.66%】	✔	367 out of 368 townships sent proposals	
<b>G</b>		Investors	Digital Resilience Business Ethics 201	4 8 12 13	Corporate Governance Evaluation	Top 5%	Top 5%	Top 5%	Top 5%	Top 5% 【Top 5%】	✔	Obtained the highest recognition of the top 5% of the listed group for the eighth consecutive year.	Corporate Governance <a href="#">p. 55</a>
					Profitability (NT\$ billion)	positive profit	positive profit	1.725	2.248	2.89 【positive profit】	✔	Continue to maintain positive profit. Operating gain of NT\$2.89 billion	
<b>E</b>					Total Audits	- <small>Note 3</small>	- <small>Note 3</small>	232/257	261/279	152/159 【N/A】 <small>Note 3</small>	✔	In the process of suppliers selection, training, evaluation, and consultation, we integrate ESG standard. We grow with suppliers together with both new and existing suppliers.	Supply Chain Management <a href="#">p. 65</a>
<b>S</b>		Suppliers	414	8 13 17	Key suppliers check rate(%)	95%	95%	90.3%	93.5%	95.6% 【90%】	✔		
<b>G</b>											✔		

[Note 2] Accumulated of 367 townships have participated in submitting proposals, accounting for a percentage of the total of 368 townships in Taiwan.

[Note 3] Goal for annual total number of suppliers: slightly changes every year depending on the status of cooperation, so target setting is not applicable.



# Environment

Make green awareness take root.  
Achieve Net Zero emissions.

## Material Topic >>>

**GRI** 303 Water and Effluents  
305 Emissions

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Climate Governance and Action

Service Carbon Footprint

Energy and Carbon Management

Water Stewardship

Environment and Waste Management

From Nearly Zero to Net Zero

Social - Internal Stakeholders

Social - External Stakeholders

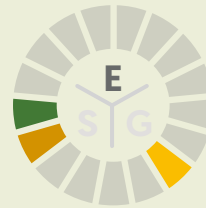
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Core Target and Vision

Sinyi Realty has long regarded sustainable development as our responsibility and actively responded to the climate issues. We turn the sustainability principle of "Get to Net Zero" into concrete actions, committing to achieve net zero emissions by 2030. By integrating internal and external resources and supporting the development of renewable energy, we can enhance our climate resilience and achieve the 2030 goals of "a 45% reduction in GHG emissions per transaction, a 90% reduction in GHG emissions [category 1&2], a 30% reduction in per capita water consumption [base year: 2017], 100% renewable energy"; thus making humble contributions to protecting our environment.



Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work with Environment:

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Action Plans



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7.a

- Increase renewable energy consumption
- Support low-carbon and renewable energy development

- Renewable energy

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- Improve resource efficiency
- Waste management and circular economy

- Water stewardship
- Environmental management systems
- Waste reduction and lending service

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13.3

- TCFD and climate governance
- Promote low-carbon services
- Reduce GHG emissions
- Environmental education and carbon neutrality

- Climate governance
- Service footprint reduction
- Energy and carbon management
- Sustainable branches

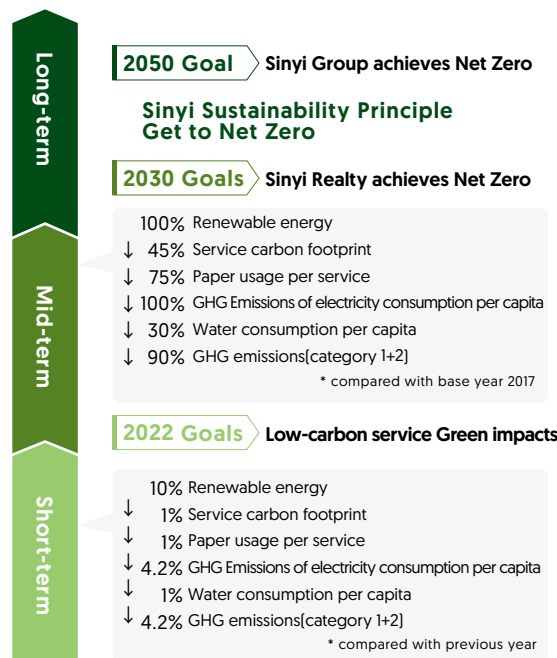
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Strategic Goals



2021 Performance Overview

In accordance with TCFD framework, we developed strategies and targets for climate governance; furthermore, we have participated in climate initiatives and carried out climate actions to achieve Net Zero goals.

✔ Achieved ✨ Ongoing ⚪ Not Achieved

	Metric & Target	2021 Performance <small>*compared with previous year</small>		Status
<b>Strategy 1</b> Promotion of low-carbon services	<b>1% ↓</b> • Service carbon footprint Carbon emissions per transaction	190.25 kgCO <sub>2</sub> e	<b>28.3% ↓</b>	✔
	<b>1% ↓</b> • Paper usage per service	6.9 kg	<b>37.5% ↓</b>	✔
<b>Strategy 2</b> Improvement of resource efficiency	<b>2.5% ↓</b> • GHG Emissions of electricity consumption per capita	1,148 kgCO <sub>2</sub> e	<b>7% ↓</b>	✔
	<b>1% ↓</b> • Water consumption per capita	14.3 m <sup>3</sup>	<b>6.2% ↓</b>	✔
<b>Strategy 3</b> From nearly zero to Net Zero	<b>2.5% ↓</b> • GHG emissions [category 1+2]	6,348 tonCO <sub>2</sub> e	<b>6.3% ↓</b>	✔
	<b>4%</b> • Renewable energy consumption	340 MWh	<b>3%</b>	⚪

The world is in face of "climate emergency" where the global economy and civilization are in threat. "Climate action failure" has been the top global risk since 2020, which not only put species survival in danger but also cause natural disasters and diseases. Livings on the planet are impacted tremendously. The real estate brokerage industry is not a major source of emissions neither is included in emission-related regulations. However Sinyi still actively implement climate change risk management in compliance with the TCFD structure of "governance, strategy, risk management, and metrics and targets" to enhance climate resilience, promote sustainable business operations, so as to mitigate and adapt to climate change.

[Climate-related risks and opportunities](#) <http://csr.sinyi.com.tw/en/environment/risks-opportunities.php> [Sinyi Realty TCFD Report](#) [p.100](#) [Appendix: TCFD Content Index](#)

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Appendix

## ● Adoption of Task Force on Climate-related Financial Disclosure (TCFD) Framework

### 01

#### Governance

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[Sustainability Governance Structure](#)



- **The Board of Directors** is the top-level monitoring unit of climate change management, being responsible for reviewing annual risk management report, execution report, and audit report to ensure the effectiveness of climate-related risk management system.
- **Total Ethical Management Committee (TEM Committee)** is the top-level ESG promotion unit in Sinyi Realty and is responsible for climate-related project management. The Corporate Sustainability Office reports to the Board on results of climate-related projects. The Board reviews ESG impact, performance, and strategic goals regularly; complies with the risk management procedures to reduce the threats caused by occasional climate events.
- **Corporate Ethics Sustainability Committee** is convened by Chief Ethics Officer and consisted of management level of different departments or business units in Sinyi Group. The monthly meeting is held to discuss climate-related or ESG-related topics. Projects are carried out with synergy because of resource integration in the organization.
- **ESG Working Groups** are lead by the manager of responsible departments respectively to implement the climate-related projects approved by the TEM committee and the Board of Directors.

### 02

#### Strategy

- Define time horizons: short-term: within 1 year[~2022], medium-term: 1-10 years[~2030], long-term: 10-30 years [~2050]. [Refer to Sinyi Realty TCFD Report](#) for detailed process.
- Analyze the financial and non-financial impacts and explore business opportunities, strategies and action plans.
- Apply two climate-related scenario analysis of "2DS+NDCs and RCP8.5" to analyze physical risks and transition risks.

#### Material Climate Risks

- **Policy and Legal** - Enhanced emissions-reporting obligations
- **Technology** - Costs to transition to lower emissions technology [low-carbon services]
- **Market** - Increased costs of renewable energy [low-carbon services]
- **Acute/Physical** - Increased severity and frequency of extreme weather events

#### Potential Financial Impacts

- Increased expenditures on energy-saving equipment/facilities.
- Drop in revenue caused by customer shifts.
- Increased transaction costs to low-carbon technology.
- Increased costs of renewable energy.
- Extreme rainfall leads to operation interruption of branches or endanger work safety

#### Material Climate Opportunities

- **Resource Efficiency** - reduction in paper usage
- **Products and Services** - development of low-carbon products and services
- **Resilience** - participation in renewable energy programs and adoption of energy-efficiency measures

#### Material Climate Opportunities

- Modifications of paper-less service process
- Innovated customer service that brings revenue
- Positive corporate image and market value

#### Strategies and Actions

- ☑ **Promotion of low-carbon services** [p. 29](#)
- ☑ **Improvement of resource efficiency** [p. 30](#)
- ☑ **Organization from nearly zero to net zero** [p. 32](#)

# 03

## Climate-related risk identification, assessment, and management

### Risk

### Management

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Risk Management Process

#### Identification and Assessment

In response to possible climate-related physical risks and transition risks, we reassess the climate-related impact every year, explore business opportunities, strategies and action plans in a systematic way.

#### Managing mechanism

The Board of Directors regards the impact of climate change as a material risk. TEM developed and managed climate-related strategies. The climate-related issues are managed systematically through ISO management system verification and carbon emission verification. The performance is regularly reported to the Board.

#### Integration to overall risk management

Sinyi integrates climate-related and other operational risks into overall risk management system, and conducts regular identification, evaluation and management through standardized procedures.  
Each department in Sinyi Realty identifies relevant risks so that be reviewed at annual and quarterly plan-review meeting.

# 04

In response to the opportunity for transformation arising from this "Climate Emergency", Sinyi Realty expects to influence its customers to move towards a low-carbon green economics to mitigate climate impact. We propose green management strategies and goals, launch and promote green projects, and evaluate performance through annual audits to achieve environmental sustainability.

### Metrics & Targets

Target	2022	2030	2050
<b>GHG Emissions</b> (base year : 2017)	Sinyi Realty GHG emissions [category1+2]] [annual] <b>- 4.2 %</b>	Sinyi Realty GHG emissions [category1+2] <b>- 90 %</b>	Sinyi Group <b>Net Zero</b>
<b>Service Carbon Footprint</b> (base year: 2017)	Service Carbon Footprint - Carbon emissions per transaction [annual] <b>- 1 %</b>	Service Carbon Footprint - Carbon emissions per transaction <b>- 45 %</b>	Service Carbon Footprint - Carbon emissions per transaction <b>- 60 %</b>
<b>Renewable Energy Consumption</b>	Sinyi Realty Renewable energy consumption <b>10 %</b>	Sinyi Realty Renewable energy consumption <b>100 %</b>	Sinyi Group Renewable energy consumption <b>100 %</b>
<b>Water Stewardships</b> (base year: 2017)	Sinyi Realty per Capita Water Consumption [annual] <b>- 1 %</b>	Sinyi Realty per Capita Water Consumption <b>- 30 %</b>	Sinyi Realty per Capita Water Consumption <b>- 40 %</b>

# 05

To enhance our climate resilience, Sinyi Realty has established climate change response mechanism where sustainability principles and strategies have been developed and relevant action plans have been implemented, in the hope to fulfill our responsibility as part of the global community.

### Action Plan

#### Participate in Climate Initiatives

Task Force on Climate-related Financial Disclosures (TCFD)

Level 5+ Excellence 

CDP Climate Change Questionnaire

Leadership A List 

Science-based Targets initiative (SBTi)

Pass 1.5° C Pathway 

United Nations Race to Zero initiative

Business Ambition for 1.5° C 

Taiwan Alliance for Net Zero Emission

Sinyi Realty 2030 Net Zero 

NET ZERO 30/50 badge

Grade GREEN 

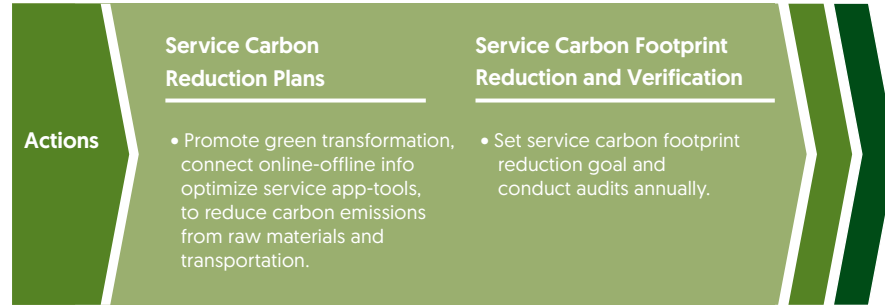
#### Service Carbon Footprint realized carbon reduction

Carbon Footprint Label & Carbon Reduction Label

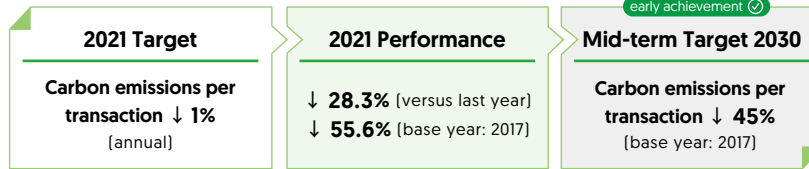


## Service Carbon Footprint

### Carbon Emissions per Real Estate Transaction

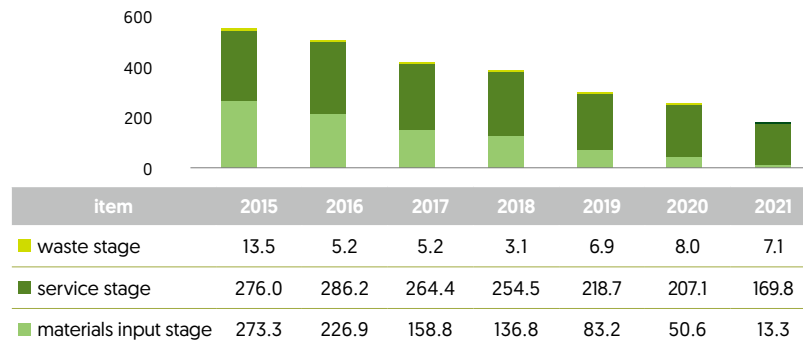


### Service Carbon Footprint Reduction



The verified product carbon footprint per real estate brokerage transaction in 2021 was 190.25 kgCO<sub>2</sub>e, among which 13.34 kgCO<sub>2</sub>e in materials input stage, 169.79 kgCO<sub>2</sub>e in service stage, and 7.13 kgCO<sub>2</sub>e in waste stage. Compared to base year, 2017, the service carbon footprint was reduced by 55.6%.

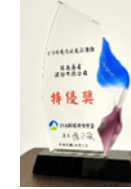
Carbon emissions in each stage (kgCO<sub>2</sub>e)



### High lights

#### Low-carbon product award - Excellence

**Excellence**  
EPA  
Low-carbon product award

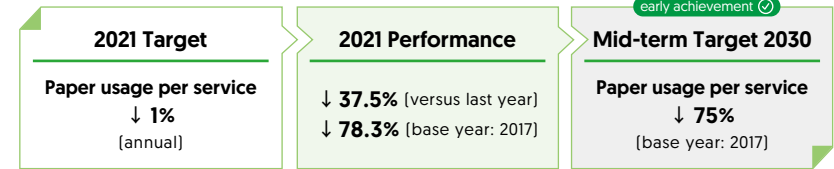


### High lights

#### Carbon Footprint Label & Carbon Reduction Label extension

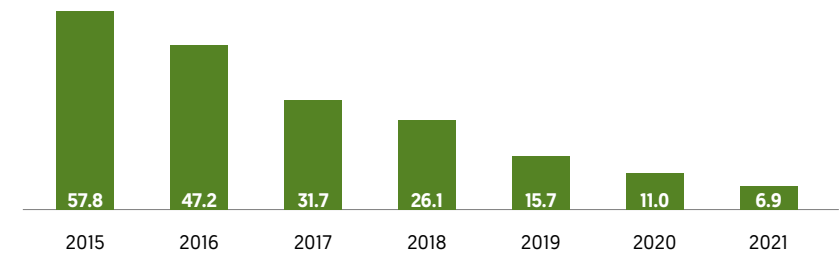


### Paper Usage per Service Reduction



Sinyi Realty found out that emissions from paper usage in transactions is the largest emission source in material input stage, thus we viewed the paper usage reduction in service as one of our green goals. Green services such as Top Agent App, DiNDON Smart House Viewing Service, online instruction of real estate and commission have been launched, in order to achieve the goal of paper usage reduction.

Paper usage per service (kg)



Energy & Carbon Management

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ISO 50001 Introduction & Verification

The 2021 GHG inventory results indicated that indirect energy emissions accounted for 92% of category 1+2, as the main cause of environmental externality. Since 2016, Sinyi HQ and demonstration sites have introduced ISO 50001 Energy Management System, enhancing energy performance by PDCA approach. The energy efficiency has been improved in a systematic way and the increasing renewable energy consumption will further reduce the GHG emissions. By providing green innovated services we can meet the emerging demand for low-carbon economies.

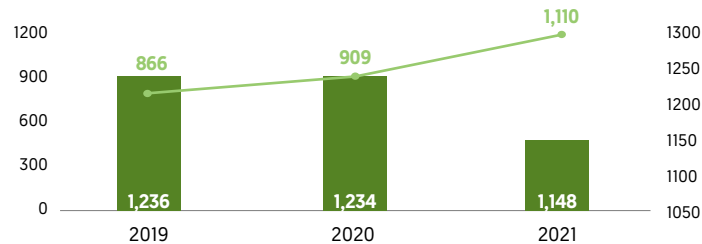
Energy management actions

Actions	Outcome (Category 2 emissions)				
<ul style="list-style-type: none"> <li><b>Improve energy efficiency</b> Introduced and enhanced smart energy management system/storage equipment to boost the electricity allocation efficiency.</li> <li><b>Carbon reduction activities</b> Raised employees' awareness and encouraged low-carbon actions.</li> </ul>	<table border="1"> <tr> <td>2020</td> <td>2021</td> </tr> <tr> <td>6,165.6</td> <td>6,015.9 tonCO<sub>2</sub>e</td> </tr> </table> <p>→ <b>Reduced 149.7 tonCO<sub>2</sub>e</b></p>	2020	2021	6,165.6	6,015.9 tonCO <sub>2</sub> e
2020	2021				
6,165.6	6,015.9 tonCO <sub>2</sub> e				
<ul style="list-style-type: none"> <li><b>Zero-carbon energy</b> Increase the percentage of renewable energy.</li> </ul>	<table border="1"> <tr> <td>2020</td> <td>2021</td> </tr> <tr> <td>6,015.9</td> <td>5,845.1 tonCO<sub>2</sub>e</td> </tr> </table> <p>→ <b>Reduced 170.8 tonCO<sub>2</sub>e</b></p>	2020	2021	6,015.9	5,845.1 tonCO <sub>2</sub> e
2020	2021				
6,015.9	5,845.1 tonCO <sub>2</sub> e				

Energy management performance

2021 Target	2021 Performance	Mid-term Target 2030
GHG emissions of electricity consumption per capita ↓ 2.5% (annual)	↓ 7% (versus last year) ↓ 22.5% (base year: 2017)	GHG emissions of electricity consumption per capita ↓ 100% (base year: 2017)

- GHG emissions of electricity consumption per capita (kgCO<sub>2</sub>e) [ ↓ 7% annual ]
- Operating revenue per kWh (NT\$/kWh) [ ↑ 22.4% annual ]

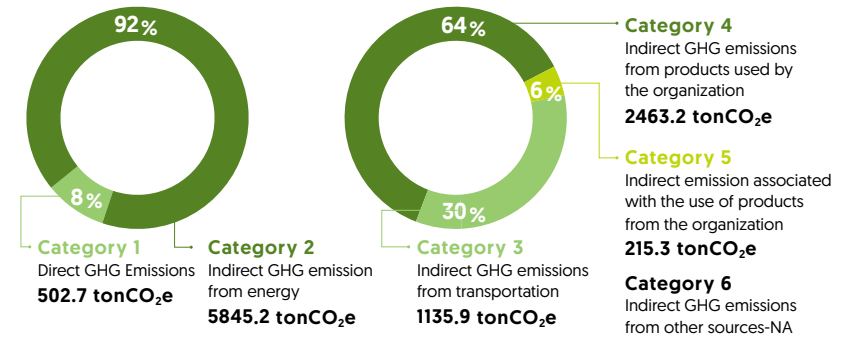


Energy Management <https://csr.sinyi.com.tw/en/environment/energy.php>

GHG Inventory & Verification of 100% Operational Boundary

In accordance with ISO 14064-1:2018, Sinyi Realty reported on 100% of emissions from the organization's operating activities in the operational boundary, including direct GHG emissions (category 1), indirect GHG emissions from energy (category 2) and other indirect GHG emissions (category 3-6). In 2021, the verified total GHG emissions of Sinyi Realty was 10,160.243 tonCO<sub>2</sub>e, with 502.707 tonCO<sub>2</sub>e in category 1, 5,845.182 tonCO<sub>2</sub>e in category 2 (market based), and 3,812.354 tonCO<sub>2</sub>e in category 3-6.

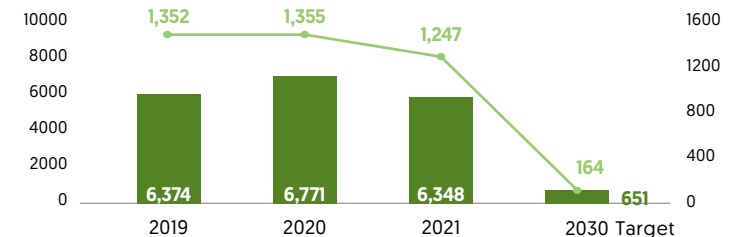
The GHG emissions from all categories (tonCO<sub>2</sub>e)



Carbon Management Performance

2021 Target	2021 Performance	Mid-term Target 2030
GHG emissions (category 1+2) ↓ 2.5% (annual)	↓ 6.3% (versus last year) ↓ 2.4% (base year: 2017)	GHG emissions (category 1+2) ↓ 90% (base year: 2017)

- GHG Emissions (Category1+2) (tonCO<sub>2</sub>e) [ ↓ 6.3% annual ]
- GHG Emissions (Category1+2) per capita (kgCO<sub>2</sub>e) [ ↓ 8% annual ]



GHG Inventory <http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php>



Strategy 2 Improvement of resource efficiency

Water Stewardship

303 SDG12

Water Footprint and Water Efficiency Management System

Improve water resource management and water recovery efficiency

Even though real estate service industry does not consume huge amount of water, in response to stakeholders' concerns, Sinyi Realty has been continuously implementing water saving practices. ISO 14046 Water Footprint verification is conducted annually for reviewing results of water management. Our water consumption is mainly for employees' daily usage and the water withdrawal is not from areas with water stress. We have no manufacturing process to produce pollutants in wastewater.

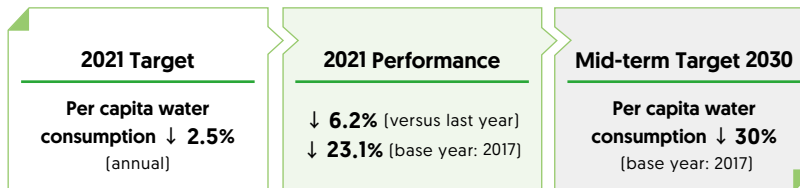
Water consumption and withdraw <http://csr.sinyi.com.tw/en/environment/water-resources.php>

ISO 46001 Water Efficiency Management System

We introduced ISO 46001 in 2022 to build up, implement, and maintain water efficiency by "reduce, replace, or reuse" approach. Through using water saving equipment, establishing monitoring system, replacing drinking water by alternative sources. With the systematic approach of exploring water saving opportunities, we hope to further enhance the water efficiency.

Management Systems <https://csr.sinyi.com.tw/en/environment/system.php>

Water Management Performance



As verified by ISO 14046 Water Footprint, in 2021 the annual water withdraw was 73,026 m<sup>3</sup>, reduced by 4.4% compared to previous year; per capita water consumption was 14.3 m<sup>3</sup>, reduced by 6.2% compared to previous year.

※boundary of Sinyi Realty: headquarters building, operating branches and administrative centers

Index	2019	2020	2021
Annual water withdraw (m <sup>3</sup> )	69,334	76,388	73,026
Growth rate	-0.4%	10.2%	-4.4%
Per capita water consumption (m <sup>3</sup> )	14.7	15.3	14.3
Growth rate	-8.4%	4%	-6.2%

Water Stewardship <http://csr.sinyi.com.tw/en/environment/water-resources.php>

Environment Management System & Improvement Measures

SDG12 SDG13

ISO 14001 Environmental Management System & Improvements

Sinyi Realty reviewed its energy policies and management procedures, implemented green procurement to achieve the overall usage of environmentally-friendly equipment. We have introduced UBITEQ BE GREEN Next EMS to HQ building and DOMI-Smart EMS to branches. Through certifying ISO 14001 and ISO 50001 annually, we found out our improvement opportunities.

Management Systems <https://csr.sinyi.com.tw/en/environment/system.php>

Waste Management & Circular Economy

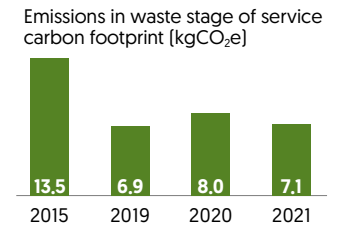
SDG12 SDG13

Waste Management

Sinyi Realty is a service company so its waste is mainly daily waste and no toxic waste from manufacturing process. Through GHG inventory, the emissions by solid and liquid waste disposal account for about 1% of indirect GHG emissions. Therefore, the waste issue was not listed as a material topics. The waste disposal complies with local government regulations.

Waste Reduction Performance of Service Carbon Footprint

Although waste management is not a material issue of Sinyi Realty, we still keep on developing green services and improve operating procedures to reduce carbon emissions of waste disposal during our service process. Compared with 2015 baseline of carbon footprint, the carbon emissions in the waste stage in 2021 have been reduced by 47%, demonstrating our emphasis on waste management.



Waste Management <http://csr.sinyi.com.tw/en/environment/waste.php>



SDG12



SDG13

Circular Economy

Through in-depth contact with community residents, Sinyi Realty launched a local recycling economy of "lending services", which residents can borrow rarely used items or second-hand books from branches when needed, to achieve the environmental symbiosis.



Circular Economy <http://csr.sinyi.com.tw/en/environment/waste.php>

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## Strategy 3 From nearly zero to Net Zero

"Net Zero" is crucial for climate actions. As the leading real estate service company, Sinyi Realty has committed to achieve Net Zero by 2030. Our actions include joining climate initiatives, introducing carbon neutral branches, promoting green awareness, and supporting renewable energy.

### Climate action initiatives

 <p><b>Task Force on Climate-related Financial Disclosures (TCFD)</b> Level 5+ Excellence</p>	 <p><b>CDP Climate Change Questionnaire</b> Leadership A List</p>	 <p><b>Science-based Targets initiative (SBTi)</b> Pass 1.5° C pathway</p>	 <p><b>United Nations Race to Zero initiative</b> Business Ambition for 1.5° C</p>	 <p><b>Taiwan Alliance for Net Zero Emission</b> Founding member Sinyi Realty 2030 Net Zero</p>	 <p><b>NET ZERO 30/50 badge</b> Grade GREEN</p>
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### Environment

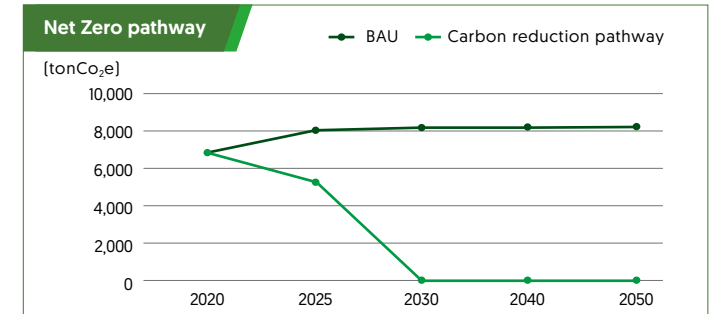
- Sustainability Strategies and Goals
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### From Nearly Zero to Net Zero

### Get to Net Zero

\*Due to COVID-19, the review process by Taipower was pending so the supply of renewable energy was less than planned; therefore the index was not achieved.

Index	2021 target & performance *annual reduction		2022 target *annual reduction	2030 target *base year 2017
<b>GHG emissions (category 1+2)</b>	<b>2.5% ↓</b>	<b>6.3% ↓ ✓</b>	<b>4.2% ↓</b>	<b>90% ↓</b>
<b>Renewable energy consumption</b>	<b>4%</b>	<b>3% -</b>	<b>10%</b>	<b>100%</b>



### Environmental Sustainability Education

- Promote environmental protection awareness among employees**
  - Held environment-related trainings (energy management, water conservation)
  - Encouraged employees' fulfillment of environmental responsibilities through practical actions.
  - In 2021, the headquarters building and all branches of Sinyi Realty joined the international "Earth Hour" event.
- Collaborate to expand sustainable impacts, realizing sustainable consumption and production model**
  - Listened to customers' needs and developed sustainable community services.
  - Worked with suppliers to hold environmental educations and activities.
  - Introduced "Sustainable Branches" for promoting SDGs. Through verification of ISO 20121 Sustainable Event Management System, we make sure that our activities can bring positive impacts to society.



Sinyi Realty passed ISO 20121 verification and won 2022 Asia Responsible Enterprise Awards- Social Empowerment

[Environmental education](https://csr.sinyi.com.tw/en/environment/education.php) <https://csr.sinyi.com.tw/en/environment/education.php>

### Sustainable Branches Achieved Carbon Neutrality

#### PAS2060

In 2021, 17 carbon neutral branches were upgraded to "Sustainable Branches" that not only pass PAS 2060 Carbon Neutrality verification, use 100% renewable energy but also carry out distinctive community service responding to SDGs.



[Carbon Neutrality](https://csr.sinyi.com.tw/en/environment/carbon-neutrality.php) <https://csr.sinyi.com.tw/en/environment/carbon-neutrality.php>

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## Social - Internal Stakeholders

Providing a diverse environment to ensure our employees enjoy job security and professional growth.

### Material Topic >>>

- GRI 401 Employment
- 403 Occupational Health and Safety
- 404 Training and Education
- 405 Diversity and Equal Opportunity
- 409 Forced or Compulsory Labor

### In This Section >>>

- Positive Labor-Employer Relations 35
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Core Target and Vision

Sinyi Realty's commitment to providing a comprehensive workplace to ensure employees enjoy working and remains their professional growth constantly. Also, we strive to ensure that our employees have a balance between physical and mental health. We care their financial and personal growth according to our core concept- putting people first. Additionally, by building around the two pillars of "attracting great talent" and "creating a friendly workplace," we continue to enact policies designed for employees thoughtfully. Making better strategies on our commitment to the principle - Co-existence, Co-prosperity, and Co-creation.



Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work with internal stakeholders:

	Contents	Action Plans
3.4 3.8	<ul style="list-style-type: none"> <li>Hold traffic, first-aid education, and evacuation drills periodically</li> <li>Dedicate Happy Health Management Center</li> </ul>	<ul style="list-style-type: none"> <li>Obtained ISO 45001 verification <a href="#">p. 39</a></li> <li>Happy Health Management Center <a href="#">p. 40</a></li> </ul>
4.4	<ul style="list-style-type: none"> <li>Increasing profession of realty by industry-academia cooperation, internship, and lessons in university</li> </ul>	<ul style="list-style-type: none"> <li>Industry-academia cooperation <a href="#">p. 36</a></li> </ul>
5.1 5.c	<ul style="list-style-type: none"> <li>Equal hiring policy and diverse employment</li> <li>Provide childbirth grants and set maternity policy</li> </ul>	<ul style="list-style-type: none"> <li>Equal hiring policy and diverse employment <a href="#">p. 42</a></li> </ul>
8.5 8.8	<ul style="list-style-type: none"> <li>Formulate regulations in accordance talents cultivation</li> <li>Forbid any forced or compulsory labor</li> </ul>	<ul style="list-style-type: none"> <li>30-day work appraisal program <a href="#">p. 36</a></li> <li>The human rights and LOHAS <a href="#">p. 44</a></li> </ul>

Strategic Goals



2021 Performance Overview

**Attracting Great Talents:** Sinyi Realty always considers our employees to be unique partners, and provides opportunities that they will be able to grow alongside the company. We also provide competitive compensation to attract outstanding talents.  
**Creating a Friendly Workplace:** We show our care for the physical and mental well-being of workers with systematic approach to health management with comprehensive benefits.

