

# Environment

Make green awareness take root.  
Achieve Net Zero emissions.

## In This Section

- o Climate-related Risk Management
- o Greenhouse Gas Inventory
- o Carbon Footprint
- o Environment and Energy Management
- o Water Stewardships



## Highlights

**CDP**  
Leadership Level

**Commit to 2030 Goals**  
Sinyi Realty's Net Zero emissions

**PAS 2060 Carbon neutrality branch**  
17 branches

**Best Practices Award**

2020 Global Corporate Sustainability Awards [GCSA]

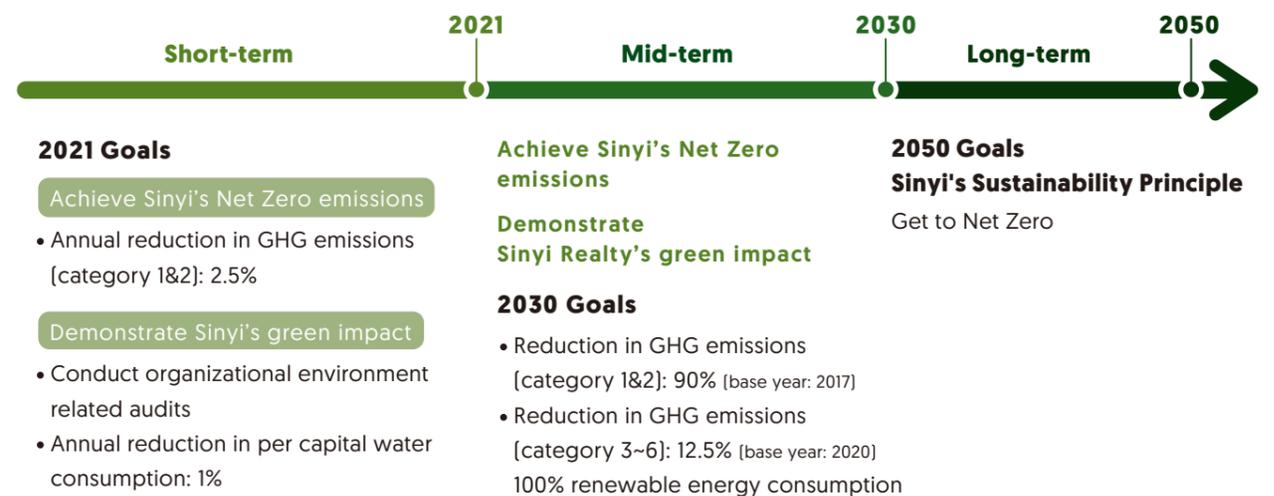
**Climate Leadership Award**

13th Taiwan Corporate Sustainability Awards [TCSA]

## Material Topics

GRI • 303 Water and Effluents • 305 Emissions

## Strategic Goals



## Management Approach

### Respond to Corporate Sustainability Principle

The management approach of material topics 303 and 305 follows one of Sinyi's Sustainability Principle, that is, "Get to Net Zero" to identify, analyze and respond to actual and potential impacts.

103-2 103-3



### Get to Net Zero

Sinyi's Sustainability Principle

303 305

### The Meaning of Material Topics to Sinyi

103-1

Faced with increasingly severe extreme climate crises, Sinyi Realty believes that while pursuing reasonable profits from our real estate services, we should also value the resources that the planet provides us with and do all that we can to promote climate actions and innovative green services. We hope to drive people to pay attention to the climate crisis, coexist with the environment, benefit the society, and jointly repair the damaged earth environment, so as to protect the earth's ecology and create a new green and sustainable future.

### Our Commitments

103-2

Sinyi values a sustainable environment. Starting from each services and everyone of Sinyi, we choose a low carbon business model, including green services and energy saving, to reduce environmental damage and to take more social responsibilities. We have put ISO 50001 Energy Management Systems in place and actively promote the carbon neutrality project of our branches while aiming to further implement effective energy management. We have also implemented ISO 14001 Environment management Systems, ISO 14046 Water Footprint and ISO 20121 Sustainable Event Management System, and have passed all the above verifications to improve our performance, while contributing to sustainable development.

