



2016 Corporate Sustainability Report

※ This report is printed on eco-friendly recycled paper for saving the planet.





Table of Contents

■ About Our Report	01
■ From the Chairman	02
■ Sustainable Development	04
■ ESG Performance Highlights	06
■ Material Topics Management	11
■ Our Value Chain	16
■ Organizational Scale and Industry Influence	17
Organizational Scale	
Industry Influence	
1. Corporate Governance	
Management Approach	20
1.1 Sustainable Governance Procedures / 1.2 Board of Directors / 1.3 Performance and Remuneration /	
1.4 Shareholder Equity / 1.5 Ethics and Integrity / 1.6 Risks and Opportunities / 1.7 Governance Performance	
2. Caring for Staff	
Management Approach	30
2.1 Our Vision - The Talent→Quality→Performance Cycle	
2.2 Viewing Employees as Partners and Attracting Quality Talent	
---2.2.1 Recruitment / 2.2.2 Talent Development and Cultivation / 2.2.3 Remuneration and Performance System / 2.2.4 Labor Relations	
2.3 Creating a Healthy Workplace and Protecting Employees Wellbeing	
---2.3.1 Benefits and Retirement / 2.3.2 Health and Safety / 2.3.3 Workplace Safety Analytics / 2.3.4 Health Planning and Lifestyles of Health and Sustainability (LOHAS)	
3. Customer Care	
Management Approach	48
3.1 Innovative Services / 3.2 Safeguarding Customer Rights and Privacy / 3.3 In Pursuit of Customer Satisfaction	
4. Social Engagement	
Management Approach	54
4.1 Our Goals and Vision	
4.2 Our Commitment to Social Engagement	
---4.2.1 Community Building / 4.2.2 Promotion of Business Ethics / 4.2.3 Improving Development in the Real Estate Industry / 4.2.4 Social Philanthropy and Donations	
5. Environmental Protection	
Management Approach	64
5.1 Understanding of the Impacts, Risks and Opportunities from Climate Change / 5.2 Service Carbon Footprint /	
5.3 Greenhouse Gas Inventory / 5.4 Water Resources / 5.5 Waste Management	
6. Supply Chain Management	
Management Approach	72
6.1 Sinyi Realty's Supply Chain System / 6.2 Supply Chain Management Standards /	
6.3 Supply Chain Management Strategies and Goals /	
6.4 Supply Chain Management Performance / 6.5 Gung Ho with Suppliers	
■ Appendices	80
Sustainability Performance Indicators	
Subsidiaries included in consolidated financial statements	
GRI Content Index	
Responding to International Standards	
ISO 50001 Certificate	
Independent Assurance Opinion Statement	
Questionnaires	

Contact Information GRI 102-51 GRI 102-52 GRI 102-53

Thank you for reading Sinyi Realty's 8th Sustainable Development Report. This report has been prepared in accordance with the GRI Standards: Comprehensive Option. This report which is translated into English is fully consistent with the Chinese report which was submitted for the GRI Content Index, Materiality Disclosure Service, and SDG Mapping Service. We will continue to issue new editions of this report each year. The previous edition of this report was issued in August 2016.

Reference Guide

This report has been prepared in accordance with the GRI Standards: Comprehensive Option. Also, the information disclosed is in following with the international standards including the Corporate Social Responsibility Best-Practice Principles for TWSE/GTSM Listed Companies, the UN Global Compact, and ISO 26000 – Guidance on Social Responsibility.

Should you have any comments or inquiries regarding this report, please contact our Total Ethical Management (TEM) Committee by e-mail, fax, or telephone.

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About Our Report GRI 102-50 GRI 102-54 GRI 102-56

Reporting Period

The disclosures in this report are for the year of 2016 (1/1/2016 through 12/31/2016) and address performance with regard to Sinyi Realty's responses and actions concerning all material topics.

Report Boundaries and Scope

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, consistent with our financial statements.

Basis for Data Calculation

The statistical data disclosed in this report are derived from our own statistics and the results of surveys we have conducted. Data relating to finance have undergone validation by our accountants prior to public disclosure, and are presented in the usual form.

Report Management

- | | |
|-----------------------|---|
| Internal Verification | <input checked="" type="checkbox"/> The accuracy of the content and information provided in each chapter of this report has been reviewed by both the Total Ethical Management Committee and the management of each department. |
| | <input checked="" type="checkbox"/> Environmental, Social and Governance (ESG) performance and strategic goals have been reviewed by the Board of Directors. |
| | <input checked="" type="checkbox"/> Audit information has been verified by senior auditing management. |
| External Verification | <input checked="" type="checkbox"/> Financial Data – Deloitte |
| | <input checked="" type="checkbox"/> Environmental Data – ISO 14064-1–BSI Taiwan, ISO 50001–BSI Taiwan |
| | <input checked="" type="checkbox"/> Sustainability Data – AA 1000 AS(2008) - BSI Taiwan Type 1 |
| | <input checked="" type="checkbox"/> Data Quality – GRI-Referenced Service, Material Topics Disclosure Service, and Services relating to the United Nations Sustainable Development Goals. |

Ensuring the Reliability of Publicly Disclosed Information

We have commissioned the United Kingdom's BSI Group's Taiwan branch to undertake assurance and have received from them a verification statement. After this assurance, this report is in adherence to the GRI Comprehensive Option and AA 1000 AS:2008 standards.

Sinyi Realty has established a Corporate Social Responsibility website in the hopes that any interested stakeholders concerned with our performance can obtain further information regarding our efforts to implement corporate social responsibility and the results of those efforts.



CSR Website

<http://csr.sinyi.com.tw/en/>

Reports can be downloaded from

<http://csr.sinyi.com.tw/en/report/index.php>

From the Chairman GRI 102-14

Sinyi Group was established 36 years ago, and since then has always been committed to its founding spirit of putting people first. Our goal is to adhere to corporate social responsibility and provide world-class services, and we hope to realize our ultimate vision of a harmonious symbiosis with the entirety of society.

Particularly committed to the 17 Sustainable Development Goals (SDGs), we have worked hard to respond to the major goals of sustainable development, including good health and wellbeing (employees and suppliers), quality education (shareholders, employees, and society), decent work and economic growth (employees, shareholders, society, and suppliers), reduced inequalities (society), sustainable cities and communities (society), responsible consumption and production (customers and suppliers), and climate action (environment and shareholders).

We are stringent in our adherence to the six major strategic aspects laid out below in order to reconcile the interests of stakeholders and actively build a sustainable niche for the future:

1. Leading the Way with Innovative Services

In 2016, Taiwan's housing market faced a downturn with only 245,000 building transfers during the year, a record low. Confronting an unusually grim external environment, the company's employees came together as one to overcome the challenge. Not only did we continue to deepen our commitment to both talking the talk and walking the walk with regard to what should be done, we also became more determined to actively develop a variety of new innovative services to satisfy the needs of our clients.

Among the more significant of these are:

i) Providing a one-stop suite of real estate services

Building on the stable foundations provided by our existing business in real estate agency and overseas operations, we have effectively integrated up- and down-stream specializations to create the first secure service platform for renovation transactions, Decoration Escrow. Additionally, through our agency department, we have successfully created all-new sales channels, providing customers with a full suite of property services, consultations, and investment advice.

ii) Integrating digital technologies and developing digital services

We hope to provide a more diverse range of digital options to effectively boost trading efficiency and offer a richer experience for prospective property buyers. As always, we remain committed to our mission of using professional knowledge and the power of the group to serve the community, promote safe, rapid, and reasonable real estate transactions.

We are happy to report that thanks to our ongoing efforts, in 2016 we achieved a customer satisfaction rate of 95.55%, up 1.1% on 2015.

2. The Talent → Quality → Performance Cycle

Given the high-pressure nature of the real estate industry, employee turnover is higher than in most other industries. As such, we have made unceasing efforts to boost retention through various innovative policies.

2015's New Talent Oriented Program offered the first "departure option," letting new people test out the company. Through this subversion of the usual form of labor relations, we hope to help newcomers more quickly understand themselves, boost their confidence, and give them a correct perspective on the industry, making them more willing to work together with us to create a brighter future.

After successfully recruiting new people, the next major question the management team must face is how to take these tabulae rasae and inscribe upon them the attributes of righteous and committed members of the Sinyi team. To encourage the virtuous cycle of "talent → quality → performance," in 2016 we expanded our education and training program to provide employees at all levels access to systematic means to improve their professional capabilities. For stage two, we hope to implement more comprehensive training in corporate ethics through intensive programs for middle and senior management, taking concrete measures to shape a corporate culture of the wisdom and willingness of the collective.

Additionally, in 2013 we put in place our "happiness of being pregnant" program, and as of the end of 2016, a total of 290 colleagues had applied for the program, resulting in an estimated NT\$34.8 million in incentive payments being made and nearly 900 new members of the Sinyi family arriving in the world over the past four years.

Our commitment to providing a good environment to ensure our employees enjoy job security and professional growth remains constant, and we intend to continue our efforts in this direction into the future.



3. Corporate Governance = What Should be Done

Regardless of how the objective environment changes, we have always upheld our operating principle of "good faith to the very end." We strive to treat all stakeholders fairly, e.g. striving to implement corporate governance for the sake of our shareholders, establishing the Audit Committee in 2007 and the Remuneration Committee in 2010, as well as increasing the number of independent directors in 2013 such that they account for more than half the total seats on the board.

These efforts to strengthen the structure and operation of the Board of Directors are all aimed at thoroughly honoring our commitments to our shareholders, and as a result **we have received the best rating available in the Taiwan Stock Exchange's Corporate Governance Evaluation System for three years running, placing us in the top 5% of listed companies in Taiwan.**

In our operations and direction, we strive for openness and transparency in both word and deed, and so our employees are all ready to confront with courage the various diverse external challenges faced by the company. While the greater environment may not be ideal, through unity and a sense of purpose, **we were nonetheless able to earn after-tax net profits of NT\$920 million, a slight increase over the previous year's NT\$580 million, together with an increase in market share from 7.2% in 2015 to 9.6% in 2016.**

While there is still room for improvement in our performance, we will continue to spare no effort toward that improvement, and we hope our shareholders will continue to be willing to stand beside us in this.

4. Creating Mutual Prosperity with Taiwanese Community

Throughout our existence, our most fundamental credo has been "putting people first."

In our established community in the early stages of civic awareness, we have made ongoing investments in the community through our "Communities Building Action Plan," stage two of the We are One Project. This is currently the largest dedicated community building program enacted by a Taiwanese company and has helped 1,739 communities realize their dreams since its inception.

Looking to the future, in 2012 we joined forces with National Chengchi University to create the Sinyi School to promote business ethics, cultivate teachers of it, develop materials for the teaching of it, and encourage deeper research into it in the academic world. We believe that corporate ethics and corporate social responsibility are two sides of the same coin and that only through the deep internalization of corporate ethics training can we truly take corporate social responsibility from concept to action. One day, we hope, corporate ethics will be deeply embedded in the DNA of Taiwanese business.

We have also been active in harnessing the power of education in the community beyond campus gates, establishing an independent Sinyi School in 2011. Celebrating its fifth anniversary last year, the school invited experts from a range of fields to offer their various ideas, visions, and contexts, to audiences, creating a friendly, warm, and sustainable community space. We hope that by making a start, we will bring together like-minded people, connecting points into lines, lines into planes, and ultimately weaving a warm national fabric.

5. The Service Industry can Care for the Earth Too

While some political figures question the existence of global climate change, the frequency of extreme weather events in recent years tells us that this is an issue that has been ignored for too long and must be actively confronted. Even members of the service industry, which produces relatively small carbon footprints, have a duty and a responsibility as corporate citizens to do their part.

As such, last year we began working with the Environmental Protection Administration to draft the world's first real estate product category rules and become Taiwan's first property agents to receive formal carbon labeling in the Real Estate Business category. From this, one can see that the last few years have been an important milestone in our environmental actions.

To summarize the results of our efforts last year: 1) Effectively reduced carbon emissions of our real estate agency services through our green management system, with emissions from last year down to 505.91kgCO₂e per successful property transaction, down from 562.77kgCO₂e in 2015, a reduction of 10%. This saw us achieve our goal for 2017 ahead of schedule. 2) In 2016, the per capita carbon emissions from energy consumption across the entire company dropped 1% to 1,449kg from 2015's level of 1,464kg. Compared with 2010's figures, this is also a drop of as much as 40%.

We hope that through our ongoing efforts to create a low-carbon society, we will all ultimately be able to come together to effectively mitigate the impacts of climate change on humanity.

6. Supply Chain Management that Cares about Corporate Ethics

In our ongoing efforts to implement corporate ethics, practice corporate social responsibility, and to disseminate concepts of corporate ethics and corporate social responsibility, naturally an important part of this is our supply chain management. As such, since 2013 all of the company's contracts mandatorily include supplier commitment to human rights and procurement code of ethic.

In 2015, 100% of Sinyi suppliers signed on to these clauses, and this was maintained through 2016. At the same time, we continued to deepen the implementation of management auditing mechanisms, with spot-check rates remaining at over 70% and a perfect 100% of suppliers passing said checks. Additionally, we continue to bring together partners from various fields through the Sinyi Home Services Department, encouraging service providers to establish subgroups and to commit whatever they can, whether in finances or capabilities, to helping underprivileged sections of society. Our hope is that we will at the very least be able to provide people with a port in a storm and to ideally provide the warmth and shelter of home to those who need it most. We are absolutely committed to this and continue to incorporate these ideas into our supply chain management culture, and hopefully in the future more and more people will be willing to join our efforts.

Sinyi Group Chairman 

Sustainable Development

We have clearly identified the following ongoing development goals that are highly related to Sinyi Realty's principles of sustainable development:

UN Sustainable Development Goals (SDGs) and Sinyi Sustainability Principles



Sinyi Sustainability Principles



Sustainable Development

Sinyi Sustainable Development Goals

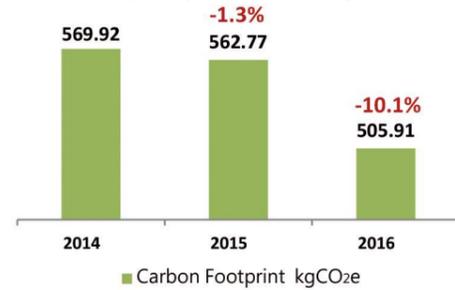
	Long-term Strategy	Medium-term Strategy	Short-term Strategy	Management Mechanism
Investors	Corporate Governance = What Should be Done GRI 201, GRI 205	Future Improvement Goals Become the leading brand in the Chinese housing industry 1 million Annual Property Trades Completed	2017 Goals NT\$20 billion in Consolidated Revenue	Our Response 01 Corporate Governance section P.20
Employees	The Talent → Quality → Performance Cycle GRI 401, GRI 403, GRI 404, GRI 405, GRI 409	Future Improvement Goals Attracting Talent Establishing a Healthy and Safe Workplace	2017 Goals 3,000 Annual job opportunities >38 hours Average training >4.0 Maintaining employees satisfaction of 4.0 or higher <5 Reducing injury rate	Our Response 02 Caring for Staff section P.30
Customers	Leading the Way with Innovative Services GRI 416, GRI 417, GRI 418	Future Improvement Goals Continuing to pursue innovation in line with corporate ethics and creating new business models	2017 Goals >85% ¹ Percentage of customer satisfaction surveys reporting full satisfaction	Our Response 03 Caring for Clients section P.48 <small>¹Note: Customer satisfaction surveys changed in 2017, adjusting the definition of "full marks" and accordingly adjusting target value</small>
Society	Creating Mutual Prosperity with Taiwanese Community GRI 203	Future Improvement Goals Creating a happy Taiwan 100% Coverage rate of Creating Communities proposals 100+ and 15,000+ Number of Sinyi School lessons and number of participants 10% Percentage of after-tax net profits invested in communities	2017 Goals Add elementary category in the Community Building Action Plan Offering specialist courses aimed at deepening real estate Promoting elderly-care projects	Our Response 04 Social Engagement section P.54
Environment	The Service Industry can Care for the Earth Too GRI 305	Future Improvement Goals Continuing carbon reduction and energy saving efforts in response to climate change 5% Reducing carbon emissions per transaction 10% Reducing per-capita carbon emissions from electricity	2017 Goals 2% Reducing carbon emissions per transaction 1% Reducing per-person power consumption carbon emissions	Our Response 05 Environmental Protection section P.64
Suppliers	Supply Chain Management that Cares about Corporate Ethics GRI 414	Future Improvement Goals Strengthening implementation of sustainability standards Deepening communication around corporate ethics	2017 Goals >75% Inspection rate of existing suppliers	Our Response 06 Supply Chain Management section P.72

ESG Performance Highlights

Environmental Performance

Carbon Footprint

Goal : Reduce carbon footprint by 3% in 2017, taking 2014 as the base year.



Energy management

Goal : Continue to refine energy management, proposing one or more energy management improvement plans each year in order to achieve an annual average per-capita electricity usage carbon emissions (kgCO₂e) reduction of 1%.

2014	<ul style="list-style-type: none"> In response to the Putting a Price on Carbon Statement, we hope to become a pioneer in global green real estate through increased interactions, doing our part to reduce environmental impact. All Sinyi Realty branches introduced UGS management systems.
2015	<ul style="list-style-type: none"> Carried out ISO 14064-1 greenhouse gas inventory and PAS 2050 carbon footprint inventory. Switched to LED lighting, changed facilities, etc.
2016	<ul style="list-style-type: none"> Drafted world's first real estate business services product category rules (PCR) and applied for carbon label. Worked together with community groups to promote green "microtourism" Passed ISO 50001 energy management systems certification

Analysis

Early Accomplishment of Goals

We began carbon footprint inventory in 2014, hoping to reduce it by 3% in three years. In 2016, we achieved a 10.1% reduction in carbon footprint on 2015, equivalent to an 11.2% reduction on 2014, achieving our goal ahead of time.

Our Actions

Being in the real estate agency service industry, our work makes use of a substantial quantity of paper for documentation and promotional materials. In 2016, we focused on reducing our paper usage, resulting in a reduction in carbon emissions at the raw materials stage from 273.33 kgCO₂e to 228.77 kgCO₂e.

Our Focus for 2016

Sinyi Realty is focused on promoting paperless services, continuing to strive for increased use of digital tools in business and marketing, thus reducing our paper usage and doing our part for the planet.

Goals Accomplished

Each year we continue to work on our energy management, and in 2016 we applied for carbon labeling in the Real Estate Business Services category and passed ISO 50001 energy management systems certification. Per-capita carbon emissions from electricity usage reduced by 1% (1,464 kgCO₂e→1,449 kgCO₂e).

Our Actions

Sinyi Realty has always been thoroughly focused on operating and developing sustainably, paying close attention not only to our energy management, but also to our greenhouse gas emissions and carbon emissions.

Our Focus for 2016

In our 2016 energy management systems inventory, Sinyi Realty carried out planning and evaluation of many larger items of energy equipment. As part of our responsibility as a global citizen, into the future we will continue to work toward increased environmental friendliness.

Social Inclusion Performance

Social Investment as Percentage of After-tax Net Profits (%)

Goal : 10%



Analysis

Goals Not Accomplished

To help create better communities and a better society, Sinyi Realty has had a long-term commitment to assisting in community-building and the systematic promotion of social philanthropy. Since 2014, our total social investment has exceeded NT\$60 million, while the precise percentage of net profit varies by year.

Our Actions

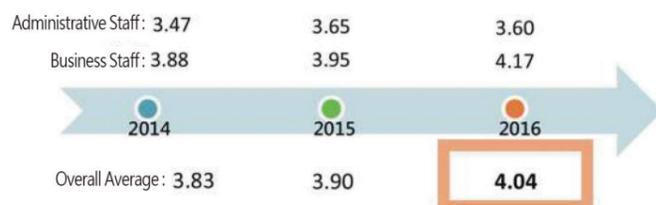
Our community building projects are focused not on one-off activities, but rather on long-term and ongoing promotion of social philanthropy, expanding the concept of "home" outward to communities, cities, and the entirety of Taiwan.

Our Focus for 2016

Launching the 10-year second stage of our community building project and continuing to expand Sinyi's volunteer activities. Through the Sinyi Charity Foundation, we focus on taking care of underprivileged groups including new immigrants and the elderly.

Management Leadership Style Survey

Goal : 4.0 (Expressed satisfaction)



Goals Accomplished

The Management Leadership Style Survey has shown an annual increase in average score since 2014, reaching 4.04 in 2016. This indicates that with regard to daily management leadership, communication, and guidance, our staff are generally and increasingly in favor, and that our managers are continuing to improve.

Our Actions

Through routine annual surveys, we continue to investigate approval levels by staff of management leadership methods at all levels, providing the results to individuals and their superiors for reference and future improvement.

Our Focus for 2016

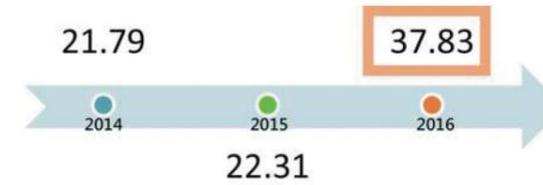
Through regional management meetings and business philosophy discussions, we help our managers stay on top of company policy and its implementation, as well as facilitating their learning of the best ways to lead and cultivate their staff.

ESG Performance Highlights

Social Inclusion Performance

Average Staff Training Hours (hours)

Goal : 30 hours



※ Source: Sinyi E-academy Training System (excl. online courses) 2014 data does not include branch lessons.

Analysis

Goals Accomplished

Sinyi Realty has always held as its core credo the importance of putting people first. In 2015, we introduced "departure options," transforming labor-management relations. In 2016, we expanded training and education efforts, helping newcomers get a more thorough understanding of the industry, passing on knowledge in greater depth, and helping staff at all levels apply that knowledge to the service of our customers.

Our Actions

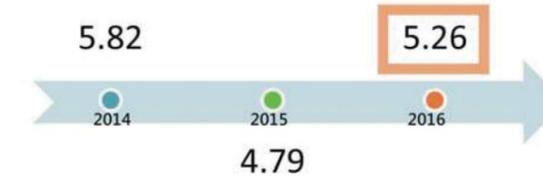
Among our top priorities is the cultivation of talent, and to this end Sinyi offers new staff 180 days of training. Middle and senior management also engage in regular regional studies, and this is integrated into our overall curriculum design.

Our Focus for 2016

In line with the different knowledge and skill demands of colleagues at different stages in their careers, we have planned out a variety of lessons and courses, offering systematic improvement of skills and strengthening of business concepts.

Injury Rate

Goal : <5



※ Injury rate = (Total No. of Injury Incidents / Total Total Working Hours) x 1,000,000

Goals Not Accomplished

As the majority of our staff travel by scooter, the greater proportion of accidents and injuries come from traffic accidents. In 2016, a total of 122 people requested injury leave which totaled 1,980 days. The injury rate was 5.26.

Our Actions

When staff are injured, they are granted leave as appropriate in accordance with the relevant guidelines, and we assist them with applying for labor insurance compensation.

Our Focus for 2016

Reducing traffic accidents through stronger traffic safety promotion and training. Additionally, ensuring workplace safety through regular office inspections.

Innovative Services

Goal : In line with customer requirements, continue to propose innovative services each year that are in line with corporate ethics.

2014	<ul style="list-style-type: none"> Implemented information transparency for successful transactions. Took the lead in the industry through innovative "Staging" virtual open homes, helping clients experience residential spaces through virtual reality simulations.
2015	<ul style="list-style-type: none"> Provided a one-stop service through innovative online-to-offline (O2O) Sinyi Living platform. Launched pioneering 3D interactive house viewing service. Received Taiwanese agency rights to case in Kuala Lumpur, Malaysia, marking first expansion into the Southeast Asian market. Continued to invest in cross-departmental integration of agency, sales, and overseas real estate businesses through Comprehensive Real Estate Platform project, combining the three channels and business models.
2016	<ul style="list-style-type: none"> With digital and Internet technologies continuing to develop rapidly, we promoted the Sinyi Group "platform business." Established Shingi Fusaya Fudousan Kabushiki Kaisha with branch in Osaka, Japan, expanding into the Japan region. Sinyi Living and An-Sin Real Estate Management jointly launch industry-first "Decoration Escrow." Launched digital newsletter and Line@ account. Optimized official website and mobile app search functionality.

Goals Accomplished

To provide our customers with better service has always been Sinyi Realty's mission, and in 2016 we continued to optimize our digital tools and services, while also expanding our operations into Japan and Malaysia.

Our Actions

Innovative services have long been a major focus of Sinyi Realty, and through interactions and observations in the course of regular business, we have made careful note of what our customers need and strived to create services that meet those needs. We look forward to continuing to innovate in the services we provide and to making our customers even more satisfied with what we have to offer.

Our Focus for 2016

Sinyi Realty has launched a platform business for the group, along with a branch in Osaka, and the innovative Decoration Escrow financing service, and will continue to provide diverse services.

Corporate Governance Performance

Corporate Governance Evaluation System

Goal : A leading rank in corporate governance evaluation for listed companies.

TOP 5%
Listed Company Corporate Governance Evaluations Ranking
3 Consecutive Years

Analysis

Goals Accomplished

In terms of corporate governance, in 2016 we continued to achieve our goal of an outstanding ranking in the TWSE Corporate Governance Evaluation. Since said evaluation began, Sinyi Realty has received the highest recognition in them for three consecutive years, ranking among the top 5%

Our Actions

In order to continue improving our corporate governance, the company is sparing no effort in strengthening the structure and operation of the Board of Directors, including having independent directors account for over half the Board, a level rarely seen in the industry. The members of the Board are professional and dedicated, and work well with functional committees, helping further develop the leadership of the company.

Our Focus for 2016 - Realizing our Founding Spirit

We have always upheld our spirit of "good faith to the very end," working to improve every aspect of our operations, including bringing forward quarterly and annual financial statement announcements forward to within one month and two months respectively. The ongoing strengthening of the corporate culture in our staff remains one of the greatest drivers of forward progress for the company.

ESG Performance Highlights

Economic Responsibility / Financial Performance **Analysis**

Net Profits After Tax Goal : Continue to be profitable every year.

Year	Net profit after tax (con, KNTD)
2014	1,109,410
2015	586,361
2016	924,588

Goals Accomplished
As a result of a range of financial and political disruptions in Taiwan during 2016, including factors such as tax reforms, high property prices, changes in government regulation, and public anticipation, trading volume in the real estate market experienced a significant contraction. However, Sinyi Realty was able to maintain a good operating performance, with consolidated after-tax profits totaling NT\$924.588 million, a 58% increase on the previous year.

Our Actions
Faced with a changing political and economic situation, Sinyi Realty remains united and committed to excellence, working to strengthen our core services and investing in the cultivation of our talented staff.

Our Focus for 2016
Sinyi Realty strives to provide our customers with attentive service, including optimizing our website and mobile app search functionality, along with strengthening the integration of our agency work and overseas business channels through our Comprehensive Real Estate Platform service.

Supply Chain Management Performance **Analysis**

Total Suppliers Audited Goal : Audit over 70% of total key suppliers

Year	Total Suppliers Audited	Percentage
2014	105/172	61%
2015	176/239	73.6%
2016	213/278	76.6%

Goals Accomplished
Our first goal in 2016 with regard to supply chain management was to audit at least 70% of our total key suppliers, and in 2016 we audited a total of 213 of them, 76.6% of the total of 278, slightly above our target. This is the result of proactive engagement with all departments and the joint efforts of all units to implement supplier audits.

Our Actions
Source management - In our contracts with our suppliers, we have incorporated clauses pertaining to human rights; in the process of working with them, we hold monthly meetings and provide guidance through committees. Management by Walking Around - At contract sites, occasional inspections are carried out, while telephone surveys are used to get an understanding of supplier service quality.

Our Focus for 2016 - Focusing on Achieving Supplier Consensus
Only by sharing with our suppliers Sinyi's commitment to integrity and ethics in management can we truly provide the best quality service to our customers, and by earning their trust we will find it easier to get support for the implementation of future measures.

Pass Rate Goal : 100%

Year	Pass Rate
2014	99%
2015	100%
2016	100%

Goals Accomplished
Our second goal with regard to supply chain management in 2016 was to achieve a 100% pass rate for suppliers in our audits, and we achieved this goal. In 2013 the company incorporated human rights clauses into contracts, and in 2014 alone our sales department discovered only one supplier with clear actual or potential negative impacts on human rights, and so amid concerns about potential violations that year's supplier pass rate was 99%. After putting in place improvements and stronger guidance, in 2015 and 2016 the pass rate was 100%.

Our Actions
After discovering concerns regarding potential violations through our audits, the relevant departments worked to provide guidance and assistance, pursuing improvements in a limited period. Through continued cooperation and the implementation of irregular site inspections, we were able to help the supplier concerned maintain an appropriate level of service quality.

Our Focus for 2016 - Outstanding Case Exchanges with Key Suppliers
Working together with like-minded suppliers, we formed the Supplier Education and Evaluation Promotion Committee, facilitating exchanges, education, and observation, and friendship across industries through regular monthly meetings and the sharing of cases of outstanding service between suppliers.

ESG Performance Highlights

Awards and Honors, 2016

Corporate Governance	Taiwan Stock Exchange Corporation Third Corporate Governance Evaluation Top 5% of listed companies	Harvard Business Review Taiwan Top 50 CEOs 41st Individual awards	The Real Estate Association of the Republic of China 2016 FIABCI-Taiwan Real Estate Excellence Awards Annual Property Figures Awards
	Customer Service	Management Magazine Ideal Brands Consumer Survey 1st Real Estate Agents Category (23rd consecutive year)	30 magazine 6th Young Generation Brand Survey Most Used Brand Most Desired Brand Twin Victories
Social Inclusion		CommonWealth Magazine Gold Medal Service Industry Survey Leader Real Estate Agents Category	Commercial Times Taiwan Service Industry Review 2nd Real Estate Agents Category
			Business Today Businesspeople's Ideal Brands Survey 1st Place (9 consecutive years)
	Global Views Monthly 12th Corporate Social Responsibility Awards Model Award, Service Group First Prize, Happy Businesses Group	Foundation for Public Relations 2016 Outstanding PR Award Award for Outstanding Corporate Social Responsibility	Enterprise Asia 2016 Asia Responsible Entrepreneurship Awards Social Empowerment Award
	CommonWealth Magazine Corporate Citizenship Award 1st Place, Mittelstand Group (Won 10 consecutive years)	Taiwan Institute for Sustainable Energy 9th Taiwan Corporate Sustainability Awards Top Ten Model Sustainable Enterprises Award · Talent Development Award · Social Inclusion Award · (Non-manufacturing) Best Reporting Award Chairman Chou Chun-chi received Outstanding Figures in Corporate Sustainability Award	



Negative Information and Responses Thereto, 2016 GRI 417-3

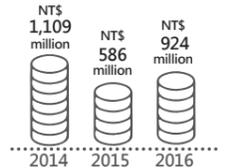
Negative Information : Incidents of non-compliance in marketing communication	Response and Actions toward Improvement
In 2016, Sinyi Realty was entrusted with 77,051 cases, among which one case of violation was noted: "Due to a lack of a filtering system for internal systems, Sinyi Realty suffered one case of publishing untrue content in an online advertisement, resulting in a violation of the Regulations on Real Estate Agency Management." This equates to 0.0013% of cases.	Sinyi Realty took action to address the internal mechanism issue, carrying out a systematic reinforcement to ensure that all marketing content is accurate and to avoid any future cases of infringement. With regard to the staff side, we also undertook internal training and promotion of the legal requirements, incorporating the matter into training materials to further raise awareness among our staff of the law. Through both systemic and staff-related refinements, we have reduced the risk of future marketing non-compliance.

2016 Performance Highlights

TOP 5%
Listed Company Corporate Governance Evaluations Ranking

Received outstanding ranking (top 5% of listed companies) for three consecutive years in TWSE Corporate Governance Evaluations.

NT\$ 924 million
After-tax Net Profits



97 staff members
Recipients of NT\$120,000 grant for birth of their second children

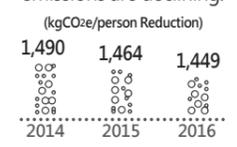
With the highest maternity benefits in the nation, NT\$120,000, we have awarded staff members a total of NT\$34.8 million in grants. In 2016, a total of 217 new children joined the Sinyi family (both first- and second-born).

14,335
Hours of Volunteer Service by Sinyi Staff

In 2016, our volunteer efforts had a total of 1,674 participants helping all across Taiwan.

58 kgCO₂e/person Reduction
Greenhouse Gas Emissions

Year on year, per-capita emissions are declining.



TOP 1
Steady at the Top of the Real Estate Agency Industry

Number one in revenues for 23 consecutive years, a steady seat at the top of the real estate agency industry.

9.6%
Market Share

Sinyi Realty continues to strengthen its commitment to doing what should be done, and as a result, we enjoyed a 7.2% growth in market share compared with the previous year.

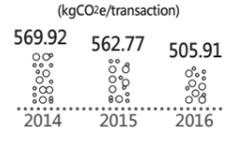
3,922
Employees

As of the end of 2016, this was the total number of Sinyi Realty staff. In 2015, this was 3,909. In 2014, this was 4,059.

95
Sinyi Lecture Hall Lessons

In 2016, these lessons saw a total of 16,428 participants with an average of 173 people per lesson.

10% Reduction
Carbon Footprint per Successful Transaction



582
Directly-operated Branches in Asia

433 in Taiwan, 140 in China, 9 in Japan, and expanded business into Malaysia in 2016, a demonstration of our ongoing growth despite circumstances

95.55%
Customer Satisfaction

Rose by 1.1% over 2015's level of 94.45%. In 2014, the figure was 91.43%.

Innovative Recruitment Approaches
50+50

We continued to implement our policy of a guaranteed monthly salary of NT\$50,000 and another NT\$50,000 for the first month after a staffer's departure, along with a 30-day work appraisal program, thus continuing to optimize our recruitment and training mechanism.

100%
Percentage of Suppliers Signed on to Human Rights Clauses

From July 2013, we have required suppliers contracts to include clauses dealing with suppliers rights and procurement ethics standards.

1st in the World
Passed Carbon Labeling and ISO 50001

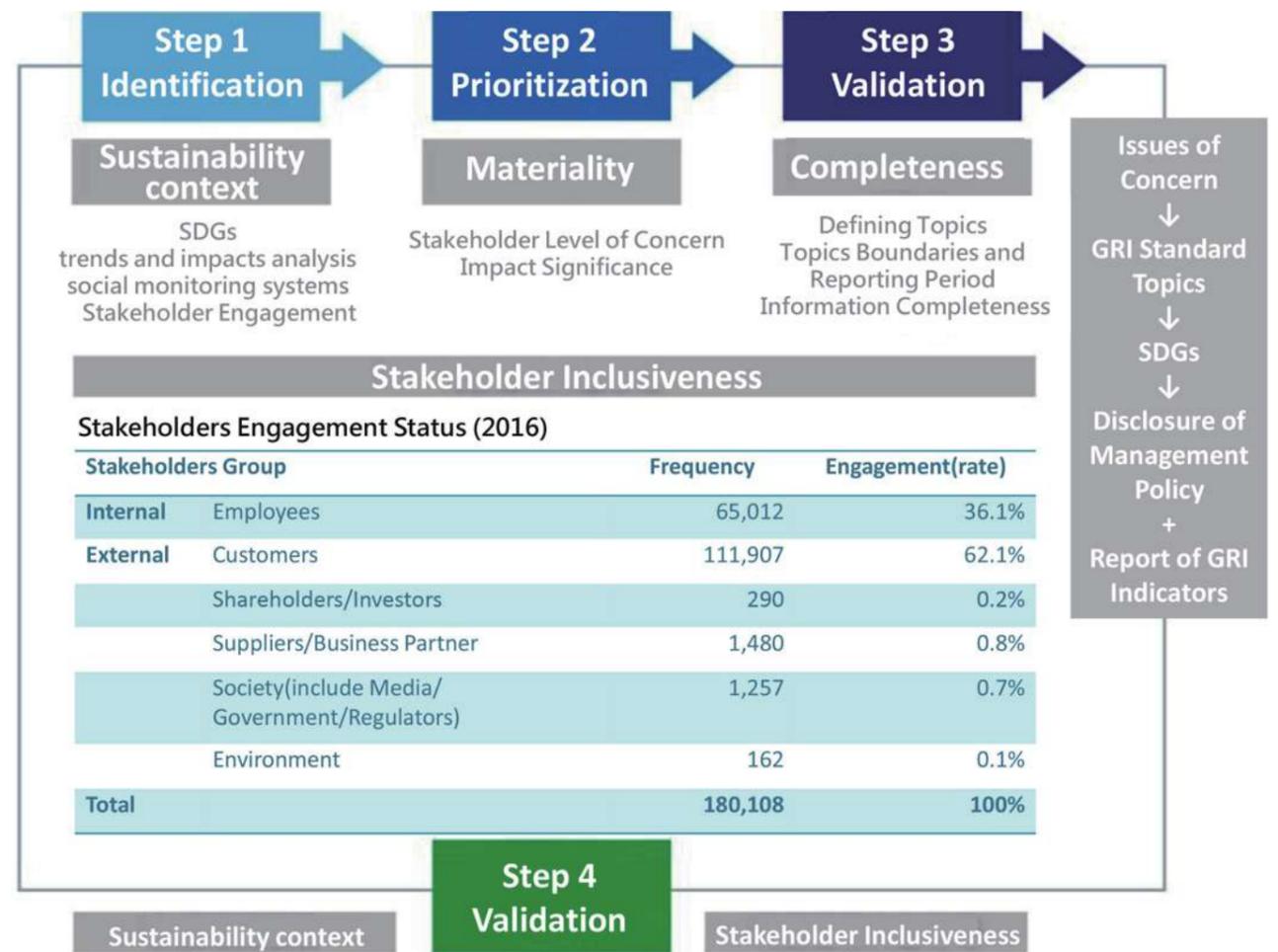
We are the first real estate brokerage in the world to receive carbon labeling and pass ISO 50001 energy management. Also the only real estate brokerage to pass PAS 2050 Carbon Footprint and ISO14064-1 certification.

Material Topics Management

Material Topics Evaluation Process GRI 102-42 GRI 102-44

Through analyzing the global situation and conducting observations through social monitoring systems, Sinyi Realty collects information about 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.

First, they identify the major stakeholders and, through both internal and external channels including global and industry standards, social monitoring systems, and internal experts, collects relevant information on issues of concern to them. Next, these issues are prioritized and analyzed for level of concern and level of impact significance, evaluated in light of the principles of sustainable development, and then identified as material topics. After this, these issues are verified and categorized under appropriate SDGs, defined through the value chain. Finally, we inspect their content for consistency with principles.