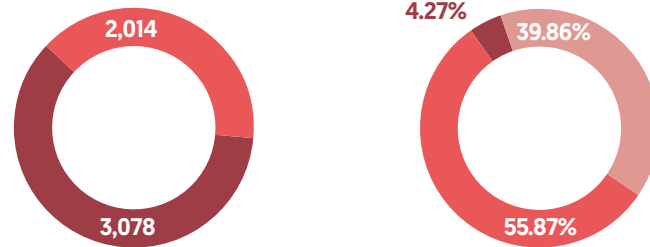
✔ Achieved 
 ⚙️ Ongoing 
 ⊖ Not Achieved

2021 Goals	2021 Performance		Achieved
<b>19%</b> percentage of female management	<b>18.5%</b> percentage of female management	Regulations of recruitment and promotion in Sinyi are not evaluated by genders. We will develop more assistance projects and digital training to achieve equality.	⊖
<b>Obtained Verification</b>	<b>ISO 45001</b> Obtained Verification	Although we are not in a high risk industry, Sinyi still establishes a safe workplace environment for talents.	✔
<b>45</b> average hours of training	<b>44.19</b> average hours of training	Sinyi sets action plans such as career development plan, credit-based system, and diverse learning programs.	⊖
<b>28%</b> turnover rate	<b>22.32%</b> turnover rate	We strive to assemble the right mix by fully integrating benefits to best serve our employees.	✔

Sinyi formulates internal regulations to provide equal job opportunities. In addition, we set principles for positive labor-management relations such as fair salary, evaluation, promotion and benefits. With transparent communication channels, Sinyi would receive opinions from stakeholders to set appropriate strategies.

## ● Employment Overview

### ○ Diversity of Employees



There are 5,092 employees in 2021

	Female	Male		
Top-level Management	2	16	Under 30 years old (incl.)	39.86%
Executory Management	8	61	31-50 years old	55.87%
Supervisory Management	106	433	Over 51 years old (incl.)	4.27%
Employees	1,893	2,559		

### ○ New Employee Hires and Employee Turnover

While there is no gender bias in hiring, new hires tend to be large portion of younger males because of the nature of the industry. Departures are similarly structured as well, with the largest number being male aged less than 30 years-old. In order to effectively reduce the turnover rate and respond to challenges, we develop a coaching program for underperforming sales to help them focus on core skills and get mutual assistance through a team setting. Besides, we conduct regular guidance and care for new hires, and in-depth discussions between management and departing employees to help understand the reasons for departure and to take an appropriate approach toward evaluating plans for improvement. In the light of above policies, we saw an average turnover rate of 22.32% in 2021.

📄 Sustainability Performance Overview -  
"New Hires and Turnover Structure, Turnover Rate by Year"

## ● Communication Policy

### ○ Grievance Mechanisms and Communication Channels

To understand the views from employees with regard to organizational development and to provide a workplace that is free from sexual harassment and discrimination, we have established a range of channels for communications and continually promote their use. In 2021, two labor complaints are work-related accident and assessment issue respectively. The work-related accident has reached a settlement with employees; the evaluation case is that the employees feel not be given appropriate evaluations. As a result, Sinyi has revised the evaluation regulations to make it more transparent.

### ○ Employee Engagement Survey

External consultants are commissioned to tailor survey for Sinyi composition and topics to the particular policy priorities annually. All workers are able to fully express their suggestions with regard to the organization's operations, their work, and management leadership style by these surveys. In 2021, we adopted stratified random sampling which effective response rate 53% increased 8%. We develop improvement measures to integrate into the plan of next year, ensuring the whole organization grows together.

Grievance Mechanisms	Quarterly Labor-management Meetings	We set equal representatives of employers and employees.
	Labor Issues and Complaints	Two labor complaints are work-related accident and assessment issue respectively.
	Employees' Welfare Committee	The Committee is set up with a total 19 persons. This figure includes a female members as 11 workers.
Communication Channels	Mr. Chou's Mailbox	
	Platform for Sales and Administrative	In 2021, a total of comments was 184 cases submitted, the issues most related to HR or IT. 91% were resolved with relevant policies being adjusted accordingly in light of workers opinions.
	A-yi Chatbot	

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Sinyi's ethical enterprise culture which the conceptual value are three concepts: righteous ahead of profit, putting people first, and positive thinking, and it is foundation of our policies based on. Taking into account the balance of stakeholders, there is a virtuous cycle formed from Sinyi to the society.

## Talent Recruitment

### Policies

For salesperson, they receive a guaranteed monthly salary of NTS\$50,000 in first six months. Also, Sinyi provided one extra month salary for outgoing employees. A plan for giving them a chance to learn the ropes without worry. Diverse Development Opportunities: Sinyi operates worldwide that employees can choose appropriate career path respectively. Innovative recruitment: Sinyi holds live broadcast work briefings and focuses on target audiences through various digital channels.

### TOP Talent Course with 104 Job Bank

In 2021, Sinyi provides experience in workplace to be an instructor for TOP talent course in universities. To help students realizing what they will meet after graduation. Let them acquire the cross-disciplinary skills needed in the future as soon as possible in the school.



### Industry-academia Cooperation

To help students prepare themselves before graduation while also expanding Sinyi's pool of potential talent, we work with several universities to provide internship and scholarship, cultivating the talent the industry needs as following:

Industry-academia Cooperation	Full-time Internships	Sinyi School Scholarships
We launched a seven-year industry-academia cooperative project with National Yunlin University of Science and Technology. There is 61% continue to work in Sinyi Group.	Sinyi offers the full range of job training to interns, along benefits and leave as full-time employees.	A full scholarship for three NCCU graduates annually, as well as the Sinyi Realty Business Sustainability Grant and both domestic and international volunteering grants.

## Training Program

### New Employees Orientation

The training of new hires has always been the primary task of Sinyi. The program provides a 180-day comprehensive training program for newcomers. It includes both coursework from the headquarters and in-branch practical training, providing a solid foundation and ensuring that they start out with a strong understanding of what the job entails and how it is to be done. We also provide a diverse guidance system that includes lectures, mentorships, management orientation, EAP workers assistance, and on-the-job training. With conducting regular surveys and interviews we could implement any adjustment they need. Each newcomer would acquire 43 hours from the coursework, 48 hours of in-branch practical training (including online and offline courses), and an interview with district supervisors for 1 hour (excluding accompanying and observing hours) in total 92 hours. Sinyi invested around NTS\$ 11.3 million in training programs in 2021.

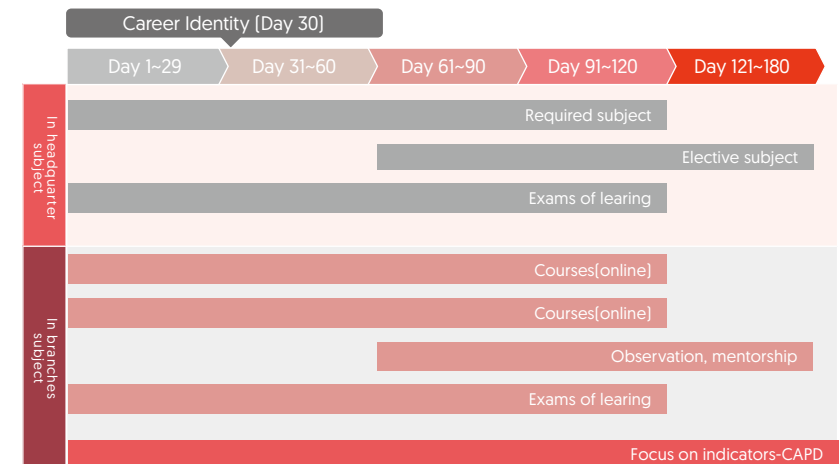


### Full-time Internship to Branch Owner-to-be

The branch is like a family-like team, allowing newcomers with absolutely no work experience, I learned to work hard, live happily, and won the rookie award within five months. Thanks to the company for giving us a solid foundation in the internship and holding the original intention. So glad that to be accompanied by Sinyi and partners along the way. I will continue to write my story in Sinyi Realty.



Hao-Chen Luo, Providence University | Intern 2018



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## Overview of Employee Training

Sinyi integrated the core concepts into a series of courses corresponding to the abilities and knowledge required for different positions, such as general knowledge and courses according to different themes into online learning, so that employees can allocate learning and working hours well and more flexibly. Moreover, we added diversity learning which for professional and duties related skills lessons. In 2021, there is 44.19 average hours of training for an employee in a year. Because of we are turning physical courses to online courses, which means that we need to streamline length of time to meet users' need. Although it's a transition period, we would set practical exercises and more diverse courses to help employees learn and realize in work.

## Training Projects

401-1 404-2 405 SDG4 SDG5 SDG8

<b>Senior Management Training Camp</b>	In order to improve the leadership skills of middle and senior management, as well as in anticipation of an idea of "becoming representatives of the company," every month we organize this training program for middle and senior management. Over the course of one year, through themed discussions, gatherings, practical exercises, and other forms of interaction and guidance with the founder and the general manager. We embedded Sinyi's philosophy into their management practice.
<b>Branch Management Cultivation and Training</b>	Sinyi is committed to opening as many branches as we have branch managers available. We held a two-month branch management cultivation and training program for potential managers, with middle and senior management serving as lecturers, practice sessions, counseling, and a final project exhibition. Through this, we are able to equip employees with management skills and ensure they are up to the task of branch management. We also encourage employees to take part in putting forward potential managers, fostering a fellowship of helpful and influential management.
<b>Sinyi Volunteers— Re-learning Empathy in Service</b>	Volunteer service is one of the alternative training methods Sinyi employs, and through it, employees are able to re-familiarize themselves with what service really means. This also gives each member opportunities to experience different ways of life and to learn to look at community affairs with empathy. Thanks to this, they are able to rediscover their passion for their work and to experience a different side of society, energizing their service skills.
<b>New hires Training Program</b>	New hires training runs through the business of Sinyi in full, covering business concepts, professional real estate knowledge and skills, professional attitude, company systems and rules, and more. It includes both coursework and in-branch practical training, providing a solid foundation for newcomers and ensuring that they start out with a strong understanding of what the job entails and how it is to be done. We also provide a diverse guidance system that includes lectures, mentorships, management orientation, EAP, and more. In addition, we conduct regular surveys to see how people are adjusting and give any help they need, personal or professional, in a timely manner.

## Lifelong Learning

We believe that lifelong learning is a voluntary form of self-education that realizes a sense of personal achievement and focuses on self-development. It enhances social tolerance, enhances self-sustainability, and competitiveness. Sinyi integrates this spirit into the implementation of Sinfu Coin and the additional gains in the implementation of community engagement for getting more job rotation.

In 2021, there are 598 employees 10,795 hours of training in lifelong learning



684 hours EMBA

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4,834 hours Self-improvement


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156 hours Foreign Language

CREATE Workshop

This course cooperates with external experts to develop a set of customized courses. From preview of the course, participants fully involved in the workshop to improve its content and process for community engagement service, and even streamlining of operating procedures with the advantages of the group and the expectations of various stakeholders for innovating and sustainable solutions. In the workshop, managers, salesperson, external experts, and senior executives come together to brainstorm. Ideas popped from the perspective of other units adding more possibilities and sparks in serving the community. After discussions with all stakeholders, it is believed that solutions can better meet the needs of the community.



## ● Salary and Incentives System

1

### A Profit-sharing Plan

One-third of net profits shared with employees.

2

### Reasonable Remuneration

Our full-time employee increased 389 people, and the average salary is NT\$ 1,142 thousand and 9.8% higher than that of 2019. Another data is that our salary median is NT\$ 834 thousand which is 5.4% increment compared to 2019.

3

### Sales Representatives

Our remuneration policy is based around a policy of propriety more than profit, and designed to encourage cooperation between members of teams. Newcomers in their six-month training period are provided a guaranteed salary of NT\$ 50,000, enable them to learn the ropes with peace of mind. Outstanding employees also have the opportunity to earn retention bonuses, encouraging them to work with us to create win-win situations.

4

### Administrative Employees

According to the Guidelines for Salary by Job Position, back-office employees receive salaries based on market standards, professional competency, and education. salaries are lift up in line with market levels and external pay surveys every March

## ● Performance Management

Sinyi Realty has established a comprehensive system of regular performance interviews and evaluations to help employees at all levels continue to grow. **Performance reviews do not differ by gender, and 100% of employees undergoes such reviews.** Employees dispatched abroad is reviewed in line with local assessment systems, and contracted workers in accordance with their contracts. Managers at all levels undergo full training in performance interviews and assessment in order to provide employees with guidance, support, and career counseling to help them grow. Management regularly conducts performance reviews and improvement reviews with regard to employees, setting goals accordingly. The results of performance reviews are also used as the basis for promotions and salary adjustments.

## ● Promotion System

Sinyi takes cultivation of talent seriously, and as such provides a transparent system of promotions and opportunities, employing a "no double yellow lines, passing at any time" policy that does not depend on length of employment. Whether the bonus system, the promotion system, or selection of "Sinyi Gentlepeople," one of our primary points of reference is the satisfaction of our customers.

“

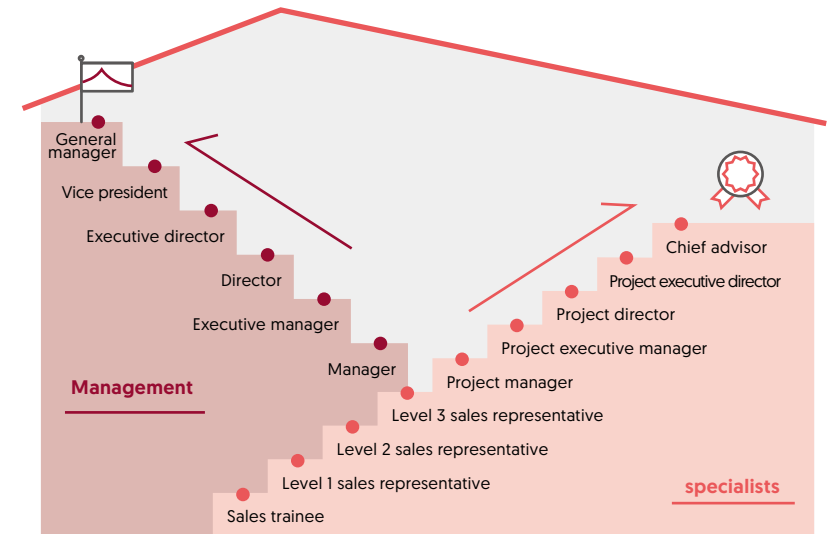
Sinyi Gentlepeople

Sinyi Gentlepeople is a special honor in Sinyi Realty. They are a group of people and representatives of Sinyi's philosophy. They have all three core mindset, so they compose unique and moving stories in their service and life. It can also be said to be a personal representative who has achieved an ESG orientation. In terms of governance, their performance is above average; in terms of society, they have obtained extremely high customer satisfaction externally, and at the same time, they won unanimous praise from colleagues and supervisors in branches; in terms of environment, they actively participate in community engagement service and focus on various sustainability goals. On the whole, you must act like a gentleman, possess and practice all the virtues



Zuoying Station Branch Manager  
**SHI,ZHI-BANG**

”



To help employees develop appropriate career paths, we provide two tracks of development—one for specialists (sales-focused agents) and one for management (management from branch manager level up). Sales and management alike start from the bottom, rising through the ranks through sufficient management training and as they acquire the skills necessary for each management level. Each year, regular selection of store and regional management is conducted, with the founder personally participating.



Sinyi extends our care for workers, and takes the influence to the supply chain system. Workers include Sinyi employees and employees of key suppliers, whoever works in Sinyi's workplace and other suppliers. Regulations and supplier sustainability clauses guarantee health and safety for workers and the occupational safety and health management system covers 100%.

[Occupational Safety and Health Committee](https://csr.sinyi.com.tw/en/employee/workplace.php) <https://csr.sinyi.com.tw/en/employee/workplace.php>

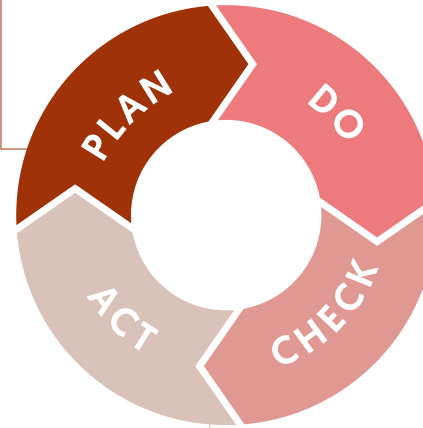
## Occupational Health and Safety Management System

403-1 403-2 403-4 403-5 403-8 SDG3

To caring for workers, Sinyi established our occupational health and safety structure by regulations. Also, we set up occupational health and safety committee as well; next, we would like to conduct ISO verification for the purpose of improving occupational health and safety.

### Worker Participation, Consultation, and Communication

Occupational Health and Safety Committee	Management and labor council	Mr.Chou's Mailbox & Platform for Workers Communication
The committee is made up of 7 people, with 4 employee representatives, 57% of the total. The committee meets once every three months.	is a formal meeting for non-management labors always reflect truly needs included occupational health and safety opinions.	a platform for collecting suggestions from workers to make our policies better.



### Training For Occupational Health and Safety

**Key promotion project—traffic safety:** We often remind workers about traffic rules by E-mail and posters. Moreover, we required employees to take compulsory traffic lesson which lectured by professional consultant.

**Disaster evacuation education and drills:** In order to embed the common sense into mind of workers, we hold fire safety seminars and emergency evacuation drills every six months. During drills, we also provided education on the operation of fire safety equipment, further strengthening fire safety awareness and protecting the safety of individuals and groups. We continue to hold training seminars for understanding the correct usage of AEDs and other equipment to look out for.



### Risk Assessment and Management

In order to establish an occupational safety risk map in Sinyi, we based on the occupational safety law, ISO45001 risk identification and related labor regulations to recognized that our major risks as following:

Identification	Risks	Reason	Targets	Specific Actions	2021 Performance
identified by ISO 45001 questionnaires, independent inspections and multiple communication channel.	Three-hyper series disease	Habits and lack of exercise of workers	Health check-up rate above 90%	<ul style="list-style-type: none"> <li>Larger ratio for workout options in flexible benefits</li> <li>Employee-comprised workout clubs, such as baseball teams, basketball teams, and yoga course</li> <li>Health consultation during working hours by Taipei Medical University Hospital doctor</li> <li>Providing employees with health check-up that go beyond the legal requirements</li> <li>Set up dedicated happy health management center</li> </ul>	Health check-up rate was 92%
	Traffic accidents	Our field operation workers is above 90%	Scooter accidents rate decreases 20%	<ul style="list-style-type: none"> <li>Compulsory traffic safety training</li> <li>Disseminating traffic safety in every lesson and announcements</li> <li>Providing field employees with insurance for scooters</li> <li>Subsidies for traffic safety equipment in flexible benefits</li> </ul>	Scooter accidents decreased 21%

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## ● Occupational Health Services

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### Dedicated Happy Health Management Center

Sinyi firmly believes that the key to the sustainability of a company is the happiness of workers, and that happiness is above all physical and mental health. We hire full-time occupational health nurses to strengthen the existing health management platform, and we also broadcast health messages on mobile devices from time to time. Existing suppliers and all workers in Sinyi building enjoy its services. By providing employees with health check-up that go beyond the legal requirements, as well as health consultations, tracking of improvement, vaccinations, and an EAP assistance, we have laid out a plan to practically prevent against illness and to promote healthy living. We also provide health consultation during working hours by a doctor which is also open to suppliers. In addition, Sinyi also uses flexible benefits to increase family health check-up subsidies to encourage workers to pay attention to their physical and mental health. Other services such as vaccination and EAP (In 2020, a total of 387 people used EAP assistance) are included for workers and their families, so that workers could choose health promotion projects by their needs. In 2020, we will strengthen the management of workers health data under their approval, we deal with these data meticulous especially the privacy of those participating in the project. Employees can inquire more information in the health management system and online health check-up data description, so that the number of users of the system has been greatly increased. In 2021, the planning of smoking cessation plans will be strengthened so that workers can still take care of their overall health in the workplace.

[Happy Health Management Center](https://csr.sinyi.com.tw/en/employee/workplace.php) <https://csr.sinyi.com.tw/en/employee/workplace.php>

#### Ensuring Health And Safety at Workplace During Pandemic

##### Actions as following:

- ☑ Sinyi Group Prevention Guide is rolling amendments at any time, adding new measures to strengthen control, work and leave regulations, and respond to changes.
- ☑ Posting posters of keeping hands clean at the entrance of the company or other obvious places to ensure that workers clearly understand that if workers or their dependents develop symptoms, workers would know steps to deal with.
- ☑ On the company's internal websites, our health center promptly send letters to remind workers about the development of the epidemic, vaccine information, and care methods, so that workers can get relevant information as soon as possible.
- ☑ Providing sufficient cleaning supplies and sanitizers in the workplace, and place sanitizers in public places, meeting rooms, and elevators to encourage workers to maintain hand hygiene.
- ☑ Place infrared thermal imaging cameras at the entrances and exits of the headquarters, deploy in advance the disinfection methods.
- ☑ Adjustment of important tasks when some workers are unable to work, and whether the office space operates as usual , and expanding control regulations in response to the development of the epidemic.
- ☑ Swiftly changes in work leave measures, for more detail that we implement flexible working hours for reduce the risk of workers during and after rush hour. According to regulations claimed by government we also implement epidemic prevention leave and epidemic prevention care leave.
- ☑ Flexible benefit -Sinfu Coin adds subsidies for sports at home, anti-epidemic supplies, and other related items to continue to care for the needs of employees.



[Sinyi Strategieson Account of COVID-19](https://csr.sinyi.com.tw/en/news/anti-pandemic.php) <https://csr.sinyi.com.tw/en/news/anti-pandemic.php>

## ● Workplace Safety Analytics

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When workers are injured on the job, they are granted leave as appropriate in accordance with the relevant guidelines and the particulars of the situation, and we assist them with applying for labor insurance accident compensation. In 2021, there is a total of 2,400 injury days in accordance with numbers of Bureau of Labor Insurance.

[p. 85](#) Sustainability Performance Overview: [Accident Statistic](#), [Injury Rate](#), [Lost Day Rate](#), [Absentee Rate](#)

In order to provide our employees with a better working environment, Sinyi Realty works to meet and surpass legal requirements regarding benefits, including offering discounts on service fees for buying and selling property, an employee stock ownership plan [ESOP], company-funded health check-up, and more.

## ● Employees and Dependents Care Benefits

■ Legally Required Benefits ■ Benefits provided to full-time employees ■ Benefits provided to full-time, temporary, and part-time employees

Mental	Financial	Physical
<ul style="list-style-type: none"> <li>■ Mental Health Checks</li> <li>■ Employee Assistance Program [EAP](Incl. dependents)</li> </ul>	<ul style="list-style-type: none"> <li>■ Physical Health</li> <li>■ Labor pension</li> <li>■ Entertainment fees for managers</li> <li>■ Club subsidy</li> <li>■ Training Subsidy</li> <li>■ Flex Benefits</li> <li>■ Travel Subsidy</li> <li>■ Uniform Subsidy</li> <li>■ Festival/Birthday gifts (vouchers)</li> <li>■ Relief aid for weddings, bereavements, birth, hospitalization, and emergencies</li> <li>■ Staff Second-Child Grants</li> <li>■ ESOP</li> <li>■ Discounts on Service Fees for Property Purchases or Sales (Incl. dependents)</li> <li>■ Employee bonus</li> </ul>	<ul style="list-style-type: none"> <li>■ Labor Insurance</li> <li>■ National Health Insurance</li> <li>■ Various types of leave (personal leave, sick leave, maternity leave, paternity leave, menstrual leave, family care leave, marriage leave, bereavement leave, injury leave, special leave, unpaid parental leave, etc.)</li> <li>■ Dedicates Happy Health</li> <li>■ Management Center</li> <li>■ Full-time health management professionals</li> <li>■ Professional masseurs to provide stress-relieving massage</li> <li>■ Group Insurance</li> <li>■ Company-funded Health Check-up (Incl. new hires)</li> <li>■ Automotive Third-party Liability Insurance (sales only)</li> </ul>

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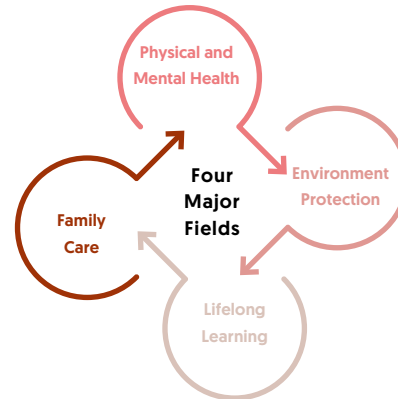
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### Flexible Benefits – Sinfu Coin

Sinfu Coin is a system that allows employees to choose the welfare items they need. The projects given are also becoming more individual and diversified due to differences in personal needs. We would achieve the purpose of enhancing recognition and satisfaction with the organization. Sinyi regards employees as family members and encourages employees have life-work balance. The needs of physical and mental health, family care, lifelong learning, and environment protection are different for individual. Some projects have enlarged the exchange rate to increase the motivation for use, as a result, our fitness item has increased usage compared to 2020.



Benefits <https://csr.sinyi.com.tw/en/employee/system-2.php>

### Employees Engagement Feedback

In recent years, company has launched flexible benefit- Sinfu coin that we can see the adjustments moving with the times, especially for employees from young to old, singles to families, they can use the benefits they need. The design of the magnification of the flexible benefit system also allows us to move closer to some positive activities, such as going to the gym, multi-learning, and subsidy for young children's tuition. This year, it even made immediate adjustments in response to the epidemic. It was innovative.



## ● Retirement Plan

- We have set up a Labor Pension Fund Supervisory Committee, to provide monthly pensions and pension payout standards in accordance with relevant legislation such as the Labor Standards Act and the Labor Pension Act. While the Guidelines for the Rehiring of Retired Employees enable the retired employees to continue to make use of their knowledge and skills.
- Labor Standards Act Retirement System: Company pays 6% of each individual's wage into individual pension accounts set up by the Bureau of Labor Insurance. Those who wish to voluntarily pay into their pension accounts can also have a specified amount deducted each month from their pay, which will then be paid into their individual pension accounts with the Bureau of Labor Insurance.
- Labor Pension Act: We planned to have the senior-most managers in each unit show their appreciation to the retiring employees for their service and contribution through the presentation of a souvenir under the Retiring Employees Appreciation Plan.

Retirement Plan <https://csr.sinyi.com.tw/employee/diversity-2.php>

Sinyi Realty has always adhered to a diverse and inclusive talent strategy, placing great importance on diversity in all aspects of hiring and development, emphasizing work-life balance, and striving for equality of opportunity across genders. Our goal is to enable our workers to build their own dream homes and lives at the same time.

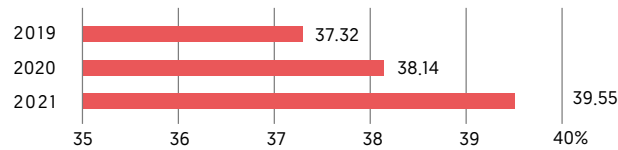
● **Diverse Employment**

○ **Women Empowerment**

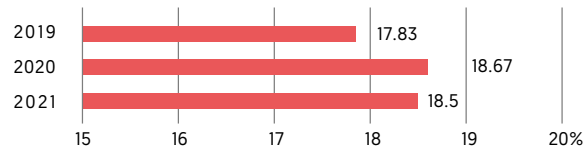
405-1

The majority of employees are male because of character of real estate brokers. However, in recent years, the innovative influence brought by female power in interdepartmental communication and diversified thinking has gradually increased. The proportion of female colleagues and supervisors has continued to grow, and recruitment and promotion are not based by genders.

The percentage of female employees



The percentage of female management



Sinyi Stories <https://www.youtube.com/channel/UCZFVEvU3Z2F6a7vfDw0CuBA>

○ **Hiring with Disabilities**

405-1

We strive to provide people with physical or mental disabilities job tasks that suit their capabilities and enable them to make the most of their potential. We also cooperate with Taiwan Lighthouse that works with the visually impaired for massage service. In addition to providing more job opportunities, also their services serve as a way for employees to relieve stress while doing a social good.



○ **Post-Retirement Re-employment**

405-1

SDG5

SDG8

Sinyi endeavors to create a corporate structure for retired employees who have the will and the ability to continue to work. In our Guidelines for the Rehiring of Retired Employees, we have laid out a system aimed at helping those who have retired but wish to return, providing a mechanism for their rehiring. In this way, even after retirement employees can make the most of their knowledge and skills, helping the company prosper and promoting the re-entry of retired employees into the workplace.

<https://csr.sinyi.com.tw/en/employee/diversity-2.php>

● **Gender-friendliness**

○ **Equal Pay**

Performance reviews for employees do not differ by gender, and 100% of employees undergo such reviews. In recent years, through sound training and an objective evaluation system, we have been able to constantly increase the proportion of female management.

Types	Total Salary	Basic Salary	Remuneration
Top-level Management (Vice Presidents and Higher)	1 : 1.26	1 : 1.31	1 : 1.31
Executory and Supervisory Management	1 : 1.08	1 : 0.92	1 : 1.23
Employees	1 : 1.22	1 : 1.23	1 : 1.65

Ratio of basic salary and remuneration of women and men

○ **Childbirth Grants and Parental Leave**

We put in place our Second-Child Grants Program to stimulate the birth rate. From 2013 As of the last day of 2021, a total of 679 employees had applied for these grants. Including first-born children, Sinyi has seen a total of 1,877 new faces join Sinyi family. In line with the Act of Gender Equality in Employment, we provide employees with levels of leave and assistance for pregnancy, childbirth, and parenting as needed. Such parental leave is available for all employees, and applicants can retain their job without pay for a set period and apply for reinstatement above 71%.

○ **Elimination of Discrimination**

Sinyi actively works to eliminate discrimination in the workplace, and so in line with regulations such as the Sexual Harassment Prevention Act and the Act of Gender Equality in Employment, we have set out the "Sinyi Realty Sexual Harassment Prevention, Complaints, and Investigation Guidelines." In 2020, the committee received two complaints that were mostly made of pictures or words harassment. Sinyi identified risks and to avoid similar situations from happening again.

○ **Taipei City Government Department of Health "Excellent Lactation Room" certification**

Pregnancy and maternity are potentially vulnerable time for working women and their families over average 6 months. Expectant and nursing mothers require special protection to prevent any potential adverse effects for them and their infants. Therefore, Sinyi provides a verified lactation room which becomes comprehensive by opinions from workers. Besides, we provide instruction and reminders to workers. Such protection not only ensures a woman's equal access and right to employment, it also ensures economic sustainability for the well-being of the family.

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# The Human Rights and LOHAS

Sinyi insists on substantive equality and makes it diversified and flexible in the formulation of employment, development, training and other policies, taking care of colleagues of different identities, making Sinyi to be more inclusive and be a strong backing for employees, taking into account the balance between work and family.

## ● Human Rights Risk Mitigation

Since the establishment of Sinyi, we have always upheld our "people-oriented" spirit of trustworthiness, recognizing and voluntarily following the "United Nations World Human Rights Declaration", the "United Nations Global Covenant", the "United Nations Guiding Principles on Enterprise and Human Rights", the "United Nations International Labour Organization" and other international human rights protection standards to prevent any violations of human rights. Sinyi treats all workers with dignity and respect by the "Sinyi Realty Human Rights Commitment". There were no grievances reported in 2020.

## ● Sinyi Human Rights Protection Policies

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#### Job training included their rights and regulation for new hires

We implemented sexual harassment prevention training, business philosophy camp, lectures on prevention of illegal violence in the workplace, occupational safety series and honesty and ethics promotion. The coverage rate is 100%.  
The training status of employees on the job: We repeatedly announce respect to genders and prevention of harassment in every weekly meeting that participants were around 50,000 persons in 2021.



#### Preventing discrimination in recruitment, training, and promotion

To prevent discrimination in our workplace we ask HR department to make sure the workplace policy is properly enforced, workers would be treated equally; moreover, new hires of sales representatives have equal pay. As to promotion, Sinyi promises there is transparent promotion policy.



#### Compulsory occupational health and safety training

Provide different levels of safety training, such as fire drill, emergency response training, first aid training, and general occupational safety and health training for the situations faced by different types of employees in the workplace.



#### Keeping workers being physical and mental health and prohibiting forced labor

- Providing EAP program
- Superior health check-up than required
- Health promotion program
- Flexible benefit – Sinfu Coin
- Having flexible working hours to encourage workers get work and life balanced



#### The human rights of suppliers

Our sustainability terms have ESG considered, and we continue to deepen the on-site inspection of key suppliers. Especially the second clause that suppliers should promise the employment process is handled in accordance with Laws and other relevant regulations, and there is no discrimination due to race, gender, age.

Indication	2020	2021
Suppliers Signed sustainability Terms	100%	100%

● **LOHAS**

The real estate industry is a highly challenging, highly stressful one. As such, creating a healthy and safe working environment is a fundamental requirement of corporate social responsibility. Through practical policies and investments of resources, Sinyi provides concrete evidence of our concern for and value of the health and safety of our workers.

**"TOP AGENT APP" An innovation for simplified work process**

Due to the nature of the real estate industry, our early staff was primarily male and composed by salespeople; therefore, the peak period of service customers is mostly the off-hours or weekends. It is easy to generate the risk of working overtime. In the past, our employees searched for information and customer service in the traditional way, which was prone to excessive working hours. In order to improve the working efficiency, Sinyi created mobile systems with TOP AGENT APP evolved that transformed information into digitalization work mode. It can reduce space restrictions and time of meetings and tracking matters.