### Core Target and Vision

Sinyi Realty has long regarded sustainable development as our responsibility and actively responded to the global warming issues. In line with the world, we turn the sustainability principle of "Get to Net Zero" into concrete actions, formulating the goal of achieving net zero emissions by 2030, and implementing environmental protection plans. By integrating internal and external resources and supporting the development of renewable energy, we can enhance the climate resilience and **achieve the 2030 goals of "a 35% reduction in carbon emissions per transaction, a 90% reduction in GHG emissions (category 1&2), a 30% reduction in per capita water consumption(base year: 2017), 100% renewable energy consumption"**, contributing to the restoration of the earth's ecology.

### How We Manage the Topics

<b>Policy</b> Net Zero 2030/2050 Initiative, ISO certificate management policies, CDP Initiative, Sinyi's Environment Sustainable and Development Policy, S.E.E.'s Promise to protect desert	<b>Grievance Mechanisms</b> Stakeholder Engagement section <a href="#">&gt; P.15</a>
<b>Responsibility</b> Total Ethical Management Committee - Green Management Group	<b>Evaluation Mechanisms and Results</b> <ul style="list-style-type: none"> <li>Annual targets and performance management <a href="#">&gt; P. 83</a></li> <li>Obtaining ISO verification <a href="#">&gt; P. 108-109</a></li> </ul>
<b>Resources</b> <b>HR:</b> Real Estate Management Department, Digital Intelligence Center, Branches Taiwan-wide, General Affairs Administration Group, Living Development Department <b>Knowledge:</b> Sinyi Lecture Hall Environmental Care Courses	



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

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



**SDG7**  
7.2 / 7.a



**SDG12**  
12.2 / 12.5 / 12.6 / 12.8



**SDG13**  
13.3

[SDGs Content Index](#) [SDGs Report](#)

## 2020 Goals and Achievements

### Carbon Footprint

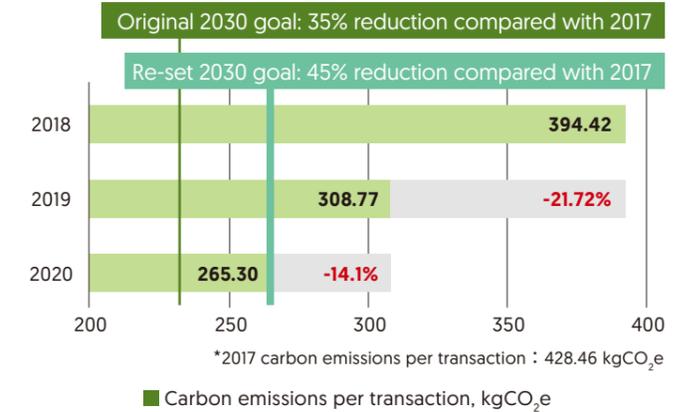
✓ Achieved 🟡 Ongoing ⚪ Not Achieved

In 2020, Sinyi has reduced emissions by 27.94% compared with 2017, thus achieving our 2030 goals earlier. Therefore, we re-set the carbon footprint reduction goal for 2030.

2020 Goal **1 % reduction** | 2020 Performance **14.1% reduction** | ✓

### Our actions

In the conventional brokerage service process, a substantial amount of paper is used for contract documents and marketing. In 2020, we continued to innovate digital tools to reduce the use of resources, resulting in a reduction in carbon emission from 301.88 kgCO<sub>2</sub>e to 257.62 kgCO<sub>2</sub>e at the material input stage and service stage. Through digital transformation into a virtual-online and physical-offline integrated brokerage services, we make services more immediate and enhance customers' experience, so as to further improve service efficiency and reduce resources and carbon emissions.