Material Topics Management

Step 1 : Identification

01 Identifying Stakeholders In accordance with the five principles of the AA1000 SES-2011 Stakeholder Engagement Standard (SES), we identified a total of **6 Stakeholders** with whom we aimed to communicate in the 2016 CSR Report.

02 Collecting Issues of Concern In line with global guidelines and standards, the United Nations Sustainable Development Goals (SDGs), industrial guidelines and standards, benchmarks from within the industry and from other industries, and annual organization goals, Sinyi collected sustainability-related issues. Through feedback collected via questionnaires distributed among internal experts regarding issues of concern, we conducted trends and impacts analysis, while also collecting a broad range of opinions from stakeholders and information from media reports through social monitoring systems. In addition, we use online surveys, telephone surveys, in-person surveys, mail, and seminars to collect stakeholder feedback on sustainability issues.

Understanding the Sustainable Development Goals (SDGs)

Conducting in-depth analysis of the 17 goals and 169 targets of the United Nations Sustainable Development Goals, we can better understand the content of each of these targets, their benefits to the company, and how they help companies meet the necessary basic standards for responsibility.

Trends and Impacts Analysis

Issuing questionnaires to senior management from the Total Ethical Management Committee and to staff responsible for the promotion of corporate social responsibility, we asked internal experts to identify topics and other related issues with regard to their impact on Sinyi Realty services. Thus we were able to get an understanding of these experts' assessments of our ability to respond to these issues, of the issues' possible impact on the company, and of future trends.

Social Monitoring Systems

When identifying material topics, we also undertake further statistical analysis of online opinion and related media reports. In 2013, Sinyi Realty established our Social Monitoring Systems, which are used to collect an expanded range of stakeholder opinion and media reporting information online. Analyzing this, we can further identify the degree of concern and impact of sustainability issues among stakeholders.

Stakeholder Engagement **GRI 102-37** **GRI 102-40** **GRI 102-43**

Through online surveys, telephone interviews, in-person interviews, mail, and seminars, we collect and analyze the level of concern among stakeholders with regard to sustainability issues.

Material Topics Management

Step 2 : Prioritization

03 Analyzing Issues for Level of Concern and Impact Significance After listing out the totality of issues of potential concern regarding disclosure in this report among stakeholders and Sinyi Realty, through various channels we communicated with stakeholders on them, receiving a total of **180,108** responses. Surveys were then distributed to the senior managers of the Total Ethical Management Committee and staff involved in the promotion of corporate social responsibility, seeking opinions from 17 internal experts analyzing each issue for the level of significance of their economic, environmental, and social impacts.

04 Surveying Stakeholder Level of Concern Through the aforementioned approach, including questionnaires, Social Monitoring Systems, and other channels, we communicated with stakeholders to understand their level of concern regarding each of the sustainability issues and their impact on assessment and decision-making.

05 Analyzing Issues for Significance of ESG Impacts Surveys were then distributed to the senior managers of the Total Ethical Management Committee and staff involved in the promotion of corporate social responsibility, seeking opinions internal experts analyzing each issue for the level of significance of their ESG impacts.

04 Analyzing Sustainable Development Goals (SDGs) Primary screening of the SDGs and their relationship to Sinyi, along with a review of the value chain and the positive and negative impacts Sinyi's operations may have on the SDGs was conducted, with Sinyi's contributions and value creation in connection to sustainability goals also assessed. This resulted in a prioritization of the issues.

05 Deciding on Material topics We convened a **Material topics Decision Meeting**, with senior management from the Total Ethical Management Committee analyzing each issue of concern for its impact on stakeholder assessments and decision-making, as well as the significance of its ESG impacts. From there, based on the **six principles of sustainable development**, their materiality was analyzed. After completing this, we defined the **lower threshold for materiality as 65 points (total of influence and impact)**, ultimately compiling a list of 37 material topics. The matrix of material topics according to impact on stakeholder assessments and decision-making and significance of ESG impacts is as follows:

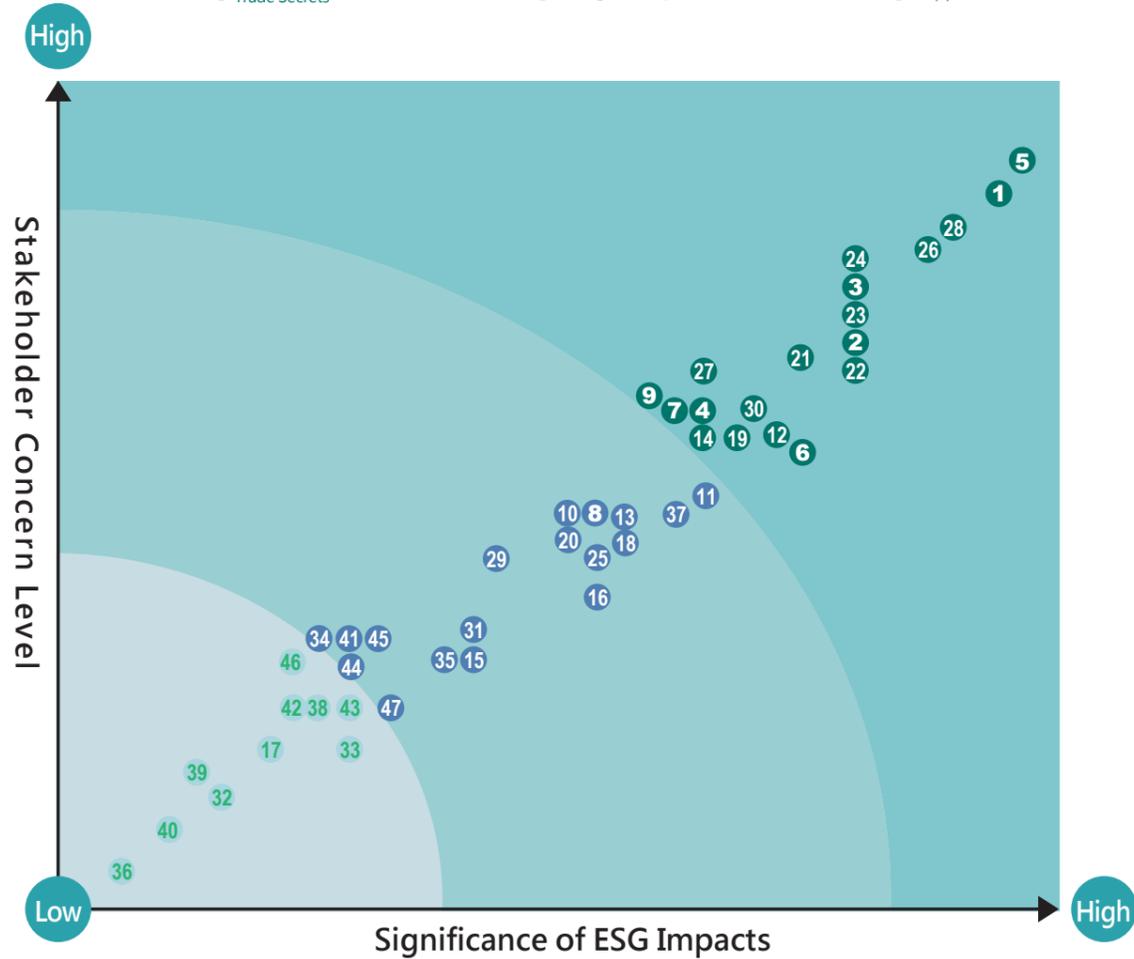
37 Material topics

Stakeholders	Significance	Engagement Methods	Frequency	Topics of Concern	Engagement Results	Our Responses	The Path of Response
Investors	Regardless of the size of their capital contributions, all shareholders are funders of this company, and thus all deserve equal treatment so that the information collected from them is, as far as possible, consistent with that of management.	Shareholder's general meetings, online corporate presentations, annual reports, telephone calls with spokespeople or acting spokespeople, mail or investor mailbox, investor information website, Audit Committee complaints mailbox, and stakeholder mailbox	Immediate	1 2 3 4 5 6 7 8 9 10	Through a variety of methods, we communicate to investors the current status of the company, as well as being able to collect feedback from investors at any time and use that to improve corporate governance	In 2016, Sinyi Realty 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 third consecutive year and ranking among the top 5% of listed companies in Taiwan with regard to corporate governance.	01 Corporate Governance P.20
Employees	Talent is the foundation of the company, and our staff are partners in business and not simply corporate assets. Staff must be granted protections in their work, and absolutely must be treated with care and respect, so that they consider themselves to have stable positions within the company. Only thusly will they be able to fully unleash their potential, grow and achieve as individuals, and rise with the company. As such, we provide competitive levels of compensation and a comprehensive system of benefits, attracting outstanding talent and continuing in our efforts to achieve our goals.	Various internal meetings, internal communications platform, staff communications mailbox, departmental service hotline, labor-management meetings, EAP staff assistance program, 1234 sexual harassment prevention hotline, course opinion surveys, internal questionnaires and surveys	Immediate	11 12 13 14 15 16 18 19 20	Full communication with staff at any time, including collecting their feedback, enabling us to adjust policies and related guidelines/regulations	We have expanded our education and training so that staff at all levels have the opportunity to systematically improve their professional skills. For stage two, we hope to further reinforce concepts of corporate ethics, using intensive high-level training of middle and senior management in an effort to foster a corporate culture of "the wisdom and willingness of the collective."	02 Employee Care P.30
Customers	1. Major source of corporate revenue 2. Sinyi provides our customers with real estate trading agency services, and should successful transactions of this type incur remuneration for services, the quality and content of the service provided will influence the willingness of customers to make use of our agency again in the future or to recommend us to friends and family.	Sinyi Realty/Sinyi Home Services/Sustainability websites, Sinyi Realty/Sinyi Home Services Facebook fan pages, community Sinyi Home Services seminars/activities/fairs, Sinyi Bimonthly, outbound customer care, Social Monitoring Systems, customer opinion channels	Immediate	3 21 22 23 24 25 26 27 28	Through online, face-to-face community work, and customer service surveys, we seek out customer feedback and expectations in order to continue refining and improving our customer service	We continue to introduce innovative services that are ahead of the curve, as this is key to improving customer satisfaction. The entire staff of Sinyi Realty is committed to actively developing a variety of innovative services that will satisfy a range of customer demands.	03 Caring for Clients P.48
Society	1. Expanding social influence through equal treatment of stakeholder interests on a foundation of corporate ethics. 2. Promoting corporate development with a focus on giving back to society, thus increasing our positive influence on society. 3. Promoting a jointly beneficial relationship between corporate social responsibility and stakeholders, thus furthering our positive influence on society.	Sustainability website, We are One Project/Sinyi School websites, Gogo fundraising platform, Facebook fan pages, Business ethics teaching camp, Communities Building Action Plan, CSR reports, annual review of Taiwan region land and property industries, industry-academia-government conferences, public hearings on regulations, conferences on real estate taxation, official Sinyi recruitment website/hotline and mailbox, press releases, press conferences	Immediate	5 29 30 31 34 35 37	Through the Creating Communities Action Plan and assisting government agencies with seminars and questionnaires, we are able to learn what issues concern the public and determine appropriate responses and feedback methods	Our community building efforts are entering their second stage, not only increasing our social media presence, but also expanding into new groups, including primary and tertiary education groups, engaging in wider and deeper communication with the community.	04 Social Engagement P.54
Environment	Striving for carbon reduction and energy savings, which is the duty of all responsible corporate citizens; businesses should operate from a perspective of treasuring the Earth's resources and giving back to the community to create win-win situations.	Green purchasing, corporate sustainability mailbox and website, Sinyi School, Sinyi volunteers, carbon management disclosures	Immediate	41 44	Every year, we carry out inventories of the carbon footprint and GHG emissions of our services, monitoring the effectiveness of our carbon reduction efforts, while also furthering awareness of environmental issues through Sinyi School seminars	In order to optimally reduce carbon emissions, we have reduced our usage of paper-based direct-marketing materials, moving toward digital dispatches. In 2017, we have further applied for sustainable stores certification, embedding sustainability concepts more deeply and concretely into our over 400 stores around Taiwan and their surrounding communities.	05 Environmental Protection P.64
Suppliers	Ensuring all suppliers are providing services in compliance with our commitment to good faith and that satisfy customers.	Supplier meetings, estimated commercial impact assessments and risk investigations, supply chain management processes and forms, Sinyi School, We are One Project	Occasional	45 47	In addition to implementing human rights clauses and purchasing ethics in our purchasing and supplier management policies, we also continue to communicate with our suppliers to bring to life Sinyi Realty's operating philosophy	Our supply chain management efforts continue to involve sampling of over 70% of our suppliers, with Sinyi's business philosophy securely at the heart of our supply chain management culture. In the future, we hope more and more people will be willing to join the festivities and commit themselves to our philosophy.	06 Supply Chain Management P.72

Material Topics Management

Based on the information collected through the aforementioned channels, we have collected a total of 47 issues of concern, as laid out below:

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



Level
 High : 91 or above
 Medium : 65 to 90
 Ordinary : 64 or below

Response
 High : Details of strategies and methods in response can be found in an independent section of this report
 Medium : Responses are included in the text of this report or on our sustainability website
 Ordinary : Not responded to specifically in this report

Material Topics Management

Step 3 : Verification

06 Corresponding Material Topics

Based on the 37 material topics of concern selected, the Total Ethical Management Committee determined corresponding material topics corresponding to 13 GRI topics and 3 other topics relating to Sinyi Realty's industry for a total of 16 material topics.

16 Material topics

07 Selecting Corresponding SDGs

Among the 17 SDGs, we evaluated the material themes selected from the perspective of our value chain, reviewing our own operations and their potential positive and negative impact on the SDGs, prioritizing them accordingly. In evaluating our contribution to and creation of value for sustainability goals, we proposed corresponding management measures. Sinyi has worked hard to respond to the major goals of sustainable development in seven categories, namely health and welfare (staff and suppliers), quality education (shareholders, staff, and society), employment and economic growth (staff, shareholders, society, and suppliers), reducing inequality (society), sustainable cities (society), responsible consumption and production (customers and suppliers), and climate action (environment and shareholders).

7 SDGs

08 Defining Topics

GRI 102-46
GRI 102-47

We evaluated each of the 16 material topics and 7 sustainable development goals in line with the value chain, identifying the scope of conflicts and impacts in terms of Sinyi's participation therein. Based on the material topics of concern identified in 2016 by our stakeholders, we identified corresponding material topics and SDGs as set out in the table below.

Appearance in the Value Chain

Stakeholders	Investors	Employees	Customers	Social	Environmental	Suppliers
Material Topics of Concern	1, 6, 7, 8, 9, 10	11, 16, 12, 18, 13, 19, 14, 20, 15	3, 25, 21, 26, 22, 27, 23, 28, 24	5, 35, 29, 37, 30, 31, 34	41, 44	45, 47
Material Topics (GRI)	GRI 201, GRI 205	GRI 401, GRI 403, GRI 404, GRI 405, GRI 409	GRI 416, GRI 417, GRI 418	GRI 203	GRI 305	GRI 414
Other Material Topics				other Industrial, other Residential, other Ethics		
Sustainable Development Goals (SDGs)	4 Quality Education, 8 Decent Work and Economic Growth, 13 Climate Action	3 Good Health and Well-being, 4 Quality Education, 8 Decent Work and Economic Growth	12 Responsible Consumption and Production	4 Quality Education, 8 Decent Work and Economic Growth, 10 Reduced Inequalities, 11 Sustainable Cities and Communities	13 Climate Action	3 Good Health and Well-being, 8 Decent Work and Economic Growth, 12 Responsible Consumption and Production
Our Responses	01 Corporate Governance P.20	02 Employee Care P.30	03 Caring for Clients P.48	04 Social Engagement P.54	05 Environmental Protection P.64	06 Supply Chain Management P.72

Our Value Chain

Sustainability at Sinyi

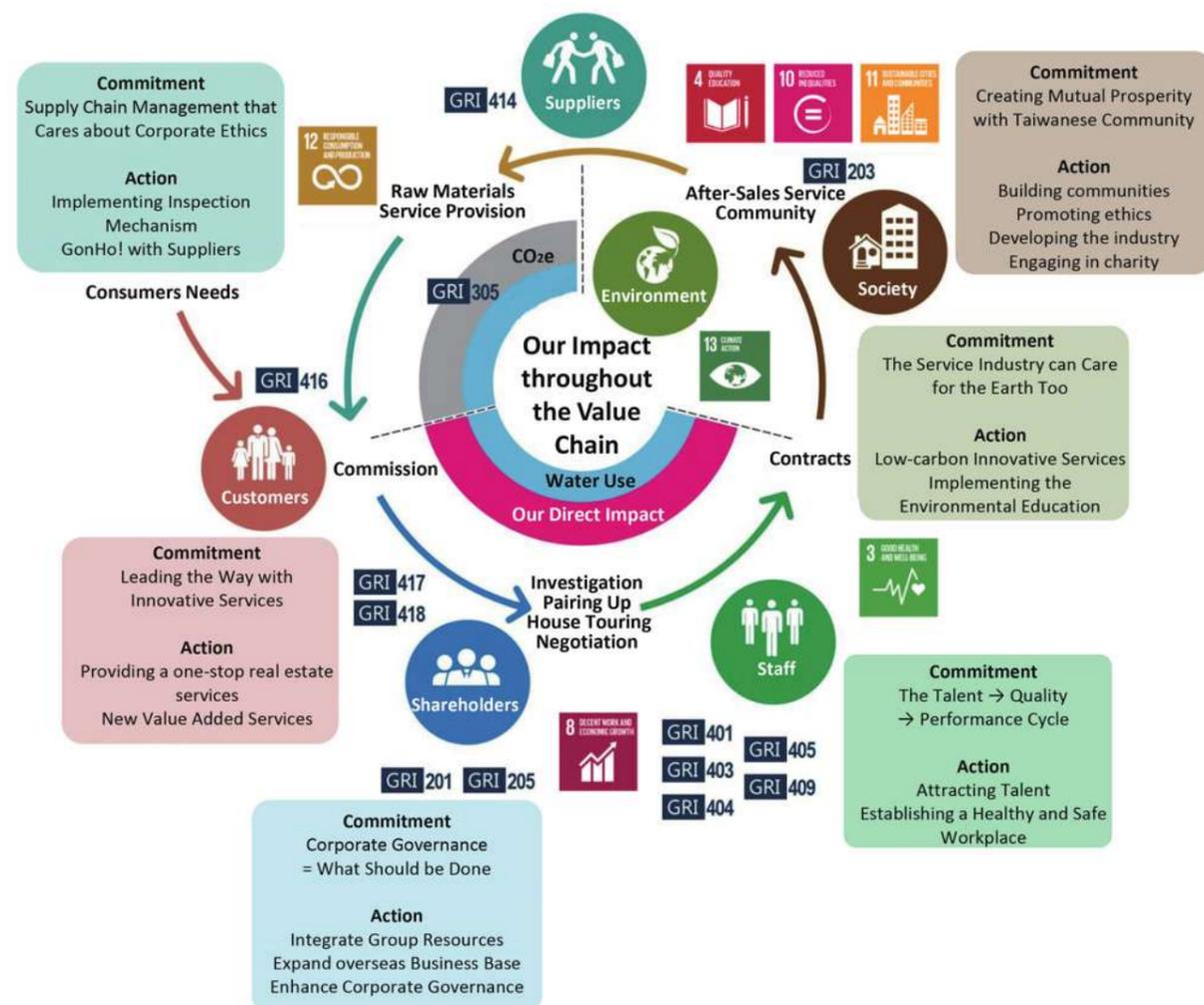
Honesty, integrity, and ethicality have always been our core values. We believe that the true meaning of sustainability isn't just to do with the relationship between people and the environment, but also between people and other people and the mutual relationship of people and groups. As such, we are committed to corporate social responsibility and to the interests of our stakeholders, as only then can we truly lay a strong foundation for sustainable development.

Koji Sakamoto's book "Nippon de Ichiban Taisetsu ni Shitai Kaisha," a Japanese best-seller, echoes Sinyi Realty's thoughts on sustainable operations—when all stakeholders hope that Sinyi Realty will last forever, that will indicate that we have found the operational approach for the company that optimizes real value.

Value Creation Actions

The nature of the real estate agency 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 pre-commission and after-sales service, community management, and other such services. The lifecycle of these services covers acquisition of raw materials, service provision, and waste disposal stages, and while real estate is a low trade frequency commodity, in the process, it nonetheless consumes energy and generates greenhouse gas emissions through things like the production and distribution of marketing dispatches and flyers or carbon emissions through showing customers properties and engaging in negotiations. All of these have an impact on both society and the environment. Changes in society and the environment, in turn, affect Sinyi and the operating environment of the industrial chain and suppliers, all having a mutual influence on one another.

Map the Value Chain to Identify Impact Areas



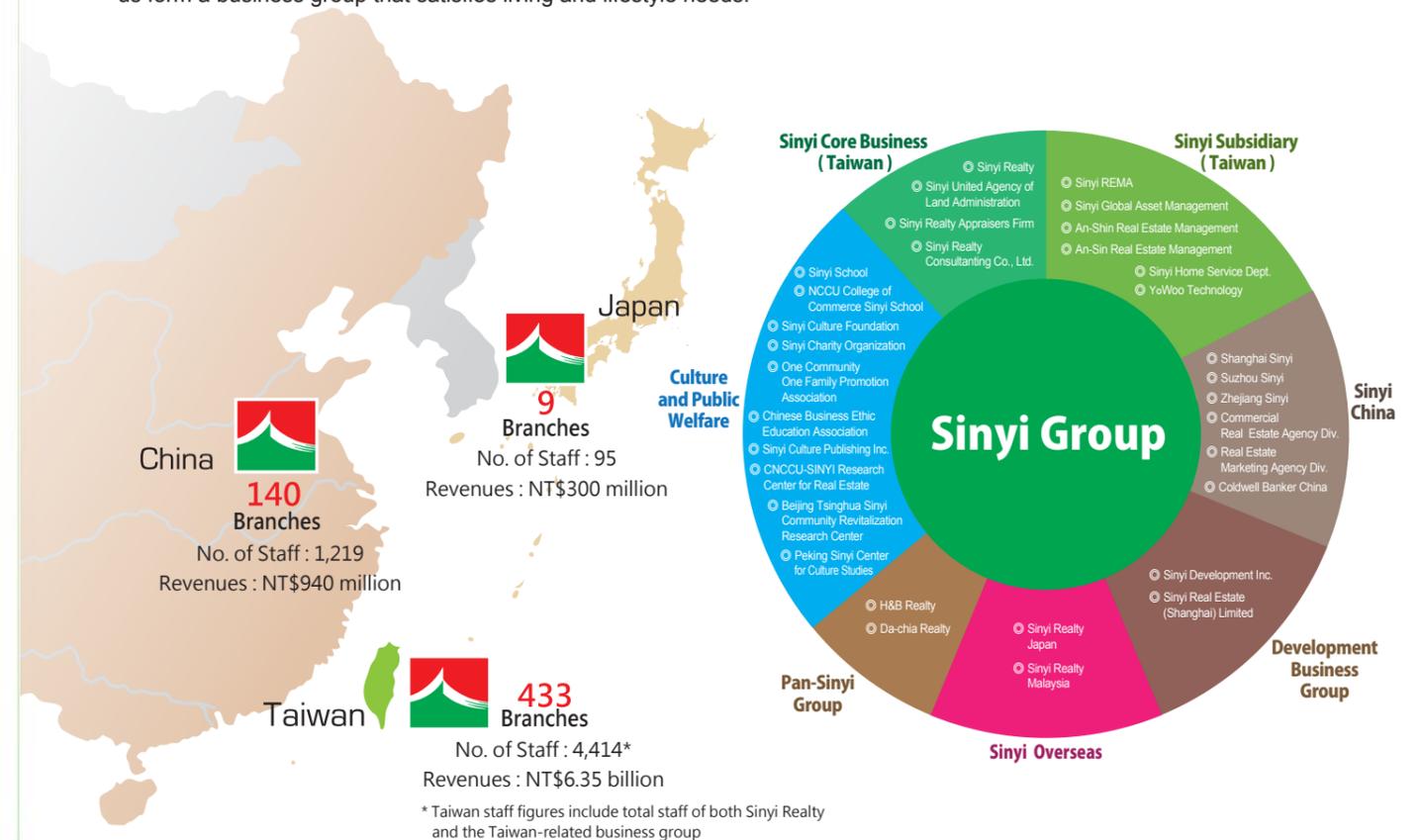
Organizational Scale

Sinyi Realty

In 1981, Sinyi Realty founder Chun-chi Chou established Sinyi Realty Escrow Service, officially founding Sinyi Realty Agency Co., Ltd., in 1987, which then was listed on the stock exchange in 2001. The company's primary business is serving as an agent for real estate sales and rentals, with services including lot presales, and individual property sales, and sales/rentals of new and used homes, offices, factories, land, parking spaces, and so on. In 2007, the company's global headquarters was established in the Sinyi Building, located at No. 100, Xinyi Rd. Sec. 5, Xinyi Dist., Taipei City, Taiwan. With the rapid growth of the real estate agency market worldwide and the growing demand for international real estate agency services, we have also set our sights on the global market, taking our successful development experience from Taiwan and applying it to every corner of the globe. Thanks to years of hard work on the part of our staff and the confidence of the community, Sinyi Realty has become Taiwan's leading brand in the real estate agency market.

Sinyi Group

Sinyi Group is committed to putting people first and adheres to a vision of corporate social responsibility and world-class service. Since the founding of Sinyi Realty, the group has continued to pursue a vertical business strategy primarily situated within the real estate industry, from our core Taiwanese business group to our Taiwan-related business group, a Chinese Sinyi business group, a development business group, extended Sinyi Group an overseas business group, and a cultural and philanthropic business group. As business needs require, we continue to expand the scope of our agency services, having established branches and offices at 433 locations across Taiwan. In order to provide even more outstanding services abroad, by 2016 Sinyi Group had accrued a team of staff totaling 5,728 people in service locations in Shanghai, Suzhou, Hangzhou, Tokyo, Osaka, and other places. Over time we have gradually developed a robust and fully self-reliant business structure, with teams and staff focused on areas from "faithful service" and "pursuing maximum customer satisfaction" to "professional and high-quality process control" and "digital and online technologies." All of these work together closely to help us form a business group that satisfies living and lifestyle needs.



Industry Influence

Industry Environment

Major Challenges

1. Housing Market Contraction: In the latter half of 2014, uncertainty around the Integrated Housing and Land Income Tax System led the market into a period of falling prices and a cycle of contraction. While the interference of such policies is expected to weaken from 2017 onward, potential buyers remain conservative in their view of future real estate prices and the probability of falling prices and a rebound in transactions is comparatively high, owner-occupation remains the primary source of demand in the market.
2. Use of Online Platforms: Internet-based tools and technologies continue to penetrate all kinds of commodity transactions, and real estate services are similarly attracting participation by and competition between online platforms. However, with the heterogeneity of housing and the complexity of transaction terms, housing transactions cannot be entirely handled by e-commerce mechanisms, and as such we can only expect such online technologies to continued being applied as part of the transaction process.

Our Responses

1. By enhancing our staff's attitudes to quality and personal ability development, we have been able to continue to expand our market share even in these unfavorable economic times. In terms of systems, Sinyi Realty provides guarantees at all steps of the transaction process with regard to the properties themselves, including "existing housing contract guarantees," "watertightness guarantees," "safe housing guarantees," "guarantees against high radioactive exposure," and "guarantees against high chloride in concrete." In this way, we offer a comprehensive set of protections that gives us an edge in winning over owner-occupier purchasers as the market begins to recover.
2. Through continuing optimization of our database and our use of the Internet, social media, and mobile tools, we will continue to improve the efficiency of our services and operations, creating a more user-friendly, professional, and technologically efficient trading service environment.

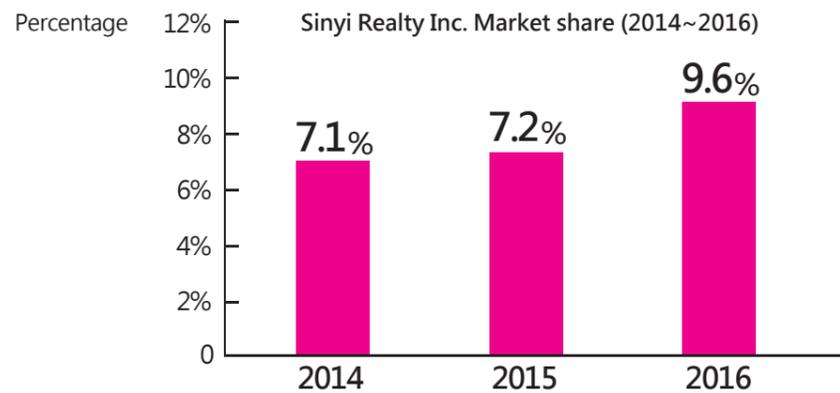
Market Positioning

Taiwan's Only Listed Real Estate Agency

Sinyi Realty was established in 1987 and is one of Taiwan's leading real estate agencies. While most Taiwanese real estate agencies decided early to pursue rapid development through franchising, Sinyi Realty is unique for its insistence on stable expansion through directly-operated branches. In 1999, Sinyi Realty became Taiwan's first OTC real estate agency, and in 2001 we became Taiwan's only real estate agency to be listed on the stock exchange.

Significantly Growing Market Share

Between 2014 and 2016, policy uncertainties led to a slide in investment demand, while owner-occupancy was the primary source of demand. This created a precarious operating environment that put real estate agencies to the test, with some falling by the wayside as the market contracted, with locations suffering and closing. Sinyi Realty, meanwhile, continued its tradition of excellence. The worse the times, the more one needs to "turn into the skid." In 2016 we continued throughout the group to adhere to putting people ahead of profits and thinking positively, and thanks to the hard work of our staff, constant efforts toward improvement, and use of new technologies to improve quality of service, we were able to in fact greatly increase our market share over the previous year, up to 9.6%.



Number 1 in Revenues for 23 Consecutive Years, a Steady Seat at the Top of the Industry

Not only has Sinyi Realty actively sought to differentiate itself from the rest of the industry and build a distinctive brand, we as a company have worked to improve the quality of the services we offer, insisting on integrity and ethical behavior as the core of our business and the biggest driver of progress and stable development. As a result, despite the vicissitudes of the property market, we have remained securely at the top of the industry.

Industry Influence

Participation in Public Associations GRI 102-13

To help share our knowledge, information, experience, and best practices more effectively, we are active participants in the following associations, aiming to leverage our influence in the industry through cooperative efforts with influential organizations to lead the industry to new, higher standards.

【Association Participation】

- | | |
|--|---|
| The Real Estate Association of the Republic of China | Chinese Excellent Management Association |
| The Third Wednesday Club | Internal Audit Association of the Republic of China |
| Taiwan Souji | Taiwan Chain Stores and Franchise Association |
| Taiwan Institute of Directors | Taipei Association of Real Estate Brokers |
| National Association of Young Entrepreneurs | New Taipei City Real Estate Agent Association |
| Chinese Professional Management Association | Taiwan CIO Association |
| The Audit Bureau of Certification | Chinese Human Resource Management Association |
| Chinese Management Association | Taiwan Union of Nurses Association |
| Taipei City Young Presidents' Organization | Taiwan Corporate Governance Association |
| Cross-Strait CEO Summit | Taipei Bar Association |
| Council for Industrial and Commercial Development | Architecture Association of the Republic of China |
| Taiwan Advertisers' Association | Taichung City Association of Real Estate Brokers |
| Business Council for Sustainable Development of Taiwan | Taoyuan Association of Real Estate Brokers |

External Initiatives GRI 102-12

- In joining the Environmental Protection Administration and Taipei City Department of Environmental Protection's Non-Government Enterprises and Organizations Green Purchase Plan, we signed a letter of intent indicating our commitment to green purchasing.
- In response to the 2014 Putting a Price on Carbon Statement, we hope to become a pioneer in global green real estate through increased interactions, doing our part to reduce environmental impact.
- This company's sustainability reports are prepared in accordance with the GRI Guidelines: Comprehensive Option published by the Global Reporting Initiative.
- Our sustainability report disclosures are in following with the international standards including the Corporate Social Responsibility Best-Practice Principles for TWSE/GTSM Listed Companies, the UN Global Compact, and ISO 26000 – Guidance on Social Responsibility.

Established by Sinyi Group Chairman Chou Chun-chi and other entrepreneurs
SEE Foundation



In 2004, the SEE Foundation was formed as Chinese entrepreneurs came together for the first time in the name of charitable work on sand and desertification control. Sinyi Group chairman Chou Chun-chi was among the 100 entrepreneurs who came together with a 10-year commitment to each invest CNY100,000 a year to this work. Starting from working to mitigate the sandstorms that strike the Alxa League in Inner Mongolia, the foundation is committed to environmental and ecological protection, promoting harmony between man and nature, and, in the future, becoming Asia's largest and the world's most influential charitable organization working on sand control.



In the interests of realizing concepts of sustainable development, Sinyi Realty is also a member of the Business Council for Sustainable Development of Taiwan. Through sharing information and participating in activities with the Council, we are able to stay on top of the latest trends in trading and environmental development, as well as innovative approaches being pursued internationally in response to global climate change, thus taking an active role in confronting the challenges of climate change.



To further reinforce green sustainability actions and continue improving knowledge of sustainable operations, Sinyi Realty actively participates as a member of Center for Corporate Sustainability's consultancy and sustainability courses, further enhancing capabilities concerning sustainability.

Sinyi Realty is a member of **The GRI Gold Community**



Since first issuing a CSR report in 2008, Sinyi Realty has consistently adhered to the sustainability standards laid out by the GRI, keeping pace with new developments and revisions of the GRI standards, ensuring each year we apply the newest standards. Additionally, in 2017 we joined the GRI Gold Community.

Sinyi Realty has joined **The Fair Enterprise Alliance**



Professor Kai Ma has brought together a group of entrepreneurs who strive to provide outstanding service to society to form the Fair Enterprise Alliance. The aim of this is to harness the joint strength of the respective enterprises to speak up with a louder voice and draw society's attention and power to those who most need our help. Sinyi Realty is dedicated to the promotion of corporate social responsibility and sustainable development, and as a member of the Fair Enterprise Alliance, we continue to strive to do our best to care for society.

1. Corporate Governance

- Main Issue 1 Governance Procedures
- Main Issue 2 Board of Directors
- Main Issue 3 Governance Performance
- Main Issue 4 Shareholder Equity
- Main Issue 5 Ethics and Integrity
- Main Issue 6 Risks and Opportunities

Management Approach

GRI 103-1 GRI 103-2 GRI 103-3 SDG 8

Sustainability Principles
Corporate Governance
= What Should be Done

No.1
in revenues for
23 consecutive years,
a steady seat at the top of
the real estate
agency industry

Top 5%
in Listed Company
Corporate Governance
Evaluations Ranking

9.6%
Market Share

Material Topics and their Meaning to Sinyi 📍 201 Economic Performance 📍 205 Anti-corruption

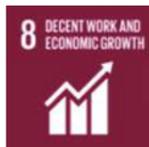
We have consistently believed that if we can uphold our corporate social responsibility, then profits will follow naturally. As such, no matter how the external environment may change, this company's core values of integrity, ethicality, and corporate social responsibility remain steadfast. We do all we can to take care of the interests of all stakeholders, laying the foundation of a secure niche in sustainable development, and thanks to our hard work in this regard, we have been honored to receive recognition from many corners.

Sinyi's Major Contributions toward the SDGs



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

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. Senior management are fundamental to the promotion of corporate sustainable development, and as such the company arranges for our senior management to undergo ongoing internal and external training in economic, environmental, and social issues related to our operations.



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Our goal here is to focus on high added-value and labor-intensive industries and, through diversification, technological upgrading, and innovation, increase economic capacity and encourage growth among small and medium enterprises. By 2030, we hope that all people, including the young and those with physical or mental disabilities, will have access to decent work.

Sinyi has consistently been committed to reliability, trustworthiness, and putting what is right ahead of pure profitability. As such, Sinyi Realty believes that through putting the interests of our stakeholders first through strong corporate ethics and governance strategy, reasonable profits will follow naturally, thus fostering sustainable growth into the future.



Take urgent action to combat climate change and its impacts.

Global climate change is a key issue that is of concern around the world, and our philosophy of putting right before profit has inspired us to seek innovative opportunities both internally and externally in hopes of reducing our carbon footprint, offering services that distinguish us from the rest of the real estate industry, and doing our part for the planet.

Material Topics :

- 📍 201 Economic Performance
- 📍 205 Anti-corruption

Responsibilities

Total Ethical Management Committee - Corporate Governance Group

Policies

Internal Controls and External Assessments - A Two-track Management System

Looking at market conditions and competitiveness, our general manager sets out business plans and interdepartmental coordination, with these plans undertaken under the leadership and supervision of the chairman. Under the auspices of the Board of Directors are the Audit Committee and Remuneration Committee, both composed of independent directors, which work toward ongoing refinement of our corporate governance. Using the internal control mechanisms set out by the Audit Committee, we conduct risk monitoring and provide reasonable assurances of operational effectiveness and efficiency (including profitability, performance, and asset security), reliable financial reporting, and legal compliance. In addition, we will continue to participate in external awards and corporate governance evaluations, strengthening internal areas of insufficiency and improving the robustness of our business.

The Pursuit of Excellence through Belief-led Action

The entire Sinyi Group is committed to a business philosophy of "good faith to the very end," with every one of our staff members striving for ongoing improvement and thus providing the impetus for the company's own ongoing improvement. Whenever issues are found in the operating environment, Sinyi Realty relies on our tradition of "turning into the skid," speeding up internal organizational improvement and optimization to ensure continued and robust corporate growth.

Commitments and Actions

Commitments

Uphold corporate social responsibility, reinforce our philosophy of keeping our word, continuing to innovate and develop business opportunities, and create stable, sustainable, and profitable operations.

Concrete Actions and Results 📍 Accomplish 📍 Ongoing

2016 Goals	2016 Actions	Status
📍 • Top-level Corporate Governance Evaluation Rating (Top 5% of Listed Companies)	<ul style="list-style-type: none"> Set forth Regulations on whistle-blowing of illegal and unethical or dishonest conduct Shift the start time of Shareholder Meetings to 9:30 am for the convenience of shareholders traveling longer distances 	Receive the best rating available in the Taiwan Stock Exchange's Corporate Governance Systems Evaluation System for the third consecutive year and ranking among the top 5% of listed companies
📍 • Expanding Overseas Business	<ul style="list-style-type: none"> Set up operating locations in China and Japan Continue developing potential overseas locations 	<ul style="list-style-type: none"> Open total of 23 locations in China and Japan Establish Joint Business Department and enter Malaysian market
📍 • Increase Market Share to 8%	<ul style="list-style-type: none"> Continue consolidating group resources and promoting Sinyi Group platform operations Increasing service quality through ongoing staff improvement and growth 	Increasing overall market share from 7.2% in 2015 to 9.6% in 2016

Future Strategic Goals

The company will focus on personnel training and development, rooting our operating philosophies deeply in our staff and strengthen the implementation of development goals at each level, preparing a reserve of high-quality talent. With regard to external operations, not only will we continue to build the influence of the Sinyi brand and pursue stable expansion of our overseas operations, we will also strive to make use of new business models to address the challenges of rapidly developing online and digital technologies, further expanding the scope of the group's operations.