● **Shortened Working Hours for Improving Work / Life Balance**

**Working Overtime Management Mechanism**

There are clear rules and regulations regarding employees attendance and breaks, and we are committed to complying with these. Sales and managers, as "professional workers with designated responsibility" as per Article 84-1 of the Labor Standards Act, are required to sign agreements upon commencement of work that are then to be approved by the competent authorities. Leave and overtime conditions are to be in line with said agreements. In addition, we have established the "Program for the Prevention of Diseases Caused by Abnormal Workloads," screening high-risk employees in coordination with the annual health check-up and alerting the relevant manager(s), who shall then review the allocation of working hours and make adjustments as necessary.

**Adjusting Attendance Time**

Sales of all branches are subject to the "start an hour later (10 am)" policy for Monday through Thursday, giving them an extra hour in the mornings to be with their families. Through the leave management system, management can get a better helping ensure their employees are striking a suitable work-life balance, preventing forced labor.

**Optimizing the Leave System**

Major Holidays: Employees are given leave for Chinese New Year, Dragon Boat Festival and Mid-Autumn Festival which are important gathering holidays in Taiwan, the company ceases operations, setting a precedent for the service industry of closing completely for all three major holidays.

**Paid Volunteering Leave**

Every employee is given one day of paid leave to volunteer, being actively encouraged to get outside of work and involved with the community, experiencing the joy of helping others and fostering a virtuous cycle.

● **Diverse Club Activities**

We have formulated Guidelines for Employee Clubs and Organizations, providing activity subsidies and having the Employee Benefits Committee help fund interdepartmental friendly activities, subsidize travel, and aid with activities budgets. Through such actions, we encourage every unit and its staff to organize and hold a variety of leisure, travel, and club activities. So far, 75 different recreational clubs have been established with some 80% of them oriented toward fitness and sport.

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## Social - External Stakeholders

Established on trustfulness and righteousness, aimed for perfection. Sinyi Realty is a member of the community, we strike to be the good life promoter. To customers, neighbors, and the society, we uphold the principles of "righteousness first, profit later," and "walk the talk." And we will be able to build a society toward co-existence, co-prosperity, and co-creation by promoting business ethics.

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● Core Target and Vision

Sinyi blends "people-oriented" concept into CSR, and through business ethics promotion, take into account the well-being of customers, neighbors, communities and society along the way of sustainability, we win mutual trust and help. People are happiest when others care. To realize our vision "Sinyi-people, Sinyi-company, Sinyi-society", and to reach our goal – being the #1 in living service brands, Sinyi will co-exist and co-create with the community for a better future.

● Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work with external stakeholders:



	Contents	Action Plans
4.3   4.4 4.5   4.7	<ul style="list-style-type: none"> <li>Through Sinyi Lecture Hall, Sinyi School at NCCU and other charity donations, the concept of sustainability and ethics will be promoted to schools and society.</li> </ul>	<ul style="list-style-type: none"> <li>Sinyi Culture Foundation <a href="#">p. 50</a></li> <li>Sinyi School at NCCU <a href="#">p. 52</a></li> </ul>
10.2   10.3	<ul style="list-style-type: none"> <li>Provide scholarships to ensure that students in rural areas and underprivileged families have access to education.</li> </ul>	<ul style="list-style-type: none"> <li>Scholarships <a href="#">p. 53</a></li> <li>Gung-Ho Project <a href="#">p. 50</a></li> </ul>
11.4   11.7 11.a	<ul style="list-style-type: none"> <li>To promote community building, connect local organizations and resources for cultural reservation, hard-ware renovation and local vitalization activities</li> </ul>	<ul style="list-style-type: none"> <li>Community Building Project <a href="#">p. 49</a></li> </ul>
12.8	<ul style="list-style-type: none"> <li>Promote the concept of sustainability through various channels.</li> <li>Work with the community to make clean products from renewable resources</li> </ul>	<ul style="list-style-type: none"> <li>ISO 20121 sustainable events <a href="#">p. 53</a></li> <li>Community Engagement <a href="#">p. 48</a></li> </ul>

● Strategic Goals



● 2021 Performance Overview

We integrate internal and cross-departmental resources, combine Sinyi's local advantages, and work with external partners to commit to innovative services. We link resources and partners to jointly promote the Community Building Project, and expand the influence of business ethics across the industry, government, and academic fields. Because Sinyi has enhanced the sense of happiness of residents in the society, it has also improved the satisfaction of customers. ✔ Achieved ⚙️ Ongoing ⊖ Not Achieved

2021 Goal	2021 Performance	Achieved
<ul style="list-style-type: none"> <li><b>Error Rate on Instruction of Real Estate 0%</b> We illustrate Instruction of Real Estate for every clients.</li> </ul>	<ul style="list-style-type: none"> <li><b>Error Rate on Instruction of Real Estate 0.002%</b> The current value of the announcement is compared with all case batches through the system to confirm, the contract transcript is compared and confirmed again.</li> </ul>	⊖
<ul style="list-style-type: none"> <li><b>Customer Satisfaction Rate 91%</b> For striving to improve service quality and experience, we only take full marks into counting.</li> </ul>	<ul style="list-style-type: none"> <li><b>Customer Satisfaction Rate 91.62%</b> We have successfully surveyed 68,904 customers on phone-investigation.</li> </ul>	✔
<ul style="list-style-type: none"> <li><b>Community Engagement 10,000 times</b> Sinyi build a sustainable life with communities.</li> </ul>	<ul style="list-style-type: none"> <li><b>Community Engagement 11,788 times</b> Actively serves the community, and develops Sinyi's unique community links according to community needs and local characteristics.</li> </ul>	✔
<ul style="list-style-type: none"> <li><b>Cumulative proposal coverage rate 99.66%</b> community building</li> </ul>	<ul style="list-style-type: none"> <li><b>Cumulative proposal coverage rate 99.73%</b> With only Dongyin township in Matsu left.</li> </ul>	✔



Customers are at the heart of the long-term strategy for our business, therefore, we spare no effort to protect customers' rights. Sinyi always provides customers with quality and safe software and hardware services. In this digital age, the importance of information security has also risen. Sinyi will uphold our creed which is "To foster secure, efficient, and reasonable realty transactions through the synergy of expertise and teamwork." to innovate services for protecting customer privacy and related rights.

● Customer Privacy Protection

In order to protect the personal information of customers, we strictly set up some principles from collection information to write off documents. Additionally, we've founded Personal Information Protection Organization, which in charge of privacy protection and execute concrete policies to ensure all employees can be familiar with every rules and ordinances.

Actions	Methods	2021 Performance
Protection of Personal Identification Discussion	All workers conduct regular case studies in the first and second half of the year.	A total of 100 independent seminars were arranged by the business secret and personal information protection supervisors by units respectively. The general management office, affiliated companies, contract department (including branches) and administrative staff of each district have a completion rate of 96%.
Anti-Money Laundering/Combating the Financing of Terrorism Training	Guide workers of the branch to learn online by means of publicity announcements.	100% complete the online course on advertising compliance.

● Marketing and Labeling

Sinyi is continuously committed to providing real estate professional services, as well as accurate and sufficient information. Advertisements are reviewed by the store manager one by one, and the customer service department regularly checks and requests improvements. We believe that responsible labeling can promote the safety of real estate transactions and help consumers make wise choices.

2021 Event Response

- There is a severe penalties because of ambiguous labeling. We will unceasingly remind employees with all the regulations and also collect cases for adjusting our marketing and labeling guideline to get improvement of our auditing mechanism.

● Guarantee Service



Sinyi provided escrow accounts in real estatetrans actions, guarantee against high radioactive, exposure guarantee against high-chloride concrete, no-leak warranty system for protecting customers' right.



For protecting rights of customers keeping pace with the times, there are more innovative such as guarantee service of stigmatized house compensation, and latest protection against pest-caused timber decay.



Sinyi's warranty service

Our no-leak warranty is different from other realty agency because of simple activating procedure. Besides, we provide the same warranty by each branch. No matter which branch customer goes to, they would enjoy the same protection. That's why I would like to be one of Sinyi, we always keep our promise.



Yi-xian Lin | Nanda Branch



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While we commit to protect the rights and privacy of our customers, we also aim to be the good life promoter in the community. CSR first "sees the needs of society." We must exert our local influences, and try integrate the UN SDGs into our daily operations through initiatives and education. When we work as a team and be the resources bridge, we will make "where there is Sinyi, there is happiness!" come true.

● Customer Satisfaction Rate

In order to protect the personal information of customers, we strictly set up some principles from collection information to write off documents. Additionally, we've founded Personal Information Protection Organization, which in charge of privacy protection and execute concrete policies to ensure all employees can be familiar with every rules and ordinances.



● Digital Transformation Digital Resilience

In order to improve our digital resilience, we actively promote digital transformation, build an information security framework that keeps pace with the times and optimizes information security. A flexible, stable and efficient digital platform could bring us a good technology innovation service development and building risk management policies.



DiNDON Smart Viewing 2.0 – AI Viewing Properties with Voice-over

According to the statistic, nearly 80% of consumers use mobile devices to access our official website. In the light of user friendly, Sinyi initiated DiNDON 2.0 service which is a service makes users could catch a property's details such as location, remarks and features.

Be precisely, there are two ways users could choose. One is listening only, users could view details by their own path; the other is listening go with map. Moreover, Sinyi sets chatbot for more details revealed. Voice-over service allows users listen to a property without limits. In these two years, Sinyi provides DiNDON service such as 3D interior design and voice-over, when viewers are looking a property online, they would have an immersive experience.

Not only did they accumulate experience in home appreciation at home, which effectively shortened the communication time between buying and selling houses, but also hoped to provide good service, good work, and good quality. The corporate philosophy of life tells consumers to create a sustainable and good life.

● Community Engagement Echoes the UNSDGs

Sinyi holds painting competition with sustainability for children to think about how to love the earth from a young age Not only that, the concept of sustainability must be rooted from an early age. This painting competition is more integrated with the United Nations Sustainable Development Goals. It also encourages parents to lead their children to think about how to connect daily activities to the 17 sustainable development goals of the United Nations.



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As a happy group with "people-oriented" spirit, Sinyi is committed to innovative social participation, advocator for sustainability. We gather wisdom from various partners, connect with local community and organizations, and through learning and capacity building with each other, we create greater shared value.

Community Building Project



"We are ONE" Project is the longest-running and largest corporate-supported project for building communities, having been in place since 2004. In 2015 it moved to "Community Building" project and encourage more young people to join, happen to be in line with local revitalization promoted by Taiwan government. In 2021, total we received 1,069 proposals, and sponsored 221 organizations. As end of 2021, 12,952 proposals have been received, covering 99.73% of Taiwan's townships and municipalities, and 64.15% of tertiary institutes(102 out of 159). A total of 2,829 proposals passed jury selection and got sponsored. The jury made selections based on engagement, creativity, impact, and project sustainability. The quality and quantity of proposals generally went well. And female participants were twice as males. Seeing local women participating in community building, founding social enterprises in innovative ways, and even helping to train new residents in community building, shows a diversity of the movement.



99.73%

Cumulative proposal coverage rate  
(Goal: 99.66%)



1,000

Received more than 1,000 proposals  
per year for two consecutive years



4

Four community bases have been set  
up across Taiwan to cultivate local  
talents and form ecological parks

Community Building Project <https://csr.sinyi.com.tw/en/society/community.php>

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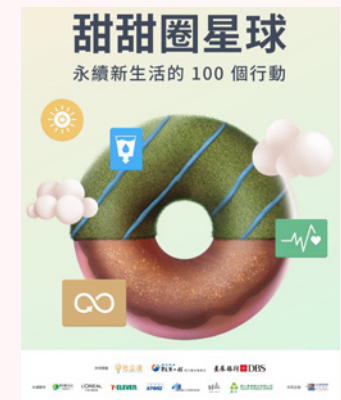
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Donut Planet Project

In 2021, our Community Building Project focused on "local action with global connection". We set up a special section sharing UN SDGs on our official website, and provide information and cases for communities to learn. When they submit proposals, they can try to examine practical ways to link with SDGs. Training lessons help the community understand the SDGs and the proposed action plan echoes, enhance the community's international perspective, and work together to create a sustainable good life.

To integrate sustainable action into daily life, we joined a survey called "Donut Planet: 100 sustainable new life actions" hosted by SE Insights, United Daily News Group, and DBS Bank. Our community partners were invited to do the survey, Through cognitive questions, action questions and thinking questions, we can understand the level of awareness of sustainable development among our partners. Overall, the vast majority of community partners are sustainability-conscious and willing to take action to link the SDGs.



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● **Taiwan Regional Revitalization Foundation** SDG8.3



In order to make a greater impact, Sinyi Realty formed TWRR in 2021, a public-private partnership aiming to revitalize regional economy through job creation in the rural area of Taiwan. We strive to create a comprehensive gateway for inspired entrepreneurs and young business owners in the countryside to access the cutting edge toolkit to develop and manage sustainable and profitable businesses of the 21st century.

For more information: TWRR <https://twrr.org.tw/en>



● **Gung-Ho Project** SDG10.3

Sinyi Charity Foundation launched the "Active Ageing – Gung Ho Project" since 2016 to respond to the challenges of aging society and declining birthrates. We committed to long-term care and support for the elders through creating shared value, empowering elders with their own abilities to innovate and to realize the independence in their life. We encourage the new model of co-creation and cross-generation cooperation, therefore, successfully collected 5,036 ideas as of 2021.



**5,036**

Cumulated creative ideas increased over 1,000 ideas in one year



**540**

Cumulated number of proposals implemented



**33**

33 concerts were held for elders in 4 years



Interview with the Winner of Gung-Ho Project

In 2021, Silver Award was specially set up for elders above age 65, and attracted 25 participants. They all showed up at workshop in September, presented their proposals by themselves to the jury. Mrs. Ko, who aged over 70, was the winner for these 3 years. When she won the Silver Award this year, she thanked the foundation for supporting her to make her dream come true. She encouraged the audience: "you want to do something, do good things, and do things right, just come and join Gung-Ho competition!"



Co-existence Community

**To learn with our partners, and make greater social impact**

Taiwan is facing a super-aging society, and "co-existence community" is one of the important solutions to this challenge. With years of experience in promoting cross-generation and cross-field learning, Sinyi Charity Foundation assists local communities to develop sustainable model as benchmark cases. 4 workshops were held to cultivate future community practitioners and help make communities be more integrated and co-existed for people to live with.



Sinyi believes that through the investment and promotion of cultural and social education, and collaborate with like-minded partner, we can not only put business ethics and the UN 2030 SDGs into our daily practices, but also can make positive impact and perform corporate citizenship responsibilities.

● Promote Business Ethics Together

Besides the Business Ethics Education Rooted Program initiated by Sinyi Cultural Foundation since 2004, we also partner with the Chinese Business Ethics Education Association from 2009 to make greater impact. We have been holding summer and winter training camps for teachers since 2013, and due to Covid-19, the 2021 summer camp was cancelled. The target for training a total of 150 teachers was therefore not reached.



For more information: CBEEA <https://csr.sinyi.com.tw/en/society/businessethics.php>

● Innovative Communication

Using the emerging media - podcast to advocate for business ethics and sustainability. Co-hosted by the chairman of CBEEA, Mr. Shih-Chun Hsu, and the professor Hsiu-Hwa Hu of Ming-Chuan University, the first 12 podcasts showed the variety of business ethics and sustainability through experts and leaders from different areas. Through their humorous conversation, ESG and SDGs become easier to understand and to respond by each one of us.



Business Ethics Podcast Apple podcast <https://reurl.cc/EnVedk> Spotify <https://reurl.cc/XW4yME>



● Sinyi Lecture Hall SDG4.7

Opened in 2011, Sinyi Lecture Hall promotes business ethics, culture and lifestyle, environmental protection, community care, and stylish living spaces etc., through speeches and volunteers engagement. Less than 90 planned sessions were held, but to move our sessions on-line was speed up. The topic of the online sessions adheres to the spirit of sustainability, with the theme of "online education, art promotion, food viewpoint, architectural design, grass root of Taiwan". Continue to deepen along the axis of the six series, we uninterruptedly pass along the passion for knowledge. Facing the epidemic, we turned to real-time online sessions. Sinyi Lecture Hall will embrace the uncertainty and constraints posed by the challenging environment, and will demonstrate sustainable resilience via various ways.



15 on-site sessions

4,000

participants  
37 sessions in 2021

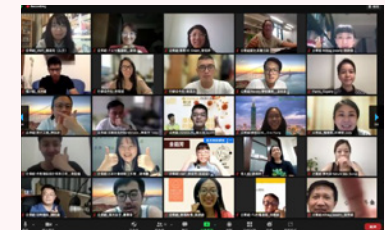


22 on-line sessions

First in Taiwan-Business Ethics Officer for Micro Enterprises

In 2021, Sinyi Realty firstly offered "BEO for micro enterprises", a free, 3-year capacity building program with Sinyi Culture Foundation and SE Insights. Gathering experts from industry and academia to form a group of lecturers to help small enterprises and young people aspiring to start a business to strengthen organizational operations and ethics.

The first year course will teach how to write business code of conduct, articles of associations law compliance, etc. The second year course will share accountability, staff development and payroll, energy efficiency. And the third year course will share some international regulations such as ISO, financial accountability, and how to write an impact report etc.



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As an industry leader, Sinyi is very willing to share real estate expertise with the public. It is believed that the more popular professional knowledge, the more it can help to promote a reasonable, secure, and efficient industrial environment and build a trustworthy society

● Recording the trajectory of Taiwan's housing market



■ Taiwan Real Estate Almanac

Sinyi Realty has published Taiwan Real Estate Almanac since 1996, and published the 26th almanac in 2021. More than 100 copies were freely given to universities, libraries, government official and experts for research purpose.

■ Sinyi Realty Price Index and Sinyi Real Estate Review

Each quarter, Sinyi Realty publishes the National Housing Price Index for major cities, providing objective indicators on actual trends in housing prices. This is the only collection of long-term data on the second-hand market from the private sector. Each quarter we disclose Real Estate Review, and share market information in details. Trust the transparency will help in industrial development.

For more information: <https://www.ncscre.nccu.edu.tw/annual>



the 26<sup>th</sup> almanac

Published in 2021

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● Deepening Industry-Academia Cooperation and professionalism



■ Sinyi School at NCCU

In 2012, Sinyi Realty and the NCCU College of Commerce joined forces to launch the business ethics focused Sinyi School. It also manages forward-looking research on real estate, and serves as a reference for policy formulation and a driving force for the healthy growth of the industry. In order to enrich the content of the almanac, we entrust NCCU to be responsible for the compilation work.

■ Industry-Academia Cooperation

Sinyi works with a number of schools, setting up internship programs, designing real estate courses, providing speakers, and offering corporate visits. Through this effective integration of resources, we can promote the study and the development in this area. For example, Sinyi School offers both scholarship and intern opportunity for students, who can rotate at different unit within Sinyi Group in 1st year after graduation. Build personal career development through hands-on experience.

■ Information Hub

In addition to regularly maintaining and updating policy laws, research reports, market news and related seminars, we issue "Realty Watch" weekly to provide subscribers with better information and knowledge.

CNCCU – Sinyi Research Center for Real Estate

In order to enhance the professional development of real estate operation and management, and to improve the quality of living in the society, the Center was donated by Sinyi in 2000 and is affiliated to the Business School of Chengchi University. We expect to promote the balanced development of the industry through the cultivation of real estate finance and operation professionals, research and seminars, thereby enhancing social well-being.

We co-hosted with Chinese Society of Housing Studies and held a seminar in 2021. The housing market boom, economic uncertainty, and impact of Covid-19 have drawn attention from the public. Governor of Central Bank of the Republic of China, Chin-Long Yang, was the key-note speaker of the seminar. A total of 228 people attended the seminar and another paper published forum. The joint efforts from the government, industry, and academia will continue promote the sustainable and stable development of the real estate industry.



CSR is also "seeing the needs in society". With the power of the company, we work together to deliver care to those in need or in trouble. In 2021, the world still faced the impact of Covid-19 and of climate emergency. We will continue to connect like-minded groups and to take necessary steps to extend the power of charity, and face new social issues together.

● Care for disadvantaged

■ Dr. Red Nose Program

Sinyi Charity Foundation cares not only about the elderly, but also about the future masters of the country. We support Dr. Red Nose Program since 2016, hoping to bring strength to encouragement through magic performance to sick children, their families, and the hard-working medical staff. The program begins to expand services to nursing home seniors. Video interaction (4 days a week) from May to Aug. in 2021, and face-to-face service after mid-Aug., aiming to revitalize the minds of the elderly.

  
**4,700**  
people benefitted



■ Sinyi Scholarship

Since the 921 earthquake, 1999, we have launched Sinyi Scholarship to support earthquake-affected middle schools in Nantou county. Till today, the program continues help disadvantaged students there. Accumulatively, total of 5,427 students, 20 schools were benefitted.

■ Environmental Education and Adaptation Strategy to Climate Change

The latest UN report pointed out that protecting biodiversity is one of the indispensable and necessary measures to build climate resilience and ensure that the ecology can support human life. Sinyi echoed the mission of "The Dr. Cecilia Koo Botanic Conservation Center", and supported 5 species of its "100 Species for Conservation Action". Besides, we support an ecological rehabilitation park in Changhua "Hwa-hu bank". The bank maximizes the benefits of the park, offers ecological education courses from nearby schools and invites the community elders to joint care. Visitors can also learn about the relationship between humans and the environment from the growth of endangered plants, and jointly protect the natural ecology.



● Sinyi Volunteers

There were 1,484 Sinyi volunteers participating in a total of 6,601 hours in 2021. Very few services were done due to the threat of Covid-19 still there.



Sinyi volunteers worked with the teachers and students at Chen-kuang elementary school. They turned the flag into backpacks and aprons, and from the sale of the product could support a graduation trip.



Sinyi volunteers rolled up their sleeves and assisted Hao-Shou elementary school in the renovation of the school's wall. The children also joined in and gave the school a new look by painting.

● Sinyi Community Engagement Goes with Significant Events

A trilogy of epidemic prevention - serving the neighborhood

Sinyi has branch stores in the local communities around the island. When the outbreak of Covid-19 began, people were panic and didn't know how to do. At this stage, Sinyi provided alcohol spray bottles, anti-bacteria detergent, soap, etc. to help environmental cleaning, and shared information with the communities.

To provide cleaning and disinfection companies filed by the government, or where disinfectant water and anti-bacteria soap can be obtained. Sinyi staff also took the initiative to roll up their sleeves to assist the community in environmental disinfection and cleaning.

After the epidemic gradually eased, we encouraged children to show us their completed home work, and they can join the soap DIY activity. We reminded children to wash hands frequently in order to prevent infection by Covid-19. And once the soap being used, they can get the little doll inside the soap out.

For more information: <https://csr.sinyi.com.tw/en/client/community-service.php>

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Corporate social responsibility is also "seeing the needs of society". With the power of the enterprise, we will work together to deliver care to those in need or in distress. In 2021, all parts of the world will continue to be impacted by the new crown pneumonia epidemic and the intensification of climate change. We will continue to connect like-minded public welfare groups around the world and take necessary actions to extend the power of public welfare without interruption and jointly face social issues.

● We referred to the structure and calculation method of LBG to get our social input and output in 2021.



● Community- Film Festival Went Online with Sinyi Lecture Hall

Sinyi cooperated with CNEX, a well-known documentary creation team in Taiwan, to record a series of documentaries from "We are One" project. To demonstrate community building and local vitality to all, we plan three themes in 2021 "Community – film festival":

- Passionate love for hometown
- Strong vitality
- Guarding cultural power.



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## Corporate Governance

The Board of Directors, selected at our stockholder meetings, is responsible for supervising the execution of Sinyi's various operations to protect the long-term interests of shareholders and to safeguard the interests of all stakeholders, including employees, customers, suppliers, the environment, and society. With integrity and ethics, they do what should be done for all of our stakeholders and actively work to implement corporate social responsibility.

### Material Topic >>>

- GRI 201 Economic Performance
- Custom Digital Resilience
- SASB Business Ethics

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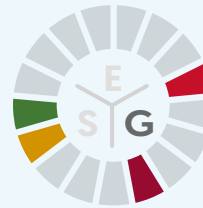
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● Core Target and Vision

Trustfulness, righteousness, and ethicality are at the core of Sinyi Realty's operations. "Righteousness" is about proper consideration and action, while "Trustfulness" is about following up on commitments and both talking the talk and walking the walk. Ethical behavior is deeply implanted in our business philosophy and reinforces our development goals at every stage. Internally, this creates a focus on talent cultivation and development to foster an outstanding team. Externally, we will not only continue to build the influence of our brand and pursue stable expansion of our overseas operations, but also strive to make use of new business models to address the challenges of rapidly developing online and digital technologies, thus expanding the scope of Sinyi Group's operations further, creating a sustainable lifestyle.



● Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work with Corporate Governance:

	Contents	Action Plans
4.3	<ul style="list-style-type: none"> <li>Continue to plan training program that linked to the company's core strategies for the Board</li> </ul>	<ul style="list-style-type: none"> <li>Director training <a href="#">p. 60</a></li> </ul>
8.2 8.4	<ul style="list-style-type: none"> <li>Digital transformation enables corporate resilience</li> <li>Introducing TCFD to address climate-related risks</li> </ul>	<ul style="list-style-type: none"> <li>Digital resilience <a href="#">p. 64</a></li> <li>TCFD <a href="#">p. 64</a></li> </ul>
12.6 12.8	<ul style="list-style-type: none"> <li>Implement TCFD, SASB to strengthen ESG disclosure</li> <li>Enhance knowledge and skills of sustainability through activities and training</li> </ul>	<ul style="list-style-type: none"> <li>Management of the Sustainability Report <a href="#">p. 58, 61</a></li> <li>Sustainability promotion <a href="#">p. 58</a></li> </ul>
13.3	<ul style="list-style-type: none"> <li>Addressing climate-related risks and opportunities, responding to the TCFD and advancing climate governance</li> </ul>	<ul style="list-style-type: none"> <li>Climate-related risk <a href="#">p. 64</a></li> </ul>

● Strategic Goals



● 2021 Performance Overview

✔ Achieved 
 ⚙️ Ongoing 
 ⊖ Not Achieved

	2021 Goals	2021 Performance	Achieved
<b>Optimizing Corporate Governance Practices</b> Sinyi Realty has been committed to the implementation of corporate governance for a long time, and continues to practice corporate governance with more rigorous standards to protect the rights and interests of investors and stakeholders.	<ul style="list-style-type: none"> <li><b>Refining the Board performance evaluation</b> Regular performance reviews</li> </ul>	<ul style="list-style-type: none"> <li><b>Complete the Board performance evaluation</b> 2021 Self-performance evaluation by the Board of Directors and functional committees</li> </ul>	✔
	<ul style="list-style-type: none"> <li><b>Refining corporate governance</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Strengthen governance measure</b> Workflow for new director training has been formulated</li> </ul>	✔
<b>Transparency, Integrity and Compliance</b> Integrity management and compliance with laws are the basics of business management. Sinyi Realty regards integrity and fair treatment as the core values of business ethics, and has implemented several policies to maintain ethical standards.	<ul style="list-style-type: none"> <li><b>Implement information transparency</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Strengthen information transparency</b> - Complete the revision of the IR website - Implement TCFD and SASB</li> </ul>	✔
	<ul style="list-style-type: none"> <li><b>100% training completion rate</b> Implementation and promotion of Sinyi Group Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li><b>100% training completion rate</b> Training on the Code of Conduct for all employees conducted twice a year</li> </ul>	✔

# Sustainable Governance

Corporate sustainability is part of Sinyi Realty's business strategy. Through a top-down governance structure, it is complemented by various working groups to connect and integrate horizontal organizations, fully demonstrating the importance of corporate responsibility.

## ● Corporate Vision: "Be the leading brand in the residential lifestyle services." 2-11 2-12 2-14

Each year, the Board of Directors sets out a grand strategy for the coordination of the various interests of our stakeholders, provides important guidelines for all aspects of sustainability management. The long-term direction toward sustainable development pursued by this company, as set down by Founder Mr. Chun-chi Chou at the time of Sinyi's founding, is not only to be communicated through the vision of the leadership, but should also strive to grow and evolve with the times. **The Founder, Chairman, Directors, General Manager of the Group business, and senior management jointly set the corporate vision: "Be the leading brand in the residential lifestyle services."** Then, the Total Ethical Management Committee (TEM committee) has worked to transform this vision into long-term and mid-term plans, with short-term goals and directions being set out. These are then reviewed regularly to see if the goals have been achieved.

## ● Sustainable Governance Structure and Procedures 2-9 2-11

We consider our shareholders as our highest authority. All business is carried out under the management and supervision of the Board of Directors under the leadership of the Chairman. At present, the company has no CEO position. All general business planning and interdepartmental coordination is undertaken by the General Manager in line with market conditions and existing competition. The Chairman and General Manager positions are not held by the same person in Sinyi. The General Manager is not a member of the Board.

🔗 The complete company organization chart, and the committee membership list, please refer to "Governance Structure" of Sinyi sustainability website.



## Responsible Unit for Sustainable Affairs: Total Ethical Management Committee 2-12 2-14

### Regularly Review ESG Strategy and Performance

**The Total Ethical Management (TEM) Committee is the highest ESG promotion unit in Sinyi Realty**, it is convened by the Directors and the Chairman, with the members drawn from senior management, including the General Manager, C-Suites, the Vice General Manager of staff, and the Vice General Manager of sales. Its goal is primarily to coordinate and review the company's ESG and SDGs performance and progress. The committee takes the lead in resolving issues of business ethics in departments, implementing any necessary transformations of procedures. The TEM committee regularly reports to the Board of Directors of the sustainable promotion plan, and the Board of Directors will review ESG strategy and performance. The committee meets at least once every half year and whenever otherwise convened, to discuss material issues. The TEM committee is managed by Corporate Sustainability Office.

### Function and Authority of TEM Committee

1. Coordinate the company's CSR and sustainable development direction and set relevant goals.
2. Report to the Board on Environmental, Social and Governance (ESG) performance and future strategic goals at the end of **each year**.
3. Collect and collate stakeholder views and identify/manage ESG impacts, risks, and opportunities.
4. Hold ESG performance and goal fulfillment reviews **every half year**.
5. Compile CS reports and provide it to the Board for review and issuance.
6. Assist in conducting dialogues with stakeholders.
7. Core of Sinyi Group sustainable development.
8. Resolve major risks and risk owners in order to control and supervise risk. The person in charge of risk will be senior management who is responsible for identifying risk issues, discussing then, and undertaking management objectives with the risk management executive unit in order to strengthen overall risk management and follow-up supervision of cross-business and cross-department communication, so that resources can be more effectively used for overall management.

## Corporate Ethics Sustainability Committee

In 2021, the Corporate Ethics Sustainability Committee has been established, mainly to propose the action pillar and direction of operation and social creation that can lead the direction of resource investment and have a consensus. The purpose is to unify and connect Sinyi's efforts in business ethics, corporate social responsibility, and sustainability development. It will create and form the synergy of the integration of organizational resources, and implement the practice of Sinyi's business mission "Sinyi people → Sinyi company → Sinyi society." Regular meetings are held **every month** to discuss the development and implementation of ESG projects. A total of 7 meetings have been held in 2021.

## Committee Functional Working Group

Under the Corporate Ethics Sustainability Committee, we set up functional working groups. The manager of responsible departments takes up leader of each working group, and implements the sustainable projects approved by the TEM committee, Corporate Ethics Sustainability Committee, and the Board of Directors. Each group will hold meetings or carry out projects irregularly according to different topics.

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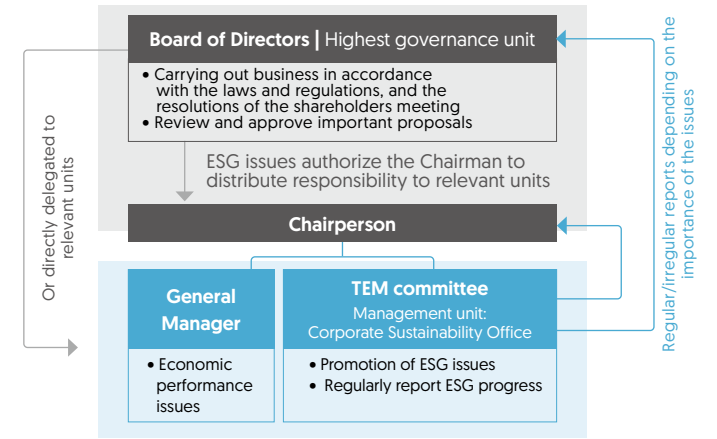
## ● Sustainability Assessment, ESG Performance and Management

2-9 2-12 2-13

The Board of Directors is the highest governance unit of the company. In addition to carrying out business in accordance with the laws and regulations and the resolutions of the shareholders' meeting, the company's strategic plans, annual financial reports and quarterly financial reports, evaluation of the effectiveness of the internal control system, the appointment (dismissal) of accountants, and the appointment and removal of managers, etc., must be approved by the Board of Directors.

Through multiple regular and irregular meetings over the course of the year, the Board of Directors entrusts the Chairman with the duty to distribute responsibility for economic, environmental, and social issues relating to corporate governance to relevant units. **The General Manager is responsible for economic performance issues and the TEM committee for the promotion of ESG and supply chain management issues, with regular and irregular progress reports made to the Board and the Chairman as the materiality of the issues requires.** Relevant decisions shall then be incorporated into the minutes of the meetings, with further follow-ups to be reported to the Board at its next meeting.