### Greenhouse Gas Emissions

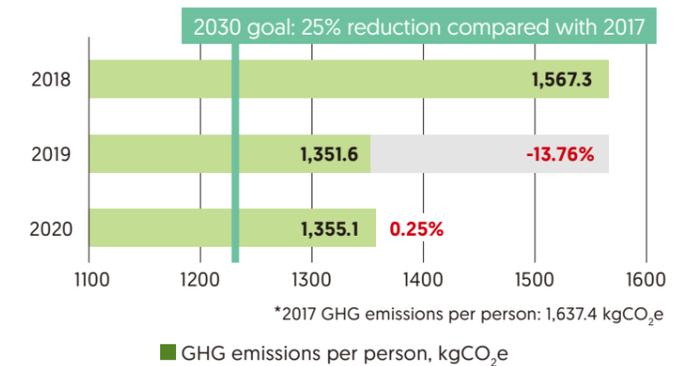
✓ Achieved 🟡 Ongoing ⚪ Not Achieved

Due to the Covid-19 epidemic prevention requirements, the GHG emissions of electricity consumption increased compared with the previous year. In 2020, Sinyi has reduce GHG emissions per person by 17.24% compared with 2017.

2020 Goal **1 % reduction** | 2020 Performance **0.25 % increase** | ⚪

### Our actions

Sinyi Realty has always placed a great emphasis on sustainable development, so we promote the annual verification of ISO 14064-1, ISO 50001, and ISO 14001. We also have continually implemented carbon neutrality projects and passed PAS 2060 verification, and announced our achievement in the carbon neutrality of 17 branches. In addition, Sinyi Realty has set 2021 as the "Sinyi Green Energy First Year", hoping to reduce the negative impact of business operations on the environment.



## 2020 Performance Overview

2020 Goals	2020 Performance	Achieved
<b>-1%</b> Carbon emissions per real estate transaction	<b>-14.1%</b> Carbon emissions per real estate transaction	✓
<b>-1%</b> Greenhouse Gas emission per person	<b>0.25%</b> Greenhouse Gas emission per person	⚪
<b>-1%</b> Per capita water consumption	<b>3.96%</b> Per capita water consumption	⚪
<b>-1%</b> Paper usage per real estate transaction	<b>-29.56%</b> Paper usage per real estate transaction	✓

✓ Achieved 🟡 Ongoing ⚪ Not Achieved

## Climate-related Risk Management

201-2 303 305 SDG7 SDG12 SDG13

The overall effectiveness of carbon reduction in many countries has not met expectations, turning “climate change” into a “climate emergency”. Faced with the threat of extreme climate disasters, the earth is ushering in the 6th mass extinction, endangering the survival of human civilization, and also affecting the daily life of all people on the earth. Although the real estate brokerage industry is not a major producer of carbon emissions, Sinyi Realty chooses to focus on the impact of climate change, implement climate-related risk management in compliance with the TCFD structure of “governance, strategy, risk management, and metrics and targets”, to reveal climate-related risk management to enhance climate resilience, promote sustainable business operations and integrate industry forces and all human power to resolve disasters caused by “climate emergency”.

### Climate-related Risk and Opportunity in Compliance with the TCFD

#### 01 Governance

- The Board of Directors, as the top management position with responsibility for climate-related issues, regards climate change as a material risk and manages climate-related risks and opportunities.
- The “Total Ethical Management Committee [TEM Committee]” is subordinate to the Board, setting up a cross-department subordinate of “Green Management Group”. Our Chief Strategy Officer is the principal of Green Management Group, and responsible for implementing environmental-related plans and regularly reporting to the Board of Directors.
- The Board of Directors regularly reviews ESG impact, performance and strategic goals. We follows “Crisis Management Operation Process” to immediately reduce operating threats caused by occasional climate events.

#### 02 Strategy

- Define time horizons: short-term: 1 year, medium-term: 1~10 years, long-term: 10~30 years
- Analyze the financial and non-financial impacts and explore business opportunities, strategies and action plans.
- Apply two climate-related scenario analysis of “2DS+NDCs and RCP8.5” to analyze physical risks and transition risks.