Future Goals	Achievement Deadline
• NT\$20 billion in Consolidated Revenue	2017
• Establish a subsidiary in Malaysia	2017
• Forge new business models to make use of digital technologies	2018
• Increase Market Share to 10%	2020

Corporate Governance

- Main Issue 1 Governance Procedures
- Main Issue 2 Board of Directors
- Main Issue 3 Governance Performance
- Main Issue 4 Shareholder Equity
- Main Issue 5 Ethics and Integrity
- Main Issue 6 Risks and Opportunities

1.1 Sustainable Governance Procedures

1.1.1 Sustainable Operations Governance Structure

GRI 102-22 **GRI 102-23** The company views our shareholders as our highest authority, with all business carried out under the management and supervision of the Board of Directors, itself under the leadership of the chairman. At present, the company has no CEO position, with general business planning and interdepartmental coordination undertaken by the general manager in line with market conditions and competition. The chairmanship and general manager position are not held by the same person in Sinyi, nor is the general manager a member of the Board.

The Leadership and Decision-making of the Chairman

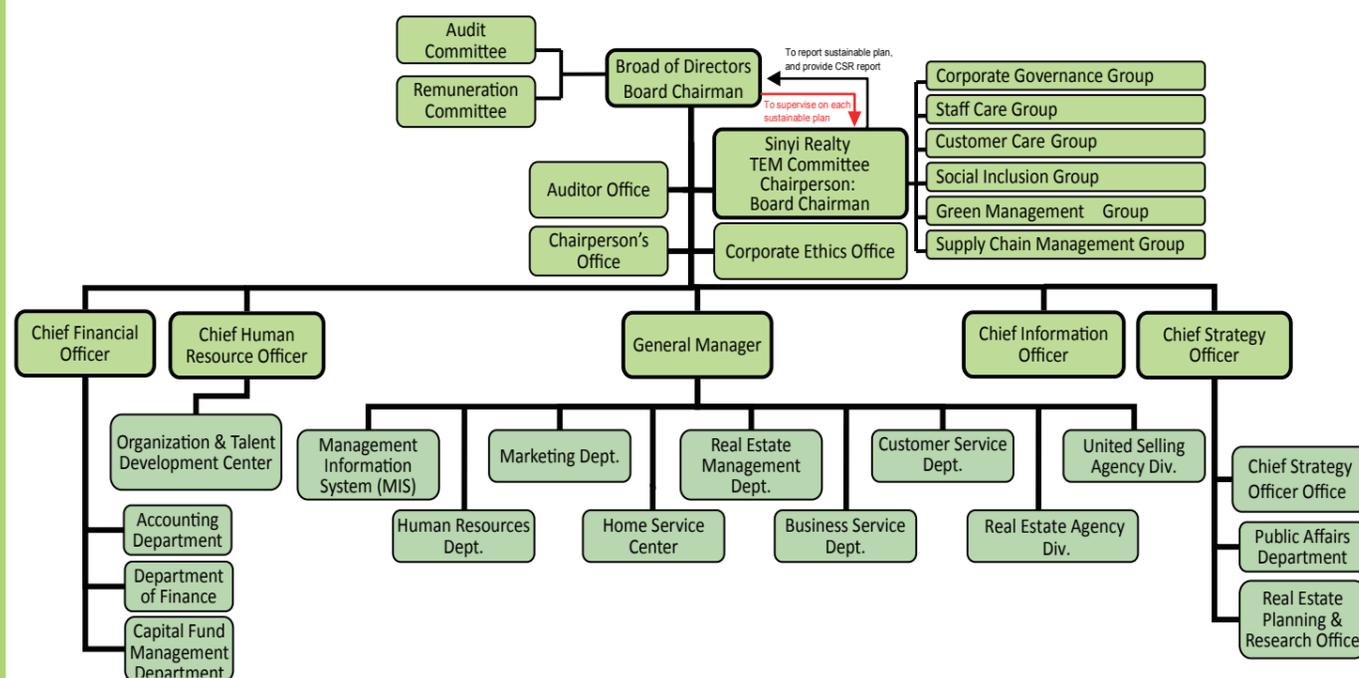
GRI 102-32 The company chairmanship is currently held by Mr. Chou Chun-chi. Each year, with an eye to sustainable management, the chairman sets out a grand strategy for the coordination of the various interests of our stakeholders, while the TEM is tasked with providing crucial guidance on the various particulars of sustainable management.

GRI 102-26 The company's long-term sustainable development direction follows the mission set out at the founding of the company by Mr. Chou. Beyond the vision communicated by the leadership, as the company expands and time moves on, we invite all our staff to participate in setting down our goals. In 2010, the entirety of the staff participated in this, bringing together a total of 2,001 individual ideas that contributed to our setting out of **our 2020 corporate vision: "An insistence on corporate social responsibility and becoming a world-class member of the service industry."** This was then broken down into three-year and annual plans by the TEM, laying out short-term goals and implementation guidelines, progress toward which is regularly reviewed.

Core Concepts

Company founder Chou Chun-chi has decided on three core values for the business, drawn from Confucian thought: integrity, righteousness, and ethicality. "Righteousness" is appropriateness of thought and action and "integrity" is valuing one's commitments and keeping one's word," and as such as such, the foundation of Sinyi (the name drawn from the Chinese for the two concepts) is that of doing what should be done and keeping one's word. Ethicality, meanwhile, is about acting in a way appropriate to the interests of each of our stakeholders, establishing good relations with them and realizing the concept of corporate social responsibility. Put simply, it is, again, doing what should be done and keeping our word to them. Ethical action is the only true way to both minimize expenses and increase efficiency and competitiveness.

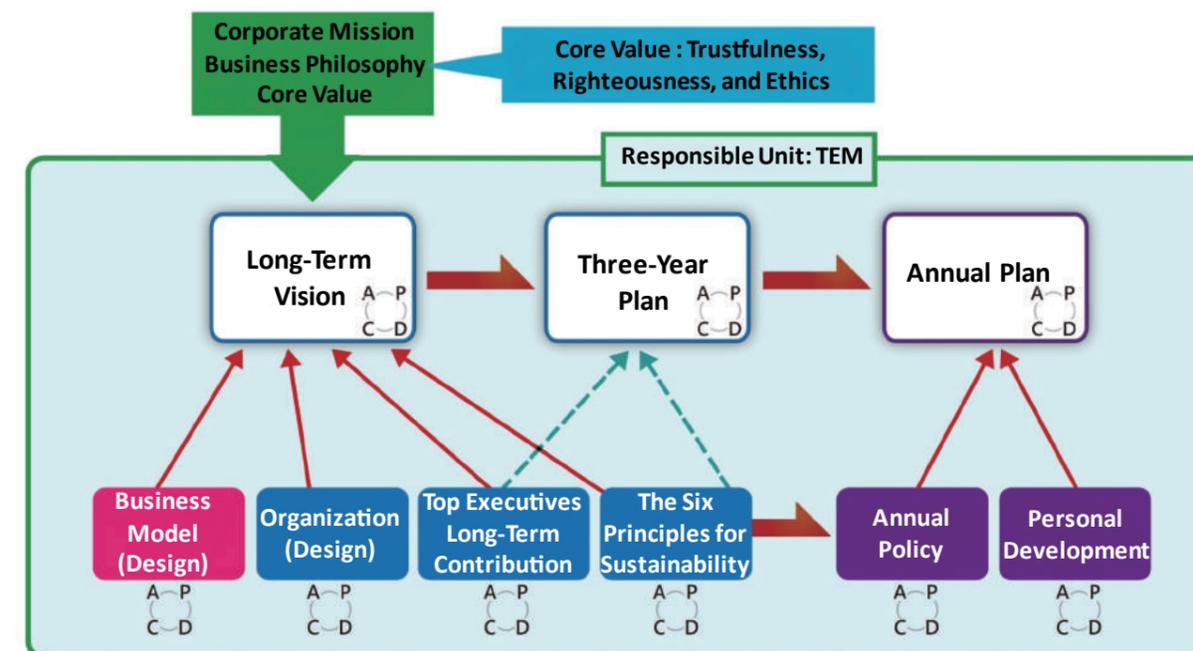
【Sinyi Realty Inc. Governance Structure】 **GRI 102-18**



Corporate Governance

- Main Issue 1 Governance Procedures
- Main Issue 2 Board of Directors
- Main Issue 3 Governance Performance
- Main Issue 4 Shareholder Equity
- Main Issue 5 Ethics and Integrity
- Main Issue 6 Risks and Opportunities

【Sinyi Realty's Long-term Vision and Annual Plans】



For more information on the six principles sustainability, please refer to the relevant section on Sustainable Development.

Total Ethical Management Committee (TEM) : Promoting Sustainable Business and Issuing Reports

The Total Ethical Management Committee is convened and chaired by the chairman of the Board of Directors, with the members drawn from senior management, including the general manager, the chiefs of staff, the VP of sales, and departmental senior managers. **The committee meets once a month and whenever otherwise convened, discussing material issues. In 2016, the committee met a total of 34 times.** Its goal is primarily to coordinate and regularly review the company's CSR and sustainable development goals, performance, and progress, with different groups addressing different topics and holding their own meetings or projects. In addition, the committee leads in resolving issues of corporate ethics in departments, implementing any necessary transformations of procedures.

Function and Authority

1. Coordinate 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 the year.
3. Responsible for collecting and collating stakeholder views and identifying/managing ESG impacts, risks, and opportunities.
4. Hold quarterly ESG performance and goal fulfillment reviews.
5. Compile CSR report and provide it to the Board for review and issuance.
6. Assist in dialogs with stakeholders
7. Core of group sustainable development

Corporate Governance

- Main Issue 1 Governance Procedures
- Main Issue 2 Board of Directors
- Main Issue 3 Governance Performance
- Main Issue 4 Shareholder Equity
- Main Issue 5 Ethics and Integrity
- Main Issue 6 Risks and Opportunities

Remuneration Listed by Range of Directors

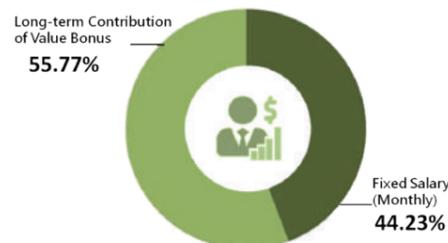
Range of the Remuneration Paid to the Company's Directors	2016			
	Aggregate Amount of A, B, C and D		Aggregate Amount of A, B, C, D, E, F and G	
	The Company	All Companies Specified in the Financial Statements (I)	The Company	All Companies Specified in the Financial Statements (J)
Below \$2,000,000	Chou Chun-Chi, Hong San-Xiong, Jhan Hong-Chih, Su Jyun-Bin, Lin Hsin-Ho, Lee Cheng, Sinyi Co., Ltd., legal representative of Sinyi Co., Ltd.: Chueh Chien-Ping, legal representative of Sinyi Co., Ltd.: Chou Wang Mei-Wen,		Chou Chun-Chi, Hong San-Xiong, Jhan Hong-Chih, Su Jyun-Bin, Lin Hsin-Ho, Lee Cheng, Sinyi Co., Ltd., legal representative of Sinyi Co., Ltd.: Chou Wang Mei-Wen,	
\$2,000,000 (inclusive)~\$5,000,000 (exclusive)	Lin Hsin-Yi, Liu Shuen-Zen,		Lin Hsin-Yi, Liu Shuen-Zen,	
\$5,000,000 (inclusive)~\$10,000,000 (exclusive)	-		Legal representative of Sinyi Co., Ltd.: Chueh Chien-Ping	
\$10,000,000 (inclusive)~\$15,000,000 (exclusive)	-		Legal representative of Sinyi Co., Ltd.: Chueh 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 (Note)	11		11	

Note: The company has seven directors, an aggregate total of 11, with respective disclosure of remuneration of the company's juristic person director Sinyi Co., Ltd., and its legal representative, with the three independent directors discharged on May 20, 2016.

1.3.3 Rewards to Senior Executives for Sustainable Operations GRI 102-35

Senior management is divided into sales and support. In order 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. In addition to their fixed salaries, senior sales managers are also eligible for performance bonuses calculated based on performance indicators. And to encourage them to work toward sustainable corporate development, not only are senior managers rewarded for their short-term performance, 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, receiving bonuses as laid out in the guidelines for their contributions. For such bonuses to be approved, senior management must provide a "Long-term Value Contribution Plan" report to the Board of Directors, covering aims and accomplishments; interaction regarding this report will help the Board members get a deeper understanding of the operating strategy employed by the manager, their particular skillset, and the results of their implementations of strategies, facilitating effective feedback and accomplishing the goal of cultivating leaders.

Percentages of Salaries of Senior Management



GRI 102-36 GRI 102-37 At the start of 2016, the Remuneration Committee convened discussions with senior managers about their Long-term Value Contribution Plans, and at the end of the year, those same managers explained to the committee the state of that year's plans and their plans for the coming three years. Through such face-to-face interactions, the Remuneration Committee, composed of four independent directors, assessed the managers' performance and proposed suggestions for Long-term Contribution of Value Bonuses to the Board of Directors. After discussion, the Board then passed acceptable proposals and, for those who had as of that year served a full three years with the company, calculated Long-term Contribution of Value Bonuses in accordance with the company's performance, the relevant guidelines, and individual performances.

Beyond the aforementioned, there are no other significant special benefit policies for senior management in this company. Retirement benefits are the same as those enjoyed by ordinary staff, set out in accordance with regulations and applicable under both new and old pension systems as appropriate.

1.4 Shareholder Equity

The primary principles of sound corporate governance mechanisms are the protection of shareholder equity and the fair and equal treatment of all shareholders. Protecting shareholder equity has consistently been something upon which this company has placed tremendous importance. While the company's shareholder stakes may be fairly concentrated, we nonetheless not only strive to maintain close relationships with our primary shareholders, but also to protect the rights and equity of other shareholders. Shareholders in the company have the following rights:

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

For more information on the 10 major shareholders, please see p. 140 of Sinyi Realty's 2016 annual report. <http://img.sinyi.com.tw/u/file/2017/05/e34eafe9e1433f118b76fc90c2b8c9f7.pdf>

Corporate Governance

- Main Issue 1 Governance Procedures
- Main Issue 2 Board of Directors
- Main Issue 3 Governance Performance
- Main Issue 4 Shareholder Equity
- Main Issue 5 Ethics and Integrity
- Main Issue 6 Risks and Opportunities

1.5 Ethics and Integrity GRI 102-16 GRI 205-2 GRI 205-3

Our Corporate Social Responsibility Best Practice Principles is set out in accordance with the Corporate Social Responsibility Best-Practice Principles for TWSE/GTSM Listed Companies; we have also laid out Guidelines for the Adoption of Codes of Ethical Conduct for Directors and Managerial Officers. Since the company's founding, Sinyi's founding purpose, operating mission, and management approach have driven stable growth, while the actions and decisions of any of our staff in the course of their work will impact how others view and think of Sinyi Realty. To ensure staff have clear direction in their interactions with stakeholders including clients, other staff, others in the industry, suppliers, national society, and the natural environment, Sinyi Realty has, as a pioneer in the industry, set forth and regularly promoted the Sinyi Group Code of Conduct.

1.5.1 Codes of Conduct and Practice Standards

- Corporate Social Responsibility Best Practice Principles
- Sinyi Group Code of Conduct
- Procurement Code of Ethics
- Guidelines for the Adoption of Codes of Ethical Conduct for Directors and Managerial Officers

For more information, please see the Board of Directors page of our Corporate Sustainability website at <http://csr.sinyi.com.tw/en/governance/board-of-directors.php>

1.5.2 Internal and External Reporting Mechanisms GRI 102-17

In order to realize ethical behavior and honest management in the company, and to facilitate the accomplishment of sustainable development, Sinyi Realty has established a clear, concrete mechanism for reporting and verification in accordance with Article 23 of the company's Integrity Management Guidelines and Article 49 of the CSR Code of Practice, setting forth the Regulations on whistle-blowing of illegal and unethical or dishonest conduct. These guidelines lay out how any illegal, unethical, or dishonest behaviors may be reported and are to be handled, and also strictly protect the confidentiality of the reporters to ensure that no-one shall be improperly treated due to having filed a report, and that at the appropriate time they shall receive an appropriate reward. At the same time, we also provide an external reporting channel, striving to collect prompt feedback from stakeholders and address their concerns. For example, our Employee Assistance Program provides legal services to staff through third-party professional consultants, while we are also willing to pursue communications through external channels such as the Ministry of Labor Affairs or the Ministry of Justice.

For more information, please refer to the Stakeholder Engagement section of the chapter on Material Topics Management

1.5.3 Anti-Corruption Management Mechanism GRI 205-1

Sinyi Realty undertakes comprehensive risk evaluations of the activities of all operating locations throughout Taiwan with regard to corruption-related issues, identifying potential major corruption risks as laid out below, along with setting out response policies. Details of the results of these in 2016 can be found below.

2016 in Anti-Corruption Management at Sinyi Realty

Major Corruption Risk	Corruption Prevention Policy	2016 Anti-Corruption Communication Training and Implementation Effectiveness	Verified 2016 Incidents of Corruption and Actions Taken
Target: All Staff Corruption Risks: Risk of corruption in helping during real estate transactions	<u>Sinyi Group Code of Conduct</u>	Twice a year, we carry out communications training; 100% have signed on	A total of incidents of corruption in the course of a transaction were confirmed; to be cited with a 1st Level Demerit besides the minor circumstances, the remaining four resulted in dismissals.
Purchasing Staff Risk of corruption in purchasing process	<u>Procurement Code of Ethics</u>	Total of 128 staff in 12 purchasing unit; total signing rate of 100%	No related negative impacts
Suppliers	<u>Proper Business Practices</u>	Total of 86 suppliers; total signing rate of 100%	No related negative impacts

In order to bring an end to incidents of corruption, each month we conduct seminars on business philosophy for all our staff, sharing how we can realize said philosophy in our daily operations, as well as holding Ethics in Action activities with our Chief Ethics Officer. All this is in the hopes of fully and thoroughly integrating corporate ethics into the daily activities of our staff.

Corporate Governance

- Main Issue 1 Governance Procedures
- Main Issue 2 Board of Directors
- Main Issue 3 Governance Performance
- Main Issue 4 Shareholder Equity
- Main Issue 5 Ethics and Integrity
- Main Issue 6 Risks and Opportunities

1.6 Risk and Opportunities GRI 201-2

1.6.1 Risk Management Policies GRI 102-11 GRI 102-29 GRI 102-30 GRI 102-31

To effectively control potential risks, the company has set up risk management policies to strengthen our external values and increase the forward-looking quality of our policymaking process. Here at Sinyi, the entire staff is involved in the implementation and valuation of the risk management policies.

The following units are in charge of risk management :

- Board of Directors: Sinyi's Board of Directors approves risk management policies, procedures, and risk tolerance; reviews risk management policy implementation reports; and audits reports to ensure that risk management policies are being effectively implemented.
- Internal Audit Unit: In line with the company's risk management policies and systems, the Internal Audit Unit develops annual audit plans and implements various auditing systems, reporting the results of their work to the Board of Directors on a regular basis.
- Risk Management Departments: The Chairman's Office is in overall charge of risk management systems, including checking and verifying the consistency of risk management evaluation criteria and risk analysis targets, thus setting up a sound risk management environment. All other departments concerned assume the respective responsibilities based on the responsibilities and powers set forth in the Organizational Framework Regulations, including identification, evaluation, handling, planning, and implementation, as well as developing countermeasures and restoration plans to avoid, minimize, transfer, and should risks. In addition, they regularly report to the Board of Directors regarding risk management implementation.
- Business and Staff Units: At the management level, business and staff units shall put forth maximum possible efforts to make the importance of risk management known to each and every staff member and shall, during the process of business promotion, carefully evaluate and discover potential risks, faithfully comply with the various risk management systems, coordinate with other units in their implementation, and ensure that all risks fall within the authorized scope.

1.6.2 Key Impacts, Risks, and Opportunities GRI 102-15



Services Designed with Sustainable Development Goals

In our operations, Sinyi adheres to a commitment to do what should be done and to uphold our word, to create value for our stakeholders, and to jointly work toward sustainable corporate value. As such, we develop services in line with the six major principles of sustainability and strive to make integrity, righteousness, and ethicality core competencies as we continue to innovate in line with our strategic goals. The SDGs and Material Topics are also a major influence on Sinyi's actions as we integrate the identification of potential risks and impacts into our core business and seek to develop new business opportunities from the outside in through our core values, all while also satisfying the needs of our stakeholders.

Business Opportunities Developed in line with SDG Trends and Sinyi Sustainability Principles

Innovative Project Planning	Project Content	Timetable	2017 Strategic Goals	2016 Results
All-new business models	Platform Project	2016~2020	• Launched Platform for Senior Citizens	• Sinyi brokers accumulated a total of nearly 9,000 customers during the year, with successful transactions nearly doubling 2015 and accounting for nearly 45% of all transactions • Service carbon footprint reduced by 10% over 2015 • Net profits grew by 58% over 2015 • Market share increased to 9.6%
Provide one-stop service	Comprehensive Real Estate	2016	• Successfully launch innovative new business models in response to new technologies	
New markets	Senior Citizens	2017~		
New value-added services	Old Home Health Checks / Decoration Escrow	2016~		
Innovative low-carbon services	Digital dispatches / Signing agreements online / Staging / Electronic real estate brochures	2012~	• Achieve NT\$20 billion in consolidated revenue	

Corporate Governance

- Main Issue 1 Governance Procedures
- Main Issue 2 Board of Directors
- Main Issue 3 Governance Performance
- Main Issue 4 Shareholder Equity
- Main Issue 5 Ethics and Integrity
- Main Issue 6 Risks and Opportunities

1.6.3 Internal Control and Auditing GRI 205-1

To assist the Board and management in inspecting and reviewing failures in internal control mechanisms and evaluating their effectiveness and efficiency, and to provide timely recommendations for improvement, verification of internal control mechanisms must serve as a basis for ongoing implementation of improvements and revisions to said mechanisms. Any irregularities or failures found in these mechanisms by the company will be listed as important elements for performance assessment under their respective departments. The Internal Auditing Unit is under the jurisdiction of the Board of Directors, with an Audit Manager assigned to perform a comprehensive internal audit of the company.

Process of the Project Audit

The work responsibilities and process for case audits is as follows:

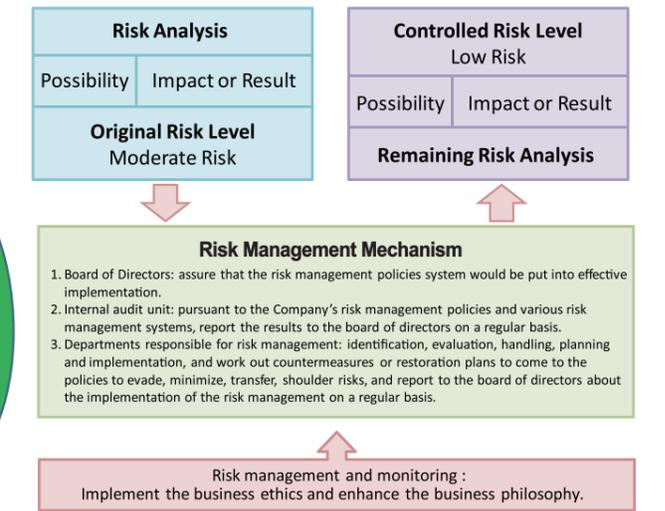
- An annual audit plan is drawn up in accordance with the results of a risk assessment, and any major transaction cycles or elements, including material financial business activities controls such as obtaining or disposal of assets, trading in derivatives, loans given to others, management of endorsements or guarantees given, and management of transactions with related people; monitoring and management of all subsidiaries; management of Board of Directors matters; information security checks and sales, receipts, purchases, and payments shall all be listed as items for audit in each year's annual audit plan.
- Should internal audits find failures of internal controls mechanisms or irregularities in disclosures of facts, working papers and other relevant information shall be compiled into the audit report. This report shall then be followed up on with quarterly reports until the situation is resolved and it can be confirmed that relevant measures have been put in place in appropriate time by the relevant units. In addition, all failures of internal controls shall be listed in internal controls mechanisms statements and any other failures discovered in the course of self-inspections or professional audits by accountants shall be reviewed and followed up on to verify that the relevant unit(s) has/have taken appropriate corrective measures in a timely fashion. Audit reports, self-inspection reports, working papers, and other relevant information shall be preserved for a minimum of five years.
- In line with regulations, a list of auditors, annual audit plans, status of in-progress audit plans, corrective measures regarding failures of internal controls or irregularities, and internal controls mechanisms statements shall all be regularly declared.
- The company's various units and subsidiaries shall also produce self-inspection reports that shall be reviewed.
- Each unit's independent audit systems shall be reviewed and integrated, providing for greater refinement of internal controls as the first line of defense.

Audit Process Flow Chart



Risk Management and Internal Audit Operations

An example of the risk control and management procedure as concerns the Personal Information Protection Act and the Trade Secrets Act :



List of Audit and Internal Control Elements Relating to Material Issues Related to this Report

Ethics and Integrity	Transaction Security	Legal Compliance
Protection of Personal Information and Trade Secrets	Corruption Prevention	Supply Chain Management

1.7 Governance Performance

We are committed to a philosophy of "good faith to the very end," striving for constant improvement in every aspect of our business, and this has helped us achieve the highest recognition in the Corporate Governance Evaluations for the three years since the evaluations have been conducted, ranking among the top 5% of listed companies.

2. Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent

Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

Management Approach

GRI 103-1 GRI 103-2 GRI 103-3

Sustainability Principles
The Talent → Quality
→ Performance Cycle

Innovative Recruitment Approach
50+50

97
NT\$120,000
Second-Child Grants

37.83
Hours
Average Training Hours

The Meaning of Material Topics to Sinyi and Sinyi's Major Contributions toward the SDGs

Human Capital is our most important asset in fulfilling our business strategy. As such attracting outstanding talent and providing a healthy and safe workplace have both been goals toward which we continue to strive.



Ensure healthy lives and promote well-being for all at all ages.

By 2030, halve global deaths from road traffic accidents. Achieve university health coverage (UHC), 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. By 2030, end the epidemics of AIDS, tuberculosis, malaria, and neglected tropical diseases and combat hepatitis, water-borne diseases, and other communicable diseases.

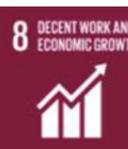
Sinyi has established a "Happy Health Management Center," systematizing care for staff health and safety and providing a diverse range of considerate benefits, demonstrating to our staff how important they are to Sinyi. We also regularly organize traffic safety, fire safety, and first aid training courses, aiming to reduce the number of staff injured due to traffic accidents. On top of this, through the Sinyi Health Program, we provide systematic assistance in the prevention of AIDS, give staff the medical care help they need, and ensure that they enjoy healthy bodies and work-life balances. In this way, staff will be able to fully unleash their own potential and grow as individuals, which in turn will help the company grow with them.



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

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.

Sinyi reaches out to campuses to help young people get an early and deep appreciation of corporate sustainability and the skills needed in the real estate industry. This not only helps these young people prepare well for their careers while also creating more opportunities for Sinyi to recruit outstanding talent.



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

By 2030, achieve full and productive employment and decent work for all women and men, including young people and persons with disabilities, and equal pay for work of equal value.

Sinyi offers competitive overall compensation and a comprehensive system of benefits, enabling our staff to enjoy the training they need and providing systems of communication and verification that help reduce any and all forms of compulsory or forced labor. And with regard to long-term development, we have established a salary and incentives system that includes the first high-security monthly salary for newcomers and our New Talent Oriented Program. Through these, we hope to provide fair employment relations and adequate work opportunities.

Material Topics :

401 Employment

403 Occupational Health and Safety

404 Training and Education

405 Diversity and Equal Opportunity

409 Forced or Compulsory Labor

Responsibilities

Employee Care Group, Total Ethical Management Committee

Policies

Letting Employees Share in Profits through Long-term Development and Strong Salary System

Our compensation system is based around the concept of "cooperative division of labor," not only providing a guaranteed monthly salary of NT\$50,000 for the first six months and a "high pay, low bonus" system that provides for high monthly salaries and monthly performance bonuses for our agents, but also encourages teamwork through team-based incentive payments. Over the longer term, we also provide retention bonuses and employee stock holdings, encouraging employees to grow together with the company. Since 1988, one-third of after-tax net profits are set aside for end-of-year employees bonuses and performance bonuses, a concrete realization of the spirit of profit sharing.

Training Talent from Scratch and Communicating Corporate Culture

In order to more fully convey our corporate culture, Sinyi exclusively hires real estate agents with no prior experience, training talent from scratch. With a comprehensive support and education system, we can accelerate the growth of employees vision and ability, equipping them to become important long-term professional partners with the Sinyi Group. Having established structured training modules, we have strengthened the transfer of training and make our training lessons more than just classroom lectures, but rather also practical experiences, helping employees lay a foundation of knowledge that they can put to use in the workplace.

Setting up the Happy Health Management Center and Providing Systematic Care of Staff Health

In 2015 we established the Happy Health Management Center, hiring full-time health managers to optimize our existing health management platform and provide timely care of the physical and mental health of our staff. The goals of the center are to provide quality health checks, hold first aid training, and strengthen workplace health and safety education, all with the intent of ensuring staff physical and mental health, reduce workplace accidents, and create a healthy, happy, and accident-free workplace.

Commitments

Sinyi Realty's commitment to providing a good environment to ensure our staff enjoy job safety and professional growth remains constant, as does our dedication to their total well-being, heart, body, and soul. We consider our staff our partners, and strive to attract the best talent. We are dedicated to creating a healthy workplace and protecting the well-being of our staff.

Concrete Actions and Results

Accomplish Ongoing

Strategic Direction	2016 Goals	2016 Actions	Status
Accomplish Attracting High-Quality Talent	Widely Recruiting Talent with 3,000 Job Openings each Year	Launching the 30-day Work Appraisal Program	Continuing to Provide 3,000 Job Openings
	Average of 30 Hours of Training Per Person	Continue Optimizing Training System	Average of 37.83 Hours of Training Per Person
	Increasing Number of Digital Lessons	Strengthen Digital Learning	Holding 183 Online Classes
	Reduce Turnover Rate to Within 35%	Continue Providing 1/3 of After-Tax Net Profits to the Sharing of Operating Results with Staff	Turnover Rate of 34.9%
Ongoing Ensure Health and Well-Being	Optimize Leave System to Promote Work-Life Balance	Integrate Group Resources to Deepen Staff Capabilities and Help Them Become Multiskilled Real Estate Consultants	Implement New Vacation Policy for Chinese New Year, Dragon Boat Festival, and Mid-Autumn Festival in Branches across Taiwan
	Ensure Employees Health	Adjust Vacations for Chinese New Year, Dragon Boat Festival, and Mid-Autumn Festival to Prevent Forced Labor	Injury Rate: 5.26
	Reduce Injury Rate within 5 Years	Sinyi Health Program	
		Launch Monitoring and Improvement Plants for Four Workplace Preventions Program	

Future Strategic Goals

In 2017, we will continue to monitor and improve the Four Workplace Preventions Program and participate in Safe Places certification, giving our staff a health and safe place in which to work. In addition, to further provide for the cardiopulmonary health of our staff, we will provide information and articles on the subject, hold seminars, and provide classes for colleagues who want to quit smoking. In terms of global norms, working hours in Taiwan are still very long, and excessive overtime has become a long-term social issue. Sinyi Realty aims to prevent overwork by employing a proactive monitoring and management system for working hours.

Strategic Direction	Future Goals	Achievement Deadline
Attracting High-Quality Talent	Innovative Recruitment Approaches, and Increasing Talent Numbers Continuing to Provide 3,000 Job Openings a Year	Ongoing
	Promote the Merit 50 Movement to all Regions	2017
	Integrating Company Resources to Strengthen Digital Communications	2017
Ensure Health and Well-Being	Actively Cultivate Talent and Increase Rate of Transition to Formal Employment	2017
	Hold New Volunteering Family Picnic Days to Combine Charitable Work with Improving Staff Unity	2017
	Monitoring and Analyzing Working Hours to Reduce Risk of Overwork	2020
	Sinyi Health Program: Cardiopulmonary Health Project	2017
	Pass "Safe Places" Certification	

Caring for Staff

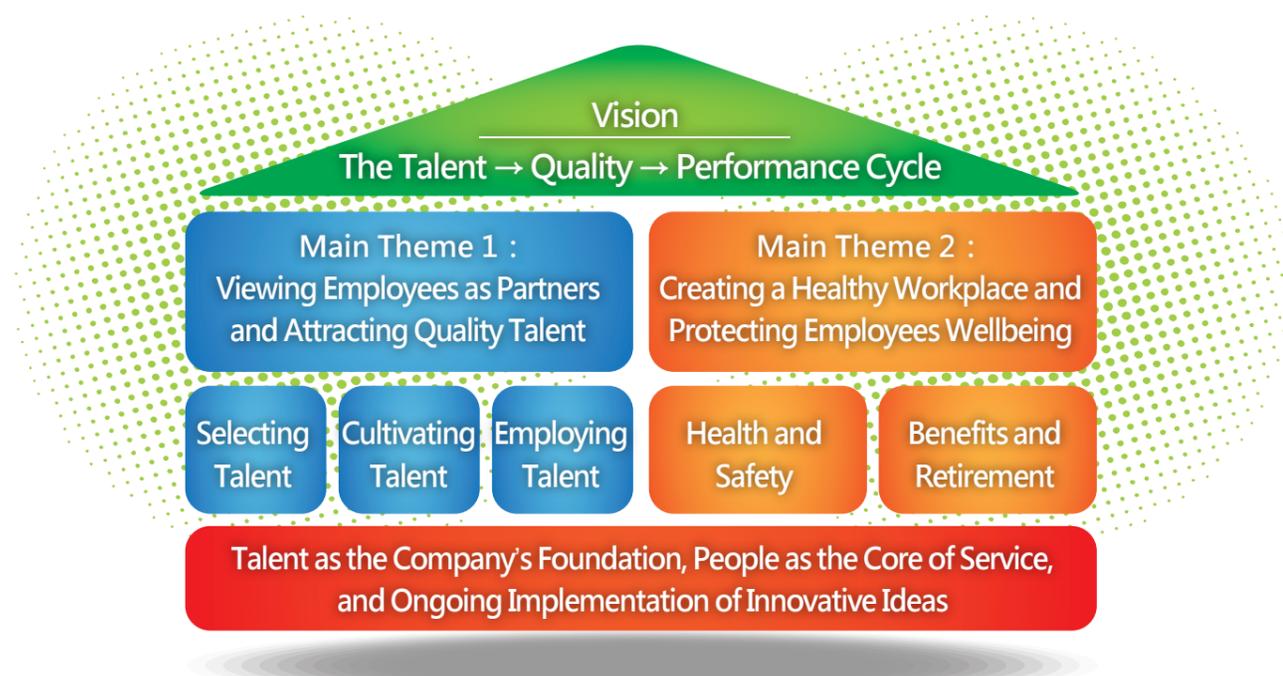
2.1 Our Vision - The Talent→Quality→Performance Cycle

Main Theme 1 : Viewing Employees as Partners and Attracting Quality Talent

We at Sinyi Realty have always considered our employees to be partners in the business, and we hope that they will be able to grow alongside the company. As such, we provide competitive levels of compensation and a comprehensive system of benefits to attract outstanding talent. Given the high-pressure nature of the real estate industry, employee turnover is higher than in most other industries. As such, we have made unceasing efforts to boost retention through various innovative policies.

Main Theme 2 : Creating a Healthy Workplace and Protecting Employees Wellbeing

Our commitment to providing a good environment to ensure our staff enjoy job security and professional growth has been a constant in Sinyi Realty, and we intend to continue these efforts alongside our staff into the future. We show our care for our staff through a systematic approach to health management, the provision of a system of competitive compensation and comprehensive benefits, and the creation of a safe workplace.



【Employees Interview】



Innovative Recruitment Group

With our New Talent Oriented Program launched, we continue to seek out partners that agree with Sinyi's business philosophy. To do so, we have set up the Innovative Recruitment Group, which aims to develop innovative, long-term channels for recruitment that will help the company recruit excellent partners and help drive sustainable organizational development. The Group continues to push the envelope, shaping an atmosphere of comprehensive communication and courageous innovation and attempting to use all available methods and channels to understand how job seekers think.

Innovative thinking and head-on tackling of challenges in regard to our impact on the employment environment are how Sinyi is able to constantly drive forward.

Group member Ya-ching Yang: "Working with the Group has been great. Of course, sometimes it can get stressful, but the Group has created a space where we can speak our minds and where any and all ideas can be exchanged to try and inspire one another. In the process, we get a better understanding of project goals and causes, and as a result everyone is fully committed to putting things into action."



Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent

Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

2.2 Viewing Employees as Partners and Attracting Quality Talent

Executable Goals	
3,000 job openings each year	Ongoing
40 hours training on average	2020
100% response rate of opinion communication platforms	Ongoing
Performance Highlights	
37.83 average employees training hours	
4.04 points of average score in the Management Leadership Style Survey	
100% response and resolution rate of grievance mechanism	
Action Plan	
Sharing Profits with Employees through a Competitive Salary System	
Establishing a Belief-oriented Talent Cultivation System and Strengthening Digital Learning	
Attracting Sufficient Outstanding Talent who can Grow with the Company	

Our Commitments

Sinyi views our employees as the company's most important partners, and as such we seek out outstanding talent, providing an excellent work environment, and treating all employees fairly. We are committed to corporate social responsibility, raising employee awareness, motivation, and drive for creativity and innovation. In this way, we shape a unique organizational culture, increasing the market value of our staff, attracting and retaining talented people, and increasing the company's competitiveness.

Meaning to Sinyi

Harmonious labor relations are the foundation of business development. Through structured training modules, we are able to ensure that our staff can provide an ongoing driving force for the company, tap into their potential, and grow together with Sinyi. By equipping our staff with professional knowledge and skills, we can in turn provide the best real estate trading services to the community. In addition, through promoting volunteerism, members of the Sinyi family not only hone their professional skills, but also showcase their warm-heartedness. Our staff is thus able to better appreciate giving back, and such intangible assets also help boost the company's internal cohesion and is the greatest investment in sustainable operations.

