

2021 Annual Highlights

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

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

Service Carbon Footprint Reduction

Carbon Emissions per Transaction **↓28.3%**

Paper Usage per Service **↓37.5%**

Revenue per kWh **↑22%** **E**

TANZE

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

Sinyi Realty
2030 Net Zero **E**

NET ZERO³⁰₅₀

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



Climate Change Questionnaire
A List **E**

Customer Satisfaction Rate

91.62 %

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

Cumulative Proposal Coverage Rate

99.73 %

"We are ONE" project **S**

Innovation Service Smart Property Viewing Service 2.0

DiNDON- Real Estate Voice Overs

Expanding your imagination **S**

Employee Turnover Rate

22.32 %

kept decreasing in 3 consecutive years **S**

Corporate Governance System Assessment

Outstanding

Obtained the highest level of CG6013 (2021) certification. **G**

TCFD

Level 5+

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

Corporate Governance Evaluation

TOP 5%

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

Operating Profit Growth

29 %

achieved a positive profit of 2.89 billion NTD. **G**

Sustainable Supply Chain Management

ISO 20400

obtained verification for the first time **SC**

100 %

signed Procurement Ethics Standard **SC**

Green Procurement Award in Private Sector-Enterprise for

14 consecutive years **SC**

Awards and Recognition

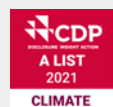
Sinyi Realty has repeatedly won important awards at home and abroad, and has been recognized in many areas, reflecting our responsibility and the public's expectations. We have implemented corporate social responsibility for many years, and hope to continue to be a positive influence so that each person,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

Overseas Awards



Asia Responsible Entrepreneurship Awards, AREA

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



Carbon Disclosure Project (CDP): A List

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



Global Corporate Sustainability Awards, GCSA

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

Commercial short film "In Love We Trust"

The Cannes Lions Awards Entertainment Lions

- Grand Prix

AD STARS Award

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

Domestic Awards

Environment

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

Governance

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

Social

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

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

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

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

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

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Message from the Founder

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The Founder of Sinyi Group, Mr. Chun-chi Chou, is responsible for the overall development of Sinyi Group.



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

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

Founder, Sinyi Group



Sinyi ESG Business Policy and Vision, Performance and Management Process

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

Environment—Get to Net Zero

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

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

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

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

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

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

Sinyi ESG Management Policy - 2050 Sustainability Principles

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

 p. 23 Sustainability Performance Progress

Governance—Creating a Sustainable Lifestyle

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

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

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

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

Supply chain management— Building an Ethical and Sustainable Supply Chain

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

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

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

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

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

Chairman, Sinyi Realty

Y. C. Lin

Overall Environment and Organizational Operations

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

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

Sinyi Realty's Strategy

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

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

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

 p. 3 Sinyi Sustainability Principles

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




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

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

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

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

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

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

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

Industry Leader: Market Positioning of Sinyi Realty

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

Main Products and Services

Leading Brand of Real Estate Brokerage Industry

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

Sinyi Group's Global Headquarters

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

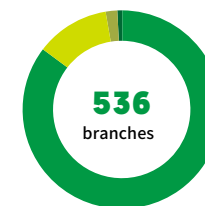
Since Sinyi Realty Inc. established in 1987, we have been functioning in a fully-operated system. In 1999, we were listed on the counter. In 2001, we were listed on the market.^[1]

Geographic Distribution and Employee Information (Group)



Regional distribution of employees

Taiwan	5,739 ^[2]
China	471
Japan	105
Total	6,328



Regional distribution of branches

Taiwan	487
China	40
Japan	8
Malaysia	1
Total	536

Financial Performance



Consolidated Revenue
18.792 billion NTD

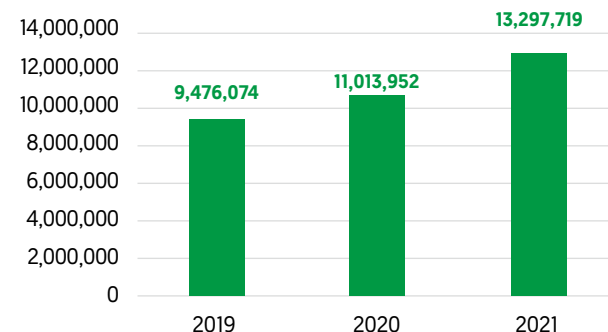
Taiwan: 73%
China: 25%
Overseas
[Japan and Malaysia]: 2%



Individual Operating Revenue
13.297 billion NTD

Individual Operating Gain
2.89 billion NTD

Individual Operating Revenue (NT\$ thousand)



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

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

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

About This Report

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

■ Guidelines and Standards

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

■ Reporting Period

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

■ Report Content and Topic Boundaries

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

■ Data Sources

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

■ Assessing and Strengthening the Credibility and Quality

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

■ Key Entities Responsible for the Report: Corporate Sustainability Office

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

✉ csr@sinyi.com.tw

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📠 +886-2-2722-0515



Online Form

■ Report Management Systems

Internal Audit

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

External Assurance

- Financial Data 【Deloitte】
- Environmental Data: ISO 14001, ISO 14046, ISO 14064-1, ISO 14067, ISO 46001, ISO 50001, PAS 2060 【British Standards Institution (BSI) Taiwan】
- Sustainability Data: AA1000 AS v3 with Addendum Type 1 and SASB standards, TCFD conformity check, ISO 45001, ISO 20400 【British Standards Institution (BSI) Taiwan】
- Event Sustainability: ISO 20121 【British Standards Institution (BSI) Taiwan】

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

Financial Information



Annual Report

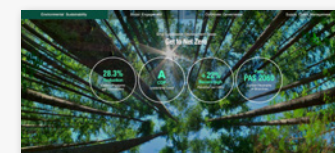

Financial Reports
(Quarterly/year)

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

Non-financial Information


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


Provide more real-time sustainable information


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

Other Reports

 SDGs Report

 Impact Report

 TCFD Report