	Risk Type	Financial and non-Financial Impact	Opportunity	Strategy and Plan	
Physical Risk	Acute and Chronic Weather	<ul style="list-style-type: none"> <li>• Typhoon</li> <li>• Floods</li> <li>• Drought</li> </ul>	<ul style="list-style-type: none"> <li>• Interrupt daily operation of branches</li> <li>• Damage to housing quality and transaction opportunity and reduce revenue</li> <li>• Endanger the work safety of employees</li> <li>• Increase revenue through innovative customer services</li> </ul>	<ul style="list-style-type: none"> <li>• Enhance climate resilience</li> <li>• Innovate customer services</li> </ul>	<ul style="list-style-type: none"> <li>• Establish natural disaster response mechanisms and remind colleagues in advance</li> <li>• Innovate online services, such as VR, to ensure uninterrupted service</li> <li>• Launch intermediary service of house repair</li> </ul>
		<ul style="list-style-type: none"> <li>• Rising mean temperatures</li> </ul>	<ul style="list-style-type: none"> <li>• Increase operating costs and carbon emissions of electricity consumption</li> </ul>		<ul style="list-style-type: none"> <li>• Implement green procurement</li> <li>• Promote new POLO uniforms to mitigate summer discomfort</li> </ul>
Transition Risk	Policy and Legal	<ul style="list-style-type: none"> <li>• Net Zero commitment</li> <li>• CDP questionnaires</li> <li>• Science Based Targets initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Increase operating costs for purchasing green equipment</li> <li>• Increase R&amp;D costs to implement paperless services and tools in short-term, but increase service efficiency to decrease costs in long-term</li> </ul>	<ul style="list-style-type: none"> <li>• Improve green services</li> <li>• Strengthen management actions</li> </ul>	<ul style="list-style-type: none"> <li>• Committed to achieving Net Zero by 2030</li> <li>• Innovate green paperless services</li> <li>• Launch green community services, such as Recycling and Reusing Classroom</li> <li>• Promote carbon neutrality branch project</li> <li>• Use energy-saving and water-saving equipment, strengthen internal education</li> <li>• Plan internal carbon price mechanisms</li> <li>• Annual ISO audits</li> </ul>
	Technology	<ul style="list-style-type: none"> <li>• Renewable energy consumption</li> </ul>	<ul style="list-style-type: none"> <li>• Increase operating costs</li> <li>• Promote resource-saving and carbon reduction actions</li> </ul>	<ul style="list-style-type: none"> <li>• Support renewable energy development</li> </ul>	<ul style="list-style-type: none"> <li>• Set renewable energy consumption targets</li> <li>• Use renewable energy since 2021</li> </ul>
Market	Technology	<ul style="list-style-type: none"> <li>• Low carbon services</li> </ul>	<ul style="list-style-type: none"> <li>• Increase R&amp;D costs</li> <li>• Promote resource-saving and carbon reduction actions, enhance customer trust, and increase revenue</li> </ul>	<ul style="list-style-type: none"> <li>• Improve digital tools and service designs</li> <li>• Improve service efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Organize competitions for innovation to collect environmental sustainability solutions and ideas</li> <li>• Optimize more convenient service app-tools</li> <li>• Launch housing one-stop services to meet customer needs</li> <li>• Promote community engagement to enhance customer trust</li> </ul>
	Market	<ul style="list-style-type: none"> <li>• Customer behavior change</li> </ul>	<ul style="list-style-type: none"> <li>• Customer accessibility shifted from offline to online</li> <li>• Efficient one-stop services</li> <li>• Increase R&amp;D costs</li> </ul>		

Climate Change Risks and opportunities <http://csr.sinyi.com.tw/en/environment/risks-opportunities.php>