2.2.1 Recruitment

2.2.1.1 Talent Recruitment Policy

1. A Careful Start :

Only Using Sales Staff with No Real Estate Agency Experience
Sales staff account for 80% of Sinyi Realty's total employees. Whether they're fresh college graduates entering the workforce, middle-aged people looking to change careers, members of Aboriginal tribes, or people looking for a second job, as long as they have a college degree and no experience with real estate agency, everyone is welcome to join the Sinyi Realty family. Real estate agency is a job that demands a high level of professionalism and a passion for service, and as such it requires a long-term and ongoing investment in talent.

2. New Talent Oriented Program : 30-day Work Appraisal Program

When hiring new staff with no prior experience and a college-or-higher education, or hiring those changing career tracks, we also provide a guaranteed NT\$50,000 monthly salary for the first six months, ensuring these new hires can feel at ease as they learn about the real estate industry and develop the service skills needed to keep customers satisfied. On top of this, in April 2015 we introduced the 30-day Work Appraisal Program, which includes not only the NT\$50,000 guaranteed salary, but also an NT\$50,000 transition payment. Through this, we invite young people to explore the possibility of a career in the unfamiliar real estate industry and make a responsible decision about their futures.

Sinyi Realty is actively engaged in global expansion, not only setting up service locations in China and Japan, but also, in 2016, expanding into Malaysia. In addition to internal channels for development for our staff, we also aim to hire staff with an international perspective, a passion for service, and a positive, driven attitude, providing opportunities for development not only in Taiwan, but also in China, Japan, and Southeast Asian nations.

2.2.1.2 Sowing Seeds on Campus: Internship Program

To help students prepare themselves before graduation while also expanding the pool of potential talent, since 2016 we have worked with several colleges to provide internship and scholarship opportunities.

1. Sinyi School Scholarships: A full scholarship for two MBA students, as well as the Sinyi Realty Business Sustainability Grant and both domestic and international volunteering grants.
2. Real Estate Practice Course: In cooperation with China University of Technology, we organized a Real Estate Practice Course, with a total of 49 students electing to enroll.
3. Industry-Academia Cooperation: In cooperation with National Yunlin University of Science and Technology and Songshan High School of Commerce and Home Economics, we launched a seven-year industry-academia cooperative project, enrolling 43 students through written applications and interviews.
4. Full-time Internships: We have provided full-time real estate agent internships for 29 students in real-estate-related departments at four schools (Takming University of Science and Technology, China University of Technology, National Central University, and Kun Shan University), giving them the opportunity to put their lessons to practical use and acquire real-world experience.

In 2017, we took this a step further with the Sinyi Campus Seeds Project, founding certification classes and expanding our full-time internship program to offer opportunities to students from other departments and majors.

2.2.2 Talent Development and Cultivation

2.2.2.1 Training Programs: Belief-oriented Talent Training

Establishing trust between agent and customer is fundamental to real estate agency, and as such the character of agents is crucial. Sinyi has always attached great importance to education and training, believing that while such training may be expensive, not training staff is even more costly. The company will pay the price for poor quality service, a price that would far exceed the cost of any education and training. Sinyi takes a long-term perspective on talent cultivation and development, offering courses in the skills and knowledge needed at each stage in employee careers to help them develop diverse skills and continue to learn and improve.

Sinyi Realty Belief-oriented Talent Cultivation System

Target	Intensive Training			On-the-Job Training	Personal Growth
	Ranked Training	Functional Training	Project Training		
Section Managers or Higher	Rong Lessons Mian Lessons	Innovation School		Cross-Unit Job Experience	External Training (Job Responsibility Courses, Foreign Language Courses, Credit/Degree Studies) Independent Studies (Book Studies, Conferences/Seminars, Clubs)
Region/Department Management	Regional/Department Regional/Department	Business Philosophy Studies Professional Sales Training Professional Executive Training Professional Secretarial Training	STM Training Practice into Action Studies Quality Management Training Internal Course Instruction Training Real Estate Agent Examination tuition	3C Tuition Model Studies Meeting Styles and Culture Studies and Training Work Rotation and Unit Internships Project Studies (cross-team/-field) Deputy Training Mentorships	
Branch/Group Management	Regional/Department Branch/Group New Branch/Group				
General Staff	Branch/Group General Staff Skills New Staff Education and Training (Sales/Secretarial/Executive)				

Note :
 · Project Training was the key training for the year, applicable to all staff, and has its focus adjusted each year based on that year's work.
 · On-the-Job Training is a training system developed for the company to promote and encourage training in management operations on site.

Training Programs

Major Program 1

180-Day New Employee Training Program

Real estate is a people-oriented industry, and the character of our staff is a crucial influence on quality of service. Sinyi's top priority is the cultivation of talent, and to this end Sinyi offers new staff 180 days of training, providing them a guaranteed salary during the time to help them learn confidently. Training covers areas including Sinyi's business philosophy, rules and regulations, professional knowledge and skills, and attitude, weaving Sinyi's philosophy through the entire program to ensure that new staff set out with the correct understanding and the ability to thoroughly put that into use.

Major Program 2

Regional Service Training Camps

Sinyi attaches great importance to the passing on of ideas, and so in 2016, to help boost management leadership, we held regular regional management service training camps focusing on "becoming employees' ideal managers." Through topical discussions, the wisdom of the crowd, practical drills, and sharing of experience, these aimed to help management integrate Sinyi's philosophies into their approaches to management and their staff.

Major Program 3

Sinyi Volunteers - Re-learning Empathy in Service

Volunteer service is one of the alternative training methods Sinyi employs, and through it, our staff are able to re-familiarize themselves with what service really means. This also gives each member of our staff 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.

Training Hours GRI 404-1 SDG 4 SDG 8

Over the past three years, there has been a gradual increase in the average number of training hours. In 2016, middle and senior management, as well as ordinary staff, all saw an increase in their training hours over the previous year, with the most notable increase coming from our 180-day training program courses in our various branches, as well as from our regional training camps for management.

Average Training Hours (excl. online courses)

		2014			2015			2016		
		Number of Directors	Group Total Hours	Average Hours for Group	Number of Directors	Group Total Hours	Average Hours for Group	Number of Directors	Group Total Hours	Average Hours for Group
Rank	General Staff	3,511	83,284	23.72	3,350	78,425	23.41	3,365	140,283	41.69
	Base-level Management	474	4,653	9.82	493	7,792	15.81	483	6,374	13.20
	Middle Management	57	336	5.89	49	689	14.06	60	1,484	24.73
	Senior Management	17	182	10.71	17	313	18.41	14	233	16.64
Gender	Male	2,697	55,882	20.72	2,576	57,471	22.31	2,556	96,029	37.57
	Female	1,362	32,225	23.66	1,333	31,539	23.66	1,366	52,345	38.32
	Total	4,059	88,455	21.79	3,909	87,219	22.31	3,922	148,374	37.83

Note - Source: Sinyi e-Schools Training and Education System Data, 2014-2016 (01/01-12/31)

Note - Totals for 2015 and 2016 include sum of branch training lessons

2.2.2.2 Lifelong Educational GRI 404-2

In addition to providing internal training courses, Sinyi also encourages staff to participate in external training, including degree/credit studies at graduate school, language learning, or ongoing education in other fields. Through such efforts, our staff is able to increase their knowledge and skills, equipping themselves with diverse skills for facing the future and staying ahead of future development demands. To support self-guided learning among our staff, we provide tuition support for external training, and to ensure the training is effective, when applying for external training, we are strict in our requirement for staff to fully consider the goals of their chosen course and the expected results, requiring them to write a reflection within two months of completing their chosen courses. And since learning knows no place or time, we also provide tuition grants for online education.

In 2016, we helped employees study a total of 1,505.5 hours of foreign languages including English and Japanese, 11,852 hours of self-improvement courses, and 2,536 hours of EMBA or similar degree/credit studies, supporting a total of 456 people for 15,893.5 hours of external training.

Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

2.2.3 Remuneration and Performance System

2.2.3.1 Salary and Incentives System GRI 102-36 GRI 405-2 SDG 8

1. Sales Staff

• **A Salary and Incentives Policy that Focuses on Right not Profit, A High Guaranteed Monthly Salary**

Sales staff receive a fixed monthly salary based on a standardized system built around job level, while performance and team task accomplishment bonuses are granted to individuals and teams accordingly.

• **Team Bonuses Tied to Quality**

After transitioning to formal employment, sales staff's salary is composed of base salary, individual bonuses, and team bonuses, promoting intrateam cooperation. Outstanding staff also have the opportunity to earn retention bonuses, encouraging them to stand beside us long-term and create win-win situations.

• **Long-term Employment Bonus System**

For the first half year, Sinyi offers a fixed salary in hopes of reducing losses during that early period, where attrition is highest, while also encouraging worry-free learning. To encourage staff self-improvement and to inspire them to push their abilities and potential toward higher goals, on 1 January 1998 we set out the Agent Education Incentives Guidelines, aiming to make staff see how much the company cares about their ongoing career plans. Sales staff that reach a set standard of performance in a three-calendar-year period are eligible for an Outstanding Staff Retention Bonus (renamed in 2006) of between NT\$250,000 and NT\$1.5 million based on their performance. Our hope is that this will help staff get on board with Sinyi's philosophy and grow alongside the company.

2. Support Employees

According to the Guidelines for Salary by Job Position, back-office employees receive salaries based on market standards, professional competency, and education. Each March, employees' salaries are reviewed and an external salary survey conducted, with salary standards adjusted in line with market levels.

3. Sharing the Fruits : One-third of Net Profits Shared with Employees

If the company enjoys a profit in a given year, one-third of after-tax net profit is set aside for end-of-year employees bonuses and annual performance bonuses, a concrete realization of the spirit of profit sharing. The amount received by each person differs according to the results of their performance evaluation.

4. Reasonable Compensation : Starting Salaries for New Staff, 2016 (by job category)

Sinyi Realty hires only those with no experience in real estate agency and a college degree or higher for our sales staff, providing a guaranteed monthly salary of NT\$50,000 for the first six months, a higher starting standard than other industries will offer to newcomers and higher than the minimum wage set in Taiwan in 2016. (In 2016, Taiwan's monthly minimum wage is NT\$20,008, with minimum hourly wage adjusted on 1 October 2016 from NT\$120 to NT\$126.) New staff are hired through procedures set out in the Hiring Management Guidelines.

Job Category	New Sales Staff		New Secretarial Staff	
	Female	Male	Female	Male
Average Starting Salary	50,000	50,000	28,000	28,000
Gender Ratio of Average Starting Salary	1	1	1	1
Ratio of Average Starting Salary to Taiwanese Minimum Wage, 2016	2.50	2.50	1.40	1.40

GRI 405-2 Ratio of basic salary and remuneration of women to men

There are no distinctions in salary by gender across our entire staff, with any differences attributable to difference in job category or level. Support staff salaries vary by expertise, education, and market standards. The larger proportion of the salary structure for sales positions is accounted for by variable pay, while the large proportion of the salary structure for support staff is accounted for by fixed salaries.

Rank	Total Salary	Monthly Salary	Variable Pay
Senior Management (Vice Presidents and Higher)	0.81 : 1	0.79 : 1	0.85 : 1
Middle and Base-level Management	0.88 : 1	0.98 : 1	0.80 : 1
General Staff	0.84 : 1	1.05 : 1	0.62 : 1



Note : Statistics for those employed for at least one full year as of 31/12/2016

For more information, please see Section 1.3.3 Salaries and Incentives for Senior Management and Sustainable Operations

Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

2.2.3.2 Performance Management GRI 404-3 SDG 8

In order to help employees at all levels continue to grow, Sinyi Realty has established a comprehensive system of regular performance interviews and evaluations. Performance reviews for employees do not differ by gender, and 100% of employees undergo such reviews. Staff dispatched abroad are reviewed in line with local assessment systems, and contracted staff in accordance with their contracts. Managers at all levels undergo full training in performance interviews and assessment in order to provide staff with guidance, support, and career counseling to help them grow.

Management regularly conducts performance reviews and improvement reviews with regard to staff, setting goals accordingly. The results of performance reviews are also used as the basis for promotions and salary adjustments. End-of-year performance reviews vary in accordance with achievement of goals and assessments, with senior management having final say.

2.2.3.3 Promotion System

Sinyi takes cultivation of talent extremely 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. We provide two tracks of development—one for specialists (sales-focused agents) and one for management (management from branch manager level up), for staff to choose from as suits them. 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 Chairman Chou Chun-chi personally participating. Our hope is that every member of the Sinyi family will be able to find the right place for them and realize their dreams with us.

Support staff promotions are done in accordance with the Support Staff Salary Adjustment and Promotion Proposal Guidelines and with reference to the Sinyi Group Support Employees Employment Standard and Responsibilities, through observations of performance and potential. The skill levels and potential for development are assessed in line with their performance evaluations, length of employment, and merits/demerits, and promotions proposed accordingly.

2.2.4 Labor Relations

2.2.4.1 Complaints Mechanism and Communication Channels

In order to understand the views and feelings of our staff with regard to organizational development or policy implementation and to provide a work environment free from sexual harassment and gender discrimination, we have established a multilingual channel for communications, continue to promote the use of such communication channels, and ensure that communications mechanisms operate smoothly. Such efforts help employees resolve issues regarding personal rights, unfair treatment, or other matters, enabling staff to immediately have their positions addressed and creating a workplace free from barriers to communication.

1. Communication Channels

Should ethical concerns arise or should they have any opinions regarding internal or external issues pertaining to the company, all stakeholders are free to share their suggestions, clear up concerns, or address misconduct.

For more information, please refer to the Stakeholder Engagement section of the chapter on Material Topics Management

2. Formal Complaints Mechanism

A total of 232 matters were filed through the formal complaints mechanism in 2016, most related to personnel, education & training, or customer service. 100% of these were resolved, with relevant policies adjusted in line with staff opinions. For example, leave rules were adjusted in response to the 2016 amendment of the Labor Standards Act, setting working hours to 40 hours per week. From 2016, where traditionally the service industries regard holidays as major sales periods, we have established a formal policy of giving staff of all branches Taiwan-wide time off for Dragon Boat Festival, Mid-Autumn Festival, and Chinese New Year, encouraging them to go home and spend time with their families, increasing the quality of both their home lives and their work.

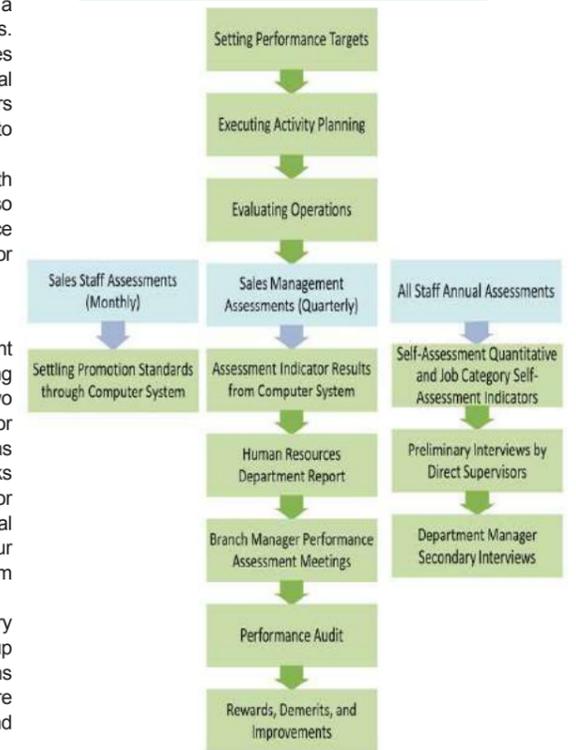
GRI 403-1 3. Labor-Management Organization

Sinyi Realty strives to protect the rights and interests of our employees, and while we have not unionized, we have established an internal Employee Welfare Committee and hold quarterly labor-management meetings, enabling representatives of each side to undertake discussions regarding the rights and benefits due to our staff. The Committee is set up with one chairman, one director, and one deputy director, and a total membership of 29. This figure includes a total of 26 Sinyi Realty staff members, 0.77% of our total employees. Labor-management meetings are made up of 5 representatives from each side, with labor representatives accounting for 0.15% of our total employees.

4. Labor Issues and Complaints

In 2016 a total of three non-active staff members applied for labor dispute mediation to the competent authorities. Upon receipt of these applications, the company promptly set up dedicated groups to investigate and handle the content of said disputes, accepting invitations for mediation meetings from the relevant units and facilitating communication between representatives of the company and the affected staff. After investigations, the company followed the relevant procedures as set out in corporate guidelines to handle the issues. It was found that there was no violation of applicable laws, and due to perceptual differences with the company and resulting discrepancies between descriptions of the issues and the facts of the matter, mediation was unsuccessful in two cases. In the remaining case, a reconciliation was established due to considerations of the affected staff member's particular circumstances.

Performance Review Procedures



Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

2.2.4.2 Employment Status

HR Structure **GRI 102-8** **GRI 405-1** **SDG 8**

As of the end of 2016, Sinyi Realty had a total of 3,922 employees, including 14 senior managers, 60 middle managers, 483 base-level managers, and 3,365 general staff. Due to the nature of the real estate agency business, male sales staff were somewhat greater in number than female (65.17% to 34.83%), while female managers accounted for 15% of total management. In 1986, Sinyi adjusted our staffing strategy, recruiting only college graduates. As such, over 90% of our staff hold at least Bachelor's degrees.

New Hires and Turnover **GRI 401-1**

Of the total staffing of Sinyi Realty, sales staff account for approximately 80%, and while there is no gender bias in hiring, due to the nature of the industry new hires tend to largely be young males. Departures are similarly structured to the overall staff structure, with the largest number being men under 30 years of age. Real estate agency is a somewhat challenging line of work, demanding not only long hours but also a heavy workload. The situation in the industry in 2016 was even more seriously challenging in 2016, and during that year Sinyi Realty's overall staff saw an average turnover rate of 34.9%.

To take effective measures to reduce turnover and respond to these challenges, the company has launched a counseling program for low-performing staff, helping them investigate issues and focus on developing core skills and competencies. Through teamwork, our staff aims to provide mutual assistance, fostering unity and confidence in their work. For new hires, teams hold regular care and counseling, helping them adjust to the workplace environment. Additionally, the company also asks managers in charge of units, or HR management, to conduct face-to-face interviews with departing staff in order to better understand their reasons for leaving, and to follow up with statistical analysis of those reasons.

Distribution of Employment Contract and Type (2014-2016) **GRI 102-8**

Region	Year	2014				2015				2016			
		Employment Contract		Type		Permanent		Temporary		Permanent		Temporary	
		Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
Taiwan	Total	1,337	2,659	24	18	1,292	2,549	40	19	1,314	2,535	51	16
	Part-Time	0	0	13	16	0	0	12	13	0	0	15	10
	Full-Time	1,337	2,659	11	2	1,292	2,549	28	6	1,314	2,535	36	6
China (Abroad)	Total	1	20	0	0	1	8	0	0	1	5	0	0
	Part-Time	0	0	0	0	0	0	0	0	0	0	0	0
	Full-Time	1	20	0	0	1	8	0	0	1	5	0	0
Total		1,338	2,679	24	18	1,293	2,557	40	19	1,315	2,540	51	16

Note : Temporary Staff - Personnel on contracts of designated term. Part-time Staff - Masseurs, nighttime/holiday operators, customer and information services holiday phone staff, agency services (incl. handling water, power, gas, and phone transfer applications). China region middle management dispatched from Taiwan.

Educational Levels (2014-2016)

	2014		2015		2016	
	Number of Directors	Percentage (%)	Number of Directors	Percentage (%)	Number of Directors	Percentage (%)
Total Employees	4,059	100.0%	3,909	100.0%	3,922	100.0%
Pre-Bachelor's	261	6.4%	266	6.8%	271	6.9%
Bachelor's Degree	3,460	85.2%	3,321	85.0%	3,324	84.8%
Master's Degree	335	8.3%	319	8.2%	324	8.3%
Doctorate	3	0.1%	3	0.1%	3	0.1%



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

Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

Sinyi Realty Employees Age Group (2014-2016) **GRI 405-1**

Year	Type	Senior Management (VP or higher)		Middle Management (Regional managers)		Base-level Management (Store managers)		General Staff		Total
		Female	Male	Female	Male	Female	Male	Female	Male	
2014	Total Employees	4	13	4	53	63	411	1,291	2,220	4,059
	30 or over (incl.)	0	0	0	0	16	39	705	1,132	1,892
	Percentage (%)	0.0%	0.0%	0.0%	0.0%	25.4%	9.5%	54.6%	51.0%	46.6%
	31-50 (incl.)	3	8	4	49	47	369	439	800	1,719
	Percentage (%)	75.0%	61.5%	100.0%	92.5%	74.6%	89.8%	34.0%	36.0%	42.4%
	51 or over (incl.)	1	5	0	4	0	3	147	288	448
Percentage (%)	25.0%	38.5%	0.0%	7.5%	0.0%	0.7%	11.4%	13.0%	11.0%	
2015	Total Employees	4	13	2	47	72	421	1,255	2,095	3,909
	30 or over (incl.)	0	0	0	0	14	38	742	1,196	1,990
	Percentage (%)	0.0%	0.0%	0.0%	0.0%	19.4%	9.0%	59.1%	57.1%	50.9%
	31-50 (incl.)	2	4	1	43	57	376	508	880	1,871
	Percentage (%)	50.0%	30.8%	50.0%	91.5%	79.2%	89.3%	40.5%	42.0%	47.9%
	51 or over (incl.)	2	9	1	4	1	7	5	19	48
Percentage (%)	50.0%	69.2%	50.0%	8.5%	1.4%	1.7%	0.4%	0.9%	1.2%	
2016	Total Employees	3	11	4	56	77	406	1,282	2,083	3,922
	30 or over (incl.)	0	0	0	0	13	37	723	1,112	1,885
	Percentage (%)	0.0%	0.0%	0.0%	0.0%	16.9%	9.1%	56.4%	53.4%	48.1%
	31-50 (incl.)	0	3	2	48	63	360	547	948	1,971
	Percentage (%)	0.0%	27.3%	50.0%	85.7%	81.8%	88.7%	42.7%	45.5%	50.3%
	51 or over (incl.)	3	8	2	8	1	9	12	23	66
Percentage (%)	100.0%	72.7%	50.0%	14.3%	1.3%	2.2%	0.9%	1.1%	1.7%	

Note : Total Employees = (Annual Total at Beginning of Year + Annual Total at End of Year) / 2 Staffing statistics listed by end of year.



New Hires and Turnover Structure (2014-2016) **GRI 401-1**

		New staff						Departed staff					
		2014		2015		2016		2014		2015		2016	
		Number of Director	Percentage (%)										
Gender	Male	898	63.82%	803	62.39%	904	64.43%	854	65.39%	905	64.92%	922	67.35%
	Female	509	36.18%	484	37.61%	499	35.57%	452	34.61%	489	35.08%	447	32.65%
Age Bracket	30 or under (incl.)	1,210	86.00%	1,101	85.55%	1,174	83.68%	983	75.27%	1,034	74.18%	1,022	74.65%
	Over 31 to Under 50 (incl.)	183	13.01%	182	14.14%	221	15.75%	321	24.58%	359	25.75%	338	24.69%
	51 and Over	14	1.00%	4	0.31%	8	0.57%	2	0.15%	1	0.07%	9	0.66%
Region	Taipei/Taoyuan/Hsinchu	947	67.31%	856	66.51%	852	60.73%	919	70.37%	932	66.86%	857	62.60%
	Central Taiwan	237	16.84%	222	17.25%	235	16.75%	197	15.08%	243	17.43%	209	15.27%
	Southern Taiwan	223	15.85%	209	16.24%	316	22.52%	190	14.55%	219	15.71%	303	22.13%
Total		1,407	100%	1,287	100%	1,403	100%	1,306	100%	1,394	100%	1,369	100%

Note : New hires are cumulative for the year.

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

Note : Central Taiwan - Central region and administrative areas. Southern Taiwan - Tainan, Kaohsiung, and administrative areas.

Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

Turnover Rate by Year (2014-2016) GRI 401-1

Year	2014	2015	2016
Average Turnover Rate across All Employees	32.1%	35%	34.9%

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

2.2.4.3 Employee Opinion Surveys

To effectively collect the opinions of our staff to use as a reference for future policy improvements, Sinyi Realty commissions external consultants to conduct customized surveys of all staff each year.

Since 2009, these consultants have interviewed all levels of management and staff in depth, adjusting for sales or support roles, and designing appropriate surveys. In addition, the company also undertakes Management Leadership Style Surveys of all staff, adjusting for structure and issues. Through these surveys, staff can express their thoughts regarding management leadership style and help management review and improve any perceived gaps between management and staff.

Individual scoring results reflect how subordinates view the daily management style of their supervisors, and can provide those supervisors with a reference for adjustment; average scoring results, meanwhile, can serve as a reference for departments regarding organizational operations. Based on the results of these surveys, managers and units can propose measures for improvement and integrate reviews into the following year's goals. Through this virtuous cycle of planning, execution, review, and action, we are able to improve the overall effectiveness of our leadership and help the organization and our staff grow simultaneously.

Below are the average scores of management leadership style surveys for 2014-2016 :

Year	2014	2015	2016
Support Management	3.47	3.65	3.60
Sales Management	3.88	3.95	4.17
Overall Average	3.83	3.90	4.04

Note : Each year, the surveys are structured around a Likert-type five-point scale, with questions organized around that year's policy focuses, with minor adjustments. As the kinds of work pursued by sales staff and support staff at Sinyi Realty are quite different, their scores are calculated separately; by thus eliminating the impact of these differences, the overall averages are thus more representative.

As sales staff account for a far greater percentage of our total staff, in the past Sinyi's support management were somewhat undertrained, and the structure of past Management Leadership Style Surveys was more one-sided. To address this, in 2016 through regional training camps and conferences on business philosophy, we created a space for shared discussion between support and sales management, balancing past policy biases toward sales. Additionally, the structure of the surveys was diversified to include "Encouragement and Motivation," "Team-Oriented Leadership," "Tendency to Selfless Cooperation," and other such elements, facilitating review by support management of the results in order to determine places for improvement and helping them pursue such improvements and stabilization of leadership quality.

As for sales management, in 2016 their surveys focused on four major areas, namely "Daily Management," "Talent Cultivation," "Implementation of Philosophy," and "Policy Promotion." Through routine meetings with regional management and monthly meetings of branch management, we were able to bring together all levels of management to jointly discuss policy direction and implementation, helping management understand policies more fully, incorporate them into their own values, and realize them everyday staff communications channels, getting everyone on the same page and pursuing year-on-year growth in survey scores.



Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

2.3 Creating a Healthy Workplace and Protecting Employees Wellbeing

Executable Goals	
<5 Injury Rate	2017
Obtaining various certifications	2017
we will also pursue "AED Safe Places" certification	
Planning and implementing "Happy Workplace Passport"	2017
Performance Highlights	
290 accumulation Second-Child Grant applications	
Major holiday leave policy implementation	
to encourage work-life balance	
5.26 Injury Rate	
Action Plan	
Promote Health Programs including Sinyi Health Program and Four Workplace Preventions Program	
Optimize Mechanisms for Leave and Encouragement of Healthy Work Lives	
Put in Place Health and Safety Training to Create a Healthy and Safe Workplace	

Our Commitments

Sinyi works hard to help our employees seek balance between their work and home lives, thus helping maintain innovation and development in the company and joyful accomplishment among the employees. In developing a safe workplace, we will continue monitoring and improving our actions, promoting ongoing education in health and workplace safety while also seeking to obtain related certifications. Only by helping our employees accomplish a balance between work and home lives will we truly have employees who can confidently enjoy their work and help the long-term development of the company.

Meaning to Sinyi

Modern society is fast-paced, with issues like overwork and on-the-job accidents frequent. As we consider talent the foundation of the company and strive to put people first, Sinyi has implemented relevant regulations to promote the health and safety of its staff, encouraging them to achieve work-life balance and enjoy lifelong health, happy lives, and ultimately, happiness.

Certifications

Received "Healthy Workplace Certification" from Health Promotion Administration, Ministry of Health and Welfare
We are committed to a smoke-free environment, implementing health promotion measures, and creating an excellent working environment, and thanks to this we were able to receive the Health Promotion Administration's Healthy Workplace Certification, valid from 01/2016 through 12/2018.

Received "Excellent Breastfeeding Room" Certification from Department of Health, Taipei City Government

To protect the rights of breastfeeding female employees, we have set up breastfeeding rooms and earned the Taipei City Government Department of Health's Excellent Breastfeeding Room certification, valid 09/2014 through 08/2017.

2.3.1 Benefits and Retirement

2.3.1.1 Benefits System GRI 401-2 GRI 401-3

Whether governmentally mandated—e.g. labor insurance, pension system, categories of leave (personal, sick, maternity, pregnancy checkup, paternity, menstrual, family care, marriage, bereavement, occupational sickness, special, or unpaid parental leave)—or other benefits provided by Sinyi Realty—e.g. service fee discounts when buying or selling property, ESOP, training subsidies, public health checks, specialist health management, professional massages, employee assistance program (EAP)—a wide variety of benefits are available to all Sinyi employees. Of these, only the service fee discounts, ESOP, training subsidies, and public health checks are not applicable to employees on term contracts.

Benefits limited to formal employees are laid out in detail in the relevant table. All employees (excluding those on term contracts) can enjoy benefits including: group insurance; the Happy Health Management Center; professional stress-relief massages; uniform subsidies; club subsidies; travel subsidies; celebration/bereavement subsidies from management; marriage, bereavement, birth, hospitalization, or emergency relief; annual and birthday gifts (vouchers); and entertainment fee for supervisor. All Sinyi Realty employees in the Taiwan region can enjoy the aforementioned benefits in line with the applicable principles.

First and Highest in Taiwan: Second-Child Grants

Sinyi Realty aims to lead by example, and so in 2013 we put in place our Second-Child Grants Program to stimulate the birth rate. This program received a personal letter of appreciation from the Minister of the Interior and words of praise in a Facebook post and Chinese New Year's Speech by former President Ma Ying-jeou. As of the end of December 2016, a total of 290 employees had applied for these grants, with an expected NT\$34.8 million in payouts. In the time since the implementation of this program, the number of second children born to the Sinyi family has grown year on year, from 72 in 2014 to 84 in 2015 and 97 in 2016.

In addition to maternity grants, the company has also reached a cooperative agreement with childcare organization Hess to provide study discounts, reducing the load on employees raising young children and helping them focus worry-free on their work.

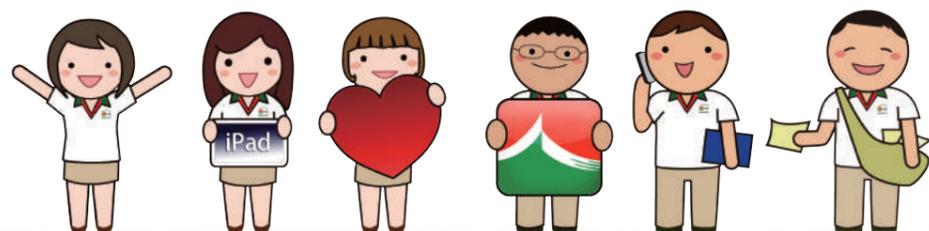
Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

Benefits Provided to Full-time Employees GRI 401-2

The following benefits not only provide to Sinyi Realty formal employees or dependents, Tier 1 suppliers are also applicable to enjoy. Except the automotive third-party liability insurance is limited to sales staff.

Benefit Category	Benefit Content	Notes
Insurance	Group Insurance (Applicable to all employees, including term contract personnel)	Total coverage valued at NT\$5 million, including fixed-term, injury, medical, peace-of-mind fixed-term health, cancer, and occupational hazard insurance, along with discounts on insurance for employees dependents.
	Automotive Third-party Liability Insurance (limited to sales staff working at branches)	With the potential for unfortunate accidents in the course of carrying out their jobs, sales staff are provided with automotive third-party liability insurance in order to reduce the risk of damages incurred by staff and the risk of joint liability on the part of the company.
Health Care	Physical Health Checks (Formal employees only)	Each time staff complete two years with the company, they are entitled to one public health check. Staff aged 40 or above are eligible each year, and new hires receive a free physical examination upon commencement of employment. Staff dependents can also enjoy discounts on these same health checks.
	Mental Health Checks (Formal employees only)	In addition to physical health checks, since 2011 staff have also been provided with mental health checks, with staff filling out online mental health questionnaires and providing individual reports to external consultants, helping our staff better understand their mental health as well as their physical health. For those staff experiencing mental stress that exceeds a set standard, professional consultants will contact them and provide individual counseling to help them improve their situations.
	Employee Assistance Program (Formal employees and dependents only)	To help staff deal with non-work factors that may be interfering with them, we have followed the lead of Western trailblazers and, as of May 2006, established our own employee assistance program (EAP). With outside consultants ready to provide individual counseling services focusing on career, family, sexual relations, physical or mental stress, finances, or legal issues, staff can call a toll-free 0800 number and book a consultation. Through this, we hope to help our staff enjoy physical and mental health and a strong work-life balance. Since 2008, we have extended this program to also apply to dependents of staff, taking further responsibility for caring not only for our staff, but also for their families, letting staff focus more on their career development.
Childcare	Childbirth Grants for Employees (Formal employees only)	Employees who have completed a year of employment who have a second (or later) child are entitled to a grant of NT\$120,000 per child, paid out in monthly installments over the course of a year.
Stock Holdings	ESOP (Formal employees only)	Sinyi is the only listed real estate company to offer employees a share of their earnings, with bonuses of between NT\$500 and NT\$700 paid out each month in line with each staff member's investment.
Other	Discounts on Service Fees for Property Purchases or Sales (Formal employees and dependents only)	1. Service Fee Discounts when Buying Property (1) Employees and their spouses and dependent children will not be charged service fees when commissioning the company for property purchases. (2) The parents of employees and their adult children will receive a 50% discount on service fees on property purchases, 0.5% of the total price. 2. Service Fee Discounts when Selling Property Employees and their spouses, parents, and children will enjoy a discounted service fee of 2% of total price when commissioning the company to sell property.
	Training Subsidies (Formal employees only)	To encourage employees to pursue further education, we subsidize 50% of tuition fees.
	Employee Bonuses (Formal employees only)	When the company enjoys a profit after annual settlements, cash or stocks will be granted to staff with one full year of employment and at the project manager level or above.



Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

Statistics on Employees Applications for Parental Leave and their Returns to Work GRI 401-3

The company is in full adherence to all relevant laws and regulations with regard to staff applications for unpaid parental leave, and all staff who apply for such leave may apply for reinstatement to their previous positions upon the completion of their leave period. In 2016, our retention rate for both male and female staff was over 80%, and when looking at the gender breakdown of such retention, we see that Sinyi Realty supports both genders equally in their family commitments.

Type	Gender	2014	2015	2016
Number of Employees that Were Entitled to Parental Leave	Male	221	270	240
	Female	142	146	138
	Total	363	416	378
Number of Employees that Took Parental Leave	Male	27	26	28
	Female	40	43	44
	Total	67	69	72
Number of Employees Due to Return to Work after Taking Parental Leave (A)	Male	20	16	33
	Female	20	18	38
	Total	40	34	71
Number of Employees that Did Return to Work after Parental Leave (B)	Male	13	12	10
	Female	16	10	28
	Total	29	22	38
Return to Work Rate (B/A)	Male	65%	75%	30%
	Female	80%	56%	74%
	Total			
Number of Employees Returning from Parental Leave in the Prior Reporting Periods (C)	Male	1	13	12
	Female	5	16	10
	Total	6	29	22
Number of Employees Retained 12 Months after Returning to Work Following a Period of Parental Leave (D)	Male	0	12	10
	Female	4	15	8
	Total	4	27	18
Retention Rate (D/C)	Male	-	92%	83%
	Female	80%	94%	80%
	Total			

Note: Return to Work Rate = Number of Employees that Did Return to Work after Parental Leave (B) / Number of Employees Due to Return to Work after Taking Parental Leave (A) x 100

Note: Retention Rate = Number of Employees Retained 12 Months after Returning to Work Following a Period of Parental Leave (D) / Number of employees returning from parental leave in the prior reporting periods (C) X 100

2.3.1.2 Retirement System GRI 201-3 GRI 401-2 GRI 404-2 SDG 3

In order to help our staff with their pension payments and other related matters, Sinyi has established the Sinyi Realty Retirement Pension Guidelines, which apply to all staff hired and paid by the company. When eligible, staff can apply for voluntary or compulsory retirement from the company. Pension payment standards are set in accordance with the guidelines set out in the Labor Standards Act and the Labor Pension Act. In line with the Labor Standards Act, the company has set up a Labor Pension Fund Supervisory Committee to manage reserves set aside for pension payments, and in accordance with the Labor Pension Act, such funds are to be paid out monthly.

- Labor Standards Act Retirement System** : Each month, in accordance with workers' total wages, a suitable amount is paid into retirement reserves via Corporate Pension Fund Accounts set up with the Bank of Taiwan.

For more information: Please see page 165, 212-213, 232-233 of the Sinyi Realty Annual Report
<http://img.sinyi.com.tw/u/file/2017/05/e34eafe9e1433f118b76fc90c2b8c9f7.pdf>

- Labor Pension Act** : Each month, the 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 and paid into their individual pension account with the Bureau of Labor Insurance.

- GRI 404-2** The company has also formulated Guidelines for Reemployment of Retired Colleagues, aimed at providing assistance to retired colleagues who wish to continue making use of their professional knowledge and skills to help the organization develop. Any of those who are eligible and wish to continue their service may apply.



Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

2.3.2 Health and Safety

2.3.2.1 Occupational Safety and Health Committee GRI 403-1 GRI 403-4

The company has set up an Occupational Safety and Health Committee, as well as establishing the roles of Occupational Health and Safety Executive and Occupational Health and Safety Manager. The role of Occupational Health and Safety Executive is served by HR managers. The Occupational Safety and Health Committee has organized research, coordination, and recommendations on the subject for the company, as well as on traffic safety. The committee is made up of 10 people, with 4 staff representatives, 40% of the total. The committee meets once every three months.

2.3.2.2 Safety Promotion and Training GRI 403-3

As 80% of company staff are sales staff involved in direct customer service, the majority of staff use scooters to get to and from work, and sales staff often need to leave the branch to serve customers during work hours, there is a relatively high chance of traffic accidents. To help prevent such accidents, the company carries out occasional traffic safety promotions, reminding staff to follow the road code, always wear full-face helmets when riding, to ensure their licenses are valid, and to ride only vehicles they are licensed for. Offices also undertake regular power safety checks, checks of air conditioning equipment and monitoring systems, disinfection, cleaning, and reinforcement of non-smoking regulations, helping ensure all staff can enjoy a safe and comfortable working environment.