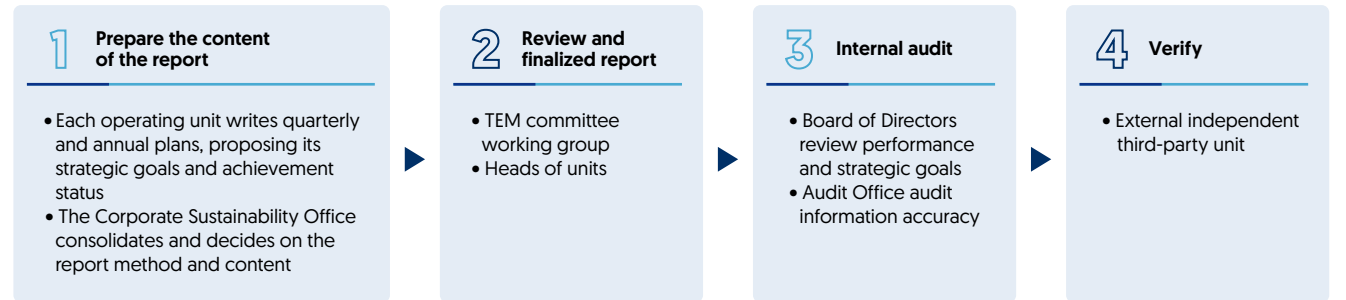
**The TEM Committee reported to the Board on Sinyi's ESG situation including the implementation of the company's ESG with regard to all stakeholders in 2021 and putting forward a plan for 2022.**



SDG12.6

## ● Management of the Sustainability Report

The TEM committee coordinates the direction of the sustainability report, and the Corporate Sustainability Office collects opinions from stakeholders, and compiles the relevant content of the report and submits it to the Board of Directors for review and issuance. The contents of each chapter of the report are reviewed by the heads of the working groups to verify the correctness of the content and information, and the Board of Directors reviews the sustainability performance and strategic goals. In addition, the quality of the report may be improved through external independent third party verification.



[p. 6 About This Report](#) [Verification statement](#)

## ● Sustainability Promotion

SDG12.8

Sinyi Realty actively participates in and organizes various sustainable activities, and hopes to exert its influence as an industry leader, and internalize the sustainable spirit with ideas and activities internally. Through various methods such as seminars or lectures, towards the sustainable literacy of "Sinyi people, Sinyi company, Sinyi society."

<b>TEM committee</b>	<ul style="list-style-type: none"> <li>• Formulate CSR development direction and goals</li> </ul>
<b>CSR team members</b>	<ul style="list-style-type: none"> <li>• Build ESG management system</li> <li>• CSR Professional License / Practical Operation</li> <li>• Share and absorb CSR knowledge</li> <li>• Stakeholder engagement</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Promote corporate culture and basic knowledge of CSR</li> <li>• Volunteer</li> </ul>

Item	Sustainable Activities	Total Hours	Influence (Number of people)
Sustainable promotion speech	• Founder's speech	3.5	5,214
Vision goal / Senior management training of sustainability	• TEM committee meeting • Training course	2	X
CSR team knowledge advancement	• CSR course • Seminar / Forum	376	20
Employee sustainability training	• Internal courses	200	200
Social influence	Host / Co-organizer by Sinyi	25.5	100
	Lecture session	15	150

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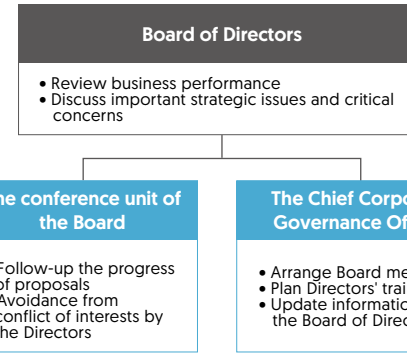
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### ● Board of Directors' Operations 2-15 2-16

We convene meetings of the Board of Directors **on average once every 2 months, to review business performance, discuss important strategic issues and critical concerns, including economic, environmental, and social impacts, risks, and opportunities.** After decisions taken at meetings to identify the appropriate unit to be tasked with handling the issue at hand, a follow-up report on progress made is presented to the Board at the next meeting.

- **The conference unit of the Board:** Provides information and reports on motions to each member of the Board for reviews ahead of meetings to facilitate understanding of whether said motions touch on stakeholder interests and to remind those involved to recuse themselves where appropriate.
- **The Chief Corporate Governance Officer:** Be established and approved by the Board of Directors, responsible for the arrangement of the schedule and agenda of the Board of Directors meetings, the planning of Directors' training, the provision of information during or outside the Board of Directors meetings, and the regular and irregular information notifications to Directors, etc., regarding the operation of the Board of Directors and corporate governance related issues, the Chief Corporate Governance Officer are all be able to appropriately assume the due responsibilities.



#### 2021 Board Meetings

- Convene meetings on average at least once every 2 months
- A total of 11 Board meetings have been held in 2021
- Each attendance rate is over 97.4%
- More than half of the Independent Directors are present

[Resolutions of Board of Directors Meetings](#)

[Implementation of the avoidance from conflict of interests by the Directors, please refer to Sinyi Realty's 2021 Annual Report p. 3-26](#)

[The annual material information, please refer to Market Observation Post System \(stock code: 9940\)](#)

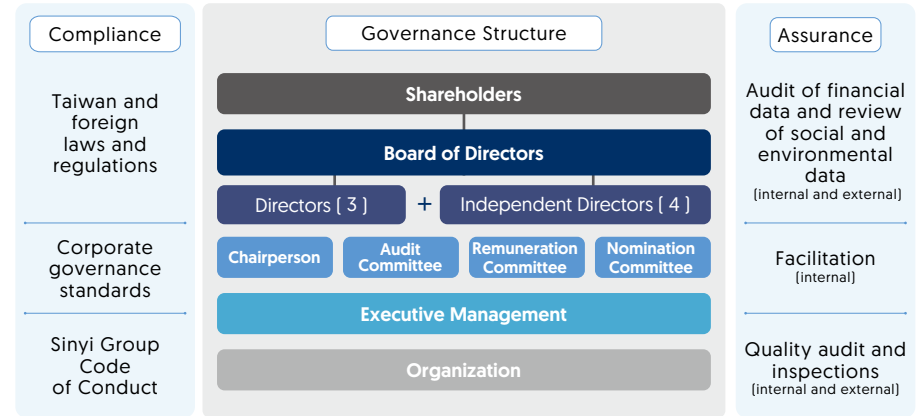
[Advanced study for the Chief Corporate Governance Officer](#)

### ● Board Structure and Mechanisms 2-9

The current Board of Directors has a total of seven seats, which are composed of three general Directors and four Independent Directors; Independent Directors make up over half of all seats. In addition to the various Directors having their own particular specialties, over half the Board, that is, the Independent Directors, ensure that the proceedings remain objective and independent. They set the standards for diverse backgrounds

Among the 7 Directors, there is one female Independent Director, accounting for 14%. The current Independent Director, Ms. Yi-Li Lee, who is under the age of 50, will provide us more innovative and fresh ideas, and is able to provide suggestions for rigorous risk management from her experience working in foreign bank, thus contributing to the diversity of the Board. In addition, Sinyi fully trusts and respects the participation of Independent Directors, thus forming a positive Board operation culture.

Sinyi Co., Ltd., the juristic-person director of the Company, has reappointed Mr. Ken-Yu Chou as its new representative, replacing Vice Chairperson Ms. Mei-Wen Chou Wang as the successor juristic-person director representative. Having been served in the sales and staff divisions of the Company with complete qualifications, Director Ken-Yu Chou is familiar with real estate brokerage business, data application, etc., and has also devoted himself to the Company's digital transformation plan in recent years.



[For more information and a list of the Directors of the company's 13th Board, please refer to 2021 Annual Report p. 3-5~3-6](#)

### ● Functional Committees 2-10

The functional committees such as the Audit Committee, the Remuneration Committee and the Nomination Committee jointly participate in relevant decision-making on issues related to economic, environmental and social impact. The major proposals for the Board of Directors must be reviewed and checked in advance by the functional committees, and the quality of the Board's resolutions has also been strengthened by this initiative.

[For a detailed introduction of the committees, please see the "Functional Committee" of Sinyi sustainability website](#)

### ● Processes for Consultation between Stakeholders 2-12

Stakeholders may also communicate through internal or external channels with the Board of Directors or the responsible units that are relevant to their considerations of economic, environmental, and social issues. To this end, we have drafted the Rules for Comments and Complaints to the Audit Committee by Stakeholders, with any issues being reported to relevant units by stakeholders then being followed up on and reported to the Board as appropriate to their materiality.

Set up the "Audit Committee Complaint and Suggestion Mailbox" [auditcommittee@sinyi.com.tw] as a communication channel between employees, shareholders, other stakeholders, and the Audit Committee.

[p. 20](#) For more information, please see the [Stakeholder Engagement](#) section

# Board Member Compensation and Sustainability Performance

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### ● Compensation and Sustainability Performance: "Long-term Value Contribution Rewards"

2-19

To encourage senior management to pursue corporate performance goals and profit targets while also considering the company's long-term competitiveness and sustainable development, the Board of Directors and the Remuneration Committee passed the Guidelines for Remunerative Rewards for Senior Management. Senior managers can be divided into senior executives of business and staff. In addition to their fixed salaries, senior sales managers are also eligible for performance bonuses calculated based on performance indicators.

■ **Remuneration norm:** To encourage them to work toward sustainable corporate development, not only are senior managers rewarded for their short-term performance, but we also place an even greater emphasis on their long-term contribution of value through things such as cultivation of talent, improvement of service quality, refinement of procedures, and exercise of corporate social responsibility. Thus, they receive bonuses as laid out in the guidelines for their contributions.

■ **Performance Bonus Procedure:** For such bonuses to be approved, the senior management must report the content and result of the long-term value contribution to the Board of Directors, covering the aims and accomplishments. Interactions on this report will help the Board gain a deeper understanding of the operating strategy as employed by the manager, their particular skillsets, and the results of implementations of their strategies, in order to facilitate effective feedback and to accomplish the goal of cultivating leaders.

#### ■ Dimensions of Evaluations:

Value creation dimensions	Continuous talent development	Improve service quality	Improve processes and systems	Take corporate responsibility
Presentation oriented	<ul style="list-style-type: none"> <li>• Attitude</li> <li>• Implementation</li> <li>• Achievement</li> </ul>	<ul style="list-style-type: none"> <li>• Attitude</li> <li>• Implementation</li> <li>• Achievement</li> </ul>	<ul style="list-style-type: none"> <li>• Improvement</li> <li>• Innovation</li> <li>• Achievement</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate governance</li> <li>• Business commitment</li> <li>• Social inclusion</li> <li>• Environmental protection</li> </ul>

#### Structure of Performance-linked Remuneration

	2019	2020	2021
Fixed Salary (Monthly)	42%	41%	37%
Variable Compensation (Including long-term contribution of value bonuses)	58%	59%	63%

 p. 80-81 The Remuneration for Senior Management, please refer to appendix "Sustainability Performance Overview"

 For further details, please refer to 2021 Annual Report p. 3-19-3-20

### ● Director Training

2-9

2-17

SDG4.3

We organize courses on economic, environmental, and social issues relevant to our operations to boost our Directors' professional capabilities. We have also joined the Taiwan Corporate Governance Association's Association of Directors and Supervisors, using the TCGA's publications and courses to gather relevant knowledge. The company also issues regular announcements to Independent Directors on revenues and other industry information. It also provides as occasional notices on economic, environmental, and social issues pertaining to the company to help ensure that our Independent Directors are up-to-date. Self-evaluations of Independent Directors are gathered annually to reinforce company system according to their feedback. In order to arrange the Director training courses, we will first understand Independent Directors' needs, and arrange relevant courses in line with the annual strategic development directions.

 The Director training status please refer to "Board of Directors" of Sinyi sustainability website.

### ● Remuneration Mechanism for the Board of Directors


2-19

Our disclosure of Individual Director's remuneration in the annual report and reported in Annual General Shareholder Meeting, which goes well beyond the requirements of the law. The director compensation is comprised of salaries, director remunerations, and allowances, etc.

■ **Salaries:** Independent directors receive a set salary. Independent Directors are paid in accordance with Article 16 of the company charter, which states that "the company's Independent Directors shall draw remuneration of a level standard for listed companies with regard to their level of participation and value of contribution to the company's operations; the value of such remuneration is to be authorized by the Board of Directors." Non-Independent Directors did not receive salary. With the exception of Chien-ping Hsueh who concurrently serves as a senior manager and receives a salary for the role (as the CEO of the platform business of Sinyi Group).

■ **Director remuneration:** Link with the company's profit and operating performance, the Director remuneration are variable. In accordance with Article 20 of the charter, as not more than 1% of annual profits shall be set aside for their remuneration.

Beyond this, Directors do not participate in other remuneration plans, nor do they have other retirement or benefits systems, severance pay, or recall mechanisms.

 p. 78-79 The Directors' remuneration please see appendix "Sustainability Performance Overview"

 For a detailed description of Directors' remuneration, please refer to 2021 Annual Report p. 3-17-3-19

 Process for Determining Remuneration and Stakeholders' Involvement

### ● Performance Evaluations of the Board of Directors and Functional Committees


2-18

We have set out the "Regulations on Performance Evaluation of the Board of Directors" and published them on the Investor Relations website.

■ **Internal self-evaluation:** We conduct annual performance evaluations of the Board of Directors. After evaluating the Directors fully with a focus on aspects including both Board and functional committee operations, culture, internal and external relationships, and their own self-evaluations, the conference unit of the Board conducts a statistical analysis and reports back to the Board at a meeting on their findings and areas for improvement.

■ **Evaluation of external independent institutions:** Independent third-party performance evaluations of the Board to be undertaken at least once every three years, conduct on-site interviews with the Chairman, Directors and Independent Directors, conveners of the functional committees and the deliberation units, and report the evaluation results to the Board of Directors.

In 2021, a performance evaluation was conducted of the Board of Directors and its functional committees, and the combined results showed that "the Board of Directors and its functional committees are performing well."

 The performance evaluation results please see "Board Members" of IR website.

### ● Strengthen Transparency of the Directors

■ Completed the insurance of Directors of 2021.07~2022.07 and asked the insurance company to attend the explanation.

■ Continuously provide Independent Directors with immediate company related information [significant decision information, important market instant news, etc.]

#### Intellectual Property Management Plan

In order to maintain the flexibility in business and competitive advantage through continuous innovation, Sinyi's highest governance unit for intellectual property is the Board of Directors, and an intellectual property management plan has been formulated and reported to the Board of Directors.

 For more information, please see "Corporate Governance Implementation" of IR website.

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### ● Protecting Shareholders' Interests, Promote Shareholder Activism

The primary principles of sound corporate governance mechanisms are the protection of shareholders' interests and the fair and equal treatment of all shareholders. Protecting the interests of our shareholders has always been one of the company's greatest concerns, and while the company's equity is relatively concentrated, in addition to maintaining close contact with major shareholders, we spare no effort in protecting the interests of shareholders as well.

 The 10 major shareholders, please see [2021 Annual Report p. 4-2](#)

#### ○ Strengthen Transparency

We continue to improve our information disclosure communication channels so that external shareholders can learn important information of the company in real time or in advance, so as to protect shareholders' rights and enhance transparency.

- **Launched our newly revamped IR website:** To enhance user experience and mobile-friendly.
- **Increasing the rate of information disclosure in English:** Material information is published in both Chinese and English, and stakeholders can obtain instant information through the Market Observation Post System, investor relations websites, and sustainability websites. Financial reports, quarterly reports, annual reports, and sustainability reports are announced simultaneously in Chinese and English.
- **Improve the quality of disclosure of non-financial information:** Annually issue a sustainability report to disclose non-financial information, and provide more timely information on the Sinyi sustainability website. The quality of the report disclosure is ensured through third-party assurance and ISO verification, and outstanding achievements in domestic and international sustainability report competitions, it proves that the quality of our report's disclosure has been affirmed by all parties.
- **Increase the frequency of online Investor Conferences:** Held on quarterly basis.
- **Change the format of shareholders' meetings in response to COVID-19:** To maintain the limit of people for gatherings, except the main meeting room, we planned 5 separate rooms, and set up synchronous online equipment for shareholders to participate in the meeting and vote.

#### ○ Strengthen ESG Disclosure

SDG12.6

<b>TCFD</b> Disclosed climate-related response, and passed conformity check process, the maturity model is Level 5+: Excellence grade.	<b>SASB</b> Disclosure of financial materiality and usefulness of investment decisions, and passed third-party verification.	Renamed Sustainability Report  Third party verification	<b>GRI</b> Early adoption of GRI Universal Standards 2021.
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#### ○ The Rights that Our Shareholders Enjoy

- The right to make proposals at and convene provisional shareholder meetings
- Rights of share disposition and application
- The right to nominate Directors and veto Board decisions
- The right to knowledge of the company's situation

#### ○ Disclosure of Information Beyond Legal Requirements

Shorten the timeline of financial information announcement. The shareholders' meeting was held in advance to stagger the time, and the shareholders' meeting notice and the Meeting Handbook were released in advance to let external shareholders know about the relevant issues as soon as possible.

Sinyi's practices	Regulatory / legal requirements
Revenue announcement completed before 10th of each month	Announced within 10 days
Quarterly Reports completed within 30 days	Completed within 45 days
Annual Reports completed within 2 months	Completed within 3 months
Shareholder meetings held by end of May	Held by the end of June
Disclosure of Directors' individual salaries	Disclosed pay grade only
Upload the Annual Report and Meeting Handbook to the Market Observation Post System 35 days before the shareholders' meeting	Upload the Annual Report 14 days before the shareholders meeting, and upload Meeting Handbook before 30 days

### ● Internal Control System

The internal control system measures were formulated and approved by the Board of Directors in accordance with the "Regulations Governing Establishment of Internal Control Systems by Public Companies" to promote Sinyi's sound operation.

According to its operational risk identification results, each management department establishes an effective internal control system and regularly implements the self-assessment of the internal control system for self-supervision. By doing so, each management department can review and correct errors immediately to ensure the continued effectiveness of the internal control system. The company's operating characteristics, operating process requirements, and operating cycle determine how the internal control system and related operating measures should be established. For example, sales and collection cycles, acquisition and payment cycles, payroll and personnel cycles, investment cycles, financing cycles, real estate and equipment cycles, control in computer data processing operations, and management control operations.

### ● Prevent Insider Trading

In order to establish a good internal important information processing and disclosure mechanism within Sinyi Group, to avoid improper leakage of information, and to ensure the consistency and correctness of information published to the outside world, to strengthen the prevention of internal transactions, we have formulated the "Procedures for Handling Material Inside Information" as follows:

- **Notification of transfer of shares held by insiders:** The Finance Department regularly sends notices every month and requires insiders to report changes in shareholdings.
- **Education Training:** At least once a year, the Directors, managers and employees shall be subject to a training session on "Procedures for Handling Material Inside Information" and related laws and regulations. For new Directors, managers and employees, educational advocacy is provided within 2 months after taking office. In response to the pandemic, physical courses for insiders have been converted to online compulsory courses.
- **Regular Intranet compulsory training:** At the beginning of each month, Sinyi's intranet system automatically displays a pop-up window that reads "important organizational announcements." Employees must read them item by item to check them off before continue using the computer. The content includes the definition of important internal information, confidentiality operations, and penalties for and handling insider trading violations.

 [Measures to prevent insider trading](#)

### ● Corporate Tax Contribution

Sinyi Realty has always paid taxes honestly. In 2021, the tax amount paid was NTD \$ 1,228,983,996 (including various taxes, Business Tax, and Profit-seeking Enterprise Income Tax), accounting for 9.24% of its revenue.

Category	Description	Amount (NTDS)
Business Tax	January to December 2021	594,161,218
2021 Profit-seeking Enterprise Income Tax	Tax payable in 2021 (20% tax rate)	597,044,411
Tax on undistributed earnings of year 2020	Tax payable in 2021 (5% tax rate)	5,051,710
Various taxes	House Tax, Land Value Tax, Stamp Tax and other taxes in 2021	32,726,657
Total		1,228,983,996
Individual Operating Revenue in 2021		13,297,719,282
Percentage of Revenue		9.24%


 [The Tax Governance Policy](#)

## Ethics and Integrity

### ● Declaration on Integrity and Transparency

#### ○ Sustainable Development Strategy and Code 2-23 2-24 Business Ethics

To put our ethical behavior and integrity management into action, and in line with Sinyi's sustainable development goals, we established the "Sinyi Realty Inc. Ethical Corporate Management Best Practice Principles," "Sinyi Realty Inc. Sustainable Development Best Practice Principles," and "Sinyi Group Code of Conduct," which enable our employees to have clearer directions when interactive with stakeholders.

 For more information on the strategy, policy and principles, please see "Policies and Principles" of Sinyi sustainability website

#### ○ Integrity Policy Management

The TEM committee, which is affiliated with the Board of Directors, is responsible for the formulation and supervision of the integrity management policies and prevention programs, assisting the Board of Directors and management to check and evaluate the effective operation of the precautionary measures established by the integrity management, and regularly carry out relevant business processes. The assessment follows the situation and makes a report.

#### ○ Managing for Organizational Integrity

Sinyi Realty regards integrity and fairness as the core values of business ethics, in line with our motto: "Sinyi begins with trust and ends with perfection," practices all aspects of integrity management, implements and promotes business ethics and strengthens our business philosophy.

<b>Founder's philosophical guidance</b>	The large monthly meeting at the beginning of each month is guided by the Founder, Mr. Chun-chi Chou.
<b>"Ethics in Action" project</b>	The Chief Ethics Officer launches the project and integrates the concept of ethics into the daily work of employees.
<b>Discussion of business philosophy</b>	All employees conduct monthly discussion and share how to implement the business philosophy in daily work.
<b>Code of Conduct training</b>	We conduct regular training through the company's internal website, proclaiming the "Sinyi Group Code of Conduct" must first "treat customers with integrity."
<b>Conference counseling at all levels</b>	Includes department manager training seminars and meetings, daily meetings of branches and staffs, or individual counseling on weekdays.
<b>Education and training at all levels</b>	Integration of the Sinyi philosophy in all training courses and internal textbooks, including in compulsory courses for newcomers.

#### ○ The First "Chief Ethics Officer," Integrating Ethics into Sustainable Practice

Sinyi Realty took the lead in the industry in Taiwan by establishing the position of "Chief Ethics Officer" and "Corporate Ethics Office," which in charge of ensuring company policies and processes are in line with business ethics, developing and implementing ethical compliance-related communication and training programs.

In order to pursue the implementation of Sinyi's mission "Sinyi people → Sinyi company → Sinyi society," we will lead actions with trust and integrate ethics into the practice of corporate social responsibility and sustainable management. The "Corporate Ethics Sustainability Committee" was established in January 2021, with Bai-chuan Yang as the convener of the committee.

 Corporate Ethics Office E-mail: [EnterpriseEthics@sinyi.com.tw](mailto:EnterpriseEthics@sinyi.com.tw)

### ● Internal Audit

#### ○ Internal Audit System and Structure

■ **Independence:** The internal audit unit (Auditor Office) is subordinate to the Board of Directors, and set up an Audit Supervisor. The appointment, removal, evaluation and remuneration of the Audit Supervisor shall be approved by the Audit Committee and Remuneration Committee before a resolution of the Board of Directors. In addition, the appointment, removal, evaluation and remuneration of other auditor staffs, should be reported by the Audit Supervisor, and approved by the Chairman of the Board of Directors. The Audit Supervisor shall attend the Audit Committee and the Board of Directors, and submit the internal audit report at each meeting.

■ **Risk orientation:** Formulate and implement the Group's annual audit plan based on the risk assessment results, and plan audit operations based on the risk assessment results and control status of the audit items.

■ **Systematize self-assessment assignments:** Design and implement a self-assessment system. In 2021, the internal control self-assessment at the operation level of each unit of the Group were carried out using the online system; a five-point scale has been developed to quantify the assessment results.


■ **Professional ability:** Colleagues in the Auditor Office are certified as Certified Internal Auditor (CIA), and continue advanced studies, the number of study hours per year exceeds the legal requirements. And may entrust professional assistance due to business needs. In terms of environmental data, Sinyi's employees have also obtained the ISO auditor qualifications, and they will jointly check with external consultants during the ISO verification process and provide suggestions for improvement.


#### ○ Optimize The Internal Audit Mechanism

In 2021, Auditor Office appoint external professional consultants to assist the "Internal Audit Quality Optimization and System Establishment" project, in improving the internal and external quality evaluation mechanisms of internal audit system, also strengthen the independence of internal audit units, the objectivity of personnel, and gradually improve the quality of internal audit.

Based on the International Professional Practice Framework (IPPF) issued by The Institute of Internal Auditors as the framework, the standard procedure documents and templates for internal audit operations have been updated and revised, including implementation rules of internal audit, audit document templates, risk control matrix, internal audit of the delegation of authority, professional development plan, professional inventory by auditors, independence assessment, and other documents.

The Auditor Office continue to optimizes the quality of various operating procedures and tools through several plans in 2022. Strengthen the use of computer-aided audit tools and develop automated audit programs. Assist real estate planning and research office to implement the intellectual property management system, which also help to improve the internal control system. And continue to optimize and develop the internal control self-assessment system to expand to overseas subsidiaries.

 For the execution flow chart of the audit project, please refer to "Risk Management" of Sinyi sustainability website

 Communication between Independent Directors, Audit Supervisor, and Certified Public Accountants: [2021 Annual Report p. 3-29](#)

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### ● Management System and Mechanism

Since its establishment, Sinyi Realty has upheld the spirit of ethics, abided by laws and regulations, and even has gone beyond their requirements, taking the lead in implementing relevant norms or systems to ensure transaction security and stable operation in all aspects. Due to the diversification and globalization of Sinyi's operations, the scope of related business has increased. In order to enable each unit to comply with its business operations and reduce legal risk, established the Compliance Office and implemented the "Sinyi Group Compliance Principles" to integrate the planning, management and implementation of our legal compliance system.

All cases that clearly stipulate the scope of applicability and regulations concerning the legal field must be sent to the Compliance Office for review to ensure the implementation of Sinyi's major laws and regulations.

Dimension	Regulations to follow
Business operations and marketing	Criminal Act, Fair Trade Act, Consumer Protection Act, Real Estate Broking Management Act, Trademark Act, Copyright Act
Financial and organizational planning	Company Act, Securities and Exchange Act, Money Laundering Control Act and related laws and Regulations
Internal and customer information protection	Trade Secrets Act, Personal Data Protection Act
Personnel policy and management	Labor Standards Act and related laws and regulations

### ● Training

The Customer Service Department not only included the law and compliance course as a compulsory course for newcomers, but also continues to provide legal examples to all employees through courses, seminars, case studies, etc., so that all levels of the company can be familiar with various regulations and related laws. Irregularly announce legal cases on the intranet, explaining legal knowledge such as false advertisements and real estate brokerage management regulations.

### ● Implemented Practices


We have designed internal rules and specifications for various types of daily operations that may involve illegal matters, and conduct random checks in the course of business activities. These checks include whether there are any houses that have been sold but were not immediately removed from the website, thus causing false advertising violations. Or whether our employees violate laws or regulations when using personal data from customer.

Action Plan	Explanation	2021 Results
Legal notice and business area case study	Issue "Legal Bi-weekly News" irregularly and continue to publicize cases with legal disputes. Such gestures draw employees' attention to transaction safety and improving service quality when working, thereby reducing disputes and illegal incidents.	Announce 15 legal cases (about the agency's obligation to report factually and investigate housing conditions, false advertisements, precautions for advertising on the Internet and social platforms, etc.), with a completion rate of 100%.
Legal compliance review	In cases of legal doubts regarding the newly established business services or behavior, each department shall file an application to the Legal Compliance Office for review on a case-by-case basis and provide legal compliance opinions.	A total of 10 cases about intermediary service advertisements, hotel room rental, community activity terms, modification of the terms of service of the Taiwan Regional Revitalization Foundation were reviewed.

### 2021 Responses to Negative News or Incidents

- In 2021, there are two substantial fines of more than NTDS 100,000 (inclusive):
- NTDS 110,000 due to improper content on the official website and publicity advertisements.
  - In addition, due to the unfamiliarity of the handling personnel with the regulations on political donations, a fine of NTDS 1 million was imposed on excessive political donations.
  - In order to prevent the above incident from happening again, Sinyi will re-examine the operation process, improve the inspection mechanism, and strengthen personnel education and training.

 p. 47 For related content and improvement measures, please refer to the "Social – External Stakeholders" Marketing and Labeling section


 For more detailed and current information, please see "Announcement" on Sinyi sustainability website

### ● Whistleblower System

[2-23](#) [2-25](#) [2-26](#)

Since Sinyi's establishment, we have emphasized trust and justice, and have paid special attention to integrity management. To put an end to illegal or corrupt behaviors, there is a clearly defined code of conduct with incentives and disincentives, and violations are published in the company announcements in order to promote vigilance. In our "Regulations on Whistleblowing of Illegal and Unethical or Dishonest Conduct," the reporting channels and acceptance methods for illegal, unethical or dishonest behaviors are clearly defined, and multiple reporting and complaint channels are set up to ensure that improper behavior will not remain hidden. Committed to responding to the opinions of stakeholders in a timely manner, each complaint or report is handled by a dedicated person. Depending on the nature of the case, it will be handed over to the relevant department or reviewed by a committee, which can then request a reply to the complainant or whistleblower within the time limit. If the situation is serious, the report will be submitted to the Corporate Ethics Office or the Chairman of the Board. If a senior executive is involved, it will be reported to the Board of Directors. During the proceedings, the information of the complainant and the whistleblower will be kept confidential and only designated personnel will be notified.

All information regarding complaints and reports is strictly confidential. If the complainant or whistleblower is an employee of the company, he or she can choose to disclose or keep themselves private when making a complaint, and the case will be dealt with after the case is received by the dedicated person. The relevant procedures and responses will be carried out, and the case will be filed in order to properly track it, ensuring that no one is retaliated against due to having filed a complaint or report.

 p. 35 Grievance Mechanisms and Communication Channels

### Appeal Method

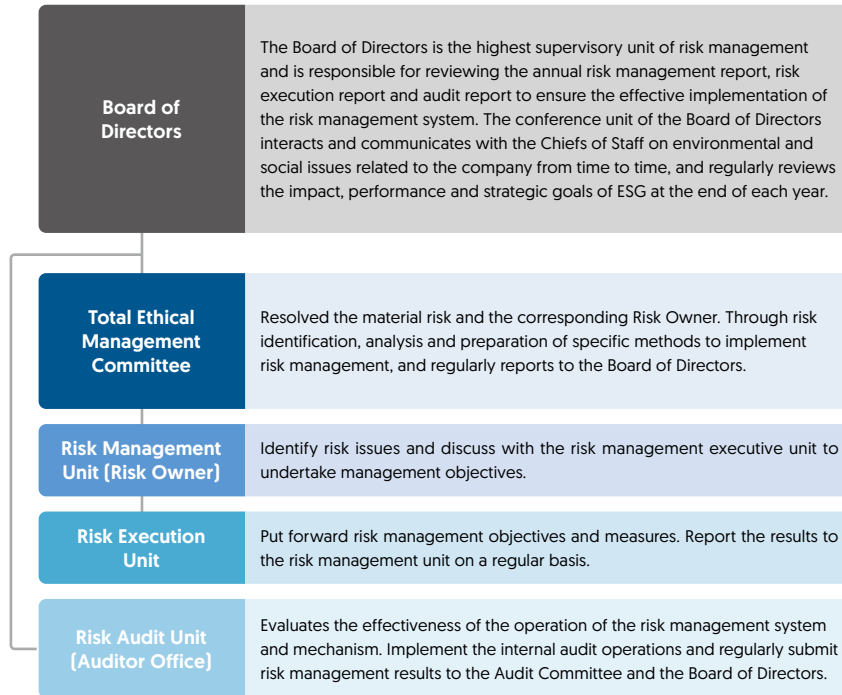
- Customer complaint hotline 0800-211-922
- 24-hour online customer service
- Customer Service Email [sinyi@sinyi.com.tw](mailto:sinyi@sinyi.com.tw)
- Stakeholders Email [csr@sinyi.com.tw](mailto:csr@sinyi.com.tw)
- Founder internal mail, or by contacting the audit office in order to express the opinion or report inappropriate behavior of employees
- Sexual Harassment Prevention Hotline 1234
- Email [sinyi1234@sinyi.com.tw](mailto:sinyi1234@sinyi.com.tw)

An organization's risk management plays a critical role in monitoring and managing the risks and opportunities that stem from the internal and external forces that can impact a company's profitability, success, or even survival. Rather than handing the future to unpredictable environments and variables, it is better to continue to enhance the competitiveness and influence of the company, and be fully prepared to face various risks that may occur, grasp business opportunities, and face the new era. [p.15](#) Opportunities and Risks

● Systemic Risk Management

○ Risk Management Organization

The risk management organization includes Sinyi's Board of Directors, risk management team, risk management unit, risk execution unit and risk audit unit. The responsibilities of each role are as follows:



○ Risk Management Policy

In order to strengthen corporate governance and risk control capabilities, and continue to optimize risk management policies and procedures, Sinyi has formulated the "Sinyi Realty Risk Management Policy" and approved by the Board of Directors to determine Sinyi Group's material risk items from top-down, and use resources effectively focus on management. In response to possible risks that may arise in the course of business both internally and externally in a systematic way and in line with annual plans. We have developed the "Risk Management Operation Manual" to ensure the effective implementation of risk management operations. For material incidents, in order to immediately reduce disasters and resume normal operations, we also set up the "Sinyi Group Crisis Management Operation Process."