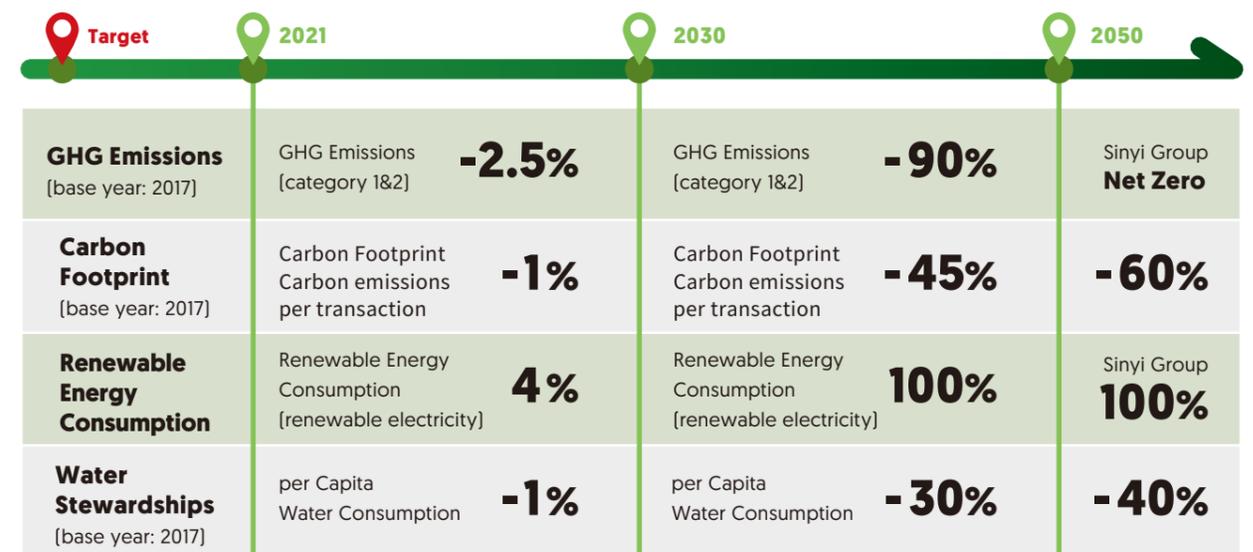
## 03 Risk Management

- In response to possible climate-related physical risks and transition risks, we reassess the climate-related impact every year, explore business opportunities, strategies and action plans in a systematic way.
- The Board of Directors is responsible for reviewing the annual risk management report and audit report to ensure the effective implementation of the climate-related risk management system.
- Based on the risk severity and occurrence probability, we identified the types of high impacts of climate-related risk as “transition risk-low carbon service”, “net zero commitment”, and “renewable energy consumption”.

Risk Management Process p. 70

## 04 Metrics and Targets

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



## 05 Action Plan

- To enhance our climate resilience in face with the challenges and impact brought on by the “Climate Emergency”, Sinyi Realty has established natural a disaster response mechanism which proposes sustainability principles and strategies, implement relevant action plans, in the hope to fulfill our responsibility as part of the global community in protecting the Earth’s ecology.



**Action Plan Greenhouse Gas Inventory**

305 SDG7 SDG12 SDG13

**Greenhouse Gas Emission Reduction**

With the increasing impact of climate change, countries accounting for more than 75% of global GDP have taken active actions to achieve the goal of "Net Zero by 2050". Although Sinyi Realty is not a major producer of carbon emissions, we are still committed to the goal of "Net Zero by 2030" in line with international initiatives. As such, Sinyi not only carries out carbon reduction actions internally, but also promotes green services externally, moving towards the goal of Net Zero, hoping to have a positive impact on the industry.

**Re-set 2030 Goal**

**90%** reduction in GHG emissions  
[category 1&2]  
[base year: 2017]



**Specific Action**

**1 Improve Emission Reduction Performance**

- Set organizational goals and audit annually [> P. 29, 30](#)
- Greenhouse Gas Inventory <http://csr.sinyi.com.tw/en/environment/greenhouse-gases.php>

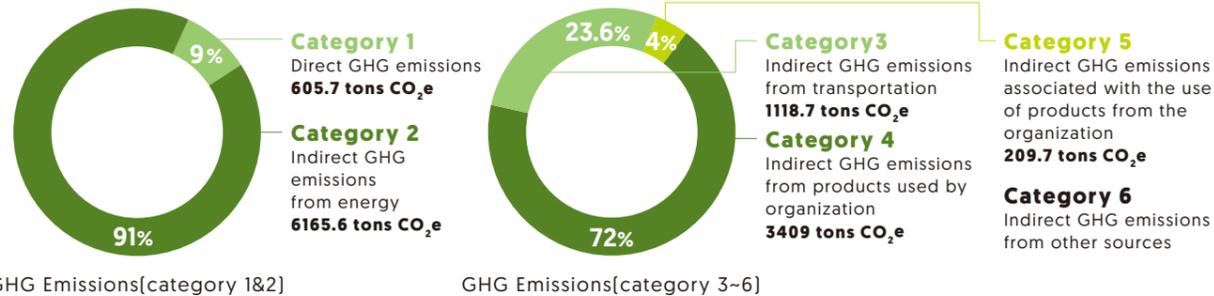
**2 Respond to international initiatives**