To strengthen the knowledge of disaster prevention and evacuation among our staff, each six months we hold fire safety seminars and emergency evacuation drills. During said drills, we also provide education on the operation of fire safety equipment along with fire safety seminars, further strengthening fire safety awareness and protecting the safety of individuals and groups.



Fire Safety Seminars and Evacuation Drills

Emergency Drills

Fire Safety Seminars

In order to provide a safer, more secure working environment, we have set up Automated External Defibrillators (AEDs) and continue to hold training seminars on their operation to help staff understand the correct usage and other things to look out for. In this way, should an emergency happen, we can be sure our staff are able to seize that most important time for saving lives, thus creating a work environment in which all can enjoy peace of mind. In 2016, we held a total of 16 AED and CPR training sessions for a total of 1,017 trainees, not only furthering our staff's first aid abilities, but also providing an additional layer of safety and care for the lives of our staff and customers.



AED Setup Announcement

CPR and AED Training

Health and Leadership Communication Seminar

Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

2.3.3 Workplace Safety Analytics GRI 403-2 SDG 3

When employees are injured, 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 2016, a total of 122 people applied for injury leave for a total of 1,980 injury days, and there were 0 cases of occupational diseases.

Staff injuries are primarily identified in accordance with definitions by the Bureau of Labor Insurance, including traffic accidents (incl. to work, from work, and during work), falls, injuries while on dispatch, injuries due to impact by objects, etc., and do not include Mercurochrome incident. Injury rate and days lost to injuries are calculated according to monthly reports to the Bureau of Labor Insurance.

Accident Statistics (2014-2016)

Year	2014		2015		2016	
	General Work Injury	Occupational Disease	General Work Injury	Occupational Disease	General Work Injury	Occupational Disease
Number of Deaths	0	0	0	0	0	0
Lost Work Days	A total of 125 people requested injury leave which totaled leave of 2,917.5 days		A total of 114 people requested injury leave which totaled leave of 1,693.5 days		A total of 122 people requested injury leave which totaled leave of 1,980 days	



Note : Lost work days - Number of work days taken as leave between accident occurrence and return to work.

Injury Rate (2014-2016)

	2014	2015	2016
Male	5.89	3.79	5.23
Female	5.68	6.72	5.22
Total	5.82	4.79	5.26

Note : Injury rate = (Total No. of Injury Incidents / Total Working Hours) x 1,000,000

Lost Day Rate (2014-2016)

	2014	2015	2016
Male	92.81	45.98	74.43
Female	51.10	65.03	51.26
Total	78.81	52.48	66.36

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

Absentee Rate (2014-2016)

	2014	2015	2016
Male	0.47%	0.38%	0.42%
Female	1.16%	1.15%	1.10%
Total	0.70%	0.64%	0.65%

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

2.3.4 Health Planning and Lifestyles of Health and Sustainability (LOHAS) GRI 409-1 SDG 3

Real estate agency is a highly challenging, high-pressure job. Out of consideration of basic requirements of providing a safe and healthy working environment and of corporate social responsibility, Sinyi Realty not only provides legally mandated labor and health insurance, but also invests in group insurance for staff, provides free physical and mental health checks, offers activity subsidies, encourages staff to form or join clubs and club activities, and has enacted an employee assistance program. Through such practical policies and investments of resources, we provide concrete evidence of our concern for and value of the health and safety of our staff.

Key Topic 1 Dedicated Happy Health Management Center to Care for Employees Health

Sinyi Realty firmly believes that the key to business sustainability is happy staff, and happiness begins with physical and mental health. As such, in 2015 we set up a unit dedicated to taking care of the physical and mental health of our staff, the Happy Health Management Center, with dedicated nursing and medical professionals who put their expertise to use in providing treatment and information on healthcare to our staff. In their efforts to provide health management, they have established several checkpoints for our staff:

1. Health Consultation : Providing healthcare information and individual consultation services.
2. Health Checks and Followup : Providing regular health checks and, in the event of irregularities, providing advice and followup to affected staff.
3. Promoting Health through the Sinyi Health Program : Organizing health seminars and conducting surveys and consultancy.
4. Health Management Platform : Staff can make use of the platform to get an understanding of their health records and learn new things, or to book massages or health consultations.
5. Prevention Plan : Planning and implementing Four Workplace Preventions Program.
6. Immunization Service : Subsidized immunizations offered at set locations.
7. Employee Assistance Program : Confidential counseling services are provided by external professional counselors.



Online User Statistics for Health Management System	Year	2014	2015	2016
	People	21,710	48,515	72,882

Caring for Staff

Main Theme 1 Viewing Employees as Partners and Attracting Quality Talent
 Main Theme 2 Creating a Healthy Workplace and Protecting Employees Wellbeing

Key Topic 2 Shortened Working Hours for Improving Work/Life Balance GRI 409-1

Some 80% of Sinyi Realty's staff are sales staff, and due to the nature of the work, peak service periods tend to be when most people have finished work or during weekends. Long weekends and multiday holidays are also prime service periods. Given these facts, there is a high risk of working in excess of usual hours.

1. Overtime Management Mechanism

With regard to the rest and attendance of our staff, Sinyi Realty has set out clear guidelines concerning leave management, business travel management, and overtime management. Leave and overtime guidelines are in line with legal requirements. Sales staff 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. Support staff overtime conditions are in line with relevant legal provisions, and do not exceed 46 hours per month. Should work demands require an extension of working hours, management must first obtain the consent of the affected staff. In addition, we have established the "Program for the Prevention of Diseases Caused by Abnormal Workloads," screening high-risk staff in coordination with the annual health checks and alerting the relevant manager(s), who shall then review allocation of working hours and make adjustments as necessary.

2. Adjusting Attendance Time

Sales staffs of all branches have, since 2009, been 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 also review and get a better understanding of staff leave conditions, helping ensure their staff are striking a suitable work-life balance and taking action to prevent forced labor.

3. Optimizing the Leave System

Since 2016, Sinyi Realty has had in place a new policy providing sales staff from branches across Taiwan time off during the three major holidays - Dragon Boat Festival, Mid-Autumn Festival, and Chinese New Year—encouraging staff to spend time with their families at home or on trips. In addition, every person 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. This not only makes staff more satisfied with their work, but also helps them in their pursuit of career development and promotes health home lives.

Key Topic 3 Diverse Club and Activities

Sinyi Realty has formulated Guidelines for Employee Clubs and Organizations, providing activity subsidies (NT\$5,000 per quarter, up to a maximum of NT\$15,000 for large-scale events), with the Employee Benefits Committee helping 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.

Currently there have been a total of 58 recreational clubs of various types established, with staff spontaneously organizing a range of healthy activities, including hikes, cycling, and various ball sports. 2016 marked the 35th anniversary of Sinyi, as well as the return of our five-yearly athletic meet. Staff have opportunities through this variety of events and activities to relax their bodies and minds while also bonding with others, fostering a more positive energy in the company and creating a more joyful atmosphere.



Caring for Staff

Highlights



35 Years of Sinyi : Happy Families Carnival 2016

35th Anniversary Celebration : Family Day and Group Wedding

With 2016 marking Sinyi Realty's 35th anniversary, unlike traditional year-end festivities, we organized "Happy Group Wedding" and "35th Anniversary Celebrations" segments, building the entire event around the theme of "Recipe for Unlimited Happiness." This was to symbolize the happiness Sinyi aims to bring to all through its unlimited future development and our commitment to becoming a happy, trustworthy company. We invited couples preparing to walk down the aisle to accept the blessings of the Sinyi family on New Year's Day, preparing special golden shovels, two pairs of chopsticks, and two symbolic rabbits for the newlyweds, all symbols encouraging the birth of healthy children.



"Run, Sinyi!" : 35th Anniversary Athletic Meet



To encourage healthy bodies and minds in our staff, every five years we hold a group athletic meet, encouraging everyone to form teams and participate in a variety of competitions, which also helps build bonds as tight as family between everyone. September saw us hold the "Run, Sinyi!" event for the 35th-anniversary athletic meet, with all units and branches of the company sending representatives to take part, a total of 3,000 people.

Highlights



Taiwan's Only Real Estate Course that Starts in Vocational School

In 2016, Sinyi Realty signed an industry-academia cooperative plan with National Yunlin University of Science and Technology's Department of Finance and Taipei City's Songshan High School of Commerce and Home Economics, aiming to sow in the young students the fundamental concepts and capabilities of the real estate industry. These efforts also link together with internships and, after evaluation, formal employment, integrating learning and practice and seeking to cultivate talent that will be ready to work straight out of school. **This is Taiwan's only such program to start with vocational school education, link to college studies, and then on to employment, creating a valuable platform for the education of real estate agents and managers.**

With many students from economically disadvantaged circumstances needing to work while they study, and thus often missing internship opportunities, this program reserves 1/2 of the available positions for underprivileged students, selected through recommendations. Students that pass the evaluations can then choose to pursue National Yunlin University of Science and Technology's Program in Real Estate Industry, then later go on to join Sinyi, ultimately tying theory and practice together.

In order to further enhance the students' practical experience, Sinyi Realty also provides them with opportunities for summer internships. Students in each class are invited in the summer vacations ahead of 11th and 12th grades to apprentice at head office, getting an insight into how the various departments operate, as well as of fundamental legal and real estate valuation concepts. In the summer vacations ahead of freshman and sophomore years, and during the second semester of junior year, formal internship opportunities are available, further reinforcing their understanding of real estate regulations, marketing, land taxation, and practical sales skills.

Staged	Timetable
Vocational School Stage	2/1/2016-7/2017
Vocational Student Apprenticeships	7/2016 (three days, summer vacation ahead of 11th grade)
	7/2017 (three days, summer vacation ahead of 12th grade) Apprenticeships are unpaid.
Bridging Education National Yunlin University of Science and Technology Internships	8/1/2017-7/2021
National Yunlin University of Science and Technology Internships	7/2018 (two months, summer vacation ahead of freshman year)
	7/2019 (two months, summer vacation ahead of sophomore year) Full-day internships on specified days of the week from second semester of junior year Internships are paid, and intern enjoy all the benefits of formal employees

3. Customer Care

- Main Theme 1 Innovative Services
- Main Theme 2 Safeguarding Customer Rights and Privacy
- Main Theme 3 In Pursuit of Customer Satisfaction

Management Approach

GRI 103-1 GRI 103-2 GRI 103-3

Sustainability Principles
Leading the Way with
Innovative Services

93.43%
Customer
loyalty

95.55%
Full marks in
customer satisfaction
surveys

0
Number of errors
in real estate brochures

Material Topics and their Meaning to Sinyi

- 416 Customer Health and Safety
- 417 Marketing and Labeling
- 418 Customer Privacy

Sinyi Realty has since our founding been committed to promoting safe, efficiency, and reasonable real estate transactions and to making the spirit of justice in word and deed a core part of the company, putting justice before profits. To us, the true key to sustainable development is developing innovative services that are in line with corporate ethics, and that a commitment to doing what's right and to ongoing innovation will bring us long-term profitability.

Sinyi's Major Contributions toward the SDGs



Ensure sustainable consumption and production patterns

Target : Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle. Sinyi Realty devotes itself to sustainability development in the industry, and publishes Sustainability Report periodically.



Material Topics :

- 416 Customer Health and Safety
- 417 Marketing and Labeling
- 418 Customer Privacy

Responsibilities

Customer Care Group, Total Ethical Management Committee

Policies

Since the start of the company, Sinyi Realty has promoted the robust development of the real estate market and the creation of maximum customer satisfaction. As such, we have consistently focused on innovative services and satisfied customers.

- The Customer Care Group is responsible for coordinating annual work focuses and innovation direction
- In the process of their services, brokers strive to ensure good customer service quality and legal compliance with our Customer Service Department, including carrying out service quality surveys
- We carry out outbound surveys of Sinyi Realty customer satisfaction through our Customer Service Department
- Our Real Estate Research Office is responsible for conducting surveys of the real estate market and aiding in drafting of relevant industry policies
- Each quarter, reviews are undertaken, with reports and discussions undertaken in the Total Ethical Management Committee regarding specific material issues

Commitments and Actions

Commitments

Goal : In line with customer requirements, develop innovative services that are in line with corporate ethics.

Concrete Actions and Results Accomplish Ongoing

2016 Goals	2016 Actions	Status
<input checked="" type="checkbox"/> Launch Policy Q&A Project	<ul style="list-style-type: none"> Q&A's Regarding: Integrated Housing and Land Income Tax System, Old Home Health Checks, Liberalization of Legal Restrictions 	<ul style="list-style-type: none"> Provided free Old Home Health Check service to total of 40 groups of clients Sinyi Realty Introduction to the Integrated Housing and Land Income Tax System: http://www.sinyi.com.tw/knowledge/tax/index.php
<input checked="" type="checkbox"/> Provide one-stop service for real estate	<ul style="list-style-type: none"> Continue to run Comprehensive Real Estate Platform Sinyi Living: Industry-first "Decoration Escrow" service Provide customers with faithful and reliable service 	<ul style="list-style-type: none"> Sinyi brokers performance boost through Comprehensive Real Estate Platform: Accumulated a total of nearly 9,000 customers during and the year, with successful transactions nearly doubling 2015 and accounting for nearly 45% of all transactions. An-Sin Real Estate Management, providers of the Existing Home Compliance Guarantee system for housing transactions, have worked with us to develop a compliance guarantee service for home renovations, establishing a new platform for safe transaction services in the renovations market In 2016, we successfully completed telephone interviews with 56,334 customers, achieving a full satisfaction rate of 95.55%, up 1.1% on 2015

Future Strategic Goals

In the future, we will continue to propose innovative services each year that are in line with corporate ethics while also pursuing maximum customer satisfaction. In view of the rapid development of digital and online technologies, to help accelerate organizational growth, move the real estate industry toward a more platform-centric model, and integrate housing, renovation, residential services, and real estate finance, our goal is an "Internet+" model, expanding the overall business plan for the group.

Future Goals	Achievement Deadline
<ul style="list-style-type: none"> In response to demographic changes in society, provide new value-added services: Successfully launch one such service project 	2017
<ul style="list-style-type: none"> Explore potential sales and promotion models built on new technologies: Successfully launch an innovative service 	2017
<ul style="list-style-type: none"> Increase market share of building transfers throughout Taiwan to 10% 	2020

Customer Care

Main Theme 1 Innovative Services
 Main Theme 2 Safeguarding Customer Rights and Privacy
 Main Theme 3 In Pursuit of Customer Satisfaction

3.1 Innovative Services

Executable Goals
Leading the Way with Innovative Services
Continuing to pursue innovation in line with corporate ethics and assure customers that we care about the quality and fairness of the services we provide them
Performance Highlights
Continuing to Develop All-new Business Models
Continuing to Develop All-new Value-added Services
Action Plan
All-new Business Model: Comprehensive Real Estate Services Platform
All-new Value-added Services: Old Home Health Checks, Decoration Escrow
Innovative Low-carbon Services

Our Commitments

In the face of an exceptionally unusual external environment, Sinyi Realty is committed to the ongoing pursuit of innovative services that fit with the requirements of corporate ethics, while at the same time striving to meet all customer needs

Meaning to Sinyi

Sinyi Realty believes that only through constant innovation in services can we truly achieve improved customer satisfaction, and with that achieved, we can establish a model for emulation by others in the industry, a high water mark for service standards that will lead the entire real estate industry upward.



Providing a stop suit of real estate services, including consolidation of REMA (new properties), brokerage for second-hand properties, residential renovations, and overseas asset management

Building on the stable foundations provided by our existing business in real estate agency and overseas operations, we have effectively integrated up- and down-stream specializations. Additionally, through our agency department, we have successfully created all-new sales channels, providing customers with a full suite of property services, consultations, and investment advice. Sinyi brokers bring together a comprehensive skill set in real estate, helping buyers find the properties that best fit their needs. In 2016, they accumulated a total of nearly 9,000 customers, with successful transactions nearly doubling 2015 and accounting for nearly 45% of all transactions. Having created such a strong foundation, our brokers anticipate ongoing growth in 2017.

Sinyi Realty launches Old Home Health Check service

The collapse of the Wei Guan residential building in Tainan in early 2016 aroused great public attention to the structural safety of buildings. Since May 14, Sinyi Realty has begun providing "Old Home Health Checks" for buildings of six floors or more completed before or on September 21, 1999, in Taipei, New Taipei, Taoyuan, Hsinchu, Taichung, and Changhua. In the course of these checks, anyone signing a new contract with Sinyi Realty of 90 days or more is also eligible to apply for architects or civil engineers with inspection certifications to conduct free on-site checks to make preliminary assessments of structural safety.

In the past, consumers have been more concerned in the course of real estate transactions about more visible factors like price, location, and appearance. Since the earthquake in southern Taiwan, however, soil liquefaction problems have again come to the surface, and as such this and structural safety are sure to become increasingly key to successful real estate transactions. During this project, Sinyi Realty has provided the service to some 40 groups of customers, helping with preliminary inspections of building structures and disclosing relevant information in real estate brochures, with outstanding results.



Important Actions 1

Important Actions 2

Customer Care

Main Theme 1 Innovative Services
 Main Theme 2 Safeguarding Customer Rights and Privacy
 Main Theme 3 In Pursuit of Customer Satisfaction

Important Actions 3



Industry-first "Decoration Escrow" service

Bringing together the professional skills of the group, An-Sin Real Estate Management, providers of the Existing Home Compliance Guarantee system for housing transactions, have worked with us to develop a compliance guarantee service for home renovations, establishing a new platform for safe transaction services in the renovations market. With the Decoration Escrow service and turn-key engineering, enabling consumers to make use of providers at no extra cost who have signed agreements with Sinyi Living can enjoy design services with a guarantee of professionalism, including the signing of standardized, official, third-party contracts and professional payment management, lifting from them the worry about paying for service they won't receive. At the same time, the providers can rest assured that they will receive due payment. In this way, what was once the most common source of consumer disputes in the decoration market is reduced.

Important Actions 4



Innovative low-carbon services

1. Line@ Accounts

Using the high level of user adhesion of the instant messaging service Line, our branches have opened their own Line@ business accounts. Line's simplicity of operation, with functionality including instant messaging and online Q&As, has helped us go beyond the traditional limitations of time, region, and targeting to reach out to customers or re-contact existing ones, directly expanding the scope and effectiveness of our marketing. In 2016, approximately one-third of our branches, or 123 of them, opened Line@ accounts, and the number will continue to rise during 2017, making it a valuable tool for all our sales staff in accomplishing SoLoMo (Social, Local, Mobile) integration.

2. Digital Dispatches

By providing a range of options tailored by target demographic, interests, and age bracket, we are able to avoid troubling customers with inappropriate recommendations. The evolution of our dispatch methods has enabled Sinyi not only to launch digital dispatches that are both environmentally friendly and protect customer information security and privacy, but also to launch individualized electronic newsletters that connect our sales staff with customers through email and Line, providing timely and interesting information on the housing market.

Following the 2016 pilot launch, in 2017 we will continue to increase the number of branches using digital dispatches and cards, providing a valuable tool for our sales staff and helping achieve our green service goals. In 2016, Taiwan's housing market faced a downturn with only 245,000 building transfers during the year, a record low. Confronted by this unusually grim external environment, the company's staff came together as one to overcome the challenge. Not only did we continue to deepen our commitment to both talking the talk and walking the walk with regard to what should be done, we also became more determined to actively develop a variety of new innovative services to satisfy the needs of our clients.

3. Top EDM

On street-side mailboxes around Taiwan one will often see flyers posted advertising properties for sale, a traditional approach to marketing. When Sinyi agents get new sales cases, they would edit together the information into a flyer and take to the streets to distribute them, however despite the cost of paper and printing for advertising accounting for a high proportion of our advertising budget, they still have limited reach. In this age of smartphones, tablets, and the Internet, very few people still bother with these traditional direct-marketing flyers, with more people paying attention to advertisements on their devices. Given this, Sinyi Realty launched an internal "Top Electronic Direct Marketing (EDM)" system, aiming to facilitate the use by agents of online distribution of text and graphical direct-marketing materials put together by the system. In this way, a wide swathe of customers can receive our marketing materials in the blink of an eye, all while using little in the way of time and resources, greatly reducing paper waste and printing costs.



Top EDM Content Editing Screen

Customer Care

Main Theme 1 Innovative Services
 Main Theme 2 Safeguarding Customer Rights and Privacy
 Main Theme 3 In Pursuit of Customer Satisfaction

3.2 Safeguarding Customer Rights and Privacy

Executable Goals
Safeguarding Client Rights and Privacy Sinyi Realty is committed to the protection of client rights and privacy, as this is the one true way to really secure their trust.
Performance Highlights
0 Errors in real estate brochures
Four Guarantee Services in Buying Property
3 Complaints of Infringement of Customer Privacy
Action Plan
Ongoing Refinement of Real Estate Brochures
Striving to Ensure Transaction Security
Committed to Safeguarding Customer Privacy

Our Commitments

Sinyi Realty is insistent in our commitment to ongoing protection of customer privacy and rights, realizing our business philosophy of good faith in action and pursuing robust and sustainable business development

Meaning to Sinyi

Sinyi Realty firmly believes that only through resolute protection of customer rights can we win their trust and satisfaction, while also helping them realize their home-related dreams

Highlights GRI 417-2

Real Estate Brochures **0** customer-reported errors

In 2016, Sinyi reviewed all 80,859 brochures produced, finding a total of zero customer-reported errors in said brochures.

Sinyi's Appraisal Department conducts a two-stage review of the accuracy of real estate brochures, with one group conducting initial reviews and another the second reviews. Should at any point an error be indicated by another department, those responsible are awarded a gift certificate, helping further facilitate the minimization of errors.



Important Actions 1

Real Estate Brochures GRI 417-1 SDG 12

In order to avoid possible risks like buyers not being able to complete transfers of ownership, encountering structural safety issues, having unusual provisions for usage beyond regular usage methods, finding themselves unable to actually use the site, or being unable to secure a loan, or other issues like sellers or agents providing inaccurate information and thus causing disputes, in 1989 Sinyi Realty became the first real estate business in Taiwan to offer real estate brochures.

A real estate brochure could be considered an "ID card" for a property, containing not only a full record of property rights survey results, but also the sales commission service contract, outline of the subject's status, market information, ownership certificate, household registration transcript, cadastral map, housing condition, and other such information. This helps the buyer get a clear understanding of the internal and external condition of the property, avoiding potential disputes. In 1999, the government formally wrote into law the requirement for real estate brokers to provide such brochures to customers, adjusting what must be listed in them in October 2015, adding almost 100 additional items of content to provide a fuller picture to buyers.

Important Actions 2

Thinking of Customers and Ensuring Transaction Security GRI 416-1

In order to fully protect consumers' rights, Sinyi Realty continues to pay close attention to our customers' requirements regarding transaction security. Through surveys, we have determined the four main areas of concern people have regarding real estate purchases: clarity of property rights, security in registration transfer, payment assurance, and after-sales warranties. With regard to these, we have launched the mechanisms listed below to help consumers enjoy peace of mind:

- 1992 : Industry-first "Watertightness Guarantee System"
- 1996 : Industry-first "Existing Home Compliance Guarantee"
- 2007 : Industry-first "Guarantee Against High Radioactive Exposure" and "Guarantee Against High Chloride in Concrete"
- 2011 : Industry-first "Safe Housing Guarantee"

Through these four-fold guarantees and the hard work of our staff, as of 2016, Sinyi offered security assurances to all customers, and there were no incidences of violations.

Important Actions 3

Customer Privacy Protection GRI 418-1

In order to protect the personal information of customers, Sinyi has laid out clear procedures for the collection, marketing use, usage, processing, filing, deletion, and destruction of information. In addition, internally the company has set up a Personal Information Protection Organization which specializes in protecting information and enacting concrete measures to ensure compliance with the Personal Information Protection Act. The organization also provides education through courses, conferences, and case studies for all Sinyi staff at all levels, ensuring that everyone is familiar with the relevant regulations, guidelines, and legislation.

In 2016, we had a total of three customer complaints of violations of privacy regarding telephone or online customer service. After handling by the Customer Service Department, all three were placed on a "Do Not Contact" list and no longer appear in our contact system.

Customer Care

Main Theme 1 Innovative Services
 Main Theme 2 Safeguarding Customer Rights and Privacy
 Main Theme 3 In Pursuit of Customer Satisfaction

3.3 In Pursuit of Customer Satisfaction

Executable Goals
The Eternal Pursuit of Customer Satisfaction Ongoing pursuit of services that will make every customer satisfied with the care taken in Sinyi Realty services
Performance Highlights
>85%¹ Percentage of customer satisfaction surveys reporting full satisfaction
>90% Customer Loyalty
Action Plan
Continue Carrying Out Customer Satisfaction Surveys
Conduct Annual Customer Loyalty Surveys

Our Commitments

Sinyi Realty is committed to the ongoing pursuit of customer satisfaction and loyalty, working hard to help each and every customer realize their home-oriented dreams

Meaning to Sinyi

Sinyi Realty believes that only by pursuing improved customer satisfaction and loyalty can we truly create a virtuous circle that will ensure our ongoing sustainable development



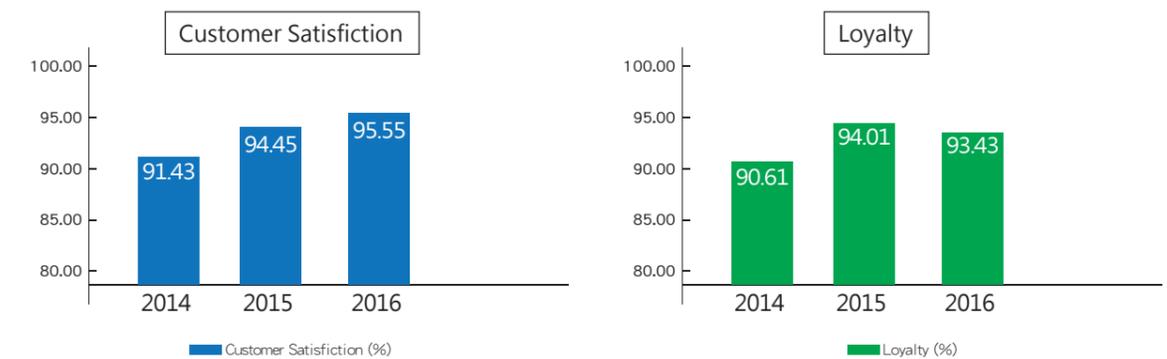
¹Note : Customer satisfaction surveys changed in 2017, adjusting the definition of "full marks" and accordingly adjusting target value

Important Actions

Customer Satisfaction and Loyalty Surveys

In order to understand our customers' assessments of our services and to collect information for reference with regard to service improvements, Sinyi Realty conducted telephone interviews with 56,334 customers in 2016, finding a full satisfaction level of 95.55% (see below), 1.1% up on 2015. In order to further boost overall customer satisfaction, we launched the Sinyi Touching Moment (STM) program, using ongoing exploration of customer needs, providing advice to customers, transforming such advice into concrete action, and ensuring such action meets customer needs to, throughout the service process, engage in ongoing communication with the customer through tailored, personalized methods. Additionally, we use a "mystery customer" method to inspect service and telephone interviews to get insight into customer thoughts and ideas.

On top of this, we continue to collect moving service cases through various channels, using vibrant videos to catch staff attention and give them models of good service to model, helping further inject positive energy throughout the company.



Note: "Loyalty" is determined via the response to the question "Next time you want to buy or sell a property would you choose Sinyi Realty, or would you recommend Sinyi Realty to a friend or relative in the same situation?" The percentage of those that choose "Definitely Would" as their response is considered the "loyalty" percentage.

4. Social Engagement

- Main Theme 1 Community Building
- Main Theme 2 Promotion of Business Ethics
- Main Theme 3 Improving Development in the Real Estate Industry
- Main Theme 4 Social Philanthropy and Donations

Management Approach

GRI 103-1 GRI 103-2 GRI 103-3

Sustainability Principles
Creating Mutual Prosperity with Taiwanese Community

16,428

Participants in Sinyi Lecture Hall Lectures

98%

Cumulative Coverage Rate of Creating Communities Proposals

14,335

Hours of Volunteer Service by Sinyi Staff

21

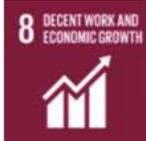
Years of Publishing Real Estate Yearbooks

The Meaning of Material Topics to Sinyi and Sinyi's Major Contributions toward the SDGs



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.

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 nonviolence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

By 2020, substantially reduce the proportion of youth not in employment, education or training.



Reduce inequality within and among countries.

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.



Make cities and human settlements inclusive, safe, resilient and sustainable.

By 2030, ensure access for all to adequate, safe and affordable housing and basic services.

Sinyi has always had as one of our main models and philosophies the idea of upholding justice in word and deed, and as such for many years we have promoted the concepts of good faith and justice through cultural promotion and social education. We hold ourselves as models of this, and expand out from there into the public with these ideas. In order to eliminate inequality in educational opportunity, we not only provide study grants and scholarships to children in remote locations or underprivileged families, but have also established the Sinyi Lecture Hall to provide free lectures of various types. Promoting corporate ethics has consistently been among the goals toward which Sinyi Realty works hardest. We also actively seek to reflect industry issues by providing recommendations to relevant governmental authorities on policy planning and direction, promoting housing justice and the development of the real estate industry.

We aspire to create communities, foster generational sustainability, create a happier Taiwan, and we hope that all like-minded people who dream of a better tomorrow will join us in the spirit of community to finally achieve a self-reliant citizenry and transformed communities.

Material Topics :

- 203 Indirect Economic Impacts
- Industrial Development and Policy Communication
- Housing Justice
- Promotion of Values of Business Ethics

Responsibilities

Social Inclusion Group, Total Ethical Management Committee

Policies

Systematically Promoting Social Philanthropy through the Public Affairs Department

To help create better communities and a better society, in 2015 we established a Public Affairs Department, bringing together corporate resources to systematically promote social philanthropy, expand our influence on society, and create a better, happier Taiwan.

Strengthening the Cultural Philanthropy Working Group to Promote Sustainable, Harmonious Development

To aid in our realization of our corporate social responsibility, Sinyi Realty has continually worked to strengthen our Cultural Philanthropy Working Group, setting up the Sinyi Charity Foundation, Sinyi Culture Foundation, Sinyi Schools, Chinese Business Ethics Education Association, Xingyi Cultural Publishing, Community Family Project Association, and similar groups to promote sustainable and harmonious development.

Commitments and Actions

Commitments

Social engagement is a long-term project promoting interaction between people and communities. Sinyi Realty continues to be committed to bringing together internal and external resources to invest in four major areas: community building, promotion of business ethics, improving development in the real estate industry, and social philanthropy and donations.

Concrete Actions and Results ☑ Accomplish ➡ Ongoing

Strategic Direction	2016 Goals	2016 Actions	Status
☑ Community Building	<ul style="list-style-type: none"> Getting more younger people involved in community building, with 30% or more proposals from tertiary institutions 14,000 hours of volunteer work 	<ul style="list-style-type: none"> Expanding groups involved in community building Continuing to hold Sinyi Volunteer Activities 	<ul style="list-style-type: none"> 98% cumulative coverage rate of rural creating communities proposals 64 proposals from 161 tertiary institutions, a 39% rate 30 volunteer activities with 1,674 participants totaling 14,335 hours Published 11 years of community stories in "Good Villages 2" anthology
➡ Promotion of Business Ethics	<ul style="list-style-type: none"> Promoting business ethics outside of Taiwan Expanding business ethics platform influence 	<ul style="list-style-type: none"> Seminars on business ethics Corporate exchanges Promoting courses in sustainability and accumulating the results of research 	<ul style="list-style-type: none"> Mr. Chou held seminars at China's Peking University on Confucian ethics and was invited to speak in Beijing at CURA's "Social Experiments Affecting 300 Million People" seminars Training camp and teaching workshops for teachers of business ethics Produced 18 research papers and case studies
☑ Improving Development in the Real Estate Industry	<ul style="list-style-type: none"> Published regular industry yearbooks 	<ul style="list-style-type: none"> Playing a leadership role in promoting healthy development of the industry 	<ul style="list-style-type: none"> Set to publish 2016 Taiwan Region Real Estate Yearbook
➡ Social Philanthropy and Donations	<ul style="list-style-type: none"> In response to changes in social structure, we provide needed care and assistance to vulnerable groups 	<ul style="list-style-type: none"> Launched projects for new immigrants and the elderly 	<ul style="list-style-type: none"> Sinyi New Lifestyles in Old Age Project Rental subsidies for single-parent new immigrants

Future Strategic Goals

We aim to not only continue to laying deeper roots in Taiwan, but to also expand beyond Taiwan's borders into the wider world, taking Taiwanese service to a world-class level and helping all people grow together and create a better, more sustainable global environment. In 2017, we added elementary category in the Communities Building Action Plan, hoping to inspire children to take a look at the problems facing society and do their part to help, getting them invested in charitable work from an early age and expanding the groups involved in such work. Working with the Soil and Water Conservation Bureau's "Homeward Bound Youth Project" and the Youth Development Administration's "Youth Community Engagement Action Plan."

Strategic Direction	Future Goals	Achievement Deadline
Community Building	<ul style="list-style-type: none"> Add elementary category in the Communities Building Action Plan and planting seeds of community building 	2017
Promotion of Business Ethics	<ul style="list-style-type: none"> Sponsoring or participating in business ethics influence seminars and spreading the spirit of sustainable operations 	Ongoing
Improving Development in the Real Estate Industry	<ul style="list-style-type: none"> Specialist courses aimed at deepening real estate knowledge, expanding community interfacing 	2017
Social Philanthropy and Donations	<ul style="list-style-type: none"> Promoting elderly-care projects in response to aging population 	2017

Social Engagement

4.1 Our Goals and Vision

GRI 203-1 GRI 203-2 SDG 8 SDG 10 SDG 11 other Industrial other Residential other Ethics

Using Sinyi's Core Values to Achieve Our Vision of Social Integration

People-oriented is important pillar in our implementation of corporate social responsibility and we hope to change the mindset of the society through our action plan, which encourages people to care about not just themselves but the community as a whole. We have brought together internal and external resources to invest in increased corporate and industrial competitiveness, and in deepened ethics and values, through four main themes :



All of this is done in the hopes of creating a better society. In addition to establishing real estate transaction procedures with integrity, and building on the concept of using in the community what we take from it, we are making ongoing efforts to promote corporate social responsibility and to create a warmer, happier Taiwan through giving back to society.

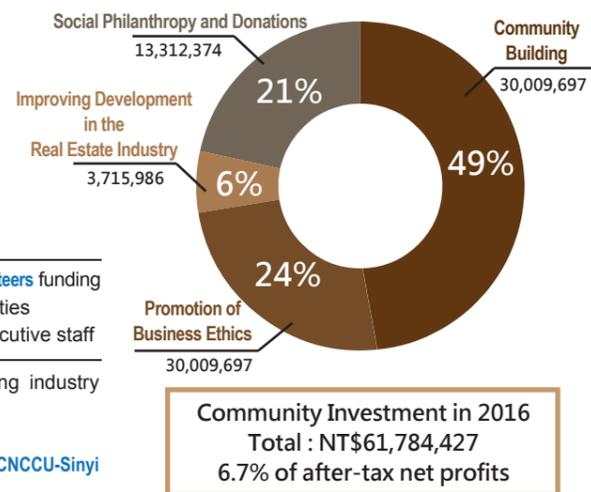
Through the coordinated resources and core competencies of Sinyi, we have consistently strived to promote the core values and philosophies of ethicality, using our influence to create opportunities and a competitive edge that enables us to build shared prosperity with all of our stakeholders through a positive environment, solution to social issues, and increased community well-being. It is our hope that we will be able to achieve our long-term vision of **creating mutual prosperity with Taiwanese community**.

Community Investment and Outcomes

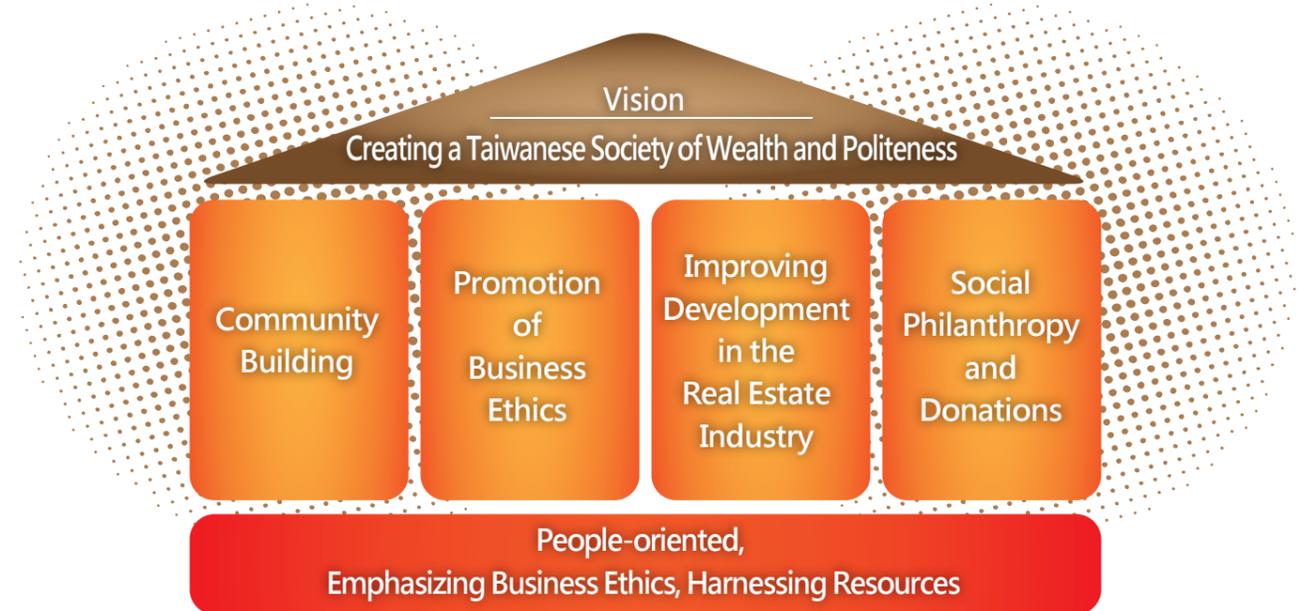
Community Investment

For a long time, Sinyi Realty's Public Affairs Department and CSO Office have worked on a variety of projects. In 2016, Sinyi invested over **NT\$61.78 million** through units including the **Chinese Business Ethics Education Association** and the **Sinyi Charity Foundation**, sharing in the work of community building, promoting ethics, developing the industry, and donating to charity and bringing together community residents, businesses, and suppliers in efforts to give back.