[Risk Management Policy](#)

● Critical Incident Risk Management

In the changing environment, new types of risks are constantly emerging, including climate crises, sudden disease crises, and the like, which have a huge impact on the environment, society, and economy. At the same time, companies experience continued pressure to review and transform their business strategies in order to remain competitive.

○ Climate-Related Risk

201-2 SDG8.4 SDG13.3

Faced with the urgent challenge of "climate emergency", although the real estate brokerage industry is not an industry with high carbon emissions, Sinyi still raises its own attention to the impact of climate change and applies the TCFD framework for analysis and disclosure.

[p. 27-28](#) Climate Governance and Action [p. 100](#) TCFD content index  
[Sinyi Realty TCFD Report](#) [Climate-Related Risks and Opportunities](#)

○ The Risk of COVID-19

In response to the COVID-19 pandemic, Sinyi Realty quickly established Sinyi Group pandemic preparedness command center in January 2020 to pay close attention to the development of the pandemic. In addition, Sinyi's Preparedness Plan against COVID-19, implementation guidelines, and suggested standard operating procedures were published and enforced across the headquarters and branches. As soon as the Taiwanese government raised the COVID-19 alert, Sinyi immediately began to conduct split working by group. According to the development of the pandemic, Sinyi complies with the government's policies and makes rolling corrections to external services and internal operations. By proposing guarantees and safety measures, Sinyi demonstrates organizational resilience. The annual shareholders' meeting was held with strict compliance with COVID-19 preparedness and sanitary measures. Video-conferencing equipment was set up under network flow distribution to facilitate shareholders' simultaneous participation in the meeting, expression of opinions, and physical vote casting. The objective was to ensure that the meeting proceeds successfully in a safe and low-risk environment.

[p. 40, 53](#) Sinyi's response to the pandemic. [Sinyi Strategies on Account of COVID-19](#)

○ Digital Resilience and Information Security Risks

Digital Resilience SDG8.2

The World Economic Forum's (WEF) annual report shows that information security risks such as data theft and cyber-attack have become one of the most important issues for global experts and policymakers. The pandemic has accelerated the urgency of digital transformation of enterprises, and digital resilience has become a key issue for the continuity of operations.

Sinyi has listed "Information Security" as one of the material risks of Sinyi Group, with the Information Security Management Department as the information security authority responsible for formulating internal information security policies, planning and implementing information security operation, promoting and implementing of information security policies, and report to the Board of Directors at least once a year on the information security implementation plan and implementation status to ensure the continuous and effective operation of the internal information security management mechanism.

In response to the COVID-19 outbreak, Sinyi built a home office environment. In addition to the original network segment isolation structure, the use of virtual private networks requires two-factor authentication or verification of digital personal credentials before connecting. And limit personal remote desktop permissions, with the analysis and review of various usage records, to ensure the safety of remote work.

[Information security policy: "Risk Management"](#)

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## Supply Chain Management



A sustainable and ethical supply chain management means to take innovation, economic and social development, and responsible governance into account. Through resource sharing, be a good partner of suppliers, coexist and prosper with society and the environment, we can move towards an inclusive growth together.

### Material Topic >>>

**GRI** 414 Supplier Social Assessment

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### ● Core Target and Vision

Taking "business ethics" as the core, with the interests of major stakeholders in mind, we aim to create an innovative life service model. And through building a sustainable and ethical supply chain together with suppliers, we will create, protect and promote sustainable economic, social, and environmental development.

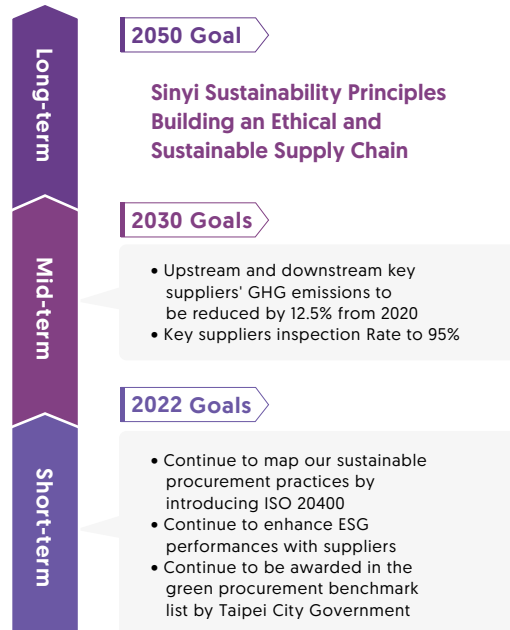


### ● Corresponding to the Sustainable Development Goals (SDGs)

Sinyi supports the SDGs. These SDGs in particular are relevant to our work with Supply Chain Management:

	Contents	Action Plans
 8.8	<ul style="list-style-type: none"> <li>S - focus on human rights and health/safety compliance of our suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct ESG risks audit <span style="border: 1px solid black; border-radius: 10px; padding: 2px;">p. 69</span></li> </ul>
 13.3	<ul style="list-style-type: none"> <li>E – to raise awareness and work together with our suppliers to achieve a low-carbon supply chain.</li> </ul>	<ul style="list-style-type: none"> <li>GHG emissions of energy survey to key suppliers <span style="border: 1px solid black; border-radius: 10px; padding: 2px;">p. 69</span></li> </ul>
 17.17	<ul style="list-style-type: none"> <li>G – to improve customer satisfaction and corporate governance through innovation with suppliers.</li> </ul>	<ul style="list-style-type: none"> <li>Innovate with partner suppliers to promote a sustainable and better life for all <span style="border: 1px solid black; border-radius: 10px; padding: 2px;">p. 69</span></li> </ul>

### ● Strategic Goals



### ● 2021 Performance Overview

Sinyi Realty incorporates sustainability into the norms and processes of supply chain management, and invite suppliers to make positive contributions to society, the economy, and the environment, and reduce negative impacts.

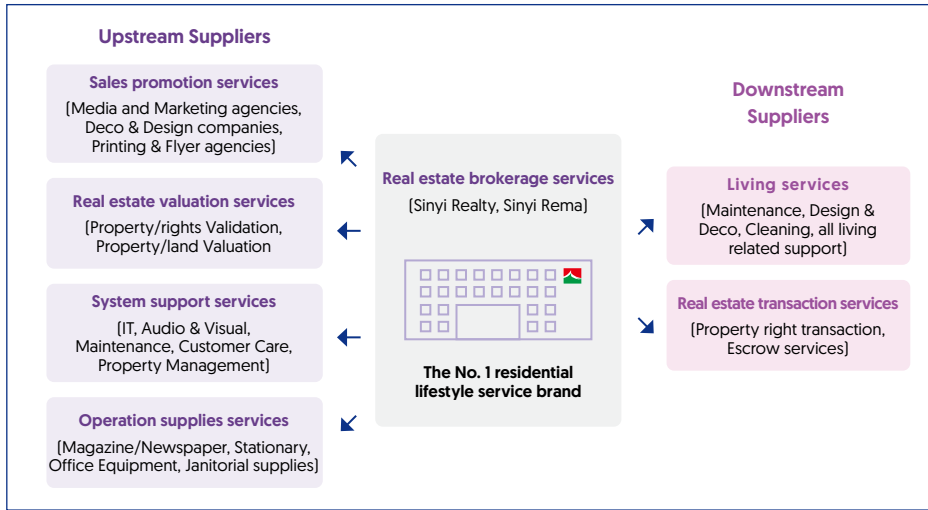
✔ Achieved   
 ⚙️ Ongoing   
 ⊖ Not Achieved

2021 Goals	2021 Performance	Achieved
<ul style="list-style-type: none"> <li>To introduce ISO 20400 and obtain verification</li> </ul>	<ul style="list-style-type: none"> <li>ISO 20400 Verification obtained</li> </ul>	✔
<ul style="list-style-type: none"> <li>100% Signed the Sustainability Terms All key suppliers signed the Sustainability Terms</li> </ul>	<ul style="list-style-type: none"> <li><b>100%</b> Signed Including new and existing suppliers</li> </ul>	✔
<ul style="list-style-type: none"> <li>90% Key Suppliers Inspection Rate Percentage of key suppliers inspected</li> </ul>	<ul style="list-style-type: none"> <li><b>95.6%</b> Inspected Including document and on site inspection</li> </ul>	✔
<ul style="list-style-type: none"> <li>Invite key suppliers to ESG training session</li> </ul>	<ul style="list-style-type: none"> <li>1 ESG training session completed</li> </ul>	✔
<ul style="list-style-type: none"> <li>Green Procurement Award in Private Sector-Enterprise for <b>14</b> consecutive years</li> </ul>		

## Supply Chain System of Sinyi

2-6

Sinyi Realty's upstream and downstream suppliers can be categorized as showed:



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## Management Strategy and ESG Guidelines

### Our management strategy

is to start from our core value, and through innovative service model, taking into account the interests of stakeholders, we want to operate a company with sustainability. Therefore, our supply chain management strategy is to develop sustainability with suppliers, from traditional view of "seeing profits only" to "seeing people and planet", too. We need to integrate online and offline technology, and to manage product cost, quality, etc. More important, we need to work with suppliers to enhance resilience and to create sustainable value.

### Our guidelines

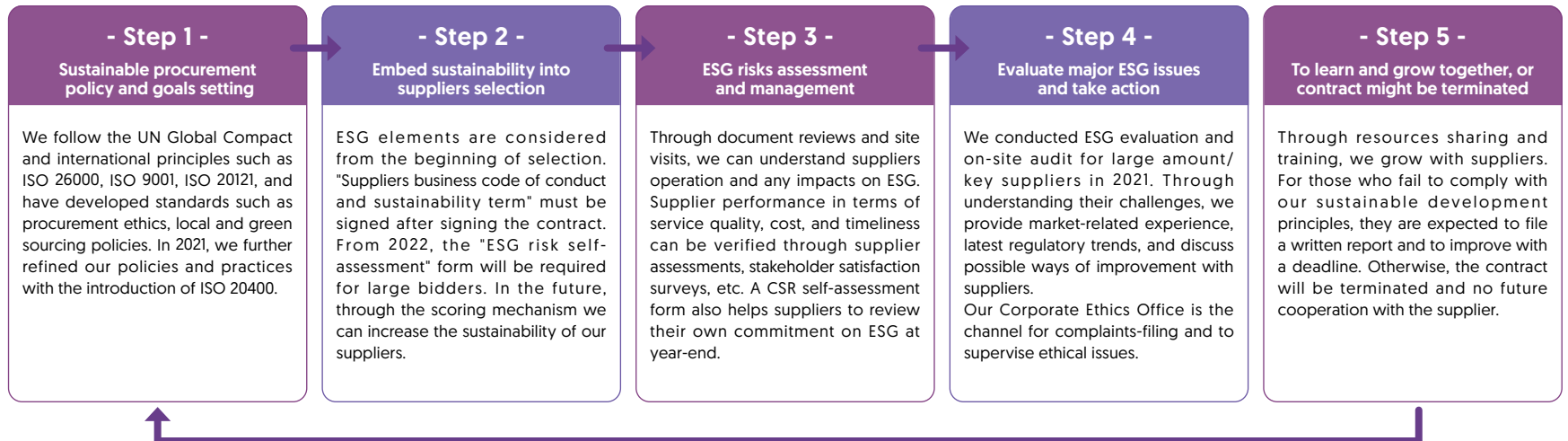
are to integrate ESG related risks and impacts into consideration :

- E** - to promote a low-carbon environment with suppliers.
- S** - to enhance a society that values human rights and occupational safety with suppliers.
- G** - to uphold corporate governance and to create sustainable value with suppliers.

## Management Process and Risks Assessment

409-1

More than ever, the world requires supply chains to be more sustainable and help achieve the UN Sustainable Development Goals by 2030. Sinyi Realty cannot stay out of the way. We first introduced ISO 20400 Sustainable Procurement, hoping to incorporate sustainable development into management practices and processes. We invite key suppliers to make positive impacts and reduce negative environmental, social, and governance impacts while making decisions.



Sustainability Policy and Principles <https://csr.sinyi.com.tw/en/certificates/policy.php>

Supply chain risk assessment and management <https://csr.sinyi.com.tw/en/supplychain/risk-management.php>

To build upon our existing supply chain management, we introduced ISO 20400 Sustainable Procurement in 2021. In addition to GRI414 – supplier social assessment, we identify key suppliers who fall in high ESG risks, and need to improve through our management mechanism. Our goal is to increase the proportion of sustainable suppliers, jointly enhance ESG performance, and move towards a sustainable supply chain.

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### Action Plan – Identify key sustainable issues

ISO 20400 identified the scope of sustainable procurement, which is aligned with the 7 core subjects and 37 issues identified in ISO 26000 (Social Responsibility-Guidance). And with ESG impacts in mind, we identified the major issues faced by real estate service supply chain.

Impacts on		Sustainable issues
E	Environmental protection Waste management	Although we are not energy-intensive or manufacturing kind, we still have waste management issue, and need to face the journey to Net Zero. We have to work together with our suppliers to achieve a low-carbon supply chain.
S	Human rights Occupational safety and health	Under the threat of Covid-19, in addition to avoiding forced interruption of daily operations of suppliers, the human rights, working safety and health conditions of supply chain employees may be easily ignored. We put more focus on human rights and health/safety compliance of our suppliers.
G	Fair trade and anti-corruption	Corporate sustainability depends on good governance – with ethics and anti-corruption governance. New operation models may bring new risks. For example, IT security/fraud risks posed by digital services.

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### Action Plan – Increase the proportion of sustainable suppliers

In 2022, we will invite key suppliers (annual spending with NTD\$3M and above) to fill out an ESG quick scan form, before they attend the bidding. We start from checking suppliers' sustainability, and to build a scoring database later. Conducting an ESG risk audit prior to project closure will help us enhance the sustainability of our supply chain.

#### Before bidding

Suppliers (new and existing) to submit: company information, goods/services data(cost, quality, schedule), and ESG quick scan form.

Due diligence of procurement staff: Performance evaluation(existing suppliers), legal compliance on ESG - check within past 2 years (new and existing)

Pass ESG quick scan: enter the bidding process and suppliers database

Not recommend if ESG quick scan shows high risks

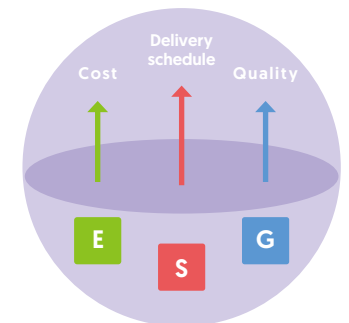
#### After bidding

The winning bidder becomes our supplier and is required to sign the "Sinyi Suppliers Business Code of Conduct and Sustainability" while signing the contract.

Fall into Sinyi's suppliers management process. Suppliers are required to assist our annual ESG audit, on-site visit, and CSR self-evaluation, etc.

Feedback and suggestions will be given after audit/visit. Suppliers need to submit report or way of improvement in due date. Sustainable procurement indicators as well as the focus of management for next year will be reviewed.

#### Sustainable Supply Chain



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## Action Plan – Focus on enhancing supply chain ESG performance



### GHG emissions of energy survey to key suppliers

Sinyi Realty joined in the Net Zero 2030/2050 Initiative, and all of our suppliers are invited to begin the journey with awareness, then commitment.

We invite them to join in carbon reduction path with Sinyi together.



In 2021, we conducted a GHG emissions of energy survey to our upstream and downstream key suppliers, and results compared with 2020 showed:

Key suppliers	Energy Consumption MWh	GHG Emissions of Energy Consumption [category 2] Tons CO <sub>2</sub> e
2020	1773.164	902.540
<b>2021</b>	<b>1711.946</b>	<b>859.396</b>



### Conduct ESG risks audit to confirm suppliers compliance with human rights



Key suppliers	Turnover Rate	% Checked on Work injury
2020	20.31%	100%
<b>2021</b>	<b>16.73%</b>	<b>100%</b>

We visited suppliers with higher risks on human rights. People who work at sign-posting agency, security, and construction factory are more vulnerable: easy to work overtime, in hazardous environment, without proper insurance. (some workers don't even care until they get injured.)



We ask our suppliers to review their insurance policy, specially attend to new insurance law posted by government in 2022.



### Innovate with partner suppliers to promote a sustainable and better life for all



Key suppliers	Revenue [in NTD]
2020	671,990,611
<b>2021</b>	<b>717,356,060</b>



"People-oriented innovation" is the core value which led Sinyi to lead the industry for 40 years.

We promote a better and sustainable life in local communities, embedding ESG goals in our operation. Our key suppliers also demonstrated good corporate governance through revenue growth from last year when Covid-19 was raging. "Sinyiliving" works with many life service providers, who recognize sustainable value and have qualified certifications. Through coaching and on-site supervision, we differentiate the business strategy with our partner suppliers. Match the digital strength, service strength, team strength with indicators of each partner while ensuring quality is met.

In 2021, the total number in the list of qualified partner suppliers is 86. We formulated new service SOP and operation, start digital transformation, customer satisfaction rate has been slightly up.

Year	2019	2020	2021
Customers Satisfaction %	89.8	88.8	<b>91</b>

Those who pass year-end evaluation will be recognized and eligible for contract renewal for the next year.



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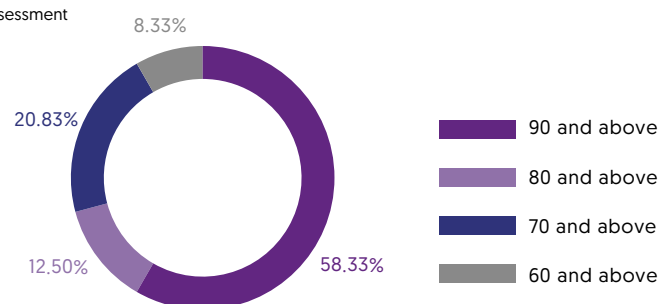
## Appendix

### ● ESG risk and impact assessment on key suppliers

We conducted the first ESG risk and impact assessment on key suppliers after the introduction of ISO 20400. Key suppliers who were still in partnership with us in 2021, and our annual spending on each of them exceeding NTD 5 million, were requested to participate in this assessment. Total 32 ESG risk self-assessment surveys sent out with 24 collected back [75% recovery rate].

The proportion of questionnaire scores is 15% on environment, 60% on social(human rights, occupational safety and health), and 25% on corporate governance.

Suppliers ESG risk assessment



We picked 4 out of 7 suppliers whose total score were under 80. Three different types of suppliers: "woodwork and maintenance", "advertising", and "security" were visited to check their practices and impacts on ESG.

Key suppliers	Negative impact	Positive impact
No. evaluated	4	
Assessments on ESG	Security staff worked on holidays/overtime without proper pay.	Partner with Sinyi and is willing to offer more than the basic labor law to take care of employees.
	Construction workers did not have adequate safety protection and insufficient compensation for injuries.	Have learned new concepts through this ESG self-assessment - thankful for sharing the up-to-date trends.
	The sign-holders illegally posted the advertisement were fined.	Support anti-corruption with Sinyi.

Required improvements completion rate: 100%.  
Non-compliance requires termination of contract: none.

### ● Management and key suppliers' achievement

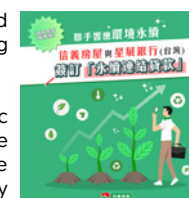
With the implementation of ISO 20400 and the adjustment of organizational structure, we define our key suppliers as "annual spending exceeding NTD 1 million" in 2021. A total of 159 key suppliers accepted our regular inspections and irregular visits.

Items	Description	Goals and Performance			
		2019	2020	2021	2022
1	Sign "Sinyi Suppliers Business Code of Conduct and Sustainability"	<ul style="list-style-type: none"> <li>In 2021, all key suppliers signed this as an attachment to business contract.</li> </ul>			
2	Sign "Procurement Ethics Standards"	<ul style="list-style-type: none"> <li>All procurement staff signed this document. In 2021, we used popup window for the first time, to ensure the required staff read before they sign.</li> </ul>			
3	Key Suppliers Inspection Rate	<ul style="list-style-type: none"> <li>Suppliers inspection rate (including new and existing suppliers).</li> </ul>			
4	New Suppliers Inspection Rate	<ul style="list-style-type: none"> <li>New suppliers passed through our suppliers management mechanism.</li> </ul>			
5	Existing Suppliers Inspection Rate	<ul style="list-style-type: none"> <li>Existing suppliers complied with the ESG risk assessment, on-site checks, action and deadline for improvement.</li> </ul>			
6	Key Suppliers Work Injury Rate Check	<ul style="list-style-type: none"> <li>Conducted employees' work injury rate survey on key suppliers within the scope of Sinyi physical's management.</li> </ul>			
7	Key Suppliers ESG risk assessment	<ul style="list-style-type: none"> <li>Conduct ESG risk assessment on key suppliers whose 2021 annual expenditure exceeds NT\$5 million, after the introduction of ISO 20400</li> </ul>			
		There were 7 suppliers scored under 80. And we selected 4 of them to conduct on site audit. Methods of how to improve were discussed and suppliers agreed to follow accordingly.			

### ● Create new service value and a carbon-reducing world through digital transformation and green procurement

We consider our suppliers' ESG performance at the very beginning, and request the products or material have eco-friendly labeling, incorporating green procurement principle into our policy.

The epidemic has accelerated the digital transformation in 2021. Electronic signature system, video conference system, etc. were adopted to reduce the need for customers and staff to travel. Banks who cooperated in the process have launched digital loan services. The new model has not only provided a better experience, but also reduced carbon emission.





**Respond to Corporate Sustainability Principle**

The management approach of material topics follows "Sinyi Sustainability Principles" to identify, analyze and respond to actual and potential impacts.

**Sinyi ESG Management Policy - 2050 Sustainability Principles**

**E** Environment—Get to Net Zero      **G** Governance—Creating a Sustainable Lifestyle  
**S** Society—Co-existence, Co-prosperity, and Co-creation      **SC** Supply chain management— Building an Ethical and Sustainable Supply Chain

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Material Topics	Sustainability Principle	Meaning	Commitment and Policy	Impact	Action Plan	Evaluation Mechanism and Result	Page
GRI 201 Economic Performance	G	We have consistently believed that if we can uphold our corporate social responsibility, then profits will follow naturally and that economic performance will bring corresponding results.	Follow corporate governance procedures and codes, operate in good faith, follow laws and regulations, and respond to standards and initiatives such as the "Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies," SASB and TCFD.	The economic value generated by the organization's operations affects shareholders' rights and economic development. To create value for all stakeholders.	Through internal audit and external verification mechanism, the Board can supervise the operation plan and performance of the organization. Continue to strengthen corporate governance and risk and opportunity management.	<ul style="list-style-type: none"> <li>• Corporate Governance Evaluations top 5% of listed companies</li> <li>• Board performance evaluation</li> </ul>	p. 56
GRI 203 Indirect Economic Impacts	S	In addition to being homes, the community is also a place where many beautiful things happen. It is hoped that with the family as the core and the community as the bridge, we will invest in the transformation of the community and of people's hearts.	CSR first "sees the needs of society." We must exert our local influences, and try integrate the UN SDGs into our daily operations through initiatives and education. When we work as a team and be the resources bridge, we will make "where there is Sinyi, there is happiness!" come true. Follow Chapter 4 of the "Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies" to formulate relevant social norms.	We have been promoting community building for long time, and investing in manpower, material resources, and cash for greater impact.	With a judging panel, resources can be reasonably allocated in the Community building projects. An independent jury composed of external scholars and experts will be commissioned to conduct the evaluation, and the scores will be announced on the official website. Sinyi will not be involved at all.	<ul style="list-style-type: none"> <li>• Community building projects judging panel</li> <li>• Cumulative proposal coverage rate</li> </ul>	p. 49
GRI 303 Water and Effluents	E	Taiwan is ranked top 20 of the world's water-deficient areas. In responsive to stakeholder awareness of the importance of water resource, Sinyi has taken water stewardships as one material issue.	Sinyi stays aware of global water resource management trends even though real estate brokerage industry does not belong to high-water-consumption industry.	Water consumption is mainly from daily usage by employees, so Sinyi continuously follow up water management and pay attention to possible operation risks and opportunities.	We have strengthened water-saving measures and introduce water footprint verification and management system.	<ul style="list-style-type: none"> <li>• ISO 14046 water footprint</li> <li>• Management of water consumption per capita</li> </ul>	p. 31
GRI 305 Emission	E	Real estate brokerage industry is not included in high-emission sectors. However, Sinyi has always actively promoting environmental sustainability policies to respond to global warming issue.	Promoting green innovation and climate resilience service; purchase renewable energy; conduct GHG inventory annually for performance review and improvement.	The attribute of real estate is low in transaction frequency but high in marketing activities. The usage of paper and electricity both bring impacts to the environment.	Implement the organizational carbon management, improve management systems and carbon reduction performance, provide various green innovative services to customers, in order to reduce environmental footprint of business operation.	<ul style="list-style-type: none"> <li>• Service carbon footprint</li> <li>• GHG emissions (category 1+2)</li> </ul>	p. 29 p. 30
GRI 403 Occupational Health and Safety	S	Our employees are at the core of our success. We constantly strive for attracting talent and providing a healthy workplace by focused on a concept that is talents are key to a successful with happiness.	A comprehensive safety operation is formulated with people-oriented spirit to promote the health and safety. The occupational safety and health management plan formulated in accordance with Occupational Safety and Health Law.	Incidents in the workplace will detract from the trust of employees and the public. Employee injuries and illnesses will affect attendance and increase personnel costs.	Obtained ISO 45001 verification to achieve continuous improvement of occupational safety and health.	<ul style="list-style-type: none"> <li>• Traffic accidents rate</li> <li>• Continuously monitor labor safety data and working hours</li> </ul>	p. 39

## Management of Material Topics

Material Topics → Sustainability Principle	Meaning	Commitment and Policy	Impact	Action Plan	Evaluation Mechanism and Result	Page
<b>GRI</b> 409 Forced or Compulsory Labor	<b>S</b> Only if the employees are work-life-balanced can they work stably and have long-term development.	Continuously optimize leave policies to promote work-life balance for employees. The employee welfare measures are implemented in daily operations.	Overwork affects the output value of employees and detracts from their quality of life.	Sinfu Coin is a system that allows employees to choose the welfare items they need.	• Balanced life average score from employees engagement survey	p. 35
<b>GRI</b> 401 Employment	<b>S</b> Sinyi Realty always considers our employees to be unique partners. Harmonious labor-employer relationship is the foundation of business development.	Talent is the foundation of the business, attracting outstanding talents and creating a friendly working environment are the goals of Sinyi Realty's continuous efforts.	A positive labor-employment relationship can enhance the centripetal force of employees and increase the output value.	We employed a policy of high-paying jobs, happy career path, and health workplace to encourage employees become onwards and upwards.	• Employees engagement survey average score • Turnover rate	p. 35
<b>GRI</b> 404 Training and Education	<b>S</b> Sinyi integrated the core concepts into a series of courses corresponding to the abilities and knowledge required for different positions.	Set average hours of training for our goal. We would set practical exercises and more diverse courses to help employees learn and realize in work.	Make sure every agent has professional knowledge and ability in real estate transactions to ensure transaction safety, otherwise it may affect the rights and interests of customers.	On-the-job training and Industry-Academia Cooperation.	• Average hours of training	p. 36
<b>GRI</b> 405 Diversity and Equal Opportunity	<b>S</b> Sinyi Realty has always adhered to a diverse and inclusive talent strategy, placing great importance on diversity in all aspects of hiring and development, emphasizing work-life balance.	Sinyi Realty adheres to substantial equality and ensures diversity and flexibility when formulating policies such as employment, development and training. Recruitment and promotion are not based by genders.	The majority of employees are male because of character of real estate brokers. However, female workers have been increased in recent years, and the diversified thinking by female power have created innovative influences.	Childbirth Grants for second children NT 120,000. Equal salary and promotion.	• Parental Leave table • The percentage of female management • The percentage of female employees	p. 42, 84
<b>GRI</b> 414 Supplier Social Assessment	<b>SC</b> We strive to extend our core value to our suppliers, jointly to set sustainability goals. We combine supplier social assessment with the green procurement policy, hope that the entire supplier chain will act with business ethics and create a better world.	We commit to hold ourselves accountable in screening, training, auditing, and offering guidance integrated with ESG to suppliers, building a more resilient operation, sharing resources thus help both sides with sustainable growth.	We share new trend and regulations on human rights and on occupational health and safety with our suppliers, and raise their awareness. Through ESG self-evaluation form, we focus on the practices and promote low-carbon supply chain.	Introduced ISO 20400. We assess key suppliers and enhance the ESG performance together with them.	• 100% key suppliers signed the Business Code of Conduct and Sustainability Terms. • Collected back 24 ESG risk assessment survey from 32 large amount suppliers. • Key suppliers inspection rate reached 95.6%. • 100% of key suppliers have been inventoried.	p. 70

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# Management of Material Topics

Material Topics → Sustainability Principle	Meaning	Commitment and Policy	Impact	Action Plan	Evaluation Mechanism and Result	Page
<b>GRI</b> 416 Customer Health and Safety 417 Marketing and Labeling 418 Customer Privacy	<b>S</b> Real estate agency is a trust business. To consumers properties transaction a major event in life. That's why Sinyi is committed to protecting the rights and privacy of customers, communicating the core value of "trust" of the brand.	In order to protect the personal information of customers, we strictly set up some principles from collection information to write off documents. Additionally, we've founded Personal Information Protection Organization, which in charge of privacy protection and execute concrete policies to ensure all employees can be familiar with every rules and ordinances.	Failure to effectively manage customer privacy, ensure the correctness of real estate instruction, and transparency of relevant transaction information may result in damage to goodwill and loss of customers.	Continuously optimize and regularly audit real estate specifications. Regularly conduct customer privacy protection training and advertisement spot checks.	<ul style="list-style-type: none"> <li>Customer Satisfaction Rate</li> <li>Error Rate on Instruction of Real Estate</li> </ul>	p. 48
<b>Custom</b> Digital Resilience	<b>G</b> <b>S</b> Taking efficiency, value, transformation and creation as the basis for Sinyi Realty to open up the entire platform, integrate online and offline, to improve efficiency.	Combine the company's advantages with technological services to grasp the trend of service innovation.	Information security will affect the continuity and stability of business operations. Changes in consumer and market preferences.	Improve the company's operational resilience through digital transformation.	<ul style="list-style-type: none"> <li>Times to be cyber attack</li> <li>Launch of new digital services</li> </ul>	p. 64
<b>Custom</b> Promotion of Business Ethics	<b>S</b> No matter how the environment changes, "integrity, ethics, and CSR" are always the company's core values.	Established on trustfulness and righteousness, aimed for perfection. We promote business ethics to the society.	To promote and share ideas and practices in the industry, help the society to learn and improve, and lead toward a better society.	Proactively disseminate the company's ethical and integrity practices.	<ul style="list-style-type: none"> <li>The number of trained teachers in business ethics</li> </ul>	p. 51
<b>SASB</b> Product Design & Lifecycle Management	<b>S</b> Sinyi Realty has deemed "to foster secure, efficient, and reasonable realty transactions through the synergy of expertise and teamwork." as our creed. The only way to achieve sustainable development is to comply with business ethics and to consider the interests of all stakeholders.	Adhering to the spirit of "put righteousness before profit," Sinyi Realty continues to innovate based on customer needs and business ethical thinking. We made policy and rules for innovative management.	In the operation process, we design new service models to solve social problems; coupled with the empowerment of digital technology, we will upgrade our services and provide better services.	Pay attention to market changes and customer needs, and develop new service models accordingly.	<ul style="list-style-type: none"> <li>Include service innovation as an important annual plan.</li> <li>Customer satisfaction and opinion survey.</li> </ul>	p. 48, 76, 97
<b>SASB</b> Business Ethics	<b>G</b> Sinyi Realty is a company operating with a focus on trust. Adhering to ethics and demonstrating integrity is the most important way to win trust, and even the only way in the long run. It is the first priority for Sinyi's sustainable operation.	Follow "Sinyi Realty Inc. Sustainable Development Best Practice Principles," we implement integrity management in all aspects of the company's operations and continue to improve.	Create a high-quality integrity management and legal compliance culture to ensure the long-term interests of all stakeholders.	In various meetings, trainings and coaching occasions, convey the organizational philosophy, and the value of "pursuit of integrity," in order to shape company culture.	<ul style="list-style-type: none"> <li>Chief Ethics Officer regularly reports on the integrity management to the Board of Directors.</li> <li>Compliance assessment.</li> <li>All employees signed the "Sinyi Group Code of Conduct" with a completion rate of 100%.</li> </ul>	p. 62, 97

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# Sustainability Performance Overview

## ● Governance Performance

✔ Achieved ✖ Ongoing ☹ Not Achieved

Note	Measures	2019 Result	2020 Result	2021 Result	Status	2021 Target	2022 Target	Read more on page
	Corporate Governance Evaluations	Top 5%	Top 5%	Top 5%	✔	Top 5%	Top 5%	p. 58
A.B.C	Number of Board Members	7	7	7				p. 61

## ● Economic Performance

201-1 SDG 8

NT\$ thousands ✔ Achieved ✖ Ongoing ☹ Not Achieved

Note	Measures	2019 Result	2020 Result	2021 Result	Status	2021 Target	2022 Target	Read more on page
	Consolidated Revenue	12,706,342	13,300,127	18,792,321				p. 5
	Taiwan Core and Related Business Group Revenues	9,897,681	11,651,200	13,719,240				p. 5
	China Business Group Revenues	2,213,890	1,167,513	4,753,069				p. 5
	Overseas (Japan and Malaysia) Business Group Revenues	326,461	242,728	320,012				p. 5
	Individual Operating Revenues	9,476,074	11,013,952	13,297,719				p. 5
	Individual Operating Gain	1,725,386	2,248,108	2,890,075	✔	Be profitable	Be profitable	p. 5
	Consolidated Operating Costs	8,523,873	9,303,075	13,866,304				p. 5
	Taiwan Core and Related Business Group Costs	6,942,624	8,228,495	9,711,105				p. 5
	China Business Group Costs	1,403,751	875,388	3,961,888				p. 5
	Overseas (Japan and Malaysia) Business Group Costs	177,497	199,192	193,311				p. 5
	Staff Remuneration and Benefits <sup>Note 1</sup>	6,815,053	7,688,825	8,950,678				p. 5
	Dividends and Interest Expenses <sup>Note 2</sup>	1,141,082	1,051,053	1,402,543				p. 5
	Tax Payment Amount	780,481	952,503	1,228,983				p. 5
	Consolidated Net Profit for the Year	1,276,205	1,569,168	2,370,359				p. 5
	Paid-in Capital	7,368,465	7,368,465	7,368,465				p. 5
	Liabilities	20,682,752	20,206,488	20,355,075				p. 5
	Equity	10,988,031	11,654,984	12,565,717				p. 5
	Number of Operating Locations							
	Taiwan (Company Operated)	450	465	487				p. 5
	China (Company Operated)	84	60	40				p. 5
	Japan (Company Operated)	10	9	8				p. 5
	Malaysia (Company Operated)	3	3	1				p. 5

[Note 1] Staff Remuneration and Benefits (NT\$ thousands): Consolidated Financial Statement Personnel Expenses.