- Set renewable energy consumption targets [> P. 30](#)
- Apply for SBTi target validation
- Continuously respond to the CDP questionnaires

**2020 Verification**

In accordance with ISO/CNS 14064-1 requirements, Sinyi's business boundary covers 100% of the organization's operations of direct GHG emissions (category 1), indirect GHG emissions from energy (category 2) and other indirect GHG emissions (category 3~6). In 2020, Sinyi Realty's total GHG emissions were 11,508.614 tons CO<sub>2</sub>e, and it has passed ISO 14064-3 verification.

**The GHG Emission from all categories (ton CO<sub>2</sub>e)**



Material Input Stage	Service Stage	Transport, Use, Waste Disposal and Recycling
<b>Category 3, 4 Upstream</b> • Upstream transport and distribution for goods <b>0.54%</b> • Purchased goods <b>28.52%</b> • Capital goods N/A • The use of assets N/A	<b>Category 1 Direct emissions 5.26%</b> <b>Category 2 Indirect GHG emissions from energy 53.57%</b> • Employee commuting <b>7.56%</b> • Client and visitor transport N/A • Business travels <b>1.62%</b> • The disposal of solid and liquid waste <b>1.11%</b>	<b>Category 3, 5 Downstream</b> • Downstream transport and distribution for goods N/A • The use stage of the product N/A • Downstream leased assets <b>1.82%</b> • Life stage of the product <b>0.0%</b> • Investments N/A

**2020 Performance**

**Respond to Initiatives**

**CDP**

Leadership Level

**A<sup>-</sup>**

Science Based Target initiatives

**SBTi**

- Committed
- Apply for target validation

1.5°C



**Net Zero**

2030/2050 Initiative



**Organizational Emissions**

Revenue per kWh  
**Record high**

**909.3**  
NTD\$/kWh

Total Electricity Consumption

**12,113.1**  
MWh

GHG Emissions (category 1&2)

**6,771.3**  
Tons CO<sub>2</sub>e

GHG Emissions per Person (category 1&2)

**1.36**  
Tons CO<sub>2</sub>e

**GHG emissions per person (headquarters building, operating branches and administrative centers)**

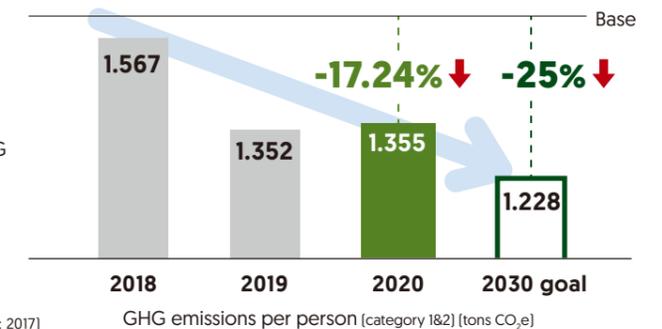
**Original Goals**  
**2020: Reduce 1%** (annual)  
**2030: Reduce 25%** (base year: 2017)

Due to the Covid-19 epidemic prevention requirements, the GHG emissions of electricity consumption increased compared with the previous year.

**2020 Performance**

- Annual increase 0.25%
- Compared with base year : reduce **17.24%** (base year: 2017)

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



[ Note 1 ] Greenhouse gas emissions were calculated in line with the GWP values used in ver. 6.0.4 of the EPA's GHG Emissions Factor Management Chart.  
 [ Note 2 ] GWP values are mainly drawn from the IPCC's 2013 5th Assessment Report.