Community Building	Financial : Community Family Project funding, Sinyi Volunteers funding Physical : Free sponsored tents for community activities Manpower : Sinyi Volunteers , Creating Communities executive staff
Improving Development in the Real Estate Industry	Financial : Sponsoring various associations, funding industry research activities Physical : Taiwan Region Real Estate Yearbook Manpower : Sinyi Realty Real Estate Research Office , CNCCU-Sinyi Research Center for Real Estate executive staff
Promotion of Business Ethics	Financial : Sinyi Schools and various industry-academia cooperation development funds, sponsorship of research and education Physical : Publishing books on business ethics, developing research and teaching materials Manpower : Sinyi Schools , Chinese Business Ethics Education Association executive staff
Social Philanthropy and Donations	Financial : Funding for Sinyi Charity Foundation activities, academic grants and scholarships, rental subsidies for single-parent new immigrants, emergency relief funds, bone density testing at National Taiwan University Hospital Jinshan Branch Physical : Donations of items, medical equipment, and baking equipment Manpower : Sinyi Charity Foundation staff, Dr. Red Nose performances



Social Engagement



Outcomes

Benefits to Business

- **Communicating Brand Values of Putting People First** : Through various methods, we communicate the company's values and further develop a business philosophy of providing caring, humane service.
- **Long-term Giving Back to the community and Helping Maintain Relations with the Community** : Increasing public well-being and interaction with the community, creating a virtuous cycle and competitive strength.
- **Alternative Training through Volunteering** : By encouraging staff to participate in volunteer activities, we cultivate a hands-on concept of work that further influences them and, in the process, helps them re-learn the core spirit of the service industry.
- **Cultivating a Reserve of Talent** : Through internship programs with the tertiary institutions, ethics courses, and academic scholarships and grants, we not only pass on knowledge, but also build a reserve of talent for the company.



Benefits to Society

- **Promoting a Culture of Good Faith and Strengthening International Influence** : Ensuring that all have fair access to high-quality education and advocating for lifelong learning. Working with units at home and abroad to promote the spirit of community education and good faith through culture. In late 2016, Sinyi and Peking University established the Sinyi Center for Culture Studies, holding seminars and inviting Professor Zhen Sun, Professor Weiming Tu, and chairman Chun-chi Chou to give lectures on Confucian ethics, attracting attendees from across China.
- **Coverage Rate of 98% for Creating Communities Projects Across Taiwan, Encouraging Community Participation** : Projects have been launched in 359 of Taiwan's 368 districts and townships, benefiting 1,739 communities and rooting concepts of community building even more deeply.
- **Motivating Suppliers to Join In** : Through the Sinyi Living and the Supplier Education and Evaluation Promotion Committee, we have coordinated supplier participation to make use of the full scope of professional skills and resources in helping communities and giving back to society.
- **Invited to Join Fair Enterprise Alliance** : The power for change comes from businesses, and Sinyi Realty is proactive in promoting the Five Virtues laid out by Professor Kai Ma's Fair Enterprise Alliance - compassion, happiness, integrity, greenness, and growth - and in the Merit 50 movement. In 2016, we were invited to become part of the Fair Enterprise Alliance, becoming one of the five major pioneering benchmark companies.



Social Engagement

- Main Theme 1 Community Building
- Main Theme 2 Promotion of Business Ethics
- Main Theme 3 Improving Development in the Real Estate Industry
- Main Theme 4 Social Philanthropy and Donations

4.2 Our Commitment to Social Engagement GRI 203-2 SDG 8 SDG 10

4.2.1 Community Building

Executable Goals	
100% Coverage Rate of Proposals	2025
50% or More Proposals from Tertiary Institutions	2025
NT\$200 million or More Investment in Building Communities	2025
Performance Highlights	
1,739 Cumulative Helped Communities	
98% Cumulative Coverage Rate of Proposals	
From 359 of Taiwan's 368 townships and municipalities, since 2004	
120,726 Cumulative Volunteer Hours	
From 2007 through 2016, we had a total of 16,099 participants	
Action Plan	
Creating Communities Action Plan—Into the Next Decade	
Gogo Funding Platform—Bringing Together Supply and Demand	
Sinyi Volunteer Services—Taking to Communities Nationwide	

Our Commitments

Communities are the foundation of society, the base unit of shared lifestyles. No-one can escape the issues that arise in their neighborhoods, and solutions to those issues come from community efforts, promoting the collective lifestyle and community harmony. Through ongoing community-building efforts, we plant the seeds of care in communities, expanding the scope of each person's attention from the home to the community, and ultimately to the entire nation.

Meaning to Sinyi

Our hope is that our long-term sponsorship of community building will help make communities and society better by expanding the concept of "home" to include neighbors, communities, cities, and even the country. Through this, we will address the sense of interpersonal alienation, creating communities with their own distinctive cultures and ecologies.

Community Building Annual Highlights

"We Are ONE" project Honored at 2016 Asia Responsible Entrepreneurship Awards
 In 2016, Sinyi Realty's "We Are ONE" project was honored at the "Nobel Prizes of Sustainability," the Asia Responsible Entrepreneurship Awards (AREA), receiving the Social Philanthropy Development Award and becoming the first Taiwanese real estate company to be so honored. This highlights our long-term investment in the project, our encouragement of public participation in community affairs, and our realization of the goals of corporate social responsibility.

Social Experiments Affecting 300 Million People

Sinyi Realty's "Sinyi Jiating" project in Shanghai's Jiading District made use of our innovative "Building Small Communities" approach, incorporating concepts of community building in creating public spaces alongside creative technologies (specifically a dedicated service app) and activities (various themed community activities) to help new homeowners get to know their neighbors even before moving in. We were also honored to be invited by China's largest real estate alliance, the China Urban Realty Association (CURA) to give seminars in Beijing as part of the "Social Experiments Affecting 300 Million People" series, further exercising our social influence.

Key Projects 1



Creating Communities Action Plan

The Creating Communities Action Plan is the longest-running and largest corporate-supported action plan for building communities. In 2015, we unrolled Stage 2 of the plan, a decade-long plan that we hope will help make community building a national movement. In 2016, we received 724 proposals, sponsoring a total of 214 groups, with 2 receiving special distinctions, 106 Model Project Awards, and 106 receiving Community Seed Awards. Over the past decade-plus, we have accumulated a total of 8,051 proposals across four major categories, namely Ethnic Diversity, Industrial Development, Social Concern, and Youth Participation.

For more information, please see the Creating Communities Action Plan website at <http://www.taiwan4718.tw/index.php>

Key Projects 2



Gogo Funding Platform

Gogo was established in 2015 with the idea of community building at its heart. The site provides free matchmaking between those with the materials, manpower, finances, and knowledge and those with the demand for them. Using the platform, assistance and resources can be easily accessed, expanding social participation. In 2016, Gogo projects received much media coverage, connecting communities with fans, aiming to improve community awareness of crowdfunding and successfully getting 12 community building projects funded.

For more information, please see the Gogo website at <https://www.gogonow.cc>

Key Projects 3

Sinyi Volunteers

Sinyi Volunteer Services began in 2007, inviting our staff to share in social prosperity through bringing together our core competencies to provide help to society where it is needed. Such efforts covered a broad range, from computer software and applications, through telling stories to children in remote rural locations and interacting with the elderly, to working on water purification, helping coastal communities with flood control, and assisting in organic harvesting. All of these are concrete actions aimed at bringing the community together as one family. Each month, we hold at least two volunteer activities aimed at serving the needs of society, generally seeing spots fill up almost immediately upon announcement of each new activity. In 2016, we held a total of 30 volunteer activities with 1,674 participants totaling 14,335 hours. Since 2007, we have had a cumulative total of 16,099 participants in 120,726 hours of volunteer service, and we intend to continue these efforts to give back to the community over the long term.

For more information, please see the Sinyi Volunteer website at http://www.taiwan4718.tw/news_list.php?class_item_id=9&nowpage=3&tenpage=1

Social Engagement

- Main Theme 1 Community Building
- Main Theme 2 Promotion of Business Ethics
- Main Theme 3 Improving Development in the Real Estate Industry
- Main Theme 4 Social Philanthropy and Donations

4.2.2 Promotion of Business Ethics other Ethics

Executable Goals	
100+ Lectures for 15,000+ People	2020
Sinyi Lecture Hall participants each year	
Growing Corporate Ethics	Ongoing
Education Resources	
Courses that Deepen Corporate Ethics	Ongoing
Performance Highlights	
95 Free Lectures of Sinyi Lecture Hall	
for a total of 16,428 participants in 2016	
74 Teachers in Ethics Summer and Winter Camps	
18 Research Papers and Case Studies	
into corporate ethics issues	
345 Post-Graduate Students and Doctoral Candidates Passed Corporate Ethics Electives	
Action Plan	
Accumulating Educational Resources in Corporate Ethics and Deepening Ethical Education	
Expanding Influence of Community Education	
Promoting Corporate Ethics through a Column by the Chairman	

Our Commitments

In line with SDG 4, we aim to ensure inclusive and quality education for all and promote lifelong learning.

Through cultural promotion and community education, we aim to reinject a sense of trust and duty back into the community, businesses, and individuals, further promoting an upright social atmosphere and elevating quality of life.

Meaning to Sinyi

Sinyi Realty has always had as one of our main models and philosophies the idea of upholding justice in word and deed. For several years, we have not only strived to uphold a high standard of business ethics in our own operations, but also to harness the wisdom and power of the crowd to bring like-minded groups on board and jointly work to plant strong roots of corporate ethics in Taiwanese society, realizing that commitment to justice. We hold ourselves as models in the promotion of good faith culture, and build from there by expanding these concepts into the greater public.

Annual Highlights in Promotion of Corporate Ethics

Sinyi Lecture Hall Fifth Anniversary Event : "Looking to the Future of Happy Communities through Design : Observation x Action x Vision Community Design Forum"

2016 marked the fifth anniversary of the Sinyi Lecture Hall, and with Taipei being named World Design Capital that same year, we planned a series of eight talks entitled "Looking to the Future of Happy Communities through Design: Observation x Action x Vision Community Design Forum." Focused on community design and innovation, the event hosted brand designers from Panasonic and Tea Party, the chief consultant from the Taiwan Design Center, and other representatives and designers from the industrial, academic, and governmental worlds. Thanks to this, the event was able to present and explore community design thinking from a variety of perspectives and communicate these to the public through talks. It is our hope that this event will be the start of something bigger, sparking a change in old ways of thinking about design and igniting new approaches that seamlessly integrate friendly, caring community design into our daily lives.

Key Projects 1



Sinyi Lecture Hall

Since April 2011, the Sinyi Lecture Hall have opened the doors of knowledge and invited eager students from all around to partake. Through warm-hearted stories and learning through exchange, Sinyi Lecture Hall have passed on much-neglected values of ethics. Each week, they continue to engage with audiences, promoting public awareness of corporate ethics, culture and lifestyle, environmental consciousness, community care, residential spaces, and happy families. In 2016, these lectures saw a total of 16,428 participants with an average of nearly 200 per lesson. Overall, a total of 516 such lectures have been held, with as many as 83,000 participants, and the Sinyi Lecture Hall are gradually becoming an influential brand in community education and platform for exchange.

For more information, please see the Sinyi Lecture Hall website at <http://www.sinyischool.org.tw/index.php>

Key Projects 2



Sinyi School at NCCU College of Commerce

In 2012, Sinyi Realty and the NCCU College of Commerce joined forces to launch the corporate ethics focused Sinyi School, using education, research, and promotional efforts to nurture future business talent with a grounding in ethics. Education: The Sinyi School assists the NCCU College of Commerce in planning specialist courses in ethics, including both academic and corporate ethics, and having these courses listed as required subjects for students of business at the Bachelor's, Master's, and doctoral levels, as well as for EMBA students. This has made NCCU the country's number one school where corporate ethics is a compulsory subject. Research: We assist domestic scholars in writing research papers and case studies relating to corporate ethics, systematically improving the quality of said research. We also send teachers abroad for intensive studies, hold teaching workshops, and set up events to share and refine teaching methods, cultivating higher-quality corporate ethics teaching and resources. Promotional Efforts: Working with international schools and departments, we hold corporate ethics exchanges, and in cooperation with other businesses, organize seminars and fora on the subject, as well as offering special internships, visits, and career activities, comprehensively working to boost the focus on corporate ethics. In October 2016, the NCCU College of Commerce received much praise from members of the visiting committee for its unique focus on corporate ethics and corporate social responsibility when being evaluated by the AACSB.

For more information, please see the Sinyi School website at <http://www.syschool.nccu.edu.tw>

Social Engagement

- Main Theme 1 Community Building
- Main Theme 2 Promotion of Business Ethics
- Main Theme 3 Improving Development in the Real Estate Industry
- Main Theme 4 Social Philanthropy and Donations

Key Projects 3



Chinese Business Ethics Education Association

Each year, we hold national teachers' camps on corporate ethics, taking an interactive and shared approach to education in order to stimulate innovation in the teaching of corporate ethics in Taiwan. In 2016, the summer and winter camps saw some 74 teachers take part. Teachers have engaged in a cumulative total of 129 educational cases, 263 teaching demos, and 24 experience sharing conferences.

In 2016, we also worked with National Yunlin University of Science and Technology (YunTech) to hold the 2016 National Intercollegiate Ethics Case Study Analysis and Microfilm Contest, using pre-contest workshops and the shooting of microfilms, to help students get a more practical understanding of how corporate ethics are put into action, further implanting the concepts.

For more information, please see the CBEEA website at <http://www.cbeea.org.tw/>

Video Link : Microfilm Contest winners list at <http://cca.yuntech.edu.tw/index.php/final>

Key Projects 4

Chairman's Column

Chairman Chun-chi Chou regularly shares his thoughts and observations regarding the implementation of business ethics through columns in major media outlets including the Economic Daily News, Commercial Times, China Times, and Global Views Monthly, showing his commitment to promoting and practicing corporate social responsibility. In 2016, 124 of his columns were brought together and published as an anthology entitled "More Work to Do - Chun-chi Chou's Philosophy of Happiness."



Chairman's Column and the Anthology

For more information, please see the Chairman's Column website at <http://www.sinyi.com.tw/about/chairman.php>

Video Link : "More Work to Do" - Chun-chi Chou on CSR and Sustainable Business Development : <https://www.youtube.com/watch?v=WLQs-pgzJ0k>

Stakeholder Interview

Feedback from the Editor of My Home Magazine



Li-bao Chang, Editor-in-chief, My Home Magazine

"This interview has shown me that not only does Sinyi aim for robust industrial development, they see profitability as coming from their role as one part of an industrial chain, and only when the balance between business and social responsibility is struck will a truly virtuous cycle begin."

My Home magazine is one of the Sinyi Lecture Hall's most frequent speaking partners, and EIC Li-bao Chang was invited to host a series of lectures on the Sinyi Lecture Hall's fifth anniversary. In early-2017 Chang did an interview with Sinyi Realty, publishing an article entitled "The Virtuous Cycle" in the magazine's February 2017 issue and giving her feedback on Sinyi Realty's ideas and actions regarding corporate social responsibility :

"[...] The Sinyi Lecture Hall is also an important part of Sinyi Realty's ESG efforts. Since 2011, the Sinyi Lecture Hall has provided free lectures in six main areas, namely corporate ethics, lifestyles and culture, caring for the environment, social concern, residential spaces, and happy families. Last year was the Sinyi Lecture Hall's fifth anniversary, and as invited host of a series of lectures for them, I was able to see for myself the power of such social education work.

This time, with a referral from Ya-wen Hsiao who in charge of operating Sinyi Lecture Hall and the help of manager of the group CSO's office Dan-ni Chen, I was fortunate enough to have the chance to interview Sinyi Realty CSO Chuang-yun Chou, a key player in the company's corporate social responsibility efforts. Through the interview, I was able to get a better understanding of how Sinyi Realty thinks about CSR, and how they act on those ideas. Not only have they established a Total Ethical Management Committee and put CSR under the authority of their CSO office (a sign they consider CSR more than just a public relations exercise), the company has also established a Chief Ethics Officer position, and any new corporate strategy must be audited by their five major stakeholders—including customers, staff, the community, and suppliers—before being passed over to the Board of Directors to be decided on. The aim of all this is to create a company that balances operational capacity with social responsibility."

The Sinyi Lecture Hall will continue to provide free lectures into the future, building strong partnerships on a foundation of knowledge and passing on positive values to the community.

Social Engagement

- Main Theme 1 Community Building
- Main Theme 2 Promotion of Business Ethics
- Main Theme 3 Improving Development in the Real Estate Industry
- Main Theme 4 Social Philanthropy and Donations

4.2.3 Improving Development in the Real Estate Industry other Industrial other Residential

Executable Goals	
Regularly Publish Real Estate Yearbook	Ongoing
Participate in Major Policy Exchange Activities	Ongoing
Increase Industry-Academia Cooperation	Ongoing
Performance Highlights	
21 Years of Publishing Real Estate Yearbooks	
2 Industry Issues Conferences	
Industry-Academic Projects with 10 Schools	
Action Plan	
Continue to Publish Annual Yearbook and Sinyi Realty Price Index	
Provide Professional Recommendations to Help in Policy Formulation	
Deepen Industry-Academia Cooperation	

For more information, please see the CNCCU-Sinyi Research Center for Real Estate website at <http://www.ncscre.nccu.edu.tw>

Our Commitments

With high real estate prices having attracted much attention among society in recent years, the holes in the market system are being highlighted, and a number of related issues have come to the fore. Industry policy plays a vital role in leading the way toward a safer, more reasonable, and more efficient environment for both providers and consumers of real estate services.

Meaning to Sinyi

Even before the government launched an effort to record and disclose actual housing prices, Sinyi has been at the forefront of disclosure of transaction records in the real estate industry, keeping comprehensive information on property rights to ensure that consumers are well aware of their rights. With regard to major developments in the industry, Sinyi will continue to focus on and be involved in joint activities between industry, academia, and government, with the hope of providing the government with reliable policy recommendations that will help foster robust industrial development. In response to SDG 10, we promote appropriate legislation, policy, and action that will foster housing justice and industrial development, reducing inequality. Similarly, with reference to SDG 11, we are working hard to provide appropriate, safe, and affordable housing and basic services.

Key Projects 1

Taiwan Region Real Estate Yearbook

Xingyi Cultural Publishing has, since 1996, published an annual Taiwan Region Real Estate Yearbook, providing an objective and rigorous record of the Taiwanese housing market which serves as an important reference for industry, academia, and government regarding trends and changes in the real estate industry. In August 2000, we worked with National Chengchi University to set up the CNCCU-Sinyi Research Center for Real Estate, and since then we have continued to work with them on compilation and publication of the yearbook. 2015 marked the 20th anniversary of the yearbook, and Sinyi Realty licensed the full two decades of collected data to the Research Center for use in planning and to provide more joint resources for reference by those interested in studying Taiwan's real estate market.

In 2016, we published the 21st edition of the yearbook, inviting 24 experts from industry, academia, and government to provide their insight into contemporary issues in the development of the industry, including minutes of the social housing policy symposium, recommendations for promotion of urban renewal projects, and future directions for build-operate-transfer projects. The yearbook has also been donated to the libraries of schools teaching real estate related areas to further contribute to the robust development of the industry.

Visits to Sinyi School at NCCU College of Commerce



Research Director Shih-Ching Liu



Project Manager Jia-Chun Chen

With the launch of the Sinyi School at NCCU College of Commerce, students at NCCU from undergraduate to doctoral level have access to courses in corporate ethics in a program considered a leader in Taiwan. The school, in cooperation with CSOne, has set up a database for interested students and teachers, hoping to spur a greater focus on corporate ethics and sustainable development in academia, industry, and government. We also provide subsidies to teachers to write teaching materials about corporate ethics and produce local case studies. Such materials are provided not only for the school's use, but also for purchase by teachers from other schools for their own use. This continual accumulation of resources is a tremendous help to those teaching and studying corporate ethics.

"With regard to research and education, the Sinyi School has accumulated a wealth of resources for use by interested teachers, further promoting the concepts and adding greater understanding in academic, industrial, and governmental spheres."

In 2012, when the school had just been established, we set about collecting information and designing ethics courses. In 2013, the school began taking graduate and doctoral students, with courses in corporate ethics compulsory at all levels, a milestone in the school's development. Through case study camps and national teacher training, the school also continues to cultivate a base of professional teaching staff. In 2017, a number of teachers from outside the school expressed an interest in introductory materials, and so we began gradually building a collection of such materials and case studies to further promote the field. In late 2016 and early 2017, our opportunities for cooperation with other companies began gradually increasing, and growing this influence has become a key focus of our future development.

"The establishment of the Sinyi School not only sows the seeds of corporate ethics in a new generation of students, but also helps promote investment in the teaching of and research into the field by teachers. For businesses, we also serve as a means of bringing together resources and creating greater shared value."

Social Engagement

- Main Theme 1 Community Building
- Main Theme 2 Promotion of Business Ethics
- Main Theme 3 Improving Development in the Real Estate Industry
- Main Theme 4 Social Philanthropy and Donations

Key Projects 2

Policy Communication

In 2016, we assisted the Construction and Planning Agency in conducting surveys into housing demand trends, collecting over 400 individual surveys each in January and June, the content of which reflected the nature of the demands of home buyers in order to serve as a reference for government policy formulation and industrial analysis. We also participated in the Ministry of the Interior's Property Information Platform project review and social housing policy discussion, reflecting issues of concern in the industry and providing recommendations for future policy and project adjustments. In addition, we have helped the CNCCU-Sinyi Research Center for Real Estate hold Social Housing and Real Estate Industry Taxation Reform conferences, attracting 173 and 187 attendees respectively. The two were both topics of substantial attention and important policy in 2016, and these conferences helped promote industry-academia-government communication on them, with major abstracts and recommendations recorded in the yearbook. Additionally, Sinyi participated in the Chinese Association of Real Estate Brokers, playing an important role and representing the industry in providing professional recommendations and fighting for stakeholder interests.

1. Member of the Executive Council of the Complaints Review Committee: Arbitrated in real estate purchasing or leasing disputes; served as representative on the Taipei City Mediation Committee, assisting city government in resolving a variety of consumer disputes.
2. In order to protect both the cityscape and the purchasing rights of consumers, we assisted members in communications with the city government to coordinate safe, thorough advertising principles, resulting in a marked reduction in penalties and greater protection of consumer rights.
3. Member of the Joint Regulatory Committee: Assisted brokerage industry in researching remuneration methods for services and representing industry to legislators and Executive Yuan in fighting for related rights. Also worked with Ministry of the Interior to update brokerage industry service systems and design new measures.
4. Represented Joint Committee in meetings with the Ministry of Justice, helping with consultation and confirmation on applicable methods for prevention of money laundering in the industry and the scope of said methods.
5. Represented Association in meetings on amendments to the Real Estate Broking Management Act.

Key Projects 3

Sinyi Realty Price Index and Sinyi Real Estate Review

Each quarter, Sinyi Realty publishes the National Housing Price Index for Major Cities, providing those involved in the real estate industry objective indicators regarding actual trends in housing prices. This is the only collection of long-term data on the second-hand market from the private sector, and as such has become widely used in industry, academia, and government work. In the wake of the 2007 Financial Crisis, urban housing prices have experienced rapid and violent fluctuations. In response, Sinyi launched the Greater Taipei Metropolitan Area Housing Prices Monthly Index, helping those interested stay on top of actual, current changes in the housing market and reflecting the ever-changing market as a supplement to the quarterly index. In addition to these, each quarter we also publish the Sinyi Real Estate Review, which includes macroeconomic indicators, real estate industry indicators, housing market analysis, trends in the real estate market, and news summaries, giving access to all this to clients, the industry, academia, and the government.

 For more information, please see the website at <http://www.sinyi.com.tw/knowledge/newslist.php/99/99/>

Key Projects 4

Industry-Academia Cooperation

Sinyi Realty continues to engage in industry-academia cooperation with a number of schools and departments, setting out internship projects, working together to design real estate industry courses, providing speakers from the industry, and offering corporate visits. Through this effective integration of research resources, we are able to improve research into the industry and promote the development of both the study of the industry and new techniques. In August 2000, we worked with National Chengchi University to set up the CNCCU-Sinyi Research Center for Real Estate. Working with YunTech and Songshan High School of Commerce and Home Economics, we have designed and implemented a curriculum of real estate studies; in cooperation with four schools (China University of Technology, National Central University, Kun Shan University, and Takming University of Science and Technology) we provide full-time internships for aspiring real estate brokers; and in cooperation with Fengchia University, Chinese Culture University, and National Pingtung University, we provide these schools with industry speakers to teach lessons as needed, as well as offering internship opportunities. Through such industry-academia cooperation, students are able to get both theoretical and practical experience, as well as getting a broader understanding of the industry and its development, learning the skills and concepts needed for success and preparing themselves early for a career in the field, giving themselves a competitive edge.

 For more information, please see Caring for Staff, section 2.2.1 Recruitment

Social Engagement

- Main Theme 1 Community Building
- Main Theme 2 Promotion of Business Ethics
- Main Theme 3 Improving Development in the Real Estate Industry
- Main Theme 4 Social Philanthropy and Donations

4.2.4 Social Philanthropy and Donations other Residential

Executable Goals	
Helping the Underprivileged	Ongoing
The elderly, children, women, new immigrants, and other such groups.	
Scholarships and Grants Project	Ongoing
Sinyi Zhishan Grants and Shiner Foundation Scholarships	
Performance Highlights	
80 Single-parent New Immigrant Families received monthly rental subsidies	
4,587 Young Students received Sinyi Zhishan Grants valued at a total of NT\$12,050,000 over 17 years	
Action Plan	
Rental Subsidies for Single-parent New Immigrants	
New Lifestyles in Old Age Project and Elderly Depression Prevention Project	
Organizing Various Scholarship and Grant Programs to Help Children Complete Schooling	

Our Commitments

Corporate social responsibility demands above all paying attention to the needs of the community, using the power of the company and teamwork to bring together limited resources and provide them to those in need. In recent years, changes in the social environment, including Taiwan's aging population and growing numbers of new immigrants, have created new challenges that we need to face together.

Meaning to Sinyi

In response to these social changes, Sinyi actively works to provide assistance to the underprivileged, caring for those on the margins while also alleviating the burden on the government, society, and families. Bringing together resources is one means of transforming concern into action, and as such we provide oft-overlooked rural communities and underprivileged groups that suffer from social structural conflicts with timely help and care, realizing our principle of giving back to society what we take from it.

Other Charitable Activities

Stress Relief and Charity, Moon Bus, Adopting Xinyi Plaza, Old-age Rest Stops

 For more information, please see our website at <http://csr.sinyi.com.tw/en/society/other.php>

Key Projects

Sinyi Charity Foundation

In response to changes in social structure, the Sinyi Charity Foundation provides assistance and support to new immigrants, the elderly, rural students, children with rare diseases, and other underprivileged groups. This assistance and support takes many forms, including rental subsidies, medical subsidies, depression prevention efforts, educational support for the impoverished, and emergency rescue efforts.

 For more information, please see the Sinyi Charity Foundation website at <http://www.sinyicharity.org.tw>

We have a variety of projects and programs to address the particular needs of various different groups, including :

New Immigrants

- Single-Parent New Immigrant Rental Subsidies

 For more information, please see the page at <http://csr.sinyi.com.tw/en/society/charity.php>

The Elderly

- New Lifestyles in Old Age Project
- Elderly Depression Prevention Project

 For more information, please see the [Elderly Depression Prevention Project website at http://www.happyaging.tw/](http://www.happyaging.tw/)

- Free Bone Density Testing at National Taiwan University Hospital Jinshan Branch

Rural Students and Children with Rare Diseases

- Sinyi Zhishan Grants

 For more information, please see the page at <http://www.sinyi.com.tw/knowledge/newsCt.php/8543/2>

- Shiner Education Foundation Torch Program Scholarships
- Dr. Red Nose Program

 For more information, please see the page at <http://csr.sinyi.com.tw/en/society/charity.php>

Victims of Domestic Violence

- "Going the Extra Mile Together" and Charity Fairs

 For more information, please see our website at <http://csr.sinyi.com.tw/en/society/other.php>



5. Environmental Protection

Main Issue 1 Service Carbon Footprint Inventory

Main Issue 2 Greenhouse Gas Inventory

Management Approach

GRI 103-1 GRI 103-2 GRI 103-3

Sustainability Principles

The Service Industry can Care for the Earth Too

ISO 50001
Energy Management Systems verification

10% reduced,
per-real-estate-transaction carbon emissions

1% reduced,
per-capita carbon emissions from electricity

Material Topics and their Meaning to Sinyi 305 Emissions

In the face of climate change and daily environmental deterioration, Sinyi Realty believes the best response is to use in society what we take from it. At the same time as pursuing reasonable profits for our real estate brokerage services, we should also value the resources the planet provides us and do all we can to promote innovative green services. In addition to raising awareness among consumers of carbon reduction and energy saving, such efforts also help us reduce our operating costs and strengthen competitiveness, making a concrete contribution to the sustainable development of Sinyi Realty.

Sinyi's Major Contributions toward the SDGs

13 CLIMATE ACTION



Take urgent action to combat climate change and its impacts

This goal is focused on improving education, raising awareness and enhancing the capacity of people and institutions in terms of reduction of the relevant risks of, adaptation to, reducing the impact of, and providing early warnings regarding climate change. Sinyi Realty strives to reduce our carbon footprint and energy consumption, as well as viewing it as our responsibility to promote concepts of environmental consciousness. As such, improving education, raising awareness and enhancing the capacity of people and institutions in terms of reduction of the relevant risks of, adaptation to, reducing the impact of, and providing early warnings regarding climate change should also be work which we strive to accomplish.

Material Topics :

305 Emissions

Responsibilities

Green Management Group, Total Ethical Management Committee

Policies

- ISO 14064-1 Greenhouse Gas Inventory and PAS 2050 Carbon Footprint Inventory
- ISO 50001 Energy Management Systems
- Carry out annual planning and management in line with material environmental issues laid out by the Green Management Group

Commitments and Actions

Commitments

- Reduce per-real-estate-transaction carbon emissions by 3% in 2017 (baseline year: 2015)
- Reduce per-capita carbon emissions from electricity by 10% by 2025 (baseline year: 2015)
- Implement environmental protection education and promotion

Concrete Actions and Results ✓ Accomplish ↻ Ongoing

2016 Goals	2016 Actions	Status
<ul style="list-style-type: none"> Reduce service carbon footprint 	<ul style="list-style-type: none"> Apply for and receive carbon label and draft world-first real estate operation services product category rules (PCR) Continue innovative green services, including digital newsletters, Line@ account, etc. 	<ul style="list-style-type: none"> Developed complete PCR and obtained carbon label Reduced per-real-estate-transaction carbon emissions by 10% (baseline year: 2015) and achieved target ahead of schedule
<ul style="list-style-type: none"> Refine energy management systems 	<ul style="list-style-type: none"> Carried out ISO 50001 Energy Management Systems verification 	<ul style="list-style-type: none"> Obtain ISO 50001 certification
<ul style="list-style-type: none"> Implement environmental protection education and promotion 	<ul style="list-style-type: none"> Launch Sinyi School lessons on environmental awareness Sinyi environmental volunteer activities 	<ul style="list-style-type: none"> Held total of 19 Sinyi Lecture Hall lectures on environmental awareness, with total of 2,674 participants Held total of 17 environment-related Sinyi Volunteer activities, with total of 967 participants

Future Strategic Goals

Sinyi Realty considers the sustainable operation of the company and the sustainable development of the environment to be of tremendous importance, and as such we have set out three major strategies to help Sinyi become a model of sustainability in the real estate industry.

- Leading the industry in benchmarks, marking a milestone in green real estate brokerage globally
- Melding sustainability into the DNA of our staff and using green energy to create win-win situations
- Promoting green issues and shouldering more social responsibility

In 2016, Sinyi Realty accomplished our goal of reducing our per-transaction level of carbon emissions ahead of schedule, and as such we have set new goals, aiming for a further reduction of 5% by 2020 (baseline year: 2016, measured by kgCO₂e for each real estate service transaction), as well as continuing to pursue reductions in our energy consumption.

Future Goals	Achievement Deadline
Reduce per-real-estate-transaction carbon emissions by 2% (baseline year: 2016)	2017
Reduce per-capita carbon emissions from electricity by 1% year-on-year	2017
Reduce per-capita service carbon emissions by 5% (baseline year: 2016)	2020
Reduce per-capita carbon emissions from electricity by 10% (baseline year: 2015)	2025
Implement green environmental education	Ongoing

5.1 Understanding of the Impacts, Risks and Opportunities from Climate Change GRI 201-2 SDG 13

Climate change is directly related to the sustainable development of every country and to humanity's ongoing existence as a species, and as such it is the most pressing challenge facing the global community and will have a direct impact on people's everyday lives. At the end of 2015, the 21st Conference of the Parties (COP 21) was convened in Paris, France, where the Paris Agreement, a topic of much global interest, was passed. This global agreement on global greenhouse gas emissions aims to have each country put forward its own emissions reduction plan and goals, encouraging each to take its share of the responsibility for mitigating the problem of climate change.

While the real estate industry is not a major producer of carbon emissions and regulations, agreements, and laws regarding greenhouse gas emissions generally don't address our industry, nonetheless as an industry with small consumption but substantial marketing, we have begun to attract more attention in this regard. As such, Sinyi Realty has in recent years not only established a basic foundation in carbon reduction internally, we have also begun to actively promote green services in the hopes of having a positive influence on the industry as a whole.

Sinyi Realty considers the sustainable operation of the company and the sustainable development of the environment to be of tremendous importance, and as such we have set out three major strategies and concrete courses of action: 1) leading the industry in benchmarks, marking a milestone in green real estate brokerage; 2) melding sustainability into the DNA of our staff and using green energy to create win-win situations; and 3) promoting green services and shouldering more social responsibility.

Setting a milestone in green real estate brokerage industry

- The world's first passes the PAS 2050-carbon footprint verification in real estate industry.
- The world's first passes the ISO 14064-1 GHG verification in real estate industry.
- The world's first obtains ISO 50001 certification in real estate industry.
- Made the world's first Product Category Rules of real estate operation industry.
- The Taiwan's first obtains the carbon footprint label issued by Environmental Protection Administration, Executive Yuan in real estate industry.

Melding sustainability into the DNA of our staff

- Set up cross-sectoral Green Management Group
- Building energy management system to realize service carbon footprint management.
- Developing the promotional propaganda messages and paperless green marketing tools.
- The new service concept to promote Green Home.
- Using green products in branches.
- Having an eco-friendly office.

Promoting green issues

- Environmental education and care lectures.
- Subsidy the "We are One" environmental project.
- Promote the local green travel.
- Build community in green.
- Import ISO 20121 sustainable event management.
- Respond to environmental policy.
- Participate in civil, government and international environmental activities.

5.2 Service Carbon Footprint

Sinyi Realty has long been active in managing our greenhouse gas emissions as our customers demand we develop a variety of innovative green services. In order to improve the reliability of our greenhouse gas emissions quantification, we have implemented a systemic analysis and quantification of the environmental and economic benefits of our innovative green services, not only helping in planning sustainable development strategies, but also enabling us to pass PAS 2050 assurance in 2014. In 2016, we drafted the world's first real estate business services product category rules (PCR), as well as completing our application for carbon labeling and receiving carbon footprint assurance in 2016.

5.2.1 Drafting World's First Real Estate Business Services PCR and Applying for Carbon Label SDG 13

A carbon footprint is the sum total of greenhouse gas emissions produced directly and indirectly in the lifecycle of a product or activity, including the extraction and manufacture of raw materials, assembly, transportation, all the way to usage and waste processing or recycling.

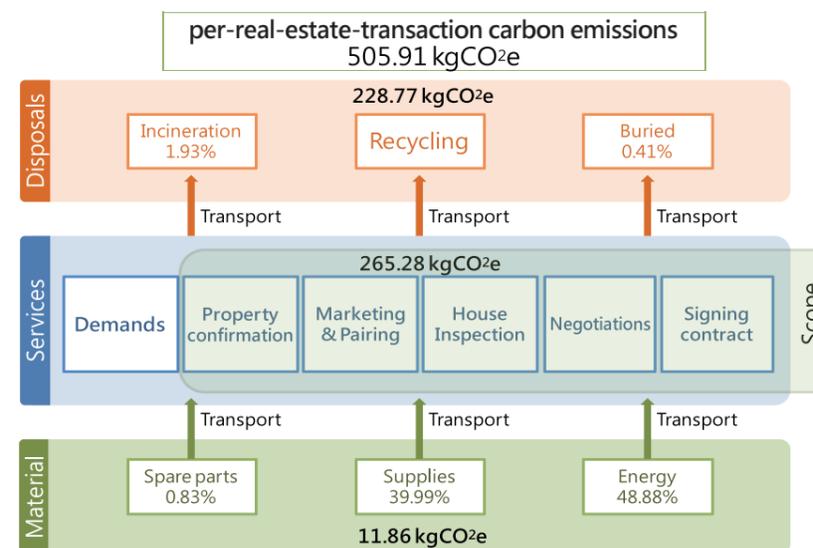
In view of the lack of PCR documentation pertaining specifically to real estate business services, Sinyi Realty set out to draft the first such rules in the world, providing a resource for others in the industry to refer to when calculating the carbon footprint of real estate business services. Following the Environmental Protection Administration's Guidelines for Carbon Footprint PCR Drafting, Citation, and Amendment, we invited domestic experts and stakeholders in the real estate business services field (including real estate agents, brokers, associations, and businesspeople) convening meetings with stakeholders and collecting opinions for the amendment of our draft PCRs. Not only have we established a model for real estate business services globally, we have also helped harness Sinyi Realty's influence for the positive. After our Real Estate Business Services carbon footprint PCRs were passed, they were announced on the Taiwan Product Carbon Footprint website.

5.2.2 Service Carbon Footprint Inventory

In 2016, we made use of PAS 2050:2011 for inventory, with reference to the EPA's Guidelines for Calculation of Carbon Footprint of Products and Services and to ISO/TS 14067:2013; due to differences between these three sets of standards, there were some conflicts in the course of inventory and calculation. Given this, this research took PAS 2050:2011 as the primary guideline source for primary activity data requirements, threshold of exclusion, cut-off criteria, data validity, and information preservation. Where main assessment criteria were not required, we then referred to the ISO/TS 14067:2013 specifications.

Our inventory of each real estate agency service began with real estate purchases, sales, and rental demand and went through the entire service process to final contract signing. Emissions of greenhouse gases thus produced and released into the atmosphere then serve as reference data for future efforts and plans to reduce GHG emissions. This inventory includes all GHGs set out in the IPCC 2007 Fourth Assessment Report, including carbon dioxide, methane, nitrous oxide, fluorocarbons, perfluorinated compounds, perfluoropolyethers, hydrocarbons, and other compounds controlled by the Montreal Protocol.