[Note 2] Dividends and Interest Expenses (NT\$ thousands): Payment of Dividends and Loan Interest to Company Owners.

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## Sustainability Performance Overview

### Social Performance (Internal) 2-7

✔ Achieved 
 ⚠ Ongoing 
 ⊖ Not Achieved

Note	Measures	2019 Result	2020 Result	2021 Result	Status	2021 Target	2022 Target	Read more on page
Total Number of Employees								
	Sinyi Group	6,226	6,347	6,328				p. 5
	Taiwan Core and Related Business Group	594	639	661				p. 5
	China Business Group	772	579	471				p. 5
	Japan Business Group	115	105	105				p. 5
	Malaysia Business Group <sup>Note 1</sup>	29	27	13				p. 5
	Sinyi Realty	4,716	4,997	5,092				p. 82
D	Number of Permanent Employees	4,674	4,949	5,038				p. 81
E	Ratio of Employees Above Bachelor's Degree	94.9%	95.43%	95.76%				p. 81
F	Percentage of Employees Under 30 Years Old	42.9%	42.2%	39.86%				p. 83
G	Ratio of New Hires	36.2%	31.1%	21.8%				p. 83
H	Employees Turnover Rate by Year	28%	26.44%	22.32%	✔	28%	28%	p. 83
I	Average Training Hours	45.19	44.62	44.19	⊖	45	45	p. 83
J	Percentage of Female Employees	37.32%	38.14%	39.56%				p. 84
J	Percentage of Female Managers	17.83%	18.76%	18.5%	⊖	18%	19%	p. 84
K	Number of Employees Applying for Parental Leave	68	62	58				p. 84
L	Number of Employees Applied for Second-Child Grants	83	57	76				p. 84
M	Employees Requested Injury Leave	203	184	191				p. 85
N	Disabling Injury Frequency Rate	8.53	11.96	13.48				p. 85
O	Lost Day Rate	316.8	178.62	176.6				p. 85
P	Absentee Rate	0.66%	0.32%	1.09%				p. 85
	EAP Service Used Times	248	317	224				p. 40
	Labor Issues Complaints	0	0	2	⊖	0	0	p. 35
	Human Rights Issues Complaints	0	0	0	✔	0	0	p. 43
Q	Employees Engagement Survey (Average Score)	4.4	4.05	3.86	⊖	4.5	4.1	p. 85

[Note 1] 13 people from Malaysia Sinyi were included in Sinyi Realty

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## Sustainability Performance Overview

### Social Performance (External)

✔ Achieved 
 ⚙️ Ongoing 
 ⊖ Not Achieved

Note	Measures	2019 Result	2020 Result	2021 Result	Status	2021 Target	2022 Target	Read more on page
Community								
	Social Investment (NT\$ thousands) <sup>Note 1</sup>	111,425	99,187	160,266	✔	5% <sup>Note 2</sup>	5%	p. 54
	Cumulative Coverage Rate of "We are One" Project Proposals	98.91%	99.46%	99.73%	✔	99.66%	99.88%	p. 49
	Participants of Sinyi Lecture Hall	15,439	610 <sup>Note 3</sup>	4,306	⊖	10,840	8,000	p. 51
	Participants of Sinyi Volunteer	2,115	0 <sup>Note 3</sup>	1,484	✔	1,000	1,600	p. 53
	Hours of Volunteer Service by Sinyi Staff	15,158	0 <sup>Note 3</sup>	6,601	✔	6,500	8,640	p. 53
Customers								
	Value and Number of Fines Issued for Breaches of Regulations (NT\$ thousands; No.) <sup>Note 4</sup>	No severe penalty	2 events <sup>Note 5</sup>	2 events <sup>Note 5</sup>	⊖	No severe penalty	No severe penalty	p. 47
	Customer Satisfaction Survey Results	88.88%	90.23%	91.62%	✔	91%	91%	p. 48
	Complaints of Infringement of Customer Privacy	No severe penalty	No severe penalty	No severe penalty	✔	No severe penalty	No severe penalty	p. 47
	Error Rate on Instruction of Real Estate	0.001%	0.002%	0.002%	⊖	0	0	p. 46

[Note 1] Social Investment (NT\$ thousands): Includes "We are One" Project, Sinyi Volunteers, Sinyi Lecture Hall, Sinyi School of NCCU, Promotion of Business Ethics, and community service expenses. In 2021, we considered the LBG (London Benchmark Group) model, and the calculation scope for community investment took the resources invested by Sinyi Realty into account only.

[Note 2] The social investment target is 5% of Sinyi Realty Individual Operating Gain of the Year. The achievement of 2021 was 5.5%.

[Note 3] Only a few of volunteer activities were held before suspension due to COVID-19 outbreak in 2021. Sinyi Lecture Hall was held both in virtual- and physical-way, depending on situation.

[Note 4] Severe penalty: More than NT\$100,000 each event.

[Note 5] Please refer to Social – External Stakeholders chapter for details and corresponding practices.

### Environmental Performance

✔ Achieved 
 ⚙️ Ongoing 
 ⊖ Not Achieved

Note	Measures	2019 Result	2020 Result	2021 Result	Status	2021 Target	2022 Target	Read more on page
	GHG Emissions per Real Estate Transaction(kgCO <sub>2</sub> e)	308.77	265.30	190.25	✔	↓ 1%	↓ 1%	p. 29
	GHG Emissions (category 1&2) (tonCO <sub>2</sub> e)	6,374.3	6,771.3	6,347.8	✔	↓ 2.5%	↓ 4.2%	p. 30
	GHG Emissions per Capita (kgCO <sub>2</sub> e/person)	1,352	1,355	1,247	✔	↓ 2.5%	↓ 4.2%	p. 30
	GHG Emissions of Electricity Consumption per Capita (kgCO <sub>2</sub> e/person)	1,236	1,234	1,148	✔	↓ 2.5%	↓ 4.2%	p. 30
	Operating Revenues per kWh(NTD/kWh)	866.23	909.26	1,110				p. 30
	Water Consumption for a Year(m <sup>3</sup> )	69,334	76,388	73,026				p. 31
	Water Consumption per Capita (m <sup>3</sup> /person)	14.70	15.29	14.34	✔	↓ 1%	↓ 1%	p. 31
	Paper Usage per Transaction (kg)	15.66	11.03	6.89	✔	↓ 1%	↓ 1%	p. 29
	Waste(HQ): food waste and recycle (kg)	14,178	15,385	11,954				

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# Sustainability Performance Overview

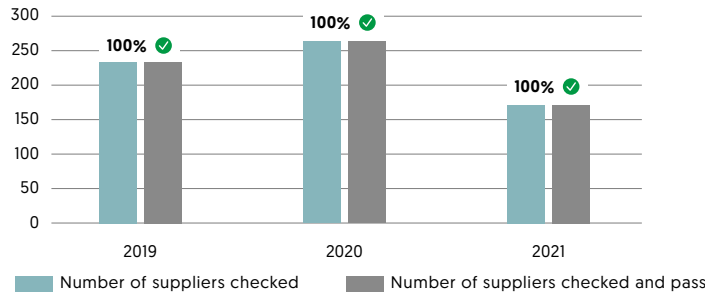
## Supply Chain Management Performance

✔ Achieved 
 ⚠ Ongoing 
 ⊖ Not Achieved

Note	Measures	2019 Result	2020 Result	2021 Result	Status	2021 Target	2022 Target	Read more on page
	Ratio of Signed Sustainability Terms	100%	100%	100%	✔	100%	100%	p. 70
	Ratio of Signed Procurement Ethics Standards	100%	100%	100%	✔	100%	100%	p. 70
	Number of Key Suppliers	257	279	159				p. 70
T	Number of Key Suppliers checked	232	261	152				p. 77
	Existing Supplier Inspection Rate	89.75%	92.86%	95.21%	✔	90%	90%	p. 70
	New Supplier Inspection Rate	100%	100%	100%	✔	100%	100%	p. 70
U	Supplier Work Injury Rate <sup>Note</sup>	13.35	9.58	7.89				p. 77

[Note] Injury Rate = Total No. of Injury Incidents / Total Working Hours x 1,000,000

### Note T - Number of Suppliers Checked and Pass Rates



	2019	2020	2021
Number of suppliers checked	232	261	152
Number of suppliers checked and pass	232	261	152
Pass Rate	100%	100%	100%

[Note] Followed by the introduction of ISO 20400, in 2021 only the suppliers with procurement amount over NTS 1 million were listed for evaluation. And the suppliers of Sinyi Living were excluded, therefore the total number of suppliers checked dropped.

### Note U - Suppliers Work Injuries 403-9

Indicator	Male			Female			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
Annual Labor Hours	434,746	460,821	447,931	688,946	687,031	692,996	1,123,692	1,147,852	1,140,927
Fatalities Caused by Work-related Injuries	1	0	0	0	0	0	1	0	0
Rate of work-related injuries <sup>Note 1</sup>	0	0	1	0	0	1	0	0	2
High consequence									
Recordable	3	3	4	12	8	3	15	11	7
Rate of recordable work-related injuries <sup>Note 2</sup>	6.9	6.51	11.6	17.42	11.64	5.77	13.35	9.58	7.89

[Note 1] Since 2020 we have followed GRI 403-9 Disclosure 2018 version, reported and divided the work-related injuries into high-consequence and recordable categories. In 2021, all the recordable results were traffic incidents. 2 of them had resulted in disabling injury, leading to 4 days (or above) leaves due to surgery and recovery.

[Note 2] Rate of recordable work-related injuries = Total No. of recordable Injury Incidents / Total working hours x 1,000,000

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## Note A - Remuneration for Directors

### 1. Remuneration for Directors

NT\$ thousands

Title	Name	Remuneration for Directors								Remuneration for Directors Ratio(%) of the Aggregate Amount of A, B, C and D to the Net Income After Tax		Remuneration Received by Concurrent Employees										Ratio (%) of the Aggregate Amount of A, B, C, D, E, F and G to the Net Income After Tax		Whether Receiving Remuneration from the Company or Other Than the Subsidiaries of the Company or Not					
		Compensation (A)		Pension (B)		Remuneration (C) <sup>Note 1</sup>		Fees for Performance of Business (D) <sup>Note 2</sup>		The Company	All Companies Specified in the financial statements	Wages, Bonus and Special Disbursement, etc. (E) <sup>Note 3</sup>		Pension (F)		Employee Remuneration (G) <sup>Note 4</sup>		Number of Shares Granted under the Share Subscription Warrants for Employees (H)		Number of the Restricted Shares for Employees (I)		The Company	All Companies Specified in the financial statements						
		The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements			Cash Bonus	Share Bonus	Cash Bonus	Share Bonus	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements										
Chairperson	Sinyi Co., Ltd.	-	-	-	-	1,300	1,300	-	-	1,300	1,300	0.06%	0.06%	-	-	-	-	-	-	-	-	-	-	1,300	1,300	0.06%	0.06%	Nil	
	Representative of Sinyi Co., Ltd.: Hsueh Chien-Ping	-	-	-	-	-	-	-	-	-	-	-	-	9,019	11,003	11	11	19	-	19	-	-	-	-	9,049	11,033	0.39%	0.47%	2,000
Vice Chairperson	Sinyi Co., Ltd.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Nil	
	Representative of Sinyi Co., Ltd.: Chou Wang Mei-Wen <sup>Note 8</sup>	-	-	-	-	-	-	136	136	136	136	0.01%	0.01%	-	-	-	-	-	-	-	-	-	-	-	136	136	0.01%	0.01%	Nil
Director	Sinyi Co., Ltd.	-	-	-	-	700	700	-	-	700	700	0.03%	0.03%	-	-	-	-	-	-	-	-	-	-	-	700	700	0.03%	0.03%	Nil
	Representative of Sinyi Co., Ltd.: Chou Ken-Yu <sup>Note 8</sup>	-	-	-	-	-	-	-	-	-	-	-	-	5,557	5,557	80	80	19	-	19	-	-	-	-	5,656	5,656	0.24%	0.24%	Nil
Director	Chou Chun-Chi	-	-	-	-	-	-	1,303	1,303	1,303	1,303	0.06%	0.06%	-	-	-	-	-	-	-	-	-	-	-	1,303	1,303	0.06%	0.06%	Nil
Independent Director	Hong San-Xiong	1,200	1,200	-	-	700	700	55	55	1,955	1,955	0.08%	0.08%	-	-	-	-	-	-	-	-	-	-	-	1,955	1,955	0.08%	0.08%	Nil
Independent Director	Jhan Hong-Chih	1,200	1,200	-	-	700	700	55	55	1,955	1,955	0.08%	0.08%	-	-	-	-	-	-	-	-	-	-	-	1,955	1,955	0.08%	0.08%	Nil
Independent Director	Yen Lou-Yu	1,200	1,200	-	-	700	700	55	55	1,955	1,955	0.08%	0.08%	-	-	-	-	-	-	-	-	-	-	-	1,955	1,955	0.08%	0.08%	Nil
Independent Director	Lee Yi-Li	1,200	1,200	-	-	700	700	45	45	1,945	1,945	0.08%	0.08%	-	-	-	-	-	-	-	-	-	-	-	1,945	1,945	0.08%	0.08%	Nil
Total		4,800	4,800	-	-	4,800	4,800	1,649	1,649	11,249	11,249	0.48%	0.48%	14,576	16,560	91	91	38	-	38	-	-	-	25,954	27,938	1.11%	1.19%	2,000	

[Note 1] As officially resolved by the Board of Directors Meeting on February 25, 2022, the remuneration to directors for 2021 was NT\$4,800 million dollars. The resolution was reported in the general shareholders' meeting on May 19, 2022.

[Note 2] The aforementioned expenses include rental or depreciation expense, fuel expense and maintained expense of the cars used by the Company's Non-Independent Directors.

[Note 3] The aforementioned expenses include rental, fuel expense and maintenance expense of the cars used by the Company's Director concurrent employee and house rental provided to him.

[Note 4] Employee Remuneration allocated to the director who is a concurrent employee is one part of the amount NT\$29,247 thousand dollars of employee remuneration resolved by the Board of Directors Meeting on February 25, 2022. The resolution has been reported in the general shareholders' meeting on May 19, 2022.

[Note 5] The term "net profit after tax" as set forth herein denotes the net profit after tax as shown through the individual financial statements 2021.

[Note 6] The aforementioned expenses include the relevant remuneration NT\$2,078 thousand dollars paid to the chauffeurs to the Company's Non-Independent Directors.

[Note 7] Other than those disclosures above, remuneration granted to a director(s) of the Company for rendering services within the contents of the financial statements (e.g., serving as a consultant other than an employee of the company/ all companies of the financial report/subsidiaries): Nil.

[Note 8] On 8/24/2021, the juridical-person director, Sinyi Co., Ltd., reassigned Mr. Chou Ken-Yu as its representative of the Company's director to replace Ms. Chou Wang Mei-Wen, the Vice Chairperson of the Company.

[Note 9] Independent directors' remuneration policy, system, standards and structure, and descriptions of the inter-relevance to the amount of remuneration according to the responsibilities, risks, time invested and other factors: Here at the Company, the independent directors' remuneration is mainly divided into directors' remuneration, directors' payment and expenses for business execution. To an independent director, the directors' remuneration has been duly determined with reference to the level of the independent directors' participation in the Company's business operation, the value of their contribution and the normal standards/criteria prevalent in other listed companies, in an amount of NT\$100,000 dollars per month for an independent director, as an amount duly determined by the board of directors with the powers duly bestowed thereupon. Where the normal standards/criteria prevalent in other listed companies have little to do with the Company's profitability, the level of remuneration granted to the Company's independent directors is believed at a rational level. As expressly provided for in the Company's Articles of Incorporation, upon end of a fiscal year, the remuneration shall be granted to directors pro rata below the specified ratio of the Company's profitability in that year. The remuneration to the independent directors has been further judged with reference to the overall salary and pay levels prevalent in other listed companies (including the remuneration to directors and pay to directors) as well as the level of their participation in the board of directors and functional committees. The salary on business implementation was granted at NT\$5,000 traffic allowance for each attendance in the board of directors meeting, paid based on the substantial fact.

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## 2. Remuneration Listed by Range of Directors

Range of the Remuneration Paid to the Company's Directors	2021			
	Aggregate Amount of A, B, C and D		Aggregate Amount of A, B, C, D, E, F and G	
	The Company	All Companies Specified in the Financial Statements (I)	The Company	All Companies Specified in the Financial Statements (J)
Below \$1,000,000	Representative of Sinyi Co., Ltd.: Hsueh Chien-Ping, Chou Wang Mei-Wen <sup>Note 2</sup> and Chou Ken-Yu <sup>Note 2</sup>		Representative of Sinyi Co., Ltd.: Chou Wang Mei-Wen <sup>Note 2</sup>	
\$1,000,000 (inclusive) ~ \$2,000,000 (exclusive)	Hong San-Xiong, Jhan Hong-Chih, Yen Lou-Yu, Lee Yi-Li, Chou Chun-Chi		Hong San-Xiong, Jhan Hong-Chih, Yen Lou-Yu, Lee Yi-Li, Chou Chun-Chi	
\$2,000,000 (inclusive) ~ \$3,500,000 (exclusive)	Sinyi Co., Ltd.		Sinyi Co., Ltd.	
\$3,500,000 (inclusive) ~ \$5,000,000 (exclusive)	-		-	
\$5,000,000 (inclusive) ~ \$10,000,000 (exclusive)	-		Representative of Sinyi Co., Ltd. : Hsueh Chien-Ping and Chou Ken-Yu <sup>Note 2</sup>	Representative of Sinyi Co., Ltd. : Chou Ken-Yu <sup>Note 2</sup>
\$10,000,000 (inclusive)~ \$15,000,000 (exclusive)	-		Representative of Sinyi Co., Ltd. : Hsueh Chien-Ping	
\$15,000,000 (inclusive)~ \$30,000,000 (exclusive)	-		-	
\$30,000,000 (inclusive)~ \$50,000,000 (exclusive)	-		-	
\$50,000,000 (inclusive)~ \$100,000,000 (exclusive)	-		-	
Above \$100,000,000	-		-	
Total <sup>Note 1</sup>	8		8	

[Note 1] The Company has 7 directors, in aggregate total of 8 directors, with respective disclosure remuneration of the Company's juristic-person director, Sinyi Co., Ltd., and its representative.

[Note 2] On 8/24/2021, the juridical-person director, Sinyi Co., Ltd., reassigned Mr. Chou Ken-Yu as its representative of the Company's director to replace Ms. Chou Wang Mei-Wen, the Vice Chairperson of the Company.

For more information on Directors' remuneration and a remuneration chart, please see [Sinyi Realty's 2021 annual report, p. 3-17~3-18, 3-22~3-23](#)

## Note B - Ages and Genders of Board Members

	Age Group			Gender	
	30 and under	31-50	51 and over	Male	Female
	-	2	5	6	1

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## Note C - Remuneration for General Manager and Vice General Managers

### 1. Remuneration for General Manager and Vice General Managers

NT\$ thousands

Title	Name	Wages (A)		Pension (B)		Bonus and Special Disbursement, etc. (C) <sup>Note 1</sup>		Employee Remuneration (D) <sup>Note 2</sup>				Ratio(%) of the Aggregate Amount of A, B, C and D to the Net Income After Tax <sup>Note 3</sup>		Amount of the Share Subscription Warrants for Employees Received		Number of the Restricted Shares for Employees		Whether Receiving Remuneration from Companies Other Than the Subsidiaries of the Company or Not	
		The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company		All Companies Specified in the financial statements		The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements	The Company	All Companies Specified in the financial statements		
								Cash Bonus	Share Bonus	Cash Bonus	Share Bonus								
General Manager	Liu Yuan-Chih																		
CEO of Group Platform	Hsueh Chien-Ping																		
General Manager of Innovation & Integration Business Group	Su Jyun-Bin																		
Chief Transformation Officer and Head of Digital Intelligent Center, concurrently	Chou Ken-Yu																		
Ethics Director Chief Human Resource Officer, concurrently	Yang Pai-Chuan																		
Vice General Manager of General Manager's Office	Chou Chuang Yun																		
Vice General Manager of General Manager's Office	Chen Li-Hsing																		
Vice General Manager of Real Estate Agent Division	Lin San-Chih	43,951	44,878	1,744	1,744	72,210	73,266	290	-	290	-	118,194 5.03%	120,178 5.11%	-	-	-	-	2,000	
Auditor-General	Chou Su-Hsiang																		
Chief Financial Officer	Wang Jun-Yen																		
Vice General Manager of Public Affairs Department	Lin Jun-An																		
Vice General Manager of Innovation & Integration Business Group	Su Shou-Jen																		
Vice General Manager of Real Estate Agent Division	Hsin Hong-Jun																		
Vice General Manager of Real Estate Agent Division	Feng Chi-Yi																		
Vice General Manager of Selling Agency Division	Lee Shao-Kang																		
Vice General Manager of Chairperson's Office	Su Yi-Jie <sup>Note 5</sup>																		

[Note 1] The aforementioned expenses include rental, fuel expense and maintenance expense of the cars used by CEO of Group Platform Business and General Manager. House rental for CEO of Group Platform Business is included as well.  
 [Note 2] Employee Remuneration allocated to the Company's General Manager and vice General Managers is one part of the amount NT\$29,247 thousand dollars of employee remuneration resolved by the Board of Directors Meeting on February 25, 2022. The resolution was reported in the general shareholders' meeting on May 19, 2022.  
 [Note 3] The term "net profit after tax" as set forth herein denotes the net profit after tax as shown through the individual financial statements for 2021.  
 [Note 4] The remuneration to the General Manager's chauffeurs of the Company was already disclosed in the note of remuneration to directors.  
 [Note 5] Mr. Su Yi-Jie was transferred to the affiliate of the Company in May, 2021 and his remuneration for 2021 above does not include remuneration after the transfer.

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## 2. Remuneration Listed by Range of General Manager and Vice General Managers

Range of the Remuneration Paid to the Company's General Manager and Vice General Managers	2021	
	The Company	All Companies Specified in the Financial Statements
Below \$1,000,000	-	-
\$1,000,000 (inclusive) ~ \$2,000,000 (exclusive)	Su Yi-Jie <sup>Note2</sup>	Su Yi-Jie <sup>Note2</sup>
\$2,000,000 (inclusive) ~ \$3,500,000 (exclusive)	Lin Jun-An	Lin Jun-An
\$3,500,000 (inclusive) ~ \$5,000,000 (exclusive)	-	-
\$5,000,000 (inclusive) ~ \$10,000,000 (exclusive)	Hsueh Chien-Ping <sup>Note1</sup> , Su Jyun-Bin, Hsin Hong-Jun, Feng Chi-Yi, Chou Chuang Yun, Yang Pai-Chuan, Chen Li-Hsing, Chou Su-Hsiang, Wang Jun-Yen, Su Shou-Jen, Lin San-Chih, Chou Ken-Yu <sup>Note3</sup>	Su Jyun-Bin, Hsin Hong-Jun, Feng Chi-Yi, Chou Chuang Yun, Yang Pai-Chuan, Chen Li-Hsing, Chou Su-Hsiang, Wang Jun-Yen, Su Shou-Jen, Lin San-Chih, Chou Ken-Yu <sup>Note3</sup>
\$10,000,000 (inclusive)~ \$15,000,000 (exclusive)	Liu Yuan-Chih <sup>Note1</sup> , Lee Shao-Kang	Liu Yuan-Chih <sup>Note1</sup> , Hsueh Chien-Ping <sup>Note1</sup> , Lee Shao-Kang
\$15,000,000 (inclusive)~ \$30,000,000 (exclusive)	-	-
\$30,000,000 (inclusive)~ \$50,000,000 (exclusive)	-	-
\$50,000,000 (inclusive)~ \$100,000,000 (exclusive)	-	-
Above \$100,000,000	-	-
Total	16	16

[Note 1] Remuneration of CEO of Group Platform Business and the Company's General Manager include the rental, fuel expense and maintenance expense of the cars provided by the Company and house rental provided by the Company's subsidiary for CEO of Group Platform Business.

[Note 2] Mr. Su Yi-Jie was transferred to the affiliate of the Company in May, 2021 and his remuneration for 2021 above does not include remuneration after the transfer.

[Note 3] Mr. Chou Ken-Yu is promoted as Chief Transformation Officer and concurrently serves as head of Digital Intelligence Center in October, 2021.

For more information on General Manager and Vice General Managers' remuneration and a remuneration chart, please see [Sinyi Realty's 2021 annual report](#), p. 3-20~3-25

## Note D - Distribution of Contract Types 2-7 2-8

	2021						
	Male	Female	Other <sup>Note</sup>	Total	Taiwan	China	Japan
Number of employees (head count / FTE)	3,078	2,014	0	<b>5,092</b>	5,092	471	105
Number of permanent employees (head count / FTE)	3,060	1,978	0	<b>5,038</b>	5,038	471	105
Number of temporary employees (head count / FTE)	18	36	0	<b>54</b>	0	0	0
Number of non-guaranteed hours employees (head count / FTE)	0	0	0	<b>0</b>	0	0	0
Number of full-time employees (head count / FTE)	3,068	2,004	0	<b>5,072</b>	5,072	471	105
Number of part-time employees (head count / FTE)	10	10	0	<b>20</b>	20	0	0

[Note] Other: Gender as specified by the employees themselves.

## Note E - Educational Levels

	2019		2020		2021	
	Number of Employees	Percentage	Number of Employees	Percentage	Number of Employees	Percentage
<b>Total Employees</b>	<b>4,716</b>	<b>100.0%</b>	<b>4,997</b>	<b>100.0%</b>	<b>5,092</b>	<b>100.0%</b>
Pre-Bachelor's	239	5.07%	228	4.6%	216	4.24%
Bachelor's Degree	4,133	87.64%	4,398	88.0%	4,458	87.55%
Master's Degree	339	7.19%	366	7.3%	415	8.15%
Doctorate	5	0.11%	5	0.1%	3	0.06%

[Note] Pre-Bachelor's (incl. high school and vocational school graduates)—specialist employees (masseurs, drivers, operators, etc.) or senior employees (hired prior to the 1986 adjustment of employment policy to hiring only university graduates or higher). Bachelor's Degree—Includes both two-year (post-Associate's) and four-year programs.

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### Note F - Employees Age Group 405-1

		Senior Management (VP or higher)		Middle Management (Regional managers)		Base-level Management (Store managers)		General Employees		Total
		Female	Male	Female	Male	Female	Male	Female	Male	
2019	<b>Total Employees</b>	<b>3</b>	<b>12</b>	<b>8</b>	<b>88</b>	<b>91</b>	<b>370</b>	<b>1,658</b>	<b>2,486</b>	<b>4,716</b>
	30 and under	0	0	0	0	2	14	785	1,219	2,020
	Percentage	0.0%	0.0%	0.0%	0.0%	2.2%	3.8%	47.3%	49.1%	42.8%
	31-50 (incl.)	2	2	3	58	82	343	837	1,214	2,541
	Percentage	66.7%	16.7%	37.5%	65.9%	90.2%	92.7%	50.5%	48.8%	53.9%
	51 and over	1	10	5	30	7	13	36	53	155
Percentage	33.3%	83.3%	62.5%	34.1%	7.6%	3.5%	2.2%	2.1%	3.3%	
2020	<b>Total Employees</b>	<b>3</b>	<b>14</b>	<b>7</b>	<b>61</b>	<b>102</b>	<b>410</b>	<b>1,794</b>	<b>2,606</b>	<b>4,997</b>
	30 and under	0	0	0	0	0	13	855	1,242	2,110
	Percentage	0.00%	0.00%	0.00%	0.00%	0.00%	3.17%	47.66%	47.66%	42.23%
	31-50 (incl.)	0	1	4	36	95	367	891	1,306	2,700
	Percentage	0.00%	7.14%	57.14%	59.02%	93.14%	89.51%	49.67%	50.12%	54.03%
	51 and over	3	13	3	25	7	30	48	58	187
Percentage	100.00%	92.86%	42.86%	40.98%	6.86%	7.32%	2.68%	2.23%	3.74%	
2021	<b>Total Employees</b>	<b>2</b>	<b>16</b>	<b>8</b>	<b>61</b>	<b>106</b>	<b>434</b>	<b>1,898</b>	<b>2,567</b>	<b>5,092</b>
	30 and under	0	0	0	0	2	18	862	1,153	2,035
	Percentage	0.00%	0.00%	0.00%	0.00%	1.89%	4.15%	45.42%	44.92%	39.96%
	31-50 (incl.)	0	2	5	36	95	382	978	1,342	2,840
	Percentage	0.00%	12.50%	62.50%	59.02%	89.62%	88.02%	51.53%	52.28%	55.77%
	51 and over	2	14	3	25	9	34	58	72	217
Percentage	100.00%	87.50%	37.50%	40.98%	8.49%	7.83%	3.06%	2.80%	4.26%	

[Note] Total employees = the number of employees at the end of the reporting period.

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# Sustainability Performance Overview

## Note G - New Hires and Turnover Structure 401-1

		New Hires						Departed Employees					
		2019		2020		2021		2019		2020		2021	
		Number of Employees	%	Number of Employees	%	Number of Employees	%	Number of Employees	%	Number of Employees	%	Number of Employees	%
Gender	Male	1,072	62.8%	929	59.7%	658	55%	839	64.2%	847	63.3%	671	60.3%
	Female	635	37.2%	628	40.3%	538	45%	467	35.8%	491	36.7%	442	39.7%
Age Bracket	30 and under	1,322	77.4%	1,226	78.7%	909	76%	993	23.7%	875	65.4%	715	64.2%
	31-50 (incl.)	384	22.5%	327	21.0%	282	24%	309	76%	448	33.5%	385	34.6%
	51 and over	1	0.1%	4	0.3%	5	0.4%	4	0.3%	15	1.1%	13	1.2%
Region	Taipei/Taoyuan/Hsinchu	1,211	70.9%	1,073	68.9%	745	62.3%	1,158	88.7%	936	70.0%	759	68.2%
	Central Taiwan	259	15.2%	252	16.2%	232	19.4%	69	5.3%	198	14.8%	190	17.1%
	Southern Taiwan	237	13.9%	232	14.9%	219	18.3%	79	6%	204	15.2%	164	14.7%
<b>TOTAL</b>		<b>1,707</b>	<b>100%</b>	<b>1,557</b>	<b>100%</b>	<b>1,196</b>	<b>100%</b>	<b>1,306</b>	<b>100%</b>	<b>1,338</b>	<b>100%</b>	<b>1,113</b>	<b>100%</b>

[Note 1] New hires are cumulative for the year.