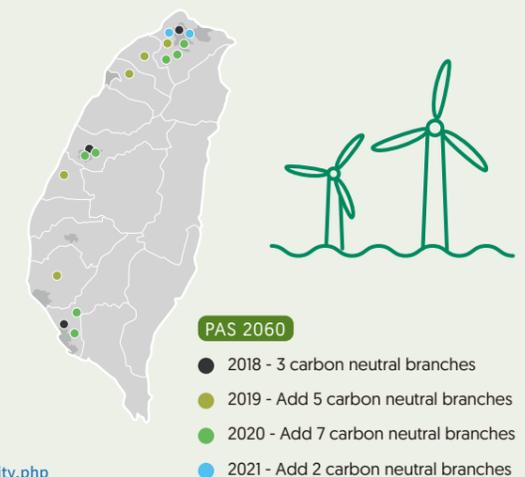
**Highlight | Carbon Neutrality Branch Project**

SDG12.2 SDG13.3

**Carbon Neutrality | Pioneer of Sustainable Branches**

Sinyi Realty has continually carried out plans for carbon reduction. In 2021, we not only actively expand "Carbon Neutrality Branch" project, but also upgrade carbon neutral branches to "Sustainable Branches", corresponding to the 17 goals of SDGs.

As Sinyi's largest carbon emissions come from electricity consumption, we achieved energy management goals through implementing energy conservation actions, such as introducing EMS, implementing green procurement. Then we used "Gold Standard Offset Credits from InfraVest Changbin and Taichung Bundled Wind Farms Project" to offset whatever emissions we could not reduce, and passed the third-party PAS 2060 verification, we announced our successful achievement of carbon neutrality declaration.



Carbon Neutrality <http://csr.sinyi.com.tw/en/environment/carbon-neutrality.php>

**Action Plan Carbon Emissions per Real Estate Transaction**

305 SDG7 SDG12 SDG13

**Carbon Footprint**

Sinyi Realty has been striving to manage GHG emissions. Although we are a real estate brokerage company, not a manufacturing company, and the real estate brokerage industry is not a major producer of carbon emissions, we are still working hard to implement service carbon management. In order to meet customer needs, we innovate various green services and quantify the benefits from green services, hoping to contribute to reducing negative impact on the environment through every transaction of Sinyi.

**Re-set 2030 Goal**

**45%** reduction in carbon emissions per real estate transaction (base year: 2017)



**Specific Action**

**1 Service Carbon Reduction Plans** > P. 31

- Promote green transformation, connect online-offline info, optimize service app-tools, to reduce carbon emissions from transportation

**2 Product Carbon Footprint Verification** > P. 31

- Set carbon footprint goal and conduct audits annually
- Product Carbon Footprint <http://csr.sinyi.com.tw/en/environment/carbon-footprint.php>

**2020 Performance**



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

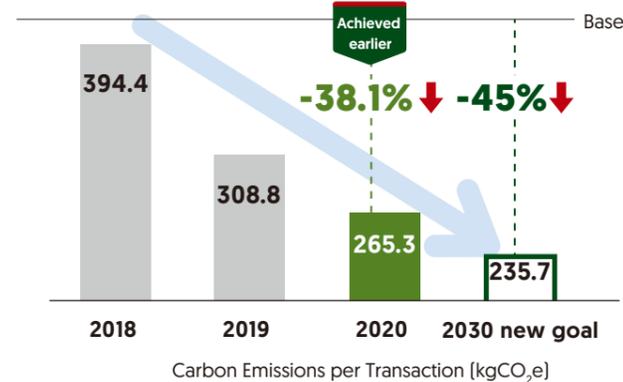
**Highlight Extension of Carbon Footprint Label and Carbon Reduction Label**