【Service Map of Each Real Estate Brokerage Service】



1 : Production demands made with commissioned actors are considered personal behavior of clients and thus not within the scope of the inventory
2 : Should an aforementioned service not provide service items, it is unnecessary to include it within the scope of the inventory

Through our carbon footprint inventory, we found that the greatest percentage of our carbon footprint in transactions was in the form of paper dispatches - approximately 40% - and as such we have made reducing paper-based advertising materials a primary innovation target. Innovations developed through this model have not only reduced operating costs, but also contributed to society through the reduction of carbon emissions per transaction - a win-win strategic model. Under this strategy, Sinyi Realty launched digital dispatches, a Line@ account, and Top EDM, leading the real estate industry into a new, reduced-paper era and again writing a new innovative page in the real estate industry's history.



PCR stakeholders meetings



Environmental Protection Administration's announced PCRs - Real Estate Operation Services



In order to further unveil the carbon footprint of each real estate transaction, we further applied for carbon labeling*, helping consumers better understand our efforts to reduce carbon emissions and thus building trust in our brand. At the same time, this has also enabled us to analyze the carbon emissions of each stage in our service processes, finding the points of maximum consumption and facilitating the development and achievement of new green goals. In 2016, we have already successfully obtained Real Estate Trading Agency Services carbon labeling (Carbon No. 1616812001), and in 2017 this label will be displayed in each branch and in all marketing materials.

*Carbon footprint labeling (also known as carbon labeling or carbon emissions labeling) is a labeling that applies to the emissions of a company, its production processes, products/services, and individuals, indicating that all stages of the life cycle of a product or service, from obtaining of raw materials through processing, distribution, sales, end-user, and disposal/recycling, has had its GHG emissions calculated in terms of kilograms of carbon dioxide equivalent. From the Taiwan Product Carbon Footprint website.

※ "Real Estate Operation Services" carbon footprint PCRs can be found at the EPA's Taiwan Product Carbon Footprint website at :
<https://cfp.epa.gov.tw/carbon/ezCFM/Function/PlatformInfo/FLPCR/FLPCRDoneList.aspx>



※ "Real Estate Brokerage Services" carbon labeling product information :

<https://cfp.epa.gov.tw/carbon/ezCFM/Function/PlatformInfo/FLLabelProduct/FLProductInfoDetail.aspx?SerialNo=C20160822109>



Carbon label disclosure diagram for Sinyi Realty branches



5.2.3 Service Carbon Footprint Management Performance

In 2015, we calculated carbon emissions for each of Sinyi Realty's real estate brokerage services, from the acquisition of raw materials to final service, finding a per-service average of 562.77 kgCO₂e. We found that advertising was the source of the greatest proportion of our carbon footprint and had the greatest impact on the environment. As such, we set about starting from the source of the greatest emissions, developing innovative green approaches including digital newsletters and a Line@ account, digitizing the main sources of paper consumption and thus reducing per-transaction carbon footprint, doing what we can to reduce our impact on the environment.

The results of our 2016 inventory show that per-real-estate-transaction carbon emissions were 505.91kgCO₂e, of which the raw materials phase accounted for 228.77 kgCO₂e (45.22%), the service phase 265.28 kgCO₂e (52.44%), and the waste disposal phase 11.86 kgCO₂e (2.34%). **Compared with 2015 figures, we have achieved a total reduction in carbon emissions of 10%, accomplishing our 2017 reduction goal of 3% well ahead of schedule** (baseline year was set as 2015).

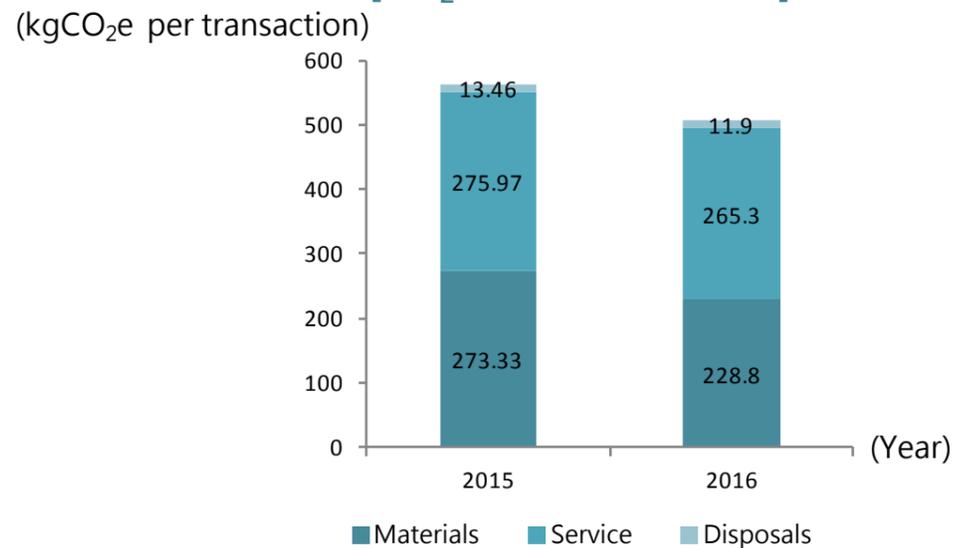
Sinyi Realty Service Carbon Footprint (2015 vs. 2016)



Original Goal : reduce service carbon footprint emissions by 3% in 2017

Goal Achieved

[CO₂ Emissions Trend]



As such, in 2017 we redefined our goal, aiming for a further reduction of 5% by 2020 (baseline year: 2016, measured by kgCO₂e for each real estate service transaction), and we hope that our continued efforts in this direction will bring positive change in terms of creating a "low carbon society."

5.3 Greenhouse Gas Inventory GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-6 GRI 305-7 SDG 3 SDG 12 SDG 13

5.3.1 Energy Resource Management

Introducing Japanese Ubiteq Energy Management System at Main Building

As the global economy continues to grow, energy demands follow suit, which means energy costs have continued to rise. This has a fair impact on the economic development of nations, and coupled with the pressure to reduce carbon emissions in the face of climate change, energy conservation has become an important development issue internationally. In order to more fully exercise our commitment to corporate social responsibility, Sinyi Realty has introduced the Ubiteq Be Green Next (UGS) energy management system, with planning beginning in August 2012 and the system going into use in Q2 2013.

Implementation Method : Introduce visualizable services and transparency in energy information regarding air conditioning and lighting systems to optimize energy usage.

Energy-saving, Green Mark Certified Products Used at Branches

- Purchasing Green Mark or Energy Label IT equipment
- Using green building materials or Green Mark certified materials
- Renting Green Mark certified photocopiers
- Using environmentally friendly toner cartridges
- Using environmentally friendly variable frequency drive air conditioners at all operating locations
- Installed energy saving lights
- Reducing lighting usage and using high natural illumination in operating location designs
- Regularly inspecting electrical equipment

(1)Time-based power pricing: Having commissioned specialists to collect and analyze the average electricity usage of each branch location over the course of a year and calculate the optimal capacity contract, we applied to Taiwan Power Company for a time-based capacity contract to reduce electricity expenses.

(2)Regular inspection and maintenance of equipment: Every month, branches have their lighting facilities, circuit breakers, distribution boxes, water supply pipes, signage, and air conditioning facilities inspected by a professional contractor. In addition to ensuring that electrical facilities are safe, this also reduces unnecessary consumption of electricity by facilities operating at sub-optimal levels.



Replacing energy inefficient embedded lights with LED lamps at all Sinyi Realty branches



Putting up signs at all Sinyi Realty branches noting that "This Location uses LED Lighting"

Implementing ISO 50001 Energy Management Systems

In 2016, Sinyi Realty introduced ISO 50001 Energy Management Systems (including at both head office and showroom locations). During this, we not only reviewed our related energy policies and management systems, but also undertook a full-scale review of our energy and air conditioning equipment in the hopes that through the PDCA process we would be able to hone our energy management effectiveness and be better positioned to achieve our energy and cost reduction goals.



Measuring efficiency of chillers and cooling towers



Sinyi Realty Energy Policies



Sinyi Realty implements ISO 50001 education & training (May 2016)

Throughout our energy management inventory and equipment checks, we found that the air conditioning systems in our head office accounted for the bulk of our energy consumption, with chillers and cooling towers particular sources of potential energy savings opportunities. As such, in 2016 we set about establishing an energy baseline and indicators as set out below:

1. Head office and all branches shall take 2016 electricity usage as baseline, pursuing annual reductions of 1% henceforth
 2. For head office's air conditioning chillers, we shall take 2016 electricity usage as baseline, pursuing annual reductions of 1% henceforth
- With regard to electrical and air conditioning systems, we are undertaking transient state measurements and conducting preliminary analyses of the consumption and usage status of said systems. Using that, we then put forward directions for improvement and efficiency evaluations. Our short-term goal is to assess several energy-saving proposals, including action plans for improvement into our ISO 50001 Energy Management Systems year by year. In the long term, we will focus on assessing equipment operational efficiency and the development of high-efficiency equipment, making more efficient use of energy.

5.3.2 Greenhouse Gas Inventory GRI 305-4 GRI 305-5 SDG 13

In terms of energy information, we are actively introducing GHG inventory and management approaches. In 2014 and 2015, we undertook GHG inventories of our head office, and in 2017 we expanded 2016's inventories to all branches, carrying out full GHG inventory and management across Sinyi Realty.

Sinyi Realty (Head Office and Branches) Greenhouse Gas Inventory

In accordance with ISO/CNS 14064-1 requirements, the company's inventory covers direct GHG emissions (Scope 1), electricity indirect GHG emissions (Scope 2), and other indirect GHG emissions (Scope 3). In 2016, Sinyi Realty's total GHG emissions were 6,292.351 tCO₂e. Employee business travel-related emissions for the year totaled 138,026.81 kgCO₂e, including global aviation and Taiwan High-Speed Rail travel; the aviation footprint is calculated in line with the mechanisms set up by the International Civil Aviation Organization (ICAO), while the land travel footprint covers both HSR and taxi travel. Scope 1-3 emissions and total emissions for the seven major greenhouse gases are as below:

Sinyi Realty Greenhouse Gas Inventory Boundaries and Results			
Category	Equipment	Raw Materials	Results (tkgCO ₂ e)
Scope 1: Direct Greenhouse Gas Emissions			
Stationary Combustion (Fuel burned by fixed equipment)	Restaurant Gas Stoves	LPG	0.245[0.004%]
	Emergency Generators	Diesel Biodiesel	0.555[0.009%]
Process Emissions (Owned or controlled by company)	N/A	N/A	0
Mobile Combustion (Covers fuel burned by controlled transportation equipment, including cars, trucks, trains, aircraft, and ship transport)	Patio Heaters	LPG	0
	Business Vehicles	Automotive Gasoline	19.509[0.31%]
Fugitive emissions (Intentional or Unintentional)	Septic Tanks	Liquid Manure	434.148[6.9%]
	Air Cooling Equipment	HFC-134a/R-134a, tetrafluoroethane HFC-134a/R-1 Coolant - R410a, R32/125 (50/50)	18.793[0.299%]
Scope 2: Electricity Indirect Greenhouse Gas Emissions			
Greenhouse gas emissions produced by electrical, thermal, steam, or other fossil-fuel-derived energy usage	Other Unclassified Equipment	Other Electricity	5,681.074[90.285%]
Scope 3: Other Indirect Greenhouse Gas Emissions			
Other Indirect Greenhouse Gas Emissions	Staff Commuting	Fuel	0
	Outsourced Work (Maintenance, Outsourced Purchasing)	Fuel/Acetylene	0
	Waste Disposal/Incineration	Fuel/Biogas	0
	Outsourced Transportation (Incl. Raw Materials, Fuel, Products, Waste Products)	Fuel	0
	Business Travel	Fuel	138.027[2.194%]
Total			6,292.351[100%]

Total Emissions of Seven Major Greenhouse Gases by Sinyi Realty (Scope 1 and Scope 2)

Greenhouse Gas Emissions (t CO ₂ e/year)									
	CO ₂	CH ₄	N ₂ O	HFC	PFCs	SF ₆	NF ₃	Total	Biogenic Emissions Equivalent
Emissions Equivalent (t CO ₂ e/year)	5,700.5594	434.3150	0.6556	18.7927	0.0000	0.0000	0.0000	6,154.323	0.0000
Percentage by Gas Type (%)	92.63%	7.06%	0.01%	0.31%	0.00%	0.00%	0.00%	100.00%	-

5.3.3 Greenhouse Gas Reductions Performance

Sinyi Realty (Head Office and Branches) Carbon Emissions from Electricity **Accomplish**

Sinyi Realty uses per-capita carbon emissions from electricity as an organizational carbon management performance indicator. In 2015, we set a new green target using 2015's per-capita emissions as a baseline percentage and aiming for a 1% reduction each year, with the ultimate goal being a further 10% reduction by 2025. **2016 carbon emissions reduced by 1.06% on the baseline, achieving our goal.**

The total yearly emissions for Sinyi Realty (including both head office and all branches across Taiwan), according to Scope 2 disclosures, are as below :

Item/Year	2014	2015	2016
Total Annual Electricity Consumption (kWh)	11,584,554	10,839,135	10,739,269
Annual Carbon Emissions from Electricity Consumption (kgCO ₂ e)	6,047,137	5,723,063	5,681,074
Sinyi Realty Headcount	4,059	3,909	3,922
Per-Capita Carbon Emissions from electricity (kgCO ₂ e/person)	1,490	1,464	1,449
Annual Increase (Decrease) (%)	-	-1.73%	-1.06%

Note 1 : In 2014, in accordance with Bureau of Energy announcements, electricity emissions factor was 0.522 kgCO₂e/kWh, 0.528 kgCO₂e/kWh in 2015, and 0.529 kgCO₂e/kWh in 2016.

Note 2 : Greenhouse gas emissions were calculated in line with the GWP values used in ver. 6.0.3 of the Environmental Protection Administration's Greenhouse Gas Emissions Factor Management Chart.

Note 3 : GWP values are mainly drawn from the IPCC's 2006 Fourth Assessment Report.

5.4 Water Resources

Sinyi Realty's water usage is not large and is not a material issue for the company. We disclose our water resource management related information on our corporate sustainability website and invite all interested stakeholders to check that site for details.

For more information : water resources
<http://csr.sinyi.com.tw/en/environment/water-resources.php>



5.5 Waste Management

Sinyi Realty's waste management is not a material issue for the company. We disclose our waste management related information on our corporate sustainability website and invite all interested stakeholders to check that site for details.

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



6. Supply Chain Management

Main Issue 1 Management Standards

Main Issue 2 Strategies and Goals

Main Issue 3 Performance

Main Issue 4 Gung Ho with Suppliers

Management Approach

GRI 103-1 GRI 103-2 GRI 103-3

Sustainability Principles
Supply Chain Management that Cares about Corporate Ethics

100%
signing of human rights terms

213
Number of Suppliers assessed

5.3
Average Injury Rate

Material Topics and their Meaning to Sinyi 414 Supplier Social Assessment

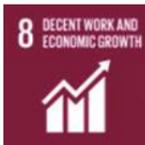
Sinyi Realty hopes to expand our core values to our suppliers, and to this end we have incorporated human rights, purchasing, and other sustainability-related terms into our supply chain management. We also follow up on the implementation of such terms in our suppliers, providing ongoing guidance and striving to create a supply chain that fully adheres to corporate ethics and upholds the Sinyi Group's core values, working together toward both a society and a world of good faith.

Sinyi's Major Contributions toward the SDGs



Ensure healthy lives and promote well-being for all at all ages

Sinyi Realty actively strives to channel our influence through our supply chain. We have set out sustainability terms and standards in our supply chain management strategy and strive to see them implemented with our suppliers, as well as linking them with our purchasing. As regards the latter, we have set out related management mechanisms and risk identification processes for our various types of supplier, and we hope that through thorough and ongoing strengthening of our supply chain management, we will be able to bring our corporate ethics into reality alongside our suppliers, promoting health and well-being for all involved labor.



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Sub-goal : Take immediate, effective measures to ban and eliminate child labor and forced labor; the target is to have ended all forms of child labor by 2025. In addition to protecting the rights and interests of labor, we will also promote safe work environments. Since 2013, Sinyi Realty has comprehensively incorporated human rights conditions into contracts, using these to promote the provision of better working environments for both suppliers and labor.



Ensure sustainable consumption and production patterns

Sub-goal : Ensure that people everywhere have information on and awareness of sustainable development by 2030. In order to fully implement corporate ethics into our operations and services, we share with our suppliers our philosophies of ethicality, integrity, and sustainable development, making these core elements of our supply chain management and aiming to Gung Ho with suppliers toward sustainable operations.

Material Topics :

414 Supplier Social Assessment

Responsibilities

Supply Chain Management Group, Total Ethical Management Committee

Policies

Plan : Incorporate human rights terms, purchasing ethics standards, proper business practices, and other sustainability plans into contracts with suppliers and enact supply chain management using ISO 9001 Quality Management Systems and ISO 20121 Event Sustainability Management Systems.

Do : On-site inspections to assess risks, set up reporting mechanism for risk control.

Check : Conduct regular and spot checks of implementation of quality, delivery period, costs, and human rights terms.

Action : Include deadlines for improvement and methods for termination of contracts.

Commitments and Actions

Commitments

To continue exercising our influence to communicate core value of business ethics and share a better way forward with suppliers.

Concrete Actions and Results Accomplish Ongoing

2016 Goals	2016 Actions	Status
<input checked="" type="checkbox"/> Full signing of human rights terms	<ul style="list-style-type: none"> Regular monthly supplier meetings Phone and site inspections of suppliers 	100% signing of human rights terms
<input checked="" type="checkbox"/> Supplier check rate of 70%	<ul style="list-style-type: none"> Spot checks Vigorously promote the importance of sustainability standards 	Of 278 key suppliers, 213 have been inspected for implementation, an inspection rate of 76.6% (incl. 73% inspection rate for preexisting suppliers and 94% for new suppliers)
<input type="checkbox"/> Working with suppliers to implement corporate ethics	<ul style="list-style-type: none"> Working together with like-minded suppliers, we have formed the Supplier Education and Evaluation Promotion Committee, facilitating the sharing of cases of outstanding service Invite suppliers to participate in a series of seminars on corporate ethics 	Suppliers willing to jointly participate in charitable activities

Future Strategic Goals

Our future work communicating our values and philosophy will continue to progress through both official and unofficial channels, providing suppliers with flexible means to share in our corporate ethics and values. With regard to management work, we will continue strengthening implementation of supplier management processes and ISO 20121 Event Sustainability Management Systems, increasing supplier spot check rate and working to strengthen the implementation of human rights terms.

Future Goals	Achievement Deadline
Existing Supplier Check Rate of 75%	2017
Implement ISO 20121 Event Sustainability Management	2017
Promoting Supplier Signing of "Contractor Health and Safety Commitment" and "Willingness to Support a Sustainable Supply Chain" agreement	2017
Working with Suppliers to Put Corporate Ethics into Practice	2025

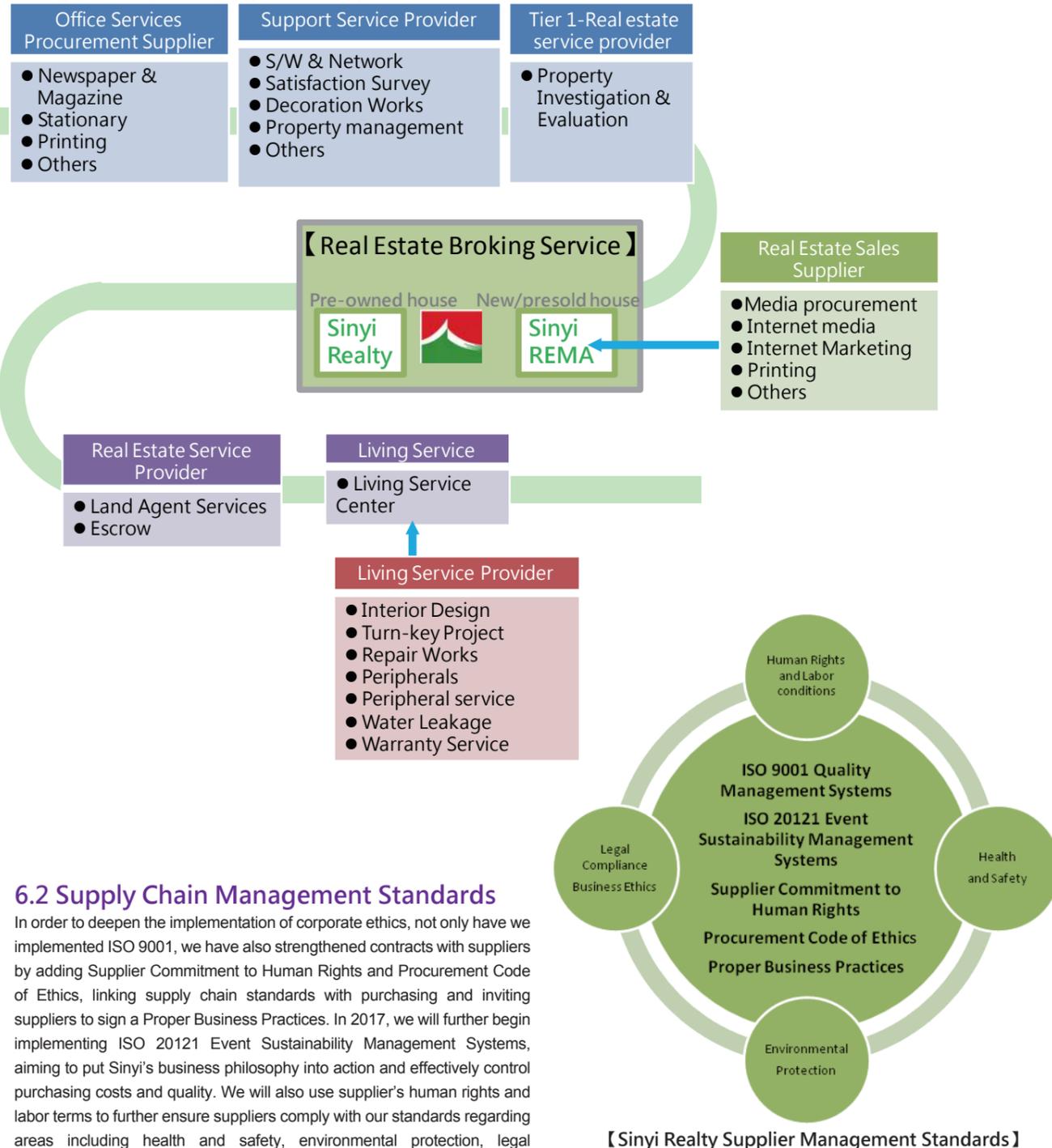
Supply Chain Management

- Main Issue 1 Management Standards
- Main Issue 2 Strategies and Goals
- Main Issue 3 Performance
- Main Issue 4 Gung Ho with Suppliers

6.1 Sinyi Realty's Supply Chain System GRI 102-9

In order to uphold Sinyi Realty's philosophy of excellence in business, we not only ensure our major stakeholders comply with the spirit of corporate ethics, but also aim for sustainability in our supply chain management. All of this is in service of meeting our Vision 2025 goal, becoming the number one brand in the Chinese-speaking housing industry. At present, Sinyi Realty's supply chain system is as below :

【Sinyi Realty's Supply Chain System】



6.2 Supply Chain Management Standards

In order to deepen the implementation of corporate ethics, not only have we implemented ISO 9001, we have also strengthened contracts with suppliers by adding Supplier Commitment to Human Rights and Procurement Code of Ethics, linking supply chain standards with purchasing and inviting suppliers to sign a Proper Business Practices. In 2017, we will further begin implementing ISO 20121 Event Sustainability Management Systems, aiming to put Sinyi's business philosophy into action and effectively control purchasing costs and quality. We will also use supplier's human rights and labor terms to further ensure suppliers comply with our standards regarding areas including health and safety, environmental protection, legal

Supply Chain Management

- Main Issue 1 Management Standards
- Main Issue 2 Strategies and Goals
- Main Issue 3 Performance
- Main Issue 4 Gung Ho with Suppliers

6.3 Supply Chain Management Strategies and Goals

6.3.1 Supply Chain Management Strategy

In order to effectively communicate concepts of sustainability with our suppliers, our supply chain management strategy is divided into four sections, specifically the signing of sustainability principles, risk assessment and controls, management mechanisms, and continued improvement or termination of contracts. First of all, with all suppliers having comprehensively introduced sustainability terms and standards, we will then go on to identify key suppliers (those from whom single purchases of NT\$50,000 or more are made, or as identified by departments), working with them to deepen management. Suppliers are divided into two categories, existing and new, each with a corresponding management mechanism, with management being refined and deepened over time in hopes of creating win-win situations for both Sinyi and our suppliers while also keeping in mind both company profits and corporate social responsibility.

Existing Supplier Management Mechanism

- Signing Terms:** For suppliers who have not yet issued sustainability reports, we shall strongly encourage them to sign a Memorandum of Understanding on human rights. Additionally, starting in July 2013, we require all newly signing or re-signing suppliers to agree to human rights terms incorporated into contracts.
- Spot Checks:** In line with ISO 9001 and ISO 9001 and ISO 20121 specifications, we not only conduct spot checks of and provide guidance to suppliers with regard to management of product quality, costs, and delivery, but also extend terms and conditions of compliance and implementation to suppliers.
- Deadlines for Improvement:** When breaches of labor practices or human right terms have been identified at a supplier, they will be given a deadline for taking measures to address them, provide a written report, and undergo spot checks and guidance.
- Termination of Contract:** If concrete improvements are not made by the deadline, the contract with the supplier will be terminated.

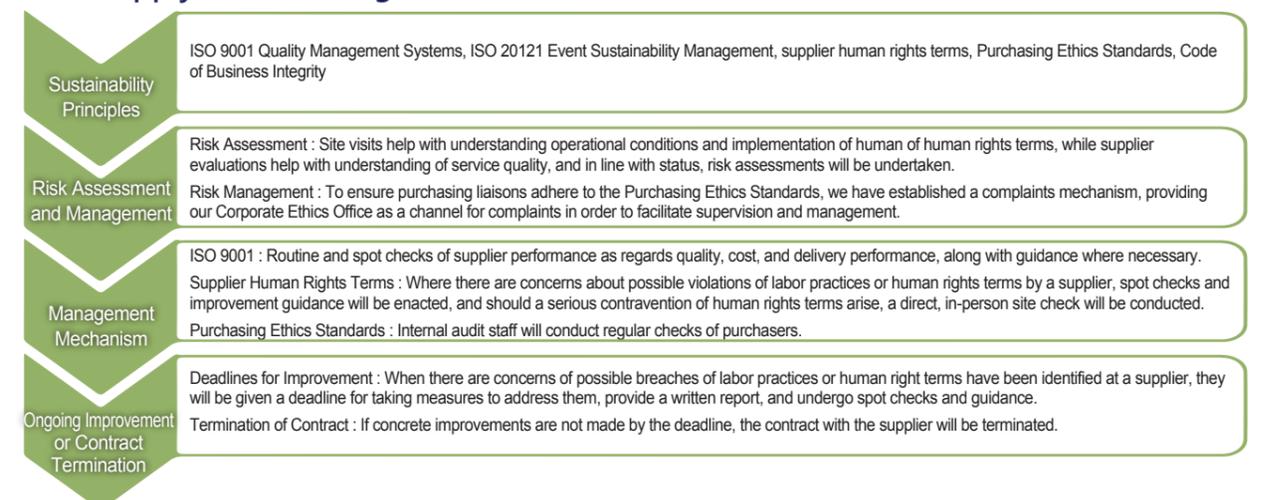
New Supplier Management Mechanism

- Establishing Supplier Education and Evaluation Promotion Committee:** To ensure the quality, costs, and delivery of new suppliers, not only will they be required to comply with the ISO 9001 quality manual and with ISO 20121 Event Sustainability Management, but also with human rights terms extended to them.
- Documentary Audits:** Qualifications of new suppliers will be audited.
- On-site Checks:** To ensure that suppliers' actual operation and work sites demonstrate implementation of the human rights terms and to better understand their operating conditions, on-site checks will be undertaken.

Supply Chain Management Strategy Progress

Basic Supplier Requirements	Public Sustainable Supply Chain Management Policy	Combine Supply Chain Standards and Purchasing	Supplier Impact Assessment and Risk Survey	SDG 12
				Implement ISO 20123 and establish Supply Chain Management Procedures
Past		Present	Future	
◎ Legal Compliance	2013 ◎ Implemented ISO 9001 ◎ Added Supplier Commitment to Human Rights	2014 ◎ Published Procurement Code of Ethics ◎ Signed Proper Business Practices	2015 ◎ Launched Supplier impact ◎ Assessment and Risk Survey 2016 ◎ Added Supplier Worker Injury Survey	2017 ◎ Implement ISO 20123 and establish Supply Chain Management Procedures and Forms ◎ Require Supplier Signing of "Contractor Health and Safety Commitment" and "Willingness to Support a Sustainable Supply Chain" agreement

6.3.2 Supply Chain Management Process



Supply Chain Management

- Main Issue 1 Management Standards
- Main Issue 2 Strategies and Goals
- Main Issue 3 Performance
- Main Issue 4 Gung Ho with Suppliers

6.3.3 Supply Chain Management Targets

2017 Target

- ◆ 100% Signing of Supplier Commitment to Human Rights
- ◆ 100% Signing of Procurement Code of Ethics
- ◆ Implementing New Supplier Management Mechanism
- ◆ Existing Supplier Check Rate Above 75%
- ◆ Maintaining New Supplier Check Rate Above 90%
- ◆ Implement ISO 20121 Event Sustainability Management
- ◆ Implemented Supply Chain Management Procedures and Forms
- ◆ Promoting Supplier Signing of "Contractor Health and Safety Commitment" and "Willingness to Support a Sustainable Supply Chain" agreeme

Medium and Long Term Target

- ◆ Setting Out Supplier Incentive Guidelines
- ◆ Establishing Supplier Database
- ◆ Implementing Supplier Evaluation Mechanism
- ◆ Working with Suppliers to Put Corporate Ethics into Practice

6.4 Supply Chain Management Performance

GRI 102-17 In order to continue promoting our core value of corporate ethics, not only do we work to lead by example, we have also expanded these efforts to Sinyi's supply chain. In addition to establishing quality, cost, and delivery management standards for suppliers under ISO 9001, we also work with suppliers to facilitate the in-depth incorporation and implementation of human rights contract terms. We also hope that through our commitment to excellence in business, we will be able to effectively keep purchasing costs and quality under control, ensuring our purchasing employee uphold ethics in purchasing from suppliers and inviting suppliers to sign on to our Code of Business Integrity. We also provide a window for complaints and to play a third-party supervision role, effectively eliminating the occurrence of purchasing problems and avoiding harm to our stakeholders' interests. Through regular monthly meetings with suppliers, as well as talking with them both in person and by telephone, we work to reinforce in them the importance of those human rights terms to which we require suppliers sign. In order to achieve our sustainable supply chain goals and targets, in 2016 we laid out an intensive action plan, with the results of such laid out below:

1. Full signing of terms

Concrete Actions

Achievement Status **100%**

- ※ Suppliers who have Implemented CSR : Establishing a model for experience sharing and communication regarding human rights terms.
- ※ Suppliers who have not Implemented CSR : Terms shall be incorporated into supplier contracts.

2. Full Implementation of Procurement Code of Ethics

Concrete Actions

Achievement Status **100%**

- ※ All purchasers must sign onto Procurement Code of Ethics.
- ※ Suppliers from whom single purchases of NT\$50,000 or more are obtained must sign the Proper Business Practices and implement purchasing terms incorporated into their contracts.
- ※ To ensure purchasing liaisons adhere to the Purchasing Ethics Standards, we will provide our Corporate Ethics Office as a channel for complaints in order to facilitate supervision and management.

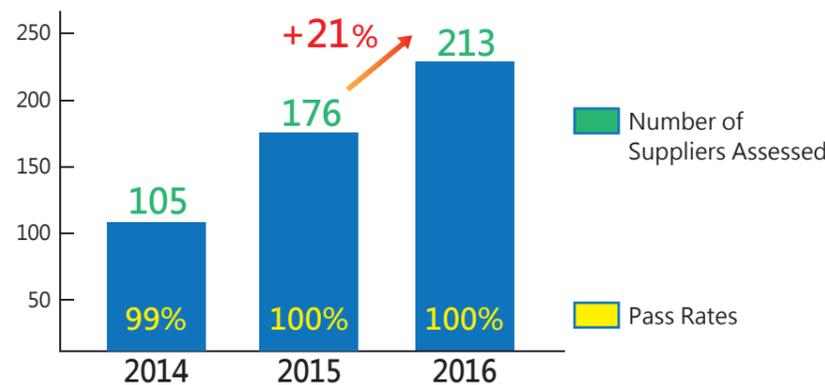
3. Implementation of Supplier Management Mechanisms

Concrete Actions

Achievement Status

Existing Suppliers	73%
New Suppliers	94%
Total	76.6%

- ※ Existing suppliers shall adhere to signed human rights terms and be subject to spot checks, deadlines for improvement, and contract termination mechanisms.
- ※ New suppliers shall be approved through the new supplier evaluation mechanism.
- ※ Both existing and new suppliers.



Supply Chain Management

- Main Issue 1 Management Standards
- Main Issue 2 Strategies and Goals
- Main Issue 3 Performance
- Main Issue 4 Gung Ho with Suppliers

4. Supplier Risk Assessment

GRI 409-1 GRI 414-1 SDG 8

Achievement Status **No relevant negative impacts**

In 2015 and 2016 we carried out risk identification for 243 and 278 suppliers respectively, building on 2014 and continuing, through proactive guidance and management, to promote the concrete implementation of human rights terms and carry out spot checks. In both 2015 and 2016, there were no instances of actual or potential negative impacts arising from suppliers.

Dimensions	Potential Negative Impacts	2015	2016
Work Environment Safety	1. Sign-holders may not be required to work outdoors in excessive heat or rain	No related negative impacts	
	2. High-altitude operations not in compliance with labor safety instructions		
Forced Labor	Overlong working hours		
Corruption Related	Corruption related matters		
Work Injury Indicators	Work injuries may affect the company's image and lead to declines in productivity	No disclosure	See the table below

Concrete Actions

GRI 403-2 GRI 409-1 GRI 414-2 SDG 3 SDG 8

With regard to our supplier risk/impact assessment mechanism, after careful verification of potential supplier-created risks, we have found that there are three major sources of risk, specifically forced labor, work environment safety, and corruption-related sources. For example, **suppliers of security operations or janitorial operations** face a higher possibility of forced labor occurring, and thus we need to pay attention to ensure there are no violations of the Labor Standards Act's provisions for upper limits on working hours; suppliers from whom larger purchase quantities are obtained and **through whose hands larger sums of money pass**, meanwhile, have a larger corruption risk; consignment suppliers, with their larger number of **sign holding** employee, may not have their employee work in temperatures over 32 degrees and relative humidity of over 80%, have them stand at major traffic points that may be dangers, or continue working during natural disasters, and so there is a greater risk among them of work environment safety issues; and suppliers of residential services such as those that provide **decoration** services may not work without protective equipment, in dusty areas or those subject to toxic gases, or during natural disasters. We undertake risk assessments of all suppliers in our supply chain, as laid out below, and work with all suppliers to not only require them to sign on to relevant sustainability terms in cooperative contracts, but also to carry out spot site checks and provide management guidance. In this way, we are better able to ensure our suppliers adhere to corporate ethics and to realize our corporate social responsibilities.

Risk Sources by Supplier Category	General Affairs Purchasing Suppliers	Support Services Suppliers	Real Estate Service Suppliers	Real Estate Consignment Suppliers	Residential Service Suppliers
Forced Labor		V	V	V	
Work Environment Safety		V	V	V	V
Corruption	V		V	V	V

5. Supplier Worker Injury Inventory

Achievement Status **100%**

Concrete Actions

In order to promote and maintain the safety of the labor working environment, since 2016 we have increased our inspections of supplier work injuries, taking a comprehensive inventory of key suppliers under the scope of Sinyi Realty. A total of 65 suppliers fall into this category, 100% of whom have been inventoried. Last year a total of 942,846 man-hours of labor were performed, during which a total of 5 incidents occurred. Average supplier injury rate was 5.3, and as such the number of deaths caused was 0. Injury incidents arose at a total of 1 supplier, with the primary cause being traffic accidents while coming to or going from work and during other times. We have followed up with this supplier regarding these incidents, helping them improve the overall safety of their employee's working environment.

Indicator	Male	Female	Total
Annual Labor Hours	394,351	548,495	942,846
Deaths Caused by Work-related Injuries	0	0	0
Injury Incidents	0	5	5
Average Injury Rate	0	9.12	5.3

Supply Chain Management

- Main Issue 1 Management Standards
- Main Issue 2 Strategies and Goals
- Main Issue 3 Performance
- Main Issue 4 Gung Ho with Suppliers

6.5 Gung Ho with Suppliers

6.5.1 Passing on Sinyi's Core Values of Corporate Ethics



We believe that a man's word should be his bond, and that it is no different for companies. Integrity is not just a core element of Sinyi's corporate ethics, but also one of the greatest issues in real estate corporate social responsibility, as well as a fundamental part of sustainable business. Since chairman Chou Chun-chi founded Sinyi Group, the group has been committed to upholding its social responsibility to all five categories of major stakeholder, namely customers, employee, shareholders, society, and the environment. On the journey of realizing corporate ethics we need to work together with other businesses, and so we work to leverage our influence and cooperate with our suppliers, sharing our values and inviting suppliers to take part in Sinyi School seminars on corporate ethics. Building from there, we also work with our suppliers to develop innovative business models that not only pass on our faith in corporate ethics, but also help realize that faith.

6.5.2 Sharing Experience



The operating scope of Sinyi Realty is somewhat larger than that of our suppliers, and as a result, we have a wealth of experience in a variety of business functions and more well-set-out mechanisms in place. For example, when it comes to HR recruitment, selection, and training, we have a set of mature mechanisms in place that can serve as benchmarks for upstream companies in our value chain. Sinyi is also comparatively more experienced than companies upstream in our value chain in the development of new markets, and as such have valuable references to provide to other companies looking to enter new markets. Sinyi Realty is glad to be able to share the lessons we have learned in our growth so far, and hope that by sharing things like detailed improvement methods for various mechanisms and strategies for developing new markets, we will be able to help our suppliers grow alongside us.

6.5.3 Working with Suppliers on Charitable Activities



Sinyi Realty has over a decade of experience in community building, not only through providing dedicated funding through the Creating Communities Action Plan, but also through our "volunteer days" system, through which we encourage employee to take part in volunteer service, further inculcating the spirit of learning and giving into the hearts of our employee through active contribution to charitable action. In the process of cooperating with suppliers, our employee actively share their own lessons from charitable work, and the emotional effect of such lessons can be contagious. Having earned the sympathy of suppliers in this way, we also put forward our hope of working with them on further philanthropic work, harnessing the assistance of even more companies in bringing our dream of creating communities into reality.