[Note 2] Central Taiwan—Central region and administrative areas. Southern Taiwan—Tainan, Kaohsiung, and administrative areas.

## Note H - Employees Turnover Rate by Year 401-1

Year	2019	2020	2021
Average Turnover Rate Across All Employees	28%	26.44%	22.32%

[Note] Turnover Rate = Cumulative Total of Departures for Year / [(Total Employees at Beginning of Year + Total Employees at End of Year) / 2]

## Note I - Average Training Hours 404-1

		2019			2020			2021		
		Number of Employees	Total Hours	Average Hours	Number of Employees	Total Hours	Average Hours	Number of Employees	Total Hours	Average Hours
Rank	General Employees	4,144	192,468	46.44	4,400	173,502	39.22	4,465	191,354	42.86
	Base-level Management	461	12,845	27.86	512	22,499	43.77	540	29,766	55.12
	Middle Management	96	3,860	40.21	68	4,071	59	69	3,278	47.51
	Senior Management	15	870	58	17	620.5	36.5	18	612	34.00
Gender	Male	2,956	126,025	42.63	3,091	124,997	47.69	3,078	137,256	44.59
	Female	1,760	84,018	47.74	1,906	75,698	41.98	2,014	87,754	43.57
<b>TOTAL</b>		<b>4,716</b>	<b>210,043</b>	<b>45.19</b>	<b>4,997</b>	<b>200,693</b>	<b>44.62</b>	<b>5,092</b>	<b>225,010</b>	<b>44.19</b>

[Note] Source from Sinyi e-Schools Training and Education System Data (01/01-12/31) included sum of branches training lessons.

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## Note J - Percentage of Female Employees and Management

Year		2019	2020	2021
General Employees	Total	4,716	4,997	5,092
	Number of Female	1,760	1,906	2,014
	<b>Percentage of Female</b>	<b>37.32%</b>	<b>38.14%</b>	<b>39.5%</b>
Management Level	Total	572	597	627
	Number of Female	102	112	116
	<b>Percentage of Female</b>	<b>17.83%</b>	<b>18.76%</b>	<b>18.5%</b>

## Note L - The Number of "Sinyi Babies"

Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	TOTAL
Total Number of "Sinyi Babies"	181	211	253	217	212	204	156	182	255	<b>1,871</b>
First-Born Children	144	139	169	120	136	113	73	125	179	<b>1,198</b>
Subtotal of Second-Child or More	37	72	84	97	76	91	83	57	76	<b>673</b>
Second-Child	33	67	78	82	71	86	76	51	65	<b>609</b>
Third-Child	3	4	5	15	5	5	6	6	10	<b>60</b>
Fourth-Child	1	1	1	0	0	0	1	0	1	<b>5</b>

## Note K - Employees Applications for Parental Leave and their Returns to Work 401-3

Type	Gender	2019	2020	2021
Number of Employees Eligible to Apply for Parental Leave <sup>Note 1</sup>	Male	321	288	270
	Female	180	154	155
	<b>TOTAL</b>	<b>501</b>	<b>442</b>	<b>425</b>
Number of Employees Applying for Parental Leave	Male	18	22	16
	Female	50	40	42
	<b>TOTAL</b>	<b>68</b>	<b>62</b>	<b>58</b>
Employees Eligible to Return Returning to Previous Positions after Unpaid Parental Leave (A)	Male	18	20	27
	Female	40	31	20
	<b>TOTAL</b>	<b>58</b>	<b>51</b>	<b>47</b>
Employees Returning to Previous Positions after Unpaid Parental Leave (B)	Male	10	14	18
	Female	25	25	12
	<b>TOTAL</b>	<b>35</b>	<b>39</b>	<b>30</b>
Return to Work Rate (B/A) <sup>Note 2</sup>	Male	56%	70%	67%
	Female	63%	81%	60%
Number of Employees that Returned to Work After Parental Leave in the Previous Year (C)	Male	17	10	14
	Female	41	25	25
	<b>TOTAL</b>	<b>58</b>	<b>35</b>	<b>39</b>
Employees Remaining at Company over 12 Months after Unpaid Parental Leave (D)	Male	14	10	10
	Female	32	23	23
	<b>TOTAL</b>	<b>46</b>	<b>33</b>	<b>33</b>
Retention Rate (D/C) <sup>Note 3</sup>	Male	82%	100%	71%
	Female	78%	92%	92%

[Note 1] Employees who are after six months of employment could apply for parental leave before each child reaches the age of three. For those who raise two or more children at the same time, their parental leave period shall be calculated together. We identified number for qualified parental leave by employees who applied for maternity subsidy.

[Note 2] Return to Work Rate = Actual Number of Employees Returning After Parental Leave (B) / Anticipated Number of Employees Returning After Parental Leave (A) x 100%

[Note 3] Retention Rate = Number of Employees Still at Company 12 Months after Returning from Parental Leave (D) / Number of Employees that Returned to Work After Parental Leave in the Previous Year (C) X 100%

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# Sustainability Performance Overview

## Note M –Work-Related Injuries and Ill Health Statistics

403-9 403-10 SDG3

Year	2019		2020		2021	
	General Work Injury	Work-related ill health	General Work Injury	Work-related ill health	General Work Injury	Work-related ill health
Accident Type						
Number Of Recordable Work-Related Injuries	203	1	184	0	191	0
Number Of Fatalities	0	0	0	0	0	0
Lost Day	3,896 days		2,827 days		2,400 days	
Recordable Traffic Accident Injuries	N/A		294		231	
High-Consequence Traffic Accident Injuries	N/A		55 cases accounts for 18.71% of all traffic accidents		16 cases accounts for 17.39% of all traffic accidents	

[Note]  
 1. Total Working Hours =12,367,575 (number of employees\* hours worked in a day\* days worked in a year)  
 2. Total Work Days =1,374,175 (number of employees\* days worked in a year)  
 3. Work-related injuries and ill health are those that arise from exposure to hazards at work. We disclosure lost days which included days from accident to recovery.  
 4. According to risk assessment and accident investigation, our work-related injuries are mostly caused by traffic accidents, and the number of high-consequence traffic accident injuries refers to those whose employees have taken more than 4 days off.

## Note N - Disabling Injury Frequency Rate

403-9 SDG3

Year	2019	2020	2021
Male	7.01	10.01	11.09
Female	11.08	16.25	16.94
<b>TOTAL</b>	<b>8.53</b>	<b>11.96</b>	<b>13.48</b>

[Note] Disabling Injury Frequency Rate  
 [DIFR] = [ Total Number of Recordable Disabling Injuries / Total Working Hours ] x 1,000,000.

## Note O - Lost Day Rate

SDG3

Year	2019	2020	2021
Male	181.14	159.72	194.15
Female	267.24	208.46	149.67
<b>TOTAL</b>	<b>213.27</b>	<b>178.62</b>	<b>176.6</b>

[Note] Lost Day Rate = (Lost Work Days / Total Work Hours) x 1,000,000

## Note P - Absentee Rate

SDG3

Year	2019	2020	2021
Male	0.35%	0.24%	0.75%
Female	1.17%	0.44%	1.6%
<b>TOTAL</b>	<b>0.66%</b>	<b>0.32%</b>	<b>1.09%</b>

[Note] Absentee Rate = (Days Absent / Total Work Days) x 100%  
 Includes days absent due to sick leave, menstrual leave, and work injury leave

## Note Q - Employees Engagement Survey Average Score Survey

Year	2019	2020	2021
Value identification	4.61	4.67	4.61
Job value	4.66	4.24	4.15
Behavioral identity	4.59	4.32	4.22
Passion for work	4.45	4.07	3.93
Balanced life	4.04	3.47	3.18
Growth needs	4.44	4.10	3.99
Organizational innovation	4.42	4.09	3.87
Department cooperation	4.41	4.11	3.89
Business strategy	4.43	4.04	3.81
Internal communication	4.26	3.90	3.61
Incentive mechanism	3.97	3.53	3.22

[Note] The questionnaire used Likert Scale.

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# GRI Content Index

Sinyi Realty has reported the information cited in this GRI content index for the period year of 2021 (2021/01/01-2021/12/31) with reference to the GRI Standards. The following indicators have been verified externally, and the verification results are detailed in the independent assurance opinion statement.

**GRI 1: Foundation 2021 [No disclosure index in GRI 1]**

**GRI 2: General Disclosure 2021**

- Sustainable Development Best Practice Principles for TWSE/TPEX Listed Companies
- The United Nations Global Compact (UNGC)
- ISO 26000 Guidance on Social Responsibility
- The UN Sustainable Development Goals (SDGs)

GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
<b>GRI 2 : General Disclosure 2021</b>			
<b>The organization and its reporting practices</b>			
2-1	Organizational details	1 About Sinyi Realty - Corporate Profile <a href="#">p. 5</a>	
2-2	Entities included in the organization's sustainability reporting	1 About Sinyi Realty - About This Report <a href="#">p. 6</a> Sinyi Realty as the report entity	
2-3	Reporting period, frequency and contact point	1 About Sinyi Realty - About This Report <a href="#">p. 6</a>	TWSE / TPEX Chapter 1, Chapter 5
2-4	Restatements of information	1 About Sinyi Realty - About This Report <a href="#">p. 6</a> , and explained in each chapter.	
2-5	External assurance	1 About Sinyi Realty - About This Report <a href="#">p. 6</a> 8 Appendix - Independent Assurance Opinion Statement <a href="#">p. 107</a>	TWSE / TPEX Chapter 1, Chapter 5
<b>Activities and workers</b>			
2-6	Activities, value chain and other business relationships	1 About Sinyi Realty - Corporate Profile <a href="#">p. 5</a> There are no any products or services that are banned in certain markets. 2 Sustainable Development - Sinyi Realty's Business Model <a href="#">p. 10</a> 7 Supply Chain -Sinyi Realty Supply Chain System <a href="#">p. 67</a> No significant changes to the organization and its supply chain.	ISO 20400
2-7	Employees	1 About Sinyi Realty - Corporate Profile <a href="#">p. 5</a> 8 Appendix - Sustainability Performance Overview <a href="#">p. 74</a> 4 Social[Internal] - Positive Labor - Employer Relations <a href="#">p. 35</a> 8 Appendix - Sustainability Performance Overview - Distribution of Contract Types <a href="#">p. 81</a>	SDG8 UNGC Principle 6
2-8	Workers who are not employees	4 Social[Internal] - Positive Labor-Employer Relations <a href="#">p. 35</a> 8 Appendix - Sustainability Performance Overview - Distribution of Contract Types <a href="#">p. 81</a>	SDG8 UNGC Principle 6
<b>Governance</b>			
2-9	Governance structure and composition	6 Governance - Sustainable Governance Structure and Procedures <a href="#">p. 57</a> 6 Governance - Sustainability Assessment, ESG Performance and Management <a href="#">p. 58</a> 6 Governance - Board of Directors' Structure and Operation <a href="#">p. 59</a> Comprehensive Organizational Chart: Sinyi Sustainability Website - Governance Structure <a href="http://csr.sinyi.com.tw/en/governance/organization.php">http://csr.sinyi.com.tw/en/governance/organization.php</a> 6 Governance - Director Training <a href="#">p. 60</a>	

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GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
2-10	Nomination and selection of the highest governance body	Sinyi Sustainability Website - Board of Directors <a href="http://csr.sinyi.com.tw/en/governance/board-of-directors.php">http://csr.sinyi.com.tw/en/governance/board-of-directors.php</a>	
2-11	Chair of the highest governance body	6 Governance - Corporate Vision p. 57 6 Governance - Sustainable Governance Structure and Procedures p. 57	
2-12	Role of the highest governance body in overseeing the management of impacts	2 Sustainable Development - Stakeholder Engagement p. 20 6 Governance - Corporate Vision p. 57 6 Governance - Responsible Unit for Sustainable Affairs: Total Ethical Management Committee p. 57 6 Governance - Sustainability Assessment, ESG Performance and Management p. 58 6 Governance - Processes for Consultation between Stakeholders p. 59 6 Governance - Risk Management p. 64	
2-13	Delegation of responsibility for managing impacts	6 Governance - Sustainability Assessment, ESG Performance and Management p. 58	
2-14	Role of the highest governance body in sustainability reporting	6 Governance - Corporate Vision p. 57 6 Governance - Responsible Unit for Sustainable Affairs: Total Ethical Management Committee p. 57	
2-15	Conflicts of interest	6 Governance - Board of Directors' Operations p. 59 Sinyi Realty 2021 Annual Report p. 3-26, 3-117, 8-36	
2-16	Communication of critical concerns	6 Governance - Board of Directors' Operations p. 59	
2-17	Collective knowledge of the highest governance body	6 Governance - Director Training p. 60	SDG4
2-18	Evaluation of the performance of the highest governance body	6 Governance - Performance Evaluations of the Board of Directors and Functional Committees p. 60	
2-19	Remuneration policies	6 Governance - Compensation and Sustainability Performance p. 60 6 Governance - Remuneration Mechanism for the Board of Directors p. 60 8 Appendix - Sustainability Performance Overview p. 78-81 Sinyi Realty 2021 Annual Report p. 3-17~3-25	
2-20	Process to determine remuneration	4 Social[Internal]- Reasonable Remuneration and Promotion System p. 38 2 Sustainable Development - Materiality Analysis p. 17, Stakeholder Engagement p. 20 Sinyi Sustainability Website - Functional Committees <a href="http://csr.sinyi.com.tw/en/governance/committee.php">http://csr.sinyi.com.tw/en/governance/committee.php</a>	
2-21	Annual total compensation ratio	Sinyi Realty takes Taiwan as the main location, and the personal highest annual income was 14.23 times higher than the median annual income of all employees in Taiwan. Taiwan's highest annual salary decrease percentage is 3.93%, so the highest individual annual income and the median annual income of all employees in the country (excluding the highest individual annual income) is minus 10.34 times.	

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GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
<b>Strategy, policies and practices</b>			
2-22	Statement on sustainable development strategy	1 About Sinyi Realty - Message from the Management p. 3, 4	TWSE / TPEX Chapter 1
2-23	Policy commitments	6 Governance - Sustainable Development Strategy and Code p. 62 6 Governance - Whistleblower System p. 63 6 Governance - Risk Management p. 64 8 Appendix - Management of Material Topics p. 71-73 Sinyi Sustainability Website - Policies and Principles <a href="http://csr.sinyi.com.tw/en/certificates/policy.php">http://csr.sinyi.com.tw/en/certificates/policy.php</a>	UNGC Principle 10
2-24	Embedding policy commitments	6 Governance - Sustainable Development Strategy and Code p. 62 8 Appendix - Management of Material Topics p. 71-73	
2-25	Processes to remediate negative impacts	2 Sustainable Development - Stakeholder Engagement p. 20 6 Governance - Whistleblower System p. 63 4 Social(Internal) - Communication Policy p. 35	
2-26	Mechanisms for seeking advice and raising concerns	6 Governance - Whistleblower System p. 63 Sinyi Sustainability Website - Ethics and Compliance <a href="http://csr.sinyi.com.tw/en/governance/ethics.php">http://csr.sinyi.com.tw/en/governance/ethics.php</a>	
2-27	Compliance with laws and regulations	6 Governance - Compliance Management p. 63 5 Social(External)- p. 46, 47 [2 events of severe penalty, more than NTDS 100,000, and in compliance with marketing related regulations; Error Rate on Instruction of Real Estate 0.002%] 8 Appendix - Sustainability Performance Overview p. 76 Sinyi Sustainability Website - Announcement <a href="http://csr.sinyi.com.tw/en/news/event.php">http://csr.sinyi.com.tw/en/news/event.php</a>	
2-28	Membership associations	Sinyi Sustainability Website - Governance Structure <a href="http://csr.sinyi.com.tw/en/governance/organization.php">http://csr.sinyi.com.tw/en/governance/organization.php</a>	
<b>Stakeholder engagement</b>			
2-29	Approach to stakeholder engagement	2 Sustainable Development - Materiality Analysis p. 17 2 Sustainable Development - Stakeholder Engagement p. 20 4 Social(Internal)- employee engagement survey p. 35 Sinyi Realty 2021 Annual Report p. 3-64~3-68 The communication process has been developed and is not specifically carried out for this report.	ISO 26000 6.7.1, 6.7.2, 6.7.6 TWSE / TPEX Chapter 2, Chapter 6
2-30	Collective bargaining agreements	Although Sinyi Realty did not set up labor union and has no group agreement, it still holds a labor conference quarterly and has a transparent communication channels.	UNGC Principle 6



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### Material Topics

GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
<b>GRI 3: Material Topics 2021</b>			
3-1	Process to determine material topics	2 Sustainable Development - Materiality Analysis <a href="#">p. 17-19</a>	
3-2	List of material topics	2 Sustainable Development - Materiality Analysis <a href="#">p. 17-19</a> There is no significant difference in material topics and boundaries.	
<b>Economic Performance</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 71</a>	
<b>GRI 201: Economic Performance 2016</b>			
201-1	Direct economic value generated and distributed	8 Appendix - Sustainability Performance Overview <a href="#">p. 74</a>	SDG8 ISO 26000 6.8.1, 6.8.2, 6.8.3, 6.8.7, 6.8.9
201-2	Financial implications and other risks and opportunities due to climate change	3 Environment - Climate Governance and Action <a href="#">p. 27, 28</a> 8 Appendix - TCFD content index <a href="#">p. 100</a> <a href="#">Sinyi Realty TCFD Report</a>	UNGC Principle 7, SDG13, ISO 26000 6.5.5 TWSE / TPEX Chapter 2, Chapter 3, Chapter 6
201-3	Defined benefit plan obligations and other retirement plans	4 Social(Internal) - retirement plan <a href="#">p. 41</a>	ISO 26000 6.8.7
201-4	Financial assistance received from government	The total amount of financial subsidies received from the government in 2021 was NTS 566,720, including: 1. The Environmental Protection Administration: Incentive NTS 300,000 for low-carbon product. 2. Taipei City Government Department of Economic Development: Subsidy of NTS 216,720 for installing smart energy saving system. 3. Taichung City Government Economic Development Bureau: Incentive NTS 50,000 for energy saving.	
<b>Indirect Economic Impacts</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 71</a>	
<b>GRI 203: Indirect Economic Impacts 2016</b>			
203-1	Infrastructure investments and services supported	5 Social(External) - Input and Outcomes <a href="#">p. 54</a>	SDG11 ISO 26000 6.3.9, 6.8.1, 6.8.2, 6.8.7, 6.8.9 TWSE / TPEX Chapter 4
203-2	Significant indirect economic impacts	5 Social(External) - Input and Outcomes <a href="#">p. 54</a> 5 Social(External) - Community Building <a href="#">p. 49</a>	SDG8, 10 ISO 26000 6.3.9, 6.6.6, 6.6.7, 6.7.8, 6.8.1, 6.8.2, 6.8.5, 6.8.7, 6.8.9 TWSE / TPEX Chapter 4

## GRI Content Index

GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
<b>Water and Effluents</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 71</a>	
<b>GRI 303: Water and Effluents 2018</b>			
303-3	Water withdrawal	3 Environment - Water Stewardship <a href="#">p.31</a> Sinyi Sustainability Website - Water Stewardship <a href="http://csr.sinyi.com.tw/en/environment/water-resources.php">http://csr.sinyi.com.tw/en/environment/water-resources.php</a>	SDG6 UNGC Principle 7,8 ISO 26000 6.5.4 TWSE / TPEX Chapter 3
303-4	Water discharge	Sinyi Sustainability Website - Water Stewardship <a href="http://csr.sinyi.com.tw/en/environment/water-resources.php">http://csr.sinyi.com.tw/en/environment/water-resources.php</a>	SDG6 ISO 26000 6.5.4 TWSE / TPEX Chapter 3
303-5	Water consumption	Sinyi Sustainability Website - Water Stewardship <a href="http://csr.sinyi.com.tw/en/environment/water-resources.php">http://csr.sinyi.com.tw/en/environment/water-resources.php</a>	SDG6
<b>Emissions</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 71</a>	
<b>GRI 305: Emissions 2016</b>			
305-1	Direct (Scope 1) GHG emissions	3 Environment – Energy and Carbon Management <a href="#">p. 30</a> Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG3,12,13 UNGC Principle 7,8 ISO 26000 6.5.5 TWSE / TPEX Chapter 3
305-2	Energy indirect (Scope 2) GHG emissions	3 Environment – Energy and Carbon Management <a href="#">p. 30</a> Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG3,12,13 UNGC Principle 7,8 ISO 26000 6.5.5 TWSE / TPEX Chapter 3
305-3	Other indirect (Scope 3) GHG emissions	3 Environment – Energy and Carbon Management <a href="#">p. 30</a> Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG3,12,13 UNGC Principle 7,8 ISO 26000 6.5.5 TWSE / TPEX Chapter 3

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GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
305-4	GHG emissions intensity	3 Environment - Energy and Carbon Management p. 30 Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG13 UNGC Principle 8 ISO 26000 6.5.5 TWSE / TPEX Chapter 3
305-5	Reduction of GHG emissions	3 Environment - From Nearly Zero to Net Zero p. 32 Sinyi Sustainability Website - GHG Inventory <a href="http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php">http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php</a>	SDG13 UNGC Principle 8,9 ISO 26000 6.5.5 TWSE / TPEX Chapter 3
305-6	Emissions of ozone-depleting substances (ODS)	There is no ODS emissions in Sinyi Realty.	ISO 26000 6.5.3, 6.5.5 TWSE / TPEX Chapter 3
305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	There is no such emissions in Sinyi Realty.	ISO 26000 6.5.3 TWSE / TPEX Chapter 3
<b>Employment</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 72	
<b>GRI 401: Employment 2016</b>			
401-1	New employee hires and employee turnover	4 Social[Internal] - Labor-employer Relations p. 35 Appendix - Sustainability Performance Overview Note G - new hires and turnover structure p. 83	SDG8 UNGC Principle 6 ISO 26000 6.4.3
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	4 Social[Internal] - benefits and retirement plans p. 41 Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/employee/system.php">http://csr.sinyi.com.tw/en/employee/system.php</a>	ISO 26000 6.4.4, 6.8.7
401-3	Parental leave	4 Social[Internal] - D&I policies p. 42 4 Social[Internal] - Benefits plans p. 41 8 Appendix - Sustainability Performance Overview Note K - employees applications for parental leave and their returns to work p. 84 Sinyi Sustainability Website <a href="https://csr.sinyi.com.tw/en/employee/system-3.php">https://csr.sinyi.com.tw/en/employee/system-3.php</a>	ISO 26000 6.4.4

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GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
<b>Occupational Health and Safety</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 71</a>	
<b>GRI 403: Occupational Health and Safety 2018</b>			
403-1	Occupational health and safety management system	4 Social[Internal] - occupational health and safety <a href="#">p. 39</a> Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/employee/workplace.php">http://csr.sinyi.com.tw/en/employee/workplace.php</a>	ISO 26000 6.4.6
403-2	Hazard identification, risk assessment, and incident investigation	4 Social[Internal]- occupational health and safety <a href="#">p. 39</a> 8 Appendix - Sustainability Performance Overview – Note M, N, O, P, U <a href="#">p. 85</a>	ISO 26000 6.4.6, 6.8.8
403-3	Occupational health services	4 Social[Internal]- dedicated happy health management center <a href="#">p. 40</a>	SDG3 ISO 26000 6.4.6, 6.8.8
403-4	Worker participation, consultation, and communication on occupational health and safety	Sinyi listens to employees' voices and has transparent communication channels; it holds the labor conference so Sinyi did not set up labour union. 4 Social[Internal] - <a href="#">p. 39</a>	ISO 26000 6.4.6
403-5	Worker training on occupational health and safety	4 Social[Internal]- training for occupational health and safety <a href="#">p. 39</a>	
403-6	Promotion of worker health	4 Social[Internal] - dedicated happy health management center <a href="#">p. 40</a>	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4 Social[Internal] - Risk Assessment and Management <a href="#">p. 39</a>	
403-8	Workers covered by an occupational health and safety management system	4 Social[Internal] - dedicated happy health management center <a href="#">p. 40</a>	
403-9	Work-related injuries	4 Social[Internal]- occupational health and safety <a href="#">p. 39</a> 8 Appendix - Sustainability Performance Overview - Note M, N, O, P, U <a href="#">p. 85</a>	SDG3
403-10	Work-related ill health	8 Appendix - Sustainability Performance Overview - Note M, N, O, P, U <a href="#">p. 85</a>	SDG3
<b>Training and Education</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 72</a>	
<b>GRI 404: Training and Education 2016</b>			
404-1	Average hours of training per year per employee	4 Social[Internal] - overview of employee training <a href="#">p. 37</a> 8 Appendix - Sustainability Performance Overview - Note I average training hours <a href="#">p. 83</a>	SDG4, 8 ISO 26000 6.4.7

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# GRI Content Index

GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
404-2	Programs for upgrading employee skills and transition assistance programs	4 Social[Internal] - lifelong learning p. 37, post-retirement re-employment p. 42 Sinyi Sustainability Website <a href="https://csr.sinyi.com.tw/en/employee/system-4.php">https://csr.sinyi.com.tw/en/employee/system-4.php</a>	SDG8 ISO 26000 6.4.7, 6.8.5
404-3	Percentage of employees receiving regular performance and career development reviews	4 Social[Internal] - performance management p. 38	SDG8 ISO 26000 6.4.7
<b>Diversity and Equal Opportunity</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 72	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>			
405-1	Diversity of governance bodies and employees	Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/governance/board-of-directors.php">http://csr.sinyi.com.tw/en/governance/board-of-directors.php</a> <a href="http://csr.sinyi.com.tw/en/employee/appeal.php">http://csr.sinyi.com.tw/en/employee/appeal.php</a> 4 Social[Internal] - employment overview p. 35 4 Social[Internal] - diversity and inclusion p. 42 8 Appendix - Sustainability Performance Overview Note F Employees Age Group p. 82	SDG8 UNGC Principle 6 ISO 26000 6.2.3, 6.3.7, 6.3.10, 6.4.3
405-2	Ratio of basic salary and remuneration of women to men	4 Social[Internal] - gender-friendliness p. 42	SDG8 ISO 26000 6.3.7, 6.3.10, 6.4.3, 6.4.4
<b>Forced or Compulsory Labor</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics p. 72	
<b>GRI 409: Forced or Compulsory Labor 2016</b>			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Social[Internal]- LOHAS p. 64 7 Supply Chain -Supplier Risk Assessment and Evaluation p. 67, 70 Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/employee/workplace.php">http://csr.sinyi.com.tw/en/employee/workplace.php</a> <a href="http://csr.sinyi.com.tw/en/supplychain/achievement.php">http://csr.sinyi.com.tw/en/supplychain/achievement.php</a>	SDG8 UNGC Principle 4 ISO 26000 6.3.3, 6.3.4, 6.3.5, 6.3.10, 6.6.6 TWSE / TPEX Chapter 4

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GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
<b>Supplier Social Assessment</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 72</a>	
<b>GRI 414: Supplier Social Assessment 2016</b>			
414-1	New suppliers that were screened using social criteria	Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/supplychain/achievement.php">http://csr.sinyi.com.tw/en/supplychain/achievement.php</a>	SDG8 UNGC Principle 2 ISO 26000 6.3.3, 6.3.4, 6.3.5, 6.4.3, 6.6.1, 6.6.2, 6.6.6, 6.8.1, 6.8.2, 7.3.1 TWSE / TPEX Chapter 4
414-2	Negative social impacts in the supply chain and actions taken	7 Supply Chain -Supplier Risk Assessment and Evaluation <a href="#">p. 68, 69, 70</a> Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/supplychain/achievement.php">http://csr.sinyi.com.tw/en/supplychain/achievement.php</a>	SDG8 ISO 26000 6.3.3, 6.3.4, 6.3.5, 6.4.3, 6.6.1, 6.6.2, 6.6.6, 6.8.1, 6.8.2, 7.3.1 TWSE / TPEX Chapter 4
<b>Customer Health and Safety</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 73</a>	
<b>GRI 416: Customer Health and Safety 2016</b>			
416-1	Assessment of the health and safety impacts of product and service categories	5 Social[External] - guarantee service <a href="#">p. 47</a>	ISO 26000 6.7.1, 6.7.2, 6.7.4, 6.7.5, 6.8.8 TWSE / TPEX Chapter 4
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Non-related event	ISO 26000 4.6, 6.7.1, 6.7.2, 6.7.4, 6.7.5, 6.8.8 TWSE / TPEX Chapter 4

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GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
<b>Marketing and Labeling</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 73</a>	
<b>GRI 417: Marketing and Labeling 2016</b>			
417-1	Requirements for product and service information and labeling	5 Social(External) - Protecting Customers' Rights <a href="#">p. 47</a>	SDG12 ISO 26000 6.7.1, 6.7.2, 6.7.3, 6.7.4, 6.7.5, 6.7.9 TWSE / TPEX Chapter 4
417-2	Incidents of non-compliance concerning product and service information and labeling	5 Social(External) - Performance Overview <a href="#">p. 46</a>	ISO 26000 4.6, 6.7.1, 6.7.2, 6.7.3, 6.7.4, 6.7.5, 6.7.9 TWSE / TPEX Chapter 4
417-3	Incidents of non-compliance concerning marketing communications	There was one severe penalty, please refer to <a href="#">p. 47</a>	ISO 26000 4.6, 6.7.1, 6.7.2, 6.7.3 TWSE / TPEX Chapter 4
<b>Customer Privacy</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 73</a>	
<b>GRI 418: Customer Privacy 2016</b>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	8 Appendix - Sustainability Performance Overview <a href="#">p. 76</a>	ISO 26000 6.7.1, 6.7.2, 6.7.7 TWSE / TPEX Chapter 4

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GRI Standard	Disclosure	Page number(s) and / or URL	Responding to International Standards
<b>Digital Resilience</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 73</a>	
<b>Digital Resilience</b>			
Custom	Digital Resilience	5 Social(External) - Exceptional Service and Innovation <a href="#">p. 48</a> 6 Governance - Risk Management <a href="#">p. 64</a> Sinyi Sustainability Website <a href="http://csr.sinyi.com.tw/en/governance/risk-management.php">http://csr.sinyi.com.tw/en/governance/risk-management.php</a>	
<b>Promotion of Business Ethics</b>			
<b>GRI 3: Material Topics 2021</b>			
3-3	Management of material topics	8 Appendix - Management of Material Topics <a href="#">p. 73</a>	
<b>Promotion of Business Ethics</b>			
Custom	Promotion of Business Ethics	5 Social(External) - Input and Outcomes <a href="#">p. 54</a> 5 Social(External) - Promotion of Business Ethics <a href="#">p. 51</a>	TWSE / TPEX Chapter 4

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# Sustainability Accounting Standards Board (SASB) Content Index

Sinyi Realty selects applicable indicators from 11 sectors and 77 industries in the SASB Materiality Map of the SASB Standards:

- Sector: Infrastructure
- Industry: Real Estate Services

## Sustainability Strategies and Goals of SASB Material Topics

- Product Design & Lifecycle Management
- Business Ethics

	Product Design & Lifecycle Management	Business Ethics
Meaning to Sinyi	Sinyi Realty has deemed "to foster secure, efficient, and reasonable realty transactions through the synergy of expertise and teamwork." as our creed. The only way to achieve sustainable development is to comply with business ethics and to consider the interests of all stakeholders.	Sinyi Realty is a company operating with a focus on trust. Adhering to ethics and demonstrating integrity is the most important way to win trust, and even the only way in the long run. It is the first priority for Sinyi's sustainable operation.
Our Commitments	Adhering to the spirit of "put righteousness before profit," Sinyi Realty continues to innovate based on customer needs and business ethical thinking. In our operations, we design new service models to solve social problems and upgrade services through digital technology to provide better services.	Following our business philosophy of "Sinyi begins with trust and ends with perfection," Sinyi Realty will implement integrity management in all aspects of the company's operations and continue to improve to create an integrity management and legal compliance culture to ensure all the stakeholders have their long-term interests met.
Policy	<ol style="list-style-type: none"> <li>1. Pay attention to market changes and customer needs, and develop new service models accordingly.</li> <li>2. Review the implementation of policies in accordance with the regularly held annual plan meetings and quarterly review meetings.</li> <li>3. Establish innovation management systems and methods.</li> </ol>	<ol style="list-style-type: none"> <li>1. The main policy is to implement our mission of "Sinyi People, Sinyi Company, Sinyi Society."</li> <li>2. The guiding principle is to integrate ethics and integrity in daily customer service and management.</li> <li>3. Established the "<a href="#">Sinyi Realty Inc. Ethical Corporate Management Best Practice Principles</a>," "<a href="#">Sinyi Realty Inc. Sustainable Development Best Practice Principles</a>," and "<a href="#">Sinyi Group Code of Conduct</a>."</li> </ol>
Responsibility	Total Ethical Management Committee – Social Inclusion Group	Total Ethical Management Committee - Corporate Governance Group
Resources	HR: Customer Service Department, Innovation and Integration Division, Digital Intelligence Center Funding: Develop innovative services	HR: Corporate Ethics Office, Audit Office Funding: Risk management and internal control systems, and promoting business ethics and legal compliance
Grievance Mechanisms	<ol style="list-style-type: none"> <li>1. Customer complaint hotline: 0800-211-922</li> <li>2. 24-hour online customer service</li> <li>3. Customer Service Email: <a href="mailto:sinyi@sinyi.com.tw">sinyi@sinyi.com.tw</a></li> <li>4. Please refer to "Stakeholder Engagement" section</li> </ol>	<ol style="list-style-type: none"> <li>1. Founder Internal Email</li> <li>2. Corporate Ethics Office Email</li> <li>3. Customer complaint hotline: 0800-211-922</li> <li>4. Contact the Audit Office in order to express the opinion or report inappropriate behavior of colleagues.</li> </ol>
Evaluation Mechanisms and Results	<ol style="list-style-type: none"> <li>1. Include service innovation as an important annual plan.</li> <li>2. Customer satisfaction and opinion survey.</li> </ol>	<ol style="list-style-type: none"> <li>1. Chief Ethics Officer regularly reports on the integrity management to the Board of Directors.</li> <li>2. Compliance assessment.</li> <li>3. All employees signed the "Sinyi Group Code of Conduct" with a completion rate of 100%.</li> </ol>
Reference pages	Value Creation Process - Sustainable Innovation <a href="#">p. 8~10</a> Stakeholder Engagement <a href="#">p. 20</a> Exceptional Service and Innovation <a href="#">p. 48</a>	Ethics and Integrity <a href="#">p. 62</a> Compliance management and related instructions <a href="#">p. 63, 47, 76, 94</a>