**Original Goals**  
 2020: Reduce 1% (annual)  
 2030: Reduce 35% (base year: 2017)

**Achieved 2030 goal ahead of schedule**  
 Carbon Emissions per Transaction 265.3 kgCO<sub>2</sub>e  
**-38.1%**

**2020 Performance**  
 • Annual reduce **14.1%**  
 • Compared with base year: reduce **38.1%** (base year: 2017)



**Paper Usage per Transaction**

**Original Goals**  
 2020: Reduce 1% (annual)  
 2030: Reduce 55% (base year: 2017)

**Achieved 2030 goal ahead of schedule**  
 Paper Usage per Transaction 11.03 kg  
**-65.2%**

**2020 Performance**  
 • Annual reduce **29.56%**  
 • Compared with base year: reduce **65.24%** (base year: 2017)

**Highlight Improve Green Digital Tools for Marketing and Contracts**

Sinyi has regarded the paper usage reduction in service as one of our green goals and launched green services, such as "Top Community App, Top Agent App, DINDON-Smart House Viewing Service". We calculate carbon emissions per transaction and have a 45% reduction compared with carbon footprint baseline. Thus, **in 2020 we received extension of Carbon Footprint Label and Carbon Reduction Label.**

**Action Plan Environment and Energy Management**

305 SDG13

**Introduce ISO 14001 & ISO 50001 Certificates**

**Implement Sustainable Development Policy**

Sinyi reviewed its energy policies and management procedures, implemented green procurement to achieve the overall usage of environmentally-friendly equipment. In addition, we have introduced the UGS EMS in the headquarters building, and the "DOMI-Smart EMS" in the branches, and ISO verifications. Through certifying ISO 14001 and ISO 50001 annually, we found out our improvement opportunities, adjusting the management plans and goals.

**Support the Development of Renewable Energy**

To support the development of renewable energy, Sinyi has set the 2030 goal of "100% renewable energy consumption [electricity]" and will start to use renewable electricity since 2021 to help improve energy efficiency and reduce operating costs.

Management System <http://csr.sinyi.com.tw/en/environment/system.php>

**Action Plan Water Stewardships**

303

While Taiwan is listed as one of the world's water-deficient areas, Sinyi has taken water stewardships as one material issues and analyzed the attendant operation risks and opportunities. Since water mainly used by the employees on a daily basis and the water withdrawal is not from areas with water stress, we have strengthened water-saving measures internally to improve management, and passed the ISO 14046 water footprint verification, which demonstrates our emphasis on water stewardships.

**2030 Goal**

30% reduction in per capita water consumption (base year: 2017)

**Per capita water consumption (headquarters building, operating branches and administrative centers)**

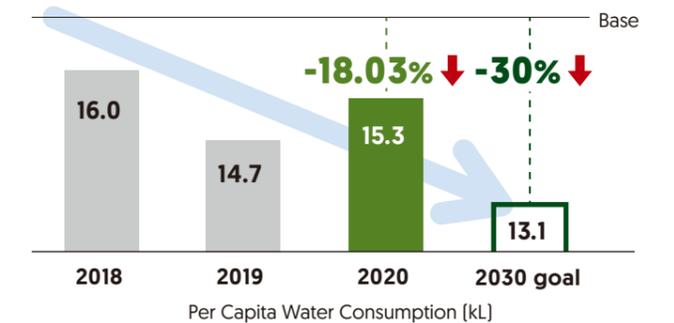
**Original Goals**  
 2020: Reduce 1% (annual)  
 2030: Reduce 30% (base year: 2017)

**2020 Performance**

- Annual increase 3.98%
- Compared with base year: reduce **18.03%** (base year: 2017)

Due to the Covid-19 epidemic prevention, the water consumption increased compared with the previous year.

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



**Action Plan Waste and Circular Economy**

SDG12 SDG13

**Waste Management**

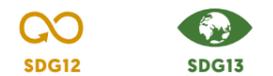
Sinyi Realty is a service company. Its waste is mainly daily waste and there is no toxic waste from manufacturing process. Through greenhouse gas inventory, we calculated our carbon emissions by solid and liquid waste disposal, accounting for 1.17% of indirect greenhouse gas emissions. Therefore, the waste issue was not listed as a material topics and it is disposed of in accordance with local government regulations.

**Waste Reduction Performance of Service Carbon Footprint**

Although waste management is not a material issue of Sinyi, we still keep on developing green services and improve operating procedures to reduce carbon emissions of waste disposal during our service process. Compared with 2015 baseline of carbon footprint reduction, the carbon emissions in the waste stage of carbon footprint in 2020 have been reduced 52.86%, showing our emphasis on waste management.

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

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



**Circular Economy**

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