Supply Chain Management

- Main Issue 1 Management Standards
- Main Issue 2 Strategies and Goals
- Main Issue 3 Performance
- Main Issue 4 Gung Ho with Suppliers

Case Study Sinyi and Suppliers Jointly Develop Innovative "Decoration Escrow" Service

When it comes to interior decoration, one of consumers' greatest worries is that the company will take their money and not do a good job. This is, in fact, the most commonly seen source of consumer disputes in the interior decoration market. Sinyi has worked with suppliers to launch the Decoration Escrow service, enabling consumers to make use of providers at no extra cost who have signed agreements through the Sinyi Living platform to offer interior design and turnkey projects. Thanks to this, consumers can enjoy design services with a guarantee of professionalism, including the signing of standardized, official, third-party contracts and professional payment management, lifting from them the worry about paying for service they won't receive. At the same time, the providers can rest assured that they will receive due payment. In this way, what was once the most common source of consumer disputes in the decoration market is reduced.

 Excellent Providers Selecting only the best providers in the industry	 Decoration Loans Preferential interest rates with banks to help you make your house into a home	 Specialist Services All decoration information at your fingertips with just one phone call	 Payment management Professional, transparent payment management	 Standardized Contracts Right and obligations of consumers and providers are set out clearly
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Case Study Sinyi Sharing Experience in HR and Overseas Expansion with Suppliers

We at Sinyi Realty have learned a great deal about HR related issues, and have summarized those lessons into open and shareable resources. Through lessons, workshops, and discussions, we share the concentrated essence of our experience with relevant suppliers, as well as inviting overseas operations management to share their experience when they are back in Taiwan. Our hope is that through such interaction and sharing with suppliers, we will be able to brainstorm with them and create even greater shared value.



Sinyi shares HR-related learning experiences

Sinyi sales management shares experience in the China market with suppliers

Case Study Sinyi Living Harnesses Professional Help for Communities through "Partner Companies Contributing Care"

Each year, Sinyi Realty provides funding and sponsorship to community charity shop Wu Wei Wu, located in front of the train station at Fengtian, Hualien County. Sinyi volunteers also form groups to visit the shop and get a better understanding of what local children need. Upon learning that Wu Wei Wu's extended area needed a bathroom built, we used the Sinyi Living platform to bring together sponsorship from partner companies. Among these companies was Yun Cheng Bathroom Products, the company responsible for bringing together the necessary products; general manager Lin Dongwei remarked on the project, "Once I'd personally delivered the things we'd spent half a year bringing together and saw them receive them, I finally really understood the meaning of what I'd been doing." This year, we also learned that Wu Wei Wu was aiming to create a "Dream Hall," and once again Lin was unreserved in his willingness to take on a coordinating role. In just one short month, Sinyi Living's partner companies had brought together everything needed for the project. Together, our partners transported the items and set to construction, everyone doing their part to make a better life for the community.

Subsidiaries included in consolidated financial statements

The subsidiaries included in the consolidated entities as of December 31, 2016 and 2015 were as follows:

Economic							
Item	2014	2015	2016	Notes	Corresponding Indicators	Section	
Consolidated Revenue (NT\$thousands)	8,899,215	7,523,143	7,588,820	Including consolidated revenues and non-operating revenues	102-7/201-1	Organizational Scale and Industry Influence	17
Taiwan Region Core and Related Business Group Revenues	8,203,060	6,400,890	6,351,506		102-7	Organizational Scale (※)	17
China Region Business Group Revenues	474,032	785,867	938,298		102-7	Organizational Scale (※)	17
Japan Region Business Group Revenues	222,123	336,386	299,016		102-7	Organizational Scale (※)	17
Operating Costs (NT\$thousands)	6,447,786	5,723,628	5,900,494	Consolidated Operating Costs	102-7/201-1	Organizational Scale (※)	17
Taiwan Region Core and Related Business Group Costs	5,390,106	4,340,879	4,782,644		102-7	Organizational Scale (※)	17
China Region Business Group Costs	882,497	1,117,449	882,023		102-7	Organizational Scale (※)	17
Japan Region Business Group Costs	175,183	265,300	235,827		102-7	Organizational Scale (※)	17
Staff Remuneration and Benefits (NT\$thousands)	5,074,618	4,603,719	4,741,833	Consolidated Financial Statement Personnel Expenses	201-1	1.3, 2.3	25-41
Dividends and Interest Expenses (NT\$thousands)	868,954	508,974	497,619	Payment of Dividends and Loan Interest to Company Owners	201-1		80
Tax Payment Value (NT\$thousands)	273,266	197,665	163,838	Income Tax Expenses			80
After-Tax Earnings (NT\$thousands)	1,109,410	586,361	924,588			Organizational Scale (※)	17
Paid-in Capital (NT\$thousands)	6,134,367	6,318,398	6,318,398		102-7		80
Liabilities (NT\$thousands)	8,289,796	11,449,626	14,480,875		102-7		80
Equity (NT\$thousands)	9,516,108	9,322,378	9,388,389		102-7		80
Environment							
Annual Carbon Emissions from Electricity Consumption (kgCO ₂ e)	6,047,137	5,723,063	5,681,074		305-2	5.3.3	71
Per-Capita Carbon Emissions from Electricity	1,490	1,464	1,449		305-4	5.3.3	71
Society							
Total Number of Employees							
Sinyi Group	5,491	5,662	5,728		102-7	Organizational Scale (※)	17
Taiwan Region Core and Related Business Group	537	491	492		102-7	Organizational Scale (※)	17
China Region Business Group	834	1,175	1,219		102-7	Organizational Scale (※)	17
Japan Region Business Group	61	87	95		102-7	Organizational Scale (※)	17
Sinyi Realty	4,059	3,909	3,922		102-7	Organizational Scale (※), 2.2.4.2	17-38
Number of Operating Locations							
Taiwan	427	435	433		102-7	Organizational Scale (※)	17
China (Company Operated)	85	119	140		102-7	Organizational Scale (※)	17
Japan	5	7	9		102-7	Organizational Scale (※)	17
Turnover Rate	32.1%	35%	34.9%		401-1	2.2.4.2	40
Injury Rate	5.82	4.79	5.26	Injury rate = (Total No. of Injury Incidents / Total Working Hours) x 1,000,000	403-2	2.3.3	45
Days Lost Rate	78.81	52.48	66.36	Days Lost = Lost Work Days / Total Work Hours x 1,000,000	403-2	2.3.3	45
Absence Rate (%)	0.70%	0.64%	0.65%	Absence Rate = Days Absent / Total Work Days x 100	403-2	2.3.3	45
Average Staff Training Hours	21.79	22.31	37.83		404-1	2.2.2.1	35
Labor Issues Complaints	0	3	3			2.2.4	37
Human Rights Issues Complaints	0	0	0			2.2.4	37
Community Investment (NT\$thousands)	69,111	65,014	61,784	Includes Community Family Project, Sinyi Volunteers, Sinyi Schools, and Promotion of Business Ethics	203-1	4.1	56
Value and Number of Fines Issued for Breaches of Regulations (NT\$thousands; No.)	251; 5	No major fines	230; 1		417-3	ESG Performance Highlights	9
Global Customer Satisfaction Survey Results	91.43%	94.45%	95.55%			3.3	53
Complaints of Infringement of Customer Privacy	N/A	N/A	3		418-1	3.2	52

(※) Organizational Scale and Industry Influence

Investor	Investee	Main Businesses	% of Ownership		Remark
			2016	2015	
Sinyi Realty Inc.	Sinyi International Limited (Sinyi International)	Investment holding	100	100	
	Sinyi Development Inc. (Taiwan Sinyi Development)	Construction	100	100	
	Sinyi Limited	Investment holding	100	100	
	Sinyi Global Asset Management Co., Ltd. (Global)	Real estate brokerage	100	100	
	Heng-Yi Real Estate Consulting Inc. (Heng-Yi)	Development, construction, rental and sale of residential building and factories	100	100	
Sinyi Limited	Jui-Inn Consultants Co., Ltd. (Jui-Inn)	Management consulting	100	100	
	Sinyi Culture Publishing Inc. (Sinyi Culture)	Publication	99	99	
	An-Sin Real Estate Management Ltd. (An-Sin)	Real estate management	51	51	
	Yowoo Technology Inc. (Yowoo Technology)	Information software, data processing and electronic information providing services	100	100	
Inane	Sin Chiun Holding SDN. BHD.	Investment holding	100	-	Note 5
	Ke Wei HK Realty Limited (Ke Wei HK)	Investment holding	99	99	
Shanghai Sinyi Real Estate	Inane International Limited (Inane)	Investment holding	100	100	
	Shanghai Sinyi Real Estate Inc. (Shanghai Sinyi Real Estate)	Real estate brokerage	100	100	
	Beijing Sinyi Real Estate Ltd. (Beijing Sinyi)	Real estate brokerage	100	100	
	Shanghai Sinyi Limited Corporation of Land Administration and Real Estate Counseling (Shanghai Sinyi of Land Administration and Real Estate Counseling)	Management consulting	100	100	
	Chengdu Sinyi Real Estate Co., Ltd. (Chengdu Sinyi)	Real estate brokerage and management consulting	100	100	
Max Success	Qingdao Chengjian & Sinyi Real Estate Co., Ltd. (Qingdao Sinyi)	Real estate brokerage and management consulting	100	100	
	Max Success International Limited (Max Success)	Investment holding	100	100	
	Zhejiang Sinyi Real Estate Co., Ltd. (Zhejiang Sinyi)	Real estate brokerage and management consulting	38	38	
Suzhou Sinyi	Suzhou Sinyi Real Estate Inc. (Suzhou Sinyi)	Real estate brokerage and management consulting	2	2	
	Zhejiang Sinyi	Real estate brokerage and management consulting	62	62	
Ke Wei HK	Suzhou Sinyi	Real estate brokerage and management consulting	98	98	
	Ke Wei Shanghai Real Estate Management Consulting Inc. (Ke Wei Shanghai)	Real estate brokerage and management consulting	100	100	
Sinyi International	Forever Success International Limited (Forever Success)	Investment holding	100	100	
	Sinyi Realty Inc. Japan (Japan Sinyi)	Real estate brokerage, management and identification	100	100	
Forever Success	Sinyi Development Limited (Sinyi Development)	Investment holding	100	100	
	Sinyi Estate Ltd. (Sinyi Estate)	Investment holding	100	100	Note 1
	Shanghai Shang Tuo Investment Management Consulting Inc. (Shanghai Shang Tuo)	Real estate brokerage and management consulting	100	100	
An-Sin	Hua Yun Renovation (Shanghai) Co., Ltd. (Hua Yun)	Professional construction, building decoration construction, interior decoration, hardware, general merchandise, building materials wholesale	100	100	
	An-Shin Real Estate Management Ltd. (An-Shin)	Real estate management	100	100	
Sinyi Development	Japan Sinyi	Real estate brokerage	100	100	
	Tokyo Sinyi Real Estate Co., Ltd.	Real estate brokerage	100	100	Note 2
Sinyi Estate	Sinyi Real Estate (Hong Kong) Limited (Hong Kong Real Estate)	Investment holding	100	100	
	Kunshan Dingxian Trading Co., Ltd. (Kunshan Dingxian Trading)	Construction materials furniture, sanitary ware and ceramic products	100	100	Note 4
Hong Kong Real Estate	Sinyi Estate (Hong Kong) Limited (Hong Kong Sinyi Estate)	Investment holding	100	100	Note 3
	Sinyi Real Estate (Shanghai) Limited (Shanghai Real Estate)	Development of commercial and residential building and auxiliary facilities; and construction, rental, sale and property management	100	100	
Taiwan Sinyi Development	Da-Chia Construction Co., Ltd. (Da-Chia Construction)	Development, construction, rental and sales of residential building and factories	100	100	
	Sinyi Real Estate Co., Ltd. (Sinyi Real Estate)	Development, construction, rental and sales of residential building and factories	100	100	

Remark:

Note 1: Sinyi Estate was incorporated in April 2015, with a capital collected in advance of US\$17 thousand as of December 31, 2016.

Note 2: Tokyo Sinyi Real Estate Co., Ltd. was incorporated in May 2015, with a capital of \$5,000 thousand.

Note 3: Hong Kong Sinyi Estate was incorporated in April 2015, with a capital collected in advance of US\$17 thousand as of December 31, 2016.

Note 4: Kunshang Dingxian Trading was incorporated in January 2015, with a capital of RMB 6,000 thousand.

Note 5: Sin Chiun Holding SDN. BHD. was incorporated in October 2016, with a capital of MYR 2.

Note 6: The investments accounted for by the equity method and the share of profit or loss and other comprehensive income of those subsidiaries for the years ended December 31, 2016 and 2015 were based on audited financial statements.

Subsidiaries excluded from consolidated financial statements: None.

GRI Content Index GRI 102-55



GRI Standard	Disclosure	Page number(s)and/or URL(s)	Omission/Reason	SDGs	
GRI 102 : General Disclosures 2016	Organizational profile				
	102-1	Name of the organization	Organizational Scale P17		
	102-2	Activities, brands, products, and services	Organizational Scale P17		
	102-3	Location of headquarters	Organizational Scale P17		
	102-4	Location of operations	Organizational Scale P17		
	102-5	Ownership and legal form	Organizational Scale P17		
	102-6	Markets served	Organizational Scale P17		
	102-7	Scale of the organization	Organizational Scale P17 Sustainability Performance Overview P80		
	102-8	Information on employees and other workers	2.2.4.2 P38		SDG 8
	102-9	Supply chain	6.1 P74		
	102-10	Significant changes to the organization and its supply chain		Not Applicable. (No significant changes)	
	102-11	Precautionary Principle or approach	1.6.1 P28		
	102-12	External initiatives	External initiatives P19		
	102-13	Membership of associations	Participation in Public Associations P19		
	Strategy				
	102-14	Statement from senior decision-maker	From the Chairman P2		
	102-15	Key impacts, risks, and opportunities	1.6.2 P28		
	Ethics and integrity				
	102-16	Values, principles, standards, and norms of behavior	1.5 P27		
	102-17	Mechanisms for advice and concerns about ethics	1.5.2 P27 6.4 P76		
	Governance				
	102-18	Governance structure	Governance Structure P22 1.2.1 P24		
	102-19	Delegating authority	1.2.1 P24		
	102-20	Executive-level responsibility for economic, environmental, and social topics	1.2.1 P24		
	102-21	Consulting stakeholders on economic, environmental, and social topics	1.2.1 P24		
	102-22	Composition of the highest governance body and its committees	1.1.1 P22		
	102-23	Chair of the highest governance body	1.1.1 P22		
	102-24	Nominating and selecting the highest governance body	1.2.2 P24		
102-25	Conflicts of interest	2016 Annual Report http://img.sinyi.com.tw/u/file/2017/05/e34eafe9e1433f118b76fc90c2b8c9f7.pdf			
102-26	Role of highest governance body in setting purpose, values, and strategy	The Leadership and Decision-making of the Chairman P22			
102-27	Collective knowledge of highest governance body	1.2.3 P24		SDG 4	
102-28	Evaluating the highest governance body's performance	1.3.1 P25			

GRI Content Index

GRI Standard	Disclosure	Page number(s)and/or URL(s)	Omission/Reason	SDGs
GRI 102 : General Disclosures	102-29	Identifying and managing economic, environmental, and social impacts	1.2.1 P24 1.6.1 P28	
	102-30	Effectiveness of risk management processes	1.6.1 P28	
	102-31	Review of economic, environmental, and social topics	1.6.1 P28	
	102-32	Highest governance body's role in sustainability reporting	The Leadership and Decision-making of the Chairman P22	
	102-33	Communicating critical concerns	1.2.1 P24	
	102-34	Nature and total number of critical concerns	1.2.1 P24	
	102-35	Remuneration policies	1.3.2 P25 1.3.3 P26	
	102-36	Process for determining remuneration	1.3.3 P26 2.2.3.1 P36	
	102-37	Stakeholders' involvement in remuneration	1.3.3 P26 Stakeholder Engagement P12	
	102-38	Annual total compensation ratio	Sinyi Realty takes Taiwan as the main location, and the personal highest annual income was 13 times higher than the median annual income of all employees in Taiwan.	
	102-39	Percentage increase in annual total compensation ratio	The person who has highest annual income in Taiwan didn't get a pay rise, so the ratio of the highest individual annual income to the median annual income of all employees in the country (excluding the highest individual annual income) is zero.	
	Stakeholder engagement			
	102-40	List of stakeholder groups	Stakeholder Engagement P12	
	102-41	Collective bargaining agreements	Although Sinyi Realty did not set up labour union and has no group agreement, it still holds a labor conference quarterly and has a transparent communication channels.	
	102-42	Identifying and selecting stakeholders	Material Topics Evaluation Process P11	
	102-43	Approach to stakeholder engagement	Stakeholder Engagement P12	
	102-44	Key topics and concerns raised	Material Topics Evaluation Process P11	
	102-45	Entities included in the consolidated financial statements	2016 Annual Report http://img.sinyi.com.tw/u/file/2017/05/e34eafe9e1433f118b76fc90c2b8c9f7.pdf	
	Reporting practice			
	102-46	Defining report content and topic Boundaries	Defining Topics P15 Our Value Chain P16	
	102-47	List of material topics	Defining Topics P15	
	102-48	Restatements of information	No restatements of information	
	102-49	Changes in reporting	In addition to converting from GRI G4 to GRI standards, there is no significant difference in major topics and boundaries.	
	102-50	Reporting period	About Our Report P1	
	102-51	Date of most recent report	Contact Information P1	
	102-52	Reporting cycle	Contact Information P1	
	102-53	Contact point for questions regarding the report	Contact Information P1	
	102-54	Claims of reporting in accordance with the GRI Standards	About Our Report P1	
	102-55	GRI content index GRI	GRI Content Index P82	
	102-56	External assurance	About Our Report P1	

GRI Content Index

GRI Standard	Disclosure	Page number(s)and/or URL(s)	Omission/Reason	SDGs
Material topics				
Economic Performance				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	1. Corporate Governance Management Approach P20 Our Value Chain P16	
	103-2	The management approach and its components	1. Corporate Governance Management Approach P20	SDG 8
	103-3	Evaluation of the management approach	1. Corporate Governance Management Approach P20	
GRI 201 : Economic Performance 2016	201-1	Direct economic value generated and distributed	Sustainability Performance Overview P80	SDG 8
	201-2	Financial implications and other risks and opportunities due to climate change	1.6 P28 5.1 P66	
	201-3	Defined benefit plan obligations and other retirement plans	2.3.1.2 P43	
	201-4	Financial assistance received from government	Take NTD. 367,500 subsidy from government to build ISO 50001	
Indirect Economic Impacts				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	4. Social Engagement Management Approach P54 Our Value Chain P16	
	103-2	The management approach and its components	4. Social Engagement Management Approach P54	
	103-3	Evaluation of the management approach	4. Social Engagement Management Approach P54	
GRI 203 : Economic Performance 2016	203-1	Infrastructure investments and services supported	4.1 P56	SDG 11
	203-2	Significant indirect economic impacts	4.1 P56 4.2 P58	SDG 8 SDG 10
Anti - corruption				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	1. Corporate Governance Management Approach P20 Our Value Chain P16	
	103-2	The management approach and its components	1. Corporate Governance Management Approach P20	
	103-3	Evaluation of the management approach	1. Corporate Governance Management Approach P20	
GRI 205 : Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	1.5.3 P27 1.6.3 P29	
	205-2	Communication and training about anti-corruption policies and procedures	1.5 P27	
	205-3	Confirmed incidents of corruption and actions taken	1.5 P27	
Emission				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	5. Environmental Protection Management Approach P64 Our Value Chain P16	
	103-2	The management approach and its components	5. Environmental Protection Management Approach P64	
	103-3	Evaluation of the management approach	5. Environmental Protection Management Approach P64	

GRI Content Index

GRI Standard	Disclosure	Page number(s)and/or URL(s)	Omission/Reason	SDGs
GRI 305 : Emission 2016	305-1	Direct (Scope 1) GHG emissions	5.3.2 P70	SDG 3 SDG 12 SDG 13
	305-2	Energy indirect (Scope 2) GHG emissions	5.3.2 P70	SDG 3 SDG 12 SDG 13
	305-3	Other indirect (Scope 3) GHG emissions	5.3.2 P70	SDG 3 SDG 12 SDG 13
	305-4	GHG emissions intensity	5.3.3 P71	SDG 13
	305-5	Reduction of GHG emissions	5.3.3 P71	SDG 13
	305-6	Emissions of ozone-depleting substances (ODS)	Not Applicable. (There is no ODS emission in Sinyi Realty.)	
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Not Applicable. (There is no such emission in Sinyi Realty.)	
Employment				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	2. Caring for Staff Management Approach P30 Our Value Chain P16	
	103-2	The management approach and its components	2. Caring for Staff Management Approach P30	
	103-3	Evaluation of the management approach	2. Caring for Staff Management Approach P30	
GRI 401 : Employment 2016	401-1	New employee hires and employee turnover	2.2.4.2 P38	SDG 8
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	2.3.1.1 P41 2.3.1.2 P43	
	401-3	Parental leave	2.3.1.1 P41	
Occupational Health and Safety				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	2. Caring for Staff Management Approach P30 Our Value Chain P16	
	103-2	The management approach and its components	2. Caring for Staff Management Approach P30	
	103-3	Evaluation of the management approach	2. Caring for Staff Management Approach P30	
GRI 403 : Occupational Health and Safety 2016	403-1	Workers representation in formal joint management-worker health and safety committees	Labor-Management Organization P37 2.3.2.1 P44	
	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	2.3.3 P45 6.4 P77	SDG 3
	403-3	Workers with high incidence or high risk of diseases related to their occupation	2.3.2.2 P44	SDG 3
	403-4	Health and safety topics covered in formal agreements with trade unions	2.3.2.1 P44	
Training and Education				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	2. Caring for Staff Management Approach P30 Our Value Chain P16	
	103-2	The management approach and its components	2. Caring for Staff Management Approach P30	
	103-3	Evaluation of the management approach	2. Caring for Staff Management Approach P30	

GRI Content Index

GRI Standard	Disclosure	Page number(s)and/or URL(s)	Omission/Reason	SDGs
GRI 404 : Training and Education 2016	404-1	Average hours of training per year per employee	Training Hours P35	SDG 4 SDG 8
	404-2	Programs for upgrading employee skills and transition assistance programs	2.2.2.2 P35 2.3.1.2 P43	SDG 8
	404-3	Percentage of employees receiving regular performance and career development reviews	2.2.3.2 P37	SDG 8
Diversity and Equal Opportunity				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	2. Caring for Staff Management Approach P30 Our Value Chain P16	
	103-2	The management approach and its components	2. Caring for Staff Management Approach P30	
	103-3	Evaluation of the management approach	2. Caring for Staff Management Approach P30	
GRI 405 : Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	2.2.4.2 P38	SDG 8
	405-2	Ratio of basic salary and remuneration of women to men	2.2.3.1 P36	SDG 8
Forced or Compulsory Labor				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	6. Supply Chain Management Approach P72 Our Value Chain P16	
	103-2	The management approach and its components	6. Supply Chain Management Approach P72	
	103-3	Evaluation of the management approach	6. Supply Chain Management Approach P72	
GRI 409 : Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	6.4 P77 2.3.4 P46	SDG 8
Supplier Social Assessment				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	6. Supply Chain Management Approach P72 Our Value Chain P16	
	103-2	The management approach and its components	6. Supply Chain Management Approach P72	
	103-3	Evaluation of the management approach	6. Supply Chain Management Approach P72	
GRI 414 : Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	6.4 P77	SDG 8
	414-2	Negative social impacts in the supply chain and actions taken	6.4 P77	SDG 8
Customer Health and Safety				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	3. Customer Care Management Approach P48 Our Value Chain P16	
	103-2	The management approach and its components	3. Customer Care Management Approach P48	
	103-3	Evaluation of the management approach	3. Customer Care Management Approach P48	

GRI Content Index

GRI Standard	Disclosure	Page number(s)and/or URL(s)	Omission/Reason	SDGs
GRI 416 : Customer Health and Safety	416-1	Assessment of the health and safety impacts of product and service categories	3.2 P52	
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not Applicable. (There is no irregularity.)	
Marketing and Labeling				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	3. Customer Care Management Approach P48 Our Value Chain P16	
	103-2	The management approach and its components	3. Customer Care Management Approach P48	
	103-3	Evaluation of the management approach	3. Customer Care Management Approach P48	
GRI 417 : Marketing and Labeling	417-1	Requirements for product and service information and labeling	3.2 P52	SDG 12
	417-2	Incidents of non-compliance concerning product and service information and labeling	3.2 P52	
	417-3	Incidents of non-compliance concerning marketing communications	Negative Information and Responses Thereto, 2016 P9	
Customer Privacy				
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	3. Customer Care Management Approach P48 Our Value Chain P16	
	103-2	The management approach and its components	3. Customer Care Management Approach P48	
	103-3	Evaluation of the management approach	3. Customer Care Management Approach P48	
GRI 418 : Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	3.2 P52	
Other Material Topics				
Industrial Development and Policy Communication		Industrial Development and Policy Communication	4.1 P56 - 4.2.3 P61	
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	4. Social Engagement Management Approach P54 Our Value Chain P16	
	103-2	The management approach and its components	4. Social Engagement Management Approach P54	
	103-3	Evaluation of the management approach	4. Social Engagement Management Approach P54	
Housing Justice		Housing Justice	4.1 P56 4.2.3 P61 4.2.4 P63	
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	4. Social Engagement Management Approach P54 Our Value Chain P16	
	103-2	The management approach and its components	4. Social Engagement Management Approach P54	
	103-3	Evaluation of the management approach	4. Social Engagement Management Approach P54	
Promotion of Values of Business Ethics		Promotion of Values of Business Ethics	4.1 P56 - 4.2.2 P59	
GRI 103 : Management Approach 2016	103-1	Explanation of the material topic and its Boundary	4. Social Engagement Management Approach P54 Our Value Chain P16	
	103-2	The management approach and its components	4. Social Engagement Management Approach P54	
	103-3	Evaluation of the management approach	4. Social Engagement Management Approach P54	

Responding to International Standards

【Corporate Social Responsibility Best-Practice Principles for TWSE/GTSM Listed Companies】

Chapter	Details	Corresponding Section(s)	Page
Chapter 1 General Provisions	Publish drafted goals, applicable targets, and principles of practice.	About Our Report, From the Chairman, Sustainable Development	P1 P2 P4
Chapter 2 Corporate Governance in Practice	Units responsible for promoting and implementing CSR management, identifying and communicating with stakeholders, establishing corporate governance structure.	Material Topics Management, 1	P11 P20
Chapter 3 Developing a Sustainable Environment	Corporate sustainability responsibility, sustainable production/consumption, environmental management systems and education.	5	P64
Chapter 4 Maintaining Social Philanthropy	Labor conditions, human rights, consumer rights, social contribution, social engagement.	3, 4, 6	P48 P54 P72
Chapter 5 Strengthening CSR Disclosure	Strengthening information disclosure and CSR reporting.	About Our Report, Sustainable Development	P1 P4
Chapter 6 Appendices	Reviewing and improving CSR mechanism established by company.	Material Topics Management, 1	P11 P20

【UN Global Compact Comparison Chart】

Core Subjects	Ten Principles	Corresponding Section(s)	Page
Human Rights	Businesses should support and respect the protection of internationally proclaimed human rights.	2.2.4, 6	P37 P72
	To make sure that they are not complicit in human rights abuses.	2.2.4, 6	P37 P72
Labour	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	2.2.4	P37
	The elimination of all forms of forced and compulsory labor.	2.3.4, 6	P46 P72
	The effective abolition of child labor.	1, 6	P20 P72
	The elimination of discrimination in respect of employment and occupation.	1, 2.2, 6	P20 P33 P72
Environment	Businesses should support a precautionary approach to environmental challenges.	5	P64
	To undertake initiatives to promote greater environmental responsibility.	5.2.1	P66
Anti-Corruption	To encourage the development and diffusion of environmentally friendly technologies.	5.1, 5.2, 5.3	P66 P68
	Businesses should work against corruption in all its forms, including extortion and bribery.	1, 6.2	P20 P74

【ISO26000 Index】

Core Subjects	Issues	Corresponding Section(s)	Page
Organizational governance	Organizational governance	1	P20
Human rights	Due diligence	2.2.4, 6.4	P37 P76
	Human rights risk situations	6.4	P76
	Avoidance of complicity	1	P20
	Resolving grievances	2.2.4	P37
	Discrimination and vulnerable groups	1, 6.2	P20 P74
	Civil and political rights	1, 2.2.4	P20 P37
	Economic, social and cultural rights	2	P30 P46
Labor practices	Fundamental principles and rights at work	1, 2.3.4	P20
	Employment and employment relationships	2,2.4	P37
	Conditions of work and social protection	2.2.4, 2.3	P37
	Social dialogue	Material Topics Management , 2.2.4	P11 P37
The environment	Health and safety at work	2.3	P42
	Human development and training in the workplace	2.2.2	P34
	Prevention of pollution	5.2	P66
Fair operating practices	Sustainable resource use	5.2, 5.3	P66 P68
	Climate change mitigation and adaptation	5.2.1, 5.3	P66 P68
	Protection of the environment, biodiversity and restoration of natural habitats	4.2.2	P59
Consumer issues	Anti-corruption	1	P20
	Responsible political involvement	Material Topics Management , 1	P11 P20
	Fair competition	1	P20
	Promoting social responsibility in the value chain	Material Topics Management , 6	P11 P72
	Respect for property rights	1	P20
Consumer issues	Fair marketing, factual and unbiased information and fair contractual practices	3.1	P50
	Protecting consumers' health and safety	3.1	P50
	Sustainable consumption	5.2	P66
	Consumer service, support, and complaint and dispute resolution	3.3	P53
	Consumer data protection and privacy	3.2	P52
	Access to essential services	3.1	P50
	Education and awareness	4.2.2	P59

ISO 50001 Certificate

bsi.



Certificate of Registration

ENERGY MANAGEMENT SYSTEM - ISO 50001:2011

This is to certify that: Sinyi Realty Inc.
No. 100, Sec. 5, Sinyi Rd.
Sinyi District
Taipei City
110
Taiwan

信義房屋仲介股份有限公司
臺灣
台北市
信義區
信義路五段100號
110

Holds Certificate No: **ENMS 652810**

and operates an Energy Management System which complies with the requirements of ISO 50001:2011 for the following scope:

The provision of real estate brokerage service.
房屋仲介服務

For and on behalf of BSI:

Chris Cheung, Head of Compliance & Risk - Asia Pacific

Original Registration Date: 04/10/2016
Latest Revision Date: 04/10/2016

Effective Date: 04/10/2016
Expiry Date: 03/10/2019

Page: 1 of 2



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INDEPENDENT ASSURANCE OPINION STATEMENT

Sinyi Realty Inc. 2016 Corporate Social Responsibility 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 assurance of this report.

This independent assurance opinion statement has been prepared for Sinyi Realty only for the purposes of assuring its statements relating to its corporate social responsibility (CSR), 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 followings:

1. The assurance scope is consistent with the description of Sinyi Realty Inc. 2016 Corporate Social Responsibility Report.
2. The evaluation of the nature and extent of the Sinyi Realty's adherence to all three AA1000 AccountAbility Principles in this report as conducted in accordance with type 1 of AA1000AS (2008) assurance engagement and therefore, the information/data disclosed in the report is not verified through the verification process.

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

Opinion Statement

We conclude that the Sinyi Realty 2016 Corporate Social Responsibility Report provides a fair view of the Sinyi Realty CSR programmes and performances during 2016. The CSR 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 2016 economic, social and environmental performance indicators are fairly represented. The CSR performance indicators disclosed in the report demonstrate Sinyi Realty's efforts recognized by its stakeholders.

Our work was carried out by a team of CSR report assurers in accordance with the AA1000 Assurance Standard (2008). 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 AA1000 Assurance Standard and their self-declaration of 'in accordance' with the GRI Standards (2016): the Comprehensive option were fairly stated.

Methodology

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

- review of topics 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 and staffs on approach to stakeholder engagement. However, we had no direct contact with external stakeholders.
- 10 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 and responsiveness as described in the AA1000 AccountAbility Principles Standard (2008).

Conclusions

A detailed review against the AA1000 AccountAbility Principles of Inclusivity, Materiality and Responsiveness and the GRI Sustainability Reporting Standards (GRI Standards) is set out below:

Inclusivity

This report has reflected a fact that Sinyi Realty has continually made a commitment to its stakeholders, as the participation of stakeholders has been conducted in developing and achieving an accountable and strategic response to sustainability. The reporting systems are being developed to deliver the required information. There are fair reporting and disclosures for economic, social and environmental information 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 topics.

Materiality

Sinyi Realty has established relative procedure in organization level, as the topics which were identified by all departments have been prioritized according to the extent of impact and applicable criterion for sustainable development of organization. Therefore, material topics were completely analyzed and the relative information of sustainable development was disclosed to enable its stakeholders to make informed judgments about the organization's management and performance. In our professional opinion the report covers the Sinyi Realty's material topics.

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 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 topics.

GRI Sustainability Reporting Standards (GRI Standards)

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

Assurance level

The moderate level assurance provided is in accordance with AA1000 Assurance Standard (2008) in our review, as defined by the scope and methodology described in this statement.

Responsibility

This CSR report is the responsibility of the Sinyi Realty's CEO 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.

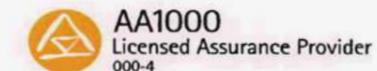
Competency and Independence

The assurance team was composed of Lead Auditors and Carbon Footprint Verifiers experienced in industrial sector, and trained in a range of sustainability, environmental and social standards including AA1000 AS, ISO14001, OHSAS18001, ISO14064 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
2017-06-27



AA1000
Licensed Assurance Provider
000-4

Taiwan Headquarters: 5th Floor, No. 39, Ji-Hu Rd., Nei-Hu Dist., Taipei 114, Taiwan, R.O.C.
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Questionnaires

Thank you for reading Sinyi Realty's 2016 Sustainability Report.

We will continue to issue new reports each year.

We have designed this survey

in the hopes of increasing our interaction with readers.

We value all suggestions you have to provide
and welcome your input.



After completing this anonymous questionnaire, please fax or email it to :

Total Ethical Management Committee

Fax: (+8862) 2722-0515

E-mail: csr@sinyi.com.tw

Alternatively, you can send it to the following address:

No. 100, Xinyi Rd. Sec. 5, Xinyi District, Taipei City

“Sustainable Development Questionnaire for Stakeholders of Sinyi Realty”

at our Sustainability website:

<http://csr.sinyi.com.tw/en/interactive/survey.php>

Questionnaires

Sustainable Development Questionnaire for Stakeholders of SINYI Realty

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 corporate social responsibility practices. Furthermore, to disclosure with the material topics you are concerned in the next corporate sustainability report.

We welcome and look forward to your valuable advice.

Please select what kind of stakeholders you are. (multiple choice)

Customers
Employee in Sinyi Group
Stockholder/Investor
Community or Local group
Non-profit Organization
Social Enterprise
Supplier
Government/Academic Unit
Media
Others

What degree of your concern to the topics listed below? (The lowest level of concern is one ♥.)

Operating Performance	♥ ♥ ♥ ♥ ♥	Workplace Health and Safety	♥ ♥ ♥ ♥ ♥
Governance Structure	♥ ♥ ♥ ♥ ♥	Staff Identity and Retention	♥ ♥ ♥ ♥ ♥
Legal Compliance	♥ ♥ ♥ ♥ ♥	Work-Life Balance	♥ ♥ ♥ ♥ ♥
Corruption Prevention	♥ ♥ ♥ ♥ ♥	Customer Relations	♥ ♥ ♥ ♥ ♥
Ethics and Integrity	♥ ♥ ♥ ♥ ♥	Service Innovation	♥ ♥ ♥ ♥ ♥
Risk control	♥ ♥ ♥ ♥ ♥	Protection of Personal Information and Trade Secrets	♥ ♥ ♥ ♥ ♥
Shareholder Equity	♥ ♥ ♥ ♥ ♥	Transaction Security	♥ ♥ ♥ ♥ ♥
Audit Mechanisms	♥ ♥ ♥ ♥ ♥	Marketing Communication	♥ ♥ ♥ ♥ ♥
Financial Transparency	♥ ♥ ♥ ♥ ♥	Quality of Service and Customer Rights	♥ ♥ ♥ ♥ ♥
Stakeholder Engagement and Complaints Mechanism	♥ ♥ ♥ ♥ ♥	Information Disclosure and Transparency	♥ ♥ ♥ ♥ ♥
Green Purchasing	♥ ♥ ♥ ♥ ♥	Corporate Image	♥ ♥ ♥ ♥ ♥
Water Resource Management	♥ ♥ ♥ ♥ ♥	Housing Justice	♥ ♥ ♥ ♥ ♥
Biodiversity	♥ ♥ ♥ ♥ ♥	Community Building	♥ ♥ ♥ ♥ ♥
Greenhouse Gas Emissions	♥ ♥ ♥ ♥ ♥	Employment Opportunities	♥ ♥ ♥ ♥ ♥
Waste Management	♥ ♥ ♥ ♥ ♥	Lifelong Learning	♥ ♥ ♥ ♥ ♥
Ecological Protection	♥ ♥ ♥ ♥ ♥	Anti-Competitive Behavior	♥ ♥ ♥ ♥ ♥
Green Services	♥ ♥ ♥ ♥ ♥	Social Philanthropy and Donations	♥ ♥ ♥ ♥ ♥
Labor Relations	♥ ♥ ♥ ♥ ♥	Changes in Population Structure	♥ ♥ ♥ ♥ ♥
Talent Training and Development	♥ ♥ ♥ ♥ ♥	Promotion of Culture and Creativity	♥ ♥ ♥ ♥ ♥
Organizational Climate	♥ ♥ ♥ ♥ ♥	Industrial Development and Policy Communication	♥ ♥ ♥ ♥ ♥
Remuneration and Benefits	♥ ♥ ♥ ♥ ♥	Supply Chain Management	♥ ♥ ♥ ♥ ♥
Opportunities for Staff Diversity and Equality	♥ ♥ ♥ ♥ ♥	Fair Purchasing	♥ ♥ ♥ ♥ ♥
Forced Labor	♥ ♥ ♥ ♥ ♥	Supplier Labor Conditions Assessment	♥ ♥ ♥ ♥ ♥
Freedom of Association and Collective Bargaining	♥ ♥ ♥ ♥ ♥		