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## Sustainability Disclosure Topics & Accounting Metrics

Topic	Code	Accounting Metric	2021 Disclosure	Reference pages
<b>SUSTAINABILITY SERVICES</b>				
Revenue from energy and sustainability services	IF-RS-410a.1	<ul style="list-style-type: none"> <li>The entity shall disclose its revenue from energy and sustainability services.</li> <li>The entity shall provide a description of the energy and sustainability services it offers.</li> </ul>	<p>Sinyi Realty primarily provides real estate sales and rental brokerage services. Specific services include sales and leases for pre-sold, surplus and individual units, first-hand and second-hand units; including residential houses, offices, plants, land, and parking spaces. Sinyi does not primarily rely on the provision of sustainable energy services as a source of income, so it does not directly derive income from energy and sustainable services.</p> <p><b>[Measures of improvement and future goals]</b></p> <p>In the service process of real estate brokerage, we also provide community residents' daily life services, such as: one-day plumbers, health inspections of power distribution boxes, top floor greening, etc. In response to community residents' needs, we provide residents with brokerage services related to energy-saving services of professional suppliers.</p> <p>Sinyi Realty's real estate brokerage services are certified by the Environmental Protection Administration's Carbon Footprint Label and Carbon Footprint Reduction Label, and the low-carbon service revenue accounts for 100%. Sinyi's real estate brokerage service income was NT\$13.105 billion.</p>	Main Products and Services p. 5 Value Chain p. 9
(1) Floor area and (2) number of buildings under management provided with energy and sustainability services	IF-RS-410a.2	<p>The entity shall disclose</p> <ol style="list-style-type: none"> <li>The floor area under management for which it provided energy and/or sustainability related services during the reporting period.</li> <li>The number of buildings for which it provided energy and sustainability-related services during the reporting period.</li> </ol>	Not applicable. Sinyi is a company that provides real estate brokerage services. It does not provide property management services, so it does not have building area and quantity which provide energy and sustainability-related services.	
(1) Floor area and (2) number of buildings under management that obtained an energy rating	IF-RS-410a.3	<p>The entity shall disclose</p> <ol style="list-style-type: none"> <li>The floor area under management that obtained an energy rating during the reporting period.</li> <li>The number of buildings that obtained an energy rating during the reporting period.</li> </ol>	Not applicable. Sinyi is a company that provides real estate brokerage services. It does not provide property management services. Therefore, it does not conduct energy rating for buildings that provide energy and sustainable services.	
<b>TRANSPARENT INFORMATION &amp; MANAGEMENT OF CONFLICT OF INTEREST</b>				
Brokerage revenue from dual agency transactions	IF-RS-510a.1	<ul style="list-style-type: none"> <li>The entity shall disclose its revenue from real estate sales brokerage services that directly resulted from dual agency transactions.</li> <li>The entity shall describe its policies and practices to assure the professional integrity and duty of care of its workforce in avoiding of conflicts of interest in dual agency transactions.</li> </ul>	<p>Taiwan's real estate brokerage system is a dual agency system (both buyers and sellers can be dealt with by the same company), and we use this boundary for disclosure. In 2021, Sinyi Realty's real estate brokerage services directly derived income from dual agency transactions totaled NT\$13.298 billion.</p> <p><b>[Measures of improvement and future goals]</b></p> <p>To implement the company's ethical behavior and integrity management that benefit corporate sustainability, Sinyi has formulated and promoted various codes of conduct, such as the "Sinyi Realty Inc. Ethical Corporate Management Best Practice Principles," and stated what code of conduct and ethical principles should be abided by in relevant code to ensure employees' integrity and obligations and avoid interest conflicts in dual agency. Please refer to the "Ethics and Integrity" [p. 62] to learn more about how Sinyi Realty ensures professional and business ethics.</p>	Ethics and Integrity p. 62

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## Sustainability Disclosure Topics & Accounting Metrics

Topic	Code	Accounting Metric	2021 Disclosure	Reference pages
<b>TRANSPARENT INFORMATION &amp; MANAGEMENT OF CONFLICT OF INTEREST</b>				
Revenue from transactions associated with appraisal services	IF-RS-510a.2	<ul style="list-style-type: none"> <li>The entity shall disclose the amount of revenue generated from transactions.</li> <li>The entity shall describe its policies and practices to assure the professional integrity and duty of care of its workforce in avoiding conflicts of interest in appraisal services.</li> </ul>	Not applicable. Sinyi only provides relevant market information to the seller as a reference for selling price during the process of housing brokerage services. It does not provide appraisal services, so there is no income from appraisal services.	
Amount of legal and regulatory fines and settlements associated with professional integrity or duty of care	IF-RS-510a.3	<ul style="list-style-type: none"> <li>The entity shall disclose the total amount of monetary losses it incurred during the reporting period as a result of legal proceedings associated with professional integrity or duty of care.</li> <li>The entity shall briefly describe the nature and context of all monetary losses as a result of legal proceedings.</li> <li>The entity shall describe any corrective actions it has implemented as a result of the legal proceedings.</li> </ul>	Sinyi Realty didn't face any monetary loss due to fraud, corruption or bribery in 2021.	Ethics and Integrity p. 62

## Activity Metrics

Code	Accounting Metric	2021 Disclosure	Reference pages
IF-RS-000.A	Number of property management clients, categorized by: (1) tenants and (2) real estate owners	Not applicable. Sinyi Realty is a company that provides real estate brokerage services. It does not provide property management services, so it does not have property management clients.	
IF-RS-000.B IF-RS-000.C	Floor area under management with owner operational control Number of buildings under management with owner operational control	Sinyi Realty headquarters building is our own assets with owner operational control and available for lease. The total floor area of the Sinyi Realty headquarters building is 17,663.7 square meters.	
IF-RS-000.D	Number of leases transacted, categorized by: (1) tenants and (2) real estate owners	Taiwan's real estate brokerage system is a dual agency system (both buyers and sellers can be dealt with by the same company). Therefore, the number of tenants and real estate owners in Sinyi Realty lease transactions is the same, totaling 4,602.	
IF-RS-000.E	Number of appraisals provided	Not applicable. Sinyi only provides relevant market information to the seller as a reference for selling price during the process of housing brokerage services. It does not provide appraisal services, so there is no appraisal number.	

- This appendix refers to the industry standards of the Sustainability Accounting Standards Board, and passed independent third-party audit (please refer to the Independent Assurance Opinion Statement p. 107)
- SASB Materiality Map: <https://materiality.sasb.org/>
- For more information about SASB, please refer to <https://www.sasb.org/>

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## Task Force on Climate-Related Financial Disclosures (TCFD) Content Index

Although the real estate brokerage industry is not a major producer of carbon emissions, Sinyi Realty still focuses on the impact of climate change and implements climate-related risk management in compliance with the TCFD structure of "governance, strategy, risk management, and metrics and targets," for disclosing climate governance information to enhance climate resilience, promote sustainable business operations and integrate industry forces to resolve disasters caused by "climate emergency."

Code	TCFD Recommended Disclosure	2021 Disclosure	Reference Pages
<b>GOVERNANCE</b> (Disclose the organization's governance around climate-related risks and opportunities.)			
TCFD 1(a)	Describe the board's oversight of climate-related risks and opportunities.	1. Process and frequency by which the Board are informed about climate-related issues: Total Ethical Management Committee (TEM Committee) reports climate-related performance annually to the Board of Directors so that the Board can review ESG impact, performance and strategic goals.	p. 57, 58
		2. Supervision and management of which the Board consider climate-related issues when reviewing, guiding strategy and so on: Sinyi convenes the Board meetings at least once every 2 month. The Board of Directors reviews business performance, discusses important strategic issues and critical concerns, including economic, environmental (including climate-related issues), social impacts, risks, and opportunities. The Chairperson represents to sign <a href="#">Sinyi Sustainable Development Policy</a> .	p. 58, 59, 64
		3. The Board monitors and oversees progress against goals and targets for addressing climate-related issues: As the top management unit supervising climate-related issues, the Board of Directors is responsible for reviewing the annual risk management report and audit report to ensure the effective implementation of the climate-related risk management system.	p. 27
TCFD 1(b)	Describe management's role in assessing and managing climate-related risks and opportunities.	1. Organization assign climate-related responsibilities: The "Total Ethical Management Committee (TEM Committee)" is subordinate to the Board and the top-level ESG promotion organization within Sinyi to formulate Sinyi's climate-related strategies and goals, and regularly reviews performance and the progress of achievement. The TEM Committee has set up a cross-department subordinate of "Environment Group" to manage and implement environmental and climate-related plans.	p. 27, 57
		2. Description of the associated organizational structures: Please refer to " <a href="#">Climate Governance and Action – Governance</a> ", " <a href="#">TEM Committee</a> " and " <a href="#">Risk Management Organization</a> ."	p. 27, 57, 64
		3. Management process of monitoring climate-related issues: The TEM Committee is responsible for climate-related project management, which is overseen by the Board. Corporate Sustainability Office, the management unit of TEM Committee, regularly reports to the Board on results of climate-related projects. The Board reviews ESG impacts, performance, and strategic goals; complies with the risk management procedures to reduce the threats caused by occasional climate events.	p. 57, 58
<b>STRATEGY</b> (Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.)			
TCFD 2(a)	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	1. Short-, medium-, and long-term climate-related risks and opportunities: (1) Short-term: Enhanced emissions-reporting obligations, costs to transition to lower emissions technology (low-carbon services), increased energy costs, increased severity and frequency of extreme weather events. (2) Medium-term: Changing customer behavior, increased stakeholder concern or negative feedbacks, reduction of paper usage, use of low-carbon energy. (3) Long-term: Rising mean temperatures, changes in precipitation patterns	p. 27 <a href="#">Website</a>
		2. Define time horizons: Short-term: within 1 year (~2022), medium-term: 1-10 years (~2030), long-term: 10-30 years (~2050).	p. 27
		3. Financial impact of risks and opportunities: Please refer to " <a href="#">Climate Governance and Action – Strategy</a> ."	p. 27
TCFD 2(b)	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	1. Organizational risk and opportunity assessment: Please refer to " <a href="#">Opportunities and Risks</a> ."	p. 15, 64
		2. Climate-related issues affect business, strategy and financial planning: Please refer to " <a href="#">Climate Governance and Action – Strategy</a> ."	p. 27
TCFD 2(c)	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2° C or lower scenario.	1. Climate-related scenario analysis: Applied two climate-related scenarios, "2DS+NDCs" and "RCP8.5," to analyze physical risks and transition risks. (1) 2DS+NDCs: In line with the Paris Agreement and the government's decarbonization pathway of "Net Zero by 2050", Sinyi Realty has set 2030 GHG reduction goal and will purchase renewable energy, which is expected to increase the unit cost of electricity consumption; as a result, the increased cost by using renewable energy will account for about 0.2% of total revenue. (2) RCP8.5: The scenario involves an annual temperature increase of 1.62° C and an annual precipitation increase of 75.74 mm/day. Sinyi Realty predicts that it will cause approximately 5.4% increase in electricity consumption by air-conditioning devices by 2030, and the incremental costs account for approximately 0.24% of the total revenue.	<a href="#">Website</a>

For more information about TCFD, please refer to: [Sinyi Realty TCFD Report](#)

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# Task Force on Climate-Related Financial Disclosures (TCFD) Content Index

Code	TCFD Recommended Disclosure	2021 Disclosure	Reference Pages
<b>RISK MANAGEMENT</b> [Disclose how the organization identifies, assesses, and manages climate-related risks.]			
TCFD 3(a)	Describe the organization's processes for identifying and assessing climate-related risks.	<ol style="list-style-type: none"> <li>1. Risk management processes for identifying and assessing climate-related risks: In response to possible climate-related physical risks and transition risks, we reassess the climate-related impact every year, explore business opportunities, strategies and action plans in a systematic way.</li> <li>2. Risk scope assessment and risk classification definition: Please refer to "<a href="#">Risk Management Policy</a>" and "<a href="#">Risk Management Process</a>."</li> </ol>	p. 15, 28, 64
TCFD 3(b)	Describe the organization's processes for managing climate-related risks.	<ol style="list-style-type: none"> <li>1. Risk management processes for managing climate-related risk: The Board of Directors regards the impact of climate change as a material risk. Based on the results of the identification and assessment of climate-related risks, strategies for climate-related issues are formulated and managed in the TEM committee. Climate-related issues are managed systematically through ISO management system verification and carbon emissions verification, and the performance are regularly reported to the Board.</li> <li>2. Prioritizing climate-related risks: We identified the types of high impacts of climate-related risk as "transition to low-emissions technology (low-carbon services)," "enhanced emissions-reporting obligations," "increased energy costs" and "increased severity and frequency of extreme weather events."</li> </ol>	p. 15, 28, 64
TCFD 3(c)	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	<ol style="list-style-type: none"> <li>1. Integration of climate-related risks and overall risk management system:               <ol style="list-style-type: none"> <li>(1) Sinyi Realty integrates climate-related and other operational risks into overall risk management system, and conducts regular identification, evaluation and management through standardized procedures.</li> <li>(2) Each department in Sinyi Realty identifies relevant risks so that be reviewed at annual and quarterly plan-review meeting.</li> <li>(3) The TEM committee determines material risks and regularly reports to the Board of Directors. As the top management unit supervising climate-related issues, the Board of Directors is responsible for reviewing the annual risk management report and audit report to ensure the effective implementation of the climate-related risk management system.</li> <li>(4) The executive team appointed by the TEM committee serves as the risk owner of material risks and is responsible for setting risk management targets and related policies.</li> </ol> </li> </ol>	p. 28
<b>METRICS AND TARGETS</b> [Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.]			
TCFD 4(a)	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	<ol style="list-style-type: none"> <li>1. Key metrics: Please refer to "<a href="#">Climate Governance and Action – Metrics and Target</a>".</li> <li>2. Climate-related performance metrics are incorporated into remuneration policies: The "Long-Term Value Contribution Rewards" for senior managers are connected to their sustainability performance. The evaluation includes the performance of climate-related indicators. Please refer to "<a href="#">Board Member Compensation and Sustainability Performance</a>."</li> </ol>	p. 28
TCFD 4(b)	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Greenhouse Gas Inventory: In accordance with ISO 14064-1:2018 requirements, Sinyi Realty reported on 100% of emissions from the organization's operating activities in the operational boundary, including direct GHG emissions (category 1), indirect GHG emissions from energy (category 2) and other indirect GHG emissions (category 3-6) and has passed the verification by an independent third party.	p. 60
TCFD 4(c)	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Other climate-related goals and targets: Sinyi Realty has set the short-, medium- and long-term goals for "reduction in carbon emissions per transaction," "reduction in GHG emissions (category 1&2)," "reduction in per capita water consumption," "reduction in paper usage per service," and "renewable energy consumption." Through the internal management mechanism, we can realize the goal of reducing carbon emissions and improving energy efficiency.	p. 30
TCFD 4(c)	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Other climate-related goals and targets: Sinyi Realty has set the short-, medium- and long-term goals for "reduction in carbon emissions per transaction," "reduction in GHG emissions (category 1&2)," "reduction in per capita water consumption," "reduction in paper usage per service," and "renewable energy consumption." Through the internal management mechanism, we can realize the goal of reducing carbon emissions and improving energy efficiency.	p. 26

- The table above display the summary, for more information about climate-related risk management, please refer to [Sinyi Realty TCFD Report](#)
- For more information about climate-related risk management, please refer to <https://csr.sinyi.com.tw/en/environment/climate-related.php>
- This appendix discloses climate-related financial information in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures. The maturity model of climate-related financial disclosures of Sinyi Realty verified by an independent third-party is "Level 5+: Excellent". [Please refer to "[Verification Opinion Statement / Certificate of Registration](#)" p. 105]
- For more information about TCFD, please refer to <https://www.fsb-tcfid.org/>

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SDGs Goals and Targets	Sinyi's Major Contributions Toward the SDGs
 <p><b>GOAL 3</b> Ensure healthy lives and promote well-being for all at all ages</p>	<p>3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</p> <p>3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.</p>
 <p><b>GOAL 4</b> Ensure inclusive and equitable quality education and promote lifelong learning</p>	<p>4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.</p> <p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</p> <p>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.</p> <p>4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.</p>
 <p><b>GOAL 5</b> Achieve gender equality and empower all women and girls</p>	<p>5.1 End all forms of discrimination against all women and girls everywhere.</p> <p>5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.</p>

- Hold regular traffic rules, fire drill, and first aid training courses. 📖 p. 39 Occupational Health and Safety Management System
  - Set up the "Happy Health Management Center" to provide consultation and systematic health systematic health management. 📖 p. 40 Happy Health Management Center
  - 📖 p. 41 SinFu Coins
- 
- Regularly arrange advanced education for senior management and the Board of Directors. 📖 p. 60 Director training
  - Improve the real estate professionalism by taking advantage of the Sowing Seeds on Campus Program, industry-university cooperation. 📖 p. 36 Campus Program
  - Through Sinyi Lecture Hall, Sinyi School at NCCU and other charity donations, the concept of sustainability and ethics will be promoted to schools and society. 📖 p. 50 Sinyi Culture Foundation
  - 📖 p. 51 Business Ethics Podcast
  - 📖 p. 52 Sinyi School at NCCU
- 
- Gender equality at work, diversified employment. 📖 p. 42 Diversified employment, Gender Equality at work, Second-child Grants
  - Provide birth incentives, maternity benefits, and develop maternal health protection plan.

Sinyi's Contribution to the SDGs





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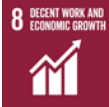

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SDGs Goals and Targets	Sinyi's Major Contributions Toward the SDGs
 <p><b>GOAL 7</b> Ensure access to affordable, reliable, sustainable and modern energy for all</p>	<p>7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.</p> <p>7.a By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology.</p> <ul style="list-style-type: none"> <li>• Increase renewable energy consumption. <a href="#">p. 32</a> <b>Renewable energy</b></li> <li>• Support the development of low-carbon and renewable energy.</li> </ul>
 <p><b>GOAL 8</b> Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</p>	<p>8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.</p> <p>8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead.</p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p>8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p> <ul style="list-style-type: none"> <li>• Via digital transformation to enhance business resilience. <a href="#">p. 64, 48</a> <b>Digital resilience, innovation services</b></li> <li>• TCFD was introduced in response of climate-related risks. <a href="#">p. 64, 27</a> <b>TCFD</b></li> <li>• We designed our salary and incentives system based on staff long-term development point of view. <a href="#">p. 36</a> <b>30-day Work Appraisal Program</b></li> <li>• Reduce any form of forced labor. <a href="#">p. 44</a> <b>LOHAS</b></li> <li>• Through ESG sustainable evaluation, we focus on human rights and occupational health and safety. <a href="#">p. 69</a> <b>Conduct ESG risks audit to confirm suppliers compliance with human rights</b></li> </ul>
 <p><b>GOAL 10</b> Reduce inequality within and among countries</p>	<p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p> <p>10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.</p> <ul style="list-style-type: none"> <li>• Provide scholarships to ensure that students in rural areas and underprivileged families have access to education. <a href="#">p. 53</a> <b>Scholarships</b></li> <li>• To eliminate unfairness and discrimination in society. <a href="#">p. 50</a> <b>Gung-Ho Project</b></li> </ul>

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 <p><b>GOAL 11</b> Make cities and human settlements inclusive, safe, resilient and sustainable</p>	<p>11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.</p> <p>11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities.</p> <p>11.a Support positive economic, social and environmental links between urban, per-urban and rural areas by strengthening national and regional development planning.</p>
 <p><b>GOAL 12</b> Ensure sustainable consumption and production patterns</p>	<p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources.</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</p> <p>12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p> <p>12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.</p>
 <p><b>GOAL 13</b> Take urgent action to combat climate change and its impacts</p>	<p>13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>
 <p><b>GOAL 17</b> Strengthen the means of implementation and revitalize the global partnership for sustainable development</p>	<p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p>

- To promote community building, connect local organizations and resources for cultural reservation, hard-ware renovation and local vitalization activities. [p. 49](#) Community Building Project
- Improve resource efficiency. [p. 29](#) Service carbon footprint
- Waste management and circular economy. [p. 31](#) Water stewardship
- [p. 31](#) Environment Management system
- [p. 31](#) Waste reduction and lending service
- Implement TCFD, SASB to strengthen ESG disclosure. [p. 58, 61](#) Management of the Sustainability Report
- Enhance knowledge and skills of sustainability through activities and training. [p. 58](#) Sustainability Promotion
- Promote the concept of sustainability through various channels. [p. 53](#) ISO 20121 sustainable events
- Work with the community to make clean products from renewable resources. [p. 48](#) Community engagement
- Adapt TCFD for climate governance and develop climate-related management and response actions. [p. 27, 28](#) Climate governance and action
- Promote low-carbon services. [p. 29](#) Service carbon footprint
- Reduce GHG emissions. [p. 30](#) Energy and carbon management
- Environmental education and carbon neutrality. [p. 32](#) Environmental education and sustainable branches
- Raise awareness and work together with our suppliers to achieve a low-carbon supply chain. [p. 69](#) GHG emissions of energy survey to key suppliers
- Improve customer satisfaction and corporate governance through innovation with suppliers. [p. 69](#) Innovate with partner suppliers to promote a sustainable and better life for all
- Join the associations, alliances, or initiatives. [Join associations](#)

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ISO 14064-1  
Greenhouse Gas Emissions  
Verification Opinion Statement



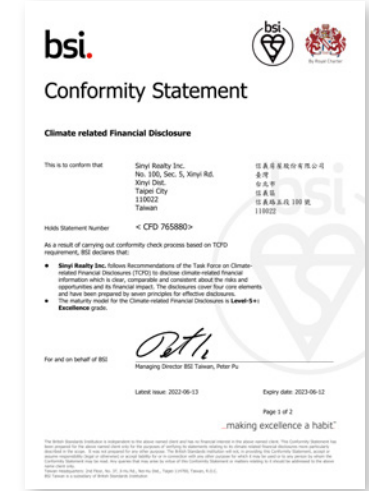
ISO 14067  
Product Carbon Footprint  
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PAS 2060  
Carbon Neutrality Declaration  
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TCFD  
Task Force on Climate-Related  
Financial Disclosures Conformity Statement



ISO 14046  
Water Footprint  
Verification Opinion Statement



ISO 46001  
Water Efficiency Management System  
Certificate of Registration



ISO 14001  
Environmental Management System  
Certificate of Registration



ISO 50001  
Energy Management System  
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ISO 20121  
Event Sustainability Management  
Systems Certificate of Registration



ISO 20400  
Sustainable Procurement  
Conformity Statement



ISO 45001  
Occupational Health & Safety Management  
System Certificate of Registration



Certificate for the Use of Product  
Carbon Footprint Label  
(No. 2016812001)



Certificate for the Use of Product  
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Verification Statement and Policy <http://csr.sinyi.com.tw/en/certificates/verification-report.php>

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## INDEPENDENT ASSURANCE OPINION STATEMENT

### Sinyi Realty 2021 Sustainability Report

The British Standards Institution is independent to Sinyi Realty Inc. (hereafter referred to as Sinyi Realty in this statement) and has no financial interest in the operation of Sinyi Realty other than for the assessment and verification of the sustainability statements contained in this report.

This independent assurance opinion statement has been prepared for the stakeholders of Sinyi Realty only for the purpose of assuring its statements relating to its sustainability report, more particularly described in the Scope below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by Sinyi Realty. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to Sinyi Realty only.

#### Scope

The scope of engagement agreed upon with Sinyi Realty includes the following:

1. The assurance scope is consistent with the description of Sinyi Realty 2021 Sustainability Report.
2. The evaluation of the nature and extent of the Sinyi Realty's adherence to AA1000 AccountAbility Principles (2018) in this report as conducted in accordance with type 1 of AA1000AS v3 sustainability assurance engagement and therefore, the information/data disclosed in the report is not verified through the verification process.
3. The assessment of disclosure to be in conformance with the applicable SASB industry standard in this report as conducted in accordance with type 1 of AA1000AS v3 sustainability assurance engagement.

This statement was prepared in English and translated into Chinese for reference only.

#### Opinion Statement

We conclude that the Sinyi Realty 2021 Sustainability Report provides a fair view of the Sinyi Realty sustainability programmes and performances during 2021. The sustainability report subject to assurance is free from material misstatement based upon testing within the limitations of the scope of the assurance, the information and data provided by the Sinyi Realty and the sample taken. We believe that the performance information of Environment, Social and Governance (ESG) are fairly represented. The sustainability performance information disclosed in the report demonstrate Sinyi Realty's efforts recognized by its stakeholders.

Our work was carried out by a team of sustainability report assurers in accordance with the AA1000AS v3. We planned and performed this part of our work to obtain the necessary information and explanations we considered to provide sufficient evidence that Sinyi Realty's description of their approach to AA1000AS v3 and their self-declaration in accordance with GRI Standards and SASB Standard (REAL ESTATE SERVICES Sustainability Accounting Standard) were fairly stated.

#### Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- a review of issues raised by external parties that could be relevant to Sinyi Realty's policies to provide a check on the appropriateness of statements made in the report.
- discussion with managers on approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
- 6 interviews with staffs involved in sustainability management, report preparation and provision of report information were carried out.
- review of key organizational developments.
- review of the findings of internal audits.
- review of supporting evidence for claims made in the reports.
- an assessment of the organization's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality, Responsiveness and Impact as described in the AA1000AP (2018).
- an assessment of the organization's use of metrics or targets of SASB Standard to assess and manage topic-related risks and opportunities.

#### Conclusions

A detailed review against the Inclusivity, Materiality, Responsiveness and Impact of AA1000AP (2018) and GRI Standards and SASB Standard are set out below:

#### Inclusivity

This report has reflected a fact that Sinyi Realty has continually sought the engagement of its stakeholders and established material sustainability topics, as the participation of stakeholders has been conducted in developing and achieving an accountable and strategic response to sustainability. There are fair reporting and disclosures for the information of Environment, Social and Governance (ESG) in this report, so that appropriate planning and target-setting can be supported. In our professional opinion the report covers the Sinyi Realty's inclusivity issues.

#### Materiality

Sinyi Realty publishes material topics that will substantively influence and impact the assessments, decisions, actions and performance of Sinyi Realty and its stakeholders. The sustainability information disclosed enables its stakeholders to make informed judgements about the Sinyi Realty's management and performance. In our professional opinion the report covers the Sinyi Realty's material issues.

#### Responsiveness

Sinyi Realty has implemented the practice to respond to the expectations and perceptions of its stakeholders. An Ethical Policy for Sinyi Realty is developed and continually provides the opportunity to further enhance Sinyi Realty's responsiveness to stakeholder concerns. Topics that stakeholder concern about have been responded timely. In our professional opinion the report covers the Sinyi Realty's responsiveness issues.

#### Impact

Sinyi Realty has identified and fairly represented impacts that were measured and disclosed in probably balanced and effective way. Sinyi Realty has established processes to monitor, measure, evaluate and manage impacts that lead to more effective decision-making and results-based management within the organization. In our professional opinion the report covers the Sinyi Realty's impact issues.

#### GRI Sustainability Reporting Standards (GRI Standards)

Sinyi Realty provided us with their self-declaration of in accordance with GRI Standards 2021 (For each material topic covered in the applicable GRI Sector Standard and relevant GRI Topic-specific Standard, comply with all reporting requirements for disclosures). Based on our review, we confirm that sustainable development disclosures with reference to GRI Standards' disclosures are reported, partially reported or omitted. In our professional opinion the self-declaration covers the Sinyi Realty's sustainability topics.

#### SASB Standard

Sinyi Realty provided us with their self-declaration of in accordance with SASB Standard (REAL ESTATE SERVICES Sustainability Accounting Standard). Based on our review, we confirm that the sustainability disclosure topics & accounting metrics of SASB Standard (REAL ESTATE SERVICES Sustainability Accounting Standard) are reported, partially reported or omitted. In our professional opinion the self-declaration covers disclosure topics, associated accounting metrics and activity metrics for applicable SASB industry standard.

#### Assurance level

The moderate level assurance provided is in accordance with AA1000AS v3 in our review, as defined by the scope and methodology described in this statement.

#### Responsibility

The sustainability report is the responsibility of the Sinyi Realty's chairman as declared in his responsibility letter. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

#### Competency and Independence

The assurance team was composed of Lead auditors experienced in relevant sectors, and trained in a range of sustainability, environmental and social standards including AA1000AS, ISO 14001, ISO 45001, ISO 14064 and ISO 9001. BSI is a leading global standards and assessment body founded in 1901. The assurance is carried out in line with the BSI Fair Trading Code of Practice.

For and on behalf of BSI:



Peter Pu, Managing Director BSI Taiwan



Statement No: SRA-TW-2021045  
2022-06-06

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## Stakeholder Questionnaire

We hope the questionnaire could enhance interaction with the stakeholders who care about Sinyi Realty. To find out your valuable advice and recommendations on our ESG practices. Furthermore, to disclosure with the material topics you are concerned in the next sustainability report.

**Which of the following stakeholder groups do you associate with?** (select all that apply)

Customers
  Employee in Sinyi Group
  Investor
  Community or Local Group
  Supplier
  Government/Academic Unit
  Media
  Others

Please select the degree of your concern to the topics listed below:

1. Environmental <span style="background-color: #92D050; padding: 2px 5px; border-radius: 5px;">E</span>		Not Concerned	Normal	Very Concerned
<b>Green Procurement</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Management of Water</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Biodiversity</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Greenhouse Gas Emissions</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Waste Disposal Method</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Ecosystem Protection</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Green Services</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Social <span style="background-color: #F08080; padding: 2px 5px; border-radius: 5px;">S</span>		Not Concerned	Normal	Very Concerned
<b>Employment</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Talent Training and Development</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Organizational Climate</b>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not Concerned	Normal	Very Concerned
<b>Remuneration and Benefits</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Diversity and Equality Opportunities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Forced Labor</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Freedom of Association and Collective Bargaining</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Occupational Health and Safety</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Organizational Identity and Retention</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Work-Life Balance</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Customer Relations</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Service Innovation</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Digital Resilience</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Transaction Security</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Marketing Communication</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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- Environment
- Social – Internal Stakeholders
- Social – External Stakeholders
- Corporate Governance
- Supply Chain Management

**Appendix**

- Management of Material Topics
- Sustainability Performance Overview
- GRI Content Index
- SASB Content Index
- TCFD Content Index
- SDGs Content Index
- Verification Opinion Statement
- Independent Assurance Opinion Statement

Questionnaire

## Stakeholder Questionnaire

Please select the degree of your concern to the topics listed below:

### 2. Social S

Not Concerned   Normal   Very Concerned

<b>Quality of Service and Customer Rights</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Information Disclosure and Transparency</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Corporate Image</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Housing Justice</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Community Building</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Employment Opportunities</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Lifelong Learning</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Anti-Competitive Behavior</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Social Philanthropy and Donations</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Changes in Population Structure</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Promotion of Culture and Creativity</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Industrial Development and Policy Communication</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Supply Chain Management</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Fair Purchasing</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Supplier Social Assessment</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 3. Governance G

Not Concerned   Normal   Very Concerned

<b>Operating Performance</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Governance Structure</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Legal Compliance</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Anti-corruption</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Ethics and Integrity</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Risk Management</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Shareholder Equity</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Audit Mechanisms</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Financial Transparency</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Stakeholder Engagement and Grievance Mechanisms</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Suggestion

After completing this anonymous questionnaire, please send it to "Corporate Sustainability Office":  
 Fax: +886-2-2722-2515  
 E-mail: [csr@sinyi.com.tw](mailto:csr@sinyi.com.tw)  
 Add: No. 100 Xinyi Rd. Sect. 5, Xinyi District, Taipei City, Taiwan

Alternatively, you can also fill out our questionnaire online:  
<http://csr.sinyi.com.tw/en/interactive/survey.php>



# 2021

## Sustainability Report

In response to the spirit of global sustainable forestry,  
this report uses paper-friendly printing of forest resources.

